

## NEC Univerge Phone System

### INCOMING CALLS

Phone Ringing – pickup handset or press **SPEAKER** .

Phone NOT Ringing – pickup handset or press **SPEAKER** and press the flashing line key, or ANSWER key, or dial \*# (Pickup Code).

**Note – for **SPEAKER** (hands free) operation, **MIC** button must be lit – off = Muted – press **MIC** to turn on.**

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### OUTGOING CALLS

Pickup the Handset or press **SPEAKER**, hear internal dial tone and dial 0 (ZERO) or choose a line – then dial.

### TRANSFERRING CALLS

Ask the caller to wait and press the pre-programmed Intercom Key for the required phone – DSS button.

**OR**

Ask the caller to wait, and press TRANSFER and dial the required phone extension number.

**AND**

Wait till the extension answers, announce the call and either hangup to complete the transfer, or press the flashing line key to return to the call...

**OR**

Just hang up – the call will ring direct to the other phone until answered, OR it will transfer back to you if not answered.

### PAGING

ALWAYS pickup the handset – don't try this handsfree...it will howl if there is another phone nearby.

Press the appropriate **PAGE** button – ie, Admin or Classrooms or Page – this must be a programmed button.

A Splash Tone will be heard, then speak clearly.

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### INTERCOM CALLS

Pickup the handset or press **SPEAKER**, then press the appropriate intercom button, or dial the extension number.

The left "soft button" under the LCD screen will display **VOICE** – you can press this to stop the ringing and then speak directly to the called phone – if their **MIC** button is lit, they will be able to respond without approaching the phone.

Note that the **VOICE** button becomes a **RING** button immediately you press it...you can revert to a ring if no-one responds handsfree.

### SPEED DIAL

If speed dialling is allowed on your phone, press **SPEED** – the word **SYS** will appear on the LCD screen, dial the 3 digit Speed Dial number – when the correct number / name appears, pickup the handset or press **SPEAKER** to dial.

### PROGRAMMING SPEED DIALS – SYSTEM SPEED DIALS ONLY PROGRAMMED BY THE MAIN PHONE

Press **PROG** button (soft key under right side of display), then the **DOWN ARROW** button, then the **SPD** button, then the **SYS** button.

Dial in 3 digits – they start at **000** – if it's programmed, the number / name will appear. You can edit this...or put in an unused Speed Dial number (3 digits).

Dial in the actual phone number required and press **HOLD** to save it.

Dial in the name like an SMS message and press **HOLD** to save it.

## NEC Univerge Help File

### Phone Settings – using the large circular button on the bottom right of the phone...

<b>LCD Display Contrast</b>	Phone idle	Press UP or DOWN to change contrast
<b>Hands-free Volume</b>	Press SPEAKER button	Press UP or DOWN – press SPEAKER to store – also change volume during a call
<b>Hand-set Volume</b>	Lift handset	Press UP or DOWN – hang up to store – also change volume during a call
<b>Ring Volume</b>	Whilst phone is ringing	Press UP or DOWN

### Phone Buttons

<b>Navigate</b>	Large round button – bottom right	Up / Down / Left (Redial) / Right (Book)
<b>Select</b>	Centre of Navigate button	Accept OR Shortcut to Missed Calls / Voicemail
<b>Recall</b>	Only used to operate EASYCALL features	Call Waiting etc on Telstra line
<b>Feature</b>	Used for programming phone buttons	
<b>Answer</b>	If flashing, can be used to answer calls	If you don't have a line appearance – this is where the call will appear
<b>Mic</b>	Microphone button – mutes both Speaker and Handset calls	Red means Microphone ON – if it's not lit, no-one will hear you
<b>Hold</b>	Hold calls for pickup from other phones	Recalls at initiating phone if not retrieved
<b>Transfer</b>	All calls – press TRANSFER and required extension or programmed button	Wait for answer and announce the call, then hang up...or just hang up to transfer
<b>Speaker</b>	Hands-free calls – press SPEAKER to initiate or end a hands-free call	press SPEAKER then hangup to convert a call from handset to speaker.
<b>Help</b>	Shows what is programmed in each button	Press HELP and the required button
<b>Exit</b>	Exits the HELP function	
<b>Menu</b>	Aids programming of the phone	Also includes some of the functions of the Soft Keys below – SETTINGS controls the display backlight and whether or not ringing is heard through a Headset

### Soft Keys – the 4 buttons directly under the LCD screen – function changes as required.

<b>List</b>	Phone idle	Displays Redial and CID
	<b>Redial</b>	Displays Last outgoing call – use Up and Down soft keys to choose number then press SPEAKER or lift the handset to dial – also Store or Delete
	<b>CID – Caller ID</b>	Displays Last Incoming call – use Up and Down soft keys to choose number then press SPEAKER or lift the handset to dial - also Store or Delete – CID requires carrier subscription
<b>Dir</b>	Phone idle	Displays SPD / EXT / STA / Tel Book
	<b>SPD</b>	Displays SYS / SPDg
	<b>SYS</b>	Accesses Common Speed Dialling – use Up and Down soft keys to scroll through entries – then press SPEAKER or lift the handset to dial
	<b>SPDg</b>	Accesses Group Speed Dialling – normally used by different work sections to access discrete Speed Dialling areas – operation as above
	<b>EXT</b>	Displays a list of system extensions – use Up and Down soft keys to scroll through entries – the press SPEAKER or lift the handset to dial
	<b>STA</b>	Accesses Personal Speed Dialling stored in that phone – use Up and Down soft keys to scroll through entries – then press SPEAKER or lift handset to dial
	<b>Tel Book</b>	Alphabetical search of Speed Dialling – several different search options
<b>ICM</b>	Phone Idle	Displays <b>InPg / ExPg</b> and <b>P/U</b>

	<b>InPg</b>	Accesses Internal Page Groups – enter group number – default ALL is Group 1
	<b>ExPg</b>	Accesses External Page Groups – enter group number – default zone is 1
	<b>P/U</b>	Displays <b>Pickup / Page / Group</b>
	<b>Pickup</b>	Pickup a call ringing in your Pickup Group – default ALL in Group 1
	<b>Page</b>	Pickup (answer) a PAGE in nominated Paging group
	<b>Group</b>	Pickup a call in a nominated Pickup Group other than your own
<b>PGM</b>	Phone Idle	Displays <b>Cfwd / DND / STA &amp; Down Arrow to SPD / TELBK / ALM &amp; Down Arrow to Fctn</b>
	<b>Cfwd</b>	Call Forward Menu – choose <b>All Calls</b> (immediate forward) / <b>Both</b> (both phones ring) / <b>Busy</b> (forward if busy) & a Down Arrow to <b>N/A</b> (No Answer) – <b>B/NA</b> (Busy or No Answer) and <b>Flw</b> (follow me – bring calls to you from you phone) – Choose and option, nominate an extension / speed dial / outside number including 0 for dial tone – then <b>Set</b> – or <b>Cancel</b> an existing forward
	<b>DND</b>	Invoke Do Not Disturb – stops incoming calls – choose <b>SET</b> or <b>Cancel</b>
	<b>STA</b>	Enter Station Specific Speed Dials – enter a position 1 to 0 (ie 10) then dial the number – hang up to save OR press <b>EXIT</b> to delete (loud beep) – use the <b>DIR</b> menu to dial
	<b>TELBK</b>	Enter Telephone Book Programming – follow the prompts
	<b>ALM</b>	Enter up to 2 alarms – time set in 24 hour format – enter <b>9999</b> to cancel

### Attendant Functions:

<b>Time – set time for system</b>	<b>SPEAKER 728 XXXX</b> – where xxxx = time in 24 hr format <b>SPEAKER</b>	Only from Operator phone – cannot change date
<b>Naming an extension</b>	<b>SPEAKER 700 XXX (xtn number to change) dial in name like an SMS, HOLD, speaker to release</b>	Only from Operator phone

**Voicemail:** The Voicemail system explains the operation...the dial codes it reads are for analog phones – you can just use the appropriate soft keys instead...easier.

<b>Voicemail Access</b>	Press <b>VM</b> key, or press Centre of Round Navigation button and dial <b>2</b>	VM responds audibly – screen displays details
<b>Display</b>	Mail box number – usually your extension – system voicemail will display another number ie 201 Displays number of <b>New Messages / Archived Messages</b> – & Soft Keys <b>Lstn / Greet / LvMsg / More</b>	
<b>Lstn</b>	Plays messages - soft keys <b>Lstn / Next / Del (Arch)</b>	
	<b>Lstn</b> – play the first message	Press again to repeat message
	<b>Next</b> – play next message	
	<b>Del</b> – will delete current message, on hangup – soft key changes to Arch – if you press this it will archive the message on hangup	This soft key toggles between Delete and Archive function
<b>Greet</b>	Used to record up to 3 greetings	Choose the greeting as required - follow the recording instructions – use soft keys
<b>LvMsg</b>	Used to leave a message, if enabled in an extension mailbox	
<b>More</b>	Allows changes to security settings / and recording a voice signature	

<b>Voicemail – permanently on</b>	If pre-programmed to use voicemail, calls will normally ring for a preset period then transfer – this is preset by the installation technician...if ANY diversion is active, internal dial tone stutters	If phone is busy, the lamp on the LCD display will flash / soft ring...then transfer to voicemail after a preset period
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<b>Voicemail – on demand</b>	If not normally forwarded to voicemail, choose the forward mode you require – either with a pre-programmed <b>FWD</b> key, or use the <b>PGM</b> menu to select the appropriate forwarding type and the destination extension for voicemail is 3999	Note, if you set a forward, it over-rides the pre-programmed forward...to mobile instead of voicemail for instance
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### Outgoing Calls:

<b>Hands-free</b>	Press <b>SPEAKER</b> – choose a line or dial 0	Dial required number
<b>Hand-set</b>	Lift Handset – choose a line or dial 0	Dial required number
<b>Speed Dialling – hand-set or hands-free</b>	Press programmed <b>SYS</b> key	Enter 3 digit Speed Dial Location number
	Press <b>DIR</b> soft key and choose type of Speed Dial	See detail above for <b>DIR</b> use
<b>Internal Calls</b>	Hands-free or Hand-set – dial extension number or press pre-programmed Intercom key	You can use the <b>DIR</b> menu as above to choose the required extension
	Ring – normal / Voice – optional	

### Incoming Calls:

<b>Hands-free or Hand-set</b>	Press <b>SPEAKER</b> or lift handset	Or use <b>Pickup</b> key <b>OR</b> dial *#
	Press <b>ANSWER</b> key if flashing	
<b>Transfer a call – digital phone</b>	Ask caller to wait, press <b>TRANSFER</b> and dial the extension number <u>OR</u> press a pre-programmed key	Wait for the extension to answer and announce the call – then hang up... <u>OR</u> , just hang up to complete transfer unannounced
<b>Transfer a call – analog phone</b>	Different phones have different buttons – may be called <b>Recall</b> or <b>Flash</b> – ask the caller to wait, press the appropriate key, receive internal dial tone and dial the extension number	Wait for the extension to answer and announce the call – then hang up... <u>OR</u> , just hang up to complete transfer unannounced
<b>Recall from Transfer – unsuccessful announced transfer</b>	Un-answered announced call – press the flashing line button to return to the call.	Analog phone – press the <b>Recall</b> or <b>Flash</b> key again.
<b>Recall from Transfer – un-announced transfer</b>	Call will ring back to you after a pre-programmed time – ring cadence is different	Digital phones show the call as a recall from transfer

*Further assistance is available by calling us on 86412727*

*Our normal charges apply*

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