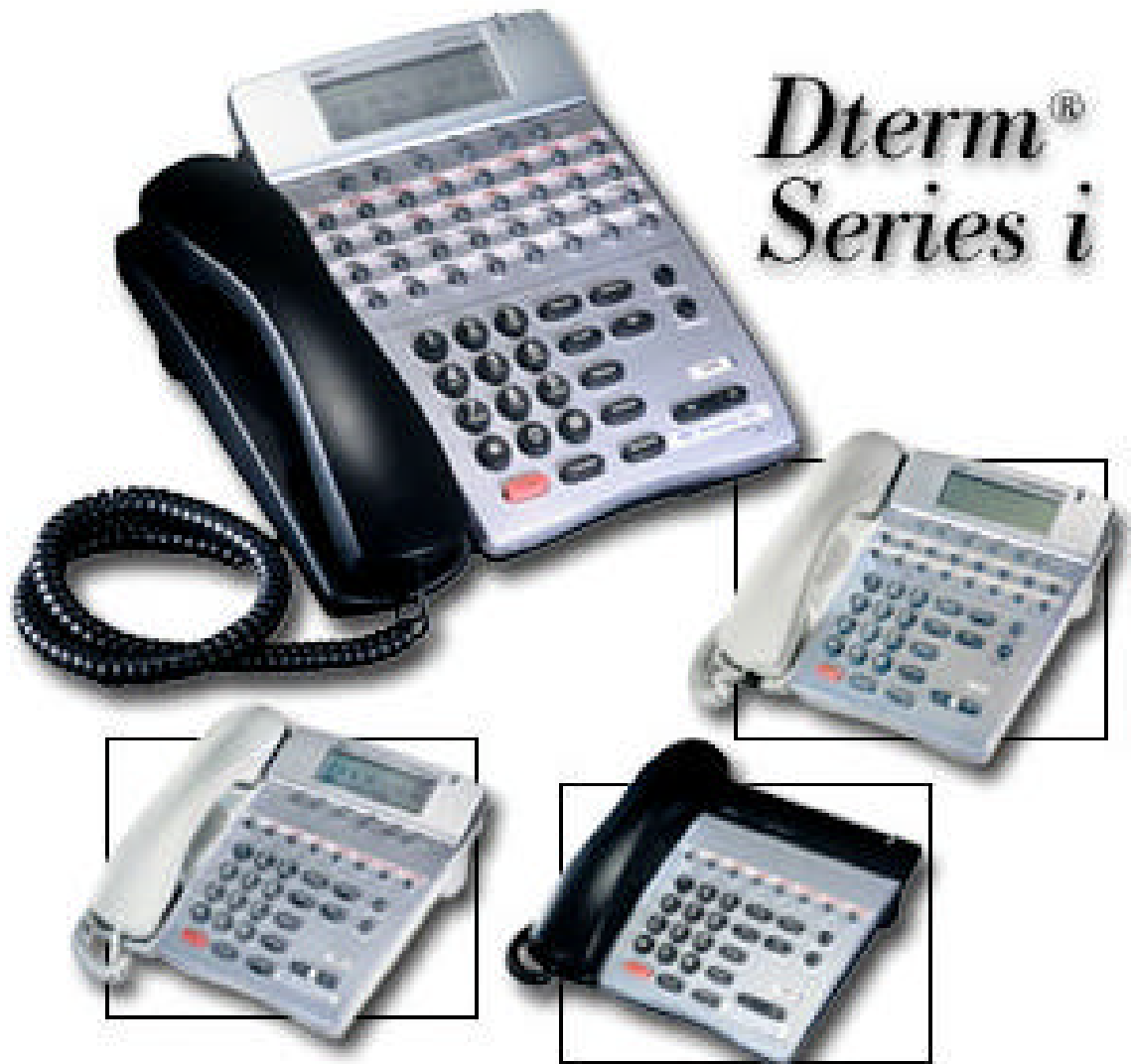


NEC NEAX 2000 IPS



USER GUIDE

NEC

NEC Unified Solutions, Inc.

Phone Features and Functions

ANSWERING A CALL:

- 1.) To answer a ringing call, lift the handset or press <Speaker>.

PLACING AN INTERNAL CALL

- 1.) Lift the handset or press <Speaker>.
- 2.) Dial the four digit extension.

ACTIVATING/ DEACTIVATING THE MICROPHONE:

- 1.) Press <MIC>. *This will toggle the microphone on and off.
When activated, the MIC LED will light red.*

PLACING AN EXTERNAL CALL:

- 1.) Lift the handset or press <Speaker>.
- 2.) Dial **9** for an outside line then dial the telephone number.

PLACING A CALL ON HOLD:

With call in progress:

- 1.) Press the <Hold> key.
Line key will flash green.
- 2.) To retrieve, press the line key on which the call was being held.

TRANSFERRING A CALL TO A STATION:

With call in progress:

- 1.) Press <Transfer>.
- 2.) Dial the extension... *To announce the call, wait for the called party to answer.
To return to the original call, press <Transfer> again.*

*Note: Dial **9** after the extension number to send external calls directly to voice mail.*

- 3.) Hang up to complete the transfer.

PLACING A THREE-PARTY CONFERENCE CALL:

With first call established:

- 1.) Press <Transfer>.
- 2.) Place the second call (internal or external).
- 3.) When party answers, press <Conf> to connect all parties.

SETTING CALL FORWARD ALL CALLS: (option dependent on system programming)

- 1.) Press <Speaker>.
- 2.) Press the <CFWD ALL> soft key.
- 3.) Enter the destination extension number.
If forwarding to voice mail, press the <Message> key.
- 4.) Wait for "Set" confirmation in display then press <Speaker> to hang up.
*When this feature is activated, *FDA will be indicated in the display.*

CANCELING CALL FORWARD ALL CALLS:

- 1.) Press <Speaker>.
- 2.) Press the <CFWD ALL> soft key.
- 3.) Press .
- 4.) Press <Speaker> to hang up.

ACTIVATING LAST NUMBER REDIAL:

- 1.) Press <Redial>. This key will scroll through the last five numbers dialed.
Each time this key is pressed, a new number will display.
- 2.) When desired number appears in the display, press to dial.

Custom Speed Dial - Save & Redial: (option dependent on system programming)

Your phones are equipped with a button labeled <S&R> for Save and Redial.

- 1.) Call an external number that you want to redial (maybe it was busy) at anytime without having to scroll through 5 redial numbers (above procedure..)
- 2.) Press <S&R> to save the number, then hang up.
- 3.) Press <S&R> to redial that specific number. Number will be saved until replaced by a new number using steps 1 And 2.

PROGRAMMING ONE-TOUCH SPEED DIAL KEYS:

With handset down:

- 1.) Press <Conf>.
- 2.) Press the key you wish to program.
- 3.) Enter the extension number, or + the outside number to store.
- 4.) Press <Conf> to lock in the programming.

PARKING A CALL: (option dependent on system programming)

With first call established:

- 1.) Ask Caller to hold, press the **<PARK>** soft key
- 2.) Check display to see what channel the call was parked on.
- 3.) Replace handset

RETRIEIVING A PARKED CALL:

- 1.) Lift handset
- 2.) Press the **<Retrieve>** Key
- 3.) Dial Channel number call was parked on
- 4.) Connection is made to parked call

PAGING: (option dependent on system programming)

- 1.) Lift handset
- 2.) Press the **<Page>** Key (will automatically connect you to your Zone)
- 3.) If needed, press the Zone number wanted: 1) _____
2) _____
- 4.) Announce your Page
- 5.) Hang up **by hand**, then replace the handset.

Ringer Tone Selection:

- 1.) Press **<Feature>**
- 2.) Press the **3** Key
- 3.) Display will show current ringer tone number and caller will hear the ring
- 4.) **Press <Feature>**
- 5.) Repeat steps 1 – 4 to scroll thru the different ringer tones available.
(With phone ringing, use the UP and DOWN arrow keys to adjust the volume)

ACTIVATE / DEACTIVATE HEADSET: (On phones with Headset Key only)

- 1.) Press **Headset** Key: This will allow the user to place or answer calls using the headset. The extension key will light when the headset is activated.

Reference Page

Fixed Function Keys

RECALL

Used to terminate an established call and re-seize internal dial tone

CONF (Conference)

Used to establish a three-party conference call. LED on key lights when key is active

REDIAL

Used to access the last five numbers dialed from your phone

ANSWER

When LED on key is lit, used to answer a waiting call

SPEAKER

Used to activate built-in speaker for hands-free use. LED on key lights when key is active.

TRANSFER

Used to transfer an established call to another station without attendant assistance

HOLD

Used to place a call on hold at your station

FEATURE

Used to activate setup functions and to access programmable features

MIC

Used to turn on/off the microphone. Affects speakerphone use only.

DIRECTORY

Not used at this time (dependant on system programming)

MESSAGE

Used to access your voice mailbox

UP and DOWN ARROW KEYS

- When phone is idle, used to control LCD contrast
- When speaker is in use, used to control speaker volume
- When handset is in use, used to control handset volume
- When phone is ringing, used to control ringing volume

Soft Keys (typical options, dependent on system programming)

FWD (Forward All Calls)

Used to forward all calls to another station or to voice mail

FBY (Forward Busy Calls)

Used to forward busy calls to another station or to voicemail

FDA (Forward Don't Answer)

Used to forward calls that are not answered to another station or to voicemail

VOICE

Used to place a voice (intercom) call to another station

PARK

Used to park a call that can be retrieved at another station

MUTE

Used to mute a call on the handset, headset or speakerphone

Voice Mail

WHEN YOU ARE ASKED A QUESTION, RESPOND BY PRESSING
1 FOR "YES" or **2** FOR "NO."

ACCESSING YOUR MAILBOX:

From your phone:

- 1.) Press **Message** key.
- 2.) Enter your security code when prompted (if applicable).

From off-site:

- 1.) Dial your main number.
- 2.) When voice mail answers, enter your personal ID...
(**9** plus your extension number)
- 3.) Enter your security code when prompted (if applicable).

SETTING UP YOUR MAILBOX:

- 1.) Access your voice mailbox using one of the procedures above.
*You will hear: "Hello. And thank you for calling. As a new voice mailbox owner, please take a moment to personalize your new mailbox..." Be ready for the tutorial that follows. Please note that you are not finished until you hear the attendant ask if you are satisfied with your settings, when you must answer **1** for "YES", and hear her respond "Great!"*
- 2.) Record your full name for the directory.
- 3.) Spell your name on the dial pad by entering the first three digits of your last name. (May not be required.)
- 4.) Answer **1** for "YES" to be listed in the directory.
- 5.) Record your personal greetings, both internal and external.
- 6.) Create a security code. **Must be between 3 and 10 digits.**
- 7.) Confirm settings by pressing **1**, or erase them by pressing **2**.

SAMPLE GREETING:

*You have reached the voice mailbox of _____.
I'm sorry I cannot take your call at this time. Please leave your name and number, and I will return your call as soon as possible.*

AD-8 VOICE MAIL MENUS

4 CHECK NEW MESSAGES

During message playback:

- * SKIP MESSAGE AND SAVE AS NEW
- # REPEAT MESSAGE
- 1 ADVANCE TO DAY & TIME ANNOUNCEMENT
- 2 REDIRECT? (1 for YES, 2 for NO) Press 2.
- ARCHIVE? (1 for YES, 2 for NO) Press 2.



...a 2 for "No" will delete your message!

Note: 222 shortcut to delete

221 shortcut to save

- 4 SKIP LISTENING TO PROMPTS
- 7 REPEAT PREVIOUS 3 SECONDS
- 8 PAUSE PLAYBACK
- 9 ADVANCE 3 SECONDS



5 LEAVE MESSAGES

Enter the extension number, or access the directory to spell the person's name by pressing # # .

6 REVIEW OLD MESSAGES

Use same controls as New Messages noted above.
(except for the * key)

7 CHANGE SETUP OPTIONS

4 GREETINGS

- 4 HEAR CURRENT GREETING
- 5 SWITCH GREETINGS
- 6 EDIT STANDARD GREETING
- 7 EDIT ALTERNATE GREETING

6 TRANSFER & DELIVERY

- 4 CHANGE CALL TRANSFER
- 5 MESSAGE DELIVERY

7 PERSONAL OPTIONS

- 4 CHANGE SECURITY CODE
- 5 RE-RECORD NAME
- 6 RE-SPELL NAME
- 7 DIRECTORY LISTING ON/OFF

