

GENERAL INFORMATION

THE FOLLOWING SHOULD BE CONSIDERED WHEN REVIEWING THIS User Guide:

- Instructions are provided for Electra Professional and Electra Elite telephones.
When using an Electra Professional telephone, note that:
ANS = Answer, TRF = Transfer, SPKR = Speaker, DNF = Conf, FNC = Feature, LNR/SPD = Redial.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephone, a Call Appearance and Call Arrival 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.

ANSWERING CALLS

RINGING CALLS

Lift Handset

Converse

NOTE: *If additional incoming CO calls are received, the **ANSWER** key **LED** will flash. Pressing the **ANSWER** key places the current call on non-exclusive hold and connects you to the next call. Press the flashing **LINE KEY** to return to the original call.*

RINGING CALLS TO A CALL ARRIVAL KEY

Lift Handset

Converse

VOICE ANNOUNCE CALLS

Ensure MIC is lit

Adjust Speaker volume (up or down) as needed

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:

Replace handset to disconnect current call **OR**

Press **HOLD** and hookswitch to converse with the second party

CALL ALERT NOTIFICATION

With a call in progress:

Receive call alert notification

Press **HOLD**, converse with second party

PLACING CALLS

INTERNAL CALLS

Lift handset

Dial station number or "0" for the attendant **OR**

Press Feature access key or One Touch key programmed for Direct Station Selection

Voice announce after tone burst or wait for ringing call to be answered

NOTE: *When calling a multiline telephone, dialing "1" after the station number will change ringing to voice or voice to ringing.*

NOTE: *To directly access a personal voice mailbox, dial 7 after dialing the station number.*

OUTSIDE CALLS

Lift handset

Press idle Outside Line key **OR** Dial 9

Dial telephone number

Converse

TRUNK QUEUING

After dialing trunk access code or pressing a busy LINE KEY and receiving trunk busy indication:

Dial Trunk Queue set code **78**

Replace handset

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

LAST CO/PBX NUMBER REDIAL

Lift Handset

Press **REDIAL (LNR/SPD)**

Dial last number Redial code - *

Converse

STATION/SYSTEM SPEED DIAL

Lift Handset

Press **REDIAL (LNR/SPD)** and dial Speed Dial Memory Location:

Station 00-19

System 20-99

OR Press Feature Access key or One Touch Key programmed for Station Speed Dial

Converse

SCROLLING SPEED DIAL DIRECTORIES

Press speed dial soft key

SYS – system speed dial

STA – station speed dial

Press up/down soft keys to scroll through all entries

OR

Use the dialpad to enter the first letter of the desired entry then dial *

Press up/down soft keys to scroll

Lift handset or press SOEAKER or press and idle line key to place call

MICROPHONE CONTROL

USING ACCESS CODE

Press **FEATURE (FNC)**

Dial MIC on/off code **1**

NOTE: Lit **MIC LED** indicates MIC on

SPEAKERPHONE CALLS

Press **SPEAKER (SPKR)**; LED lights

Ensure **MIC LED** is lit

Place internal or outside call

Converse

Press **SPEAKER (SPKR)** 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 **SPEAKER** (LED lights) and replace handset.*

GROUP LISTENING

With call in progress via the handset/headset:

Press **SPEAKER**; LED lights

Converse. Conversation is heard over the speaker and handset/headset.

Only the handset/headset may be used to respond.

HOLDING CALLS

NON-EXCLUSIVE HOLD

With a call in progress:

Press **HOLD**

EXCLUSIVE HOLD

With a call in progress:

Press **FEATURE (FNC)**

Press **HOLD**

NOTE: *To retrieve a held call, press the flashing line key or CONF key (internal calls).*

TRANSFERRING CALLS

USING MANUAL DIAL

With an outside call in progress:

Press **TRANSFER (TRF)**

Dial station number

Announce Call (optional)

Replace handset

USING DIRECT STATION SELECTION (DSS)

With an outside call in progress:

Press **TRANSFER (TRF)**

Press preprogrammed DSS key

Announce call (optional)

Replace handset

USING INTERNAL LINE

With an outside call in progress:

Press **HOLD**

Dial station number

OR Press programmed DSS key

Announce call indicating which Line key is being held

Replace handset

NOTE 1: *Multiline telephone users can pickup a held line key at their convenience.*

CONFERENCE

With a call in progress:

Press **CONF**

Place second call (internal or external)

Announce conference

Press **CONF** to establish conference

CALL PARK SYSTEM

Lift handset

Dial Call pickup code **6#**

Converse

STATION BUSY/NO ANSWER OPTIONS

AUTOMATIC CALLBACK

TO SET:

When calling a busy multiline telephone:

Dial automatic callback code **0**

Replace handset

TO ANSWER:

When both telephones are idle originating telephone rings:

Lift handset

Call is place automatically

CALLBACK REQUEST

TO SET:

When calling a busy or unanswered multiline telephone:

Dial callback request code **#**

Replace handset

TO ANSWER:

Receive display and/or **Feature(FNC)** LED indication:

Lift handset

Dial **#**; request originator is automatically called

Repeat above procedure to respond to additional messages

TONE OVERRIDE

TO SET:

When calling a busy multiline telephone:

Dial Tone override code ***** to send tone

Wait for signalled party to answer

TO ANSWER:
With call in progress:
Receive tone override signal
Press **HOLD**
Converse with second party

VOICE OVER

ORIGINATOR:
When calling a busy multiline telephone:
Press **FEATURE (FNC)**
Dial *
Voice Announce

ANSWER:
Receive voice over signal
Press **HOLD**
Converse with second party
Press **ANSWER** to switch between parties.

CO/PBX DIALING OPTIONS

SAVE AND REPEAT

SAVE:
With an originating outside call in progress:
Press **FEATURE (FNC)**
Dial #; called number is stored
Replace handset

REPEAT:
Lift handset
Press **REDIAL (LNR/SPD)**
Dial #; call is placed.

AUTOMATIC REDIAL

After originating a busy or unanswered outside call on the handset:
Press **SPEAKER**
Replace handset
Press **FEATURE (FNC)**
Press **REDIAL (LNR/SPD)**
Call is repeatedly dialed until answered, canceled or the maximum number of redial attempts is reached.
Lift handset when the called party answers
NOTE: Press **SPEAKER** to cancel

PRIVACY RELEASE

With outside call in progress:
Press **FEATURE (FNC)**

Dial Privacy Release code 7

NOTE: *Once privacy is released, another multiline telephone with the same outside line appearance can enter the conversation by pressing the appropriate line key.*

CALL PICK-UP SYSTEM

Upon hearing ringing at another telephone:

Lift Handset

Dial Call Pickup code:

All Calls	68
CO.PBX Line	6*
Night call pickup	69
Direct	67 + station number

Converse

PAGING

USING ACCESS CODE

Lift handset

Dial paging code:

Internal – 77
External – 75

Page

Wait for Meet-Me answer or replace handset

USING SOFT KEY

Lift handset

Press **PAGE** soft key

Page

Wait for Meet-Me answer or replace handset

MEET ME ANSWER

Lift handset

Dial Meet-Me answer code:

Internal – 7*
External – 7#

Converse

BACKGROUND MUSIC

Press **Feature (FNC)**

Dial BGM On/Off code **26**

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

CALL FORWARD ALL CALLS (CF/A)

TO SET:

Press **FEATURE (FNC)**

Dial Call Forward All call code **60**

Dial destination station number
Press **FEATURE (FNC)**

TO CANCEL:

Press **FEATURE (FNC)**
Dial Call Forward All code **69**
Press **FEATURE (FNC)**

NOTE 1: *The FEATURE (FNC) 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/DND is set.*

CALL FORWARD BUSY/NO ANSWER (CFB/NA)

TO SET:

Press **FEATURE (FNC)**
Dial CFBNA code **43**
Dial destination station number
Press **FEATURE (FNC)**

TO CANCEL:

Press **FEATURE (FNC)**
Dial CFBNA code **44**
Press **FEATURE (FNC)**

NOTE 1: *The FEATURE (FNC) 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 4: *A CFBNA 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 CFBNA is set.*

DO NOT DISTURB

USING ACCESS CODE

Press **FEATURE (FNC)**
Dial DND on/off code **60**
Press **FEATURE (FNC)**

USING SOFT KEY

Press **DND** soft key to turn DND on/off.

VOLUME CONTROL

OFF HOOK RINGING VOLUME

Lift handset
Dial **60**
Dial off-hook ringing volume code **1**
Press up or down arrow to set level

Replace handset

RINGING VOLUME

Press **SPEAKER**

Dial **60**

Dial ringing volume code **1**

Press up or down arrow to set level

Press **SPEAKER**

PROGRAMMING

RESETTING FEATURE (FNC) LED

Press **FEATURE (FNC)**

Dial reset code **99**

Press **FEATURE (FNC)**

NOTE: *Resetting the FEATURE (FNC) LED will cancel Call Forward, Do Not Disturb and Callback Request settings.*

STATION SPEED DIAL – DIAL ACCESS

Press **FEATURE (FNC)**

Press **REDIAL (LNR/SPD)**

Dial speed dial memory location **80-99**

Dial trunk access code **9**

Dial telephone number to be stored

Press **FEATURE (FNC)**

FEATURE ACCESS KEYS/ONE TOUCH KEYS

SPEED DIAL – OUTSIDE NUMBERS

Press **FEATURE (FNC)**

Press **REDIAL (LNR/SPD)**

Press button to be programmed

Dial **0**

Dial trunk access code **9**

Dial telephone number to be stored

Press **FEATURE (FNC)**

SPEED DIAL – INTERNAL NUMBERS AND CODES

Press **FEATURE (FNC)**

Press **REDIAL (LNR/SPD)**

Press button to be programmed

Dial **1**

Dial extension number to be stored **or** feature access code to be stored

Press **FEATURE (FNC)**