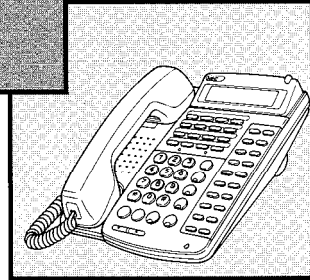
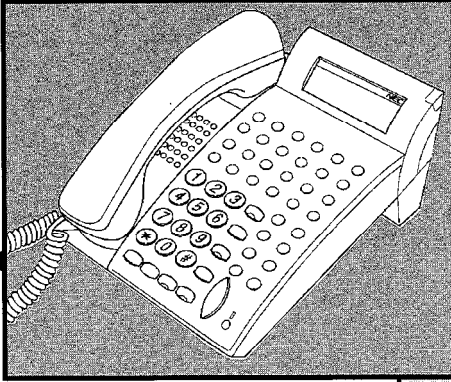


Multiline Telephone
User Guide

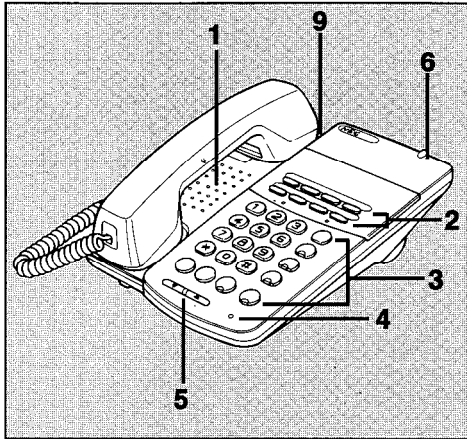


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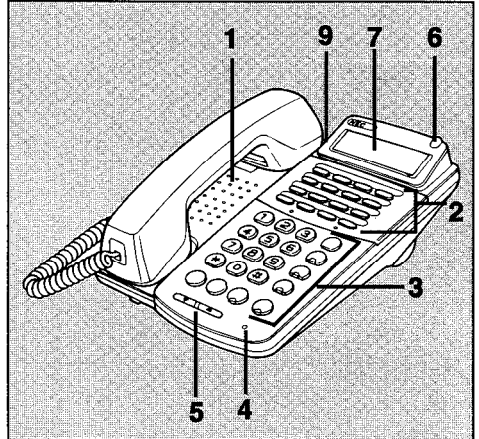
LEVEL II

ELECTRA PROFESSIONAL TELEPHONES

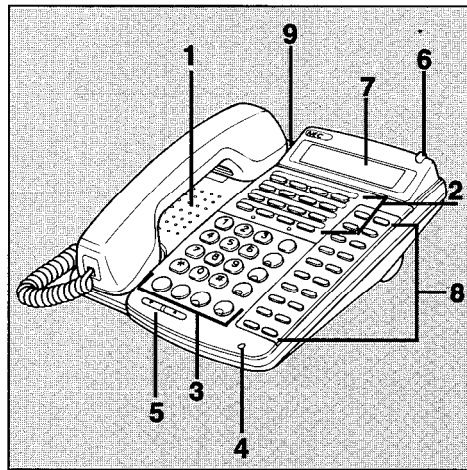
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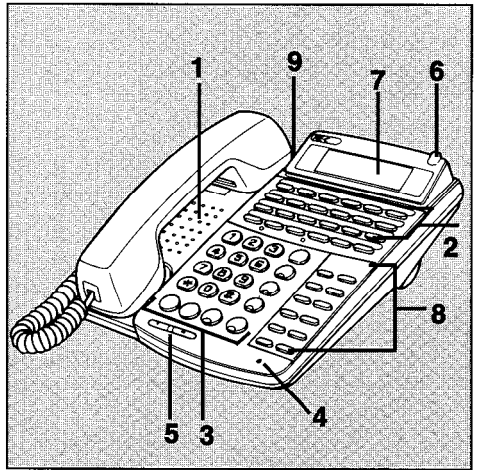
8 Line Non Display



16 Line Display



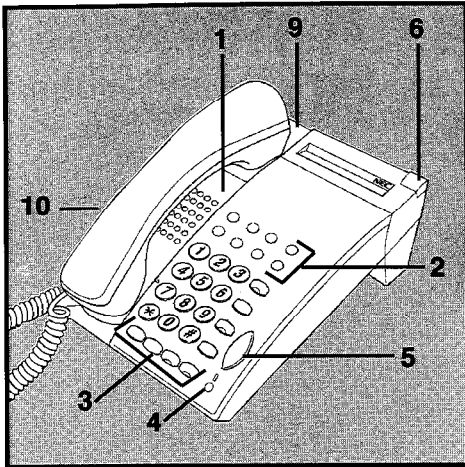
**16 Line Non Display with
20 DSS/BLF One Touch Keys**



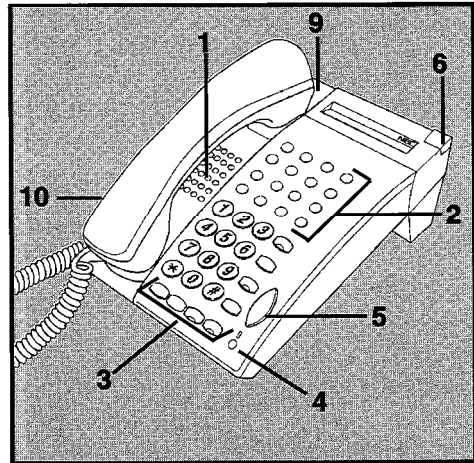
**24 Line Display with
12 DSS/BLF One Touch Keys**

- 1. Speaker
- 2. Line Keys/Feature Access Keys
- 3. Dialpad/Dedicated Function Keys
- 4. Microphone
- 5. Volume Control

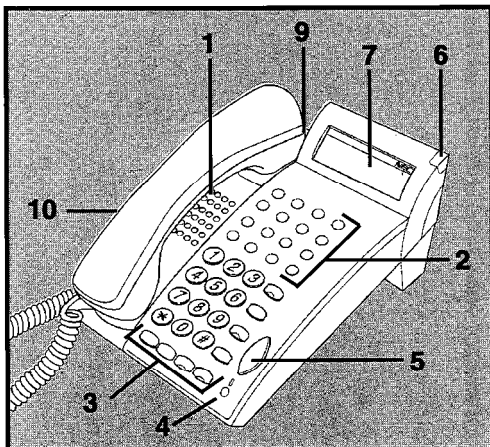
- 6. Large LED
- 7. Alphanumeric Display
- 8. One Touch Keys
- 9. Hookswitch



8 Line Non Display



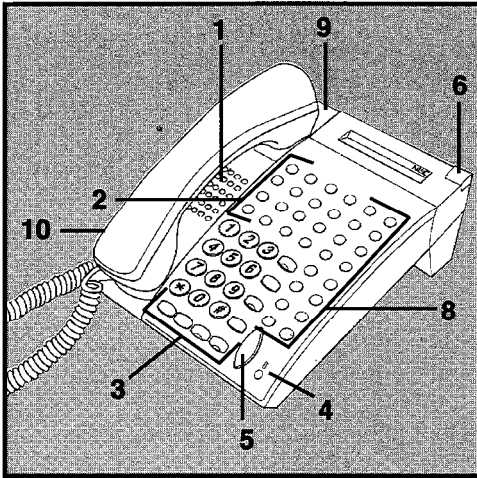
16 Line Non Display



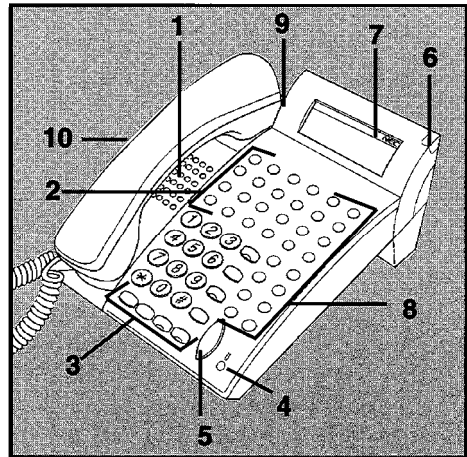
16 Line Display

ELECTRA ELITE TELEPHONES

.....



**16 Line Non Display with
16 DSS/BLF One Touch Keys**



**16 Line Display with
16 DSS/BLF One Touch Keys**

1. Speaker
2. Line Keys/Feature Access Keys
3. Dialpad/Dedicated Function Keys
4. Microphone

5. Volume Control
6. Large LED
7. Alphanumeric Display
8. One Touch Keys
9. Hookswitch
10. Built-in Headset Jack

GENERAL INFORMATION

The following should be considered when reviewing this User Guide:

- ▶ Instructions are provided for Electra Professional and Electra Elite telephones. When using an Electra Professional telephone, note that **ANS=Answer, TRF=Transfer, SPKR=Speaker, CNF=Conf, FNC=Feature, LNR/SPD=Redial.**
- ▶ All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephones, a Call Appearance and Call Arrival key has been assigned to all multiline telephones and only a single tenant has been assigned in the system.
- ▶ All access codes listed are standard; some may vary based on system assignment.
- ▶ Access to many features is based on system assignments. Not all features may be available from your telephone.
- ▶ Telephones equipped with displays will provide useful call processing information such as digits dialed, recall indications, feature confirmation, etc.

LED INDICATIONS

FUNCTION	LAMP STATUS
CO LINE KEYS: Incoming Call Held Call -Your Telephone Held Call - Other Telephone Call in Progress Your Telephone Other Telephone Hold Recall	Rapid Flashing Red Slow Flashing Green Slow Flashing Red Steady Green Steady Red Intermittent Flashing Green
LARGE LED: Incoming CO/PBX, DIT or ANA Call Incoming Intercom, TIE Line or DID Call Message from Attendant Voice Mail Message	Rapid Flashing Green Rapid Flashing Red Slow Flashing Green Slow Flashing Red
Feature (FNC) KEY: DND Set Call Forward Set Callback Request	Intermittent Flashing Red Intermittent Flashing Red Slow Flashing Red
ICM LED: Incoming Call Call in Progress Held Call	Flashing Red Steady Red Flashing Red Conf LED

ANSWERING CALLS

- 

RINGING CALLS

- ▶ Lift handset
- ▶ Converse

***NOTE :** When assigned the Delayed Ringing feature, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.*

RINGING CALLS TO A CALL ARRIVAL KEY

- ▶ Lift handset
- ▶ Converse

***NOTE 1 :** A **Call Arrival** key must be assigned to appear and ring at a **Line Key/Feature Access Key**.*

***NOTE 2 :** A **Call Appearance** key must be available to answer an incoming outside call*

VOICEANNOUNCE CALLS

- ▶ Ensure **MIC** LED is lit
- ▶ Adjust **Speaker** volume (V or A) as needed
- ▶ Respond handsfree

***NOTE:** The handset may be used at any time during the conversation.*

CAMP-ON (CALL WAITING)

Receive camp-on tone while on another call:

- ▶ Replace handset to disconnect present call
- OR Press **Hold** and press the **Hookswitch** to converse with second party

CALL ALERT NOTIFICATION

With a call in progress:

- ▶ Receive Call Alert Notification
- ▶ Press **Hold**, converse with second party

***NOTE 1 :** The second call may be placed on Hold if the CO Line appearance is assigned or if a **Call Appearance** key is available.*

***NOTE 2 :** Press flashing **Line Key**, **Call Appearance** key or **Conf** key to return to the first call.*



PLACING CALLS

.....

INTERNAL CALLS

- ▶ Lift handset
- ▶ Dial station number or "0" for the attendant
- OR** Press **Feature Access Key** or **One Touch Key** programmed for Direct Station Selection
- ▶ Voice announce after tone burst or wait for ringing call to be answered

NOTE 1: When calling a multiline telephone, dialing 1 after the station number will change ringing to voice or voice to ringing.

NOTE 2: To directly access a personal voice mailbox, dial 7 after dialing the station number.

OUTSIDE CALLS

- ▶ Lift handset
- ▶ Dial trunk access code 1.9.9
- OR** Press idle **Outside Line Key**
- ▶ Dial telephone number
- ▶ Converse

LAST CO/PBX NUMBER REDIAL

- ▶ Lift handset
- ▶ Press **Redial (LNR/SPD)**
- ▶ Dial Last Number Redial code *
- ▶ Converse

STATION/SYSTEM SPEED DIAL

- ▶ Lift handset
- ▶ Press **Redial (LNR/SPD)** and dial Speed Dial Memory location:
 - ▶ Station Speed Dial 80-99
 - ▶ System Speed Dial 00-79
- OR** Press **Feature Access Key** or **One Touch Key** programmed for Station Speed Dial
- ▶ Converse

TRUNK QUEUING

After dialing trunk access code or pressing a busy **Line Key** and receiving trunk busy indication:

- ▶ Dial Trunk Queue set code 78
- ▶ Replace handset

NOTE: When a line is available, your telephone will ring; lift handset and place call.

MICROPHONE CONTROL



- ▶ Press **Feature (FNC)**
- ▶ Dial MIC On/Off code 1

NOTE 1: Lit **MIC LED** indicates M/C on.

NOTE 2: **MIC ON/OFF** key may be assigned to a **Feature Access Key** or **One Touch Key**.

SPEAKERPHONE CALLS



- ↗ Press **Speaker**; LED lights
- ▶ Ensure **MIC LED** is lit
- ▶ Place internal or outside call
- ▶ Converse
- ▶ 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.

HOLDING CALLS



NON-EXCLUSIVE HOLD

With a call in progress:

- ▶ Press **Hold**

NOTE 1: To retrieve a held call, press the flashing **Line Key**, **Call Appearance** key or **Conf** key (internal calls).

NOTE 2: Calls on Non-Exclusive Hold can be retrieved from any multiline telephone with the held line appearance or **Call Appearance** key

NOTE 3: After a preprogrammed time, the held call will recall to the originating station. Once in a recall condition, Exclusively Held calls can be retrieved from any station with the held line appearance or **Call Appearance** key.

EXCLUSIVE HOLD

With a call in progress:

- ▶ Press **Feature (FNC)**
- ▶ Press **Hold**

TRANSFERRING CALLS

- 00

USING MANUAL DIAL

With a call in progress:

- ▶ Press **Transfer**
- ▶ Dial station number
- ▶ Announce call (optional)
- ▶ Replace handset

USING DIRECT STATION SELECTION (DSS)

With a call in progress:

- ▶ Press **Transfer**
- ▶ Press programmed **DSS**
- ▶ Announce call (optional)
- ▶ Replace handset

***NOTE 1:** If the called station is busy replace handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the attendant telephone. After answering the recall, pressing **Feature (FNC) 86** will transfer the call to the personal voice mailbox of the station number dialed.*

***NOTE 2:** To return to the original party, press flashing **Line Key, Call Appearance key** or **Conf** key.*

***NOTE 3:** A **Feature Access Key** or **One Touch Key** may be assigned for DSS.*

***NOTE 4:** Jo transfer a call directly to a personal voice mailbox, dial **7** after dialing the station number.*

CONFERENCE

- 0000000000000000000600

With a call in progress:

- ▶ Press **Conf**
- ▶ Place second call (internal or external)
- ▶ Announce conference
- ▶ Press **Conf** to establish conference

***NOTE 1:** Repeat above procedure to add an additional party. (Maximum 2 outside parties.)*

***NOTE 2:** An unsupervised conference may be established by pressing the **Conf** key again, after the conference has been established. The parties may continue to converse in private. Press the flashing **Conf** key to return to the conversation.*

CALL PARK - SYSTEM

- 00

SET

With a call in progress:

- ▶ Press **Transfer**
- ▶ Dial Call Park Set code **4***
- ▶ Dial Call Park location **0~9**
- ▶ Replace handset

RETRIEVE

From any station:

- ▶ Lift handset
- ▶ Dial Call Park Retrieval code **4#**
- ▶ Dial Call Park location **0~9**
- ▶ Converse

***NOTE:** If the dialed Call Park location is busy, dial another Call Park location (0-9).*

STATION BUSY/NO ANSWER OPTIONS

.....

AUTOMATIC CALLBACK SET

When calling a busy multiline telephone:

- ▶ Dial Automatic Callback code **0**
- ▶ Replace handset

ANSWER

When both telephones are idle originating telephone rings:

- ▶ Lift handset
- ▶ Call is placed automatically

CALLBACK REQUEST SET

When calling a busy or unanswered multiline telephone:

- ▶ Dial Callback Request code **#**
- ▶ Replace handset

ANSWER

Receive display and/or **Feature (FNC)** LED message indication:

- ▶ Lift handset
- ▶ Dial **#**; request originator is automatically called
- ▶ Repeat above procedure to respond to additional messages

NOTE: Callback messages are automatically canceled once the originating station is called.

TONE OVERRIDE SET

When calling a busy multiline telephone:

- ▶ Dial Tone Override code ***** to send tone
- ▶ Wait for signalled party to answer

** If handsfree, a visual indication only (*) will be provided on the telephone's display.*

NOTE: An Override Tone will be sent each time "" is pressed.*

ANSWER

With a call in progress:

- ▶ Receive tone override signal *
- ▶ Press **Hold**
- ▶ Converse with second party

STEP CALL

When calling a busy telephone:

- ▶ Dial **2** to advance to the next station number in that 10's group



STATION BUSY/NO ANSWER OPTIONS (Continued)

.....

VOICE OVER

ORIGINATE

When calling a busy telephone:

- ▶ Dial Voice Over code **6**
- ▶ Announce message

ANSWER

With a call in progress:

- ▶ Receive Voice Over announcement
- ▶ Press **Hold**
- ▶ Converse with Voice Over originator
- ▶ Press **Answer** key to alternate between parties

WHISPER PAGE

With a call in progress:

- ▶ Receive Voice Over announcement
- ▶ Press **Feature (FNC)**
- ▶ Dial **65**
- ▶ Converse with Voice Over originator while monitoring first call
- ▶ Press **Feature (FNC)**
- ▶ Dial **65**
- ▶ Converse with first caller while monitoring Voice Over originator

*NOTE: The Whisper Page Access Code may be assigned to a **Feature Access Key** or **One Touch Key**.*

CO/PBX DIALING OPTIONS

.....

SAVE & REPEAT

SAVE

With an originating outside call in progress:

- ▶ Press **Feature (FNC)**
- ▶ Dial **9**; called number is stored
- ▶ Replace handset

REPEAT

- ▶ Lift handset
- ▶ Press **Redial (LNR/SPD)**
- ▶ Dial **#**; call is placed

CO/PBX DIALING OPTIONS (Continued)

.....

STORE & REPEAT

STORE

With an outside call
in progress:

- ▶ Press **Feature (FNC)**
- ▶ Dial 7
- ▶ Dial number to be stored
- ▶ Press **Feature (FNC)**
- ▶ Complete conversation and
replace handset

NOTE: Store & Repeat and Save & Repeat features cannot be used simultaneously

REPEAT

- ▶ Lift handset
- ▶ Press **Redial (LNR/SPD)**
- ▶ Dial #; call is placed

AUTOMATIC REDIAL

After originating a busy or unanswered outside call:

- ▶ Press **Speaker**
- ▶ Replace handset
- ▶ Press **Feature (FNC)**
- ▶ Press **Redial (LNR/SPD)**
- ▶ Call is repeatedly dialed until answered, canceled or the
maximum number of redial attempts is reached
- ▶ Lift handset when the called party answers

*NOTE 1: Press **Speaker** to cancel Automatic Redial.*

NOTE 2: System programming determines waiting time and number of redial attempts.

CALLER ID

ANSWER

Receive incoming ringing or
transferred outside call:

- ▶ Review telephone display for
calling party's name or number
- ▶ Answer call accordingly

NOTE 1: Caller ID will be displayed even when station is busy or in DND mode, allowing the user to identify the incoming call.

*NOTE 2: On a system-wide basis, the last 10 calls received with Caller ID information are stored and are accessible with the **SCROLL** key*

NOTE 3: Least Cost Routing (LCR) is required to automatically dial Caller ID calls,

*NOTE 4: Press lit **Line Key** to review calling party's name or number while the call is in progress.*

PLACING CALLER ID CALLS

- ▶ Press **SCROLL** repeatedly until
desired number is displayed
- ▶ Lift handset to automatically dial
displayed number
- ▶ Converse



CALL PICKUP

.....

CALL PICKUP SYSTEM

Upon hearing ringing at another telephone:

- ▶ Lift handset
- ▶ Dial Call Pickup code:
 - ▷ All Calls **68**
 - ▷ CO/PBX Line **6***
 - ▷ Night Call Pickup **69**
- ▶ Converse

CALL PICKUP DIRECT

Upon hearing ringing or voice announcement at another telephone:

- ▶ Lift handset
- ▶ Dial Call Pickup Direct code **67**
- ▶ Dial station number of the telephone to be answered
- ▶ Converse

PAGING

.....

- ▶ Lift handset
- ▶ Dial Paging code:

<i>Infernal</i>	<i>External</i>
▷ All Zones <u>51</u>	▷ All int. & ext. <u>59</u>
▷ Zone A <u>52</u>	▷ All Zones <u>55</u>
▷ Zone B <u>53</u>	▷ Zone A <u>56</u>
▷ Zone C <u>54</u>	▷ Zone B <u>57</u>
	▷ Zone C <u>58</u>
- ▶ Page
- ▶ Wait for Meet-Me Answer or replace handset

MEET-ME ANSWER

- ▶ Lift handset
- ▶ Dial Meet-Me Answer code:
 - ▷ Internal page **5***
 - ▷ External page **5#**
- ▶ Converse

BACKGROUND MUSIC

.....

SET/CANCEL

- ▶ Press **Feature (FNC)**
- ▶ Dial BGM On/Off code **26**

NOTE: A BGM key may be assigned in system programming to set/cancel the Background Music feature.

CALL FORWARD ALL CALLS (CF/A) DO NOT DISTURB (DND)



SET

- ▶ Press **Feature (FNC)**
- ▶ Dial Call Forward All/DND set code **60**
- ▶ Select operation:
 - ▶ **DND**: Press **Feature (FNC)**
 - ▶ **Call Forward All**: Dial destination station number or voice mail and press **Feature (FNC)**

CANCEL

- ▶ Press **Feature (FNC)**
- ▶ Dial Call Forward All/DND cancel code **69**
- ▶ Press **Feature (FNC)**

NOTE 1: The **Feature (FNC)** LED will flash intermittently when your telephone is in Call Forward/DND.

NOTE 2: While set, Call Forward All will override Call Forward Busy/No Answer setting.

NOTE 3: If Call Forward All and Do Not Disturb are both set, the feature set last is activated.

NOTE 4: A **CF/A/DND** key may be assigned in system programming to set/cancel this feature. When setting Call Forward All, a destination station must be entered. A lit LED indicates that Call Forward All/Do Not Disturb is set.

CALL FORWARD BUSY/ NO ANSWER (B/NA)



SET

- ▶ Press **Speaker**
- ▶ Dial Call Forward B/NA set code **43**
- ▶ Dial destination station number or voice mail
- ▶ Press **Speaker**

CANCEL

- ▶ Press **Speaker**
- ▶ Dial Call Forward cancel code **44**
- ▶ Press **Speaker**

NOTE 1: The **Feature (FNC)** LED will flash intermittently when your telephone is in Call Forward.

NOTE 2: While set, Call Forward All will override Call Forward Busy/No Answer setting.

NOTE 3: A **CF B/NA** key may be assigned in system programming to set/cancel this feature. When setting Call Forward Busy/No Answer, a destination station must be entered. A lit LED indicates that CF B/NA is set.

CALL FORWARD DESTINATION



FROM DESTINATION STATION

SET

- ▶ Press **Speaker**
- ▶ Dial Call Forward All Destination set code **47**
- ▶ Dial your station number
- ▶ Dial destination station number or voice mail
- ▶ Press **Speaker**

CANCEL

- ▶ Press **Speaker**
- ▶ Dial Call Forward All Destination cancel code **48**
- ▶ Dial your station number
- ▶ Press **Speaker**

CUSTOMIZED MESSAGE

From a display telephone:

- ▶ Press **Feature (FNC)**
- ▶ Dial Customized Message code 70
- ▶ Dial * to scroll through messages
- ▶ Dial # to select message
- ▶ Dial return date and time if required (Month/Day, Hour/Minute, using 4-digit, 24-hour clock)
- ▶ Press **Feature (FNC)**

***NOTE:** When your telephone is set for **Do Not Disturb**, other display telephones will receive your message upon calling your station.*

STATION OUTGOING LOCKOUT

CHANGING LOCKOUT CODE

- ▶ Press **Speaker**
- ▶ Dial Lockout Change access code
- ▶ Dial current Lockout code
- ▶ Dial new Lockout code
- ▶ Press **Speaker**

***NOTE 1:** By default, Lockout code is set at 0000000000 (10 zeros).*

***NOTE 2:** When Lockout code is set for the first time, station is automatically restricted.*

***NOTE 3:** Lockout code may be a maximum of 10 digits. If the new Lockout code is less than 10 digits, press the **Speaker** to enter.*

***NOTE 4:** When set, Station Outgoing Lockout restricts all outgoing calls.*

SET/CANCEL STATION OUTGOING LOCKOUT

- ▶ Press **Speaker**
- ▶ Dial Station Lockout
 - ▶ **D** Set code
 - ▶ **D** Cancel code
- ▶ Dial Lockout code
- ▶ Press **Speaker**

ACCOUNT CODE ENTRY

With an outside call in progress:

- ▶ Press **Feature (FNC)**
- ▶ Dial **66**
- ▶ Dial Account Code (16 digits maximum)
- ▶ Press **Feature (FNC)**

With an outside call on hold:

- ▶ Dial Account Code Entry Code _____
- ▶ Dial Account Code (16 digits maximum)
- ▶ Retrieve held call

NOTE 1: The outside party will not hear digits being dialed.

NOTE 2: The Account Code Entry Code may be assigned to a **Feature Access Key** or **One Touch Key**.

ACCOUNT CODE FORCED/VERIFIED

To place an outside call:

- ▶ Lift handset
- ▶ Dial Forced Account access code _____
- ▶ Dial Forced Account Code _____ (up to 13 digits)
- ▶ Dial trunk access code **1.0.0** and outside number

NOTE: When calling from a station that is assigned the **Account Code Forced/Verified** feature, outgoing calls will only be processed after the dialed Account Code is verified.

DISA PASSWORD

SETTING YOUR DISA PASSWORD

- ▶ Lift handset
- ▶ Dial DISA Password set access code ____
- ▶ Dial your DISA ID code ____
- ▶ Dial your current DISA password ____
Default 0000000000 (10 zeros)
- ▶ Dial your new DISA password ____
- ▶ Replace handset

NOTE 1: Password may be a maximum of 10 digits. If the new password is less than 10 digits, replace the handset to enter.

NOTE 2: It is recommended that your DISA password be 10 digits and be changed frequently to prevent unauthorized use.

ACD/UCD

- 

LOG ON

- ▶ Press **Speaker**
- ▶ Dial access code ____
- ▶ Dial 1
- ▶ Press **Speaker**

LOG OFF

- ▶ Press **Speaker**
- ▶ Dial access code ____
- ▶ Dial 2
- ▶ Press **Speaker**

NOTE : A **LOG** key may be assigned in system programming to Log On/Off from the ACD/UCD group. A lit LED indicates that the station is logged-on.

BREAK MODE

SET

- ▶ Press **Speaker**
- ▶ Dial 40
- ▶ Press **Speaker**

CANCEL

- ▶ Press **Speaker**
- ▶ Dial 42
- ▶ Press **Speaker**

NOTE 1: Break Mode is only available while an agent is logged-on.

NOTE 2: A **Break** key may be assigned in system programming to set/cancel Break Mode. A lit LED indicates that the station is in Break Mode.

ANSWERING CALL USING A HEADSET

- ▶ Press **HEADSET** to answer *
- ▶ Converse
- ▶ Press **HEADSET** to hang up

VOLUME CONTROL

- 

OFF-HOOK RINGING VOLUME

- ▶ Lift handset
- ▶ Dial 60
- ▶ Dial Off-Hook Ringing Volume code 1
- ▶ Press ▼ or A to set level
- ▶ Replace handset

RINGING VOLUME

- ▶ Press **Speaker**
- ▶ Dial 60
- ▶ Dial Ringing Volume code 1
- ▶ Press ▼ or A to set level
- ▶ Press **Speaker**

NOTE 1: Press ▼ or A during audible telephone activity to adjust handset or speaker volume

NOTE 2: When the telephone is idle, ▼ or A is used to adjust display contrast.

PROGRAMMING

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RESETTING Feature (FNC) LED

- ▶ Press **Feature (FNC)**
- ▶ Dial **99**
- ▶ Press **Feature (FNC)**

NOTE: Resetting the **Feature (FNC) LED** will cancel **Call Forward All Calls, Do Not Disturb and Callback Request settings.**

STATION SPEED DIAL - DIAL ACCESS

- ▶ Press **Feature (FNC)**
- ▶ Press **Redial (LNWSPD)**
- ▶ Dial Speed Dial Memory location 80-99
- ▶ Dial trunk access code i.e. (if necessary)
- ▶ Dial telephone number to be stored (24 digits maximum)
- ▶ Press **Hold** (if entering name) and dial name of party (13 letters maximum)
- ▶ Press **Feature (FNC)**

NOTE 1: Press **Redial (LNR/SPD)** to insert a pause or **Recall** to store a hookflash.

NOTE 2: Refer to **Character Entry Codes** when entering name of party

FEATURE ACCESS KEYS

STATION SPEED DIAL (OUTSIDE NUMBERS)

- ▶ Press **Feature (FNC)**
- ▶ Press **Redial (LNWSPD)**
- ▶ Press **Feature Access Key** to be programmed
- ▶ Dial 0
- ▶ Dial trunk access code i.e. 9 (if necessary)
- ▶ Dial telephone number to be stored (16 digits maximum)
- ▶ Press **Feature (FNC)**

NOTE 1: Press **Redial (LNR/SPD)** to insert a pause and **Recall** to inset? a hookflash.

NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for DSS.

DSS/BLF (STATIONS) AND FEATURE ACCESS

- ▶ Press **Feature (FNC)**
- ▶ Press **Redial (LNWSPD)**
- ▶ Press **Feature Access Key** to be programmed
- ▶ Dial 1 and station number to be stored
- OR Dial feature access code to be stored as indicated in the **Quick Entry Guide**
- ▶ Press **Feature (FNC)**



ONE TOUCH KEYS

STATION SPEED DIAL (OUTSIDE NUMBERS)

- ▶ Press **Feature (FNC)**
- ▶ Press **Redial (LNR/SPD)**
- ▶ Press **One Touch Key** to be programmed
- ▶ Dial **0**
- ▶ Dial trunk access code i.e. (if necessary)
- ▶ Dial telephone number to be stored (16 digits maximum)
- ▶ Press **Feature (FNC)**

NOTE 1: Press **Redial (LNR/SPD)** to insert a pause and **Recall** to insert a hookflash.

NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for DSS.

DSS/BLF (STATIONS) AND FEATURE ACCESS

- ▶ Press **Feature (FNC)**
 - ▶ Press **Redial (LNR/SPD)**
 - ▶ Press **One Touch Key** to be programmed
 - ▶ Dial **1** and station number to be stored
- OR** Dial feature access code to be stored as indicated in the **Quick Entry Guide**
- ▶ Press **Feature (FNC)**

QUICK REFERENCE GUIDE

OUTSIDE CALLING

Outside Call	Dial 9 ● Dial Telephone Number
Last CO/PBX Number Redial	Redial (LNWSPD) ● Dial *
Speed Dial	Redial (LNWSPD) ► Dial 00-99
Save/Store & Repeat -Access	Redial (LNWSPD) ● Dial #
Trunk Queue	Receive Trunk Busy Indication ► Dial 78
Automatic Redial	Receive Busy ► Speaker ► Replace Handset ► Feature (FNC) ● Redial (LNR/SPD)

INTERNAL CALLING

Station Call	Dial Station Number or DSS key
Automatic Callback	Reach Busy Station ● Dial 0
Callback Request	Reach Busy/No Answer Station ► Dial #
Tone Override	Reach Busy Station ● Dial *
Voice Over Originate	Reach Busy Station ► Dial 6
Quick Transfer to Voice Mail	Dial station number or DSS key ● Dial 7

WITH A CALL IN PROGRESS

Hold	Hold
Exclusive Hold	Feature (FNC) ● Hold
Transfer	Transfer* Dial Station Number
Quick Transfer to Voice Mail	Transfer ► Dial station number or DSS key ● Dial 7
Conference	Conf ► Place 2nd Call ► Conf
Call Park System	SET: Transfer ● Dial 4 * ► Dial 0-9 RETRIEVE: Dial 4 # ► Dial 0-9
Save & Repeat - Save	Feature (FNC) ► Dial 9
Store & Repeat - Store	Feature (FNC) ● Dial 7 ● Dial Number to Store ► Feature (FNC)
Whisper Page	Receive Voice Over ● Feature (FNC) ► Dial 65

FROM THE INTERCOM

Internal Paging	Dial 51-54 ► Page
External Paging	Dial 55-59 ► Page
Call Pickup All Calls	Dial 68
Call Pickup Direct	Dial 67 ● Dial Station Number

FROM AN IDLE TELEPHONE

Microphone Control	Feature (FNC) ● Dial 1
Call Forward All/DND	SET Feature (FNC) ► Dial 60 ● Dial Destination Station (CF/A only) ► Feature (FNC) CANCEL: Feature (FNC) ► Dial 69 ● Feature (FNC)
Call Forward Busy/No Answer	SET Speaker ► Dial 43 ► Dial Dest. Station ► Speaker CANCEL: Speaker ● Dial 44 ► Speaker
FNC LED Reset	Feature (FNC) ● Dial 99 ► Feature (FNC)

CHARACTER ENTRY CODES

Character	Code	Character	Code	Character	Code
Blank	032	@	064	\	096
!	033	A	065	a	097
	034	B	066	b	098
#	035	C	067	c	099
\$	036	D	068	d	100
%	037	E	069	e	101
&	038	F	070	f	102
'	039	G	071	g	103
(040	H	072	h	104
)	041	I	073	i	105
*	042	J	074	j	106
+	043	K	075	k	107
,	044	L	076	l	108
-	045	M	077	m	109
-	046	N	078	n	110
/	047	O	079	o	111
0	048	P	080	p	112
1	049	Q	081	q	113
2	050	R	082	r	114
3	051	S	083	s	115
4	052	T	084	t	116
5	053	U	085	u	117
6	054	V	086	v	118
7	055	W	087	w	119
8	056	X	088	x	120
9	057	Y	089	y	121
:	058	Z	090	z	122
;	059	[091	{	123
<	060	¥	092		124
=	061]	093	}	125
>	062	^	094	→	126
?	063	_	095		127

QUICK ENTRY GUIDE FOR PROGRAMMING FEATURE ACCESS KEYS AND ONE TOUCH KEYS

FEATURE	PRESS
Microphone On/Off	# ►1
Call Forward All Set	# ● 60 ● Dial Destination ► Answer ► Feature (FNC) ● Feature (FNC)
Do Not Disturb - Set	# ● 60 ● Answer ● Feature (FNC) ● Feature (FNC)
Call Forward All/DND - Cancel	# ● 69 ● Answer ● Feature (FNC) ● Feature (FNC)
Save & Repeat - Set	# ►9
Store & Repeat - Set	# ►7
Whisper Page	# ►65
Quick Transfer to Voice Mail	# ● 86
Background Music	# ►26
Voice Over Originate	1 ►6
Call Forward Busy/No Answer - Set	1 ● 43 ● Dial Destination ● Answer ● Speaker ● Feature (FNC)
Internal Paging All Zone	1 ►51
Internal Paging Meet-Me	1 ● 5*
External Paging All Zone	1 ● 55
External Paging Meet-Me	1 ● 5#
Call Pickup All Calls	1 ● 68
Call Pickup Direct	1 ● 67

NOTE 1: When pressed, the **Answer** key will not appear in the display. This is normal operation.

NOTE 2: Other features may be programmed in addition to those listed above. Refer to the *Electra Mail User Guide* for features related to Voice Mail.

The material contained herein is subject to change without prior notice at the sole discretion of NEC America, Inc.

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