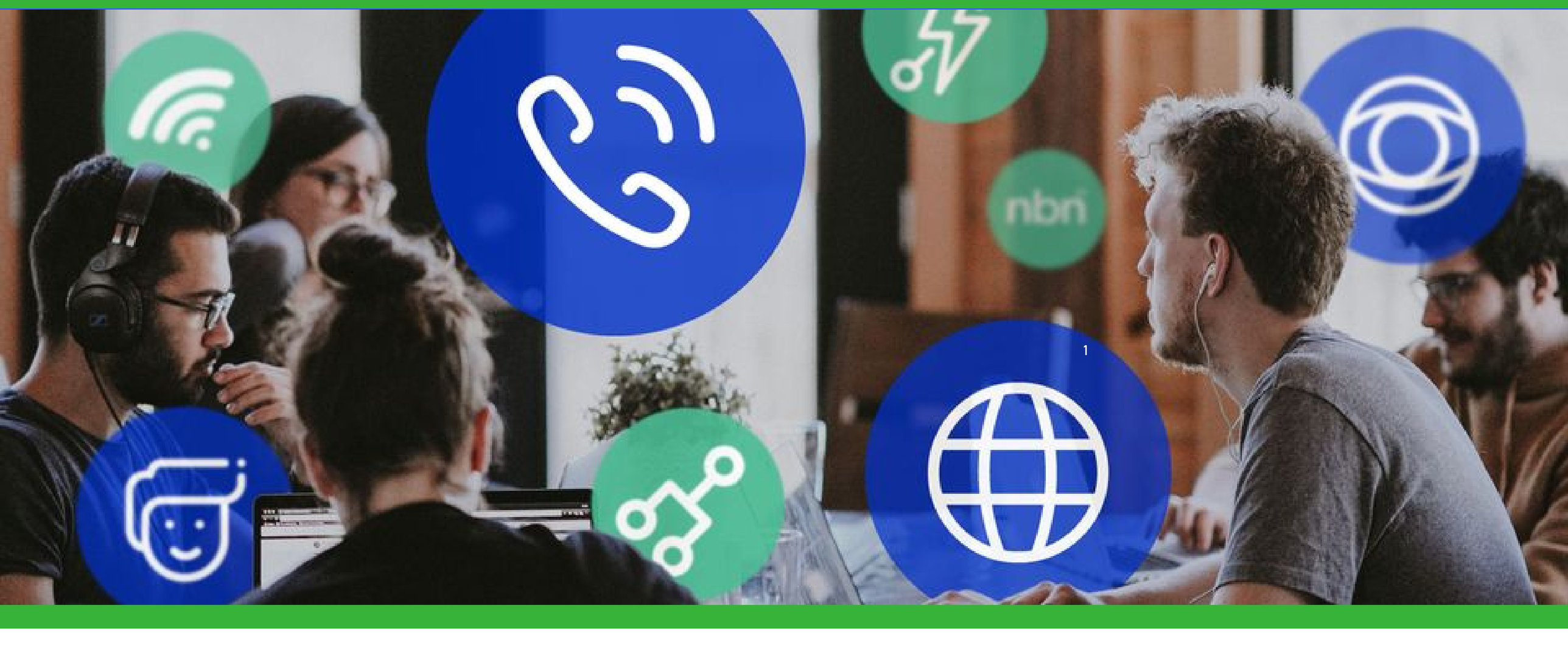

Databox Solutions

Training Guide For NEC SL2100

DataBox Solutions is here to help you work smarter, not harder.

Databox Solutions is passionate about cutting-edge solutions and the newest technology, Providing your business ongoing support with local managed IT services that is more personal than a big name brand. Not only will it benefit your businesses to use our services, but it will also receive:

- Personally devoted account and project managements Experts who understand your business
- VIP accessibility on a local dedicated phone line 1300 603 404, not a call centre
- Cutting edge hardware, accessories and up to date telecommunication advise
- routine account reviewals to provide guarantee competitive rates

To allow ongoing support, save the following training guide to your desktops to ensure your staff are assisted in your new phone system's essential functions.

For support, please contact us at 1300 603 404
support@databox.net.au

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SL2100 TRAINING NOTES

LED LIGHT	Green External Call – The Red Internal Call
GREEN LED YOUR CALL	Your Call
FAST RED FLASH	Incoming Call
SLOW RED FLASH	Call on hold at another station
STEADY RED LIGHT	Station with the call in progress
PICK UP LINE	Dial Zero

SOFTKEYS ON HANDSET

(KEYS UNDERNEATH LCD)

EXIT	To return to the main me
LIST	To access redial & CID (Caller ID) – scroll
DIRECTORY	To access system speed dials – SPD – ABB
ICM	Intercom – INPG – Pickup and dial Zero
PROGRAM	To access Call Forward and DND (Do Not Disturb) DND 1 – External DND 2 – Intercom DND 3 – ALL
HELP	Push help and then function key to view the programming (extension numbers)

Key Handset Functions

Soft Keys:
Used for the on-screen displays

Function Keys:
Programmable Keys

Transfer:
To transfer calls to other handsets/numbers

DND:
The Do Not Disturb Function

Flash:
Terminate the current call, to pick up another line

Mute:
Mute any sound through the microphone on the handset

Control Panel (Circular Pad):
See more information below

Speaker:
To place a call on speakerphone

Hold:
To place a call on hold

CONTROL PANEL (CIRCULAR DIAL)

- The up and down buttons can be used to adjust the LCD contrast when the handset is idle
- The up and down buttons can be used to adjust the ringing volume when the handset is ringing (Dial 729 to make the phone ring)
- The up and down buttons can be used to adjust your earpiece volume when the call is in place
- Press the Left button once to access the previous 20 dialled numbers
- Press the Left button twice to access the phone numbers of the last 100 incoming calls
- Press the Right button to access your company's speed dial. Then follow this by using the keypad to enter the name of the person you are searching for.

ANSWERING INCOMING CALLS

How to Answer an Incoming Call

- Press on the Speaker key (for Hands-free), or lift the Handpiece
- Hang up the handset to end the call, or press the Speaker Button

PLACING AN OUTSIDE CALL

How To Make an External Call

- Press Speaker key (for Hands-free), or lift Handpiece
- Dial zero for an outside line followed by the telephone number

How To Make an Internal Call

- Press Speaker key (for Hands-free), or lift Handpiece
- Dial your extension number or press a programmed function key (the one-touch key)

LAST NUMBER-REDIAL

(The system retains the last ten numbers dialled which can be viewed and dialled)

- Leave Handpiece down
- Press Redial (left side - circular dial)
- Then scroll through the numbers using the up and down on the circular dial
- When the desired number is being displayed, lift the handset or press the speaker to dial the number.

TRANSFER

How To Transfer a call off-Site (if applicable) or to another extension

- Whilst on a call, press Transfer
- Dial-in the extension number or dial Zero; Follow this step by an external number or press the one-touch key.
- When the line is picked up, announce the caller and hang up.
- Alternatively, if the extension number does not pick up or does not want to take the call, you can press the Line Key to get the caller back.

Note: If a transferred call goes through to voicemail, press recall to exit the voicemail and then return to the caller

HOLD

- While on a call, press Hold (Save) (a line key displays a slow green flash while on hold)
- To retrieve calls on hold, press the flashing green line key

AUTOMATIC CALL-BACK (CAMPON)

How To activate automatic call back

- Press Speaker key (for Hands-free), or lift Handpiece
- Then Dial the extension number or press the programmed flexible key
- Dial # when a busy tone is heard and hang up
- The campon will then be displayed on the screen and when the busy station switched to idle a call back ring will be heard on the station.
- Lift the handpiece and the station desired will be called automatically

To cancel automatic call back

- Press the Speaker
- Then dial 7-7-0
- Press Speaker

CONFERENCE CALL

How To Establish a Conference Call

- While on a call, press the Key: CONF - LCD options (the first caller is placed on hold)
- Dial the extension or external number
- When the called party answers
- Press ADD and then BEGIN to establish the conference call
- Once finished, hang up to exit the conference call.

CALL FORWARD

How To set Call Forwarding

- Press Speaker
- Dial 7-4-1 (all calls) or Dial 7-4-4 (busy and no answer calls)
- Dial 1
- Enter extension number to where the calls should be forwarded or zero followed by an external number
- Press Speaker

How To Cancel Call Forwarding

- Press Speaker
- Dial 7-4-1 (all calls) or dial 7-4-4 (busy and no answer calls)
- Dial 0
- Press Speaker

PAGING - INTERCOM CALLS

Group Paging

- Press the Speaker key or lift the handpiece
- Dial 7-0-1-1 and announce page internally on the phone systems

Individual User Paging

- Press the Speaker or lift the handpiece
- Then dial the extension number of the person you want to call, then while their phone is ringing: Press '1'

DO NOT DISTURB

How To Activate Do Not Disturb (DND)

- Press DND
- Press Set
  - Dial Ext for all external calls
  - Dial Icm for intercom calls
  - Dial All for all calls
- Your extension key will show a fast red flash to indicate the DND is activated

How To cancel Do Not Disturb (DND)

- Press DND
- Press Cncl

CALL PICKUP

Group Call Pick Up (picks up another phone that is ringing in your group)

- Press Speaker, or lift the handset
- Dial *#

Direct Call Pick Up (picks up a call that is ringing outside your group, if applicable)

- Press Speaker, or lift the handset
- Dial ** followed by the extension number of whose call you want to intercept

PROGRAMMING A ONE-TOUCH KEY

- Press Speaker
- Dial 7-5-1
- Press the programmable function key to be programmed
- Dial 0-1 for the one-touch feature desired or 2-7 for speed dials entered
- Dial the extension number or zero plus an outside line, or the BIN number of the speed dial
- Press Hold
- Press Speaker

Note: To program another key- Press the next programmable function key instead of the speaker key to finish.

Note: Service code 0-0 will erase the function from the key

PROGRAMMING SYSTEM (COMPANY) SPEED DIAL

You can store up to 999 numbers in the phone system. This will stop make looking up numbers more efficient. This will allow easy access to calls by allowing calls to be picked up once the number is selected. To ensure even faster dialling, list the abbreviated dialling Bin numbers on the display near the phone system.

- Press Speaker
- Dial 7-5-3
- Dial the phone system speed dial buffer number (001-999)
- Dial the phone number you to store (up to 24 digits)
- Press Hold
- Enter the name which is associated with the speed dialling number (up to 13 letters, # allows you to enter the same character twice, ## enables a space, DND to go backspace and Zero to clear all programming)
- Press Hold
- Press Speaker

Note: The Programming System Speed Dial can only be entered on the manager phone or on Web Pro as an alternative.

How to Use System (Company) Speed Dials

- Press Redial then system speed-dial buffer number (001-999)
  or
- Using the LCD Options:
  - Press DIR > ABB or Press the right arrow on the circular dial
  - Select the first letter of the name which is being searched for
  - Use the circular dial to scroll through names
  - Press the Speaker key or lift the handpiece to commence the desired call

Alternatively, If the speed dial Bin of the desired caller is known:

- Dial #2<Bin Number> (e.g. #2000 for the first entry)

PROGRAMMING SYSTEM (PERSONAL) SPEED DIAL

You can store up to 10 personal numbers on the phone.

- Press Speaker
- Dial 7-5-5
- Dial the station speed buffer dial number (1-0)
- Dial zero for the line out followed by the telephone number you want to store (up to 24 digits)
- Press Hold
- Enter the name associated with the speed dial number (up to 13 letters- # allows the same character to be entered twice, ## enable a space, DND to backspace, zero to clear all the programming)
- Press Hold
- Press Speaker

Using Station (Personal) Speed Dials

- Press #7 followed by the stations speed dial buffer (1-0)
  or
- Using the LCD options, Press the DIR>STA
- Then Scroll through the numbers by using the circular dial
- Press the Speaker key or lift the handpiece to commence the call

PROGRAMMING NAMES INTO HANDSETS

- Press Speaker key
- Dial 7-0-0
- Dial the Extension Number for the person whose name will be entered
- Enter the name associated by using the dial pad characters (# Lets you enter the same character twice, ## enables a space, DND enables a backspace
- Press the Hold to save and listen for the confirmation tone
- Press Speaker

NIGHT MESSAGE (COMPANY)

How to record a new night message

- Lift handset and dial 6-1-6
- The display will show these options:
  - Record -7
  - Listen 5
  - Delete 3
- Dial the VRS message number:
  - 001 (Day), 002 (Night), 003 (Holiday), 004 (Custom)
- Record, Listen and or Delete the message

Note: it is advised to record the message through the handset rather than record hands-free. This is to reduce the background noise for recordings.

Professional Messages are:

Day	
Night	
Holiday	
Custom	

Note: If recording a personal message, include in the message 'Press 1 to record a message after the tone' if intending for the caller to leave a message.

- Press # to finish recording and hang up the phone

TO CHANGE TO HOLIDAY & CUSTOM MODES

How to change to Holiday mode on the desired phone system

- Dial 7-1-8
- Press 3 for Holiday Message, 4 for a custom message
- Press the speaker to close

Note: To change back to day mode when custom/holiday messages are no longer required:

- Press Day/Night switch
- If there is an automatic night mode switching, set Public holidays in WebProf for the phone system to set Public Holidays in the Calendar

RECORD VOICE MAIL (PERSONAL ONLY)

- Press the message button
- Press *8
- Press GR1 (Greeting 1) GR2 (Greeting 2) or GR3 (Greeting 3)
- Once selecting GR1, GR2 or GR3
  - Press Lstn - Listen to the current greeting recorded
  - Press Rec - Record a new message over this greeting
  - Press Erse - Erase the message

Example: To activate Greeting 3 (GR3) for night message;

- Press the message button
- Press Greet
- Press GR3 then hang up
- Greeting 3 is now activated