

NEC

SV8100 ACD QUICK REFERENCE

LOG IN

- Press **LOG IN/OUT** key

LOG OUT

- Press **LOG IN/OUT** key
- Press **1** to accept

BREAK MODE

*** If your phone rings and you do NOT answer the call, your phone will automatically be put into **Break Mode***

To Resume Call Activity

- Press **BREAK** Key

To Put yourself into Break Mode

- Press **BREAK** Key (key will Light up)

QUEUE STATUS

- Press this key to display number of calls in queue and the length of time the longest call has been waiting

