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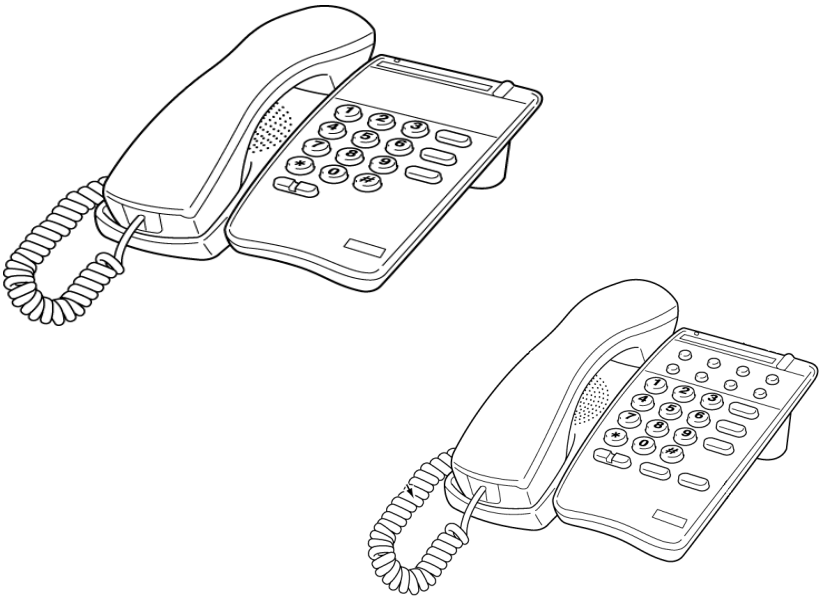

Single Line Telephone
User Guide

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GENERAL INFORMATION

The following should be considered when reviewing this User Guide:

- Access to many features is based on system assignments. Some access codes may vary from those stated in this user guide and not all features may be available from your telephone.
- The **Flash** or **Tap** key located on certain models of Single Line Telephones can be used in place of the hookswitch.

QUICK REFERENCE GUIDE

Outside Calling:	
Outside Call	Dial **9** → Telephone Number
Last CO/PBX Number Redial	Dial ✱
Speed Dial	Dial **77** → Dial **00~99**
Trunk Queue	Receive Trunk Busy Indication → Dial **78**
Internal Calling:	
Station Call	Dial Station Number
Tone Override	Reach Busy Station → Dial ✱
Voice Over Originate	Reach Busy Station → Dial **6**
Quick Transfer to Voice Mail	Dial Station Number → **7**
With A Call In Progress:	
Hold	Hookswitch
Transfer	Hookswitch → Dial Station Number
Quick Transfer to Voice Mail	Hookswitch → Dial Station Number → **7**
Conference	Hookswitch → Place 2nd Call → Hookswitch
Call Park System	**Set:** Hookswitch → Dial 4 ✱ → Dial **0~9** **Retrieve:** Dial **4 #** → Dial **0~9**
Voice Over Answer	Receive Voice Over → Replace handset → Lift handset → Converse
From the Intercom:	
Internal Paging	Dial **51~54** → Page

External Paging	Dial **55~59** ➔ Page
Call Pickup	Dial **68** for All Calls **6 ✱** for CO/PBX Calls
Call Pickup Direct	Dial **67** ➔ Dial Station Number
Call Forward	**Set:** Dial **41** for Forward All ➔ Dial Destination **43** for Busy/No Answer **Cancel:** Dial **42** for Forward All **44** for Forward Busy/No Answer
Programming Speed Dial	Dial **76** ➔ Dial **80~99** ➔ Dial Trunk Access Code ➔ Dial telephone number

ANSWERING CALLS

RINGING CALLS

- Lift handset.
- Converse.

Note:1 Distinctive ringing tones are provided for internal and outside calls.

Note:2 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.

CALL ALERT NOTIFICATION

With a call in progress:

- Receive Call Alert Notification.
- Replace handset to disconnect the present call.
- Lift handset to converse with second call.

PLACING CALLS

INTERNAL CALLS

- Lift handset.
- Dial station number or **0** for the attendant.

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, i.e. **9**.
- Dial telephone number.
- Converse.

LAST CO/PBX NUMBER REDIAL

- Lift handset.
- Dial **Last Number Redial** code ✱.
- Converse.

STATION/SYSTEM SPEED DIAL

- Lift handset.
- Dial **Speed Dial** code ***77***.
- Dial **Speed Dial** Memory location:
  - Station Speed Dial **80~99**.
  - System Speed Dial **00~79**.
- Converse.

Trunk Queuing

Upon receiving busy tone when all outside lines are busy:

- Dial **Trunk Queue** set code **78**.
- Replace handset.

Note: When an outside line is available, your telephone will ring; lift handset and place call (no need to dial Trunk Access code).

Holding Calls

Exclusive Hold

With a call in progress:

- Press **Hookswitch**.

Note:1 Replacing the handset when a call is on hold will cause the held call to immediately ring your station.

Note:2 Once a call is placed on hold, the telephone can be used to place another internal or outside call or access a feature (i.e. Call Pickup). Replace handset to return to the original party.

Transferring Calls

With a call in progress:

- Press **Hookswitch.**
- Dial station number.
- Announce call (optional).
- Replace handset.

Note:1 If the called station is busy, replacing handset will initiate a camp-on. An unanswered camp-on or ring transferred call will recall to your telephone after a preprogrammed time interval.

Note:2 To return to the original party, press **Hookswitch** twice.

Note:3 To transfer a call directly to a personal voice mailbox, dial **7** after dialing the station number.

CONFERENCE

With an internal call in progress:

- Press **Hookswitch**.
- Place second call (internal or outside).
- Announce conference.
- Press **Hookswitch** to establish conference.

Note:1 Repeat above procedure to add a fourth party.

Note:2 No more than 1 outside party can participate in a conference.

Note:3 A conference may be placed on Hold by pressing **Hookswitch**. Replacing the handset will cause the conference call to ring your telephone.

CONFERENCE BRIDGE

Start a conference call from an internal extension:

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

Start a conference call from an off premise location:

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

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

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

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

- Call the attendant, and ask to be transferred to a Conference Bridge extension.
- Wait until the transfer is complete.
- When the voice prompt is heard, enter the password and press **#**.
- Start the conference call.

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

CALL PARK

With a call in progress:

- Press **Hookswitch.**
- Dial **Call Park** set code **4 ✱**.
- Dial **Call Park** location **0~9**.
- Replace handset.

Note: If the dialed Call Park location is busy, dial another Call Park location (0~9).

RETRIEVING A PARKED CALL

- Lift handset.
- Dial **Call Park** retrieval code **4 #**.
- Dial **Call Park** location **0~9**.
- Converse.

TONE OVERRIDE

When calling a busy multiline telephone:

- Dial **Tone Override** code **✱**.
- Wait for signaled party to answer.

VOICE OVER

Originate/Answer

Originate

When calling a busy telephone:

- Dial **Voice Over** code **6**.

Answer

With a call in progress:

- Receive Voice Over announcement.
- Announce message. Replace handset; first call is terminated.
- Lift handset when phone rings.
- Converse with Voice Over originator.

CALL FORWARDING

FROM YOUR STATION

Set/Cancel:

Set

- Lift handset.
- Dial **Call Forward** set code:
  - Forward All **41**
  - Forward Busy/No Answer **43**
- Dial destination station number or voice mail or trunk access code and outside number.
- Replace handset.

Cancel

- Lift handset.
- Dial **Call Forward** cancel code:
  - Forward All **42**
  - Forward Busy/No Answer **44**
- Replace handset.

Note: While set, Call Forward - All overrides Call Forward - Busy/No Answer setting.

Call Forward All Split/Centrex From Your Station

Set/Cancel:

Set

- Lift handset.
- Dial **Call Forward - All Split** set code: _____.
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial the destination number.
- Replace the handset.

Cancel

- Lift handset.
- Dial **Call Forward - All Split** cancel code: _____ .
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial the destination number **7**.
- Replace the handset.

Call Forward Busy/No Answer (CFW B/NA) From Your Station

Set/Cancel:

Set

- Lift handset.
- Dial **Call Forward - Busy/No Answer Split** set code: _____ .
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial the destination number.
- Replace the handset.

Cancel

- Lift handset.
- Dial **Call Forward - Busy/No Answer Split** cancel code: _____ .
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial the destination number.
- Replace the handset.

Call Forward Busy/No Answer or All Split/Centrex From a Destination

Set/Cancel:

Set

- Lift handset.
- Dial **Call Forward - Busy/No Answer** or **All Split** set code: _____ .
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial CAR key or station number to be forwarded.
- Dial the destination number.
- Replace the handset.

Cancel

- Lift handset.
- Dial **Call Forward - Busy/No Answer** or **All Split** cancel code: _____ .
- Dial 1 for internal, 0 or external or 2 for Centrex.
- Dial CAR key or station number to be un-forwarded.
- Dial the destination number.
- Replace the handset.

Paging

- Lift handset.
- Dial Paging code:

Internal		External	
All Zones	**51**	All Internal and External	**59**
Zone A	**52**	All Zones	**55**
Zone B	**53**	Zone A	**56**
Zone C	**54**	Zone B	**57**
		Zone C	**58**

- 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.

Call Pickup

Call Pickup System

Upon hearing ringing at another telephone:

- Lift handset.
- Dial Call Pickup Code:
  - All Calls **68**
  - CO/BX 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 the station number of the telephone to be answered.
- Converse.

Do Not Disturb

Set/Cancel:

Set

- Lift handset.
- Dial **DND** set code: **40**.
- Replace the handset.

Cancel

- Lift handset.
- Dial **DND** cancel code: **42**.
- Replace the handset.

Account Code Entry

With an outside call in progress:

- Press **Hookswitch**.
- Dial Account Code Entry Code _____.
- Dial Account Code (16 digits maximum).
- Press **Hookswitch** to return to held call.

Account Code Forced/Verified/Unverified

Place an Outside Call

- Lift handset.
- Dial Forced Account Access Code _____.
- Dial Forced Account Code _____ (up to 13 digits).
- Dial trunk access code i.e. **9** and outside number.

Note:1 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.

Note:2 When calling from a station that is assigned the Account Code Forced/ Unverified feature, outgoing calls will only be processed after the Unverified Account Code is dialed.

ACD/UCD

Log On/Log Off

Log On

- ❍ Lift handset.
- ❍ Dial access code _____ .
- ❍ Dial **1**.
- ❍ Replace the handset.

Log Off

- ❍ Lift handset.
- ❍ Dial access code _____ .
- ❍ Dial **2**.
- ❍ Replace the handset.

Break Mode

Set

- ❍ Lift handset.
- ❍ Dial **DND** set code: **40**.
- ❍ Replace the handset.

Cancel

- ❍ Lift handset.
- ❍ Dial **DND** cancel code: **42**.
- ❍ Replace the handset.

Note: Break Mode is only available while an agent is logged on.

PROGRAMMING STATION SPEED DIAL

- ❍ Lift handset.
- ❍ Dial **Speed Dial** Program code **76**.
- ❍ Dial **Speed Dial** Memory location **80~99**.
- ❍ Dial trunk access code i.e. **9** (if necessary).
- ❍ Dial telephone number to be stored.
- ❍ Replace handset.

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For more information contact:
NEC America, Inc.
6555 N State Highway 161
Irving, TX 75039-2402

www.cng.nec.com

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