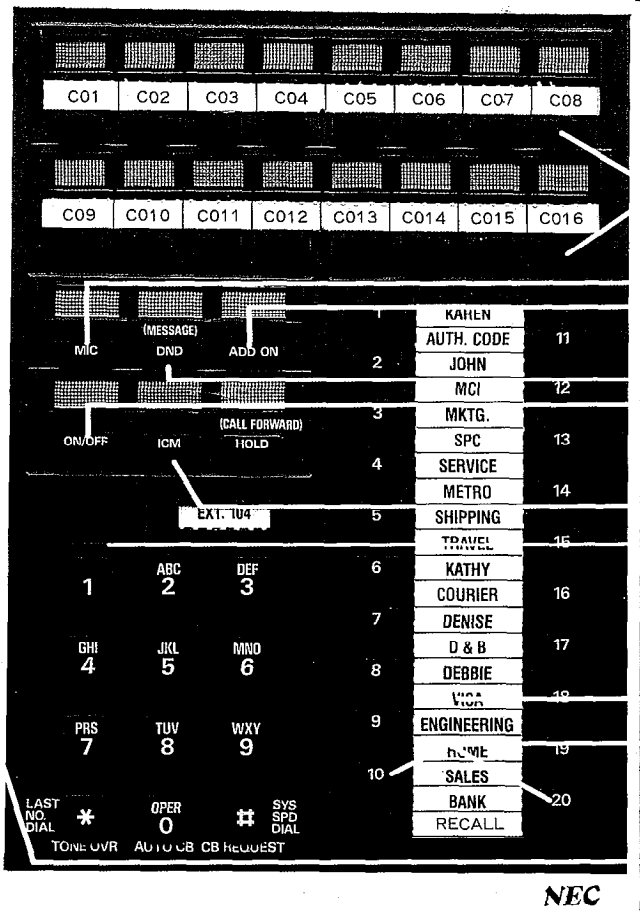


ELECTRA™ 16/48 USER'S GUIDE



A GUIDE TO THE ELECTRA™ 16/48



Outside (CO/PBX) lines

Microphone On (Hands Free Answer Back on Intercom Calls)

Add On (Conferencing and Programming Function Buttons)

DND (Do Not Disturb)

On/Off (Hands Free Dialing, Monitoring and optional Speakerphone)

ICM (Intercom)

Digital Display

Directory

Function Buttons (Station DSS and Speed Dialing)

Speaker

Speaker Volume Control

NEC

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 HANDS FREE 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 HANDS FREE MONITOR AN OUTSIDE LINE

- Establish 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.

ANSWERING AN ATTENDANT TRANSFERRED CALL

When the attendant transfers an outside call to your station, a "C" 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.

PLACING AN INTERCOM CALL

- 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.
- NOTE: When calling a Single Line telephone, no voice announcement is available. Ring signal will be automatically provided.

PLACING AN INTERCOM CALL USING STATION DSS BUTTONS

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress desired station DSS button.
- Voice announce after hearing tone burst;

OR

- Dial digit "1" to transmit tone signal.

ANSWERING AN INTERCOM CALL

- Receive tone burst and voice announcement or tone signal.

- Depress ICM button.
- Lift handset to begin conversation.

ANSWERING INTERCOM CALLS USING HANDS FREE ANSWERBACK

- Receive tone burst and voice announcement.
- Check that MIC-ON LED is lit.

- Answer via microphone without lifting handset.

WHEN CALLING A BUSY STATION “CALL WAITING” TONE WILL BE HEARD. YOU MAY THEN SELECT ANY ONE OF THE FOLLOWING OPTIONS

SETTING CALL BACK REQUEST

- Call station and receive “no answer” or Call Waiting Tone.
- **Dial “#”.**
- Verify at display: “S” = accepted “d” = denied
- If accepted, your station number will flash intermittently in the called key set’s display, indicating your “call back request”.

SETTING AUTOMATIC CALL BACK

- Call station and receive Call Waiting Tone.
- **Dial “0”.**
- Verify at display: “Cb” = accepted “d” = 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: “0” = accepted “d” = denied
- If accepted, tone will be sent through called key set’s speaker (or Single Line handset) and your station number will appear in the key set’s display.

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

PLACING CALLS ON HOLD

- **Depress HOLD button.**

- Held line button will wink intermittently on your keyset. All other keysets will receive a rapid-flash 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 line button will wink intermittently on your keyset. All other keysets will receive a steadily lit 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 key set is idle, tone will be received through speaker.

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.

TRANSFERRING A CALL

- 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 and wait for party to answer over handset.
- Depress ADD/ON button.
- Depress intermittently winking line button.
- Confirm transfer and replace handset.

ONE STEP CALL TRANSFER USING STATION DSS BUTTONS

- **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.

HOLD/

PROGRAMMING STATION DSS BUTTONS

- Depress ADD/ON button.
- Depress desired station DSS button (1-20)
- Dial three digit station number to be programmed.
- Depress ADD/ON button again.

INTERCOM CALLING USING STATION DSS BUTTONS

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

NOTE: When calling a single line telephone, no voice announcement is available. Ring signal will automatically be provided.

PROGRAMMING STATION SPEED DIAL BUTTONS

- Depress ADD/ON button.
- Depress desired speed dial button (11-20), or (1-20) when assigned expanded speed dialing.
- Dial line access code (9, 8, 7 or 0).
- Dial telephone number to be programmed
(pauses and hook flashes may be programmed into speed dial).
- Depress ADD/ON button again.

NOTE 1: Dialing access codes "9", "8" or "7" will cause a line to be selected automatically when using station speed dialing, unless a line is manually selected. If "0" is dialed, an outside line must be manually selected.

NOTE 2: Depress HOLD button to program PAUSE; depress RECALL button for HOOKFLASH.

PLACING A CALL USING STATION SPEED DIALING

- Lift handset or depress ON/OFF button.
- Depress desired station speed dial button. (Depress line button if a particular line is desired).
- When party has answered, use handset to begin conversation. *(Handset not required when equipped with Speakerphone.)*

VERIFYING SPEED DIALING PROGRAMMING

- Depress speed dial button to be verified (1-20) while key set is idle.
- Read number in display (one digit at a time).

ACCESSING SYSTEM SPEED DIALING

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- **Dial “#”** and two-digit access code. (10-19)
- When party has answered, use handset to begin conversation.
(Handset not required when equipped with Speakerphone.)

CONSECUTIVE SPEED 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 has answered, use handset to talk.
(Handset not required when equipped with Speakerphone.)

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.

TRUNK QUEUING

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

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

CALL FORWARDING

SETTING

- Depress ON/OFF button.
- Depress ICM button.
- **Dial "46"**
- **Dial station number** calls should be forwarded to.
- **Dial "1"** for all calls to be forwarded.
- **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.

CANCELLING

- Depress ON/OFF button.
- Depress ICM button.
- **Dial "46"**.
- Depress ON/OFF button again.

VERIFYING

- Depress ON/OFF button.
 - Depress ICM button.
 - **Dial "47"**.
 - Read target number in display.
 - Display will indicate "00" if no call forwarding is set.
-

CALL PICK UP

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress ICM button.
- **Dial "2"** to establish connection.

LAST NUMBER DIALED

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- **Dial "*".**
- When party has answered, 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

- A rapid-flashing DND LED indicates that the attendant has a Message Waiting for the station user.

SINGLE LINE TELEPHONE

PLACING AN INTERCOM CALL

- Lift handset, listen for dial tone.
- Dial desired station number.
- Wait for party to answer.

PLACING AN OUTSIDE CALL

- Lift handset, listen for dial tone.
- Dial outside line access code (9, 8, or 7).
- Dial telephone number.

PLACING A CALL ON HOLD

- Ask party to hold.
- Depress switchhook momentarily, listen for second dial tone.
- Place a second call if desired.

NOTE 1: When handset is restored your phone will ringback immediately with your held call.

NOTE 2: If attendant camp-on tone or station tone override signal is received through your handset, you may use this feature to place call in progress on hold and immediately answer the call waiting.

TRANSFERRING A CALL

- Inform party of transfer.
- Depress switchhook momentarily, listen for second dial tone.
- Dial desired station number immediately.
- Depress switchhook momentarily, when station answers.
- Confirm transfer and replace handset.

NOTE: If station is busy or does not answer, depress switchhook momentarily to return to held party.

PLACING A CONFERENCE CALL

- Establish first call.
 - Depress switchhook momentarily, listen for second dial tone.
 - Establish second call.
 - Depress switchhook momentarily.
 - Confirm three party conference is established.
-

TRUNK QUEUING

Upon dialing outside line access code; 9, 8, or 7 and receiving a busy,

- Depress switchhook momentarily.
- **Dial "56"**.
- Replace handset.

NOTE: Your phone will ring when a line is available.
Lift handset and dial telephone number.

PROGRAMMING STATION SPEED DIAL NUMBERS

- Lift handset.
- **Dial "40"**.
- Dial two digit access code, 20 through 29.
- Dial outside line access code, 9, 8, or 7.
- Dial telephone number.
- Replace handset.

ACCESSING STATION SPEED DIALING

- Lift handset.
- **Dial "#"**.
- Dial two digit access code, 20 through 29.

ACCESSING SYSTEM SPEED DIALING

- Lift handset.
- **Dial "#"**.
- Dial two digit access code, 10 through 19.

LAST NUMBER DIALED

- Lift handset.
- **Dial "*"**.

CALL FORWARDING

SETTING

- Lift handset.
- **Dial "46"**.
- **Dial station number** you wish your calls to be forwarded to.
- **Dial "1"** for all calls to be forwarded.
- **Dial "2"** for calls to be forwarded only when your phone is busy.

CANCELLING

- Lift handset.
- **Dial 46** and replace handset.

CALL PICKUP

- Lift handset.
- **Dial 2.**
- You will be connected to the incoming intercom or attendant transferred call to a station within your programmed group.

NIGHT CALL PICKUP

- Lift handset.
 - **Dial 3.**
 - You will be connected to the incoming call when the system has been placed in the night mode.
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INTERNAL PAGING

- Lift handset.
- **Dial internal zone access code (51, 52, 53 or 50).**
- Voice page.

ANSWERING

- Lift handset.
- **Dial 55.**

EXTERNAL PAGING

- Lift handset.
- **Dial external zone page access code (61, 62, 63 or 60).**
- Voice page.

ANSWERING

- Lift handset.
- **Dial 65.**

ACCOUNT CODE

Account code entry applies only to those systems equipped with station message detail service (SMDS).

- Dial telephone number.
- Immediately dial * and the account code (up to nine digits). [To enter Account Code, dial manually or access speed dial (system/station).]

