



# 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 Dial **80 – 99**
  - System Speed Dial **00 – 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            **68**
  - CO/PBX Line        **6\***
  - Night Call Pickup   **69**
- 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

## Break Mode

### SET

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

## Log Off

- Lift handset
- Dial access code \_\_\_\_\_
- Dial 2
- Replace handset

### CANCEL

- Lift handset
- Dial DND cancel code **42**
- 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 <b>77</b> ▶ Dial <b>00 – 99</b>
Trunk Queue	Receive Trunk Busy Indication ▶ Dial <b>78</b>

## INTERNAL CALLING

Station Call	Dial Station Number
Tone Override	Reach Busy Station ▶ Dial <b>★</b>
Voice Over Originate	Reach Busy Station ▶ Dial <b>6</b>
Quick Transfer to Voice Mail	Dial Station Number ▶ <b>7</b>

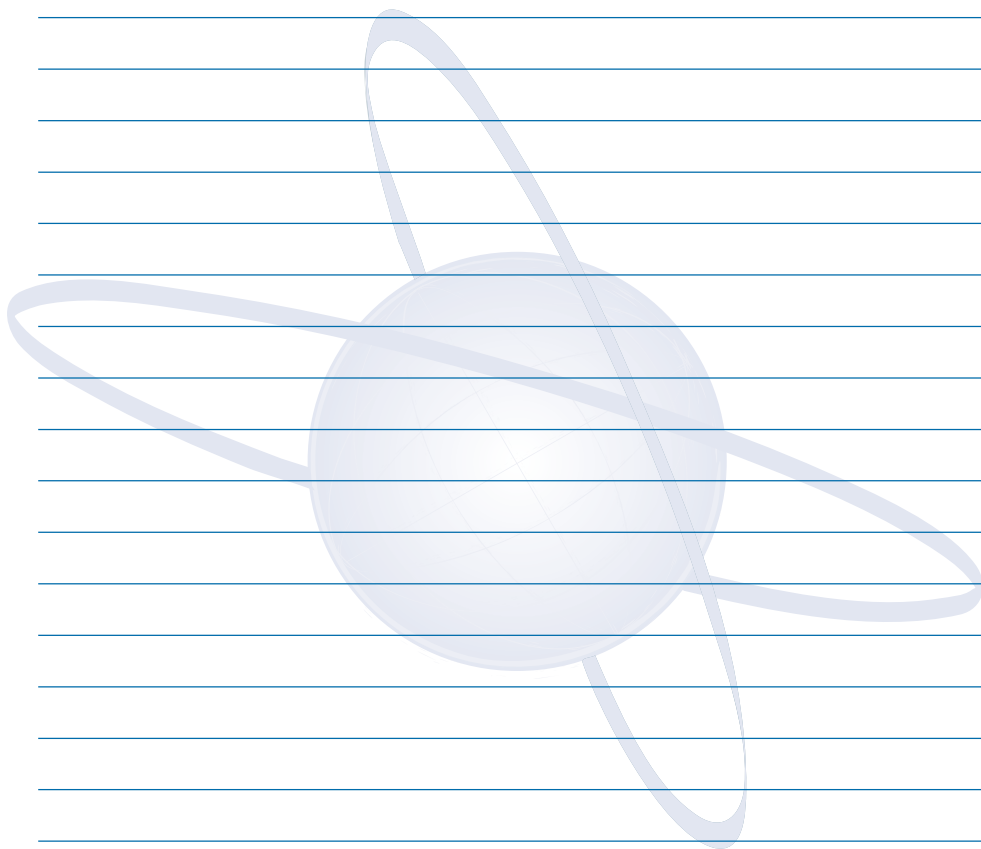
## WITH A CALL IN PROGRESS

Hold	<b>Hookswitch</b>
Transfer	<b>Hookswitch</b> ▶ Dial Station Number
Quick Transfer to Voice Mail	<b>Hookswitch</b> ▶ Dial Station Number ▶ <b>7</b>
Conference	<b>Hookswitch</b> ▶ Place 2nd Call ▶ <b>Hookswitch</b>
Call Park System	SET: <b>Hookswitch</b> ▶ Dial <b>4★</b> ▶ Dial <b>0 – 9</b> RETRIEVE: Dial <b>4#</b> ▶ Dial <b>0 – 9</b>
Voice Over Answer	Receive Voice Over ▶ Replace handset ▶ Lift handset ▶ Converse

## FROM THE INTERCOM

Internal Paging	Dial <b>51 – 54</b> ▶ Page
External Paging	Dial <b>55 – 59</b> ▶ Page
Call Pickup	Dial <b>68</b> for All Calls <b>6★</b> for CO/PBX Calls
Call Pickup Direct	Dial <b>67</b> ▶ Dial Station Number
Call Forward	SET: Dial <b>41</b> for Forward All ▶ Dial Destination Station <b>43</b> for Busy/No Answer ▶ Dial Destination Station CANCEL: Dial <b>42</b> for Forward All, <b>44</b> for Busy/No Answer
Programming Speed Dial	Dial <b>76</b> ▶ Dial <b>80 – 99</b> ▶ Dial Trunk Access Code ▶ Dial telephone number

# Notes





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