

## SV 8100 Basic Features

**Any questions regarding this system please call our Service Department at 800-343-6858.**

### Up/Down Keys

- Display Contrast: Press the up or down arrows while phone is idle.
- Speaker/Receiver volume: Press the up or down arrow keys during conversation.
- Ringer volume: Press the up or down arrows while the phone is ringing.

### Distinctive Ringing

- Press **SPEAKER** and dial 711.
  - Dial 1 for internal ring or 2 for external ring.
  - Choose a ring tone number (1-8)
  - Press **SPEAKER** to accept.
- To change pitch of ringer press **SPEAKER** and dial 720. Repeat steps 2-4 above
- Press **MIC** key (Red light will be on if MIC is on)
  - The MIC light must be on to conduct a hands-free speaker conversation.

### Transfer

- Press **TRANSFER**.
- Dial destination extension number.
- Hang-up **or** wait for answer, announce call, and hang up. If there is no answer, press the flashing line to retrieve the caller

### When receiving a busy tone on internal call...

- Press # to set an automatic callback or
- Press 8 to go to that extension's voicemail box.

- Press \* to send a call waiting tone. The person receiving the tone can press **HOLD** to put their call on hold and talk to you.

### Off Hook Ringing

- When a second external call rings while you are on another call press **ANSWER** to answer the second call and put the first call on hold.
- When the second call is an internal call press **HOLD** to put original call on hold, then press the hook switch or the **RECALL** button to answer the call.

### Call Park

- Press the park button or **TRANSFER** + #6 and the park zone you would like to park the call in (01-64)
- Anyone can retrieve the call from any station by pressing that park button or \*6 and the park number (01-64)

### Quick Transfer to Voicemail

- Press **TRANSFER** + the extension number + 8 to transfer a caller directly into a voicemail box

### To view saved caller ID

- Press the LIST softkey then CID then use the arrow keys repeatedly to scroll through Caller ID info. Lift handset to complete the call.

### Redial

- This feature stores the last number 10 numbers dialed.
- Press **REDIAL** then use the arrow keys to scroll through past numbers. Press # key to dial that number.

### Speed Dialing – setting

- Press **SPEAKER** then dial 755
- Dial memory location (0 thru 9)
- Dial 9 for an external number
- Dial the number you are setting using a 1 if necessary.
- Press **HOLD** to enter a name. Use the number keys corresponding to the letters.
- Press # to move forward and **CONF** to move back a character.
- Press **HOLD** then **SPEAKER**

### Speed Dialing – dialing

- Press **SPEAKER** then #7 then the memory number (0-9)

### All Call Page

- Pick up phone (or press speaker) and dial 7010
- Or press PAGE button (SC 751:2100).

### Call Forwarding

- Press the FWD ALL button, then dial 1 to set.
  - Enter the extension to forward call to if forwarding calls internally.
  - Or for an external number enter 9+outside number.
- Press **SPEAKER**. The FWD key should light solid red and the **FEATURE** key will flash.
- To cancel press FWD ALL button then 0. The red light will go out.

### Call Redirect

- With a call ringing at your extension press REDIR VM to send the call to your voicemail without answering it.

### Group Listening

- ☐ To allow others in the room to hear your caller while still talking on the handset press **SPEAKER** twice during a call. Press **SPEAKER** again to turn off feature

### Handset Mute

- ☐ Press **MIC** to mute the handset during a call. A confirmation tone is heard.
- ☐ Press **MIC** again to turn off mute.

### Call Pickup

- ☐ To answer a call ringing on any other phone pick up phone and dial \*#.
- ☐ To answer a call ringing at a specific extension dial \*\* plus the extension number.

### Programming One-Touch Keys

*(In a manual if you see SC 751:48 this would mean that you are entering feature code 48 on a one-touch key using service code 751 which is the One-Touch key Programming code for 2-digit feature codes. 752 is the Programming code for 3-digit feature codes such as \*04)*

- ☐ Press **SPEAKER** and dial 751
- ☐ Press Line key to be programmed
- ☐ Dial 01 plus any additional data if necessary (such as an extension or 9+an outside number)
- ☐ Press **HOLD** if necessary
- ☐ Press **SPEAKER**.

*Note: In some cases an existing button must be set to 00 to erase the existing setting before a new setting can be made.*

## VOICEMAIL FEATURES

### Setting up your voicemail box

- ☐ Press the **MESSAGE** key. Enter **default security code**.
- ☐ Follow prompts to customize your settings.

- ☐ Make sure you press 1 at the end of the tutorial to accept your new settings.

### Accessing Voicemail From Outside the Office

- ☐ Dial main number and have someone transfer you into voicemail (extension 300).
- ☐ Or wait for the automated attendant to pick up.
- ☐ Press 9 + your extension number.
- ☐ The system will then prompt you for your security code.

### Message playback options:

- ☐ Press **2** to stop the message.
- ☐ Press **4** to slow down the message.
- ☐ Press **5** to toggle volume higher then lower.
- ☐ Press **6** to speed up the message.
- ☐ Press **7** to go back 3 seconds.
- ☐ Press **9** to go forward 3 seconds.
- ☐ Press **8** to pause playback.
- ☐ Press **#** to repeat entire message.
- ☐ Press **\*** to skip to next message and save as new.

### Message Notification

- ☐ You can specify up to four different notification destinations, each with its own schedule. Most people only use the WORK schedule.
- ☐ Log in to your mailbox.
- ☐ Press **SETUP**.
- ☐ Press **MORE**
- ☐ Press **DELIV**
- ☐ Press **WORK**.
- ☐ Follow voice prompt to activate that schedule. Now that it is active you will see PH# and SCHED softkeys.
- ☐ Press PH# and enter the phone number at which you would like to receive voicemail notifications (do not enter a 9 in front of the number.

Use a 1 when dialing to another area code).

- ☐ Press **SCHED** and follow prompts to set message delivery times. (You will receive calls only during these hours.)
  - ☐ To specify 24 hour delivery enter 12:00am to 11:59pm
- ☐ When you receive a voicemail the system will call you at your specified number. When you answer you will be prompted to enter your personal ID. This number is 9 + your extension. Follow the prompts. The system will retry every 15-30 minutes as long as there are new messages in your box.