NEC Xen Topaz - Quick User Guide

MAKING CALLS:

To make a call to another extension:
- Lift handset or press **Speaker** key.
- Dial extension number (200, 201 etc) or press Direct Station Key if programmed.
- Wait for answer or talk if the receiving station is hands free.
- To toggle between voice and ringing dial "**1**".

NB: To program your extension for **hands free answer** on all intercom calls:
- Press Speaker, dial "**821**" to turn on or "**823**" to turn off then press Speaker

To make an outside call:
- Lift handset or press **Speaker** key.
- Dial "**0**" or press "**Line**" key
- Dial telephone number.

NB: If the number is dialed without selecting a line first then the number is previewed. Press a line key within 3 seconds to dial the number in the screen.

To make an outside call using speed dial (see below to program speed dial):
- Press **Line** key or **Call** Key
- Press **DC** key
- Dial speed dial location number (**000-899** for system **or 900-920** for personal)

To make a call using Last Number Redial:
- Lift handset or press **Speaker** key.
- Press **LND** key
- If handset is not lifted then the last 10 numbers can be previewed. Press **LND** key then use the volume ▲ ▼ to scroll through. Press a line key to dial the number in the screen.

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 **Line** key.

To answer a call ringing at another extension:
- Press **Call** key or lift handset
- Dial "**867**" or press call pickup key if programmed.

TRANSFERRING CALLS:

To transfer a call:

Method 1:
- Answer or make a call.
- Press the **Hold** key.
- Dial the extension number (200, 201 etc) or press the Direct Station Key if programmed.
- Announce the call and the line number.
- Hang up. (or press Transfer then hang up).

Method 2:
- Answer or make a call as above.
- Press the Direct Station Key (no need for Hold or Transfer keys).
- Announce the call.
- Hang up and the call will be transferred.

To transfer a call **from** a cordless phone:
- Press the **recall** button (may also be called "**flash**", "**hookflash**" or just "**R**")
- Dial the extension number (200, 201 etc)
- Announce the call
- Hang up. The call will be transferred.

BACKGROUND MUSIC:

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

- Press Speaker key, dial "**825**" then press Speaker key

DO NOT DISTURB (DND):
To activate/deactivate press the "DND/CONF" button then dial:

- "**1**" for DND on incoming calls only
- "**2"** for DND on intercom calls only
- "**3**" for DND on both incoming and intercom
- "**4**" for DND on transferred (Call forwarded) calls
- "**0**" to cancel DND

CALL FORWARDING:
To forward calls to another extension:

- Press CALL key
- Dial "**888**"
- Dial "**2**" for CFW busy, "**3**" for follow me, "**4**" for CFW immediate, "**6**" for CFW no answer, "**7**" for dual ring and "**0**" to cancel
- Dial the extension number to forward to (200, 201 etc)
- Dial call forward type: "**2**" for all calls, "**3**" for incoming trunk calls, "**4**" for intercom calls
- Press Speaker

PAGING:
To page all extensions:

- Lift handset
- Dial "**8011**"
- Make announcement.
- Press receiver down with hand then hang up.

PROGRAMMING SPEED DIAL NUMBERS:
To program speed dial numbers (system and personal):

- Press **Call** key.
- Dial "**853**"
- Dial location bin number (**000-899** for system **or 900 to 920** for personal).
- Dial "**0**" then the telephone number to be stored.
- Press **Hold** key
- Enter name using alpha keys (# to move cursor, DND/CONF to backspace).
- Press **Hold** key
- For more numbers enter location bin number, to end press **Speaker** key.

PROGRAMMING "ONE TOUCH" KEYS
To program **one touch** keys to be a **direct station or speed dial key:**

- Press **Call** key.
- Dial "**851**"
- Press key to be programmed.
- Dial "**01**"
- For a Direct Station key, dial extension number to be stored (200, 201 etc)
- For a speed dial key, dial "**0**" then telephone number to be stored
- Press **Hold** key then **Speaker** key.

TO CHANGE SYSTEM TIME:

- Press **Speaker** key
- Dial **828**
- Dial time in 24 hour format (eg: 205PM = 1405)
- Press **Speaker** key