

# SV9100 User Guide with InMail

Quick Guide to using your telephone  
and voicemail

# Telephone Quick Guide

**Security** – Available only on IP phones.



**(1) Call Indicator Lamp** - Lamp at top corner of DT Series Display flashes when a call terminates to the terminal. this lamp flashes fast when a call terminates to the terminal and flashes slower when a message has been left.

**(2) Exit** - The user can exit from a screen mode by pressing this key.

**(3) Softkeys** - Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

**(4) Help** - The user can press this key followed by a programmable key to check what Line or Programmable Feature is programmed on the key.

**(5) Recall** - Press key to finish an outside call and hear the dial tone.

**(6) Transfer** - Allows the station user to transfer established calls to another station, without attendant assistance.

**(7) Feature** - Used to activate any features as terminal setup functions.

**(8) Mic** - Press this key to respond hands free.

**(9) Menu** - From this key, the user can access to the functions not normally used (such as terminal settings, downloads and access to XML applications) easily.

**(10) Cursor** - By using this Key, a user can access various features with simple cursor operation.

**(11) Enter** - When using the Cursor, the center can be pressed to accept an entry.

**(12) Redial** - Press Cursor Left to access Last Number Call, Speed Calling-Station/Group, then Cursor down to scroll.

**(13) Speaker** - Controls the built-in speaker for Hands Free dialing / Monitoring of calls.

**(14) Answer** - When LED on this key is lit, press key to answer a waiting call.

**(15) Hold** - Press this key to place an internal or external call on hold.

**(16) Programmable Keys** - These keys can be programmed as Flexible Line key/Programmable Feature Keys by the Telephony Server Administrator. What's on your phone:

**CALL** - External calls (inbound and outbound) land on this button.

**Record** - press to record a conversation. This will be saved as a voicemail.

**Dept VM** - Will be lit when a voicemail is left for your Department.

**HSET** - Allows use of a wired Headset by pressing this button.

**Blank Buttons** - Allows for programming of Personal speed dials on this button.

# Softkey Reference

\*\*\*this is not a comprehensive list

- When the phone is at rest
  - List > contains 2 lists, Redial and CID (Caller ID)
  - Dir > provides access to directories, EXT is all extensions in your business, SPD is Global Speed Dial list, STA is Station Speed Dial list
  - Vmsg > accesses voicemail functions
  - arrow down > for more menu choices
  - lcm > (mostly you will not need) definition for lcm is Intercom
  - Prog > accesses programming functions for your phone such as Call Forward and Do Not Disturb
- When you are on a call (the softkeys will be different)
  - Conf > starts a conference call...see Quick Ref page 1
  - Rpt > repeat
  - Save > can be used to save to a directory
  - Trf > use for call transfer
- Miscellaneous softkey definitions
  - Rls > will end your call (hangs up)
  - MW > Message Waiting

# Telephone Features – Quick Ref Page 1

## PLACE AN EXTERNAL CALL:

Lift handset and Press a Line Key (or Dial 9) and the number.

## PLACE INTERNAL CALL:

Dial extension or press programmed button.

## TO PARK A CALL

With a call in progress

Press [**TRANSFER**] Button then the [**PARK**] button OR #6

Dial a park location: **01 ~ 64**.

## TO PICKUP A PARKED CALL

Lift handset or press the [**Park P/U**] button OR \*6

Dial the announced park location: **01 ~ 64**.

## TO TRANSFER A CALL:

With the call in progress.

Press **Transfer**, dial the station number of the telephone you want to transfer the call to.

Announce and/or hang up. If equipped with a pre-programmed station button while on a call simply press the station button and/or announce or hang up.

## CONFERENCE CALL:

With a call in progress, press [**Conf.**] Soft key in the display

Place a second call (internal or external= Dial 9) and announce conference.

Press [**Add**] Soft key in the display then press [**Begin**] Soft Key in the display and establish conference.

To add another person follow the same procedure.

To drop out of the conference hit [**Transfer**] and the other parties will still be in the conference.

\*To establish conference quickly, Place a second call (internal or external= Dial 9) and announce conference. press [**Conf.**] button (if applicable) twice.

## TO PICKUP A RINGING TELEPHONE:

### **Extension Ringing:**

Press \*\* + the extension number of the telephone you wish to answer. Or if no line appearance then Press \*\*+ the virtual extension Number.

Press \*# to pick up the 1<sup>st</sup> Inbound call for any phone.

Lift the handset and begin conversing

## PAGE ALL:

This feature allows you to page through all of the telephones not in use or not in DND (Do Not Disturb). When using ALL CALL PAGE you cannot respond to the person paging.

Lift the handset or press Speaker.

Press **ALL PAGE** button or Dial 701 + 1, or Dial InPg + 0.

## LAST NUMBER REDIAL:

Press **Redial** and scroll to the number you want using the up and down arrow keys in the display or continuously press redial.

Then press speaker or lift the handset to place the call.

## AUTOMATIC REDIAL:

This feature allows the phone system to auto redial a number you received a busy or no answer.

Upon placing a call and receiving a busy tone or no answer.

Press the [**Rpt**] soft key in the display and the number will be redialed after 1 minute.



# Telephone Features – Quick Ref Page 2

## **GROUP LISTENING:**

This feature allows you to listen to both sides of the conversation without having to put the caller on speakerphone.

With a call in progress over the handset, press **Speaker 2 times**. (Do not hang up handset.)

## **MUTE YOUR CALL WHILE ON A SPEAKERPHONE CONVERSATION:**

Press the **Microphone** key. You will see the oblong light on the lower right side labeled MIC or the light on the Microphone key go dark.

A red MIC light indicates that the other person can hear you when speaking.

## **ACTIVATE DND (Do Not Disturb):**

This feature allows you to turn off the ringer at a particular telephone. When DND is active the line key will still blink, there just will be no audible sound.

To Set:

Leave handset in cradle.

Press the Soft Key directly under the **[Arrow Down]** then Press the **[Prog]** Soft key in the display then **[DND]** Soft key then **[Set]** Soft key then select **[ALL]** Soft Key.

To cancel Press **[Prog]** Soft key then press **[DND]** Soft key then **[Cancel]** Soft key.

## **TO PROGRAM A PERSONAL SPEED DIAL FOR YOUR TELEPHONE**

From your telephone press the **[Prog]** Soft key in the display then press **[STA]** Soft key. Dial the speed dial location where you want to place it(1 thru 10) then dial 9 plus the telephone number then press Hold. At this point you can enter a name for the speed dial using alpha numeric (The same as a cell phone) use # to scroll forward and the **Feature** button to scroll back or delete. When finished press Hold.

## **TO CALL A SPEED DIAL NUMBER:**

Press **[Dir]** Soft key in display followed by **[STA]** Soft key in display. You can either scroll through using the up and down arrows in the display or you can enter the first letter of the speed dial name using alpha numeric then press either the up or down arrows in the display. To call that number press the **[Dial]** Soft key or press speaker.

## **TO FORWARD YOUR TELEPHONE TO ANOTHER EXTENSION:**

At the station you want your telephone to ring at, with the handset left in the cradle, press the **[Prog] Soft key in the display**.

Press **[Cfwd]** Soft key then select the down arrow in the display and select **[Flw]** Soft key ( Stands for follow me) then select **[SET]** Soft key then enter your extension number so calls to your phone will now ring at the telephone you are sitting at.

**To cancel follow me:** At your station or the station you set it up at press **[Prog]** Soft key followed by the down arrow in the display then select **[Flw]** Soft key then select **[Cancel]** Soft key.

## **FOR OFFSITE FORWARDING:**

From your telephone Arrow Down then Press the **[Prog]** Soft key Press **[Cfwd]** Soft key then select the down arrow in the display and select **[All]** Soft key ( Stands for all calls) then select **[SET]** Soft key then enter 9+ number so calls to your phone will now ring at the telephone number/location you entered.

To cancel: press **[Prog]** Soft key followed by the down arrow in the display then select **[All]** Soft key then select **[Cancel]** Soft key.

## **TO PROGRAM A ONE TOUCH KEY:**

When phone is idle, Press **751** then press the desired button to be programmed. Press 01 – Next enter the extension number or phone number you wish to have on that button. Press Hold key. Press Speaker to finish.

Note: for an external phone number be sure to include 9

## **TO CHANGE YOUR RING TONE:**

When phone is idle, Press **720**. Then choose [1] for lcm (Internal) or [2] for Ext (External) Calls. You can then choose by pressing buttons 1 – 8 to listen to the ring tones. Whichever one you stop on, will be the ring tone.

# VOICEMAIL FEATURES – QUICK REF PAGE 1

## TO SET UP YOUR MAILBOX FROM YOUR PHONE:

With the handset left down in the cradle, press the **VMsg** key in your display.

To record a greeting, press **4** or press the **GREET** button on your display. Select the greeting number (Typically Greeting 1) then select **Rec** (Record) in the display. Once you have recorded your greeting press the **DONE** button in your display followed by **##**.

To record your name, press **76** then record your name. Once you have recorded your name press the **DONE** button in your LCD display followed by **##**.

To set a password, press **67** then **7**. Enter your password. The voicemail will repeat the access code you entered for verification. Press the **OK** button and hang up.

\* **Setting a password is highly recommended to avoid unauthorized access and use.**

## SAMPLE VOICE MAIL GREETING:

*Hello. You have reached the voice mailbox for \_\_\_\_\_ at extension \_\_\_\_\_. I am currently on the phone or away from my desk. Please leave your name, telephone number and the reason for your call and I will return your call as soon as possible. Thank you.*

## TO CHECK YOUR MESSAGES FROM YOUR PHONE:

Press **VMsg** button in your display.

When prompted, enter your security code. This is only prompted if you have set one up.

ALL the prompts **will be in your display.**

To check new messages, press **7** or **Lstn** in the display

To Erase a message, press **3** or select **ERASE** in the display.

For a list of features, press **0**.

## TO CHECK YOUR MESSAGES FROM ANOTHER PHONE IN THE OFFICE:

With the handset left down in the cradle, dial **300** and enter your extension number.

Enter your **security code** (if one was set up) and follow the prompts or display options.

# VOICEMAIL FEATURES – QUICK REF PAGE 2

## TO CHECK YOUR MESSAGES FROM OUTSIDE THE OFFICE:

Dial your main number

At the greeting, dial # and your **3-digit voice mailbox**.

\*NOTE: You will NOT be prompted for anything. You will only hear SILENCE until something is entered.

Enter your security code (**if one was set up**) and follow the prompts.

## WHILE LISTENING TO A MESSAGE FROM OUTSIDE THE OFFICE:

Dial **5** to listen to the message.

Dial **22** to repeat the message.

Dial **63** to forward the message to someone else in the office and follow prompts.

Dial **72** to save the message.

Dial **3** to delete the message.

Dial **2** to repeat the previous few seconds of the message.

Dial **\*** to pause message playback. Dial **\*** again to resume playback.

Dial **4** to advance a few seconds within the message.

Dial **#** to exit voice mail

## TRANSFERRING A CALL INTO VOICE MAIL QUICKLY:

With the call in progress, press the **TRANSFER** key.

Dial the **extension number** plus **7** and hang up immediately.