

NEC DK Series User Guide

General Information

This guide is intended for use with the **RANGER DK-824** Business Telephone System.

- All operational instructions assume Prime Line Pickup is NOT assigned i.e. internal dial tone is heard when the handset is lifted from the cradle.
- All Feature Access codes listed are standard; some may vary based on system programming.
- Access to many features is based on system assignment. Not all features may be available from your telephone.
- Digital telephones equipped with displays will provide useful call information such as digits dialed, recall indications, feature confirmation etc.
- If you experience difficulties or need assistance with your phone system please consult the dealer from whom you purchased.

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NOTE: When calling a station that is not busy, dialling **1** after the station number will change ringing tone to voice or voice to ringing tone.

ANSWERING CALLS

INTERNAL RINGING CALLS

Large LED flashing red

- Lift handset
- Converse

VOICE ANNOUNCED INTERNAL CALLS

- Ensure MIC LED is lit
- Respond handfree or lift handset

OUTSIDE RINGING CALLS

Large LED flashing green

- Press flashing **ANS** key or line key
- Lift handset
- Converse

NOTE 1: If additional outside calls are received, the **ANS** key LED will flash. Pressing the **ANS** key places the current call on Non-Exclusive Hold and connects you to the next call. After ending your call, press the flashing line key to return to the original caller.

NOTE 2: If Ringing Line Preference is set i.e. **ANS** key is preset (**ANS** key LED is turned ON by **FNC** ➔ **ANS**), then just lift handset to answer outside ringing calls.

CALL PICKUP

- Lift handset
- Dial Call Pickup code:
 - All Calls **6#**
 - Same Tenant **6***
- Converse

PLACING CALLS

INTERNAL CALLS

- Lift handset OR press **SPKR** key
- Dial extension number

OR

Press Feature Access key or One Touch key programmed for Direct Station Selection (DSS)

OUTSIDE CALLS

- Lift handset OR press **SPKR** key
- Press **CALL** key OR an idle outside line key
- Dial telephone number

NOTE: If **CALL** key is preset (i.e.

CALL key LED is turned ON by

FNC ➔ **CALL**), then just lift handset and dial telephone number.

STATION/SYSTEM SPEED DIAL

To dial an outside number from the Speed Dial Memory:

- Press **LNR/SPD** key and dial Speed Dial Memory location:
 - Station Speed Dial **00-19**
 - System Speed Dial **20-99**

OR

Press Feature Access key or One Touch key programmed for Station Speed Dial

- Lift handset

LAST NUMBER REDIAL

To redial the last outside number called

- Press **LNR/SPD** key
- Dial #
- Lift handset

AUTOMATIC REDIAL

After originating a busy or unanswered outside call on the handset

- Press **SPKR** key
- Replace handset
- Press **FNC** key
- Press **LNR/SPK** key

Call is repeatedly dialled until answered, cancelled or the maximum number of redial attempts is reached

- Lift handset when the called party answers

NOTE: Press **SPKR** key to cancel Automatic Redial/

TRUNK QUEUING

When attempting to make an outside call but all outside line are busy

SET

- Lift handset
- Dial **64**
- Replace handset

NOTE: When a line is available, your telephone will ring, lift handset and place call.

CANCEL

- Lift handset
- Dial **65**
- Replace handset

PAGING OPTIONS

PAGING

- Lift handset
- Dial Paging code:
 - All Internal Zones **70**
 - Internal Zone A **71**
 - Internal Zone B **72**
 - Internal Zone C **73**
 - External Page **75**
 - All Call Page **77**(All Internal/External Zones)
- Page
- Wait for Meet-Me Answer or replace handset

ANSWER A PAGE

During a Page

- Lift handset
- Dial **74** (Meet-Me Answer code)
- Converse

NOTE: External paging facility requires external paging equipment to be installed.

WITH A CALL IN PROGRESS

HOLDING CALLS

NON-EXCLUSIVE HOLD

With a call in progress

- Press **HOLD** key
- Replace handset

EXCLUSIVE HOLD

With a call in progress

- Press **FNC** key
- Press **HOLD** key. Only you station can retrieve this call
- Replace handset

RETRIEVING HELD CALLS

- Lift handset
- Press the green flashing held Line key (outside call)

OR

Press **CNF** key (internal call)

NOTE: After a pre-programmed time, the held call will recall to the originating station. To retrieve call, press the green flashing held line key.

CONFERENCE

With a call in progress

- Press **HOLD** key
- Place second call (internal or external)
- Announce conference
- Press **CNF** key to establish conference

NOTE 1: Repeat procedure to add additional parties (up to 4 parties with no more than 2 outside parties).

NOTE 2: For an unsupervised conference, place the conference call on Hold with the **HOLD** key. The parties on Hold may continue to talk in private (if they are not both outside parties).

Press flashing **CNF** key to return to the conference.

TRANSFERRING CALLS

With a call in progress

- Press the **HOLD** key
- Enter the desired station number

OR

Press Feature Access key or One Touch key programmed for Direct Station Selection

- Announce the transfer when the party answers, press **RECALL** key and replace handset

OR

Press **RECALL** key and replace handset to transfer unannounced.

TRANSFER (CAMP-ON) A CALL TO A BUSY STATION

After answering an outside call

- Press the **HOLD** key
- Enter the desired station number

OR

Press Feature Access key or One Touch key programmed for Direct Station Selection

- Receive Call Waiting tone from busy station
- Press **RECALL** key and replace handset

NOTE 1: An unanswered camp-on or ring transferred call will recall after pre-programmed time interval.

NOTE 2: To return to the original party, press green flashing Line key.

WITH A CALL IN PROGRESS

ANSWER A CAMPED-ON CALL

Receive camp-on tone through handset while on a call

- Hang up on current call. Telephone will then ring
- Lift handset and converse with second party

OR

- Press **HOLD** key to place present call on Hold
- Press the (camped-on) green flashing Line key associated with the second party and converse

NOTE: After ending call with second party or placing them hold, press the associated (held) flashing Line key to retrieve first party from hold.

SAVE & REPEAT

SAVE

With an originated outside call in progress

- Press **FNC** key
- Dial #, called number is saved
- Replace handset

REPEAT

To redial the outside number saved

- Press **LNR/SPD** key
- Dial *
- Lift handset

NOTE: Store & Repeat and Save & Repeat features can not be used simultaneously.

STORE & REPEAT

STORE

With an originating outside call in progress

- Press **FNC** key
- Dial *
- Dial number to be stored
- Press **FNC** key
- Complete conversation and replace handset

REPEAT

To redial the outside number stored

- Press **LNR/SPD** key
- Dial *
- Lift handset

HANDSFREE MICROPHONE ON/OFF

- Press **FNC** key
- Dial **1**

NOTE 1: Lit MIC LED indicates MIC on.

NOTE 2: MIC ON/OFF key may be assigned to Feature Access key or One Touch key.

HANDSFREE MONITOR A CALL

While on a call on the handset

- Press **SPKR** key
- Ensure MIC LED is lit
- Replace handset
- Press **SPKR** key to disconnect call

NOTE: the handset may be picked up and used at any time during the conversation.

VOLUME CONTROL

- Press **▲** or **▼** to set desired level of:
 - Handset volume while on a call
 - Handsfree volume while handsfree
 - Ringing volume while telephone ringing

LCD DISPLAY CONTRAST

While telephone is idle

- Press **▼** or **▲** to set desired level.

STATION BUSY/NO ANSWER OPTIONS

AUTOMATIC CALLBACK

SET

When calling a busy internal telephone

- Dial **0**
- Replace handset

ANSWER

When both telephones are idle, originating telephone rings

- Lift handset
- Call is placed automatically

CALLBACK REQUEST

SET

When calling a busy or unanswered digital telephone rings

- Dial **#**
- Replace handset

ANSWER

Receive red flashing **FNC** key LED indication and/or LCD display indicating the originator's extension number

- Lift handset
- Dial **#**, originator of callback request is automatically called

- Repeat above procedure to respond to additional messages

NOTE: Request are automatically cancelled once the originating station is called.

STEP CALL

When calling a busy station

- Dial **1** to advanced to the next station number in the 10's group

STONE/VOICE SWITCHING

When calling a station that is not busy

- Dial **1** to switch form tone ringing to voice or voice to tone ringing.

STONE OVERRIDE

SET

While calling a busy digital telephone

- Dial *****
- Wait for signalled party to answer

ANSWER

With a call in progress

- Receive tone override signal
- Press **Hold** key
- Converse with second party

NOTE: If handsfree, a virtual indication only will be provided on the telephone's display

FROM AN IDLE TELEPHONE

ANSWER (B/NA)

With handset in cradle

SET

- Press **FNC** key
- Dial **67**
- Dial destination station number
- Press **FNC** key

CANCEL

- Press **FNC** key
- Dial **67**
- Press **FNC** key

RESETTING FNC LED

To cancel Call Forward, Do Not Disturb and Callback Request settings. With handset in cradle

- Press **FNC** key
- Dial **99**
- Press **FNC** key

BACKGROUND MUSIC (BGM) ON/OFF

- Press **FNC** key
- Dial **93**
- Press **FNC** key

STATION/SYSTEM SPEED DIAL

Each station has 20 speed dial memories and can access the systems 80 Speed dial memories. With the handset ion the cradle.

SET

- Press **FNC** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location:
 - **00-19** for your station only
 - **20-99** for numbers available system wide
- Dial trunk access code i.e. **0**
- Dial outside numbers to be stored (24 digits maximum)
- Press **FNC** key

CHECK

- Press **CNF** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location **00-99**

CLEAR

- Press **FNC** key
- Press **LNR/SPD** key
- Dial Speed Dial Memory location **00-99**
- Press **FNC** key

NOTE 1: Only designated stations are allowed to program or clear System Speed Dial Locations **20-99**

NOTE 2: Press **LNR/SPD** key to insert a pause or **RECALL** key to store a hookflash.

FEATURE ACCESS OR ONE TOUCH KEYS

Only available for keys not designated as Line keys. With the handset in the cradle

SET

- Press **FNC** key
- Press **LNR/SPD** key
- Press Feature Access key or One Touch key to be programmed
- Program on if the following:
 - **OUTSIDE CALL**- Dial **0** and Dial Speed Dial Memory location **00-99**
 - **INTERNAL CALL**- Dial **1** and station number for Direct Station Select (DSS)
 - **FEATURE THAT DOESN'T USE FNC KEY**
 - Dial **1** and feature access code (eg. Paging All Internal Zones- Dial **170**)
 - **FEATURE THAT STARTS WITH FNC KEY**
 - Dial # and feature access code (eg. Do Not Disturb- Dial #**65**)
- Press **FNC** key

CHECK

- Press **FNC** key
- Press programmed Feature Access key or One Touch key

CLEAR

- Press **FNC** key
- Press **LNR/SPD** key
- Press programmed Feature Access key or One Touch key
- Press **FNC** key

NOTE: Press **LNR/SPD** key to insert a pause or **RECALL** key to store a hookflash when programming for outside calls only.

PROGRAMMING

SYSTEM DATE/TIME SETTING

From designated digital telephones only.

With handset in cradle

- Press **FNC** key
- Dial **9#**. **FNC** LED flashes, changing the mode to time adjustment mode.
- Adjust the hours and minutes with the dial pad.
Dial **#** to move the display cursor to the right.
Dial ***** to move the display cursor to the left.
- Press the **HOLD** key. Clock display is recorded, changing to date adjustment mode.
- Adjust the day of the week using the **RECALL** key.
- Dial **#** to move the Day
- Adjust the Day with the dial pad
- Adjust the Month using the **RECALL** key
- Dial **#** to move to the Year
- Adjust the Year with the dial pad
- Press **FNC** key to save the settings

NOTE: To set the time only, press the **FNC** key instead of the **HOLD** key after adjusting the time.

QUICK REFERENCE

OUTSIDE CALLING

Outside Call	Call → Dial Phone No
Speed Dial	LNR/SPD → Dial 00-99
Last No. Redial	LNR/SPD → Dial #
Automatic Redial	Receive Busy Tone → SPKR → Hang up → FNC → LNR/SPD
Save/Store and Repeat- Access	LNR/SPD → Dial *
Trunk Queue	Outside Line Busy → Dial 64

WITH A CALL IN PROGRESS

Hold	HOLD
Exclusive Hold	FNC → HOLD
Transfer Call (with Ringing Tone)	Hold → Dial Station Number → RECALL
Conference	HOLD → Place 2 nd Call → CNF
Save & Repeat- Save	FNC → Dial #
Store & Repeat- Store	FNC → Dial * → Dial Number to Store → FNC
Microphone On/Off	FNC → Dial 1

FROM INTERNAL DIAL TONE

Internal Paging	All Zones: Dial 70 → Page Zone A: Dial 71 → Page Zone B: Dial 72 → Page Zone C: Dial 73 → Page
External Paging	Dial 75 → Page
All Call Page	Dial 77 → Page
Answer a Page	Dial 74
Call Pick up-All	Dial 6#

NOTE: ALL FEATURE ACCESS CODES LISTED ARE STANDARD. DURING INSTALLATION, SOME FEATURES MAY BE CHANGED AND/OR MAY NOT BE MADE AVAILABLE FROM YOUR TELEPHONE

INTERNAL CALLING

Station Call	Dial Station No. or DSS key
Automatic Callback	Reach Busy Station → Dial 0
Callback Request	Reach Busy/No Answer Station → Dial #
Tone Override	Reach Busy Station → Dial *
Step Call	Reach Busy Station → Dial 1
Tone/Voice Switch	Station Not Busy → Dial 1

FROM AN IDLE TELEPHONE

Call key preset/cancel	FNC → CALL
ANS key preset/cancel	FNC → ANS
Do Not Disturb	SET: FNC → Dial 65 → FNC CANCEL: FNC → Dial 60 → FNC
Call Forward All	SET: FNC → Dial 60 → Dial Destination Station → FNC CANCEL: FNC → Dial 60 → FNC
Call Forward Busy/No Answer	SET: FNC → Dial 67 → Dial Destination Station → FNC CANCEL: FNC → Dial 67 → FNC
FNC LED Reset	FNC → Dial 99 → FNC
Background Music	FNC → Dial 93 → FNC