

UNIVERGE SV9500

DT820 6 Button IP phone Reference Sheet



Make a call

- Lift the **handset** or press **Speaker**.
- Dial the required number (For external calls, dial "0" first).

Hang up on a call

- Simply replace the **handset** or press **Speaker** if in hands-free mode.

Hold a call

Ask the caller to please hold:

- Press the **Hold** key.
- You may replace the **handset** if you wish.

To retrieve a call:

- Lift the **handset**.
- Press the flashing line.

Note:

For exclusive hold - press **Hold** twice.

Transfer

With a call in progress:

- Press the **Transfer** key.
- Dial an extension or external number and announce the call (optional).
- Replace the **handset**.

Note:

If the called extension is busy or does not answer, press the Transfer to return to your caller. If the extension does not accept the call, ask them to hang up and your call is returned.

Conference

With a call in progress (internal or external).

- Press the **Transfer** key.
- Dial internal or external number.
- When the third party answers, press the **Conf** soft key.
- A three-way conference is now established.

Note:

Any party may exit the conference by hanging up. The two parties will remain connected, as long as one of the remaining parties is internal.

Consult hold

Allows user to toggle between calls

- Press the **Transfer** key (this puts the first call on hold and provides you with dial tone to call the 2nd party).
- Dial required 2nd number.
- Press the **Transfer** key each time you wish to toggle between the parties.
- When finished with one party, hang up. The telephone will ring and connect you to the other party.

Last number redial

- Without lifting the **handset**, press the **Redial** button.
- Press **Redial** to scroll to the required number.
- Press ***** or **#** to initiate the call (system dependant).

Call back

If you dial a busy extension:

- Press Call Back (**CB**) soft key or dial Access code _____.
- Replace the **handset**.

During this time, you may make and receive calls.

- When both extensions are free, your phone will ring.
- Lift the **handset** or press **Speaker** and the other extension will ring.

To Cancel:

- Press Call Back (**CB**) soft key or dial Access code _____.

Voice call

- Lift the **handset** and dial the extension number.
- Press **VOICE** soft key and speak over the intercom.

Store a speed dial number

To store a phone number using One-Touch Keys:

- Press the **Feature** button.
- Press an available **One-Touch Speed Calling** key.
- Enter either the extension number or external number including 0 for an outside line.
- Press the **Feature** button again.

To Access:

- Press desired **One-Touch Speed Calling** key or press **Speaker** and One-Touch Speed Calling key to call number.

Forward all of your calls

To Set:

- Lift the **handset** and press **FDA** key or dial Access code ____.
- Dial the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **FDA** key or dial Access code ____.

Forwards your phone while you're not there

Your calls will be redirected after 4 to 6 rings.

To Set:

- Lift the handset and press **FDN** key or dial Access code ____.
- Dial the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **FDN** key Dial Access code ____.

Forward calls while you are on the phone

To Set:

- Lift the **handset** and press **FDB** key or dial Access code ____.
- Dial the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **FDB** key or Dial Access code ____.

Login / Logout

To Login:

- Enter Login code and press the **SET** soft key.
- Enter password and press the **OK** soft key.

To Logout:

- Press **LOGOUT** key (display will show LOGOUT?).
- Press **LOGOUT** key again and wait a few seconds for handset to logout.

Answering another person's ringing phone

To answer a ringing extension in your group:

- Lift the **handset** and press **PICK** soft key or dial Access code ____.

For ringing extensions not in your group:

- Lift the **handset** and dial Access code ____ plus the ringing extension's number.

To adjust the display

Press the **Up / Down** buttons while the phone is idle.

In call volume

Press the **Up / Down** buttons while talking on the phone to adjust the volume.

Ring volume

Press the **Up / Down** buttons while the phone is ringing to adjust the volume.

1 - Call Indicator Lamps

Lamp at top corner of handset flashes when a call terminates to the terminal. The Lamp lights steadily when a message has been left.

2 – Soft Keys

These keys change function depending on what you are doing with the phone. Their function is shown on the phone's screen above.

3 - Programmable Keys

These keys can be programmed as either Flexible Line key, Programmable Feature key or One-Touch Speed Dial key.

4 - Recall

Press this key to terminate current call and get dial tone.

5 - Feature

Used to activate terminal setup functions and to program One-Touch keys.

Feature + 1 Turns microphone On/Off.

Feature + 7 Indicator On/Off. Controls if lamp flashes when ringing.

Feature + 8 Direct/Pre-set dial pad selection.
Direct will automatically go off-hook when a number is dialled. Pre-set will allow the number to be dialled before going off-hook.

6 - Answer

When the LED on this key is flashing, press the key to answer a waiting call.

7 - Mic

Press key to enable / disable your microphone in a hands-free conversation. The key lights up if your microphone is enabled.

8 - Menu

Access phone settings.

9 - Hold

Press this key to put a call on hold.



10 - Transfer

Allows the extension user to transfer a call or make a second call.

11 - Speaker

Controls built-in speaker, which can be used for Hands Free Dialling. The key lights when speaker mode is active.

12 - Redial

Press this key to activate the redial feature.

13 - Up / Down

Used to adjust speaker/receiver volume and ringer volume.

- Press while idle to adjust speaker/receiver volume.
- Press while ringing to adjust ring volume.
- Press while in a menu to navigate

14 - Enter

Press key to select menu items.

15 - Directory

Press key to activate speed calling (if enabled).