NEC

UT880 Owner's Guide

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Accessing the MLC Dialer:

- The **MLC** (Multiline Client) gives you access to the dial pad
- To access the **MLC Dialer**:
    - Press the **Phone** icon located in your **Toolbar**
    - OR press the **MLC App**

Home Screen:

- The Home screen provides immediate access to the applications you use most.
- The screen is divided into four different panels to store your favorites or most used applications.
- Pressing and holding on an app allows you to drag it to your Home Screen.
- To Access your **Home screen**, press the **Home** icon

Making a Call

- **Access the MLC Dialer**
- **Lift handset** (OR press **Speaker** key)
- Dial **9** to get a line out

Note: When using the **Speaker Phone** you must have your **MIC** key **lit RED** in order for the caller to **hear you**, turn the **MIC** key **off** if you would like to **Mute** the **Speaker Phone**

Parking a Call for another Employee

- **Access the MLC Dialer**
- With an active call, **Press** an **unlit Park key** (ex. Park 1), key will then flash on all phones
- Call or Page Employee to Pick Up "Park 1"

To Retrieve: Access MLC Dialer, lift handset, **press flashing Park key**

NOTE: Placing a call **on hold** will keep your call on your **personal call key** and **no one** else will be able to retrieve it (must be placed on park for other employees to retrieve call)
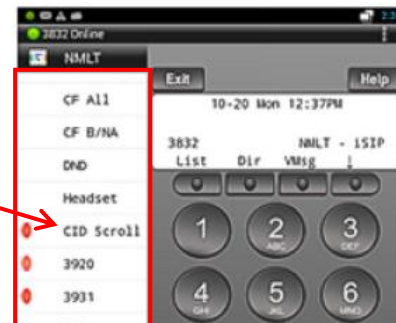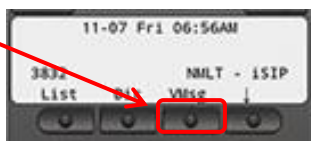
Transfer a Call

- **Access the MLC Dialer**
- With an active call, Press the **Transfer** key
- **Dial Extension Number** or **9 + Phone Number**, announce call (optional)
- **Hang up** for call to be transferred

Transfer a Call Straight to Voicemail:

- **Access the MLC Dialer**
- With an active call, Press the **Transfer** key
- Press the **VMsg** key (on display)
- Enter the extension number
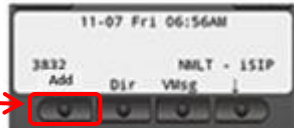- Hang Up

Intercom Calls

- **Access the MLC Dialer**
- **Lift handset** (OR press **Speaker** key)
- **Dial Extension Number** (if employee is on the other line you will get a busy and ring tone together)

Note: Press the **VMsg** key (on display) to go straight to the employee's voicemail
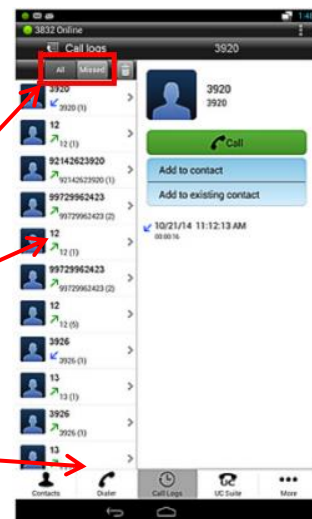
Paging (if Applicable)

- **Access the MLC Dialer**
- **Lift handset,** Press pre-programmed **Page** key (or dial *11)
- **Announce Call**
- **Hang Up** (Gently)

Conference call

1. **Access the MLC Dialer**
2. **Make** or **receive** first **Call** (internal or external), when the call is connected,
3. Press the **Conf** soft key (on display)
4. **Make** or **receive** second **call** (internal or external)
5. Press **Add** soft key
6. Continue to follow steps 3 & 4 to add more callers OR
7. Press **Begin** soft key (on display) to join all calls

Call Logs

- **Access the MLC Dialer**
- Press **Call Logs**
- Select either **All calls**, or only the **Missed c**alls to be displayed in the call logs.
- The calls have three different icons showing three different call log types:
  - **Incoming** calls ⬋
  - **Outgoing** calls ⬈
  - **Missed** calls ⬏
- Press the number you'd like to call (or to add to a contact)
- Press [**Call**] to call the Number or Dialer to return to the dialpad

Do Not Disturb (if Applicable)

- **Access the MLC Dialer**
- Press **DND** key (system will automatically turn it on within 5 second (to DND all))

To Cancel: Press **DND** (system will automatically turn it off within 5 second) *Other options available:*

- Press **DND** key + **1** (sends **External** calls straight to vmail)
- Press **DND** key + **2** (sends **Internal** calls straight to vmail)
- Press **DND** key + **3** (sends **All** calls straight to vmail)
- Press **DND** key + **0** (cancels **DND**)
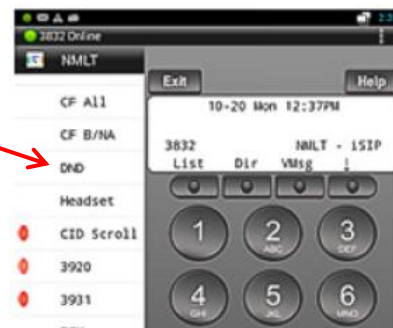
Call Forward (if Applicable)

- **Access the MLC Dialer**
- Press **Call Fwd** Key, then press **1**
- Enter another **Extension**; or **9** plus phone **Number**
- Press **Speaker** Key

To Cancel: Press **Call Fwd** key, press **0**

Button Programming

1. **Access the MLC Dialer**
2. Press **Speaker** Key, enter **751**
3. Press key to be programmed, then dial **01**
4. Enter an **Extension number** **OR** **9** + **Phone number** (if long distance it requires a 1 in front of the number)
5. Press **Hold**,
6. Using keypad, **spell Name** you'd like to appear on the display (the # key will move the cursor to the right if you need a space or Feature will back you up with you make a mistake)
7. Press **Hold**
8. Follow steps 3 – 7 to program another button OR Press **Speaker** Key to Exit
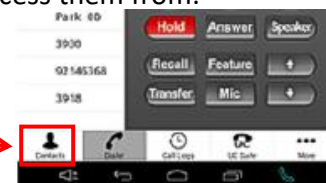
Contacts

– **Accessing your Contacts:**

To Access your Contact, there are two areas of the phone you can access them from:

1. **From the MCL Dialer**
   - **Access the MLC Dialer**
   - Press Contacts
2. **From the People App**
   - From the **Home** page, Press the **Application** icon
   - Press the **People** icon

– **Calling a Contact:**

1. **Access your Contact** (steps listed above)
2. **Choose Contact** you'd like to call
3. **Press** the **Number** you'd like **to call**

Note: To search a **contact, press** the **search icon**

– **Adding a Contact:**

Note: If you have your phone synchronized with your email, your contact list will synchronize as well

1. **Access your Contact** (steps listed above)
2. Press **Add**
3. **Fill in information**
4. Press **Done** when **finished**

– **Editing a Contact:**

Note: If you have your phone synchronized with your email, your edit will synchronize as well

1. **Access your Contact** (steps listed above)
2. Press **Edit**
3. **Editng** desired **information**
4. Press **Done** when **finished**

Volume Settings & Ring Tones:

- Various sounds can be independently adjusted on the UT880. Volume controls are available for items such as ringtones, alarms and notifications.
  - **To Adjust the Volume**:
    - From the toolbar, press the Volume icon
    - Adjust Volume
  - **To Change the Ring Tone**:
    - From the MLC Screen, Press More
    - Press Account
    - Press your user name
    - Press Ringtone (towards the bottom of the screen)
    - Choose ringtone
    - Press OK to Save or Cancel to Cancel

Display Options

- From the **Home Screen** , press the **Settings** icon
- Press **Display**
- Choose:
  - **Brightness**
    - Adjust the brightness, then press OK.
  - **Wallpaper**
    - Select from a variety of wallpapers that are pre-loaded in to the phone. You can load your own picture but putton the pictures on a USB and plugging it in to the back of the phone
    - Press Set Wallpaper to choose the wallpaper you want OR press the back to return to the previous page
  - **Sleep**
    - Choose if you would like your phone to go in to sleep mode if you have not used it for a certain amount of time
  - **Font Size**
    - Choose between Small, Normal, Large or Hugh Font
- When done, press the **home** icon
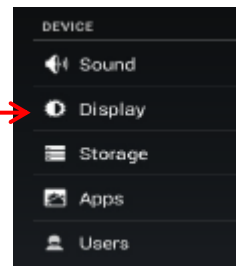
Accessing/Using your Apps

- From the Home Screen [icon], press the **Applications** [icon] **icon**
- Press the App you would like to open
    - o To download new Apps, press the App Shop icon
    - o Follow Prompts
- To access your most recent app, press [icon] icon

Adding Widgets

- Widgets are a quick access to the items you would like to appear on the home page of your phone.
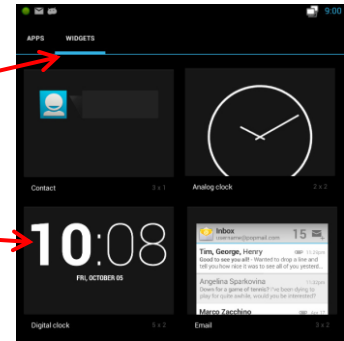- From the Home Screen [icon], press the **Applications** [icon] **icon**
- Select the Widgets tab at the top of the page.
- Press and hold the widget you'd like to add to your home page, drag left or right to the desired panel and release to create a shortcut to the widget.
- To remove the Widgets, press and drag the widget to the top of the phone

Creating Shortcuts:

- Organize shortcuts for easy access to your favorite applications.
- From the Home Screen [icon], press the **Applications** [icon] **icon**
- Press and hold the app you'd like to create a shortcut for and it to a slot at the bottom the screen
- Multiple applications may be stored in a folder and labeled by simply dragging an application over an existing shortcut application.

Voicemail Programming

Accessing Your Mailbox:

- **Access the MLC Dialer**
- Lift Handset, Press your **VMsg** soft key (on display)
- **OR** if accessing your mbox from another phone, lift handset, dial **3000**, you will then be prompted to enter your mailbox number

Setting a Security Code:

1. **Access the MLC Dialer**
2. Lift Handset, Press your **VMsg** soft key (on display)
3. Press **67**
4. Press **7**
5. Enter new 4 digit security code ****DO NOT** use passwords like 1234 or 1111. Follow Prompts:
   a. Press **7** to always be prompted for a security **OR**
   b. Press **6** to only be prompted for a security code when accessing your mailbox from off site

Recording Your Personal Greeting

1. **Access the MLC Dialer**
2. Lift Handset, Press your **VMsg** soft key (on display)
3. Press **Greet** (or press **4** on dial pad)
4. Choose greeting you'd like to record: **Gr 1** ("in the office"), **Gr 2** ("Out of Office") **OR** **Gr 3** ("Holiday")
5. Press **Rec** (or press **7** on dial pad), press # to end recording
6. Press **Lstn** (or press **5** on dial pad) to review greeting or **Rec** to re-record

Example Script:

"You have reached the voicemail of .... Please leave a detailed message and I will return your call as soon as possible. If you'd like to be redirected to reception, please press 0 now. Thank you."

Listening to Voicemail Messages

1. **Access the MLC Dialer**
2. Lift Handset, Press your **VMsg SOFT** key (on display)
   - Press **5** on dial pad **OR** **Lstn** soft key to **Listen**
   - Press **3** on dial pad **OR** **Erase** soft key to **Erase**
   - Press **72** on dial pad to **Save**
   - Press **2** on dial pad **OR** **RPT** soft key to **rewind** (5 seconds)
   - Press **4** to **Fast Forward** (5 seconds)
   - Press **63** to **Forward** message to **another mailbox**
   - Press **84** to hear **date and time**
   - Press **5** on dial pad **OR** **Next** soft key to **skip** to **Next** message

Accessing Your Voicemail From Off Site:

1. **Call the main number** (or side door *if* applicable). When auto attendant greeting begins:
2. Press # key followed by your **Extension Number** ex. #1101

Note: If an employee answers, have them transfer you in to voicemail by pressing **transfer**, dialing **3000**, and then **hanging up** (you will then follow step 2)