NEC SL1100 Telephone System
IP4WW-12/24 Series Desktop Digital Terminals with Voicemail

Quick Reference Guide
IP4WW-12/24TXH Telephone

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.

Cursor Key
Access various features with simple operation.

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

* 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.
# Menu Key Operation

(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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Menu Code</th>
<th>Next Operation after pressing the “Select”</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 : Volume Preference</td>
<td>11 : Ring</td>
<td>Press “Down” or “Up” to adjust the selected option.</td>
</tr>
<tr>
<td></td>
<td>12 : Off-Hook Ring</td>
<td></td>
</tr>
<tr>
<td>20 : Display Preference</td>
<td>21 : Contrast</td>
<td>Press “Down” or “Up” to adjust the selected option.</td>
</tr>
<tr>
<td></td>
<td>22 : Min Brightness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>23 : Max Brightness</td>
<td></td>
</tr>
<tr>
<td>30 : Feature Preference</td>
<td>31 : Voice Announce</td>
<td>For the selected option, press “On” (enable) or “Off” (disable).</td>
</tr>
<tr>
<td></td>
<td>32 : Handsfree Reply</td>
<td></td>
</tr>
<tr>
<td></td>
<td>33 : Auto Call Timer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34 : Preview Dial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35 : Illuminated Dialpad</td>
<td></td>
</tr>
<tr>
<td></td>
<td>36 : Auto Call Screening</td>
<td></td>
</tr>
<tr>
<td></td>
<td>37 : Incoming Page</td>
<td></td>
</tr>
<tr>
<td></td>
<td>38 : Ringing Line Preference</td>
<td></td>
</tr>
<tr>
<td></td>
<td>39 : Auto Backlit</td>
<td></td>
</tr>
<tr>
<td>40 : Ring Preference</td>
<td>41 : Intercom</td>
<td>Press “&lt;&lt;” or “&gt;&gt;” to select and save option.</td>
</tr>
<tr>
<td></td>
<td>42 : Line Keys</td>
<td></td>
</tr>
<tr>
<td>50 : Key Assignment</td>
<td>51 : Feature Keys</td>
<td>Press “&lt;&lt;” or “&gt;&gt;” to select and save option.</td>
</tr>
<tr>
<td></td>
<td>52 : Primeline Key</td>
<td></td>
</tr>
<tr>
<td>60 : Call Forwarding</td>
<td>61 : Immediate</td>
<td>Press “Set” or “Cancel”, enter the destination and select option to save.</td>
</tr>
<tr>
<td></td>
<td>62 : Ring No Ans</td>
<td></td>
</tr>
<tr>
<td></td>
<td>63 : Busy No Ans</td>
<td></td>
</tr>
<tr>
<td></td>
<td>64 : Call Forward AME</td>
<td></td>
</tr>
<tr>
<td></td>
<td>65 : Display Message</td>
<td></td>
</tr>
<tr>
<td></td>
<td>66 : Follow Me</td>
<td></td>
</tr>
<tr>
<td></td>
<td>67 : Both Ring</td>
<td></td>
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<tr>
<td>70 : Speed Dial</td>
<td>71 : Personal Speed Dial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>72 : Company Speed Dial</td>
<td></td>
</tr>
<tr>
<td>80 : Name and Language</td>
<td>81 : Extension Name</td>
<td>For Name, enter the name using Alphanumeric Characters, For Language, press “&lt;&lt;” or “&gt;&gt;” to select and save.</td>
</tr>
<tr>
<td></td>
<td>82 : Display Language</td>
<td></td>
</tr>
<tr>
<td>90 : Option Preference</td>
<td>91 : Headset Mode</td>
<td>For Headset option, press “On” (enable) or “Off” (disable).</td>
</tr>
<tr>
<td></td>
<td>92 : Headset Voice Announce</td>
<td></td>
</tr>
<tr>
<td></td>
<td>93 : System Information</td>
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<td></td>
<td>94 : VolPDB Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>95 : Auto Backlit (Threshold)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>96 : IP Address Information</td>
<td></td>
</tr>
<tr>
<td>00 : Admin</td>
<td>01 : Time</td>
<td>For Time, Date and Extension Name, enter the Time, Date and Extension Number and Name to save. For Clear All Call Fwd, press “Yes”.</td>
</tr>
<tr>
<td></td>
<td>02 : Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>03 : Extension Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04 : Clear All Call Fwd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>05 : System Night Key Mode</td>
<td></td>
</tr>
</tbody>
</table>
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 System Administrator 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.

<table>
<thead>
<tr>
<th></th>
<th>MB 001</th>
<th>MB 005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Night</td>
<td>MB 002</td>
<td>MB 006</td>
</tr>
<tr>
<td>Lunch/Out</td>
<td>MB 003</td>
<td>MB 007</td>
</tr>
<tr>
<td>Override</td>
<td>MB 004</td>
<td>MB 008</td>
</tr>
</tbody>
</table>

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 System Administrator, Answering Schedule Override 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 renter 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

(\textit{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 \textit{the function of the Soft Keys change as the user processes calls}.

Programmable Function Keys

(\textit{See page 11 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 8)
- Mute = Turns the phones mic on/off, usually left off (page 8)
- 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 8)
- Speaker = Press to answer or place calls handsfree.

Volume Adjustments

\textbf{To adjust Ring Volume} (see page 10 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.

\textbf{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 AutoAttendent or dial the main number and ask the attendant to transfer you to ext#3999
• When Auto Attendant answers, Dial # + your Mail Box Number (3Digit 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 O P (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 Voice Mail 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, Icm 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.
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. We 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 us 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 us 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.
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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 2nd call
• You can place the 2nd 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 2nd 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=8:30 AM, 1645=4:45PM)
- Press the Speaker button to quit.
- Call us 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