

Notes:



Telecom  
&  
Security Services

Certified  
Alarm  
Co.

## NEC SL1100 Telephone System IP4WW-12/24 Series Desktop Digital Terminals with Voicemail Quick Reference Guide

For:

### Certified Customers Only !

(We do not sell, install or service phone systems outside of the North Alabama area; we will not answer any questions on systems we did not install or service. If you are in our service area call us, we will service your NEC SL1100 system)

Installed and Serviced by:



Since 1960

(256) 383-1225

[www.certified-alarm.com](http://www.certified-alarm.com)

For Questions or Service Contact:

**Certified Alarm Co. of Alabama Inc.**

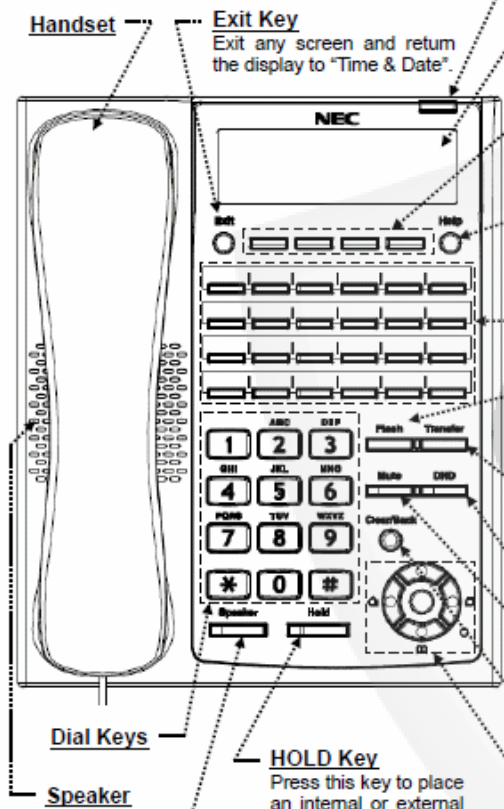
2904 Jackson Hwy  
Sheffield Al. 35660  
(256) 383-1225

[www.certified-alarm.com](http://www.certified-alarm.com)  
[www.necSL1100.com](http://www.necSL1100.com)

Guide By: Jerry W. Sharp  
[jsharp@certified-alarm.com](mailto:jsharp@certified-alarm.com)

© Copyright 2012, Certified Alarm has prepared this document for use by its customers. The information contained herein is the property of Certified Alarm Company of Alabama Inc. and shall not be reproduced without prior written approval of Certified Alarm Co.

■ 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.

**Speaker**

**Speaker Key**  
Controls the built-in speaker, which can be used for Handsfree dialing/monitoring. LED on key lights when key is active.

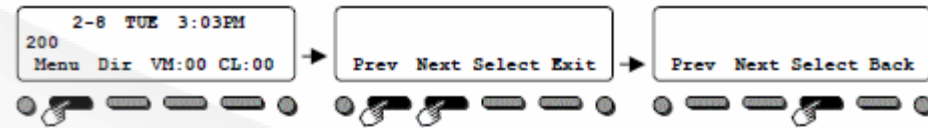
**HOLD Key**  
Press this key to place an internal or external call on hold.

**Dial Keys**

\* 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.

(Used to set ringing, display options and features)

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".

## Auto Attendant Greetings

(All recordings or mode changes must be from the System Administrators phone)

### Recording the Day/Night/Override Greeting\*

- Presses the VMsg Soft Key, when prompted enter your security code.
- Press **72 (SA)** for the **S**ystem **A**dministrator menu.
- Press the **Instr** Soft Key, for the Instruction Menu Messages.
- Enter mailbox number for the Day Greeting **001\***, Night Greeting **002\***, Lunch/Out of Office **003\*** or the Override Mailbox **004\***.
- Follow the prompts to **Lstn** (Listen), **Rec** (Record) or **Erase** the greeting.
- To record or change the greeting press the **Rec.** Soft Key.
- Press the **Done** Soft Key or the **#** Key when finished recording.
- Press the **Lstn** Soft Key to review,
- Press **Rec** Soft Key to re-record, or press the **Exit** Soft Key to quit

\*Default Mailbox Numbers, Note any changes or additions.

Day	MB 001		MB 005
Night	MB 002		MB 006
Lunch/Out	MB 003		MB 007
Override	MB 004		MB 008

## Activating the Override Greeting

(Used for Holiday Greetings or unexpected Weather Closings)

- Press the **VMsg** Soft Key, when prompted enter your security code.
- Press **726 (SAO)** for the **S**ystem **A**dministrator, Answering Schedule **O**verride menu.
- Enter the Table Number **1**.
- The Display/Prompts gives the information about the Answering Schedule Override, you may turn the mailbox **On/OFF** or change the Mail box number (**MBOX**, usually **004**).
- To turn On, press the **On** Soft Key. (be sure the greeting for the override mailbox is recorded)
- Press the **Exit** Soft Key and Hang Up.
- This Override greeting will answer until you reenter the System Administrator Override menu and press the **Off** Soft Key.

\*When recording the Day/Night greeting, it will be easier to change the greetings if you use extension numbers (Press 102 for Sales) instead of menu numbers (Press 1 for Sales). Any valid extension number, Mailbox number or Group number can be used, see your installer for a list of numbers.

Having your greetings written down before you start will help. Remember **KISS (Keep it Short and Simple)**

## Soft Keys (button function displayed on bottom line of the display)

- Each display telephone provides interactive Soft Keys for intuitive feature access. It is no longer necessary to remember feature codes to access the telephone advanced features because [the function of the Soft Keys change as the user processes calls.](#)

## Programmable Function Keys (See page 10 for instructions)

- Usually programmed for your Extension number, CO Lines, Direct Station Select (DSS\*), Park, Page, Record Buttons etc.  
\*DSS button (Direct Station Select) = one of the programmable button programmed to call another extension and see busy status

## Non Programmable Keys

- Call Indicator Lamp= Blinks with new voice mail message(s).
- Exit = Cancel and returns to main screen
- Help = Press Help then press a programmable key(s) to display current key programming.
- Flash = Used to disconnect calls and get dial tone for the next call
- Transfer = Transfer to stations without a DSS button (page 5)
- Mute = Turns the phones mic on/off, usually left off (page 5)
- DND = Sets up do not disturb if pressed during a call.
- Clear/Back = Press this key to cancel the current action or delete a character
- **Hold** = Place callers on Hold (page 5)
- **Speaker** = Press to answer or place calls handsfree.

## Volume Adjustments

**To adjust Ring Volume** (see page 11 to change the ring tone)

- While the phone is ringing. (internal or external)
- Press the up or down Cursor key to adjust ring volume.
- **Or** press the **Menu** key. Default is Menu **10 Volume Preference**
- Press **"Enter"**
- Use the Left or Right cursor keys to select "Ring" or "Off Hook Ring"
- Press **"Enter"**
- Adjust the volume with the **Up or Down** cursor key.
- Exit/Save by lifting Handset.

**To adjust Handset or Speakerphone receive volume**

- While on a call using either the Handset or Speakerphone.
- Press the up or down Cursor key to adjust caller's volume.

## Making Calls

### To place internal calls

- Press the **DSS\*** button of the person you wish to call, talk hands free after the tone, or lift handset.
- Or, **Lift** the Handset or Press **Speaker** and dial the 3-Digit **Extension Number**.
- Soft Keys allow options to, **Ring/Voice** (Toggles from Handsfree to Ringing) **MW** (turn callback message waiting lamp on), or **Vmsg** (leave Voice mail Message)

### To Place External Calls

- **Lift** the **Handset** or press **Speaker**, dial “9” and the **Telephone Number**.
- Or **Press** the idle **CO line** key and dial the **Telephone Number**, lift the Handset or talk hands free.

\*DSS button (Direct Station Select) = one of the programmable button programmed to call another extension and see busy status

## Answering Calls

### To answer Internal calls

- When phone beeps, **answer hands free** or if phone rings lift the handset or press speaker.
- The **Mute** lamp must be off for callers to hear you, handset or hands free. (Press the button to toggle on/off)

### To Answer External calls

- When phone rings, **lift the handset** or press the Speaker button to answer hands free.
- The **Mute** lamp must be off for callers to hear you, handset or hands free. (Press the button to toggle on/off)

## Call Park (a parked call may be retrieved from any phone)

### To Park or Retrieve Parked callers.

- To place a caller in park, use the **Park Keys**. Or press the **Transfer** key, dial **#6XX** (XX=00-64)
- To retrieve a parked caller, use the **Park Keys** or dial **\*6XX** (XX=number used to park call)
- **Example:** While talking to a caller, press transfer, dial **#601**, then page and instruct the recipient of the call to dial **\*601** to retrieve the parked call.

## To check Voice Mail Messages

### From your Phone:

- When the Message Waiting lamp blinks, the display (**VM:01**) will indicate the number of messages. Press the **VM:XX** Soft Key, when prompted enter your security code.
- Follow prompts to listen to messages, press the Soft Keys to **Lstn**, **Greet**, **LvMsg** or **More**. **Setup**, **Mgr**, **RcNam** or **More**. **Page**, **list**, **Exit** or **More** to start over.
- Follow Prompts while listing to message for Next, Pause or Delete.

### From outside the System:

- Dial a Line answered by the AutoAttendant or dial the main number and ask the attendant to transfer you to ext#3999
- When Auto Attendant answers, Dial **#** + your **Mail Box Number** (3-Digit extension number), when prompted enter your security code.
- Follow the prompts to listen to messages. Save, Erase and Exit the same as if you were in the office.

## Voice Mail options (for complete lists see the Voice Mail user's guide)

### While listening to messages dial:

- **TI** (84) to hear the **Time** and **Date** the message was left.
- **SA** (72) to **Save** the message.
- **MF** (63) to have **Message Forwarded** to another user.
- **E** (3) to **Erase** the message
- **L** (5) to **Listen** to the next message.
- **B** (2) to **Back** up a few seconds
- **BB** (22) to **Backup** to the **Beginning**
- **G** (4) to **Go Ahead** a few seconds
- **\*** to **Pause/Resume** listening.
- **#** to **Exit** listen mode

## Conversation Recording\* (Requires InMail)

### Recording your conversation

- Press the “Record” button (recording beeps disabled\*)
- “Recording” will be in the display.
- Press the “Record” button to stop or hang-up.
- The recording will be saved as a voicemail message.

\*Before recording any conversations, you should seek the advice of a local attorney to ensure you are complying with State and Federal Law.

## Voice Mail and Auto Attendant (InMail required for Voice Mail)

**Automated Attendant** automatically answers the incoming outside caller. After listening to a customized message (Day, Night or Holiday), an outside caller can dial directly to an extension or department.

**Voice Mail**, answers your phone and gives the caller the option to leave you a message or dial another extension.

## Voice Mail Setup (Must complete all 3 steps)

### 1. Record your Greeting

- Press the **VM:XX** Soft Key
- Press the **Greet** Soft Key.
- Press the **Gr1** (greeting 1) Soft Key. (you may record the other greetings later)
- Press the **Rec** Soft Key.
- Follow the prompts to record your greeting.
- Press **LSTN** (Listen), **REC** (Record over) **Del** (Delete) **Back** (Previous Menu) or **#** to exit.

### 2. Record Your Name

- Press the **VM:XX** Soft Key
- Press **R N (7 6)** to record your name.
- Press the **Rec** Soft Key.
- Follow the prompts to record your name.
- Press **LSTN** (Listen), **REC** (Record over) **Del** (Delete) **Back** (Previous Menu) or **#** to exit.

### 3. Enter your Password\* (Security Code)

- Press the **VM:XX** Soft Key
- Press **OP (6 7)** for Mail Box Options.
- Press the **Code** Soft Key.
- Follow the prompts; enter your 4 digit Password. (you must use this each time you access your mail box, do not forget it!. There is no way to retrieve it.)
- Press **OK** to save or **Clear** to start over.

\* Without a password callers may be able to listen and delete your voice mail messages.

## Transferring Calls

### To transfer a call to another extension

- With the call in progress, press the **DSS** button, and hang-up (Blind transfer) or wait for the user to answer and announce the caller, then hang-up (announced transfer)
- If no DSS button is available, press the **Trf** Soft Key or **Transfer** button then dial the 3-digit Extension Number, and hang-up (Blind transfer) or wait for the user to answer and announce the caller, then hang-up (announced transfer)
- If there is no answer, the caller will go to VoiceMail if transferred or to cancel and get the caller back press the blinking green outside line button.

### To transfer directly to Voicemail

- With the call in progress, press the **DSS** button. (you can transfer to a busy extension) if no DSS button press the **Trf** Soft Key or **Transfer** button then dial the 3-digit Extension Number.
- Dial **8** and **Hang-up** to complete the transfer to Voicemail.

## Placing callers on hold

### To Place a caller on Hold (call can be picked up from any phone)

- With the call in progress, press **Hold**
- To return to the call at your extension, or any other extension. Press the blinking Green Line button (Hold button on inside ICM callers) on your phone, Blinking red on all other phones.
- Calls will recall to your extension if not answered within the programmed recall time limit,

### To place caller on Exclusive Hold\* (call can only be picked up from this phone)

- With the call in progress, press the **Exclusive Hold \*** button
- To return to the call at **your extension only**. Press the blinking Green button on your phone, Steady red on all others.
- Calls will recall to your extension if not answered within the programmed recall time limit.

## Mute (Microphone Key)

- The Mute button will disable the Handset, Headset or Speakerphone Microphone while in use; the Mute button is **on** to indicate your Handset, Headset or Speakerphone mic. is disabled (off). Press the button to toggle on/off. This button is usually left off.

(\* Requires a programmable function button programmed as Exclusive Hold. To program function key. Press speaker, dial 751, press unused function button, and dial 45)

## Paging (page only, no talk back)

### Paging to Phones or External Paging Speakers

Lift the handset press the **Page Key** or:

To page the **internal phones** (Digital phones only)

- Lift the Handset, Press the **Page** Soft key then the **InPg** Soft Key, Dial **1** (the Group Number for all phones. ask administrator for additional zone areas)
- After the Beep-Beep\*, Speak into the handset.
- Hang-up the handset.

Or for **External Paging** (existing or new overhead paging system)

- Lift the Handset, Press the **Page** Soft key then the **ExPg** Soft Key. Dial **0** (the Zone Number for the all page zone, ask administrator for additional zone areas)
- After the chimes\*, Speak into the handset.
- Hang-up the handset

(\* Wait until after the Beeps/Chimes finish before speaking or the first words will be muted)

## Conference Calls

### To make a conference call

- With the first call in progress (internal or external), press the **More** Soft Key then the **Conf** Soft Key.
- Press the **DSS** key or **Dial** the second party (internal or 9 +external)
- Press the **Add** Soft Key (after they answer)
- Press the **Begin** Soft Key to connect all parties together.
- You may add more (internal or external) parties by pressing the **Conf** Soft Key again.

## DND

### To set DND

- Press the **DND** Key
- Press the **Set** Soft Key.
- Select the **Ext** Soft Key for External calls, **lcm** for internal calls, or **All** for both external and internal calls.
- With DND set, the selected calls will be answered by voicemail.

### To Cancel DND

- Press the **DND** Key
- Press the **Cncl** Soft Key to cancel DND.

## 911 Emergency Calls.

### Emergency calls requiring outside assistance.

- Lift the **handset** or press **Speaker**.
- Dial **911**, **Describe the nature and location of the emergency.** (it is very important to give the correct address, Building Number etc., The phones lines may have a different address listed)
- The Attendant will be notified by an audible alarm, displaying the extension name/number that placed the emergency call.

### To turn Background Music on or off:

#### To Hear Music from your phone (if equipped)

- Press the **Speaker** button.
- Dial **725** (toggles On or Off)
- Press the **Speaker** button to quit.

## Changing Station Ring Tones

### To change the Internal/External Ring Tone

- Press the **Speaker** button.
- Dial **720**.
- Dial **1** for internal or **2** for external ring tones.
- Dial **1-8** to select the desired tone.
- Press the **Speaker** button to exit and set.

## Headset

### To use a headset you need a Headset button\* programmed,

- Plug the headset in the bottom of the phone, (the jack with the headset icon located next to the Handset jack)
- Press the Headset button to use the Headset (you will hear dial tone, make your call. Or answer your ringing phone)
- To hang-up press the Headset button.
- To use the Handset, lift the Handset and then press the headset button.

\*To program a Headset key, press speaker, dial 751 press a unused function key, dial 05  
Not all headsets are guaranteed to work, most of the latest models of the Plantronics brand are recommended. Certified can recommend or supply a compatible headset.

## To Program DSS/One Touch Keys

### DSS (Direct Station Select) or One Touch Dial Keys

- Press the **Speaker** button.
- Dial **751**.
- Press the **Key** to be programmed (shows current programming, if programmed dial **00** to erase, then press **Key** again)
- Dial **01** plus the **3-Digit Extension number** or **9 + the outside number** to dial, press **Hold** to save (hear beep/beep/beep tone)
- Press another **Key** or **Speaker** button to quit.
- DESI lite software (Free) and DESI labels are available from Certified to re-label your phone.

## To Program CO Line Keys

### To Program the outside line Keys

- Press the **Speaker** button .
- Dial **752**.
- Press the **Key** to be programmed (shows current programming, if programmed dial **000** to erase, then press **Key** again) .
- Dial **\* 01** plus the CO Line Number **01-99** (hear beep/beep/beep tone).
- Press another **Key** or **Speaker** button to quit.
- DESI lite software (Free) and DESI labels are available from Certified to re-label your phone.

## Callback Request notification: \*

If you call a busy/unanswered extension and press **0** or the **MW** Soft Key, it will turn on (Blinks) the message waiting lamps on both extensions, requesting a callback. (display shows what extension was called)

### To Call back and reset the callback message notification.

- The called extension can press **\*0** to return the call and turn the message lamps off.

### Or to cancel from either phone

- Lift the Handset
- Dial 773
- Hang up the Handset.

\* This usually gets turned on by mistake causing users to think they have a new voicemail message. If you have no new messages cancel from your phone.

## Call Forward

### To set Call Forwarding

- Press the **Menu Key**
- Press the down cursor key, (or dial 60) until you get to **Menu 60 Call Forwarding**, press **Enter**
- Select **Menu 61-67 \*** with the right cursor key, press **Enter (or Select Soft Key)**
- Select the **Set Soft Key**.
- Dial the **Extension** or **9+off premise number** to forward to and press **Next**.
- Select **All** or **Line** (for all calls or just outside callers)
- Press **Save**, hear **Beep Beep**. Press speaker to hang up.

### To Cancel Call Forwarding (cancel the code (61-67) that you set)

- Press the **Menu Key**
- Press the down cursor key, (or dial 60) until you get to **Menu 60 Call Forwarding**, press **Enter**
- Select **Menu 61-67 \*** with the right cursor key, press **Enter**
- Select the **CNCL** Soft Key to cancel. Hear **Beep Beep**. Press speaker to hang up.

### \* Call Forward Codes

- 61 – Immediate (phone does not ring, forwarded phone rings)
- 62 – Ring No Answer (only forwards if you do not answer)
- 63 – Busy No Answer (only forwards if you're on the phone)
- 64 – Call Forward AME (Answering Machine Emulation, you hear the caller and can pick up and talk to the caller)
- 65 – Display Message (displays the inside caller a message)
- 66 – Follow Me (activate from the destination phone)
- 67 – Both Ring (both your phone and the forwarded phone rings)

(If you're a frequent CF user, a feature button can be programmed, ask your installers to program a specific type button)

## Directed Call Pickup

### To answer a ringing co-workers phone

- Lift the **handset** or press **Speaker**.
- Dial **\* \***.
- Dial the 3-Digit **Extension Number** of the co-workers phone you want to answer.

## Call waiting (while on a call)

**To answer a second caller** (you hear call waiting tone, display shows Caller ID information)

- Press **Hold**, (first caller placed on hold) Hang up the handset or turn off the handsfree speaker. Phone rings, answer the 2<sup>nd</sup> call
- You can place the 2<sup>nd</sup> caller on hold and switch between calls. (if you place an internal caller on hold, press the Hold key to pick up)
- If not answered 2<sup>nd</sup> caller goes to Voice Mail after time out, usually 3 or 4 rings.

## Redial

**Last number(s) redial**

- With the handset on-hook
- Press the **Redial** Cursor key (right side), last number dialed is displayed. (use the up/down scroll keys to see more)
- Lift the **Handset**, or press **Speaker** to dial the number.

## Caller ID Buffer

**List of Caller ID Numbers that ring to your phone** (Phone must ring to store the caller ID info)

- Press the **CL:XX** Soft Key
- Select **All** or **Unan**
- Use the cursor **Up or down key** to scroll through the stored numbers.
- From the CID list, lift the **Handset**, or press **Speaker** to dial the displayed number.

## Received Caller ID Buffer

**List of Caller ID Numbers answered at your phone** (Phone must ring and be answered to store the caller ID info)

- Press the received call cursor key (left side)
- Use the cursor **up or down key** to scroll through the stored numbers.
- From the CID list, lift the **Handset**, or press **Speaker** to dial the displayed number.

## To Store/Dial the Speed Dial Numbers

**To Store Personal/Company Speed Dial Numbers**

- Press the **Menu** Soft Key.
- Press the **down** cursor key, to **Menu # 70** Speed Dial, Press **Enter**
- Select **71 Personal Speed Dial** or **72 Company Speed Dial** with the right cursor key.
- Press **Enter**. Select the Bin # (00-20 Personal or 000-899 Company)
- Press the **Select** Soft Key,
- **Dial the Phone Number** (dial 9, Area Code, Number)
- Enter the **Name** using the keypad.\*
- Press the **Save** Soft Key to save. Press the **Speaker** button to quit.

**To dial the Station Speed Dial Numbers**

- Press the **Dir** Soft Key.
- Use the **up or down keys** to scroll through the numbers.
- Or enter the first letters of the name and use the **up or down arrow** Soft Keys to scroll through the numbers.
- Pick up the Handset or Press the Speaker Key to dial.

## Setting the Clock (from Administrators Phone only)

**To set the Clock** (for Daylight Saving Time Changes)

- Press the **Speaker** button
- Dial **728 + Time**, (4-Digits in 24hr. format  
0830=8:30 AM, 1645=4:45PM)
- Press the **Speaker** button to quit.
- Call Certified @ 256 383-1225 to change the date.

## Program Station Names

**To change the phone users name**

- Press the **Speaker** button.
- Dial **700**.
- Dial the 3-digit **Extension Number** to change.
- Enter the **Name** using the keypad \*.
- Press the **Hold** button to save.  
(hear beep/beep/beep tone)
- Press the **Speaker** button to quit.

\* A-Z, a-z, 0-9, ## = Space, # = Move Cursor, Clear/Back=Delete