NOTICE

UNIVERGE SV8100

Single Line Telephone User Guide

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1. Quick Reference Guide

General Information

The following should be considered when reviewing this User Guide:

❍ Access to many features is based on system assignments. Some access codes may vary from those stated in this user guide and not all features may be available from your telephone.

❍ The Flash or Tap key located on certain models of Single Line Telephones can be used in place of the hookswitch.

Quick Reference Guide

Outside Calling	
Outside Call	Dial 9 → Telephone Number
Last CO/PBX Number Redial	Dial #5
Speed Dial	Station Speed Dialing Number: #7 → 0~9
	Group Speed Dialing Number: #4→ xxx
	System Speed Dialing Number: #2→ 000~999
	* No Group buffers assigned at default.
Trunk Queue	Receive Trunk Busy Indication → Dial **#**

Quick Reference Guide Continued

Internal Calling	
Station Call	Dial Station Number
Tone Override	Reach Busy Station → Dial *
Voice Over Originate	Reach Busy Station → Dial 6
Quick Transfer to Voice Mail	Dial Station Number → 8
With a Call in Progress	
Hold	Hookswitch
Transfer	Hookswitch → Dial Station Number
Quick Transfer to Voice Mail	Hookswitch → Dial Station Number → 8
Conference	Hookswitch → Dial #1 →Dial Party → Hookswitch twice
Call Park System	**Set:** Hookswitch → Dial #6 →Dial 01~64
	Retrieve: Dial *6 →Dial 01~64
Voice Over Answer	**Receive Voice Over** → Replacehandset→Lifthandset → Converse

Quick Reference Guide Continued

From the Intercom	
Internal Paging	Dial **701**| **0~9** or **01~64**| Page Dial **0** or **00** for All Internal Paging | Page
External Paging	Dial **703** | **0** or **1~8** | Page Dial **0** for All External Paging | Page
Call Pickup	**In your Pickup Group**: Dial **756** **In another Pickup Group when you do not know the the group number**: Dial **769** **In another Pickup Group when you do know the the group number**: Dial **768** and the group number (**1~9** or **01~64**)
Call Pickup Direct	**In your Pickup Group**: Dial **756** **In another Pickup Group when you do not know the the group number**: Dial **769** **In another Pickup Group when you do know the the group number**: Dial **768** and the group number (**1~9** or **01~64**)

Call Forward	**Set**: **For Forward All**: Dial **741** | Dial **1** | Dial Destination **For Busy/No Answer**: Dial **744** | Dial **1** | Dial Destination **Cancel**: **For Forward All**: Dial **741** | Dial **0**
Programming Speed Dial	Dial **755** | Dial **0~9** | Dial Trunk Access Code | Dial telephone number

2. BASIC OPERATION

Answering Calls

RINGING CALLS

1. Lift handset.
2. Converse.

OFF-HOOK SIGNALING

With a call in progress:

1. Receive Off-Hook Signaling.
2. Replace handset to disconnect the present call.
3. Lift the handset to converse with the second call.

Placing Calls

INTERNAL CALLS

1. Lift handset.
2. Dial station number or **0** for the attendant.

Note 1: *When calling a multiline telephone, dialing **1** after the station number will change ringing to voice or voice to ringing.*

Note 2: *To directly access a personal voice mailbox, dial **8** after dialing the station number.*

OUTSIDE CALLS

1. Lift handset.
2. Dial trunk access code, i.e. **9**.
3. Dial telephone number.

4. Converse.

LAST CO/PBX NUMBER REDIAL

1. Lift handset.
2. Dial **Last Number Redial** code **#5**.
3. Converse.

Speed Dial – Storing Numbers

1. Lift the Handset.
2. Dial 755.
3. Dial the Station Speed Dial buffer number to be programmed (0~9).
   1 = Station Speed Dial Buffer 1
   2 = Station Speed Dial Buffer 2
   3 = Station Speed Dial Buffer 3
   4 = Station Speed Dial Buffer 4
   5 = Station Speed Dial Buffer 5
   6 = Station Speed Dial Buffer 6
   7 = Station Speed Dial Buffer 7
   8 = Station Speed Dial Buffer 8
   9 = Station Speed Dial Buffer 9
   0 = Station Speed Dial Buffer 10
4. Dial the telephone number you want to store (up to 24 digits).
   - ✎ *Valid entries are 0~9, **#** and ✱.*
   - ✎ *A Single line set cannot program a pause or flash in a spd bin.*

5. Hang up.

Speed Dial – System/Group/Station

1. Lift handset.

2. Dial **Speed Dial** code:
   Station Speed Dial = **#7**
   Group Speed Dial = **#4**
   System Speed Dial = **#2**

3. Dial **Speed Dial** Memory location:
   Station Speed Dial = **0~9**
   Group Speed Dial = xxx (none at default)
   System Speed Dial = **000~999**

4. Converse.

Holding Calls

EXCLUSIVE HOLD

With a call in progress:

Press **Hookswitch** or **Flash Key**.

Note 1: *Replacing the handset when a call is on hold will cause the held call to immediately ring your station.*

Note 2: *Once a call is placed on hold, the telephone can be used to place another internal or outside call or access a feature (i.e, Call Pickup). Replace handset to return to the original party.*

Transferring Calls

With a call in progress:

1. Press **Hookswitch** or **Flash Key.**

2. Dial station number.

3. Announce call (optional).

4. Replace handset.

Note 1: *If the called station is busy, replacing handset will initiate a camp-on. An unanswered camp-on or ring transferred call will recall to your telephone after a preprogrammed time interval.*

Note 2: *To return to the original party, press **Hookswitch**.*

Note 3: *To transfer a call directly to a personal voice mailbox, dial **8** after dialing the station number.*

Do Not Disturb

Do Not Disturb blocks incoming calls and Paging announcements.

1. Dial **747**.

2. Dial the **DND** option code:
   0 = Cancel DND
   1 = Incoming Trunk Calls Blocked
   2 = Paging, Incoming Intercom, Call Forwarding and Transferred trunk calls blocked.
   3 = All Calls Blocked
   4 = Call Forwards Blocked

3. BUSINESS FEATURES

Call Forwarding

Call Forwarding permits an extension user to redirect their calls to another extension, or an off-premise number.

Call Forwarding – Immediate

All calls forward immediately to the destination, and only the destination rings.

To set Call Forwarding - Immediate:

1. Lift the handset.
2. Dial the **Call Forwarding - Immediate** Service Code (default: 741).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Go on hook.

To cancel Call Forwarding - Immediate:

1. Lift the handset.
2. Dial the **Call Forwarding - Immediate** Service Code (default: 741).
3. Dial **0** (Cancel).
4. Go on hook.

To set Call Forward - Immediate for any Extension to Destination:

1. Lift the handset.
2. Dial the **Call Forwarding - Immediate for any Extension to Destination** Service Code (default: 790).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Go on hook.

To cancel Call Forward - Immediate for any Extension to Destination:

1. Lift the handset.
2. Dial the **Call Forwarding - Immediate for any Extension to Destination** Service Code (default: 790).
3. Dial **0** (Cancel).
4. Go on hook.

Call Forwarding – Busy/No Answer

Calls to the extension forward when busy or unanswered.

To set Call Forwarding - Busy/No Answer:

1. Lift the handset.
2. Dial the **Call Forwarding - Busy/No Answer** Service Code (default: 744).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Go on hook.

To cancel Call Forwarding - Busy/No Answer:

1. Lift the handset.
2. Dial the **Call Forwarding - Busy/No Answer** Service Code (default: 744).
3. Dial **0** (Cancel).
4. Go on hook.

To Set Call Forwarding - Busy/No Answer for any Extension to Destination:

1. Lift the handset.
2. Dial the **Call Forwarding - Busy/No Answer for any Extension to Destination** Service Code (default: 793).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Go on hook.

To cancel Call Forwarding - Busy/No Answer for any Extension to Destination:

1. Lift the handset.
2. Dial the **Call Forwarding - Busy/No Answer for any Extension to Destination** Service Code (default: 793).
3. Dial **0** (Cancel).
4. Go on hook.

Call Forwarding with Follow Me

While at a co-worker's desk, a user can have Call Forwarding with Follow Me redirect their calls to the co-worker's extension.

To set Call Forward – Follow Me from the destination station:

1. Lift the handset.
2. Dial the **Call Forward – Follow Me** Service Code (default: 746).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Go on hook.

To cancel Call Forward – Follow Me from the destination station:

1. Lift the handset.
2. Dial the **Call Forward – Follow Me** Service Code (default: 746).
3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded, or **0** to cancel all extensions.
5. Go on hook.

Call Forwarding with Both Ringing

All calls forward immediately to the destination, and both the destination and the forwarded extension ring.

To set Call Forward – Both Ring at a forwarding station:

1. Lift the handset.
2. Dial the **Call Forward – Both Ring** Service Code (default: 745).
3. Dial **1** (Set).
4. Dial the destination extension number.
5. Go on hook.

To cancel Call Forward – Both Ring at a forwarding station:

1. Lift the handset.
2. Dial the **Call Forward – Both Ring** Service Code (default: 745).
3. Dial **0** (Cancel).
4. Go on hook.

Call Forwarding – VM8000 InMail Park and Page

When an extension user is away from their phone, Park and Page can let them know when they have a call waiting to be answered.

To set Call Forward Park and Page when you have a call:

1. Lift the handset.
2. Dial the **Call Forward – Park and Page when you have a call** Service Code (default: 713).
3. Dial **#7** (Set).
4. When you hear, "Please start recording". Record your page and dial number when the announcement is complete.
5. Dial the Page Zone that should broadcast your announcement
6. Dial the Park and Page Type:
   2 = All Calls
   3 = Outside Calls Only
7. Go on hook.

To cancel Call Forward Park and Page when you have a call:

1. Lift the handset.
2. Dial **713** + **3**.
3. Go on hook.

Paging

To Make an Internal Page Announcement:

1. Lift the handset.
2. Dial **701** and the Paging Zone number (0~9 or 00~64). Dialing 0 or 00 calls **All Call Internal Paging**.

   -OR-

   Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

   Note: *If the Internal Page Zone is busy or if there is no extensions in a page group, the page will be announced as an External Page only.*

3. Make the announcement.
4. Go on hook.

To Page an External Zone:

1. Lift the handset.
2. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).

   -OR-

   Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

3. Make the announcement.
4. Go on hook.

Meet – Me Answer

1. Lift the handset.

2. Dial **763** (if your extension is in the zone 0~8 called).

    -OR-

    Dial **764** and the zone number (if your extension is not in the zone called).

To join a Meet Me External Page:

1. Lift the handset.

2. Dial **765**.

3. Dial the announced External Paging Zone (0~8).

Call Pickup

This feature enables a station user to answer any call directed to another station, to a station within their own Call Pickup Group, or to a station within a different Call Pickup Group. Three Call Pickup methods are available: Call Pickup – Direct, Call Pickup – Group, and Call Pickup – Designated Group.

Call Pickup – Direct

This method permits a station user to pickup a call to any other station in the system by dialing a specific Call Pickup feature access code and the number of the called extension.

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Lift the handset.

2. Dial ******.

3. Dial the number of the extension whose call you want to intercept.

    Note: *If more than one call is coming in, the system sets the priority for which call it answers first.*

Call Pickup – Group

This method permits a station user to answer any calls directed to other extensions in their preset pickup group by dialing a Call Pickup – Group feature access code.

Ringing telephone in your Call Pickup Group:

1. Lift the handset.
2. Dial **756** or ***#**.

   Note: *Service Code *# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

Ringing telephone in another Pickup Group when you do not know the group number:

1. Lift the handset.
2. Dial **769**.

To answer a call ringing a telephone in another Pickup Group when you know the group number:

1. Lift the handset.
2. Dial **768** and the group number (1~9 or 01~64).

Call Park

To Park a Call in a System Orbit:

Note: *You can park Intercom or trunk calls.*

1. Press **Hookswitch** or **Flash Key**.
2. Dial **#6** and the Park orbit (01~64).

   Note: *If you hear busy tone, the orbit is busy. To try another orbit, press the hookswitch twice and repeat the second step.*

3. Use Paging to announce the call.
4. Replace the handset.

   Note: *If not picked up, the call will recall to you.*

To Pickup a Park Call:

1. Lift handset.
2. Dial ***6** and the Park orbit (01~64).

Conference

With a call in progress:

1. Press the **Hookswitch** or **Flash Key** and dial **#1**.
2. Dial the party you want to add and wait until they answer.
3. Press the **Hookswitch** or **Flash Key** and repeat the second step to add more parties.

   -OR-

   Press the **Hookswitch** or **Flash Key** twice to set up the Conference.

Barge-In

Barge-In permits an extension user to break into another extension user's established call, including Conference calls.

To Barge-In without first calling the busy extension:

1. Lift the handset.
2. Dial **710**.
3. Dial the busy extension.

To Barge-In to a Conference Call:

1. Lift the handset and dial the service code (default = 710).
2. Dial the extension number.

   Note: *When a new call is added to the conference, an intrusion tone is heard by all parties in the Conference, depending on system programming, and all display multiline terminals show the joined party*

3. Dial the extension number of the internal party.

   -OR-

   Dial the single-digit service code or the service code **710**.

Tone Override

To Send Off-Hook Signals when Calling a Busy Telephone:

1. Dial *****.

   -OR-

   Dial **709**. You hear Ring Busy Tone. The called extension hears Call Alert Notification.

   Note: *By default, your extension will send off-hook signals automatically.*

To To Answer Tone Override:

1. Receive Tone Override.
2. Hang up the handset.
3. Answer the incoming call and talk with the party.

Voice Over

ORIGINATE/ANSWER

Originate

When calling a busy telephone:

1. Dial **6**.

    -OR-

    Dial **690** (if the single digit access code has been changed).

    Note: *You can hear an alert tone. You can talk to the called party after the alert tone ends.*

Answer

With a call in progress:

1. Receive Voice Over announcement.
2. Replace handset; first call is terminated.
3. Lift handset when phone rings.

Converse with Voice Over originator.

Camp-On

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up.

To Camp-On a busy extension:

1. Call the busy extension.
2. Dial **#**.
3. Do not hang up.

To cancel a Camp-On request:

1. Hang up.
2. Lift the handset and dial **770**.

Trunk Queuing

Trunk Queuing permits an extension user to queue (wait in line) on-hook for a busy trunk or trunk group to become free.

To queue for a busy trunk:

1. Try to access the busy trunk.
2. Dial **#**.
3. Hang up to leave a Trunk Queue request.

    -OR-

    Wait Off-Hook to Camp-On to the trunk.

To answer when Trunk Queuing calls you back:

1. Lift the handset.

To cancel a Trunk Queuing/Camp-On request:

1. Lift the handset.
2. Dial **770**.
3. Go on hook.

ACD

MULTIPLE AGENT LOG IN

To Log In:

Note: *Follow steps 1~3 to log in with additional AICs (up to three) at any time.*

1. Lift the handset and dial the AIC Log In service code (not assigned at default).

2. Dial the log in code (up to 20 digits).

   > **Note:** *This step is not required if the ID code is disabled in system programming.*

3. Dial the first Agent Identity Code (AIC) (up to four digits).

   > **Note:** *You will hear a confirmation tone when immediately logging in with additional AICs.*

4. For second agent log: Dial the second Agent Identity Code (AIC) (up to four digits).

   > **Note:** *You will hear a confirmation tone.*

5. For third agent log: Dial the third Agent Identity Code (AIC) (up to four digits).

   > **Note:** *You will hear a confirmation tone.*

REST MODE

To set the manual Rest Mode:

1. Lift the handset and dial 658.
   A fast busy is heard.
   To set Pre-Rest Mode (while on a call), press the hookflash and then dial 658. Press the hookflash again to return to the outside party.
   Rest Mode will begin once the call is completed.

2. Go on hook.

To cancel the manual Rest Mode:

1. Lift the handset.

2. Dial 659.

3. Go on hook.

To Log Out (for single or multiple agent log ins):

Note: *All AIC are logged out.*

1. Lift the handset.

2. Dial the AIC Log Out service code (not assigned at default).

   -OR-

   To log out of an ACD group without using AIC: Lift the handset.

Quick Transfer to Voice Mail

To Quick Transfer a call while talking with an outside or internal party:

1. Press the **Transfer** key, and wait for an internal dial tone.
2. Enter a station, and wait for a ringback tone.
3. Dial the **Quick Transfer Access Code** (default:8).
4. Go on hook.

> **Note:** *The Voice Mail answers and the outside party is transferred to the station user's Voice Mail box.*

To leave a message using Quick Transfer to voice mail during an intercom call:

1. Make the intercom call.
2. Dial the **Quick Transfer Access Code** (default: 8)
3. Leave a voice mail message.
4. Go on hook.

Message Waiting

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call.

To leave a Message Waiting:

1. Call a busy or unanswered extension.
2. Dial 0.
3. Go on hook.

To answer a Message Waiting:

1. Dial ***0**.

> **Note:** *If the called extension does not answer Dial 0 to automatically leave them a message.*

To cancel all your Messages Waiting:

> **Note:** *This includes messages you have left for other extensions and messages other extensions have left for you.*

1. Lift the handset.
2. Dial **773**.
3. Go on hook.

To cancel the Messages Waiting you have left at a specific extension:

1. Lift the handset.
2. Dial 771.
3. Dial the number of the extension you do not want to have your messages.
4. Go on hook.

E911 Compatibility

E911 Compatibility ensures that emergency calls always get through. If an emergency occurs, a user simply goes to any telephone, lifts the handset and dials 911. The system's built-in E911 compatibility places the emergency call, even if the user forgets to dial an access code or press a line key.

TO PLACE AN EMERGENCY 911 CALL:

When Dial 911 Routing Without Trunk Access is enabled:

1. Go to any telephone.
2. Lift the handset.
3. Dial **911**.

When Dial 911 Routing Without Trunk Access is disabled:

1. Go to any telephone.
2. Lift the handset.
3. Dial a trunk access code (e.g., 9).
4. Dial **911**.

To turn off the E911 Alarm at your telephone:

1. Lift the handset.
2. Dial 786.

--- NOTES ---

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