Univerge SV8300 Phone System Manual
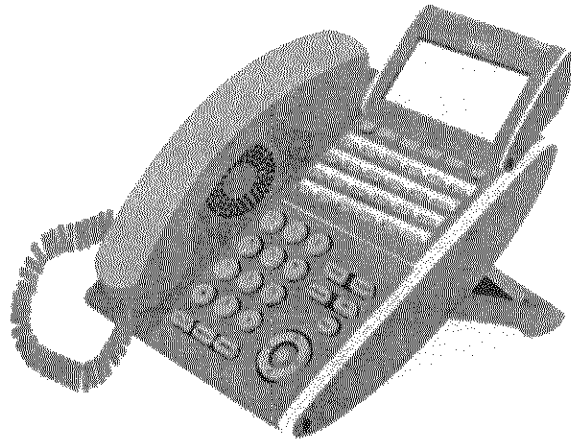
A Guide for Cumberland County

COMTEC
Systems, Inc.

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Overview

Welcome to your Univerge SV8300 phone system! This guide will provide you with an overview of the many features and functions of your phone, including basic operating instructions.

Should you have any questions about how the system operates or its various features that are not answered by this guide, please do not hesitate to reach out to us!

Getting Started

Learning your phone

Your phone is a DT330/CT730 twelve button phone with LCD Screen by NEC. Familiarizing yourself with the keys on your phone will allow you to utilize the systems many features with greater ease.
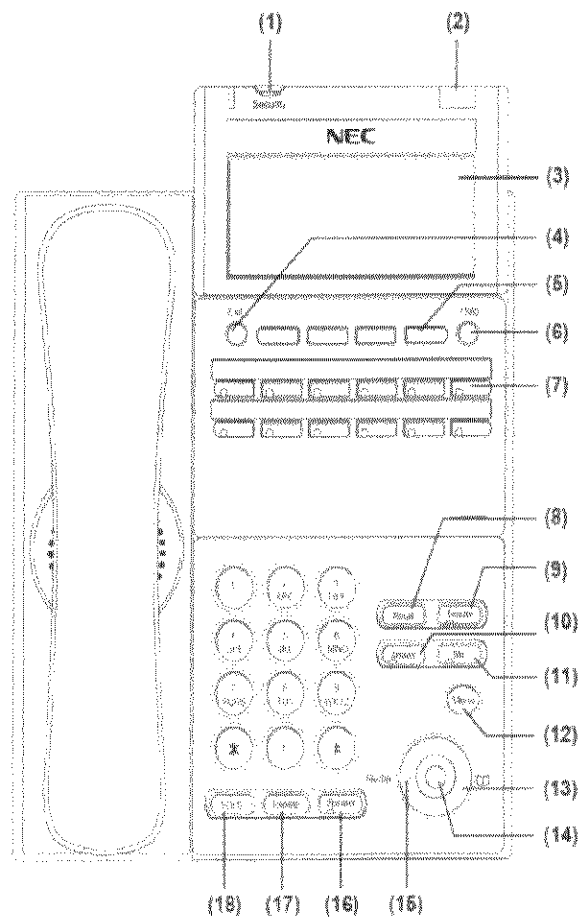
Terminal and Phone Keys

1. Security Button (DT730 Only)

   The user can prevent information leakage from terminal by simple operation

2. Call Indicator Lamp

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

3. LCD (Note 1)

   LCD (Liquid Crystal Display) provides DT Series activity information plus data, time, and Soft Key Operation.

4. Exit

   The user can exit from the Help key mode by pressing this key.

5. Soft Keys

   Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

6. Help

   Explanations of the Soft Keys can be called up on the LCD by pressing this key.

7. Programmable Keys

   These keys can be programmed as Flexible Line key/Programmable Feature Key by Telephony Server Administrator. When sets "One-Touch Speed Dial Key" on the programmable keys, users can assign any numbers to the key.

8. Recall

   Press key to finish the call and hear the dial tone.

9. Feature

   Used to activate any features as terminal setup functions, etc. and to program One-Touch Speed Dial Keys.

10. Answer

    When LED on this key is lit, press key to answer waiting call.

11. Mic

    Press key to respond hands free. LED on this key lights during speakerphone operation.
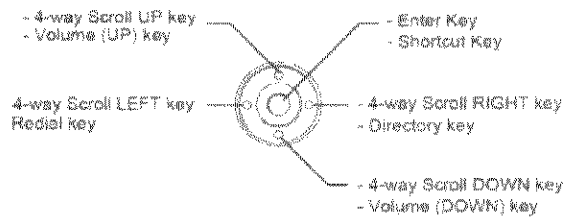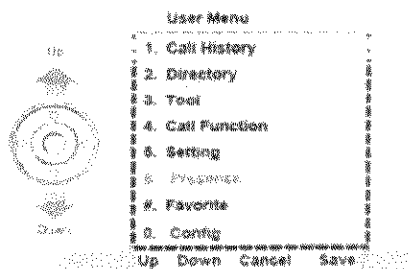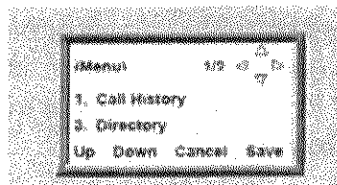
12. Menu

From this key, the user can access the functions not normally used (such as terminal settings, downloads, and access to XML applications) easily.

13. Cursor

By using this Key, DT Series users can access various features with simple operation.

Two lines of menu items can be displayed at a time. Use "Up" or "Down" key to scroll to the item.

14. Enter

    DT330/ST730 Series has a Shortcut Menu for frequently-used features. The user can access the shortcut menu with the Enter key.

15. Redial

    Press key to activate redial feature. Press redial and scroll back through numbers that have been dialed. When desired number is displayed, press * to activate dialing.

16. Speaker

    Controls the built-in speaker which can be used for Hands Free dialing/monitoring. LED on key lights when key is active.

17. Transfer

    Allows the station user to transfer established calls to another station, without attendant assistance.

18. Hold

    Press this key to place an internal or external call on hold.

Adjusting the Handset Receiver Volume

To adjust the handset receiver volume, press the Up/Down key in the off-hook status or during the call.

```
┌─────────────────────────────┐
│                             │
│  HANDSET■■■■───────────────  │
│                             │
└─────────────────────────────┘
```

Adjusting the Speaker Volume

To adjust the speaker volume, press the Up/Down key during speakerphone operation or during the call.

```
┌─────────────────────────────┐
│                             │
│  SPEAKER■■■■■■■■■■■───────    │
│                             │
└─────────────────────────────┘
```

Adjusting the Ringer Volume

To adjust the ringer tone, press the Up/Down key during ringing.

```
┌─────────────────────────────┐
│                             │
│  RING    ■■■■■■■■────────     │
│                             │
└─────────────────────────────┘
```

Using Your Phone

To change ringer tone

Your phone has 15 different ringtone choices. To change your current tone:

1. Press "Feature" key + "3"
2. Press "3" to scroll through choices.
3. When you find your desired tone, hang up.

To originate an outside call

To originate an outside call,

1. Lift handset or press Speaker key
2. Dial "9."
3. Dial desired number.
4. Use handset or MIC to start conversation.

To originate an inside call

To originate an internal call,

1. Lift handset or press speaker key
2. Dial 5-digit extension number
3. Use handset or MIC to start conversation.

Transferring a call

There are three ways to transfer a call with your phone system. A blind transfer simply sends the call to a different terminal where it will ring as normal. An announced transfer allows you to speak to the person whom you are transferring the call to prior to completing the transfer. Finally, you can transfer the call directly to a person's voicemail box if they are unavailable.

Blind Transfer

1. While speaking with your party, ask the person to hold.
2. Press the "Transfer" button and dial the extension of the person whom you are transferring to.
3. Hang up.

Announced Transfer

1. While speaking with your party, ask the person to hold.
2. Press the "Transfer" button and dial the extension of the person whom you are transferring to.
3. Stay on the line until the person answers and announce the call.
4. Hang up to complete the transfer.

Transfer to Voicemail

1. While speaking with your party, ask the person to hold.
2. Press the "Transfer" button and dial the extension of the person whom you are transferring to.
3. Press VmTrf soft key in your display.
4. Hang up.

Do Not Disturb (DND)

The DND feature allows you to silence your phone and send calls directly to voicemail when you are unavailable.

To activate:

1. Press Speaker key.
2. Press DND key.

To cancel the DND function, simply repeat steps 1 and 2.

Call Forwarding

Your phone system allows you the option of sending your calls to a different terminal or outside number when you are out of the office. To set up call forwarding:

1. Press Speaker key.
2. Press CF FWD ALL key.
3. Dial destination station or outside telephone number. Wait for the service set tone.

(Dial 9)

To cancel:

1. Press Speaker Key
2. Press CF FWD ALL key followed by *

Conference

To begin a three-way conference call,

1. With call in progress, ask your party to hold.
2. Press Transfer.
3. Dial desired number to be conferenced with.
4. After call is answered, press Conf key.

Conference should now be established.

Call Redirect to Voicemail

If you receive a call that you would like to send to your voicemail immediately, you can redirect it while the call is in progress.

1. While the call is ringing, press the Redirect key.
2. Press the button for the line that is ringing.
3. The caller will then be routed to your voicemail.

Mute/HS Mute

If you are on an active call and would prefer the caller not hear you temporarily, you can mute your end of the call.

1. With the call active, press the HS Mute key.
2. HS Mute key will remain lit while Mute function is active.
3. To unmute, simply press the key again.

Call Pickup Group

If a station within your pickup group rings and the recipient is unavailable, you can pick up the call from your station.

1. Lift handset or press Speaker.
2. Press Call Pickup Key.

Call Pickup Direct

If a station within your department rings and you would like to pick up the call,

1. Lift handset or press Speaker.
2. Dial ** Key.

Voicemail

Getting Started

The voicemail is a simple yet powerful voice messaging system that can greet your callers and record your messages. You will find it quick and easy to use. Below you find some useful tips that will assist you in familiarizing yourself with your new mailbox. The default security code is 0000. You will be prompted to enter this password to access your new password. Password can be 4-10 digits. We recommend not using your extension number as your password.

Soft keys

If equipped you can use the soft keys on your display telephone. The visual display of soft keys quickly leads you to your destination. You will see a menu of options. Press the soft key associated with the option to perform the particular task for your feature settings.

Setting up your mailbox

The system will ask you to record your name, spell your name (if required), record a personal greeting, and set your security code. You should set a security code that only you know. This prevents someone else from hearing your messages and changing your mailbox settings. You can change your security code as often as you like.

To set up your mailbox

1. Access your mailbox by pressing the message key on your phone.
2. Answer the system questions. Enter 1 for Yes, 2 for No. If you are not sure, enter 2. You can always change the option later.

When the system asks you if you are satisfied with your settings, enter 1 to confirm.

Checking new messages

New messages are messages that you have not yet heard. The system notifies you when you have new messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is from your message box. After you listen to the messages from a subscriber, you can reply immediately; you do not have to dial the subscriber's extension.

To check new messages by telephone

1. Access your mailbox by pressing message key.
2. Press the New soft key or enter 4 to check new messages.
3. Follow the system instructions.

Special Delivery Options

When you leave a subscriber message, you can mark it with one or more of these special delivery options:

Urgent
The message is played first, before regular messages.

Private
The message cannot be redirected.

Return Receipt
The system tells you when a subscriber has heard the message.

Future Delivery
The message is delivered at the time and on the day you specify

Leaving messages

To leave another subscriber a message

1. Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail.
2. Leave a message.

To leave a message directly in a subscriber's mailbox while "in" your voicemail mailbox

1. Access your mailbox by telephone.
2. Press the LVMSG soft key.
3. On the telephone, you may be asked spell the subscriber's name or enter the extension number. You can alternate between name and number by pressing the # key twice.
4. Enter 2 until you hear the name of the subscriber you want, and then enter 1.

To leave a message to several subscribers by telephone

1. Leave a message for the first subscriber.
2. Enter * to stop recording.
3. Follow the system instructions to add a subscriber as a message recipient.

Repeat step 3 for each subscriber you want to receive the message.

Reviewing Old Messages by Telephone

After you have heard a new message, the system saves it for a set amount of time or until you delete it.

To review messages by telephone

1. Access your mailbox.
2. Press the Old soft key.
3. Follow the system instructions.

Redirecting a Message

The system lets you redirect a message that was left for you to another subscriber. You may also record an introduction to the message and use special delivery options.

To redirect a message by telephone

1. While listening to a message press the ">>>>" soft key to get to more options, then press the REDIR soft key.
2. Spell the last name of the subscriber to whom you are redirecting the message or press # twice to enter the extension number.
3. Enter 1 to confirm the recipient of the redirected message.

Note: A message that is marked Private by the sender cannot be redirected.

Changing your options

To change your security code by telephone

1. Access your mailbox by telephone
2. If using Soft keys press SETUP, PERS, CODE.
3. Follow the system instructions. Enter 1 for Yes, 2 for No.

To add or remove your name from the directory by telephone

1. Access your mailbox by telephone
2. If using Soft keys press SETUP, PERS, and DIR.
3. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

To change your recorded name by telephone

1. Access your mailbox by telephone
2. If using Soft keys press SETUP, PERS, >>>>, RCNAM.
3. Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

To change your spelled name by telephone

1. Access your mailbox by telephone (see inside front cover).
2. If using Soft keys press SETUP, PERS, SPELL.
3. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

To switch between your standard and alternate greeting by telephone

1. Access your mailbox by telephone
2. If using Soft keys press SETUP, GREET, SWTCH.

Service

If you are in need of service due or have questions about your system, you can contact our customer service department at any time. We recommend designating a primary representative from your organization who will be authorized to place service calls. Having one point of contact will enable us to communicate more effectively with your organization.

Placing a Service Call during business hours

Dial **1-856-691-5111**, press option 4 to speak with a Customer Service Representative or email us at serviceticket@comtecusa.net.

To speak with a representative regarding Carrier Services, press 3.

Report any changes needed or any complications you may be experiencing to your Customer Service Representative.

Be sure to get your **service ticket number**. Always reference this number whenever you need to check on the status of service.

Once your service ticket has been entered into our database, it is then funneled down to dispatch where a technician can be scheduled to come to your facility if the problem cannot be addressed remotely. You will be notified by a Customer Service Representative of the scheduled date for service.

In the event you need to cancel the service call placed, contact the Customer Service Representative and he or she will give you a **cancellation number**. If the ticket is not cancelled and service has been dispatched, a visit charge and ½ hour labor will apply.

Placing a Service Call After Hours

Dial **1-856-691-5111**, press option 1 for Service.
If the call is a non-emergency call which can wait until the next available business day, press 1.
If the call is an emergency call which cannot wait until the next available business day, press 2.
1. Non-Emergency Call: Please leave your name, company's name, a call back number and a customer service representative will contact you the following business day.
2. Emergency Call: Please leave your name and a call back number, along with a brief description of the problem and the on call technician will be paged.

For emergency calls, you will receive a call back from the on call technician to discuss the problem. For non-emergency calls you will receive a call back the following business day.

Note: For all customers who do not have a gold service plan through ComTec Systems, a service charge of $300.00 will apply and rates are billed at time and a half for time on site.

In the event you need to cancel the service request, please follow the process above based on the level of urgency to cancel the request.
If the ticket is not cancelled and service has been dispatched, a visit charge and labor rates will apply.