

PHONE USER GUIDE – SV8500

Placing an Internal Call

- Lift handset
- Dial extension or press a speed dial

Placing an External Call

- Lift handset
- Dial access code 8/9 + number

Answering a Call

- Lift handset, press Line key if necessary **OR**
- Press headset or speaker button

Placing a Call on Hold

- While on a call press **Hold**
- Line key will flash
- Press **Hold** twice to place a call on hold that can only be retrieved by you

Note: A held call will ring back after 2 minutes

Retrieving a Held Call

- Press the Flashing Line Key

Redial

- Press the **Redial** button
- To scroll, press up or down
- To dial, press the * or # key

Directory

- Press **Directory** to open the directory menu

Transferring a Call

Blind Transfer

- While on a call, press **Transfer**
- Dial number or press a speed dial
- Hang up to complete the transfer

Consult Transfer

- While on a call, press **Transfer**
- Dial number or press a speed dial
- Wait for an answer, then announce the call
- Hang up to complete the transfer **OR**
- Press the flashing line key to abandon the transfer and return to the original call

Conference Calls

- While on a call press **Transfer**
- Dial the number
- Wait for an answer, then announce the conference call
- Press the **Conf** softkey and all parties will be connected

Call Forwarding

Send all of your calls to a specific extension or outside the office

To Activate

- Lift handset or press **Speaker**
- Press **FWD**
- Dial extension or access code 8/9+ number
- Receive service set tone. LED light on button will light up
- Press **Speaker**

To Cancel

- Lift handset or press **Speaker**
- Press **FWD**, LED on the light will shut off
- Press **Speaker**

Paging

- Lift handset
- Press **Page** OR Dial Page Code _____ (contact your system administrator for code)

Do Not Disturb

- Press **DND** softkey to activate/deactivate

Message Waiting Light

Located in the Top Center of the phone, when you have a voicemail, this will be lit up red

SoftKeys

The softkeys are the buttons located directly below the LCD display that control Speed dial, voicemail features, and conference

HardKeys

Recall- Used to recall dial tone

Feature- Used to activate phone functions such as terminal set up or speed dials

Answer - When LED on this key is lit, press key to answer a waiting call

Mic - Press key to respond hands free, lights up during speaker phone operation

Menu - to access call history, directory, and other phone settings

Audio Control

Located in the lower right corner of the phone, increase volume by pressing up and decrease volume by pressing down

- When the phone is idle, screen contrast is adjusted
- While on a call, adjust the volume of the speaker or receiver
- Change the ringer volume on the phone while your phone is ringing

Programming a One Touch Button

Any button on your phone that does not have a designated feature or line appearance may be programmed as a speed dial.

Programming

- Press **Feature**
- Press line key to be programmed
- Dial phone number (Include **8/9** for external numbers)
- Press **Feature**

On an 8 button Desiless Phone

- Please contact your system administrator

Training Links:

<http://www.loffler.com/support/training/voice-solution-training/nec-telephony-phone-systems/>

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