

NEC 28i / 124i / 384i Telephone System User Guide

INTERCOM FEATURES

How to intercom a co-worker:

1. Lift handset
 2. Press **HOTLINE** key for co-worker
- or--
2. Press **CALL 1** and enter the **three-digit extension number**

How to intercom all extensions at once (paging):

1. Lift handset
2. Press **CALL 1**
3. Dial ***10** and begin speaking

How to make your intercom calls ring:

1. With handset in cradle, press **CALL 1**
2. Dial **823**
3. Press **SPK**

How to make your intercom calls beep:

1. With handset in cradle, press **CALL 1**
2. Dial **821**
3. Press **SPK**

MAKING OUTGOING CALLS

How to make an outgoing call:

1. Lift the handset
2. Press an available (unlit) line key
3. Dial number

How to put a call on hold:

1. While on call, press the **HOLD** key
2. Hang up

How to pick up a call from hold:

1. Lift handset
2. Press the fast-blinking line key (it will blink green if it was put on hold at your extension; it will blink red if put on hold by another extension)

How to redial:

1. Lift the handset
2. Press an available (unlit) outside line key
3. Press **LND** (Last Number Dialed)

How to make a conference call:

1. Establish the first call
 2. Press **CONF**
 3. Establish the second call
 4. Press **CONF**
 5. Press **CONF** again to establish three-way conference call
- or--
5. Establish third call
 6. Press **CONF** *twice* to establish four-way conference call

HANDLING INCOMING CALLS

How to answer an incoming call:

1. If the call is ringing at your extension, lift the handset
- or--
1. If the main line is ringing, lift handset and press slowly-blinking line key
- or--
1. If the call is ringing at another extension, lift the handset, press **CALL 1 * *** and the **three-digit extension number** of the phone ringing

How to transfer a call to a co-worker:

1. While on call, press **HOLD** (*do not hang up*)
 2. Press the co-worker's **HOTLINE** key
- or--
2. Dial the co-worker's **three-digit extension number**
 3. Announce call (optional)
1. Hang up (call will ring the co-worker's extension; if not answered, the call will automatically go to the co-worker's voicemail)

How to transfer a call directly to a co-worker's voicemail:

1. While on call, press **HOLD**
 2. Press the **VOICE MAIL** key
 3. Press the co-worker's **HOTLINE** key
- or--
3. Dial the co-worker's **three-digit extension number**
 4. Hang up

PERSONALIZING YOUR EXTENSION

How to put your extension in do not disturb:

1. Press the **DND** key
 2. Select the DND option:
 - Press **1** to block only outside calls
 - Press **2** to block all internal and transferred calls
 - Press **3** to block all calls
- or--
2. Wait for confirmation tone (about 10 seconds). System automatically chooses option 3.

How to cancel do not disturb:

1. Press the **DND** key
 2. Press **0** to cancel
- or--
2. Wait for confirmation tone (about 10 seconds). System automatically cancels DND.

How to program personal speed dials:

1. With handset in cradle, press **CALL 1**
2. Dial **855**
3. Press speed dial key to program (within top two rows)
4. Dial **9**, and then enter telephone number (including 1 + area code for long distance)
5. Press **SPK**

How to use personal speed dials:

1. Lift handset
2. Press an available (unlit) line key
3. Press speed dial key

How to program HOTLINE keys on your phone:

1. With handset in cradle, press **CALL 1**
2. Dial **851**
3. Press the function key to program
4. Dial **1058**
5. Dial **three-digit extension** for the HOTLINE key
6. Press **SPK**