



NEC UC Suite Have Control	it- California Chila	Singhang + Agent +	an 🔔
Q Seet			1
A Deni Riser Qui dis	204 Ang Lauren	· .	10
and a second	·	*** 2 2000	24
1000	No. of the second secon	un 🛃 🔐 🖉	1.07
Englishe .	1 1 2001.	** 1	118
1	21 Carton	11 A 200	245
IT.	1200		10
A Aven	28 of theme	- 10 C	209
	No.		



Table of Contents

Logging on to UC Suite
Setting up a Buddy List
Accessing your Buddy List
Browser Based UC Client Outline
Button Inquiry
Icon Description
Setting a Profile Picture
Adding Alternate Numbers for your Extension5
Managing Presence Settings
Making/Receiving Calls
Transfer a Call to an Extension/Cell Phone/VMail
Holding a Call
Conference Calling
Chat
Forwarding your Phone/Setting Do Not Disturb
Redial/Caller ID
Creating a Shortcut to UC Suite on your Desktop9
Calling out from Outlook9
Transferring a call from Outlook
Transferring a call from Outlook 9 Creating an Calendar Event 10
Transferring a call from Outlook 9 Creating an Calendar Event 10 Choosing Screen Pop Settings 10



×

NEC Desktop Suite Quick Reference



🔂 UC Suite (204)

the set up process

Setting up a Buddy List

- Log in to UC Suite
- Click on your Extension/Name
- Click Buddy List
- Enter your List Name
- Enter the Name of Extension you'd like to add to your Buddy List or click Import All to important all the extensions on the phone system
- If importing all, Click Edit and remove the extension you don't want listed
- Then Click Save



Accessing your Buddy List

 Once you have your Buddy List set up, you can access your list simply by clicking on the NEC UC Suite or Home tab





Service: 604 -856- 9155 Email: service@natg.ca

Browser Based UC Client Outline



Button Inquiry

Menu Bar	Gives access to your home screen, Contacts, Call History, Dial Pad, User Setting
Search Function	Allows the user to filter the current display to quickly locate an entry
Active Call Area	Display incoming and outgoing calls to your extension
Presence Icons/ View Panel	This area displays the contents of the currently selected View, such as a Buddy List, Contacts, Call History, or Chat
Dial Control	The Dial Control will allow the user to initiate a new call.
User Settings	Access to Sign Out, Change Display options, Notification options, Chats options
Status Update/ Fwd'ing Options	Gives you access to update your Status, forward your phone, update your profile pictures, and more.

Icon Description

- Profile Picture if in color, it means they are logged in to UC Suite, if greyed out, they are not logged in
- User Status will change depending of user updates
- Phone Icon Will show icon if they are on the phone or
 icon if the phone is idol. When clicked it will display a list of contact number (must be entered by employee or administrator)
- Email you can click on this to email the user
- Chat Availability 💭 Icon will appear if they are available to chat
- **(i)** Icon Will appear if there is addition information available (ie. Forwarding setting, presence notes, call information etc..)



Kristi LePore

In office



204

Setting a Profile Picture

Click on your Extension/Name NEC UC Suite Home Contacts - Call history Chats - - - - - 204

Home

Contacts -

UC Suite

- Click Settings
- Click Personal Profile
- Click O Change
- Upload Photo
- Click Save

NEC UC Suite	Home Contacts -	Call history	Chats	<u> </u>	
Q Search				P In office	1
Demo Room In office		204 A	bby Lunchrm	Settings	
Photo					
	NEC OC Suite Search Demo Room Photo Change EClear	NEC OC Suite Home Contacts ▼ Q Search Q Demo Room Q Demo Room Q In office Photo Q Change Image Image	NEC OC Suite Home Contacts Call history Q Search 204 Q Photo Q Change Clear	NEC OC Suite Home Contacts Call history Chats Q Search 204 Abby Lunchrm Photo In office Photo In office	NEC OC Suite None Contacts Call history Chats Contacts 204 Q Search In office Buddy list Q Demo Room 204 Abby Lunchrm Settings Photo In office Q Change Clear

Call history

Adding Alternate Numbers for your Extension

- Click on your Extension/Name
- Click Settings
- Click Personal Profile
- Under Other Numbers, click
 Create Content Con
- Enter 9 + your phone number
- Choose the Number Type
- Click
 ⊕ Add
- Click Save
- This will allow staff to call & transfer calls to that phone number through their computer



screen (see intercom calling/transferring a call for these instructions)

Managing Presence Settings

•	Click on your Extension/Name CUC Suite Home	Contacts - Call history Chats - 🔂 204
•	It will show you what your Presence is	
	set to	Buddy list
•	Click on the current status	204 Abby Lunchrm Settings
•	Choose the Status you would like to activate	Status
•	Fill in additional information if required:	Meeting - Escheduled
	 Location/Expected time of return 	Notes
•	Choose Incoming Call Settings:	Additional information to display
	 Do not update 	
	 Do not forward 	Additional information Subject: , Location: , Expected return: Friday, October 21, 2016 1:00 PM
	 Forward calls 	
	 Forward calls and ring extension 	Incoming call settings
	 Do not forward 	Setup how calls to 204 should be handled while you are in or out of the office.
•	Click Update	Mode:
•	This will show staff when the click on your presence	
	button what your status is and any additional	
	information you've entered.	Opdate Reset



Service: 604 -856- 9155 Email: service@natg.ca

×

Making/Receiving Calls

• **Making Outbound calls:** You can initiate an outbound call from many areas within the UC client, including the Dial control, Buddy List, Contacts view, and Call History view.

New call

Call

x

Q Type the name or number to dial

GHI

PQRS TUV WXYZ

NEC UC Suite

Search

Demo Room

🖵 In office

204

Voicemail D

96048569155 (Business)

96045262129 (Business)

Q

JKL

0 #

- Dial Control:
 - Click III Call
 - You'll have the keypad pop up
 - Using your keyboard, enter 9 plus the number you'd like to call or
 - If you're calling an employee, key in the name
 - Press Enter key
- Buddy List
 - From the Home screen,
 - Find the employee you'd like to call, Click on the extension to call that extension or
 - Click the Phone Icon
 - Choose the Number you'd like to call (Note: alternate numbers will only appear if the employee (or administrator) has set them up in their preference (see Adding Alternate Numbers for your Extension for instructions))
- Call History
 - From your Call history screen,
 - Click on the Number you'd like to call –

- Answe	Answering Incoming Calls: When a call is received at the user's desktop phone, the Web Client					
display of an ir	display a pop-up window to notify the user of the incoming call. The following image shows a of an incoming call.					
0	Click Answer to answer the call (this will answer it over speaker phone)	Incoming call				

- Click Voicemail and this will send the call directly to your voicemail
- Click **Ignore** and that will silence the ringing for you but not the caller

	RED PHOENIX	
	(214) 785-7670	
C Answer	→ Voicemail	✓ lanore



ECUCSuite Home Conta	acts -	Call history	
history			l
Export			
Time		Number	
Oct 21, 2016 1:26 PM	\rightarrow	291	
Oct 21, 2016 1:08 PM	я	291	
er's desktop phone, I. The following ima	the ge sh	Web Clie nows an e	nt will xample

DEF

MNO

Home

Contacts

204

106

105

0

NEC Desktop Suite Quick Reference

→ 100

Transfer a Call to an Extension/Cell Phone/VMail

- With an active call, click the transfer key
- Enter the extension number / Name / or 9 followed by the phone number
- Click Enter

OR to transfer using your buddy list:

- With the active call, click on the employees extension -
- Choose if you would like it to be an immediate
 transfer (doesn't allow you to announce the call first) or Click Transfer (allows you to announce the call to the employee first)

<u>**OR**</u> if an employee has their alternate numbers saved in their profile, you can transfer calls to their alternate number (see Adding Alternate Numbers for your Extension for instructions)

- With the active call, click on the employees phone icon
- Choose the number you would like to transfer the call to
- Choose if you would like it to be an **immediate transfer** or
 Attended transfer
- Click Enter

OR to send a caller directly to voicemail:

- With the active call, click on the employees phone icon
- Then Click Voicemail

Holding a Call



Conference Calling

- With the active call,
- From the Home Page, click More
- Then Click Add call
- Enter an extension number OR 9 + phone number
- Click Enter to Complete call







End call

Karen

🖵 In office

North American Telecommunications Group

Chat

From your Home screen, you'll see which employees are logged in to UC Suite and available to Chat

Anna 🔿

James 📿

Call history

Contacts -

- Click the Chat icon
- Type message, then click enter on keyboard
- To review old Chats, click the Chats tab and select the chat history you would like to open

OR

- Chats From your Menu Bar, Click
- Key in the name of the person you'd like to chat with, then click enter (or Compose)
- Or click on a previous conversation to re-open it

Forwarding your Phone/Setting Do Not Disturb

- Click on your Profile Picture UC Suite
- Under Incoming Call Settings,

Choose the Mode you would like to set your phone to:

• **Do Not Forward** – Sets the phone to only ring at your extension

Home

Coniacis +

- Forward Calls Allows you to forward your phone to another extension or external phone number (note: you must put a 9 infront of an external phone number)
- Forward calls and ring extension Rings both your extension and the phone number you've entered (note: you must put a 9 infront of an external phone number)
- Do not disturb Sends calls directly to your voicemail
- Update to update your settings OR click Reset to cancel Click
- Click Home to return to Main page

Call history

Redial/Caller ID

- **NEC UC Suite** From your toolbar, click Call history
- Click on the Number you would like to call to initiate call

x	Export					
	Time		Number 👻	Name	Duration	≡
	Jul 14, 2017 3:13 PM	Ы	150	Peter V	00:00	1
	Jul 14, 2017 1:23 PM	7	150	Peter V	01:56	l,
	Jul 14, 2017 10:10 AM	ы	118	Gary	00:00	1
	Jul 18, 2017 2:31 PM	7	116	James	00:00	



Call history

204



Chats		
Q	Type the name or number to dial	S Compose

Open as window

Remove from Chrome App info

Create shortcuts..

NEC Desktop Suite Quick Reference

Creating a Shortcut to UC Suite on your Desktop

- Open Chrome, log in to the UC Suite
- Save the URL as a Bookmark In Chrome enter this url: TD Bank () RSP () DA Tor chrome:apps _ Then click on the 3 dots in the top right hand corner to open the Cast menu. Select bookmarks and then when Help Exit you see your newly created bookmark for UCSuite drag it onto the blank white space of the screen. Right click the new icon for Desktop suite and select "open as a window" UC Suite Then drag that icon to your desktop.

Using UC Suite in Outlook

Calling out from Outlook

- From your outlook Contacts, search the contact you'd like to call
- Right click contact's name
- Call Click Call Choose number you'd like to call Categorize ► Follow Up ► **Transferring a call from Outlook** ъ-Move Þ With an activate call, search the NR OneNote outlook contact you'd like to transfer to X Delete **Right click contact's name** NEC UC Suite NEC Call ⊧ NEC UC Suite Click Click NEC Transfer NEC Conference → Choose Supervised (you would like to NEC Transfer Þ Supervised announce the call to the employee Blind before it's transferred) or **Blind** (you do NOT need to announce the call to the employee first)
 - Choose the number you would like to transfer to
- Announce Call (if Supervised)
- Hang Up



Creating an Calendar Event

- Create a new calendar event
- Click Set Presence -
- Choose the Prsence you would like activated
- Choose Phone Settings (forward to Vm or Cell)

location:	Acme Widgets		1	•	
Presence State:	-				
Phone Settings	In the Office On Vacation Business Travel	•			¥
Remarks	Out to Lunch				
chedule	Gone for the Day	-			
Start Time	Finday . Jane	10, 2011	-	09:00 AM	
End Time	Friday , June	10, 2011	•	09:05 AM	÷
At End Time a	pply the following settings				
Presence	e State:	•			

	1.5		⇒ UC Sι	uite Traini	ng - App	ointment	?	A	×
FILE		APPOINTMENT	INSERT	FORM	AAT TEX	T REV	VIEW	UC Suite	`
Actions	Show	Meeting Notes	Invite Attendees	Options	Tags	Zoom	Nec	Set Presence ? Unknown	
		Meeting N	Attendees			Zoom		Presence	~
Subject		UC Suite Training)						
Location	ו								*
Start tim	ne	Thu 7/20/2017			8:00 AM		•	All day event	
End tim	e	Thu 7/20/2017			8:30 AM		Ŧ		

- Choose what presence you'd like activated at the end of the meeting time
- Click **Ok** when Finished

Note: If you would always like your calendar events to choose this setting, Click Settings,then click Presence and choose the presence you'd like





Using the Highlight and Dial Feature

When you're on a website, email, or another page that displays a phone number, you can highlight the number, then press Ctrl + F1 and the system will dial the number.

Abbotsford Head Office
1919 Sumas way
Abbotsford, BC V2S V15
Phone: 604.856.9155 / 604.853.6699
Toll Free: 877-856-9155
Fax: 604.856.9246 / 604.853.6342



Service: 604 -856- 9155 Email: service@natg.ca