

# UNIVERAGE SV8100 TELEPHONE TRAINING GUIDE

## 1. OUTLINE

Volume Control, Answering Calls, Placing Calls, Call Handling, Conference Calling, Pre-Programmed Keys, Station/Speed Dial Programming, Programmable Keys, Features

## 2. USING UP/DOWN ARROW KEYS

--(Depends on mode of phone)

- *Idle*: Controls contrast of display
- *Off-Hook*: Adjust volume of ear piece
- *Speaker Phone*: Adjust volume of speaker
- *Ring Volume*: Press **SPEAKER 729**, adjust ring to desired level and press **SPEAKER** when finished.

## 3. ANSWERING CALLS

*If your station rings:*

- Lift handset (or press speaker for speaker phone function)
- Converse
- If a voice announce call was made:
- Respond hands-free (you do not need to push any buttons and you do not have to pick up the handset)

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## 4. PLACING CALLS

*Internal Calls:*

- Voice announce
- Lift handset (or speaker phone)
- Dial **EXTENSION NUMBER**
  - This allows you to connect automatically to the co-worker's phone
  - The co-worker can respond hands-free
  - Hang-up when finished (or push speaker if using speaker phone function)

□ Ring Co-Worker's Phone:

- Lift Handset (or speaker phone)
- Dial **EXTENSION NUMBER** plus **1**

*External Calls:*

- Lift Handset
- Press an idle outside line key (or dial 9)
- Dial phone number
- Converse

*Speaker Phone:*

- Press **SPEAKER**
- Place Call
- Converse
- Press **SPEAKER** to hang up
- Or pick up handset to take party off speaker
- Press **SPEAKER** to return the party to speaker phone
  - Ensure that your microphone **MIC** light is lit --If it is not, press **MIC** to turn it on

## 5. CALL HANDLING

### *Holding Calls*

- When the call is in progress press **HOLD**
  
- *Retrieving Calls*  
Press the **FLASHING LINE KEY** and you now have the caller back

### *Transferring Calls:*

- When the call is in progress, press **TRANSFER**  
--This step automatically puts the caller on hold
- Dial the **EXTENSION NUMBER**  
--You may voice announce at this time
- **HANG UP**

## 6. CONFERENCE CALLING

- 32 internal and external users can conference
- When the call is in progress, press **Conf** soft key  
--This step automatically puts the caller on hold
- Proceed to dial the next party, Press **Add** soft key
- Then press **Begin** soft key  
--At this time all callers are in conference

## 7. PRE-PROGRAMMED KEYS

### *Do-Not-Disturb (DND)*

- Press **DND** key plus (#) to enable the DND feature
- (1) for External calls (2) for Internal calls (3) for All calls (4) for Transferred calls
  
- Press **DND** key plus (0) to disable the DND feature

### *Message (V/M)*

- This key is used to log into your mailbox

## 8. SPEED DIAL

### *Station Speed Dial:*

- Bin Numbers for station = 0-9

### *Programming the station speed dials:*

- Press **SPEAKER**
- Press **755**
- Choose **BIN NUMBER** (i.e. 0)
- Dial 9
- Press the external **NUMBER TO BE STORED**
- Press **HOLD**
- Enter **CODE** to name the phone number (*REFER TO THE DIAL PAD*) note: the # key will move the to the right and the Feature button will move to the left
- Press **HOLD** to save the information
- Press **SPEAKER** to hang up

*To Use Station/System Speed Dial:*

- Pick up handset
- Press #7 for station or #2 for system
- Dial desired BIN NUMBER  
OR
- Press the Dir soft key (below the display)
- Select SYS or STA
- Use the up or down soft keys (located under the display)
- Scroll through until you find the desired number
- Pick up the headset or (Press SPEAKER)

\*\*\*\*\*THE SYSTEM HAS BIN NUMBERS 000-999, WHICH ARE PROGRAMMED THE SAME WAY BUT SHOULD ONLY BE PROGRAMMED USING THE WEB INTERFACE.  
\*\*\*\*\*EVERY STATION CAN UTILIZE THE SYSTEM'S SPEED DIAL BY USING THE BIN NUMBERS 000-999

## 9. PROGRAMMABLE KEYS

*Internal Extensions:*

- Press SPEAKER
- Press 751
- Select the KEY to be programmed
- 01 plus EXTENTION #
- Press HOLD
- Press SPEAKER to hang up

*External Numbers:*

- Press SPEAKER
- Press 751
- Select the KEY to be programmed
- Press 019
- Dial the EXTERNAL NUMBER to be stored
- Press HOLD
- Press SPEAKER to hang up

## 10. OPTIONAL FEATURES

*Redial:*

- Press REDIAL repeatedly to access your last 10 numbers dialed. One number is found lift handset or press speaker to establish call

*Paging:*

- Pickup handset and press ExpPg + 0 for OVERHEAD paging or InPg + 0 for ALL PHONE Paging
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*Selecting distinctive ring tones:* Press SPEAKER, dial 720 then select 1 for Internal ringing or 2 for external ringing. Now you can choose among 8 different ring tones. Select 1-8. Once you have found desired ring tone press SPEAKER to save.

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VOICEMAIL TRAINING GUIDE

**1. ACCESSING YOUR MAILBOX FROM:**

***Your phone:***

- Press Message KEY and enter default security code 0000
- Enter PERSONAL SECURITY CODE

***Outside Phone:***

- Dial into the company or your personal phone #
- When the recording answers, Enter Personal ID # \_\_\_\_\_ (9 plus mailbox number)
- Enter PERSONAL SECURITY CODE

**2. USING YOUR MAILBOX**

**INTERNALLY YOU MAY USE THE KEYS UNDER THE DISPLAY**

**EXTERNALLY USE THE FOLLOWING COMMANDS**

- **Check messages (4)**
  - Dial \* to skip message and save as new for 999 days
  - Dial # to repeat entire message
  - Dial 1 to advance to the end of message
  - Dial 2 to redirect/archive messages ARCHIVED = 30 days
  - Dial 5 to change playback volume
  - Dial 7 to repeat 3 seconds of message
  - Dial 8 to pause
  - Dial 9 to advance 3 seconds of message
- **Leave Message (5)**
  - Dial EXTENSION
- **Review Message (6)**
- **Change Setup Options (7)**
  - Greetings
  - Groups
  - Delivery/Transfer Options
  - Personal Options

**Additional Information:**

*If you listen to a message once and do not delete, archive, or save the message, the system will automatically delete the message at midnight*

*If you listen to a message twice and do not delete, archive, or save the message, the system will automatically delete the message immediately*

➤ **TRANSFERRING CALLERS DIRECTLY TO VOICEMAIL**

- Press the TRANSFER KEY
- Press EXTENSION NUMBER
- Dial 7
- Hang up immediately (the caller does not have to listen to the rings)

Change Greeting

Go into your voicemail

Select Option 7-Setup

Option 4 –Greetings

Option 5 Changes greeting/message

Option 6 changes the standard greeting

Change Name

Go into your voicemail

Select Option 7-Setup

Then Option 7 again-Personal Options

Then Option 5-Recorded Name-follow the prompts

Change directory info

Go into your voicemail

Select Option 7-Setup

Then Option 7 again-Personal Options

Then Option 6-follow prompts