NEC

IPK II NO Voicemail
Administration Guide

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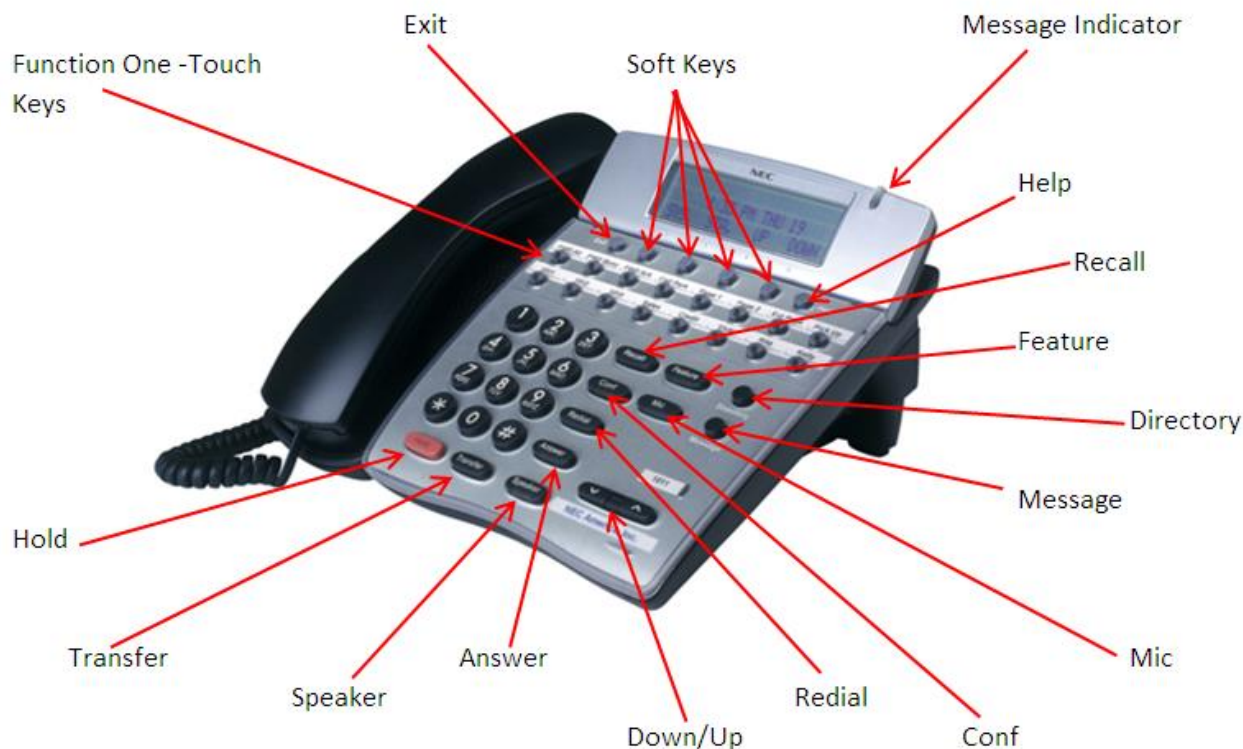
<u>**IMPORTANT NOTE:**</u>

The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.

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Service: 604 -856- 9155
Email: service@natg.ca

Phone Outline

- **Exit** .... Exit's out of various programming
- **Security** .... Locks the phone for security purposes (IP Phones only)
- **Message Indicator** .... Flashes when you have a voicemail (or a message waiting)
- **Soft Keys** .... Corresponds with what the display says
- **Help** .... Tells how a one touch key is programmed
- **One Touch Keys** .... Programmable buttons for features, lines, int/ext numbers
- **Recall** .... Transfers callers to an external number (if applicable)
- **Feature** .... Used for programming
- **Answer** .... Answers the First incoming call to a specific phone
- **Mic** .... Mutes the microphone while on speakerphone
- **Menu** .... Access to Company Directory, Call History and Ring Settings
- **Directory** .... Speed Dials
- **Up** .... Adjusts the volume on the ringer, handset and speaker
- **Down** .... Adjusts the volume on the ringer, handset and speaker
- **Redial** .... Review the last numbers dialed
- **Speaker** .... Speakerphone
- **Transfer** .... Transfers a call to another extension or external number
- **Hold** .... Places the current call on hold

Phone System Programming

Changing the name of a Phone

1. Press **SPEAKER** key, dial **700**
2. **ENTER** the **EXTENSION** number
3. Spell out name; press **HOLD** (<u>NOTE</u>: **#** moves cursor to right: **FEATURE** key moves cursor to left)
4. Press **SPEAKER** key

Programming One-Touch Keys with Features

From the employee's phone

1. Press **SPEAKER** key, dial **751**
2. **PRESS KEY** you'd like to program
3. **ENTER 2 DIGIT CODE**
4. Press **SPEAKER** key

Code	Feature	Brief Description
00	Not Defined	Clears the button and leaves it blank
01	DSS/One Touch	Extension number or a phone number
03	DND Key	Sends calls directly to voicemail
05	Headset	Needed if you are using a corded headset
10	Call Fwd	Forwards all calls immediately to desired destination
37	DND Override	Access to a phone in DND or Call Fwd
78	Record	Records conversation into a mailbox
84	Drop/Release key	Press this key to quickly drop an active call

Clearing Message Waiting Light

*Message Waiting is often activated by accident. When calling an employee, you have an option to press the MW (message waiting) soft key (on display). This feature activates their message light and prompts them on the display to call you back but also can mislead you to think you have a voicemail. If an employee contacts you saying their message light is on but they do not have voicemail, follow these instructions to cancel it: **From the employee's phone that is flashing:***

1. Press **SPEAKER** key, dial **773**
2. Press **SPEAKER** key

Programming System Speed Dials

1. Press **SPEAKER** key, dial **753**
2. Enter a speed dial code: **000-999**
3. **ENTER** the desired **PHONE NUMBER** (with no 9 in front of it)
4. Press **HOLD** key
5. **SPELL** out the **NAME** using the dial pad (<u>NOTE</u>: press **#** to move cursor to right or **FEATURE** key to move cursor to left)
6. Press **HOLD** key
7. Press **SPEAKER** key

<u>TO DELETE</u>: Follow steps 1 – 3, then press exit soft key(top left key just under the display)

Changing Internal Dialing from Voice/Ring

*When calling an employee's extensions you can set the phone to either ring so the employee will have to pick it up(or speaker) or to voice so your voice pages through the **speaker** of their phone. Here are the instructions on how to change that per phone: From the employee's phone that you would like to change:*

1. Press **SPEAKER** key
2. Dial **721** for **VOICE** calls **or** **723** for **RING** tone
3. Press **SPEAKER** key

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Activating Background Music

1. Press **SPEAKER** key
2. Dial **725**
3. Press **SPEAKER** key

To De-Activate: Press **SPEAKER** key, Dial **725**

Changing Date and Time:

1. Press **SPEAKER** key
2. Dial **728**
3. Enter **2 DIGIT HOUR**(in 24hr time) and **2 DIGIT MINUTE**
4. Press **SPEAKER** key