

## Using Your Telephone

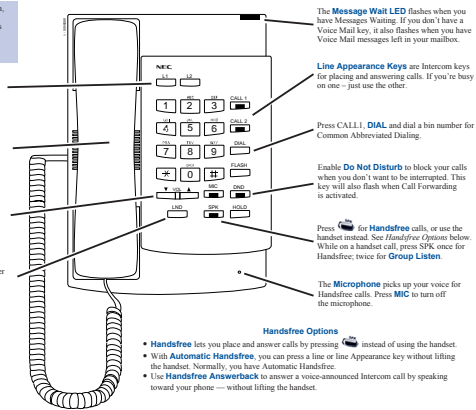
Due to the flexibility built into the system, your **Dialling Codes** and **Feature Capacities** may differ from those in this guide. Check with your System Administrator and make a note of any differences.


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.




- **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.

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 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 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.
  - (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.  or lift handset.
  - (Outside calls) Begin dialling your number.
  - (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 717 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.

### Answering Intercom Calls . . .





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

1.  or lift handset.
  - 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.  +  +  + 
  - You can press a *Group Call Pickup* or *Call Coverage* function key instead of step 2.


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

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

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



## 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. 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:

1. Do not hang up + .
2. Dial your co-worker's extension.
  - To transfer the call to Voice Mail, press your Voice Mail key before dialing your co-worker.
- OR
2. (DSS/One Touch).
3. Go on hook to transfer the call through.
  - You may also have a function key for Transfer.

#### 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 773 instead of 831.
3. Page your co-worker to pick up the call.
  - For Paging, dial 801 + 0 for All Call or 801 + 1-64 for zones.
4. Hang up.

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

1. (Optional) Lift handset.
2. + 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, Voice Mail or off-premise:

1. + + + .
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.

## Placing Calls Quickly

### 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 dialling later on:

1. (Save).

Then redial your saved number:

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 Dialling (Speed Dial)

To dial your stored Abbreviated Dialling number:

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



#### 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 Infonita 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@necinfonita.co.uk](mailto:recycle@necinfonita.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 Infonita 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 telephone. The paper inlay can be customised to your individual needs.