

Using Your Telephone

Due to the flexibility built into the system, your **Dialing Codes** and **Feature Capacities** may differ from those in this guide. Check with your Communications Manager and make a note of any differences.

Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. Ask your Communications Manager.

If you're on a Handsfree Call (see *Handsfree Options* below), lift the **handset** for privacy.

Press CALL1 then **LND** to automatically redial the last number you called. Press CALL1, **DIAL** and dial a bin number for Common Abbreviated Dialing.

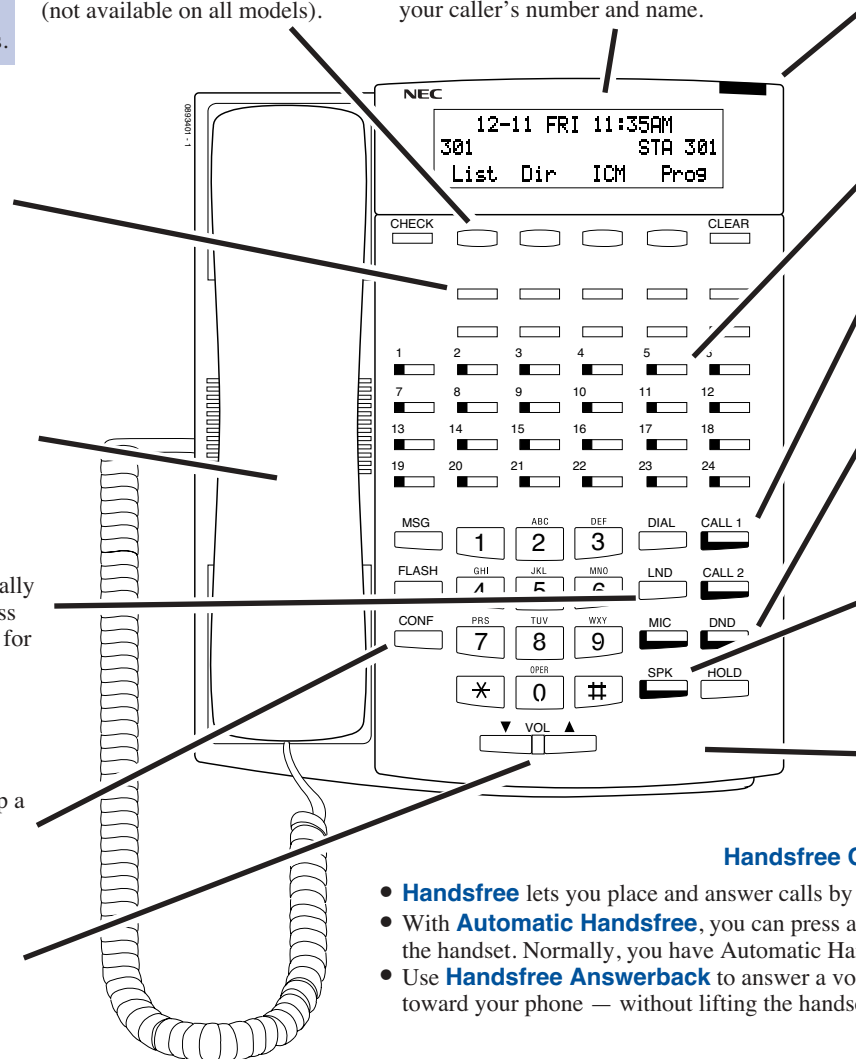
While on a call, press **CONF** to set up a Conference.

These **Volume Controls** are for speaker, handset and ringing calls.

The **Soft Keys** provide quick and easy access to features - just follow the menu on the display (not available on all models).

The **Alphanumeric Display** helps you use features and tells you about your calls. With optional Caller ID, a ringing line may show your caller's number and name.

The **Message Wait LED** flashes when you have Messages Waiting. If you don't have a Voice Mail key, it also flashes when you have Voice Mail messages left in your mailbox.



These are **LINE** and/or **FUNCTION** keys. See *Programming Function Keys* for more on setting up these keys.

Line Appearance Keys are Intercom keys for placing and answering calls. If you're busy on one - just use the other.

Enable **Do Not Disturb** to block your calls when you don't want to be interrupted. This key will also flash when Call Forwarding is activated.

Press **SPK** for **Handsfree** calls, or use the handset instead. See *Handsfree Options* below. While on a handset call, press SPK once for Handsfree; twice for **Group Listen**.

The **Microphone** picks up your voice for Handsfree calls. Press **MIC** to turn off the microphone.


Handsfree Options

- **Handsfree** lets you place and answer calls by pressing **SPK** instead of using the handset.
- With **Automatic Handsfree**, you can press a line or Line Appearance key without lifting the handset. Normally, you have Automatic Handsfree.
- Use **Handsfree Answerback** to answer a voice-announced Intercom call by speaking toward your phone - without lifting the handset.

Placing Calls



Placing an Outside Call . . .





Press a line key for quick access:




1. (Optional) Lift handset.
2.  + Listen for dial tone + Outside number.
 - You can have function keys for lines or line groups.
 - If your system is behind a PBX, you may have to dial 9 before your number.

OR

Dial codes for outside lines:


1. (Optional) Lift handset.
2.  +  + Outside number.

OR
2.  +    + Line group (1-9 or 001-100) + Outside number.

OR
2.  +   + Line number (e.g., 005 for line 5) + Outside number.
 - Call a number using the Center Telephone Book. From an idle keyset, press PROG Soft Key + DOWN ARROW Soft Key twice + TELBK Soft Key.

Calling a Co-Worker, Voice Mail and Paging . . .


Dial using the Intercom:

1. (Optional) Lift handset.
 - For one-touch calling, press a Call Coverage or Hotline function key instead of going on to step 2.
2.  + Co-worker's extension number.
 - Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear a beep, begin speaking. Dialing 1 changes mode.
 - For your Voice Mailbox, dial *8.
 - For Paging, dial *1 + 0 for All Call or *1 + 1-8 for page groups.



If your call doesn't go through . . .

Camp On and Callback

When you hear system busy, use Camp On or Callback:

1. To **Camp On** (wait without hanging up),  .
 - (Intercom calls) When you hear ringing, wait for the called party to answer. If you hear busy/ring instead of busy before camping on, you can optionally dial the Barge In code to send a Voice Over. Check with your Communications Manager for the code.
 - (Outside calls) When you hear new dial tone, place your call again.

OR


1. To leave a **Callback** for a busy line or extension,  and hang up.
 - Wait for the system to call you back.
2.  or lift handset.
 - (Outside calls) Place your call again.
 - (Intercom calls) Speak to co-worker.

To cancel your Callback:

1. (Optional) Lift handset.
2.  +    + Hang up.

Message Waiting (Direct Messaging)

Leave a Message Waiting (flashing Message Wait LED) when your co-worker doesn't answer:

1. Do not hang up +  .
 - Your co-worker's Message Wait LED flashes fast. Your MW is lit.
 - With Voice Mail, dial 8 to leave a message in your co-worker's mailbox.



To answer a Message Waiting left for you:

1.  +   .
 - To cancel Messages Waiting (those you left and those left for you): CALL1 + 873.

Answering Calls


Answering Outside Calls . . .

Listen for two rings and look for a flashing line key:

1.  or lift handset.
 - Press line or loop key if not connected.
 - You can also press  (Call Redirect) to transfer the call without answering it first.





Answering Intercom Calls . . .

Listen for beep:




1. Speak toward your phone.
 - You can lift the handset for privacy.
 - If you hear one long ring instead, press  or lift handset to answer.
 - **CALL1 + 823** makes incoming Intercom calls ring your phone. **CALL1 + 821** makes them voice-announce.

Picking up calls not ringing your phone . . .

If a call is ringing over the Page after hours:




1.  or lift handset.
2.  +   .

When a call is ringing a co-worker's phone:

1.  or lift handset.
 - You can press a Group Call Pickup or Call Coverage function key instead of step 2.
2.   + Co-worker's extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place/answer call +  .
2. Place/answer next call +  .
 - Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press  again to begin the Conference.
 - Add more calls by pressing **CONF + place/answer call + CONF** twice.

Quick Reference for Other Features

Do Not Disturb: **DND + 1** to block your outside calls **OR 2** to block Paging, Intercom calls, Call Forwards and transferred outside calls **OR 3** to block all calls **OR 4** to block Call Forwards **OR 0** to cancel.

Memo Dial: While on a call, store a number for easy recalling: **Memo Dial** function key + Number to store + **Memo Dial** key to save.
To dial number: **Memo Dial** key + **Line** key.

Meet Me Conference: To set up a telephone meeting: While on a call, **CONF + Page** party and announce zone + **CONF** twice when co-worker answers.
To join: **CALL1 + 864** + Announced **zone**.

Name Storing: **CALL1 + 800** + Extension + Name (See Abbr. Dialing) + **HOLD**.

Park and Page: To have your phone greet your callers and Page you:
CALL1 + * 47 + Record Personal Greeting + **# + 7** + Record Page + **#** + Dial **Page zone** (e.g., 801 + 1 for zone 1) + **2** (All) or **3** (CO) + **CALL1** to hang up.
To cancel: **CALL1 + * 47 + 3**.
To pick up: **CALL1 + * * +** Announced **extension**.
(Your Communications Manager can tell you if you can use this feature.)

Personal Greeting: To have your phone greet callers and forward your calls:
CALL1 + * 47 + Record Personal Greeting + **# + 2** (Busy/No Answer), **4** (Immediate) or **6** (No Answer) + Extension to receive calls + **2** (All) or **3** (CO) + **SPK** to hang up.
To cancel: **CALL1 + * 47 + 3**.


Repeat Redial: To automatically redial your outside call if it's not answered: Place outside call + **Repeat Redial** function key (or **DIAL + LND**) + Hang up + Lift handset when call goes through.
To cancel: **DIAL + LND** or press **Repeat Redial** key.

Secure Set Relocation: From extension # to be swapped, **CALL1 + Extension Data Swap** service code (Pgm 11-15-12) + 4 digit password + Extension # to be swapped.

Time: **CALL1 + 828** + 2 digits for hour (24 hour format) + 2 digits for minutes + **SPK** to hang up.

Directory Dialing

At your display telephone, select a co-worker or outside call from a list of names (rather than dialing the phone number):

1. Press **DIR Soft Key**.
2. Press **Soft Key** for Directory Dialing type:
ABBc = Common Abbreviated Dialing.
ABBg = Group Abbreviated Dialing.
EXT. = Co-worker's extension numbers.
OneT = Your One-Touch Keys (1-10).
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
4. Press the **Down Arrow Soft Key** to jump to that section.
5. Press volume **▲** or **▼** to scroll through the list.
6.  or lift handset to place call or press the **Dial Soft Key**.




Handling Your Calls




Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up + .
 - This puts your outside call on System Hold. Your co-workers can take the call off Hold. **To place the call on Exclusive Hold, press your Exclusive HOLD function key.**
 - Intercom calls automatically go on Exclusive Hold when you press HOLD.



Easily retrieve a call from Hold:

1.  or lift handset.
 2. Press flashing .
- OR**
2.  if the call was not on a line key (or was an Intercom call).

Send the call you're on to a co-worker . . .

Transfer

Send (Transfer) your call to a co-worker:

1. Do not hang up + .
 2. Dial your co-worker's extension.
 - You can press a One-Touch key instead of dialing your co-worker.
 - To transfer the call to Voice Mail, press your **Voice Mail** key before dialing your co-worker.
- OR**
2.  (Hotline).

Programming One-Touch Keys

To program: CALL1 + 855 + Key + Number + HOLD + Name
(see *Entering Names under Abbreviated Dialing*) + HOLD.

DSS: Enter **Co-worker's extension #** + **SPK** to hang up.

Personal Speed Dial: Enter **9** + **Outside #** or
Enter **804** + **Line group #** (1-9 or 1-100) + **Outside #** or
Enter **#9** + **Line #** (e.g., 05 or 005) + **Outside #** + **SPK** to hang up.

Service Codes: Enter **Service Code** + **SPK** to hang up. For example, you can make a Save # Clear key by entering 885.

Programming Function Keys - General

To program: CALL1 + 851 + Key + Code + Optional Data.

Call Forwarding: Enter **10** for Call Forwarding Immediate.
Enter **11** for Call Forwarding Busy.
Enter **12** for Call Forwarding No Answer.
Enter **13** for Call Forwarding Busy/No Answer.
Enter **14** for Call Forwarding Both Ring.
Enter **15** for Call Forwarding Follow Me.
Enter **16** for Call Forwarding to extension (same as dialing *2).
Enter **17** for Selectable Display Messaging, Call Forwarding Off Premise, Personal Greeting/Park & Page (same as dialing *4).

Call Redirect: Enter **49** + **Destination Extension**.

Conference: Enter **07** if you want a Conference key.

Hold: For Exclusive Hold, enter **45**.

DSS/Hotline: Enter **01** + Partner's extension + **HOLD**.

Memo Dial: Enter **31**.

Personal Speed Dial: Enter **01** + **9** + **Outside #** + **HOLD** or
Enter **01** + **804** + **Line group #** (1-9 or 1-100) + **Outside #** + **HOLD** or
Enter **01** + **#9** + **Line #** (e.g., 05 or 005) + **Outside #** + **HOLD**.

Service Codes: Enter **01** + **Service Code** + **HOLD**. For example, you can make a Save # Clear key by entering 885.

Save Number Dialed: Enter **30**.

Repeat Redial: Enter **29**.

Voice Mail: Enter **77** + Your extension #.

Page: Internal: **21** + **Zone** (1-64) or **22** (All Call).
External: **19** + **Zone** (0-8).
Combined: **20** for (Internal and External All Call).

Programming Function Keys - Appearance

To program: CALL1 + 852 + Key + Code + Optional Data.
If a key is defined with an 852 code, it must be undefined (852+000) prior to defining the key with an 851 code, otherwise an error tone will be heard.

Line and Loop Keys: Enter ***01** + line number (001-200)
Enter ***05** + **0** (Incoming), **1** (Outgoing) or **2** (Both) + **001-100**
(Incoming Trunk Group) or **000** (for ARS) + **001-100** (Outgoing Trunk Group) or **000** (for ARS).

Park: Enter ***04** + **Orbit number** (01-64).

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August 2, 2006
Printed in U.S.A.





Placing Calls Quickly

Park a call in orbit

Park a call in orbit so a co-worker can pick it up:





1. Do not hang up.
2.  +  + Park Orbit.
 - Park Orbits are 1-64. For **Personal Park**, dial 857 or press the Personal Park key instead of #6.
3. Page your co-worker to pick up the call.
 - For **Paging**, dial *1 + 0 for All Call or *1 + 1-8 for zones.
4. Hang up.

Or pick up a call a co-worker parked for you:

1. (Optional) Lift handset for privacy.
2.  +  + Park Orbit.
 - For **Personal Park**, dial 857 or press the Personal Park key (if Parked at your phone) or ** + Your extension.

Forward (reroute) your calls to a co-worker . . .



While at your desk, forward your calls to a co-worker, Voice Mail or off-premise:



1.  (Call Fwd) OR  +  + .
 - To forward off-premise: *46 + Line access code (e.g., 9) + Number + HOLD.
To cancel: *46 + HOLD + Hang up.
2. Dial Call Forwarding condition:
 - 1 = Personal Answering Machine Emulation (then skip to step 4)
 - 2 = Busy or not answered
 - 3 = Follow Me
 - 4 = Immediate
 - 6 = Not answered
 - 7 = Immediate with both ringing (not for Voice Mail)
 - 0 = Cancel
3. Dial destination extension, Voice Mail master number or press Voice Mail key.
4. Dial Call Forwarding type:
 - 2 = All calls
 - 3 = Outside calls only
 - 4 = Intercom calls only
 - DND flashes slowly. A voice prompt may remind you that your calls are forwarded.



Automatically redial calls . . .




Last Number Redial

Quickly redial your last outside call:

1. (Optional) Lift handset.
2.  + .
 - The system selects an outside line.
 - For i-Series phones, press CALL1 + #5.

OR
2.  + .
 - The call uses the line you select.
 - For i-Series phones, press LINE + LND + #.




OR
2.  + Press Arrow Up or Arrow Down Soft Key to scroll to the number to be dialed + .
 - The system retains the last 10 numbers dialed which can be viewed and then dialed.
 - For i-Series phones, press LND + LND to scroll to number, then press # or CALL1.



OR
2.  +  + .
 - The system selects an outside line.

Save

Save your call for quick dialing later on:

Then redial your saved number:


1.  (Save).
1. (Optional) Lift handset.
2.  +  (Save).
 - The system selects an outside line.

OR
2.  +  (Save).
 - The call uses the line you select.

Quickly dial co-workers and outside calls . . .











One Touch Calling

Use One-Touch Keys to save time calling co-workers:



- (Optional) Lift handset +  .
 - You can have One-Touch Keys for Direct Station Selection, Personal Speed Dial (outside calls) or feature codes. See Programming One-Touch Keys.

Abbreviated Dialing (Speed Dial)

Store Common or Group Abbreviated Dialing numbers:

- (Optional) Lift handset.
-  +    (for Common).
- OR  +    (for Group).
- Dial Abbreviated Dialing bin number.
 - Ask your Communications Manager for your bin numbers.
- Dial phone number to store +  .
 - The number can be up to 24 digits, using 0-9, # and *. Press MIC to enter a pause.
- Enter name for stored number +  + SPK or hang up.
 - See Entering Names below.

To dial your stored Abbreviated Dialing number:

- (Optional) Lift handset.
-  +   + 3-digit Bin (for common).
- OR  +   + Bin (for group).
 - You can also use the DIR Soft Key or function keys for Abbreviated Dialing.

Enter Names

When entering names, use dial pad keys to enter letters. For example, press the digit 2 key once for A, twice for B, three times for C, etc.

1 = 1 @ [¥] ^ _ { } →	5 = J-L, j-l, 5	9 = W-Z, w-z, 9
Á À Ã Ä Å Ç È É Ê Ì Ó	6 = M-O, m-o, 6	0 = 0 ! " # \$ % & ' ()
2 = A-C, a-c, 2	7 = P-S, p-s, 7	ó ô õ ü ä ö ü α ε θ
3 = D-F, a-f, 3	8 = T-V, t-v, 8	* = * + , - . / : ; < =
4 = G-I, g-i, 4		> ? π Σ Ω ∞ φ £

= Accepts an entry (only required if two letters on the same key are needed - ex: STA). Pressing a second time adds a space.

CONF = Clear the character entry one character at a time

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Multibutton Telephone Quick Reference Guide

