Using Your Telephone

Due to the flexibility built into the system, your **dialing codes** may differ from those in this guide. Check with your communications manager and make a note of any differences.

The **Ring/Message Lamp**:
- Flashes slow (green) while a call rings your phone.
- Flashes fast (red) if you have new Voice Mail messages or unanswered Message Waiting.

22-Button Display Telephone Shown

Press **Bin Key** 1-10 for Personal Speed Dial bins 701-710. Press **DIAL** + **Bin Key** 1-10 for Personal Speed Dial bins 711-720.

The **Alphanumeric Display** helps you use features and tells you about your calls. It may also show your caller's name and number.

These are **LINE** and/or **FUNCTION** keys. Your key assignments may be different than shown — ask your communications manager.

If you are an attendant . . .
- Key 11 is a Night Key to put your system in the night mode.
- Key 12 (on 22-button telephone) or key 24 (on 34-button telephone) is an Operator Call Key for your incoming Intercom calls.

Soft Keys simplify using your phone. To guide you through your features, the Soft Key functions automatically change to help you handle calls. See the *Soft Key Glossary* for more.

Press **ICM** to place an Intercom call.

Enable **Do Not Disturb** to block your calls when you don't want to be interrupted.

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

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

Press **SPK** for **Handsfree** calls, or use the handset instead. See *Handsfree Options* below. While on a handset call, press **SPK** twice (do not hang up) for **Group Listen**.

MW flashes when you have Messages Waiting. If you have Voice Mail, it flashes when you have Voice Mail messages left in your mailbox.

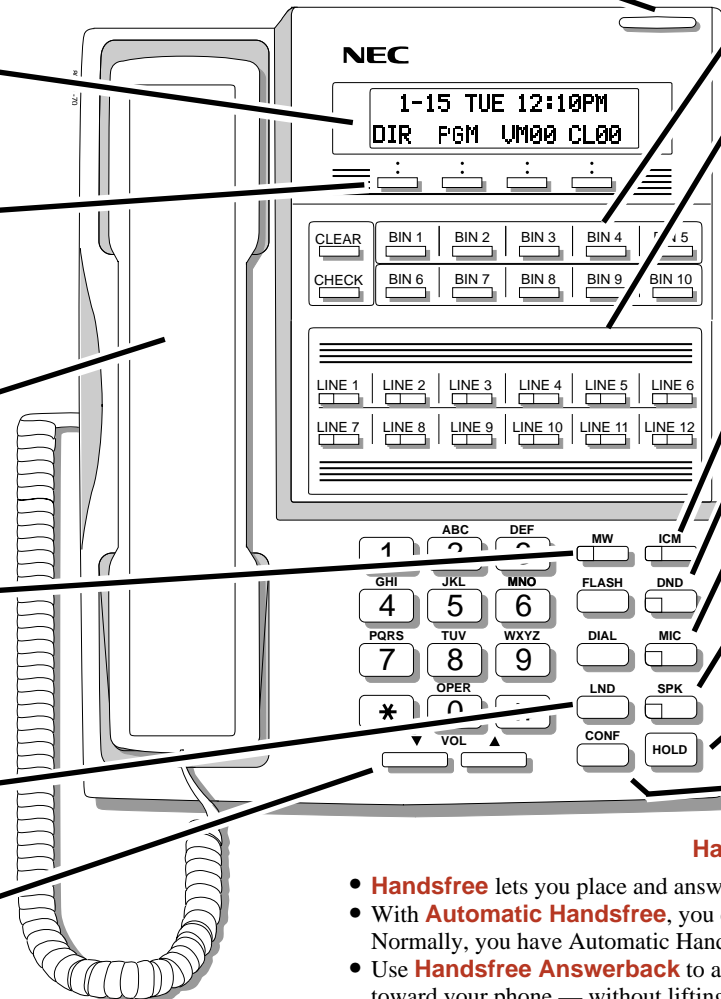While on a call, press **HOLD** to put the call on Hold. While idle, press **HOLD** to turn Background Music on and off (if installed).

Press a line key then **LND** to automatically redial the last outside number you called.

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

The **Volume Controls** are for speaker and handset. They also control the volume for ringing calls and pages. While on-hook, these keys are for **Contrast Control** (not available on Super Display).

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 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.

Display shows:
1-15 TUE 12:10PM
DIR PGM VM00 CL00

Placing Calls

Placing an Outside Call . . .

Press a line/loop key for quick access:

1. (Optional) Lift handset.
2. **[LINE]** + Wait for dial tone + Dial number.
   - *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. **[ICM]** + **[4]** + Line number (e.g., 01) + Dial outside number.

   OR

2. **[ICM]** + **[9]** + (Optional) Line group (0-8) + Dial outside number.

   OR

2. **[ICM]** + **[#]** **[9]** + Line number (e.g., 01) + Dial outside number.

To quickly redial your last outside call:

1. (Optional) Lift handset.
2. Press an idle line key to preselect a line.
3. Press **[LND]**.

Calling a Co-Worker . . .

Dial using the Intercom:

1. (Optional) Lift handset.
   - *For one-touch calling, press a Call Coverage or Hotline function key.*
2. Press **[ICM]**.
   - *For your **Voice Mailbox**: Press **MW** (then lift handset if not already lifted in step 1).*
   - *For **Paging**: Dial * 1 + Zone (1-7, 0 = all call).*
3. Co-worker's extension number.
   - *If you hear ringing, wait for an answer. If you hear two beeps, begin speaking (or dial 1 to have call ring).*

If your call doesn't go through . . .

Camp On and Callback

When you hear system busy, use Camp On or Callback:

1. Dial **[2]** (to 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, place your call again.*

   OR

1. Dial **[2]** and hang up to leave a *Callback* for a free line or extension.
   - *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.*

Message Waiting (If you don't have Voice Mail)

Leave a Message Waiting (flashing MW key) if your co-worker doesn't answer:

1. Do not hang up + **[MW]**.
   - *Your co-worker's **MW** flashes fast.*
   - *With Voice Mail, **ICM** + **MW** leaves a message in your co-worker's mailbox.*

To answer a Message Waiting left for you:

1. (Optional) Lift handset.
2. Press **[ICM]** + **[MW]**.
   - *If the extension you call is unanswered, busy or in DND, the system cancels Message Waiting.*

To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.
2. Press **[MW]**.
   - *Press **MW** repeatedly until the extension you want to call displays.*
3. Press **[ICM]** + **[MW]** to return the call.

Answering Calls

Answering Outside Calls . . .

If you hear ringing and see a flashing line key:

1. ^{SPK} ▭ or lift handset.
   - *Press line/loop key if not connected.*

Answering Intercom Calls . . .

Listen for two short beeps:

1. Speak toward your phone or lift the handset.
   - *If you hear one long ring instead, press SPK or lift handset to answer.*
   - *Dialing #VA + V (#IR in some systems) makes incoming Intercom calls ring your phone.*
   - *Dialing #VA + R (#IV in some systems) makes incoming Intercom calls voice-announce your phone.*

Picking up calls not ringing your phone . . .

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 key instead — then skip step 2.*
2. ✳ ✳ + Co-worker's extension.
   - *To pick up a call ringing a phone in your Pickup Group (if you don't have a Group Call Pickup key), dial *# instead.*

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.*
   - *If you hear error tone, you cannot add additional parties.*

Quick Reference for Other Features

Dial Number Preview:	Do not lift handset + Dial ✳ + Dial outside number + Press line key to dial the displayed number.
Do Not Disturb:	*To activate:* Press **DND**. *To cancel:* Press **DND**.
Group Listen:	*To initiate:* While on a handset call, press **SPK** twice (do not hang up). *To switch Group Listen to Handsfree:* Press **SPK** twice. *To cancel:* Do not hang up + Press **SPK**.
Meet Me Conference:	*To set up a telephone meeting:* Make a Page announcing Conference + Do not hang up + **ICM** + Dial **#11** or **#12**. *To join the Conference:* **ICM** + Dial **#11** or **#12**. (If you wait too long to dial, you may not be able to join the meeting.)
Microphone Mute:	*To activate:* Press **MIC** (key on) to mute the Handsfree microphone. *To cancel:* Press **MIC** (key off).

Directory Dialing

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

(Check with your communications manager before using this feature.)

1. **D**.
2. Dial Directory Dialing type:
   - **I** = Co-worker's extensions.
   - **C** = System Speed Dial.
   - **P** = Personal Speed Dial.
3. Dial the first letter of the desired name (e.g., dial 4 if the first letter begins with G, H or I).
   OR
   Press **VOL ▲** or **VOL ▼** to scroll alphabetically through the selected directory. To call the displayed name, just press **DIAL**.
4. Look at your phone's display and dial the digit for the letter/number you want to call (e.g., if the name in step 3 began with G, dial 1).
5. Press **VOL ▲** or **VOL ▼** to scroll through all the names/numbers that begin with the letter/number you selected.
6. Press **DIAL** to have the system dial your call.

Handling Your Calls

Your call can wait at your phone . . .

Hold

Use System Hold instead of leaving the handset off-hook:

1. Do not hang up + HOLD.
   - *Your co-workers can retrieve your System Hold calls. **To place the call on Exclusive Hold, press HOLD twice.***
   - *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. HOLD if the call was not on a line/loop key (or was an Intercom call).
   - *You may be able to press ICM + *4 + line number (e.g., 01) to pick up a call on Hold at a co-worker's phone.*

Send the call you're on to a co-worker . . .

Transfer

Send (Transfer) your current call to a co-worker:

1. ICM + Dial your co-worker's extension.
   - *To transfer the call to Voice Mail, press MW after dialing your co-worker.*
   OR
1. FUNCTION (Hotline or Call Coverage).

Park a call in orbit

Park your current call in a system orbit so your co-workers can pick it up:

1. ICM + * + System Park Orbit (60-69).
   - *If you hear busy, press ICM and try another orbit.*
   - *To Page, press ICM, dial * 1 and the zone number (1-7, 0 for all call).*
2. Hang up.

Park a call in orbit (Cont'd)

To retrieve a call from system orbit:

1. SPK ⬜ or lift handset.
2. ICM ⬜ + [✳] + System Park Orbit (60-69).

Park a call at a co-worker's extension:

1. Do not hang up.
2. ICM ⬜ + [✳] [✳] + Extension (e.g., 300).
   • *To Page before hanging up, dial * 1 and the zone number (1-7, 0 for all call).*
3. Hang up.

To retrieve a call parked at a co-worker's extension:

1. (Optional) Lift handset for privacy.
2. ICM ⬜ + [✳] [✳] + Extension (e.g., 300).

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

**While at your desk or out of the office, forward your calls to a co-worker or Voice Mail:**

1. (Optional) Lift handset for privacy.
2. ICM ⬜ + [✳] [3].
3. Dial Call Forwarding type:
   0 = *Cancel forwarding*
   2 = *Busy/No Answer*
   4 = *Immediate*
   6 = *No Answer*
4. Dial destination extension (or 0 for your operator).
   OR
   Press **MW** or dial Voice Mail master extension number to forward to Voice Mail.
5. Hang up.

Quickly dial co-workers and outside calls . . .

Speed Dial

To store Personal Speed Dial numbers (Intercom codes or outside numbers):

1. [#] [7] [7].
   • *In some systems you may have to press ICM and dial ## instead.*
2. Dial Personal bin number (701-720).
   OR
   Press bin key (for bins 701-710), or **DIAL** + bin key (for bins 711-720).
3. [HOLD].
4. Enter the line number (e.g., 1 for line 1) the system will use for your stored number.
   OR
   Enter the line group number (e.g., 90-98 for line groups 0-8) the system will use for your stored number.
   OR
   Skip this step if storing Intercom codes.
5. [HOLD].
6. Enter the number to store + [HOLD].
   • *You can enter up to 16 digits, using 0-9, # and *. Press MIC to insert a pause; FLASH to insert a Flash.*
7. Enter a name for your Speed Dial number.
   • *Refer to Keys for Entering Names.*
8. [HOLD].
9. Repeat from step 2 to program another Personal Speed Dial number.
   OR
   SPK ⬜ to exit.

Speed Dial (Cont'd)

For one-touch access to your stored Speed Dial numbers:

1. Press **Bin Key** for Personal Speed Dial bins 1-10.
   OR
   Press **DIAL** plus **BIN KEY** for Personal Speed Dial bins 11-20.
   OR
   Press Programmable Function Key assigned to Personal or System Speed Dial bin.

To dial a stored System or Personal Speed Dial number:

1. (Optional) Lift handset for privacy.

2. **ICM** + **#**.

3. Dial Personal Speed Dial bin number (701-720).
   OR
   Dial System Speed Dial bin number (normally 200-299).

Keys for Entering Names				
Press this key:	**Then one of these keys to enter the character in the white cell:**			
	1	**2**	**3**	**4**	**#**
1	**&**	**-** (dash)[1]	**/** (backslash)[1]	**'** (apostrophe)[1]	**1**
2	**A**	**B**	**C**		**2**
3	**D**	**E**	**F**		**3**
4	**G**	**H**	**I**		**4**
5	**J**	**K**	**L**		**5**
6	**M**	**N**	**O**		**6**
7	**P**	**Q**	**R**	**S**	**7**
8	**T**	**U**	**V**		**8**
9	**W**	**X**	**Y**	**Z**	**9**
0	**SPACE**	**:**			**0**
*****					*****
#					

To enter characters in lower case (e.g., **e** instead of **E**), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

[1]In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.

NEC

DS1000/2000

Multibutton Telephone Quick Reference Guide