

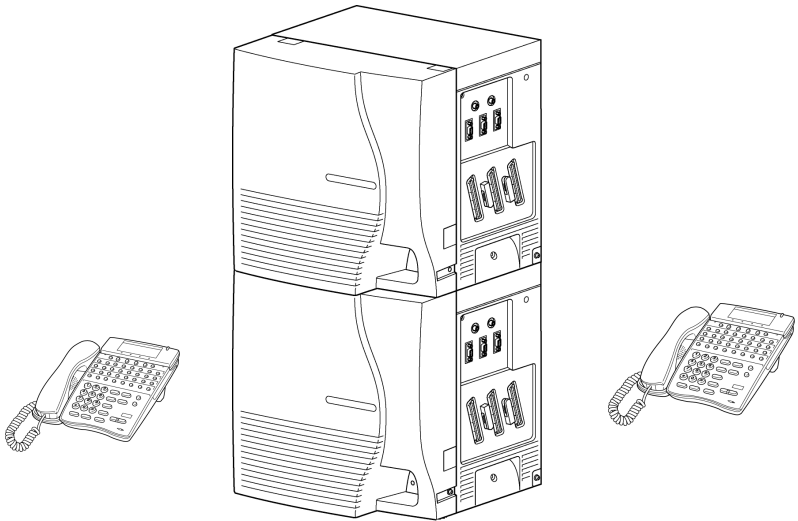
# NOTICE

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# NEC

# Electra **Elite** IPK II



## Attendant User Guide



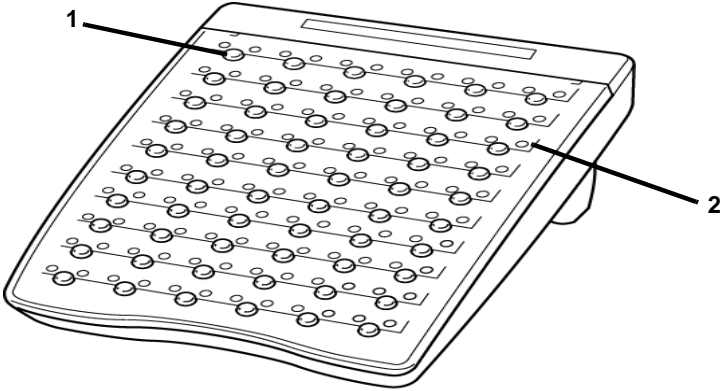
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# ELITE IPK TELEPHONES



IPK DCR Console with DSS/BLF

Legend:

1	DSS keys (Direct Station Selection) or CO keys (Central Office Lines)
2	Status Indicators

## GENERAL INFORMATION

The following should be considered when reviewing this Attendant User Guide:

- Attendant console keys can be assigned as Direct Station Selection/Busy Lamp Field (DSS/BLF), Call Arrival/Virtual Extensions, central office lines or selected features.
- Refer to the *Multiline Telephone User Guide* for additional information on telephone operation.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone and Ringing Line Preference is assigned.
- 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.
- The telephone display provides useful call processing information such as trunk access, recall indication, feature confirmation, etc.



# ATTENDANT ADD-ON CONSOLE

## Answering Calls

When CO incoming ringing occurs:

1. Lift the handset.
2. Converse and process the call.

## Transferring Calls

With a call in progress:

1. Press Transfer on the Multiline Terminal.
2. Press **DSS/BLF** key for the desired station.
3. Voice announce after the tone burst.

**OR**

Wait for the ringing call to be answered.

4. Hang up.

**Note 1:** Pressing **Transfer** immediately after the DSS key will result in an unscreened ring transfer or camp-on.

**Note 2:** If the called station is busy or unanswered, press the flashing **Line** key, **Call Appearance** key, or **Conf** key (internal calls) to return to the original party.

**Note 3:** Unanswered camp-ons and unscreened transfers will recall to the attendant telephone.

## Placing Internal Calls

To make a call within the organization:

1. Lift the handset.
2. Press the **DSS/BLF** key on the Attendant Add-On Console.
3. Voice announce after the tone burst.

**OR**

Wait for the ringing call to be answered.

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

**Note 2:** To directly access a personal voice mailbox, dial **8** after dialing the station number.

## Placing Calls to Call Arrival Keys

To make a call using Call Arrival Keys:

1. Lift the handset.
2. Press **DSS/BLF** key on the Attendant Add-On Console representing a **Call Arrival** key.
3. Wait for the ringing call to be answered.

## Placing Outgoing Calls

To place an outside call:

1. Lift the handset.
2. Press an idle **CO Line** key on the Attendant Add-On Console.
3. Dial the telephone number.
4. Converse.

# **NIGHT TRANSFER**

To activate Night Service by using programmable keys:

1. Press **Night Service** key (Service Code 751:09 + Mode code number below).
  - 1 = Day 1 Mode
  - 2 = Night 1 Mode
  - 3 = Midnight 1 Mode
  - 4 = Rest 1 Mode
  - 5 = Day 2 Mode
  - 6 = Night 2 Mode
  - 7 = Midnight 2 Mode
  - 8 = Rest 2 Mode

To activate Night Service by dialing codes:

1. At a Multiline Terminal, press the **Speaker** key.
2. Dial **718**.  
To change a different group's mode, dial **618** + the group number (01~32).
3. Dial **Night Service Code**:
  - 1 = Day 1 Mode
  - 2 = Night 1 Mode
  - 3 = Midnight 1 Mode
  - 4 = Rest 1 Mode
  - 5 = Day 2 Mode
  - 6 = Night 2 Mode
  - 7 = Midnight 2 Mode
  - 8 = Rest 2 Mode
4. Press **Speaker** key or hang up.

**Note:** When programmed for Automatic Night Service, the system will enter/exit the assigned mode at the pre-programmed times.

## TRUNK TO TRUNK TRANSFER

With an outside call in progress:

1. Press the **Transfer** key.
2. Dial the trunk access code, i. e. **9**.
3. Dial the telephone number and wait for an answer.
4. Press the **Transfer** key.
5. Replace the handset.

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

## MESSAGE WAITING

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Dial **0** or press **Message Waiting** key (Service Code 751: 38).
3. Hang up.

**Note:** The called station, the MW LED lights.

To cancel the Messages Waiting you have left at a specific extension:

1. Press the **Speaker** key.
2. Dial **771**.
3. Dial number of extension you do not want to have your messages.
4. Hang up.

## CODE RESTRICTION, DIAL BLOCK

To set Dial Block for another extension:

1. Press the **Speaker** key.
2. Dial **601** (default).
3. Dial the 4-digit **Dial Block** code (as set in programming).
4. Dial the extension number to be blocked.
5. Dial **1**.

**Note:** Confirmation tone is heard.

6. Press the **Speaker** key or replace the handset to hang up.

To release Dial Block for another extension:

1. Press the **Speaker** key.
2. Dial **601**.
3. Dial the 4-digit **Dial Block** code.
4. Dial the extension number to be released from Dial Block.
5. Dial **0**.

**Note:** Confirmation tone is heard.

6. Press the **Speaker** key or replace the handset to hang up.

## PAGING

### **Paging Using the Direct Paging Access Key**

To make the page:

1. Lift the handset.
2. Press the **Direct Paging Access** key.
3. Page.
4. Wait for the Meet-Me Answer or replace the handset.

## Paging Using the Access Code

To make an Internal Page announcement:

1. Press the **Speaker** key or lift the handset.
2. Dial **701** and the **Paging Zone** number (00~64).

**Note:** Dialing **00** calls All Call Internal Paging.

- OR -

Dial **\*1** and the **Combined Paging Group** code 1~8 or 0 (for Internal/External All Call).

**Note:** Display indicates the Combined Paging as an External Page.

**Note:** If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.

3. Make announcement.
4. Wait for the Meet-Me Answer, or replace the handset or press **Speaker** to hang up.

To Page an external zone:

1. Press the **Speaker** key or pick up the handset.
2. Dial **703** and the **External Paging Zone** code (1~8 or 0 for All Call).

- OR -

Dial **\*1** and the **Combined Paging Group** code (1~8 or 0 for Internal/External All Call).

**Note:** Display indicates the Combined Paging as an External Page.

**Note:** If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

3. Make Announcement.
4. Wait for the Meet-Me Answer, or replace the handset or press **Speaker** to hang up.

## **DIRECT INWARD SYSTEM ACCESS (DISA)**

To place a DISA call into the system (from an offsite DTMF type telephone):

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the **6-digit DISA password** (access code).
4. Wait for a second unique dial tone.
5. Dial an extension.

**- OR -**

Dial **9** for Trunk Group Routing or ARS.

**OR -**

Dial **Alternate Trunk Route Access Code** (if enabled).

**OR -**

Dial **704** + a **trunk group number** (1~100) for an outside call.

**OR -**

Dial **#9** + a **trunk number** (1~200) for an outside call.

**OR -**

Dial **#2** + **Common Abbreviated Dialing bin** number.

**OR -**

Dial **0** for the operator.

**OR -**

Dial **701** + an **Internal Paging Zone** number (0, 1~9, 00, 01~64).

**OR -**

Dial **703** + an **External Paging Zone** number (1~8 or 0 for All Call).

**OR -**

Dial **710** + a busy extension number to barge in to a call.

To forward an extension's calls using a DISA call into the system (from an offsite DTMF type telephone):

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the **6-digit DISA password** (access code).
4. Wait for a second unique dial tone.
5. Dial the **Call Forward** service code (as defined in Program 11-11-01 through 11-11-05).
6. Dial the number of the extension to be forwarded.
7. Dial **1** to set Call Forwarding or **0** to cancel Call Forwarding.
8. Dial the extension number to which the calls will be forwarded.

To use the Continue code to extend a DISA call:

1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
2. After the system programmed time (Program 25-07-07), a warning tone is heard and the user dials the **Continue** code (Program 20-28-01) to extend the conversation.
3. After the system programmed time (Program 20-28-03), the warning tone is heard again. After the programmed time (Program 25-07-08), the call is disconnected if the **Continue** code is not dialed again.



## RECORDING VOICE PROMPTS

To record a VRS message:

1. Lift the handset.
2. Dial **616**.
3. Dial **7** (Record).
4. Dial the **VRS message number** you want to record (01~48).
5. When you hear, "Please start recording" followed by a beep, record your message.

**Note:** Normally, your message cannot exceed 16 seconds. If you hear, "Recording finished," you have exceeded the allowed message length.

6. Press **#** to end recording.

- OR -

Hang up to save the message.

To listen to a previously recorded VRS message:

1. Press **Speaker** key.
2. Dial **616**.
3. Dial **5** (Listen).
4. Dial the **VRS message number** to which you want to listen (01~48).

**Note:** You will hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.

5. Press **#** to hear the message again.

- OR -

To hear another message, press **5** and then enter the **message number** (01-48).

- OR -

Hang up.

To erase a previously recorded VRS message:

1. Press **Speaker** key.
2. Dial **616**.
3. Dial **3** (Erase).
4. Dial the number of the **VRS message** you want to erase (01~48).
5. Press **HOLD** to cancel the procedure without erasing (and return to step 3).

**- OR -**

Hang up to erase the message.

To record, listen to or erase a VRS message if you call in using DISA:

1. Place call to the system.
2. After the system answers, dial the **DISA password** (normally 000000).
3. Dial **616** and the **VRS password**.
4. Dial the function you want.  
7 = Record  
5 = Listen  
3 = Erase
5. Dial the **message number** (01~48), record the message and press **#** to end recording.

**Note:** If you dialed 7 to record, you can dial # to listen to the message you just recorded.

**Note:** If you dialed 5 to listen, you can dial 5 and the message number to hear it again or if you want to Record, listen to or erase another message, go back to step 4.

# PROGRAMMING SYSTEM SPEED DIAL

To store a System or Group Speed Dialing number:

1. Press the **Speaker** key.
2. Dial **753** (for system) or **754** (for group).
3. Dial system or group storage code.

**Note:** Initially (Default), there are 1000 System Speed Dialing codes (000~999). There are Group Speed Dialing codes only if assigned in programming.

4. Dial the Access Code (e.g., 9) - if required.
5. Dial telephone number you want to store (up to 24 digits).

**Note:** Valid entries are 0~9, # and \*. To enter a pause, press **MIC**. To store a Flash, press **Recall**.

6. Press **Hold**.
7. Enter the name associated with the Speed Dialing number (display telephones only):

<b>Key for Entering Names</b>	
Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← A A A A Ç É Ê Ì Ó
2	Enter characters A-C, a-c, 2
3	Enter characters D-F, d-f, 3
4	Enter characters G-I, g-i, 4
5	Enter characters J-L, j-l, 5
6	Enter characters M-O, m-o, 6
7	Enter characters P-S, p-s, 7
8	Enter characters T-V, t-v, 8
9	Enter characters W-Z, w-z, 9
0	Enter characters: 0 ! " # \$ % & ' ( ) ò Ò ú ü ö ü α ε θ

<b>Key for Entering Names</b>	
Use this keypad digit . . .	When you want to . . .
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space.
Conf	Clears the character entry one character at a time (used when entering the Name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

8. Press **Hold**.
9. Press the **Speaker** key to hang up.

## **CLOCK/CALENDAR SETTING**

**Note:** The date must be set in system programming (10-01).

To set the system Time:

1. Press the **Speaker** key.
2. Dial **728**.
3. Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
4. Dial two digits for the minutes (00~59).
5. Press **Speaker** to hang up.

# NOTES

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