PHONE USER GUIDE - SV9500

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 <mark>Page</mark> OR Dial Page Code
  <mark>_____ (contact your system
  administrator for code)</mark>

Do Not Disturb

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

On an 8 button Desiless Phone

- Please contact your system
  administrator

Training Links:

LOFFLER