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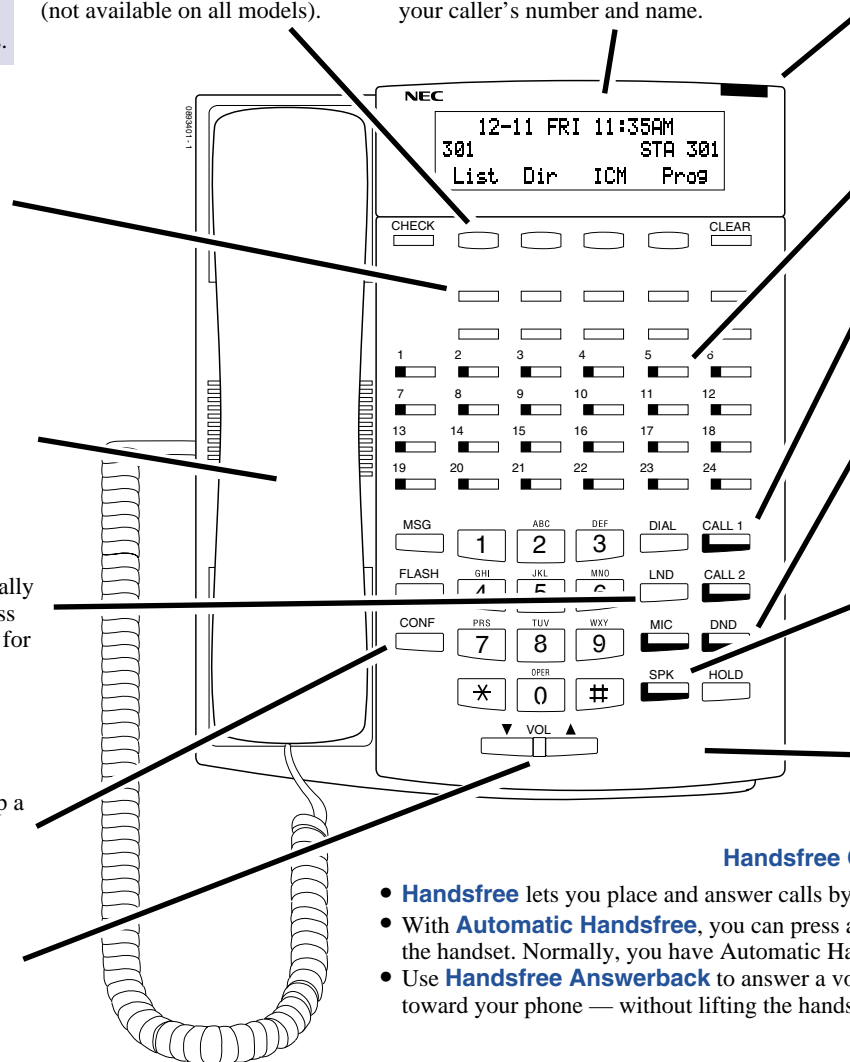
Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. Ask your Communications Manager.

These are **LINE** and/or **IFUNCTION** 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.

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

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

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**.

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

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

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

Display shown:
```
12-11 FRI 11:35AM
301              STA 301
List  Dir  ICM  Prog
```

NEC

CHECK   CLEAR

1 2 3 4 5 6
7 8 9 10 11 12
13 14 15 16 17 18
19 20 21 22 23 24

MSG   ABC 2   DEF 3   DIAL   CALL 1
FLASH GHI 4   JKL 5   MNO 6   LND   CALL 2
CONF   PRS 7   TUV 8   WXY 9   MIC   DND
       *   OPER 0   #   SPK   HOLD
       ▼ VOL ▲

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. ⬖ LINE + 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. ⬖ CALL1 + 9 + Outside number.
   OR
2. ⬖ CALL1 + 8 0 4 + Line group (1-9 or 001-100) + Outside number.
   OR
2. ⬖ CALL1 + # 9 + 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. ⬖ 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. 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), 2.
   - *(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, 2 and hang up.
   - *Wait for the system to call you back.*
2. ⬖ SPK or lift handset.
   - *(Outside calls) Place your call again.*
   - *(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 + 0.
   - *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. ⬖ CALL1 + ✳ 0.
   - *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.
   - *Press line or loop key if not connected.*
   - *You can also press ▬FUNCTION▬ (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 SPK 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. 🔘SPK or lift handset.
2. 🔘CALL1 + #️⃣ 0️⃣ .

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

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

Quick Reference for Other Features

Feature	Description
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** <u>twice</u> when co-worker answers. *To join:* **CALL1** + **864** + Announced **zone**.
Park and Page: (Your Communications Manager can tell you if you can use this feature.)	*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. 🔘CALL1 or lift handset to place call or press the **Dial Soft Key**.

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).

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 + ⬛ HOLD. • *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. ⬛ SPK or lift handset. 2. Press flashing ⬛ LINE. **OR** 2. ⬛ CALL1 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 + ⬛ HOLD. 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. ⬛ FUNCTION (Hotline).

Park a call in orbit

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

1. Do not hang up.
2. **HOLD** + **#** **6** + 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. **CALL1** + **✳** **6** + 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. **CALL1** + **✳** **2** .
   - *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. **CALL1** + **LND** .
   - *The system selects an outside line.*
   OR
2. **LINE** + **LND** .
   - *The call uses the line you select.*
   OR
2. **LND** + Press Arrow Up or Arrow Down Soft
   Key to scroll to the number to be dialed + **CALL1** .
   - *The system retains the last 10 numbers dialed which can be viewed and then dialed.*
2. **CALL1** + **7** **5** .
   - *The system selects an outside line.*

Save

Save your call for quick dialing later on:

1. **FUNCTION** (Save).

Then redial your saved number:

1. (Optional) Lift handset.
2. **CALL1** + **FUNCTION** (Save).
   - *The system selects an outside line.*
   OR
2. **LINE** + **FUNCTION** (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:

1. (Optional) Lift handset + [1-TOUCH].
   - *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:

1. (Optional) Lift handset.
2. [CALL1] + [8] [5] [3] (for Common).

   OR

2. [CALL1] + [8] [5] [4] (for Group).
3. Dial Abbreviated Dialing bin number.
   - *Ask your Communications Manager for your bin numbers.*
4. Dial phone number to store + [HOLD].
   - *The number can be up to 24 digits, using 0-9, # and ✶. Press MIC to enter a pause.*
5. Enter name for stored number + [HOLD] + SPK or hang up.
   - *See Entering Names below.*

To dial your stored Abbreviated Dialing number:

1. (Optional) Lift handset.
2. [CALL1] + [#] [2] + Bin (for common).

   OR

2. [CALL1] + [#] [4] + 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 exxample, press the digit 2 key once for A, twice for B, three times for C, etc.

1 = 1 @ [¥] ^ ` { | } → ← Á À Â Ã Ç É Ê ì ó	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 ! " # $ % & ' ( ) ô Õ ú ä ö ü α ε θ
3 = D-F, a-f, 3	7 = P-S, p-s, 7	✶ = ✶ + , - . / : ; < =
4 = G-I, g-i, 4	8 = T-V, t-v, 8	> ? π Σ σ Ω ∞ ¢ £

# = 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

Aspíre

**Multibutton Telephone
Quick Reference Guide**