**NEC 24 Button Digital Telephone**

**Reference Sheet**

### MAKE A CALL
- Lift Handset or Press Speaker.
- Dial the Required Number. (For external calls, dial “0” first)

### LAST NUMBER REDIAL
- Without lifting handset, press REDIAL button.
- Press the Cursor key up/down to search the required number.
- Press # to initiate call.

### CONFERENCE
With a call in progress (internal or external)
- Press TRANSFER Key.
- Dial internal or external number.
- When the third party answers, press CONF Soft key.
- A three way conference is now established.

### ENQUIRY CALL
Allows users to toggle between calls.
- Press TRANSFER key (this puts the first call on hold and provides you with dial tone to call the 2nd party).
- Dial required 2nd number.
- Press TRANSFER key each time you wish to toggle between the parties.
- When finished with one party, hang up on them and the telephone will ring and connect you to the other party.

### HOLD
Ask Caller to Please Hold:
- Press HOLD key – held key flashes.
- You may replace handset if you wish.
To Retrieve Call
- Lift handset.
- Press flashing Line

**NOTE:**
For exclusive hold – press HOLD twice

### TRANSFER
With a call in progress:
- Press TRANSFER key.
- Dial extension or external number and announce the call (optional).
- Replace handset.

**NOTE:**
If the called extension is busy or does not answer, press transfer to return to your caller.
If the extension does not accept the call, ask them to hang up and your call is returned.

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**Menu**
From this key, the user may access additional functions such as Call History and Directory.

**Soft Keys**
Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

**Programmable keys**
These keys can be programmed as either Flexible Line key, Programmable Feature key or One-Touch Speed Dial key. These keys are set by UNSW Voice Services.

**Cursor**
Explanations of the Soft keys can be called up on the LCD by pressing this key.

**Exit**
The user can exit Menus using this key.

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Recall
Press this key to terminate current call and re-seize dial tone.

**Feature**
Used to activate terminal setup functions and to program One-Touch keys.
- Feature + 1 – Turns Microphone On/Off.
- Feature + 3 – Selects ring tone (Repeat ‘3’ to select a different tone) (non-IP terminal)
- Feature + 5 – Handsfree On
- Feature + 6 – Handsfree Off
- Feature + 7 – Indicator On/Off. Controls if lamp flashes when ringing.
- Feature + 8 – Direct dial pad On/Off. Terminal will automatically go off-hook when number is dialed.

**Answer**
When the LED on this key is flashing, press the key to answer a waiting call.

**Hold**
Press this key to put a call on hold

**Transfer**
Allows the extension user to transfer a call or make a second call.

**Speaker**
Controls built-in speaker, which can be used for Hands Free Dialling/Monitoring. LED on key lights when key is active.

**Help**
Explanations of the Soft keys can be called up on the LCD by pressing this key.
If you dial a busy extension:
♦ Press CALL BACK (CallBk) soft Key. “Call Back Set” is displayed on the LCD screen
♦ Replace Handset.
During this time you may make and receive calls.
♦ When both extensions are free, your phone will ring
♦ Lift handset or press Speaker and the other extension will ring.

To Cancel
♦ Lift handset and press CALL BACK (CallBk) soft key

CALL FORWARD - ALL

Forwards all calls immediately.

To Set
♦ Lift Handset and press FwdAll Key.
♦ Dial destination number – including “0” for external number.
♦ Replace Handset.

To Cancel
♦ Lift handset and press FwdAll key.

CALL FORWARD NO ANSWER

Forwards calls only after 4 – 6 rings.

To Set
♦ Lift Handset and press FwdN/A Key.
♦ Dial destination number – including “0” for external number.
♦ Replace Handset.

To Cancel
♦ Lift handset and press FwdN/A key.

CALL PICK UP GROUP

To answer a ringing extension in your group:
♦ Lift handset and press Pickup key

VOICECALL

Allows a user to intercom other Digital handsets.

To Set
♦ Lift handset and dial extension number.
♦ Press Voice key and speak over the intercom.

PROGRAMMING SPEED NUMBERS

To Store Numbers using One-Touch Keys:
♦ Press Feature button.
♦ Press an available One-Touch Speed Calling key.
♦ Enter either extension number or external number including 0 for an outside line.
♦ Press Feature button.

To Access
♦ Press desired One-Touch Speed Calling key or press Speaker and One-Touch Speed Calling key to call number.

DISPLAY

To adjust the Display:
Press the Cursor button up or down while the phone is idle.

SPEAKER/RECEIVER VOLUME

To adjust the Speaker/Receiver Volume:
Press the Cursor button up or down during conversation.

RINGER VOLUME

To adjust the Ringing Volume:
Press the Cursor button up or down during ringing.

The Voicemail number for UNSW is 58222
Follow the Call Forward instructions to forward your phone to the voicemail number 58222
For more details on the voicemail setup, please visit the website below
https://www.it.unsw.edu.au/staff/telephony/voicemail.html

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