



SOUTHERN COMMUNICATIONS LTD

NEC Aspire Telephone Systems

Keystation Basic Training Notes (non-specific)

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# Southern Communications - Systems

We have been installing telephone system solutions since 1965, and our top-to-bottom service for telephone systems implementation is designed to make your life easy and keep you in control of your communications.

## Consultancy

We begin the process by analysing your current arrangements and discussing your business communications needs with you in detail. Site surveys and audits assist us in establishing a precise overview of your telecoms set-up.

We give you an unbiased overview of telecoms technology and the marketplace, avoiding jargon and explaining the technical aspects to you in plain English.

Our initial consultancy service is completely free of charge, and is crucial in the process of providing you with the correct telecoms solution.

## Solution Design

Our complete range of telephone systems and related products allows us to provide a solution that fits your business - we do not "push" a particular system or type of technology.

We help stand-alone businesses, multi-site corporations, schools, charities, retail outlets, in fact anywhere that needs to communicate professionally and economically.

We design your line structure and provide equipment recommendations within our proposals that meet the needs of your users and importantly, the customers who will be calling you.

As a provider of telephone calls, telephone lines, broadband and business mobiles, we can provide you with a complete telecoms solution designed for your business.

In almost all instances, we reduce ongoing running costs in the process.

## Installation

The whole project is managed by us. Installations are carried out by our teams of fully accredited engineers, programmers and trainers. No sub-contracting is involved.

All of your staff receive full training and our post-installation hand-holding service ensures that your communications are correct from day one.

Voice and data cabling installations are also quoted for and provided as and when required, as part of the overall solution.

## Support

The telephone systems we provide are highly reliable and have proven track records for longevity. You will expect your system to last at least five years before any major upgrade, and we make sure your expectations are met.

Our in-house team will be able to access your system remotely, and our field-based support teams are on hand in case of the need for equipment replacement, which is free with our maintenance customers.

Remote programming alterations and system software updates are provided free of charge. Our post-sales team can provide you with costs for adding and expanding your system as your business grows.

## More

Telephone systems are just one part of our growing telecoms portfolio. We also provide:

- \* Telephone call savings via the major UK call networks
- \* Telephone line rental savings and new line implementation, and also internet telephony
- \* Business mobile options including mobile email solutions via Blackberry
- \* Business broadband, ADSL, SDSL, bonded DSL and leased line replacement services

1965 SCL established. Design, build and installation of dictation systems

1977 SCL incorporated as a UK limited company

1984 SCL supplies it's first telephone system after privatisation of telecoms in the UK

1996 SCL installs first Nitsuko key-system in UK

1998 SCL wins top sales awards for Nitsuko system sales in the UK

1999 SCL installs first ARC UK call centre application on Network Alchemy systems

2001 SCL installs first NEC / Zeacom call centre in the UK

2003 SCL installs first NEC Aspire system in the UK

2003 SCL becomes calls reseller and BT Openreach partner for line installs and rental services

2003 SCL wins European reseller of the year award for NEC systems

2004 SCL becomes accredited SpliceCom reseller

2004 SCL wins NEC customer care award

2005 SCL becomes one of 4 NEC UK Premier Business Partners

2006 SCL wins SpliceCom fastest growing reseller award

2006 SCL offers new and advanced business broadband services

2007 SCL wins SpliceCom advanced application award

2007 SCL becomes Silver accredited partner for Avaya IP Office systems

2008 SCL wins Sales and Technical excellence awards for NEC systems

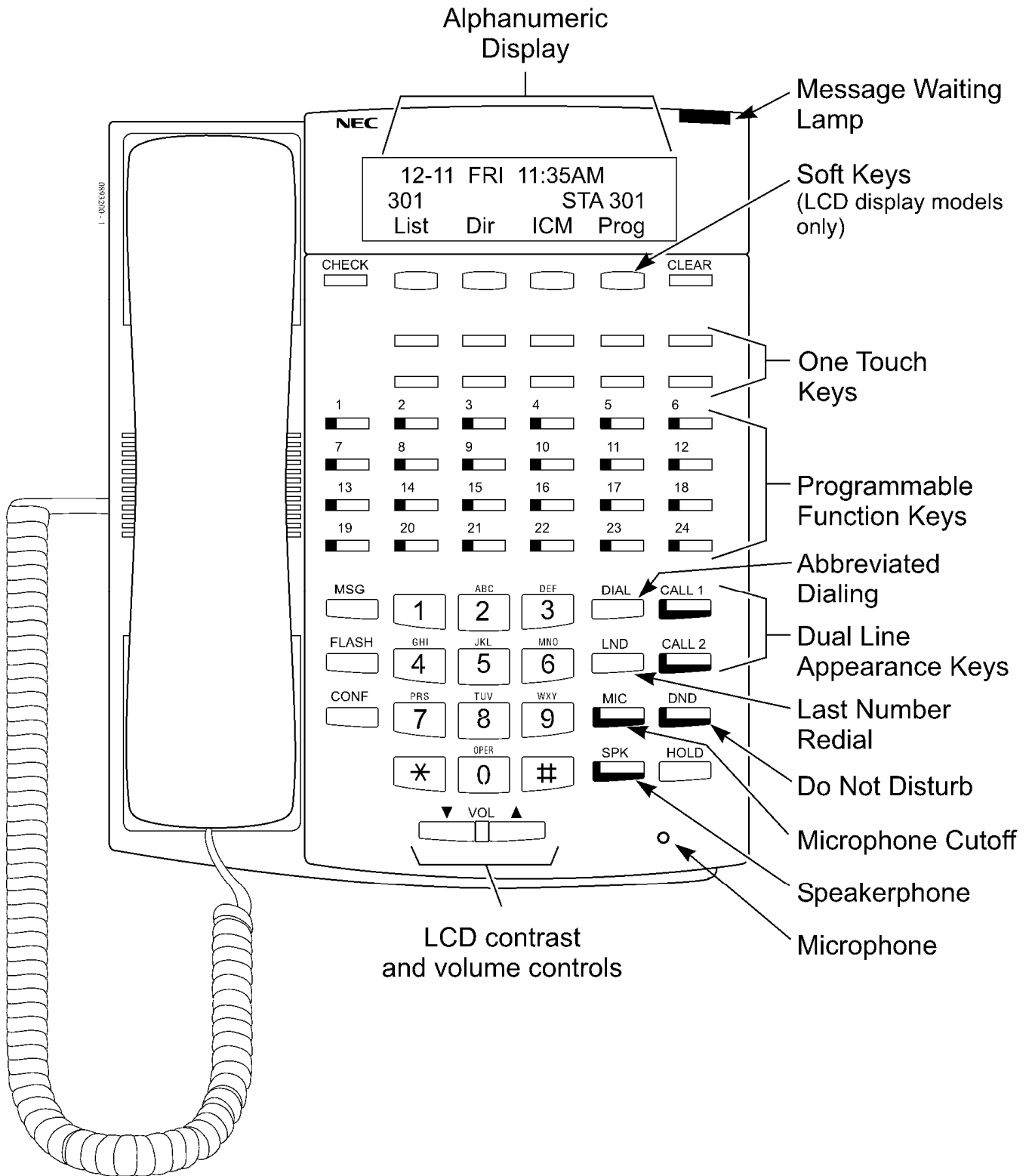
2008 SCL ranked in The Sunday Times Tech Track 100 list for outstanding business growth

2008 SCL launches business mobile and Blackberry services

2009 SCL launches Bonded DSL and leased line replacement service

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## Ringling Tones

- If you would like to change the ring tone. Press the SPK key, dial #820, then select 1 for internal or 2 for external, then select your choice of ring tone between 1 & 8.
- Volume – To adjust the volume of the ringer press the VOL keys whilst the phone is ringing

## To Answer an Incoming Call and Transferring

- Pick up receiver to answer
- Call1 light will be flashing
- Put call on hold (red hold key)
- Dial required extension number (or press the function key where applicable)
- Announce caller
- Press TRFR key (Transfer)
- Replace handset

### *If the Extension Doesn't Want the Call*

- Press flashing Call 1 key to retrieve the caller
- Advise caller
- Replace handset to end call

## If Caller Wants to Leave a Message in a user's Voicemail (Where applicable)

- Put caller on hold (red hold key)
- Dial required extension number (or press the function key where applicable)
- Press Call Voicemail key
- Press TRFR key (Transfer)
- Replace handset

## DDI – Direct Dialing In (Where applicable)

- Your extension number is normally the end of your DDI number. E.g. if your extension is 4208 your DDI would be something along the lines of 01256 694208.

## To Make an External Call

- Pick up the handset or press the SPK key
- Dial 9 to get an outside line
- Dial number

## Hands Free Working

- Pressing the SPK key is the same as picking up the handset i.e., you are off hook and busy on the phone. Press the SPK key again to hang up
- All phones with a display are full hands free i.e., you can talk to the phone and listen through the speaker
- You can toggle between hands free and handset without losing your call
- You can also use the MIC key to mute whilst talking hands free (when MIC light is on, caller cannot hear you)

## Abbreviated Dialing

The system has 3 digit abbreviated dialing codes, which can be programmed with external numbers for your customers/clients.

The short codes start at 000 (capacity is dependant on type of telephone system)

## Accessing the Short Codes

- Press Dial key followed by short code
- Press SPK key or pick up handset when the number you wish to call is shown on the display

## Searching for a Number by Name

- Press the DIR soft key
- Press the ABBc soft key
- Type the first couple of letters using the dial pad (e.g., press key 5 three times for L)
- Use the volume keys, or soft keys (below ↑ and ↓) to scroll through the list
- Press the SPK key or pick up handset when correct number is displayed
- ABBg is abbreviated dialing group and is for buildings where there are either a number of departments or several different questions. This would be used when either individual departments or separate companies do not want other departments to see their contacts.

### Programming One touch Keys

- Press the soft key below “Prog” on the display
- Press the soft key below “OneT” on the display
- Press one touch key that you want to program
- Enter 9 & number that you want to store
- Press Hold
- Enter name using dial pad (e.g. 2 = A, B, C etc. Use the # key if you want to move the cursor e.g. if you want LL, ## will give you a space, press CONF key to back space)
- Press Hold
- Press SPK

### Programming Function Keys as Internal Extensions

- Press the soft key below “Prog” on the display
- Press the soft key below “↓” on the display and then “Fctn”
- Press function key that you want to program and then dial 01
- Enter extension number
- Press Hold
- Move onto another function key or press SPK to exit programming

### Call Forward

To forward all your calls to another extension number

- Press the Call Forward key
- Dial 1 followed by extension number that you want the calls forwarded to
- Your call forward key will flash (slow flash) together with the recipients call forward key (fast flash)
- To cancel, press call forward key, then dial 0

### Last Number Redial (LND)

- Press the LND key to toggle through the last 10 external numbers dialed from that extension
- Pick up the handset or press the SPK key when desired number is displayed

### Repeat Re-dial

- During engaged tone on an external call
- Press Dial and then LND
- Replace handset and await ringing
- Attempts will be made to redial every minute
- To cancel, press Dial, LND with the handset down

## Over-ride a Busy Extension

### When dialing an extension that is busy

- Dial # 809
- This will ring the second line (Call 2) and the recipient can choose to select your interruption

### Call Back / Camp On

- Dial busy extension
- Press Call Back key (or select CB from the display)
- Replace handset
- Await ring back which will occur when both extensions are free

### Call Pickup

- Phone ringing in your group
- Lift handset and press \* (or select P/U from the display)
- To pick up a specific ringing extension dial #715 and then the extension number
- Press # 869 for global pickup (picks up the longest ringing extension)

### Voice Call to an Internal Extension

- Dial extension number
- Dial 1 on your keypad or "voice" via the screen menu
- You will hear 2 beeps and then that extension has been put on hands free

### Trunk to Trunk Transfer for transferring externally to another site or mobile

- Put call on hold
- Dial 9 followed by the external number
- Announce call
- Press TRFR key (Transfer)
- Replace handset

### Conference Call

*Four party working, three of which can be external parties*

*To set up a conference*

- Press Conf key to put caller on hold
- Dial internal extension or 9 followed by external number, announce your intention
- Repeat above 2 steps for each incoming party
- Press Conf twice to bring all parties into the conference

## Park Hold

*To place a call on hold so another extension can pick up the call*

- Pick a park hold key with no light on and press it
- It will now flash green (red to every other extension on the system)
- Press the flashing key to take the call

*Note: Only press flashing key if someone has informed you the call is for you*

## To Broker Calls

- Put the first call on hold
- Press Call 2 key dial 9 then the external number
- You can now broker calls between 1<sup>st</sup> call on Call 1 and 2<sup>nd</sup> call on Call 2 without the need to use the hold key

## Alarm Calls

- Press “Prog” soft key. Then press “↓” and then “Alm”
- Select Alm1 for the one off alarm call
- Select Alm2 for an everyday alarm call
- Dial time in 24 hour mode
- To cancel SPK, #827, select 1 or 2 followed by 9999

## Do Not disturb (DND)

- Press DND
- Press 1 for DDI external calls
- Press 2 for internal calls
- Press 3 for all calls
- Press 0 to cancel

## FLSH Key

This key is usually used in conjunction with a door entry phone (Where applicable). When someone buzzes you to let them in you can speak to the person and then press the FLSH key to release the door lock.

The flash key can also be used to release the call you have finished with but retain the external line.

## Changing the Name on your Phone

If you want to change the name on your phone you need to complete the following:

- Press the Call1 key and dial #800
- Enter extension number of phone you want to change
- Use the dial pad to enter the new name
- Press hold once finished to save the new name
- Press SPK key to end

NB: You will need to press the # key after the letter if the next letter is on the same key e.g if you were typing home you would need to press key 4 twice to get the H. Key 6 three times to get the O, then the # key and then key 6 again to get the M. Then finally key 3 to get the E.

If you want a space press the # key twice.

## MSG Key

This allows you to alert someone that you need to speak to them. It is used when you are trying to call someone and they are on the phone or are not at their desk.

To set up a message waiting

- Call the extension that you want to set the message for
- Press the MSG Key and then hang up the phone
- They will then get a green flashing light at the top of their phone
- When they get back to their phone they can press their MSG key
- This will bring your details up on their phone, they can then pick up the phone and it will call you back

## Change Time on phone

- Press call 1 key
- Dial #828
- Dial two digits for the hour (24 hour clock)
- Dial two digits for the minutes
- Press speaker to finish

## Common canceling code

If you make an error when setting up your phone and cannot remove the problem or the phone is behaving strangely, please press spk key followed by #720 – this should clear the fault, if this does not work please contact the technical support department.

**Technical Support Contact Details:**

Technical support telephone number: 08450 567678  
Technical support fax number: 0871 4740421  
Technical support email address: support@southern-comms.co.uk

**Maintenance Contract Number:** .....

**How to report a fault:**

1. Gather as much information about the fault as possible e.g. extension numbers, nature of fault etc
2. Either email the technical support address or fax the technical support fax number (both listed above)
3. You will then be given the reference number of the fault to refer to.