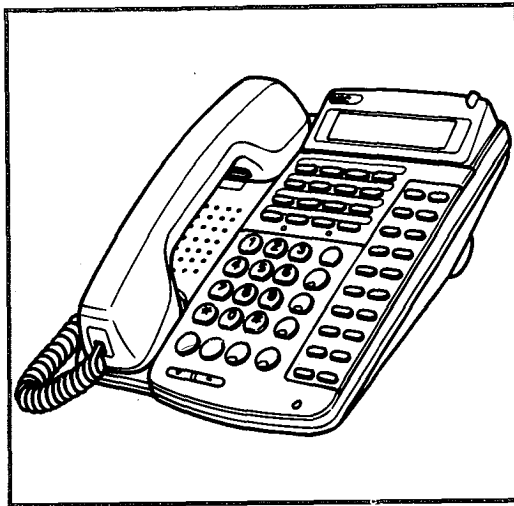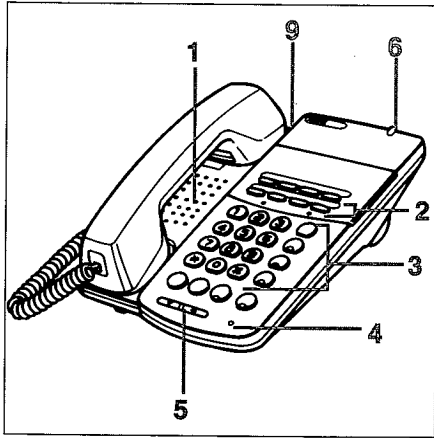# Electra
PROFESSIONAL

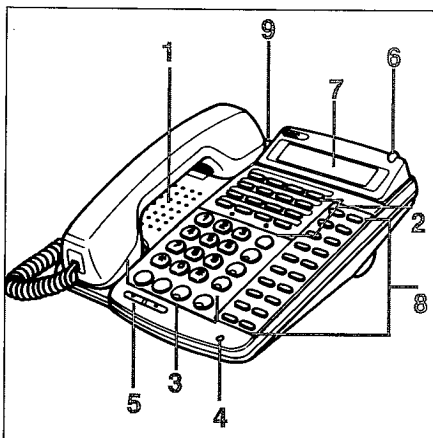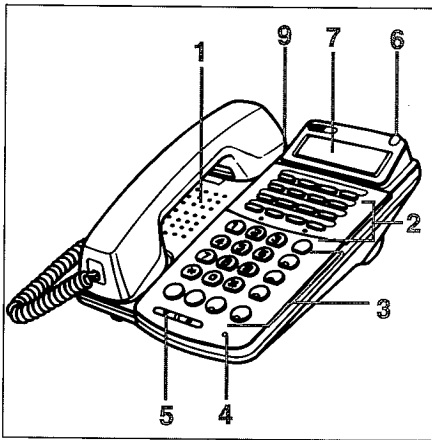# Multiline Telephone
User Guide

NEC

LEVEL I

1. Speaker
2. Line Keys/Feature
   Access Keys
3. Dialpad/Dedicated
   Function Keys
4. Microphone
5. Volume Control
6. Large LED
7. Alphanumeric Display
8. One Touch Keys
9. Hookswitch

Table of Contents

GENERAL INFORMATION

The following should be considered when reviewing this User Guide:

▷ All operational instructions assume Prime Line Pickup is assigned to internal dial tone, Ringing Line Preference is assigned to all 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
CO LINE KEYS:	
Incoming Call	Rapid Flashing Red
Held Call - Your Telephone	Flashing Green
Held Call - Other Telephone	Flashing Red
Call in Progress:	
Your Telephone	Steady Green
Other Telephone	Steady Red
Hold/Transfer Recall	Intermittent Flashing Green
LARGE LED:	
Incoming CO/PBX Call	Rapid Flashing Green
Incoming Internal Call	Rapid Flashing Red
Voice Mail Message	Slow Flashing Red
FUNCTION KEY:	
DND Set	Intermittent Flashing Red
Call Forward Set	Intermittent Flashing Red
Callback Request	Flashing Red
ICM LED:	
Incoming Call	Flashing Red
Call in Progress	Steady Red
Held Call	Slow Flashing Red **CNF** LED
FEATURE ACCESS KEYS:	
In Use	Steady Red
DND or Call Forward	Steady Red
Special Mode - FNC Activity	Slow Flashing Red
(*i.e.* programming, feature access)	

ANSWERING CALLS
● ●

RINGING CALLS
▶ Lift handset
▶ Converse

▶

*NOTE: If additional incoming CO calls are received, the **ANS** key **LED** will flash. Pressing the **ANS** 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.*

VOICE ANNOUNCE CALLS
▶ Ensure **MIC** LED is lit
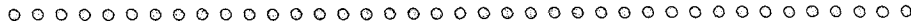▶ Adjust **SPKR** volume (▼ or ▲) as needed
▶ Respond handsfree

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 or press **DROP** to disconnect present call
OR Press **HOLD** and press the **Hookswitch** to 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.*

OUTSIDE CALLS
▷ Lift handset
▷ Press idle **Outside Line Key**
▷ Dial telephone number
▷ Converse
*NOTE: Depending on system programming, it may be necessary to dial a trunk access code **i.e. 9**
before dialing the telephone number.*

LAST CO/PBX NUMBER REDIAL
▷ Lift handset
▷ Press **LNR/SPD**
▷ Dial Last Number Redial code *****
▷ Converse

STATION/SYSTEM SPEED DIAL
▷ Lift handset
▷ Press **LNR/SPD** and dial Speed Dial Memory location:
   ▷ Station Speed Dial   **00~19**
   ▷ System Speed Dial   **20~99**
OR Press **Feature Access Key** or **One Touch Key** programmed for Station
   Speed Dial
▷ Converse

TRUNK QUEUING
After dialing trunk access code or pressing a busy **Line Key** and receiving trunk
busy indication:
▷ Dial Trunk Queue set code **64**
▷ Replace handset
NOTE: When line is available, your telephone will ring; lift handset and place call.

MICROPHONE CONTROL

▷ Press **FNC**
▷ Dial MIC On/Off code <u>1</u>
NOTE 1: Lit **MIC** LED indicates MIC on.
NOTE 2: MIC ON/OFF key may be assigned to a **Feature Access Key** or **One Touch Key**.

HANDSET TRANSMIT CONTROL ▷

With an outside call in progress:
▷ Press **FNC**
▷ Dial Handset Transmit On/Off code **2**

SPEAKERPHONE CALLS

▷ Press **SPKR**; LED lights
▷ Ensure **MIC** LED is lit
▷ Place internal or outside call
▷ Converse
▷ Press **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 **SPKR** (LED lights) and replace handset.

HOLDING CALLS

NON-EXCLUSIVE HOLD
With a call in progress:
▷ Press **HOLD**

EXCLUSIVE HOLD
With a call in progress:
▷ Press **FNC**
▷ Press **HOLD**

NOTE 1: To retrieve a held call, press the flashing **Line Key** or **CNF** key (internal calls).
NOTE 2: Calls on Non-Exclusive Hold can be retrieved from any multiline telephone with the held line appearance.
NOTE 3: After a preprogrammed time, the held CO/PBX call will recall to the originating station and can be retrieved by pressing the held **Line Key**.

TRANSFERRING CALLS

USING MANUAL DIAL
With an outside call in progress:
- ▶ Press **TRF**
- ▶ Dial station number
- ▶ Wait for answer
- ▶ Press **TRF**
- ▶ Replace handset

USING DIRECT STATION SELECTION (DSS)
With an outside call in progress:
- ▶ Press programmed **DSS**
- ▶ Wait for answer
- ▶ Press **TRF**
- ▶ Replace handset

NOTE 1: When transferring CO/PBX calls, it is not necessary to wait for the called party to answer.

*NOTE 2: If the called station is busy, press **TRF** and replace handset to initiate a camp-on. An unanswered camp-on or ring transferred call will recall after a preprogrammed time interval.*

*NOTE 3: To return to the original party, press flashing **Line Key**.*

*NOTE 4: A **Feature Access Key** or **One Touch Key** may be assigned for **DSS**.*

USING INTERNAL LINE
With an outside call in progress:
- ▶ Press **HOLD**
- ▶ Dial station number
- **OR** Press programmed **DSS**
- ▶ Announce call indicating which **Line Key** is being transferred
- ▶ Replace handset

*NOTE 1: Multiline telephone users can pick up a held **Line Key** at their convenience.*

NOTE 2: This operation is not applicable when transferring to a Single Line Telephone.

CALL PICKUP

- ▶ Lift handset
- ▶ Dial Call Pickup code
  - ▷ All Calls   <u>6#</u>
  - ▷ Same Tenant   <u>6*</u>
- ▶ Converse

STATION BUSY/NO ANSWER OPTIONS

•••••••••••••••••••••••••••••••••••••••

AUTOMATIC CALLBACK

SET

When calling a busy multiline telephone:
► Dial Automatic Callback code **0**
► Replace handset

ANSWER

When both telephones are idle originating telephone rings:
► Lift handset
► Call is placed automatically

CALLBACK REQUEST

SET

When calling a busy or unanswered multiline telephone:
► Dial Callback Request code **#**
► Replace handset

ANSWER

Receive display and/or **FNC** LED indication:
► Lift handset
► Dial **#**; request originator is automatically called
► Repeat above procedure to respond to additional messages

NOTE: *Callback Requests are automatically canceled once the originating station is called.*

TONE OVERRIDE

SET

When calling a busy multiline telephone:
► Dial Tone Override code ***** to send tone
► Wait for signalled party to answer

ANSWER

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

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

STATION BUSY/NO ANSWER OPTIONS (Continued)

VOICE OVER

ORIGINATOR

When calling a busy multiline telephone:
▷ Press **FNC**
▷ Dial *
▷ Voice Announce

ANSWER

▷ Receive Voice Over signal
▷ Press **HOLD**
▷ Converse with second party
▷ Press **ANS** key to switch
between parties

STEP CALL

When calling a busy telephone:
▷ Dial 1 to advance to the next station number in that 10's group

CO/PBX DIALING OPTIONS

SAVE & REPEAT

SAVE

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

REPEAT

▷ Lift handset
▷ Press **LNR/SPD**
▷ Dial #; call is placed

CO/PBX DIALING OPTIONS (Continued)

○ ○

STORE & REPEAT

STORE
With an originating outside call in progress:
▷ Press **FNC**
▷ Dial <u>*</u>
▷ Dial number to be stored
▷ Press **FNC**
▷ Complete conversation and
   replace handset

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

REPEAT
▷ Lift handset
▷ Press **LNR/SPD**
▷ Dial <u>#</u>; call is placed

AUTOMATIC REDIAL
After originating a busy or unanswered outside call on the handset:
▷ Press **SPKR**
▷ Replace handset
▷ Press **FNC**
▷ Press **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 1: *Press **SPKR** to cancel Automatic Redial.*
NOTE 2: *System programming determines waiting time and number of redial attempts.*

CONFERENCE

● ●

With a call in progress:
▶ Press **CNF**
▶ Place second call (internal or external)
▶ Announce conference
▶ Press **CNF** to establish conference

NOTE 1: *Repeat above procedure to add an additional party. (Maximum 2 outside parties.)*

NOTE 2: *An unsupervised conference may be established by placing a conference call on Hold by pressing the CNF key. The parties on Hold may continue to converse in private. Press flashing CNF to return to the conference.*

PRIVACY RELEASE

With an outside call in progress:
▶ Press **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.*

PAGING

● ●

▶ Lift handset
▶ Dial Paging code:

    Internal

▷ All Zones	**70**
▷ Zone A	**71**
▷ Zone B	**72**
▷ Zone C	**73**
▷ All Call	**77**

        OR

    External

▷ External Paging	**75**

▶ Page
▶ Wait for Meet-Me Answer or replace handset

MEET-ME ANSWER

▶ Lift handset
▶ Dial Meet-Me Answer code:

▷ Internal	**7***
▷ External	**7#**

▶ Converse

CALL FORWARD ALL CALLS (CF/A)

○○

SET
▷ Press **FNC**
▷ Dial Call Forward All code **61**
▷ Dial destination station number
▷ Press **FNC**

CANCEL
▷ Press **FNC**
▷ Dial Call Forward All code **61**
▷ Press **FNC**

NOTE 1: The **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 settings.

NOTE 3: If Call Forward All and Do Not Disturb are both set, the feature set last is activated.

NOTE 4: When Call Forward All is set and assigned to a **One Touch Key** or **Feature Access Key**, status is provided via Busy Lamp Field (BLF).

CALL FORWARD BUSY/NO ANSWER (B/NA)

○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○

SET
▷ Press **FNC**
▷ Dial Call Forward B/NA code **62**
▷ Dial destination station number
▷ Press **FNC**

CANCEL
▷ Press **FNC**
▷ Dial Call Forward B/NA code **62**
▷ Press **FNC**

NOTE 1: The **FNC** 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 settings.

NOTE 3: When Call Forward B/NA is set and assigned to a **One Touch Key** or **Feature Access Key**, status is provided via Busy Lamp Field (BLF).

DO NOT DISTURB

○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○○

SET/CANCEL
▷ Press **FNC**
▷ Dial DND code **60**
▷ Press **FNC**

NOTE 1: The **FNC** LED will flash intermittently when your telephone is in Do Not Disturb.

NOTE 2: If Call Forward All and Do Not Disturb are both set, the feature set last is activated.

NOTE 3: When Do Not Disturb is set and assigned to a **One Touch Key** or **Feature Access Key**, status is provided via Busy Lamp Field (BLF).

VOLUME CONTROL

• •

OFF-HOOK RINGING VOLUME

► Lift handset
► Dial **60**
► Dial Off-Hook Ringing
   Volume code **1**
► Press ▼ or ▲ to set level
► Replace handset

NOTE 1: *Press ▼ or ▲ during audible telephone activity (i.e. handset or speaker conversation) to temporarily adjust volume to desired level.*

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

RINGING VOLUME

► Press **SPKR**
► Dial **60**
► Dial Ringing Volume code **1**
► Press ▼ or ▲ to set level
► Press **SPKR**

BACKGROUND MUSIC (BGM) CONTROL

• •

► Press **FNC**
► Dial BGM On/Off code **93**
► Press **FNC**

PROGRAMMING

• •

RESETTING FNC LED

► Press **FNC**
► Dial **99**
► Press **FNC**

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

STATION SPEED DIAL - DIAL ACCESS

► Press **FNC**
► Press **LNR/SPD**
► Dial Speed Dial Memory location **00~19**
► Dial trunk access code *i.e.* **9** (if necessary)
► Dial telephone number to be stored
   (24 digits maximum)
► Press **FNC**

NOTE: *Press **LNR/SPD** to insert a pause or **RECALL** to store a hookflash.*

PROGRAMMING (continued)

● ●

FEATURE ACCESS KEYS

SPEED DIAL (OUTSIDE NUMBERS)
▶ Press **FNC**
▶ Press **LNR/SPD**
▶ Press **Feature Access Key** to be programmed
▶ Dial **0**
▶ Dial Speed Dial Memory location **00~99**
▶ Press **FNC**

DSS/BLF (INTERNAL) AND FEATURE ACCESS
▶ Press **FNC**
▶ Press **LNR/SPD**
▶ Press **Feature Access Key** to be programmed
▶ Dial **1** and station number to be stored
OR Dial feature access code to be stored as indicated in the **Quick Entry Guide**
▶ Press **FNC**

*NOTE 1: Press **LNR/SPD** to insert a pause and **RECALL** to insert a hookflash.*
*NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for **DSS**.*

ONE TOUCH KEYS

SPEED DIAL (OUTSIDE NUMBERS)
▶ Press **FNC**
▶ Press **LNR/SPD**
▶ Press **One Touch Key** to be programmed
▶ Dial **0**
▶ Dial Speed Dial Memory location **00~99**
▶ Press **FNC**

DSS/BLF (INTERNAL) AND FEATURE ACCESS
▶ Press **FNC**
▶ Press **LNR/SPD**
▶ Press **One Touch Key** to be programmed
▶ Dial **1** and station number to be stored
OR Dial feature access code to be stored as indicated in the **Quick Entry Guide**
▶ Press **FNC**

*NOTE 1: Press **LNR/SPD** to insert a pause and **RECALL** to insert a hookflash.*
*NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for **DSS**.*

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C&C for Human Potential

QUICK ENTRY GUIDE FOR PROGRAMMING
FEATURE ACCESS KEYS AND ONE TOUCH KEYS

FEATURE	PRESS
Microphone On/Off	# ➤ 1
Call Forward All - Set	# ➤ 61 ➤ Dial Destination
Call Forward All - Cancel	# ➤ 61
Call Forward Busy/No Answer - Set	# ➤ 62 ➤ Dial Destination
Call Forward Busy/No Answer - Cancel	# ➤ 62
Do Not Disturb - Set/Cancel	# ➤ 60
Save & Repeat - Set	# ➤ #
Store & Repeat - Set	# ➤ *
Save/Store & Repeat - Repeat	# ➤ #
Internal Paging All Zone	1 ➤ 70
External Paging All Zone	1 ➤ 75
Paging Meet-Me (Internal)	1 ➤ 7*
Call Pickup - All Calls	1 ➤ 6#
Facsimile Connection	1 ➤ 694

NOTE: *Other features may be programmed in addition to those listed above.*

QUICK REFERENCE GUIDE

OUTSIDE CALLING

Outside Call	Dial **9** ➤ Dial Telephone Number
Last CO/PBX Number Redial	**LNR/SPD** ➤ Dial *****
Speed Dial	**LNR/SPD** ➤ Dial **00~99**
Save/Store & Repeat - Access	**LNR/SPD** ➤ Dial **#**
Trunk Queue	Receive Trunk Busy Indication ➤ Dial **64**
Automatic Redial	Receive Busy ➤ **SPKR** ➤ **FNC** ➤ **LNR/SPD**

INTERNAL CALLING

Station Call	Dial Station Number or **DSS** key
Automatic Callback	Reach Busy Station ➤ Dial **0**
Callback Request	Reach Busy/No Answer Station ➤ Dial **#**
Tone Override	Reach Busy Station ➤ Dial *****

WITH A CALL IN PROGRESS

Hold	**HOLD**
Exclusive Hold	**FNC** ➤ **HOLD**
Transfer	**TRF** ➤ Dial Station Number ➤ **TRF**
Conference	**CNF** ➤ Place 2nd Call ➤ **CNF**
Save & Repeat - Save	**FNC** ➤ Dial **#**
Store & Repeat - Store	**FNC** ➤ Dial ***** ➤ Dial Number to Store ➤ **FNC**
Handset Transmit Control	**FNC** ➤ Dial **2**

FROM THE INTERNAL LINE

Internal Paging	Dial **70, 71, 72, 73 or 77** ➤ Page
External Paging	Dial **75** ➤ Page
Call Pickup - All	Dial **6#**

FROM AN IDLE TELEPHONE

Microphone Control	**FNC** ➤ Dial **1**
Call Forward All	SET: **FNC** ➤ Dial **61** ➤ Dial Destination Station ➤ **FNC**
	CANCEL: **FNC** ➤ Dial **61** ➤ **FNC**
Call Forward Busy/No Answer	SET: **FNC** ➤ Dial **62** ➤ Dial Destination Station ➤ **FNC**
	CANCEL: **FNC** ➤ Dial **62** ➤ **FNC**
Do Not Disturb	**FNC** ➤ Dial **60** ➤ **FNC**
Background Music	**FNC** ➤ Dial **93** ➤ **FNC**
FNC LED Reset	**FNC** ➤ Dial **99** ➤ **FNC**