

1. Search Box Use to Search contacts, Voicemails and Dial numbers.
2. Park Slots, Use to Park a call for another user.
3. Navigate Menu, Warnings, Home, Updates, Hot Desk, Sound, Settings.
4. Favorites/Speed dials.
5. Keypad.
6. Call History and Voicemail.
7. Status/Message icons
8. History, Contacts and Agent tabs

Making an External Call



Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press the Call button or Enter on your keyboard to make the call.

The Call Status screen will display who you are ringing and your details.

OR

To make a call from the system contacts, select contacts from the drop-down list.

and then start to type, as you type the results will be shown in the contacts list.

- System user.
- Internal Extn.
- Mobile.
- Home.
- Spare 1
- Spare 2

Answering a Call



Answering a Call

The call panel will display the number calling and give the option to Answer or Leave (Reject the call and send to Voicemail if enabled)

If your phone is busy or not answered within 20 seconds (this is default time.) The call will be sent to Voicemail if enabled.

Ending a Call



Ending a Call

Click the Leave button to end the call, or press the hangup button on your headset (If supported)

Placing a Call on Hold

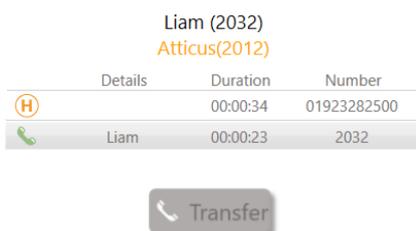


Placing a Call on Hold

Press the Hold Icon

To retrieve the call, press the Hold Icon again

Announced Transfer



Transferring a Call

Announced Transfer

Dial the internal or external number and wait for the call to be answered, whilst you are talking the first caller is placed on hold.

To swap between calls click the swap Icon or click on the Held call, to complete the transfer click the Transfer button.

Blind Transfer



Transfer to colleague's voicemail

 Contacts ▾


Parking and Picking a Call



Conferencing a call



Redial Number



To Call a Previous Caller Back

| History | | Contacts | Agent |
|---------------------|------------|--------------------|--|
| All | Voice Mail | Missed | Call |
| Missed - Inbound | | 17:09 28/1/2025 | |
| Home-Cherry | | Unknown | |
| 2038 | | ... | <ul style="list-style-type: none"> Callback number 0666600001 Copy the caller number to clipboard Add to system Contact list Add to Favourite list Delete call record |
| Answered - Inbound | | 17:09 28/1/2025 | |
| Home-Cherry | | Unknown | |
| 2038 | | ... | |
| Answered - Outbound | | 16:02 28/1/2025 | |
| Charles | | Unknown | |
| 01923287719 | | ... | |
| Voicemail - Unread | | 15:59 28/1/2025 | |
| Home-Cherry | | Unknown | |
| 2038 | | ... | |
| | | (01923287719) | |
| | | Atticus Pund(2012) | |
| Details | Duration | Number | |
| | 00:00:04 | 01923287719 | |

Transferring a Call (cont)

Blind Transfer (un-announced transfer)

Dial the internal or external number and wait for it to ring, then click the transfer button.

Transferring a Call Directly to a Colleague's voicemail

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Transfer key again to complete the transfer.

Parking and Picking up a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of 4 Park keys to park the call

The caller's details will be displayed against the relevant Park showing that there is a parked call waiting to be picked up.

Identify the person you wish to pick up and Click the relevant park slot to pick up the call.

Conferencing a Call

To conference a call, dial another user, wait for them to answer, when ready press the Conference button,

You can swap between calls by pressing the Swap button, or to conference all parties press the Conference button again.

Redialing a Number

To redial the last number called, press the redial key.

To Call a Previous Caller Back

Select History, this shows you calls that have been.

Made

Received

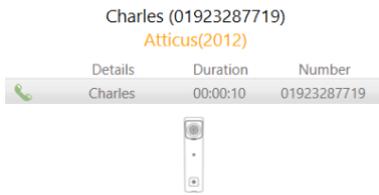
And Missed

Find the required call and then click the three dots (...)

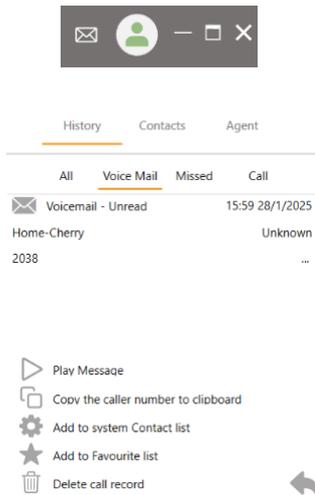
Click the icon for Callback number to call back the selected number.

The Call Status screen will display who you are ringing and your details.

Leaving a Message for a Colleague

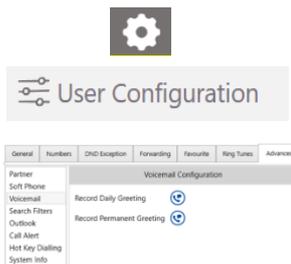


Accessing Your Own Messages



Changing your Greeting

Changing your daily Greeting



Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Click leave to end the call or replace the handset if on partner mode.

Accessing Your Own Messages

The message waiting indicator on NP2 will show to let you know that you have a new voicemail.

Click the Message waiting indicator to take you to your messages or click on the Voice Mail heading to see your voicemails.

Your messages will be shown as well as any department message's that you have been assigned to monitor.

Click on the three dots (...) to show the message options:
Click to go back to the previous options.

- Play the selected message.
- Copy the number to the clipboard.
- If you are allowed, add the callers' details to the Contacts list.
- Create a Speed Dial from the entry.
- Delete the voicemail without listening to it.

Whilst the message is playing you can use the keypad to do the following: -

- Press 1 to play help
- Press 2 to skip forward 2 seconds
- Press 3 to delete the message
- Press 4 to play the previous message
- Press 5 to forward the message
- Press 6 to play the next message
- Press 7 to save the message
- Press 8 to skip backwards 2 seconds
- Press 9 to play the caller's number
- Press * for configuration options
- Press 0 to return the call*

*Voicemail forwarding must be enabled for this to work, please see your reseller for details.

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled, you can record two voicemail greetings. The first is a daily greeting that you would normally update daily, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Changing your daily Greeting

To Change you daily greeting, click on the settings icon,

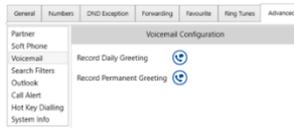
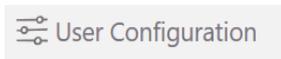
Select User configuration from the right pain

Click on Voicemail menu and then the Record Daily Greeting Icon.

Your new Daily Greeting will be played back to you, if you are happy with your greeting, click the Leave button.

You can also select 6 and then option 2 for a daily greeting

Changing your permanent Greeting



Changing your permanent Greeting

To Change you daily greeting, click on the settings icon,

Select User configuration from the right pain

Click on Voicemail menu and then the Record Daily Greeting Icon.

Your new Daily Greeting will be played back to you, if you are happy with your greeting, click the Leave button.

You can also select 6 and then option 2 for a daily greeting.

For further details on the other voicemail features please Refer to your maintainer.



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