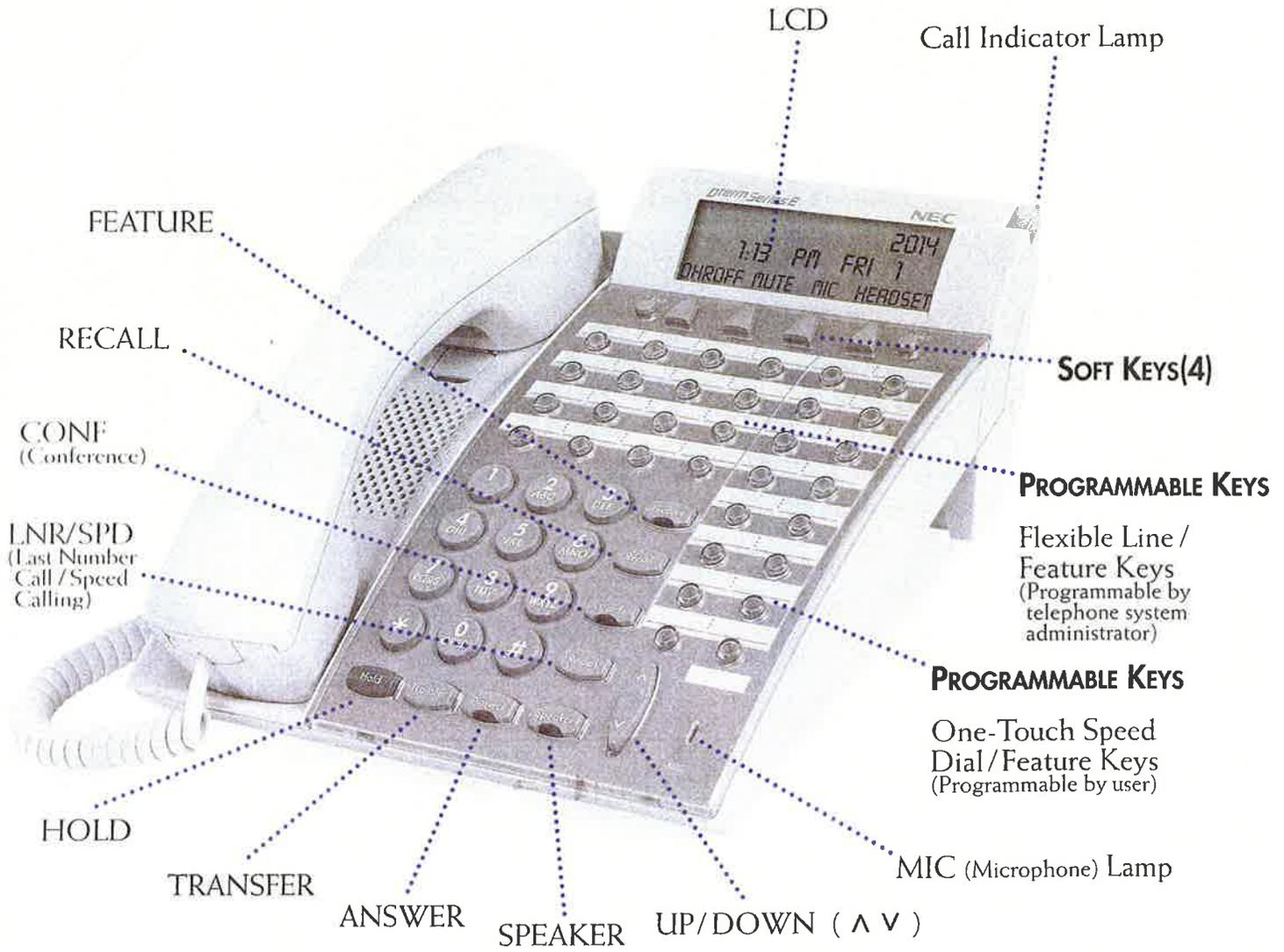# NEAX2400
DTERM®
SERIES E
Telephones
USER GUIDE

NEC

LCD

Call Indicator Lamp

FEATURE

RECALL

CONF
(Conference)

LNR/SPD
(Last Number
Call / Speed
Calling)

SOFT KEYS(4)

PROGRAMMABLE KEYS

Flexible Line /
Feature Keys
(Programmable by
telephone system
administrator)

PROGRAMMABLE KEYS

One-Touch Speed
Dial / Feature Keys
(Programmable by user)

MIC (Microphone) Lamp

HOLD

TRANSFER

ANSWER

SPEAKER

UP/DOWN (Λ V)

1:13 PM FRI 2014
DHROFF MUTE MIC HEADSET

TABLE OF CONTENTS
. . . .

KEYS AND LAMPS

• •

FUNCTION KEYS

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

Transfer
Allows the station user to transfer established calls to another station, without attendant assistance.

Answer
When LED on this key is lighted, press key to answer a waiting call.

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

Redial
Press key to activate redial feature. Press redial and scroll back through numbers that have been dialed. Until the desired number is displayed. Press the * key to activate dialing.

Conf
Press key to establish a three-way conversation. LED on key lights when key is active.

Recall
Press key to terminate established call and reseize internal dial tone.

Feature
Used to activate terminal setup functions and to program One-Touch Speed Dial/Feature Keys.

UP/DOWN

Used to adjust LCD contrast, speaker/receiver volume, and ringer volume.

◆ LCD Contrast:
   Press ▲ or ▼ key while idle.

◆ Speaker/Receiver Volume:
   Press ▲ or ▼ key during conversation.

◆ Ringer Volume:
   Press ▲ or ▼ key during ringing.

PROGRAMMABLE KEYS

These are examples of D^term® features available by pressing the programmable keys. Some features may be programmed by the user. Others must be programmed by the telephone system administrator.

AICM
Press key to activate Automatic Intercom.

DATA
Press key to send or receive data calls, or to disconnect from a data call.

DICM
Press key to activate Dial Intercom.

DND (Do Not Disturb)
Press key to activate or cancel Privacy feature.

FWD
Press key to activate or cancel Call Forwarding-All Calls feature.

FWD-BY
Press key to activate, verify, or cancel Call Forwarding-Busy feature.

FWD-NA
Press key to activate, verify, or cancel Call Forwarding-No Answer feature.

MICM

Press key to activate Manual Intercom.

MSG (Message)

Press key to leave message indication at station in no answer or busy condition.

MW-SET

Press key to leave message waiting indication on boss' station from secretary's station.

MW-CANCEL

Press key to cancel message waiting indication on boss' station from secretary's station.

P-RLS

Press key to release Privacy feature.

S&R (Save and Repeat)

Press key to store a number or redial a stored number.

SIG

Press key to cause chime at predetermined station.

SUBLINE APPEARANCE

A programmable extra extension key. Press key to see status of extra extension.

Soft Keys

Help

Press the Help Key. Press desired Soft Key for helpful information about that key.

On Hook State
(Telephone is idle)

| 3:17 PM | Fri | 28 |
| | Mic | Headset |

Exit ● ▲ ▲ ▲ ▲ ● Help

Exit

Press the Exit Key to exit the Help program.

OHROFF (Off Hook Ringing Off)

Go off-hook or press Speaker Key, then press Soft Key below "OHROFF" to disable ringing on secondary and trunk line appearances on this telephone while in use.

Off Hook State
(Telephone is in use)

2000			
3:17 PM	Fri	28
OHROff	Mute	Mic	Headset

Exit ● ▲ ▲ ▲ ▲ ● Help

Headset

Press the Soft Key below "Headset" to activate Headset operation. The primary extension LED will illuminate when headset is on.

Mic

Press the Soft Key below "Mic" to activate or deactivate the Microphone. The Mic LED will illuminate when Mic is on.

OHR-ON (Off Hook Ringing On)

Go off-hook or press Speaker Key, then press Soft Key below "OHR-ON" to allow ringing on secondary and trunk line appearances on this telephone while in use.

MUTE

Go off-hook or press Speaker Key, then press Soft Key below "MUTE". MUTE will flash and Voice Path is eliminated to the handset, headset or speaker.

5

LAMPS

Call Indicator Lamp
Lamp at top corner of D^{term} Display flashes when a call terminates to the terminal. Lamp lights steadily when a message has been left.

LCD
Liquid Crystal Diode (LCD) display provides D^{term} activity information plus date, time and Soft Key operation.

LED
Some function keys have a built-in Light Emitting Diode (LED) that lights or flashes according to the activity of that function key.

MIC (Microphone) Lamp
Lamp displays the status of the built-in microphone used for hands free operation.

FEATURE KEY ACTIVITIES

Feature + 1 = Turns microphone on or off.

Feature + 2 = Adjusts handset receiver volume.

Feature + 3 = Selects ringer tone.

Feature + 4 = Adjusts transmission/receiving volume.

Feature + 5 = Activates hands-free operation.

Feature + 6 = Deactivates hands-free operation.

Feature + 7 = Turns call indicator lamp on or off for incoming call notification. (*If turned off, this lamp will still light to indicate message waiting.*)

TERMINAL SETUP WITH THE FEATURE KEY

••••••••••••••••••••••••••••

MICROPHONE ON/OFF

The MIC lamp shows the status of the built-in microphone.

To change microphone status:

◆ Press Soft Key associated with the MIC Display or press Feature and 1.

TO ADJUST INITIAL RECEIVING VOLUME

Handset receiver volume can be changed.

To change the handset receiver volume:

◆ Press Feature and 2. The LCD displays the current volume.

RCV VOL.   SMALL

◆ Press Feature and 2 to alternate between Small and Large volume.

RCV VOL.   LARGE

TO SELECT RINGER TONE

The D^{term} Series E has 4 kinds of ringer tones that you can select.

◆ Press Feature and 3. The LCD displays the selected tone number (n=1~4).

RINGER TONE   n

TONE NO.	FREQUENCY (Hz)	MODULATION (Hz)
1	480/606	16
2	480/606	8
3	1285/1024	16
4	600/700	16

To ADJUST TRANSMISSION/RECEIVING VOLUME

Handset volume can be changed permanently.

◆ Press Feature and 4. The LCD displays the current volume.

T/R VOL.	SMALL

◆ Press Feature and 4. again to alternate between Small and Large volume.

T/R VOL.	LARGE

To ACTIVATE HANDS-FREE

To set hands-free on:

◆ Press Feature and 5. The LCD displays:

HANDS FREE	ON

To set hands-free off:

◆ Press Feature and 6. The LCD displays:

HANDS FREE	OFF

CALL INDICATOR LAMP ON/OFF

The user can choose to turn the call indicator lamp either on or off during ringing.

◆ Press Feature and 7. The LCD displays:

INDICATOR	ON

INDICATOR	OFF

NOTE: The call indicator lamp lights when used as a Message Waiting Lamp, even when it is turned off by the above operation.

8

TO ORIGINATE AN OUTSIDE CALL

· ·

◆ Lift handset or press Speaker key, receive dial tone.

◆ Dial the Central Office access code, e.g. 9.

◆ Dial desired telephone number.

◆ Use handset or MIC to converse. Display indicates:

Elapsed time	Trunk type	Trunk number
15:39	WATS	3

TO ORIGINATE AN INTERNAL CALL

· ·

◆ Lift handset or press Speaker key.

◆ Receive dial tone.

◆ Dial desired station number. Display indicates digits dialed.

◆ Use handset or MIC to converse.

TRUNK LINE APPEARANCE

To ORIGINATE

◆ Press the TRUNK LINE APPEARANCE feature key.

◆ Lift handset or press Speaker, receive Central Office or distant PBX dial tone.

◆ Dial the destination.

To ANSWER

◆ Press the TRUNK LINE APPEARANCE feature key (ringing and flashing LED alert user to incoming call).

◆ Lift handset or press Speaker.

◆ Speak with incoming party.

TO ORIGINATE A CALL USING SPEED CALLING (ONE-TOUCH BUTTONS)

◆ Press desired Speed Call button, or press Speaker and Speed Call.

To PROGRAM

(Available only on D^{term} stations with speed calling keys.)

◆ Press Feature button.

◆ Press desired Speed Call button.

◆ Enter desired telephone number or feature code on the keypad. Display indicates digits dialed.

◆ Press Feature again to save the number.

SPD SET

To VERIFY

◆ Press **Feature** button.

◆ Press desired **Speed Dial** button.

◆ Display indicates digits programmed.

> NOTE 1: To program a hookswitch for transfer or feature activation, press **Recall** key as first digit (**!** displays on LCD).

> NOTE 2: To program a pause, press **Recall** key as any digit other than the first digit (**−** displays on LCD).

> NOTE 3: To program a Voice Call, press **Transfer** key after dialing station number (**V** displays on LCD).

> NOTE 4: Speed calling for feature access: Speed call keys may be used as feature keys by storing the NEAX2400 feature access codes. The features may be programmed on a system basis by the PBX engineer.

> Access codes may be stored in conjunction with telephone numbers. For example, one button can be programmed by the user to transfer to a certain extension.

TO ORIGINATE A CALL USING SPEED CALLING (INDIVIDUAL/GROUP)

● ●

◆ Press the **Redial** button.

| LNR [*] / SPD [__] |
| XXXX |

◆ Press the desired speed calling number.

ACCOUNT CODE
. . . .

TO ENTER

◆ Lift handset or press **Speaker**, receive dial tone.

◆ Enter feature access code, receive service set tone.

◆ Enter Account Code (up to 10 digits).

◆ Receive dial tone and dial desired number.

TO ENTER ACCOUNT CODE AFTER AUTHORIZATION CODE

◆ Lift handset or press **Speaker**, receive dial tone.

◆ Enter feature access code for Authorization Code, receive service set tone.

◆ Enter Authorization Code, receive second service set tone.

◆ Enter Account Code, receive dial tone, and dial desired number.

> NOTE: Authorization and Account Codes may be up to 20 digits combined.

FORCED ACCOUNT CODE
. . . .

◆ Lift handset or press **Speaker**, receive dial tone.

◆ Enter feature access code, receive service set tone.

◆ Enter Forced Account Code (up to 10 digits), receive dial tone.

AUTHORIZATION CODE
. . . .

TO ENTER WITHOUT ACCOUNT CODE

◆ Lift handset or press **Speaker**, receive dial tone.

◆ Enter feature access code, receive service set tone.

◆ Enter Authorization Code (up to 10 digits).

◆ Receive dial tone, dial desired number.

– Or –

◆ Lift handset, receive dial tone.

◆ Dial desired number.

◆ If an Authorization Code is required, caller hears special dial tone.

◆ Enter Authorization Code, or call will be denied.

NOTE: This option is available only if system is programmed with Least Cost Routing.

To enter with account code (see above)

Service set tone is optional depending upon system programming.

NOTE: If a 16- or 24-button display terminal is used, the display indicates all of the digits dialed.

VOICE CALL

● ●

◆ Lift handset.

◆ Dial desired station number.

◆ Press **Voice**.

◆ Speak to called party.

| VCL | 2000 |

NOTE 1: A Voice Call may be programmed on a one-touch speed key by pressing **Speed Dial** button, dialing the extension, and pressing the **Transfer** key (**V** displays if programming on an LCD Display D^{term}. Save by pressing **Speed Dial** again).

NOTE 2: If called party is on their line when a Voice Call is attempted, calling station's display indicates:

| VCL BSY |

NOTE 3: A voice call is restricted if called party's station is not a D^{term}. Display indicates:

| VCL RST |

TO ANSWER A VOICE CALL HANDS FREE

◆ ◆

◆ Receive incoming Voice Call.

	Calling station
VCL	2001

◆ Press MIC Soft Key. LED lights.

◆ Respond hands-free.

> NOTE: If privacy is required, lift handset.

AUTOMATIC INTERCOM
● ●

TO INITIATE

◆ Lift handset or press Speaker key.

◆ Press AICM key.

	Called party
ICM	2

◆ Hear ringback tone.

TO ANSWER

◆ AICM key flashes red indicating an incoming intercom call.

	Calling party
ICM	1

◆ Press AICM, lift handset or press Speaker. LED lights solid green.

◆ If called station is engaged in a non-intercom call, the station may press AICM after placing original caller on hold (with Hold key).
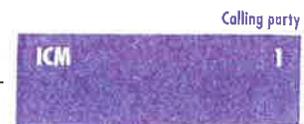
TO BRIDGE INTO AN AUTOMATIC INTERCOM CALL

> NOTE: Bridging is an optional feature.

◆ Press the AICM key, lift handset or press Speaker.

	Overriding party
OVR	1

◆ A three-party conference is established.

CNF
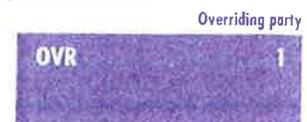
> NOTE: Pressing AICM on a station with one intercom button connects that station to one pre-defined extension.

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MANUAL INTERCOM

To INITIATE

◆ Press MICM, lift
handset or press
Speaker, ringback
tone is heard.

Called party
ICM   2

◆ Press the SIG key if it is desired
for the called station to hear ringing.

To ANSWER

◆ MICM key flashes,
indicating an incom-
ing call. Ring tone
may also be heard.

Calling party
ICM   1

◆ Press MICM.

◆ Lift handset or press Speaker, LED lights
solid green.

◆ If called station is engaged in a non-intercom
call, the station may press MICM after placing
original caller on hold (with Hold key).

To BRIDGE INTO A MANUAL INTERCOM CALL

NOTE: Bridging is an optional feature.

◆ Press MICM,
lift handset or
press Speaker.

Overriding party
OVR   1

◆ A three-party
conference is
established.

CNF
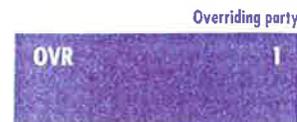
NOTE 1: The SIG key signals the corresponding
station when speaking over the intercom path
is unnecessary.

NOTE 2: Two-button Manual Intercom provides
one button for signaling and one for talking.
A separate signaling button can be used in many
ways for the secretary to alert a boss or visa versa.

DIAL INTERCOM

● ●

To INITIATE

◆ Lift handset or press **Speaker** key.

◆ Press **DICM** key.

◆ Dial desired intercom station number. Receive ringback tone.

Called party

ICM   2

To ANSWER

◆ **DICM** LED flashes, indicating an incoming intercom call.

◆ Press **DICM**.

◆ Lift handset or press **Speaker**. LCD shows solid green.

◆ If called station is engaged in a non-intercom call, the station may press **DICM** after placing the original call on hold (with the **Hold** key).

Calling party

ICM   2

To BRIDGE INTO A DIAL INTERCOM CALL

NOTE: Bridging is an optional feature.

◆ Press the **DICM** key, lift handset or press **Speaker**.

Overriding party

OVR   3

◆ A three-party conference is established.

CNF
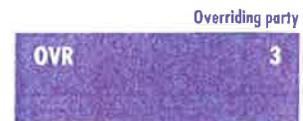
NOTE: Dial intercom provides a Dial Intercom group where each member of the group may be called by a 1- or 2-digit number without using their prime lines.

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TO PLACE A CALL ON HOLD

● ●

◆ Press **Hold**.
Held line wink
flashes.

Held station number

HLD	2001

   NOTE: If held line appears on other D^term stations,
   the associated LED flashes red slowly.

TO RETRIEVE

◆ Lift handset or press **Speaker**.

◆ Press held line. Use handset to converse.

   NOTE: Any station with this line appearance
   can retrieve the call.

IF UNANSWERED

◆ After preprogrammed time, Automatic Recall
is initiated.

◆ Visual and audible signal (rapid flash and ring
burst) is sent to station that placed call on hold.

   NOTE 1: A transfer or conference call may be
   placed on hold depending on software level of
   the NEAX2400 IMS.

   NOTE 2: Hold shows as a flashing green LED on
   your phone. The same line on other phones shows
   as a flashing red LED. **Recall** shows as a flashing
   green LED on your phone and flashing red LED
   on other phones with the same line.

TO PLACE A CALL ON EXCLUSIVE HOLD

● ●

◆ Press **Hold** twice.
Line appearance
indicates interrupted
wink.

Held station number

EHD	2001

   NOTE: If held line appears on other D^term stations,
   LED remains steadily lit red.

TO RETRIEVE

◆ Lift handset or press **Speaker**.

◆ Press held line. Use handset to converse.

> NOTE: Only D^{term} that set Exclusive Hold option can retrieve the call.

IF UNANSWERED

◆ After preprogrammed time, Automatic Recall is initiated.

◆ Visual and audible signal (rapid flash and ring burst) is sent to station which placed call on Exclusive Hold. **Recall** shows as a flashing green LED on your phone, and solid red on other phones with same line.
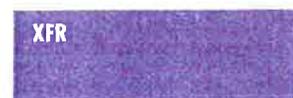
> NOTE: Exclusive Hold excludes any other phone from picking up your held call. Exclusive Hold shows as a flashing green LED on your phone. The same line on other phones appears as a solid red LED.

TO TRANSFER A CALL

● ●

◆ After conversing, ask party to hold.

◆ Press **Transfer**. Receive interrupted dial tone.

XFR

Transferred station
or trunk number

◆ Dial destination station's extension, hang up or wait for answer.

XFR	2001

Transferring
station

◆ If transferring party hangs up, that station's number appears in the center of recipient's display.

XFR	200	WATS	3

CONFERENCE

- With call in progress, ask party to hold.

- Press **Transfer**, receive interrupted dial tone.

- Dial desired number.

- After call is answered, press **Conf**. **Conf** LED lights.

- Three-way conference is established.

- If one party hangs up, other two remain connected. **Conf** LED goes out.

TO ESTABLISH A BROKER CALL

- While engaged in a call and wishing to consult a third party, press **Transfer**. Caller is automatically placed on hold.

- Dial desired party to consult.

- Press **Transfer** to return to original caller. Third party is automatically placed on hold.

- By repeating these steps, it is possible to alternate between calls.

   NOTE: The display indicates connected station or trunk at any given time.

TO ANSWER
A CAMPED-ON CALL

(FROM THE ATTENDANT)

◆ While engaged in a call, receive the camp-on indication (one short tone burst). Answer LED flashes.

◆ Press Answer. Call in progress is placed on hold.

◆ Connection to camped-on call is established.

◆ Press Answer to return to original call. Camped on call is placed on hold.

Trunk type	Trunk number
CMP WATS	3

◆ By repeating these steps, it is possible to alternate between calls. Display indicates connected station or trunk at any given time.

CALL WAITING –
ORIGINATING

TO PROGRAM CALL WAITING KEY (ON ONE-TOUCH SPEED CALLING KEY)

◆ Press Feature.

◆ Press desired one-touch speed key.

◆ Press Recall. ! appears on LCD (See Note).

◆ Dial Call Waiting feature access code.

◆ Press Feature.

NOTE: To program a hook switch for transfer or feature activation, press Recall as first digit. ! displays on LCD.

To activate call waiting – originating

◆ Dial desired station number, receive busy tone.

◆ Press **CALL WAITING**.

◆ Receive special ringback tone.

◆ Call Waiting tone is sent to busy station.

Called station number

CW	2000

– Or –

◆ Lift handset or press **Speaker**.

◆ Dial Call Waiting access code, receive dial tone.

CW	

◆ Dial busy station.

CW SET	2000

To answer a waiting call

◆ Call Waiting tone is heard.

◆ Press **Answer**.

◆ Waiting call is automatically connected. Original party is placed on hold.

Calling station number

CW	2001

◆ By repeatedly pressing **Answer**, it is possible to alternate between calls. Display indicates connected station or trunk at any given time.

To disconnect

◆ Press **Recall**. Station user is automatically connected to original party.

CALL PARK
• •

TO PROGRAM CALL PARK KEY
(ON ONE-TOUCH SPEED CALLING KEY)

◆ Press **Feature**.

◆ Press one-touch speed key.

◆ Press **Recall**. **!** displays on LCD.

◆ Dial Call Park access code.

◆ Press **Feature** again.

TO PARK A CALL

◆ While connected
to a station or trunk,
CALL PARK.

Parked station
or trunk

PRK SET	WATS 3

TO RETRIEVE A PARKED CALL FROM
ORIGINATING STATION

◆ Dial Call Park local retrieval code.

◆ Station user is
connected to
parked call.

Elapsed time

10:01	WATS 2

TO RETRIEVE A PARKED CALL FROM
A REMOTE STATION

◆ Dial Call Park remote retrieval code and the
station number from which the call was parked.

◆ Station user is con-
nected to remotely
parked call.

Station that
parked the call

2000	WATS 2

CALL PICK-UP (GROUP)

WHEN STATION WITHIN PICK-UP GROUP RINGS

◆ Lift handset.

◆ Press **CALL PICK-UP** or dial Call Pick-up access code (may be stored on one-touch speed calling key).

◆ Connection to calling party is established.

Called station	Calling party
PCK 2000 WATS	3

◆ If currently on a call, press **Transfer** and dial Call Pick-up access code. The original party is placed on hold.

CALL PICK-UP (DIRECT)

TO PROGRAM PICK-UP DIRECT KEY (ONE-TOUCH SPEED KEY)

◆ Press **Feature**.

◆ Press one-touch speed key.

◆ Dial Direct Call Pick-up access code.

◆ Press **Feature** again.

WHEN A STATION WITHIN THE SYSTEM RINGS

◆ Lift handset, receive dial tone.

◆ Press **PICK-DIRECT** and dial the station number to be picked up.

– Or –

◆ Dial Direct Call Pick-up access code and the station number to be picked up.

◆ Connection to calling party is established.

◆ If busy, original call must be placed on hold before new call can be picked up.

Called station		Calling party
PCK 2000	WATS	3

OUTGOING TRUNK QUEUEING

IF TRUNK BUSY

◆ Receive Trunk Busy indication. Press **CALL BACK**. Call is placed in queue for next available trunk.

OGQ SET

◆ When trunk is available, setting station is alerted by ringing and flashing red LED.

◆ Press **Speaker** or lift handset. Dial tone is heard or number is automatically dialed if NEAX2400 IMS is programmed with Least Cost Routing.

OFF-HOOK TRUNK QUEUING

◆ Press **Speaker**, receive dial tone.

◆ Dial Off-hook Queuing access code.

◆ Dial desired telephone number. Encounter a trunk busy condition.

◆ Station user receives service set tone and leaves speaker on.

◆ The desired number is automatically dialed when a trunk becomes available.

EXECUTIVE OVERRIDE

∙ ∙

IF CALLED STATION IS BUSY

◆ Press **OVERRIDE**.

◆ Interrupted parties receive warning tone.

Overridden station

OVR   2001

◆ Three-way conference is initiated.

CNF

◆ **Conf** LED lights.
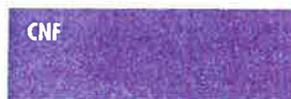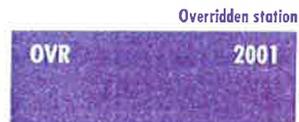
> NOTE: Override may be programmed by the NEAX2400 IMS engineer for one of the Programmable Line/Feature keys, or may be programmed by the user on a one-touch speed calling key by storing the Recall and Override access code.

LAST NUMBER REDIAL

∙ ∙

TO RECALL THE LAST NUMBER DIALED

◆ Press **Redial**. Last number dialed is displayed.

LNR [*]   /   SPD [__]
                        XXXX

◆ Press **Redial** key until desired number is displayed. Up to 5 previously dialed numbers.

◆ Press **∗**. The number on the display is automatically redialed.

◆ When party has answered, lift handset or speak handsfree.

CALL FORWARDING – ALL CALLS ·

••••••••••••••••••••••••••••••

To set

◆ Press **Speaker**. Receive dial tone.

◆ If setting for another station, press **SUBLINE APPEARANCE**.

◆ Press **FWD** or dial Call Forwarding access code. Receive special dial tone.

◆ Dial destination station or external telephone number. Receive service set tone.

◆ **FWD** LED lights (at your station or at the D^{term} of the subline station you are setting).

◆ Press **Speaker**. Call Forwarding for all calls is set.

Forwarding station

FWD SET   **2000**

To verify (with 16- or 32-button D^{term})

◆ Press **FWD**.

◆ Display indicates the station number calls are forwarded to.

NOTE: If recipient station is a 16- or 32-button D^{term}, LCD displays:

Forwarding station

FWD   **2000**

To cancel

◆ Press **Speaker**. Receive dial tone. If cancelling for another station, press **SUBLINE APPEARANCE**.

◆ Press **FWD** or dial Call Forwarding cancel code. Receive service set tone. LED goes out at your station (or the D^{term} of the subline station).

FWD CNL

◆ Press **Speaker**. Call Forwarding is cancelled.

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CALL FORWARDING – BUSY

To set

◆ Press **Speaker**. Receive dial tone.

◆ If setting for another station, press **SUBLINE APPEARANCE**.

◆ Press **FWD-BY** or dial Call Forwarding – Busy access code. Receive special dial tone.

◆ Dial destination station or external telephone number. Receive service set tone.

◆ **FWD** LED lights (at your station or at the D^{term} of the subline station you are setting).

◆ Press **Speaker**.
Call Forwarding –
Busy is set.

Forwarding station
FWD SET   2000

To verify (with Display Phone)

◆ Press **FWD-BY**.

◆ Display indicates the station number calls are forwarded to.

> NOTE: If recipient station is a 16- or 32-button D^{term}, LCD displays:

Forwarding station
FWD   2000

To cancel

◆ Press **Speaker**. Receive dial tone. If cancelling for another station, press **SUBLINE APPEARANCE**.

◆ Press **FWD-BY** or dial Call Forwarding – Busy cancel code. Receive service set tone. LED goes out at your station (or the D^{term} of the subline station).

FWD CNCL

◆ Press **Speaker**. Call Forwarding is cancelled.

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CALL FORWARDING – NO ANSWER

To set

◆ Press Speaker. Receive dial tone.

◆ If setting for another station, press SUBLINE APPEARANCE.

◆ Press FWD-NA or dial Call Forwarding – No Answer access code. Receive special dial tone.

◆ Dial destination station or external telephone number. Receive service set tone.

◆ FWD LED lights (at your station or at the D^{term} of the subline station you are setting).

◆ Press Speaker. Call Forwarding – No Answer is set.

Forwarding station

| FWD SET | 2000 |

To verify

◆ If verifying for another station, press SUBLINE APPEARANCE while idle.

◆ Press FWD-NA.

◆ Display indicates the station number calls are forwarded to.

NOTE 1: If recipient station is a 16- or 32-button D^{term}, LCD displays:

Forwarding station

| FWD | 2000 |

NOTE 2: Call Forwarding for Busy and No Answer may be combined depending upon system programming.

To CANCEL

◆ Press **Speaker**. Receive dial tone. If cancelling for another station, press **SUBLINE APPEARANCE**.

◆ Press **FWD-NA** or dial Call Forwarding – No Answer cancel code. Receive service set tone. LED goes out at your station (or the D^{term} of the subline station).

> FWD CNCL

◆ Press **Speaker**. Call Forwarding – No Answer is cancelled.

CALL BACK

● ●

IF CALLED STATION IS BUSY

◆ Press **CALL BACK**. Receive service set tone.

> Called party
> CB SET   2000

- OR -

◆ Press **FLASH** key and enter Call Back access code.

◆ When both parties become idle, calling party's phone rings. Calling party would go off hook and hear ring back tone. The called station would then be ringing.

> Called party
> CB   2000

> Calling party
> CB   2001

◆ Lift handset.

◆ The called party's phone rings.

◆ Connection is established when the called party answers.

NOTE: Call Back may be programmed by the PBX Engineer on a Programmable Line/Feature Key or by the user on a one-touch speed calling key.

TO SAVE AND REPEAT A NUMBER
• •

To SAVE

◆ Press **Speaker**.

◆ Dial desired telephone number.

◆ Press **S & R**. Dialed number is now stored. **S & R** LED lights.

– OR –

◆ Receive internal call.

◆ Press **S & R**. Number is stored in memory.

◆ **S & R** LED lights.

To VERIFY (FOR DISPLAY PHONE)

◆ While idle, press **S & R**.

◆ Display indicates digits stored.

To REPEAT

◆ Press **Speaker**.

◆ Press **S & R**. D^{term} automatically redials the programmed number.

◆ **S & R** automatically cancelled. LED goes out.

   NOTE: If saved number is busy or no answer is received, to save it again, press **S & R** again before hanging up.

TO LEAVE A MESSAGE
• •

◆ Press **Speaker**. Receive dial tone.

◆ Dial desired station number. Encounter no answer or busy condition.

◆ Press **MSG**. Message
is sent to called
D^term

Called station

MSG SET   **2001**

◆ Called station **MSG** LED lights.

NOTE 1: Up to four messages can be stored
in D^term memory.

NOTE 2: If a fifth message is attempted, reorder
tone is heard and display indicates:

MSG BSY

NOTE 3: If station is not equipped to receive
messages, reorder tone is heard and display indicates:

MSG RST

TO ANSWER A MESSAGE

To DISPLAY

◆ **MSG** LED is lit. Station is idle.

◆ Press **MSG**.

◆ Press **MSG** again to
display additional
messages in order
received.

Calling station

MSG   2001   **12:28PM**

To RESPOND

◆ While displaying desired message, press **Speaker**.

◆ Press **MSG**. Station which left message is
automatically redialed.

◆ Message is erased.

To ERASE

◆ To erase a message without returning the call, press **MSG** to display desired message.

◆ Dial **#** while message displays. Message is erased.

NOTE 1: If using an 8-button D^{term}, messages cannot be displayed. User must press **MSG** while off-hook to return call.

NOTE 2: If station that left message is busy, callback or **MSG** may be set. If station that left message does not answer, **MSG** may be set, notifying originating party that a message return was attempted.

MEET-ME PAGE

• •

Example: Station A can page Station B. When Station B dials answer code, they are connected.

To PAGE (STATION A)

◆ Dial Paging access code, receive continuous ringback for one second.

Trunk number

| PG | 3 |

◆ Page Station B.

◆ Remain off hook or hang up.

To ANSWER (STATION B)

If Station A remains off hook:

◆ Station B dials Paging answer code, and they are immediately connected.

| PG | 3 |

If Station A hung up:

◆ Station B dials paging answer code, and Station A D^{term} rings.

◆ When Station A goes off-hook, they are connected.

PAGING TRANSFER
••••••••••••••••••••••••••••

Example: Station A receives an important call for Station B who is not at a desk. Station A can page Station B. When Station B dials the Paging answer code, Station A can announce the call and transfer it to Station B.

Calling trunk number

XFR		WATS	3

STATION A PAGING

◆ Ask calling party to hold.

◆ Press **Transfer**. Receive interrupted dial tone.

◆ Dial Paging access code. Receive continuous ringback for one second.

◆ Page Station B.

◆ Remain off-hook or hang up.

TO ANSWER (STATION B)

If Station A remained off hook:

◆ Station B dials Paging answer code, and is connected with Station A. Station A announces call.

Stations A and B each display the other's number

XFR		XXXX

◆ Station A hangs up. Station B and the calling party are connected.

	WATS	3

33

If Station A hung up:

◆ Station B dials
Paging answer code.
Station A D^term rings.

XFR	**WATS 3**

Calling trunk number

	WATS 3
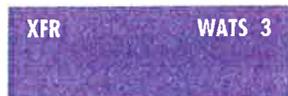
◆ Station A picks up
and announces call.

◆ Station A hangs up.
Station B and the calling
party are connected.

– Or –

(Dependent on System Programming)

◆ Station B dials
Paging answer
code, and is
immediately
connected to
the calling party.

PG	**WATS 3**

BOSS/SECRETARY TRANSFER

• •

SECRETARY

Calling party

	WATS 3

◆ Lift handset, press
boss' ringing line. Ask
calling party to hold.

Boss and secretary station each
display the other's number

ICM	**XXXX**

◆ Press boss' line
again. Voice Call
is automatically
established.
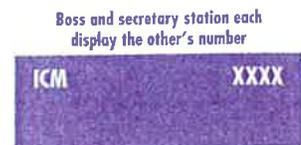
◆ Announce the call to the boss.

IF BOSS ACCEPTS CALL

◆ Secretary replaces handset.

◆ Boss lifts handset, presses flashing line.

If Boss Refuses Call

◆ Secretary presses boss' line to return to calling party.

BOSS/SECRETARY –
MW LAMP CONTROL
• •

To Set MW at Boss' Station

With caller on the line:

◆ Lift handset or press Speaker.

◆ Press boss' ringing line. Ask calling party to hold.

◆ Press MW-SET line/feature key. No service set tone is heard.

MW SET

Boss sees MW on display D^{term} and can call secretary to receive message.

Without caller on the line:

◆ After taking message, press RECALL and receive dial tone.

◆ Press MW-SET line/feature key. Receive service set tone.

MW SET

> NOTE: The secretary can hang up after taking a message, and set a message lamp at any time by going off-hook on the boss' subline and pressing the MW-SET key.

To Cancel at Boss' Station

Without caller on the line:

◆ Lift handset or press Speaker. Receive dial tone.

◆ Press Boss' line appearance.

◆ Press **MW-CANCEL** line/feature key. Receive service set tone.

`MW CNCL`

With caller on line:

◆ While engaged in conversation on boss' subline, press **MW-CANCEL** key. No service set tone is heard.

`MW CNCL`

BOSS/SECRETARY OVERRIDE

• •

Example: Station 2000 is boss, Station 2001 is secretary. Boss is connected to Trunk A. Incoming call on Trunk B connects to secretary, but is intended for boss.

TO PROGRAM BOSS/SECRETARY OVERRIDE KEY

◆ Press **Feature**.

◆ Press a Speed Calling key.

◆ Dial Boss/Secretary Override access code.

◆ Press **RECALL**. - displays on LCD.

◆ Dial boss' station number.

◆ Press **Feature** again.

SECRETARY

◆ Lift handset to answer Trunk B, ask caller to hold.

◆ Press **CALL HOLD** feature key or **Transfer** and dial call hold access code. Receive dial tone.

◆ Press **BOSS/SEC OVERRIDE**. Receive ringback tone.

Boss' station number

`CW                    2000`
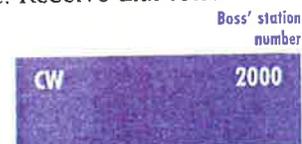
Boss

◆ Hear 3 bursts of
tone. LCD display
indicates:

Secretary's station
number

CW   2001

Option 1

◆ Boss presses Answer and converses with
secretary. Trunk A is placed on hold.

◆ Secretary hangs up. Boss is connected
to Trunk B.

◆ Boss can alternate between the two parties
by pressing Answer.

Option 2

◆ Boss presses Answer and converses with
secretary. Trunk A is placed on hold.

◆ Boss presses station 2001 key and
converses with Trunk B. Boss presses
Answer to reconnect to Trunk A.

◆ Secretary hears reorder tone, hangs up.

◆ Boss can alternate between the two parties
by pressing Answer.

Option 3

◆ If boss does not respond to 3 bursts of tone,
secretary presses Recall.

◆ Secretary is connected to Trunk B.

Option 4

◆ Boss presses Answer and converses with
Secretary. Trunk A is placed on hold.

◆ Boss denies call, presses Transfer to return
to Trunk A.

◆ Secretary is returned to Trunk B.

NOTE: If boss has 16- or 32-button display
terminal, display always indicates the connected
station or trunk at any given time.

DO NOT DISTURB

WHILE IDLE (ON HOOK)

◆ Press DND.
LED lights.

`DND SET`

TO CANCEL

◆ Press DND.
LED goes out.

`DND CNCL`

NOTE: DND must be
programmed by the
PBX engineer on a pro-
grammable feature key.

PRIVACY

WHILE OFF-HOOK

◆ Press DND.
LED lights.

`PRV SET`

◆ Privacy feature
prevents interruptions
for the duration of the call.

TO CANCEL

◆ Press DND. LED
goes out.

`PRV CNCL`

– OR –

◆ Replace handset. Privacy feature
is automatically cancelled.

NOTE: DND must be programmed by the
PBX engineer on a programmable feature key.

PRIVACY RELEASE

Example: D^{term} Station B is engaged in a conversation, and allows D^{term} Station A to enter the call in progress.

◆ Station A lifts handset or presses **Speaker**.

◆ Station A presses the line appearance of Station B.

◆ Warning tone is sent to the interrupted parties (optional).

◆ A three-way confer-
ence is established.

> NOTE: Station A may also be a single-line station as long as it appears on the Station B D^{term}.

– Or –

Example: D^{term} Station A requests entrance into Station B's call in progress.

◆ Station A lifts handset or presses **Speaker**.

◆ Station A presses the line appearance of Station B.

`WAIT P-RLS?`

◆ Station B LCD indicates:

`P-RLS?`

◆ Station B may allow Station A to enter the conversation by pressing **P-RLS**.

◆ Warning tone is sent to the interrupted parties (optional).

◆ A three-way confer-
ence is established.

`CNF`

> NOTE 1: Station A can be a single-line station if it appears on the Station B D^{term}.

> NOTE 2: Up to six parties can break into a two-party conversation (additional hardware required).

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• •

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