

NEC 2000 – Quick Reference Guide

Microphone On/Off:

Press feature, press 1 to toggle between on and off.

Display Contrast:

While phone is idle, the up & down arrows will adjust the display contrast.

Ringling Volume:

Press feature, press 0 (to activate the ringing)

Adjust the volume via the up & down arrows

Press feature when completed

Ringling Type:

Press feature, press 0 (to activate the ringing)

Press 3 to toggle between the ringling types

Press feature when complete

Handset or Speaker Volume:

Adjust volume with the up & down arrow while in use.

Internal Calls – Voice or Tone:

You can set your phone for internal calls to ring your phone (Tone) or automatically go to intercom (Voice): Press speaker, dial 60, display will show current status press * (star) to toggle between tone & voice press speaker when complete

Changing Display Name:

Press speaker, press 62, enter the name via the dial pad: For each letter enter the corresponding number. Press the number repeatedly until the desired letter appears. Once one letter is set, press hold to move to the next letter. When complete, press speaker to accept

Programing One Touch Keys:

From an idle phone:

Press conf, press desired key, enter number (either extension number or 9 and telephone number), press conf to complete.

Answering Incoming Calls:

Standard: When the phone rings, pick up the handset or press the speaker key.

Call Pick Up – Group:

You may answer a call ringing to any extension in your assigned group by pressing pick up key (or by pressing 74).

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Call Pick Up – Directed:

You may answer a call ringing to any extension, by pressing 73, extension number (of the ringing extension).

Placing Calls:

Internal: Dial the extension number or press one touch key

External: Dial 9, then the telephone number.

Conference Calls:

With one call in progress (internal or external)

Press transfer (puts the call on hold)

Place the second call (internal or external)

Once the second call is established, press conf to bring the original call into the conversation.

Redial:

Last Number: Press redial, # (pound sign)

Transferring Calls:

Press transfer, dial extension number, & hang up.

Screened Transfer: Press transfer, dial extension number announce call and hang up.

Transfer Directly to a Voice Mail Box: Press transfer, dial voice mail pilot. Once the voice mail picks up, enter # (pound). Once the voice mail picks up again, enter extension number followed by a 2, and hang up *immediately*.

Placing calls on hold:

Press hold button, to retrieve held call press the flashing key.

Exclusive Hold:

Press hold button twice

To retrieve held call: Press the flashing key

NOTE: Call can only be retrieved from the phone that put it on hold

Parking Calls:

With the caller on line press the call park button and look at the screen for location number (00-19)

To retrieve the call lift handset and press the call retrieve button and dial the location number (00-19).

Manual Park: Press transfer, dial 6, * (star) - display will show park location.

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Manual Retrieve: Press transfer, dial 6, # (pound), plus location number

Call Forwarding:

For the following, get on the line you would like to forward then begin

Call Forward All: Set: Press * (star), dial 5, dial destination, press speaker. Cancel: Press # (pound), dial 5, press speaker to complete

Call Forward Busy: Set: Press *(star), dial 6, dial destination, press speaker. Cancel: Press # (pound), dial 6, press speaker.

Call Forward No Answer: Set: Press * (star), dial 7, dial destination, press speaker. Cancel: Press # (pound), dial 7, press speaker

Do Not Disturb (DND):

By placing your phone in DND mode, your phone will not ring, all calls will follow the call forward busy setting, and your phone will not receive pages.

Set: Press speaker, press *(star), dial 8, press speaker

Cancel: Press speaker, press # (pound), dial 8, press speaker

Set Relocation:

Go to one of the phones to be swapped and press ##*.

Then enter the other extension

Display will say set, and phone will shut down and come back up.