Midland Networks – NEC SV - Cheat Sheet

**Holding a Call**

To put a call on hold press the **hold key** (you can then put the phone down)

To pick the call back up, press the flashing **answer key**

Placing Calls

**Making an Outside Call.** Lift the Handset, you will get an internal dial tone. To make an outside call you press **9** to get the dial tone and then continue to type the number you wish to ring including the area code

**Making an Internal Call**. Lift the handset, you will get an internal dial tone, Dial the extension number. You call will then ring the other extension. If the end user is on the phone you will hear one ring then the voicemail option

Answering Calls

Answering an External Call When the phone rings it will display the external number of the person making the call. To answer lift the handset or answer the call using the ‘speaker’ button which will mean the call will be on hands free. When using hands free make sure the MIC button is lit so the end user can hear you.

Answering an Internal Call When you are receiving an internal call it will display the name of the caller and ring differently to an external call. Again to answer the call pick up the handset or to use the phone hands free click the ‘speaker’ button. When using hands free make sure the MIC button is lit so the end user can hear you.

Answering a call on a colleagues phone  When there is an incoming call on a colleagues phone that you want to answer then lift your headset dial 715 the message ‘ICM Dial’ will appear on the display. Type in the extension number you want to get the call from and the call will then be answered on your phone.

Making a Conference call

Creating a conference call - Call the number you wish to start a conference call with or answer the incoming call that you wish to start a conference call with. Place the caller on hold by using the red ‘Hold’ key where you will get an internal dial tone - Dial 826 and the number of the person you wish to add to the conference call. If this is an external call please dial 9 to get a dial tone then the external number with the area code. If this is an internal call then dial the extension number of the phone - When the end user answers click the button highlighted ‘Add’ on the display (this is usually the first button of the top row). This will then give you an internal dial tone and put the end user on hold. If you wish to add more callers to the conference then repeat the above steps. Once you have added all the callers to your conference meeting and are ready to begin you need to select the ‘begin’ button (again this is usually the first button on the top row of buttons). Your conference call should of now begun

**Transferring a Call**

Transferring to your colleague. When you want to transfer an incoming or outgoing call to a colleague press the ‘transfer’ key on the bottom row on the phone which will put your caller on hold.

If you are transferring the call to an external number then press 9 to get your outside dial tone and key in the number you want to ring – otherwise just dial the internal extension number.

Wait to see if the person wants to receive the call; if they do place down your handset and the call will transfer if not you can retrieve the call by clicking the ‘answer’ key  To transfer the call internally dial the extension number of the phone you want to transfer the call to. Again if the end user doesn’t answer or doesn’t want the call then you can get the call back by clicking the ‘answer’ key

Saving a number to quick dial on your phone Please note you only have 10 speed dial slots

Saving the number  To save the number of the last person you called to your speed dials you need to click the left arrow on the navigation key (circular dial to the bottom right hand side of phone). This will display the number of the person you last called.  If you want to save the number of the last caller to you then click the left arrow on the navigation key and then the right. This will display the number and time of the last call  To save the number to you station (phone) then click the button where it says ‘store’ on the display. This is usually the 3rd button from the left on the top row  The display will then change to ‘STA’ and ‘Abb’. Select ‘STA’ the first key.  The display will change to ‘Store to Personal ABB’, ‘Enter Bin’. Bin is the speed dial you want the number saved to. Type in the number on the keypad for example 1 and lift the handset and replace it. This has now saved the number to speed dial 1, or whichever number you chose.  Please note to save a number to speed 10 then when asked to enter bin please choose 0 on the keypad.

Saving the name on the speed dial  Click speaker and you will hear an internal dial tone and dial 855. You will see ‘Key Prog’ on the left hand side of the display and ‘STA’ will be on the right  Dial the bin number on your keypad (the speed dial you have just saved the number to) for example 1. The telephone number you have just saved will be displayed on the screen.  Click ‘hold’ the red key on the bottom of your phone  A – will be displayed on the screen. Type in the name of the caller using the letters on the keypads clicking more than once to get to the next letter.  Once you have typed the name click the ‘hold’ key again and the number will be taken off the screen.  Lift and replace the handset. Your name is now saved to the number on the speed dials

Accessing your speed dials  Click 2nd button in along the top row where ‘DIR’ for directory is displayed. The displays will then change  Click the 3rd button in displayed ‘STA’  You can scroll through the speed dials with the arrows or if you start to type in the name then it will be displayed on the screen.  Select ‘Dial’ on the display when you are on the number and this will phone the number.