



**University of California - Riverside
NEAX2400- D-TERM Series "I"
Quick Reference Guide**

Receiving a Call:

Lift handset or depress speaker key to answer an incoming call.

Placing a Call:

To place a call, lift handset or press the speaker key.

- Outside Calls: Dial 9 followed by the desired telephone number.
- On Campus Calls: Dial 2 followed by the desired four (4)-digit extension number.

Up / Down Arrows

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

- **LCD Contrast:** Press ▲▼ key while the telephone is idle.
- **Speaker / Receiver Volume:** Press ▲▼ key during conversation.
- **Ringer Volume:** Press ▲▼ key while the telephone is ringing.

Fixed Function Keys:

Hold

Allows user to place calls on hold.

- To place an internal or external call on hold, press the **Hold** key. (Line will flash)
- To retrieve the call, simply press the flashing extension key.
- To retrieve the call, simply press the flashing extension key.
- Recall is 120 seconds.

Transfer

Allows the station user to transfer established calls, (internal or external), to another station.

- Press the **Transfer** key, (you will hear interrupted dial tone).
- Dial the desired extension number. (You may re-press the **Transfer** key to return to the original calling party.)
- Hang up.

If you a transfer and call and receive a person's voicemail greeting, you can elect to exit out and bring the caller back by pressing *9, you will hear an automated response that says "Thank you for calling" and then you will be reconnected with the calling party. You can then transfer to another extension if you wish.

Fixed Function Keys: (Continued)

Speaker The **Speaker** key controls the built-in speaker that can be used for hands-free operation. The LED will light when the key is activated.

Redial This key is used to activate the last number redial feature for any of 5 previously dialed numbers.

- With the telephone idle, you may consecutively scroll back through the last five (5) numbers that have been dialed by continuing to press the **Redial** key. (Numbers will appear in display.)
- Once the desired number is displayed, press * (star) to activate the dialing feature.

Conf This key is used to establish a three-way conference call. The LED will light when this feature is activated.

- Establish connection with the first party; announce the conference
- Press the **Transfer** key, dial desired number of the second, (precede outside calls with a "9")
Announce the conference and press the **Conf** key. Three-way conference is established.

If a busy signal is encountered, you misdial, or there is no answer, press **Transfer** to be reconnected to the original party.

Mic The MIC key is used to activate microphone to speak hands free. When **MIC** soft key is activated, the MIC lamp is activated. Lamp is red when microphone is on and out when microphone is off. As a rule the indicator lamp should be left on or red.

Recall This key is used as an immediate disconnect while re-establishing internal dial tone.

- Press this key to terminate an established call and re-seize internal dial tone.

Answer When LED on this key is lighted, press key to answer a waiting call on any line appearance

Feature This key is used in conjunction with the numbers on the dial pad to activate additional functions. See instructions below and addition options on page 5.

Feature + "1" = Turns microphone on or off.

Feature + "3" = Selects ringer tone

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.)

Feature + "8" = Turns Dynamic Dial Pad on or off

The "**Soft Keys**" located directly below the LCD display will provide supplemental feature options available to the user with each status condition of the telephone, as follows;

Idle Condition:



Dial tone Condition:



Soft Keys: (Continued)

When a user has activated a feature on the telephone, an Asterisk * will appear to the left of it on the display screen. This provides the user with a visual indication of the feature currently activated. When additional features are available for use they are displayed during the condition in which the features can be activated.

Mute (MUTE)

Used to temporarily keep the party you are in conversation with from hearing background conversations or disruptions. Press the MUTE soft key and the party you are conversing with can not hear you speaking through the handset, headset or speaker. To deactivate, press the MUTE soft key and continue conversation with the party on the phone. Once you hang up MUTE is automatically reset to the off position.

Headset Key (HSET) - Soft Key

If you choose to originate and answer your calls using a **HSET**, or toggle back and forth between Headset and Handset use, you will use the **HSET** soft key.

- Plantronics Polaris Encore Corded Headsets - 4 models
 - Polaris -Encore monaural headset (P91-U10P)
 - Polaris -Encore monaural noise canceling headset (P91N-U10P)
 - Polaris -Encore binaural headset (P101-U10P)
 - Polaris- Encore binaural headset noise canceling headset (P101N-U10P)

- Plantronics Wireless Headset System
 - CS50 – Wireless & cordless headset (63120-01)
 - HL10 – Handset lifter allows answering or ending calls while using the cordless headset

- Plantronics telephone # is 800-752-6876. To insure your headset will be compatible with your phone, be sure to inform Plantronics that the PBX type is NEC.

OHR (On hook/off hook ringing)-Soft Key

Lift handset or press speaker, then press "OHR" to **disable ringing** on secondary line or any line appearances on this phone while in use. Press "OHR" again to allow ringing on line appearances.

Call Forward All (FDA) - Soft Key

This feature allows the user to forward all incoming calls to another extension or to Voice Mail. To activate the Call Forward All feature:

- Lift handset or press **Speaker** key
- Press the **FDA** Soft key
- Dial desired extension number to which calls will be forwarded
- Confirmation tone is heard, LCD will display Forward Set
- Hang up

To cancel Call Forward All feature:

- Lift handset or press **Speaker** key
- Press the **FDA** Soft key
- Confirmation Tone is heard, LCD will display Forward Cancel
- Hang up

Quick Voicemail (QVM) – Soft Key

While speaking to caller you can transfer them to a voicemail box by using the **QVM** key.

- While on the phone, press the **Transfer** key
- Dial the desired extension number
- Press the QVM soft key quickly
- Hang up

The caller will be transferred directly to the desired voicemail box

One Touch Speed Dials

All blank keys can be programmed as “one touch” speed dial key. Speed dial keys are used to store frequently dialed numbers.

To Program:

- Press the **Feature** key, **Feature** begins to flash.
- Press the blank ONE TOUCH key to be programmed.
- Enter the desired telephone number to be stored.
- Press the **Feature** again
- The LCD display should read “SPEED SET”

To Use:

- Press the desired ONE TOUCH speed dial key; the number will be automatically dialed.

Individual Speed Dialing

Individual speed dialing allows the user to program up to ten (10) frequently dialed numbers which can then be accessed via an access code followed by a one-digit code.

To Program:

- Lift handset or depress speaker key.
- Dial ##0
- Dial the one digit code (numbers 0 – 9) to which you want to assign the speed dial number.
- Dial the complete telephone number (up to 28 digits) to be stored under the individual speed dial number. Don't forget to dial 9 for outside numbers. Upon completion you will hear a constant confirmation tone.
- Hang up.

To Use:

- Lift handset or depress speaker key.
- Dial *12
- Dial the one digit code (numbers 0 – 9) assigned to the number in which you wish to access and dial.
- Wait for Answer.

To Change Speed Dial Numbers:

- Follow the step-by-step instructions defined under To Program. You simply program new telephone numbers over anything that was previously programmed.