Cumberland NEC User Training Guide

To Place a Call
- Lift handset or dial the digits on keypad. You may also press the Speaker button toward the bottom of the phone and dial the digits on the keypad to speak hands free.
- Once the call is completed, hang up the handset or, if speaking hands free on the speaker, press the Speaker button again to disconnect the call.
- To make an outside call, dial 8 for an outside line, then dial the number of the person you are trying to call.

To Mute a Call
- While on the phone with a caller, press the Mic button on the middle right side of the phone. The red LED will begin to blink. The call is now muted. You will still be able to hear everything the caller is saying, however, the caller won't be able to hear anything you're saying.
- To deactivate mute, press the Mic button again. The LED will now be solid red and you can communicate normally.

Place a Caller on Hold and Retrieve
- While on the phone with caller, press the Hold button toward the bottom of phone. The person on hold will be blinking on the intercom key.
- To retrieve caller back off of hold, press the intercom key that is blinking from the person on hold and the conversation will now continue.

To Answer a Second Call
- While in a conversation with the first caller, you will hear one beep through your handset to notify you of the second caller. To answer the second call, place the first caller on hold by pressing the Hold button. As soon as you do this, the second call is automatically answered.
  - Once finished with the conversation, disconnect the first call by pressing the hook switch down, then let go and press the soft key with the first caller on hold and you will retrieve the original call.

To Transfer a Call
- Blind Transfer – to transfer the call directly to the next party.
  - While on the call with the person to be transferred, press the Transfer button toward the bottom of the phone then dial the extension of the person you wish to transfer to.
  - Hang up. This will blindly transfer the caller to the next person.
- Supervised (Announced) Transfer – transfer a caller to the next party with the ability to screen the call.
  - While on the call with the person to be transferred, press the Transfer button toward the bottom of the phone.
  - Wait for the person you're transferring to to pick up the phone. Announce what information you need to for screening the call.
  - Once you're ready to complete the transfer, hang up the phone. This will transfer the caller to the person you're trying to transfer to.

To Transfer a Caller Directly into a Mailbox
- While on the phone with the caller, press Transfer toward the bottom of the phone.
- Press the soft key for VMsg on top screen.
- Enter the mailbox you're transferring the caller into.
- Hang up the phone. The caller will now hear the greeting and have the opportunity to leave a message.

To Leave a Voice Mail Message
- Call the extension you desire. If they don't answer, you will be forwarded into voicemail.
- Call the extension you desire. Press the VMsg soft key in the top display screen and you will then be forwarded into the mailbox. Please note, this will ring the person's phone at least once.
- While the phone is at an idle state, press the VMsg soft key in the top display screen. Once prompted, enter your password.
- Press LvMsg button in top screen. You can search by the first three characters of the person's last name or you can press ## to search by extension number.

Initial Mailbox Setup
- Admin Phones
  - From your phone, press the VMsg button.
  - Enter default password (0000).
  - The system will now guide you through a process of setting your password, recording your name, and recording your greeting.
- Classroom Phones
  - Press VMsg button. If the system asks you for a password, press #.
  - When the automated attendant begins to play, enter personal ID (9 + mailbox number)
  - Enter default password (0000)
  - The system will now guide you through a process of setting your password, recording your name, and recording your greeting.

Checking Messages
- Checking messages from your own phone.
  - When the LED is lit at the top of your phone and you have new messages, press the VMsg soft key in the top display screen. Follow system voice guides to complete listening options or use soft keys in top display screen.
- Checking messages from any phone in the system.
  - Go off hook on any phone and dial 1440 (or press VMsg button).
  - When prompted, enter your personal ID (9 + your mailbox number). If the system asks for a password first, press # and then enter your personal ID.
  - When prompted, enter your password.
  - You will now be able to remotely access your voicemail box.

Checking Messages Externally
- Call main number to any school. When Automated Attendant begins, press #.
- When prompted, enter your personal ID (9 + your mailbox number).
- When prompted, enter your password.
- You now have access to your mailbox from your cell phone.

Checking Messages via Mailbox Manager
- Open Firefox, Internet Explorer, Google Chrome, or Safari browser and enter 10.17.0.12 (all options work best when using Firefox).
- Enter User ID (9 + mailbox number) and password.
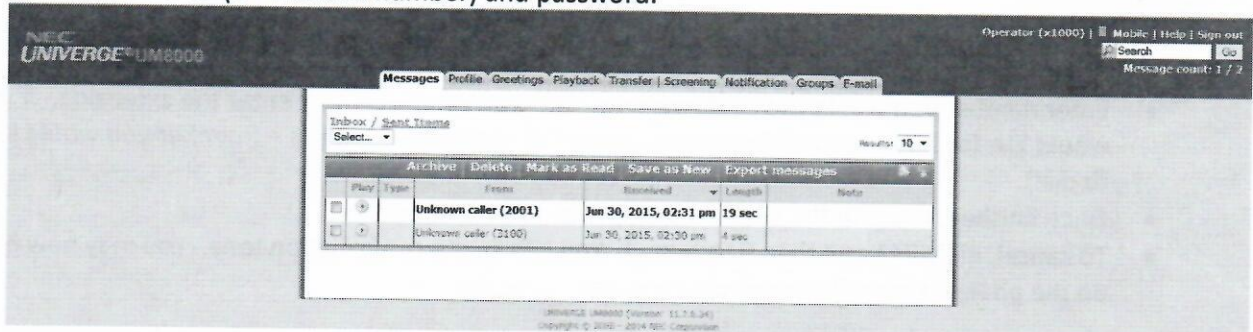
Setting Up a 3-Party Conference Call
- After first call is connected, press Conf soft key in top display screen.
- Dial next party's number.
- Once the 2nd call connects, press Add soft key in top display screen.
- Press Begin soft key in top display screen. All three people are now merged together in conversation.

Redial
- Press Redial button. You will see in your display the last number you called. Press up and down arrows to scroll through the past 10 calls you made. Once you lift handset or press the Speaker button, you will automatically call the number that was in the display.

Group Pick Up

- If a call rings someone in your group, lift handset (or press Speaker button) and press the "Group P/U" button. You will automatically be connected with whoever has called the person in your group.

Hands Free Mode

- To turn on HF, dial *721. You will hear a confirmation tone and you should see Voice in your screen.
- To turn off HF, dial *723. You will hear a confirmation tone and you should see Signal in your screen.

Change Ring Tone

- Dial *720, select 1 for internal and 2 for external. Select 1 for Tone (3 total tones) and 2 for Melody (5 totally melodies). When you select the ring tone it will play. You can adjust the ring volume by pressing the up and down keys on the navigation pad. Press the speaker button to hang up and set the ring tone in place. Repeat process until satisfied with the ring tone.

Recording a Conversation

- During an active call, press the Record button that is programmed on your phone. The conversation is now being recorded. The recording will be deposited in your mailbox.

Call Forwarding

- Dial *741.
- Press 1 to Set.
- Enter number you would like to forward to. If it is an extension, just enter the extension. If you would like for forward to an external number (i.e. cell phone) enter 8 + (number you would like to dial).
- Once finished, hang up the phone. Your phone is now forwarded.
- To cancel, dial *741 and then 0 to cancel. You will hear a confirmation tone. You may now hang up the phone. Calls will now ring your phone normally.

Programming Soft Keys

- Dial *751
- To program a soft key to dial an extension, select the soft key you wish to program on. If nothing is programmed on that key, it should say Not Defined in your top screen display. Enter 01. The display should now say DSS/One Touch.
- Enter the extension you wish that button to dial (if you would like the button to dial an outside number enter 8 + the outside number you would like to dial), then press Hold (you will hear a confirmation tone).
- Use the dial pad to enter the name you want to be displayed in your lower screen for that soft key. Once the name is entered correctly, press Hold again (you will hear another confirmation tone).
  - To delete the soft key that you have programmed, follow the first 3 steps, except in step 3 enter 00 instead of 01. Press Hold (you will hear confirmation tone).