



## Quick Reference Guide for SV8100 & VM00 Voice Mail

### CALL PROCESSING

#### To make an outside call

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

#### To make an internal call

- Lift handset, dial internal extension number or press their button on your phone

### 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

#### **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”, dial 2<sup>nd</sup> party and press “CONF”, dial 3rd party and press “CONF”, continue until all parties are on the line. Press CONF two times to bridge all parties together.

#### **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

#### **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)

#### **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).

#### **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 your general mailbox. To check press the button and look in the display for options.
- To access GEN MBOX from another phone, dial 333 plus 9290 and then the security code.

### NIGHT

- This will make all of the phones in the office ring.

### TO CHANGE THE PITCH OF YOUR INCOMING RING

- Press Speaker or lift handset
- Dial 720
- Dial 1 to change ringing for Intercom calls  
Or  
Dial 2 to change ringing for external calls
- Select the pitch (1-8)
- Press Speaker to hang up

### 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.

### 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



**RING** – press to have call ring.

**VOICE** – press to intercom call.

### VOICE MAIL

#### INITIAL SETUP

- Press the Voicemail button
- Follow prompts for set up

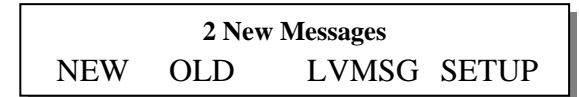
*Note: You must remain in tutorial until it asks if you are satisfied with your changes. After you answer 1 for yes the system will say “Great”. Once you hear this you can hang up, if you hang up before you get to*

*this point the system will have you repeat the tutorial before you can access your mailbox.*

### TO ACCESS YOUR MAILBOX

- Press the \*8, or the silver button on the dial and press to for “Voicemail”
- Enter your personal password
- Look at display for options

### VOICE MAIL OPTIONS



- Check new message press “NEW”
- Check old messages press “OLD”
- Leave someone else a message press “LVMSG”
- Change setup options press “SETUP”

### CHECKING NEW & OLD MESSAGES



- Save messages press “ARCH”
- Delete messages press “DEL”
- Rewind 4 seconds press “REW”
- Addition options press “MORE”
- To replay a message press “REPLAY”
- To redirect a message press “REDIR”

### CHECKING MESSAGES OFFSITE

- Call your main number
- Wait for the automated attend to answer and dial 9 + your extension number

**REMEMBER 1 FOR YES OR 2 FOR NO**