

# NOTICE

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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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Document Revision 1

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