NEC Quick Reference

<u>Customer:</u>

<u>Making an outgoing call:</u>

Lift the receiver.
Press the button for an outside line **or** dial **9**; the outside line button will flash green.
Wait for the dial tone and dial the telephone number.

<u>Receiving an incoming call:</u>

When your phone is ringing an outside line will flash red.
Lift the receiver and you will have the call.
OR
When your phone is not ringing, lift the receiver and press the outside line button that is flashing red. You will have the call.

<u>Making an intercom call:</u>

Lift the receiver or press **SPEAKER**, and dial the extension number.
OR
Press the person's name on your phone (**e.g., Sales**).
Make an announcement after the tone or press **Ring (which you will see in the display)** to ring the phone.

<u>Receiving an intercom call:</u>

You will hear two quick tones and the caller will be on your speaker phone.
To make the call private, lift the receiver and your intercom key **[ICM]** will be red.

<u>Transferring a caller to another extension:</u>

While speaking to an outside caller press the person's name OR press the **TRF** Softkey in the display and dial the extension number. You may also use the fixed **TRANSFER** key.
Either announce the caller or hang up.

<u>Transferring a caller directly to another extension's voicemail:</u>

While speaking to an outside caller press the **TRF** softkey in the display OR the fixed **TRANSFER** key.
Press the **VMAIL** key.
Press the button with the person's name OR dial the extension number.
Hang up.

<u>Putting a call on hold:</u>

While speaking on an outside line:
Press the **HOLD** key.
A green lamp flashes on your phone and a red lamp flashes on the other phones.

<u>Picking up a call on hold:</u>

Lift the receiver.
Press the intermittently flashing green button on your phone or the red flashing button on another phone that represents the desired outside line.
The lamp on the outside line button will flash green on the phone you are using.

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ICM key: This key is an internal talk path from person to person.

VMAIL Key: Access to your personal mailbox. This key may also used to transfer an outside caller directly into the voicemail of an associate.

Check your messages from outside the office:

Call in the main number; when you hear the main greeting press # and your mailbox number. If someone answers the phone during the day, have them **TRANSFER** you to extension **700** and **HANG UP**. Enter your mailbox number when prompted.

Flash key

While you are on a call, the **Flash** key allows you to hang up with that caller and still maintain the outside dial tone to make another call.

While you are on a call and are finished with the conversation,
Press the **FLASH** key and it will hang up that call and you will receive an outside dial tone.
Simply dial the next number that you wish to call. (Do NOT dial 9.)

REDIAL key

When you press this key it will show you the last 5 outside numbers dialed, including speed dials. These are listed with the most recent at the top of the list and the oldest at the bottom.
>Press the **REDAIL** key.
>Use your **VOL up** and **down** keys to scroll through the calls.
>Press the **DIAL** softkey when you find the number you wish to dial.

Do Not Disturb (DND)

This key will put your phone into Do Not Disturb mode. Internal calls will receive a recorded message saying, "Please do not disturb," and then a tone. External calls will go directly to your personal greeting. Your key will fast flash red on any other phone to indicate that you are in Do Not Disturb Mode. Extensions have an override softkey that allows them to get a hold of you.

Press the DND key; in the display you will see the following:

DND TYPE:		OFF	
OFF	EXT	ICM	ALL

0 or **OFF** – Cancels the DND feature.
1 or **EXT** – All incoming outside (EXTernal) calls go directly to your mailbox.
2 or **ICM** – All intercom calls will be blocked and the caller receives a recording and options in their display.
3 or **ALL** – All calls will be blocked.

Note: If you do not make a selection in 10 seconds, DND will automatically be enabled for ALL calls or DND will be cancelled. In the display it will tell you what DND mode you are in. If you are not in DND, your phone will have a normal display.

To Use Do Not Disturb Override:

1. Dial your co-worker.
2. When you hear DND tone and see "DO NOT DISTURB" in your telephone's display:
     - Press the **OVRD** softkey (DND OVERRIDE at Super Display).
3. The system automatically places a ringing Intercom call to your co-worker.
If you hear busy or ring/busy tone after step 2, your co-worker is busy on a call.

MUTE key

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This key will mute the caller when you are using the Speakerphone or Hands-Free. If you place a call to a co-worker that has the **MUTE** key **ON**, you will hear only **one beep**. They can now hear you, but you will not be able to hear them until they pick up the handset or turn off the **MUTE** key. **Two beeps** means the **MUTE** key is **OFF**.

When your **MUTE** key is lit, the caller cannot not hear you.
When your **MUTE** key is not lit, the caller is able to hear you.

SPEAKER key:
When you press this key you can put the caller on speaker phone.

Group Listen
This feature is used when you are on a call and you want everyone in the room to hear the conversation while still speaking on the handset to the caller.

While talking to the outside caller on the handset, press the **SPEAKER** key **twice**.
To take the call off speaker, press the **SPEAKER** key **once**.

Conf key
This key allows you add up to 8 parties (including yourself) using both outside lines and inside extensions.

While you are on a call (internal or external line), press the **CONF** key.
Establish another call and press the **CONF** key again. – Continue until all parties are included in the conference call.

Dial key
When you are using the **Dir** (directory) from the display and you see the name of the person you want to call, you just press Dial and it will dial that person.

Directory
Press the **DIR** key. In the display you will see the following:

DATE AND TIME
EXT   **PERS**   **CMPY**   **EXIT**

EXT – ICM Directory
PERS – Personal Speed dials
CMPY – System Speed dials
EXIT – Exit this option

Press the directory key you would like to search (e.g., **EXT**).
Press the number that corresponds to the first letter of the desire name. For **(J)** Press the **5** key.
In the display you will see **1=J**   **2=K**   **3=L**
Press the **1** key and it will show the 1ˢᵗ letter. Now you may use the Vol up & down keys to scroll through the directory.
When you find the name you want to call, press the **DIAL** softkey.

Calls Logs:
If your system has Caller ID enabled, Caller ID Logging stores your caller's number and optional name *(if you have purchased this feature though your phone carrier)*. This feature will flash the top lamp on the phone green when you have a new number in the call log.
See back sheet for more details

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Conversation Record (REC)

This will record the conversation from station-to-station, outside line, or conference call to voice mail.

Press the **REC** key to start voice recording. In the display you will see:
Recording Mailbox (and your extension); the **VMail** key will be lit.
To end the recording, press the **REC** key.

Call Cover Immediate Ext. XXX key

This key will blink green and your phone will ring when there is an incoming call for XXX. To answer the call, press the **CCI XXX** key and you will have the call.

General Mbx XXX key

This key is where all XXX messages will go if no one answers after 4 rings at night when the caller presses X for XXX.

Paging

When you pick up your handset, **Page** will appear in the display. Pressing this softkey will make a one way announcement through any idle speakers in your phones.

Account Codes

If Forced Account Codes are enabled, the system requires the user to enter the Account Code before it outdials.

Using Account Codes and Speed Dial

Keep the following in mind when using Speed Dial and Account Codes:
● The Account Code can be either the first or last entry in the bin, and must be preceded and followed by the # character. For example, the Account Code 1234 must be entered as #1234#.
● The Speed Dial bin can contain an Account Code followed by an outside number, or just the Account Code. The Account Code must be preceded and followed by a # entry. If the bin contains just the Account Code, the user must be sure to press the bin key before dialing the outside number.

Using Account Codes with Last Number Redial and Save

Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call dialed using Last Number Redial and Save. If Forced Account Codes are enabled, the system requires the user to enter the Account Code before it outdials the stored number saved by Last Number Redial or Save.

AME Key:

TO TURN AME ON:
While the phone is idle, press the **FWD** key
Press the **MORE** softkey
Press the **AME** softkey
Press the softkey under **ALL**
AME mode is activated

TO USE AME TO MONITOR:
Your voicemail key lights and you hear the caller while a call is being recoded into your mailbox.
Press the **SPEAKER** key to talk to the caller.

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When the call is completed, press the **SPEAKER** key to hang up.

TO CANCEL AME MODE:
While the phone is idle, press the **MENU** softkey key
Press the softkey under **CFWD**
Press the **NONE** softkey
AME mode is deactivated

Background Music on Hold

Background Music on Hold is available if Music on Hold is in use. While the phone is idle, press the **HOLD** button. Music on Hold will play through the phone's speaker. To turn off, press **HOLD** again.

To place a Callback:

1. Call a busy extension. You will hear a busy tone.
2. Push **CLBK** in your display OR dial **2** and hang up or press **SPEAKER**.
3. When the busy co-worker becomes free: The Intercom will ring and your display will indicate that it is a Callback from the extension.
4. Lift the handset to answer. You will hear two beeps and **INTERCOM** will light.
5. Speak to your co-worker when the call goes through.

To cancel a Callback:

1. Do not lift the handset, do not press **INTERCOM**, and do not press **SPEAKER**.
2. Dial **#** + **DC** (**32**) and hang up or press **SPEAKER**.
This cancels the Callback you have left. If you have left callbacks for several extensions, this simultaneously cancels all your Callbacks.

To place an Auto Redial on an outside line:
Auto Redial periodically redials a busy outside number. If a keyset user places an outside call and the call recipient is busy, the user can press a soft key to enable Auto Redial. The keyset user doesn't have to retry the number, hoping it will go through.

1. Place an outside call and receive busy tone.
2. Press the **Alnd** soft key to enable Auto Redial. The system enables Auto Redial for the last outside call you dialed.
3. The display shows the interval between callout attempts.

To cancel Auto Redial:
Auto Redial will periodically retry the number up to 15 times. Auto Redial cancels when the called party rings or answers, or when the extension:

➔ Places or answers another outside call.
➔ Receives an Intercom voice announcement or answers an Intercom call by lifting the handset or pressing **SPEAKER**.
➔ Presses **SPEAKER** to cancel Auto Redial.
➔ Lifts and replaces the handset.
➔ Presses the **CANCEL** soft key (Super Display only).

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. When you hear a call ringing a co-workers extension, lift the handset or press **SPEAKER**.
2. Dial *** ***.
3. Dial the number of the extension whose call you want to intercept.
To intercept a call ringing an attendant, dial the attendant's extension number (e.g.,300). Do not dial 0 or 01-04.

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Call Forwarding: Call Forwarding permits an extension user to redirect their call to another extension. You can set up Call Forwarding to reroute all calls or just outside calls. The types of Call Forwarding are:

➔ **Call Forwarding when Not Answered:** Calls ringing the extension forward when not answered.

➔ **Call Forwarding when Busy or Not Answered:** Calls ringing the extension forward when not answered, and all calls forward while the extension is busy.

➔ **Call Forwarding Immediate:** All calls to the extension forward immediately.

Activating or Canceling Call Forwarding

To activate Call Forwarding: Select the Call Forwarding options from Soft Keys. **Menu,** then **Cfwd**.

TO TURN ON:
While the phone is idle, press the **FWD** key
Press the softkey under **MORE**
Press the softkey under **OffP**
Press the softkey under **BIN**
Enter the bin number of your personal speed dial number (701-720)
Press **HOLD**
Press the softkey under **ALL**
FWD OFFP mode is activated

TO CANCEL FWD MODE:
While the phone is idle, press the **FWD** key
Press the **NONE** softkey
FWD mode is deactivated

Call Forwarding Toggle in a Personal Speed Dial Bin

If an extension doesn't have an available Feature Key for a Call Forwarding key, the user can program a Personal Speed Dial bin for similar operation (without the BLF). To do this:

- While on hook, dial **#77**.
- Press the key for the Personal Speed Dial bin you want to program + **HOLD**.
- For **LINE/GRP/ICM**, press **INTERCOM** + **HOLD**.
- For **NUM**, dial ***3** + **HOLD**.
- For **NA**, enter a name of your choosing + **HOLD**.
- Press **SPEAKER** to exit.

While the extension is idle, pressing the bin key puts the extension in the Call Forwarding programming mode - the same as pressing **INTERCOM** and dialing ***3**.

- If the extension has Call Forwarding enabled, and the user presses the bin key and waits (for at least 6 seconds), Call Forwarding is automatically cancelled.
- If the extension has Call Forwarding disabled, and the user presses the bin key and waits (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).

Call Forwarding Confirmation Tone

Keyset users will hear a single confirmation beep after enabling or cancelling Call Forwarding. Single line telephone users will hear Intercom dial tone after enabling or cancelling Call Forwarding.

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Only on Extension 300

<u>Night</u>

The **Night** key allows you to change the ringing termination point for outside lines. During the day messages will go to the main greeting. The Night key will ring ext 300 and after 4 rings it will go to the main greeting.

        Pick up Handset or press the **SPKR** key
        Press the **Night** Key
        Hang up or press the **SPKR** key

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SPEED DIALS:

To Program Speed Dials (Personal Speed Bins are 701- 720 & System Speed Bins are 200 – 299). Only ext 300 can program system speed dials, but any system phone may access the speed dials.

1. Keeping the handset on hook, Press **#77**
2. Dial the Speed bin number (**Personal 701-720** *or* **System 200-299**)
3. Press the **HOLD** key
4. You will see (**Line/ Grp / ICM**). Enter **90** for Trunk group.

Top Row

5. Press the **HOLD** key.
6. Enter the telephone number.
7. Press the **HOLD** key.
8. Press the **HOLD** key.
9. Enter the name **(see bottom of page)**.
10. Press the **HOLD** key.
11. To enter another number, go to step 2.
12. To end the program, press the **SPEAKER** key.

Clear	701	702	703	704	705
Check	706	707	708	709	710

Name Programming

Key	Press a key the indicated number of times for desired character								
	1 Time	**2** Time	**3** Time	**4** Time	**5** Time	**6** Time	**7** Time	**8** Time	**9** Time
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	Space	:	0						
*	Not used								
#	Not used								
	Additional Name Programming Options								
Hold	Save name								
Conf	Exit name programming without saving the name								
Vol Up	Moves cursor to the left								
Vol Dn	Moves cursor to the right								
VMAIL	Put the cursor after the last entry								
LND	Delete the character under the cursor								
Flash	Delete the character to the right of the cursor								
Clear	Clear the entire entry								
Check	Restore the pervious entry								

To Use Speed Dial

Pick up handset or press **INTERCOM**.
Press **#** and the **Speed Bin Number**.

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Calls Logs:

Top Row   **Date and Time**
Bottom Row   DIR   PGM   VMxx   **CLxx**

1. While your phone is idle, press the **CLxx** key.
2. In your display you can pick from the following options.

All	to review all your caller ID records
Unan	to review the records just for calls that rang your phone but were unanswered in the system
Del*	to delete all caller ID records logged at your phone
Exit	to exit without making any changes

3. If you press the **All** or **Unan** key, you will see the following:
   The name of the caller *(if you have this feature though your phone carrier)*
   Call record number
   The **date and time** they called

4. If you press the **CHECK** key, you will see the following:
   T**elephone number**
   Call record number
   The outside **line number or name** that the call came in on
   The **extension that answered** the call, *OR* if the call was **Unanswered**

5. When you see the Name or Number you may do the following from the display:
   Press **Call** to call the person back
   Press **Stor** to store the number in your **Personal Speed dial**
   Press **Del** to delete the display record
   Press **Exit** to return to Step 2

Use the **Vol Up** or **Vol Down** keys to scroll through the Caller ID records that are logged on your phone.

Use the **CHECK** key to toggle between Name and Number.

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To open your voice mail first time:

- Press the **VMAIL** key
- **To record your Personal Greeting**
  In the display you will see:

  Msgs New: 0   **Saved: 0**
  Lstn   **Rec**   **Greet**   **Exit**
  ⬭   ⬭   ▬   ⬭

1. Press the button under **Greet**
2. Press the button under **GR1**. This will tell you greeting that greeting 1 has not been recorded.
3. Press the button under **REC**. This will tell you to start recording after the tone then to press the **#** key when you are done.
   - Record you personal greeting: example
     - *Hello, you have reached (your Name). I am either on the phone or away from my des. Please leave your name, telephone number and a brief message and I will call you as soon a possible, or you may dial 0 for further assistance. Thank you.*

4. When you press the **#** key after you record your greeting (or the **Done** softkey), you will receive the following options:
   - **Lstn** – to Listen what you have recorded
   - **Rec** – to Record your greeting again
   - **Erase** – to Erase what you recorded
   - **Exit** – to save and Exit this feature
5. Press **Exit** to save.
6. Press **Exit** to return to the main menu.

Record your Name
- Press the **VMAIL** key
  1. Press **76 (RN)** for record name
  2. Press the button under **REC**. This will tell you to start recording after the tone then to press **#** key when you are done.
  3. When you press the **#** key (or the **Done** softkey) after you record your name and you will receive the following options:
     - **Lstn** – to Listen what you have recorded
     - **Rec** – to Record your greeting again
     - **Erase** – to Erase what you recorded
     - **Exit** – to save and Exit this feature
  4. Press **Exit** to save.
  5. Press **Exit** to return to the main menu.

Mailbox Pass Code (Security Code)
- Press the **VMAIL** key
  1. Press **67 (OP)** for Mailbox option.
  2. Press the button under **SEC**.
  3. Enter your new Security code(must be 4-digits)
  4. In the display it will show your security code and recall it back
     - **OK** – To save
     - **Clear** – Not to save
  5. Hang up
  NOW YOU ARE DONE

NEC Quick Reference

<u>**Voicemail Shortcuts:**</u>

Description

While or after listening to a message, a Subscriber Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a co-worker for additional handling. The following table shows these options.

Message Listen Options [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
RE (73) [REPLY] - [N/A]	Record a reply. See *Message Reply* on page 143.
MF (63) [FORWARD] - [N/A]	Forward the message to another mailbox. See *Message Forward* on page 129.
MC (62) [CALLBACK] - [N/A]	Make a call to the message sender. See *Make Call* on page 120.
TI (84)	Hear the time and date the message was sent. ■ See *Time and Date* on page 175.
SA (72)	Save the message in your mailbox.
E (3) [ERASE] - [ERASE]	Erase the message. ■ See *Message Delete* on page 128 for more.
L (5) [NEXT MSG] - [NEXT]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [REPEAT] - [RPT]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume recording.
1N (16) [MSG LIST + NEW MSGS] - [N/A]	Select New Message List ■ See *Message Listen Mode* on page 132.
1S (17) [MSG LIST + SAVED MSGS] - [N/A]	Select Saved Message List ■ See *Message Listen Mode* on page 132.
1A (12) [MSG LIST + ALL MSGS] - [N/A]	Select All Message List ■ See *Message Listen Mode* on page 132.
# [EXIT] - [EXIT]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Notes:
- ■ If a subscriber's mailbox is set to Auto Save messages, IntraMail saves partially listened-to messages but does not relamp the keyset for those messages. For example:
    - A subscriber with new messages calls their mailbox.
    - The subscriber presses L to listen to a portion of *each* message and then exits their mailbox.
    - IntraMail saves all the messages, turns off the message waiting lamp, and resets the telephone display to **V-MAIL 00 (VM00)**.
- ■ If you hang up while listening to a new message, IntraMail automatically retains the message as a new message.

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Extension	Name
300	
301	
302	
303	
304	
305	
306	
307	
308	
309	
310	
311	
312	

For interactive assistance on both telephone and Intramail features, visit the following web site:

http://www.necdsx.com/interactive/dsx_interactive.html