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How to…
Use a Cordless Phone (Model A510)

Introduction

This guide will show you how to use a model A510 cordless phone, including making, receiving, transferring, forwarding, holding and resuming calls. It will also show you how to setup your Voicemail.

Step 1: Manage and access voicemail

- Please note that when you dial the voicemail service on your phone for the first time, you will be prompted to set up a personal name, personal greeting and a voicemail PIN password.

Set up Voicemail:

1 Press the Menu softkey.

2 Press the down control on the navigation pad, then scroll to select **Voicemail** to begin the setup process. Alternatively, you can dial extension number 59799.

3 Listen to the recorded prompts to assist you in setting up your voice mailbox.

Please note the first-time set-up tasks will play each time you select the messages button until the process has been completed (i.e. if you hang up before finalising set-up).

Check if you have Voicemail:

1 A **recorder icon** will display on the screen of your handset indicating you have voicemail.

Listen to a Voicemail:

1 Press the Menu softkey.

2 Press the down control on the navigation pad then scroll and select **voicemail**. Alternatively, you can dial extension number 59799.

3 Follow the prompts to listen to your voice messages.

Access your Voicemail from any Mobile Device:

1 Dial your office phone number.

2 When your voicemail answers, press the **star key** (*).

3 When prompted, enter your extension number followed by the **hash key** (#).

4 When prompted, enter your **PIN** followed by the **hash key** (#).

5 Your old NEC voicemails are still accessible. You can collect them by dialling 57040, and then dialling **star – hash (*) (#)** when it answers. You will then hear a greeting asking for your extension number.

Step 2: Make and receive calls

Make a Call:

1 Dial the phone number then briefly press the **Talk** button. No dial tone will be available if the **Talk** button is pressed prior to entering a phone number.

Receive a Call:

1 Press the **Talk** button.

To Resume a Call on Hold:

1 Press the **Back** softkey to retrieve the call.

Step 3: Transfer a call

1 During an active call, press **ExtCall**.

2 Dial the phone number you wish to transfer the call to then press the **Talk** button.

3 When the recipient answers, you can communicate with them and then press the **R** button on your phone's keypad to complete the transfer.

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Step 4: Place a call on hold

1 Press the **INT** button on the phone's keypad. This places the call on holder and they will hear hold music only.

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