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1. INTRODUCTION

Introduction

This user guide is designed to be a condensed version of the official NEC user documentation and covers the most popular features on your telephone system. If you have a question that is not answered in this guide please contact your system administrator.

System Administrator Name: _____

Phone extension: _____

**Telephone Layout:**   **Email address:**
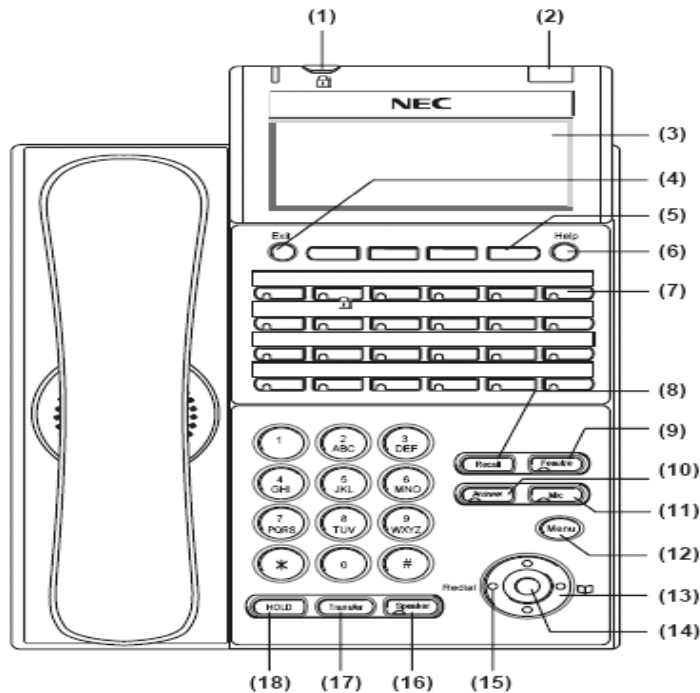
KEY DEFINITION

1. **Security Button (DT730 only)**
   The user can prevent information leakage from terminal by simple operation.

2. **Call Indicator Lamp**
   This lamp flashes fast when a call terminates to the terminal and flashes slower when a message has been left.

3. **LCD**
   Liquid Crystal Display provides activity information plus data, time and Softkey operation. The LCD has 28 character, 3 line capability.

4. **Exit**
   The user can exit from a screen mode by pressing this key.

5. **Softkeys**
   Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

6. **Help**
   The user can press this key followed by a programmable key to check what Line or Programmable Feature is programmed on the key.

7. **Programmable Keys**
   These keys can be programmed as Flexible Line Key/Programmable Feature Key by the Telephone Administrator.

8. **Recall**
   Press key to finish an outside call (RELEASE KEY)

9. **Feature**
   Used to activate any features as terminal setup functions .

10. **Answer—Headset**
    When LED on this key is lit your headset is activated.

11. **Mic**
    Press this key to mute/un mute hands free.

12. **Menu**
    From this key, the user can access to the functions not normally used easily.

13. **Cursor**
    By using this Key, the user can access various features with simple operation.

14. **Enter**
    Shortcut Menu for frequently used features. The user can access to Shortcut Menu by pressing Enter Key.

15. **Redial**
    Last Number Call, Speed Calling Station. Press key to activate redial feature. Press redial and scroll back through numbers the have been dialed. When the desired number is displayed, press the # key to activate dialing.

16. **Speaker**
    Controls the built in speaker which can be used for Hands Free dialing/ monitoring. LED on key lights when key is active.

17. **Transfer**
    Allows the station user to trans established calls to another station, without attendant assistance.

18. **Hold**
    Press this key to place an internal or external call on hold.

2. TERMINAL SETUP

VOLUME ADJUST BAR

Is used to adjust LCD contrast, Speaker/Receiver volume, Headset and Ringer

Volume.
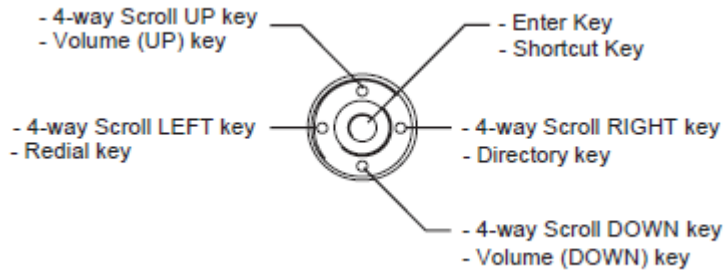
TO ADJUST THE HANDSET/HEADSET VOLUME

Press the Up/Down key in the off-hook status or during the call.

TO ADJUST THE SPEAKER VOLUME

Press the Up/Down key during speakerphone operation or during the call.
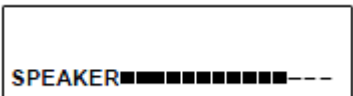
TO ADJUST THE RING VOLUME

Press the Up/Down key during ringing

TO ADJUST THE LCD CONTRAST

Press the Up/Down key in the on-hook status.

TO SELECT THE RINGER TONE

There are fourteen (14) kinds of ringers available. To change the ringer tone,

1. Press FEATURE, then dial 3 (the tone style will be displayed on the LCD),

2. Dial 3 repeatedly to toggle between the various options.

3. Press FEATURE again to save the ringer tone

Once you have selected a ringer style, use volume control to increase or decrease the ringer volume.

EXTENSIONS (Primary and Secondary)

When your primary extension is busy a second call can be received or placed from the secondary extension.

If you do not answer the call on the secondary extension after four (4) rings the call will go to your voice mail.

3. FEATURE OPERATION

TO ORIGINATE AN OUTSIDE CALL

1. Lift handset or press SPEAKER key, receive internal dial tone.

2. Dial 9 to receive an outside dial tone.

3. Dial desired telephone number.

4. Use handset or MIC to converse,

TO ORIGINATE AN INTERNAL CALL

1. Lift handset or press SPEAKER key.

2. Receive extension dial tone.

3. Dial desired station number.

4. Use handset or MIC to converse.

HANDS-FREE/SPEAKER/DYNAMIC DIAL-PAD PHONE

1. To use the hands-free ability of the telephone press the "SPEAKER" button

2. Ensure the "MIC" key is lit which enables the built in microphone located at the bottom right corner of the telephone. If it isn't lit you will be able to hear the caller but they will not be able to hear you!

3. At any time you may pick up the handset! To go from the handset to hands-free press the "SPEAKER" button before replacing the handset in the cradle.

NOTE: To use the dynamic dial-pad simply start dialing the telephone number and the phone will automatically go hands-free.

HEADSET OPERATION

1. To use a headset press the ANSWER key to activate the headset port on the base of the telephone, the ANSWER button will light red when activated. When the ANSWER key is lit the handset will be inactive.

2. Use the RECALL key to release or hang-up on the call when using the headset

3. To return to using the handset press the ANSWER key to deactivate the button, the ANSWER light is off for handset operation

NOTE: If the ANSWER key is already activated to answer an inbound call using your headset press the ringing extension button

NOTE: To adjust the ringing volume when using the headset use the Up/Down key during ringing

ORIGINATING A VOICE CALL—HANDS-FREE

1. Lift handset

2. Dial desired station number.

3. Press the **Voice** soft-key or press 1.

Note: *If privacy is required, lift handset.*

MUTE KEY

1. During a handset or headset conversation the transmit can be muted by the use of the MUTE soft-key

2. To resume speaking press the MUTE soft-key a second time

NOTE: While muting the handset/headset you are still monitoring the caller

LAST NUMBER REDIAL

To Redial the Last Number Dialed

1. Press REDIAL.

2. Press # or the REDIAL soft-key and the last number dialed will be redialed and displayed.

NOTE: To scroll through the last 10 calls use the PREV and NEXT soft-keys

TO PLACE A CALL ON HOLD

Press HOLD - held line flashes

To Retrieve

Lift handset or press SPEAKER. Press held line.

If Unanswered:

A held call reminder is set to 90 seconds.

TO PLACE A CALL ON EXCLUSIVE HOLD

Press HOLD twice. Held line flashes.

To Retrieve

Lift handset or press SPEAKER. Press held line.

If Unanswered

The call is left on hold indefinitely until retrieved. Automatic Recall is not initiated.

REMOTE HOLD

1. Press TRANSFER. Receive interrupted dial tone.

2. Dial desired extension number

3. Press HOLD and hang up.

NOTE: This process will remotely place caller on hold at the extension entered in Step # 2, allowing you to then retrieve the call from that extension

ANSWERING A PARKED CALL

1. Press Park button **"LEAVE THE HANDSET IN THE CRADLE"**

2. Dial the park location that was announced, followed by the # key

3. Answer ringing call by picking up the handset or pressing the speaker key.

PAGING (if applicable)

1. Pick up your handset and press the paging soft-key

2. Wait for the paging confirmation tone and begin paging

3. Hang-up using the RECALL key when completed

4. Replace the handset to the cradle

Voicemail Options

LOG INTO YOUR MAILBOX...

... from your extension

OR ... from another extension

OR ... from an outside line

Press **#** → Enter your mailbox number → Enter your PIN number

Action the blue shaded options to set up your Mailbox

---

1 Listen to New Messages

1	Listen/Listen to next
2	Save New/Retain Saved
3	Delete
4	Reply to Message
5	Date & Time Message Left
6	Forward Message → Use the Send a Message process
7	Skip Backward → 7 Rewind to Beginning of Message
8	Pause → 8 Resume immediately
9	Skip Forward → 9 Skip to End of Message
#	Dial Caller (if CLI enabled) → 2 Save message / 3 Delete message

2 Listen to Saved Messages

3 Change Greetings and Profiles

| 1 | Record Current Greeting |

→ 1 Save
→ 2 Replay
→ 3 Record

2	Toggle Schedule On/Off — Set up in Desktop first
3	Busy Greeting — Set up in Desktop first
4	Select / Change Profile
5	Record Pre-record Prompt
6	Current Profile Maintenance Options

→ 1 Record / Change Profile Name → 1 Save / 2 Replay / 3 Record
→ 2 Enable / Disable Pre-Record Prompt
→ 3 Enable / Disable Expected Time of Return

4 Send a Message

Addressing Options

1	Select by Mailbox
2	Select by Name
3	Select by Personal Distribution List
4	Select by Global Distribution List

Additional Options

| 1 | Add Addresses |
| # | Record Message |

→ 1 Re-Record Message
→ 2 Mark as Urgent
→ 3 Mark as Private
→ 4 Mark for Return Receipt
→ # Send message
→ 9 Cancel message

5 Mailbox Options and Maintenance

| 1 | Record / Change Mailbox Name |
| 2 | Change PIN Number |

→ Enter Old
| Enter New
| Re-Enter New

| 3 | Listen to Deleted Messages |
| 4 | Personal Distribution Lists |

Select Number of Distribution List
1 through 9

→ 1 Add New Members
→ 2 Record List Name → 1 Save / 2 Replay / 3 Record
→ 3 List Current Members
→ 4 Re-Create a Distribution List

Press ✱ to back up one Menu level

Profiles: 0 = In the Office; 1 = In a Meeting; 2 = Out of Office; 3 = On Vacation

Press 9 from the Main Menu to exit to the Company Greeting

TO TRANSFER A CALL

1. Press TRANSFER. Receive interrupted dial tone.

2. Dial destination station's extension, hang up to complete the transfer or wait for answer if using a supervised transfer.

3. To return to original caller, press TRANSFER

Note: If using supervised transfer and you receive voicemail, press * 4 times to cancel voicemail, then proceed with step 3

TO TRANSFER A CALL TO RECEPTION

1. Press TRANSFER. Receive interrupted dial tone.

2. Dial 0, hang up or wait for answer.

3. To return to original caller, press TRANSFER

TO TRANSFER A CALL TO VOICEMAIL

1. Press TRANSFER. Receive interrupted dial tone.

2. Dial destination stations extension.

3. Press the message key and hang up to complete the transfer.

Note: To return to original caller, press TRANSFER prior to step 3

CONFERENCE—4 PARTY

1. With call in progress, press TRANSFER - receive interrupted dial tone.

2. Dial 9, then 2nd party's telephone number.

3. After call is answered, press CONF Soft Key

Three-way conference is established. To add a 4th party, repeat process

If one party hangs up, other two remain connected.

Note: Max. 4 party conference, with 2 outside callers only.

Note: If in step 2. and you receive voicemail press * 4 times to cancel voicemail then press transfer key to return to the original caller.

CONFERENCE BRIDGE (IF APPLICABLE)

For Conferences greater than 2 outside callers there is a conference bridge that can be scheduled along with the use of a conference telephone

Please contact the conferencing administrator to schedule the use of the Conference Bridge.

CALL FORWARDING - ALL CALLS

To Set

1. Press SPEAKER key. Receive extension dial tone.

2. Press CALL FWD key, dial desired ext number or telephone number (including 9).

3. Press SPEAKER. Call forwarding for all calls is set. CALL FWD key is lit red.

To Cancel

1. Press SPEAKER key. Receive extension dial tone.

2. Press the Call FWD key

3. Press * (star)

4. Press SPEAKER. Call forwarding for all calls is cancelled. CALL FWD key is unlit.

CALL PICK UP

1. Pick up your phone and receive extension dial tone.

2. Press the DPICK soft key and hear interrupted dial tone.

3. Type the extension that you want to answer – the call is now connected.

CALL DISPLAY

To gather caller information from your display, push the line button that you are on (while talking) and the information (caller name and number) will re-appear on your display.

HOT DESKING (only applicable for IP telephones)

1. Press the "Speaker" button

2. Press the "LOG IN/OUT" button on the telephone

3. The display will then prompt for Login: and Password:

4. Enter your extension number from the dial pad and then the "Set" soft key

5. Enter the password of 1234 (this is the same for all extensions) and then the "OK" soft key

NOTE: When visiting another site or Hot-Desking in a meeting room- please remember to LOGOUT before you leave

NOTE: When you logout from the visitors location your extension will then revert back to its originally assigned location

NOTE: If your extension is already registered the display will read "Over-Ride" Select "Yes" to proceed

PROGRAMMING STATION or PERSONAL SPEED DIAL

From the idle state, press the STA soft key.

Use the PREV or NEXT soft keys to select the entry number (00-19) to be programmed.

Press the ENTRY soft key to search the vacant memory block of Station Speed Dial.

Press the NAME soft key to enter a new name.

Enter the desired name (up to 16 characters using the letters on Keys 2 through 9)

Press the SET soft key to save

Press the NUMBER soft key to enter the number associated with the name. Dial 9 +

the desired telephone number.

Press the SET soft key to save

Press OK to continue programming additional Speed Dials

TO USE STATION (PERSONAL), OR SYSTEM (GLOBAL) SPEED DIALS

From the idle state, press the STA , SYS or DIR soft key on your phone.

To search by name, enter up to the first four characters of a name using the keypad.

Press the PREV or NEXT soft key to start the search.

The name and the number are shown on the LCD. If more than one name matches the letters entered, scroll through the hits with the PREV or NEXT soft keys.

Once the name and number are displayed either press the SPEAKER key, the line key, or lift the receiver to place the call.

CHAPTER 4. VOICE MESSAGING

VOICE MESSAGING FIRST TIME ENROLLMENT STEPS

The first time enrollment tutorial will guide you through the 3 basic steps of setting up your mailbox: Changing your PIN, recording your NAME for the company directory and recording your "IN THE OFFICE" profile

1. Press the message key while the handset is in the cradle, then pick up the handset

2. Enter your first time PIN number **2222**

3. Follow the first time enrollment tutorial

NOTE: It is not necessary to record your other profiles during the first time enrollment

NOTE: With the use of the ETR or Expected Time of Return feature recording the additional profiles isn't required

SENDING A MESSAGE TO A DISTRIBUTION LIST

1.   Log into voicemail: this is done by pressing the message key while the hand-set is in the cradle and enter your voice messaging PIN (security code) then pick up the handset

2. Press **4** "Send a Message"

3. Press **4** to Select the by Distribution List

4. Listen to the list of Distribution Lists and enter the number of the Distribution List that you want to send a message

5. Press **##**

6. Record your message after the tone, to end your recording press **#**

7. You will then be prompted with message delivery options, To re-record press **1**, Mark as Urgent Press **2**, Mark as Private Press **3**, to send the message with standard delivery press **#**, press ***** to cancel the delivery of the message.

NOTE: Once you are familiar with the Distribution List numbers it is not necessary to wait for the prompts.

YOUR PROFILES FOR USE ARE

PROFILE 0 = In the Office

PROFILE 1 = In a Meeting

PROFILE 2 = Out of the Office

PROFILE 3 = Vacation

SETTING EXPECTED TIME OF RETURN or ETR

1. Select the appropriate presence profile button on your telephone. The display on your telephone will show ETR:

2. Enter your Expected Time of Return using the scenarios below followed by the # key.

Must enter a 4 digit number (such as 1500=3pm) using a 24 hour clock. If it is less then the current time, Voice Messaging assumes it to be a time tomorrow based on a Monday—Friday work week. If the time entered is greater than the current time, Voice Messaging assumes it to be a time today.

Enter 6 digits to set a time of return up to a month from now (such as 230800=23rd at 8am)

NOTE: If you enter a relative time less than 30 minutes, Voice messaging rounds the ETR time to the next 5 minutes. (such as at 10:46 you enter 10 minutes , ETR is set to 11:00)

If you enter a relative greater time than 30 minutes, Voice Messaging rounds the ETR to the next 15 minutes(such as at 10:46 you enter 30 minutes , ETR is set to 11:30

NOTE: To bypass the ETR press #

NOTE: The use of presence features is required in order for the switchboard operator to provide a better customer service experience to our clients

UNIFIED MESSAGING

Should the unified messaging module be enabled your voice messages will be accessible from Microsoft Outlook. Your voice messages can be managed from either your telephone or from Microsoft Outlook.

Below is a screenshot of how the voice message will appear in your inbox:

1. To listen to the message from your inbox select the "Dial/Play" icon located in the HOME page (outlook 2010 depicted)

2. From the drop down menu select "Play Voice Message" which will launch the Voice Message Player—depicted below.

3. To dial the caller select the telephone number from the drop down menu
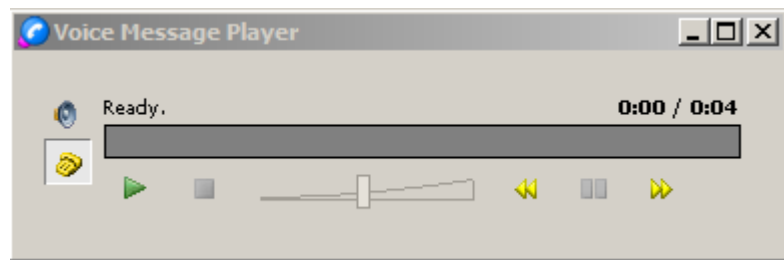
Should you choose to listen to your voice message from Outlook a voice player will give your two options for the message playback.

1. The speaker icon to use your multi –media speakers

2. The telephone icon to use your telephone as the playback device

When the Voice Message Player is used there is the use of message playback options:

Play

Stop

Volume control when using multimedia speakers

Rewind

Pause

Fast Forward

Notes: