



# NEC

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## Digital Keyphone User Guide for the NEC IPS D Term Series i

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# Document Overview

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**Purpose** The purpose of this document is to describe how the NEC IPS Telephone System works.

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**Intended Audience** The intended audience for this document is all staff who use the telephone.

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**What will I learn?** This document covers making and answering calls, processing calls, system features and programming your phone.

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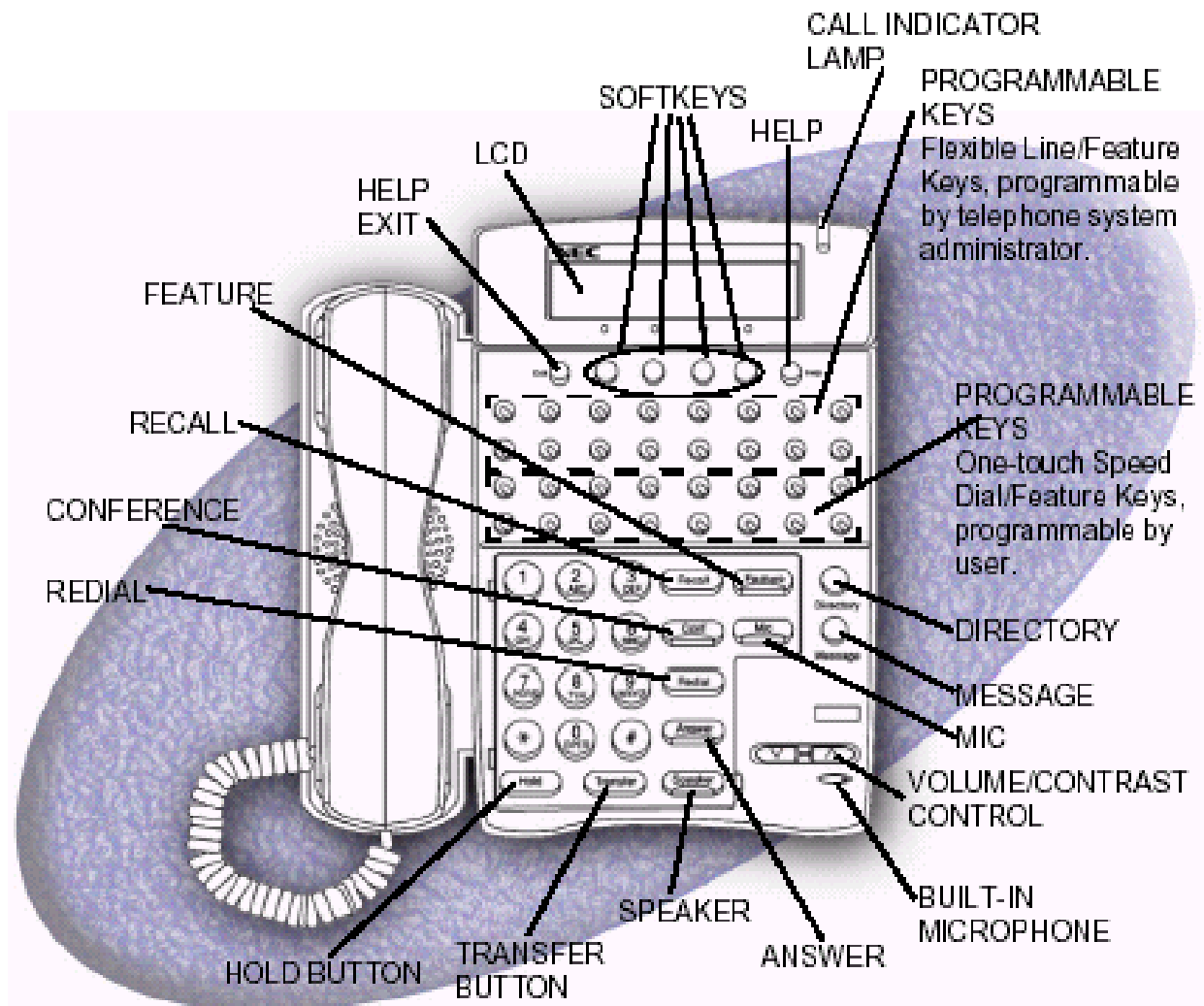
# Chapter 1 Introduction to the NEC IPS Keyphone

## Overview

**Intro** This chapter introduces the NEC IPS Keyphone. It is intended as an overview to all employees who use the telephone.

**In this chapter** This chapter contains the following topics.

Topic	See Page
Key Description	6
Display Options	7
Quick Reference Table	9



## Key Description

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**Intro** Before using your Keyphone, it is important to understand the keys on your telephone. This section explains what each key does, colour indications and some answering features.

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**Soft Keys** These are the 4 keys below the display. To use any of the display options simply press the key under the word. See page 4 Display Options for more details.

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**Key Description** Depending on which Keyphone you are using, you may have some or all of the following keys.

Key...	Function...	See Page...
RECALL	N/A	
FEATURE	Used to program features	22
CONF	Makes conference calls	12
MIC	Turns the microphone on and off	8
REDIAL	Last number redial / speed dials	11
ANSWER	Answers second calls	14
SPEAKER	Answer / Release call	6
TRANSFER	To Transfer calls	16
HOLD	Puts call on hold	17
DIRECTORY	Dial by Name for Station Speed Dial	
MESSAGE	Review Messages set on your phone	13

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**Speaker** To use the speaker option, you must have your MIC key on (will be red) to be able to talk back to the caller. Press MIC to turn on and off). The MIC will work as a mute key when using speaker or handset. Pressing the SPEAKER key will answer or release a call on speaker.  
If you already on call talking through the handset and you wish to talk hands free, press the SPEAKER key, then replace handset.

**Call Indications** The programmable keys (DSS) on your phone have light emitting diodes (LED's). They may be red to indicate someone is using that extension or line, green when you are using that extension or line or amber when a transferred calls recalls back to your extension. The fixed keys (see list above) will only light red when in use.

# Display Options

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**Intro** When using your Keyphone, various options are available using the soft-keys under your display. In this section we describe what your options are and how to use them.

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**How do I use the feature?** To use the feature displayed, press the soft key under the display.

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**What do the words mean?** There is a HELP and EXIT key either side of your display. The EXIT will take you out of speed dials.

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**In idle status** When your Keyphone is idle the following options are available:

	<b>MIC</b>	<b>SYS</b>	<b>STA</b>		
Exit	Λ	Λ	Λ	Λ	Help

**Hand set lifted** When the hand set is lifted or the SPEAKER key is pressed:

	<b>S&amp;R</b>	<b>PICK</b>		<b>&gt;&gt;&gt;&gt;</b>	
Exit	Λ	Λ	Λ	Λ	Help

**Hand set lifted** When the >>>> (Scroll) key is pressed:

	<b>FDA</b>	<b>FDN</b>	<b>DND</b>	<b>&gt;&gt;&gt;&gt;</b>	
Exit	Λ	Λ	Λ	Λ	Help

**On a call status** When your Keyphone is ringing a free extension the following options are available:

	<b>VOICE</b>	<b>S&amp;R</b>	<b>MW</b>	<b>CB</b>	
Exit	Λ	Λ	Λ	Λ	Help

## Display Options, continued

### On a call status

When your Keyphone is ringing a busy extension the following options are available:

	<b>CB</b>	<b>CW</b>	<b>MW</b>		
Exit	Λ	Λ	Λ	Λ	Help

### Being Called

When your Keyphone is ringing:

	<b>R-TONE</b>				
Exit	Λ	Λ	Λ	Λ	Help

### What do the soft keys do?

Each soft key does the following:

Key...	Used for...
MIC	Turn Microphone on and off
SYS	System Speed Dials
STA	Personal Speed Dials
>>>>	To scroll to next menu
VOICE	Voice Page to phone
S&R	Save and Repeat
PICK	Pickup ringing call in you Pickup Group
FDA	Forward All Calls
FDN	Forward on No Answer/Busy
DND	Do Not Disturb
MW	Message Waiting
CB	Call Back
R-TONE	Ringtone

## Quick Reference Table

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**Intro** In this section we describe the features and how to access them via a programmed key or code.

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**Table** The table below provides a list of programmed keys or short codes that are required to access system features.

<b>Feature</b>	<b>Key</b>	<b>Set Code</b>	<b>Cancel Code</b>
Message Waiting		* 8	# 8
Call Forward – All Calls	FWD-ALL	* 10	# 10
Call Forward – Busy	FWD-BSY	* 11	# 11
Call Forward – No Answer	FWD-N/A	* 12	# 12
Call Forward – Busy/No answer	BSY/NA	* 13	# 13
Call Forward – I'm Here	-	* 14 + extn no.	# 14 + extn no.
Call Pickup	PICK	* 2	-
Directed Call Pickup	DIR P/U	# 2 + extn no.	-
Last Number Redial	REDIAL	* *	-
Outside Line Access		1	-
Personal Speed Dial Access		*9 + 2 digit code	
System Speed Dial Access		9 + 3 digit code	

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## Chapter 2 using your NEC IPS Keyphone

### Overview

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**Intro** In this chapter we will describe how to fully utilise the features of your Keyphone.

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**In this chapter** This chapter contains the following topics.

<b>Topic</b>	<b>See Page</b>
Making Calls	11-13
Answering Calls	14-15
Transferring Calls	16
Holding Calls	17
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## Making Calls

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**Before dialling** To use your keyphone, you may either lift the handset *OR* to make call on SPEAKER, simply dial the required number .  
(see notes on page 6).

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**External Calls** To make an external call

1. Dial 1 for an outside line
2. Dial the required number

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**Internal Calls** To make an internal call

1. Dial the extension number, or press the extension's named key

If the extension does not answer or is engaged (will not receive engaged signal if the called extension has voicemail)

1. Press MW soft key to set the message wait indication (see below)
2. Press CB soft key to set an automatic call-back (see page 12)

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**Voice call** This will allow you to call an extension and automatically talk on speakerphone. The called party does not need to answer the call but must have their MIC light on. They will hear an alert tone first.

1. Dial the extension
2. Press VOICE soft key (hear alert tone)
3. Speak with the dialled party

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**Last Number Redial** To dial the last number you called. (The last 5 are recorded)

1. Press REDIAL repeatedly till the number is displayed
2. Dial # to redial the displayed number

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**Speed Dials** To dial System Speed Dials (depending on how many speed dials you have)

1. Dial 9 or REDIAL
2. Dial the 3 digit code e.g. (000-999)

To dial Personal Speed Dials (see page 18 to program)

1. Press \*9 or REDIAL and the 2 digit code e.g. (00-19)
- 

**Conference Calls** You may have up to 3 people on a conference call (internal or external). If both parties are external, you should make sure you are the last person to hang up, otherwise they will continue on with the conference call.

1. You are talking with the first caller.
2. Press the TRANSFER (the caller goes on hold)
3. Make another call (remember dial 1 for an outside line)
4. Press CONF to bring parties in

The MIC will work as a mute key when using speakerphone or handset.

Internal callers will be displayed on your Keyphone screen.

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**Automatic Call-back** (N/A if called extension has Voicemail)

When you call an extension that is engaged, you may set an automatic call-back. This means when their extension becomes free, your phone will ring.

To set a call-back

1. Dial a busy extension
2. Press CB on the soft keys, hear confirmation tone
3. Hang up

When the extension becomes free, your phone will ring with a distinctive ringing tone. Once you answer the call, you will hear ringing tone to the other extension.

**NOTE: While call-back set you cannot change your call diversions**

To cancel the call-back

1. Press dial # 6, hear confirmation tone
2. Hang up

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**Message  
waiting  
request**

When you call an extension that doesn't answer, you may leave them a Message indication. This will make their Call Indicator lamp flash red

To set the Message indication on another phone

1. Dial an extension
2. Press MW soft key, hear confirmation tone
3. Hang up

To cancel the Message indication you set on another phone

1. Dial # 8
2. Dial the extension number, hear confirmation tone
3. Hang up

To return a Message set on your phone.

1. Press the MESSAGE key
  2. The calling extension number and name will be displayed
  3. Dial 1 or the SEARCH soft key to scroll through the list then
  4. Dial 2 or CB soft key to ring the caller or
  5. Dial 3 or ERASE soft key to cancel the Message
-

## Answering Calls

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### **Important answering points**

When answering calls, you may use either of the following options:

- Picking up the handset
- Pressing SPEAKER to use speaker phone
- Pressing ANSWER key to use headset

To use the speaker option, you must have your MIC key on (MIC led is red) to be able to talk back to the caller. Just press MIC to turn on or off.

To end a call you either:

- Replace the handset
- Press SPEAKER
- Press HEADSET
- Press RELEASE if you have a headset

If you are already on a call talking through the handset and you wish to talk hands free, press the SPEAKER key, then replace the handset.

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### **Answering Camped on Calls**

You are already on a call, and your second call key flashes. You have the option to finish the first call or place them on hold (this needs to be programmed by a technician).

1. Advise the first caller they will go on hold.
  2. Press the ANSWER key (first party is automatically on hold)
  3. Talk to the second caller
  4. You may toggle between both callers by just pressing the ANSWER key
- 

### **Call Pickup**

When you hear a phone ringing in your pickup group, you may answer it. (this needs to be programmed by a technician). If there is more than one phone ringing, you will answer the first call waiting.

To pickup a call

1. Lift handset or press the SPEAKER key
2. Press the PICK soft key or dial \* 2

## Answering Calls, Continued

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**Directed Call Pickup** When you hear a phone ringing in your area, you may answer a particular extension provided you know the extension number.

To pickup a ringing extension

1. Press DIR P/U key or dial # 2
2. Dial the extension number of the ringing phone

## Transferring Calls

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### **Internal Transfers**

You can transfer calls to any extension, whether or not they programmed on your 1-touch keys. The call is transferred when you hang up. If the extension is busy, advise the customer and transfer as instructed.

To transfer calls to 1-touch keys

1. Press the named extension key
2. Announce the call (optional) then hang up

To transfer calls to extension numbers

1. Press TRANSFER and dial the extension number
2. Announce the call (optional) and hang up

The TRANSFER key can be used to:

- Get the caller back (before you hang up)
- Toggle between the caller and the extension (before you hang up)

If the transferred call is not answered (and there are no call forwarding options set) it will recall to your extension.

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### **External Transfers**

You can transfer calls to external numbers using speed dials or by dialling the number. (This will need to be programmed by a technician.)

Transferring calls

1. Press TRANSFER
  2. Dial 1, then the required number or Dial the speed dial code
  3. Announce the call
  4. Hang up
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## Holding Calls

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### **Holding Calls**

When holding a call at your extension, your My-line key will slowly flash green. The caller on hold will hear music (if available).

To place a call on hold

1. Press HOLD

To retrieve the call

1. Press the flashing green My-line key
-

# Call Forwarding

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**Intro** This section will cover the 5 types of internal call forwarding and how to program them.

Forwarding Option	Button
Call forward all calls	FWD ALL
Call forward busy calls	FWD BSY
Call forward no answered calls	FWD N/A
Call forward busy and no answer	FWD B/NA
Call forward I'm here	-

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**Where will my calls go?** You can divert calls to another extension, your cellphone or to voicemail. You can set busy calls and no answered calls to different destinations.

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**Can I still use my phone?** Yes, you can still make out going calls.

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**Call forward all (\* 10)** This means that all of your calls are diverted to a destination of your choice. Your phone will not ring.

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**Call forward busy (\* 11)** If you are already on a call your second calls are diverted to a destination of your choice.

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**Call forward no answer (\* 12)** If you don't answer your phone within 4-6 rings your calls are diverted to a destination of your choice.

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# Call Forwarding, Continued

**How do I divert my calls?**  
\* 10 - \* 13

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Select which call forwarding option you would like.  
To divert calls

1. Press either \* 10, \* 11, \* 12 or \* 13. Your Keyphone will display which option you have selected.
2. Enter the destination you wish your calls to go to - Hear confirmation tone

If you have any programmed forward keys, they will light red.

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**How do I divert externally?**

Follow the above codes, and dial 1 then the required number you wish your calls to go to.

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**How do I cancel my call forward?**

To cancel a call forward

If you have any programmed forward keys.

1. Press lit forward key. (Destination will display on LCD)
2. Dial \* to cancel

Otherwise see table below

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Call Forward	Cancel Code
All calls	# 10
Busy Calls	# 11
No Answered Calls	# 12
Busy / No Answered Calls	# 13

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## Chapter 3 Customising your Keyphone

### Overview

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**Intro** There are several features that each individual user can set up on their phones.

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**In this chapter** This chapter contains the following topics.

<b>Topic</b>	<b>See Page</b>
Personal Speed Dials	21
Volume Control	22
Programming 1-touch Keys	23

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# Personal Speed Dials

**How many speed dials can I have?** Each Keyphone can program 20 personal speed dials. These can only be dialled from your phone.

**Program Personal Speed dials** To program  
 1. Dial # 9  
 2. Dial the 2 digit code e.g. 20, 21  
 3. Dial 1, then the required number  
 4. Press SPEAKER to save

Code	Name	Code	Name
20		30	
21		31	
22		32	
23		33	
24		34	
25		35	
26		36	
27		37	
28		38	
29		39	

**Dialling personal speed dials** To dial personal speed dials  
 1. Press REDIAL or Dial \*9  
 2. Dial the 2 digit code e.g. 20, 21

## Volume Control

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**Volume Control** Your Keyphone has volume up and down keys. To adjust the volume, simply press the up or down key. These keys will adjust the volume in 3 different ways:

- Handset volume of the caller while on a call
- Speaker phone volume of the caller while on a call
- Ringing volume of your phone (you must make the adjustment before you answer the call)

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**Ringing Tone** To adjust the sound you phone make when it rings

1. Press the FEATURE key
2. Dial 3. This will start your phone ringing.
3. Continue dialling 3 till you find the sound you want.
4. Press FEATURE to save

To pre-set the ringing volume

1. Press the FEATURE key
  2. Dial 0. This will start your phone ringing.
  3. Press the Volume up and down buttons to set the ringing volume
  4. Press FEATURE to save
- 

**Screen Contrast** To adjust the contrast of your display, simply press the up or down volume keys (while your phone is idle).

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## Programming User programmable 1-touch Keys

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**Extension numbers** To program extension numbers on keys

1. Press CONF
2. Press the key you wish to program
3. Dial the extension number
4. Press CONF

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**External numbers** To program speed dial numbers on keys

1. Press CONF
2. Press the key you wish to program
3. Dial 1 for an outside line, then the required number
4. Press CONF

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**Features** To program features on keys

1. Press CONF
2. Press the key you wish to program
3. Dial the feature code e.g. \*10 for forward all
4. Press CONF