NEC Quick Reference Guide

Calling Another Extension.

To call another extension number, lift handset and dial ext number i.e. 202 or press pre-programmed ext button.

Calling an Outside Party.

To call an outside party lift handsets dial 9 or press a pre-programmed line button followed by the outside party number.

Receiving Calls.

To answer a call, whilst the handset is ringing lift handset and speak to the caller to answer a call using speaker phone, whilst handset is ringing press the Speaker button.

Transferring a Call to Another Extension.

To transfer a call during a conversation press the transfer button followed by the ext number you wish to transfer to, then announce the call then hang up to transfer.
If your phone has pre-programmed ext buttons you can just press the ext button so pressing the transfer button is not necessary.
If the ext doesn't answer or can't take the call you can return to the call back by pressing the line button or the transfer button.

Putting a Call on hold.

During a conversation you can put a call on hold at any time by pressing the hold button at this point the handset can be replaced to return to the call lift handset and press the flashing green line button, or from a different handset press the flashing red line button.

Picking Up Another Extension within your Call Pick-Up Group.

If a phone is ringing and you wish to pick it up lift your handset and dial *# this will answer the call.

Recording your Personal Voicemail Greeting.

To record your personal voicemail greeting lift the handset and dial *8 when you hear the automated voice dial 417 record your voicemail greeting then to end recording dial # to review the recording dial 5 to save the message dial #, then replace the handset.

Listening to your Personal Greeting.

To listen to your personal greeting lift the handset and dial *8 when you hear the automated voice dial 415, then replace the handset.

To Forward your Handset to Voicemail.

To forward your ext to voicemail press Speaker and dial 8441 555 then press Speaker, this will activate a busy/no answer forward to voicemail.
If you wish to set an immediate forward to voicemail press Speaker and dial 8481 555 then press speaker.

To Listen a Voicemail Message.

When you have a received a voicemail message there will be a red flashing light at the top of your handset, to retrieve the message press the button under VM on the display followed by 5.
The messages will play back in order after each message has played you can.

Dial 2 to repeat the message again.
Dial 3 to erase the message.

To Forward your Handset.

To forward your handset to a different location press Speaker and dial 84   81 for all calls.
                                                                                    41 for busy/no answer.

Followed by the extension number then press Speaker.

To Cancel a call forward press Speaker dial 84   80 for all calls.
                                                         40 for busy/no answer.

This will overwrite any previous forwards including voicemail.

To Set / Cancel Do Not Disturb.

If you wish to block calls arriving at your handset lift your handset and Press DND dial 3 then replace your handset.
To cancel lift handset and press DND dial 0 replace handset.

To Adjust the Handset Volumes.

To change the ringer volume whilst the handset is ringing press the up or down arrow on the navigation key this will either increase or decrease the ringer volume.
To change the speaker phone volume, whilst the phone is on speaker phone press the up or down arrow on the navigation key this will increase or decrease the speaker phone volume.
To change the handset or headset volume, during a conversation press the up or down arrow on the navigation key this will increase or decrease the handset or headset volume.

To Program a Flexible Button.

To program a button on your handset for an extension press Speaker 851 followed by the button that you wish to program followed by 01 then the ext number then press Hold then press Speaker to end programming.

To program a button on your handset for a one touch speed dial press Speaker 851 followed by the button that you wish to program followed 01 then dial 9 followed by the number then press Hold then press Speaker to end programming.

For further Information please visit www.1call.co.uk or Call 1st Callcom Ltd on 01246 439800.

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