

Smart Communication Server

SL1100

Multi-Line Terminal User Guide

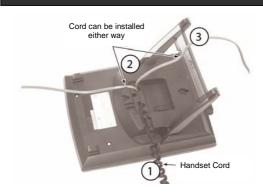
Please read this manual carefully before operating this product and save this manual for future use.

Before using Your Terminal...

Thank you for purchasing NEC SL1100 system.

Due to the flexibility built into the system, your <u>Dialing Codes and Feature Capacities</u> 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



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.



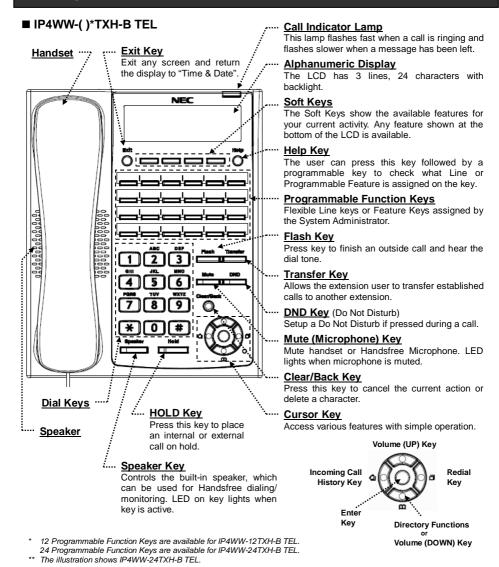
NEC Corporation reserves the right to change the specifications, functions, or features at any time without notice.

NEC Corporation has prepared this document for use by its employees and customers. The information contained herein is the property of NEC Corporation and shall not be reproduced without prior written approval of NEC Corporation.

Copyright 2011- 2014, NEC Corporation

Printed in Japan

Using Your Terminal



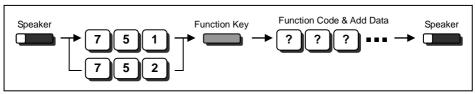
Handsfree Options

- 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

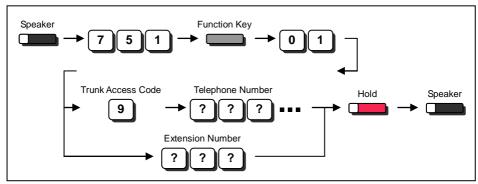
Programmable Function Keys can be assigned as "Trunk" Key and/or other Function Keys. You can just press the function key to activate the assigned function without dialing the Service Code.



- There are 2 levels of Function Keys. (General Keys: assigned by 751, Appearance Keys: assigned by 752)
- 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, you have to erase the Appearance Key by dialing "752 + 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 dialing "752 + 000".
- Programmable Function Keys can be erased by dialing "752 + 000" or "751 + 00".
- · Programmable Function Keys can be assigned by Soft Key operation as well.

■ DSS / One-Touch Keys

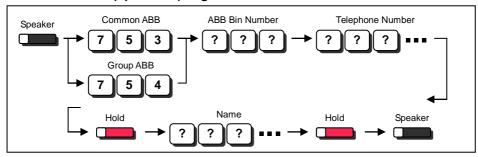
Programmable Function Keys can be assigned as DSS (Direct Station Selection) or One-Touch Keys. You can place an Outside / Intercom Call by just pressing this key without dialing the number.



- 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 to the unused Trunk Keys, these unused keys should be erased by dialing "752 + 000" before performing the above operation.
- For the 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 dialing digits 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.
- · One-Touch Keys can be assigned using Soft Key operation.

For Your Convenience

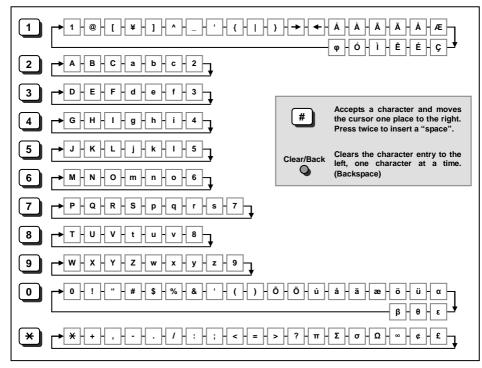
■ Abbreviated Dial (Speed Dial) Registration



- The number of digits dialed for 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 dialing digits 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..
- Common Abbreviated Dial can be registered using Soft Key / Cursor Key operations.

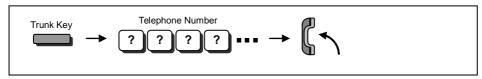
■ Entering Alphanumeric Characters

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.



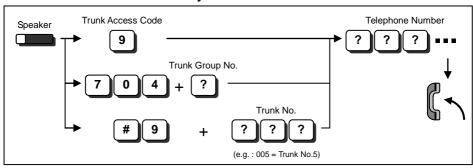
Placing Calls

■ Place an Outside Call <Quick Access>



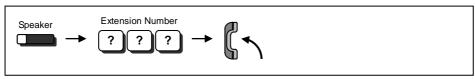
- · Listen to the Dial Tone before dialing a Telephone Number.
- You can have function keys for Trunks or Trunk Groups. Ask your NEC Authorized Supplier for the details.

■ Place an Outside Call <Access by Code>



- To change the Trunk Access Code, ask your NEC Authorized Supplier for the details.
- Listen to the Dial Tone before dialing a Telephone Number.
- If the Trunk Group number is greater than 10, you should enter 2 digits (e.g. 11: Group 11) after dialing "704". Ask your NEC Authorized Supplier for the details.
- · Ask your NEC Authorized Supplier for the Trunk Number dialing digits.

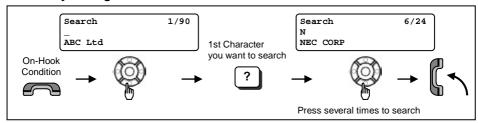
■ Place an Intercom Call < Dial Access>



 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 (if the destination is Multi-line Terminal).

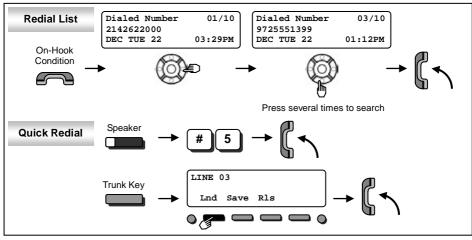
Placing Calls Quickly

■ Directory Dialing



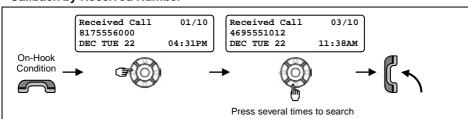
- After searching the desired destination, press "Enter" Key to confirm the telephone number before lifting the handset, if necessary.
- You can enter more characters (up to 12) to make desired destination's search even more specific.
- You can also search the desired destination without entering the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

■ Last Number Dialing



- The system retains the last 10 numbers dialed, which can be reviewed and redialed.
- To cancel the Redial List operation, press "Clear/Back" Key.

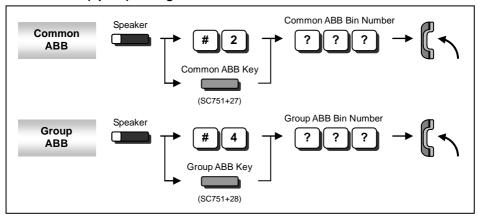
■ Callback by Received Number



- 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.

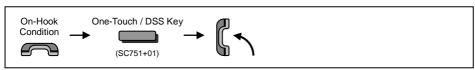
Placing Calls Quickly

■ Abbreviated (Speed) Dialing <for Outside>



- The digit of Bin No. depends on the system setting (0-9 < Only Group ABB> / 00-99 / 000-999).
- · Telephone Numbers are 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.

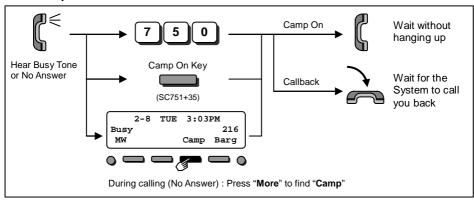
■ One-Touch / DSS Call



- 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

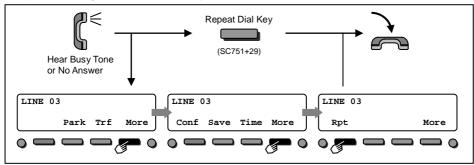


- Camp On Intercom Call When you hear ringing, wait for the called party to answer.
 - Outside Call When you hear Dial Tone, begin telephone number dialing.
- Callback Intercom Call When your terminal starts the ringing, lift handset and wait for the called party to answer.
 - Outside Call When your 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



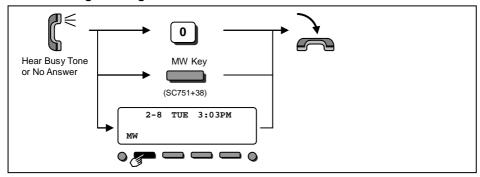
■ Repeat Dialing < Outside Call Only>



- When the Repeat Dialing is set, Repeat Dial Key flashes 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 answers.
- · Press flashing Repeat Dial Key to cancel.

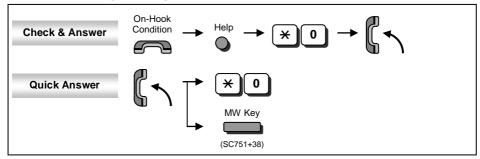
If your call doesn't go through...

■ Set a Message Waiting



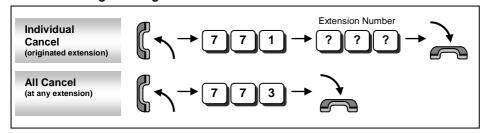
• When you set a MW, the called party's Indicator starts to flash, and your Indicator is lit Red.

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



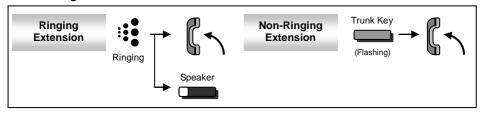
- · When you answer a MW, the Indicator automatically goes off when the called party answers.
- If multiple message are in queue, you can select the desired party by pressing Up key after dialing " ★, 0".

■ Cancel Message Waiting



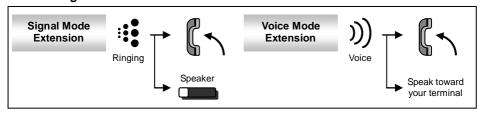
Answering Calls

■ Answering an Outside Call



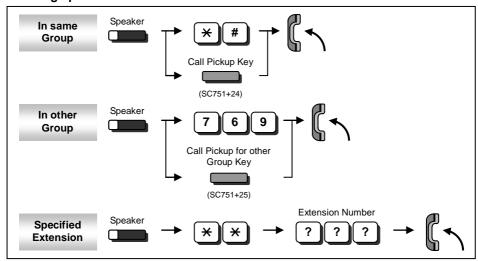
Confirm the status of Mute Key if you want to answer by Handsfree (Mute On: LED On, Mute Off: LED Off).

■ Answering an Intercom Call



- Intercom Call Mode (Signal or Voice) can be set at your terminal by:
 "Signal": Speaker -> 723
 "Voice": Speaker -> 721
- Confirm the status of Mute Key if you want to answer by Handsfree. (Mute On: LED On, Mute Off: LED Off)

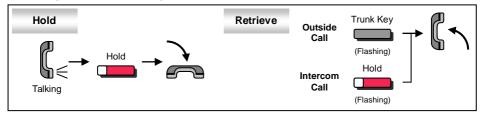
■ Picking up a Call for other Extensions



- System setting is necessary to create a Call Pickup Group. Ask your NEC Authorized Supplier for the details.
- Call Pickup operations are available using Soft Key operation.

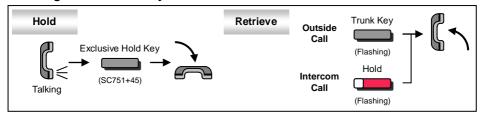
Hold / Transferring Calls

■ Holding a Call / Retrieving a Held Call



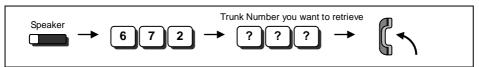
- When on an Intercom, the call is held as "Exclusive Hold" on your terminal.
- This operation puts your outside call on System Hold. Other extension users can take the call off Hold.

■ Holding a Call Exclusively



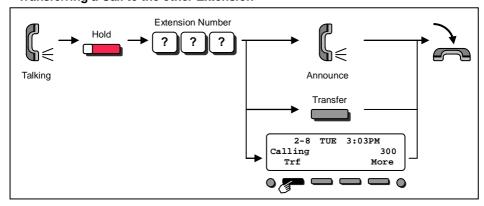
• This operation puts your outside call on Exclusive Hold. Other extension users can not take the call off Hold.

■ Retrieve a Held Outside Call



Ask your NEC Authorized Supplier for the details about your Trunk Number dialing digits.

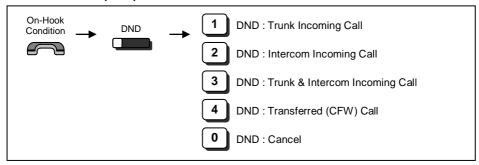
■ Transferring a Call to the other Extension



If your terminal has DSS/One-Touch key, just press it instead of "HOLD" and "Extension Number" dialing.

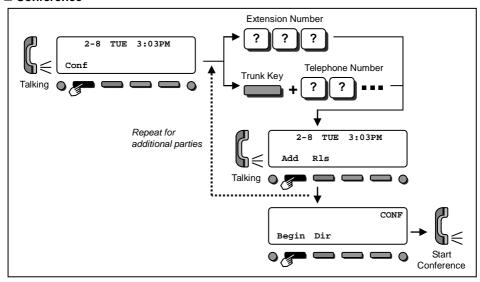
For more Convenient Use...

■ Do Not Disturb (DND)



• When you set DND function, DND Key is lit and the Internal Dial Tone pattern changes.

■ Conference

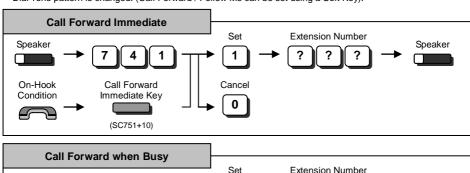


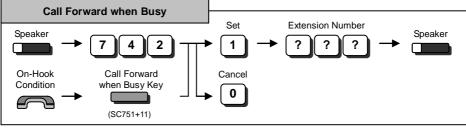
- · You can repeat this operation to add more parties.
- You may be able to have up to 16 parties (including your terminal). You may need to adjust the volume level due to the environment where calls are placed. Ask your NEC Authorized Supplier for the details.

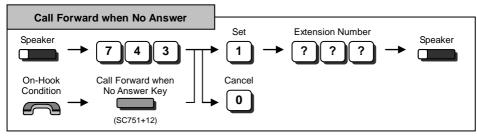
For more Convenient Use...

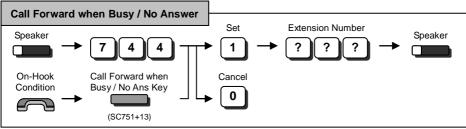
■ Call Forwarding / Follow Me

When you set Call Forward / Follow Me, the destination extension is displayed on the LCD and the Internal Dial Tone pattern is changed. (Call Forward / Follow Me can be set using a Soft Key).



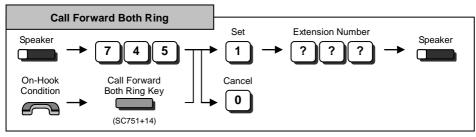


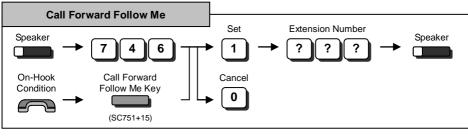




For more Convenient Use...

■ Call Forwarding / Follow Me (Cont'd)





■ "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 43 : Each 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 97: IP Phone log off 98: Change login password | 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". |

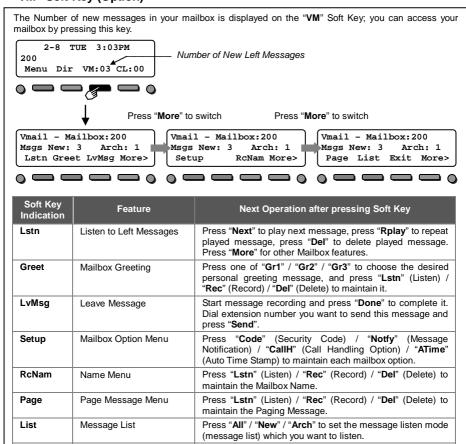
■ "Dir" Soft Key

Exit

Exit VM Menu



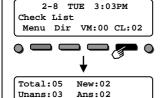
■ "VM" Soft Key (Option)



■ "CL" Soft Key

A11

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



Unan Del

| 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 | |



Exit

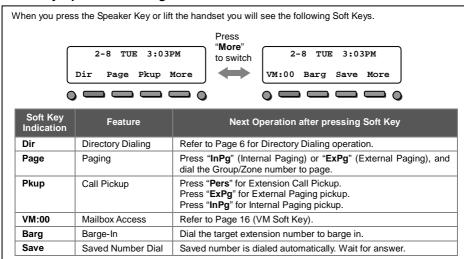




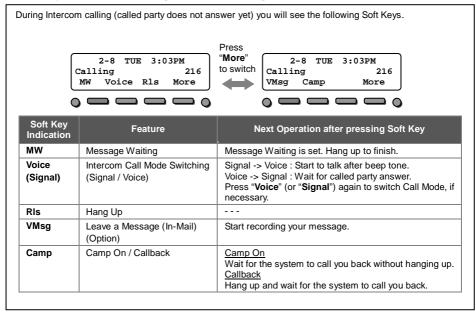
Press "VOL Up / Down" Keys to select the desired number.

| 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 Operations during Off-Hook condition



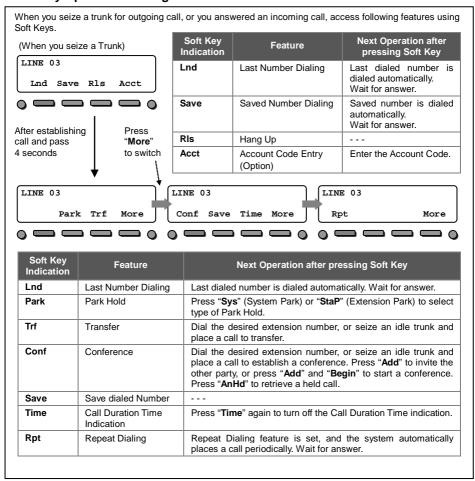
■ Soft Key Operations during Intercom Calling



■ Soft Key Operations after establishing an Intercom Call

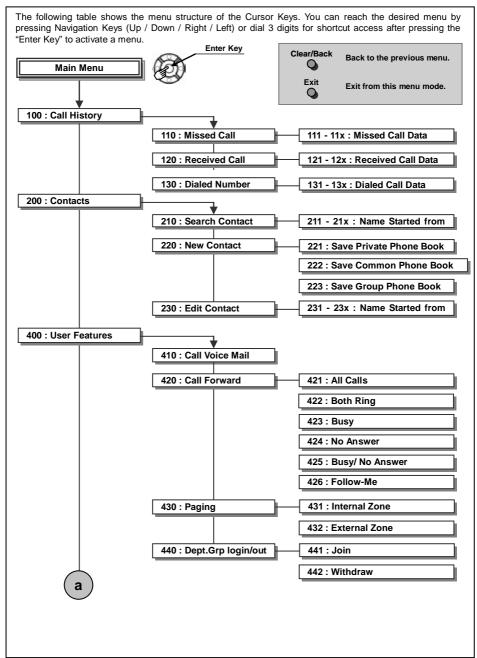
After establishing an Intercom call, access following feature using Soft Keys. 2-8 TUE 3:03PM Soft Kev **Next Operation after pressing Feature** 216 Talking to Indication Soft Key Conf Conf Dial the desired extension number, Conference or seize an idle trunk and place a call to establish a conference. Press "Add" to invite the other party, or press "Add" and "Begin" Refer to Page 12 "Conference" to start a conference. Press "AnHd" to retrieve a held call.

■ Soft Key Operations during Outside Call

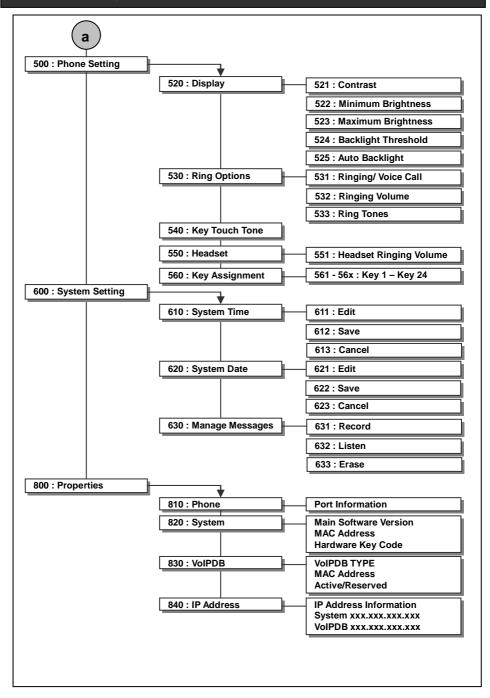


Cursor Keys Operation

■ Menu Structure when PRG15-02-60 is set to Advanced Mode 1



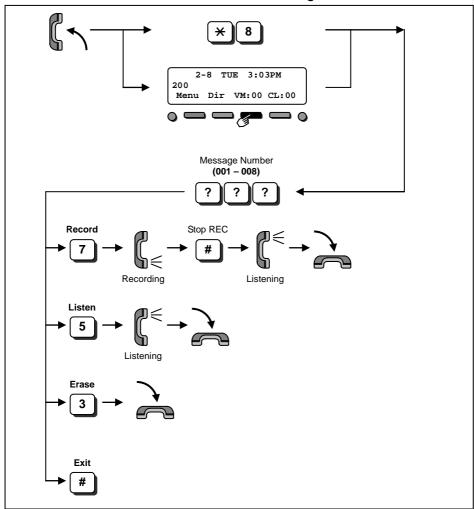
Cursor Keys Operation



Built-In Automated Attendant

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

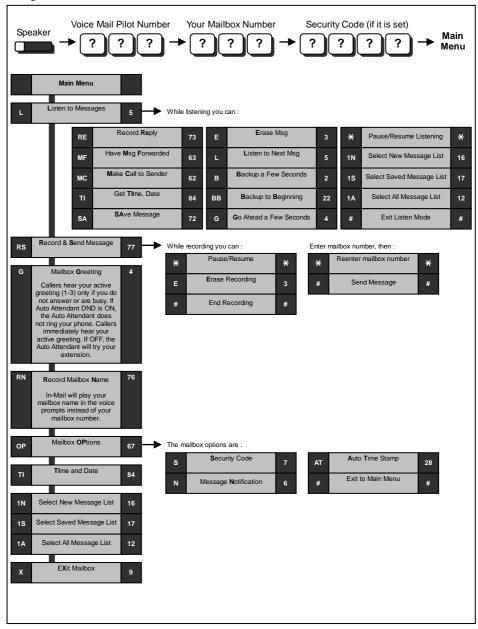
■ Record / Listen / Erase Automated Attendant Messages



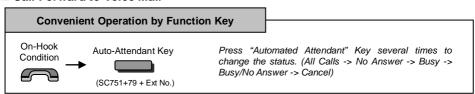
- Up to 8 types of messages can be recorded.
- The message length can not exceed 2 minutes.

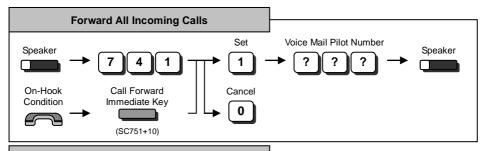
Optional hardware and System setting is necessary to use In-Mail (Voice Mail) feature. Ask your NEC Authorized Supplier for the details.

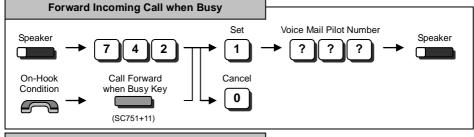
■ Log-On to the In-Mail

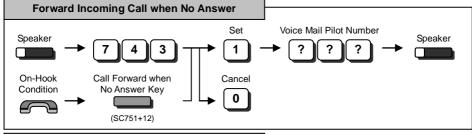


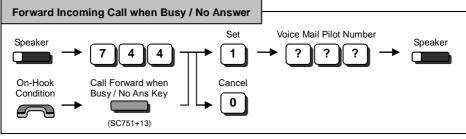
■ Call Forward to Voice Mail



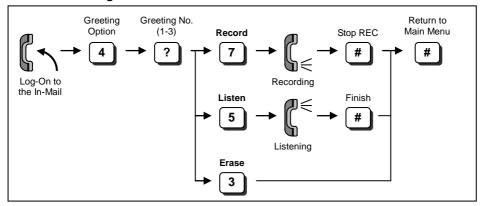






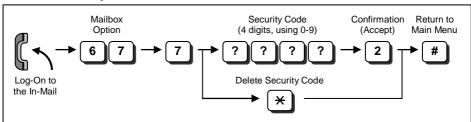


■ Mailbox Greeting



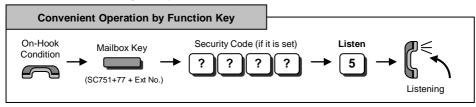
· Selected Greeting (one of three) becomes active.

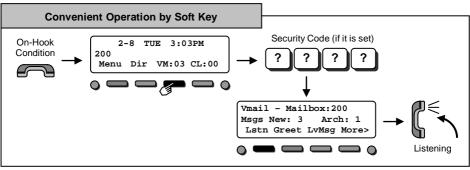
■ Mailbox Security Code

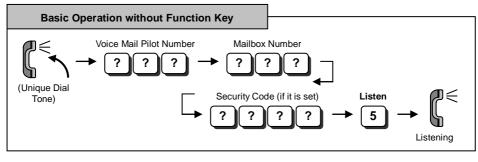


- Dialed Security Code can be canceled by pressing "4" instead of "2 (Accept)".
- In case the "In-Mail Advanced Features License (SL-VM-ADVANCE LIC)" is provided, or during Free Trial period (60 days after new installation), the type of Security Code can be assigned as below.
- Dial 4 digits Security Code followed by "7": Security Code for all log-on
 Dial 4 digits Security Code followed by "6": Security Code for remote log-on only
- · System Administrator can delete a Mailbox Security Code.

■ Listen to Left Messages in your Mailbox



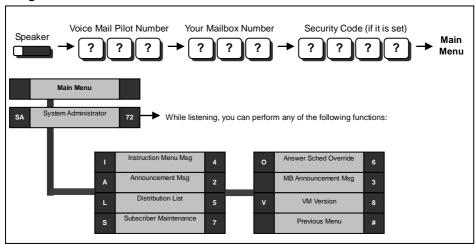




Option: In-Mail (Voice Mail System Administrator)

The following administrative features are only available at the system administrator's extension (extension 101 at default). Ask your NEC Authorized Supplier for details on how to become a system administrator.

■ Log-In to the In-Mail



- Instruction Menu Message are used as the Automated Attendant Main Greetings (e.g. Day Mode greeting, Night Mode greeting, etc)
 - •To record an instruction Menu from the System Administrator Menu, dial the digit 4 (Instruction Menu Messages). Dial the mailbox number (001 032).
 - -Press the digit 5 to Listen to the message.
 - -Press the digit 7 to Record the message.
 - -Press the digit 3 to Delete the message.
 - -Press # to return to the System Administrator Menu.
- Announcement Message are used to announce general information to callers such as directions, hours
 of operation, etc.
 - To record an Announcement Message from the System Administrator Menu, dial the digit 2 (Announcement Messages). Dial the mailbox number (001 032).
 - -Press the digit 5 to Listen to the message.
 - -Press the digit **7** to **Record** the message.
 - -Press the digit 3 to **Delete** the message.
 - -Press # to return to the System Administrator Menu.
- Distribution List is a list of extensions set to receive a single voice mail message. Any message left in the distribution mailbox will be sent to all extensions in the list.
 - •To review or modify the Distribution List from the System Administrator Menu, dial the digit 5 (Distribution List). Dial the mailbox number (001 032) to be modified..
 - ▶Press the digit 6 to Review or Modify the list.
 - -Press the digit 2 to Add an extension to the distribution list.
 - -Press the digit 3 to Delete the current extension from the list.
 - -Press the digit 6 to step to the Next entry.
 - -Press # to return to the System Administrator Menu.
 - Press the digit **76** to record a **Name** for the distribution list.
 - -Press the digit 5 to Listen to the name.
 - -Press the digit 7 to Record a new name.
 - -Press the digit 3 to **Delete** the name.
 - -Press # to exit this feature.
 - ▶Press # to return to the System Administrator Menu.

Option: In-Mail (Voice Mail System Administrator)

- ◆ Subscriber Maintenance is used to modify the subscriber mailboxes.
 - •To modify a Subscriber Mailbox from the System Administrator Menu, dial the digit 7 (Subscriber Maintenance). Dial the extension number of the mailbox you wish to modify.
 - -Press the digit 32 to Delete all messages.
 - -Press the digit 34 to Delete the mailbox greeting.
 - -Press the digit 36 to Delete to the mailbox name.
 - -Press the digit 7 to Delete the security code.
 - -Press the digit 6 to Record a new name.
 - -Press # to return to the System Administrator Menu.
- Answer Schedule Override provides alternate answering for the Automated Attendant by sending calls to a specified Override mailbox, when enabled. As an example you can use the Answering Schedule Override to provide Holiday and Bad Weather closing announcements.
 - •To modify the Answer Schedule Override from the System Administrator Menu dial 6 (Answer Schedule Override). Dial the answer table number (01-16) you wish to override.
 - -Press the digit 6 to toggle On/Off the answer schedule table.
 - -Press the digit 2 to enter a New answer schedule override mailbox. Enter the override mailbox number (001-032 or a valid subscriber extension). The override mailbox can be an announcement, call routing box, or a subscriber box.
 - -Press # to return to the System Administrator Menu.
- Mailbox Announcement Message is a message recorded by the system administrator that plays to each subscriber when they log into their mailbox. This message will play each time the subscriber logs into their box until it expires, is deleted, or is made inactive by the system administrator.
 - To record and modify the Mailbox Announcement Message from the System Administrator Menu, dial the digit 3 (Mailbox Announcement Message).
 - -Press the digit 5 to Listen to the mailbox announcement message.
 - -Press the digit 7 to Record a new mailbox announcement message.
 - -Press the digit 6 to **Delete** the mailbox announcement message.
 - -Press the digit 2 to Specify the amount of days the message is active. Enter * for an indefinite amount of days or enter 01-99 for 1-99 days.
 - -Press # to return to the System Administrator Menu.
- ◆ Voice Mail Version will play a message indicating the software level of the voice mail.
 - •To hear the current Voice Mail Version from the System Administrator Menu, dial the digit 8 (Voice mail Version).

NEC Corporation of America 4 Forest Parkway, Shelton, CT 06484 800-365-1928 www.necsl1100.com **SL1100**

Multi-Line Terminal
User Guide

NEC Corporation

A50-031929-003 NA Issue 4.0 January 2014