

# Using Your Telephone

Due to the flexibility built into the system, your **dialing codes** may differ from those in this guide. Check with your communications manager and make a note of any differences.

The **Alphanumeric Display** helps you use features and tells you about your calls. It may also show your caller's name and number.

**Soft Keys** simplify using your phone. To guide you through your features, the Soft Key functions automatically change to help you handle calls. See the *Soft Key Glossary* for more.

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

**MW** flashes when you have Messages Waiting. If you have Voice Mail, it flashes when you have Voice Mail messages left in your mailbox.

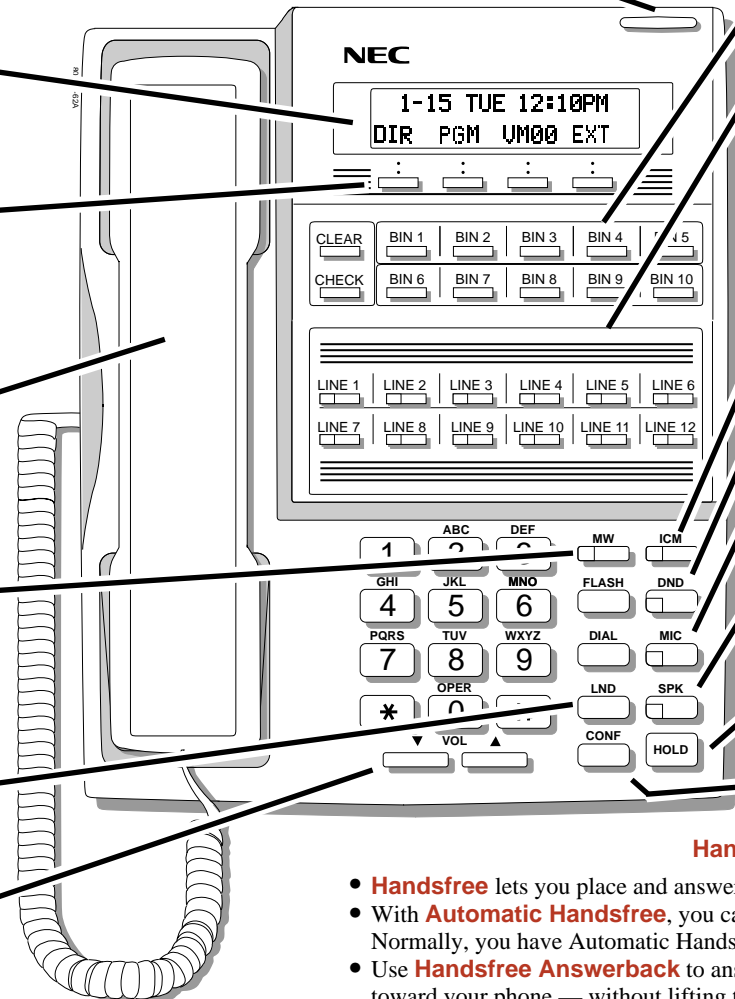
Press a line key then **LND** to automatically redial the last outside number you called.

The **Volume Controls** are for speaker and handset. They also control the volume for ringing calls and pages. While on-hook, these keys are for **Contrast Control** (not available on Super Display).

## The Ring/Message Lamp:

- Flashes slow (green) while a call rings your phone.
- Flashes fast (red) if you have new Voice Mail messages or unanswered Message Waiting.

## 22-Button Display Telephone Shown



Press **Bin Key** 1-10 for Personal Speed Dial bins 701-710. Press **DIAL + Bin Key** 1-10 for Personal Speed Dial bins 711-720.

These are **LINE** and/or **FUNCTION** keys. Your key assignments may be different than shown — ask your communications manager.

## If you are an attendant . . .

- Key 11 is a Night Key to put your system in the night mode.
- Key 12 (on 22-button telephone) or key 24 (on 34-button telephone) is an Operator Call Key for your incoming Intercom calls.

Press **ICM** to place an Intercom call.

Enable **Do Not Disturb** to block your calls when you don't want to be interrupted.


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

Press **SPK** for **Handsfree** calls, or use the handset instead. See *Handsfree Options* below. While on a handset call, press **SPK** twice (do not hang up) for **Group Listen**.

While on a call, press **HOLD** to put the call on Hold. While idle, press **HOLD** to turn Background Music on and off (if installed).

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

## Handsfree Options

- **Handsfree** lets you place and answer calls by pressing  instead of using the handset.
- With **Automatic Handsfree**, you can press a line 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/loop key for quick access:

1. (Optional) Lift handset.
2. **LINE** + Wait for dial tone + Dial number.
  - *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. **ICM** + **4** + Line number (e.g., 01) + Dial outside number.

OR
2. **ICM** + **9** + (Optional) Line group (0-8) + Dial outside number.

OR
2. **ICM** + **#** + **9** + Line number (e.g., 01) + Dial outside number.

To quickly redial your last outside call:

1. (Optional) Lift handset.
2. Press an idle line key to preselect a line.
3. Press **LND**.

## Calling a Co-Worker . . .

Dial using the Intercom:

1. (Optional) Lift handset.
  - *For one-touch calling, press a Call Coverage or Hotline function key.*
2. Press **ICM**.
  - *For your Voice Mailbox: Press **MW** (then lift handset if not already lifted in step 1).*
  - *For **Paging**: Dial \* 1 + Zone (1-7, 0 = all call).*
3. Co-worker's extension number.
  - *If you hear ringing, wait for an answer. If you hear two beeps, begin speaking (or dial 1 to have call ring).*

## If your call doesn't go through . . .

### Camp On and Callback

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

1. Dial **2** (to wait without hanging up).
    - *(Intercom calls) When you hear ringing, wait for the called party to answer.*
    - *(Outside calls) When you hear new dial tone, place your call again.*
- OR
1. Dial **2** and hang up to leave a **Callback** for a free line or extension.
    - *Wait for the system to call you back.*
  2. **SPK** or lift handset.
    - *(Outside calls) Place your call again.*
    - *(Intercom calls) Speak to co-worker.*

### Message Waiting (If you don't have Voice Mail)

Leave a Message Waiting (flashing MW key) if your co-worker doesn't answer:

1. Do not hang up + **MW**.
  - *Your co-worker's **MW** flashes fast.*
  - *With Voice Mail, **ICM** + **MW** leaves a message in your co-worker's mailbox.*

To answer a Message Waiting left for you:

1. (Optional) Lift handset.
2. Press **ICM** + **MW**.
  - *If the extension you call is unanswered, busy or in DND, the system cancels Message Waiting.*


To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.
2. Press **MW**.
  - *Press **MW** repeatedly until the extension you want to call displays.*
3. Press **ICM** + **MW** to return the call.

# Answering Calls

## Answering Outside Calls . . .

If you hear ringing and see a flashing line key:

1.  or lift handset.
  - Press line/loop key if not connected.




## Answering Intercom Calls . . .

Listen for two short beeps:

1. Speak toward your phone or lift the handset.
  - If you hear one long ring instead, press **SPK** or lift handset to answer.
  - Dialing **#VA + V** (**#IR** in some systems) makes incoming Intercom calls ring your phone.
  - Dialing **#VA + R** (**#V** in some systems) makes incoming Intercom calls voice-announce your phone.



## Picking up calls not ringing your phone . . .

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

1.  or lift handset.
  - You can press a Group Call Pickup or Call Coverage key instead — then skip step 2.
2.   + Co-worker's extension.
  - To pick up a call ringing a phone in your Pickup Group (if you don't have a Group Call Pickup key), dial **\*#** instead.

## 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.
  - If you hear error tone, you cannot add additional parties.

## Quick Reference for Other Features

<b>Dial Number Preview:</b>	Do not lift handset + Dial * + Dial outside number + Press line key to dial the displayed number.
<b>Do Not Disturb:</b>	To activate: Press <b>DND</b> . To cancel: Press <b>DND</b> .
<b>Group Listen:</b>	To initiate: While on a handset call, press <b>SPK</b> twice (do not hang up). To switch Group Listen to Handsfree: Press <b>SPK</b> twice. To cancel: Do not hang up + Press <b>SPK</b> .
<b>Meet Me Conference:</b>	To set up a telephone meeting: Make a Page announcing Conference + Do not hang up + <b>ICM</b> + Dial <b>#11</b> or <b>#12</b> . To join the Conference: <b>ICM</b> + Dial <b>#11</b> or <b>#12</b> . (If you wait too long to dial, you may not be able to join the meeting.)
<b>Microphone Mute:</b>	To activate: Press <b>MIC</b> (key on) to mute the Handsfree microphone. To cancel: Press <b>MIC</b> (key off).

## Directory Dialing

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

(Check with your communications manager before using this feature.)

1. **D**.
2. Dial Directory Dialing type:
  - I** = Co-worker's extensions.
  - C** = System Speed Dial.
  - P** = Personal Speed Dial.
3. Dial the first letter of the desired name (e.g., dial 4 if the first letter begins with G, H or I).  
OR  
Press **VOL ▲** or **VOL ▼** to scroll alphabetically through the selected directory. To call the displayed name, just press **DIAL**.
4. Look at your phone's display and dial the digit for the letter/number you want to call (e.g., if the name in step 3 began with G, dial 1).
5. Press **VOL ▲** or **VOL ▼** to scroll through all the names/numbers that begin with the letter/number you selected.
6. Press **DIAL** to have the system dial your call.



# Handling Your Calls

## Your call can wait at your phone . . .

### Hold

Use System Hold instead of leaving the handset off-hook:

- Do not hang up + **HOLD**.
  - Your co-workers can retrieve your System Hold calls. To place the call on Exclusive Hold, press **HOLD** twice.
  - Intercom calls automatically go on Exclusive Hold when you press **HOLD**.

Easily retrieve a call from Hold:

- SPK** or lift handset.
- Press flashing **LINE**, OR
  - HOLD** if the call was not on a line/loop key (or was an Intercom call).
    - You may be able to press **ICM + \*4 + line number** (e.g., 01) to pick up a call on Hold at a co-worker's phone.

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

### Transfer

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

- ICM** + Dial your co-worker's extension.
  - To transfer the call to Voice Mail, press **MW** after dialing your co-worker.
- OR
  - FUNCTION** (Hotline or Call Coverage).

### Park a call in orbit

Park your current call in a system orbit so your co-workers can pick it up:

- ICM** + **\*** + System Park Orbit (60-69).
  - If you hear busy, press **ICM** and try another orbit.
  - To Page, press **ICM**, dial \* 1 and the zone number (1-7, 0 for all call).
- Hang up.

User Programmable Features		
To program a feature, press # and the feature s code. For example, to enable incoming Paging, press # and dial V P Y, then SPK to hang up. The underlined codes (e.g., #RC) are for systems prior to 02.00.00.		
Feature	Mnemonic	Operation
DSS	#BLF	#BLF + Press DSS key + <b>HOLD</b> + Enter extension + <b>VOL Up</b> + Program another key or <b>SPK</b> to exit.
Headset	#HS	#HS + Y to enable or N to disable + <b>SPK</b> to exit
Hotline	#HL	#HL + Press flashing Hotline key + Enter extension for new Hotline partner + <b>HOLD</b> + Program another Hotline key or <b>SPK</b> to exit.
Off Hook Signaling	#OHS	#OHS + Select mode ( <b>C</b> =Outside line, <b>D</b> =DSS, <b>I</b> =ICM) + Select option (see below) + <b>SPK</b> to exit. <i>Outside line options:</i> <b>C</b> =Camp On tone, <b>O</b> =Off Hook Ringing, <b>θ</b> =None <i>Intercom options:</i> <b>C</b> =Camp On, <b>O</b> =Off Hook Ringing, <b>V</b> =Voice Over, <b>θ</b> =None <i>DSS Options:</i> <b>C</b> =Camp On, <b>O</b> =Off Hook Ringing, <b>θ</b> =None
Paging (Incoming)	#VP	#VP + Y to enable or N to disable + <b>SPK</b> to exit.
Prime Line Assignment	#PLA	#PLA + Press one of your flashing programmable keys or <b>ICM</b> + <b>SPK</b> to exit.
Programmable Function Key Assignments	#KP	#KP + Press key you want to program + <b>HOLD</b> + <b>ICM</b> + Press <b>VOL Up</b> or <b>VOL Down</b> to select key option + <b>HOLD</b> + (Enter any additional data, if required + <b>HOLD</b> ) + Press <b>VOL Up</b> or <b>VOL Down</b> to select another key to program, or <b>CONF</b> + <b>SPK</b> to exit.
Programmable Function Key Ringing	#RAC #RC	<i>Call Coverage Keys:</i> #RAC + Call Coverage Key repeatedly to select ringing mode + <b>SPK</b> to exit. Call Coverage Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.
	#RAL #RL	<i>Outside Line Keys:</i> #RAL + Line Key repeatedly to select ringing mode + <b>SPK</b> to exit. Line keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green, Night ring=Slow flash green.
	#RAP #RG	<i>Group Call Pickup Keys:</i> #RAP + Group Call Pickup Key repeatedly to select ringing mode + <b>SPK</b> to exit. Group Call Pickup Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.
Ringing Line Preference	#RLP	#RLP + Y to enable or N to disable + <b>SPK</b> to exit.
Speed Dial, Personal	#SP	#SP + Press bin key (for bins 701-710) or <b>DIAL</b> then bin key (for bins 711-720) + <b>HOLD</b> + Enter outside line (e.g., 1), line group (90-98), or <b>ICM</b> for Intercom feature + <b>HOLD</b> + Number to store + <b>HOLD</b> + Name + <b>HOLD</b> + Press another bin key or <b>SPK</b> to exit.
Speed Dial, System	#SP	#SP + Dial System Speed Dial bin number (e.g., 200) + <b>HOLD</b> + Enter outside line (e.g., 1), line group (90-98), or <b>ICM</b> for Intercom feature + <b>HOLD</b> + Number to store + <b>HOLD</b> + Name + <b>HOLD</b> + Press another bin key or <b>SPK</b> to exit.
Time and Date	#TD	#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + <b>HOLD</b> + Enter date using month (2 digits), day (2 digits) and year (4 digits) + <b>HOLD</b> + <b>SPK</b> to exit.
Voice Announce (for your incoming Intercom calls)	#VA #IV, #IR	#VA + V for voice announce or R for ring + <b>SPK</b> to exit.

# NEC




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# Placing Calls Quickly

## Park a call in orbit (Cont'd)




### To retrieve a call from system orbit:

1.  or lift handset.
2.  +  + System Park Orbit (60-69).

### Park a call at a co-worker's extension:




1. Do not hang up.
2.  +   + Extension (e.g., 300).
  - To Page before hanging up, dial \* 1 and the zone number (1-7, 0 for all call).
3. Hang up.

### To retrieve a call parked at a co-worker's extension:

1. (Optional) Lift handset for privacy.
2.  +   + Extension (e.g., 300).

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

### While at your desk or out of the office, forward your calls to a co-worker or Voice Mail:

1. (Optional) Lift handset for privacy.
2.  +  .
3. Dial Call Forwarding type:
  - 0 = Cancel forwarding
  - 2 = Busy/No Answer
  - 4 = Immediate
  - 6 = No Answer
4. Dial destination extension (or 0 for your operator).




**OR**

Press **MW** or dial Voice Mail master extension number to forward to Voice Mail.
5. Hang up.


## Quickly dial co-workers and outside calls . . .

### Speed Dial

#### To store Personal Speed Dial numbers (Intercom codes or outside numbers):

1.   .
  - In some systems you may have to press **ICM** and dial **##** instead.
2. Dial Personal bin number (701-720).




**OR**

Press bin key (for bins 701-710), or **DIAL** + bin key (for bins 711-720).
3. .
4. Enter the line number (e.g., 1 for line 1) the system will use for your stored number.


**OR**

Enter the line group number (e.g., 90-98 for line groups 0-8) the system will use for your stored number.

**OR**

Skip this step if storing Intercom codes.
5. .
6. Enter the number to store + .
  - You can enter up to 16 digits, using 0-9, # and \*. Press **MIC** to insert a pause; **FLASH** to insert a Flash.
7. Enter a name for your Speed Dial number.
  - Refer to Keys for Entering Names.
8. .
9. Repeat from step 2 to program another Personal Speed Dial number.

**OR**

 to exit.

## Speed Dial (Cont'd)

For one-touch access to your stored Speed Dial numbers:

1. Press **Bin Key** for Personal Speed Dial bins 1-10.

**OR**



Press **DIAL** plus **BIN KEY** for Personal Speed Dial bins 11-20.

**OR**

Press Programmable Function Key assigned to Personal or System Speed Dial bin.

To dial a stored System or Personal Speed Dial number:

1. (Optional) Lift handset for privacy.

2.  + .

3. Dial Personal Speed Dial bin number (701-720).

**OR**

Dial System Speed Dial bin number (normally 200-299).

Keys for Entering Names

Press this key:	Then one of these keys to enter the character in the white cell:				
	1	2	3	4	#
1	&	-(dash) <sup>1</sup>	/(backslash) <sup>1</sup>	'(apostrophe) <sup>1</sup>	1
2	A	B	C		2
3	D	E	F		3
4	G	H	I		4
5	J	K	L		5
6	M	N	O		6
7	P	Q	R	S	7
8	T	U	V		8
9	W	X	Y	Z	9
0	SPACE	:			0
*					*
#					#

To enter characters in lower case (e.g., **e** instead of **E**), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

<sup>1</sup>In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.

# NEC

## DS1000/2000

## Multibutton Telephone Quick Reference Guide

80000MBG05  
April 2001

Printed in the U.S.A. (2562)