

NEC Xen - Quick User Guide

MAKING CALLS:

To make a call to another extension:

- Lift handset or press **Speaker** key.
- Dial extension number, (100,101,102 etc.) or press **Direct Station Key** if programmed.
- Dial **1** if you wish the call to go direct to handsfree.

To make an outside call:

- Lift handset or press **Speaker** key.
- Dial **0** or press "**line key**" (if programmed)
- Dial telephone number.

To make an outside call using speed dial (see below to program speed dial):

- Lift handset or press **Speaker** key.
- Press **Redial** key
- Dial speed dial location number (System **00-79**, Personal **80-99**)

To make an outside call using Alpha Speed dialling:

- **DO NOT** lift handset or press Speaker key.
- Press key below display (for System speed dial press key below "**SYS**")
(for Personal speed dial press key below "**STA**").
- Either press key below "**UP**" or "**DOWN**" to search names **or**
Select the first letter of the name by using the dial pad then press "*****" to show names for that letter.
- Lift handset or press **Speaker** key to dial.

To make a call using Last Number Redial:

- Lift handset or press **Speaker** key.
- Press **Redial** key.
- Dial "**#**".

To make a call using Automatic Redial:

After making an external call to a busy party:

- Press **Speaker** key.
- Replace handset.
- Press **Feature** key.
- Press **Redial** key.
- Lift handset when call gets through.

ANSWERING CALLS:

To answer an outside call:

- If ringing at your handset – Lift handset or press **Speaker** key.
- If not ringing at your handset – Lift handset and press the flashing "**I/C call**" or "**Line**" key.

To answer an intercom or transferred call:

- If ringing at your handset – Lift handset or press **Speaker** key.
- If not ringing at your handset – Lift handset and dial a call pick-up code.

All calls – **68** (outside or internal).

Intercom/transferred calls – **67 + extension number** (100,101,102 etc.)

CONFERENCE CALLS:

To make a conference call:

- Answer or make a call as above.
- Press **Conf** key.
- Make another call (internal – 101,102 etc. or external – "**0**" + phone number).
- Announce the conference
- Press **Conf** key to establish the conference.

NB: To add more parties, repeat the above procedure (maximum 2 outside parties). For an unsupervised conference, press the Conf key once more after establishing the conference and the parties can converse in private. To return to the conference, press the flashing Conf key.

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TRANSFERRING CALLS:

To transfer a call from a system phone:

Method 1:

- Answer or make a call.
- Press the **Hold** key.
- Dial extension number (100,101,102 etc.) or press the **Direct Station Key**.
- Announce the call and the "line" number.
- Hang up.

Method 2:

- Answer or make a call as above.
- Press **Transfer** key.
- Dial extension number (100,101,102 etc.) or press the **Direct Station Key**.
- Announce the call.

Hang up and the call will be transferred.

To return to the caller:

- Press **green flashing "line" key**.

To transfer a call from an analogue phone (eg: cordless or touchphone):

- Answer or make call.
- Press the **Recall** key (sometimes called **Flash** or just "**R**").
- Announce the call.
- Hang up and the call will be transferred.

To return to caller:

- Press the **Recall** key again.

PAGING:

To page all extensions:

- Lift handset
- Dial "**51**".
- Make announcement.
- Press receiver down with hand then hang up.

BACKGROUND MUSIC:

To turn background music on/off (where available):

- **DO NOT** lift handset.
- Press **Feature** key
- Dial "**26**".

VOLUME CONTROL:

To set ringing volume at your handset:

- Press **Speaker**
- Dial "**60**".
- Dial "**1**".
- Press σ or τ to set level.
- Press **Speaker**.

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PROGRAMMING SPEED DIAL NUMBERS:

To program speed dial numbers:

- Press **Feature** key.
- Press **Redial** key.
- Dial location number (**00-79** for system numbers, **80-99** for personal numbers).
- Dial " **0** " + telephone number to be stored.
- Press **Hold** key
- Key in Name using the alpha keys on the dial pad. (Ie: For "A" press the number 2 button once, for "B" press it twice and so on).
- Press **Feature** key.

PROGRAMMING "ONE TOUCH" KEYS:

To program **one touch** keys to be a **speed dial number**

- Press Feature key.
- Press Redial key.
- Press key to be programmed
- Dial " **0** " (this makes the button a speed dial key).
- Dial "**0**" followed by the phone number to be stored
- Press Feature key.

To program **one touch** keys to be a **Direct Station key**:

- Press Feature key.
- Press Redial key.
- Press key to be programmed.
- Dial " **1** " (this makes the button a station access key (ie somebody else's extension)).
- Dial the extension number to be stored (ie: 100,101 etc).
- Press Feature key.

RECEPTION (EXTENSION 100) ONLY FEATURES

SET TIME AND DATE:

To set time and date (at reception extension **100** only):

- Press **Feature** key.
- Dial " **9** " then " **#** ".
- Use dial buttons to enter hours and minutes
- Press **Recall** key for AM or PM.
- Press **Hold** key
- Press **Recall** key for day of week.
- Press **#** to move cursor to 'day' and enter correct day using dial pad.
- Press **Recall** key to select correct month.
- Press **#** to move cursor to 'year' and enter correct year using dial pad.
- Press **Feature** key to end.