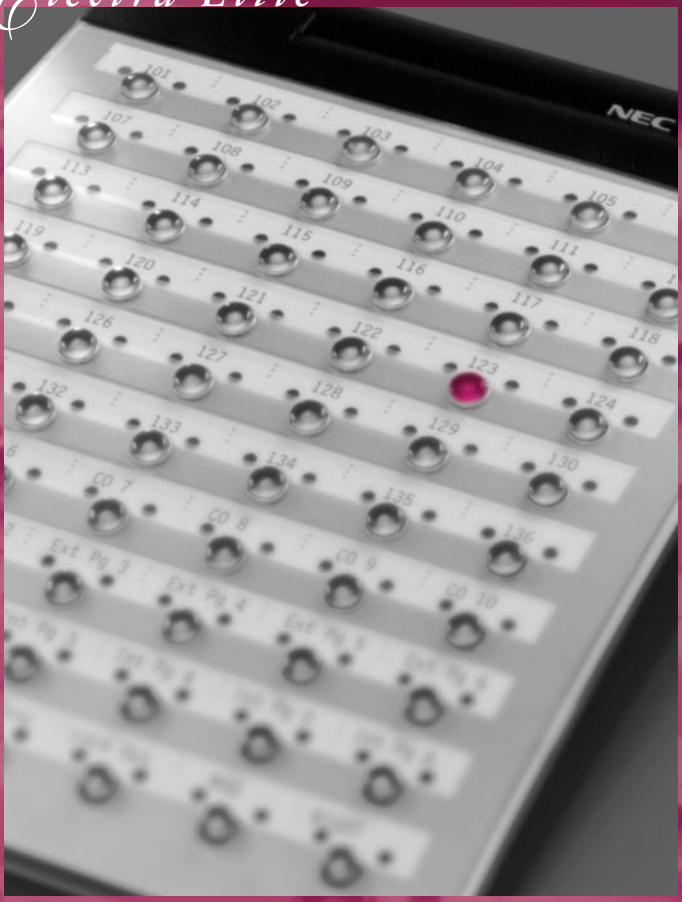
Electra Elite



Attendant User Guide

NEC

General Information

The following should be considered when reviewing this user guide:

- Attendant console keys can be assigned as Direct Station Selection/Busy Lamp Field (DSS/BLF), Call Arrival or as additional central office lines (CO Add-On Console.)
- Refer to Multiline Telephone User Guide for additional information on telephone operation.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned, a Call Appearance and Call Arrival key is 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.

Night Transfer

SET/CANCEL USING CONSOLE

- Press **NT** key.

SET/CANCEL USING ACCESS CODE

- Press **Feature**.
- Dial Night Transfer code 80.
- Press **Feature**.

NOTE: When programmed for Automatic Day/Night Transfer, the system will enter/exit night mode at the preprogrammed times.

Trunk to Trunk Transfer

With an outside call in progress:

- Press **Transfer**.
- Dial trunk access code i.e. 9.
- Dial telephone number, wait for answer.
- Press **Feature**.
- Press **Transfer**.
- Replace handset.

NOTE: Once established, a trunk to trunk connection cannot be re-entered.

Automatic Trunk to Trunk Transfer

PROGRAM/MODIFY/ERASE FORWARD ASSIGNMENT

- Press **Feature**.
- Dial Automatic Trunk Transfer code 63.
- Dial incoming trunk number to be forwarded:
  - Individual trunks 01~64 *or*
  - All trunks 00
- Dial #.
- Dial outgoing telephone number where calls are to be directed.
- Press **Feature**.

SET/CANCEL

- Press **Feature**.
- Dial Automatic Trunk Transfer code:
  - Set 61
  - Cancel 62
- Dial incoming trunk number to be set/cancelled:
  - Individual trunks 01~64
  - All trunks 00
- Press **Feature**.

NOTE: Once set, incoming calls to the selected CO/PBX line(s) will automatically be routed to the programmed telephone number.

Message Waiting or Station Outgoing Lockout

SET/CANCEL

- Press **MSG/Station Lockout.**
- Press desired **DSS/BLF** key.

*NOTE 1: An Attendant Add-On Console can be assigned with Message Waiting **OR** Station Outgoing Lockout capability.*

*NOTE 2: A green LED at the associated **DSS/BLF** key indicates that a message or Station Outgoing Lockout has been set.*

Station Outgoing Lockout

To cancel Station Outgoing Lockout and default the password on a per station basis:

- Press **Speaker.**
- Dial Attendant Reset Password access code ___.
- Dial Station number to be canceled.
- Press **Speaker.**

Paging

Paging Using Direct Paging Access Key

- Lift handset.
- Press **Direct Paging Access** key.
- Page.
- Wait for Meet-Me Answer or replace handset.

Paging Using Access Code

- Lift handset.
- Dial Paging code:

INTERNAL		*EXTERNAL*	
All Zones	51	All int. & ext.	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.

Set Relocation Mode

SET/CANCEL USING ACCESS CODE

- Press **Feature.**
- Dial Set Relocation Mode code 84.

Direct Inward System Access (DISA)

SETTING DISA PASSWORDS

- Lift handset.
- Dial DISA Password set access code ___.
- Dial DISA ID code of station to be set ___.
- Dial current DISA Password ___.
  Default 0000000000 (10 zeros)
- Dial new DISA Password ___.
- Replace handset.

RESETTING DISA PASSWORDS

- Lift handset.
- Dial DISA Password reset access code ___.
- Dial DISA ID code of station to be reset ___.
- 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 DISA passwords be 10 digits and changed frequently to prevent unauthorized use.

NOTE 3: Resetting DISA Passwords will return them to the default value of 0000000000 (10 zeros).

CONFIRMING DISA PASSWORDS

- Lift handset.
- Dial DISA Password confirmation access code ___.
- Dial DISA ID code of station to be confirmed ___.
- Confirm password.
- Replace handset.

DISA SET/CANCEL

- Press **Feature.**
- Dial DISA code:
  - Set 81
  - Cancel 82
- Dial trunk number to be set/cancelled from DISA:

  Individual trunks 01~64

  All trunks 00
- Press **Feature.**

RECORDING MESSAGES

- Lift handset.
- Dial VRS Voice Message access code ___.
- Dial 1.
- Dial 1.
- Dial Automated Attendant message number 1~8.
- Dial operation:
  - Record day mode 1
  - Record night mode 2
  - Record weekend mode 3
- Record message via handset.
- Replace handset.
- Replace handset.

VERIFY/DELETE MESSAGES

- Lift handset.
- Dial VRS Voice Message access code ___.
- Dial operation:
  - Verify message 2
  - Delete message 3
- Dial 1.
- Dial Automated Attendant message number 1~8.
- Dial operation:
  - Verify/delete day mode 1
  - Verify/delete night mode 2
  - Verify/delete weekend mode 3
- Verify/delete message.
- Replace handset.

AUTOMATED ATTENDANT SET/CANCEL

- Press **Feature**.
- Dial VRS Voice Message access code:
  - Set 81
  - Cancel 82
- Dial trunk number to be set/cancelled for Automated Attendant:
  - Individual trunks 01~64
  - All trunks 00
- Press **Feature**.

Recording Voice Prompts

SET

- Lift handset.
- Dial VRS Voice Message access code ___.
- Dial 1.
- Dial 2.
- Dial operation:
  - Dial tone message 1
  - Call waiting tone 2
- Record message via handset.
- Replace handset.
- Verify/delete message.

VERIFY/DELETE

- Lift handset.
- Dial VRS Voice Message access code ___.
- Dial operation:
  - Verify message 2
  - Delete message 3
- Dial 2.
- Dial operation:
  - Dial tone message 1
  - Call waiting message 2
- Replace handset.

Programming System Speed Dial

- Press **Feature**.
- Press **Redial**.
- Dial System Speed Dial Memory location 00~79.
- Dial trunk access code i.e. 9.
- Dial telephone number to be stored (24 digits maximum).
- Press Hold (if entering name) and dial name of party (13 characters maximum).
- Press **Feature**.

*NOTE 1: Press **Redial** to insert a pause or **Recall** to store a hookflash.*

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

Programming Forced/Verified Account Codes

- Lift handset.
- Dial Forced Account Programming access code _____. Hear second dial tone.
- Dial the Forced Account Number (001~500).
- Dial the Forced Account Code _____. Hear Confirmation tone.
- Press **Transfer**.
- The next Forced Account Number (001~500) is displayed. Dial additional Forced Account Codes as desired.
- Replace handset.

NOTE 1: A maximum of 500 Account Codes may be entered. Each Forced Account Code must be assigned a number (001-500).

NOTE 2: The length of the Forced Account Code can be up to 13 digits as assigned in system programming. The default is 10 digits.

Clock/Calendar Setting

- Press **Feature**.
- Dial 9#.
- Enter hour and minute via dialpad.
- Press **Recall** to change AM/PM setting.
- Press **Hold** to change to calendar setting.

OR Press **Feature** to exit this feature.

- Press **Recall** to select day of week.
- Dial # to move the cursor to day of month field.
- Enter day of month via dialpad.
- Press **Recall** to select month.
- Dial # to move the cursor to year field.
- Enter last two digits of year via dialpad.
- Press **Feature**.

Conference Bridge Setup

Before using the Multiline Conference Bridge feature, passwords must be assigned. It should be noted that the supervisor should perform these procedures.

SETTING SUPERVISOR PASSWORD

- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the default Supervisor Password (0000#).
- Follow the voice prompt and enter the setting verification mode. Then enter setting change mode.
- Follow the voice prompt to change Supervisor Password (4-8 digits).

SETTING CONFERENCE 1 AND/OR CONFERENCE 2 PASSWORDS

- Set the Supervisor Password, if necessary.
- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the Supervisor Password and #.
- Skip the steps by pressing * until the Conference Setup mode is available for conference 1 or conference 2.
- Follow the voice prompt and set the conference 1 or the conference 2 password (4-8 digits).

RECORD CUSTOMIZED GREETING

- Set the Supervisor Password, if necessary.
- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the Supervisor Password and #.
- Press * to skip the setting verification mode.
- Press # to change system settings.
- Skip the steps until Customized Greeting option is played.
- Follow the voice prompt and record a new Customized Greeting.

System Speed Dial Directory

00		40	
01		41	
02		42	
03		43	
04		44	
05		45	
06		46	
07		47	
08		48	
09		49	
10		50	
11		51	
12		52	
13		53	
14		54	
15		55	
16		56	
17		57	
18		58	
19		59	
20		60	
21		61	
22		62	
23		63	
24		64	
25		65	
26		66	
27		67	
28		68	
29		69	
30		70	
31		71	
32		72	
33		73	
34		74	
35		75	
36		76	
37		77	
38		78	
39		79	

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
Ô	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	0	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

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