

NEC

48/192/IPK ADMINISTRATION GUIDE



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Phone System Programming

Phone Button Description

On the display:

SYS – Quick access to system speed dials

STA – Quick Access to the Station (Personal) Speed Dials

Recall – Can transfer calls off-premise to another location or to an employee's cell phone.
Note: Must have call forwarding on the lines through the line carrier and it has to be activated.

Feature – Used for some programming

Conf – Used to make conference calls

Redial – Last Number Redial

Answer – Picks up the next incoming call

Speaker – Puts phone onto speakerphone

Transfer – Transfers a call from your extension to another extension

Hold – Puts the caller on hold on the line they called in on

Directory – The ability to scroll through the system and station speed dials.

Message – Access to your voicemail

Arrow Keys – Adjusts the contrast on the display and the volume



Clock / Calendar Setting:

1. Press the **FEATURE** Key
 2. Dial **9#**
 3. Enter the hour and the minute via the dial pad
 4. Press the **RECALL** Key to change the AM/PM setting
 5. Press the **FEATURE** Key to exit this feature
- OR**
6. Press the **HOLD** Key to change the date
 7. Press the **RECALL** Key to select the day of the week
 8. Dial **#** to move the cursor to the day of the month field
 9. Enter the day of the month via the dial pad
 10. Press the **RECALL** Key to select the month
 11. Dial **#** to move the cursor to the year field
 12. Enter the last two digits of the year via the dial pad
 13. Press the **FEATURE** Key

Note: The above changes the time on the *Phone System only*. If you have voicemail, you will have to change the time in that as well.

Program Call Forward Busy/No Answer to Voicemail:

**** Must be done from the extension you would like to call forward**

- Press **SPEAKER**
- Enter **43**
- Enter Voicemail Extension Number (Usually it is 300)
- **SPEAKER**



System Speed Dial

*** Must be Programmed from a phone with System Admin (usually ext 100)

1. Press the **FEATURE** key, then the **REDIAL** key
2. Enter a bin number: 00-79 for system
3. Enter 9 plus the desired telephone number to be stored (24 digits max)
4. Press **HOLD** key if entering a name
5. Spell out name: Press **#** after each letter to move cursor to the right OR press **CONF** key to move the cursor to the left
6. Press **FEATURE** key

Use this keypad digit . . . When you want to . . .

1	Enter characters:	1 @ [¥] ^ _ ` { } Æ " Á À Ã Ä Ç È É Ê Ì Ó
2	Enter characters:	A-C, a-c, 2.
3	Enter characters:	D-F, d-f, 3.
4	Enter characters:	G-I, g-i, 4.
5	Enter characters:	J-L, j-l, 5.
6	Enter characters:	M-O, m-o, 6.
7	Enter characters:	P-S, p-s, 7.
8	Enter characters:	T-V, t-v, 8.
9	Enter characters:	W-Z, w-z, 9.
0	Enter characters:	0 ! " # \$ % & ' () ð Õ ú ä ö ü α ε .
*	Enter characters:	* + , - . / : ; < = > ? B E σ S 8 ç £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)	
CONF	Clear the character entry one character at a time.	
HOLD	Clear all the entries from the point of the flashing cursor and to the right.	

To USE System Speed dial:

1. Lift handset or press speaker key
2. Press Redial key
3. Enter desired code

OR: press SYS, use arrow keys to scroll OR press a letter on the dial pad then use arrow keys to scroll



Voicemail Programming

Set Up Off-Premise Notification

1. Press **MESSAGE** key, then enter your security code
2. Press >>>, then **MORE**
3. Press **DELIV**, then **WORK**
4. Press **ON/OFF**, then **PH #**
5. Enter your cell number or whatever number you want voicemail to call when there are messages
6. Press **SCHED** and follow prompts to set up a time for Notification to being/end

Group Lists

How to Create

1. Press your **MESSAGE** key, then enter your security code
2. Press>>>, **MORE**, **GRPS** then **CREATE**
3. When it asks for the first 3 letters of the group name just enter a group number you want to use eg 001 or 002
4. It will repeat the numbers then ask do you want to change them: press **2** for NO
5. At the tone record the name of the group and press * when you are done
Example: Sales group
6. It will repeat it back and ask if you want to change it: press **2** for NO
7. Then it will ask can others send messages to this group: press **1** for YES
8. Then it will say OPEN GROUP created: then ask to enter mailboxes/exts to the group
9. Add members and press * when done

Edit a Group

- 1 Press your Message key, then enter your code
- 2 Press >>>, **MORE**, **GRPS** then **EDIT**
- 3 Follow prompts from there

Send a Message to a Group

1. Press your **MESSAGE** key, then enter your code
2. Press **LVMMSG**
3. Enter **# #** then the group number eg **##001**
4. Press **1** to confirm
5. Follow prompts from there



Record Company Greetings

1. Press **MESSAGE** key at main phone (USUALLY extension 100)
2. When prompted, enter your security code:
3. On the display you will see **MORE**, press key below it
4. On display see **MGR..** press key
5. On display see **GREET..** press key
6. It will say system is in DAY mode, do you want to change to alternate greeting mode: press **2** for no
7. Then press **1** to change the greetings for opening box
8. The current day greeting will play and at the end the prompt will be do you want to re-record it.. press **1** for YES and start speaking after the tone and press the * when you are done.
NOTE - after you are done pause a few seconds **BEFORE** you press the * key
9. The current NIGHT greeting will then play and you will be given the same prompts to re-record it
10. Hang up when you are done

NOTE: to put the system on HOLIDAY mode you must press **1** for yes in step 6 and then follow the instructions to then record a alternate/holiday greeting. When the holiday is over you must do steps 1-6 to turn OFF holiday mode

Example:

- Thank you for calling.....
- Our regular business hours are....
- If you know the extension of the person you are calling please enter it now
OR press 4 for our company directory
- To reach reception (or to leave a general message) please remain on the line

Record Any Sub-Menus

1. Press **MESSAGE** key at
2. When Prompted, enter security code
3. Press **LvMSG** key on display
4. Enter the mailbox # for the greeting:

5. Follow prompts: it will say Press yes (1) to confirm
6. You will have to record it twice; once for the day message and once for the night message



Add/Delete/ or Change Mailboxes

1. Press **MESSAGE** key at _____
2. When prompted enter your security code
3. On the display you will see **MORE**, press soft key below it
4. On display see **MGR..** press key
5. On the display see **CHBOX ...** press key
6. The system will ask you to enter the mailbox... enter the box you want to add, delete or change
7. At this point listen to the prompts to be guided through deleting the security code for the box, or deleting the box.
NOTE: if there is no mailbox the system will say:
"there is no mailbox.. would you like to add one: press **1** for YES
8. Press **SPEAKER** key when all done

NOTE:

- When you reset a security code for a mailbox, it will reset it back to 9155
- Never reset the mailbox for your main Admin phone or you will lose all Administrative Access to the voicemail system!

Change Time/Date in the Voicemail System

1. Press **MESSAGE** key at _____
2. When prompted enter your security code
3. On the display you will see **MORE**, press soft key below it
4. On display see **MGR..** press key
5. On the display see **SCHED ...** press key and follow prompts from there to change the time and date

