

NEC



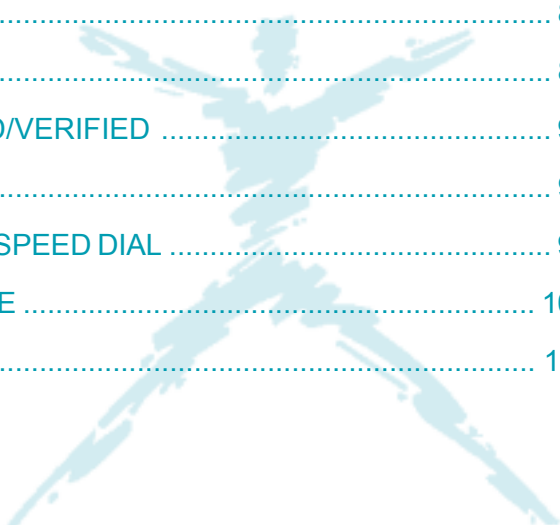
**Analogue
Telephone
User Guide**

axis
master



Table of Contents

GENERAL INFORMATION	3
ANSWERING CALLS	3
MAKING CALLS	4
PLACING A CALL ON HOLD	5
TRANSFERRING CALLS	5
CONFERENCE	6
CALL PARK	6
TONE OVERRIDE	6
VOICE OVER	7
CALL FORWARDING	7
PAGING	7
CALL PICKUP	8
DO NOT DISTURB	8
ACCOUNT CODE	8
ACCOUNT CODE FORCED/VERIFIED	9
ACD/UCD	9
PROGRAMMING STATION SPEED DIAL	9
QUICK REFERENCE GUIDE	10
NOTES	11



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 handset
- Converse

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

Note: 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.

CALL ALERT NOTIFICATION

With a call in progress:

- Receive Call Alert Notification
- Replace handset to disconnect the current call
- Lift handset to converse with new call



MAKING CALLS

INTERNAL CALLS

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

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

Note: To directly access a personal voice mailbox, dial **7** after dialling the station number.

OUTSIDE CALLS

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

LAST CO/PBX NUMBER REDIAL

- Lift handset
- Dial Last Number Redial code #
- Converse

STATION/SYSTEM SPEED DIAL

- Lift handset
- Dial Speed Dial code **77**
- Dial Speed Dial Memory location:
 - ▷ Station Speed Dial **80~99**
 - ▷ System Speed Dial **00~79**
- Converse



MAKING CALLS (continued)...

TRUNK QUEUING

Upon receiving busy tone when all outside lines are busy:

- Dial Trunk Queue set code **78**
- 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: Replacing the handset when a call is on hold will cause the held call to immediately ring your station.

Note: 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). Replace handset to return to the original party.

TRANSFERRING CALLS

With a call in progress:

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

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

Note: To transfer a call directly to a personal voice mailbox, dial **7** after dialling the station number.

CONFERENCE

With an internal call in progress:

- Press **Hookswitch**
- Place second call (internal or external)
- Announce conference
- Press **Hookswitch** to establish conference

Note: Repeat above procedure to add a fourth party.

Note: No more than 1 outside party can participate in a conference.

Note: A conference may be placed on Hold by pressing **Hookswitch**. Replacing the handset will cause the conference call to ring your telephone.

CALL PARK

With a call in progress:

- Press Hookswitch
- Dial Call Park set code **4***
- Dial Call Park location **0~9**
- Replace handset

Note: If the dialled Call Park location is busy, dial another Call Park location (0~9).

RETRIEVING A PARKED CALL

- Lift handset
- Dial Call Park retrieval code **4#**
- Dial Call Park location **0~9**
- Converse

TONE OVERRIDE

When calling a busy digital telephone:

- Dial Tone Override code *****
- Wait for signalled party to answer

VOICE OVER

ORIGINATE

When calling a busy telephone:

- Dial Voice Over Code **6**
- Announce message

ANSWER

With a call in progress:

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

CALL FORWARDING

FROM YOUR STATION

SET

- Lift handset
- Dial Call Forward set code:
 - ▷ Forward All **41**
 - ▷ Forward Busy/No Answer **43**
- Dial destination station number
- Replaced handset

CANCEL

- Lift handset
- Dial Call Forward cancel code:
 - ▷ Forward All **42**
 - ▷ Forward Busy/No Answer **44**
- Replace handset

Note: While set, Call Forward All will override Call Forward Busy/No Answer setting.

PAGING

- Lift handset
- Dial Paging code:

INTERNAL

- ▷ All Zones **51**
- ▷ Zone A **52**
- ▷ Zone B **53**
- ▷ Zone C **54**

EXTERNAL

- ▷ All Zones **55**
- ▷ Zone A **56**
- ▷ Zone B **57**
- ▷ Zone C **58**
- ▷ All int. & ext. **59**

- Page
- Wait for Meet-Me Answer or replace handset

PAGING (Continued)...

MEET-ME ANSWER

- Lift handset
- Dial Meet-Me Answer code:
 - ▷ Internal page **5***
 - ▷ External page **5#**
- Converse

CALL PICKUP

CALL PICKUP SYSTEM

Upon hearing ringing at another telephone:

- Lift handset
- Dial Call Pickup code:
 - ▷ All Calls **68**
 - ▷ CO/PBX Line **6***
 - ▷ Night Call Pickup **69**
- Converse

CALL PICKUP DIRECT

Upon hearing ringing or voice announcement at another telephone:

- Lift handset
- Dial Call Pickup Direct code **67**
- Dial station number of the telephone to be answered
- Converse

DO NOT DISTURB

SET

- Lift handset
- Dial DND set code **40**
- Replace handset

CANCEL

- Lift handset
- Dial DND cancel code **42**
- Replace handset

ACCOUNT CODE

With an outside call in progress:

- Press **Hookswitch**
- Dial Account Code access code _____
- Dial Account Code (16 digits maximum)
- Press **Hookswitch** to return to held call

ACCOUNT CODE FORCED/VERIFIED

To place an outside call:

- Lift handset
- Dial Forced Account Code access code _____
- Dial Forced Account Code _____ (up to 13 digits)
- Dial trunk access code **i.e. 0** and outside number

Note: When calling from a station that is assigned the **Account Code Forced/Verified** feature, outgoing calls will only be processed after the dialled Account Code is verified.

ACD/UCD

LOG ON

- Lift handset
- Dial access code _____
- Dial **1**
- Replace handset

LOG OFF

- Lift handset
- Dial access code _____
- Dial **2**
- Replace handset

BREAK MODE

SET

- Lift handset
- Dial DND set code **40**
- Replace handset

CANCEL

- Lift handset
- Dial DND cancel code **42**
- Replace handset

Note: Break Mode is only available while an agent is logged on.

PROGRAMMING STATION SPEED DIAL

- Lift handset
- Dial Speed Dial Program code **76**
- Dial Speed Dial Memory location **80~99**
- Dial trunk access code **i.e. 0** (if necessary)
- Dial telephone number to be stored
- Replace handset

QUICK REFERENCE GUIDE

OUTSIDE CALLING

Outside Call	Dial 0 ► Dial Telephone Number
Last CO/PBX Number Redial	Dial #
Speed Dial	Dial 77 ► Dial 00~99
Trunk Queue	Receive Trunk Busy Indication ► Dial 78

INTERNAL CALLING

Station Call	Dial Station Number
Tone Override	Reach Busy Station ► Dial *
Voice Over Originate	Reach Busy Station ► Dial 6
Quick Transfer to Voice Mail	Dial Station Number ► 7

WITH A CALL IN PROGRESS

Hold	Hookswitch
Transfer	Hookswitch ► Dial Station Number
Quick Transfer to Voice Mail	Hookswitch ► Dial Station Number ► 7
Conference	Hookswitch ► Place 2nd Call ► Hookswitch
Call Park System	SET: Hookswitch ► Dial 4* ► Dial 0~9 RETRIEVE: Dial 4# ► Dial 0~9
Voice Over Answer	Receive Voice Over ► Replace handset ► Lift handset ► Converse

FROM THE INTERCOM

Internal Paging	Dial 51~54 ► Page
External Paging	Dial 55~59 ► Page
Call Pickup	Dial 68 for All Calls 6* for CO/PBX Calls
Call Pickup Direct	Dial 67 ► Dial Station Number
Call Forward	SET: Dial 41 for Forward All ► Dial Destination Station 43 for Busy/No Answer ► Dial Destination Station CANCEL: Dial 42 for Forward All 44 for Busy/No Answer
Programming Speed Dial	Dial 76 ► Dial 80~99 ► Dial Trunk Access Code ► Dial telephone number

Phone Wizards
MAITLAND Office
Ph (02) 4931 6130
sales@phonewizards.com.au
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 Pty Ltd

NEC

