



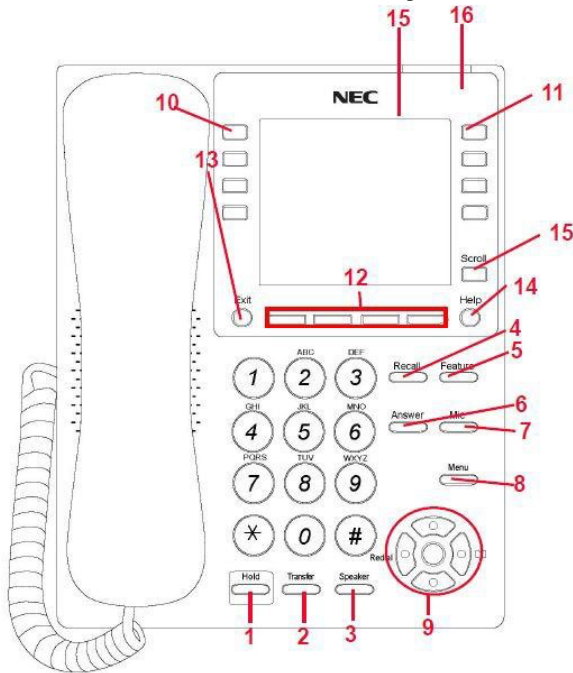
ServiceMark Telecom

SV9100 Telephone System Instructions

Holden R-III School District

Desi-Less Phone Basics and Diagrams

How to use the keys



1. **Hold Key**- Places current call on hold.
 - To resume the held call, press the flashing call 1 or call 2 keys
2. **Transfer**- Allows you to transfer established calls to another extension
3. **Speaker**- Controls the built-in speaker which can be used for Hands Free dialing and conversations. The LED on this key lights when the speaker is active.
4. **Recall**- Key used to finish and outside call and receive an immediate dial tone
5. **Feature**- This key displays a set additional menu options for programming
6. **Answer**- Press this key to answer an incoming call, also known as Call Waiting.
7. **Mic**- Also known as your "Mute" key. Pressing it turns off/on the phone's microphone. When the button light is OFF or FLASHING the Microphone is muted. The light must be lit solid to be heard. The system will remember the last status of this button until you change it back.
8. **Menu Key**- Terminal Settings and other phone options not normally used by users

9. **Cursor Key** - Use this key to access various features. The up and down keys on the cursor Pad can be used to adjust the volume of the phone
 - **Redial** - Pressing this key re-dials the last number dialed when handset is lifted
 - **Directory**- Pressing this key opens the Personal Directory Menu
 - **Up/Down** Used to adjust the ringer volume and call volume
 - **-Handset/Headset Call Volume**- Press (UP or Down)
 - **-Ringer Volume**- Press (Up or down)
 - **Enter Key**- Confirms your selection
10. **Line Key**- Key is lit when you have a dial tone or on a telephone call. You can also press this key to switch between calls
11. **Programmable and Speed Dial Keys**- Displays preprogrammed keys or speed dials, press to automatically dial number or complete actions
12. **Softkeys**- Menu keys that change based on current activity
13. **Exit**- This keys allows you to go back to the main screen.
14. **Help**- Press this key to display information about the softkeys in the current LCD display.
15. **Scroll/Multi**- lets you go between pages of keys
16. **Call Indicator Lamp**-
 - If missed call notification for the call indicator lamp is disabled (Default), the lamp flashes for incoming and missed calls, and displays steady red for message waiting.
 - If missed call notification for the call indicator lamp is enabled, the lamp flashes for incoming calls and missed calls, including missed calls where someone has left a voice mail. The lamp only displays steady red if you still have messages waiting after you have cleared your missed calls.
17. **Scroll**-Press to scroll to the next page of Speed Dial Keys (maximum of 4 pages)

Phone Settings

(Settings to adjust your phone when you're not actively on a call)

To adjust Ringing Volume

- Dial **829**
Phone will ring
- Use the volume keys to adjust sound
- Press **SPEAKER**

Intercom calls settings: Programming phones to ring or be hands-free on intercom call

**At installation, phones are set to Ring

- To Ring**
 - o Dial **823**
 - o Press **SPK** key
- To Beep – hands-free mode**
 - o Dial **821**
 - o Press **SPK** key

To change Ring Tones for Internal and External calls

- Dial **820**
- Choose **1: Int (Internal)** or **2: Ext (External)**
- Each Internal and External gives you 8 ring tone options.
- Press **1-8** and once you find the ring tone you want press **SPEAKER**

Page a specific phone

- Dial extension number followed by 1
- Wait for beeps and make your announcement.

Do Not Disturb – DND (via soft keys)

- To SET:**
 - o Press **↓** soft key
 - o Press **Prog** soft key
 - o Press **DND** soft key
 - o Press **Set** soft key
 - o Press **ALL** soft key
- To Cancel:**
 - o Press **↓** soft key
 - o Press **Prog** soft key
 - o Press **DND** soft key
 - o Press **Cancel** soft key

Live Phones

(Answering, transferring and Holding Calls)

Answering the Phone and Reviewing Designed Ring Order

Answer the telephone

- Lift handset, Press Headset, or press **SPEAKER** key (*sound is heard through speakerphone*)

Answering New Incoming Callers

Keys on telephones are labeled as "Incoming call, etc. (referred to as "Call" keys)

- If call key is blinking and ringing your phone, simply lift handset.
- If call key is blinking (not ringing your phone), lift handset and press blinking call key.

Answering Urgent/Panic Calls

Keys on telephones are labeled as "Urgent Call" or "Panic Call"

- If call key is blinking and ringing your phone, simply lift handset.
- If call key is blinking (not ringing your phone), lift handset and press blinking call key.

Placing Calls: Within the Office and to an outside Number

Place an internal call

- Press Extension hotline key
-Or- dial extension number

Place an outside call

- Lift Handset
- Dial 4+ outside telephone number

Place an Urgent Call or Panic Call (If applicable)

- Press **URGENT or Panic**
- Call will ring on all phones with an Urgent Call/Panic Call button

To Call 911

- Lift handset
- Dial **911 -or-**
- Dial **4+ 911**

Auto **CALLBACK**

(Enabling this feature will have the system call you back when the extension you called is available.)

- Press **Extension** key -or- Dial extension number
- Upon hearing a busy signal, press the **"2"** key
- Hang up (or press **SPEAKER** key)

When your phone rings, lift handset.

Cancel Auto **CALLBACK**

- Dial **770**
- Press **SPEAKER** key to hang up

Call Transfers: To Co-Workers Extension or Their Voicemail

Initiating a Call Transfer

(While on line with caller)

- Press **Extension** key (Optional) Announce the call
- Hang up
- OR-**
- Press **TRANSFER**
- Dial extension number** (Optional) Announce the call
- Hang up

To quickly retrieve a transferred call, press **, plus extension number to which the call was transferred

(Call is connected to the telephone to receive the call. If the call is not answered, the call will forward to the voicemail box of the person receiving the transferred call.)

Transfer an outside caller to a co-worker's voice mailbox

(While on line with outside caller)

- Press **TRANSFER**
- Press **VMsg** soft key
- Dial **extension number** OR press **extension** key
- Hang up *(using this method, the extension will not ring before going to voice mail)*

Answering a transferred call

- When your telephone is idle and rings "lift handset"
- Or-**
- When your telephone beeps "talk back hands-free"
- Or-**
- When you are on the phone and you receive a second call.
 - The **ANSWER** key will flash and beep once every 7 seconds
 - To answer, press the **HOLD** key then the **ANSWER** key.

(Call is connected to the telephone to receive the call. If the call is not answered, the call will forward to the voicemail box of the person receiving the transferred call.)

Holding (personal) and Parking (System Wide) Calls

Hold a call

- Press red **HOLD** key

(CALL key flashes only on the phone that initiated the Hold.)

Retrieve a call on hold

(Call can only be retrieved from the phone that initiated the Hold.)

- Press flashing **Call** key

Parking Calls (system wide hold, pick up from any telephone)

- Press Unlit Park key
- Inform recipient of parked call

To Retrieve press Lit Park Key

Conference Calling

Conference Calling allows you to talk with multiple people at the same time.

Conference an outside caller with an extension within the building

(While on line with an outside caller)

- Press **CONF** soft key
- Press **Extension** key -or- Dial extension number
(Instruct person to pick up handset.)
- Press **ADD** soft key
To add more participants, Press Extension key..., press ADD
- Press **BEGIN** soft key to begin conference call.

NOTE: If when you call a number and that number is busy or you get voicemail, simply hang up your phone. The system will call you back, and when you answer, you will be where you left off before dialing the last number. You may either press CONF twice to start the conference call, or you may press CONF once to resume adding people to the conference call.

Conference two or more outside callers

(While on line with an outside caller)

- Press **CONF** soft key. *(Wait for steady dial tone.)*
- Dial 4+ **telephone number of second party.** *(Wait for the party to answer.)*
- Press **ADD** soft key
To add more participants, repeat Dial 4+ telephone number, press ADD
- Press **BEGIN** soft key to begin conference call.
(To add more participants after beginning the conference call, repeat all steps shown above.)

How to manage a conference call when you try to conference somebody and reach their voicemail or they don't answer? How do you get back to your original participants

(While on line with an outside caller)

- Press **CONF** soft key. *(Wait for steady dial tone.)*
- Dial 4+ **telephone number of second party.** *(You reach their voicemail or no answer)*
- Press **Rls** soft key
- Press AnHd soft key *(You are now back on the call with your original participants)*
To add more participants or try to reach the person on a different number, Dial 9+ telephone number, press ADD
- Press **BEGIN** soft key to begin conference call.
(To add more participants after beginning the conference call, repeat all steps shown above.)

If the initiator of the conference call wants to withdraw from the call, they need to:

- Press **HOLD**
- Press **#**
- Press **8**
(All other callers remain connected to each other.)