# ELECTRA™ 16/48 EXECUTIVE STATION USER'S GUIDE

# A GUIDE TO THE ELECTRA™ 16/48 EXECUTIVE STATION

Contrast Control

Outside (CO/PBX) Lines

Directory

16 Digit Display

Function Buttons (Speed Dialing and Station DSS/Feature Access)

Microphone Control

DND (Do Not Disturb)

ADD ON (Conference and Programming Function Buttons)

Intercom

ON/OFF (Handsfree Dialing, Monitoring and Optional Speakerphone)

Speaker

Microphone

Speaker Volume Control
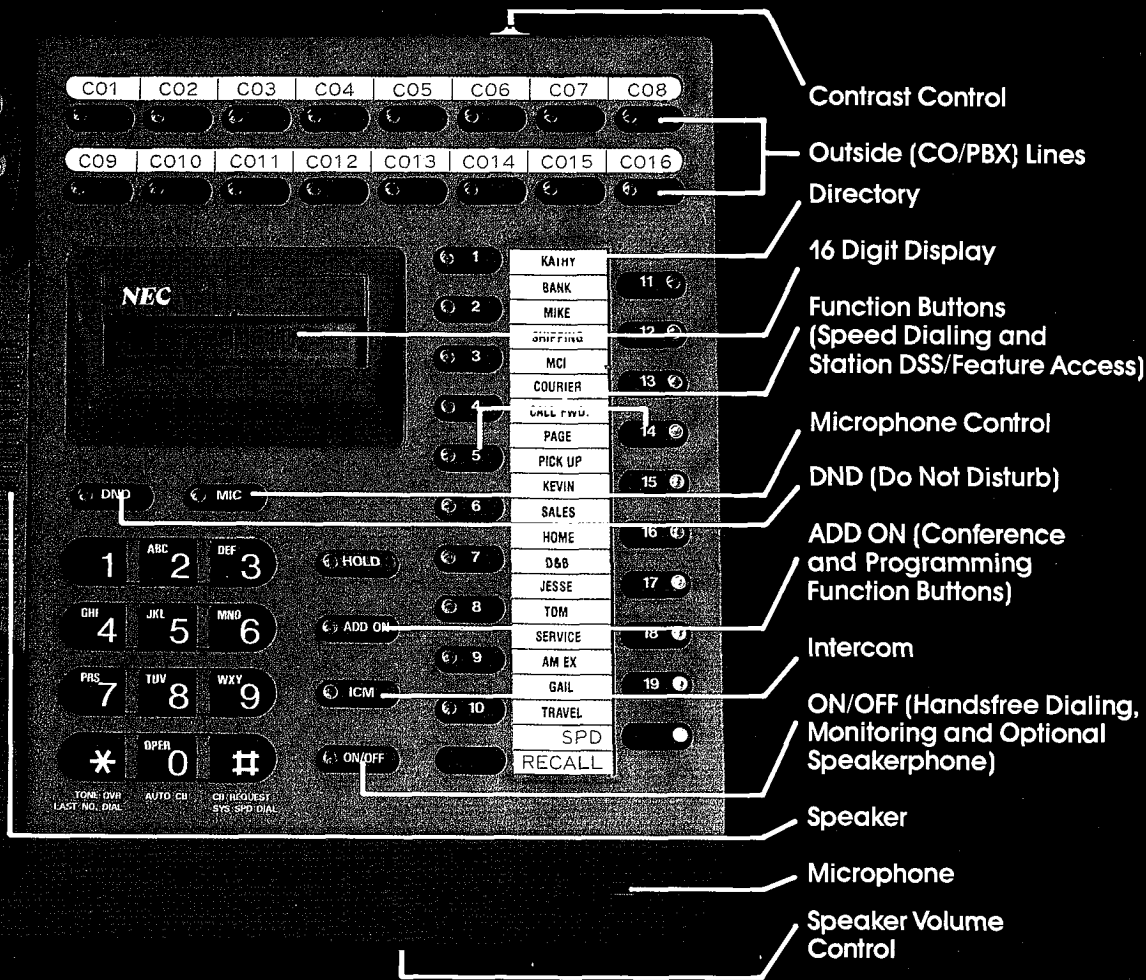
## PLACING AN OUTSIDE CALL

- Lift handset.
- Depress idle outside line button.
- Dial desired telephone number.
  NOTE: When placing consecutive calls, the RECALL button
  may be used to disconnect existing call and to
  provide dial tone.

### PLACING AN OUTSIDE CALL USING HANDSFREE DIALING
- Depress ON/OFF button.
- Depress idle outside line button.
- Dial desired telephone number.
- Lift handset when called party's voice is heard through speaker.
  (Handset not required when equipped with Speakerphone).
  NOTE: If "busy" or "no answer" is received, depress ON/OFF
  button to disconnect.

## TO HANDSFREE MONITOR AN OUTSIDE LINE

- Establish handset connection as outlined above.
- Depress ON/OFF button to begin monitoring.
- Replace handset (adjust volume if necessary).
- Lift handset when ready to resume conversation.
  (Handset not required when equipped with Speakerphone).

## ANSWERING AN OUTSIDE CALL

- Lift handset. (Depress ON/OFF button if equipped with Speakerphone).
- Depress slow-flashing outside line button; converse.

### ANSWERING AN ATTENDANT TRANSFERRED CALL:
When the attendant transfers an outside call to your station, "CAMP-ON" will momentarily appear in your display and ring tone will be heard through your speaker.

- Lift handset. (Depress ON/OFF button if equipped with Speakerphone).
- Depress flutter-flashing outside line button; converse.

## PLACING AN INTERCOM CALL                    101

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress ICM button.
- Dial desired station number.
- Voice announce after hearing tone burst.     **OR**   • Dial digit "1" to transmit tone signal if desired.

NOTE: When calling a Single -Line telephone, no voice announcement is available. Ring signal will be automatically provided.
NOTE: Called party may be programmed to receive tone signal rather than voice announcement.

### PLACING AN INTERCOM CALL USING STATION DSS BUTTONS

- Lift handset *(Depress ON/OFF button if equipped with Speakerphone).*
- Confirm SPD LED is unlit.                    **IF NOT**  • Depress SPD button; LED goes out.
- Depress desired station DSS button.
- Voice announce after hearing tone burst.     **OR**   • Dial digit "1" to transmit tone signal.

NOTE: Called party may be programmed to receive tone signal rather than voice announcement.

## ANSWERING AN INTERCOM CALL                  CALL FROM 102

- Receive tone burst and voice announcement or tone signal.
- Lift handset to begin conversation.

### ANSWERING INTERCOM CALL USING HANDSFREE ANSWERBACK:

- Receive tone burst and voice announcement.
- Check that MIC LED is lit.
- Answer via microphone without lifting handset.

### ANSWERING AN INTERCOM CALL VIA OFF-HOOK ANNOUNCEMENT FEATURE:

While talking via handset:
- Receive tone burst and voice announcement.
- Check that MIC LED is lit.
- Answer via microphone.

If handset conversation is desired:
- Discontinue first call or place on hold.
- Replace handset, ICM LED flashes.
- Lift handset.
- Converse.

### SETTING CALLBACK REQUEST:

- Call station and receive "no answer" or Call Waiting Tone.
- **Dial "#".**
- Verify at display: "SET" = accepted    "DENIED" = denied.
- If accepted, your station number will flash intermittently in the called keyset's display, indicating your "Callback Request".

### SETTING AUTOMATIC CALLBACK:

- Call station and receive Call Waiting Tone.
- **Dial "0".**
- Verify at display: "CALLBACK SET" = accepted    "DENIED" = denied.
- If accepted, you will receive tone signal when the called station becomes idle.
- You may now lift the handset and proceed as if normal ICM call.

### ACTIVATING TONE OVERRIDE:

- Call station and receive Call Waiting Tone.
- **Dial "*".**
- Verify at display: "OVERRIDE" = accepted    "DENIED" = denied.
- If accepted, tone will be sent through called keyset's speaker (or Single Line handset),and your station number will appear in the keyset's display.

NOTE: A Tone Override to your keyset may be answered by depressing the HOLD button.

### OFF-HOOK ANNOUNCEMENT (VOICE OVERRIDE)

When calling a station that has OFF-HOOK ANNOUNCEMENT:

- Call station,and receive Call Waiting Tone.
- **Dial "*".**
- Voice announce after hearing tone burst. Called party can respond via microphone.

NOTE: If the called station is in Handsfree mode or Monitor mode, the originator can only alert the called party via Tone Override.

## PLACING CALLS ON HOLD

- Depress HOLD button.
- Held outside line button will wink intermittently on your keyset. All other keysets will receive a on that line button.

NOTE: When you place an intercom call on hold, the HOLD button will rapid-flash.

### PLACING CALLS ON EXCLUSIVE HOLD:

- Depress HOLD button twice.
- Held outside line button will wink intermittently on your keyset. All other keysets will receive a LED on that line button.

NOTE: If a call remains on exclusive hold longer than a preset interval after handset has been restored, the line button will flutter flash. If your keyset is idle, tone will be received through speaker.

NOTE: If the line is a Private Line, other keysets will not receive any visual indication.

## ANSWERING A HELD CALL

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone).*
- Depress intermittently winking or rapid flashing line button.

NOTE: Depress rapid-flashing HOLD button for intercom calls.

- Depress HOLD button.
- Depress ICM button.
- Dial desired station number.
- Announce transfer, informing station which line to pick up.

NOTE: When transferring a call to a station which does not have that line appearance, the following procedure must be used:
- Depress HOLD button.
- Depress ICM button.
- Dial desired station number, wait for party to answer via handset and announce transfer.
- Depress ADD/ON button.
- Depress intermittently winking line button.
- Confirm transfer and replace handset.

## ONE STEP CALL TRANSFER USING STATION DSS BUTTONS:

- Confirm SPD is unlit.
- Depress desired station DSS button; call is automatically placed on hold and an intercom connection is established.
- Announce transfer, informing station which line to pick up.

**IF NOT** • Depress SPD button, LED goes out.

## VERIFYING DSS/SPEED DIAL PROGRAMMING
`9-7537000`

- Enter DSS or Speed Dial mode as desired by depressing "SPD" button.
  DSS = SPD LED unlit. Speed Dial = SPD LED lit.
- Depress DSS/Speed Dial button to be verified (1-19) while keyset is idle.
- Confirm number in display.

## ACCESSING SYSTEM SPEED DIALING
`SPEED 25`

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- **Dial "#"** and two-digit access code (20-99).
- When party answers, use handset to talk. (Handset not required when equipped with Speakerphone).

## CONSECUTIVE DIALING

Consecutive speed dialing has particular value when accessing Specialized Common Carrier Networks, where multiple dialing sequences are required.
- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- Access speed dialing (system/station) (LOCAL ACCESS NUMBER).
  (If initiating system speed dialing, depress ADD/ON button).
- Access speed dialing (system/station) (AUTHORIZATION CODE).
  (If initiating system speed dialing, depress ADD/ON button).
- Access speed dialing (system/station) or dial manually (LONG DISTANCE NUMBER).
- When party answers, use handset to talk. (Handset not required when equipped with Speakerphone).

## PROGRAMMING TONE/VOICE ICM SIGNALLING

- Depress ON/OFF button or lift handset.
- Depress ICM button.
- **Dial "67"** for Voice Signalling.          **OR**    - **Dial "68"** for Tone Signalling.
- Depress ON/OFF button or restore handset.
NOTE: Default value is that all keysets are assigned VOICE SIGNALLING.

## PROGRAMMING PRIME LINE PICKUP ASSIGNMENT

- Depress ON/OFF button or lift handset.
- Depress ICM button.
- **Dial "77".**
- Depress CO/PBX line button to be assigned as Prime Line.
  LED IDLE—Prime Line not assigned.
  LED LIT—Prime Line assigned.
- Depress ICM button.
- Depress ON/OFF button or restore handset.
NOTE: Each station may be assigned only one Prime Line.

## PROGRAMMING OFF-HOOK RINGING ASSIGNMENT

- Depress ON/OFF button or lift handset.
- Depress ICM button.
- **Dial "78"** to set.          **OR**    - **Dial "79"** to cancel.
- Depress ON/OFF button or restore handset.

# ESTABLISHING A CONFERENCE

## A THREE-PARTY CONFERENCE:
- Establish first call.
- Depress HOLD button.
- Establish second call.
- Depress ADD/ON button.
- Depress held line button (or HOLD button for intercom call).

NOTE: A three-party conference may consist of the following:
  3 internal stations
  2 internal stations + 1 outside line
  1 internal station + 2 outside lines.

## A FOUR-PARTY CONFERENCE:
- Establish three-party conference as outlined above.
- Depress HOLD button.
- Establish third call.
- Depress ADD/ON button.
- Depress rapid-flashing HOLD button.

NOTE: A four-party conference may consist only of 3 internal stations and one outside line.

# TANDEM CONFERENCE

With a 3 party conference established
(1 station + 2 outside lines):
- Depress RECALL button; ADD ON LED flashes.
- Outside lines are in conference (Both LEDs light steady). Internal station may replace handset or continue with other call processing.

To re-enter conference:
- Lift handset.
- Depress RECALL button; ADD ON LED lit.
- 3 party conference is re-established.

NOTE: An audible time reminder is provided to the station once every 3 minutes during a tandem conference.

# PRIVACY RELEASE

With an outside call in progress:
  Originating Party:
- Depress ADD ON button; ADD ON LED flashes.

  Joining Party:
- Lift handset.
- Depress associated outside line button; ADD ON LED lights steadily.
- Converse. Privacy is restored.

NOTE: Additional parties (up to a maximum of 4 stations) may join by repeating the above steps. Any party in the conversation can release privacy by depressing ADD ON.
NOTE: If additional party does not join, privacy can be restored by depressing ADD ON a second time.

## TRUNK QUEUING

- Depress ON/OFF button.
- Depress ICM button.
- **Dial "56".**
- Depress busy outside line button.
- Verify at display "TRUNK QUEUE SET" if accepted.
- Depress ON/OFF button.

**OR**

- Depress feature button programmed for Trunk Queuing.
  NOTE: Station must be in DSS mode. (SPD LED unlit).

NOTE: Your phone will be tone signalled when a line is available. Depress the outside line button, and dial telephone number.

## CALL FORWARDING

### SETTING:
- Depress ON/OFF button.
- Depress ICM button.
- **Dial "46".**
- **Dial station number calls** should be forwarded to.
- Call Forwarding—All Calls is set.
- **Dial "2"** for calls to be forwarded only when your station is busy.
- Receive confirmation tone.
- Depress ON/OFF button.
  NOTE: The HOLD LED will be lit steadily when call forwarding is set.

**OR**

- Depress feature button programmed for Call Forwarding.
  NOTE: Station must be in DSS mode. (SPD LED unlit).

### VERIFYING:
- Depress ON/OFF button.
- Depress ICM button.
- **Dial "47".**
- Read target number in display.

### CANCELLING:
- Depress ON/OFF button.
- Depress ICM button.
- **Dial "46".**
- Depress ON/OFF button.
  NOTE: HOLD LED goes out.

## INTERNAL PAGING

- Lift handset.
  *(Depress ON/OFF button if equipped with Speakerphone).*
- Depress ICM button.
- **Dial internal zone access code (51, 52, 53 or 50).**
- Voice page.

**OR**

- Depress Feature Button programmed for internal page.
  NOTE: Station must be in DSS mode. (SPD LED unlit).

### ANSWERING AN INTERNAL PAGE

- Lift handset at any station.
- Depress ICM button.
- **Dial "55".**

---

## EXTERNAL PAGE

- Lift handset.
  *(Depress ON/OFF button if equipped with Speakerphone).*
- Depress ICM button.
- **Dial external zone access code (61, 62, 63 or 60).**
- Voice page.

**OR**

- Depress Feature Button programmed for external page.
  NOTE: Station must be in DSS mode. (SPD LED unlit).

### ANSWERING AN EXTERNAL PAGE

- Lift handset at any station.
- Depress ICM button.
- **Dial "65".**

## ACCOUNT CODE                                    *123456789

Account code entry applies only to those systems equipped with Station Message Detail Service (SMDS).
- **Dial "*"** and account code (up to nine digits) <u>only</u> after completing one of the following:
  - Immediately following dialing of telephone number.
  (To enter Account Code dial manually, or access speed dial (system/station).
  **OR**
  - During conversation, after alerting outside party.
  **OR**
  - Prior to disconnection of outside line.

## CALL PICK UP

- Lift handset.
- Depress ICM button.
- **Dial "2"** to pick up calls to a station in the same pickup group.          **OR**     - **Dial "3"** to pick up calls when in night mode.

## LAST NUMBER DIALED                              7537000

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- **Dial "*".**
- When party answers, use handset to talk. *(Handset not required when equipped with Speakerphone).*

## DO NOT DISTURB

**SETTING:**
- Depress DND button; LED lights steady.

**CANCELLING:**
- Depress DND button; LED goes out.

## MESSAGE WAITING

`CB O`

- A "CB O" display indicates that the attendant has a Message Waiting for the station user.
- Lift handset. (Depress ON/OFF button if equipped with Speakerphone).
- **Dial "O"** for attendant; converse.