FREQUENTLY ASKED QUESTIONS (FAQs)

1) HOW CAN I CHECK IF VOIP IS AN OPTION?

In order to answer that question, many variables need to be taken into consideration and we would be more than happy to sit down with you and discuss it. However, if you are curious, there are a couple of things you can do to see if VoIP is an option:

ONLINE SPEED TEST
You can verify your speed with an on-line test. For example, https://speedof.me is a well-known site that works in most browsers.

PING TEST
The ping test is executed in a terminal. Search witin your computer using the letters "cmd " and you will see the "Command Prompt" option. Launch this application and a terminal will open. **The basic syntax is: ping [ip address]**. For example, if you want to "ping" Google's DNS server, type ping 8.8.8.8

The resulting output will give you a response that includes a time in msec (milliseconds). To capture more information, you can type in the following: **ping -n 500 8.8.8.8 > \Users\Marcel Desktop\pingtest_001.txt**

The "-n 500" part tells the terminal to execute the ping 500 times and the part after the ip address is the full path to the location of a text file that will be created automatically. Try it out and have some fun with it! (Remember to change the file name, or else it will be overwritten next time you use the same command).

2) WHY WOULD I PAY MORE FOR AN ENTERPRISE FIREWALL?

Good question! This is best answered using an analogy: why would a farmer invest in a tractor, when he has a truck? Why would a trucking company invest in a semi, if they have other trucks? The answer seems obvious; the truck although good, is not built for pulling machinery or large trailers day in, and day out. No farmer or trucking company owner would put the success of their business on the line by using equipment that is not suited to the task.

The same goes for your network. Compared to a basic firewall, your enterprise firewall has far more data traffic to manage. An enterprise firewall can provide advanced features such as **superior** built-in security, anti-virus scanning, VPN abilities and more. All too often we see successful businesses with a liberal budget for good staff, a fleet of trucks/cars, new computers and then the firewall – the ONE point of entry to your ENTIRE network - does not stand up to scrutiny because its importance is either overlooked or underestimated! Protect your business.

NEC PHONE SYSTEMS

3) HOW DO I CANCEL ALL MY MESSAGES WAITING?

This includes messages you have left for other extensions and messages other extensions have left for you.
  1) Press **Speaker** or lift the handset
  2) Dial 773
  3) Hang up

4) HOW DO I SET THE TIME ON MY PHONE?

  1) Press **Speaker**
  2) Dial 728
  3) Dial two digits for
     the hour(24hr clock i.e. 13 = 1pm)
  4) Dial two digits for the minutes (00-59)
  5) Press **Speaker** to hangup

5) How do I mute my telephone handset or Handsfree microphone while on call?

  1) Press MIC (turns off Handsfree microphone)
  OR
  2) Press the Microphone Cutoff key
  (Program 15-07 or SC 751: 40)
  (this turns off both the handset
  and Handsfree microphone)

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FREQUENTLY ASKED QUESTIONS (FAQs)

6) HOW DO I TURN MY TELEPHONE MIC BACK ON?

Press MIC
Do this only if you pressed it initially to
turn off your Handsfree microphone.
ALWAYS HAVE YOUR MICROPHONE ON

7) HOW DO I ADJUST THE VOLUME OF INCOMING RINGING AND SPLASH TONE?

1) If the phone is idle, press
Speaker and dial 729.
If the phone is ringing, skip to step 2.
2) Press VOLUME (up) or VOLUME (down).

8) HOW DO I ADJUST MY DISPLAY?

1) Press the cursor button up or
down while the telephone is idle

9) HOW DO I ACCESS THE SHORTCUT MENU?

1) Press the Enter key (center cursor button).

10) HOW DO I DELETE A MAILBOX OR PASSWORD?

NEC UM8000
   1) Press Vmsg softkey
   2) Enter your security code if asked
   3) Press MORE softkey
   4) Press MGR Softkey
   5) Press SUBS softkey
   6) Enter the mailbox number you want to change
   7) Follow the prompts (1 for yes. 1 for no)

NEC Inmail
   1) Press VM00 softkey
   2) Enter your security code if asked
   3) Press MORE softkey
   4) Press MGR Softkey
   5) Press SUBS softkey
   6) Enter the mailbox number you want to change
   7) Press MSGS, GREET, NAME or Security Code
   to delete.

Exit Key — Message Indicator — Soft Keys — Help — Programmable Function Keys — Flash Key — Transfer Key — DND Key — Mute Key — Clear/Back Key — Volume Up — Redial Key — Speaker Key — Hold Key — Call History — Directory or Volume Down