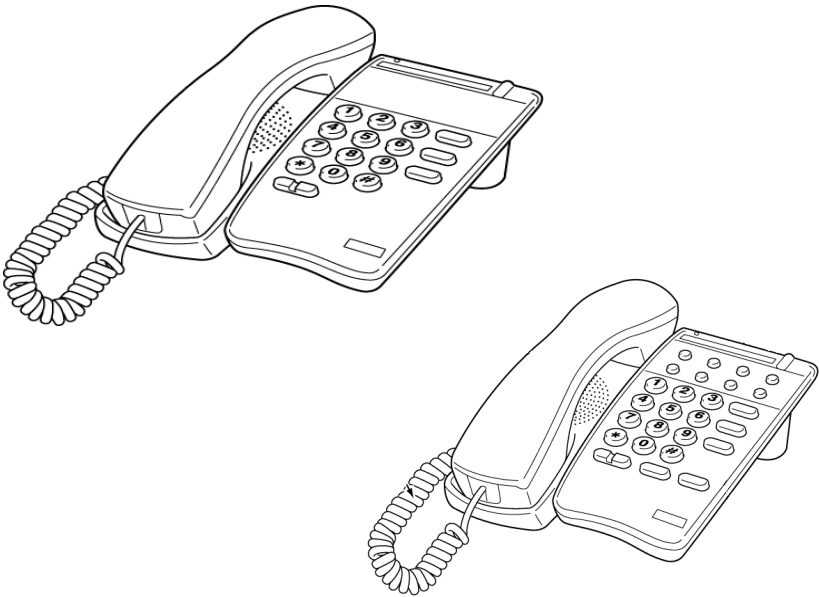


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# NEC

## Electra **Elite** IPK II



### 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** key located on certain models of Single Line Telephones can be used in place of the hookswitch.

# QUICK REFERENCE GUIDE

<b>Outside Calling:</b>	
Outside Call	Dial <b>9</b> → Telephone Number
Last CO/PBX Number Redial	Dial <b>#5</b>
Speed Dial	<b>Station Speed Dialing Number: #7 → 0~9</b> <b>Group Speed Dialing Number: #4 → xxx</b> <b>System Speed Dialing Number: #2 → 000~999</b> * No Group buffers assigned at default.
Trunk Queue	Receive Trunk Busy Indication → Dial #
<b>Internal Calling:</b>	
Station Call	Dial Station Number
Tone Override	Reach Busy Station → Dial *
Voice Over Originate	Reach Busy Station → Dial <b>6</b>
Quick Transfer to Voice Mail	Dial Station Number → <b>8</b>
<b>With A Call In Progress:</b>	
Hold	Hookswitch
Transfer	Hookswitch → Dial Station Number
Quick Transfer to Voice Mail	Hookswitch → Dial Station Number → <b>8</b>
Conference	Hookswitch → Dial#1 → DialParty → Hookswitch twice
Call Park System	<b>Set:</b> Hookswitch → Dial <b>#6</b> → Dial <b>01~64</b> <b>Retrieve:</b> Dial <b>*6</b> → Dial <b>01~64</b>
Voice Over Answer	Receive Voice Over → Replace handset → Lift handset → Converse

<b>From the Intercom:</b>	
Internal Paging	Dial <b>701</b> → <b>0~9</b> or <b>01~64</b> → Page Dial <b>0</b> or <b>00</b> for All Internal Paging → Page
External Paging	Dial <b>703</b> → <b>0</b> or <b>1~8</b> → Page Dial <b>0</b> for All External Paging → Page
Call Pickup	<b>In your Pickup Group:</b> Dial <b>756</b> <b>In another Pickup Group when you do not know the group number:</b> Dial <b>769</b> <b>In another Pickup Group when you know the group number:</b> Dial <b>768</b> and the group number ( <b>1~9</b> or <b>01~64</b> )
Call Pickup Direct	Dial <b>**</b> → Dial Station Number
Call Forward	<b>Set:</b> <b>For Forward All:</b> Dial <b>741</b> → Dial <b>1</b> → Dial Destination <b>For Busy/No Answer:</b> Dial <b>744</b> → Dial <b>1</b> → Dial Destination <b>Cancel:</b> <b>For Forward All:</b> Dial <b>741</b> → Dial <b>0</b> <b>For Busy/No Answer:</b> Dial <b>744</b> → Dial <b>0</b>
Programming Speed Dial	Dial <b>755</b> → Dial <b>0~9</b> → Dial Trunk Access Code → Dial telephone number

## ANSWERING CALLS

### RINGING CALLS

- Lift handset.
- Converse.

### OFF-HOOK SIGNALING

With a call in progress:

- Receive Off-Hook Signaling.
- 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 **8** 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 **#5**.
- Converse.

## SPEED DIAL - SYSTEM/GROUP/STATION

- Lift handset.
- Dial **Speed Dial** code:
  - Station Speed Dial **#7**.
  - Group Speed Dial **#4**.
  - System Speed Dial **#2**.
- Dial **Speed Dial** Memory location:
  - Station Speed Dial **0~9**.
  - Group Speed Dial **xxx** (none at default).
  - System Speed Dial **000~999**.
- Converse.



## 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). Press Hookswitch again to return to the original party and place the second party on Hold.

## 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**.

**Note:3** To transfer a call directly to a personal voice mailbox, dial **8** after dialing the station number.

## CONFERENCE

### With a call in progress:

- Press **Hookswitch** and dial **#1**.
- Dial the party you want to add and wait until they answer.
- Press **Hookswitch** and repeat the second step to add more parties.
- OR -
- Press **Hookswitch** twice to set up the Conference.

## CALL PARK

### TO PARK A CALL IN A SYSTEM ORBIT:

**Note:** You can Park Intercom or trunk calls.

- Press **Hookswitch**.
- Dial **#6** and the **Park orbit** (01~64).  
*If you hear busy tone, the orbit is busy. To try another orbit, press the **Hookswitch** twice and repeat the second step.*
- Use Paging to announce call.
- Replace the handset.  
*If not picked up, the call will recall to you.*

### TO PICK UP A PARKED CALL:

- Lift the handset.
- Dial **\*6** and the **Park orbit** (01~64).

## TONE OVERRIDE

### TO SEND OFF-HOOK SIGNALS WHEN CALLING A BUSY TELEPHONE:

- Dial \*.

- OR -

- Dial **709**.

*You hear Ring Busy Tone.*

*The called extension hears Call Alert Notification.*

**Note:** By default, your extension will send off-hook signals automatically.

### TO ANSWER TONE OVERRIDE:

- Receive Tone Override.
- Hang up the handset.
- Answer the incoming call and talk with the party.

## VOICE OVER

### ORIGINATE/ANSWER

#### Originate

When calling a busy telephone:

- Dial **6**.
- OR-
- Dial **690** (if the single digit access code has been changed).

*You hear an alert tone.  
You can talk to the called party after the alert tone ends.*

#### Answer

With a call in progress:

- Receive Voice Over announcement.
- Replace handset; first call is terminated.
- Lift handset when phone rings.
- Converse with Voice Over originator.

# CALL FORWARDING

## FROM YOUR STATION

### To set/cancel Call Forward - Immediate:

#### Set

- Lift the handset.
- Dial the **Call Forward - Immediate** Service Code (default: 741).
- Dial **1** (Set).
- Dial the destination extension or off-premise number.
- Hang up.

#### Cancel

- Lift the handset.
- Dial the **Call Forward - Immediate** Service Code (default: 741).
- Dial **0** (Cancel).
- Hang up.

**Note:** While set, Call Forward - All overrides Call Forward - Busy/No Answer setting.

### To set/cancel Call Forward - Busy/No Answer:

#### Set

- Lift the handset.
- Dial the **Call Forward - Busy/No Answer** Service Code (default: 744).
- Dial **1** (Set).
- Dial the destination extension or off-premise number.
- Hang up.

#### Cancel

- Lift the handset.
- Dial the **Call Forward - Busy/No Answer** Service Code (default: 744).
- Dial **0** (Cancel).
- Hang up.

**Note:** While set, Call Forward - All overrides Call Forward - Busy/No Answer setting.

## PAGING

### TO MAKE AN INTERNAL PAGE ANNOUNCEMENT:

- Lift the handset.
- Dial **701** and the **Paging Zone** number (0~9 or 00~64).  
*Dialing 0 or 00 calls All Call Internal Paging.*

- OR -

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

### TO PAGE AN EXTERNAL ZONE:

- Lift the handset.
- 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).  
*\* 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.*
- Make announcement.
- Hang up.

## MEET-ME ANSWER

### To join a Meet Me Internal Page:

- Lift the handset.
- Dial **763** (if your extension is in the zone called).

**- OR -**

- Dial **764** and the zone number (if your extension is not in the zone called).  
*You connect to the other party.*

### To join a Meet Me External Page:

- Lift the handset.
- Dial **765**.
- Dial the announced **External Paging Zone** (0~8).  
*You connect to the other party.*

## CALL PICKUP

### TO ANSWER A CALL RINGING ANOTHER TELEPHONE IN YOUR PICKUP GROUP:

- Lift the handset.
- Dial **756** or **\*#**.  
*Service Code \*# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

### TO ANSWER A CALL RINGING A TELEPHONE IN ANOTHER PICKUP GROUP WHEN YOU DO NOT KNOW THE GROUP NUMBER:

- Lift the handset.
- Dial **769**.

### TO ANSWER A CALL RINGING A TELEPHONE IN ANOTHER PICKUP GROUP WHEN YOU KNOW THE GROUP NUMBER:

- Lift the handset.
- Dial **768** and the group number (1~9 or 01~64).

## **TO USE DIRECTED CALL PICKUP TO INTERCEPT A CALL TO A CO-WORKER'S EXTENSION:**

- Lift the handset.
- Dial **\*\***.
- Dial the number of extension whose call you want to intercept.  
*If more than one call is coming in, the system sets the priority for which call it will answer first.*

## **DO NOT DISTURB**

- Lift the handset.
- Dial **747**.
- Dial the **DND option** code.
  - 0** = Cancel DND
  - 1** = Incoming Trunk Calls Blocked
  - 2** = Incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked
  - 3** = All Calls Blocked
  - 4** = Call Forwards Blocked

## **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.

# ACD

## MULTIPLE AGENT LOG IN

### To Log In:

**Note:** Follow Steps 1~3 to log in with additional AICs (up to three) at any time.

- Lift the handset and dial the AIC Log In service code (not assigned at default).
- Dial the **log in code** (up to 20 digits).  
*This step is not required if the ID code is disabled in system programming.*
- Dial the first **Agent Identity Code** (AIC) (up to four digits).  
*You will hear a confirmation tone when immediately logging in with additional AICs.*
- For second agent log: Dial the second **Agent Identity Code** (AIC) (up to four digits).  
*You will hear a confirmation tone.*
- For third agent log: Dial the third **Agent Identity Code** (AIC) (up to four digits).  
*You will hear a confirmation tone.*

### To Log Out (for single or multiple agent log ins):

**Note:** All AIC are logged out.

- Lift the handset.
- Dial the **AIC Log Out** service code (not assigned at default).
- OR -
- To log out of an ACD group without using AIC: Lift the handset.
- Dial the **ACD Log Out** service code **655** (default).



## REST MODE

### To set the manual Rest Mode:

- Lift the handset and dial **658**.  
*A fast busy is heard.*  
*To set Pre-Rest Mode (while on a call), press the hookflash and then dial 658. Press the Hookflash again to return to the outside party. Rest Mode will begin once the call is completed.*
- Hang up.

### To cancel the manual Rest Mode:

- Lift the handset.  
*A fast busy is heard.*
- Dial **659**.
- Hang up.

## PROGRAMMING STATION SPEED DIAL

### To store a Station Speed Dialing number:

- Lift the handset.
- Dial **755**.
- Dial the **Station Speed Dial** buffer number to be programmed (0~9).
  - 1 = Station Speed Dial buffer 1
  - 2 = Station Speed Dial buffer 2
  - " " " " " "
  - 0 = Station Speed Dial buffer 10
- Dial the **Access Code** (e.g., 9) - if required.
- Dial telephone number you want to store (up to 24 digits).  
*Valid entries are 0~9, # and \*.*
- Hang up.





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