

# TSM SOUTH INC

**NEC**

*Univerge SV9100  
Multi-line Telephone Reference Guide*



Congratulations on your organization's decision to install an NEC SV9100 telecommunications system provided by TSM South, Inc. The goal of this guide is to have you effectively using your new system in as little time as possible. This guide is not designed to teach the more complex system features and applications. It is to teach the basics of call processing so that you can quickly return to doing your job with increased efficiency. You will learn:

1. **How to make both outgoing and intercom calls.**
2. **How to receive incoming and transfer calls.**
3. **How to use Hold and Park.**
4. **How to set up your voice mailbox and use your voice mail system.**

Additional user information can be found in the Telephone and Voice Mail User Guide, which is more in-depth. For specific questions not addressed during the on-site training, the Quick-Start and more in-depth Telephone and Voice Mail User Guide, please call TSM South, Inc.'s help-desk at 800-319-9087.

Enjoy your new NEC telephone system and thank you for helping make this a positive experience for your organization.

### **Feature Keys:**

#### **Recall**

Press this key to send a hook flash to the CO you are currently on. Depending on the CO, it may put the caller on hold with Telco or hang up.

#### **Feature**

Used to activate terminal setup functions and to program One-Touch keys.  
Feature + 1 – Turns microphone On/Off

#### **Hold**

Press this key to put a call on hold.

#### **Transfer**

Allows the extension user to transfer a call or make a second call.

#### **Speaker**

Controls built-in speaker, which can be used for Hands Free Dialing/Monitoring. LED on key lights when key is active.

#### **Help**

Explanations of Programmable Keys can be called up on the LCD by pressing and holding the **Help** key plus a programmable key.

#### **Exit**

The user can exit from the Menu or Help mode by pressing this key.