

Using Your Single Line Telephone

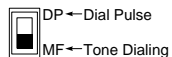
ST4 Telephone Shown

Use the **Dial Pad** when placing outside calls and using features.

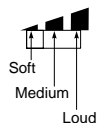
Ring Indicator Lamp flashes as telephone rings.

Lift the **Handset** to place and answer calls.

Dial Mode Switch (ST4 Only)
[On bottom of phone.]



Volume Control (ST4 Only)
Use the three-position volume control to set the loudness of ringing.

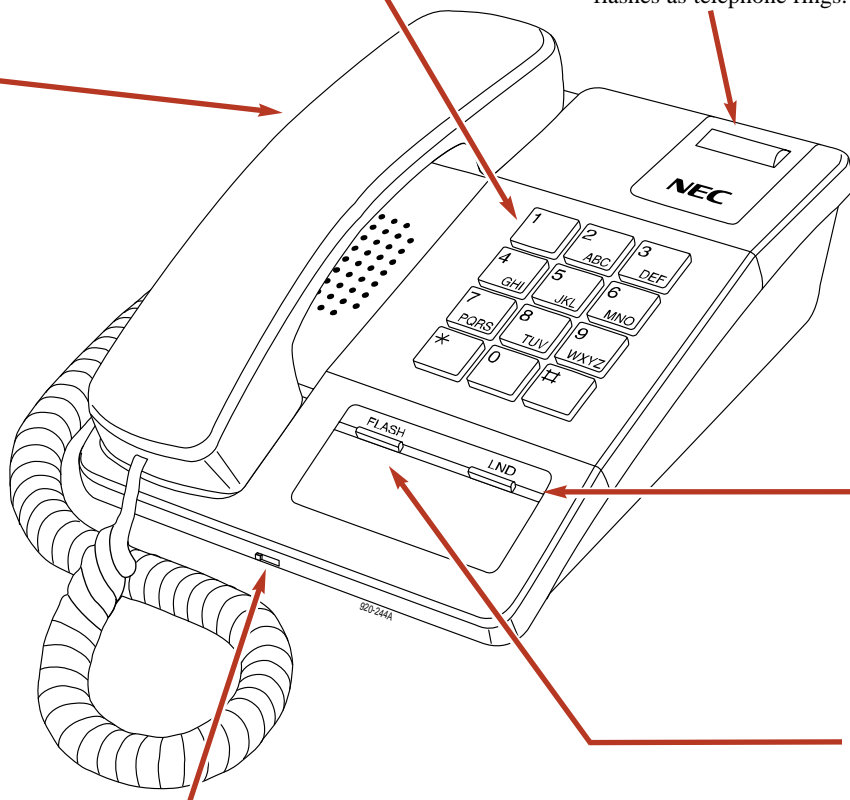


Due to the flexibility built into the system, your **Dialing Codes** may differ from those in this guide. Check with your communications manager and make a note of any differences.

In this guide, hookflash means to press the hookswitch for about 1/2 second, then release it.

Last Number Redial
Lift handset and press **LND** (ST4 only) or dial **# 5** to redial your last call.

Flash (ST4 Only)
While on a call, press **FLASH** instead of pressing and releasing the hookswitch.



Placing Calls

Placing an Outside Call . . .

Dial codes for outside lines:

1. Lift handset.
 - Listen for dial tone.
2. WXYZ + Outside number.
 - You may have to dial a line group number (0-8) before your outside number.
 - When behind a PBX, you may have to dial another 9 before your number.

OR

2. GHI + Line number (e.g., 01) + Outside number.
 - When behind a PBX, you may have to dial 9 before your number.

OR

2. WXYZ + Line number (e.g., 01) + Outside number.
 - When behind a PBX, you may have to dial 9 before your number.

To get new dial tone:

1. Hookflash + DEF.

Calling a Co-Worker, Voice Mail and Paging . . .

Dial using the Intercom:

1. Lift handset.
2. Dial co-worker's extension number.
 - If you hear ringing, wait for an answer. If you hear two beeps, begin speaking (or dial 1 to have call ring).

OR

2. For Paging, dial + 0 for All Call or 1-7 for zones.

OR

2. To call your mailbox, dial TUV.

If your call doesn't go through . . .

Camp On and Callback

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

1. ABC to **Camp On** (wait without hanging up).
 - (Intercom calls) When you hear ringing, wait for the called party to answer.
 - (Outside calls) When you hear new dial tone, place your call again.

OR

1. ABC and hang up to leave a **Callback** for a free line or extension.
 - Wait for the system to call you back.
2. Lift handset when the system rings you back.
 - (Outside calls) Place your call again.
 - (Intercom calls) Speak to co-worker.

Message Waiting (If you don't have Voice Mail)

Leave a Message Waiting when your co-worker doesn't answer:

1. Do not hang up + TUV.
 - Your co-worker's MW flashes fast.
 - If your system has Voice Mail, dialing 8 lets you leave a message in your co-worker's mailbox instead.

To answer a Message Waiting left for you:

1. Lift handset + TUV.

Answering Calls

Answering Outside Calls . . .

Listen for two short rings:

To get new dial tone:

1. Lift handset.
1. Hookflash + .

Answering Intercom Calls . . .

Listen for one long ring:

1. Lift handset to speak.

Picking up calls not ringing your phone . . .

If a call is ringing after hours:

1. Lift handset.
2. + UNA code (01-04).
 - Dial the lowest code first (e.g., 01). If you hear busy, try the next highest number (e.g., 02).

When a call is ringing a co-worker's phone:

1. Lift handset.
2. + Co-worker's extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place or answer call.
2. Hookflash + Dial extension or trunk you want to add to Conference.
 - Wait for called party to answer.
3. Hookflash + .
- Repeat steps 2 and 3 to add additional parties to the Conference.

Quick Reference for Other Features

Group Call Pickup: To pick up a call ringing your pickup group:
Lift handset + * #

Meet Me Conference: To set up a Meet Me Conference:
Lift handset + Page parties and announce Meet Me Conference code (**#11** or **#12**) + **Hang up** + **Lift handset** + Dial announced code (**#11** or **#12**)
To join a Meet Me Conference:
Lift handset + Dial announced Meet Me Conference code (**#11** or **#12**)

Tones you may hear . . .

Two short rings while idle: An outside call is directly ringing your phone. Just lift the handset to answer.

One long ring while idle: An intercom call is ringing your phone. Just lift the handset to answer.

Error (fast busy) tone: This means you made a mistake in placing a call or using a feature. Hang up and start over.



Personal Speed Dial Directory

To use: Lift handset +   + Bin (01-20)

<u>Bin</u>	<u>Stored Speed Dial Number</u>
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

NEC

NEC America, Inc., Corporate Networks Group
4 Forest Parkway, Shelton, CT 06484
TEL: 203-926-5400 FAX: 203-929-0535
cng.nec.com

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 + Hookflash.
2. (Optional) Hang up.
 - *This puts your outside call on Exclusive Hold.*

Easily retrieve a call from Hold:

1. Lift handset.
2.   .
 - *You may be able to lift the handset + *4 + line number (e.g., 01) to pick up a call on Hold at a co-worker's phone.*



Transferring your calls . . .

Transfer

Send (Transfer) your call to a co-worker:

1. Hookflash + Dial your co-worker's extension number.
 - *To transfer the call to the Voice Mail Automated Attendant, dial the **Voice Mail master number**.*
2. (Optional) Announce the call when your co-worker answers.
3. Hang up.

To retrieve the call if your co-worker doesn't want it:

1. Lift handset.
2.   + Your co-worker's extension.

To answer a call transferred to you:

1. Stay on the line.
 - *The call automatically connects.*



Park a call in orbit . . .

Park a call in orbit so a co-worker can pick it up:

1. Do not hang up.
Park a call in a System Orbit
2. Hookflash + + System Park Orbit.
 - *System Park Orbits are 60-69.*

OR

Park a call at an extension (Personal Park)
2. Hookflash + + Co-worker's extension number (e.g., 300).
3. Page your co-worker to pick up the call.
 - *For **Paging**, dial *1 + 0 for All Call or *1 + 1-7 for zones.*
4. Hang up.

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

1. Lift handset.
For a Call Parked in a System Orbit
2. + System Park Orbit.
 - *System Park Orbits are 60-69.*

OR

For a Call Parked in a Personal Park Orbit
2. + Announced extension.

Forward your calls to a co-worker . . .

While at your desk, forward your calls to a co-worker or Voice Mail:

1. Lift handset + .
2. Dial Call Forwarding type:
 - 0 = Cancel forwarding
 - 2 = Busy/No answer
 - 4 = Immediate
 - 6 = No answer
3. Dial destination extension, 0 for your operator, or the Voice Mail master number.
4. Hang up.

Placing Calls Quickly

Quickly dial co-workers and outside calls . . .

System Speed Dial

To dial your stored System Speed Dial numbers:

(Your phone cannot store System Speed Dial numbers. Your communications manager can tell you more about your company's System Speed Dial numbers.)

1. Lift handset.
2. + System Speed Dial bin.
 - System Speed Dial bins are normally 200-299.

Personal Speed Dial

To dial your stored Personal Speed Dial numbers:

(Your phone cannot store Personal Speed Dial numbers. Ask your communications manager to store your Personal Speed Dial numbers for you.)

1. Lift handset.
2. + Personal Speed Dial bin.
 - Personal Speed Dial bins are 701-720.

Last Number Redial

To quickly redial your last outside call:

1. Lift handset.
2. Dial + .

 - The system automatically selects a line from the same group as your original call.

NEC

DS1000/2000

Analog Single Line (SLT) Quick Reference Guide

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