

SPECIAL NOTES:

# NEC SL SERIES

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## USER MANUAL

business  
**TELECOM**



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## HANDSET LAYOUT

### Soft Touch Keys

The NEC handsets have menus that can be accessed by pressing the buttons below the **LCD** screen. There are **4 soft touch** keys that change depending on the mode you are in.

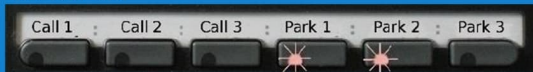


### Line / Park / DSS Keys

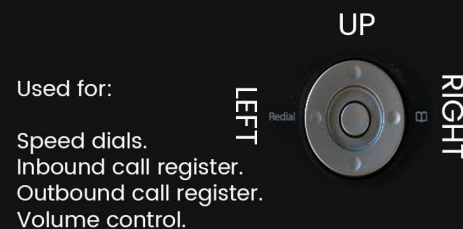
The top line is programmed as "**Line Keys**" and the bottom line is programmed as Direct Station Select (**DSS**) keys. In the example below Joel's extension is Busy and lines 4 and 5 are used.



Your phone system may have more telephone lines than can be put on your handset, so you may have to use **Park** keys. If this is the case your **Hold** key is for exclusive **Hold & Park** keys are placing calls on hold for other stations to answer. Calls will only flash on the **Park** key until they have been answered.



### Navigation / Scroll Keys



## MAKING OUTSIDE CALLS

- Lift **Handpiece** or press **Speaker**
- Dial **0**
- Dial telephone number

## PUT A CALL ON HOLD

- Press the **Hold** key during a call.
- Outside calls will flash on the Line key.
- Press the flashing key to retrieve the held call.

## TRANSFERRING A CALL

### Without DSS keys

#### Method 1. (Blind transfer)

- Press the **Transfer** Key during a call.
- Dial the required extension number.
- **Hang Up** to send the call through.

#### Method 2 (Announced transfer)

- Press the **Transfer** Key during a call.
- Dial the required extension number.
- Wait for answer, announce the call.
- **Hang Up** to send the call through.
- Or select green flashing line if called party does not want to take the call.

### With DSS keys

#### Method 1. (Blind transfer)

- Press the **DSS** key during a call.
- **Hang Up** to send the call through.

#### Method 2 (Announced transfer)

- Press the **DSS** key during a call.
- Wait for answer, announce the call.
- **Hang Up** to send the call through.
- Or select green flashing line if called party does not want to take the call.

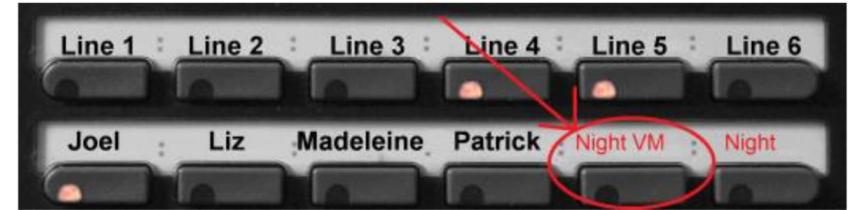
## COMPANY VOICE MAIL

### Record Greeting

Press your **night voicemail** button to access your night mailbox. Once in, follow the steps on the previous page to record your greeting.

### Accessing your messages

When a message is waiting the **night voicemail** button will be flashing red. Once in, follow the steps on the previous page to listen to your messages.



(The night voicemail button is usually programmed on the reception phone)

## Turn On Day/Night Mode

To turn on night mode, press the day/night button on your handset or dial the following:

- Speaker
- Dial 618
- Dial 1 for Day or 2 for Night
- Speaker

## INCOMING CALL GREETING

If your system is setup with a welcome message (e.g. thank you for calling our office all operators are busy please hold the line) or an automated attendant (e.g. thank you for calling our office, please press 1 for accounts, 2 for sales etc.) then follow the steps below to record/listen.

- Pick up **handpiece** and dial **616**
- Dial **7 (Record)** or **5 (Listen)**
- Dial message number (eg 001 = Message 1)
- At the tone record your message followed by the **#** key. The message will now play back. If you wish to record your message again, follow steps above

Day Greeting \_\_\_\_\_  
Night Greeting \_\_\_\_\_  
Other Greeting \_\_\_\_\_

Only applicable if using greeting only.  
If Voicemail is used see voicemail page



## PERSONAL VOICE MAIL

### Record Greeting

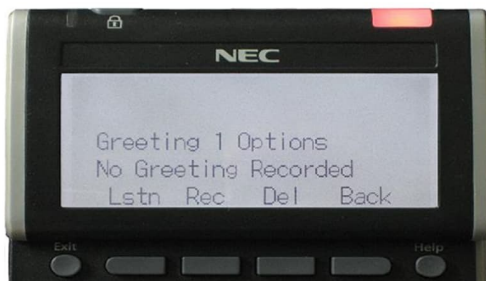
Dial \*8 from your handset



Press the soft touch key **Greet**



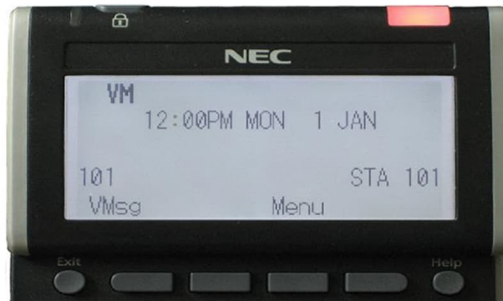
Press the soft touch key **Gr1**



Press the soft touch key **Rec** (record after thebeep) & press **#** when you are done

### Accessing your messages

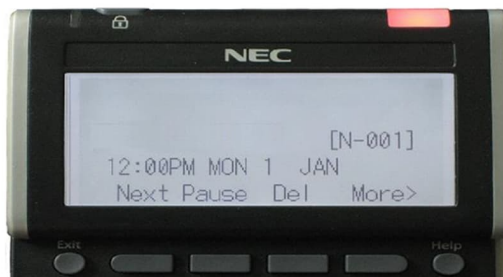
When a message is waiting the red light will flash on the top right side of the handset.



Press the soft key **VMsg** to access the message



Press the soft touch key **Lstn** to play message.



Press the soft touch key **Del** to delete the message, other options like **rewind / Re-direct / Call / Replay / Fast Forward** are found under the **More** Soft touch key

## TRANSFER FROM A CORDLESS

To transfer a call from an analogue device such as a cordless it needs to support a feature called "**hook flash**". This is a button on the handset labelled as either **Talk, Flash or Recall**

- While on a call, Press **Hook flash** button (to hold call)
- **Dial** Extension number or dial "**0**" then a phone number.
- Wait for called party to pick up
- **Hang up** (this will complete the transfer)
- If called party doesn't answer, Press **Hook flash** to retrieve first call back.

## PAGING

- INTERNAL (all IDLE handsets)
- Lift **Handpiece**
- Dial **7010**
- Speak
- EXTERNAL PAGER (if available)
- Lift **Handpiece**
- Dial **7030**
- Speak

(To page both internal and external dial **\*11**)

## HANDSET CALL VOLUME

While on a call press either the **Scroll up** or **Scroll down** key to adjust the call volume

## HANDSET RING VOLUME

While the phone is ringing press either the **Scroll up** or **Scroll down** key to adjust the ring volume.

## CHANGE TIME

- Press **Speaker**
- 728 hh mm
- Press **Speaker**

## BACKGROUND MUSIC

To play background music through your handset speakers

- Press **Speaker**
- Dial **725**
- Press **Speaker**  
(The code above turns it on and off)

## HANDSFREE ANSWER

To set your intercom to be handsfree

- Press **Speaker**
- Dial **721**
- Press **Speaker**

To set your intercom to be ringing

- Press **Speaker**
- Dial **723**
- Press **Speaker**  
(Only works for internal calls)

## HANDSET RINGTONE

To change the internal and external ringtone for your handset

- Press **Speaker 720**
- **Dial 1** for internal calls or
- **Dial 2** for external calls
- Select a ringtone **1-8**
- Press **Speaker**

## MUTE BUTTON

If your **Mute** button is **ON** while on a call using your speaker or your handpiece, the other party will not be able to hear you.

## PROGRAM A ONE TOUCH KEY

### External Phone Numbers

- Press **Speaker** and dial **751**
- Press the **key** you wish to program
- Dial **01**
- Dial **0** followed by the phone number
- Press **Hold**
- Press **Speaker**

### Common Features

If you want to program a common feature on a button instead of dialling the whole code, please follow the steps below

### Internal Extensions

- Press **Speaker** and dial **751**
- Press the key you wish to program
- Dial **01**
- Dial extension number
- Press **Hold**
- Press **Speaker**

- Press **Speaker** and dial **751**
- Press the key you wish to program
- Dial a common feature code
- (03 DND, 04 Background Music, 05 Headset, 20 External Paging, 22 Internal Paging)
- Press **Speaker**

## CHANGE STATION NAME

- Press **Speaker**
- Dial **700**
- Enter extension number
- Press **Hold**
- Enter name ( using the dial pad)
- **Hold**
- **Speaker**

## CANCEL MSG WAIT



If the green light appears on the top lamp, cancel by:

- Lift **Handpiece**
- Dial **773**

## INCOMING CALL HISTORY

- Press **Scroll** left where both answered and missed **direct** calls will be displayed.
- Press **Scroll** down to find the desired number.
- Lift the **Handpiece** to make the call.

## ACCESSING SPEED DIAL

- Press the **Right Scroll** key **once**.
- Press the **Scroll up** (Phone Book)
- Keep scrolling up to find desired contact. (alphabetical)
- Lift **handpiece** to make the call

## PROGRAM SPEED DIALS

- Press **Speaker**
- Dial **753 xxx** (**xxx** being a location between **001-899**)
- Dial **Number**
- Press **Hold**
- Enter name (press # twice for a space)
- Press **Hold**
- Press **Speaker**

(While scrolling enter the first few characters of the name to speed the search.) If you know the location of the speed dial press speaker #2 followed by the speed dial location to call it.

## CALL PICK UP

To answer another handset that is ringing.

- Lift **Handpiece**
- Dial **\*\***
- **Extension** number

(You can also dial **\* #** to answer any incoming call without typing in an extension number)

## DO NOT DISTURB

### Set

Press **Speaker**  
Dial **7473**  
Press **Speaker**

### Cancel

Press **Speaker**  
Dial **7470**  
Press **Speaker**

## CONFERENCE

How to make a conference call (more than one call):

While on first call press;

- **Conf.** ( Soft touch key )
- **Dial** extension or **0** then number.
- **Add.** ( Soft touch key )
- **Begin.** ( Soft touch key )

Repeat for more (depends on the number of telephone lines you have)

How to make a group listen call (where a group can listen)

- While on a call quickly press **Speaker** twice.

## REDIAL

- For the last dialled number press **Scroll** left. Lift the handset to make the call.

- For the last 10 dialled numbers press the **Scroll** left key then press Scroll down until the number is found. Lift the handset to make the call.

## CALL FORWARD EXTENSION

### All calls

Press **Speaker**  
Dial **741**  
Dial **1**  
Dial **Extension** number  
Press **Speaker**

### Cancel

Press **Speaker**  
Dial **741**  
Dial **0**  
Press **Speaker**

### Busy / No Answer

Press **Speaker**  
Dial **744**  
Dial **1**  
Dial **Extension** number  
Press **Speaker**

### Cancel

Press **Speaker**  
Dial **744**  
Dial **0**  
Press **Speaker**

### Call Forward Extension Offsite

For offsite diversion replace extension number with **0** followed by the **Telephone Number**.

(May need system administrator to allow this feature)

### Call Forward Extension to Voicemail

To set the call forward to your personal **Voicemail**, replace the extension number with the **voicemail pilot number**, this may vary but it is usually **200**.