



NEC SV8100  
Quick Start Users Guide  
for the  
Single Line Telephone

Installed by  
***Certified Alarm Co.***  
***(256) 383-1225***

For Customers of Certified Alarm Company only, you may copy or print PDF for your use only.

## Making Calls

### To place Internal calls

- Lift the Handset
- Dial the 3-Digit Extension Number. (When calling a Multiline phone, dial 1 to toggle ring/voice or dial 8 to leave a message on voicemail)

### To Place External Calls

- Lift the Handset.
- Dial 9 to access the outside lines
- Dial the Telephone Number

## Answering Calls

### To answer Ringing Phone

- Lift the Handset

### To Answer Call Waiting

- Hear call waiting beeps
- Press “Flash” or the **Hookswitch\*** to place the present call on hold and answer the second call,  
or
- Hang-up the Handset to disconnect present call
- Lift the Handset to answer second call

## Transferring Calls

### To transfer a call to another extension

- With the call in progress, Press “Flash” or the **Hookswitch\***
- Dial the 3-Digit Extension Number
- Announce the call (optional)
- Hang-up the Handset to complete the transfer

### To transfer directly to Voicemail

- With the call in progress, Press “Flash” or the **Hookswitch\***
- Dial the 3-Digit Extension Number
- Dial 8
- Hang-up the handset to complete the transfer

## Placing Callers on Hold

### To Place a caller on Hold

- With the call in progress, Press “Flash” or the **Hookswitch\***
- Make another call, press Press “Flash” or the **Hookswitch\*** again to return to the original caller and place the second call on hold
- Calls will recall to your extension if not answered within the preprogrammed time limit.

## Call Park

### To Park/Retrieve callers.

- To place a caller in park, Press “Flash” or the **Hookswitch\*** dial #6XX (00-64)
- To retrieve a parked caller dial \*6XX (00-64)  
Example: While talking to a caller, Press “Flash” or the **Hookswitch\*** dial #601, page and instruct the recipient of the call to dial \*601 to retrieve, (use any number from 600 to 664)

## Conference Calls

### To make a conference call

- With the first call in progress, Press “Flash” or the **Hookswitch\*** and dial # 1
- Dial the next call, wait until they answer
- Press “Flash” or the **Hookswitch\*** to add more calls  
or
- Press “Flash” or the **Hookswitch\*** twice to set up the conference.

## Redial

### Last number redial

- Lift the Handset
- Dial #5 (Redial Code)
- Dials the last Inside or Outside number dialed

## Paging

### Paging to Phones (Digital Phones Only!)

- Lift the handset
- Dial 701
- Dial 1 (the internal all page Group number see administrator for numbers)
- Speak into the handset.
- Hang-up the handset

### External Paging Speakers

- Lift the handset
- Dial 703
- Dial 0 (the external all page Zone Number see administrator for numbers)
- Speak into the handset.
- Hang-up the handset

\*Hookswitch = Press the Hookswitch down for 1-Second and Release.

## E911 Emergency Calls.

### Emergency calls requiring outside assistance.

- Lift the **handset**.
- Dial **911**, **Describe the nature and location of the emergency.** (it is very important to give the correct address, Building Number etc., The phones lines may have a different address listed)
- The Attendant will be notified by an audible alarm, displaying the extension name/number that placed the emergency call.

## Programming Station Speed Dial

### To Store Station Speed dial numbers

- Lift the Handset
- Dial 755
- Dial the location (0-9) to store
- Dial the line access code, usually 9
- Dial the Telephone Number you want to store (1+AC+Number)
- Hang-up the Handset

## Dialing Station Speed Dial Numbers

### To Dial Station Speed Dial numbers

- Lift the Handset
- Dial #7
- Dial the Location (0-9) to Dial
- Talk
- Hang-up the Handset

## Call Forward

### To set Call Forwarding

- Lift the Handset
- Dial 741,
- Dial 1 to set
- Dial the Extension or Off-Premise destination number
- Hang-up the Handset

### To Cancel Call Forwarding

- Lift the Handset
- Dial 741,
- Dial 0 to cancel
- Hang-up the Handset

## Directed Call Pickup

### To answer a ringing co-workers phone

- Lift the handset Dial \* \* and the 3-digit extension number of the co-workers phone you want to answer.

## Voice Mail (Single Line Phone)

### Set Up your Voice Mail (Must complete all 3 steps)

#### 1. Record your Greeting

- Dial \*8
- Select G (4) Mailbox greeting.
- Select greeting # 1 (you may record the other greetings later)
- Press 7 to record the greeting.
- Follow the prompts to record your greeting.
- Press 5 to Listen, 7 to Record over, or 3 to Delete. or # to exit.

#### 2. Record Your Name

- Dial \*8
- Press R N (7 6) to record your name.
- Follow the prompts to record your name.
- Press 5 to Listen, 7 to Record over, or 3 to Delete. or # to exit.

#### 3. Enter your Password (Security Code)

- Dial \*8
- Press O P (6 7) for Mail Box Options.
- Press 7 to enter the security code
- Follow the prompts to enter your security Code.
- Press 2 if correct or 4 if incorrect
- Hand up to exit

## To check messages from your phone.

- Lift handset, if you hear sutter dial tone (Beep,Beep,Beep) you have messages
- Dial \*8
- Follow prompts, listen to messages then Save S A (7 2), or Erase E (3) to get next message.
- Press X (9) to Hang Up.

## To check messages from outside the Building.

- Dial any line answered by the Auto Attendant or ask to be transferred to ext # 200.
- Wait for Auto Attendant to answer
- Dial # + your Mail Box Number (3-Digit extension number).
- Follow prompts to listen to messages, you may press T I (8 4) for time and date stamp.
- Save S A (7 2), or Erase E (3) to get next message.
- Press X (9) to Hang Up.

Notes:

*Telecom  
&  
Security Services*

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(256)383-1225*

*ABES-066  
TN C0550*

**For Service or Questions Call:  
Certified Alarm Co.  
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Jerry or Russell  
“We never Close”**

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