



### Quick Reference for Other Features

Data Port:	Located on the right side of the phone, you can connect any standard telephone device to the phone (computer modem, answering machine, fax machine, etc.).
Time/Date:	Not user programmable. The information is initially received from the Caller ID information. The telephone will then maintain the correct time/date.
Tone/Pulse:	Set the Tone/Pulse switch located on the back edge of the phone to the required setting for your service (Tone=touch-tone dialing, Pulse=rotary dial).
Volume, Handset:	Press <b>VOLUME</b> . <i>Pressing <b>VOLUME</b> again resets the volume to its normal level.</i> <i>Hanging up the call will also reset the volume to its normal level.</i>
Volume, Ringer:	Adjust the switch on the left side of the phone to Hi, Low or Off.
Volume, Speaker:	Adjust the sliding switch on the right side of the phone.

## NCS Feature Phone Quick Reference User Guide

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**Installing the Phone . . .**

**Connecting the Power Pack and Telephone:**

1. Plug the power pack into a standard 110V AC power outlet.  
*The mounting hole is provided to secure the power pack to the outlet.*
2. Using the 3' modular line cord provided, connect one end to the RJ14 telephone jack. Connect the opposite end to the **LINE** side of the power pack.
3. Using the 15' modular line cord provided, connect one end to the NCS Feature Phone. Connect the opposite end to the **PHONE** side of the power pack.  
*The telephone will not operate if the line cord connections are not correct. If the LCD display does not light, make sure the line cord connections are not reversed.*

**Storing Your Area Code . . .**

**Store Your Area Code in Memory to Assist in Redialing Operations:**

1. To enter your area code, with the handset off-hook, press **STORE** until "AREA CODE" is displayed.  
*STORE is located under the index card on the front.*
2. Enter the area code for your city (ex: 203).
3. Press **STORE** to return the display to its normal state.

**Placing and Answering Calls . . .**

**To Place or Answer a Call:**

1. Lift the handset.  
**OR**
1. Press **SPEAKER**.  
*To disconnect, press **SPEAKER** again.*  
*The speakerphone is disabled if the headset mode is activated (the Headset/Handset switch is set to **HEADSET**).*  
*When a caller has left you a message, the Message Waiting lamp will flash.*

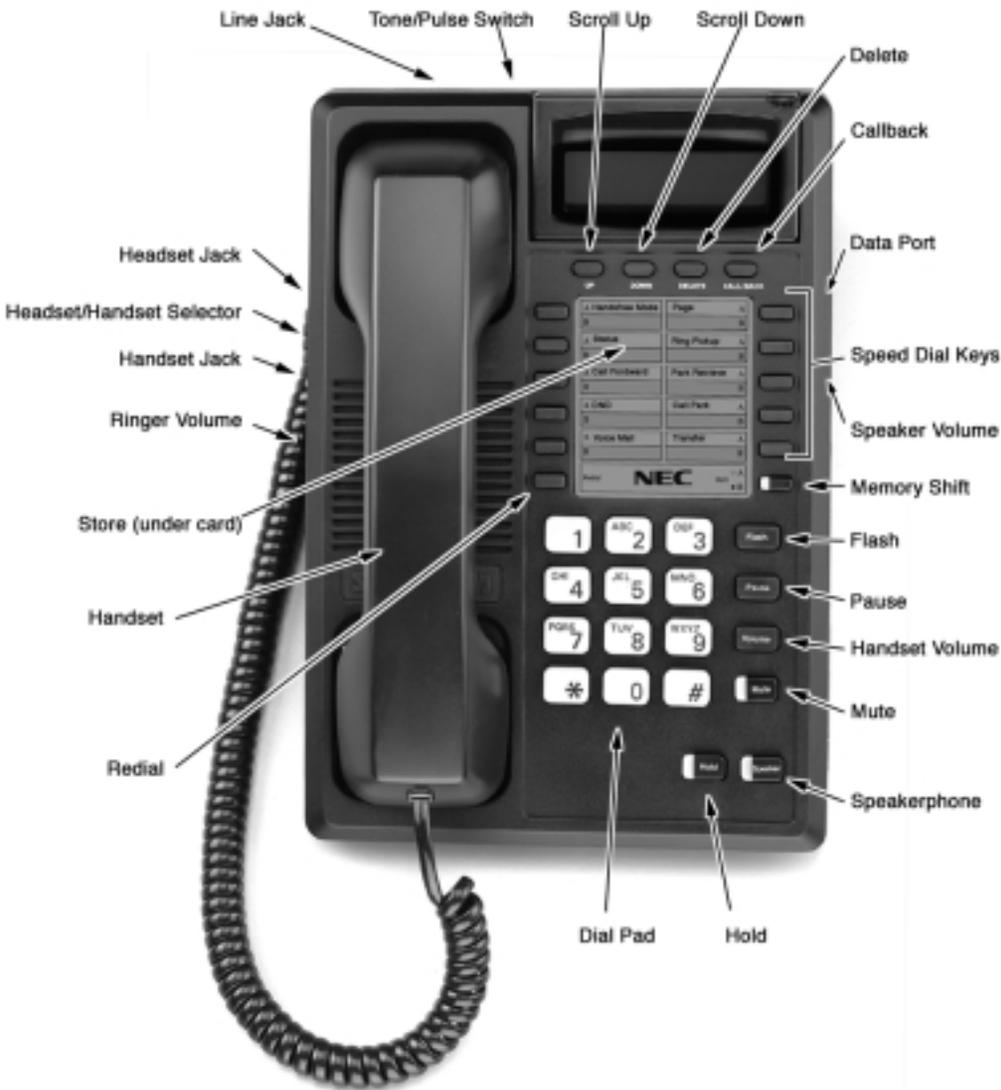
**Place a Call on Hold . . .**

**Place Your Caller on Hold:**

1. While on a call, press **HOLD**.  
*The **HOLD** key lights indicating the line is on extension hold.*
  2. Hang up.  
*Return to the call by lifting the handset or pressing **SPEAKER**.*
- (See the System User Guide for System Hold details.)*

**Quick Reference for Programmed Speed Dial Keys**

Handsfree:	Press <b>SPEAKER</b> + <b>HANDSFREE</b> to activate Intercom Handsfree Mode. <i>Deactivate by pressing <b>SPEAKER</b>.</i>
Status:	Lift the handset + Press the <b>STATUS</b> key to have the system announce any active telephone features. In addition, dial tone will change when DND, Call Forwarding, Remote Call Forwarding, Handsfree Mode, Dial Tone Mute Mode, Outside Call Blocking, and Operator Offline features are active.
Call Forward:	Lift the handset + Press the <b>CALL FORWARD</b> key + Enter your password + Dial the destination number (including trunk access code, long distance access code, and area code for outside calls) + Press # + Hang up. <i>Deactivate by pressing the <b>CALL FORWARD</b> key + Enter your password + Hang up.</i>
DND:	Lift the handset + Press the <b>DND</b> key to activate + Hang up. <i>Deactivate by pressing the key again.</i>
Voice Mail:	Lift the handset + Call your voice mailbox by pressing the <b>VOICE MAIL</b> key + Enter your password.
Page:	Lift the handset + Press the <b>PAGE</b> key to page over the broadcasting speakers. <i>Hang up when the page is complete.</i>
Ring Pickup:	Lift the handset + Press the <b>RING PICKUP</b> key + Workgroup Pilot or Extension number to answer a call ringing a specific workgroup.
Park Retrieve:	Lift the handset + Press the <b>CALL PARK</b> key + Extension number where the call is parked or wait 3 seconds when the call is parked at your extension.
Call Park:	To park a call at your extension, lift the handset + Press <b>CALL PARK</b> + Hang up. To park a call at another extension, lift the handset + Press <b>CALL PARK</b> + Dial the extension number where the call is to be parked + Hang up.
Transfer:	Press the <b>TRANSFER</b> key + Dial the extension number + Hang up. <i>To cancel the transfer, press the <b>TRANSFER</b> key again before hanging up.</i> <i>To conference the calls together, press #.</i>



**Turn Off Your Telephone's Mic So Your Caller Can't Hear Your Voice. . .**

**Disable the Handset Microphone and/or the Speakerphone:**

1. While on a call, press **MUTE**.  
*The caller will not hear your voice and the **MUTE** key will light to show that the feature is activated. To deactivate, press **MUTE** again.*

**Redial Your Last Number . . .**

**To Automatically Redial the Last Number that was Manually Dialed:**

1. Lift the handset.
2. Press **REDIAL**.  
*The last number dialed called.*

**Speed Dial Keys . . .**

The NCS Feature Phone has 20 one-touch speed dial bins that are used for dialing frequently used numbers. Each speed dial bin can store up to 15 digits. There are 10 speed dial keys plus a **MEMORY SHIFT** key which allows access to the 10 additional speed dial numbers. The **MEMORY SHIFT** key is used to select the "A" or "B" locations for each speed dial key. The LED indicator shows if the "A" or "B" location is selected. The "A" locations are reprogrammed for commonly used features. Refer to page 7 for details on using those keys.

**Program a Speed Dial Bin:**

1. With the handset off-hook, verify the status of the **MEMORY SHIFT** key.  
*For programming the "A" locations, the LED indicator must be off. For "B" locations, the LED must be on.*
2. Press **STORE**.  
**STORE** is located under the index card on the front panel.
3. Using the telephone's dial pad, dial the digits to be stored.  
*The entry should include any numbers required for line access and any long distance access numbers (9 + 1 + area code). In addition, the **PAUSE** or **FLASH** keys can also be entered as part of the stored number if needed.*
4. Press the key where the speed dial should be stored.  
*To program additional numbers, repeat steps 1-4.*

**Verify/Check a Speed Dial Bin:**

1. With the telephone on-hook, press **STORE** twice until "CHECK" is displayed on the LCD.
2. Press the speed dial key which is to be checked.  
*The programmed entry will be displayed.*
3. Exit the verification mode by pressing **STORE** until the display returns to its normal/idle display.

**Using a Headset . . .****Install the Headset:**

1. Plug the modular end of the headset cord into the modular port of the telephone labeled **HEADSET**.
2. Slide the **HEADSET/HANDSET** selector switch to the **HEADSET** position.

**Placing and Answering Calls with a Headset:**

1. With the handset on hook, press **SPEAKER**.  
*To disconnect from the call, press **SPEAKER** again. When using the headset, the handset will be disabled. You will not hear anything in the handset. To return to using the handset, set the **HEADSET/HANDSET** switch to **HANDSET**.*

**Caller ID Feature . . .**

Incoming Caller ID information and/or messages waiting can be displayed on the telephone, if provided by telco and the telephone system. Contact your Communications Manager for more information if your display does not show the Caller ID.

The Caller ID name and number information of the person calling is displayed after the first ring of an outside call. You can choose to answer the call or allow it to be forwarded to voice mail (if available). The number will then be stored in the phone's memory so you can retrieve the number and place a call back at your convenience.

*Use the **UP**, **DOWN**, **DELETE**, and **CALL BACK** keys to manage the stored information and place your call backs.*

*The area code must be entered into memory to properly use this feature.*

When the telephone is idle, the display indicates the number of new (unanswered) calls and total number of calls stored in memory.

When a call is ringing the telephone, the display indicates if the caller is new (NEW) or a repeat (RPT) caller. If the caller is a repeat caller, the message memory location of the call will also be displayed. The bottom of the display will also indicate the name and/or number of the caller, depending on how their Caller ID information has been set up.

*The telephone allows up to 60 numbers and names to be stored in memory.*

*When the memory is full, the oldest of the 60 call records will be automatically deleted, and the newest call will be accepted into memory.*

If you lift the handset and **NO CALLS** is displayed, it indicates that no calls have been received and no messages are waiting.

**Using Callback . . .**

Enter the area code into storage to properly use this feature. This allows the phone to recognize your local area code and remove it from the dialed number.

**Select a Call in Memory to be Dialed:**

1. Press **UP** or **DOWN** to activate the stored memory.  
*The LCD screen will display "TOP OF LIST" or "BOTTOM OF LIST".*
2. Scroll to the desired number in memory using **UP** or **DOWN**.
3. Press **CALL BACK** to dial the displayed number.  
*The number will appear on the screen as it is dialed. A **LINE ERROR** message indicates that there was a line error when attempting to connect to the dialed party.*
4. Lift the handset or press **SPEAKER**.

**Add or Delete Characters from the Displayed Number:**

1. Press **UP** or **DOWN** to activate the display for scrolling.
2. Press **UP** or **DOWN** until the desired number is displayed.
3. Add a character by pressing a keypad number to activate the editing feature.  
*The numbers can only be inserted prior to the displayed digits (such as "9" for line access and "1" for long distance).*  
**OR**  
Press **DELETE** to delete a character.
4. Press **CALL BACK** to dial the number.  
*When deleting characters from a caller's identity, the Call Log will not be changed.*
5. Lift the handset or press **SPEAKER**.

**To Delete A Call from Memory:**

1. Press **UP** or **DOWN** to activate the display for scrolling.
2. Press **UP** or **DOWN** until the desired number is displayed.
3. Press **DELETE**.  
*The LCD displays "DELETE?".*
4. Release and press **DELETE** again.

**To Delete All Calls from Memory:**

1. Press **UP** or **DOWN** to activate the display for scrolling.
2. Press and hold **DELETE** for 6 seconds.  
*The LCD displays "DELETE ALL?".*
3. Release and press **DELETE** again.