

## NEC NEC-BE117452

# NEC SL2100 Digital 24-Button Telephone User Manual

Model: NEC-BE117452



## INTRODUCTION

---

This manual provides comprehensive instructions for the setup, operation, and maintenance of your NEC SL2100 Digital 24-Button Telephone (Model: NEC-BE117452). This digital telephone is designed for use with the NEC SL2100 system, offering advanced communication features for business environments. Please read this manual thoroughly before using the telephone to ensure proper functionality and to maximize your experience.

## WHAT'S IN THE Box

---

Upon unpacking your NEC SL2100 Digital 24-Button Telephone, please verify that all the following components are included:

- Telephone Unit
- Handset
- Handset Cord
- Base Stand (often pre-attached or included for angle adjustment)



**Image Description:** This image shows the NEC SL2100 Digital 24-Button Telephone alongside its coiled handset cord and a straight Ethernet-style cord, indicating the connections required for setup.

## SETUP

---

Follow these steps to set up your NEC SL2100 Digital 24-Button Telephone:

- 1. Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the designated handset jack on the telephone unit.
- 2. Connect to the System:** Connect the telephone to a digital station port on your NEC SL2100 system using a standard telephone cable (often an RJ-11 or RJ-45 type, depending on the system's digital port). This cable typically connects to the jack labeled "LINE" or "DIGITAL" on the back of the phone.
- 3. Position the Phone:** Place the telephone on a flat, stable surface or mount it on a wall using the integrated wall-mount holes if desired. Adjust the base stand for optimal viewing angle.
- 4. Power On:** The telephone receives power directly from the NEC SL2100 system via the digital station port. Once connected, the display should illuminate, indicating power.



**Image Description:** This image displays the NEC SL2100 Digital 24-Button Telephone from an elevated angle, highlighting its 24 programmable function keys, backlit LCD, and standard numeric keypad. The handset is cradled on the left side of the unit.

## OPERATING INSTRUCTIONS

This section outlines the basic operation of your NEC SL2100 Digital 24-Button Telephone.

### Key Features Overview:

- 24-Button Programmable Function Keys with LEDs:** These keys can be programmed for various functions such as speed dials, line appearances, or feature access. The integrated LEDs indicate status (e.g., line in use, message waiting).
- Backlit LCD Display with Interactive Soft Keys:** The display shows call information, menu options, and system status. The soft keys below the display change function based on the current context, providing interactive control.
- Full Duplex Speakerphone:** Allows for hands-free communication with clear audio on both ends.
- Dual Color Call Indicator Lamps:** Visual indicators for incoming calls or messages.

### Basic Call Functions:

- Making a Call:**

- a. Lift the handset, or press the **Speaker** button.
- b. Dial the desired number.

- **Answering a Call:**

- a. Lift the handset, or press the flashing line key, or press the **Speaker** button.

- **Ending a Call:**

- a. Replace the handset, or press the **Speaker** button again if in speakerphone mode.

- **Hold:** During a call, press the **Hold** button to place the call on hold. Press the flashing line key to retrieve the call.
- **Transfer:** During a call, press the **Transfer** button, dial the extension or external number, and then either announce the call and hang up, or hang up immediately for a blind transfer.
- **Mute:** During a call, press the **Mute** button to mute your microphone. Press again to unmute.
- **Do Not Disturb (DND):** Press the **DND** button to activate/deactivate Do Not Disturb mode, which typically sends incoming calls to voicemail or a busy signal.
- **Flash:** Used for various system features, often to initiate a transfer or conference.
- **Clear/Back:** Used to clear entered digits or navigate back in menu options.

## MAINTENANCE

---

To ensure the longevity and optimal performance of your NEC SL2100 Digital 24-Button Telephone, follow these simple maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the exterior of the telephone. For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner. Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the finish and electronic components.
- **Dust Removal:** Regularly dust the keypad and display to prevent accumulation that could affect button responsiveness or screen visibility.
- **Cord Care:** Avoid tangling or excessively stretching the handset and line cords. Inspect them periodically for any signs of wear or damage.
- **Environment:** Keep the telephone away from direct sunlight, excessive heat sources, and areas with high humidity or dust. Ensure proper ventilation around the unit.

## TROUBLESHOOTING

---

This section addresses common issues you might encounter with your NEC SL2100 Digital 24-Button Telephone.

Problem	Possible Cause	Solution
No dial tone / Phone is dead	<ul style="list-style-type: none"> <li>• Phone not properly connected to the system.</li> <li>• System digital port issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the telephone cable is securely plugged into both the phone and the system's digital port.</li> <li>• Contact your system administrator or IT support to check the digital port status.</li> </ul>
Display is blank or unreadable	<ul style="list-style-type: none"> <li>• No power to the phone.</li> <li>• Display settings.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify power connection as per "No dial tone" solution.</li> <li>• Check if the display contrast/brightness can be adjusted via menu options (refer to system-specific programming).</li> </ul>

Problem	Possible Cause	Solution
Cannot hear caller / Caller cannot hear me	<ul style="list-style-type: none"> <li>Handset or speakerphone volume too low.</li> <li>Handset cord loose or faulty.</li> <li>Mute function activated.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust volume using the volume control buttons.</li> <li>Ensure handset cord is securely connected. Try re-seating it.</li> <li>Press the <b>Mute</b> button to ensure it is not active.</li> </ul>
Programmable keys not working as expected	<ul style="list-style-type: none"> <li>Keys are not programmed or incorrectly programmed.</li> </ul>	<ul style="list-style-type: none"> <li>Contact your system administrator to verify or reprogram the function keys.</li> </ul>

## SPECIFICATIONS

---

Key specifications for the NEC SL2100 Digital 24-Button Telephone:

- Model Number:** NEC-BE117452
- Product Dimensions:** 11 x 8 x 4 inches
- Item Weight:** 2.43 pounds
- Connectivity:** Digital Station Port (compatible with NEC SL2100 system)
- Display:** Backlit LCD
- Keys:** 24 Programmable Function Keys with LEDs, Standard Numeric Keypad, Navigation Cluster, Soft Keys
- Audio:** Full Duplex Speakerphone
- Color:** Black



**Image Description:** A diagram illustrating the dimensions of the NEC SL2100 Digital 24-Button Telephone, showing a height of 17 inches (42 cm) from a top-down perspective.

## WARRANTY AND SUPPORT

---

For information regarding warranty coverage, technical support, or service for your NEC SL2100 Digital 24-Button Telephone, please refer to the documentation provided with your NEC SL2100 system or contact your authorized NEC dealer or system administrator.

You can also visit the official NEC website for general product information and support resources.

## Important Information

**Legal Disclaimer:** This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

© 2024 NEC. All rights reserved.

## Related Documents

 <b>NEC SL2100</b> Multi-Line Terminal Quick User Guide	<p><a href="#">NEC SL2100 Multi-Line Terminal Quick User Guide   Plexus Communications</a></p> <p>A quick user guide for the NEC SL2100 Multi-Line Terminal, providing instructions on making calls, managing calls, voicemail, and handset features from Plexus Communications.</p>
 <b>Setting the Time &amp; Date Using a Phone on the NEC SL2100 or SL1100</b>	<p><a href="#">Setting Time and Date on NEC SL2100/SL1100 Phones</a></p> <p>A guide on how to set the time and date using the phone keypad on NEC SL2100 and SL1100 phone systems.</p>
 <b>User's Manual</b> Large Format Display MultiSync® M321	<p><a href="#">NEC MultiSync M321 User Manual: Large Format Display Guide</a></p> <p>This comprehensive user manual provides detailed instructions for the NEC MultiSync M321 Large Format Display, covering installation, operation, advanced features, troubleshooting, and technical specifications for optimal use.</p>
 <b>UNIVERGE SP350</b> SOFTPHONE	<p><a href="#">NEC UNIVERGE SP350 Softphone: Full-Featured Multimedia IP Softphone</a></p> <p>NEC's UNIVERGE SP350 Softphone offers a versatile, converged communications tool with high-quality audio, voice, and text features for efficient collaboration and productivity. This document details its capabilities, user interfaces, and technical specifications.</p>