

NEC Univerge Blue Connect Phone User Sheet

Making a Call

- Either dial an extension number or 10 digit phone number (do not dial 9 first)
- Press the **Dial** soft key or pick up the handset to start the call

Intercom Call – Voice Announce

- Dial ***90** and then the extension number
- Press **Dial** soft key or pick up the handset to start the call

Placing a Call on Hold

- Press the **Hold** button
- Press the **Resume** soft key to take the call off hold

Transferring a Call – Attended

- Press the **Transfer** soft key
- Dial an extension number or 10 digit phone number (do not dial 9 first)
- When the other party answers, you may talk then hang up. The call will be transferred

Intercom Call – Blind Transfer

- Press the **Transfer** soft key
- Press the **Blind** soft key
- Dial an extension number or ten digit phone number (do not dial 9 first)
- Hang up the phone – the call is transferred

Last Number Redial

- Press the **>>>** soft key
- Press the **Redial** soft key

Transfer a call to voicemail

- Press the **Transfer** soft key
- Dial * plus the extension number
- Hang up the handset

Parking a call

- While on a call, press the **Call Park** button
- They system will announce the Park Extension number

Call Park Pickup

- Dial the Park Extension number or Press the **Red Park PU button** assigned to the Call Park monitor

Rejecting an Incoming Call

- While on a call, press the **Reject** soft key.

The call will stop ringing at your phone and either a) go to voicemail or b) continue ringing on other hunt group phones

Ending a Call

If on the handset – Hang Up

If on the speakerphone – Press the **Speaker** key

If on a headset – Press the **Headset** key

Muting your Microphone or Handset

- While on a call press the **Mute** button
- Press the **mute** key again to un-mute

Call History

- Press the **History** soft key
- Scroll through the list of numbers in your log
- Press the **Dial** soft key to call the number

Adjust Ringer Volume

- While call is ringing, press the volume up or down buttons

Adjust the handset/speaker/headset volume

- While on a call, press the volume up or down buttons

Call Waiting – Answering a second call

While already on a call:

- Press the Call Indicator button (your name)
- Press the Answer soft key – this will place the first call on hold and answer the second call

To switch between calls:

- Press the **Hold** key – places second call on hold
- Press the **Call Indicator** button to switch calls
- Press the **Resume** soft key – current call is placed on hold and other call is answered

Conference Calling

- While on a call, press the **Conf** soft key
- Dial the number you want to add to the conference
- Press the **Dial** soft key
- When the second party answer, press the **Conf** soft key

Paging – If programmed

- Press the Page button on your phone
- Make your paging announcement
- Hang up

Accessing your Voice Mail

Internally

- Press the Voicemail soft key
- Enter your pin code followed by the # key
- Select one of the following
 - 1 to listen to new messages
 - 2 to listen to old message
 - 3 for personal options

Externally

- Dial your direct phone number
- When your voicemail answers, Dial #
- When prompted, enter your mailbox/extension number
- Dial #
- Enter your pin number
- Dial #
- Select one of the following
 - 1 to listen to new messages
 - 2 to listen to old message
 - 3 for personal options

Listen to new voice mail message

During VM Playback

- 1 – Replay the current message
- 2 – Delete the VM
 - 5 – Confirm Deletion
- 3 – Mark the message as unheard
- 4 – Skip the current message
- 5 – Call back the sender of the voicemail
- 6 – Forward the voicemail to an extension
- # - Skip the playback of message details

After VM Playback

- 1 – Replay the current message
- 2 – Delete the VM
 - 5 – Confirm Deletion
- 3 – Mark the message as unheard
- 4 – Skip the current message
- 5 – Call back the sender of the voicemail
- 6 – Forward the voicemail to an extension

Listen to old voice mail messages

During VM Playback

- 1 – Replay the current message
- 2 – Delete the VM
 - 5 – Confirm Deletion
- 3 – Mark the message as unheard
- 4 – Skip the current message
- 5 – Call back the sender of the voicemail
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After VM Playback

- 1 – Replay the current message
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Personal Options

Internally

- Press the Voicemail soft key
- Enter your pin code followed by the # key
- Select one of the following

Accessing the Knowledge Base:

In your browser enter:

<https://kb.univerge.blue>

Accessing the Web Fax Service:

In your browser enter:

<https://www2.sea.telecomsvc.com/im/msg/list/fax.action>



















Enter your fax number and the pin number











Downloading the Desktop App for Windows

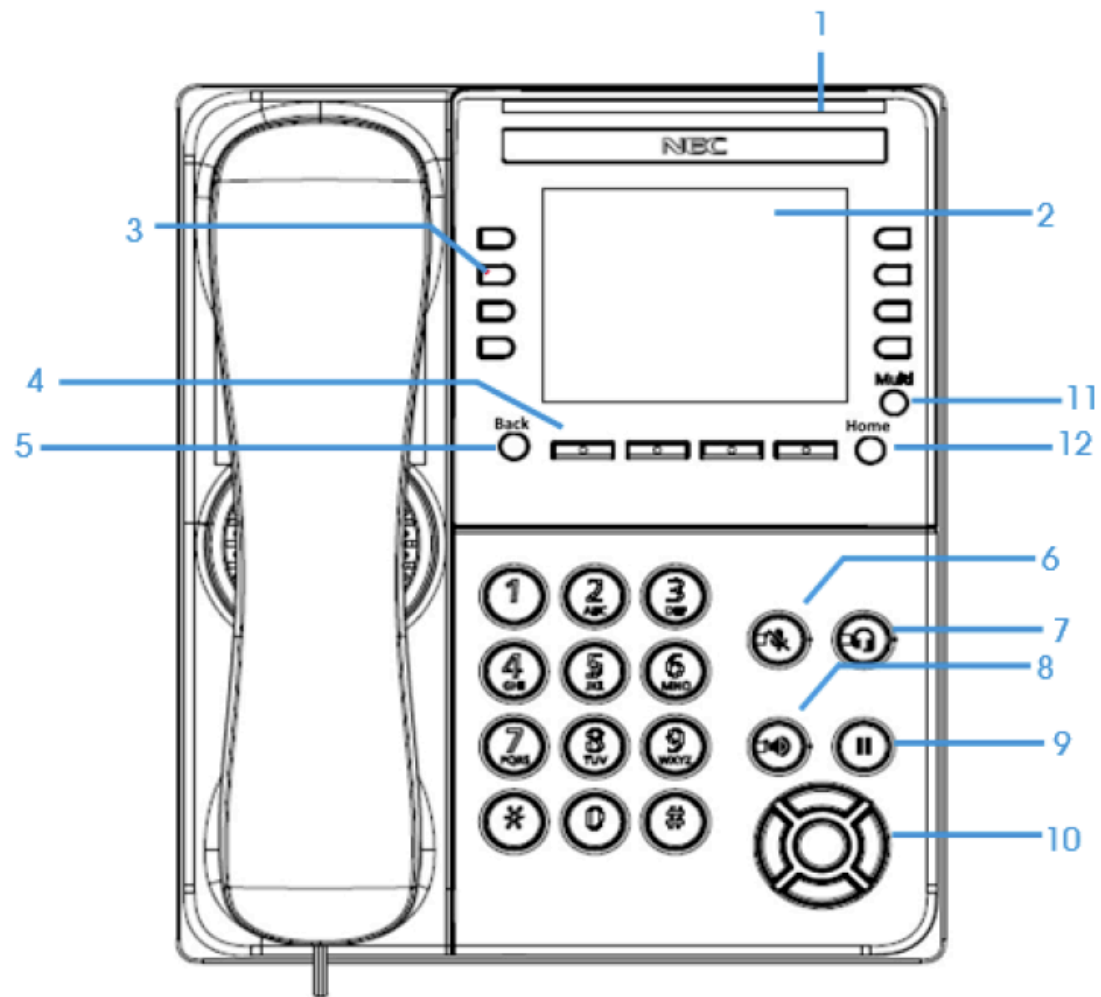
<https://kb.univerge.blue/en/us/article/43787>

Recording Auto Attendant Greetings:

1. Dial the auto attendant extension:
2. At the main menu, dial *5
3. Enter the pin code: _____
4. Dial #
5. Choose from the following
 - a. Press 1 for the after hours greeting
 - b. Press 2 for the working hours greeting
6. Choose from the following
 - a. Press 1 to review the current greeting
 - b. Press 2 to record the greeting
7. Record the greeting after the tone
8. Press the # key when done recording

Feature	Display by the Text	Display by the Icon	Feature Description
New Call	"NewCall"		Start the dial mode to make a new outgoing call.
Dial	"Dial"		Dial the number you have entered.
End Call	"EndCall"		End a call.
Redial	"Redial"		Initiate a previous dialing again.
Answer	"Answer"		Answer an incoming call.
Resume	"Resume"		Resume a call on hold.
Reject	"Reject"		Reject an incoming call.
Transfer	"Transfer"		Transfer a call after another party answers.
Voicemail	"Voicemail"		Connect to the voicemail service.
Blind Transfer	"Blind"		Transfer a call without another party answering.
Conference	"Conf"		Make a 3-party conference.
Shuttle	"Shuttle"		Switch to the caller you want to talk with if you have multiple calls.
Contacts	"Contacts"		Display the contact list.
History	"History"		Display the history list.
Next Page	">>>"		Switch the soft key to the next page.
Split	"Split"		Split calls into separate calls.
Switch Call	"SwitchCall"		Select to the call you want to operate, if you have multiple calls.
Down	"Down"		Move down the focus on the list.

Feature	Display by the Text	Display by the Icon	Feature Description
Up	"Up"		Move up the focus on the list.
Cancel/Stop	"Cancel / Stop"		Cancel the current operation.
Delete	"Delete"		Delete a character or a dial in the input area.
Back/Exit	"Back" / "Exit"		Back to the previous screen.
Select/OK	"Select" / "OK"		Determine the current operation.
Save Data	"Save"		Save a contact's information.
Delete Data	"Delete"		Delete a contact's information.
Edit	"Edit"		Edit a contact's information.
Search	"Search"		Search for a contact.
Option	"Option"		Display the Option menu.



1. Call Indicator Lamp
2. LCD Screen
3. Programmable Keys
4. Soft keys
5. Back key
6. Mute key
7. Headset key
8. Speaker key
9. Hold key
10. Cursor Pad
11. Multi key
12. Home key