



**NEC**



**Xen IPK II  
ANALOGUE TELEPHONE  
User Guide**



## Table of Contents

<b>General Information</b> .....	<b>3</b>
<b>Answering Calls</b> .....	<b>3</b>
<b>Making Calls</b> .....	<b>4</b>
<b>Placing a Call on Hold</b> .....	<b>5</b>
<b>Transferring Calls</b> .....	<b>5</b>
<b>Conference</b> .....	<b>5</b>
<b>Call Park</b> .....	<b>6</b>
<b>Tone Override</b> .....	<b>6</b>
<b>Voice Over</b> .....	<b>6</b>
<b>Call Forwarding</b> .....	<b>7</b>
<b>Paging</b> .....	<b>8</b>
<b>Call Pickup</b> .....	<b>8</b>
<b>Do Not Disturb</b> .....	<b>9</b>
<b>Account Code Entry</b> .....	<b>9</b>
<b>Programming Station Speed Dial</b> .....	<b>9</b>
<b>ACD</b> .....	<b>10</b>
<b>Quick Reference Guide</b> .....	<b>11</b>

## General Information

The following should be considered when reviewing this User Guide:

- Access to many features is based on system assignments. Some access codes may vary from those stated in this user guide and not all features may be available from your telephone.
- The **FLASH** or **RECALL** key located on certain models of Analogue Telephones can be used in place of the **Hookswitch**.

## Answering Calls

### Ringing Calls

- Lift the handset
- Converse

**Note 1:** Distinctive ringing tones are provided for internal and outside calls.

**Note 2:** When Delayed Ringing feature is assigned, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.

### Off-Hook Signalling

With a call in progress:

- Receive Off-Hook Signalling
- Replace handset to disconnect the current call
- Lift the handset to converse with new call

# Making Calls

## Internal Calls

- Lift the handset
- Dial station number or **9** for the attendant (or reception)

**Note 1:** When calling a multiline telephone, dialling **1** after the station number will change ringing to voice, or voice to ringing.

**Note 2:** To directly access a personal voice mailbox, dial **8** after dialling the station number.

## Outside Calls

- Lift the handset
- Dial trunk access code i.e. **0**
- Dial telephone number
- Converse

## Last CO/PBX Number Redial

- Lift the handset
- Dial **#5**
- Converse

## Speed Dial – Station/Group/System

- Lift the handset
- Dial **Speed Dial** code:
  - Station Speed Dial **#7**
  - Group Speed Dial **#4**
  - System Speed Dial **#2**
- Dial Speed Dial Memory location:
  - Station Speed Dial **0-9**
  - Group Speed Dial **XXX** (none at default)
  - System Speed Dial **000~999**
- Converse

## Trunk Queuing

Upon receiving busy tone when all outside lines are busy:

- Dial **#**
- Replace handset

**Note:** When an outside line is available, your telephone will ring; lift handset and place call (no need to dial Trunk Access code).

# Placing a Call on Hold

## Exclusive Hold

With a call in progress:

- Press **Hookswitch**

**Note 1:** Replacing the handset when a call is on hold will cause the held call to immediately ring your station.

**Note 2:** Once a call is placed on hold, the telephone can be used to place another internal or outside call, or access a feature (i.e. Call Pickup). Press **Hookswitch** again to return to the original party and place the second party on hold.

## Transferring Calls

With a call in progress:

- Press **Hookswitch**
- Dial station number
- Announce call (optional)
- Replace handset

**Note 1:** If the called station is busy, replacing handset will initiate a camp-on. An unanswered camp-on or ring transferred call will recall to your telephone after a preprogrammed time interval.

**Note 2:** To return to the original party, press **Hookswitch** twice.

**Note 3:** To transfer a call directly to a personal voice mailbox, dial **8** after dialling the station number.

## Conference

With a call in progress:

- Press **Hookswitch**
- Dial **#1**
- Dial the party you want to add and wait until they answer
- Press **Hookswitch** and repeat the third step to add more parties

**-OR-**

Press **Hookswitch** twice to set up the conference

## Call Park

To park a call:

- Press **Hookswitch**
- Dial **#6** and the **Park orbit** (01~64)  
**Note:** If you hear busy tone, the orbit is busy. To try another orbit, press the **Hookswitch** twice and repeat the second step.
- Use Paging to announce the call
- Replace handset

**Note 1:** If not picked up, the call will recall to you.

**Note 2:** You can Park Intercom or Trunk calls.

To pick up a parked call:

- Lift the handset
- Dial **\*6** and the **Park orbit** (01~64)

## Tone Override

- To send Off-hook signals when calling a busy telephone:  
Dial **\***  
**-OR-**  
Dial **709** (if the single digit access code is not available)

**Note 1:** You hear Ring Busy Tone. The called extension hears Call Alert Notification.

**Note 2:** By default, your extension will send off-hook signals automatically.

To answer tone override:

- Receive Tone Override
- Hang up the handset
- Answer the incoming call and talk with the party

## Voice Over

### Originate

When calling a busy telephone:

- Dial **6**  
**-OR-**  
Dial **690** (if the single digit access code is not available)
- Announce message (after the alert tone ends)

### Answer

With a call in progress:

- Receive Voice Over announcement
- Replace handset; first call is terminated
- Lift the handset when phone rings
- Converse with Voice Over originator

# Call Forwarding

## Call Forward – Immediate

### Set

- Lift the handset
- Dial **741**
- Dial **1** (Set)
- Dial the destination extension or off-premise number
- Hang up

### Cancel

- Lift the handset
- Dial **741**
- Dial **0** (Cancel)
- Hang up

**Note:** While set, Call Forward – All overrides Call Forward Busy/No Answer setting.

## Call Forward – Busy/No Answer

### Set

- Lift the handset
- Dial **744**
- Dial **1** (Set)
- Dial the destination extension or off-premise number
- Hang up

### Cancel

- Lift the handset
- Dial **744**
- Dial **0** (Cancel)
- Hang up

**Note:** While set, Call Forward – All overrides Call Forward Busy/No Answer setting.

## Paging

To make a paging announcement:

- Lift the handset
- Dial the paging service code:
  - Internal Paging Zones **701**
  - External Paging Zones **703**
  - Combined Internal/External **\*1**
- Dial the paging zone number:
  - Internal Paging Zones **1~9, 0** for All Zones  
(or **01~64, 00** for All Zones)
  - External Paging Zones **1~8, 0** for All Zones
  - Combined Internal/External **1~8, 0** for All Zones
- Make announcement
- Hang up

**Note:** For combined paging, if the internal paging zone is busy or if there are no extensions in a paging group, the page will be announced as an external page only.

## Meet-me Answer

To join a Meet Me Internal Page:

- Lift the handset
- Dial **763** (if your extension is in the zone called)  
**-OR-**  
Dial **764** and the zone number (if your extension is not in the zone called)
- Converse with the originator of the page

## Call Pickup

To answer a call ringing on another telephone:

- Lift the handset
- Dial the Call Pickup service code:
  - Own Call Pickup Group & Ring Group **\*\***
  - Directed Call Pickup **\*\* + Extension No.**
  - Own Call Pickup Group **756**
  - Other Call Pickup Group **769**
  - Specified Call Pickup Group **768 + Group No. 1~9 (or 01~64)**
- Converse

**Note:** If more than one call is incoming, the system sets the priority for which call it will answer first.



## Do Not Disturb

- Lift the handset
- Dial **747**
- Dial the **DND option** code:
  - 0** = Cancel DND
  - 1** = Incoming Trunk Calls Blocked
  - 2** = Incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked
  - 3** = All Calls Blocked
  - 4** = Call Forwards Blocked

## Account Code Entry

With an outside call in progress:

- Press **Hookswitch**
- Dial Account Code Entry service code \_\_\_\_\_
- Dial Account Code (16 digits maximum)
- Press **Hookswitch** to return to held call

## Programming Station Speed Dial

To store a Station Speed Dial number:

- Lift the handset
- Dial **755**
- Dial the **Station Speed Dial** buffer number to be programmed (**0-9**)  
**Note:** **0** = Station Speed Dial buffer 10.
- Dial the **Trunk Access Code** (e.g., **0**) - if required
- Dial telephone number you want to store (up to 24 digits)  
**Note:** Valid entries are **0-9**, **#** and **\***.
- Hang up

# ACD

## Multiple Agent Log In

To Log In:

- Lift the handset
- Dial the **AIC Log In** service code (not assigned at default)
- Dial the **log in code** (up to 20 digits) (optional)
- Dial the first **Agent Identity Code** (AIC) (up to four digits)  
**Note:** You will hear a confirmation tone when immediately logging in with additional AICs.
- For second agent log: Dial the second **Agent Identity Code** (AIC) (up to four digits)  
**Note:** You will hear a confirmation tone.
- For third agent log: Dial the third **Agent Identity Code** (AIC) (up to four digits)  
**Note:** You will hear a confirmation tone.

**Note:** Follow Steps 1~4 to log in with additional AICs (up to three) at any time.

To Log Out:

- Lift the handset
- Dial the **AIC Log Out** service code (not assigned at default)  
**Note:** All AIC are logged out.

To log out of an ACD group without using AIC:

- Lift the handset
- Dial the **ACD Log Out** service code **655** (default)

## Off-Duty Mode (Rest Mode)

To set the manual Rest Mode:

- Lift the handset
- Dial **658**  
**Note 1:** A fast busy tone is heard  
**Note 2:** To set Pre-Rest Mode (while on a call), press the **Hookflash** and then dial **658**. Press the **Hookflash** again to return to the outside party. Rest Mode will begin once the call is completed.
- Hang up

To cancel the manual Rest Mode:

- Lift the handset  
**Note:** A fast busy tone is heard
- Dial **659**
- Hang up

# Quick Reference Guide

OUTSIDE CALLING	
Outside Call	Dial <b>0</b> ▶ Dial Telephone Number
Last CO/PBX Number Redial	Dial <b>#5</b>
Speed Dial	Station Speed Dialing Number: <b>#7</b> ▶ <b>0~9</b> Group Speed Dialing Number: <b>#4</b> ▶ <b>xxx</b> System Speed Dialing Number: <b>#2</b> ▶ <b>000~999</b> * No Group buffers assigned at default.
Trunk Queue	Receive Trunk Busy Indication ▶ Dial <b>#</b>
INTERNAL CALLING	
Station Call	Dial Station Number
Tone Override	Reach Busy Station ▶ Dial <b>*</b>
Voice Over Originate	Reach Busy Station ▶ Dial <b>6</b>
Quick Transfer to Voice Mail	Dial Station Number ▶ Dial <b>8</b>
WITH A CALL IN PROGRESS	
Hold	<b>Hookswitch</b>
Transfer	<b>Hookswitch</b> ▶ Dial Station Number
Quick Transfer to Voice Mail	<b>Hookswitch</b> ▶ Dial Station Number ▶ Dial <b>8</b>
Conference	<b>Hookswitch</b> ▶ Dial <b>#1</b> ▶ Place 2nd Call ▶ <b>Hookswitch</b> twice
Call Park System	SET: <b>Hookswitch</b> ▶ Dial <b>#6</b> ▶ Dial <b>01~64</b> RETRIEVE: Dial <b>*6</b> ▶ Dial <b>01~64</b>
Voice Over Answer	Receive Voice Over ▶ Replace handset ▶ Lift handset ▶ Converse
FROM THE INTERCOM	
Internal Paging	Dial <b>701</b> ▶ <b>0~9</b> or <b>00~64</b> ▶ Page Dial <b>0</b> or <b>00</b> for All Internal Paging ▶ Page
External Paging	Dial <b>703</b> ▶ <b>0</b> or <b>1~8</b> ▶ Page Dial <b>0</b> for All External Paging ▶ Page
Call Pickup	Own Pickup Group and Ring Group      Dial <b>**</b> Own Pickup Group                              Dial <b>756</b> Other Pickup Group                              Dial <b>769</b> Specified Pickup Group      Dial <b>768 + 1~9</b> (or <b>01~64</b> )
Call Pickup Direct	Dial <b>**</b> ▶ Dial Station Number
Call Forward	<b>Set:</b> For Forward All: Dial <b>741</b> ▶ Dial <b>1</b> ▶ Dial Destination For Busy/No Answer: Dial <b>744</b> ▶ Dial <b>1</b> ▶ Dial Destination <b>Cancel:</b> For Forward All: Dial <b>741</b> ▶ Dial <b>0</b> For Busy/No Answer: Dial <b>744</b> ▶ Dial <b>0</b>
Programming Speed Dial	Dial <b>755</b> ▶ Dial <b>0~9</b> ▶ Dial Trunk Access Code ▶ Dial telephone number

# NEC



Phone Wizards  
MAITLAND Office  
Ph (02) 4931 6130  
[sales@phonewizards.com.au](mailto:sales@phonewizards.com.au)  
[www.phonewizards.com.au](http://www.phonewizards.com.au)  
PO Box 397, MAITLAND NSW 2320

The material contained herein is subject to change without prior notice at the sole discretion of NEC Business Solutions Ltd.

Version 1.0  
DPA. July 2006

Copyright ©2006 NEC Business Solutions Ltd  
Document No. NEC-9771