NEC SL1100
USER MANUAL

Using Your Terminal

IP4WW-( )*TXH-B TEL

Handset

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

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 3 lines, 24 characters with backlight.

Soft Keys
The Soft Keys show the available features for your current activity. Any feature shown at the bottom of the LCD is available.

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 Key (Do Not Disturb)
Setup a Do Not Disturb 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.

Dial Keys

Speaker

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

Cursor Key
Access various features with simple operation.

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

Transferring and Holding

Transferring and holding calls is a fairly simple exercise, but different phone systems accomplish it in different ways. Some systems have dedicated buttons for each function while others use a single button to perform both functions. Basic telephones can also cause problems, as they don't have the function keys that the main handsets do and rely instead on a single button that may be labeled differently.

Transferring Calls:

To transfer a call, simply press the function key you want to contact **or** press the **TRANSFER** key followed by the extension number of the party to contact. When the other extension answers you can tell them who is calling then simply hang-up to transfer the call.
On a basic telephones and cordless telephones the **TRANSFER** key is often called the **RECALL or R** key. The method for transferring calls is identical other than this i.e. **R then extension number**.
To retrieve the call back to your station, press the flashing green **line** or **Park** key (dependent on system programming). On a basic or cordless phone press the **RECALL or R** key again.
Holding Calls:

On a Key handset there is a dedicated **HOLD** key. To place a call on hold, press this key. The caller will hear music, system service tone or nothing at all (dependent on system programming and hardware installed).
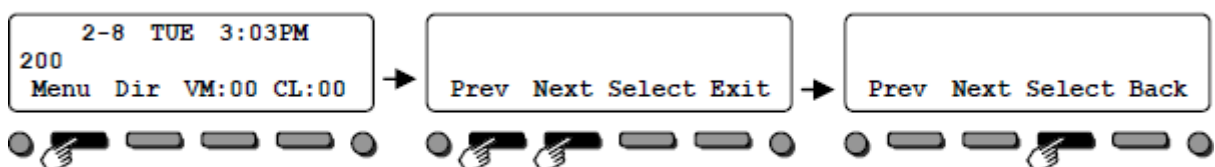To retrieve the call, press the flashing green **line** or **Park** key.
On a basic or cordless telephones, a call is placed on HOLD by pressing the **RECALL or R** key once.
Pressing the **RECALL or R** key again retrieves the call.

"Menu" Soft Key

The following table shows the menu structure of "**Menu**" Soft Key. You can reach the desired feature using the following operation.


It is possible to search the desired feature by pressing Cursor the Keys (Up / Down / Right / Left) several times instead of "**Prev**" or "**Next**" Soft Keys, or it's possible to access the desired feature directly by dialing the 2 digit Menu Code after pressing the "**Menu**" Soft Key.

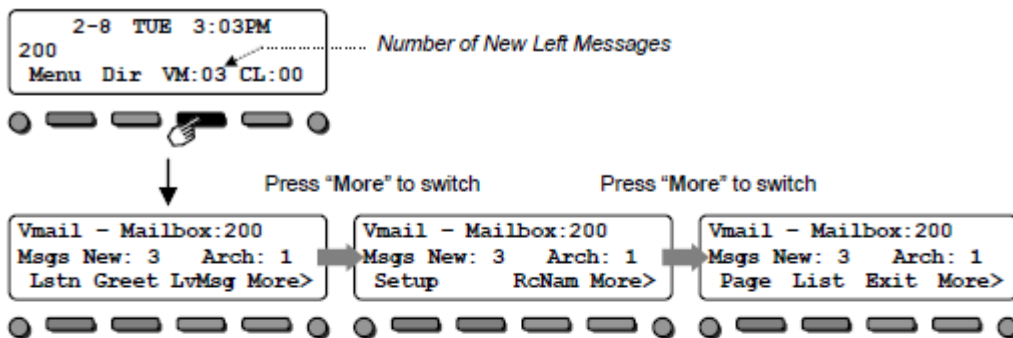| Item	Menu Code	Next Operation after pressing the "Select"
10 : Volume Preference	11 : Ring 12 : Off-Hook Ring	Press "Down" or "Up" to adjust the selected option.
20 : Display Preference	21 : Contrast 22 : Min Brightness 23 : Max Brightness	Press "Down" or "Up" to adjust the selected option.
30 : Feature Preference	31 : Voice Announce 32 : Handsfree Reply 33 : Auto Call Timer 34 : Preview Dial 35 : Illuminated Dialpad 36 : Auto Call Screening 37 : Incoming Page 38 : Ringing Line Preference 39 : Auto Backlit	For the selected option, press "On" (enable) or "Off" (disable).
40 : Ring Preference	41 : Intercom 42 : Line Keys	Press "<<" or ">>" to select and save option.
50 : Key Assignment	51 : Feature Keys 52 : Primeline Key	Press "<<" or ">>" to select and save option.
60 : Call Forwarding	61 : Immediate 62 : Ring No Ans 63 : Busy No Ans 64 : Call Forward AME 65 : Display Message 66 : Follow Me 67 : Both Ring	Press "Set" or "Cancel", enter the destination and select option to save.
70 : Speed Dial	71 : Personal Speed Dial 72 : Company Speed Dial	Enter Bin number and Phone number, Name and save.
80 : Name and Language	81 : Extension Name 82 : Display Language	For Name, enter the name using Alphanumeric Characters, For Language, press "<<" or ">>" to select and save.
90 : Option Preference	91 : Headset Mode 92 : Headset Voice Announce 93 : System Information 94 : VoIPDB Information 95 : Auto Backlit (Threshold) 96 : IP Address Information	For Headset option, press "On" (enable) or "Off" (disable). For System / VoIPDB information (IP Address, MAC Address), press "Select". For Auto Backlit, select threshold option to save.
00 : Admin	01 : Time 02 : Date 03 : Extension Name 04 : Clear All Call Fwd 05 : System Night Key Mode	For Time, Date and Extension Name, enter the Time, Date and Extension Number and Name to save. For Clear All Call Fwd, press "Yes".

"Dir" Soft Key

You can activate the Directory Dialing feature by pressing the "Dir" Soft Key.
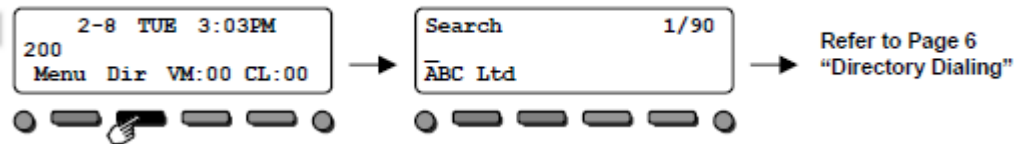
"VM" Soft Key

The Number of new messages in your mailbox is displayed on the "VM" Soft Key; you can access your mailbox by pressing this key.

```
    2-8  TUE  3:03PM
200
 Menu  Dir  VM:03 CL:00
```
.... *Number of New Left Messages*

Press "More" to switch   Press "More" to switch

```
Vmail - Mailbox:200
Msgs New: 3    Arch: 1
 Lstn Greet LvMsg More>
```
→
```
Vmail - Mailbox:200
Msgs New: 3    Arch: 1
Setup       RcNam More>
```
→
```
Vmail - Mailbox:200
Msgs New: 3    Arch: 1
 Page  List  Exit  More>
```

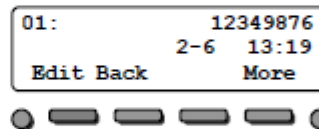| Soft Key Indication	Feature	Next Operation after pressing Soft Key
Lstn	Listen to Left Messages	Press "Next" to play next message, press "Rplay" to repeat played message, press "Del" to delete played message. Press "More" for other Mailbox features.
Greet	Mailbox Greeting	Press one of "Gr1" / "Gr2" / "Gr3" to choose the desired personal greeting message, and press "Lstn" (Listen) / "Rec" (Record) / "Del" (Delete) to maintain it.
LvMsg	Leave Message	Start message recording and press "Done" to complete it. Dial extension number you want to send this message and press "Send".
Setup	Mailbox Option Menu	Press "Code" (Security Code) / "Notfy" (Message Notification) / "CallH" (Call Handling Option) / "ATime" (Auto Time Stamp) to maintain each mailbox option.
RcNam	Name Menu	Press "Lstn" (Listen) / "Rec" (Record) / "Del" (Delete) to maintain the Mailbox Name.
Page	Page Message Menu	Press "Lstn" (Listen) / "Rec" (Record) / "Del" (Delete) to maintain the Paging Message.
List	Message List	Press "All" / "New" / "Arch" to set the message listen mode (message list) which you want to listen.
Exit	Exit VM Menu	- - -

"CL" Soft Key

Number of new unanswered calls is displayed on the "CL" Soft Key; you can access your Caller-ID List by pressing this key.

```
 2-8  TUE  3:03PM
Check List
 Menu  Dir  VM:00 CL:02
```
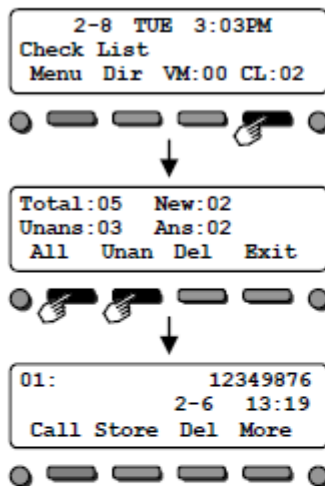
Soft Key Indication	Feature	Next Operation after pressing Soft Key
All	All Incoming Calls List	See below
Unan	Unanswered Calls List	See below
Del	Delete List	Press "Yes" to delete all Caller-ID List. (or press "No" to cancel)
Exit	Exit from Summary	- - -

```
Total:05   New:02
Unans:03   Ans:02
 All   Unan  Del   Exit
```

```
01:          12349876
             2-6   13:19
 Call Store Del  More
```

Press "More" to switch

```
01:          12349876
             2-6   13:19
 Edit Back        More
```
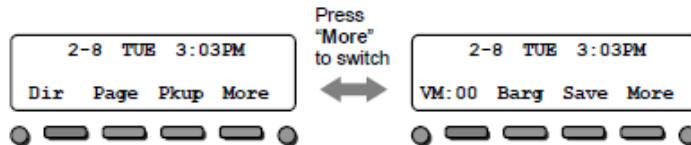
Press "VOL Up / Down" Keys to select the desired number.

Soft Key Indication	Feature	Next Operation after pressing Soft Key
Call	Call to displayed number	Lift the handset to talk when the destination answered.
Store	Store displayed number	Press "STA" (Personal Speed Dial) or "Abb" (Common Abbreviated Dial), and dial Bin Number to store the displayed number with name. (Press Hold Key to save.)
Del	Delete displayed number	Next received Caller-ID shall be automatically displayed, and continue the Caller-ID Soft Key operation.
Edit	Edit displayed number	Press "<-" or "->" to change the cursor position, press "DEL" to delete a digit, and dial new digit. (Press Hold Key to save.) Press "CNCL" to cancel Edit Mode.
Back	Return to Summary	Continue the Caller-ID Soft Key operation.

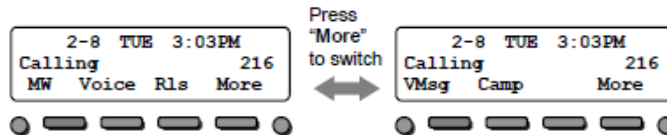## Soft Key Operation during "Off-Hook" Operation

When you press the Speaker Key or lift the handset you will see the following Soft Keys.

```
  2-8  TUE  3:03PM                    2-8  TUE  3:03PM
                          Press
Dir  Page  Pkup  More     "More"    VM:00  Barg  Save  More
                          to switch
```

Soft Key Indication	Feature	Next Operation after pressing Soft Key
Dir	Directory Dialing	Refer to Page 6 for Directory Dialing operation.
Page	Paging	Press "InPg" (Internal Paging) or "ExPg" (External Paging), and dial the Group/Zone number to page.
Pkup	Call Pickup	Press "Pers" for Extension Call Pickup. Press "ExPg" for External Paging pickup. Press "InPg" for Internal Paging pickup.
VM:00	Mailbox Access	Refer to Page 16 (VM Soft Key).
Barg	Barge-In	Dial the target extension number to barge in.
Save	Saved Number Dial	Saved number is dialed automatically. Wait for answer.

Soft Key Operation during extension calling

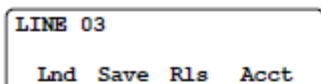During Intercom calling (called party does not answer yet) you will see the following Soft Keys.

```
  2-8  TUE  3:03PM                    2-8  TUE  3:03PM
Calling        216       Press      Calling        216
MW  Voice  Rls  More      "More"    VMsg  Camp     More
                          to switch
```

Soft Key Indication	Feature	Next Operation after pressing Soft Key
MW	Message Waiting	Message Waiting is set. Hang up to finish.
Voice (Signal)	Intercom Call Mode Switching (Signal / Voice)	Signal -> Voice : Start to talk after beep tone. Voice -> Signal : Wait for called party answer. Press "Voice" (or "Signal") again to switch Call Mode, if necessary.
Rls	Hang Up	- - -
VMsg	Leave a Message (In-Mail) (Option)	Start recording your message.
Camp	Camp On / Callback	Camp On Wait for the system to call you back without hanging up. Callback Hang up and wait for the system to call you back.

Soft Key Operation during outside call

When you seize a trunk for outgoing call, or you answered an incoming call, access following features using Soft Keys.
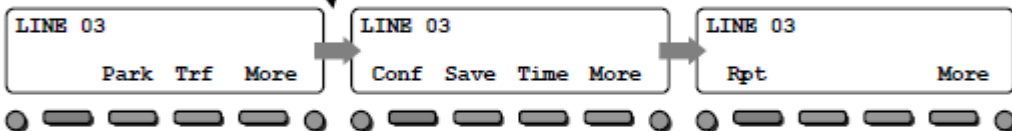
(When you seize a Trunk)

```
┌─────────────────────────┐
│ LINE 03                 │
│                         │
│  Lnd  Save  Rls  Acct   │
└─────────────────────────┘
○ ▭ ▭ ▭ ▭ ○
```

Soft Key Indication	Feature	Next Operation after pressing Soft Key
Lnd	Last Number Dialing	Last dialed number is dialed automatically. Wait for answer.
Save	Saved Number Dialing	Saved number is dialed automatically. Wait for answer.
Rls	Hang Up	- - -
Acct	Account Code Entry (Option)	Enter the Account Code.

After establishing call and pass 4 seconds ↓   Press "More" to switch

```
┌─────────────────────────┐   ┌─────────────────────────┐   ┌─────────────────────────┐
│ LINE 03                 │   │ LINE 03                 │   │ LINE 03                 │
│                         │ → │                         │ → │                         │
│      Park  Trf  More    │   │ Conf  Save  Time  More  │   │  Rpt            More    │
└─────────────────────────┘   └─────────────────────────┘   └─────────────────────────┘
○ ▭ ▭ ▭ ▭ ○       ○ ▭ ▭ ▭ ▭ ○       ○ ▭ ▭ ▭ ▭ ○
```

| Soft Key Indication	Feature	Next Operation after pressing Soft Key
Lnd	Last Number Dialing	Last dialed number is dialed automatically. Wait for answer.
Park	Park Hold	Press "Sys" (System Park) or "StaP" (Extension Park) to select type of Park Hold.
Trf	Transfer	Dial the desired extension number, or seize an idle trunk and place a call to transfer.
Conf	Conference	Dial the desired extension number, or seize an idle trunk and place a call to establish a conference. Press "Add" to invite the other party, or press "Add" and "Begin" to start a conference. Press "AnHd" to retrieve a held call.
Save	Save dialed Number	- - -
Time	Call Duration Time Indication	Press "Time" again to turn off the Call Duration Time indication.
Rpt	Repeat Dialing	Repeat Dialing feature is set, and the system automatically places a call periodically. Wait for answer.

Do Not Disturb Function

The N.E.C key sets have a function so that anyone trying to ring the key set receives a BUSY tone or routes to voicemail even if it is not being used. This function is useful if a room is needed for an important meeting and the keyset needs to be available for outgoing calls but needs to be silent so as not to disrupt the meeting.
Pressing the **DND** key then choosing one of the following options does this:

1 - External calls only

2 - Intercom calls only

3 – All calls

0 - Cancel

Last Number Redial

The N.E.C SL can store up to 10 numbers. The system will keep track of the last external or internal number dialed by each extension and allow them to redial it regardless of how long the extension has been idle.
Redial the last number by pressing the LND key on the jog dial then scroll up or down to find the number you want. Simply lift the handset to dial.
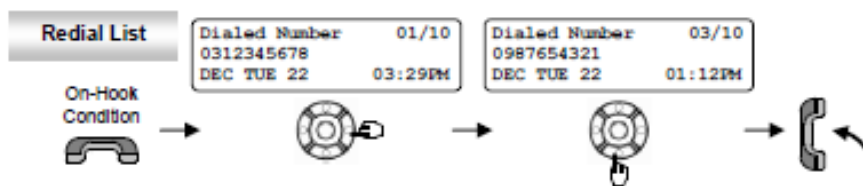

Call Pickup

It is possible to pick up a call that is ringing at another extension by using a Call Pickup codes, function keys or the soft keys. There are three different codes that can be used, depending on the circumstances. These codes will allow you to pick up calls that are ringing a groups or calls that are ringing at specific extension.
The following codes can be used:

In same Group	Speaker	→	✳ # → 📞↩
			Call Pickup Key
			(SC751+24)

In other Group	Speaker	→	7 6 9 → 📞↩
			Call Pickup for other Group Key
			(SC751+25)

| Specified Extension | Speaker | → | ✳ ✳ → ? ? ? → 📞↩ |
| | | | Extension Number |
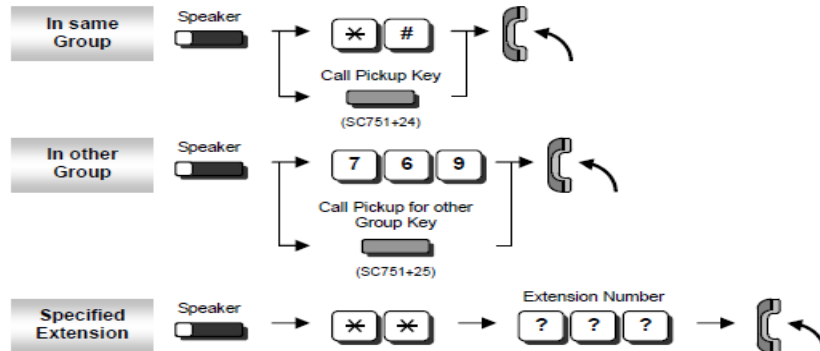
Conference Calling

To use this feature call the first user you want in the conference call, press the **Conf** soft key to initiate a conference, dial the next party (with 9) or internal number. Once they have answered you will see **ADD** press this again and you can then add another party or press the **BEGIN** soft key.
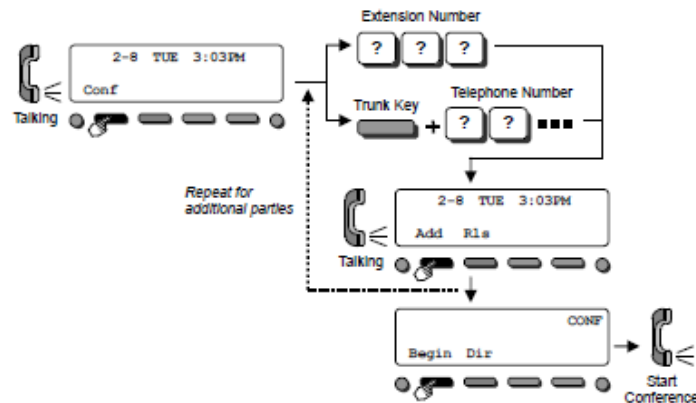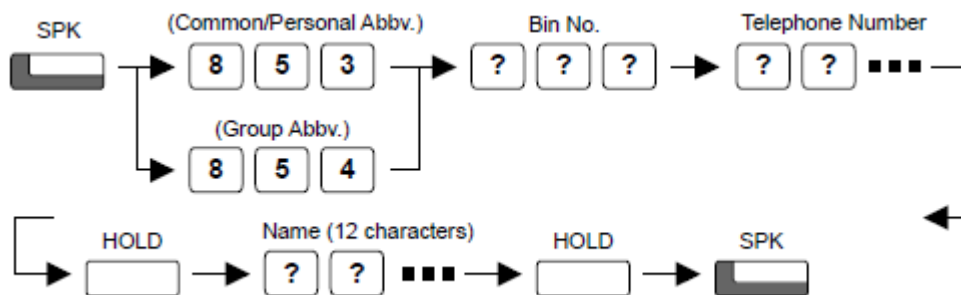

You can have up to 16 parties (including your terminal)

Programming Speed Dials

The NEC SL system can store 1000 speed dial entries that can be accessed via the terminal handsets. These are programmed with the sequence below

When entering a name, use the Dial Pad Keys on your telephone to enter letters as shown below. For example, press the "2" key once for "A", twice for "B", etc...

|	Number of Key Presses												
	1	2	3	4	5	6	7	8	9	10	11	12	13
1	1	@	[	¥	]	^	_	'	{		}	→	←
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	!	"	#	$	%	&	'	(	)			
*	*	+	,	-	.	/	:	;	<	=	>	?	

Accepts a character and move the cursor one place to the right. Press twice to insert a "space".

DND/CONF Clear the character entry to the left, one character at a time (Backspace Key).

Programming Function Keys

Programmable Function Keys can be assigned as DSS (Direct Station Selection) or One-Touch Keys. You can place an Outside or Intercom call by pressing this key without dialling the number.
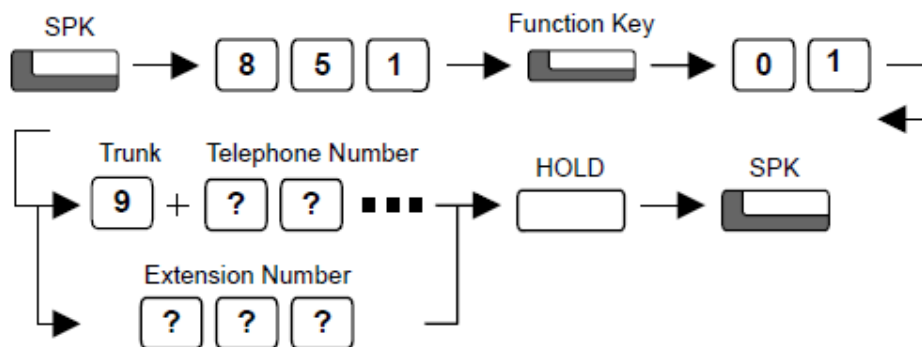
- ◆ Function Keys with one or two colour LEDs programmed as DSS keys will provide extension status indication, Idle=Off, Busy=lit. This is known as Busy Lamp Field (BLF) indication.

- ◆ When storing an outside telephone number, the Trunk Access Code (normally 9) must be added to the start of the number. Up to 36 digits can be stored.

- ◆ To program another key, press the next Programmable Function Key instead of the SPK Key to finish.

Things to Check if you Experience Problems

There are a few things that we ask customers to try before calling us as it can save both us and the customer time as well as helping us to pinpoint the problem more easily. It also helps us to know if we will need to bring any replacement items, such as handsets or even a new system. This process can be speeded up if you, the customer, is willing to help us narrow down the possibilities that could cause the fault.

At least **HALF** to **2/3** of all faults tend to be BT related, even if you have already tried them and they have said otherwise. BT usually requires us to prove that the system is not at fault before they will take more than a brief look at the actual phone lines.

Sometimes just turning the system on and off can clear an annoying fault. The same can be said of unplugging the phone from its socket and then plugging it back in.

If you are experiencing problems dialing out or receiving incoming calls, firstly turn the phone system off and on again, more often than not this will clear the problem. If this fails to clear the problem then there may be a problem with the actual telephone lines. This can be checked by ringing 154 and asking B.T. to check the lines for faults, the lines can be checked there and then. If B.T. say there are no apparent faults please ring us and an engineer will be sent out. It may also be worth putting a phone in the power fail socket, if you have one, to see if the fault is still there. If the fault appears on the power fail socket then it will definitely be a B.T. fault as this socket bypasses the system completely.

If a phone stops working the best way to check it is to try it in another socket. Please note that a normal phone will not work in a socket normally used for a Panasonic keyset. You could also try a phone that you know works in the socket that is suspect. This will show whether you need a new phone or whether you need an engineer to look at the problem.

Should a phone stop ringing please check that the ringer has not been turned off? On keysets this is done by changing the volume while the phone is ringing (KXTD phone systems) or by checking a switch on the back of the phone (KXTA phone systems). Normal telephones usually have a switch on the back of the phone that alters the pitch of the ring as well as a switch that alters the ringing volume. If the phone still fails to ring please call us so we can get an engineer to look at the problem.