

SV9100 User Guide with UM8000 Voicemail

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

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

(8) Mic - Press to turn microphone on and off. When lit red, microphone is on allowing you to respond hands free. When light is off, speaker phone is muted.

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

(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.

VM - Will be lit when a voicemail is left in your vm.

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

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

Telephone Features – Quick Ref Page 1

PLACE AN EXTERNAL CALL:

Lift handset 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 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 press **[Transfer]** and the other parties will remain 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 station you wish to answer. Or if no line appearance then press ******+ the virtual extension Number.

Press ***#** to pick up the 1st 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 **Mic** key. A red MIC light indicates that the microphone is on and you can respond hands free to incoming calls. When the light is off, your microphone is muted.

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 down arrow in the display and press the **[Prog] Soft key in the display**. Then press the **[DND] Soft key**, **[Set] Soft key**, then select **[ALL]**, **[EXT]**, or **[IMC] Soft Key**. These options are all calls, external calls, or internal intercom calls.

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

TO PROGRAM A PERSONAL SPEED DIAL FOR YOUR STATION

From your station Press the down arrow and then Press 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 phone to ring at, with the handset left in the cradle, Press the down arrow and 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 station 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 station Press the down arrow and then Press the **[Prog] Soft key in the display**, 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 phone 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 **[CNCL] 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 a 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.

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 that everyone has, STA is Station Speed Dial list set up by individual users.
 - VMsg > accesses voicemail functions
 - Arrow down ↓ > for more menu choices
 - lcm > is Intercom for paging (mostly you will not need)
 - 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 dial
 - Save > save number to a directory
 - Trf > call a transfer
- Miscellaneous softkey definitions
 - Rls > “Releases” or hangs up a call
 - MW > Message Waiting, a voice mails message is waiting

Voicemail System Instructions - Ref Page 1

TO SET UP YOUR MAILBOX FROM YOUR PHONE:

- With the handset in the cradle, press the **VMsg** softkey on your telephone.
- You will be prompted to enter a security code. The default is "1111". You will be asked to change this code.
- Listen to the tutorial and set up your voice mailbox. Do not hang up until you hear her say, "**Great, Welcome to the Voicemail System!...**"

SAMPLE VOICE MAIL GREETING:

Hello. You have reached the voice mailbox of _____. 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 MESSAGES FROM YOUR PHONE:

- With the handset in the cradle, press the **VMsg** key on your telephone.
- When prompted, enter your security code.
- Follow the prompts. If you have a display phone, you **will not** hear a voice, the prompts **WILL BE IN YOUR DISPLAY.**
- *If you do not have a display, the system will prompt you by asking questions. Press 1 for yes and 2 for no.*
- To check new messages, press **NEW**. To Save/Archive a message, press **ARCH**.
- To delete a message, press **DEL**. For more options, press **MORE**.

TO CHECK YOUR MESSAGES FROM ANOTHER PHONE IN THE OFFICE:

- With the handset in the cradle, press the **Message** key on your telephone.
- If prompted for a security code, dial ***2#** until you hear the company main greeting.
- At the main greeting, dial **9** plus your **3-digit voice mailbox (extension number)**.
- Enter your **security code** and follow the prompts.

Voicemail System Instructions - Ref Page 2

TO CHECK YOUR MESSAGES FROM OUTSIDE THE OFFICE:

- Dial the office phone number.
- If answered by a person, ask them to transfer you to voice mail at **(300)**
- At your company's main greeting, dial **9** and your **3-digit voice mailbox (extension number)**.
- Enter your security code and follow the prompts.

WHILE LISTENING TO A MESSAGE FROM OUTSIDE THE OFFICE:

- Dial ***** to skip the message and save it as 'new.'
- Dial **#** to repeat the message.
- Dial **1** to advance to the end of the message.
- Dial **2** to forward the message to someone else in the office.
- Dial **221** to save the message.
- Dial **222** to delete the message.
- Dial **5** to change the playback volume.
- Dial **7** to repeat the previous 3 seconds of the message.
- Dial **8** to pause message playback. Dial **8** again to resume playback.
- Dial **9** to advance 3 seconds within the message.

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.

TRANSFERRING A CALL DIRECTLY INTO VOICE MAIL:

(Use this procedure if an employee has DND activated or if the employee does not have a desk phone associated with their voice mailbox.)

- With the call in progress, press the **TRANSFER** key.
- Dial **"300"** on the telephone keypad and wait until the voicemail answers.
- When automated attendant answers, dial the employee **mailbox number**, plus **2**.
- **Hang up immediately** so the caller will hear the entire voice mail greeting.