



ADVANCED COMMUNICATIONS AUSTRALIA PTY LTD

VOICE, DATA & FIBRE SPECIALISTS

SV9100 Quick Reference Guide

To program an extension name:

1. Press SPEAKER
2. Dial 700
3. Dial the extension number you want to change
4. Enter the name via the keypad (press “#” if you want to use a different letter on the same key or the same letter twice, press “##” for a space)
5. Press HOLD
6. Press SPEAKER

To deactivate a flashing light at the top of your handset (Message Wait Indication):

1. Press the “Exit” key at the top left of the handset
2. Press the “MW” softkey
3. Press the “All” softkey

To set the time (system wide):

1. Press SPEAKER
2. Dial 728
3. Dial 2 digits for the hour (24 format – eg. for 1:00pm dial “13”)
4. Dial 2 digits for the minute (00-59)
5. Press SPEAKER

To change your ring tone:

1. Press SPEAKER
2. Dial 720
3. Dial 1 for internal calls or dial 2 for external calls
4. Select the ring tone (1-8)
5. Press SPEAKER

To answer a call ringing on another telephone:

1. Pickup the handpiece or press SPEAKER
2. Dial * #

To answer a call ringing on a specific telephone:

1. Pickup the handpiece or press SPEAKER
2. Dial * *
3. Enter the extension number of the phone that is ringing

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To activate Do Not Disturb:

1. Press the “Prog” softkey
2. Press the “DND” softkey
3. Press the “Set” softkey
4. Press “Ext” for outside calls, “Icm” for internal calls or “ALL” for both outside and internal

To cancel Do Not Disturb:

1. Press the “Prog” softkey
2. Press the “DND” softkey
3. Press the “Cncl” softkey

To program an outside telephone number into a spare key on your handset:

1. Press SPEAKER
 2. Dial 751
 3. Press the key you wish to program
 4. Dial 01
 5. Dial 0 then the telephone number you want to store
 6. Press HOLD
 7. Go back to step 3 if you want to program another key
- OR
8. Press SPEAKER to finish

To set an automatic call back (Camp on) on a busy internal call:

1. Call an internal extension and hear the busy tone
2. Dial #
3. Hangup - When the busy party finishes their call, their extension will call you back

To hear your music on hold through your handset (same to turn on or off):

1. Press SPEAKER
2. Dial 725
3. Press SPEAKER

[This needs to be enabled & programmed before it can be used – give us a call if the code doesn’t work]

To set the volume of your speaker, handpiece or ringer:

Hands-free Speaker Volume: Press the top or bottom of the round cursor button while you’re on a hands-free call

Handpiece Volume: Press the top or bottom of the round cursor button while you’re on a normal call using the handpiece

Ringer Volume: Press the top or bottom of the round cursor button while your phone is ringing (this will set the volume for both the internal and external ring tones)

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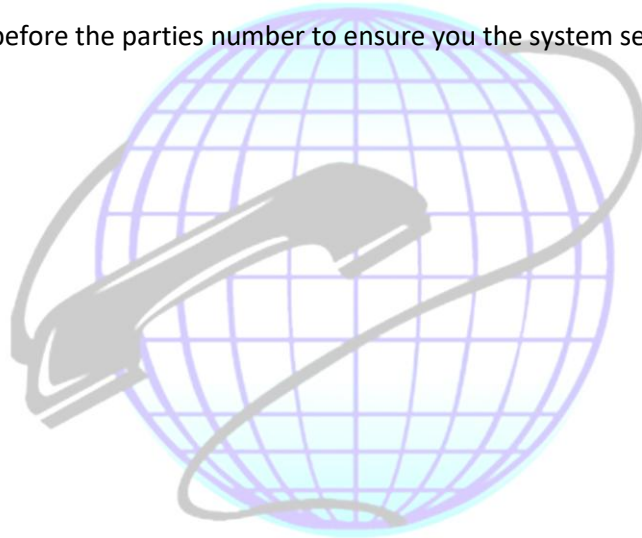
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Conference calling from an analogue phone:

1. After placing first call press the **Hookswitch** or **Flash Key** and dial **#1**
2. Dial the parties number(s) you wish to add to the call and wait for them to answer
NB: To add more than one party push **Hookswitch** or **Flash Key** again and dial additional number
3. Press **Hookswitch** or **Flash Key** twice to begin conference call

Note: You will need to dial 0 before the parties number to ensure you the system selects an outside line.



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Speed Dialling

Inputting Speed Dials:

1. Press the "PROG" soft key on your handset
2. Press the same key again, it will now show a down arrow
3. Press the "Abb" soft key
4. Press the "ABbc" key
5. The system will now ask you for the speed dial number (000 to 999)
6. Input the desired number
7. Type the desired phone number in and press [Hold]
8. Type the name in and press [Hold]
9. After pressing hold the system will beep and the speed dial is stored

To edit existing Speed Dials:

1. Follow steps 1 – 4 as above
2. Type the speed dial number to be edited in – the existing data will be shown
3. Follow steps 6 – 8 as above to overwrite the relevant data

To dial a stored number:

Method 1 – Quick dialling

1. Press [Redial] and then dial the 3 digit speed dial code – the currently stored number will display for confirmation
2. Pickup the handpiece (or press speaker) to dial the speed dial displayed

Method 2 – through speed dial directory

1. Press the "Dir" softkey
2. Press the "Abb" softkey
3. Press the "ABbc" softkey
4. Press the up or down arrow softkeys to scroll through the speed dials in alphabetical order OR type the first letter(s) of the name then the up or down keys to jump to the first speed dial that starts with that letter(s)
5. Pick up the handpiece (or press speaker) to dial the number displayed

Tips when entering the speed dial name:

- To use the same character twice press the # key to move the invisible cursor to the next character
- To enter a space press the # key twice
- To delete a character press the feature button (backspace)
- Special characters can be found by pressing the 1, 0 and * keys

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VOICEMAIL

Voicemail functions are generally accessed using the four “softkeys” at the top of your handset (underneath the display) – these software keys select the functions listed at the bottom of the handset display and will change depending on what you’re currently doing.

How to access your personal mailbox:

Press the “Voicemail” key programmed on your handset

OR

Press the small round button on the bottom right corner of the handset (between the volume keys), navigate to the “Voicemail” option on the display and press the small round button again

OR

Press the “Vmsg” softkey (note: this softkey only appears if you have new voicemail messages)

OR

Pickup your handpiece and dial the voicemail access code (normally **399**) then dial your extension/mailbox number

To record the personal greeting on your extension:

1. Access your mailbox using the instructions above
2. Press the “Greet” softkey
3. Select which greeting you want to re-record by pressing the “Gr1”, “Gr2” or “Gr3” softkey
 - The mailbox can only use one of these greetings at a time but you can record temporary/holiday greetings in the other positions to remove the need to overwrite and re-record your normal greeting
 - The mailbox will activate whichever greeting was accessed last
4. You can listen to the current recording by pressing “Lstn” otherwise, press “Rec” to begin recording then press the “Done” softkey to stop recording
5. When finished, press [SPEAKER] to hang up

To check your messages:

If you have new messages in your mailbox you will see either the large LED flashing at the top of your handset or your programmed “Voicemail” key flashing (depending on how your voicemail system is programmed).

1. Access your mailbox using the instructions above
2. Press the “Lstn” softkey – your new & archived messages will play
 - While listening to your messages, the softkeys will display various options that you can use to delete the current message, archive the message (for long term storage), redirect the message to another mailbox etc.
3. When finished, press [SPEAKER] to hang up

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VOICEMAIL - Continued

How to set a security code on your mailbox:

1. Access your mailbox using the instructions on the previous page
2. Press the "More>" softkey
3. Press the "Setup" softkey
4. Press the "Code" softkey
5. Enter your new security code (4 digits) and press the "OK" softkey – press the "Clear" softkey if you want to want to cancel without setting a code
6. When finished, press [SPEAKER] to hang up

AFTER HOURS MAILBOX (if applicable)

How to access your after hours mailbox:

Press the "Night Msgs" key programmed on your handset

OR

Pickup your handpiece and dial the voicemail access code (normally **399**) then dial **201**

To record the after hours message:

1. Access the after hours mailbox using the instructions above
2. Press the "Greet" softkey
3. Select which greeting you want to re-record by pressing the "Gr1", "Gr2" or "Gr3" softkey
 - The mailbox can only use one of these greetings at a time but you can record temporary/holiday greetings in the other positions to remove the need to overwrite and re-record your normal greeting
 - The mailbox will activate whichever greeting was accessed last
4. You can listen to the current recording by pressing "Lstn" otherwise, press "Rec" to begin recording then press the "Done" softkey to stop recording
5. When finished, press [SPEAKER] to hang up

To check your messages:

If you have new messages in your after hours mailbox you will see the "Night Msgs" key flashing.

1. Access the after hours mailbox using the instructions above
2. Press the "Lstn" softkey – your new & archived messages will play
 - While listening to your messages, the softkeys will display various options that you can use to delete the current message, archive the message (for long term storage), redirect the message to another mailbox etc.
3. When finished, press [SPEAKER] to hang up

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