NEC Xen Master/Axis - 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.**
- 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**" key.
- When the call is answered it will 'jump' to a "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.)

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<u>TRANSFERRING CALLS:</u>

To transfer a call from Reception phone:
Method 1:
- Answer or make a call (call will 'jump' to a "line" key on answer).
- Press the **Hold** key.
- 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.
- Press the **Direct Station Key**.
- Announce the call.
- Hang up and the call will be transferred.

To transfer a call from other phones:
Method 1:
- Answer or make a call (call will 'jump' to a "line" key on answer).
- Press **Hold** key.
- Dial extension number (100,101,102 etc.)
- Announce the call and the "line" number.
- Hang up.

Method 2:
- Answer or make call as above.
- Press **Transfer** key.
- Dial extension number (100,101,102 etc.)
- Announce the call.
- Hang up and the call will be transferred.

To return to the caller:
- Press **green flashing** "**line**" **key**.

To transfer calls **OFF SITE** (ie: to a mobile phone or another branch):
- Answer or make call as above. **DO NOT** put the call on hold.
- Press the **RECALL** key
- Dial the telephone number.
- Wait for the called party to answer.
- To transfer, press **RECALL** button and dial " **4** ", wait for 'beep beep' tone then hang up.
- To return to the original caller, press **RECALL** button and dial " **1** ".

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.

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 ▲ or ▼ to set level.
- Press **Speaker.**

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.

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RECEPTION (EXTENSION **100**) ONLY FEATURES

<u>SET TIME AND DATE</u>

To set time and date (at reception extension **100** only):
- Press **Feature** key.
- Dial " **9** " then " **#** ".
- Press **Recall** key for AM or PM.
- Press **Hold** key
- Press **Recall** key for day of week.
- Press **#** to move curser to 'day' and enter correct day using dial pad.
- Press **Recall** key to select correct month.
- Press **#** to move curser to 'year' and enter correct year using dial pad.
- Press **Feature** key to end.

<u>NIGHTSWITCH:</u>

To turn nightswitch on/off (at reception extension **100** only):
> Either press "**Nightswitch**" key (if programmed) or
- Press **Feature** key
- Dial " **80** "
- Press **Answer** key
- Press **Feature** key

<u>AFTER HOURS MESSAGES:</u>

To retrieve after hours messages (at reception extension **100** only):
- Lift handset or press **Speaker** key.
- Dial " **203** ".
- If prompted enter PIN number " **9100** ".
- Follow voice prompts to retrieve then erase messages.

NB: It is recommended that messages be erased after retrieval so that the voicemail memory does not fill up.