

# 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

### **RETRIEVIGN 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

## **TONE/VOICE SWITCHING**

When calling a station that is not busy

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

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

### WITH A CALL IN PROGRESS

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

### FROM INTERNAL DIAL TONE

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

**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 <b>0</b>
Callback Request	Reach Busy/No Answer Station → Dial #
Tone Override	Reach Busy Station → Dial *
Step Call	Reach Busy Station → Dial <b>1</b>
Tone/Voice Switch	Station Not Busy → Dial <b>1</b>

### FROM AN IDLE TELEPHONE

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