Conferencing

NEC

Establishing a Conference Call

Repeat for additional parties

FLASH → 8 2 6 → Extension Number ? ? ? → (Talk)

(Talking)

Trunk Code Telephone
0 + ? ? ▪ ▪ ▪

FLASH
<press twice>

◆ *You can repeat this operation to add additional parties. You may be able to have up to 8 parties in total (including your extension).*
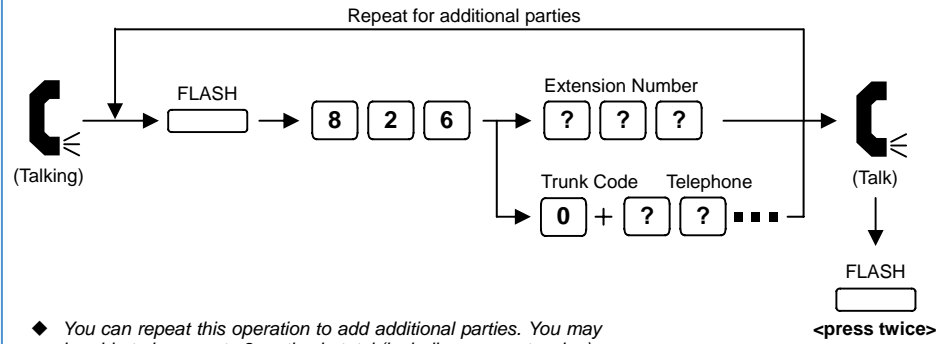
Intelligent Hybrid System

Xen
TOPAZ
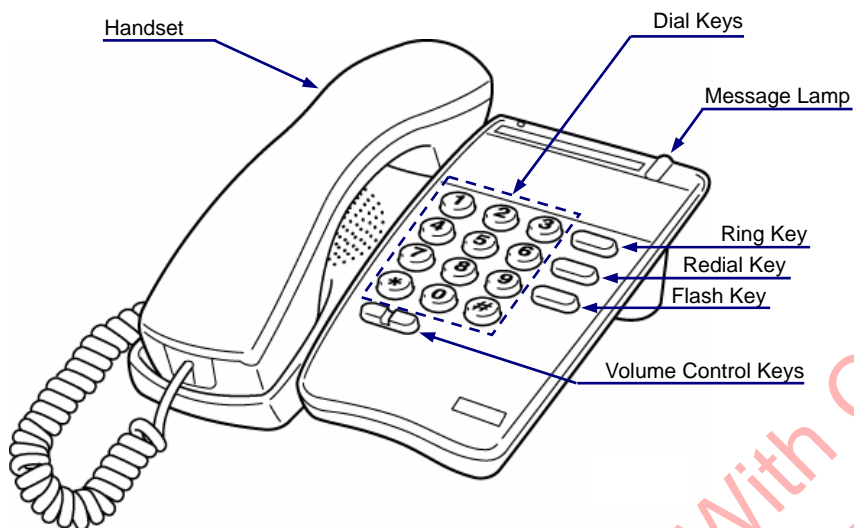
Single Line Telephone
User Guide

Before using Your Telephone…

Thank you for purchasing the NEC "Xen Topaz" system.

Due to the flexibility built into the system, your **Dialling Codes and Feature Capacities** may differ from those in this guide. Check with your Supplier / System Administrator and make a note of any differences.
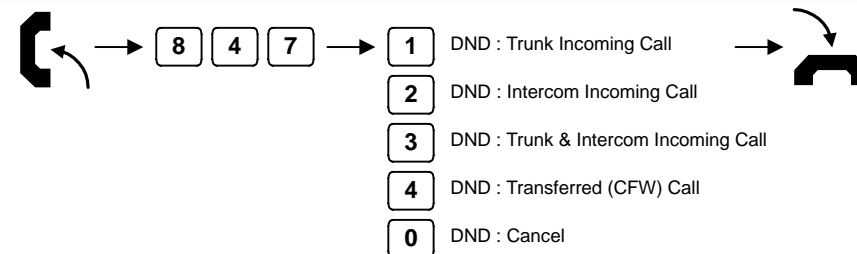
Using Your Telephone

NEC AT-21 Single Line Telephone is displayed here. This User Guide describes general analogue Single Line Telephone (SLT) procedures. Refer to the User Guide included with to your specific SLT for details on additional key functions.
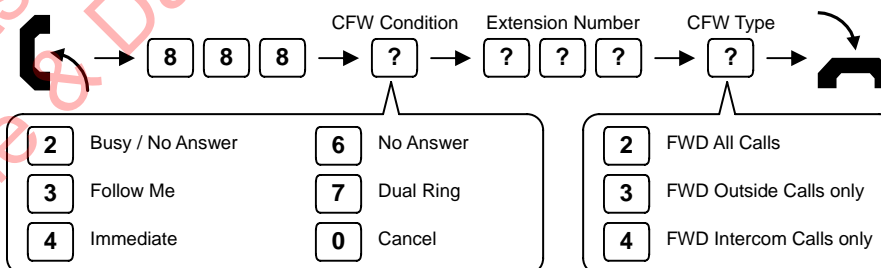
Handset

Dial Keys

Message Lamp

Ring Key

Redial Key

Flash Key

Volume Control Keys

Forwarding Calls / Do Not Disturb

Do Not Disturb (DND)

8	4	7		
1	DND : Trunk Incoming Call
2	DND : Intercom Incoming Call
3	DND : Trunk & Intercom Incoming Call
4	DND : Transferred (CFW) Call
0	DND : Cancel

◆ *When you set DND, the Internal Dial Tone pattern changes.*

Call Forwarding / Follow Me

8 8 8 → CFW Condition **?** → Extension Number **? ? ?** → CFW Type **?**

2	Busy / No Answer	6	No Answer		2	FWD All Calls
3	Follow Me	7	Dual Ring		3	FWD Outside Calls only
4	Immediate	0	Cancel		4	FWD Intercom Calls only

◆ *When you set a Call Forward, the Internal Dial Tone pattern changes.*

Call Forward Off-Premise

7 1 3 → 6 → 0 → Telephone Number **? ? ?** ...

To Cancel
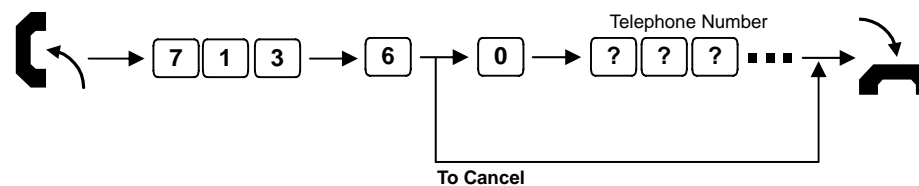
◆ *When you set a Call Forward, the DND/CONF Key's lamp flashes and the Internal Dial Tone pattern changes.*

With Compliments
Absolute Phone & Data

Answering Calls

Picking up another Extension's Call

| In same Group | ☎ → 8 6 7 |

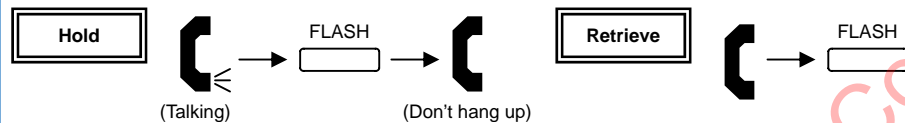| In other Groups | ☎ → 8 6 9 |

| Pickup for Specified Extension | ☎ → 7 1 5 → Extension Number ? ? ? |
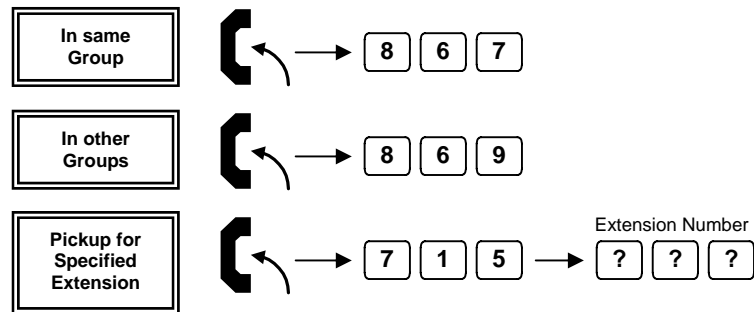
◆ *System programming is required to allow Group Call Pickup. Ask your NEC Authorised Supplier for details.*

Hold / Transferring Calls

Placing a Call on Hold / Retrieving a Held Call

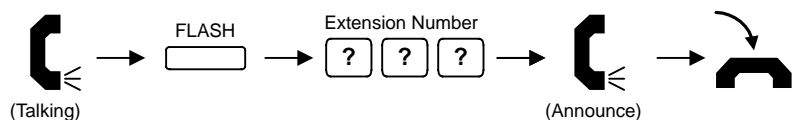| Hold | ☎ (Talking) → FLASH → ☎ (Don't hang up) | Retrieve | ☎ → FLASH |

◆ *If you go on hook, the held call will ring back.*

◆ *This operation puts your call on Exclusive Hold. Other extension users can not take the call off Hold.*
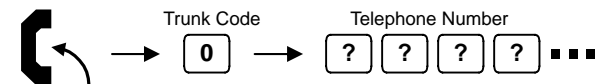
Retrieving a Held Outside Call

☎ → 7 7 2 → Trunk No. you want to retrieve ? ?
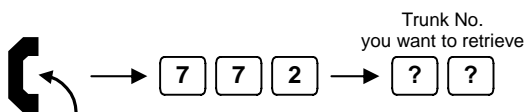
Transferring a Call to another Extension

☎ (Talking) → FLASH → Extension Number ? ? ? → ☎ (Announce) → ☎

Placing Calls

Placing an Outside Call

☎ → Trunk Code 0 → Telephone Number ? ? ? ? ...

◆ *Listen for Dial Tone before dialling the Telephone Number.*

Placing an Intercom Call

☎ → Extension Number ? ? ?
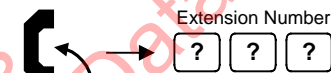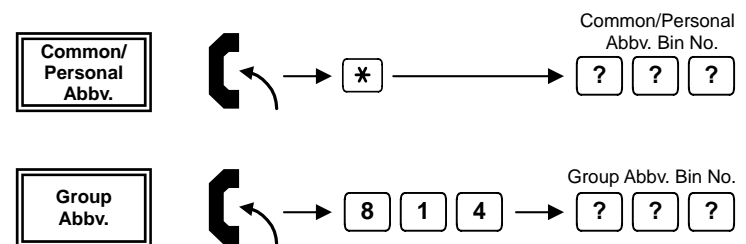
◆ *Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear a beep, begin speaking. Dialling "1" changes voice/ring mode (where the destination is a Topaz Telephone).*

Placing Calls Quickly

Abbreviated Dialling <for outside calls>

| Common/ Personal Abbv. | ☎ → ✳ → Common/Personal Abbv. Bin No. ? ? ? |

| Group Abbv. | ☎ → 8 1 4 → Group Abbv. Bin No. ? ? ? |

◆ *Common/Personal Abbreviated Dialling Bins are numbered as follows (by default):*
2-digit dialling: Common = 00-79, Personal = 80-99, or
3-digit dialling: Common = 000-899, Personal = 990-919.

◆ *Single Line Telephones cannot store a number into an Abbreviated Dialling Bin. For this you must use a Display Topaz Telephone or PC Programming application. Ask your NEC Authorised Supplier for details.*

◆ *System programming is required to provide Group Abbreviated Dialling. Ask your NEC Authorised Supplier for details.*

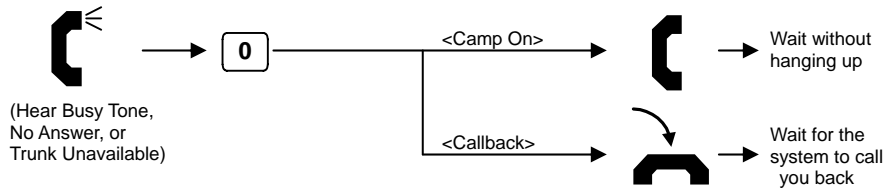## Placing Calls Quickly

Last Number Redial <for outside and intercom calls>
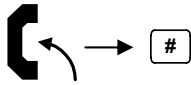
◆ *Intercom numbers can also be stored under Last Number Redial. (System programming is required. Ask your NEC Authorised Supplier for details.)*
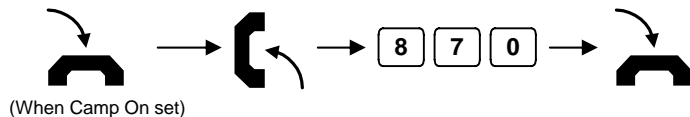
If your call doesn't go through…

Setting Camp On / Callback / Trunk Queuing

(Hear Busy Tone, No Answer, or Trunk Unavailable)

<Camp On> → Wait without hanging up

<Callback> → Wait for the system to call you back
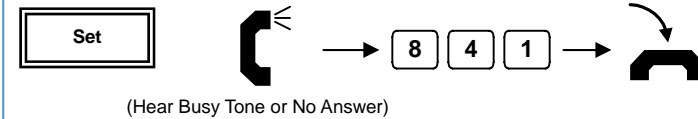
◆ *<Camp On>*   *For Intercom Call, when you hear ringing, wait for the called party to answer.*
For Trunk Queuing, when you hear Dial Tone, begin dialling the telephone number.

◆ *<Callback>*   *For Intercom Call, when your phone starts the ringing, lift handset and wait for the called party to answer.*
For Trunk Queuing, when your phone starts the ringing, lift handset, hear Dial Tone and begin dialling the telephone number.

Cancelling Camp On / Callback / Trunk Queuing

(When Camp On set)

If your call doesn't go through…

Setting / Answering a Message Waiting Indication

Set → (Hear Busy Tone or No Answer) → 8 4 1

**Answer** → Your phone's MW Indicator is flashing → 8 4 1

◆ *When you set MW, the called party's MW Indicator starts to flash.*
◆ *When you answer MW, the MW Indicator shall automatically go off when the called party answers.*

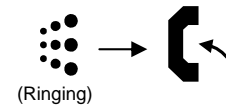### Cancelling a Message Waiting Indication (at originating extension)

8 7 1 → Extension Number you want to cancel MW → ? ? ?
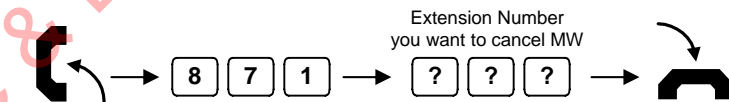
Clearing All Message Waiting Indications (at any extension)

8 7 3
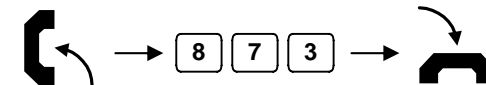
◆ *Clear all messages (you have left for other extensions and messages other extensions have left for you).*

Answering Calls

Answering an Outside / Intercom Call

(Ringing)

◆ *Each type of incoming call can have its own distinctive ringing pattern. Ask you NEC Authorised Supplier for details.*