

## 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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