NEC

UCB TELEPHONE & VOICEMAIL QUICK REFERENCE VIA OUTLOOK

DIAL OUT
➢ Click 🖰 Dial
➢ Type in the phone number you would like to call **OR**
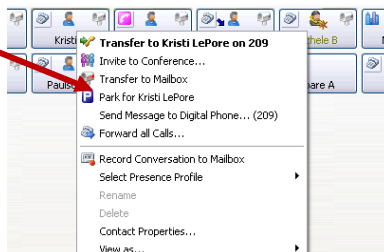➢ If the person is in your phonebook, type their name

INTERCOM CALLS
➢ From the folder list, click on Phone, and then go into ⚡ Presence
➢ Click on Employee's name you would like to call

PARK A CALL ON A BUSY EXTENSION
With an Active call…
➢ switch to ⚡ Presence Screen
➢ Right click on the person's Presence Button
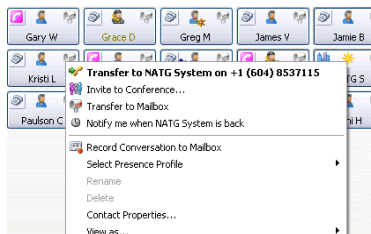➢ Choose "Park for <person's Name>"

Note: When the busy extension disconnects from their current call, their phone will start to ring with the parked call.
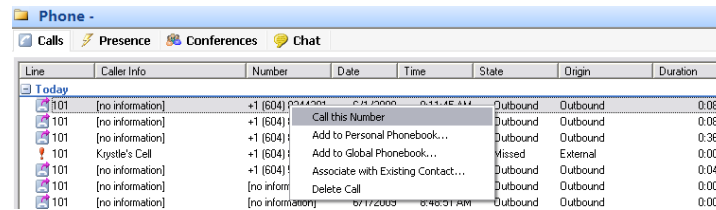
TRANSFER A CALL
With an active call…
➢ Switch to the ⚡ Presence Screen
➢ Right click on the person's Presence Button
➢ Choose "Transfer to <Person's Name>"
Note: Click transfer to Mailbox to send a caller directly to voicemail

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REDIAL/CALLER ID CALL BACK

➢ Switch to your "▣ Calls" screen
➢ Right click on the number you would like to call
➢ Click on "Call this Number"

CONFERENCE CALL

With an active call…
➢ Go into the ▣ Phone Calls screen
➢ Click on the ✦ Transfer button
➢ Type in the phone number, extension number or name (if they are in your phonebook)
➢ Once you have the second caller on the line, click 👥 Conference to link the three of you together

ADD A NEW OUTLOOK CONTACT ENTRY

➢ Click 📖 (Open Phonebook)
➢ Press **FILE** and click on **NEW ENTRY**
➢ Click on **NEW CONTACT**, then press [OK]
➢ Fill in Desired Information
➢ When finished press [Save & Close]

CALLING OUT FROM OUTLOOK CONTACTS

➢ Click 📖 (Open Phonebook)
➢ Double click on the person you would like to call
Note: Under Address Book make sure you are in the proper folder (Ex. Contacts)
➢ Press ☎
➢ Choose the number you would like to dial (IF applicable – Ex. Mobile or Home)
➢ Press [Start Call]

CALL FORWARD

➢ Click ![Forward All]
➢ The call forward pop up will open. Enter in either the phone number or extension you would like to call forward your calls to
   OR
➢ Click Mailbox for calls to go immediately to your voicemail
To Cancel: Click ![Forward All]
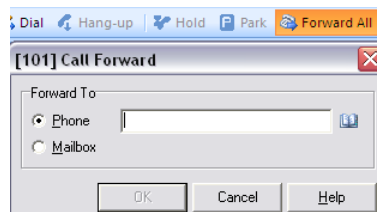
RECORDING A PHONE CONVERSATION INTO YOUR VOICEMAIL

With an Active call…

➢ Go into your "![icon]Calls" screen
➢ Right click on your active call,
➢ Click on Record
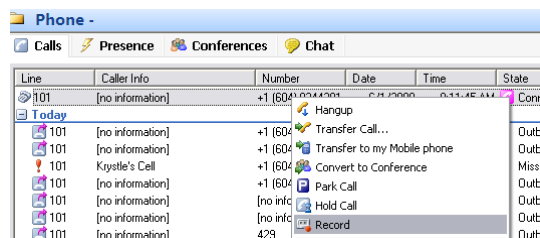
➢ Retrieve the recorded conversation the same way as all other voicemail messages

SET UP YOUR VOICEMAIL

- ➢ Press **VOICEMAIL** key and enter default Code (2222)
- ➢ The system will explain the process setup and the three main parts (Changing your PIN, recording your name, and recording your greeting)
- ➢ The system will walk you through the prompts of.
  - Setting your new PIN
    - Enter existing PIN.
    - Enter new PIN, followed by #. (0-6 digits)
    - Re-enter to confirm
  - Next you will have to record your name:
    - Hear sample press 1
    - Press 2 for record, - then press 3 to record.
    - Press # when done recording
    - Press 1 to Save the recording, or 2 to play the recording, or 3 to re-record your name
  - Lastly, you will have to record your "in the office" greeting:
    - Hear sample press 1
    - Press 2 to record, - then press 3 to record.
    - Press # when done recording
    - Press 1 to Save the recording, or 2 to play the recording, or 3 to re-record your greeting

LISTENING TO VOICEMAIL MESSAGES

- ➢ *From Outlook*, press the flashing 📬 then
- ➢ *From the phone*, enter your PIN
  - To Listen to new Messages press 1
  - To Listen to saved Messages press 2

While Listening to a Message

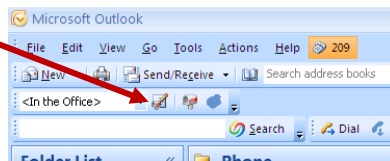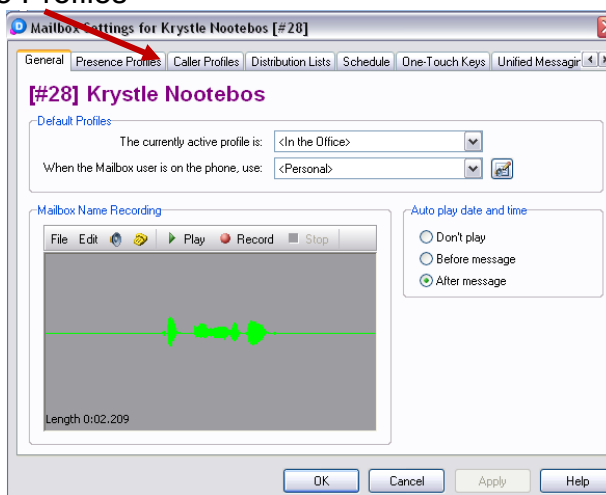|	
Listen to Next Message	Press **1**
Save Message as New	Press **2**
Delete	Press **3**
Reply to Message	Press **4**
Date & Time	Press **5**
Forward Message	Press **6**
Rewind	Press **7**
Rewind to Beginning of Message	Press **77**
Pause	Press **8**
Resume	Press **88**
Fast Forward	Press **9**
Fast Forward to end of Message	Press **99**
Dial Caller (If CLID enabled)	Press **#**

CHANGE YOUR PIN NUMBER (SECURITY CODE)

➢ Press your **VOICEMAIL** key, enter your security code
➢ Press **5** for Mailbox Options
➢ Press **2** to Change Pin Number
➢ Follow Prompts
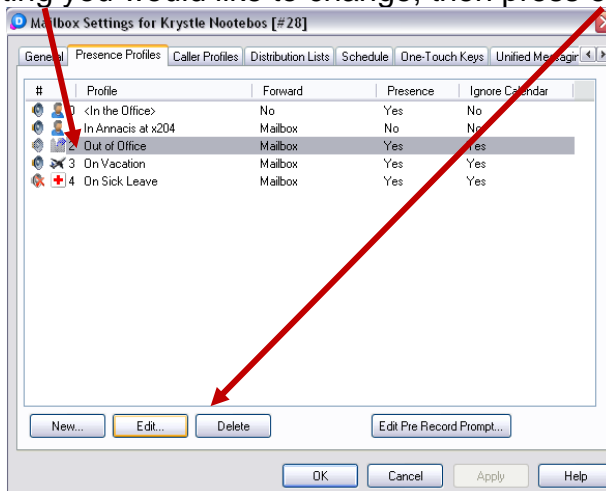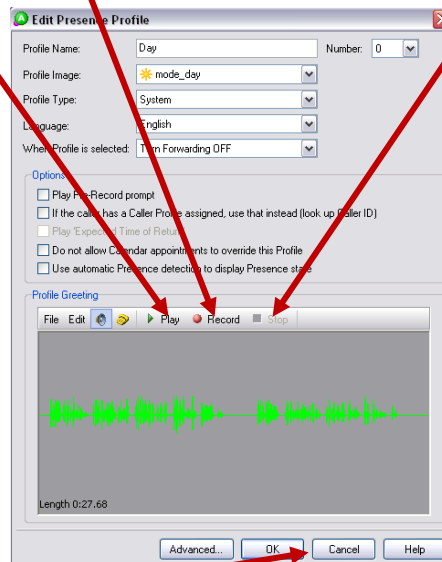
CHANGE YOUR GREETING:

1) Click Mailbox Setup

2) Click on Presence Profiles

3) Click on the Greeting you would like to change, then press edit

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4) Press 🖐 to be connected to your phone, then press record to record a new message   or press play to play the message
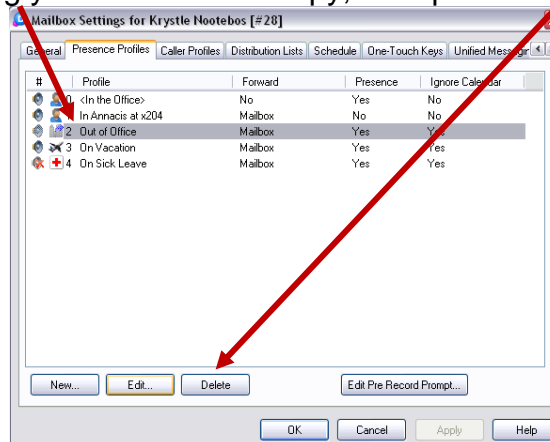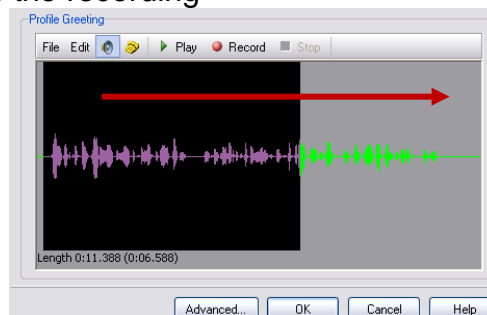

5) Press okay when finished.

COPY AND PASTE A RECORDED GREETING:

Follow steps 1 and 2 from above
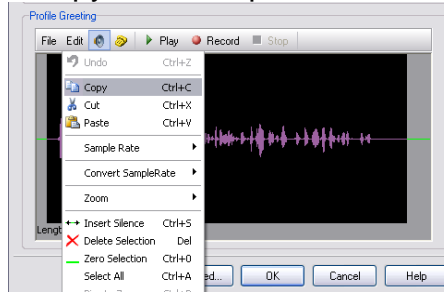
1) Click on the greeting you would like to copy, then press edit

2) Click on the beginning of your profile greeting recording and drag your mouse to the end of the recording

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3) Click Edit, go down to copy and then press OK

4) Click on the greeting you would like to paste the copied greeting to, and then Edit
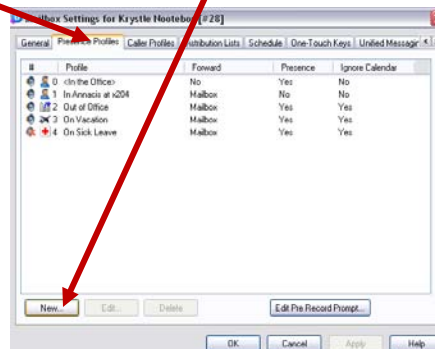5) Click Edit, and then paste. Press OK

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.
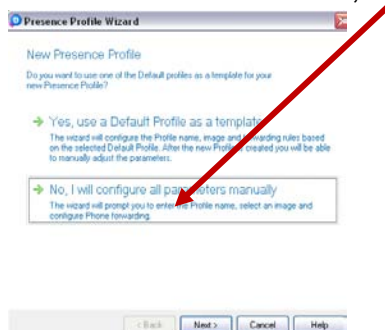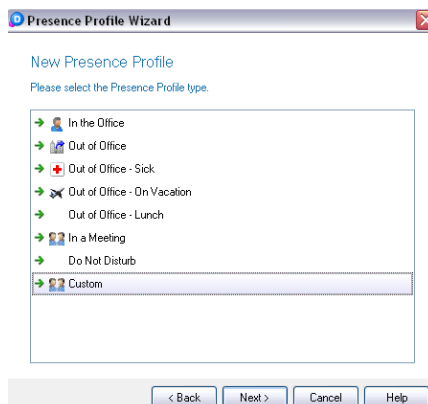
1) Click on Mailbox Setup

2) Click on Presence Profile, then new

3) Click on either Yes use a "Default Profile" or "No, I will Configure"

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

5) Fill in the name you would like for your presence and select a picture
6) Click on the forwarding option you would like
7) Click on whether or not you would like to record your profile name and greeting now or later
8) 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
9) Press next and follow the same steps as above to record your profile name
10) Press next, and then finish

CHANGE YOUR PROFILE 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.

1) Right Click on your Presence Profile
2) Go Down to Select Presence Profile and Click on your Desired Profile
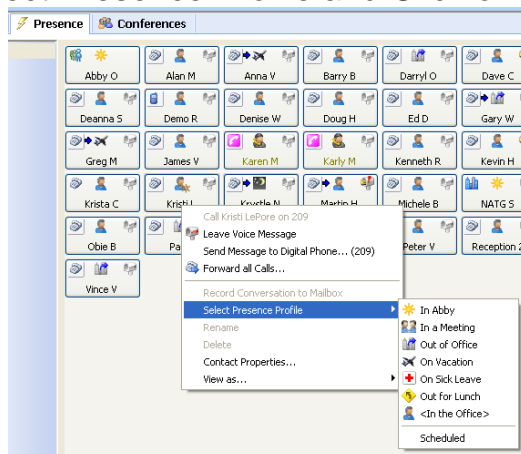
Note: *When you do change your profile status, make sure you have recorded a greeting for that status or it will only play your recorded name followed by a computerized recording!*

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