

Shrewsbury Mass

SV8300 *USER GUIDE*



Black Box Network Services
1-800-577-1114

QUICK REFERENCE GUIDE

FEATURE KEY: Used to activate terminal set-up and to program one-touch keys.
FEATURE & 1 =Mic on/off

Mic Key: Used to turn the microphone on and off. It is used to Mute the phone on speakerphone calls.

RECALL: Press key to terminate established call and re-seize dial tone.

SPEAKER: Controls the built-in speaker, which can be used for hands-free dialing/monitoring.

ANSWER: Allows you to put one caller on hold and pick up the next. Usually used for a reception area when the Attendant uses a headset.

TRANSFER: Allows the station user to transfer established calls to another station.

HOLD: Allows the station user to place an internal or external call on hold.

UP/DOWN (↑/↓): Used to adjust VOLUME and LCD display.
Wheel

Ringer Volume:	Press ↑ or ↓ during ringing.
LCD:	Press ↑ or ↓ when idle.
Speaker/Handset Volume:	Press ↑ or ↓ during conversation.

SOFT KEYS: Beneath the display brackets by “help and exit”

Keys that allow the user to turn ON or OFF features available to them.

Key functionality will change depending on the state of the telephone.

--HSet- activates the headset jack on the underside of your phone

--Conf- with a call in progress, press TRF, call your 3rd party, when they answer press CNF

--Mute- allows your voice to be muted while on the handset or headset

>> further options

SYS—system speed dialing (if programmed)

STA- station speed dialing – entered from YOUR phone

HIST-opens options for OG (outgoing calls) IC (incoming calls),allows you to browse “next” and return calls

The handset icon in your display in the top left corner indicates there are missed calls

PLACING AN OUTSIDE CALL:

Lift handset or press **SPEAKER** to receive dial tone.

Dial “9” and the telephone number.

- Example: 9 + 18005771114

TO RECEIVE A CALL

Lift handset or press **SPEAKER** to answer the call.

If it is an internal caller, the station display will show on your display on your phone.

If it is an outside caller and caller ID is available it will show on your display.

INTERCOM-TO-INTERCOM CALLS:

Lift handset or press **SPEAKER** to receive dial tone.

Dial intercom (extension) number.

INTERCOM/VOICE CALL

To intercom to an idle station

Lift handset or press **SPEAKER** to receive dial tone.

Dial the station number, followed by a **1**.

Receive the voice page alert tone.

Voice announce the call.

Called party can reply hands free (make sure the MIC key is lit)

Or Dial **1** to switch from voice to ringing (requires the called party to lift the handset to respond).

CALL HOLD

While on a call, press **HOLD** one time.

To retrieve the call, press the flashing held line (for an outside call)

CALL TRANSFER:

After conversing, ASK the party to hold (*do not press the HOLD key*).

Depress **TRANSFER**; receive new dial tone.

Dial the destination number, wait for 1 ring or wait for answer, then hang up.

To transfer a call directly into a Voice Mail box:

With a call in progress, press transfer + 8300 # + MBX #; hang up

. Immediately hang up!

LAST NUMBER REDIAL (FOR DISPLAY PHONES)

Lift Handset or press **SPEAKER** to receive dial tone

Press the **REDIAL** key followed by the # sign.

You can also scroll the numbers using your **SOFT KEYS**.

Call Park

To Park A Call From Terminal With LCD

1. While connected to a station or trunk, press Transfer key and dial the **Call Park** access code *6, or press Call Park key. Display shows HLD=(park location number 00-19)

To Retrieve A Parked Call

Dial Call Park local retrieval code #6 and parked call location number (00-19).
Station users connected to parked call.

Call Pickup

To use Directed Call Pickup to intercept a call to a co-worker's extension: NOTE: the group must be predefined

1. Pick up the handset or press the **Speaker** key.
2. Press Soft Key "PICK".

CONFERENCE: (Up to 4 party)

1. With call in progress, ask party to hold.
2. Press **Transfer**, receive interrupted dial tone.
Dial desired number.
3. After call is answered, press **Conf** key. **Conf** LED lights.
Three-way conference is established.
If one party hangs up, other two remain connected.
Conf LED goes out

CALL FORWARDING

All Calls (CF/A)

To Set

1. Press **Speaker** key. Receive dial tone.
2. Press >>>> Press **CF ALL** key code. Receive special dial tone.
3. Dial destination station or outside telephone number. Receive service set tone
4. Press **Speaker** key. Call Forwarding for all calls is set.

To Verify (With Multi-line Phone)

1. Press **Speaker** key. Receive extension dial tone.
2. Press >>>> Press **CF ALL** key
3. Display indicates the station number calls are forwarded to.

NOTE: CF BUSY and CF NA (no answer) are set the same way

To Cancel

4. Press **Speaker** key. Receive dial tone.
5. Press >>>> Press **CF ALL** key plus *
. Receive serve set tone. LED goes out
at your station (or the phone of the sub line station).
6. Press **Speaker** key.

Line Keys/Programmable Function Keys**To program**

(Available only on DT Series with **Speed Calling** key.)

1. Press **Feature** button.
2. Press desired **One-Touch Speed Calling** key.- any unlabeled key is a one touch
3. Enter desired telephone number or feature access code on the keypad.
Display indicates the digits dialed.
4. Press **Feature** again to save the number.

To verify

1. Press **Feature** button.
2. Press desired **One-Touch Speed Calling** key.
3. Display indicates digits programmed.

Daylight Savings time is adjusted automatically, just as your computers are

VOICE MAIL

To check your voice mail, you must dial **Ext. 8300** or press the key marked “VMAIL”.

Enter your security code when prompted. The default for ALL MAILBOXES is. 86762

Remember: “1” means “yes” “2” means “no”.

Once logged in, the system will tell you how many messages you have. Follow the prompts to access those messages.

There is a tutorial, which will assist you with setting up your voice mail. As a new voice mail user, you must complete the tutorial, which will guide you through the setup process as follows:

- Your name
- Entering the first 3 digits that correspond to your last name
- Your directory status
- Your greeting
- A personal Security code (4 to 10 digits long)

The system will then tell you that your mailbox has been set up. ***DO NOT HANG UP!*** The system will ask you “if you are satisfied with your changes. . .”. You should answer by pressing “1” for yes (or “2” for no if you would like to start over). Pressing “1” will then be followed by the words “Great! Welcome. . .”. This is your indication that you have successfully set up your mailbox and it is now ready to take messages! ***DO NOT HANG UP UNTIL YOU HAVE HEARD THIS OR YOUR CHANGES WILL NOT TAKE EFFECT!***

- To access Voice Mail from Outside, dial 508-841-8300 and wait for the main greeting to begin. Enter 9 (during the greeting) + your extension number; enter your security code when prompted.
- To access Voice Mail from your phone, dial 8300 and enter your security code when prompted.
- To access Voice Mail from another phone, dial 8300 to start the main greeting then Enter # (pound) 9 + your extension number; enter your security code when prompted.

Hint: “ * “ will by-pass the Voice Mail greeting when leaving messages.

How do I know if I have new messages?

Look at your display for indication or check the top right corner of your phone for an indicator light. If it is illuminated you have a message. Follow the above procedures to log into your mailbox.

Remember, *ARCHV* is save. If you listen to the message but do not archive it, the system will automatically delete the message after four (4) days. If you archive the message, the system will retain the message for fourteen (14) days.

Voice Messaging Shortcuts

Voice Messaging (After Security Code)

- * Begin again
- # Backup a menu
- 4 Check New Messages
- 5 Leave a Message
- 6 Review old Messages.
- 7 Change Set up Options

Quick Message Actions (While playing messages)

- * Skip message save as new
- # Repeat entire message
- 1 Advance to end of message
- 2 Redirect or archive message (save) for 30 days.
- 5 Change playback volume
- 7 Repeat previous 3 seconds of message
- 8 Pause message playback
- 9 Advance 3 seconds within the message
- 36 Delete Message
- 38 Hear When Message Was Sent
- 39 Redirect Message
- 3# Repeat Message

Set Up Options (After Security Code)

- 774 Change Security Code.
- 745 Switch Personal Greetings
- 746 Change Standard Greeting
- 747 Change Alternate Greeting



YES



NO



CURRENT MENU

MESSAGE PLAYBACK



SLOWER



SOFT/LOUD



FASTER



BACKWARD



PAUSE

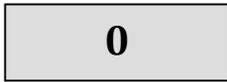


FORWARD

MESSAGE RECORDING



PAUSE



STOP



START OVER

