Quick Reference Guide for the U3C 8LD phone

Placing Phone Calls

1. Lift the handset, press the Speaker key, or press the **NewCall** softkey to receive dial tone.
2. Dial internal extension or dial **9** for an outside line.

Answering Calls

- **Using the handset**: Lift the telephone handset.
- **Using the speaker**: Press the Speaker key.
- **Using a headset**: Press the Answer key.

❖ **If you are in the Personal Directory, Call History or Menu screens**: Press the Line Key to view the caller information, and then use the handset, speaker or headset to answer the call.

Managing Multiple Calls with One Line Key

When you are on a call and a second call comes in, you will hear a tone and your Call Indicator Light will flash .

- Answer the second call by pressing the **Answer** key. (Your current call will be placed on hold).
- To shuttle between calls press your *Shuttle* softkey.
- Press *Resume* softkey if you have ended the second call and wish to resume your first call.

Transferring Calls

Attended Transfer

1. While on a call press the **Transfer** button (the call will be placed on hold).
2. Use the key pad to dial the telephone number you wish to transfer the call to.
3. Announce the transfer to the intended party.
4. Complete the transfer by pressing the **Transfer** button.

Blind (Unattended) Transfer

1. While on a call press the **Transfer** button.
2. Press the **Blind** softkey.
3. Dial the telephone number you wish to transfer the call to.

Note: To transfer directly to voicemail box of another extension press: **Transfer + * 74 + Extension Number of VM box to send to + Dial softkey** (use digits not pre-programmed buttons)

Conference Calls

1. While on a call, press the **Conference** softkey.
2. Use the key pad to dial the telephone number of the party to be joined in the conference.
3. Press the **Dial** softkey.
4. Join calls together by pressing the **Conference/Conf** softkey.

Key Programming

1. Press **Feature** key
2. Press **Program** softkey.
3. Press button you want to program
4. Enter name via touch tone pad, then press OK softkey
5. Enter extension or outside phone number (including 9) via touch tone pad, then press OK softkey
6. Confirm speed dial key number by pressing OK softkey
7. Select Monitor option (Visual for internal, None for external), press OK softkey
8. Select Directory option, press OK softkey
9. Press Save softkey

Pick Up: Press **PickUp** softkey, then **Group** softkey, then lift handset

Park: Place or retrieve call on Park by pressing **Park 1** or **Park 2** key

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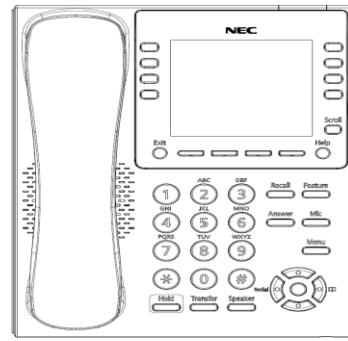
1. **Hold-** Places current call on hold.
- To resume the held call, press the Hold key, or press the Resume Soft Key
- During a held call, you can dial another party by pressing the New Call Soft Key, which provides dial tone.
2. **Transfer-** Initiates/completes a transfer.
3. **Speaker-** Full duplex speaker phone. The LED lights on this key when speaker is active.
4. **Recall-** Press to receive dial tone.
5. **Feature-** This key displays a set of menu options that provide additional capabilities such as Speed Dial key programming.
6. **Answer-** Press this key to answer an incoming call.
7. **Mic-** Press key to mute the microphone. The LED on this key will flash when the microphone is muted. Press the key again to un-mute the microphone.
8. **Menu-** Accesses user settings and information local to the phone.
9. **Cursor Pad-** Use this key to quickly access various features.
- **Redial-** Pressing the left side of the cursor pad immediately redials your last dialed call.
- **Directory-** Pressing the right side of the cursor pad to open your personal directory or call history.
- **Volume Control-** Pressing the top or bottom will control Ringer, Handset, Speaker or Headset volume.
10. **Line Key-** This LED is lit when you are on an active call. For concurrent calls, press the LED to switch focus between calls.
11. **Programmable/Speed Dial Keys-** Press programmed key to automatically dial or use the specified feature programmed to that key.
12. **Softkeys-** buttons that change function depending on the situation. Their current function is highlighted immediately above the button on the LCD screen.
13. **Exit-** This key allows you to exit from any screen and return to the main screen.
14. **Help-** Press this key to display information about the softkeys that are in the current display.
15. **LCD-** Displays call information and options, Menu information and softkeys.
16. **Call Indicator Lamp-**
- **Flashing** indicates an incoming call.
- **Solid** indicates you have a new voicemail

Phone Questions?

Call: Jodi Day at 37794

E-mail: Jodi.Day@district196.org

MATRIX COMMUNICATIONS

NEC 3C Voice Mail

Initializing Voice Mail

- The default password is **5500.** The system will help you record your name the first time you log in.
- The Voice Mail extension is: **36969**.
- To set a new password and record a new greeting press **5** for Personal Options**.**

To access your Voice Mail

1. From any telephone on the system, press the Voicemail softkey. Or Click in the client application.

2. When prompted, enter your extension and press **#**.

   Note: If you are dialing from your own phone (non-shared), you do not need to enter your extension. Just press # and then the password. From outside the office dial 651-683-6969**.**

3. When prompted, enter your voice mail password and press **#**.

Menu Options

1 New Messages

2 Old Messages

3 Send Messages

4 Transfer Extensions

5 Personal Options

6 Message Count

Personal Options

1 Administer greeting

2 Administer extended absence greeting

3 Enable/Disable absence greeting

4 Administer name

5 Change password

Leaving Voice Mail Messages

When you are forwarded to a user's voice mail box, you will usually hear a greeting or the user's name followed by a beep that indicates the start of message recording. To skip the greeting and go straight to recording your message, press # or *.

After recording the message, you can also press # for more options:

- To send the message, press 1. Press 1 if you want to add an additional destination extension for this message.
- To review the message, press 2.
- To re-record the message, press 3.
- To enter a callback number for this message, press 4.
- To cancel the message, press 5.
- For additional options, press *.
- To transfer to another extension, press 1.

Message Options

While reviewing messages, you can do any of the following:

- To skip to the next message, press #.
- To skip the date and time information for the message, press 1.
- To delete the message from your voice mail box, press 2+ #.
- To reply to the message, press 3.
- To forward the message to another voice mail box, press 4.
    Note: You can only forward or reply to messages to extensions that are within your 3C system.
- To replay the message, press 5.
- To return the call, press 6.

Voicemail Questions?

Call: Jodi Day at 37794

E-mail: Jodi.Day@district196.org