NEC Xen IPKII - Quick User Guide

MAKING CALLS:
To make a <u>call to another extension</u>:
- 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 <u>outside call</u>:
- Lift handset or press **Speaker** key.
- Dial **0** or press **"line key"** (if programmed)
- Dial telephone number.

To make an outside call using <u>speed dial</u> (see below to program speed dial):
- Lift handset or press **Speaker** key.
- Press **Redial** key
- Dial speed dial location number (000 to 999)

To make an outside call using <u>Alpha Speed dialling</u>:
- **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 "**UP**" or "**DOWN**" to show names for that letter.
- Lift handset or press **Speaker** key to dial.

To make a call using <u>Last Number Redial</u>:
- Lift handset or press **Speaker** key.
- Press **Redial** key.
- Dial " **#** " or use " ▲ ▼ " keys to search the last 10 calls made.
- Lift handset or press Speaker to place call.

ANSWERING CALLS:
To <u>answer an outside call</u>:
- 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 <u>answer an intercom or transferred call</u>:
- If ringing at your handset – Lift handset or press **Speaker** key.
- If hands free intercom is programmed – talk back to phone (ensure that **"mic"** light is **on**)
- If not ringing at your handset – Intercom/transferred calls (in your group) **– dial "* *" + extn number** (100,101 etc.)

CONFERENCE CALLS:
To make a <u>conference call</u>:
- 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 **twice** to establish the conference.

NB: To add more parties, repeat the above procedure (max 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 **"*1"** followed by zone number (eg: **"0"** = all call).
- Make announcement.
- Press receiver down with hand then hang up.

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TRANSFERRING CALLS:

To <u>transfer a call from a system phone</u>:

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 <u>return to the caller</u>:
- Press **green flashing** "**line**" **key**.

To <u>transfer a call from an analogue phone (eg: cordless or touchphone)</u>:
- 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 <u>return to caller</u>:
- Press the **Recall** key again.

CALL FORWARDING

To <u>activate/deactivate call forward</u>:
- Press **Speaker** key.
- Dial one of the following codes:
- Dial "**741**" for call forward immediate
- Dial "**744**" for call forward busy/no answer
- Dial "**745**" for call forward duel ring
- Dial "**1**" followed by the extension number to forward to (ie 100, 101 etc)
- <u>OR Dial "**0**" to cancel</u>
- Press Speaker key

DO NOT DISTURB

To <u>activate/deactivate Do Not Disturb</u>:
- Press **Speaker** key.
- Dial "**747**" then one of the following codes.
    - **0** = Cancel DND
    - **1** = Block External Calls
    - **2** = Block Paging, Intercom, Forwarded and Transferred External Calls
    - **3** = Block All Calls
    - **4** = Block Forwarded Calls

BACKGROUND MUSIC:

To turn background music on/off (where available):
- **DO NOT** lift handset.
- Press **Speaker** key
- Dial " **725** ".
- Press **Speaker** key

PROGRAMMING SPEED DIAL NUMBERS:

To program personal speed dial numbers:
- Press **Speaker** key.
- Dial "**755**".
- Dial location number (**0 to 9**)
- Dial " **0** " + telephone number to be stored.
- Press **Hold** key
- Key in Name using the alpha keys on the dial pad.
- Press **Hold** key
- For more numbers continue with location number, to end press **Speaker** key.

PROGRAMMING "ONE TOUCH" KEYS:

To program **one touch** keys
- Press **Speaker** key.
- Dial "**751**".
- Press key to be programmed
- Dial "**01**" followed by:
- For an outside number dial "**0**" followed by the phone number to be stored
- For an internal extension dial the extension number (ie 100. 101 etc)
- Press **Hold** key.

To program your extension name:
- Press **Speaker** key
- Dial **"700"**
- Press **Hold** key
- Enter name (up to 12 characters) using alpha keys.
- Press **Hold** key
- Press **Speaker** key

RECEPTION (EXTENSION 100) ONLY FEATURES

SET TIME:

To set time (at reception extension **100** only):
- Press **Speaker** key
- Dial **"728"**
- Dial time in 24 hour format (ie 4:05PM = 1605)
- Press **Speaker** key

To program system speed dial numbers (from reception extension 100 only):
- Press **Speaker** key.
- Dial "**753**".
- Dial location number (**000 to 999**).
- Dial " **0** " + telephone number to be stored.
- Press **Hold** key
- Key in Name using the alpha keys on the dial pad.
- Press **Hold** key
- For more numbers continue with location number, to end press **Speaker** key.