

NEC



ANALOGUE TELEPHONE USER GUIDE



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General Information

The following should be considered when reviewing this User Guide:

- Access to many features is based on system assignments. Some access codes may vary from those stated in this user guide and not all features may be available from your telephone.
- The FLASH or RECALL key located on certain models of Analogue Telephones can be used in place of the Hookswitch.

Answering Calls

Ringing Calls

- Lift handset
- Converse
- Note 1: Distinctive ringing tones are provided for internal and outside calls.
- **Note 2:** When Delayed Ringing feature is assigned, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.

Call Alert Notification

With a call in progress:

- Receive Call Alert Notification
- Replace handset to disconnect the current call
- Lift handset to converse with new call

Making Calls

Internal Calls

- Lift handset
- Dial station number or **9** for the attendant (or reception)

Note 1: When calling a multiline telephone, dialling 1 after the station number will change ringing to voice, or voice to ringing.

Note 2: To directly access a personal voice mailbox, dial 7 after dialling the station number.

Outside Calls

- Lift handset
- Dial trunk access code i.e. 0
- Dial telephone number
- Converse

Last CO/PBX Number Redial

- Lift handset
- Dial Last Number Redial code #
- Converse

Station/System Speed Dial

- Lift handset
- Dial Speed Dial code 77
- Dial Speed Dial Memory location:
 - Station Speed Dial80 99
 - System Speed Dial00 79
- Converse

Trunk Queuing

Upon receiving busy tone when all outside lines are busy:

- Dial Trunk Queue set code 78
- Replace handset

Note: When an outside line is available, your telephone will ring; lift handset and place call (no need to dial Trunk Access code).

Placing a Call on Hold

Exclusive Hold

With a call in progress:

- Press Hookswitch
- **Note 1:** Replacing the handset when a call is on hold will cause the held call to immediately ring your station.
- Note 2: Once a call is placed on hold, the telephone can be used to place another internal or outside call, or access a feature (i.e. Call Pickup). Replace handset to return to the original party. While one outside call is on hold, another outside call cannot be established.

Transferring Calls

With a call in progress:

- Press Hookswitch
- Dial station number
- Announce call (optional)
- Replace handset
- **Note 1:** If the called station is busy, replacing handset will initiate a camp-on. An unanswered camp-on or ring transferred call will recall to your telephone after a preprogrammed time interval.
- Note 2: To return to the original party, press Hookswitch twice.
- **Note 3:** To transfer a call directly to a personal voice mailbox, dial 7 after dialling the station number

Conference

With an internal call in progress:

- Press Hookswitch
- Place second call (internal or external)
- Announce conference
- Press Hookswitch to establish conference
- **Note 1:** Repeat above procedure to add a fourth party.
- **Note 2:** No more than 1 outside party can participate in a conference.
- **Note 3:** A conference may be placed on Hold by pressing **Hookswitch**. Replacing the handset will cause the conference call to ring your telephone.

Call Park

With a call in progress:

- Press Hookswitch
- Dial Call Park set code 4*
- Dial Call Park location 0 9
- Replace handset

Note: If the dialled Call Park location is busy, dial another Call Park location (0 - 9).

Retrieving a Parked Call

- Lift handset
- Dial Call Park retrieval code 4#
- Dial Call Park location 0 9
- Converse

Tone Override

When calling a busy digital telephone:

- Dial Tone Override code *
- Wait for signalled party to answer

Voice Over

Originate

When calling a busy telephone:

- Dial Voice Over Code 6
- Announce message

Answer

With a call in progress:

- Receive Voice Over announcement
- Replace handset; first call is terminated
- Lift handset when phone rings
- Converse with Voice Over originator

Call Forwarding

From Your Station

SET

- List handset
- Dial Call Forward set code:
 - Forward All
- 41
- Forward Busy/No Answer 43
- Dial destination station number or voicemail or trunk access code and outside number.
- Replaced handset

CANCEL

- Lift handset
 - Dial Call Forward cancel code:
 - Forward All
- 42
- Forward Busy/No Answer 44
- Replace handset

Note: While set, Call Forward All will override Call Forward Busy/No Answer setting.

Paging

- Lift handset
- Dial Paging code:

Internal

All Zones 51

- Zone A 52
- Zone B **53**
- Zone C **54**

External

- All Zones 55
- Zone A 56
 - Zone B 57
- Zone C **58**
- All Int. & Ext. 59

- Page
- Wait for Meet-Me Answer or replace handset

Paging (Continued)...

Meet-me Answer

- Lift handset
- Dial Meet-Me Answer code:
 - Internal page 5*
 - External page 5#
- Converse

Call Pickup

Call Pickup System

Upon hearing ringing at another telephone:

- Lift handset
- Dial Call Pickup code:
 - All Calls
 - alls **68**

6*

69

- CO/PBX Line
- Night Call Pickup
- Converse

Call Pickup Direct

Upon hearing ringing or voice announcement at another telephone:

- Lift handset
- Dial Call Pickup Direct code 67
- Dial station number of the telephone to be answered
- Converse

Do Not Disturb

Set

- Lift handset
- Dial DND set code 40
- Replace handset

Cancel

- Lift handset
- Dial DND cancel code

42

Replace handset

Account Code

With an outside call in progress:

- Press Hookswitch
- Dial Account Code Access Code ____
- Dial Account Code (16 digits maximum)
- Press Hookswitch to return to held call

Account Code Forced

To place an outside call:

- Lift handset
- Dial Forced Account Code access code
- Dial Forced Account Code (up to 13 digits)
- Dial trunk access code i.e. 0 and outside number
- Note 1: When calling from a station that is assigned the Account Code Forced/Verified feature, outgoing calls will only be processed after the dialled Account Code is verified.
- Note 2: When calling from a station that is assigned the Account Code Forced/Unverified feature, outgoing calls will only be processed after the Unverified Account Code is dialled.

Log On

- Lift handset
- Dial access code _____
- Dial 1
- Replace handset

Log Off

CANCEL

- Lift handset
- Dial access code _____
- Dial 2
- Replace handset

Break Mode

SET

- Lift handset Lift handset
- Dial DND set code 40 Dial DND cancel code 42
- Replace handset
 Replace handset

ACD/UCD

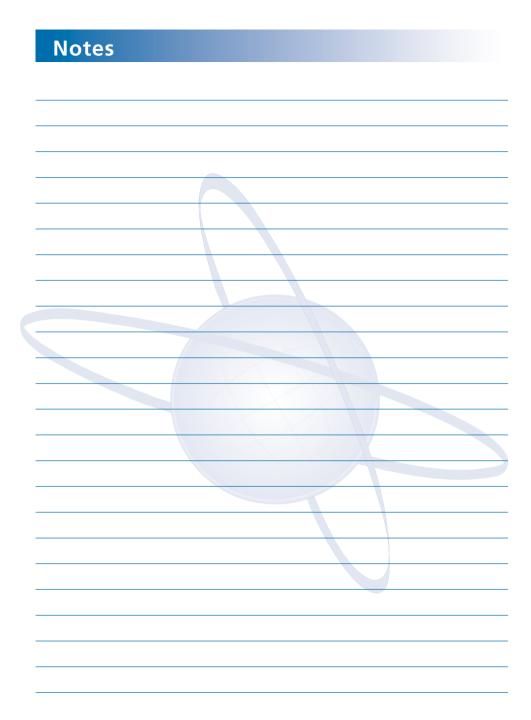
Note: Break Mode is only available while an agent is logged on.

Programming Station Speed Dial

- Lift handset
- Dial Speed Dial Program code 76
- Dial Speed Dial Memory location 80 99
- Dial trunk access code i.e. 0 (if necessary)
- Dial telephone number to be stored
- Replace handset

Quick Reference Guide

OUTSIDE CALLING	
Outside Call	Dial 0 ▶ Dial Telephone Number
Last CO/PBX Number Redial	Dial #
Speed Dial	Dial 77 → Dial 00 – 99
Trunk Queue	Receive Trunk Busy Indication ▶ Dial 78
INTERNAL CALLING	
Station Call	Dial Station Number
Tone Override	Reach Busy Station ▶ Dial ★
Voice Over Originate	Reach Busy Station ▶ Dial 6
Quick Transfer to Voice Mail	Dial Station Number > 7
WITH A CALL IN PROGRESS	
Hold	Hookswitch
Transfer	Hookswitch ➤ Dial Station Number
Quick Transfer to Voice Mail	Hookswitch ➤ Dial Station Number ➤ 7
Conference	Hookswitch ➤ Place 2nd Call ➤ Hookswitch
Call Park System	SET: Hookswitch ▶ Dial 4 ★ ▶ Dial 0 – 9
	RETRIEVE: Dial 4# ➤ Dial 0 – 9
Voice Over Answer	Receive Voice Over ▶ Replace handset ▶ Lift handset ▶ Converse
FROM THE INTERCOM	
Internal Paging	Dial 51 – 54 ▸ Page
External Paging	Dial 55 – 59 ▶ Page
Call Pickup	Dial 68 for All Calls
	6★ for CO/PBX Calls
Call Pickup Direct	Dial 67 > Dial Station Number
Call Forward	SET: Dial 41 for Forward All ▶ Dial Destination Station 43 for Busy/No Answer ▶ Dial Destination Station
	CANCEL: Dial 42 for Forward All, 44 for Busy/No Answer
Programming Speed Dial	Dial 76 ▶ Dial 80 – 99 ▶ Dial Trunk Access Code ▶ Dial telephone number







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