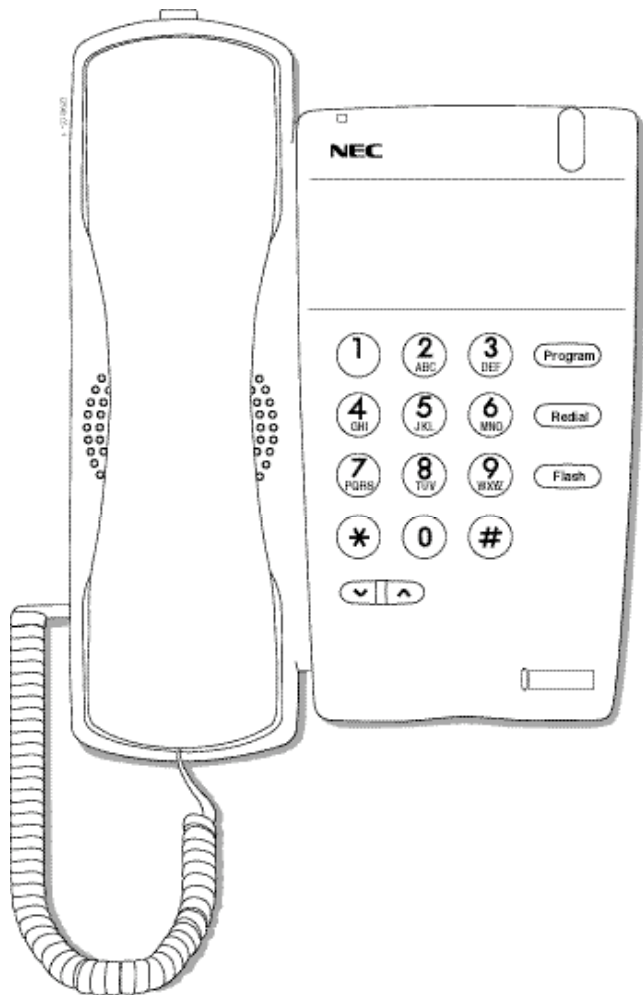Empowered by Innovation

NEC

UX5000

Analog Single Line (SLT)
Quick Reference Guide

Using Your Single Line Telephone

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

* The NEC Analog Single Line Telephone is displayed here. This guide contains general analog phone procedures. Refer to the user guide included with your specific analog phone for details on additional key functions.

Placing Calls

Placing an Outside Call . . .

Dial codes for outside lines:

1. Lift handset.
   - *Listen for dial tone.*
2. $\boxed{\text{wxy}9}$ + Outside number.
   - *When behind a PBX, you may have to dial another 9 before your number.*

   OR

2. $\boxed{\text{tuv}8}$ $\boxed{\text{oper}0}$ $\boxed{\text{ghi}4}$ + Line group number (1-9 or 001-200) + Outside number.
   - *When behind a PBX, you may have to dial 9 before your number.*

   OR

2. $\boxed{\#}$ $\boxed{\text{wxy}9}$ + Line number (e.g., 005 for line 5) + 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.
   - *Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear two beeps, begin speaking. Dialing 1 changes mode.*

   OR

2. For Paging, dial $\boxed{*}$ $\boxed{1}$ + 0 for All Call or 1-8 for zones.

   OR

2. To call your mailbox, dial $\boxed{*}$ $\boxed{\text{tuv}8}$.

If your call doesn't go through . . .

Camp On and Callback

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

1. $\boxed{\text{ABC}\,2}$ to *Camp On* (wait without hanging up).
   - *(Intercom calls) If you hear two beeps, you can speak. If you hear busy/ring, dial 6 to send a Voice Over.*
   - *(Outside calls) When you hear new dial tone, place your call again.*

   OR

1. $\boxed{\text{ABC}\,2}$ 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.*

To cancel your Callback:
1. Lift handset.
2. $\boxed{\text{TUV}\,8}$ $\boxed{\text{PRS}\,7}$ $\boxed{\text{OPER}\,0}$ + Hang up.

Message Waiting (Direct Messaging)

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

1. Do not hang up + $\boxed{\text{OPER}\,0}$.
   - *Your co-worker's MW flashes fast.*
   - *With Voice Mail, dial 8 to leave a message in your co-worker's mailbox.*

To answer a Message Waiting left for you:

When you have a message, if the terminal provides a MW LED, it can be used to indicate a message.
1. Lift handset + $\boxed{*}$ $\boxed{\text{OPER}\,0}$.
   - *To cancel all your messages (those you left and those left for you), dial 873.*

Answering Calls

Answering Outside Calls . . .

Listen for two rings: 1. Lift handset.

Answering Intercom Calls . . .

Listen for ringing: 1. Lift handset to speak.

Picking up calls not ringing your terminal . . .

**If a call is ringing
Paging after hours:**

1. Lift handset.
2. $\boxed{\#}$ + $\boxed{\text{OPER } 0}$.

**When a call is ringing
a co-worker's
terminal:**

1. Lift handset.
2. $\boxed{*}$ $\boxed{*}$ + Co-worker's extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place or answer call + Hookflash + # 1 .

2. Place/answer next call + Hookflash + # 1 .

   - *You may have up to 32 callers. Your software determines if there is any restriction on the number of outside parties. Repeat this step to add more parties.*

3. After adding all parties, Hookflash twice to set up the Conference.
   - *Add more calls to the Conference by pressing Hookflash + #1 + place/answer call. Then, Hookflash + #1 to add more calls or Hookflash twice to conference the calls together.*

Handling Your Calls

Your call can wait at your terminal . . .

Hold

Use Hold instead of leaving the handset off-hook:	1. Do not hang up + Hookflash + Do not hang up. • *This puts your call on Exclusive Hold.* • *To place the call on Group Hold (so only those in your Department can pick up the call), dial 832 after pressing HOOKFLASH.* • *Intercom calls automatically go on Exclusive Hold when you press HOOKFLASH.*
Easily retrieve a call from Hold:	1. Lift handset and press H o o k f l a s h. • *To retrieve a call from Group Hold, dial 862 instead of pressing HOOKFLASH .*

Transferring your calls . . .

Transfer

|	
Send (Transfer) your call to a co-worker:	1. Hookflash + Dial your co-worker's extension. • *To transfer the call to a co-worker's mailbox, dial the **Voice Mail master number** before their extension.* 2. (Optional) Announce the call when your co-worker answers. 3. Hang up. • *If you hear ring/busy, press FLASH to retrieve the call.*

Park a call in orbit . . .

1. Do not hang up.
   Park a call in a System Orbit
2. Hookflash + | # | | MNO**6** | + Park Orbit.
   - *Park Orbits are 1-64. For **Personal Park**, dial 857 or press the Personal Park key instead of #6.*
3. Page your co-worker to pick up the call.
   - *For **Paging**, dial ✳1 + 0 for All Call or ✳1 + 1-8 for zones.*
4. Hang up.

1. Lift handset.
   For a Call Parked in a System Orbit
2. | ✳ | | MNO**6** | + Park Orbit.
   - *Park Orbits are 01-64.*

   OR

   For a Call Parked in a Personal Park Orbit
   When Parked at a co-worker's phone . . .
2. | ✳ | | ✳ | + Announced extension.

Placing Calls Quickly

Forward your calls to a co-worker . . .

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

1. Lift handset + $\boxed{*}$ $\boxed{\text{ABC}2}$.

2. Dial Call Forwarding condition:
   1 = Personal Answering Machine Emulation
      (then skip to step 4)
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   7 = Immediate w/simultaneous ringing
      (not for Voice Mail)
   0 = Cancel

3. Dial destination extension or Voice Mail master number.

4. Dial Call Forwarding Type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
   - *To forward off-premise: *46 + Line access (e.g., 9) + Number + Hang up. To cancel: *46 + Hang up.*

Automatically redial calls . . .

Last Number Redial

Quickly redial your last outside call:

1. Lift handset + $\boxed{\#}$ $\boxed{\text{JKL}5}$.
   - *The system selects an outside line.*

Save

Save your call for quick dialing later on:

1. While on a call, HOOKFLASH + $\boxed{\text{TUV}8}$ $\boxed{1}$ $\boxed{\text{JKL}5}$.

Quickly redial your saved number:

1. Lift handset + $\boxed{\text{TUV}8}$ $\boxed{1}$ $\boxed{\text{JKL}5}$.
   - *When redialing, the system selects an outside line for you. To clear a saved number: Lift handset + 885*
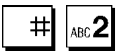
Quickly dial co-workers and outside calls . . .

Common and Group Abbreviated Dialing (Speed Dial)

To dial your stored Abbreviated Dialing numbers:

(You cannot store Common or Group Abbreviated Dialing numbers.)

1. Lift handset.

2. ⌗ `ABC 2` + Bin (for Common).

   OR

2. ⌗ `GHI 4` + Bin (for Group).

Personal Abbreviated Dialing (Speed Dial)

To store your Personal Abbreviated Dialing numbers:

1. Lift handset + `TUV 8` `JKL 5` `JKL 5`.

2. Bin (0-9) + Trunk access code + Number to store.
   - *Trunk access codes are 9, #9 + trunk number and 804 + trunk group.*
   - *The total number of digits stored cannot exceed 24.*

3. Hang up.

To dial your stored Personal Abbreviated Dialing numbers:

1. Lift handset + ⌗ `PRS 7` + Bin (0-9).
   - *The stored number dials out.*

Quick Reference for Other Features

Do Not Disturb:	**847** + **1** to block your outside calls **2** to block Paging, Intercom calls, Call Forwards and transferred outside calls **3** to block all calls **4** to block Call Forwards **0** to cancel
Meet Me Conference:	*To set up:* While on a call, **HOOKFLASH** + **#** + **1** + Page party and announce zone + (When co-worker answers) **HOLD** twice *To join:* Lift handset + **864** + Announced **zone**
Park and Page:	**Lift handset** + ✱ **47** + Record Personal Greeting + **#** + **7** + Record Page + **#** + Dial **Page zone** (e.g., 801 + 1 for zone 1) + **2** (All) or **3** (CO) + Hang up *To cancel:* Lift handset + ✱ **47** + **3** + Hang up *To pick up:* Lift handset + ✱ ✱ + Announced extension number
Personal Greeting:	**Lift handset** + ✱ **47** + Record Personal Greeting + **#** + **2** (Busy/No Answer), **4** (Immediate) or **6** (No Answer) + Extension to receive calls + **2** (All) or **3** (CO) + Hang up *To cancel*: Lift handset + ✱ **47** + **3** + Hang up

Tones you may hear . . .	
One long tone and a voice while on a call:	A co-worker is sending you a Voice Over.
Error (fast busy) tone:	This means you made a mistake in placing a call or using a feature. Hang up and start over.
Stutter dial tone:	*When you lift the handset:* Your phone is forwarded. *When using features:* Your option has been accepted.

Personal Abbreviated Dialing Directory

To program: Lift handset + `TUV 8` `JKL 5` `JKL 5` **+ Bin (0-9) + Trunk access code + Number to store + Hang up**

To use: Lift handset + `#` `PRS 7` **+ Bin (0-9)**

<u>Bin</u>	<u>Access Code</u>	<u>Number</u>
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		

NEC

July 23, 2009
Printed in U.S.A.

0 9 1 3 4 0 2