

# NEC

## *i-Series*

### **Soft Key Multibutton Telephone Quick Reference Guide**

92600SQG02  
April 2001

Printed in the U.S.A. (2562)



# Using Your Telephone

**Soft Keys** simplify using your phone. To guide you through your features, the Soft Key functions automatically change to help you handle calls. In this guide, the **Reverse Type** represents Soft Key functions.

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.

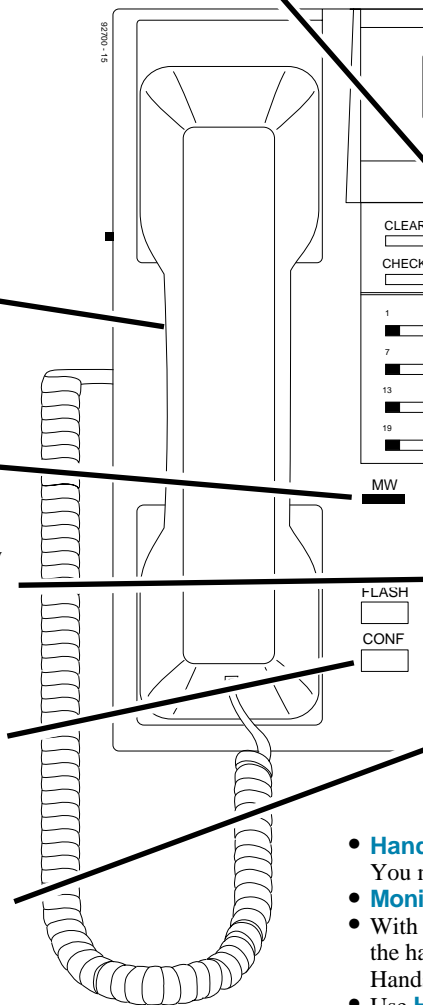
If you're on a Handsfree Call (see *Handsfree Options* below), lift the **handset** for privacy.

**MW** 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 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** or **CONF** to set up a Conference.

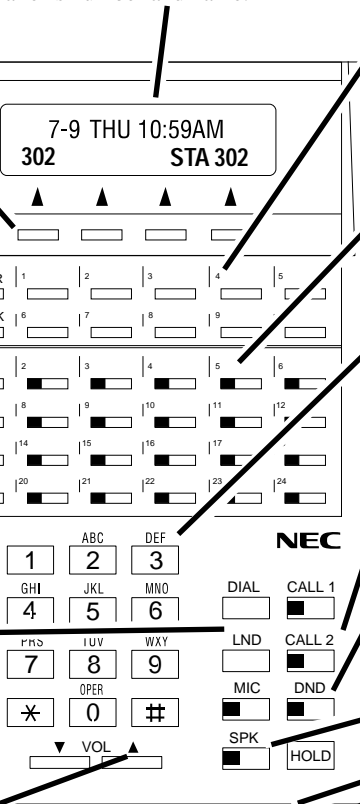
The **Volume Controls** are for speaker and handset. They also control the volume for ringing calls.



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**Alphanumeric Display** helps you use  
es and tells you about your calls. With  
al Caller ID, a ringing line may show  
aller's number and name.



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 **FUNCTION** keys.  
See *Programming Function Keys* for more on  
setting up these keys.

Press **DIR** or dial **D** (3) to select a call from a  
list of names. See *Directory Dialing* for more.

**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.

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.  
You must have a speakerphone to have Handsfree.

**Speakerphone** lets you place a call without lifting the handset, but you must lift the handset to speak.


**Automatic Handsfree**, you can press a line or Line Appearance key without lifting  
handset. You may have to lift the handset to speak, depending on whether you have  
Handsfree or Monitor. Normally, you have Automatic Handsfree.

**Handsfree Answerback** to answer a voice-announced Intercom call by speaking  
into 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, 01-99 or 001-128) + Outside number.

OR
2.  +   + Line number (e.g., 05 or 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 two beeps, begin speaking. Press **RING** or **VANN** to change mode.*
  - *For your Voice Mailbox, **MSGA** + **VMSG**.*
  - *For Paging, press **ICM** + **EXPG** (external) or **INPG** (Internal) + page zone (0-8).*


# If your call doesn't go through . . .

## Camp On and Callback

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

1. **CAMP** (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 6 to send a Voice Over.
  - For an urgent matter, you may be able to Barge In by pressing **BARG**.
  - (Outside calls) When you hear new dial tone, place your call again.

OR

1. **CAMP** and hang up to leave a **Callback** for a free line or extension.
  - 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. Press any Soft Key + **CLR** + **CLBK** + **ALL**, **ICM** or **LINE**.

## Message Waiting (Direct Messaging)

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

1. Do not hang up + **MSGWT**.
  - Your co-worker's MW flashes fast. Your MW is lit.
  - With Voice Mail, **VMSG** to leave a message in your co-worker's mailbox.

To answer a Message Waiting left for you:

1. **MSGA** + **MW** + **CALL**.
  - To cancel Messages Waiting (those you left): Press any Soft Key + **CLR** + **MW** + **ALL**, **SENT** or **REVD**.
  - To cancel Messages Waiting left for you: **MSGA** + **MW** + **CNCL**.


# Answering Calls

To answer a Message  
Waiting left for you  
(Cont'd):

- To cancel messages you left and that were left for you: Press any Soft Key + **MORE** + **MORE** + **CLR** + **MW** + **ALL**, **SENT** or **REVD**.

## Answering Outside Calls . . .

If you hear two rings and  
see a flashing line key:

1.  or lift handset.
  - Press line or 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.
  - **PROG** + **MORE** + **MORE** + **INT** + **RING** or **VOIC** makes incoming Intercom calls ring or voice-announce your phone.

## 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 + **CONF**.
  - To retrieve a call after pressing **CONF**, but before adding a call, press **ANHD**.
2. Place/answer next call + **SET**.
  - Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press **BEGIN** to start the Conference.

# 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**
3.  (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.  +   + Park Orbit.

**Park a call in orbit so a co-worker can pick it up (Cont'd):**

- *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**, press **ICM** + **EXPG** (external) or **INPG** (Internal) + page zone (0-64).*
  4. Hang up.

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

1. (Optional) Lift handset for privacy.
2.  +   **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 or out of the office, forward your calls to a co-worker, Voice Mail or off-premise:**

1. While idle, press **PROG** + **CFWD** + **STA**.
  - *To forward off-premise: **PROG** + **CFWD** + **DEV** + **OFFP** + Line access code (e.g., 9) + Number + **HOLD**.  
To cancel: While idle, **CFW** + **CNCF**.*
  - *To program a Selectable Display Message: **PROG** + **CFWD** + **DEV** + **DISP** + Message Number (e.g., 01-20) + Edit if needed + **HOLD**.  
To cancel: Press any Soft Key + **CNCF**.*
2. Dial Call Forwarding condition:  
AME = Personal Answering Machine Emulation (then skip to step 4).  
IMM = Immediate.  
B/NA = Busy or not answered.  
N/A = Not answered.  
FLW = Follow Me.  
BOTH = Immediate with both ringing (not for Voice Mail).
3. Dial destination extension, Voice Mail master number or press Voice Mail key.
4. Dial Call Forwarding type:  
**ALL** = All calls  
**CO** = Outside calls only

# Placing Calls Quickly

While at your desk or out of the office, forward your calls to a co-worker, Voice Mail or off-premise (Cont'd):





**INT** = Intercom calls only

- *DND flashes slowly. A voice prompt may remind you that your calls are forwarded.*
- *To cancel Call Forwarding, press any Soft Key + **CNCF**.*
- *To override an extension's Call Forwarding programming, **BYPASS**.*

## 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.*

### Save

Save your call for quick dialing later on:


Then redial your saved number:

1. **SAVE**.
1. **ICM** + **MORE** + **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:







1. (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:

1. In an idle station, press **PROG** + **MORE** + **ABB** + **SYS** or **GRP**.
2. Dial Abbreviated Dialing bin number.
  - Ask your communications manager for your bin numbers.
  - **CLEAR** will erase a previously stored number or name.
3. Dial phone number to store + **HOLD**.
  - The number can be up to 24 digits, using 0-9, # and \*. Press MIC to enter a pause.
4. Enter the name for stored number + **HOLD**.
  - See Entering Names below.
5. **CLEAR** to return to an idle state.

### To dial your stored Abbreviated Dialing number:

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

### Entering Names

When entering names, use One-Touch Keys to enter letters. For example, press One-Touch Key 1 once for A, twice for B, three times for C, and four times for D.

1 = A - D  
2 = E - H  
3 = I - L

4 = M - P  
5 = Q - T  
6 = U - Z

7 = Hyphen  
8 = Space  
9 = Symbols

10 = Punctuation

- Use the dial pad digits to enter 1-9, # and \*.
- CONF deletes entries.
- CHECK saves the One-Touch entry after you select it. (You don't have to press CHECK after dial pad entries.)

## Quick Reference for Other Features

<b>Alarm:</b>	<b>PROG</b> + <b>MORE</b> + <b>ALM</b> + <b>ALM1</b> OR <b>ALM2</b> + time (24-hour format). <i>To cancel: Any Soft Key + <b>PROG</b> + <b>MORE</b> + <b>ALM</b> + <b>ALM1</b> or <b>ALM2</b> + 9999.</i>
<b>Do Not Disturb:</b>	<b>PROG</b> + <b>DND</b> + <b>SET</b> + <b>EXT</b> to block your outside calls OR <b>ICM</b> to block Paging, Intercom calls, Call Forwards and transferred outside calls OR <b>ALL</b> to block all calls OR <b>CFWTO</b> to block Call Forwards. <i>To cancel: Any Soft Key + <b>PROG</b> + <b>DND</b> + <b>CNCL</b>.</i> <i>To override an extension's Do Not Disturb: <b>OVRD</b>.</i>
<b>Name Storing:</b>	<b>CALL1</b> + <b>800</b> + Name (See Abbr. Dialing) + <b>HOLD</b> + <b>SPK</b> .
<b>Memo Dial:</b>	While on a call, store a number for easy recalling: <b>Memo Dial</b> function key + Number to store + <b>Memo Dial</b> key to save. <i>To dial number: <b>Memo Dial</b> key + <b>Line</b> key.</i>
<b>Meet Me Conference:</b>	<i>To set up a telephone meeting:</i> While on a call, <b>CONF</b> + page party and announce zone + when co-worker answers, <b>SET</b> + <b>BEGIN</b> . <i>To join: <b>PGDU</b> OR <b>CALL1</b> + <b>864</b> + Announced zone.</i>
<b>Personal Greeting:</b>	<i>To have your phone greet callers and forward your calls:</i> <b>PROG</b> + <b>CFWD</b> + <b>DEV</b> + <b>PGRT</b> + Record Personal Greeting + <b>SAVE</b> + <b>B/NA</b> (Busy/No Answer), <b>IMM</b> (Immediate) or <b>NA</b> (No Answer) or <b>PAGE</b> (if you select <b>PAGE</b> , continue with Park and Page below) + Extension to receive calls + <b>ALL</b> or <b>CO</b> + <b>SPK</b> to hang up. <i>To cancel: While idle, press any Soft Key + <b>CNCF</b>.</i>
<b>Park and Page:</b>	<i>To have your phone greet your callers and Page you:</i> After pressing <b>PAGE</b> , (see Personal Greeting) record message + <b>SAVE</b> + <b>INT</b> , <b>COMB</b> or <b>EXT</b> + select page zone + <b>ALL</b> or <b>CO</b> . (R:7 L:5 E:3) displays to allow you to re-record, listen, or erase the message) <i>To cancel: While idle, press any Soft Key + <b>CNCF</b>.</i> <i>To pick up: <b>CALL1</b> + * * + Announced extension.</i>
<b>Repeat Redial:</b>	<i>To automatically redial your outside call if it's not answered:</i> Place outside call + <b>RPT</b> + Hang up + Lift handset when call goes through. <i>To cancel: <b>CNRP</b>.</i>
<b>Time/Date:</b>	<b>CALL1</b> + <b>828</b> + time/date password (usually 0000) + 2 digits for year + 2 digits for month + 2 digits for day + day of week (0=Sunday, 6=Saturday) + 2 digits for hour (24 hour format) + 2 digits for minutes + <b>SPK</b> .

## Directory Dialing

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

- DIR** (Directory Dialing).
- Dial Directory Dialing type:  
**C-2** = Common Abbreviated Dialing.  
**D-3** = Group Abbreviated Dialing.  
**P-7** = Your One-Touch Keys (1-10).  
**X-9** = Co-worker's extension numbers.
- Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
- Press the soft key that displays the letter/number selected above (e.g., 1 for A, 2 for B).
- Press **↑** or **↓** soft key to scroll through the list.
- DIAL** to place call.

## Programming One-Touch Keys

To program: In an idle state, **PROG** + **ONET** + Key + Number + HOLD + Name  
(see *Entering Names under Abbreviated Dialing*) + HOLD + CLEAR.

**DSS:** Enter **Co-worker's extension number** + **SPK** to hang up.

**Personal Speed Dial:** Enter **9** + **Outside number** or  
Enter **804** + **Line group number** (1-9, 01-99 or 001-128) +  
**Outside number** or  
Enter **#9** + **Line number** (e.g., 05 or 005) + **Outside number**  
+ **SPK** to hang up.

**Service Codes:** Enter **Service Code** + **SPK** to hang up. For example, you can  
make a Save Number Clear key by entering 885.

## Programming Function Keys

To program: In an idle state, **PROG** + **MORE** + **FTCN** + Key + Code +  
Optional Data + CLEAR.

**Call Forwarding:** Enter **1080** for Call Forwarding to extension or Voice Mail  
(the same as dialing \* 2).  
Enter **1081** for Selectable Display Messaging, Call Forwarding  
Off Premise and Personal Greeting/Park and Page (the same as  
dialing \* 4).

**Conference:** Enter **1016** if you want a Conference key.

**Directory Dialing:** Enter **1082**.

**Hold:** For Exclusive Hold, enter **1044**.

**Hotline:** Enter **1058** + Partner's extension.

**Line and Loop Keys:** Enter **0001 - 0192** for lines, **0000** to undefine.  
Enter **1078** + **0** (Incoming), **1** (Outgoing) or **2** (Both) + **001-128**  
(Trunk Group) or **000** (for ARS).

**Memo Dial:** Enter **1015**.

**Save Number Dialed:** Enter **1014**.

**Repeat Redial:** Enter **1075**.

**Voice Mail:** Method A<sup>1</sup>: Enter **1059**.  
Method B<sup>1</sup>: Enter **1059** + Your extension number.  
<sup>1</sup> Check with your communications manager.

**Park:** Enter **1033** + **Orbit number** (1-64).

**Page:** Enter **1006** + **Zone** (1-64) for Internal.  
Enter **1004** + **Zone** (1-8) for External.  
Enter **1005** for Combined (External and Internal) All Call.

# NEC

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