PHONE USER GUIDE – UNIVERGE 3C

Placing an Internal Call

- Lift handset
- Dial extension or press a speed dial

Placing an External Call

- Lift handset
- Dial access code 9 + number

Answering a Call

- Lift handset **OR**
- Press headset or speaker button

Placing a Call on Hold

- While on a call press Hold
- Line key will flash

Note: A held call will ring back after 1 minute

Retrieving a Held Call

- Press Hold **OR** Resume

Redial

- Press Redial to call back the last number dialed

Transferring a Call

Transfer

- While on a call, press Transfer
- Dial number or press a speed dial
- Wait for an answer, then announce the call
- Hang up to complete the transfer

Transfer to Voicemail

- press Transfer
- Dial *74 + extension
- Press Dial

Conference Calls

- While on a call, press Conference
- Dial number or press a speed dial
- Press Conference again and all parties will be connected

Note: Before Conference is established, press shuttle to speak directly with party's individually before completing conference call

Message Waiting Light

Located in the Top Center of the phone, when you have a voicemail, this will be lit up red

SoftKeys

The softkeys are the buttons located directly below the LCD display that control Speed dial, voicemail features, and conference

Softkeys on LCD Screen

New Call - Generates dial tone for a call
Voicemail – Automatically dials the voicemail extension
Pick up- pick up another ringing extension or parked call
End Call- Terminates current call
Conference - Initiates/completes a conference
Resume - takes a call off hold status
Dial - dials the number
Reject - Transfers call to your voicemail or forwarding condition

Park

- Press the Park Button
- The light will light while call is in park
- To retrieve the Parked Call, press the Park button again

HardKeys

Recall- Used to recall dial tone
Feature- Used to set up speed dials
Hold– Places caller on hold
Mic - Press to mute microphone, the LED light on this key flashes when microphone is muted. Press key again to un-mute microphone
Redial– calls the last number dialed
Speaker- allows for hands free conversation
Transfer- Allows user to transfer calls

Audio Control

Located in the lower right corner of the phone, increase volume by pressing up and decrease volume by pressing down

- Change the ringer volume
- Control the volume of the Speaker / Receiver during conversation

Programming Buttons

Any button on your phone that does not have a designated feature or line appearance may be programmed as a speed dial

Programming

- Press Feature
- Press Program
- Press line key to be programmed
- Enter Name
- Press OK
- Dial phone number (Include 9 for external numbers)
- Press OK
- Press OK to select speed dial key
- Select Visual
- Press OK
- Select OK to save in directory
- Select Save
- Press OK
- Press Exit

Hot-Desking

Allows you to assign another phone as your phone

Logging In

- Press Feature
- Press Home
- Highlight Hot-Desking Log-in
- Press Select
- Enter Extension
- Enter Voicemail Password
- Press OK

Logging Out

- Press Feature
- Press Home
- Highlight Hot-Desking Logout
- Press Select
- Press OK

Headset (Wired or w/o lifter)

- Press Menu
- Press 3 for User Settings
- Press 1 for Headset
- Press 1 to Enable/Disable
- Press 2 to enable headset
- Press OK
- Press Exit

Note: To use Headset, press Headset which will automatically appear when Headset is enabled

Training Links:

http://www.loffler.com/support/training/voice-solution-training/nec-telephony-phone-systems/

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