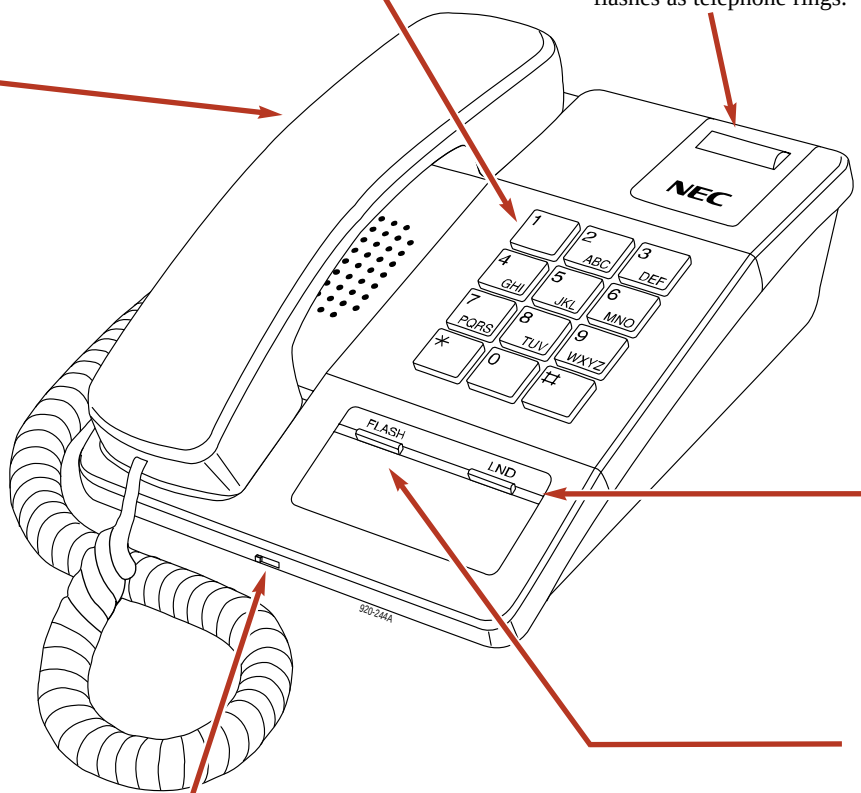
Using Your Single Line Telephone

ST4 Telephone Shown

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

Ring Indicator Lamp
flashes as telephone rings.

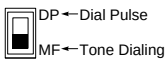
Lift the **Handset** to place and answer calls.



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

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

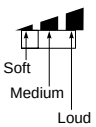
Dial Mode Switch (ST4 Only)
[On bottom of phone.]



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

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

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



Placing Calls

Placing an Outside Call . . .

Dial codes for outside lines:

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

OR

2. [4 GHI] + Line number (e.g., 01) + Outside number.
   - *When behind a PBX, you may have to dial 9 before your number.*

OR

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

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

Dial using the Intercom:

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

OR

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

OR

2. To call your mailbox, dial [*] [8 TUV].

If your call doesn't go through . . .

Camp On and Callback

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

1. [2 ABC] to ***Camp On*** (wait without hanging up).
   - *(Intercom calls) When you hear ringing, wait for the called party to answer.*
   - *(Outside calls) When you hear new dial tone, place your call again.*

OR

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

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

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

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

To answer a Message Waiting left for you:

1. Lift handset + [*] [8 TUV].

Answering Calls

Answering Outside Calls . . .

Listen for two short rings:

1. Lift handset.

Answering Intercom Calls . . .

Listen for one long ring:

1. Lift handset to speak.

Picking up calls not ringing your phone . . .

If a call is ringing after hours:

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

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

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

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place or answer call.
2. Hookflash + Dial extension or trunk you want to add to Conference.
   - *Wait for called party to answer.*
3. Hookflash + [#] [1] [0].
   - *Repeat steps 2 and 3 to add additional parties to the Conference.*

Quick Reference for Other Features

Group Call Pickup:	*To pick up a call ringing your pickup group:* **Lift handset** + * #
Meet Me Conference:	*To set up a Meet Me Conference:* **Lift handset** + Page parties and announce Meet Me Conference code (**#11** or **#12**) + **Hang up** + **Lift handset** + Dial announced code (**#11** or **#12**) *To join a Meet Me Conference:* **Lift handset** + Dial announced Meet Me Conference code (**#11** or **#12**)

Tones you may hear . . .	
Two short rings while idle:	An outside call is directly ringing your phone. Just lift the handset to answer.
One long ring while idle:	An intercom call is ringing your phone. Just lift the handset to answer.
Error (fast busy) tone:	This means you made a mistake in placing a call or using a feature. Hang up and start over.

Personal Speed Dial Directory

To use: Lift handset + [#] [7 PQRS] + Bin (01-20)

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

NEC

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

Handling Your Calls

Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up + Hookflash.
2. (Optional) Hang up.
   - *This puts your outside call on Exclusive Hold.*

Easily retrieve a call from Hold:

1. Lift handset.
2. [*] [7 PQRS].
   - *You may be able to lift the handset +***4** + line number (e.g., 01) to pick up a call on Hold at a co-worker's phone.*

Transferring your calls . . .

Transfer

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

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

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

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

To answer a call transferred to you:

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

Park a call in orbit . . .

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

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

   OR

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

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

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

   OR

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

Forward your calls to a co-worker . . .

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

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

Placing Calls Quickly

Quickly dial co-workers and outside calls . . .

System Speed Dial

To dial your stored System Speed Dial numbers:

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

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

Personal Speed Dial

To dial your stored Personal Speed Dial numbers:

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

1. Lift handset.
2. [#] + Personal Speed Dial bin.
   - *Personal Speed Dial bins are 701-720.*

Last Number Redial

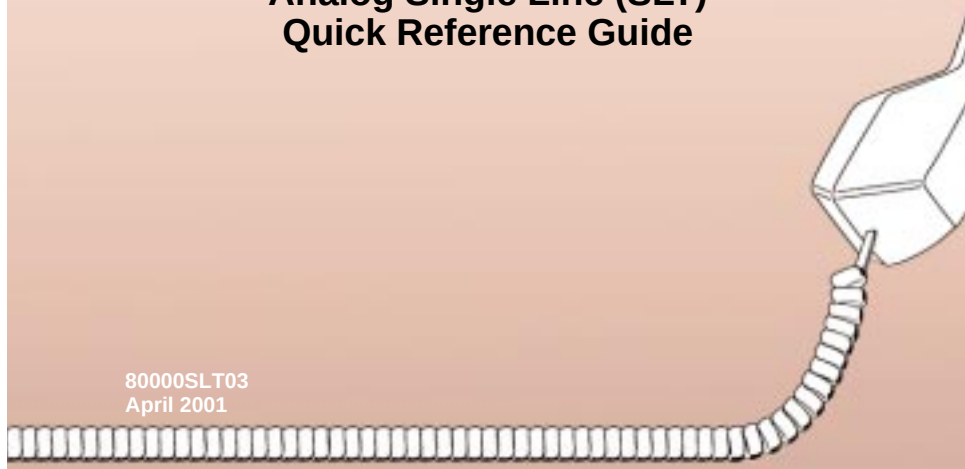
To quickly redial your last outside call:

1. Lift handset.
2. Dial [#] + [5 JKL].
   - *The system automatically selects a line from the same group as your original call.*

NEC

DS1000/2000

Analog Single Line (SLT) Quick Reference Guide



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