

1 - Call Indicator Lamps

Lamp at top corner of handset flashes when a call terminates to the terminal. The Lamp flashes 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 keys, Programmable Feature keys or One-Touch Speed Dial keys.

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.

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).

UNIVERGE SV9100

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 **Feature** then **Hold**.

Answer Hold

Answer Hold allows you to answer a second call or Camp-On call.

- Press **Answer** (while flashing) to answer the call. The original caller is placed on hold.

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 flashing line to return to your caller. If the extension does not accept the call, ask them to hang up and your call is returned (or press the flashing line).

Conference

With a call in progress (internal or external).

- Press the **Conf** key.
- Dial internal or external number.
- When the third party answers, press the **ADD** soft key.
- Press the **Begin** soft key to begin the conference.

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.

Login / Logout

Protected Login:

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

To Logout:

- Lift the **handset** and press the **LOGOUT** key. (The display will show LOGOUT?).
- Press the **LOGOUT** key again.

Voice call

- Lift the **handset** and dial the extension number.
- Press **VOICE** soft key (or press **1**) and speak over the intercom.

Last number redial

- Without lifting the **handset**, press the **Redial** button.
- Press **Up / Down** to scroll to locate the required number.
- Press **#** or **Speaker** to initiate the call.

Call back

If you dial a busy extension:

- Dial **#** and hang up.

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:

- Lift the handset and dial access code **770**.

Program system speed dial numbers

To store a speed dial number:

- Press **Speaker**.
- Dial **753**.
- Enter either the extension number or external number including 0 for an outside line (maximum of 24 digits).
- Press **Hold** button.
- Enter the System Speed Dial Storage Code.
- If desired enter the name with the keypad.
- Press **Speaker** to hang up.

To dial the speed dial number:

- Press **Speaker**.
- Press **Redial**
- Dial the System Speed Dial Storage Code.

Program station speed dial numbers

To store a speed dial number:

- Press **Speaker**.
- Dial **755**.
- Dial the Station Speed Dial Buffer Number (**0-9**).
- Enter the telephone number to be stored.
- Press **Hold** button.
- If desired enter the name with the keypad.
- Press **Speaker** to hang up.

To dial the speed dial number:

- Press **Speaker**.
- Dial **#7**.
- Dial the Station Speed Dial Buffer Number.

Message key

If you call a busy or un-answered extension:

- Press the Message Waiting (**MW**) key.
- Hang up.

The cancel Message Waiting:

- Lift the **handset** and dial **771**.
- Dial the extension number for which you no longer want to leave a message.
- Hang up.

To access your messages:

- Press the Message Waiting (**MW**) key.
- To return the call press the **Call** soft key.
- To cancel press the **Cnd** soft key.

Answering another person's ringing phone

To answer a ringing extension in your group:

- Lift the handset and dial ***#**.

For ringing extensions not in your group:

- Lift the handset and dial **768** plus the ringing extension number.

Forward all of your calls

To Set:

- Lift the handset and press **CF/A** key or dial **741**.
- Dial **1** to set followed by the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **CF/A** key or dial **741**.
- Dial **0** to cancel.
- Replace the **handset**.

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 **CF/NA** key or dial **743**.
- Dial **1** to set followed by the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **CF/NA** key or dial **743**.
- Dial **0** to cancel.
- Replace the **handset**.

Forward calls while you are on the phone

To Set:

- Lift the **handset** and press **CF/B** key or dial **742**.
- Dial the destination number.
- Replace the **handset**.

To Cancel:

- Lift the **handset** and press the **CF/B** key or dial **742**.
- Dial **0** to cancel.
- Replace the **handset**.