

MISCELLANIOUS INFORMATION

Line 2:

Used as an additional dial out line. Allows user to make a second call.

Mic (Microphone On/Off)

Used to activate or deactivate the Microphone used with your speaker. The Mic LED will be a solid red when Mic is on.
(Works like a mute feature for the speakerphone only)

Message:

Press Message or Voice Mail key and follow prompts. *Refer to Voicemail user guide.

UP/DOWN ARROWS (Bottom right of phone)

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

-Display Contrast

Press arrow *up/down* key while phone is idle

-Speaker/Receiver Volume:

Press arrow *up/down* key during conversation

RING VOLUME CONTROL

- Step 1: Press **Feature** button
- Step 2: Press “0” button
- Step 3: Press arrow *up/down* to adjust
- Step 4: Press **Feature** button to save

RING TONE SELECTION

- Step 1: Press **Feature** button
- Step 2: Press “3” button
- Step 3: Continue pressing “3” to listen to all tones
- Step 4: Press **Feature** button to save

PLACING OUTSIDE CALLS

- Step 1: Lift handset, press speaker or headset key
- Step 2: Dial **9** for outside line
- Step 3: Dial telephone number

PLACING INTERNAL CALLS

- Step 1: Lift handset, press speaker or headset key
- Step 2: Dial parties' internal extension number
- Step 3: Wait for ringing call to be answered
- Step 4: Converse

PLACING CALLS ON HOLD

- Press **HOLD** button
- NOTE: To return to a held call, press flashing green line key.

LAST NUMBER REDIAL

- Step 1: Press **Redial** button
 - Step 2: Continue pressing Redial until the number you wish to redial appears in your display
 - Step 3: Press “#” to redial number in display
- NOTE : Redial stores last 5 outgoing numbers you dialed in the order in which you dialed them.

TRANSFERRING CALLS

With a call in progress:

* Blind Transfer:

- Step 1: Press **Transfer** button
- Step 2: Dial parties' extension number
- Step 3: Hang up to complete transfer

* Warm Transfer:

- Step 1: Press **Transfer** button
- Step 2: Dial parties' extension number
- Step 3: Wait for party to answer
- Step 4: Announce call (private-caller will not hear)
- Step 5: Hang up to complete transfer

*NOTE 1: To get caller back (**before hanging up**), press **Recall** key and **Transfer** key.

*NOTE 2: **To transfer a caller directly to voicemail: Press Transfer key, dial parties' extension, press “9”, hang up.**

4-WAY CONFERENCE

With a call in progress:

- Step 1: Press **Transfer** button
- Step 2: Dial next party (dial “9” for external)
- Step 3: Announce conf to party when they answer
- Step 4: Press **Conf** key to establish conference

NOTE 1: Repeat above procedure to add fourth internal party.

NOTE 2: No more than 2 outside parties.

CALL PARK

With a caller on the line:

- Step 1: Press **Call Park** key
 - Step 2: Confirm Park location in display (00~19)
 - Step 3: Hang up to complete Call Park
- NOTE 1: A parked call will ring back to the station that originally parked it after a predetermined timer.
- NOTE 2: If using an analog or non-display phone do the following: Press “transfer/flash” key, dial * 7, enter park location, upon hearing confirmation tone, hang up.

PARK RETRIEVE

- Step 1: Lift handset or press speaker
- Step 2: Press **Park Ret.** key (or dial # 7)
- Step 3: Dial Park location (00~19)
- Step 4: Converse

PAGE

- Step 1: Lift handset
- Step 2: Press “Page” key OR dial: _____
- Step 3: Make announcement (page)
- Step 4: Hang up gently when done

DO NOT DISTURB (DND)

~ Set

- Step 1: Lift handset, press speaker or headset key
 - Step 2: Press **DND** button
 - Step 3: Hang up
- NOTE: All calls will forward directly to voice mail when DND is active. DND key will be lit red when active.

~ Cancel

- Step 1: Lift handset, press speaker or headset key
- Step 2: Press **DND** button
- Step 3: Hang up

PROGRAMMING SPEED DIAL ONE TOUCH KEYS

- Step 1: Press **Conf** button (**Do not lift handset**)
 - Step 2: Press **One-Touch** button to program
 - Step 3: Dial parties' extension number
- OR**

- Step 3: Dial **9** and outside telephone number
- Step 4: Press **Conf** button to save

NOTE: You can change these speed dials at any time by simply repeating the above steps.

SOFT KEYS

STA Station Speed Dials

Speed dials that you program individually on your phone. These speed dials can only be accessed from your phone.

SYS System Speed Dials

Speed dials that are programmed by the system administrator and can be accessed from any display phone.

S & R Save and Repeat

Used to store a number to be redialed later. Store's only one number.

MUTE

Press Mute soft key to mute your voice. Press again to cancel mute.

C-ID Caller ID

Press this key to view internal person's extension number if ringing on Line 2. Will only show for internal extensions.

PROGRAMMING STATION SPEED DIALS

NOTE 1: Program your one-touch keys before you program any station speed dials.

***NOTE 2:** When typing the name for the speed dial, you must press the “#” key to move the cursor over if selecting the same digit/letter consecutively (ie: H O M E)

Step 1: Press **STA** soft key

Step 2: Press **Entry** soft key

(OR Scroll through speed dials using the **Up/Down** soft keys)

Step 3: Press **Name** soft key

Step 4: Using the Alphabet on keys 2 through 9, assign the name first.

Step 5: Press **Set** soft key

Step 6: Press **Number** soft key

Step 7: Dial **9** and the **telephone number**

Step 8: Press **Set** soft key

NOTE 3: Program only those that do not currently have any pre-set numbers/access codes stored.

ACCESSING SPEED DIALS

Step 1: Press **SYS** soft key for system speed dials
OR

Step 1: Press **STA** soft key for station speed dials

Step 2: Press **Up/Down** Soft keys below display to scroll through all entries

Step 3: When speed dial you wish to call appears in display, press speaker key, lift handset or press headset button and call will automatically be placed.

NOTE: You may use your dial pad to “jump to” a specific name. For example; Press the “4” key twice to jump to the “H's”.

****OPERATOR INFORMATION:**

Note: *Only certain phones will have the following features/buttons.*

LINE 1 ~ LINE 4

Arrival destination for incoming calls when the main number is dialed from the outside.

VM “0”OUT

When a caller selects “0” to transfer out of an individuals voice mailbox in order to reach an operator for assistance, it will then ring on this button.

NIGHT

~ Set & Cancel

Step 1: Lift handset or press speaker

Step 2: Press **Night** button

Step 3: Hang up

NOTE 1: This will forward your main number directly to its “Night” destination. Your “Night” key will be a solid red when set to night mode.

NOTE 2: Programmed only on a designated station.

Customer Name Here

MULTILINE TELEPHONE USERGUIDE FOR THE NEC 2000IPS

EXTENSION # _____

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