



LAKE COUNTY
FLORIDA

NEC i Series—Multi-line Phone

Telecommunications 343-9897 or telecommunications@lakecountyfl.gov
phones.lakecountyfl.gov



Outgoing Call

To place an outgoing call lift the handset or press the speaker key and dial 8

Call Forward Busy/No Answer

Forwards UN-ANSWERED or a BUSY station to another station.

- To Set:** Lift handset and receive dial tone
Depress **FWD-BUSY** key and receive tone
Dial desired station number
Receive set tone then replace handset
FWD-BUSY key lights
- To Cancel:** Lift handset and receive dial tone
Depress **FWD-BUSY** key and press the * key
FWD-BUSY lamp is no longer lit



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To open a work order go to: www.lakecountyfl.gov/telecom_work_order

Call Forward All

Forwards ALL calls to another station

- To **Set**: Lift handset and receive dial tone
Depress **FWD-ALL** key and receive tone
Dial desired station number
Receive set tone then replace handset
FWD-ALL key lights
- To **Cancel**: Lift handset and receive dial tone
Depress **FWD-ALL** key and press the * key
FWD-ALL lamp is no longer lit

Callback

Call automatically completed when busy station idles

- To **Set**: Encounter a Busy tone
Depress **Callback** key and receive set tone
Then replace handset
- To **Cancel**: Lift handset
Depress **Callback** key
Then replace handset

Call Pickup

Allows station to intercept calls to another station within the same pickup group

- Lift handset and receive dial tone
Depress **PICK-UP** key and receive the incoming call

Conference

Allows addition of third party to conversation

- Ask original party to hold
Depress **TRANSFER** button and receive dial tone
Dial desired number
Announce conference
Depress **CONF** button

Hold

Permits user to place a call on hold

- To place: Ask party to hold
Depress **Hold** button
Hang up handset
- To retrieve: Lift handset
Depress held line
Resume conversation

For Exclusive Hold - Depress **HOLD** twice. Held line will flash on your station only

Last Number Redial

Redials one of the last 5 numbers dialed

- Press **REDIAL** button until desired number is displayed
Press * to dial
Chosen number is automatically dialed



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Microphone (MIC)

Feature required to allow handsfree conversation or Voice Call Feature

To set **MIC** On: Press the **Mic** key
LED on MIC turns on
Microphone is ready to use on speaker call

To set **MIC** Off: Press the **Mic** key
LED on MIC turns off
Microphone is now deactivated

Speaker

User can dial or monitor a call without lifting handset

To dial a call handsfree: Depress the **Speaker** key
Receive dial tone
Dial desired number
When party answers, lift handset to resume conversation

To monitor a call handsfree: Depress **Speaker** key place handset back on phone
Lift handset to resume conversation

Transfer

Allows stations to transfer calls to another station

Depress **TRANSFER** button and receive dial tone
Dial desired station number
Called party answers
Announce transfer and replace handset

Speed Dial

Automatically dial frequently used numbers

To program one-touch key: Depress **Feature** button
Depress desired key to be assigned
One-touch keys are any key not already labeled
Dial desired number
Depress **Feature** again

Examples: To set button to call a station— Follow the steps above and enter the 4 digit station
To set for phone number— Follow the steps and enter an **8** and then the phone #

Using one-touch key: Lift handset or Depress the desired key