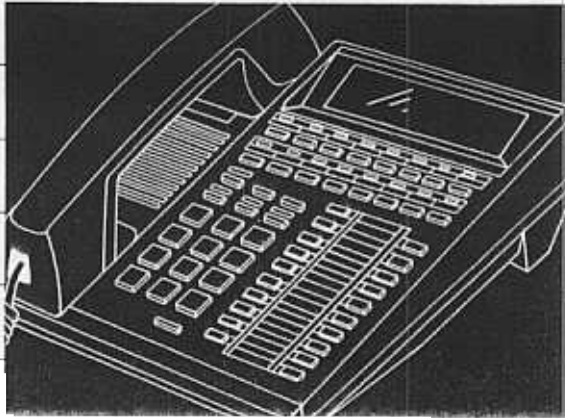


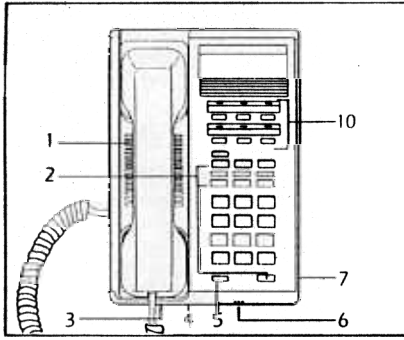
NEAX 1400 IMS



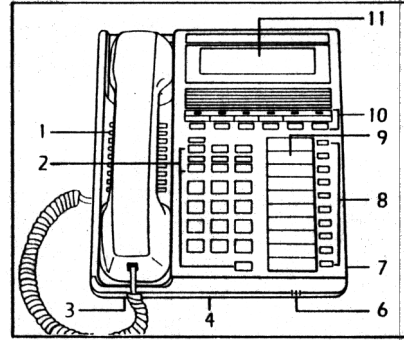
MULTILINE TERMINAL USER GUIDE

C&C for Human Potential

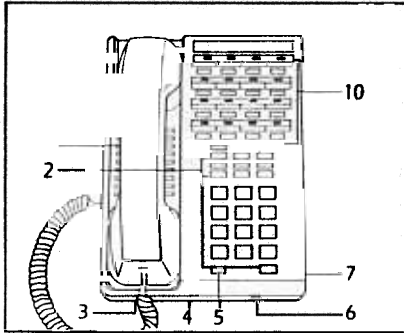
6-LINE TELEPHONE



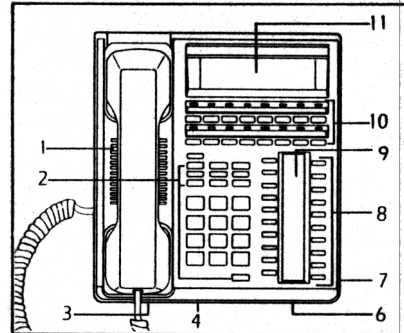
6-LINE DISPLAY TERMINAL



16-LINE TELEPHONE



16-LINE DISPLAY TERMINAL



- 1-SPEAKER
- 2-DEDICATED FEATURE KEYS
- 3-SPEAKER CONTROL
- 4-DIRECTORY TRAY
- 5-MESSAGE WAITING LAMP
- 6-MIC
- 7-RINGER VOLUME CONTROL
- 8-FEATURE BUTTONS-DSS, SPEED DIAL, FEATURE ACCESS
- 9-DIRECTORY
- 10-LINE KEYS
- 11-ALPHA NUMERIC DISPLAY

Note: Access to many features is based on system assignments. Not all features may be available from your telephone.

This User Guide is based on the following:

1. Single-digit feature access code is enabled.
2. The multiline terminal's primary extension is programmed as the terminal's prime line. Therefore, lifting handset will automatically seize line and provide internal dial tone.
3. The system is assigned for a single tenant.
4. Any feature access code (except return schedule) can be stored in a one-touch key to simplify operation.
5. SPKR Key can be used in place of handset, but unless speakerphone is installed, handset must be used to talk. Without this, terminal will only monitor calls.

SINGLE-DIGIT FEATURE ACCESS CODES

CONDITION	ACCESS CODE	SERVICE FEATURES
Busy	2	Callback, Trunk Queuing-Outgoing
	4	Camp-On (Transfer)
	5	Tone Override (Call Waiting)
	6	Message Reminder
	*	Step Call
Ring Back	1	Internal Voice/Ring Signaling
	2	Callback
	6	Message Reminder

FEATURE ACCESS CODES

ACCESS CODE	SERVICE FEATURES	
9	Trunk Access Code	
* 1 # 1	Trunk Queuing-Outgoing Call Back	Set Cancel
* 5 # 5	Call Forwarding-All Calls	Entry Cancel
* 6 # 6	Call Forwarding-No Answer /Busy Line	Entry Cancel
* 7 # 7	Call Forwarding-Destination	Entry Cancel
* 8 # 8	Do Not Disturb	Set Cancel
* *	Last Number Redial	
* #	Account Code	Entry
# *	Station Speed Dialing	Origination
# #	System Speed Dialing	Origination
0	Operator Call	
11	Call Hold	
50 51 52 53 54	Internal Zone Paging Group 0 Group 1 Group 2 Group 3 Group 4	For calling
55 56 57 58 59	Internal Zone Paging Group 0 Group 1 Group 2 Group 3 Group 4	For Answering
5 * 5 #	Timed Reminder/Automatic Wake-Up	Set Cancel
66	BGM on Multiline Terminal Set/Reset	
6 # 6 *	Call Park System Retrieve Call Park System Set	
72	Night Pickup	
73	Call Pickup-Direct	
74	Call Pickup-Group	
75	Call Pickup-Designated Group	
7 * 7 #	Station Speed Dialing	Entry Cancel

PLACING AN OUTSIDE CALL

STANDARD DIALING

- Lift handset.
- Dial trunk access code _____.
- Dial desired telephone number.

LAST NUMBER REDIAL

- Lift handset.
- Depress **LAST NUMBER REDIAL** feature key or dial access code _____.

STATION AND SYSTEM SPEED DIAL

- Lift handset.
- Depress **one-touch** key, or dial access code (_____ for station speed dial or _____ for system speed dial) followed by the station speed dial memory identification code.

WHEN ALL TRUNKS ARE BUSY

TRUNK QUEUING

- Depress **CALLBACK** feature key or, dial trunk queuing/callback access code 2 .
- Receive service set tone.
- Restore handset.
- Your terminal will be called when a trunk is available.
- Lift handset and receive dial tone. Dial desired number. Continue call from point where trunk queuing was initiated.

NOTE: If least cost routing is enabled, the desired telephone number will also be automatically dialed.

FEATURE ACCESS CODES/PLACING AN OUTSIDE CALL/WHEN ALL TRUNKS ARE BUSY

CALLLED PARTY BUSY-NO ANSWER/CALLING ANOTHER STATION/STEP CALL/ANSWERING CALLS

ANSWERING CALLS/HOLDING CALLS/CALL PARK

CALL PARK/ACCOUNT CODE ENTRY/CALL FORWARDING/CALL PICKUP

PAGING/CONFERENCE/INTERCOM CALLING/BOSS-SECRETARY CALLING

BACKGROUND MUSIC/DND/RETURN SCHEDULE/TIMED REMINDER/STATION SPEED DIAL

WHEN CALLED PARTY IS BUSY/ NO ANSWER

SAVE AND REPEAT

- Depress **SAVE AND REPEAT** feature key. Number is stored.
- Restore handset.
- To access stored number, lift handset.
- Depress **SAVE AND REPEAT** feature key. Stored number is dialed.

TIMED QUEUE

- Depress **SPKR** key and restore handset.
- Depress **CALLBACK** feature key.
- Monitor call progress through terminal speaker.
- The terminal will release the existing call, wait, and automatically initiate another call for a preset number of times.
- When called party answers, lift handset to stop timed queue activity.

CALLING ANOTHER STATION (Ringing and Voice Call)

- Lift handset.
- Depress **DIRECT STATION SELECTION** or **ONE-TOUCH** key or dial desired extension number. Receive ringback.
- To change ringing call to voice call (when called station is another D[™] Series II multiline terminal), dial an additional 1.

CALLBACK

On busy condition:

- Depress **CALLBACK** feature key or dial access code 2.
- Receive service set tone.
- Your terminal will be called when that station becomes idle.
- Lift handset.
- The station you set callback to is called.

On no answer condition:

- Dial access code 2.
- Receive service set tone.
- Your terminal will be called when that station has been used and is idle again.
- Lift handset.
- The station you set callback to is called.

MESSAGE REMINDER

On busy condition or no answer condition:

- Depress **MESSAGE REMINDER** key or dial access code 6.
- Receive service set tone.
- Called station will receive message reminder indication.
- Restore handset.

STONE OVERRIDE (BUSY CONDITION ONLY)

- Depress **CAMP-ON** key or dial access code 5.
- Receive special ringback tone, busy station receives tone burst to indicate station camp-on.

STEP CALL

To reach a different station which shares the same number as the called station, except for the last digit:

- Dial *.
- Dial last digit of station number desired as new destination.

ANSWERING CALLS

RINGING CALLS WHEN TERMINAL IS IDLE

- Lift handset.
- Depress **ANS** key.

RINGING CALLS WHEN TERMINAL IS IN USE

- Depress **ANS** key, first call is placed on hold, and ringing call is connected.

VOICE CALLS (Handsfree answerback)

- Respond handsfree via terminal's built-in microphone. (MIC Key LED must be lit.)

ANSWERING CALLS

CAMP-ON CALLS

- Depress **ANS** key. First call is placed on hold. Camped on call is connected.
- Depressing **ANS** key allows alternation between the two (broker's call).

MESSAGE REMINDER CALLS – MULTILINE TERMINAL WITH DISPLAY

- Lift handset.
- Dial **MESSAGE REMINDER SEARCH** access code _____
- Display shows MSG XXX (XXX is the station that left the message). The time the message was set is also displayed.
- Dial "1" to advance to the next message.
- Dial "2" to call the station that left the displayed message.
- Dial "3" to clear the message without calling the station.
- Restore handset.

MESSAGE REMINDER CALLS – ALL MULTILINE TERMINALS

TO CALL

- Lift handset.
- Depress **MESSAGE** feature key or dial **MESSAGE REMINDER RETRIEVAL** access code _____
- Station that left message is automatically called.
- Repeat until all messages are answered.

HOLDING CALLS

NON-EXCLUSIVE HOLD

While connected to another station or outside line:

- Depress **HOLD** key once.
- Call is placed on hold and can be retrieved by any multiline terminal with an appearance of the held line.

EXCLUSIVE HOLD

While connected to another station or outside line:

- Depress **HOLD** key twice.
- Call is placed on exclusive hold and can only be retrieved from the terminal which originally held the call.

CALL HOLD

While connected to another station or outside line:

- Depress **CALL HOLD** feature key or depress **TRF** key and then dial access code _____
- Receive dial tone.

NOTE: This method should be used when the same extension line needs to be made available to place another call.

RETRIEVING NON-EXCLUSIVE AND EXCLUSIVE HOLD

- Depress line button with hold lamping indication.
- Lift handset.

RETRIEVING A CALL HOLD

- With a call on call hold, restore handset and call will recall immediately.
- With a call on call hold and another call in progress, repeating the call hold operation allows alternation between the calls (broker's call). When the handset is restored, the current call is released and the other call will recall immediately.

TRANSFERRING A CALL

With call in progress:

- Depress **TRF** key (hear special dial tone).
- Dial extension number of station to receive the transfer.
- Restore the handset or wait for answer before restoring the handset.

NOTE: If called party is busy, depress camp-on feature key or dial access code 4. Hanging up will camp call onto the busy station.

CALL PARK

PARKING A CALL – FROM A MULTILINE TERMINAL WITH DISPLAY

With outside call in progress:

- Depress **TRF** key (hear special dial tone).
- Depress one-touch key or dial call park access code _____
- The first available call park location is selected and its number displayed.

PARKING A CALL – FROM MULTILINE TERMINAL WITHOUT DISPLAY

With outside call in progress:

- Depress the **TRF** key (hear special dial tone).
- Depress one-touch key or dial call park access code _____
- Dial call park location [if busy, dial additional digit until available location is found].
- Receive service set tone.

CALL PARK

RETRIEVING A PARKED CALL

- Lift handset.
- Dial call park retrieval access code ____
- Dial call park location number.

ACCOUNT CODE ENTRY

BEFORE PLACING OUTSIDE CALL

- Lift handset.
- Depress **ACCOUNT CODE** feature key or dial access code ____
- Receive service set tone.
- Enter account code using dial pad.
- Receive dial tone.
- Dial desired number.

DURING OUTSIDE CALL

- Depress **ACCOUNT CODE** feature key.
- Enter account code using dial pad (conversation can continue).

OR

- Depress **TRF** key (hear special dial tone).
- Dial Account Code access code ____
- Enter account code using dial pad (hear special dial tone).
- Depress **TRF** key to return to outside party.

FORCED ACCOUNT CODE

BEFORE PLACING OUTSIDE CALL

- Lift handset.
- Enter forced account code access code ____
- Receive service set tone.
- Enter the forced account code using dial pad.
- Receive dial tone.
- Dial trunk access code and desired telephone number.

DURING OUTSIDE CALL

- Depress **TRF** key (hear special dial tone).
- Dial forced account code access code ____
- Receive service set tone.
- Enter the forced account code using dial pad (hear special dial tone).
- Depress **TRF** key to return to outside party.

CALL FORWARDING

SET FROM YOUR TERMINAL

- Lift handset.
- Depress **CALL FORWARDING** feature key or dial access code
____ for call forwarding – all calls
____ for call forwarding – busy line
____ for call forwarding – no answer
____ for split call forwarding – busy
- Dial desired destination for your calls.
- Receive service set tone.
- Restore handset.

SET TO YOUR TERMINAL

- Lift handset
- Depress **CALL FORWARD – DESTINATION** feature key or dial access code ____
- Dial station number of station to be forwarded to you.
- Receive service set tone.
- Restore handset.

TO CANCEL

- Lift handset.
- Depress **CALL FORWARDING** feature key and depress *.
- Receive service set tone.
- Restore handset.

OR

- Dial **CALL FORWARDING** cancel access code ____
- Receive service set tone.
- Restore handset.

TO CANCEL

- Lift handset.
- Depress **CALL FORWARD DESTINATION** cancel feature key or dial access code ____
- Dial station number to be cancelled.
- Receive service set tone.
- Restore handset.

CALL PICKUP

CALL PICKUP DIRECTED

- Lift handset.
- Depress **CALL PICKUP DIRECTED** feature key or dial access code
- Dial extension number of station receiving call.

CALL PICKUP – GROUP

- Lift handset.
- Depress **CALL PICKUP – GROUP** feature key or dial access code ____

CALL PICKUP – DESIGNATED GROUP

- Lift handset.
- Dial **CALL PICKUP – DESIGNATED GROUP** access code .
- Dial the station number of any station in the desired call pickup group.

NIGHT CALL PICKUP (TAS)

- Lift handset.
- Depress **NIGHT PICKUP** feature key, **ANSWER KEY** or dial access code.

PAGING

INTERNAL/EXTERNAL PAGE ORIENTATION

- Lift handset.
- Depress **INTERNAL** or **EXTERNAL PAGE** feature button or dial access code ____ or ____

INTERNAL/EXTERNAL PAGE ANSWER

- Lift handset.
 - Dial **INTERNAL** or **EXTERNAL PAGE MEET-ME** access code ____ or ____
-

CONFERENCE

While talking to a party:

- Depress **TRF** key (hear special dial tone).
- Dial second party (another station or outside party).
- Inform second party of conference.
- Depress **CNF** key.

NOTE: This process can be repeated, but last party brought into conference cannot be an outside party.

SPLITTING A 3-PARTY CONFERENCE

During conference:

- Depress **ANS** key.
- Connection remains with last party added to conference.
- Depressing **ANS** key alternates between the parties (broker's call).
- Depressing **CNF** key re-establishes the conference.

PRIVACY RELEASE

With call established:

- Depress **CNF** key.
 - Another multiline terminal, with the same line assigned on a key, can depress that key and lift its handset to enter the conversation.
 - After a party "enters the call," either station can repeat this operation until a 4-party call is established.
-

INTERCOM CALLING

AUTOMATIC INTERCOM

- Depress **AUTOMATIC INTERCOM** line key and lift handset.
 - Called multiline terminal will receive a voice call. Called party can respond handsfree to voice call (provided MIC button is lit) or can use handset.
-

MANUAL INTERCOM

- Lift handset.
- Depress manual intercom line key. Each depression causes a tone at the other multiline terminals within the manual intercom group.
- Any multiline terminal can answer the call via the handset.

DIAL INTERCOM

- Depress **DIAL INTERCOM** line key.
 - Lift handset.
 - Dial desired station's intercom number.
 - Tone burst is followed by voice announcement.
 - Called party can respond handsfree to voice call (provided MIC button is lit) or can use handset.
-

BOSS/SECRETARY CALLING

BOSS/SECRETARY TRANSFER

- Secretary answers incoming call on boss' extension line.
- After screening the call, secretary depresses boss' extension line again.
- Boss with multiline terminal receives tone burst and voice announcement call and can answer back handsfree if MIC button is lit, or can lift handset.
- If secretary restores handset before boss answers via handset, original call is transferred and chime tone is heard at boss' station and boss' extension remains on hold.
- If boss answers before secretary restores handset, secretary can speak with boss and either one can restore handset and the remaining one will be connected to the call.
- If boss declines the call using handsfree answerback, secretary can depress the **TRF** key and talk with original party.

BOSS/SECRETARY OVERRIDE

- With boss busy on boss' extension, secretary receives incoming call on secretary extension.
- Secretary answers incoming call.
- Secretary depresses boss' extension line key.
- Boss receives tone over handset.
- Secretary can return to original call by depressing **TRF** key if necessary.
- Boss with multiline terminal can answer secretary by depressing **ANS** key. Original call is placed on consultation hold.
- Boss with single-line telephone can put original call on consultation HOLD to answer secretary by depressing the flash key.
- If secretary restores handset, boss is talking to incoming party.
- If boss depresses **ANS** key (multiline terminal) or depresses flash key again (single-line telephone), boss returns to prior call and the incoming party is placed on consultation hold.

BOSS/SECRETARY CALLING

BOSS/SECRETARY MESSAGE REMINDER

- Lift handset.
- Dial boss' extension number.
- Depress **MESSAGE REMINDER** feature key.

OR

- During Boss/Secretary transfer, if boss doesn't answer call from secretary, secretary can depress **MESSAGE REMINDER** feature key to set message reminder.
- Secretary depresses **TRF** key to return to the original caller.

BACKGROUND MUSIC

- Lift handset.
- Dial background music access code _____.
- Dial background music selection (0-9) to set, or # to cancel background music.
- Restore handset.

DO NOT DISTURB

- Lift handset.
- Depress **DND** feature key or dial access code _____ to set DND, access code _____ to cancel DND.
- Receive service set tone.
- Restore handset.

RETURN SCHEDULE

TO ENTER RETURN SCHEDULE

- Lift handset.
- Dial return schedule access code _____ (hear special dial tone).
- Dial the number corresponding to the desired message:

Dial	Message	Meaning
0	IN:BACK HH:MM	On premises; time of return
1	OUT:BACK HH:MM	Off premises; time of return
2	AWAY:BACK MM:DD	Off premises; date of return

- Receive service set tone.
- Dial in time (using 24 hour clock) for same day return or dial in date of return. Four digits must be used to enter return schedule.
- Receive service set tone.
- Restore handset.

TO CANCEL RETURN SCHEDULE

- Lift handset.
- Dial Do Not Disturb cancel access code _____.
- Receive service set tone.
- Restore handset.

TIMED REMINDER

TO SET

- Lift handset.
- Depress **TIMED REMINDER** feature key or dial access code _____.
- Dial in time (using 24 hour clock) HH:MM to set the time for reminder call.
- Receive service set tone.
- Restore handset.
- System will call at time set.

TO CANCEL TIMED REMINDER

- Lift handset.
- Depress **TIMED REMINDER** feature key then dial * or dial timed reminder cancel access code _____.
- Receive service set tone.
- Restore handset.

PROGRAMMING STATION SPEED DIAL

With terminal idle:

- Depress **CNF** key.
- Depress key to be programmed.
- Dial station number, trunk access code and telephone number or feature access code.
- Depress **CNF** key.

PROGRAMMING STATION SPEED DIAL USING ACCESS CODE

- Lift handset.
- Dial station speed dial program access code.
- Dial individual station speed dial memory identification code _____.
- Dial trunk access code _____.
- Dial desired telephone number.
- Restore handset.