

NEC

DS1000/2000

**Feature Handbook
Supplement**

This manual has been developed by NEC America, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Auto Redial

Auto Redial periodically redials a busy outside number. If you place an outside call and the call recipient is busy, you can press a soft key to enable Auto Redial. You don't have to retry the number, hoping it will go through.

Auto Redial will periodically retry the number up to 15 times. Auto Redial cancels when the called party rings or answers, or when you:

- Place or answer another outside call.
- Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing **SPK**.
- Press **SPK** to cancel Auto Redial.
- Press any other fixed feature key except **MIC**.
- Lift and replace the handset.
- Press the **CANCEL** soft key (Super Display only).

To enable Auto Redial:

1. Place an outside call and receive busy tone + Press **AUTO REDIAL (ALND)** soft key.
OR
2. Press a line key + Press **AUTO REDIAL (ALND)** soft key.
The system enables Auto Redial for the last outside call you dialed.
3. At a 22-Button or 34-Button Display, you see:



```
WAITING (30 SEC)
AUTO REDIAL 1 OF 15
```

At a Super Display, you see:



```
WAITING (30 SEC)
AUTO REDIAL 1 OF 15
```

CANCEL

The display shows the interval between callout attempts (e.g., 30 seconds), as well as how many times redial has occurred (e.g., 1 of 15).

Your SPK key winks on to indicate your phone is in the Auto Redial mode.

4. The system periodically redials the call, up to 15 times, or until you:
 - Place or answer another outside call.

Features

- Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing **SPK**.
- Press **SPK** to cancel Auto Redial.
- Lift and replace the handset.
- Press the **CANCEL** soft key (Super Display only).

Note: If a Caller ID call rings while Auto Redial is enabled, your display will show the number and optional name of the incoming caller. However, the ringing does not cancel Auto Redial. In addition, the Auto Redial display will be restored after the Caller ID call stops ringing.

Call Forwarding

Call Forwarding Key

You can have a key on your telephone or DSS Console assigned as a Call Forwarding key.

- *While the extension is idle*, pressing the key puts your extension in the Call Forwarding programming mode - the same as pressing ICM and dialing *3.
If you have Call Forwarding enabled, and you press the key and wait (for at least 6 seconds), Call Forwarding automatically cancels.
If you have Call Forwarding disabled, and you press the key and wait (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).
- *While your extension is busy*, pressing the key switches Call Forwarding on and off.

Call Forwarding Key BLF	
This flash rate:	Means:
Off	Call Forwarding is disabled.
Fast flash	The extension is in the Call Forwarding programming mode.
Wink off	Call Forwarding is enabled at the extension

To set up your Call Forwarding Key, use the **#KP** User Programmable Features (code 27). Ask your Communications Manager if you have access to the Use Programmable Features.

Confirmation Tone Added

You will hear a single confirmation beep after enabling or cancelling Call Forwarding.

Soft Key And Type Enhancements

If you have a display telephone, you can set up Call Forwarding by using your dial pad *or* your new soft keys. In addition, you can set up Call Forwarding to reroute all calls or just trunk calls.

If you have a 22-Button or 34-Button Display Telephone

To activate Call Forwarding:

1. Press **ICM** and dial *3, or press your Call Forwarding key.
OR
Press **PGM** + **CFWD**.



```
Enter Call FWD type
IMM  RNA  BNA  MORE
```

2. Dial **4** or press **IMM** for Call Forwarding Immediate. You see:

```
Enter DSS or EXT
Call FWD ALL CALL
```

OR

- Dial **6** or press **RNA** for Call Forwarding No Answer. You see:

```
Enter DSS or EXT
Call FWD RNA
```

OR

- Dial **2** or press **BNA** for Call Forwarding Busy/No Answer. You see:

```
Enter DSS or EXT
Call FWD RNA/BUSY
```

OR

- Dial **3** or press **MORE + OFFP** for Off Premise Call Forwarding. (See Call Forwarding Off Premise in the *New Features* section for more.) You see:

```
CALL FWD OFF PREMISE
BIN NUM VIEW PREV
```

OR

- Dial **7** or press **MORE + AME** for Personal Answering Machine Emulation. (See Voice Mail in this section for more.) You see:

```
Enter FWD Option
ALL TRNK PREV CNCL
```

OR

- Dial **8** or press **MORE + MSG** to select a Selectable Display Message. (See Selectable Display Messaging in this section for more.)

```
PROGRAM MESSAGE
ENTER MESSAGE NUM:
```

3. Dial destination extension (or **0** for your operator).

OR

Dial the Voice Mail master number.

OR

Press **MW**.

```
Enter FWD Option
ALL TRNK PREV CNCL
```

4. Select the Call Forwarding type:

- Dial **2** or press **ALL** to forward all calls.

- Dial **8** or press **TRNK** to forward just trunk calls.

*It is no longer necessary to press **SPK** to hang up.*

Features

To cancel Call Forwarding

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **CLEAR + PGM + CFWD**. You see:

```
Select Call FWD type
NONE          PREV MORE
```

2. Dial **0**, press **CLEAR**, or press **NONE** to cancel forwarding.
*It is no longer necessary to press **SPK** to hang up.*
3. Call Forwarding is cancelled.

If you have a Super Display Telephone

To activate Call Forwarding:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PROGRAM + CALL FWRD**.

```
Enter Call FWD type
IMMEDIATE          NONE
RING/NO ANS
BUSY/NO ANS
OFF-PREMISE
ANS MACHINE
MESSAGE          PREV
```

2. Dial **4** or press **IMMEDIATE** for Call Forwarding Immediate. You see:

```
Enter DSS or EXT
Call FWD All Call
```

OR

- Dial **6** or press **RING/NO ANS** for Call Forwarding No Answer. You see:

```
Enter DSS or EXT
Call FWD RNA
```

OR

Dial **2** or press **BUSY/NO ANS** for Call Forwarding Busy/No Answer. You see:

```
Enter DSS or EXT
Call FWD RNA/BUSY
```

OR

Dial **3** or press **OFF-PREMISE** for Off Premise Call Forwarding. (See Call Forwarding Off Premise for more.) You see:

```
CALL FWD OFF PREMISE

SPEED DIAL BIN
NUMBER
VIEW

PREV
```

OR

Dial **7** or press **ANS MACHINE** for Personal Answering Machine Emulation. (See Voice Mail for more.) You see:

```
Enter FWD Option

ALL          TRUNK ONLY

PREV          CANCEL
```

OR

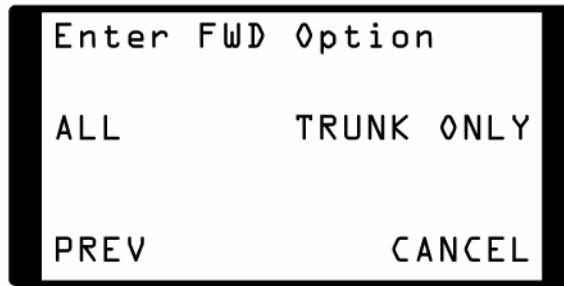
Dial **8** or press **MESSAGE** to select a Selectable Display Message. (See Selectable Display Messaging for more.)

```
PROGRAM MESSAGE
ENTER MESSAGE NUM:
```

3. Dial destination extension (or **0** for your operator).
OR
Dial the Voice Mail master number.
OR

Features

Press **MW**.

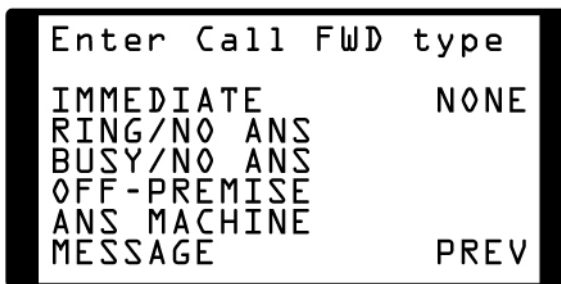


4. Select the Call Forwarding type:
 - Dial **2** or press **ALL** to forward all calls.
 - Dial **8** or press **TRUNK ONLY** to forward just trunk calls.

*It is no longer necessary to press **SPK** to hang up.*

To cancel Call Forwarding

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PROGRAM + CALL FWRD**. You see:



2. Dial **0**.
OR
Press **NONE**.
OR
Press **CLEAR**.

*It is no longer necessary to press **SPK** to hang up.*
3. Call Forwarding is cancelled.

Call Forwarding Off Premise

If you have a display keyset, Off Premise Call Forwarding allows you to forward your calls to an off-site location (such as a cell phone or remote office). You can stay in touch by having Off Premise Call Forwarding automatically forward your calls while you are away from the office. To set up Off Premise Call Forwarding, select the trunk or trunk group over which the call should route, as well as the number the system should dial. The number dialed can be one of your Personal Speed Dial bins containing an outside number, or you can enter an outside number directly into Personal Speed Dial bin 720. When a call rings your extension, the system selects the specified trunk or group and then outdials the stored number.

Off Premise Call Forwarding reroutes:

- Intercom calls
- Transferred calls

- Direct Inward Lines (Remember that a trunk can be a regular trunk during the day and a DIL at night, and visa versa.)
- UTRF (unscreened transfer) calls routed from the Voice Mail Automated Attendant
- Circular and Terminal Extension Hunting calls

Off Premise Call Forwarding does not reroute:

- Key Ring calls
- Calls to a UCD Group master number.
- Group Ring calls (i.e., calls to a Ring Group master number)
- UCD Hunting Calls (i.e., calls to a UCD master number)
- Ringing Call Coverage key calls

You can set up Off Premise Call Forwarding to reroute all calls or just trunk calls.

If you have a 22-Button or 34-Button Display Telephone

To set up Call Forwarding Off Premise:

1. Press the **ICM** key and dial ***3**, or press your Call Forwarding key.
OR
Press **PGM** + **CFWD**. You see:

```
Enter Call FWD type
IMM RNA BNA MORE
```

2. Dial **3** and skip to step 5.
OR
Press **MORE**. You see:

```
Enter Call FWD type
OFFP AME MSG MORE
```

3. Press **OFFP**.
4. You see:

```
CALL FWD OFF PREMISE
BIN NUM VIEW PREV
```

- Press **BIN** to select a Speed Dial bin as your Off Premise Call Forwarding number.
- Press **NUM** to store a new Off Premise Call Forwarding number (automatically in bin 720).
- Press **VIEW** to view the currently enabled Off Premise Call Forwarding number (if any).

5. If you press **BIN** to store the number in a Speed Dial bin, you see:

```
CALL FWD OFF PREMISE
BIN#?
```

- Select the Speed Dial bin (dial 701-720 or press the bin key) you want to use + **HOLD** to exit.
OR

If you press **NUM** to store a new number (automatically in Speed Dial bin 720), you see:

```
CFWD OFF-PREM DEST?
LINE/GRP/ICM:
```

Features

- Enter the trunk number (e.g., 1 for trunk 1), trunk group number (e.g., 90 for group 0), or **ICM** to store Intercom codes + **HOLD**. (Check with your Communications Manager for your trunk and trunk group numbers.)
- Following Speed Dial programming methods, enter the number you want to store (up to 16 digits long, including **MIC** to store a pause and **FLASH** to store a Flash) + **HOLD** to exit.
- You cannot enter a name using this option.
- If you already have a number stored in bin 20, you see:

```
720:IN USE OVERRIDE?  
YES NO
```

- Press **Yes** to enter a new number or **No** to back up to step 4.
- OR

If you pressed **VIEW** to view your currently stored number, you see:

```
CALL FWD OFF PREMISE  
720:12039265400
```

- Press **SPK** to exit the **VIEW** mode.

6. You see:

```
Enter FWD Option  
ALL TRNK PREV CNCL
```

7. Select the Call Forwarding type:
- Dial **2** or press **ALL** to forward all calls.
 - Dial **8** or press **TRNK** to forward just trunk calls.
8. Once returning to idle, your telephone display will show:

```
11-9 FRI 11:10AM  
FWD OFP>>12039265400
```

- **FWD OFP** indicates that Off Premise Call Forwarding is enabled, followed by the number.
- If you selected a Speed Dial bin with a stored name, the name will display instead.

To cancel Call Forwarding Off Premise:

1. Press the **ICM** key and dial ***3**, or press your Call Forwarding key.
- OR
- Press **CLEAR** + **PGM** + **CFWD**. You see:

```
Select Call FWD type  
NONE PREV MORE
```

2. Press **NONE**.
- OR
- Dial **0**.
- OR
- Press **CLEAR**.
3. Off Premise Call Forwarding is cancelled.

If you have a Super Display Telephone

To set up Call Forwarding Off Premise:

1. Press the **ICM** key and dial ***3**, or press your Call Forwarding key
OR
Press **PROGRAM + CALL FWRD**. You see:

```
Enter Call FWD type
IMMEDIATE          NONE
RING/NO ANS
BUSY/NO ANS
OFF-PREMISE
ANS MACHINE
MESSAGE           PREV
```

2. Dial **3** or press **OFF-PREMISE**. You see:

```
CALL FWD OFF PREMISE
SPEED DIAL BIN
NUMBER
VIEW
PREV
```

- Press **SPEED DIAL BIN** to select a Speed Dial bin as your Off Premise Call Forwarding number.
 - Press **NUMBER** to store a new Off Premise Call Forwarding number (automatically in bin 720).
 - Press **VIEW** to view the currently enabled Off Premise Call Forwarding number (if any).
3. If you press **SPEED DIAL BIN** to store the number in a Speed Dial bin, you see:

```
CALL FWD OFF PREMISE
BIN#
```

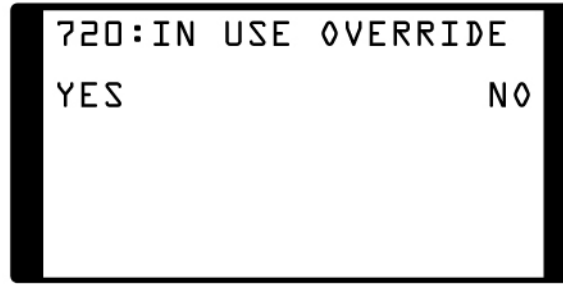
- Select the Speed Dial bin (701-720) you want to use + **HOLD** to exit.
OR

Features

If you press **NUMBER** to store a new number (automatically in Speed Dial bin 720), you see:

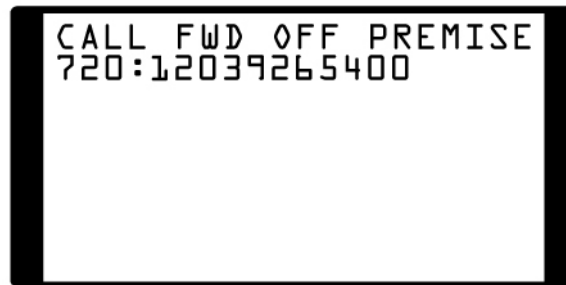


- Enter the trunk number (e.g., 1 for trunk 1), trunk group number (e.g., 90 for group 0), or **ICM** to store Intercom codes + **HOLD**. (Check with your Communications Manager for your trunk and trunk group numbers.)
- Following Speed Dial programming methods, enter the number you want to store (up to 16 digits long, including **MIC** to store a pause and **FLASH** to store a Flash) + **HOLD** to exit.
- You cannot enter a name using this option.
- If you already have a number stored in bin 20, you see:



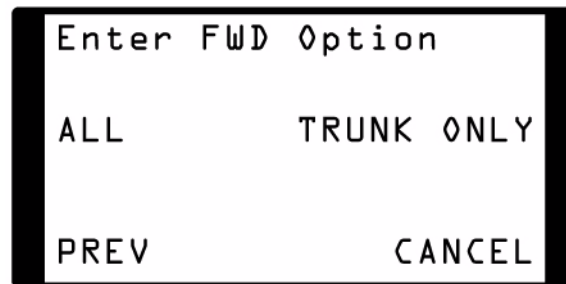
- Press **Yes** to enter a new number or **No** to back up to step 3.
- OR

If you pressed **VIEW** to view your currently stored number, you see:



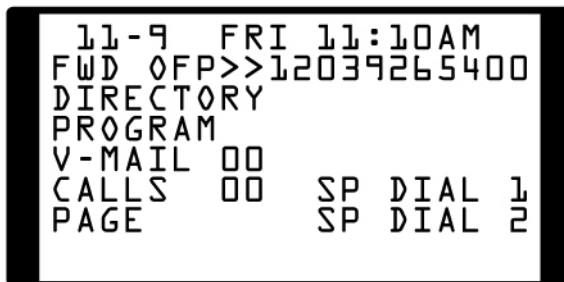
- Press **SPK** to exit the **VIEW** mode.

4. You see:



5. Select the Call Forwarding type:

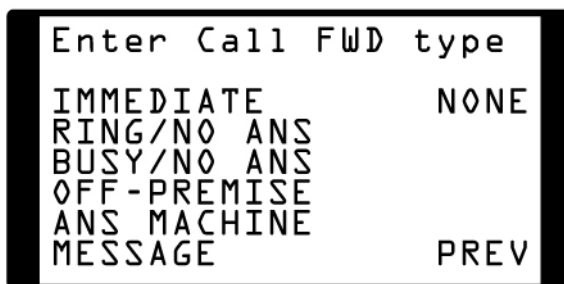
- Dial **2** or press **ALL** to forward all calls.
 - Dial **8** or press **TRUNK ONLY** to forward just trunk calls.
6. Once returning to idle, your telephone display will show:



- **FWD OFF** indicates that Off Premise Call Forwarding is enabled, followed by the number.
- If you selected a Speed Dial bin with a stored name, the name will display instead.

To cancel Call Forwarding Off Premise:

1. Press the **ICM** key and dial ***3**, or press your Call Forwarding key
OR
Press **PROGRAM + CALL FWRD**. You see:



2. Press **NONE**.
OR
Dial **0**.
OR
Press **CLEAR**.
3. Off Premise Call Forwarding is cancelled.

If you have a 22-Button Non-Display Telephone

It is *strongly recommended* that you use a display telephone when setting up Off Premise Call Forwarding. If you don't have a display telephone, the following procedure explains how you can use a 22-button non-display set to enable Off Premise Call Forwarding.

To set up Call Forwarding Off Premise:

1. Program the number you want Call Forwarding Off Premise to dial into one of your Personal Speed Dial bins (701-720).
*You **must** do this before proceeding to step 2 below.*
For example, the following sequence programs the number 12039265400 with the name NEC to go out over trunk group 0:
#77 + 701 + HOLD + 90 + HOLD + 12039265400 + HOLD + 62 + 32 + 23 + HOLD + SPK.
2. Press the **ICM** key and dial ***33**.
3. Dial **2** and enter the Personal Speed bin number you programmed in step 1 above + **HOLD**.

Features

4. Select the Call Forwarding type:
 - Dial **2** or press **ALL** to forward all calls.
 - Dial **8** or press **TRNK** to forward just trunk calls.
*Your **DND** key flashes.*

To cancel Call Forwarding Off Premise:

- Press the **ICM** key and dial ***30**.
*Your **DND** key goes out.*

Call Timer

Enhanced Call Timer

In addition to the capabilities of the Call Timer feature, Enhanced Call Timer provides (if you have a display set):

- **Review of Previously Timed Call**
Any time after hanging up from a timed call, you can press your Manual or Automatic Call Timer key to review the duration of that call.
- **Timer Reset for Current Call**
While your phone is timing your call, you can press **CLEAR** at any time to reset the Call Timer to 00:00:00.
- **Automatic Timer Stop**
The system assigns the Call Timer to the active call. When you hang up on your active call, the Call Timer automatically shuts down.
- **Wrap-up Timer Display**
After hanging up a timed call, your display will show the Call Timer data for 6 seconds before returning to idle. This gives you time to make a record of the timed call.

Manual Call Timer

Any time while placing a call or while on a call, you can press your Manual Call Timer key to start the Call Timer. The Call Timer will continue until you hang up or press your Manual Call Timer key again.

The Manual Call Timer key no longer works like a stopwatch while the phone is idle.

Automatic Call Timer

In addition to the features of the Manual Call Timer key, the Automatic Call Timer key provides automatic timing for *trunk calls only*. If your phone has an Automatic Call Timer key, the Call Timer automatically starts when you place or answer an outside call.

The Automatic Call Timer does not automatically start for Intercom calls.

To time your trunk call if you have an Automatic Call Timer key:

- Place or answer outside call.
The Call Timer starts automatically. The Automatic Call Timer key lights red while the system times the call.

To manually time your Intercom or outside call:

- While placing or while on the call, press the Manual or Automatic Call Timer key.
The Call Timer key lights red while the system times the call.

To stop the Call Timer:

- Hang up.
The timer automatically stops after 6 seconds.
OR
- Press the Manual or Automatic Call Timer key.

To reset the Call Timer to 00:00:00 while it is running (i.e., timing your call):

- Press CLEAR.

To review the duration of your last timed call:

- While idle, press the Manual or Automatic Call Timer key.
Press CLEAR or wait 6 seconds to return to idle Time/Date display.

Do Not Disturb

Do No Disturb Override

Do Not Disturb Override allows you to override another extension's Do Not Disturb. You can get through to a co-worker right away while their phone is in Do Not Disturb. To use this option, you must have DND Override enabled in your Class of Service *or* be a Hotline partner for your co-worker.

To use Do Not Disturb Override:

1. Dial your co-worker.
2. When you hear DND tone and see "DO NOT DISTURB" in your telephone's display:
 - Press **OVRD (DND OVERRIDE)** at Super Display).
 - OR*
 - Dial 1.
3. The system automatically places a ringing Intercom call to your co-worker.
If you hear busy or ring/busy tone after step 2, your co-worker is busy on a call.

Do Not Disturb Options

Do Not Disturb is enhanced to provide you with the following 4 DND options:

- (1) Incoming trunk calls blocked
- (2) Incoming Intercom calls blocked
- (3) All incoming calls blocked
- (0) Cancel Do Not Disturb

Do Not Disturb Options	
This DND option:	Blocks these calls:
(1) Incoming Trunk Calls Blocked	Ringing for outside calls, including: <ul style="list-style-type: none"> • Key Ring calls • Off Hook Ringing • Call Coverage Keys • Group Call Pickup keys • Transferred trunk calls • Hold, Park, and Transfer recalls • Extension Hunting calls • DILs to the extension (if the extension is the night mode termination) • DILs to a Ring Group master number (if the extension is in the group)

Features

Do Not Disturb Options	
This DND option:	Blocks these calls:
(2) Incoming Intercom Calls Blocked	<ul style="list-style-type: none"> Incoming Intercom calls Transferred calls Paging announcements Ringing from Intercom calls to the Ring Group master number (if the extension is in the group) Extension hunting calls that normally ring the extension
(3) All Incoming Calls Blocked	<ul style="list-style-type: none"> All calls blocked by Option 1 <i>and</i> Option 2.
(0) Cancel Do Not Disturb	<ul style="list-style-type: none"> Option 0 cancels Do Not Disturb

Note that Call Forwarding has priority over Do Not Disturb. If both are enabled simultaneously at an extension, Call Forwarding is in force.

Do Not Disturb BLF for Hotline and Call Coverage Keys

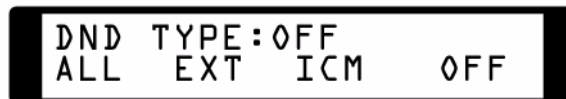
The following chart shows the Do Not Disturb Busy Lamp Field flash rates for Hotline and Call Coverage keys.

Hotline and Call Coverage Key Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy
Flashing slowly ¹	Ringing
Wink off	In DND for trunk calls (option 1)
Flashing fast	In DND for Intercom calls (option 2) or All Calls (option 3)
¹ Available on Call Coverage key only.	

If you have a 22-Button or 34-Button Display Telephone

To enable or disable DND:

- Do not lift the handset or press the **SPK** key.
- Press your **DND** key. You see:



The first line of the display shows the currently selected DND type.

- Select the soft key for the DND type you want to select.
OR
Dial a digit (0-3) for the DND type you want to select.
 - 1 (or **EXT**) = Incoming trunk calls blocked
 - 2 (or **ICM**) = Incoming Intercom calls blocked
 - 3 (or **ALL**) = All calls blocked
 - 0 (or **OFF**) = Cancels DND.

If you are on a call (or anytime your phone is not idle), pressing DND automatically enables DND for all calls (type 3). If DND is enabled, pressing DND automatically disables DND.

When DND types 2 or 3 are enabled, Intercom callers hear DND tone and see “DO NOT DISTURB” in their telephone’s display.

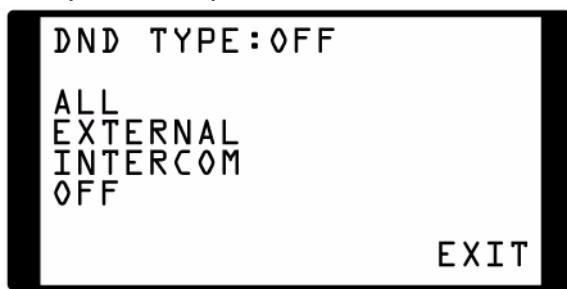
If you don’t make an entry for 10 seconds:

- If DND is disabled, the system automatically enables DND All Calls.
- If DND is disabled, the system automatically cancels DND.

If you have a Super Display Telephone

To enable or disable DND:

1. Do not lift the handset or press the **SPK** key.
2. Press your **DND** key. You see:



The first line of the display shows the currently selected DND type.

3. Select the soft key for the DND type you want to select.
OR
Dial a digit (0-3) for the DND type you want to select.
1 (or **EXTERNAL**) = Incoming trunk calls blocked
2 (or **INTERCOM**) = Incoming Intercom calls blocked
3 (or **ALL**) = All calls blocked
0 (or **OFF**) = Cancels DND.

If you are on a call (or anytime your phone is not idle), pressing DND automatically enables DND for all calls (type 3). If DND is enabled, pressing DND automatically disables DND.

When DND types 2 or 3 are enabled, Intercom callers hear DND tone and see “DO NOT DISTURB” in their telephone’s display.

If you don’t make an entry for 10 seconds:

- If DND is disabled, the system automatically enables DND All Calls.
- If DND is disabled, the system automatically cancels DND.

To check your extension’s DND type:

- Look at the second line of your display. When you enable Do Not Disturb, the display will show one of the following:

DND ALL
DND EXTERNAL
DND INTERCOM

Features

Extension Locking

Use Extension Locking to secure your phone when you leave your office. You may want to do this if your phone has Toll Restriction and Class of Service options enabled that could be easily abused. *While locked, the restrictions set up in Class of Service 15 and Toll Level 7 are in force at your extension.* When you return, just unlock your extension to return it to normal operation.

Locking and Unlocking Your Extension

To lock your extension:

- Press **ICM** and dial **##5**.
*Your DND key winks on while your extension is locked. In addition, you hear pulsating Intercom dial tone when you press **ICM**.*

To unlock your extension:

1. Press **ICM**.
You hear pulsating Intercom dial tone.
2. Dial **##5**.
At a 22- or 34- Button Display telephone, you see:



UNLOCK EXTENSION
ENTER PIN CODE:

At a Super Display Telephone, you see:



UNLOCK EXTENSION
ENTER PIN CODE:

3. Enter your PIN number + **HOLD**.
When entering your PIN number:
 - **CLEAR** erases your entire entry.
 - **LND** backspaces over (erases) the last digit entered.

Entering or Changing Your PIN Number

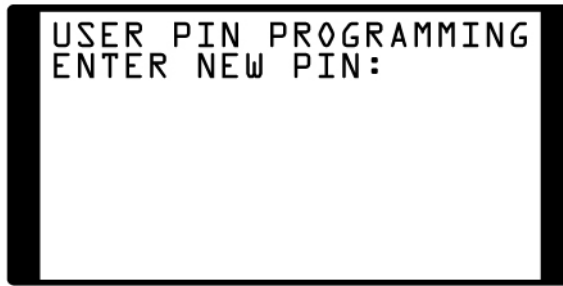
To enter your PIN number (if you don't have one assigned to your extension):

1. Press **ICM**.
2. Dial **##6**.
At a 22- or 34-Button Display Telephone, you see:



USER PIN PROGRAMMING
ENTER NEW PIN:

At a Super Display Telephone, you see:



3. Enter your new PIN number + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



At a Super Display Telephone, you see:



4. To confirm your entry, reenter the PIN number you just entered in step 4 above + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



At a Super Display Telephone, you see:



5. Press **PREV**.

To change your PIN number (if you already have one assigned):

1. Press **ICM**.
2. Dial **##6**.

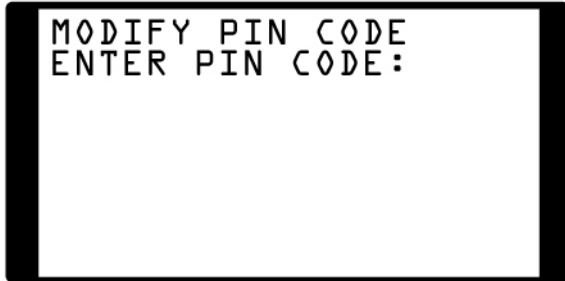
Features

At a 22- or 34-Button Display Telephone, you see:



```
MODIFY PIN CODE
ENTER PIN CODE:
```

At a Super Display Telephone, you see:



```
MODIFY PIN CODE
ENTER PIN CODE:
```

3. Enter your current PIN number + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



```
USER PIN PROGRAMMING
ENTER NEW PIN:
```

At a Super Display Telephone, you see:



```
USER PIN PROGRAMMING
ENTER NEW PIN:
```

4. Enter your new PIN number + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



```
USER PIN PROGRAMMING
REENTER NEW PIN:
```

At a Super Display Telephone, you see:



```
USER PIN PROGRAMMING
REENTER NEW PIN:
```

5. To confirm your entry, reenter the PIN number you just entered in step 4 above + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



NEW PIN ACCEPTED
PREV

At a Super Display Telephone, you see:



NEW PIN ACCEPTED
PREV

6. Press **PREV**.

To unlock an extension (and clear their PIN number) from the attendant's phone:

1. Press **ICM**.

You must have a PIN number entered for your phone to be able to use this feature.

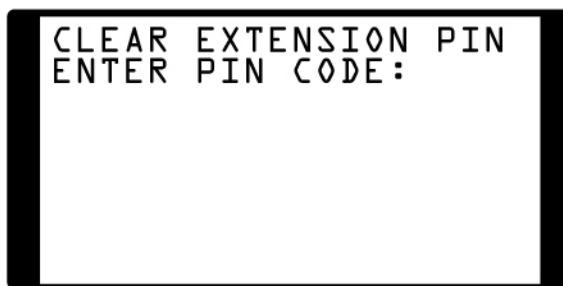
2. Dial **##3**.

At a 22- or 34-Button Display Telephone, you see:



CLEAR EXTENSION PIN
ENTER PIN CODE

At a Super Display Telephone, you see:



CLEAR EXTENSION PIN
ENTER PIN CODE:

3. Enter your current PIN number + **HOLD**.

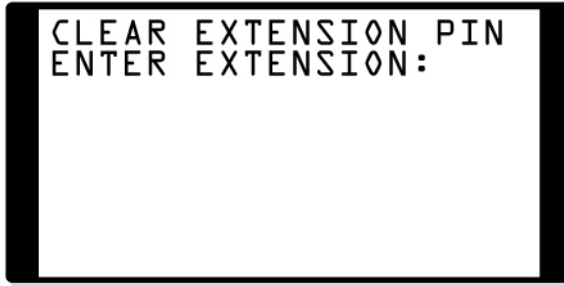
At a 22- or 34-Button Display Telephone, you see:



CLEAR EXTENSION PIN
ENTER EXTENSION:

Features

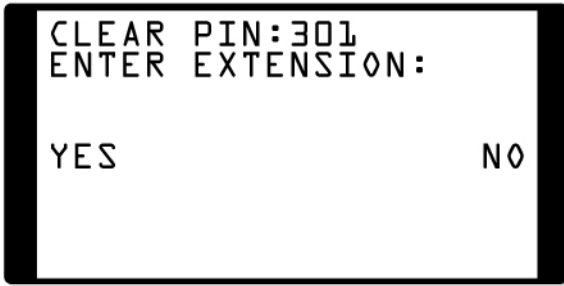
At a Super Display Telephone, you see:



4. Enter the number of the extension you want to unlock + **HOLD**.
At a 22- or 34-Button Display Telephone, you see:



At a Super Display Telephone, you see:



5. Press **YES** to unlock the extension entered in step 4 above.
OR
Press **NO** to go back to step 3 without unlocking.
6. When you have unlocked all extensions desired, press **CONF** to exit.

Headset Compatibility

Enhanced Headset Operation

If you have a headset installed, its operation is enhanced as follows. (*Note that while your extension is in the Headset mode, the system ignores all hookswitch depressions.*)

- **Background Music**
If programmed and connected, Background Music will broadcast over your telephone speaker while your extension is in the Headset mode.
- **Central Office Calls, Answering**
While you are in the Headset mode, you can press Vol Up and Vol Down while idle to control the volume of any ringing call.
- **Handsfree and Handsfree Answerback**
Your extension in the Headset mode can receive normal voice-announced Intercom calls. You can respond to the voice-announced call by speaking toward your phone (just like non-headset extensions). To answer the voice-announced call in the headset, press SPK after hearing the voice-announcement.

- **Microphone Mute**
While on a headset call, you can press MIC to mute (i.e., turn off) the headset microphone. While responding to an Intercom call using Handsfree Answerback, pressing MIC mutes the Handsfree microphone.
- **Off-Hook Signaling**
 - Trunk Calls
Your extension in the headset mode can receive either Camp On beeps or Off-Hook Ringing for incoming trunk calls (just like non-headset extensions).
 - Intercom Calls
Your extension in the headset mode can receive either Camp On beeps or Voice Over announcements from a co-worker (just like non-headset extensions).
 - Hotline Calls
Your extension in the headset mode can receive either Camp On beeps or Voice Over announcements from their Hotline partner.
- **Paging**
Internal Paging announcements broadcast over your telephone speaker while your extension is in the Headset mode.
- **Transfer**
Screened and unscreened transfers work just like non-headset extensions. For example, if you press SPK to answer a screened transfer, the call will connect to your headset when the transferring party hangs up.

Handsfree Transfers always connect to your headset, not speakerphone.
- **Volume Control**
While on a headset call, you can press VOL Up or VOL Down to adjust the receive volume in the headset.

Headset Key

You can have a key on your telephone or DSS Console assigned as a Headset key. Just press this key to enable or disable the headset mode, as an alternative to using the #HL User Programmable Feature. The key lights while your extension is in the Headset mode, and is off while Headset mode is disabled.

If you are on a call, pressing the Headset key automatically switches the active call to your headset. Pressing the Headset key again switches the call back to Handsfree.

Last Number Redial

Enhanced Last Number Redial

In enabled for your display telephone, Enhanced Last Number Redial allows you to select from the last 5 outside numbers dialed. When you place a trunk call, the number dialed is stored in the Enhanced Last Number Redial buffer. This buffer saves the 5 most recent numbers (including Speed Dial calls), with the most recent call at the top of the buffer and the oldest number at the bottom of the buffer. Old calls get pushed off the bottom of the buffer to make room for new calls at the top. If you dial a number that is already stored in the buffer, the system inserts the number at the top of the buffer and deletes the duplicate entry.

The numbers stored in the Enhanced Last Number Redial buffer are retained if the system resets or is powered down.

Features

If you have a 22-Button or 34-Button Display Telephone

To redial your last call (when Enhanced Last Number Redial is enabled):

If you select a line key before going to step 1, the system automatically outdials your most recent call when you press LND.

1. Press **LND**. You see (for example):



LAST 5 DIALED [11]
1-203-926-5400

The number to the right of the display shows the Last Number Redial record number (1-5). To return your phone to idle, press LND again.

2. (Optional) Press **Vol Up** or **Vol Down** to display the number you want to recall.
3. Press **SPK**, **DIAL** or lift the handset to recall the displayed number.

*The system tries to use the same trunk as that used for your initial call.
- If that trunk is busy, the system selects a trunk from the same group as your initial call.
- If **all** trunks are busy, you can dial 2 to leave a Trunk Queue or Trunk Camp On. The number will automatically redial when the Trunk Queue or Trunk Camp On goes through.*

To erase (clear) all the numbers from your Enhanced Last Number Redial buffer:

1. Press **LND**. You see (for example):



LAST 5 DIALED [11]
1-203-926-5400

2. Press **CLEAR**. You see:



Clear Dial History
YES NO

3. Press the **YES** soft key to erase all the numbers in the Last Number Redial buffer and return to idle.

OR

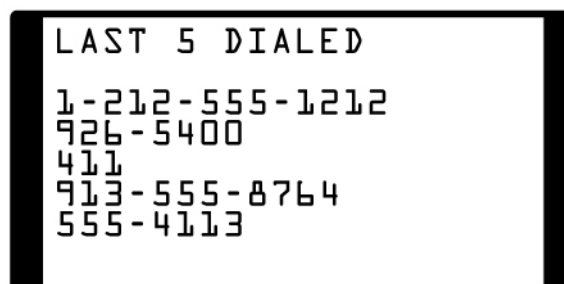
Press the **NO** soft key to return to step 1 without erasing the buffer.

If you have a Super Display Telephone

To redial your last call (when Enhanced Last Number Redial is enabled):

If you select a line key before going to step 1, the system automatically outdials your most recent call when you press LND.

1. Press **LND**. You see (for example):



LAST 5 DIALED
1-212-555-1212
926-5400
411
913-555-8764
555-4113

To return your phone to idle, press LND again.

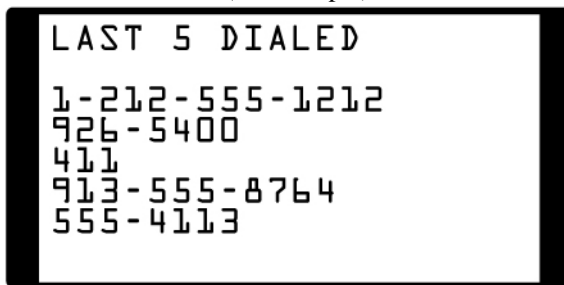
2. Press the key that corresponds to the number you want to recall.

- The system tries to use the same trunk as that used for your initial call.*
- *If that trunk is busy, the system selects a trunk from the same group as your initial call.*
 - *If **all** trunks are busy, you can dial 2 to leave a Trunk Queue or Trunk Camp On. The number will automatically redial when the Trunk Queue or Trunk Camp On goes through.*

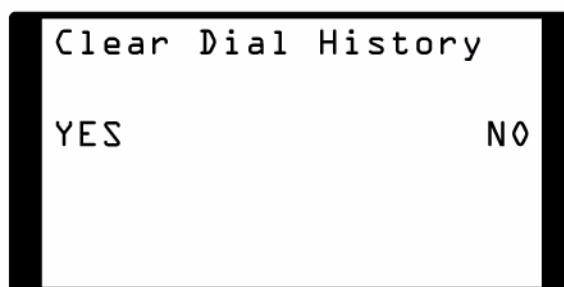
3. The stored number dials out.

To erase (clear) all the numbers from your Enhanced Last Number Redial buffer:

1. Press **LND**. You see (for example):



2. Press **CLEAR**. You see:



3. Press the **YES** soft key to erase all the numbers in your Last Number Redial buffer and return to idle.

OR

Press the **NO** soft key to return to step 1 without erasing the buffer.

Microphone Mute

Handsfree Reply Soft Key

If you have a display set, you can press your **HF REPLY (HFRP)** soft key to turn off your telephone's Handsfree microphone for incoming Intercom calls.

If you have a 22-Button or 34-Button Display Telephone

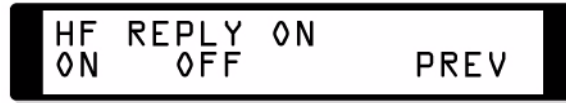
To turn off your telephone's microphone for Incoming Intercom calls:

1. Press **PGM + MORE**. You see:



Features

2. Press **HFRP**. You see:



The first line of the display indicates whether Handsfree Reply is on or off.

3. To turn Handsfree Reply on (if it is off), press **ON**.
OR
To turn Handsfree Reply off (if it is on), press **OFF**.

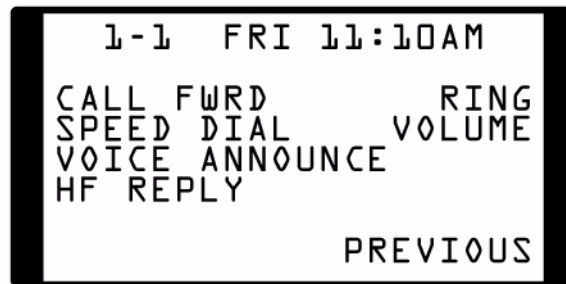
When you answer a voice-announced Intercom call (if Handsfree Reply is off):

*You hear a single beep in your speaker and the voice of the calling party. The **ICM**, **MIC**, and **SPK** keys are on.*

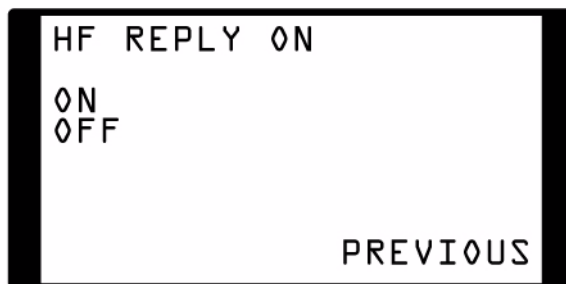
- To answer the voice-announcement, lift the handset.
OR
Press **MIC** to turn Handsfree Reply back on (*for this call only*).

If you have a Super Display Telephone

1. Press **PROGRAM**. You see:



2. Press **HF REPLY**. You see:



The first line of the display indicates whether Handsfree Reply is on or off.

3. To turn Handsfree Reply on (if it is off), press **ON**.
OR
To turn Handsfree Reply off (if it is on), press **OFF**.

When you answer a voice-announced Intercom call (if Handsfree Reply is off):

*You hear a single beep in your speaker and the voice of the calling party. The **ICM**, **MIC**, and **SPK** keys are on.*

- To answer the voice-announcement, lift the handset.
OR
Press **MIC** to turn Handsfree Reply back on (*for this call only*).

Handset Mute

Microphone Mute lets you turn off your phone's handset or Handsfree microphone at any time. While the extension is on-hook, Microphone Mute mutes the Handsfree microphone. While off-hook, Microphone Mute mutes the handset microphone. Previously, Microphone Mute could only turn off the keyset's Handsfree microphone.

Paging

Ringling Over Page

External Paging speakers can optionally broadcast trunk (outside call) ringing, Intercom ringing, or Door Box chimes. While idle, External Paging speakers can also optionally broadcast Background Music.

To answer the call that is ringing over the Paging speakers:

1. Lift handset or press **SPK**.
2. Dial ***0**.
3. Converse with the caller.

*If you answered Door Box chimes, you can press the **FLASH** key or the **OPEN** and **RLS** soft keys to control the Door Box relay.*

Prime Line Preference

Prime Line Enhancements

Your extension's Idle Prime Line can be any trunk or trunk group, regardless of whether you have a line or loop key for the trunk or group. Ask your Communications Manager about setting this feature up for your phone. (Note that Intercom Prime Line works the same as in previous releases.)

Selectable Display Messaging

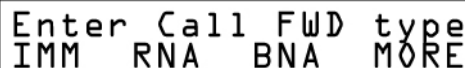
Soft Key Enhancement

If you have a display keyset, you can dial codes from the dial pad or use your new soft keys to set up Selectable Display Messaging.

If you have a 22-Button or 34-Button Display Telephone

To select a Selectable Display Message:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PGM** + **CFWD**. You see:



```
Enter Call FWD type
IMM RNA BNA MORE
```

2. Dial **8** or press **MORE** + **MSG**. You see:



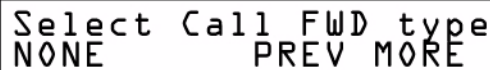
```
PROGRAM MESSAGE
ENTER MESSAGE NUM:
```

Features

3. Dial the message number (01-16).
OR
Press **Vol Up** or **Vol Down** to scroll through the messages.
4. Press **HOLD**. The selected message displays.
5. Enter any additional digits.
The total number of digits/characters in the message cannot exceed 20. Use any valid characters, digits, or symbols (just as if you were entering names).
6. Press **HOLD**.
*It is no longer necessary to press **SPK** to hang up.*

To cancel Selectable Display Messaging:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **CLEAR** + **PGM** + **CFWD**. You see:



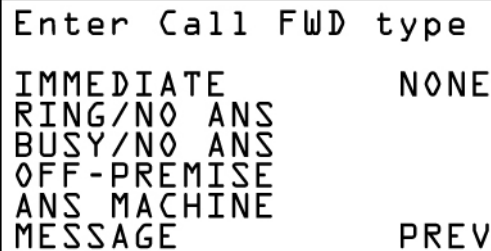
```
Select Call FWD type
NONE          PREV MORE
```

2. Dial **0**, press **CLEAR**, or press **NONE** to cancel forwarding.
3. Selectable Display Messaging is cancelled.
*It is no longer necessary to press **SPK** to hang up.*

If you have a Super Display Telephone

To select a Selectable Display Message:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PROGRAM** + **CALL FWRD**.



```
Enter Call FWD type
IMMEDIATE          NONE
RING/NO ANS
BUSY/NO ANS
OFF-PREMISE
ANS MACHINE
MESSAGE           PREV
```

2. Dial **8** or press **MESSAGE**. You see:



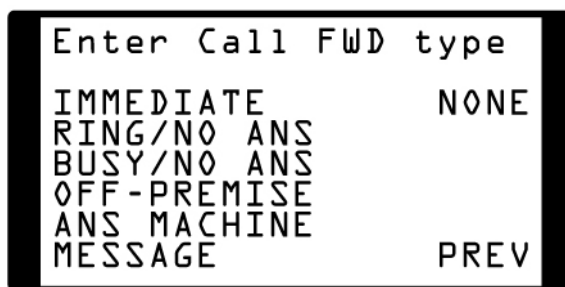
```
PROGRAM MESSAGE
ENTER MESSAGE NUM:
```

3. Dial the message number (01-16).
OR
Press **Vol Up** or **Vol Down** to scroll through the messages.

4. Press **HOLD**. The selected message displays.
5. Enter any additional digits.
The total number of digits/characters in the message cannot exceed 20. Use any valid characters, digits, or symbols (just as if you were entering names).
6. Press **HOLD**.
*It is no longer necessary to press **SPK** to hang up.*

To cancel Selectable Display Messaging:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PROGRAM + CALL FWRD**. You see:



2. Dial **0**.
OR
Press **NONE**.
OR
Press **CLEAR**.
*It is no longer necessary to press **SPK** to hang up.*
3. Selectable Display Messaging is cancelled.

Voice Mail

Simplified Voice Mail Access

Your system now provides the following Voice Mail enhancements:

To call your mailbox:

- Press **MW**.
*There is no need to press **SPK**, **ICM**, or lift the handset first. The Number of Messages display previously accessed by pressing **MW** while idle is removed. This information is already provided by the **V-Mail nn (VMnn)** soft key.
*While connected to your mailbox, your **MW** key will be on (red).**

To hang up while using your mailbox:

- Press **MW**.
*Your **MW** key will go out.*

Simplified Conversation Record Disconnect

When you want to stop Conversation Record

- Press your lit **MW** key.
Recording stops and the call is sent to your voice mailbox.

Personal Answering Machine Emulation Soft Key Enhancements

If you have a display keyset, you can dial codes from the dial pad or use your soft keys to set up Personal Answering Machine Emulation.

If you have a 22-Button or 34-Button Display Telephone

To activate Personal Answering Machine Emulation:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PGM + CFWD**.

```
Enter Call FWD type
IMM RNA BNA MORE
```

2. Dial **7** or press **MORE + AME**. You see:

```
Enter FWD Option
ALL TRNK PREV CNCL
```

3. Dial **2** or press **ALL** to forward all calls.
OR
Dial **8** or press **TRNK** to forward just trunk calls.
*It is no longer necessary to press **SPK** to hang up.*

To cancel Personal Answering Machine Emulation:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **CLEAR + PGM + CFWD**. You see:

```
Select Call FWD type
NONE PREV MORE
```

2. Dial **0**, press **CLEAR**, or press **NONE** to cancel forwarding.
3. Personal Answering Machine Emulation is cancelled.
*It is no longer necessary to press **SPK** to hang up.*

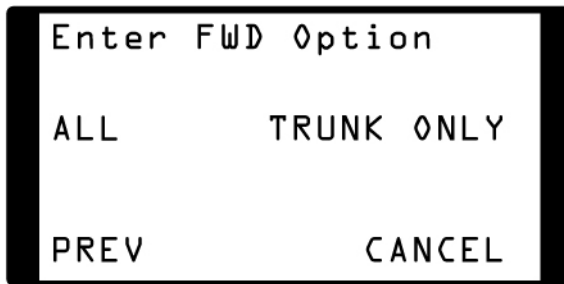
If you have a Super Display Telephone

To activate Personal Answering Machine Emulation:

1. Press **ICM** and dial ***3**, or press your Call Forwarding key.
OR
Press **PROGRAM + CALL FWRD**.

```
Enter Call FWD type
IMMEDIATE NONE
RING/NO ANS
BUSY/NO ANS
OFF-PREMISE
ANS MACHINE
MESSAGE PREV
```


- Dial **7** or press **ANS MACHINE**:



Dial **2** or press **ALL** to forward all calls.

OR

Dial **8** or press **TRUNK ONLY** to forward just trunk calls.

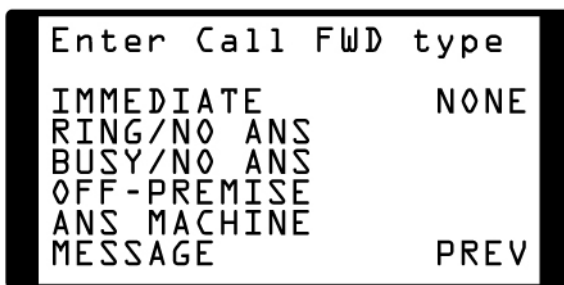
*It is no longer necessary to press **SPK** to hang up.*

To cancel Personal Answering Machine Emulation:

- Press **ICM** and dial ***3**, or press your Call Forwarding key.

OR

Press **PROGRAM + CALL FWRD**. You see:



- Dial **0**.

OR

Press **NONE**.

OR

Press **CLEAR**.

*It is no longer necessary to press **SPK** to hang up.*

- Personal Answering Machine Emulation is cancelled.

Handling Personal Answering Machine Emulation Calls

When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

*While you are listening to the broadcast, **SPK** flashes and **MW** lights steadily on.*

- Do nothing to have the caller's message automatically recorded in your mailbox.
- Press **SPK** or lift the handset to intercept the call.
*If your extension is in the headset mode, you can only press **SPK**.*
- Press **MW** to stop the broadcast and send the call directly to your mailbox.

Walking Class of Service

Walking Class of Service allows you to temporarily implement your Toll Restriction and Class of Service settings at a co-worker's phone. You would normally do this to override dialing restrictions at a telephone. For example, if you are an executive with an unrestricted phone you can walk to any

Features

phone in the building, implement Walking Class of Service, and dial without restriction. *After the phone goes idle, Walking Class of Service remains in effect for 10 seconds.* This permits you to make multiple calls before the phone returns to its normal restrictions.

To enable Walking Class of Service at a co-worker's extension:

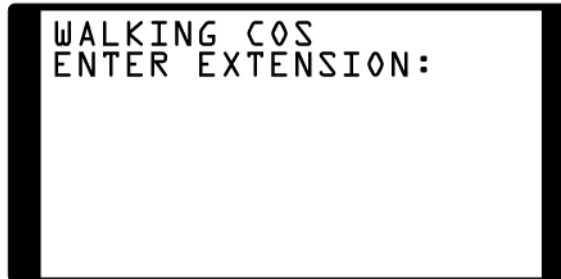
1. Press **ICM**.
2. Dial **##0**.

At a 22- or 34-Button Display Telephone, you see:



```
WALKING COS
ENTER EXTENSION:
```

At a Super Display Telephone, you see:



```
WALKING COS
ENTER EXTENSION:
```

If your extension does not have a PIN code already entered, skip to step 4.

When entering a PIN number or extension number:

- **CLEAR** erases your entire entry.
- **LND** backspaces over (erases) the last digit entered.

3. Enter *your own* extension number + **HOLD**.

At a 22- or 34-Button Display Telephone, you see:



```
301:WALKING COS
ENTER PIN CODE:
```

At a Super Display Telephone, you see:



```
301:WALKING COS
ENTER PIN CODE:
```

4. Enter your PIN number + **HOLD**.

If your extension does not have Walking Class of Service capability, you will hear error tone.

5. Place any call or use any feature allowed by your Toll Restriction and Class of Service settings.

You can place additional calls. Walking Class of Service will automatically deactivate after 10 seconds.

NEC

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