

# Using Your Telephone

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

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. They also adjust the LCD contrast for telephones with a display.

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

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.

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

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

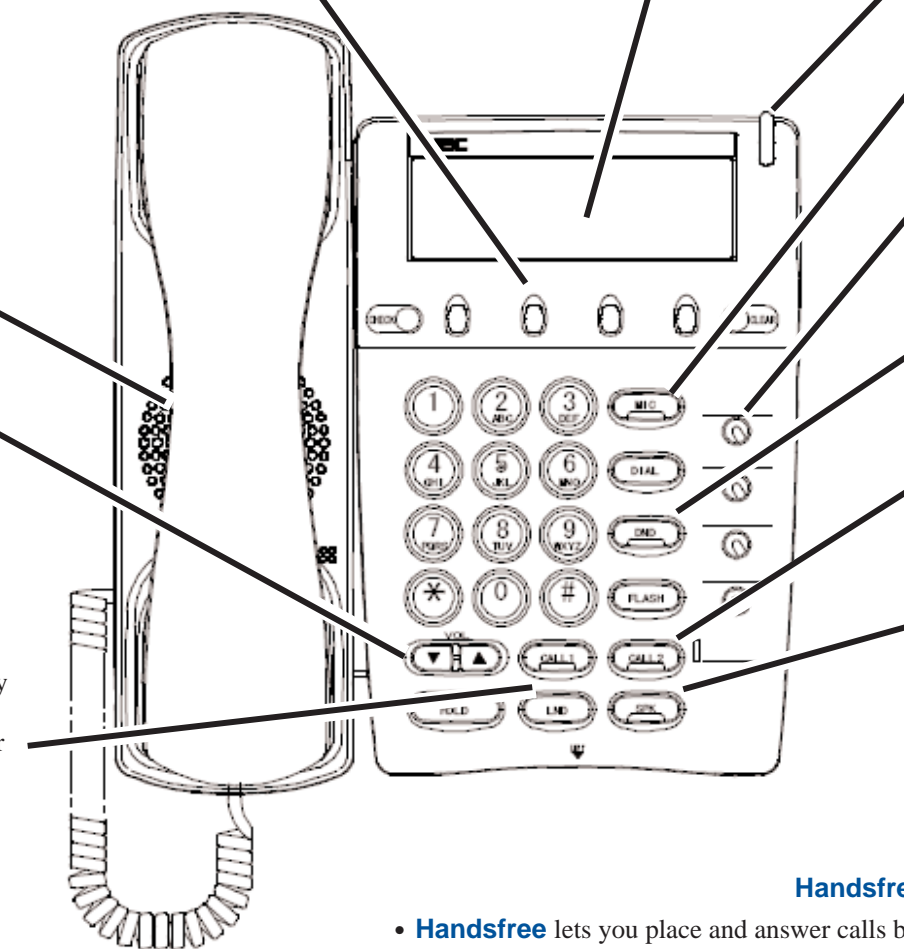
Enable **Do Not Disturb** to block your calls when you don't want to be interrupted. This key will also flash when Call Forwarding is activated.

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

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**.

### 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 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. **LINE** + Listen for dial tone + Outside number.

- You can have function keys for lines or line groups.

OR

Dial codes for outside lines:

1. (Optional) Lift handset.
2. **CALL1** + **9** + Outside number.

OR

2. **CALL1** + **8** **0** **4** + Line group (1-9 or 001-100) + Outside number.

OR

2. **CALL1** + **8** **0** **5** + 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 *One Touch Key* or *DSS function key* instead of going on to step 2.

2. **CALL1** + 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. Dialling 1 changes voice/ring mode.
- For your **Voice Mailbox**, dial 717.
- For **Paging**, dial 801 + 0 for All Call or 801 + 1-64 for zones.

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

### Camp On and Callback

When you hear busy tone, 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.
  - (Outside calls) When you hear new dial tone, begin dialling your number.

OR

1. To leave a **Callback** (and hang up),
  - Wait for the system to call you back.

2. **SPK** or lift handset.

- (Outside calls) Begin dialling your number.
- (Intercom calls) Speak to co-worker.

### To cancel your Callback:

1. (Optional) Lift handset.
2. **CALL1** + **8** **7** **0** + 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 Message Wait LED is lit.

To answer a Message Waiting left for you:

1. **CALL1** + **8** **4** **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. **SPK** or lift handset.

## Answering Intercom Calls . . .

Listen for your phone ringing: Listen for a beep if you have voice announce set:

1. **SPK** or lift handset.
1. Speak toward your phone
  - You can lift the handset for privacy.

You can set ringing at your phone with **CALL1** + 823 or set voice announce with **CALL1** + 821

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

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

1. (Optional) Lift handset.
2. **CALL1** + **8** **6** **7**

To pick up a call at a specific co-worker's phone:

2. **CALL1** + **7** **1** **5** + Co-worker's extension
  - You can press a *Group Call Pickup* or *Call Coverage function key* instead of step 2.

## Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place/answer call + **HOLD** **8** **2** **6**
2. Place/answer next call + **HOLD**
  - Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press **HOLD** **CALL1** again to begin the Conference.

| Quick Reference for Other Features |   |
|------------------------------------|---|
| <b>Do Not Disturb:</b>             | <b>DND</b> + 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.  |
| <b>Name Storing:</b>               | <b>CALL1</b> + 800 + Extension + Name (See Abbr. Dialling) + <b>HOLD</b> .  |
| <b>Call Forward:</b>               | <b>CALL1</b> + 848 + 1 + Extension for Immediate<br><b>CALL1</b> + 842 + 1 + Extension for Dual Ring<br><b>CALL1</b> + 843 + 1 + Extension for Busy<br><b>CALL1</b> + 844 + 1 + Extension for Busy and No Answer<br><b>CALL1</b> + 845 + 1 + Extension for No Answer<br><b>CALL1</b> + 846 + 1 + Extension for Follow Me<br>You can replace <b>Extension</b> with the Voice Mail master number to forward calls to your mail box. |
| <b>Cancel a Call Forward:</b>      | <b>CALL1</b> + code + 0   |
| <b>Call Redirect:</b>              | When your phone is ringing, <u>do not</u> lift the handset or press the <b>CALL1</b> key, press <b>FUNCTION</b> (Redirect)  |
| <b>Ringing Tone:</b>               | <b>CALL1</b> + 820 + 1 for Intercom calls to your phone<br><b>CALL1</b> + 820 + 2 for Outside calls to your phone<br>Select the tone 1-8 (the tone will be heard)<br><b>SPK</b> to set the ringing tone   |
| <b>Time:</b>                       | <b>CALL1</b> + 828 + 2 digits for hour (24 hour format) + 2 digits for minutes + <b>SPK</b> to hang up.   |
| <b>Common Cancel Code:</b>         | <b>CALL1</b> + 720 to cancel all of the following features: Call Forward, Message Waiting, DND, Alarm Clock, Repeat dial, Text Message.   |

| Directory Dialling   |   |
|--|---|
| <b>At your display telephone, select a co-worker or outside call from a list of names (rather than dialling the phone number):</b> | <ol style="list-style-type: none"> <li>1. Press <b>DIR Soft Key</b>.</li> <li>2. Press <b>Soft Key</b> for Directory Dialling type:                             <ul style="list-style-type: none"> <li><b>ABBc</b> = Common Abbreviated Dialling.</li> <li><b>ABBg</b> = Group Abbreviated Dialling.</li> <li><b>EXT.</b> = Co-worker's extension numbers.</li> <li><b>OneT</b> = Your One-Touch Keys (1-10).</li> </ul> </li> <li>3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).</li> <li>4. Press the <b>Down Arrow Soft Key</b> to jump to that section.</li> <li>5. Press <b>Up</b> or <b>Down Arrow Soft Key</b> to scroll through the list.</li> <li>6. <b>CALL1</b> or lift handset to place call or press the <b>Dial Soft Key</b>.</li> </ol> |



| Programming One-Touch Keys   |  |
|--|--|
| To program: CALL1 + 855 + Key + Number + HOLD + Name (see <i>Entering Names</i> under <i>Abbreviated Dialling</i> ) + HOLD.  |  |
| DSS: Enter <b>Co-worker's extension #</b> + <b>SPK</b> to hang up.   |  |
| <b>Personal Speed Dial:</b> Enter <b>9</b> + <b>Outside #</b> or Enter <b>804</b> + <b>Line group #</b> (1-9 or 1-100) + <b>Outside #</b> or Enter <b>805</b> + <b>Line #</b> (001 to 200) + <b>Outside #</b> + <b>SPK</b> to hang up.   |  |
| <b>Service Codes:</b> Enter <b>Service Code</b> + <b>SPK</b> 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.  |  |
| <b>Call Forwarding:</b> Enter <b>10</b> for Call Forwarding Immediate. Enter <b>11</b> for Call Forwarding Busy. Enter <b>12</b> for Call Forwarding No Answer. Enter <b>13</b> for Call Forwarding Busy/No Answer. Enter <b>14</b> for Call Forwarding Both Ring. Enter <b>15</b> for Call Forwarding Follow Me. Enter <b>16</b> for Call Forwarding to extension (same as dialling <b>888</b> ). Enter <b>17</b> for Selectable Display Messaging, Personal Greeting (same as dialling <b>713</b> ). |  |
| <b>Conference:</b> Enter <b>07</b> if you want a Conference key.   |  |
| <b>Hold:</b> For Exclusive Hold, enter <b>45</b> .   |  |
| <b>DSS/One Touch:</b> Enter <b>01</b> + Co-worker's extension + <b>HOLD</b> .  |  |
| <b>Memo Dial:</b> Enter <b>31</b> .  |  |
| <b>Save Number Dialed:</b> Enter <b>30</b> .   |  |
| <b>Repeat Redial:</b> Enter <b>29</b> .  |  |
| <b>Voice Mail Box:</b> Enter <b>77</b> + Your extension number.  |  |
| <b>Page:</b> Internal: <b>21</b> + <b>Zone</b> (1-64) or <b>22</b> (All Call). External: <b>19</b> + <b>Zone</b> (0-8). Combined: <b>20</b> for (Internal and External All Call).  |  |
| Programming Function Keys - Appearance   |  |
| To program: CALL1 + 852 + Key + Code + Optional Data.  |  |
| <b>Line Keys:</b> Enter <b>*01</b> + <b>Line number</b> (001-200).   |  |
| <b>Call Coverage Keys:</b> Enter <b>*03</b> + <b>Co-worker's extension number</b> .  |  |
| <b>Park:</b> Enter <b>*04</b> + <b>Orbit number</b> (01-64).   |  |

991600-5 Rev 1.1



e-mail: enquiries@necinfrontia.co.uk  
www.necinfrontia.co.uk



## Handling Your Calls

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

#### Hold

Use Hold instead of leaving the handset off-hook:

- 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:

- or lift handset.
- Press flashing 

OR

- Press flashing 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:

- Do not hang up +
  - You can press a One-Touch key instead of dialling your co-worker.
  - To transfer the call to Voice Mail, press your **Voice Mail** key before dialling your co-worker.
- (DSS/One Touch).
- Press to transfer the call through.

### Park a call in orbit

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

- Do not hang up.
- + + Park Orbit.
  - Park Orbits are 01-64. For **Personal Park**, dial 773 instead of 831.
- Page your co-worker to pick up the call.
  - For **Paging**, dial 801 + 0 for All Call or 801 + 1-64 for zones.
- Hang up.

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

- (Optional) Lift handset.
- + + Park Orbit.
  - For **Personal Park**, dial 773 (if Parked at your phone) or 715 + Extension.

### Forward your calls to a co-worker . . .

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

- +
- 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
- Dial destination extension, Voice Mail master number or press Voice Mail key.
- 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.

## Placing Calls Quickly

### Automatically redial calls . . .

#### Last Number Redial

Quickly redial your last outside call:

- (Optional) Lift handset.
- +
  - The system selects an outside line.
- OR
- +
  - The call uses the line you select.
- OR
- + Press Arrow Up or Arrow Down Soft Key to scroll to the number to be dialled +
  - The system retains the last 10 numbers dialled which can be viewed and then dialled.

#### Save

Save your call for quick dialling later on:

Then redial your saved number:

- (Save).
- (Optional) Lift handset.
  - + (Save).
  - The system selects an outside line.
- OR
- + (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 Dialling (Speed Dial)

Store Common or Group Abbreviated Dialling numbers:

- (Optional) Lift handset.
- + (for Common).
  - OR
  - + (for Group).
- Dial Abbreviated Dialling 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 + + or hang up.
  - See *Entering Names* below.

To dial your stored Abbreviated Dialling number:

- (Optional) Lift handset.
- + + Bin for common
  - OR
  - + + Bin for group.
- You may also have function keys for *Abbreviated Dialling*.

| Entering 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             |
| 2 = A-C, a-c, 2   | 6 = M-O, m-o, 6 | 0 = 0 ! " # \$ % & ' ( ) *  |
| 3 = D-F, a-f, 3   | 7 = P-S, p-s, 7 | * = * + , - . / : ; < = > ? |
| 4 = G-I, g-i, 4   | 8 = T-V, t-v, 8 |                             |
| # = Accepts a character and moves the cursor one place to the right (Or to insert a <space>)<br>CONF = Clear the character entry to the left, one character at a time |                 |                             |



## 4TXH System Telephone Quick Reference Guide

#### For countries in the European Union



The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should never be disposed of as municipal waste. Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling, NEC Infrontia has made arrangements for local recycling in all member states of the European Union. In case your electrical and electronic products need to be disposed of please refer to the contractual agreements that your company has made upon acquisition of these products. Should this information not be available, please contact us at recycle@necinfrontia.co.uk.

#### For countries outside the European Union

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. If no arrangement has been made with NEC Infrontia or your supplier, please contact the local authorities for further information.

#### NOTICE

The key designations in this guide may be different to those on your own System Telephone. The paper inlay can be customised to your individual needs.