

# NEC Xen Topaz (analogue phone) - Quick User Guide

## MAKING CALLS:

To make a call to another extension:

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

To make an outside call:

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

To make an outside call using system speed dial

- Lift handset or press **Speaker** key (if available).
- Dial "\*"
- 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 (if available).
- Dial "#"

## 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 dial "867".

## PLACING/RETRIEVING A CALL ON HOLD

- Whilst on a call press **recall** button (may also be called "flash", "hookflash" or just "R")
- To retrieve call repeat above procedure

To pick up a call on a specific line:

- Lift handset or press **Speaker** key (if available).
- Dial "772" followed by line number (01, 02, 03 etc)

## TRANSFERRING CALLS:

- 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.

## DO NOT DISTURB (DND):

To activate/deactivate

- Lift handset or press **Speaker** key (if available).
- Dial "847" followed by
- "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 and 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.