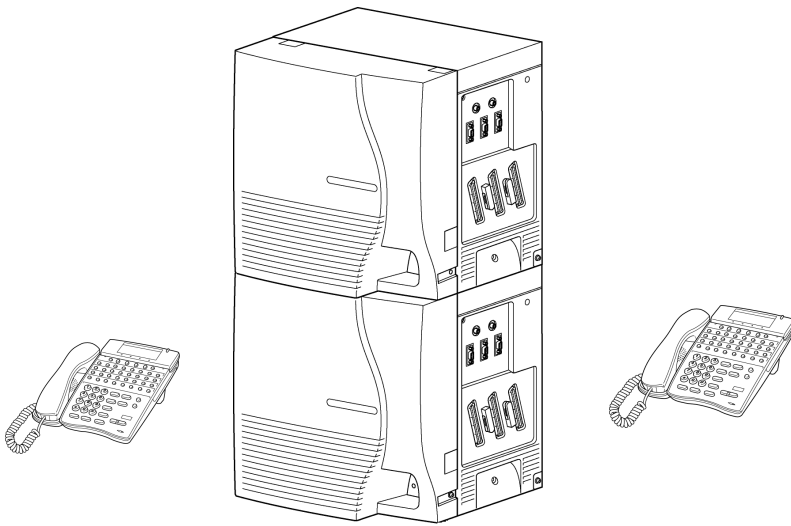


# NOTICE

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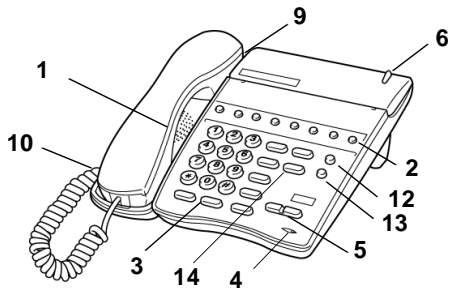
# NEC

# Electra **Elite**<sup>®</sup> IPK

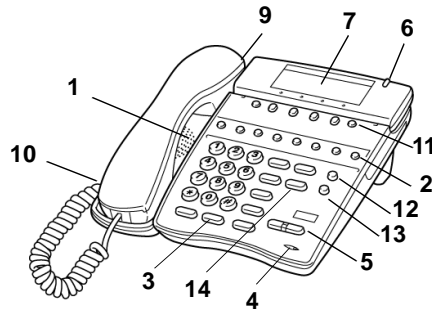


## Multiline Telephone User Guide

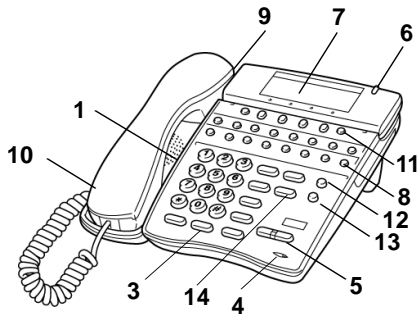
# ELITE IPK TELEPHONES



8 Button Non Display

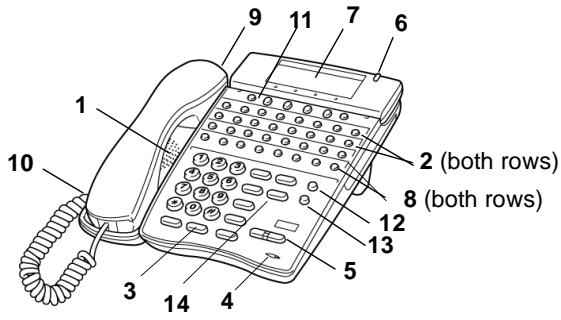


8 Button Display

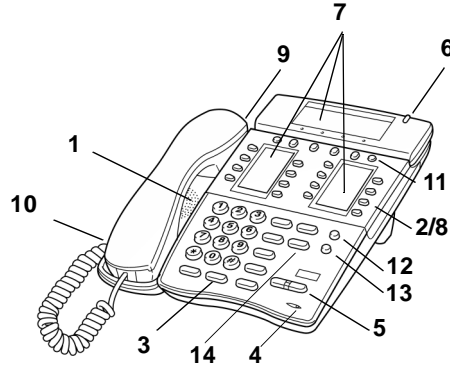


16 Button Display

1 Speaker	6 Large LED	11 Softkeys
2 Line Keys/Feature Access Keys	7 Alphanumeric Display	12 Directory Key (DIR)
3 Dialpad/Dedicated Function Keys	8 One Touch Keys	13 Message Key (MSG)
4 Microphone	9 Hookswitch	14 MIC Key
5 Volume Control	10 Built-in Headset Jack	



32 Button Display  
with 16 DSS/BLF  
One Touch Keys



16 Button Multiline  
Liquid Display

1	Speaker	6	Large LED	11	Softkeys
2	Line Keys/Feature Access Keys	7	Alphanumeric Display	12	Directory Key (DIR)
3	Dialpad/Dedicated Function Keys	8	One Touch Keys	13	Message Key (MSG)
4	Microphone	9	Hookswitch	14	MIC Key
5	Volume Control	10	Built-in Headset Jack		

## **GENERAL INFORMATION**

The following should be considered when reviewing this User Guide:

- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephones, a Line and Second Incoming Extension 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
<b>CO LINE KEYS:</b> 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
<b>LARGE LED:</b> Incoming CO/PBX, CIT, or ANA Call Incoming Intercom, TIE Line, or DID Call Message for Attendant Voice Mail Message	Rapid Flashing Green  Rapid Flashing Red  Slow Flashing Green Slow Flashing Red
<b>FEATURE KEY:</b> DND Set Call Forward Set Callback Request	Intermittent Flashing Red Intermittent Flashing Red Slow Flashing Red
<b>ICM LED:</b> Incoming Call Call in Progress Held Call	Flashing Red Steady Red Flashing Red Conf LED

## ANSWERING CALLS

### Ringling Calls

1. Lift the handset.
2. 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.

### Ringling Calls To A Second Incoming Extension Key

1. Lift the handset.
2. Converse.

**Note 1:** A **Second Incoming Extension** key must be assign to appear and right.

**Note 2:** A **Line** key must be available to answer an incoming outside call.

### Voice Announce Calls

1. Ensure the **MIC** LED is lit.
2. Adjust the **Speaker volume** (▼ or ▲) as needed.
3. 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:

1. Replace the handset to disconnect present call.

**OR**

Press **Hold** and press the **Hookswitch** to converse with the second party.

## Call Alert Notification

With a call in progress:

1. Receive a Call Alert Notification.
1. Press the **Hold** key, then converse with the second party.

**Note 1:** The second call may be placed on **Hold** if a Line appearance is assigned.

**Note 2:** Press the flashing **Line** key or **Conf** key to return to the first call.

## PLACING CALLS

### Internal Calls

1. Lift the handset.
2. Dial a station number of **0** for the attendant.

**OR**

Press the **Feature Access** key or **One Touch** key programmed for Direct Station Select.

3. Voice announce after the tone burst or wait for the 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 person voice mailbox, dial **7** after dialing the station number.

## Outside Calls

1. Lift the handset.
2. Dial the **trunk access code**, i.e. **9**.

**OR**

Press an idle **Outside Line** key.

3. Dial the telephone number.
4. Converse.

## Trunk Queuing

After dialing the trunk access code or pressing a busy Line key and receiving the trunk busy indication:

1. Dial the Trunk
2. Queue set code **78**.
3. Replace the handset.

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

## Last CO/PBX Number Redial

1. Lift the handset.
2. Press the **Redial** key.
3. Dial the Last Number Redial code **\***.
4. Converse.

## Station/System Speed Dial

1. Lift the handset.
2. Press the **Redial** key and dial the **Speed Dial Memory** location:
  - Station Speed Dial **80~99**.
  - System Speed Dial **00~79**.

**OR**

Press the **Feature Access** key or **One Touch** key programmed for the Station Speed Dial.

3. Converse.

## Scrolling Speed Dial Directories

1. Press the **Speed Dial** Softkey.
  - **SYS** System Speed Dial
  - **STA** Station Speed Dial
2. Press the **UP/DOWN** Softkeys to scroll through all the entries.

**OR**

Use the dial pad to enter the first letter of the desired entry then dial **\***.

Press the **UP/DOWN** Softkeys to scroll.

Lift the handset or press the **Speaker** key or press an idle **Outside Line** key to place a call to the displayed entry.

**OR**

Press **Feature** or **Exit** or wait 10 seconds to cancel

**Note:** For example, when using the dial pad to search the directory for the "Ann", dial the number **2** on the dial pad followed by the **\***. To search for "Bob", dial the number **2** twice and then the **\***. To search for "Carol", dial the number **2** three times and then the **\***. To search for "Dan", dial the number **3** followed by the **\***.

## MICROPHONE CONTROL

1. Press the **MIC** key.
2. A lit **MIC** LED indicates that the **MIC** is on.

## SPEAKERPHONE CALLS

1. Press the **Speaker** key and the LED lights.
2. Ensure that the **MIC** LED is lit.
3. Place internal or outside call.
4. Converse.
5. Press the **Speaker** key 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 the **Speaker** key (the LED lights) and replace the handset.

## GROUP LISTENING

With a call in progress via the handset/headset:

1. Press the **Speaker** key, then the LED lights.
2. Converse. Conversation is heard over the speaker and the handset/headset. One the handset/headset may be used to respond.
3. Press **Speaker** to cancel the Group Listening mode.

**Note:** When switching from Group Listening mode to the Speakerphone mode, it is recommended that the Microphone be turned off.

## HOLDING CALLS

### **Non-Exclusive Hold**

With a call in progress:

1. Press **Hold**.

### **Exclusive Hold**

With a call in progress:

1. Press **Feature**.
2. Press **Hold**.

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

**Note 2:** Calls on One-Exclusive Hold can be retried from any multiline telephone with the held line appearance.

**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.

## TRANSFERRING CALLS

### **Using Manual Dial**

With a call in progress:

1. Press the **Transfer** key.
2. Dial the station number.
3. Announce the call (optional).
4. Replace the handset.

### **Using Direct Station Selection (DSS)**

With a call in progress:

1. Press the **Transfer** key.
2. Press the programmed **DSS**.
3. Announce the call (optional).
4. Replace the handset.

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

**Note 2:** To return to the original party, press the flashing **Line** key or **Conf** key.

**Note 3:** A **Feature Access** key or **One Touch** key may be assigned for DSS.

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

## CONFERENCE

With a call in progress:

1. Press the **Conf** key.
2. Place the second call (internal or external).
3. Announce the conference.
4. Press the **Conf** key to establish the conference.

**Note 1:** Repeat the above procedure to add an additional party (Maximum of 2 for outside calls or 3 or inside calls).

**Note 2:** An unsupervised conference may be established by press the **Conf** key again, after the conference has be established. The parties may continue to converse in private. Press the flashing **Conf** key to return to the conversation. This feature is available if programmed in your system by your system administrator.

## CONFERENCE BRIDGE

To make a call using a Conference Bridge:

1. Call a Conference Bridge extension.
2. When the voice prompt is heard, enter the password and press **#**.
3. Start the conference call.

Start a conference call from an incoming CO call using an Automated Attendant:

1. Call an outside line that is answered by an Automated Attendant.
2. Dial the extension of the Conference Bridge.
3. When the voice prompt is heard, enter the password press #.
4. Start the conference call.

Start a conference call from an off premise location:

1. Call a line that is directed to the Conference Bridge.
2. When the voice prompt is heard, enter the password press #.
3. Start the conference call.

Start a conference call from an incoming CO call using an Attendant:

1. Call the Attendant and ask to be transferred to a Conference Bridge extension.
2. Wait until the transfer is complete.
3. When the voice prompt is heard, enter the password press #.
4. Start the conference call.

**Note:** Default passwords: Conference #1 = **0001**  
Conference #2 = **0002**

## CALL PARK - SYSTEM

### **Set**

With a call in progress:

1. Press the Transfer key.
2. Dial Call Park Set code **4 \***.
3. Dial Call Park location **0~9**.
4. Replace the handset.

### **Retrieve**

From any station:

1. Lift the handset.
2. Dial Call Park Set code **4 \***.
3. Dial Call Park location **0~9**.
4. 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:

1. Dial the Automatic Call-back code **0**.
2. Replace the handset.

#### **Answer**

When both telephones are idle originating telephone rings:

1. Lift the handset.
2. Call is placed automatically.

## Callback Request

### Set

When calling a busy or unanswered multiline telephone:

1. Dial the Callback Request code #.
2. Replace the handset.

### Answer

Receive a display and/or **Feature** LED message indication:

1. Lift the handset.
2. Dial #: the requested originator is automatically called.

**Note:** Callback messages are automatically canceled once the origination station is called.

## Tone Override

### Set

When calling a busy multiline telephone:

1. Dial the Tone Override code \* to send the tone.
2. Wait for a signaled party to answer.

### Answer

When a call is in progress:

1. Receive a tone override signal.\*
2. Press the **Hold** key.
3. Converse the second party.

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

**Note:** An Override Tone will be sent each \* is pressed.

## Step Call

When calling a busy telephone:

1. Dial **2** to advance to the next station number in the 10's group.

## Voice Over

### Originate

When calling a busy telephone:

1. Dial the Voice Over code **6**.
2. Announce the message.

### Answer

With a call in progress:

1. Receive the Voice Over announcement.
2. Press the **Hold** key.
3. Converse with the Voice Over originator.
4. Press the **Answer** key to alternate between parties.

### Whisper Page

With a call in progress:

1. Receive the Voice Over announcement.
2. Press the **Feature** key.
3. Dial **65**.
4. Converse with the Voice Over originator while monitoring the first call.
5. Press the **Feature** key again.
6. Dial **65** again.
7. Converse with the first caller while monitoring the Voice Over originator.

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

## CO/PBX DIALING OPTIONS

### Save & Repeat

#### Save

With an originating outside call in progress:

1. Press the **Feature** key.
2. Dial **9** and the called number is stored.
3. Replace the handset.

#### Repeat

1. Lift the handset.
2. Press the **Redial** key.
3. Dial **#** and the call is placed.

## Store & Repeat

### Store

With an outside call in progress:

1. Press the **Feature** key.
2. Dial **7**
3. Dial the number to be stored.
4. Complete the conversation and replace the handset.

### Repeat

1. Lift the handset.
2. Press the **Redial** key.
3. Dial **#** and the call is placed.

**Note:** Store & Repeat and Save & Repeat features cannot be used simultaneously.

## Automatic Redial

After originating a busy or unanswered outside call:

1. Press the **Speaker** key or replace the handset.
2. Press the **Feature** key.
3. Press the **Redial** key.
4. The call is repeatedly dialed until answered, canceled, or the maximum number of redial attempts is reached.
5. Lift the handset when the called party answers.

**Note 1:** Press the **Speaker** key to cancel the Automatic Redial.

**Note 2:** System programming determines the waiting time and the number of redial attempts.

## Caller ID

### Answer

Receive incoming ringing or transferred outside call:

1. Review the telephone display for the calling party's name or number.
2. Answer the call accordingly.

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

**Note 2:** On a per station basis, the last 50 calls answered with Caller ID information are stored and are accessible with the Scroll key.

**Note 3:** Press the lit Line key to review the calling party's name or number while the call is in progress.

### Place Call ID Calls

1. Press **DIR** repeatedly until the desired number is displayed.
2. Lift the handset to automatically dial the displayed number.
3. Converse.

## CALL PICKUP

### Call Pickup System

Upon hearing ringing at another telephone:

1. Lift the handset.
2. Dial the Call Pickup code:
  - All Calls **68**
  - CO/PBX Line **6 \***
  - Night Call Pickup **69**
1. Converse.

### Call Pickup Direct

Upon hearing ringing or voice announcement at another telephone:

1. Lift the handset.
2. Dial the Call Pickup Direct code **67**.
3. Dial the station number of the telephone to be answered.
4. Converse.

## PAGING

1. Lift the handset.
2. Dial the Paging code:

	<b>Internal</b>		<b>External</b>	
	All Zones	<b>51</b>	All int. & ext.	<b>59</b>
	Zone A	<b>52</b>	All Zones	<b>55</b>
	Zone B	<b>53</b>	Zone A	<b>56</b>
	Zone C	<b>54</b>	Zone B	<b>57</b>
			Zone C	<b>58</b>
3. Page.
4. Wait for the Meet-Me Answer for replace the handset.

## **Meet-Me Answer**

1. Lift the handset set.
2. Dial the Meet-Me Answer code:

Internal Page	<b>5 *</b>
External page	<b>5 #</b>
3. Converse.

## BACKGROUND MUSIC

### **Set/Cancel**

1. Press the **Feature** key.
2. Dial BGM On/Off code **26**.

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

## CALL FORWARDING

### All Calls (CF/A)/Do Not Disturb (DND)

#### Set

1. Press the **Feature** key.
2. Dial Call Forward All/DND set code **60**.
3. Select operation:
  - DND: Press the **Feature** key.
  - Call Forward All: dial the destination station number or voice mail or trunk access code and outside number and press the **Feature** key.

#### Cancel

1. Press the **Feature** key.
2. Dial Call Forward All/DND set code **69**.
3. Press the **Feature** key again.

**Note 1:** The Feature 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 CFA/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

1. Press the **Speaker** key.
2. Dial Call Forward B/NA set code **43**.
3. Dial the destination station number or voice mail or trunk access code and the outside number.
4. Press the **Speaker** key again.

### Cancel

1. Press the **Speaker** key.
2. Dial Call Forward cancel code **44**.
3. Press the **Speaker** key again.

**Note 1:** The Feature 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 DF B/NA is set.

## CUSTOMIZED MESSAGE

From a display telephone:

1. Press the **Feature** key.
2. Dial the Custom Message code 70.
3. Dial \* to scroll through messages.
4. Dial # to select a message.
5. Dial the return date and time if required (Month/day, Hour/Minute, using the 4-digit 24-hour clock).
6. Press the **Feature** key again.

**Note:** You must place your telephone in **Do Not Disturb**; other display telephones will then receive your message upon calling your station.

## **SET RELOCATION**

1. Ask the Attendant to turn on the Set Relocation Mode.
2. From the new location, press the **Speaker** key, then the LED lights.
3. Dial Set Relocation code \_\_\_\_\_.
4. Dial **your** station number.
5. Dial the Station Password (same as the Station Lockout (Password) code).
6. Hear the confirmation tone and then press the **Speaker** key.
7. Inform the Attendant that your relocation is complete and request that the Attendant turn **Set Relocation Mode** off.

## **STATION OUTGOING LOCKOUT**

### **Changing Lockout (Password) Code**

1. Press the **Speaker** key.
2. Dial the Lockout (Password) Change access code \_\_\_\_\_.
3. Dial the current Lockout (Password) code.
4. Dial the new Lockout (Password) code.
5. Press the **Speaker** key again.

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

**Note 2:** When the Lockout (Password) code is set for the first time, the station is automatically restricted.

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

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

## **Set/Cancel Station Outgoing Lockout**

1. Press the **Speaker** key.
2. Dial the Station Lockout.
  - Set code \_\_\_\_\_
  - Cancel code \_\_\_\_\_
3. Dial the Lockout (Password) code.
4. Press the **Speaker** key again.

## **ACCOUNT CODE ENTRY**

With an outside call in progress:      With an outside call on hold:

- |   |  |
|---|--|
| 1. Press the <b>Feature</b> key.          | 1. Dial the Account Code Entry Code _____. |
| 2. Dial <b>66</b> .                       | 2. Dial Account Code (16 digits maximum).  |
| 3. Dial Account Code (16 digits maximum). | 3. Retrieve the held call.                 |
| 4. Press the <b>Feature</b> key.          |  |

**Note 1:** The outside party will not hear the digits being dialed.

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

## AUTHORIZATION CODE FORCED/VERIFIED

To place an outside call:

1. Lift the handset.
2. Dial the Forced Account access code \_\_\_\_.
3. Dial the Forced Account Code \_\_\_\_ (up to 12 digits).
4. Dial the trunk access code, i.e. **9** and the outside number.

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

## DISA PASSWORD

### Setting Your DISA Password

1. Lift the handset.
2. Dial the DISA Password set access code \_\_\_\_.
3. Dial your DISA ID code \_\_\_\_.
4. Dial your current DISA password. (same as the Station Lockout (Password) code).
5. Dial your new DISA password.
6. Replace the handset.

**Note 1:** The password may be a maximum of 20 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

1. Press the **Speaker** key.
2. Dial the access code \_\_\_\_.
3. Dial **1**.
4. Press the **Speaker** key again.

### Log Off

1. Press the **Speaker** key.
2. Dial the access code \_\_\_\_.
3. Dial **2**.
4. Press the **Speaker** key again.

**Note 1:** A LOG key may be assigned in system programming to Log On/Off from the ACD/UCD group. A lit LED may indicate that the station is logged on.

**Note 2:** With the Elite ACD Plus, these procedures are done using the softkey functions. Refer to your Elite ACD Plus User Guide for more details.

## Break Mode

### Set

1. Press the **Speaker** key.
2. Dial **40**.
3. Press the **Speaker** key again.

### Cancel

1. Press the **Speaker** key.
2. Dial **40**.
3. Press the **Speaker** key again.

**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 a Call Using a Headset

1. Press the **Headset** key to answer.
2. Converse.

3. Press the **Headset** key to hang up.

## VOLUME CONTROL

### Off-Hook Ringing Volume

#### Off-Hook Ringing volume

1. Lift the handset.
2. Dial 60.
3. Dial Off-Hook Ringing Volume code 1.
4. Press ▼ or ▲ to set level.
5. Replace the handset.

#### Ringling volume

1. Press the Speaker key.
2. Dial 60.
3. Dial Ringing Volume code 1.
4. Press ▼ or ▲ to set level.
5. Press the Speaker key again.

**Note 1:** Press ▼ or ▲ during audible telephone activity to adjust the handset or speaker volume.

**Note 2:** When the telephone is idle, ▼ or ▲ is used to adjust the display contrast.

## PROGRAMMING

### Resetting Feature LED

1. Press the **Feature** key.
2. Dial **99**.
3. Press **Feature** key again.

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

## Station Speed Dial — Dial Access

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Dial the Speed Dial Memory location **80~99**.
4. Dial the trunk access code, i.e. **9** (if necessary).
5. Dial the telephone number to be stored (24 digits maximum).
6. Press the **Hold** key (if entering a name) and dial the name of the party (13 letters maximum).
7. Press the **Feature** key again

**Note 1:** Press the **Redial** key to insert a pause or Recall to store a hookflash.

**Note 2:** Refer to **Character Entry Codes** or use the dial pad on the telephone when entering the name of the party.

## Feature Access Keys

### Station Speed Dial (Outside Numbers)

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Press the **Feature Access** key to be programmed.
4. Dial **0**.
5. Dial the trunk access code, i.e. **9** (if necessary).
6. Dial the telephone number to be stored (16 digits maximum).
7. Press the **Feature** key again.

### DSS/BLF (Stations) and Feature Access

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Press the **Feature Access** key to be programmed.
4. Dial **1** and the station number to be stored.

#### OR

Dial the feature access code to be stored as indicated in the **Quick Entry Guide**.

5. Dial the trunk access code, i.e. **9** (if necessary).
6. Dial the telephone number to be stored (16 digits maximum).
7. Press the **Feature** key again. Press the **Feature Access** key to be programmed.

**Note 1:** Press the **Redial** key to insert a pause or **Recall** to store a hookflash.

**Note 2:** The Busy Lamp Field status indication will be provided on the keys programmed for DSS.

## One Touch Keys

### Station Speed Dial (Outside Numbers)

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Press the **One Touch** key to be programmed.
4. Dial **0**.
5. Dial the trunk access code, i.e. **9** (if necessary).
6. Dial the telephone number to be stored (16 digits maximum).
7. Press the **Feature** key again.

### DSS/BLF (Stations) and Feature Access

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Press the **One Touch** key to be programmed.
4. Dial **1** and the station number to be stored.

#### OR

Dial the feature access code to be stored as indicated in the **Quick Entry Guide**.

5. Press the **Feature** key again.

**Note 1:** Press the **Redial** key to insert a pause or **Recall** to store a hookflash.

**Note 2:** The Busy Lamp Field status indication will be provided on the keys programmed for DSS.

## QUICK ENTRY GUIDE

For programming Feature Access keys and One Touch keys.

<b>Feature</b>	<b>Press</b>
Microphone On/Off	# ➤ 1 ➤ <b>Feature</b> or <b>MIC</b>
Call forward all Set	# ➤ 60 ➤ Dial Destination ➤ <b>Answer</b> ➤ <b>Feature</b> ➤ <b>Feature</b>
DoZ Not Disturb — Set	# ➤ 60 ➤ <b>Answer</b> ➤ <b>Feature</b> ➤ <b>Feature</b>
Call Forward All/DND - Cancel	# ➤ 60 ➤ Dial Destination ➤ <b>Answer</b> ➤ <b>Feature</b> ➤ <b>Feature</b>
Save & Repeat — Set	# ➤ 9 ➤ <b>Feature</b>
Store & Repeat — Set	# ➤ 7 ➤ <b>Feature</b>
Whisper Page	# ➤ 65 ➤ <b>Feature</b>
Quick Transfer to Voice Mail	# ➤ 86 ➤ <b>Feature</b>
Background Music	# ➤ 26 ➤ <b>Feature</b>
Voice Over Originate	# ➤ <b>Answer</b> ➤ <b>Feature</b> ➤ 6 ➤ <b>Feature</b>
Call Forward Busy/No Answer — Set	# ➤ 43 ➤ Dial Destination ➤ <b>Answer</b> ➤ <b>Speaker</b> ➤ <b>Feature</b>
Internal Paging All Zone	# ➤ 51 ➤ <b>Feature</b>
Internal Paging Meet-Me	# ➤ 5 * ➤ <b>Feature</b>
External Paging All Zone	# ➤ 55 ➤ <b>Feature</b>
External Paging Meet-Me	# ➤ 5 # ➤ <b>Feature</b>
Call Pickup All Calls	# ➤ 68 ➤ <b>Feature</b>
Call Pickup Direct	# ➤ 67 ➤ <b>Feature</b>

**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 EliteMail User Guide for features related to Voice Mail.

## Character Entry

To add a name to each speed dial entry, use the Character Entry Code table OR press the dial pad number corresponding to the alpha character desired (six characters maximum).

- i.e. 2 = A, B, D, a, b, c, or 2  
3 = D, E, F, d, e, f, or 3  
4 = G, H, I, g, h, i, or 4

For the name Bob press: **2-2-6-6-6-2-2**

## Character Entry Codes

Character	Code	Character	Code	Character	Code
Blank	032	6	054	L	076
!	033	7	055	M	077
	034	8	056	N	078
#	035	9	057	O	079
\$	036	:	058	P	080
%	037	;	059	Q	081
&	038	<	060	R	082
'	039	=	061	S	083
(	040	>	062	T	084
)	041	?	063	U	085
*	042	@	064	V	086
+	043	A	065	W	087
,	044	B	066	X	088
-	045	C	067	Y	089
-	046	D	068	Z	090

Character	Code	Character	Code	Character	Code
/	047	E	069	[	091
0	048	F	070	¥	092
1	049	G	071	]	093
2	050	H	072	^	094
3	051	I	073	_	095
4	052	J	074	\	096
5	054	K	075	a	097
b	098	l	108	v	118
c	099	m	109	w	119
d	100	n	110	x	120
e	101	o	111	y	121
f	102	p	112	z	122
g	103	q	113	{	123
h	104	r	114		124
i	105	s	115	}	125
j	106	t	116	→	126
k	107	u	117		127

## Speed Dial Name Input

Characters must be entered using the dial pad instead of the Character Entry Codes.

Press	1	2	3	4	5	6	7	8	9	0	*	#
1 <sup>st</sup>	1	A	D	G	J	M	P	T	W	0	*	Set
2 <sup>nd</sup>	@	B	E	H	K	N	Q	U	X	!	+	Space
3 <sup>rd</sup>	[	C	F	I	L	O	R	V	Y	“	,	To Set
4 <sup>th</sup>	¥	a	d	g	j	m	S	t	z	#	-	
5 <sup>th</sup>	]	b	e	h	k	n	p	u	w	\$	.	
6 <sup>th</sup>	^	c	f	i	l	o	q	v	x	%	/	
7 <sup>th</sup>	_	2	3	4	5	6	r	8	y	&	:	
8 <sup>th</sup>	'	To A	To D	To G	To J	To M	s	To T	z	'	;	
9 <sup>th</sup>	{						7		9	(	<	
10 <sup>th</sup>							To P		To W	)	=	
11 <sup>th</sup>	}									To 0	>	
12 <sup>th</sup>	➤										?	
13 <sup>th</sup>	➤										To *	
14 <sup>th</sup>	To 1											
Conf	Clear and 1 Character Back From The Cursor											

## QUICK REFERENCE GUIDE

<b>Outside Calling</b>	
Outside Call	Dial <b>9</b> ➤ Dial Telephone Number
Last CO/PBX Number Redial	Redial ➤ Dial *
Speed Dial	Redial ➤ Dial <b>00~99</b>
Save/Store & Repeat — Access	Redial ➤ Dial #
Trunk Queue	Receive Trunk Busy Indication ➤ Dial <b>78</b>
Automatic Redial	Receive Busy ➤ <b>Speaker</b> ➤ Replace Handset ➤ <b>Feature</b> ➤ <b>Redial</b>
<b>Internal Calling</b>	
Station Call	Dial Station Number or <b>DSS</b> key
Automatic Callback	Reach Busy/No Answer Station > Dial #
Callback Request	Reach Busy Station ➤ Dial *
Tone Override	Reach Busy Station ➤ Dial *
Voice Over Originate	Reach Busy Station ➤ Dial <b>6</b>
Quick Transfer	Dial Station Number ➤ Dial <b>7</b>
<b>With A Call in Progress</b>	
Hold	<b>Hold</b>
Exclusive Hold	<b>Feature</b> ➤ <b>Hold</b>
Transfer	<b>Transfer</b> ➤ Dial Station Number
Quick Transfer to Voice Mail	<b>Transfer</b> ➤ Dial Station Number ➤ Dial <b>7</b>

<b>With A Call in Progress (continued)</b>	
Conference	<b>Conf</b> ➤ Place 2nd Call ➤ <b>Conf</b>
Call Park System	SET: <b>Transfer</b> ➤ Dial 4 * ➤ Dial 0~9
	RETRIEVE: Dial 4 # ➤ Dial 0~9
Save & Repeat — Save	<b>Feature</b> ➤ Dial 9
Store & Repeat — Store	<b>Feature</b> ➤ Dial 7 ➤ Dial 7 ➤ Dial Number to Store ➤ <b>Feature</b>
Whisper Page	Receive Voice Over ➤ <b>Feature</b> ➤ Dial 65
<b>From the Intercom</b>	
Internal Paging	Dial 51~54 ➤ <b>Page</b>
External Paging	Dial 55~59 ➤ <b>Page</b>
Call Pickup All Calls	Dial 68
Call Pickup Direct	Dial 67 ➤ Dial Station Number
<b>From An Idle Telephone</b>	
Microphone Control	<b>Feature</b> ➤ Dial 1 or <b>MIC</b>
Call Forward All/DND	SET: <b>Feature</b> ➤ Dial 60 ➤ Dial Destination (CF/A only) <b>Feature</b>
	CANCEL: <b>Feature</b> ➤ Dial 69 ➤ <b>Feature</b>
Call Forward Busy/No Answer	SET: <b>Speaker</b> ➤ Dial 43 ➤ Dial Destination ➤ <b>Speaker</b>
	CANCEL: <b>Speaker</b> ➤ Dial 44 ➤ <b>Speaker</b>
FNC LED Reset	<b>Feature</b> ➤ Dial 99 ➤ <b>Feature</b>



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