NEC

Smart Communication Server

SL1000

## Multi-Line Terminal

User Guide

> **Please read this manual carefully before operating this product and save this manual for future use.**

Before using Your Terminal…

Thank you for purchasing NEC SL1000 system.

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

Installing the Handset and Line Cord

Cord can be installed either way
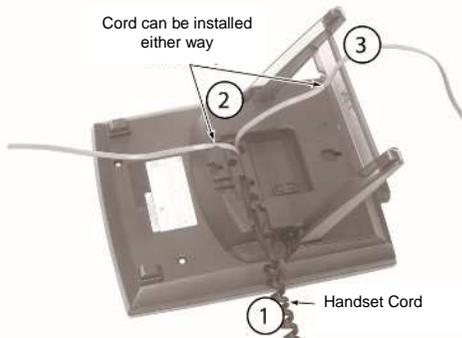
Handset Cord

When installing the handset :

1. Make sure the handset cord is plugged into the handset jack on the telephone base.
2. The line cord routes through the channel on the telephone base.
3. Alternatively the line cord can route through the channel on the telephone legs.

Adjust the two-position Viewing Angle

To set the low viewing angle position:

1. Fold the legs all the way back.
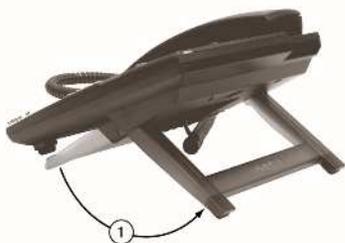
To set the high viewing angle position:

1. Flip up the two leg supports.
2. Fold the legs back until the supports contact the base.

Using Your Terminal

■ IP4WW-( )*TXH-A TEL

Handset

Call Indicator Lamp
This lamp flashes fast when a call is ringing and flashes slower when a message has been left.

Alphanumeric Display
The LCD has 2 lines with 16 characters.

Exit Key
Exit any screen and return the display to "Time & Date".

Help Key
The user can press this key followed by a programmable key to check what Line or Programmable Feature is assigned on the key.

Programmable Function Keys
Flexible Line keys or Feature Keys assigned by the System Administrator.

Flash Key
Press key to finish an outside call and hear the dial tone.

Transfer Key
Allows the extension user to transfer established calls to another extension.

DND/CONF Key
(Do Not Disturb / Conference)
Setup a Do Not Disturb or Conference if pressed during a call.

Mute (Microphone) Key
Mute handset or Handsfree Microphone. LED lights when microphone is muted.

Clear/Back Key
Press this key to cancel the current action or delete a character.

Cursor Key
Access various features with simple operation.

Dial Keys

Speaker

HOLD Key
Press this key to place an internal or external call on hold.

Speaker Key
Controls the built-in speaker which can be used for Handsfree dialing/ monitoring. LED on key lights when key is active.

Volume (UP) Key

Incoming Call History Key

Redial Key

Enter Key

Directory Functions or Volume (DOWN) Key

*   12 Programmable Function Keys are available for IP4WW-12TXH-A TEL.
    24 Programmable Function Keys are available for IP4WW-24TXH-A TEL.
** The illustration shows IP4WW-24TXH-A TEL.


Handsfree Options

- Handsfree lets you place and answer calls by pressing "Speaker" instead of using the handset.
- With Automatic Handsfree, you can press a Speaker Key without lifting the handset. Normally, you have Automatic Handsfree.
- Use Handsfree Answerback to answer a voice-announced Intercom call by speaking toward your phone without lifting the handset.

For Your Convenience
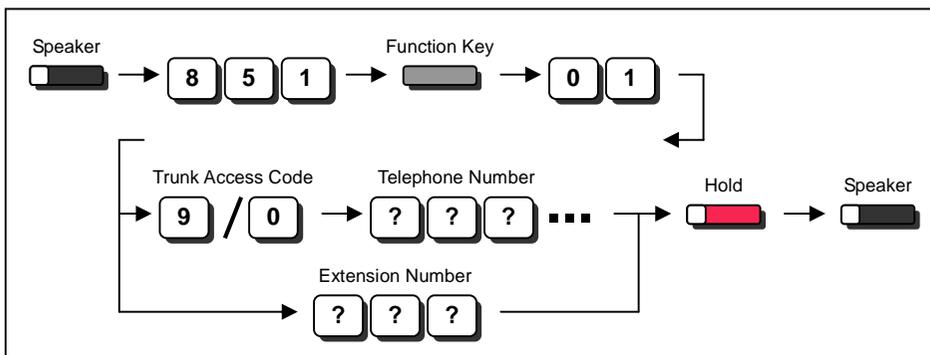
■ Programmable Function Keys

Programmable Function Keys can be assigned as "Trunk" Key and/or other Function Keys. You can just press the function key to activate the assigned function without dialing the Service Code.
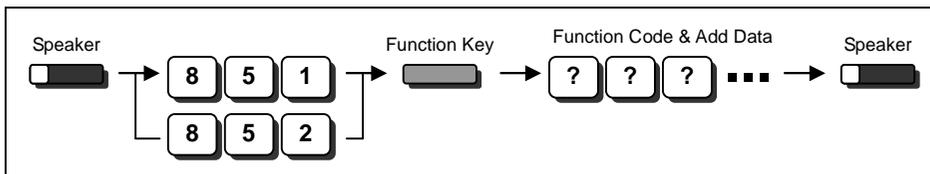
- *There are 2 levels of Function Keys. (General Keys : assigned by **851**, Appearance Keys : assigned by **852**)*
- *Appearance Keys have priority. You can overwrite the Appearance Key at the General Key.*
- *If you want to overwrite the General Key at the Appearance Key, <u>you have to erase the Appearance Key</u> by dialing "**852** + **000**" before General Key assignment.*
- *In the default setting, Programmable Function Key No. 1 to 12 is assigned as "Trunk" Key. If you want to assign Function Keys (General) at the unused Trunk Keys, these unused keys should be erased by "**852** + **000**" operation.*
- *Programmable Function Keys can be erased by dialing "**852** + **000**" or "**851** + **00**".*

■ DSS / One-Touch Keys

Programmable Function Keys can be assigned as DSS (Direct Station Selection) or One-Touch Keys. You can place an Outside / Intercom Call by just pressing this key without dialing the number.

- *To change the Trunk Access Code, Ask your NEC Authorized Supplier for the details.*
- *In the default setting, Programmable Function Key No. 1 to 12 is assigned as "Trunk" Key. If you want to assign DSS Keys at the unused Trunk Keys, these unused keys should be erased by "**852** + **000**" operation before the above operation.*
- *In case of DSS Key, the extension status can be indicated on the BLF. (idle : extinguished, Busy : lit)*
- *When you register a telephone number, the Trunk Access Code should be added in front of the number.*
- *Up to 36 digits dialing can be registered, but the name can not be registered.*
- *If you want to continue the operation, press Programmable Function Key instead of Speaker Key to finish.*

For Your Convenience

■ Abbreviated Dial (Speed Dial) Registration

Speaker → Common ABB: **8** **5** **3** → ABB Bin Number: **?** **?** **?** → Telephone Number: **?** **?** **?** ▪▪▪

Speaker → Group ABB: **8** **5** **4**

→ Hold → Name: **?** **?** **?** ▪▪▪ → Hold → Speaker
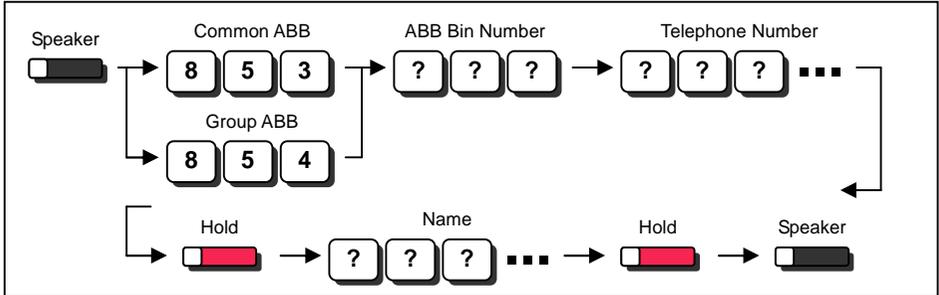
- *The digit of Bin No. depends on the system setting. (0-9<Only Group ABB> / 00-99 / 000-999)*
- *System setting is necessary for Group ABB function. Ask your NEC Authorized Supplier for the details.*
- *Name can be entered by Dial Pad Keys. (See below)*
- *Up to 36 digits dialing can be registered, and up to 12 characters can be registered as name.*
- *If you want to continue the operation, dial Bin No. instead of Speaker Key to finish.*
- *You can skip to enter the name. (No enter any character, then press "Hold" Key).*
- *You can erase the registered number & name by pressing "Exit" Key after dialing Bin No..*

■ Entering Alphanumeric Characters

When you enter a name, use Dial Pad Keys to enter letters as below. For example, press "2" key once for "A", twice for "B", etc…

1 → 1 @ [¥] ^ _ ' { | } → ← Á À Â Ã Å Æ
φ Ó Ì Ê É ç

2 → A B C a b c 2

3 → D E F d e f 3

4 → G H I g h i 4

5 → J K L j k l 5

6 → M N O m n o 6

7 → P Q R S p q r s 7

8 → T U V t u v 8

9 → W X Y Z w x y z 9

0 → 0 ! " # $ % & ' ( ) Ô Õ ú å ä æ ö ü α
β θ ε

✳ → ✳ + , - . / : ; < = > ? π Σ σ Ω ∞ ¢ £

| # | Accepts a character and move the cursor one place to the right. Press twice to insert a "space". |
| Clear/Back ○ | Clear the character entry to the left, one character at a time. (Backspace) |

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Placing Calls

■ Place an Outside Call <Quick Access>

Trunk Key → Telephone Number [?] [?] [?] [?] • • • →
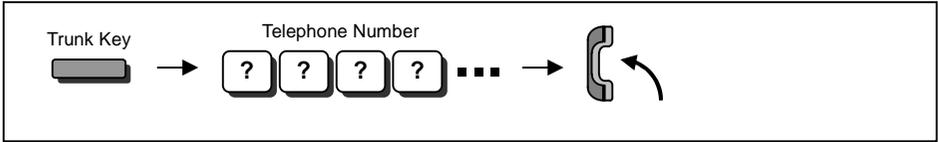
- *Listen to the Dial Tone before dialing a Telephone Number.*
- *You can have function keys for Trunks or Trunk Groups. Ask your NEC Authorized Supplier for the details.*

■ Place an Outside Call <Access by Code>

Speaker

Trunk Access Code [9] / [0] ——— Telephone Number [?] [?] [?] • • •

Trunk Group No. [8] [0] [4] + [?]

Trunk No. [#] [9] / [#] [0] + [?] [?] [?]

(e.g. : 005 = Trunk No.5)
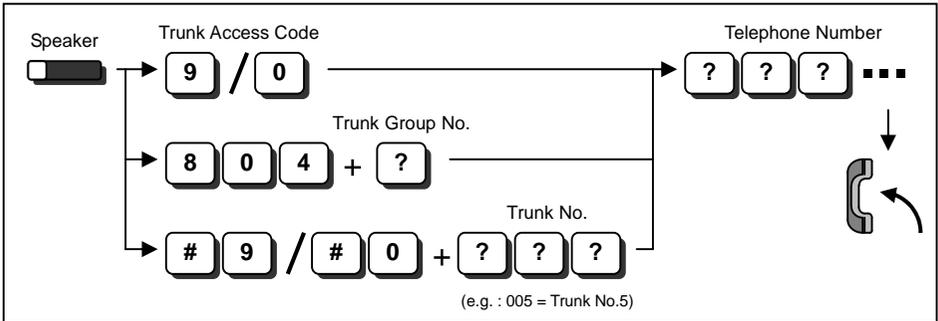
- *To change the Trunk Access Code, Ask your NEC Authorized Supplier for the details.*
- *Listen to the Dial Tone before dialing a Telephone Number.*
- *In case the number of Trunk Group is more than 10, you should enter 2 digits (e.g. 11 : Group 11) after dialing "804". Ask your NEC Authorized Supplier for the details.*
- *For the dial digit of Trunk No., ask your NEC Authorized Supplier for the details.*

■ Place an Intercom Call <Dial Access>

Speaker → Extension Number [?] [?] [?] →
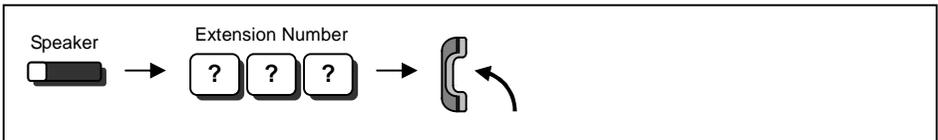
- *Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear a beep, begin speaking. Dialing "1" changes voice/ring mode. (in case the destination is Multi-line Terminal)*

Placing Calls Quickly

■ Directory Dialing

On-Hook Condition →
```
■        1/90
ABC Ltd
```
→ 1st Character you want to search → `?` →
```
N        6/24
NEC CORP
```
→ [handset]

Press several times to search

- *After searching the desired destination, press "Enter" Key to confirm the telephone number before lifting the handset, if necessary.*
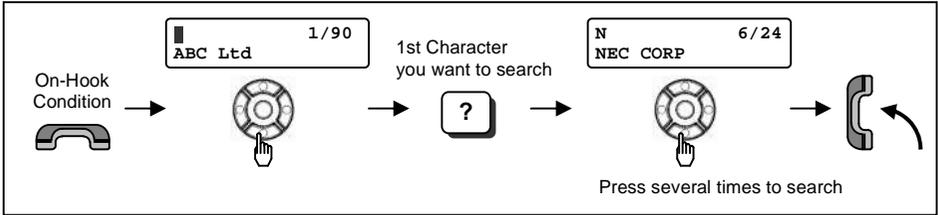- *You can enter more Characters (up to 12) to make desired destination's search even more specific.*
- *You can also search the desired destination without entering the Characters. (press Cursor Keys only)*
- *To cancel the Directory Dialing operation, press "Clear/Back" Key.*

■ Last Number Dialing

Redial List

On-Hook Condition →
```
98765432  01/10
OUT:DEC-22 11:10
```
→
```
012445566 03/10
OUT:DEC-22 10:32
```
→ [handset]

Press several times to search

Quick Redial

Speaker → `#` `5` → [handset]
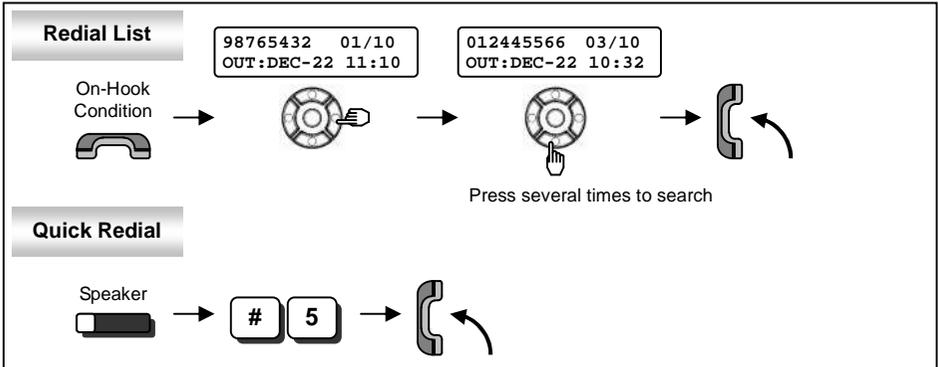
- *The system retains the last 10 numbers dialed which can be reviewed and redialed.*
- *To cancel the Redial List operation, press "Clear/Back" Key.*

■ Callback by Received Number

On-Hook Condition →
```
033445566  01/14
RCV:DEC-22 11:33
```
→
```
098765432 03/14
RCV:DEC-22 10:12
```
→ [handset]

Press several times to search
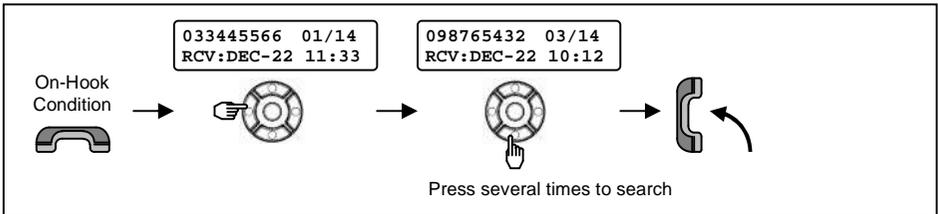
- *Caller-ID function is required to use this operation for outside calls. Ask your NEC Authorized Supplier for more details.*
- *To cancel the Callback operation, press "Clear/Back" Key.*

Placing Calls Quickly

■ Abbreviated (Speed) Dialing <for Outside>

Common ABB → Speaker → # 2 → Common ABB Bin Number ? ? ? →

Common ABB Key (SC851+27)

Group ABB → Speaker → # 4 → Group ABB Bin Number ? ? ? →

Group ABB Key (SC851+28)
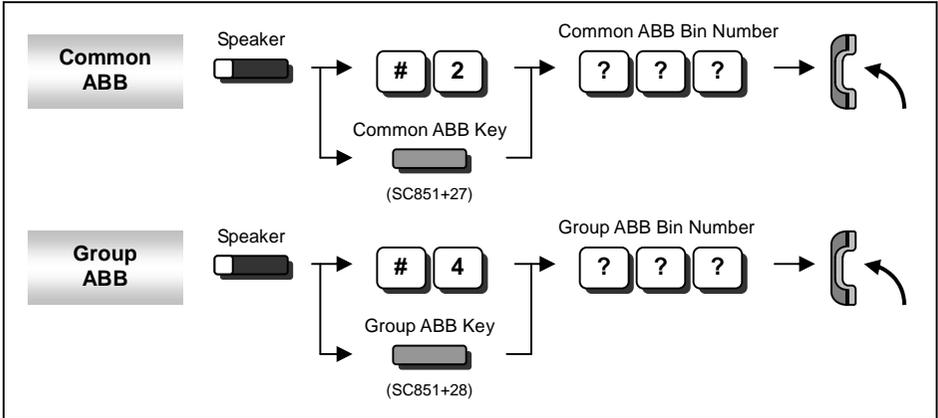
- *The digit of Bin No. depends on the system setting. (0-9 <Only Group ABB> / 00-99 / 000-999)*
- *Telephone Numbers shall be pre-registered to the system.*
- *System setting is necessary for Group ABB function. Ask your NEC Authorized Supplier for the details.*
- *When you assign the Common ABB Key on the Programmable Function Key, "Press HOLD" is required after dialing the Function Code 27.*

■ One-Touch / DSS Call

On-Hook Condition → One-Touch / DSS Key (SC851+01) →
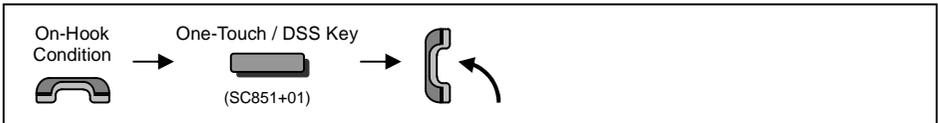
- *Telephone / Extension number should be pre-registered to a One-Touch / DSS Key.*
- *Trunk Access Code should be added in front of the Telephone number.*

If your call doesn't go through…

■ Set Camp On / Callback

Hear Busy Tone or No Answer → **8 5 0** →

Camp On Key
(SC851+35)

Camp On → Wait without hanging up

Callback → Wait for the system to call you back
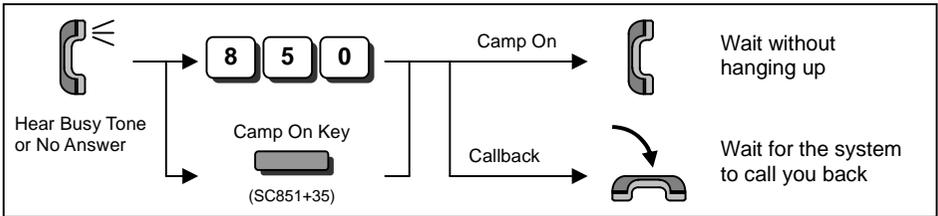
- *Camp On   In case of Intercom Call, when you hear ringing, wait for the called party to answer.*
  In case of Outside Call, when you hear Dial Tone, begin telephone number dialing.
- *Callback   In case of Intercom Call, when your terminal starts the ringing, lift handset and wait for the called party to answer.*
  In case of Outside Call, when your terminal starts the ringing, lift handset, hear Dial Tone, and begin telephone number dialing.
- *This function is applicable in case all trunks are busy condition. (not applicable for dialed outside party busy)*

■ Cancel Camp On / Callback

(In case of Camp On) → → **8 7 0** →

■ Repeat Dialing <Outside Call Only>

Hear Busy Tone or No Answer →

Repeat Dial Key
(SC851+29)

→
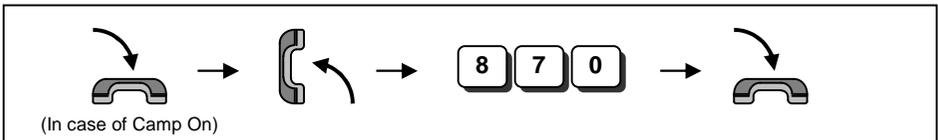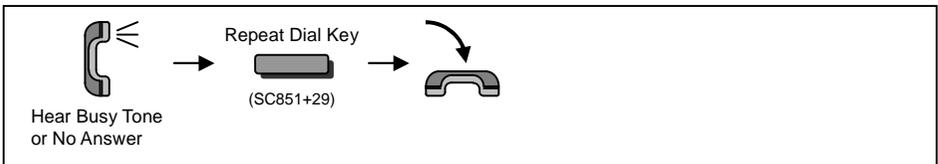
- *When the Repeat Dialing is set, Repeat Dial Key shall flash and the system automatically and periodically redials a call. Repeat duration is programmable. Ask your NEC Authorized Supplier for the details.*
- *You should lift the handset when the called party answered.*
- *Press flashing Repeat Dial Key to cancel.*

If your call doesn't go through…

■ Set a Message Waiting

Hear Busy Tone or No Answer → **0** / **MW Key** (SC851+38) →
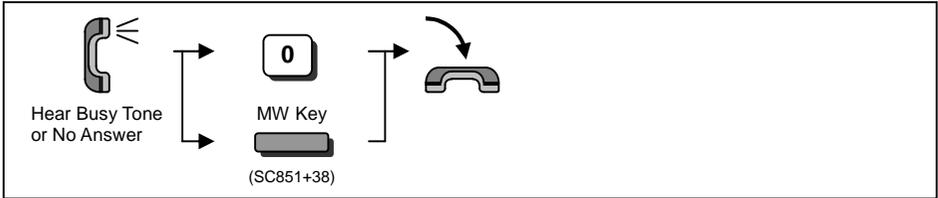
• *When you set a MW, the called party's Indicator starts to flash, and your Indicator is lit in Red.*

■ Answer a Message Waiting *(Your terminal's Indicator is flashing in Red)*

Check & Answer — On-Hook Condition → Help → **✳** **0** →

Quick Answer — → **✳** **0** / **MW Key** (SC851+38)
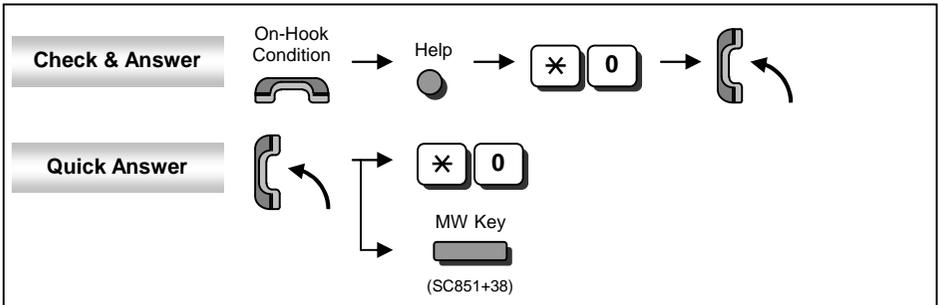
• *When you answer a MW, the Indicator shall automatically be off when the called party answers.*
• *You can select the desired party by pressing Up Key after dialing "✳, 0", if several number of Message Waiting has been set.*

■ Cancel Message Waiting

Individual Cancel *(originated extension)* → **8** **7** **1** → Extension Number **?** **?** **?** →

All Cancel *(at any extension)* → **8** **7** **3** →

9
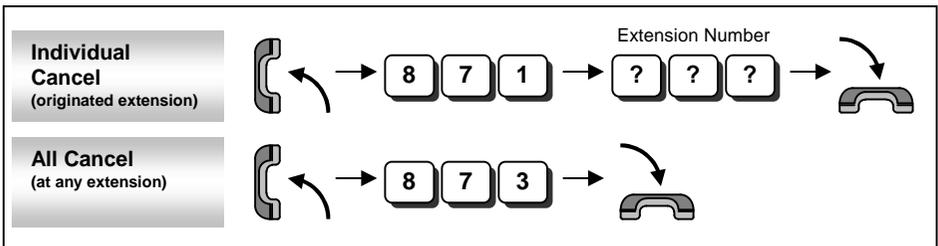
Answering Calls

■ Answering an Outside Call
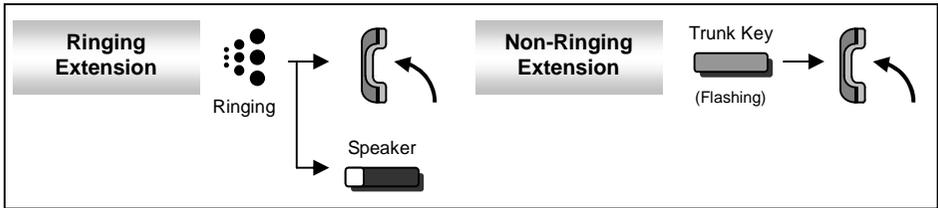
Ringing Extension	Ringing / Speaker	→		Non-Ringing Extension	Trunk Key (Flashing)	→	

- *Confirm the status of Mute Key if you want to answer by Handsfree. (Mute On : LED On, Mute Off : LED Off)*

■ Answering an Intercom Call

Signal Mode Extension	Ringing / Speaker	→		Voice Mode Extension	Voice	→	Speak toward your terminal
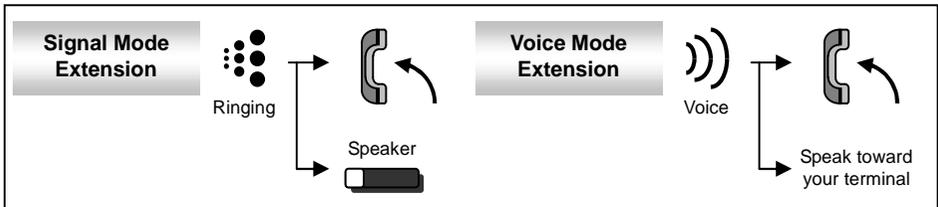
- *Intercom Call Mode (Signal or Voice) can be set at your terminal by :*
  "Signal" : Speaker -> 823   "Voice" : Speaker -> 821
- *Confirm the status of Mute Key if you want to answer by Handsfree. (Mute On : LED On, Mute Off : LED Off)*

■ Picking up a Call for other Extensions

In same Group — Speaker → ✱ # / Call Pickup Key (SC851+24) →

In other Group — Speaker → 8 6 9 / Call Pickup for other Group Key (SC851+25) →

Specified Extension — Speaker → ✱ ✱ → Extension Number ? ? ? →
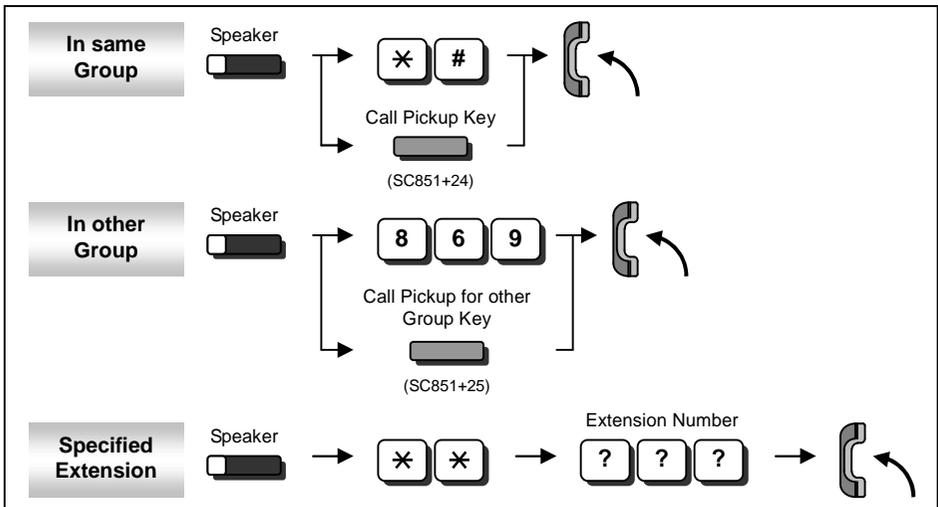
- *System setting is necessary to make Call Pickup Group. Ask your NEC Authorized Supplier for the details.*

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Hold / Transferring Calls

■ Holding a Call / Retrieving a Held Call

Hold		Retrieve	
Talking → Hold →		**Outside Call**	Trunk Key (Flashing) →
		Intercom Call	Hold (Flashing) →
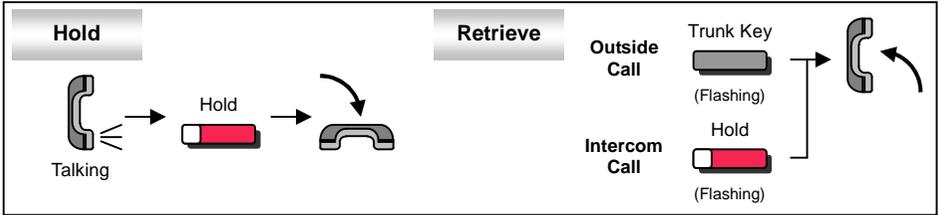
- *In case of Intercom, the call shall be held as "Exclusive Hold" on your terminal.*
- *This operation puts your outside call on System Hold. Other extension user can take the call off Hold.*

■ Holding a Call Exclusively

Hold		Retrieve	
Talking → Exclusive Hold Key (SC851+45) →		**Outside Call**	Trunk Key (Flashing) →
		Intercom Call	Hold (Flashing) →
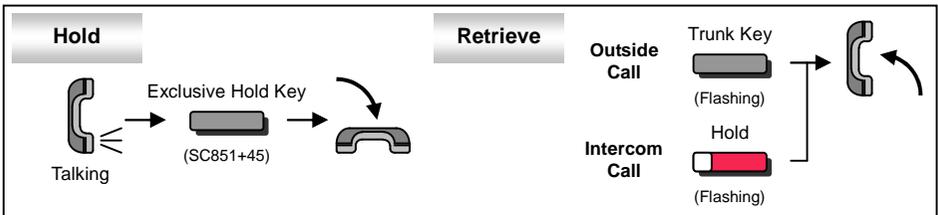
- *This operation puts your outside call on Exclusive Hold. Other extension user can not take the call off Hold.*

■ Retrieve a Held Outside Call

Speaker → 7 7 2 → Trunk Number you want to retrieve ? ? ? →
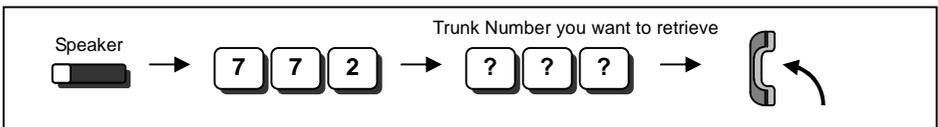
- *For the dial digit of Trunk Number, ask your NEC Authorized Supplier for the details.*

■ Transferring a Call to the other Extension

Talking → Hold → Extension Number ? ? ? → Announce / Transfer →
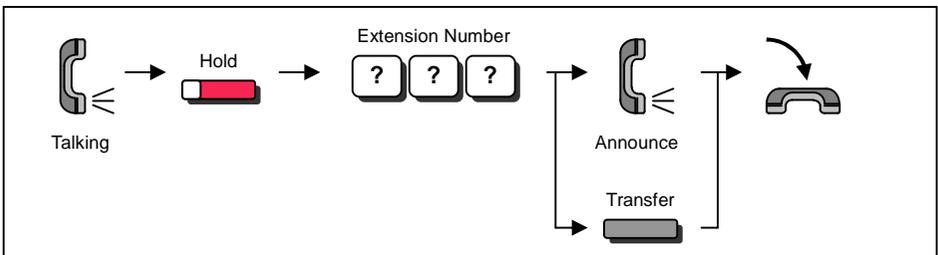
- *If your terminal has DSS/One-Touch key, just press it instead of "HOLD" and "Extension Number" dialing.*

For more Convenient Use…

■ Do Not Disturb (DND)

On-Hook Condition → DND/CONF →

1 DND : Trunk Incoming Call

2 DND : Intercom Incoming Call

3 DND : Trunk & Intercom Incoming Call

4 DND : Transferred (CFW) Call

0 DND : Cancel
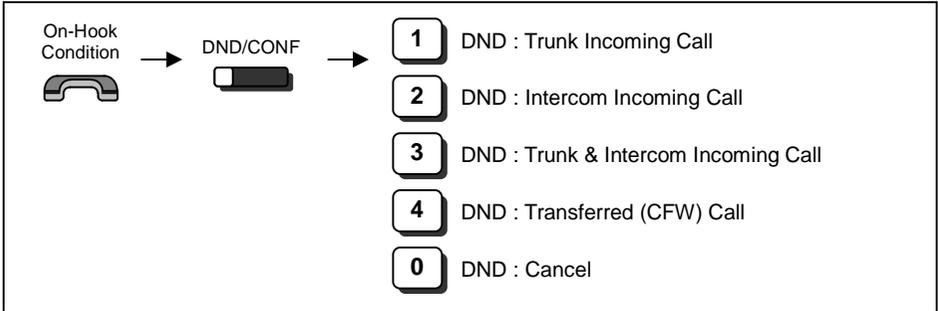
- *When you set DND function, DND/CONF Key shall be lit and the Internal Dial Tone pattern shall be changed.*

■ Conference

Repeat for additional parties

Talking → DND/CONF

Extension Number
? **?** **?**

Trunk Key + Telephone Number **?** **?** ■■■

→ Talking → DND/CONF **<Twice>** → Start Conference
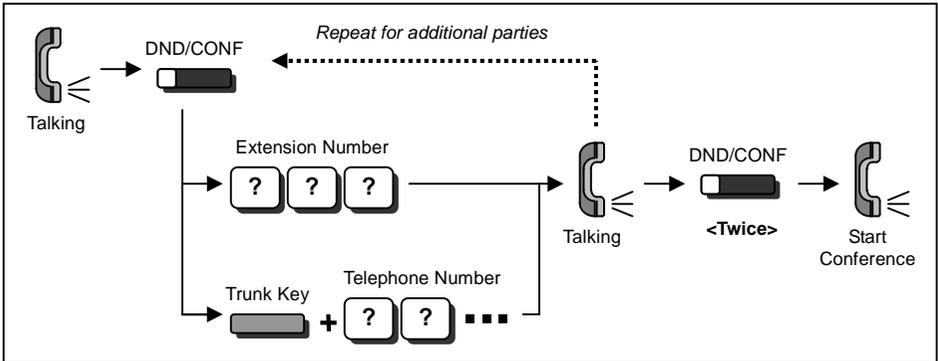
- *You can repeat this operation to add more parties.*
- *You may be able to have up to 16 parties. (include your terminal) May need to adjust the volume level due to the Environment where calls are placed. Ask your NEC Authorized Supplier for the details.*

■ Call Forwarding / Follow Me

When you set Call Forward / Follow Me function, the destination extension shall be displayed on the LCD, and the Internal Dial Tone pattern shall be changed.

Call Forward Immediate

Speaker → **8** **4** **8**

On-Hook Condition → Call Forward Immediate Key (SC851+10)

Set **1** → Extension Number **?** **?** **?** → Speaker

Cancel **0**
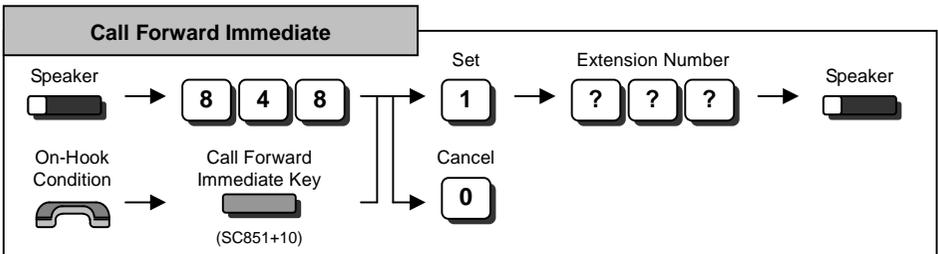
For more Convenient Use…

■ **Call Forwarding / Follow Me** *(Cont'd)*

Call Forward when Busy

Speaker → **#** **1** ⟶ Set **1** → Extension Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when Busy Key (SC851+11) ⟶ Cancel **0**

Call Forward when No Answer

Speaker → **8** **4** **5** ⟶ Set **1** → Extension Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when No Answer Key (SC851+12) ⟶ Cancel **0**

Call Forward when Busy / No Answer

Speaker → **8** **4** **4** ⟶ Set **1** → Extension Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when Busy / No Ans Key (SC851+13) ⟶ Cancel **0**

Call Forward Both Ring

Speaker → **8** **4** **2** ⟶ Set **1** → Extension Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward Both Ring Key (SC851+14) ⟶ Cancel **0**

Call Forward Follow Me

Speaker → **8** **4** **6** ⟶ Set **1** → Extension Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward Follow Me Key (SC851+15) ⟶ Cancel **0**

Cursor Keys Operation

■ Menu Structure

The following table shows the menu structure of the Cursor Keys. You can reach the desired menu by pressing Cursor Keys (Up / Down / Right / Left) or dial 3 digits for shortcut access after pressing the "Enter Key" to activate a menu.

Enter Key

| Clear/Back | Back to the previous menu. |
| Exit | Exit from this menu mode. |

Main Menu

100 : Call History

110 : Missed Call

111 - 11x : Missed Call Data

120 : Received Call

121 - 12x : Received Call Data

130 : Dialed Number

131 - 13x : Dialed Call Data

200 : Contacts

210 : Search Contact

211 - 21x : Name Started from A-Z

220 : New Contact

221 : Save Private Phone Book

222 : Save Common Phone Book

223 : Save Group Phone Book

230 : Edit Contact

231 - 23x : Name Started from A-Z

500 : Phone Setting

520 : Display

521 : Contrast

800 : Properties

810 : Phone

Port Information

820 : System

Main Software Version
MAC Address
Hardware Key Code

Built-In Answering Machine (VRS Message)

System setting is necessary to use Built-In Answering Machine. Ask your NEC Authorized Supplier for the details.

■ Record / Listen / Erase Answering Messages
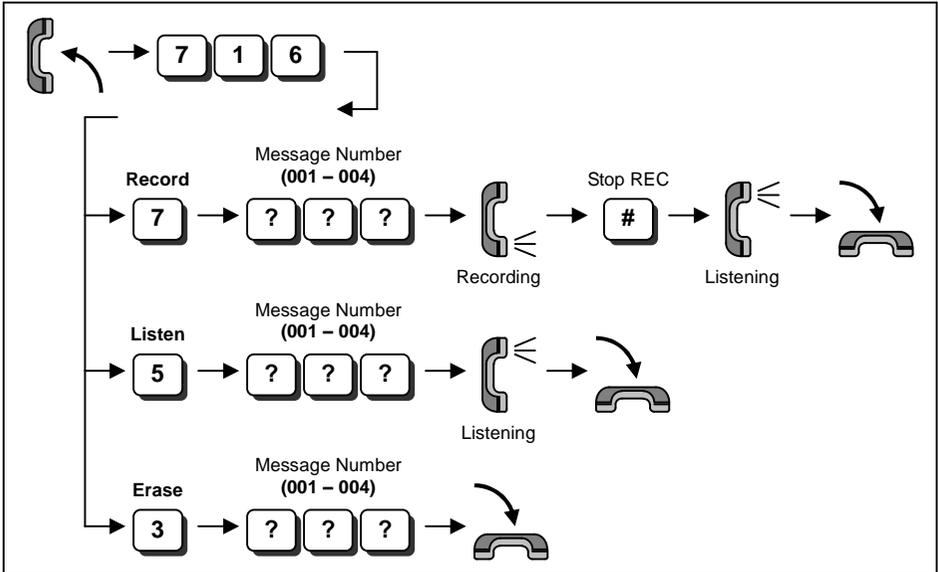
- *Up to 4 types of messages can be recorded.*
- *The Message length can not exceed 2 minutes.*

Built-In Answering Machine (Voice Mail Message)

■ Listen / Erase Left Messages
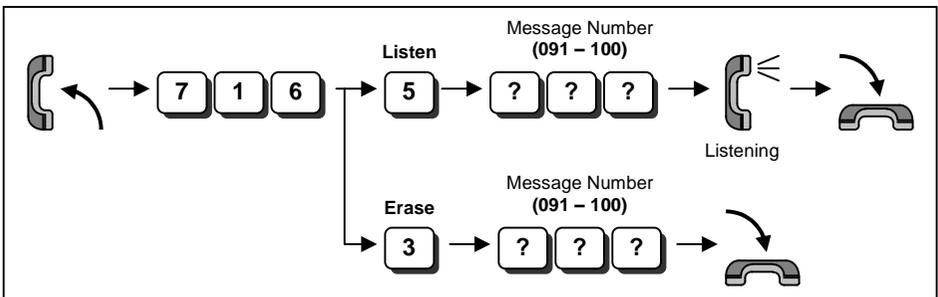
- *Up to 10 messages can be left from outside.*
- *The Message length can not exceed 2 minutes.*

Option : In-Mail (Voice Mail)

Optional hardware and System setting is necessary to use In-Mail (Voice Mail) feature. Ask your NEC Authorized Supplier for the details.

■ Log-On to the In-Mail

| Speaker | → | Voice Mail Pilot Number
? ? ? | → | Your Mailbox Number
? ? ? | → | Security Code (if it is set)
? ? ? ? | → | **Main Menu** |

	Main Menu	

L	**L**isten to Messages	5	→ While listening you can :

RE	Record **Re**ply	73		E	**E**rase Msg	3		✳	Pause/Resume Listening	✳
MF	Have **M**sg **F**orwarded	63		L	**L**isten to Next Msg	5		1N	Select New Message List	16
MC	**M**ake **C**all to Sender	62		B	**B**ackup a Few Seconds	2		1S	Select Saved Message List	17
TI	Get **TI**me, Date	84		BB	**B**ackup to **B**eginning	22		1A	Select All Message List	12
SA	**SA**ve Message	72		G	**G**o Ahead a Few Seconds	4		#	Exit Listen Mode	#

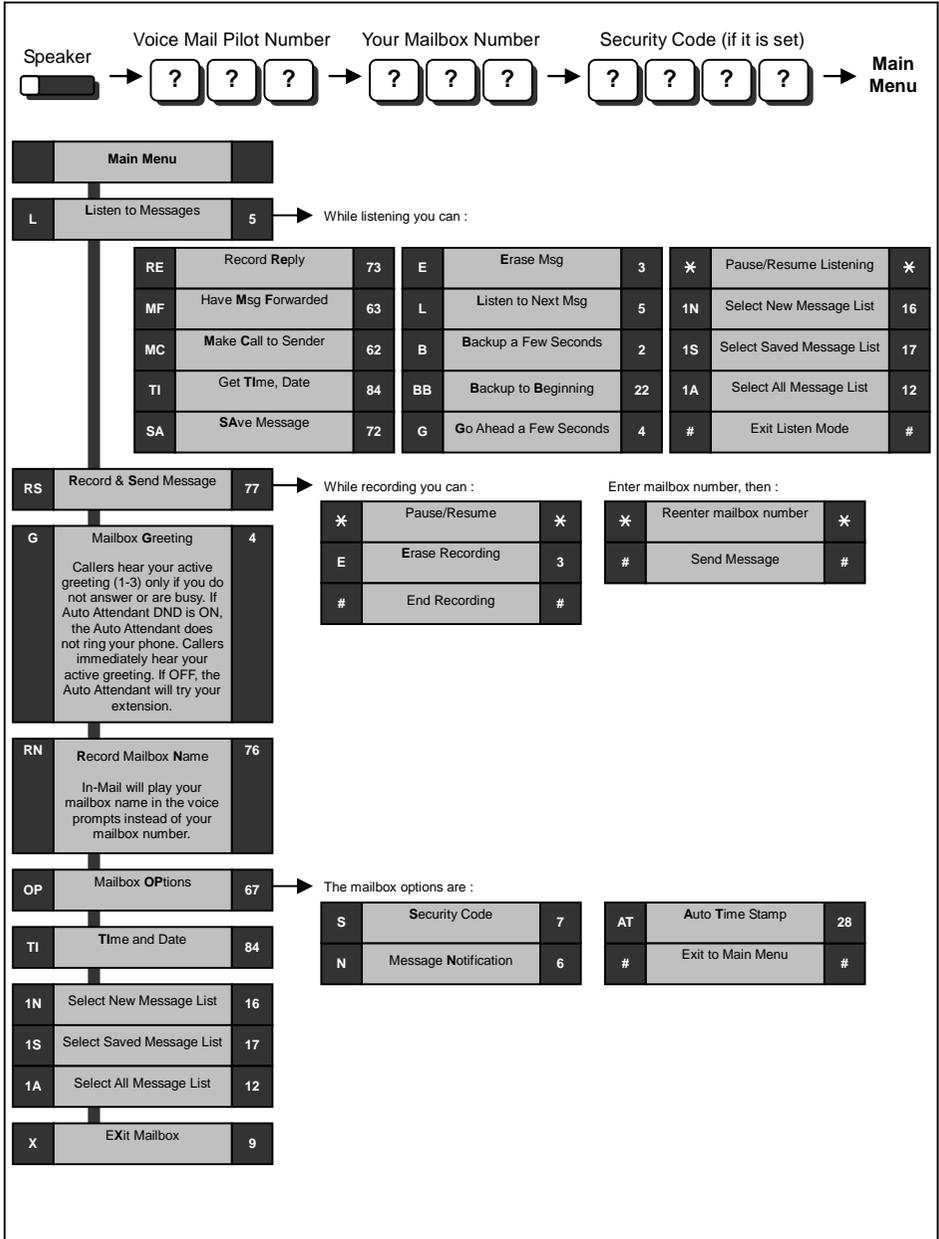| RS	**R**ecord & **S**end Message	77	→ While recording you can :		Enter mailbox number, then :

✳	Pause/Resume	✳		✳	Reenter mailbox number	✳
E	**E**rase Recording	3		#	Send Message	#
#	End Recording	#				

G	Mailbox **G**reeting Callers hear your active greeting (1-3) only if you do not answer or are busy. If Auto Attendant DND is ON, the Auto Attendant does not ring your phone. Callers immediately hear your active greeting. If OFF, the Auto Attendant will try your extension.	4

RN	**R**ecord Mailbox **N**ame In-Mail will play your mailbox name in the voice prompts instead of your mailbox number.	76

OP	Mailbox **OP**tions	67	→ The mailbox options are :

S	**S**ecurity Code	7		AT	**A**uto **T**ime Stamp	28
N	Message **N**otification	6		#	Exit to Main Menu	#

TI	**TI**me and Date	84
1N	Select New Message List	16
1S	Select Saved Message List	17
1A	Select All Message List	12
X	E**X**it Mailbox	9

Option : In-Mail (Voice Mail)

■ Call Forward to Voice Mail

Convenient Operation by Function Key

On-Hook Condition → Auto-Attendant Key (SC851+79 + Ext No.)

Press "Automated Attendant" Key several times to change the status. (All Calls -> No Answer -> Busy -> Busy/No Answer -> Cancel)

Forward All Incoming Calls

Speaker → **8** **4** **8** → Set **1** → Voice Mail Pilot Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward Immediate Key (SC851+10) → Cancel **0**

Forward Incoming Call when Busy

Speaker → **#** **1** → Set **1** → Voice Mail Pilot Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when Busy Key (SC851+11) → Cancel **0**

Forward Incoming Call when No Answer

Speaker → **8** **4** **5** → Set **1** → Voice Mail Pilot Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when No Answer Key (SC851+12) → Cancel **0**

Forward Incoming Call when Busy / No Answer

Speaker → **8** **4** **4** → Set **1** → Voice Mail Pilot Number **?** **?** **?** → Speaker

On-Hook Condition → Call Forward when Busy / No Ans Key (SC851+13) → Cancel **0**

Option : In-Mail (Voice Mail)

■ Mailbox Greeting

	Greeting Option	Greeting No. (1-3)	**Record**		Stop REC	Return to Main Menu

Log-On to the In-Mail → **4** → **?** → **7** → Recording → **#** → **#**

Listen → **5** → Listening → Finish → **#**

Erase → **3**
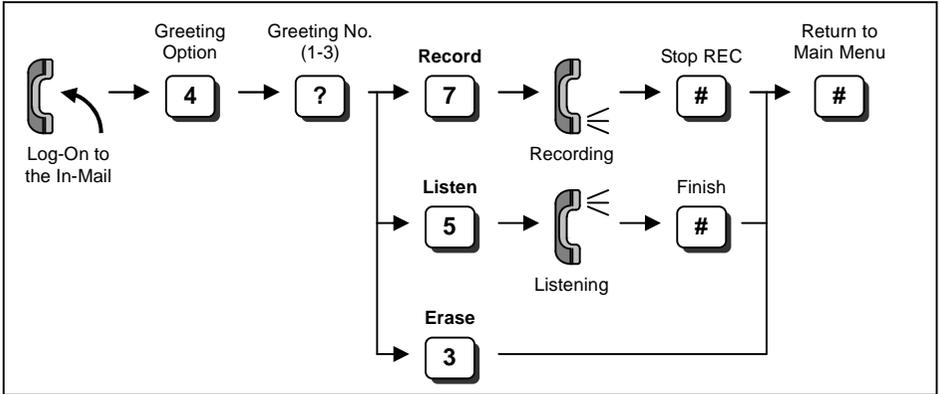
• *Selected Greeting (one of three) shall be made active.*

■ Mailbox Security Code

Log-On to the In-Mail → **6** **7** → Mailbox Option **7** → Security Code (4 digits, using 0-9) **?** **?** **?** **?** → Confirmation (Accept) **2** → Return to Main Menu **#**

Delete Security Code **✱**
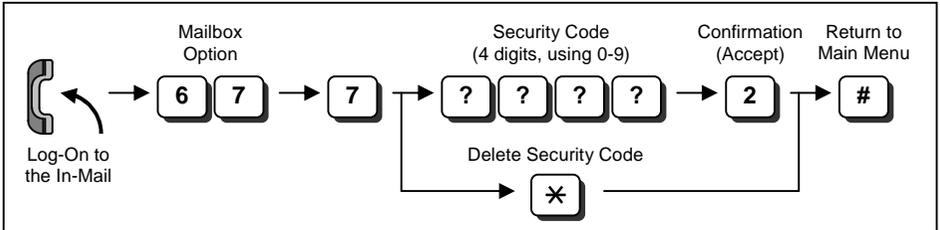
• *Dialed Security Code can be canceled by pressing "4" instead of "2 (Accept)".*
• *System Administrator can delete a Mailbox Security Code.*

■ Listen to Left Messages in your Mailbox

Convenient Operation by Function Key

On-Hook Condition → Mailbox Key (SC851+77 + Ext No.) → Security Code (if it is set) **?** **?** **?** **?** → **Listen** **5** → Listening

Basic Operation without Function Key

(Unique Dial Tone) → Voice Mail Pilot Number **?** **?** **?** → Mailbox Number **?** **?** **?**

Security Code (if it is set) **?** **?** **?** **?** → **Listen** **5** → Listening
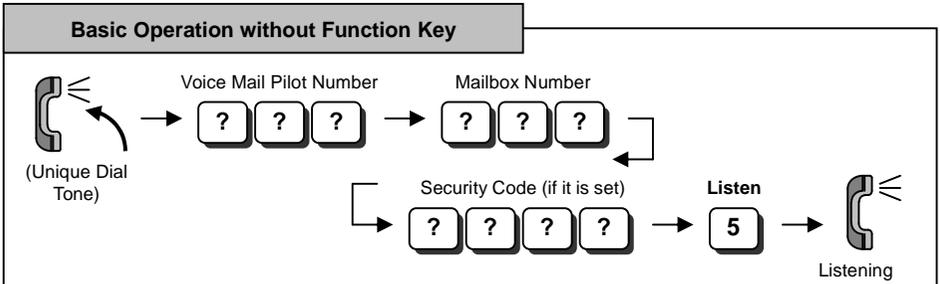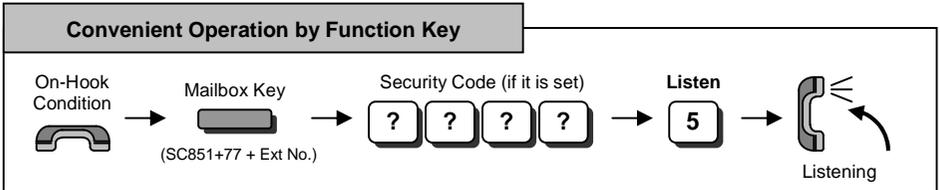
SL1000

Multi-Line Terminal
User Guide

NEC Corporation