

Using Your H.323 IP Telephone

Due to the flexibility built into the system, your **Dialing Codes** and **Feature Capacities** may differ from those in this guide. Check with your Communications Manager and make a note of any differences.

When the phone is first powered up, the display indicates “Initializing...”. Once initialized, the display shows the time, date and extension number. If the network connection fails, check with your communications manager.

The **MENU** key displays the Setup main menu for the individual phone programming.

If you're on a Handsfree Call (see *Handsfree Options* below), lift the **handset** for privacy.

Press **REDIAL** to redial any of the last 30 numbers you called.

These **Volume Controls** are for speaker, handset, headset and ringing calls.

The **Cancel/DEL** key is used to delete or backspace through characters, delete a string of characters or digits if held for 2 seconds or longer, or cancel the operation in the setup menu and return to the previous menu.

The **Select** key enters the particular choice selected within any menu screen.

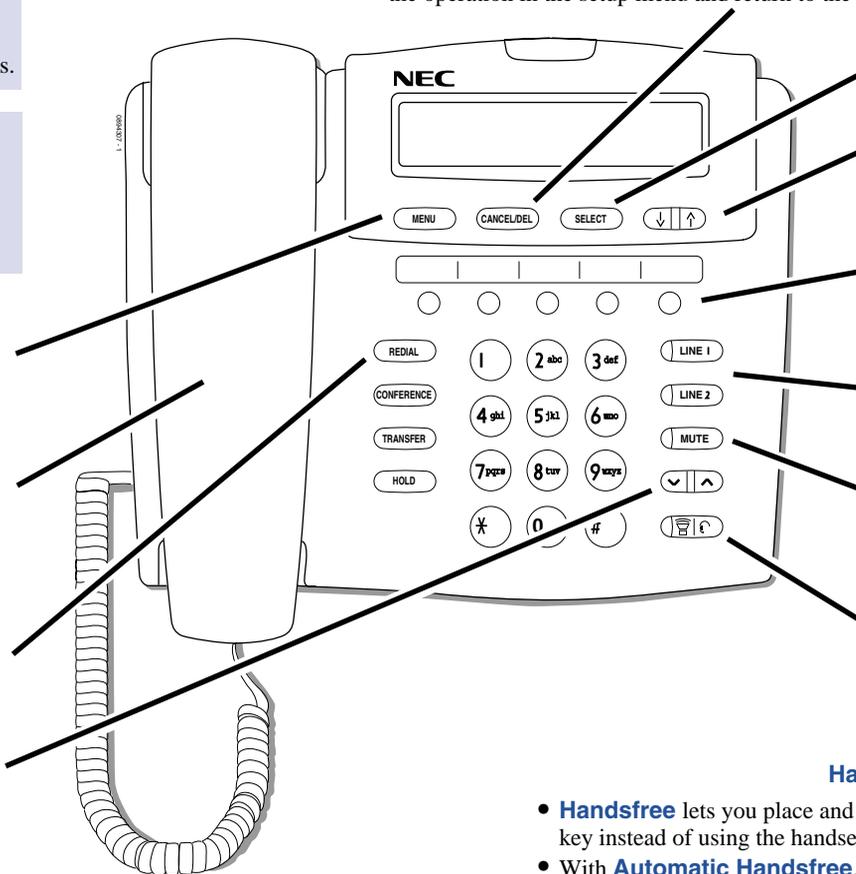
The **Navigation** keys displays are used to move up and down the menu/option items in the Setup menu.

These are **Function** keys which can be programmed as either Personal Abbreviated Dial or Voice Mail keys.

Line Appearance Keys are Intercom keys for placing and answering calls. If you're busy on one – just use the other.

The **Microphone** picks up your voice for Handsfree calls. Press **MUTE** to turn off the microphone.

Press **Handsfree/Headset** key for **Handsfree** calls, or use the handset instead. See *Handsfree Options* below.



Handsfree Options

- **Handsfree** lets you place and answer calls by pressing **Handsfree/Headset** key instead of using the handset.
- With **Automatic Handsfree**, you can press a line or Line Appearance key without lifting the handset. Normally, you have Automatic Handsfree.
- When using a **Headset** and the **Handsfree/Headset** key is pressed, the phone detects that a headset is connected. The voice path of the speaker and the phone's microphone are disabled and the headset is activated. Use the **Handsfree/Headset** key to answer or disconnect a call.

Tones you may hear . . .

One long tone and a voice while on a call: A co-worker is sending you a Voice Over.

Two beeps while dialing: This means the call is being process (dialed out) by the system.

Placing Calls

H.323 phones do not support the ability to send digits after a call has been placed and before it is answered. This means that features which use single digit service codes, such as Voice Over and Barge-In, are not available with this type of phone.

Placing an Outside Call . . .

Dial codes for outside lines:

1. Lift handset.
 - Listen for dial tone.
 - If the handset is not lifted or the Handsfree key pressed, the phone will preview the numbers being dialed. When the handset is lifted or the Handsfree key pressed, the call will dial out.
2.  + Outside number.
OR
 2.    + Line group number
(1-9 or 001-200) + Outside number.
OR
 2.   + Line number (e.g., 005 for line 5) + Outside number.
 - When behind a PBX, you may have to dial 9 before your number with any of these dialing options.
3. Press SELECT to immediately dial the call or simply wait 4 seconds and the system will dial the call.
 - If the system is unable to complete the call due to incorrect/incomplete dialing, the display indicates “Connection Failed” and it returns to an idle state.

Returning a missed call using the Call Log:

1. The telephone’s display indicates “New Missed Calls (x). The “x” represents the number of missed calls to the extension.
2. Press the Navigation ▲ key. When “Call Log Incoming” is displayed press SELECT.
3. Use the Navigation keys to scroll through the list of numbers.
4. If you wish to place a call back to a number, with the number displayed, press SELECT twice.

Answering Calls

Calling a Co-Worker and Paging . . .

Dial using the Intercom:

1. Lift handset.
2. Dial co-worker’s extension number.
OR   + 0 for All Call or 1-64 for zones.
For Voice Mail, dial the master number + your extension number.

Automatically redial calls . . .

Last Number Redial

The phone retains the last 30 outgoing calls a user has dialed (numbers are stored if dialed manually or if dialing using the Phone Book, the name is stored). You can press the REDIAL key to show the last outgoing call.

Quickly redial your outside call:

1. (Optional) Lift the handset or press the HANDSFREE key.
2. Press REDIAL key.
If there are no entries in the Redial Call Log, pressing the Redial key will have no affect.
3. Select the entry to be dialed using the ▼, ▲ or REDIAL key (the Redial key works like the ▼).
4. With the entry displayed, press SELECT.
To cancel the operation, press CANCEL/DEL.

Answering Outside Calls . . .

Listen for two rings:

1. Lift handset.
If you missed calls while you were away from your desk, the display indicates the number of calls. Use the Call Log to call them back.

Answering Intercom Calls . . .

Listen for ringing:

1. Lift handset to speak.
To join a Meet Me Conference, lift handset + 864 + Announced zone.

Picking up calls not ringing your phone . . .

If a call is ringing Paging after hours:

1. Lift handset.
2.  + .

Handling Your Calls

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

1. Lift handset.
2.   + Co-worker's extension.

Pick up a call a co-worker parked for you:

1. Lift handset.
2. For a System Park orbit call,   + Park Orbit (01-64).
OR
2. For a Personal Park orbit call,   + Announced extension.

Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. HOLD + Do not hang up.
 - *This puts your call on Exclusive Hold.*
 - *Intercom calls automatically go on Exclusive Hold when you press HOLD.*

Easily retrieve a call from Hold:

1. Press HOLD.
 - *To retrieve a call from Group Hold, dial 862.*

Transferring your calls . . .

Transfer

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

1. HOLD + Dial your co-worker's extension.
To use the Phone Book to locate the number, press ▼.
2. (Optional) Announce the call when your co-worker answers.
3. Hang up.

Adjusting the volume . . .

Volume Control

The volume settings can be used to adjust the handset, headset, handsfree, and ringer volume. The volume settings will be kept until the phone is powered off. When the phone is reconnected, the volume settings will reset to their default levels.

Adjusting the Handset Volume:

1. With the handset off-hook, press the Volume ▼ or ▲ key.

Configuring Your Phone

Adjusting the Handsfree Volume:

A headset cannot be connected when adjusting the handsfree volume.

1. With the Handsfree key pressed, press the Volume ▼ or ▲ key.

Adjusting the Headset Volume:

1. With the headset connected and the phone off-hook, press the Volume ▼ or ▲ key.

Adjusting the Ringer Volume:

1. With the phone on-hook, press the Volume ▼ or ▲ key.

Phone Setup and Configuration Options

Pressing the MENU key enters the phone's Setup Menu. There are four categories:

Call Log Menu - setting related to any incoming, outgoing, and missed call log information, as well as the ability to delete the logs.

Phone Book Menu - operations related to the memory dial records.

Configuration Menu - contains two different types of configurations:

Phone Configuration: Call and phone related configurations

Network Configuration: Network related configurations

(see your communications manager for changes to the network settings)

Restore Factory Settings: Restores factory default configurations

View Info - showing the phone's IP address and firmware version

In any menu screen, press MENU to return the display to idle. Press CANCEL/DEL to abort an action and exit to the next higher menu. If CANCEL/DEL is pressed while entering any characters or digits, entries can be deleted. Quickly pressing the CANCEL/DEL key will delete the character at the current cursor position. Holding the key down for 1.5 seconds or longer deletes the entire text/digit entry.

Call Log Menu

Entering the Call Log Menu:

1. Press the ▲ key while the phone is idle.
OR
1. Press MENU to display the Call Log Menu. Press SELECT.
2. Using the Navigation ▼ or ▲ keys to scroll, display Incoming, Outgoing, Missed, or Delete Logs + SELECT.
3. Using the Navigation ▼ or ▲ keys to scroll, display the call record required + SELECT.
Each record has a number in the top right corner to show the order - "1" is the latest record. The larger the number, the older the record.

Configuring Your Phone (cont'd)

Dial a Call Log Record:

1. With the desired record displayed, press SELECT twice.

Save a Call Log Record to the Phone Book:

1. With the desired record displayed, press SELECT.
2. Using the Navigation ▼ or ▲ keys to scroll, display SAVE + SELECT.
Refer to Edit a Phone Book Record to edit the new entry if required.
3. Select another Call Log Record or press CANCEL/DEL to exit.

Delete a Single Call Log Record:

1. With the desired record displayed, press SELECT.
2. Using the Navigation ▼ or ▲ keys to scroll, display DELETE + SELECT.
3. Confirm the record deletion by pressing SELECT or press CANCEL/DEL to cancel the action.
4. Select another Call Log Record or press CANCEL/DEL to exit.

View the Name/Date/Time Information for a Call Log Record:

1. With the desired record displayed, press SELECT.
2. Using the Navigation ▼ or ▲ keys to scroll, display DATE/TIME + SELECT.
*The name (if available), time and date of the call log will be displayed.
Names for outgoing calls will only be displayed when either the Phone Book or Call Log is used to place the call.*
3. Press CANCEL/DEL to exit.

Delete All Records in Any Call Log:

1. Press the ▲ key while the phone is idle and scroll to the Delete Logs option.
OR
1. Press MENU then press the ▼ or ▲ keys to scroll to the Delete Log Menu. Press SELECT.
2. Using the Navigation ▼ or ▲ keys to scroll, display the log to be deleted (Incoming, Outgoing, Missed, All) and press SELECT.
3. Confirm the log deletion by pressing SELECT or press CANCEL/DEL to cancel the action.
All the log entries for the selected log will be deleted.

Phone Book

A user can store up to 50 phone records. Each of these records contain the name and number of the phone number stored.

Entering the Phone Book Menu:

1. Press MENU key and using the Navigation ▼ or ▲ keys to scroll, display the Phone Book option.
OR
1. While the phone is idle or is off-hook (but no number dialed), press the ▼ Navigation key to access the Phone Book.

Adding a Record to the Phone Book:

1. From the Phone book menu, using the Navigation ▼ or ▲ keys to scroll, display the ADD option + SELECT.
If the Phone Book is full, a message will be displayed on the phone and the display returns to the Phone Book Menu.
2. Enter the name which should be displayed for the record (up to 24 characters) + SELECT.
See Entering Names for how to enter a name.
3. Enter the phone number (up to 24 digits) + SELECT.
*Pressing CANCEL/DEL will delete an incorrect digit entry.
If the name already exists, you will be prompted to replace or cancel the entry.
If a name or number is not entered, an error message will be displayed. Both are required for a Phone Book entry.*

NEC

NEC America Inc., Corporate Networks Group
4 Forest Parkway, Shelton, CT 06484
TEL: 203-926-5400 FAX: 203-929-0535
cng.nec.com

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Searching the Phone Book by Name:

1. From an idle phone, press the Navigation ▼ key + the first letter which should be searched. See Entering Names for the keys.
OR
1. With the Phone Book Menu displayed, press SELECT.
If the Phone Book is empty, a message will be displayed and then the display will return to the Phone Book menu.
2. Enter the name which should be located + SELECT.
See Entering Names for how to enter a name. The search is not case-sensitive. If no text is entered before pressing SELECT, the first Phone Book record will be displayed.
3. The first match will be displayed.
If there is no match, the display will show the first record exceeding the search criteria.
4. Use the Navigation ▼ or ▲ keys to scroll through the records if needed to display the correct record.

Placing a Call with the Phone Book:

1. Using the Phone Book Search, display the desired number. Press SELECT to place the call or press CANCEL/DEL to return the phone to an idle state.
Pressing LINE 1 or HANDSFREE key while the record is displayed will also start calling the number. If LINE 2 is pressed, the phone will exit the Phone Book menu and line 2 will be seized.

Editing a Phone Book Record:

1. Using the Navigation ▼ or ▲ keys to scroll, display the EDIT option + SELECT.
If the Phone Book is empty, a message will be displayed on the phone and the display returns to the Phone Book Menu.
2. Using the **Searching the Phone Book by Name** steps, display the record to be edited + SELECT.
3. Enter the correct name which should be displayed for the record (up to 24 characters) + SELECT.
See Entering Names for how to enter a name.

Editing a Phone Book Record (cont'd):

4. Enter the correct phone number (up to 24 digits) + SELECT.
Pressing CANCEL/DEL will delete an incorrect digit entry. If the name already exists, you will be prompted to replace or cancel the entry. If a name or number is not entered, an error message will be displayed. Both are required for a Phone Book entry.

Deleting Phone Book Records:

1. Using the Navigation ▼ or ▲ keys to scroll, display the DELETE option + SELECT.
If the Phone Book is empty, a message will be displayed on the phone and the display returns to the Phone Book Menu.
2. Using the Navigation ▼ or ▲ keys, select either DELETE ONE BY ONE or DELETE ALL + SELECT.
3. If DELETE ONE BY ONE is chosen, press either the first letter of the record to be deleted and/or use the Navigation ▼ or ▲ keys to view the record. Press SELECT.
4. Confirm the log deletion by pressing SELECT or press CANCEL/DEL to cancel the action.

Phone Configuration Menu

To cancel any operation without any changes, press CANCEL/DEL.

Entering the Configuration Menu:

1. Press MENU then press the ▼ or ▲ keys to scroll to the Configuration Menu. Press SELECT.
2. Press SELECT to enter the Phone Configuration menu.

Select whether the Call Duration should be indicated:

1. Using the Navigation ▼ or ▲ keys to scroll, display the Call Duration option and press SELECT.
2. Use the Navigation ▼ or ▲ keys to change the entry as required and press SELECT.

Enter the date and time which will be displayed on the phone:

1. Using the Navigation ▼ or ▲ keys to scroll, display the Local Date/Time option and press SELECT.
2. Enter the year and press SELECT.
3. Enter the month (1-12) and press SELECT.
4. Enter the day (1-31) and press SELECT.
5. Enter the hour (0-23) and press SELECT.
6. Enter the minutes (0-59) and press SELECT.

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Select one of the 8 ringer tones available to be used by the phone:

Select one of the 10 levels available for the LCD display contrast:

Set the function key operation:

To use a function key:

1. Using the Navigation ▼ or ▲ keys to scroll, display the Ringer Tone option and press SELECT.
The current setting is displayed.
2. Use the Navigation ▼ or ▲ keys to change the entry as required and press SELECT.

1. Using the Navigation ▼ or ▲ keys to scroll, display the LCD Contrast option and press SELECT.
The current contrast setting is displayed.
2. Use the Navigation ▼ or ▲ keys to change the entry as required and press SELECT.

There are 5 function keys available to which can be defined as either Personal Abbreviated Dialing/Speed Dial or Voice Mail. Note that only one Voice Mail key can be defined - the rest must either be Speed Dial keys or undefined.

1. Using the Navigation ▼ or ▲ keys to scroll, display the Function Key option + SELECT.
The current setting is displayed.
2. Press the function key to be defined.
3. Use the Navigation ▼ or ▲ keys to change the entry as required + SELECT.
4. **Speed Dial Key:** Enter the phone number to be assigned to the key.

Voice Mail Key: Enter the extension number of the voice mail.

If the key was previously programmed, the current number will be displayed.

5. Press SELECT to save.
1. Lift the handset + Function Key to be dialed.

Entering Names

When entering names, use dial pad keys to enter letters. For example, press the digit 2 key once for A, twice for B, three times for C, etc.

1 = 1	5 = J, K, L, 5	9 = W, X, Y, -Z, 9
2 = A, B, C, 2	6 = M, N, O, 6	0 = Space, 0
3 = D, E, F, 3	7 = P, Q, R, S, 7	* = - @ * # - & ()
4 = G, H, I, 4	8 = T, U, V, 8	0 = Changes character from upper to lower case

The cursor will move one space to the right if a displayed character remains unchanged for 1 second or more or when a different dial key is pressed.

Additional Service Codes Supported

870	Cancel Camp-On	863	Meet Me Answer in Same Page Group
#2	Common Abbreviated Dialing	856	Group Call Pickup - Own Group
#4	Group Abbreviated Dialing	868	Group Call Pickup - Specified Group
801	Internal Group Paging	*#	Group Call Pickup
803	External Paging	869	Group Call Pickup - Another Group
865	Meet Me Answer to External Paging	802	Door Box Access

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