SL2100 Mobile Extension Quick Reference Guide

Thank you for purchasing NEC SL2100 system.

Due to the flexibility built into the system, your <u>Dialing Codes and Feature Capacities</u> may differ from those in this guide. Check with your Supplier / System Administrator and make a note of any differences.

Placing Calls

Placing an Outside Call …

Dial codes for outside lines :

1. Lift handset.
2. Dial personal DDI or allocated number.
   Listen for dial tone.
3. Dial **9** or **0** and Outside number.

   or

   Dial **7 0 4** and Line group number (1-50) and Outside number.

   or

   Dial **# 9** or **# 0** and Line number (e.g., 005 for line 5) and Outside number.

Calling a Co-Worker, Paging and Voice Mail …

Dial using the Intercom :

1. Lift handset.
2. Dial personal DDI or allocated number.
   Listen for dial tone.
3. Dial co-worker's extension number.

   Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear two beeps, begin speaking. Dialing 1 changes voice/ring mode.

   or

   For Paging, dial **7 0 1** and 0 for All Call, or 1-50 for zones.

   or

   For your mailbox, dial ✶ **8**.

If your call doesn't go through …

■ Camp On and Callback

When you hear busy tone, use Camp On or Callback :

1. Dial **7 5 0** to Camp On. (Wait without hanging up)

   (Intercom Calls) When you hear ringing, wait for the called party to answer.

   (Outside Calls) When you hear new dial tone, begin dialing your number.

   or

   Dial **7 5 0** and hang up to leave a Callback.

   Wait for the system to call you back.

2. Lift handset when the system rings you back.
3. Dial ✶ to accept call.

   (Intercom Calls) Speak to co-worker.

   (Outside Calls) Begin dialing your number.

To cancel your Callback :

1. Lift handset.
2. Dial personal DDI or allocated number.
   Listen for dial tone.
3. Dial **7 7 0** and hang up.

Answering Calls

Answering Outside / Intercom Calls …

Listen for ringing :

1. Lift the handset.
2. Dial ✶ to accept call.

Picking up calls not ringing your phone …

When a call is ringing a co-worker's phone within your group :

1. Lift handset.
2. Dial personal DDI or allocated number.
   Listen for dial tone.
3. Dial ✶ **#**.

To pick up a call at a specific co-worker's phone :

1. Lift handset.
2. Dial personal DDI or allocated number.
   Listen for dial tone.
3. Dial ✶ ✶ and co-worker's extension number.

Have a telephone meeting (Conference) …

Use Conference to have a telephone meeting :

1. Place or answer call. Dial ✶ **#** listen for tone, and dial **# 1**.
2. Place / answer next call. Dial ✶ **#** listen for tone, and dial **# 1**.

   You may have up to 16 callers. Your software determines if there is any restriction on the number of outside parties. Repeat this step to add more parties.

3. After adding all parties, dial ✶ **#** twice to set up the Conference.

Handling Your Calls

Your call can wait at your phone …

■ Hold

Use Hold instead of leaving the handset off-hook :

1. Do not hang up and dial ✶ **#**.

   This puts your call on Exclusive Hold. If you go on hook, the held call will ring back.

   *To place the call on Group Hold (so only those in your Department can pick up the call), dial 732 after dialing * #. You can go on hook.*

Easily retrieve a call from Hold :

1. Dial ✶ **#**.

   *To retrieve a call from Group Hold, dial 762 instead of dialing ✶ **#**.*

Transferring your calls …

■ Transfer

Send (Transfer) your call to a co-worker :

1. Do not hang up and dial ✶ **#**, and dial your co-worker's extension.

   To transfer the call to a co-worker's mailbox, dial the Voice Mail master number before their extension.

2. (Option) Announce the call when your co-worker answers.
3. Hang up to transfer the call through.

Handling Your Calls

Park a call in orbit …

Park a call in orbit so a co-worker can pick it up :
1. Do not hang up.
2. Dial ✷ #, # 6 and Park Orbit (01-50).
3. Page your co-worker to pick up the call.
   For Paging, dial 701 and 0 for all Call, or dial 701 and 01-50 for zones.
4. Hang up.

Pick up a call a co-worker parked for you :
1. Lift handset.
2. Dial Personal DDI or allocated number. Listen for dial tone.
   For a Call Parked in a System Orbit
3. Dial ✷ 6 and Park Orbit (01-50).
          or
   For a Call Parked in a Personal Park Orbit
3. Dial ✷ ✷ and announced extension number.

Forward your calls to a co-worker …

While at your desk, forward your calls to a co-worker or Voice Mail :
1. Lift handset, dial Personal DDI or allocated number. Listen for dial tone.
2. Dial call forwarding code.
   7 4 4 = Busy or not answered
   7 4 2 = Busy
   7 4 1 = Immediate
   7 4 3 = Not answered
   7 4 5 = Immediate with both ringing
             (not for Voice Mail)
3. Dial **1** to set, **0** to cancel.
4. Dial destination extension or Voice Mail master number.
5. Hang up.
   You will hear stutter dial tone when you next go off hook.

Automatically redial calls …

■ **Last Number Redial**

Quickly redial your last outside call :
1. Lift handset, dial Personal DDI or allocated number. Listen for dial tone.
2. Dial **# 5**.
   The system selects an outside line.

Quickly dial co-workers and outside calls …

■ **Common and Group Abbreviated Dialing (Speed Dial)**

To dial your stored Abbreviated Dialing numbers :
1. Lift handset, dial Personal DDI or allocated number. Listen for dial tone.
2. Dial **# 2** and Bin (for Common).
          or
   Dial **# 4** and Bin (for Group)
You cannot store Common or Group Abbreviated Dialing numbers.

■ **Personal Abbreviated Dialing (Speed Dial)**

To store your Personal Abbreviated Dialing numbers :
1. Lift handset, dial Personal DDI or allocated number. Listen for dial tone and dial **7 5 5**.
2. Dial Bin (0-9), Trunk Access Code and number to store.
   Trunk Access Codes are 9 /0, dial #9/#0 with trunk number, or dial 704 with trunk group number. The total number of digits stored cannot exceed 36.
3. Hang up.

To dial your stored Personal Abbreviated Dialing numbers :
1. Lift handset, dial Personal DDI or allocated number. Listen for dial tone.
2. Dial **# 7** and Bin (0-9). The stored number dials out.

Quick Reference for Other Features

Do Not Disturb : **7 4 7** + **1** to block your outside calls
2 to block Paging, Intercom calls, Call Forwards and transferred outside calls
3 to block all calls
4 to block Call Forwards
0 to cancel

Call Forward : **7 4 1** + **1** + **Extension** for Immediate
7 4 5 + **1** + **Extension** for Dual Ring
7 4 2 + **1** + **Extension** for Busy
7 4 4 + **1** + **Extension** for Busy and No Answer
7 4 3 + **1** + **Extension** for No Answer
7 4 6 + **1** + **Extension** for Follow Me

*You can replace **Extension** with the Voice Mail master number to forward calls to your mail box.*

Cancel a Call Forward : **Code** + **0**

Common Cancel Code : **✷ 9** to cancel all of the following features:
Call Forward, Message Waiting, DND, Alarm Clock

Accessing service codes …

Dial allocated number : This will be either a personal DDI number or other allocated number.

Listen for tone : Upon answering the system will return a form of dial tone to inform the Mobile Extension user to continue dialing.

Dial Feature / Service Code : The required feature / service code can be dialed.

Personal Abbreviated Dialing Directory

To program : Lift handset, dial DDI/allocated number, listen for tone.
Dial **7 5 5** + Bin (0-9) + Trunk access code + Number to store + Hang up.

To use : Lift handset, dial DDI/allocated number, listen for tone. Dial **# 7** + Bin (0-9).

Bin	Access Code	Number	Bin	Access Code	Number
0			5		
1			6		
2			7		
3			8		
4			9		