NEC
UCB WITH ACD TELEPHONE QUICK REFERENCE VIA CONSOLE

LOGIN/LOGOUT
In order to start accepting phone calls you must be logged into the UCB

LOGIN
➢ Click the flashing Login Icon on the left side of your screen

LOGOUT
➢ Click on 💰 on the top left side of your screen

***Note**: You should only Login & out once a day. If you need to step away from your desk (Ex. Filing, Lunch Break, etc…) you should be putting your phone onto break mode*

BREAK MODE
Any time you need to step away from your desk you should be putting your phone on Break

SHORT BREAK
If you are going to be away from your desk for only a few minutes (Ex. Washroom break)
➢ Click 🛢 on the top left of your desktop screen (this will put you on a 5 minute break)
➢ When you are back from your break, click 🛢

LONG BREAK
If you are going to be away from your desk for an extended amount of time (Ex. Lunch)
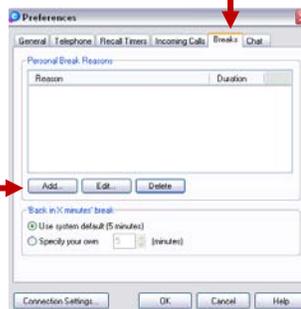➢ Click on the down arrow beside 🛢 ▾
➢ Click on the type of break you would like to go on, or click on Custom…
➢ Fill out your Break Reason and how long you will be gone
➢ Click Go on a break

ADD A BREAK REASON
If you are going to be away
➢ Click on File and then Preferences…
➢ Click on Breaks and then Add

➢ Fill out your Break Reason and how long you are usually gone for.
➢ Press OK

North American Telecommunications Group
For Service: 604-856-9155 / service@natgtelecom.com

DIAL OUT

➢ See 📞 Destination
➢ Beside destination, enter in the persons phone number or extension number
  (Or type in person's name if they have been added to your phonebook)
➢ Press enter to make call

INTERCOM CALLS

➢ Go to the ⚡ Presence Screen
➢ Click on Employee's name you would like to call
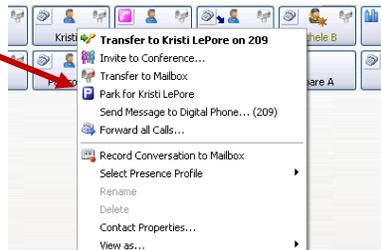

PARK A CALL

With an active call…

➢ Click 🅿 Park (on the bottom of the screen)
To Retrieve Call: Press 🅿 Unpark

PARK A CALL ON A BUSY EXTENSION

With an Active call…

➢ switch to ⚡ Presence Screen
➢ Right click on the person's Presence Button
➢ Choose "Park for <person's Name>"

Note: When the busy extension disconnects from their current call, their phone will start to
  ring with the parked call.

TRANSFER A CALL

With an Active call…

➢ Switch to ⚡ Presence Screen
➢ Right click on the person's Presence Icon
➢ Choose "Transfer to <Person's Name>"
Note: Click transfer to Mailbox to send a caller directly to voicemail

North American Telecommunications Group
For Service: 604-856-9155 / service@natgtelecom.com

REDIAL/CALLER ID CALL BACK
- Go into [icon] Call History screen
- Double click on the number you would like to call

CALL FORWARD
- Go to the [icon] Presence Screen
- Right click on your Presence Profile Icon
- Click [icon] Forward all Calls…
- Enter in the phone number or the extension number
  OR
- Click Mailbox for calls to go immediately to your voicemail

To Cancel:
- Right click on your Presence Profile Icon
- Click [icon] Cancel Call Forward

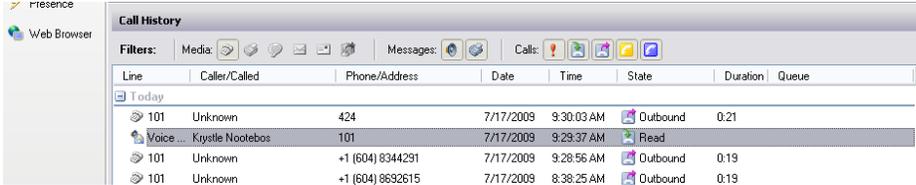## RECORDING A PHONE CONVERSATION INTO YOUR VOICEMAIL
With an active call…

- Click [icon] Record (Record Phone Conversation)

Note: Retrieve the recorded conversation the same way as all other voicemail messages
OR

- You can also play back the conversation through the call history screen


ADD A NEW PHONEBOOK ENTRY
- Click [icon] (Open Phonebook)
- Click on the **+** (next to found contacts on the left hand side of the dialog box)
- Click on "Add a new Personal Contact"
- Fill out appropriate information in the New Personal Contact Dialog Box
- Click OK
- Click on the **+** (Next to Numbers on the Right hand side of the dialog box)
- Click on phone type (ex. Extension, Mobile, home, office, etc…)
- Enter in phone number
- Press OK

UPDATING YOUR STATUS

It is a good idea to update your status so employees will immediately know if you are in or out of the office and when you are expected to return

➢ Go into the ⚡ Presence screen
➢ Right click on your name and go down to Select Presence Profile
➢ Click on the status you would like to change your profile to
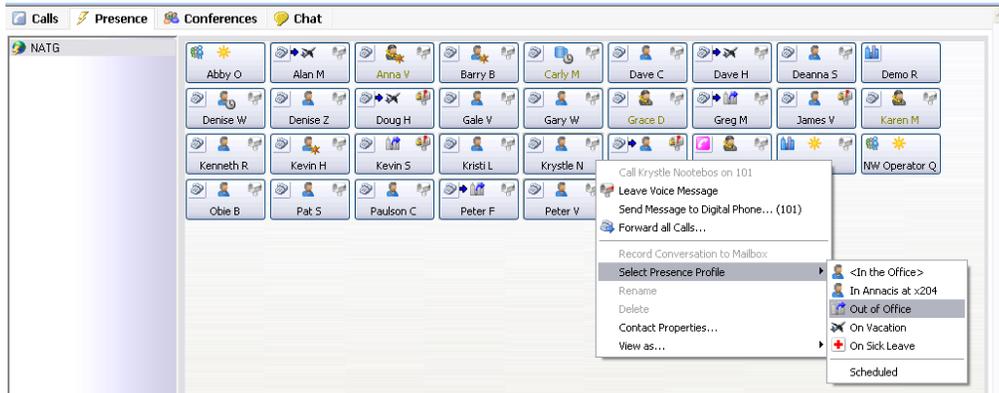
CREATING A NEW PRESENCE PROFILE

You are able to create a new presence profile if there is not a profile that fits your status, such as working from another office. It can be important to have this so your employees know that you are still available if they need you and they can inform customers as well.
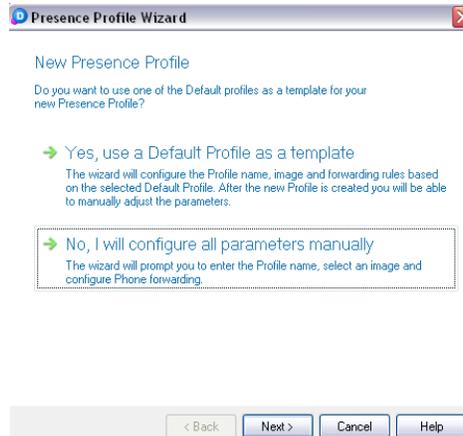
➢ Under Voice Messaging, click on Mailbox Setup
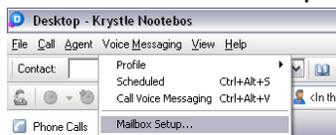
➢ Click on Presence Profile, then new
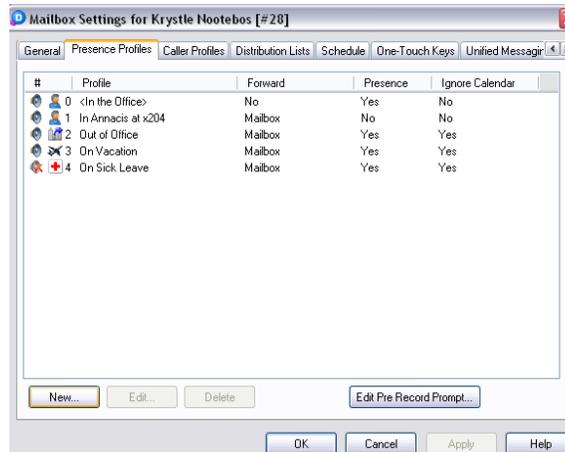
➢ Click on one of the two

➢ Click on the Presence Profile you would like to add, or click on Custom if you would like to create your own

➢ Fill in the name you would like for your presence and select a picture
➢ Click on the forwarding option you would like
➢ Click on whether or not you would like to record your profile name and greeting now or later
➢ If you are going to record the greetings later, click finish, or if you are going to record them now, click 🟡 then click 🔴 Record . When you are finished recording press ⬜ Stop
➢ Press next and follow the same steps as above to record your profile name
➢ Press next, and then finish