

# Desk Phone

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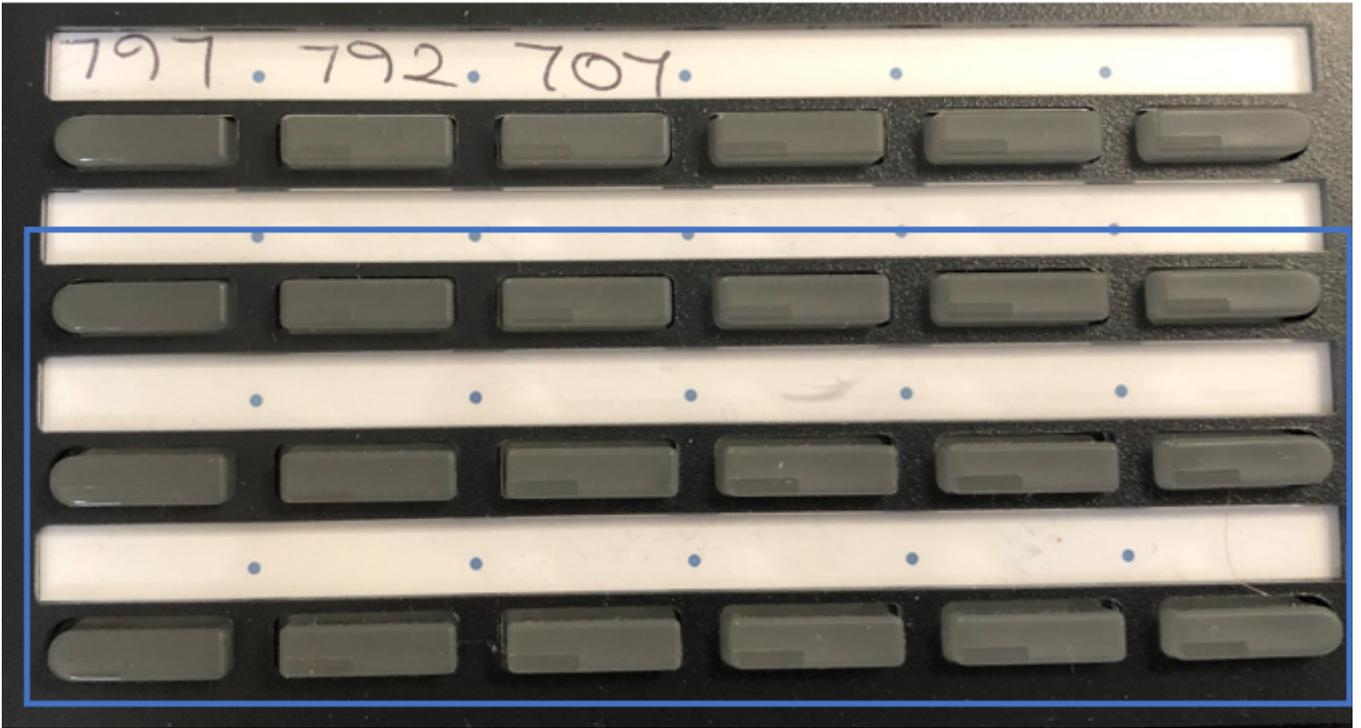
# Programming Button on your Phone

## Step-by-step guide

1. With the phone in the cradle press the **feature** button.



2. Click the button you wish to program (bottom three rows only).



3. Enter the number or speed dial you want to program in (remember you need to add the 0 if the number is outside the organisation). E.g. 797 or 00411 111 111.
4. Press **feature** again.

## Related articles

# Setting up voicemail on your desk phone

The below instructions will assist you with setting up the voicemail on your desk phone for the first time.

## Step-by-step guide

1. Dial 799
2. Enter your security code (0000 for first time until you set your own)
3. Follow the prompts, you will be asked the following:
  - First name and last name
  - Whether you want to enter your name in the directory
  - Enter your Voicemail greeting
  - Enter your new security code
  - At the end you will be asked to enter 2 if you would like to restart the process if you need to change anything.

# Voicemail

# Checking Desk Phone Voicemail Messages

You must have first setup your desk phone voicemail message bank. Please refer to [\*\*Setting up voicemail on your desk phone.\*\*](#)

To check your voicemail messages on your desk phone you can follow the below instructions.

## Step-by-step guide

1. Dial 799 to access your voicemail message bank.
2. Enter the security code that you set when setting up your voicemail.
3. Press the New button to hear your voicemails



4. Press the corresponding button for the command you wish to perform.



# Editing Voicemail Settings

Once you have setup your voicemail on your desk phone you can edit it at any time by following the below steps.

## Step-by-step guide

1. Dial 799
2. Enter your security code and wait approx. 10 seconds
3. You'll hear the statement to 'Remember Yes for 1 and 2 for No'
4. Press 7 for setup options
5. Press 4 for greetings options (change message people hear when going to your Voicemail) or 7 for personal options (security pin, name).

## Related articles

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2. Enter your security code (0000 for first time until you set your own)
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  - Whether you want to enter your name in the directory
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  - At the end you will be asked to enter 2 if you would like to restart the process if you need to change anything.

# Kilvington IP Phones

The IT and Marketing teams located at Kilvington Drive use NEC DT800 IP handsets as desk phones.

These phones are connected to the core switch stack in the Kilvington comms rooms and are configured to use VLAN mode on both the LAN and PC ports.

The phones are provided with an IP address via the DHCP server located on pbr-wsus-kl1.

The reason the handsets operate in VLAN mode is due to a bug with Cisco SG300 switches which causes the core stack to reboot in certain scenarios when using LLDP.



**Configuring an NEC Handset to use VLAN Mode at Kilvington Drive**

Before following these steps ensure that the associated switch port has been tagged for VLANS 100 and 134.

1. Press the **Menu** key. (Note if the phone is first booting up you may have to wait 20 seconds before you can get into setup.) If the phone is already booted up you will have to press the **Menu** key and dial (0) on the key pad.
2. When prompted for credentials, enter the credentials below and press the **OK** key:

User name: ADMIN

Password: 6633222

3. Press 1 to get into **Network Settings** and then 6 for **Advanced Settings**
4. Press 1 for **LAN Port Settings** and 2 for **VLAN Mode**
5. Select **Enable** and press the **OK** key:
6. Press 3 for **VLAN ID**
7. Enter 100 and press the **OK** key
8. Press the **Exit** key
9. Press 2 for **PC Port Settings** and 2 for **VLAN Mode**
10. Select **Enable** and press the **OK** key:
11. Press 3 for **VLAN ID**
12. Enter 134 and press the **OK** key
13. Press the **Exit** key
14. Keep pressing **Exit** and then select **Save** when it is displayed. The handset will reboot.

**The phone has now been configured to use VLAN mode with the correct VLAN IDs.**

# Change Desk Phone Name Display

These are extension from 700- 799 only (for other ranges, please contact the Telephone Supervisor)

Web browse to 10.10.1.51:61000

The image shows the 'User Web Portal' login interface. It features a dark blue header with the text 'User Web Portal' and 'NEC' on the right. Below the header, the version 'V6.1.0' is displayed. The main form area is light blue and contains two input fields: 'Station No.' and 'Password'. A blue 'Login' button is positioned below the password field.

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Credentials in 1Pass - NEC Web Portal Name Change

Go To Top Menu for **Admin Menu**, the side Menu for **User Management**. The screen will show all Extensions programmed and the user name.

Search for the user via name or EXT number (Station No.)

The screenshot shows the NEC Admin Menu interface. At the top right, it displays 'User Name: Dylan Healy (Admin)'. The navigation menu includes 'System Directory', 'Personal Directory', 'History', 'Settings', and 'Admin Menu'. Below the menu, there is a search bar with a magnifying glass icon and a 'Detail Search' link. A table lists users with columns for Station No., Tenant No., Name, Authority of User, Edit of User Profile, Edit of Personal Directory, and Setting of Call Forwarding. The table contains two entries: Matt Collopy (Station No. 789) and Tracey Horton-C (Station No. 790).

Station No. ^	Tenant No. †	Name †	Authority of User †	Edit of User Profile	Edit of Personal Directory	Setting of Call Forwarding
789	01	Matt Collopy	User	🔍	🔍	🔍
790	01	Tracey Horton-C	User	🔍	🔍	🔍

Click on the Edit of User profile Button

**Edit of User info: Station No.= 789**

Name  ?

**Name display**

Name Display Setting  ?

**Incoming call Indication**

Internal Call  ?

External Call  ?

**User Permission**

present permission  Administrator ?

Supervisor ?

User ?

Unauthorized User ?

Follow system data settings

**Reset Password**

Reset ?

1-16 characters.  
More than 8 characters are recommended.

Change the User name and hit **Set**