CONFERENCE CALLS

To make a conference call, with a call in progress:

➢ Press **Conf**
➢ Place a second call (this can be an external or internal call)
➢ Press **Conf** again to establish conference.

NOTE: Repeat the above procedures to add additional parties. You may conference a maximum of 2 outside or 3 internal parties.

OTHER FEATURES AND FUNCTIONS

UP/DOWN BUTTONS (▼ or ▲) - The up and down arrow buttons control three separate functions depending on the state of the telephone.

DISPLAY CONTRAST – With the phone idle, use these buttons to adjust the contrast of the LCD display

SPEAKER/RECEIVER VOLUME – Press either button during conversation to raise or lower volume

RINGER VOLUME – To adjust the ringer volume:

➢ Press **Speaker**
➢ Using the phone's dialpad press: **6 0**
➢ Using the phone's dialpad press: **1**
➢ Use arrow button to audibly adjust volume.

LAST NUMBER REDIAL – To use this feature:

➢ Lift handset (or press **Speaker** to talk handsfree**)**
➢ Press the **Redial** button
➢ Using the phone's dialpad press: ***.**

NEC Electra Elite IPK
QUICK REFERENCE GUIDE

The Electra Elite IPK

NEC DTH-16D-1

This **QUICK REFERENCE GUIDE** is designed to familiarize you with the basic operation of your NEC telephone system. For more detailed information please refer to the **NEC ELITE IPK MULTI-LINE TERMINAL USER GUIDE** that was also shipped with your system.

If you have questions or other issues not addressed in either guide please call Thomas Electronics' 24-hour **Help Line** at **1-800-583-4488**.

PLACING CALLS

OUTSIDE CALLS - To place a call to an outside party:

- ➢ Lift handset
- ➢ Press an unlit line key (Line 1, Line 2, Line 3)
- ➢ Dial telephone number
- ➢ Replace handset when call is completed.

NOTE: If outside telephone numbers that you may need to call frequently have been programmed as system speed dial keys simply lift handset and press the appropriate key to call these numbers.

INTERNAL CALLS (Calls to other extensions at your location) - To allow one-touch calling all extensions appear on each telephone's flexible line keys. To call another extension:

- ➢ Lift handset
- ➢ Press the **One Touch Key** programmed for extension you wish to call
- ➢ Replace handset when call is completed.

NOTE: An extension button lit red signifies that phone is already engaged with a call. In such cases you may wish to use the telephone system's **Automatic Callback** feature. To use this feature:

- ➢ Lift handset
- ➢ Press the **One Touch Key** of the busy extension you wish to call
- ➢ Dial **0** to set **Automatic Callback**
- ➢ Replace handset.

When both telephones become idle your phone will ring. Lift handset to automatically place call to the extension formerly in use.

SPEAKERPHONE CALLS - Every NEC telephone in your store has full speakerphone capability. This convenient feature may be used on both internal and external calls. To activate this feature:

- ➢ Press **Speaker** (LED lights)
- ➢ Ensure the **Mic** LED is lit; if it is not press **Mic** button
- ➢ Place an internal or external call
- ➢ Press **Speaker** to disconnect call.

NOTE: The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call press **Speaker** (LED lights) and replace handset.

ANSWERING CALLS

OUTSIDE CALLS - Your telephone system has been programmed so that outside calls will ring all telephones simultaneously. The LED of the line key being called will be lit red and flashing rapidly. To answer incoming calls:

- ➢ Lift handset
- ➢ The red, rapidly flashing LED will change to steady green
- ➢ Replace handset when call is completed.

INTERNAL/VOICE ANNOUNCE CALLS – To answer when another extension calls your telephone:

- ➢ Ensure **Mic** LED is lit
- ➢ Adjust speaker volume (▼ or ▲) as needed
- ➢ Respond handsfree.

NOTE: The handset may be used at any time. Therefore, you may also answer such calls by simply lifting the handset.

PLACING A CALL ON HOLD

Calls may be placed on exclusive or non-exclusive **Hold**. Calls placed on exclusive hold may only be picked up from the extension that placed them on hold. A call placed on non-exclusive hold may be picked up from any extension in your store. **Non-exclusive hold is most commonly used**.

To place a call on **Non-exclusive Hold**, with the call in progress:

- ➢ Press **Hold**.

To retrieve a held call press the flashing line key of the line put on hold. This line key will be green and flashing slowly on the phone that placed the call on hold. On all other phones in your store this key will be red and flashing slowly.

TRANSFERRING CALLS

To transfer a call, with the call in progress:

- ➢ Press Transfer
- ➢ Press the programmed button of the extension you wish to transfer the call to (**x300, x301**, etc.).
- ➢ Announce the call (optional)
- ➢ Replace handset.