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iPECS UCP

System Key Features Guide



VOICE



DATA



MOBILE



TELEPHONE
SYSTEMS

UCP

Quick Reference Guide

To Make an Outside Call

- Lift Handset and dial 9 for next available line and dial number. (dial 0 for reception)
- Or just dial 9 and desired number and talk hands free / lift handset
- Or repeat above but press desired line key

To Answer a Call

- When the phone is ringing, lift the handpiece or press the **SPEAKER** key for hands free
- To pickup a call that is not ringing on your phone press the flashing **LINE** key, or press the **PICKUP** softkey

To Transfer a Call

- While on Call press **TRANSFER** button (**FLASH** button or **RECALL/R** on Analogue)
- Dial the Station number
- Announce Call & Hang up
- Alternatively press pre-programmed flexible button, announce and hang up

To Intercom

- Lift handset or press **SPEAKER** button
- Dial the Station number

To Place a Call on Hold

- Press the **HOLD** button
- Once for system hold (all handsets have access to the call)
- Twice for exclusive hold (only pick up call from the originating handset)

To Page

- Lift receiver or press the **SPEAKER** button
- Dial the required paging code (see below)
- Hang up once you have finished the page
- 501-535 – Internal Page Zone
- 543 – Internal All Call
- 544 – Meet Me
- 545 – External Zone 1
- 546 – External Zone 2
- 547 – External Zone 3
- 548 – External All Call
- 549 – All Call (Page zones will need programming)

Call Log

- Press the **LOG** softkey or **CALL LOG** button, scroll through last 100 dialled numbers using the navigation buttons
- Press **SEND** softkey or the **OK** button to dial
- Dial 552 from any handset to initiate Last number redial

To Park a Call

- Press **TRANSFER** button (**FLASH** button or **RECALL/R** on Analogue)
- Dial Parking location number (601 ~ 619)
- Hang up or press **SPEAKER** button

To Retrieve Parked Call

- Lift handset on any station (or press **SPEAKER** button)
- Dial Parking location number (601 ~ 619)

Call Wait (Camp On)

- Dial an internal number
- Get busy tone and press the * button.
- If the called party answers you can speak with them or simply transfer a call to them.

Answer a Call Wait (Camp On)

- After hearing Call Wait (Camp On) tone press the flashing **HOLD** button.
- Your existing caller is placed on hold.
- When you have finished speaking you will return to the original caller when the second caller hangs up.

TIP: It is possible to assign a flexible button as **CAMP ON**.

Call Forward

- Dial 554 from your handset or press the **SPEAKER** button followed by the **DND** button.
- Select a forward option as per below.
- (Example: Select option 4, Busy/No Answer)
- Select the destination appropriate to the call forward type. (To select the integral messaging card press # - you will need permission to use this application).
- To cancel the call forward dial 554, #.
- Follow above instructions or alternatively:
- Press the **[SPEAKER]** button.
- Press the 1st of the soft keys with **FWD** above it on the display.
- Select a forward option as per below.
- Example: Select option 4, Busy/No Answer)
- Select the destination appropriate to the call forward type.
- To cancel the call forward dial 554, #.

Call Forward Options

It is possible to forward you phone in a number of ways. The options available are:

- 0 – Follow-Me (To forward calls from your extension to a temporary location. The forward is activated at the temporary location. A valid authorisation code will be required).
- 1 – Unconditional (This option allows you to forward all calls immediately to a Station, Hunt Group or the integral Voice Messaging card).
- 2 – Busy (Destination options are as per option 2. Calls will only forward when you are busy – on the phone).
- 3 – No Answer (Destination options as per option 1. Calls will only forward when a 'No-Answer' timer expires. The length of the time is determined by a qualified System Administrator).
- 4 – Busy/No Answer (Combines options 2 & 3. Most popular, especially where Voicemail is used).
- 5 – Off-Net (This allows you to forward your phone unconditionally to a remote location such as Mobile or home phone using a speed dial).
- 0 – Remote Fwd
- # - Allows you to cancel any call forward

Cancel Call Forward

- Dial 5 5 4
- Then press the # button

Group Pick-Up

- Press **PICKUP** softkey before lifting the hand piece
- Lift any handset to talk or talk handsfree
- This will answer the longest ringing call and will only pickup calls that are programmed in your group

Differential Ring for Individual Station

- To set different ring
- Press **TRANSFER** button
- Dial 1 1
- Dial 1 to 1 6 to choose the ring tone
- Press **HOLD** button or OK

Program Station/System Speed Dial

- Press the **TRANSFER** button. (This will need to be done from the main attendant phone for system speed dials)
- Press the **SPEED** button
- Dial the number of the speed dial bin you wish to store 000-099 (station) or 20000-31999 for system speed dials
- Enter the required speed dial number and enter 9 for an outside line.
- Enter the required telephone number. Press **HOLD**
- Enter the name as per character entry chart at bottom of this guide
- Press the **HOLD** button.

Use Speed Dial

- Lift handset and/or
- Press **SPEED** button (5 5 8 on Analogue or handsets without **SPEED** key)
- Dial speed bin number e.g. 20000

Station Name Program

- Press **TRANSFER** button
- Dial 7 4
- Enter in Station name label using character entry chart at bottom of this guide
- Press **HOLD** button when done

Global Station Name Program (System Attendant)

- Press **TRANSFER** button
- Dial 0 7 1
- Enter the station number you are programming
- Enter in Station name label using number chart on last page
- Press **HOLD** button when done

Use SPEED Dial by Name & Station Name

- Press **SPEED** softkey
- Press **SPEED** softkey
- Select corresponding number for the Phone Book
- 1. **PRIVATE DIRECTORY** (Station Speed)
- 2. **PUBLIC DIRECTORY** (System Speed)
- 3. **VIEW STATION NAME** (Station List)
- Dial Letter using the number chart and/or scroll up and down using either the volume key or navigation dial.
- Select Station or Speed bin by pressing **SEND** softkey, **OK** or **HOLD** buttons

Making a Conference Call

- Dial first party
- Press **CONF** softkey or button
- Press next party (line or extension)
- Continue above steps until all parties are connected
- Press **CONF** softkey or button twice to commence conference call

Using a Headset

- Press **HEADSET** button
- You will now be able to answer a call using the **SPEAKER** button and you are also able to hangup calls using the **SPEAKER** button.

Do Not Disturb

- Press **DND** button
- Or
- Dial 5 5 3
- Repeat to remove
- Press **TRANSFER** button

Change System Date and Time (System Attendant Only)

- Dial 0 4 1
- Prompts for date entry (MM/DD/YY)
- Dial date e.g. 120116 (1st December 2016)
- Press **HOLD** or **OK** button
- Prompts time entry (HH:MM)
- Dial time e.g. 1315 (01:15pm)
- Press **HOLD** or **OK** button

System Night Switch (System Attendant Only)

- This changes the way the telephone system will behave for incoming calls if setup by your technician
- Press **DND** button to bring up a menu
- Prompt Select Ring Mode (1-5)
- Then dial the number next to the following options
 - 1. Day (Normal display)
 - 2. Night
 - 3. Timed (set by technician)
 - 4. Auto Ring Mode (set by technician)
 - 5. Scenario (set by technician)
- Press **HOLD** to set

Program Flexible Button

- Press **TRANSFER** button
- Press flexible button to program
- Dial feature e.g. Station No. (200), group number (626) or desired codes (list below)
- Press **HOLD** button
- Press **SPEAKER** button to exit

To Erase Flexible Button

- Press **TRANSFER** button
- Press flexible button to program
- Press **HOLD** button

Useful Feature Dialling Codes

- All call page - 549
- Last number redial - 552
- Call forward - 554 1 + extn number
- Do not disturb - 553
- Call pickup - 566

Auto Attendant

Using the Auto Attendant Feature

When programmed your system can be used to answer calls front end. This means that when callers ring in, instead of you answering their call, they will hear a message giving them the option to dial the extension number they require, for example dial 1 for sales, 2 for accounts and so on.

You will need to know the “bin number” in which your announcements are recorded

To record your greeting you will need to:

- Press the **TRANSFER** key
- Dial 06
- Enter the message number

(If there is already a message recorded, then it will automatically be played to you, this is generally a good way of checking that you have dialled the correct bin number)

- Press the **#** key to start recording, record your message after the bleep
- Once you have finished your recording press the **HOLD** key to store your selection.

To Delete a Greeting

- Press the **TRANSFER** key
- Dial 06
- Dial the message number, your message will then start playing
- Press the **SPEED** button while the message is playing to delete it

Using Comfort Messages

When programmed, comfort messages can be used to let callers know that you have acknowledged the fact that they are there. It works by allowing the caller to hear a few bursts of ring then if you can't answer them in a set amount of time they will hear a message normally something like “all our lines are busy at present, please hold and your call will be answered shortly”.

These messages are recorded in exactly the same way as above (see using auto attendant)

Using Station Voicemail

Station voicemails are very similar to system voice mail greetings they will allow callers to hear a personal greeting from you, if you are engaged on a call or simply unavailable.

To record your personal greeting you will need to:

- Press your **VM** key or dial your VM group (630) followed by your Extension number and Password (set by technician)
- Dial 8 to 'set greeting or password'
- Dial 1
- To listen to your current greeting press 5
- To record new greeting press 7
- At the tone record your greeting and press # to save it

PLEASE ENSURE YOUR PASSWORD IS CHANGED FROM INSTALLATION TO A RANDOM 4 DIGIT CODE

To change your password you will need to:

- Press your **VM** key or dial your VM group (630) followed by your Extension number and Password (set by technician)
- Dial 8 to 'set greeting or password'
- Dial 2 to change your password
- Enter your new 4 digit password and dial # when you have finished

Activating a Greeting

Once you have recorded your greeting you will then have to decide how you would like the message to be activated, you have two options:

1. You can forward all calls to your voice message which means that your phone will not ring at all,

Or

2. You can activate your voice message to come on if your are busy, cant answer or both

To forward your phone

- You will need to dial 554 and select the corresponding Forward and send it to 630
- If you want to cancel any of the above instructions you will need to dial 554 and #

Listening to Messages

If you have received a voice message, your **'VM'** button will be lit RED

To listen to messages you will need to:

- Either press the **'VM'** key or Dial 630, your extension number and password (set by technician) and then follow prompts (1 to listen to new messages)

Deleting Messages

Once you have listened to your messages, to delete them you will need to:

- Dial 3 to delete and # to confirm

Character Entry Chart

Q - 11 Z - 12 . - 13 1 - 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G - 41 H - 42 I - 43 4 - 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P - 71 R - 72 S - 73 Q - 7* 7 - 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 9# 9 - 90
Blank - *1 :- *2 , - *3	0-00	#