



Telephone User Guide

NEC Xen Topaz



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Quick Reference Guide

NEC TOPAZ

Function

Function Description

GREEN LED

Your Call

RED LED

Somewhere else in building (on another handset)

SOLID RED OR GREEN

Station with call in progress or with a call on exclusive hold

SLOW FLASHING LED

A call that has been placed on hold

FAST FLASHING LED

An incoming call

TO CHECK EXT PROPERTIES

- **Press CHECK** and the button to see what is programmed under it
- **Press CLEAR** to return the normal time/date display.

ANSWER A CALL

- **Lift handset** or **Press SPK** key or
- **Lift handset** and **Press line key**

To answer an incoming call from any handset – (**Universal Answer**)

- **Lift handset** or **Press SPK** key
- **Dial 872**

MAKE A CALL

To Access external numbers:

- **Lift handset** or **Press SPK** key
- **Dial 0**
- **Dial number**

REDIAL

Last Number Redial

- Without lifting the handset, **Press LND** or **CALL**
The last dialed number is displayed.
- To redial the last number, **Lift the handset** or **Press Speaker**

To search for the last 10 numbers dialed :

- **Pressing the LND** then
- **VOLUME UP / VOLUME DOWN** keys.
- **Lift the handset** or **Press SPK** to place call.

OR

Progressive Dialing (Auto Redial)

- When number is engaged **Press DC**
- **LND**
- **Hang Up**

CALLER ID

To retrieve the last 10 incoming phone numbers:

NOTE: This must be activated by your service provider e.g. Telstra

- **Press** the **CND** Button (to be programmed)
- **Press** the up and down **arrows** to scroll through each number
- **Lift Handset** to call

HOLD

To place outside call on Hold:

- Press **HOLD**.
A line/CALL key flashes slowly while on Hold, and flashes fast when recalling.

To place outside call on exclusive Hold

- Press **HOLD twice**
A line/loop/CALL key flashes slowly while on Hold, and flashes fast when recalling

To pick up outside call on Exclusive Hold

- **Press** the flashing line/CALL key

TRANSFER

To transfer an incoming call to another extension

- **Press Hold**
- **Dial extension** number
Announce call
- **Advise line number OR Press the transfer key**
- **Hang Up**

To transfer your Intercom call

- **Press Hold**
- **Dial extension** to receive your call
If extension busy doesn't answer or does not want to take the call:
Dial another extension number

OR

- **Press** the lit **CALL key** to return to the call.
- **Announce** your call (optional)
- **Press Transfer Key** then hang up

TRANSFER CALLS FROM A PANASONIC CORDLESS PHONE

- After taking an incoming call to place it on hold look at the screen; the word "recall" will appear on the bottom left hand side of the telephone screen.
- To place the call on hold
- Press the black button on the left hand side
- Dial the extension number
- Announce the caller
- Press "off" to hang up and the call will be transferred.
- Note:
- To avoid any confusion the "hold" button on the handset is only used when the Panasonic is not part of a telephone system

TRANSFERRING CALLS OFFSITE

- **Answer** the call
- **Press HOLD** to place the incoming call on Hold
- Dial the **offsite telephone number**
- **Announce** the call
- Press **Transfer** or hang up

CALL PICKUP

To pick up a call ringing at another extension:

- **Press SPK key OR Lift handset.**
- Dial **715**.
- Dial number of **extension** whose call you want to intercept.

To answer any ringing phone (in your Pickup Group):

- **Press SPK key OR Lift handset.**
- Dial **867**.

Can pick up any call in the group, plus any Ring Group calls.

MICROPHONE

To Access:

- **Press MIC button** to turn on and off
Microphone for Hands free operation, also acts as mute button

INTERCOM

To initiate an Intercom call:

- **Lift handset OR Press SPK key.**
- **Dial extension number**
Dial 1 to change the intercom from ringing to handsfree or from handsfree to ringing. If the extension you call is busy or doesn't answer, you can dial another extension number or dial 2 to step to the next extension without hanging up.

To answer an Intercom call:

- If you hear two beeps (handsfree), speak into telephone.

OR

- If your telephone rings, lift handset or **Press SPK.**

To personalise your Intercom calls to either ringing or handsfree:

- **Press the CALL key.**
- Dial **823** to have intercom calls ring at your extension.

OR

- Dial **821** to have intercom calls straight into handsfree.

PAGING

To Page an Internal Zone:

System Phone

- **Press SPK key or lift handset.**
- Dial **8010**
- Make **announcement.**
- **Hang up.**

To Page an External Zone:

- **Press SPK key or lift handset.**
- Dial **8030**
- Make **Announcement.**
- **Hang up.**

BACKGROUND MUSIC

To turn background music on and off on your handset:

- **Press SPK key**
- Dial **825**
- **Press SPK Key**

CONFERENCE

To set up a Conference Call:

- Make or Receive **Intercom** or **Outside call**
- **Press CONF key.**
- **Dial extension** you want to add **OR** Access an **outside line.**
- When called party answers, **Press CONF key twice.**
- Repeat steps 2-4 to add more parties.
Maximum of 8 internal or external parties including the initiator.

To exit a Conference without affecting the other parties (unless you initiated the conference:)

- **Hang up.**

VOLUME CONTROL KEY

Adjust Ringing Volume

- Press Arrow keys to adjust
- Speaker volume when on hook.
- Ring volume when station is ringing.
- Receiving volume when call in progress.
- Screen contrast on a display handset when station is idle

CALL BACK REQUEST (CAMP ON)

To request an extension to call you back when they are no longer busy:

- Dial extension number
- When you hear the busy tone dial 850
- Hang Up
- When the extension becomes free – your handset will ring.
- Lift the handset and you will be connected to that extension

CALL FORWARD

To Activate or Cancel Call Forward:

- Lift handset or Press SPK key.
- Dial Call Forward service code:
- 842 = Call Forward Dual Ring
- 843 = Call Forward Busy
- 844 = Call Forward Busy/No Answer
- 845 = Call Forward No Answer
- 848 = Call Forward Immediate
- To Enable: Dial 1 + Extension Number;
- To Disable: Dial 0.
- Press SPK to hang up.

OR

- Press SPK key (or lift handset).
- Dial 888.

FWD/BNA (needs to be activated)

Dial Call Forwarding condition:

- 1 = Personal Answering Machine
- Emulation (then skip to step 5).
- 2 = Busy or No Answer
- 4 = Immediate All Calls
- 6 = No Answer
- 7 = Immediate with simultaneous ringing
- 0 = Cancel
- Dial destination extension.
- Dial Call Forwarding type:
- 2 = All calls
- 3 = Outside calls only
- 4 = Intercom calls only
- Press SPK to hang up (hang up at SLT).

To set/cancel Call Forward Follow Me

At a phone other than your own:

- Press **SPK** key (or **lift handset**) and Dial **888**.
- Dial **3** to Set,
- **0** to Cancel (skip to step 5).
- Dial your **own extension number**.
- Dial **Call Forwarding Type**:
- **2 = All Calls**
- **3 = Outside** calls only
- **4 = Intercom** calls only
- Press **SPK** to hang up (hang up at SLT).

Activate Call Forward Off-Premise

- Press **SPK** key or **lift handset** and Dial **713**.
- Dial **6 + 0**
- Dial the outside number to which your calls should be forwarded.
- Press **HOLD**.
- Press **SPK** (or hang up at SLT) to hang up.
- To cancel **Call Forward Off-Premise**
- Press **SPK** key or **lift handset** and Dial **713**.
- Dial **6 + HOLD**.
- Press **SPK** (or hang up at SLT) to hang up.

DO NOT DISTURB

When activated, you will not receive any internal or external calls to your extension. You are still able to make outgoing calls.

To Activate:

- Press the **DND** button
- Press **1** to block **external** incoming calls
- Press **2** to block **internal** intercom calls
- Press **3** to block **Both** internal & external

To Deactivate:

- Press **DND**
- Press **0**

The extension key will flash when the DND feature is activated

ALARM CLOCK

To activate the alarm clock on your handset:

- Press **SPK**
- Dial **827**
- Dial **alarm type 1 or 2**

Alarm 1 sounds only once. Alarm 2 sounds each day at the preset time.

- Dial the **alarm time** (24 hour clock)
- Press **SPK** to hang up

To cancel an alarm:

- Press **SPK**
- Dial **827**
- Dial **alarm type 1 or 2**
- Dial **9999**
- Press **SPK**

CHANGING THE TIME

- Press **SPK**
- Dial **828**
- Type in **2 Digit Hour & 2 Digit Minute**
- Press **SPK**

***NOTE:** The date must be changed in system programming by a technician

TO CALL A DOORPHONE

System Phone

- Press the **SPK** key
- Dial **802**
- Dial Doorphone Number (1-2)

Single Line Telephone

- Lift handset
- Dial **802**
- Dial Doorphone Number (1-2)

To activate the Doorphone strike

System Phone

- While talking to the Doorphone, press the **Flash** key

Single Line Telephone

- While talking to the Doorphone, **hookflash**

To answer a Doorphone chime

- Lift handset

SYSTEM & STATION SPEED DIALLING

To Store Abbreviated Dialing number:

- Press **SPK** key.
- Dial **853** (for common/personal spd dials) the screen will show ABB as you type in '3')
- Dial Abbreviated Dialling number,
Common=001-899, Personal=900-919,
- Dial **telephone number** you want to store.
- Press **HOLD**.
- Enter the associated **name**, using the keypad (# for space and # to move to the next letter, **Conf** to delete last entry)
- Press **HOLD**.
- Press **SPK** to hang up.

Dial Common/Personal Abbreviated

To scroll through speed dial numbers:

- Press **DC** button once for **common numbers**, then Enter the **first letter of the name** to scroll **alphabetically**, or Press **arrow keys** to scroll through numbers **numerically**
- Lift handset to dial

If you know the code you wish to dial:

- Press **SPK** key or lift handset.
- Press **DC** key
- Dial Code *Common=001-899, Personal=900-919.*

Access Speed Dials from Cordless

- Press **Talk**
- Press ***** (for personal speed dials) OR **814** (for system speed dials)
- Dial **Spd** code

Check Abbreviated Dialing numbers:

- Press **CHECK**.
- Press **DC** key
- Dial the **Abbreviated Dialing Code** and check number
- Press **CLEAR** when finished

To correct a mistake - Press DND

To delete a Speed Dial Entry

- Press **SPK** key.
- Dial **853** (for common/personal spd dials) the screen will show ABB as you type in '3')
- Dial Abbreviated Dialling number,
Common=001-899, Personal=900-919,
- Press **CLEAR**.
- Press **SPK** to hang up.

PROGRAMMING ONE TOUCH BUTTONS

Program Function Buttons for External Phone Numbers:

- **Press SPK**
- Dial **851**
- **Press** the **KEY** you wish to program
- Enter **01**
- Enter **0** for an outside line
- Enter the **phone number**
- **Press HOLD**
- **Press SPK**

Program Function Buttons for Internal Extensions:

- **Press SPK**
- Dial **851**
- **Press** the **KEY** you wish to program
- Enter **01** (For One Touch Key)
- Enter **Extension Number**
- **Press HOLD**
- **Press SPK**

Program Function Buttons for all other features:

- **Press SPK** key
- Dial **851**.
- **Press** the **key** you want to program.
- Enter the **2-digit key function** (see next page)
- **Press HOLD**
- **Press SPK**

Program Function Buttons for extension names:

- Press **Ext Names** Button
- Enter the **Extension Number**
- Type in the **name** required for that extension (remember # for space, ## for two characters on same key)
DND/Conf for backspace)
- Press **Hold**
- Press **Spkr**

Available functions are 00-99 (refer to chart below) To clear a key, enter 00.

- **SC 851:**
- 00 Not Used
- 01 DSS/One-Touch Key
- 03 DND Key
- 04 BGM (ON/OFF)
- 05 Headset Key
- 08 Incoming Caller-ID List
- 09 Operation Mode Switch
- 10 Call Forward-Immediate
- 11 Call Forward-Busy
- 12 Call Forward-No Answer
- 13 Call Forward-Busy/No Answer
- 14 Call Forward-Dual Ring
- 15 Call Forward-Follow Me
- 16 Call Forward to Station
- 17 Call Forward to Device
- 19 External Group Paging
- 20 External All Call Paging
- 21 Internal Group Paging
- 22 Internal All Call Paging
- 23 Meet-Me Answer to Internal Paging
- 24 Call Pickup for Own Group
- 25 Call Pickup for Another Group
- 26 Call Pickup for Specified Group
- 27 Abbreviated Dial-Common/Personal
- 28 Abbreviated Dial-Group
- 29 Repeat Dial
- 30 Saved Number Redial
- 31 Memo Dial
- 32 Meet-Me Conference
- 35 Call Back Request (camp on)
- 37 DND/FWD Override
- 38 Message Wait Button
- 55 Extension Name Edit
- 63 Restrict Caller-ID (ISDN)
- 45 Exclusive Hold
- 49 to Redirect
- 50 Account Code
- 67 Mail Box
- 68 Voice Mail Service
- 70 Call Forward B/NA (Busy No Answer)
- **SC 852:**
- *00 Not used
- *01 Trunk Key
- *02 Trunk Group/ Loop Key
- *03 Virtual Extension Key
- *04 Park Hold Key
- *05 Loop key

To check the function of a Programmable Function Key:

- Press **CHECK**.
- Press the **programmable key** (*The programmed function displays*).