

UCB TELEPHONE & VOICEMAIL QUICK REFERENCE VIA OUTLOOK

DIAL OUT

- Click 💪 Dial
- > Type in the phone number you would like to call **OR**
- > If the person is in your phonebook, type their name

INTERCOM CALLS

- ➢ From the folder list, click on Phone, and then go into ^{₹ Presence}
- Click on Employee's name you would like to call

PARK A CALL ON A BUSY EXTENSION

With an Active call...

- ➢ switch to ^𝒴 Presence Screen
- > Right click on the person's Presence Button
- Choose "Park for <person's Name>"



<u>Note</u>: When the busy extension disconnects from their current call, their phone will start to ring with the parked call.

TRANSFER A CALL

With an active call...

- Switch to the Presence Screen
- Right click on the person's Presence Button
- Choose "Transfer to <Person's Name>"

Note: Click transfer to Mailbox to send a caller directly to voicemail





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REDIAL/CALLER ID CALL BACK

- Switch to your "Calls" screen
- Right click on the number you would like to call
- > Click on "Call this Number"

Phone							
🕜 Calls 🤌	🕈 Presence 🛛 🥮 Confere	nces 🏼 🦻 Chat					
Line	Caller Info	Number	Date	Time	State	Origin	Duration
🖃 Today							
101	[no information]	+1 (604) POAAOO1		0.11.36 414	Outbound	Outbound	0:08
2 101	[no information]	+1 (604)	this Number		Dutbound	Outbound	0:08
101	[no information]	+1 (604) Ad	d to Personal Ph	nonebook	Dutbound	Outbound	0:36
101	Krystle's Cell	+1 (604) Ad	d to Global Phor	nebook	Missed	External	0:00
2 101	[no information]	+1 (604) Ass	ociate with Exi:	sting Contact	Dutbound	Outbound	0:04
101	[no information]	[no inform Del	ete Call		Dutbound	Outbound	0:00
101	[no information]	[no information]	67172003	0.46.01.AM	Outbound	Outbound	0:00

CONFERENCE CALL

With an active call...

- Go into the Phone Calls screen
- Click on the *w* Transfer button
- Type in the phone number, extension number or name (if they are in your phonebook)
- Once you have the second caller on the line, click Conference to link the three of you together

ADD A NEW OUTLOOK CONTACT ENTRY

- Click (Open Phonebook)
- Press FILE and click on New ENTRY
- > Click on **New Contact**, then press
- Fill in Desired Information
- When finished press

CALLING OUT FROM OUTLOOK CONTACTS

- Click (1) (Open Phonebook)
- > Double click on the person you would like to call
- Note: Under Address Book make sure you are in the proper folder (Ex. Contacts)
- Press
- Choose the number you would like to dial (IF applicable Ex. Mobile or Home)
- Press Start Call



CALL FORWARD

- Click Softward All
- The call forward pop up will open. Enter in either the phone number or extension you would like to call forward your calls to OR
- > Click Mailbox for calls to go immediately to your voicemail

To Cancel: Click Storward All

Dial 🦸 Hang-up 🎸 Hold 📔 Park 🚳 Forward All
[101] Call Forward 🛛 🛛 🛽
Forward To
OK. Cancel <u>H</u> elp

RECORDING A PHONE CONVERSATION INTO YOUR VOICEMAIL

With an Active call...

- ➢ Go into your " ☐ Calls" screen
- Right click on your active call,
- Click on Record

🗎 Phon	ie -			
🕜 Calls	🕖 Presence 🛛 🥵 Co	onferences 🧼 Chat		
Line	Caller Info	Number Date	Time	State
lo1	[no information]	+1 (604) 0244201 04420	00 0.11.XE AL	🔄 Conn
🖃 Today		🗸 Hangup		
2 101	[no information]	+1 (604 💖 Transfer Call		Outbo
2 101	[no information]	+1 (604 % Transfer to my Mc	bile phone	Outbo
101	Krystle's Cell	+1 (604 🚜 Convert to Confer	ence	Misse
101 🛃	[no information]	+1 (604 📄 Park Call		Outbo
101 🔝	[no information]	[no infd 🔄 Hold Call		Outbo
101 🔝	[no information]	[no infc Record		Outbo
101	[no information]	429		Outbo

Retrieve the recorded conversation the same way as all other voicemail messages



SET UP YOUR VOICEMAIL

- > Press VOICEMAIL key and enter default Code (2222)
- The system will explain the process setup and the three main parts (Changing your PIN, recording your name, and recording your greeting)
- > The system will walk you through the prompts of.
 - Setting your new PIN
 - Enter existing PIN.
 - Enter new PIN, followed by #. (0-6 digits)
 - Re-enter to confirm
 - Next you will have to record your name:
 - Hear sample press 1
 - Press 2 for record, then press 3 to record.
 - Press # when done recording
 - Press 1 to Save the recording, or 2 to play the recording, or 3 to rerecord your name
 - Lastly, you will have to record your "in the office" greeting:
 - Hear sample press 1
 - Press 2 to record, then press 3 to record.
 - Press # when done recording
 - Press 1 to Save the recording, or 2 to play the recording, or 3 to rerecord your greeting

LISTENING TO VOICEMAIL MESSAGES

- > From Outlook, press the flashing 4 then
- > From the phone, enter your PIN
 - To Listen to new Messages press 1
 - To Listen to saved Messages press 2

While Listening to a Message

- Listen to Next Message Press 1 Save Message as New Press 2 . Delete Press 3 Reply to Message Press 4 Date & Time Press 5 Forward Message Press 6 Rewind Press 7 . Rewind to Beginning of Message Press 77 Pause Press 8 Resume Press 88 Fast Forward Press 9
 - Fast Forward to end of Message Press 99
 Dial Caller (K CLID analysis)
 - Dial Caller (If CLID enabled) Press #



CHANGE YOUR PIN NUMBER (SECURITY CODE)

- > Press your VOICEMAIL key, enter your security code
- Press 5 for Mailbox Options
- Press 2 to Change Pin Number
- Follow Prompts

CHANGE YOUR GREETING:

1) Click Mailbox Setup



2) Click on Presence Profiles

Mailbox Settings for Krystle Nootebos	[#28]			X
General Presence Promes Caller Profiles Dist	ibution Lists	Schedule	One-Touch Keys	Unified Messagir 🔹 🕨
[#28] Krystle Nootebos				
Default Profiles				
The currently active profile is:	<in offic<="" td="" the=""><td>;e></td><td>*</td><td></td></in>	;e>	*	
When the Mailbox user is on the phone, use:	<personal></personal>		*	
Mailbox Name Recording File Edit 💿 🧼 🕨 Play 🔍 Record	Stop		Auto play date a	
Length 0:02,209			After messa	sge
	OK		Cancel Ap	ply Help

3) Click on the Greeting you would like to change, then press edit

ienelal	Presence Profiles Caller Pr	ofiles Distribution Lists	Schedule One-Touc	h Keys Unified Mersagir
#	Profile	Forward	Presence	Ignore Calendar
0 🤱) < In the Office>	No	Yes	No
0 🤱	In Annacis at x204	Mailbox	No	Ne
0 🖬	2 Out of Office	Mailbox	Yes	res
🌒 💥	3 On Vacation	Mailbox	Yes	Yes
🔅 🛨	4 On Sick Leave	Mailbox	Yes	Yes



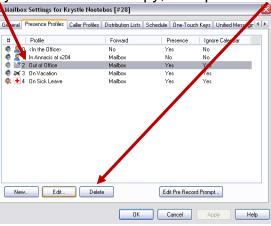
4) Press at to be connected to your phone, then press record to record a new message or press play to play the message

new message of press play to play the message
🔕 Edit Presenje Profile 🛛 🔀
Profile Name: Day Number: 0 🗸
Profile Image:
Profile Type: System
Disgouage:
Whet Profile is selected: The Forwarding OFF
Options
Play Pt-Record prompt
If the calls has a Caller Prote assigned, use that instead (look up fuller ID)
Play Expected Time of Return Do not allow Comparing the to override this Profile
Use automatic Presence detection to display Presence state
Profile Greeting
File Edit 🔕 🔊 🕨 Play 👄 Record 🔲 Stop
-jjanska, njanska (dipul-file) na + pan-decade det ka kare e
Length 0:27.68
Advanced OK Cancel Help
) Press okay when finished.

COPY AND PASTE A RECORDED GREETING:

Follow steps 1 and 2 from above

1) Click on the greeting you would like to copy, then press edit Mailbox Settings for Krystle Nootebos [#28]



2) Click on the beginning of your profile greeting recording and drag your mouse to the end of the recording





North American Telecommunications Group For Service: 604-856-9155 / service@natgtelecom.com 3) Click Edit, go down to copy and then press OK



- 4) Click on the greeting you would like to paste the copied greeting to, and then Edit
- 5) Click Edit, and then paste. Press OK

CREATING A NEW PRESENCE PROFILE

You are able to create a new presence profile if there is not a profile that fits your status, such as working from another office. It can be important to have this so your employees know that you are still available if they need you and they can inform customers as well.

1) Click on Mailbox Setup



2) Click on Presence Profile, then new



3) Click on either Yes use a "Default Profile" or "No, I will Configure"

New Presence	Profile
Do you want to use o new Piesence Piolile	ne of the Default profiles as a template for your ? ?
→ Yes, use a	Default Profile as a template
on the selected	configure the Profile name, image and a warding rules base I Default Profile. After the new Profile in created you will be a ut the parameters.
	onfigure all parometers manually
The wizard will conligute Phon	prompt you to enter the Profile name, select an image and e forwarding
	Clinck Next > Cancel H

North American Telecommunications Group For Service: 604-856-9155 / service@natgtelecom.com 4) Click on the Presence Profile you would like to add, or click on Custom if you would like to create your own

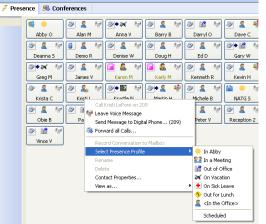
Vev	/ Presence Profile
Pleas	e select the Presence Profile type.
→ [In the Office
→ (j	Out of Office
→ -	Out of Office - Sick
→	Cut of Office - On Vacation
→	Out of Office - Lunch
→ 🙎	2 In a Meeting
•	Do Not Disturb
→ 2	2 Custom

- 5) Fill in the name you would like for your presence and select a picture
- 6) Click on the forwarding option you would like
- 7) Click on whether or not you would like to record your profile name and greeting now or later
- 8) If you are going to record the greetings later, click finish, or if you are going to record them now, click > then click Record. When you are finished recording press stop
- 9) Press next and follow the same steps as above to record your profile name
- 10)Press next, and then finish

CHANGE YOUR PROFILE STATUS

It is a good idea to update your status so employees will immediately know if you are in or out of the office and when you are expected to return.

- 1) Right Click on your Presence Profile
- 2) Go Down to Select Presence Profile and Click on your Desired Profile



<u>**Note</u>**: When you do change your profile status, make sure you have recorded a greeting for that status or it will only play your recorded name followed by a computerized recording!</u>

