

NEC



NDK 9000

BUSINESS TELEPHONE SYSTEM

STATION USER GUIDE

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ANSWERING CALLS

INTERNAL RINGING CALLS

Large LED flashing red

- Lift handset
- Converse

VOICE ANNOUNCED INTERNAL CALLS

- Ensure MIC LED is lit
- Respond handsfree or lift handset

OUTSIDE RINGING CALLS

Large LED flashing green

- Press flashing **ANS** key or Line key
- Lift handset
- Converse

NOTE: If Ringing Line Preference is set i.e. **ANS** key is preset (**ANS** key LED is turned ON by **FNC** → **ANS**), then just lift handset to answer outside ringing calls.

CALL PICKUP

- Lift handset
- Dial Call Pickup code:
 - Same Tenant **61**
(internal or transferred calls only)
 - Other Tenant (outside calls only) **60**
- Converse

PLACING CALLS

INTERNAL CALLS

- Lift handset OR press **SPKR** key
- Dial extension number

OR

Press Feature Access key or One Touch key programmed for Direct Station Selection (DSS)

NOTE: When calling a station that is not busy, dialling 1 after the station number will change ringing tone to voice or voice to ringing tone.

OUTSIDE CALLS

- Lift handset OR press **SPKR** key
- Press **CALL** key OR an idle outside Line key
- Dial telephone number

NOTE: If **CALL** key is preset (i.e. **CALL** key LED is turned ON by **FNC** → **C A L L**), then just lift handset and dial telephone number.

STATION SYSTEM SPEED DIAL

To dial an outside number from the

Speed Dial Memory:

- Press **LNR/SPD** key and dial Speed Dial

Memory location:

- Station Speed Dial 90-99
- System Speed Dial 00-89

OR

Press Feature Access key or One Touch key

- programmed for Station speed Dial
- Lift handset

NOTE: 1000 System Speed Dial locations 000-999 can be assigned if no individual Station Speed Dial locations are allowed

PLACING CALLS

LAST NUMBER REDIAL

To redial the last outside number called

- Press **LNR/SPD** key
- Dial #
- Lift handset

AUTOMATIC REDIAL

After originating a busy or unanswered outside call on the handset

- Press **SPKR** key
- Replace handset
- Press **FNC** key
- Press **LNWSPD** key

Call is repeatedly dialled until answered, cancelled or the maximum number of redial attempts is reached

- Lift handset when the called party answers

NOTE: Press **SPKR** key to cancel Automatic Redial

TRUNK QUEUING

When attempting to make an outside call but all outside lines are busy

SET

- Lift handset
- Dial 64
- Replace handset

NOTE: When a line is available, your telephone will ring, lift handset and place call.

CANCEL

- Lift handset
- Dial 65
- Replace handset

PAGING OPTIONS

PAGING

- Lift handset
- Dial Paging code:
 - All Internal Zones 70
 - Internal Zone A 71
 - Internal Zone B 72
 - Internal Zone C 73
 - All External Zones 75
 - External Zone A 76
 - External Zone B 77
 - External Zone C 78
- Page
- Wait for Meet-Me Answer or replace handset

ANSWER A PAGE

During a Page

- Lift handset
- Dial Meet-Me Answer code:
 - Internal 74
 - External 79
- Converse

NOTE: External paging facility requires external paging equipment to be installed.

HOLDING CALLS

NON-EXCLUSIVE HOLD

With a call in progress

- Press **HOLD** key
- Replace handset

EXCLUSIVE HOLD

With a call in progress

- Press **FNC** key
- Press **HOLD** key. Only your station can retrieve this call
- Replace handset

RETRIEVING HELDCALLS

- Lift handset
 - Press the green flashing held line key (outside call)
- OR**
- Press **CNF** key (internal call)

NOTE: After a preprogrammed time, the held call will recall to the originating station. To retrieve call, press the green flashing held Line key.

CONFERENCE

With a call in progress

- Press **HOLD** key
- Place second call (internal or external)
- Announce conference
- Press **CNF** key to establish conference

NOTE : Repeat procedure to add additional parties (up to 4 parties with no more than 2 outside parties).

NOTE 2: For an unsupervised conference, place the conference call on Hold with the **HOLD** key. The parties on Hold may continue to talk in private (if they are not both outside parties). Press flashing **CNF** key to return to the conference.

TRANSFERRING CALLS

With a call In progress

- Press the **HOLD** key
 - Enter the desired station number
- OR**

Press Feature Access key or One Touch key programmed for Direct Station Selection

- Announce the transfer when the party answers, press **RECALL** key and replace handset
- OR**
- Press **RECALL** key and replace handset to transfer unannounced.

TRANSFER (CAMP-ON) A CALL TO A BUSY STATION

After answering an outside call

- Press the **HOLD** key
 - Enter the desired station number
- OR**

Press Feature Access key or One Touch key programmed for Direct Station Selection

- Receive Call Waiting tone from busy station
- Press **RECALL** key and replace handset

NOTE : An unanswered camp-on or ring transferred call will recall after a preprogrammed time interval.

NOTE 2: To return to the original party, press green flashing Line key.

ANSWER A CAMPED-ON CALL

Receive camp-on tone through handset while on a call

- Hang up on present call. Telephone will then ring
- Lift handset and convene with second party

OR

- Press **HOLD** key to place present call on Hold
- Press the (camped-on) green flashing Line key associated with the second party and convene

NOTE: After ending call with second party or placing them on hold, press the associated (held) flashing Line key to retrieve *first* party from hold

SAVE & REPEAT

SAVE

With an originating outside call in progress

- Press **FNC** key
- Dial 9, called number is saved
- Replace handset

REPEAT

To redial the outside number saved

- Press **LNRSPD** key
- Dial *
- Lift handset

NOTE: Store & Repeat and Save & Repeat features can not be used *simultaneously*.

STORE & REPEAT

STORE

With an originating outside call in progress

- press **FNC** key
- Dial 7
- Dial number to be stored
- Press **FNC** key
- Complete conversation and replace handset

REPEAT

To redial the outside number stored

- press **LNRSPD** key
- Dial *
- Lift handset

HANDSFREE MICROPHONE ON/OFF

- Press **FNC** key
- Dial 1

NOTE : Lit **MICLED** indicates MIC on.

NOTE 2 MIC ON/OFF key may be assigned to a Feature Access key or One Touch key.

HANDSFREE MONITOR A CALL

While on a call on the handset

- Press **SPKR** key
- Ensure MIC LED is lit
- Replace handset
- Press **SPKR** key to disconnect call

NOTE: The handset may be picked up and used at any time during the conversation.

VOLUME CONTROL

- Press ▼ or ▲ to set desired level of:
 - Handset volume while on a call
 - Handsfree volume while handsfree
 - Ringing volume while telephone ringing

LOD DISPLAY CONTRAST

While telephone idle

- Press ▼ or ▲ to set desired level.

AUTOMATIC CALLBACK

SET

When calling a busy internal telephone

- Dial 0
- Replace handset

ANSWER

When both telephones are idle, originating telephone rings

- Lift handset
- Call is placed automatically

CALLBACK REQUEST

SET

When calling a busy or unanswered digital telephone

- Dial #
- Replace handset

ANSWER

Receive red flashing **FNC** key LED indication and/or LCD display indicating the originator's extension number

- Lift handset
- Dial station number indicated on display OR Dial Access code (not set in default)
- Repeat above procedure to respond to additional messages

NOTE: Requests are automatically cancelled once the originating station is called.

STEP CALL

When calling a busy station

- Dial 2 to advance to the next station number in that 10's group

tone/voice switching

*When calling a station that is not busy

- Dial 1 to switch from tone ringing to voice or voice to tone ringing.

tone override

SET

While calling a busy digital telephone

- Dial *
- Wait for signalled party to answer

ANSWER

With a call in progress

- Receive tone override signal
- Press **HOLD** key
- Converse with second party

NOTE : Press **A N S** key to switch between parties.

NOTE 2: If handsfree, a visual indication only will be provided on the telephone's display.

customized message

Can be received on a telephone display when calling a Station that has been set for Do Not Disturb. From your Station with handset in cradle.

SET

- Press **FNC** key
- Dial 70
- Dial * repeatedly until desired message selected
- Dial # to enter a date and time (optional)
- Press **FNC** key
- Set Do Not Disturb

CANCEL

- Press **FNC** key
- Dial 79
- Press **FNC** key

DO NOT DISTURB(DND)

With handset in cradle

SET

- Press **FNC** key
- Dial **60**
- Press **FNC** key

CANCEL

- Press **FNC** key
- Dial **69**
- Press **FNC** key

NOTE 1 : The **FNC**LED will flash intermittently when your telephone is set for Do Not Disturb or a CallForward.

NOTE 2 A customized message can be set prior to activating Do Not Disturb.

NOTE 3 Do Not Disturb or a CallForward must be cancelled from the same station it was set.

NOTE 4 If CallForwardAll and Do Not Disturb are both set, the feature set last is activated.

NOTE 5 While set, CallForwardAll will override CallForwardBusy and CallForwardNo Answer settings.

RESETTING FNC LED

To cancel Call Forward, Do Not Disturb and Callback Request settings. With handset in cradle

- Press **FNC** key
- Dial **99**
- Press **FNC** key

CALL FORWARD ALLCALLS(CWA)

SET

- Lift handset
- Dial **6***
- Dial destination station number
- Replace handset

CANCEL

- Lift handset
- Dial **6#**
- Replace handset

CALL FORWARD NO ANSWER (CF/NA)

SET

- Lift handset
- Dial **7***
- Dial destination station number
- Replace handset

CANCEL

- Lift handset
- Dial **7#**
- Replace handset

CALL FORWARD BUSY (CF/B)

SET

- Lift handset
- Dial **8***
- Dial destination station number
- Replace handset

CANCEL

- Lift handset
- Dial **8#**
- Replace handset

STATION/SYSTEM SPEED DIAL W

Each station can have 10 speed dial memories and can access the system's 90 Speed dial memories. With the handset in the cradle
SET

- Press **FNC** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location:
 - **90-99** for your station only
 - **00-89** for numbers available system wide
- Dial trunk access code i.e. 0
- Dial outside numbers to be stored (24 digits maximum)
- Press **FNC** key

CHECK

- Press **CNF** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location **00-99**

CLEAR

- Press **FNC** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location **00-99**
- Press **FNC** key

NOTE 1 Only designated stations are allowed to program or clear System Speed Dial locations.

NOTE 2: Press **LNR/SPD** key to insert a pause or **RECALL** key to store a hookflash.

NOTE 3: A name can be entered for each Speed Dial Number programmed - refer to NDK 9000

STATION OPERATIONS MANUAL

NOTE 4: 1000 System Speed Dial locations **000-999** can be assigned if no individual Station Speed Dial locations are allowed.

FEATURE ACCESS KEYS

Only available for keys not designated as Line keys or Call Park keys. With the handset in the cradle
SET

- Press **FNC** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location **90-99**
- Press Feature Access key to be programmed
- Program one of the following:
 - **OUTSIDE CALL** - Dial 0 and trunk access code i.e. 0 then Dial number
 - **INTERNAL CALL** - Dial 1 and station number for Direct Station Select (DSS)
 - **FEATURE THAT DOESN'T USE FNC KEY**
 - Dial 1 and feature access code (eg. Paging All Internal Zones - Dial 170)
 - **FEATURE THAT STARTS WITH FNC KEY**
 - Dial # and feature access code (eg. Do Not Disturb - Dial **#60ANS FNC**)
- Press **FNC** key

CHECK

- Press **FNC** key
- Press programmed Feature Access key

CLEAR

- Press **FNC** key
- Press **LNWSPD** key
- Press programmed Feature Access key
- Press **FNC** key

NOTE: For outside calls only - press **LNR/SPD** key for a pause or **RECALL** key for a hookflash.

NOTE 2: For feature access codes - **FNC CNF**, **RECALL LNR/SPD, SPKR, ANS** or **HOLD** keys can be entered by first pressing the **ANS** key

NOTE 3: A name can be entered for outside numbers programmed - refer to NDK 9000 - **STATION OPERATIONS MANUAL**

ONE TOUCH KEYS

Only available for digital telephones with One Touch keys. With the handset in cradle
SET

- Press **FNC** key
- Press **LNR/SPD** key
- Press One Touch key to be programmed
- Program one of the following:
 - **OUTSIDE CALL** - Dial **0** and trunk access code
ie. **0** then Dial number
 - **INTERNAL CALL** - Dial **1** and station number for Direct Station Select (DSS)
 - **FEATURE THAT DOESN'T USE FNC KEY**
 - Dial **1** and feature access code
(eg. Paging All Internal Zones - Dial **170**)
 - **FEATURE THAT STARTS WITH FNC KEY**
 - Dial # and feature access code
(eg. Do Not Disturb - Dial # **60 ANS FNC**)
- Press **FNC** key

CHECK

- Press **FNC** key
- Press programmed One Touch key

CLEAR

- Press **FNC** key
- Press **LNR/SPD** key
- Press programmed One Touch key
- Press **FNC** key

NOTE 1: For outside calls only - press LNR/SPD key to insert a pause or RECALL key to store a hookflash.

NOTE 2: For feature access codes - FNC CNF, RECALL, LNR/SPD, SPKR, ANS or HOLD keys can be entered by first pressing the ANS key.

NOTE 3: A name can be entered for outside numbers programmed - refer to NDK 9000 - STATION OPERATIONS MANUAL

SYSTEM DATE/TIME SETTING

From designated digital telephones only.

With the handset in cradle

- Press **FNC** key
- Dial **9#**. **FNC** LED flashes, changing the mode to time adjustment mode.
- Adjust the hours and minutes with the dial pad. Dial# to move the display cursor to the right. Dial* to move the display cursor to the left.
- Press the **HOLD** key. Clock display is recorded, changing the date adjustment mode.
- Adjust the day of the week using the **RECALL** key.
- Dial # to move to the Day
- Adjust the Day with the dial pad
- Dial the Month using the **RECALL** key
- Dial # to move to the Year
- Adjust the Year with the Dial pad
- Press **FNC** key to save the settings

NOTE: To set the time only press the FNC key instead of the HOLD key after adjusting the time.

OUTSIDE CALLING

Outside Call	CALL ⇒ Dial Phone No.
Speed Dial	LNR/SPD ⇒ Dial 00-99
Last No. Redial	LNR/SPD ⇒ Dial #
Automatic Redial	Receive Busy Tone ⇒ SPKR ⇒ Hangup ⇒ FNC ⇒ LNR/SPD
Save/Store and Repeat - Access	LNR/SPD ⇒ Dial *
Trunk Queue	Outside Line Busy ⇒ Dial 64

WITH A CALL IN PROGRESS

Hold	HOLD
Exclusive Hold	FNC ⇒ HOLD
Transfer Call (with Ringing Tone)	HOLD ⇒ Dial Station Number ⇒ RECALL
Conference	HOLD ⇒ Place 2nd Call ⇒ CNF
Save & Repeat - Save	FNC ⇒ Dial 9
Store & Repeat - Store	FNC ⇒ Dial 7 ⇒ Dial Number to Store ⇒ FNC
Microphone on/off	FNC ⇒ Dial 1

PAGING (FROM INTERNAL DIAL TONE)

Internal Paging	All Zones: Dial 70 ⇒ Page Zone A: Dial 71 ⇒ Page Zone B: Dial 72 ⇒ Page Zone C: Dial 73 ⇒ Page
External Paging	All Zones: Dial 75 ⇒ Page Zone A: Dial 76 ⇒ Page Zone B: Dial 77 ⇒ Page Zone C: Dial 78 ⇒ Page
Answer a Page	Internal: Dial 74 External: Dial 79

INTERNAL CALLING

Station Call	Dial Station No. or DSS key
Automatic Callback	Reach busy Station ⇒ Dial 0
Callback Request	Reach Busy/No Answer Station ⇒ Dial #
Tone Override	Reach Busy Station ⇒ Dial *
Step Call	Reach Busy Station ⇒ Dial 2
Tone/Voice switch	Station Not Busy ⇒ Dial 1

FROM AN IDLE TELEPHONE

CALL key preset/cancel	FNC ⇒ CALL
ANS key preset/cancel	FNC ⇒ ANS
Do Not Disturb	SET: FNC ⇒ Dial 60 ⇒ FNC CANCEL: FNC ⇒ Dial 69 ⇒ FNC
FNC LED Reset	FNC ⇒ Dial 99 ⇒ FNC

FROM INTERNAL DIAL TONE

Call Forward All	SET: Dial 6* ⇒ Dial Destination Station CANCEL: Dial 6#
Call Forward No Answer	SET: Dial 7* ⇒ Dial Destination Station CANCEL: Dial 7#
Call Forward Busy	SET: Dial 8* ⇒ Dial Destination Station CANCEL: Dial 8#

NOTE: ALL FEATURE ACCESS CODES LISTED ARE STANDARD. DURING INSTALLATION, SOME FEATURES MAY BE CHANGED AND/OR MAY NOT BE MADE AVAILABLE FROM YOUR TELEPHONE.