



NEC USER GUIDE





THANK YOU FOR TRUSTING SPEROS

We are dedicated to making your new telephone system work for your company. We maximize technology to help your business succeed in this fast-paced, technology driven world.

Our team of highly experienced professionals can develop and deliver the most optimal telephone, IT, web design, and surveillance solutions for your business. Consultation and unbiased advice has become a trademark of the Speros success story.

Speros employees possess unparalleled knowledge of the industry. Our experience allows us to develop and deliver the best possible solution for you. We stay up to date on new technologies, so we can deliver state of the art solutions to you.

USING YOUR PHONE

FUNCTIONS

Green LED:

Your Call

Red LED:

Somewhere else in building (on another handset)

Solid Red or Green:

Station with call in progress or with a call on exclusive hold

Slow Flashing LED:

A call that has been placed on hold

Fast Flashing LED:

An incoming call

ANSWER A CALL

Handsets with Line Keys:

If your handset rings on incoming calls, **lift handset**. If handset does not ring, **lift handset** and press the [LINE] key. If on a call, ask caller to hold. Then press the [ANSWER] key. This automatically places the current call on HOLD.

INTERNAL CALL PICKUP

When you know the extension that is ringing and want to pick up that call:

Lift handset, then dial **Extn No.

CALL PICK UP GROUP

Allows you to pick up a call ringing on another phone within your assigned Pickup Group.

While another phone is ringing within your group, lift your handset or press [SPEAKER]. Dial ##.

CALL PARK

To park a call without a park key:

With an active call, press [TRANSFER]. Dial “#6,” and dial one of the park zones (01-09).

To retrieve the parked call:

Pick up handset or press [SPEAKER] button. Dial *6, then dial the zone (01-09).

You can also allow the system to pick up the zone for you.

Press Transfer then press #6*. Your display will show you the zone the system parked it in. You would retrieve it the same way. Pick up handset or press the [SPEAKER] button. Press *6 and the park zone the system picked for you.

HANDSET RECEIVER SPEAKER VOLUME

Using the Up/Down Key

Handset Receiver Volume: press [UP/DOWN] key in off hook status or during call

Ring Volume: press [UP/DOWN] key when station is ringing

Speaker Volume: press [UP/DOWN] key during speakerphone operation or during the call

LCD Screen Contrast: press [UP/DOWN] key in the on-hook status

MICROPHONE

To turn your microphone On/Off for hands free only:

LED on [MIC] key shows the status of the built-in microphone. Press [MIC] button (red light indicates MIC is on). Turn MIC off to mute handset or press [MIC] to mute if using the speakerphone.

HANDS FREE

To make hands free call:

Press [SPEAKER] key, dial **Extension number** or dial “9” for an outside line, then the phone number.

TO MAKE A CALL

Internal Calls:

Lift handset or press [SPEAKER], dial the **extension number** or press their [DSS] button on your phone.

External Calls:

Lift handset or press [SPEAKER]. Press “9” then dial the phone number. Press [REDIAL] then the 3 digit code speed dial code.

HOLD

To place call on Hold:

Press the [HOLD] button once.

To place call on Exclusive Hold: (no-one else can pick your call up)

Press the [FEATURE] key, then press the [HOLD] button.

TRANSFERRING CALLS

To Transfer a call to another extension:

Press the [DSS] key or press [TRANSFER] to put the call on hold. Dial the **extension number**, announce the call and hang up or hang up without announcing. The call has been transferred.

TRANSFERRING TO VOICE MAIL

To transfer a call to a person's voice mail:

While speaking to the outside line, press the [TRANSFER] key, then press the [VMMG] soft key under the display. Press the [DSS] key or dial the extension number, then **hang up**.

TRANSFER OFF SITE

Transfer an incoming line to another outside line:

While talking to the incoming call press the [TRANSFER] button, dial "9" to select an outside line, then dial the **phone number**. Announce that you will be transferring the call, press the [TRANSFER] key, and **hang up**.

REDIAL

To redial the last number phoned:

Press [REDIAL] without lifting the handset. Then press [#] to redial the last number. Or, press [LIST] soft key to search for the desired number. Then press the [REDIAL] soft key. Press [UP/DOWN] key to search number, then lift the handset and press [SPEAKER] or [#] to place the call.

CONFERENCE CALLS

To set up a conference call:


While on an outside call or connected to your first party, press [CONF] key on display. Dial an outside line or second party. When called party answers, press [ADD] key on screen. (Repeat to add more parties, Maximum of 16 external or internal parties can be conferenced.) Press [BEGIN] to start conference.

To exit a conference without affecting other parties:

Hang up

MISSED CALLS

To view numbers of calls missed on your handset:

Your handset will display this symbol:  Press the [CENTER] button on the Jog Dial. Press the [CENTER] button on Jog Dial to select 1 Missed Calls. Scroll the ↓[DOWN] soft key to desired number, then lift the handset to call (handset will dial automatically). Press [DEL] soft key to delete. Press [STORE] soft key to save.

SELECT RINGER PITCHES

To change your Extension's incoming ringtone:

Press [SPEAKER] key, enter 720. Press 1 to set internal ring or 2 for external ring. Dial from 1-8 to listen to the different ringtone options. Press the [SPEAKER] key to save.

CALL FORWARD

If you have a [CFWD] key:

Press the call [FWD] key. Press 1 to set and dial "9" and the number to forward to an outside line, or press the [DSS] key or dial the extension number in which you wish to forward your line to.

If you don't have a [CFWD] key programmed on your telephone:

Press the [DOWN ARROW] soft key, then press the [CFWD] key. Choose **All Softkey** to forward calls, dial "9" and the number you wish to forward your calls to.

To deactivate call forwarding:

Press call [FWD] key and 0.

DO NOT DISTURB (DND)

Press the [DND] key + DND OPTION CODE

DND Option Codes:

1= block incoming calls

2= block internal intercom

3= block all calls

(If no mode is chosen after 30 seconds it defaults to all calls)

To deactivate DND:

Press [DND] + 0

TO PAGE

Lift the handset, press [PAGE] and make announcement.

MUTE HANDSET

When on a call lift handset, press the red [MIC] key, when it flashes the handset is muted, press again to get back to the caller.

TO USE A HEADSET

Press the [HEADSET] key to enable the headset. Press [SPK] for dial tone to make your call. Press [SPK] to hang up.

DIRECTORY DIALING

Displays a list of Speed Dials, extensions, personal speed dials, and the telephone book to select from:

To access the telephone book directly:

Press  on the Jog Dial

For all other lists:


Pres [DIR] soft key for directory. Then press the **SOFT KEY** according to list:

SPD= speed dial

EXT= co-worker's extensions

STA= personal speed dials

TELBK= telephone book

Once you press the **SOFT KEY** dial the first letter of the name you are looking for. Press the  **SOFT KEY** to jump to that section. Press the [ARROW] up or down to scroll through the list. Lift the handset or press [DIAL] soft key or [SPEAKER] to place the call.

To cancel directory dialing:

Press the [EXIT] key.

PERSONAL SPEED DIAL DIRECTORY

Press [SPKR]. Dial 755, then bin number 0-9 (bin 0 is actually your tenth number). Dial 9+ **your number**, press [HOLD]. Spell the name on the key pad, use # to enter another letter on that button and press # twice for a space. Press [HOLD] until you hear confirmation tone.

To dial personal number:

Press speaker dial #7 and **bin number**, remembering bin 0 is your 10th number.

To enter your name for your extension:

Press [SPKR], dial 700, enter extension number spell out name on the KEY PAD. When complete, press [HOLD], you will hear two confirmation beeps, press [SPK] to save.

VOICE MAIL USER GUIDE

TO CALL YOUR MAILBOX

On your phone, press [VM] key in display and enter your security code.

VOICE MAIL SETUP

Record the active greeting:

Enter your mailbox. Press **4 + 7** and record at the tone then press **#** and hang up.

To change greeting options:

Press **2+ 1, 2, or 3**

Record a mailbox name:

Enter your mailbox, press **76** then **7** and record at the tone then press **#** and hang up.

Set up a security code:

Enter your mailbox, Press **67** for options menu, **7** for security code, and enter **4** digit code plus **#** then **2** for Correct or **4** for Incorrect.

Record and send a message:

From your mailbox press **7,7** and record at tone. Then press **#**, dial the extension number, press **#** and hang up.

VOICE MAIL SOFT KEY SETUP

Record the active greeting:

Press the [VMSG] softkey, then [MORE], [GREET], [GR1], [REC], [Done].

Record your name for the directory:

Press [VMSG], [MORE], [RCNAME], [REC], [DONE].

AFTER LISTENING TO MESSAGE OPTIONS

To check a message you sent: Press **CM (2,6)**

Listen to message: Press **L (5)**

Save a message: Press **SA (7,2)**

Erase the message: Press **E (3)**

To Forward a message: Press **MF (6,3)**

Record a reply to a message: Press **RE (7,3)**

Make intercom call to sender: Press **MC (6,2)**

Future delivery message: Press **FD (3,3)**

Get time, date, sender: Press **TI (8,4)**

To reverse the order in which you listen to the message: Press **RL (7,5)**

To get a help message: Press **0**

To pause while listening: Press *****

To continue listening after a pause: Press *****

To back up 5 seconds: Press **B (2)**

To back up to the beginning: Press **BB (2,2)**

To go ahead 5 seconds: Press **G (4)** before the message ends

To skip a greeting:

While listening to a VM greeting, press ***** to skip the beep.

Call Record:

Press the [RECORD] key. The voice mail will immediately start recording your conversation into your mailbox. Press the [RECORD] key at any time to stop recording the conversation.

Redirect VM:

If you wish to redirect an incoming call to your voice mail box, press the [REDIRECT VM] key. The ringing will stop at your station and the caller will hear your voice mail.

Day/Night Key:

Controls the ringing of your telephone lines. Press the button and in the display you will see what mode you are in. Press it again to change it to the other mode.

UC SUITE

The web based UC Suite gives you the ability to see your call history, chat, and presence of other users on your PC.

To Log On:

Visit: *http://192.168.50.10/ucsuite/#!/login*

Username: Extension Number

Passcode: Extension Number

PHONE PRO LOGIN

Phone Pro Login allows you to login to your phone and change your name display, ring tones, button programming, call forwarding, and voice mail options.

To Log On:

Visit: *http://192.168.50.10/html/apps/phonepro/index.html*

Username: Extension Number

Password: Extension Number

Select the phone type, then click on the button you wish to change. Choose the feature or one touch key you wish to add, then add a label (this will appear under the key on your phone to identify the name you programmed) press save.

**Note: Not compatible with internet explorer.*

For more information on how to use your phones, please visit:
https://www.necam.com/Communication_Platforms/doc.cfm?t=SV9100



CONTACT US

SUSAN SPEROS

President / CEO

ssperos@speros.com
912.790.5151

VAN HEATH

Director of Operations

vheath@speros.com
912.790.5130

KRISTIN MAYERS

Project Manager

kmayers@speros.com
912.790.5115

HELP DESK

Submit a Service Ticket

helpdesk@speros.com
912.354.8989

HEATHER RADTKE

Vice President

hradtke@speros.com
912.790.5107

DEAN BAYNON

Service Manager

dbaynon@speros.com
912.790.5102

MALLORY TEEPLE

Carrier Management Specialist

mteeple@speros.com
912.790.5108

SAVANNAH

2141 Rowland Ave

Savannah, GA 31404

o: 912.354.8900 | f: 912.352.9191

[SPEROS.COM](https://www.speros.com)