



Quick Reference Guide for SV8100 w/ InMail

CALL PROCESSING

To make an outside call

Lift handset, dial 9 or press a line, dial the phone number.

To make an internal call

- Lift handset, dial internal extension number

FUNCTION KEYS

HOLD

- *To place a call on hold*
With call on the line press HOLD
To retrieve a call on hold
- Press flashing button

TRANSFER

- Press "TRANSFER", dial internal extension number or 9 + outside number (announce call if desired) hang up

TRANSFER TO VOICEMAIL

- To transfer a call directly to voicemail, press TRANSFER, dial extension number + 8, hang up

SPEAKER

- Used for hands free dialing, use in place of handset

ANSWER

- If you are on a line and another call is coming in you can press answer and it will place your first caller on hold and answer the second call.
(Does not work for T1)

REDIAL

- Last number redial - REDIAL # (pound)
- To search the last 10 number dialed press redial again. Lift handset to dial number.

CONFERENCE

- With first party on the line press "CONF" (softkey in the display), Dial 2nd party and press "Add" (softkey in the display) the press Begin (softkey in the display). This will establish a 3 way conference call.

RECALL

- Flash hook button (used for call waiting, or other features provided on telephone lines, NOT the phone system)

FEATURE

- Not used on this system

MIC

- Used to turn your microphone on and off.

UP / DOWN

- Volume control (handset, speaker, and ring)

ONE TOUCH KEYS

CALL 1 or 2

- This is where a call will show up when you have a caller on your phone.

MAIN LINE

- This button will light up when someone calls your main number.

VMO (Voicemail Out)

- This button will flash when a customer presses 0 out of any mailbox.

PARK

- *To place a call on park*
With call on the line press an available PARK keys
- *To retrieve a call on park*
Press the PARK key the customer is parked on

HEADSET

- Press to answer and hang up a call on your headset

DND (Do Not Disturb)

- To Activate Press DND then
- 1 for external calls,
- 2 for internal calls or
- 3 for all calls (if you do not choose one of the options wait about 10 seconds and it will activate DND all calls on its own)
- To Cancel Press DND then 0 (if you do not press 0 wait about 10 seconds it will cancel on its own).

CALL FWD

Press the call forward button, Look in the display for options. Choose an option then Dial the number you want the phone to forward to. (you may be required to dial a 9 before the number). Hit speaker to save.

VOICEOVER

- When calling a busy telephone:
- Press the voiceover button
- Announce the message.

To Answer VOICEOVER Announcement

- With a call in progress:
- Receive the voice over announcement
- Press the **Voiceover** key (this will mute you from your current call)
- Converse with the voice over originator
- Press the **Voiceover** key to return to original party.

CALL PU (Call Pick Up)

- Use to pick up another ringing extension.
- Press the Call PU button
- Dial the extension of the call you want to take.

RECORD

- With call in progress press RECORD key
- Options to pause, stop or resume appear in the display
- Recording becomes a new voicemail message

NOTE: You may be required by law to state you are recording & a tone may play during the recording

ALL PAGE

- Lift handset
- Press page button
- Announce

GEN MBOX (General Mailbox)

- This button will flash when you have messages in you general mailbox. To check press the button and look in the display for options.

NIGHT

- This will make all calls go directly to voicemail.

PROGRAM BLANK BUTTONS

- Press Speaker
- Dial 751
- Press blank key to be programmed
- Dial 01 + Extension or 9 + outside number
- Press Hold
- Press Speaker

PROGRAM STATION SPEED DIALS

1. Press Speaker or Program soft key
2. Dial 755 or press STA. soft key
3. Dial storage code number 1 – 0 for station
4. Dial the access code (i.e. 9) if required
5. Dial telephone number you want to store (up to 24 digits)
6. Press Hold
7. Enter the name associated with the speed dialing number
8. Press Hold
9. Press the speaker key to hang up.

Note: To enter a pause, pres MIC. To store a Flash, press Recall.

= space. You will need this if you need a letter that is on the same number key.

will put a space between names

Conf = Delete last space

Exit – Clears all the entries from the point of the flashing cursor and to the right.

DIAL STATION SPEED DIALS

- Press Speaker
- Dial #7
- Dial Station Speed dial buffer number (0~9)
- The stored number dials out

DIAL SYSTEM SPEED DIALS

- Press Speaker
- Dial #2 or Redial
- Dial System Speed dial buffer number (000~999)
- The stored number dials out

SOFTKEYS



LIST – will display Redial and CID Options

DIR – will show speed dials and extensions

ICM – will give you options to page over the phones

PROG – will display options to program forwarding and do not disturb and station speed dials



RING – press to have call ring.

VOICE – press to intercom call.

VOICE MAIL

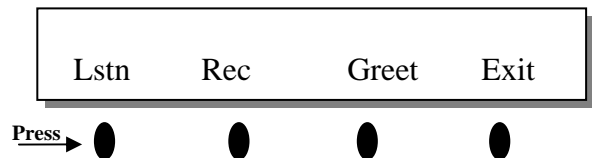
TO ACCESS YOUR MAILBOX

- Press the **Voicemail** button
- Enter your mailbox number (usually your extension number)
- Look at display for options

SET UP

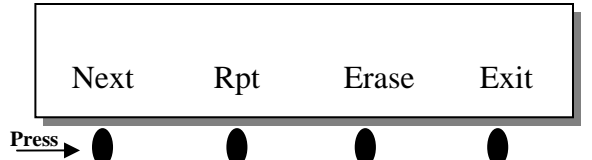
1. **Record your name** (not the greeting) from the main menu press 76. If you do not record your name it will default to the mailbox number.
2. **Record your greeting:** From the main menu Press the “Greet” soft key or press 4. (You will then have the option to choose 3 different greetings to record)
3. **Add a Security Code** from the main menu press 67 then press “Sec” in the display or 7

VOICE MAIL OPTIONS



- Check message press “Lstn”
- Leave someone else a message press “Rec”
- Change greeting press “Greet”
- Leave the voice mail system press “Exit”

CHECKING MESSAGES



- Play next message press “Next”
- Repeat message press “Rpt”
- Delete message press “Erase”
- Return to main menu press “Exit”
- Forward message dial “63”
- Rewind message dial “2”

CHECKING MESSAGES OFFSITE - DAY

- Call your main number
- Have the person who answers the call transfer you to your voice mail system (transfer + 190)
- Dial # + your extension number

CHECKING MESSAGES OFFSITE – NIGHT

- Call your main number
- Wait for the Main Greeting to answer and dial # + your extension number

MESSAGE WAITING

Note: If you receive a message waiting the light on the top right corner of your phone will flash. This is the same indication when you have a voicemail. If you have checked all of your voicemail messages chances are someone has left you a message waiting. Check your Display for MW

Voicemail Message Waiting

VMsg MW



To leave a message:

1. Call busy or unanswered Extension.
2. Dial 0 or press Message Waiting Key in the Display
3. Hang up.

To Answer a Message Waiting:

Note: When you have a message waiting MW will be in your display

1. Press the speaker key and dial *0 or Press the MW key in th display.

To Cancel all you Message Waiting:

Note: This includes messages you have left for other extensions and messages other extensions have left for you.

1. Press the Speaker key
2. Dial 773
3. Hang up.