



# Using Your Telephone

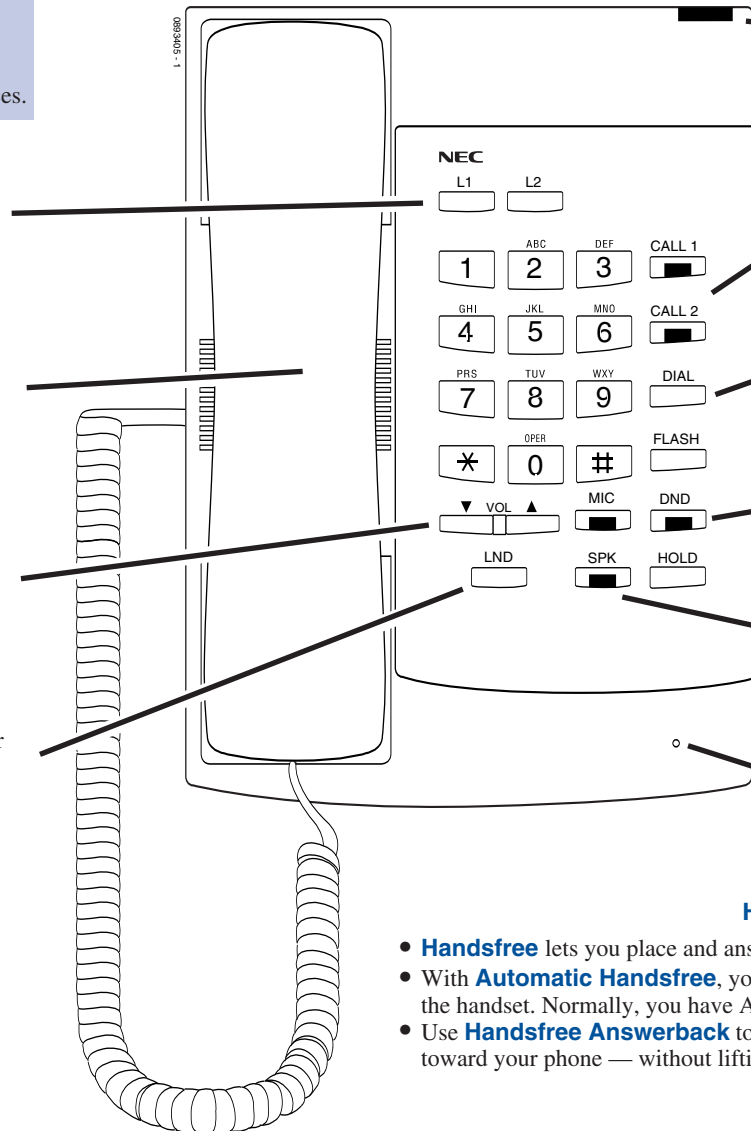
Due to the flexibility built into the system, your **Dialing Codes** and **Feature Capacities** may differ from those in this guide. Check with your Communications Manager and make a note of any differences.

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

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

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

Press CALL1 then **LND** to automatically redial the last number you called.



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.

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


Press CALL1, **DIAL** and dial a bin number for Common Abbreviated Dialing.

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  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  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.

## Calling a Co-Worker . . .


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 zones.*



## 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 LED 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.





## 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 **SPK** 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 **HOLD + #1** + place/answer call + **HOLD** 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, **HOLD + #1 + Page** party and announce zone + **HOLD** twice when co-worker answers. To join: **CALL1 + 864** + Announced zone.

**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) + **CALL1** 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: **CALL1 + DIAL + LND** or press **Repeat Redial** key.

**Secure Set Relocation:** From extension # to be swapped, **C A L L 1 + 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.




# 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.
    - To transfer the call to Voice Mail, press your **Voice Mail** function key (if programmed) or dial the voice mail master number before dialing your co-worker's extension.
- OR
1.  (Hotline).

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

### 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 . . .

### Abbreviated Dialing (Speed Dial)

To dial your stored  
Abbreviated Dialing  
number:

1. (Optional) Lift handset.
2.  +   + Bin (for common).

OR

2.  +   + Bin (for group).

- *You may also have function keys for Abbreviated Dialing.*

# NEC

## Aspire

### 2-Button Telephone Quick Reference Guide

