

# Using Your Telephone

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

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.

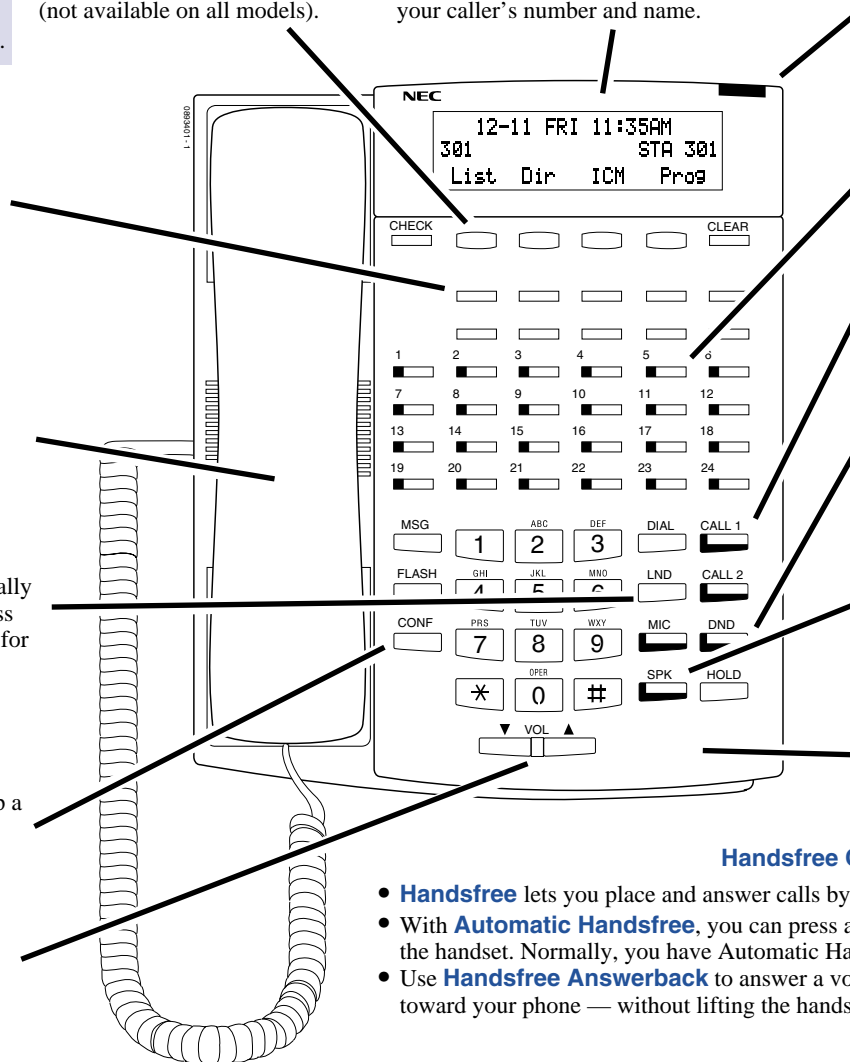
Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. Ask your Communications Manager.

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

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

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

These **Volume Controls** are for speaker, handset and ringing calls.



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

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

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.

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**.

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


## 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 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.
  - 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.  +  + 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 \*8.
  - For **Paging**, dial \*1 + 0 for All Call or \*1 + 1-8 for page groups.



## 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. If you hear busy/ring instead of busy before camping on, you can optionally dial the Barge In code to send a Voice Over. Check with your Communications Manager for the code.
  - (Outside calls) When you hear new dial tone, place your call again.

OR


1. To leave a **Callback** for a busy line or extension,  and hang up.
  - Wait for the system to call you back.
2.  or lift handset.
  - (Outside calls) Place your call again.
  - (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 is lit.
  - With Voice Mail, dial 8 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.
  - Press line or loop key if not connected.
  - You can also press  (Call Redirect) to transfer the call without answering it first.





## Answering Intercom Calls . . .

Listen for beep:




1. Speak toward your phone.
  - You can lift the handset for privacy.
  - If you hear one long ring instead, press  or lift handset to answer.
  - **CALL1** + 823 makes incoming Intercom calls ring your phone. **CALL1** + 821 makes them voice-announce.

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

If a call is ringing over the Page after hours:




1.  or lift handset.
2.  +  .

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

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

## 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. You may be able to have up to 32 callers.
3. After adding all parties, press  again to begin the Conference.

## Quick Reference for Other Features

**Do Not Disturb:** **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.

**Name Storing:** **CALL1** + **800** + Extension + Name (See Abbr. Dialing) + **HOLD**.

**Memo Dial:** While on a call, store a number for easy recalling: **Memo Dial** function key + Number to store + **Memo Dial** key to save.  
To dial number: **Memo Dial** key + **Line** key.

**Meet Me Conference:** To set up a telephone meeting: While on a call, **CONF** + **Page** party and announce zone + **CONF** *twice* when co-worker answers.  
To join: **CALL1** + **864** + Announced zone.

**Park and Page:** To have your phone greet your callers and Page you:  
**CALL1** + \* **47** + Record Personal Greeting + # + **7** + Record Page + # + Dial **Page zone** (e.g., 801 + 1 for zone 1) + **2** (All) or **3** (CO) + **CALL1** to hang up.  
To cancel: **CALL1** + \* **47** + **3**.  
To pick up: **CALL1** + \* \* + Announced extension.


**Personal Greeting:** To have your phone greet callers and forward your calls:  
**CALL1** + \* **47** + Record Personal Greeting + # + **2** (Busy/No Answer), **4** (Immediate) or **6** (No Answer) + Extension to receive calls + **2** (All) or **3** (CO) + **CALL1** to hang up.  
To cancel: **CALL1** + \* **47** + **3**.

**Repeat Redial:** To automatically redial your outside call if it's not answered: Place outside call + **Repeat Redial** function key (or **DIAL** + **LND**) + Hang up + Lift handset when call goes through.  
To cancel: **DIAL** + **LND** or press **Repeat Redial** key.

**Time:** **CALL1** + **828** + 2 digits for hour (24 hour format) + 2 digits for minutes + **SPK** to hang up.

## Directory Dialing

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

1. Press **DIR Soft Key**.
2. Press **Soft Key** for Directory Dialing type:  
**ABBc** = Common Abbreviated Dialing.  
**ABBg** = Group Abbreviated Dialing.  
**EXT.** = Co-worker's extension numbers.  
**OneT** = Your One-Touch Keys (1-10).
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
4. Press the **Down Arrow Soft Key** to jump to that section.
5. Press volume **▲** or **▼** to scroll through the list.
6.  or lift handset to place call or press the **Dial Soft Key**.




# 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.  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.
    - You can press a One-Touch key instead of dialing your co-worker.
    - To transfer the call to Voice Mail, press your Voice Mail key before dialing your co-worker.
- OR
1.  (Hotline).

Programming One-Touch Keys	
To program: CALL1 + 855 + Key + Number + HOLD + Name (see Entering Names under Abbreviated Dialing) + HOLD.	
DSS: Enter Co-worker's extension # + SPK to hang up.	
Personal Speed Dial:	Enter 9 + Outside # or Enter 804 + Line group # (1-9 or 1-100) + Outside # or Enter #9 + Line # (e.g., 05 or 005) + Outside # + SPK to hang up.
Service Codes:	Enter Service Code + SPK 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.	
Call Forwarding:	Enter 10 for Call Forwarding Immediate. Enter 11 for Call Forwarding Busy. Enter 12 for Call Forwarding No Answer. Enter 13 for Call Forwarding Busy/No Answer. Enter 14 for Call Forwarding Both Ring. Enter 15 for Call Forwarding Follow Me. Enter 16 for Call Forwarding to extension (same as dialing *2). Enter 17 for Selectable Display Messaging, Call Forwarding Off Premise, Personal Greeting/Park & Page (same as dialing *4).
Call Redirect:	Enter 49 + Destination Extension.
Conference:	Enter 07 if you want a Conference key.
Hold:	For Exclusive Hold, enter 45.
DSS/Hotline:	Enter 01 + Partner's extension + HOLD.
Memo Dial:	Enter 31.
Personal Speed Dial:	Enter 01 + 9 + Outside # + HOLD or Enter 01 + 804 + Line group # (1-9 or 1-100) + Outside # + HOLD or Enter 01 + #9 + Line # (e.g., 05 or 005) + Outside # + HOLD.
Service Codes:	Enter 01 + Service Code + HOLD. For example, you can make a Save # Clear key by entering 885.
Save Number Dialed:	Enter 30.
Repeat Redial:	Enter 29.
Voice Mail:	Enter 77 + Your extension #.
Page:	Internal: 21 + Zone (1-64) or 22 (All Call). External: 19 + Zone (0-8). Combined: 20 for (Internal and External All Call).
Programming Function Keys - Appearance	
To program: CALL1 + 852 + Key + Code + Optional Data. If a key is defined with an 852 code, it must be undefined (852+000) prior to defining the key with an 851 code, otherwise an error tone will be heard.	
Line and Loop Keys:	Enter *01 + line number (001-200) Enter *05 + 0 (Incoming), 1 (Outgoing) or 2 (Both) + 001-100 (Incoming Trunk Group) or 000 (for ARS) + 001-100 (Outgoing Trunk Group) or 000 (for ARS).
Park:	Enter *04 + Orbit number (01-64).

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# Placing Calls Quickly

## 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 857 instead of #6.
3. Page your co-worker to pick up the call.
  - For **Paging**, dial \*1 + 0 for All Call or \*1 + 1-8 for zones.
4. Hang up.

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

1. (Optional) Lift handset for privacy.
2.  +   + Park Orbit.
  - For **Personal Park**, dial 857 (if Parked at your phone) or \*\* + Extension.

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



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



1.  +   .
  - To forward off-premise: \*46 + Line access code (e.g., 9) + Number + HOLD.  
To cancel: \*46 + HOLD + Hang up.
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.






## 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.



**OR**
2.  + Press Arrow Up or Arrow Down Soft Key to scroll to the number to be dialed +  .
  - The system retains the last 10 numbers dialed which can be viewed and then dialed.
2.  +   .
  - The system selects an outside line.

### Save

Save your call for quick dialing later on:

Then redial your saved number:


1.  (Save).
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 . . .











## 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 Dialing (Speed Dial)

Store Common or Group Abbreviated Dialing numbers:

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

To dial your stored Abbreviated Dialing number:

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

### Enter 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 = [ @ [ ¥ ] ^ ¯ ~ {   } →	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	δ ö ú ä ö ü α ε θ
4 = G-I, g-i, 4	8 = T-V, t-v, 8	* = * + , - . / : ; < =
		> ? π Σ Ω ∞ φ £

# = Accepts an entry (only required if two letters on the same key are needed - ex: STA). Pressing a second time adds a space.

CONF = Clear the character entry one character at a time

# NEC

# Aspire

## Multibutton Telephone Quick Reference Guide

