

Electra Elite



Multiline Telephone User Guide

NEC

Electra Elite Telephones



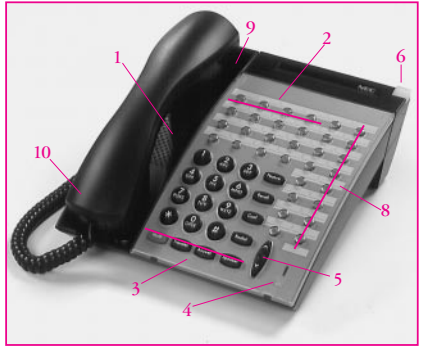
8 Button Non Display



16 Button Display



8 Button Display



32 Button Non Display with 16 DSS/BLF One Touch Keys



16 Button Non Display



32 Button Display with 16 DSS/BLF One Touch Keys

- | | | |
|------------------------------------|-------------------------|---------------------------|
| 1. Speaker | 4. Microphone | 8. One Touch Keys |
| 2. Line Keys/Feature Access Keys | 5. Volume Control | 9. Hookswitch |
| 3. Dialpad/Dedicated Function Keys | 6. Large LED | 10. Built-in Headset Jack |
| | 7. Alphanumeric Display | 11. Softkeys |

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General Information

The following should be considered when reviewing this User Guide:

- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephones, a **Line** and **Second Incoming Extension** 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.

LED INDICATIONS

FUNCTION	LAMP STATUS
CO LINE KEYS: Incoming Call Held Call - Your Telephone Held Call - Other Telephone Call in Progress Your Telephone Other Telephone Hold Recall	Rapid Flashing Red Slow Flashing Green Slow Flashing Red Steady Green Steady Red Intermittent Flashing Green
LARGE LED: Incoming CO/PBX, DIT or ANA Call Incoming Intercom, TIE Line or DID Call Message from Attendant Voice Mail Message	Rapid Flashing Green Rapid Flashing Red Slow Flashing Green Slow Flashing Red
Feature KEY: DND Set Call Forward Set Callback Request	Intermittent Flashing Red Intermittent Flashing Red Slow Flashing Red
ICM LED: Incoming Call Call in Progress Held Call	Flashing Red Steady Red Flashing Red Conf LED

Answering Calls

RINGING CALLS

- Lift handset.
- Converse.

NOTE: 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.

RINGING CALLS TO A SECOND INCOMING EXTENSION KEY

- Lift handset.
- Converse.

NOTE 1: A Second Incoming Extension key must be assigned to appear and ring.

NOTE 2: A Line key must be available to answer an incoming outside call.

VOICE ANNOUNCE CALLS

- Ensure MIC LED is lit.
- Adjust Speaker 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 to disconnect present call.

OR Press **Hold** and press the **Hookswitch** to converse with second party.

CALL ALERT NOTIFICATION

With a call in progress:

- Receive Call Alert Notification.
- Press **Hold**, converse with second party.

NOTE 1: The second call may be placed on Hold if a Line appearance is assigned.

NOTE 2: Press flashing Line key or Conf key to return to the first call.

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 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.

OR Press idle **Outside Line** key.

➤ 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 a line is available, your telephone will ring; lift handset and place call.

LAST CO/PBX NUMBER REDIAL

➤ Lift handset.

➤ Press **Redial**.

➤ Dial Last Number Redial code *.

➤ Converse.

STATION/SYSTEM SPEED DIAL

➤ Lift handset.

➤ Press **Redial** and dial Speed Dial Memory location:

➤ Station Speed Dial 80~99

➤ System Speed Dial 00~79

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

➤ Converse.

SCROLLING SPEED DIAL DIRECTORIES

➤ Press **Speed Dial Softkey**.

➤ **SYS** System Speed Dial.

➤ **STA** Station Speed Dial.

➤ Press **UP/DOWN** Softkeys to scroll through all entries.

- OR** ➤ Use the dialpad to enter the first letter of the desired entry then dial *.
- Press UP/DOWN Softkeys to scroll.
 - Lift handset or press **Speaker** or press an idle **Outside Line** key to place call to displayed entry.

OR Press **Feature** or **Exit** or wait 10 seconds to cancel.

*NOTE: For example, when using the dialpad to search the directory for the name “Ann”, dial the number 2 on the dialpad followed by the *. To search for “Bob”, dial the number 2 twice and then *. To search for “Carol”, dial the number 2 three times and then *. To search for “Dan”, dial the number 3 followed by *.*

Microphone Control

- Press **Feature**.
- Dial MIC On/Off code 1.

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.

Speakerphone Calls

- Press **Speaker**; LED lights.
- Ensure MIC LED is lit.
- Place internal or outside call.
- Converse.
- Press **Speaker** 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 a 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.
- Press **Speaker** to cancel Group Listening mode.

NOTE: When switching from Group Listening mode to Speakerphone mode, it is recommended that the Microphone be turned off.

Holding Calls

NON-EXCLUSIVE HOLD

With a call in progress:

- Press **Hold**.

*NOTE 1: To retrieve a held call, press the flashing **Line** key or **Conf** 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 call will recall to the originating station. Once in a recall condition, Exclusively Held calls can be retrieved from any station with the held line appearance.

EXCLUSIVE HOLD

With a call in progress:

- Press **Feature**.
- Press **Hold**.

Transferring Calls

USING MANUAL DIAL

With a call in progress:

- Press **Transfer**.
- Dial station number.
- Announce call (optional).
- Replace handset.

*NOTE 1: If the called station is busy, replace handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the attendant telephone. After answering the recall, pressing **Feature 86** will transfer the call to the personal voice mailbox of the station number dialed.*

*NOTE 2: To return to the original party, press flashing **Line** key or **Conf** key.*

*NOTE 3: A **Feature Access** key or **One Touch** key may be assigned for DSS.*

*NOTE 4: To transfer a call directly to a personal voice mailbox, dial **7** after dialing the station number.*

USING DIRECT STATION SELECTION (DSS)

With a call in progress:

- Press **Transfer**.
- Press programmed DSS.
- Announce call (optional).
- Replace handset.

Conference

With a call in progress:

- Press **Conf**.
- Place second call (internal or external).
- Announce conference.
- Press **Conf** to establish conference.

NOTE 1: Repeat above procedure to add an additional party (maximum 2 outside or 3 internal parties).

*NOTE 2: An unsupervised conference may be established by pressing the **Conf** key again, after the conference has been established. The parties may continue to converse in private. Press the flashing **Conf** key to return to the conversation. This feature is available if programmed in your system by your system administrator.*

Conference Bridge

- 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 - System

SET

With a call in progress:

- Press **Transfer**.
- Dial Call Park Set code 4 *.
- Dial Call Park location 0~9.
- Replace handset.

RETRIEVE

From any station:

- Lift handset.
- Dial Call Park Retrieval code 4 #.
- Dial Call Park location 0~9.
- Converse.

NOTE: If the dialed Call Park location is busy, dial another Call Park location (0~9).

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.

NOTE: Callback messages are automatically cancelled 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.

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

*NOTE: An Override Tone will be sent each time * _ is pressed.*

STEP CALL

When calling a busy telephone:

- Dial 2 to advance to the next station number in that 10's group.

VOICE OVER

ORIGINATE

When calling a busy telephone:

- Dial Voice Over code 6.
- Announce message.

ANSWER

With a call in progress:

- Receive Voice Over announcement.
- Press **Hold**.
- Converse with Voice Over originator.
- Press **Answer** key to alternate between parties.

NOTE: The Whisper Page Access Code may be assigned to a Feature Access key or One Touch key.

ANSWER

Receive display and/or Feature LED message indication:

- Lift handset.
- Dial #: request originator is automatically called.
- Repeat above procedure to respond to additional messages.

ANSWER

With a call in progress:

- Receive tone override signal.*
- Press **Hold**.
- Converse with second party.

WHISPER PAGE

With a call in progress:

- Receive Voice Over announcement.
- Press **Feature**.
- Dial 65.
- Converse with Voice Over originator while monitoring first call.
- Press **Feature**.
- Dial 65.
- Converse with first caller while monitoring Voice Over originator.

CO/ PBX Dialing Options

SAVE & REPEAT

SAVE

With an originating outside call in progress:

- Press **Feature**.
- Dial 9; called number is stored.
- Replace handset.

REPEAT

- Lift handset.
- Press **Redial**.
- Dial #; call is placed.

STORE & REPEAT

STORE

With an outside call in progress:

- Press **Feature**.
- Dial 7.
- Dial number to be stored.
- Press **Feature**.
- Complete conversation and replace handset.

REPEAT

- Lift handset.
- Press **Redial**.
- Dial #; call is placed.

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

AUTOMATIC REDIAL

After originating a busy or unanswered outside call:

- Press **Speaker** or replace handset.
- Press **Feature**.
- Press **Redial**.
- Call is repeatedly dialed until answered, cancelled or the maximum number of redial attempts is reached.
- Lift handset when the called party answers.

NOTE 1: Press Speaker to cancel Automatic Redial.

NOTE 2: System programming determines waiting time and number of redial attempts.

CALLER ID

ANSWER

Receive incoming ringing or transferred outside call:

- Review telephone display for calling party's name or number.
- Answer call accordingly.

NOTE 1: Caller ID will be displayed even when station is busy or in DND mode, allowing the user to identify the incoming call.

*NOTE 2: On a per station basis, the last 10 calls answered with Caller ID information are stored and are accessible with the **Scroll** key.*

*NOTE 3: Press lit **Line** key to review calling party's name or number while the call is in progress.*

PLACING CALLER ID CALLS

- Press **Scroll** repeatedly until desired number is displayed.
- Lift handset to automatically dial displayed number.
- Converse.

Call Pickup

CALL PICKUP SYSTEM

Upon hearing ringing at another telephone:

- Lift handset.
- Dial Call Pickup code:
 - All Calls 68
 - CO/PBX 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 station number of the telephone to be answered.
- Converse.

Paging

- Lift handset.

➤ Dial Paging code:

INTERNAL

- All Zones 51
- Zone A 52
- Zone B 53
- Zone C 54

EXTERNAL

- All int. & ext. 59
- All Zones 55
- Zone A 56
- 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.

Background Music

SET/CANCEL

- Press Feature.
- Dial BGM On/Off code 26.

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

Call Forwarding

ALL CALLS (CF/A)/ DO NOT DISTURB (DND)

SET

- Press Feature.
- Dial Call Forward All/DND set code 60.
- Select operation:
 - DND: Press Feature.
 - Call Forward All: Dial destination station number or voice mail or trunk access code and outside number and press Feature.

CANCEL

- Press Feature.
- Dial Call Forward All/DND cancel code 69.
- Press Feature.

NOTE 1: The Feature 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/Do Not Disturb is set.

CALL FORWARD BUSY/NO ANSWER (B/NA)

SET

- Press **Speaker**.
- Dial **Call Forward B/NA** set code 43.
- Dial destination station number or voice mail or trunk access code and outside number.
- Press **Speaker**.

CANCEL

- Press **Speaker**.
- Dial **Call Forward** cancel code 44.
- Press **Speaker**.

NOTE 1: The Feature 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 setting.

NOTE 3: A CF B/NA 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 may indicate that CF B/NA is set.

Customized Message

From a display telephone:

- Press **Feature**.
- Dial **Customized Message** code 70.
- Dial * to scroll through messages.
- Dial # to select message.
- Dial return date and time if required (Month/Day, Hour/Minute, using 4-digit 24 hour clock).
- Press **Feature**.

*NOTE: You must place your telephone in **Do Not Disturb**; other display telephones will receive your message upon calling your station.*

Set Relocation

- Ask Attendant to turn on Set Relocation Mode.
- From the new location, press **Speaker**, LED lights.
- Dial Set Relocation code ____.
- Dial *your* station number.
- Dial Station Password (same as the Station Lockout (Password) code).

- Hear confirmation tone and press **Speaker**.
- Inform Attendant your relocation is complete and request that the Attendant turn Set Relocation Mode off.

Station Outgoing Lockout

CHANGING LOCKOUT (PASSWORD) CODE

- Press **Speaker**.
- Dial Lockout (Password) Change access code ____.
- Dial current Lockout (Password) code.
- Dial new Lockout (Password) code.
- Press **Speaker**.

NOTE 1: By default, Lockout (Password) code is set at 0000000000 (10 zeros).

NOTE 2: When Lockout (Password) code is set for the first time, station is automatically restricted.

*NOTE 3: Lockout (Password) code may be a maximum of 10 digits. If the new Lockout (Password) code is less than 10 digits, press the **Speaker** to enter.*

NOTE 4: When set, Station Outgoing Lockout restricts all outgoing calls.

SET/CANCEL STATION OUTGOING LOCKOUT

- Press **Speaker**.
- Dial Station Lockout.
 - Set code ____
 - Cancel code ____
- Dial Lockout (Password) code.
- Press **Speaker**.

Account Code Entry

With an outside call in progress:

- Press **Feature**.
- Dial **66**.
- Dial Account Code (16 digits maximum).
- Press **Feature**.

With an outside call on hold:

- Dial Account Code Entry Code ____.
- Dial Account Code (16 digits maximum).
- Retrieve held call.

NOTE 1: The outside party will not hear digits being dialed.

*NOTE 2: The Account Code Entry Code may be assigned to a **Feature Access** key or **One Touch** key.*

Account Code Forced/Verified

To 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: When calling from a station that is assigned the Account Code Force/Verified feature, outgoing calls will only be processed after the dialed Account Code is verified.

DISA Password

SETTING YOUR DISA PASSWORD

- Lift handset.
- Dial DISA Password set access code ____.
- Dial your DISA ID code ____.
- Dial your current DISA password. (Same as Station Lockout (Password) code).
- Dial your new DISA password.
- Replace handset.

NOTE 1: Password may be a maximum of 10 digits. If the new password is less than 10 digits, replace the handset to enter.

NOTE 2: It is recommended that your DISA password be 10 digits and be changed frequently to prevent unauthorized use.

ACDIUCD

LOG ON

- Press Speaker.
- Dial access code ____.
- Dial 1.
- Press Speaker.

LOG OFF

- Press Speaker.
- Dial access code ____.
- Dial 2.
- Press Speaker.

NOTE 1: A LOG key may be assigned in system programming to Log On/Off from the ACD/UCD group. A lit LED may indicate that the station is logged-on.

NOTE 2: With Elite ACD Plus, these procedures are done using softkey functions. Refer to your Elite ACD Plus User Guide for more details.

BREAK MODE

SET

- Press **Speaker**.
- Dial **40**.
- Press **Speaker**.

CANCEL

- Press **Speaker**.
- Dial **42**.
- Press **Speaker**.

NOTE 1: Break Mode is only available while an agent is logged-on.

NOTE 2: A Break key may be assigned in system programming to set/cancel Break Mode. A lit LED indicates that the station is in Break Mode.

ANSWERING A CALL USING A HEADSET

- Press **Headset** to answer.
- Converse.
- Press **Headset** to hang up.

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 to adjust handset or speaker volume.

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

RINGING VOLUME

- Press **Speaker**.
- Dial **60**.
- Dial Ringing Volume code **1**.
- Press **▼** or **▲** to set level.
- Press **Speaker**.

Programming

RESETTING FEATURE LED

- Press **Feature**.
- Dial **99**.
- Press **Feature**.

NOTE: Resetting the Feature LED will cancel Call Forward All Calls, Do Not Disturb and Callback Request settings.

STATION SPEED DIAL – DIAL ACCESS

- Press **Feature**.
- Press **Redial**.
- Dial Speed Dial Memory location **80~99**.
- Dial trunk access code i.e. **9** (if necessary).
- Dial telephone number to be stored (*24 digits maximum*).
- Press **Hold** (if entering name) and dial name of party (*13 letters maximum*).
- Press **Feature**.

*NOTE 1: Press **Redial** to insert a pause or **Recall** to store a bookflash.*

*NOTE 2: Refer to **Character Entry Codes** or use the dial pad on the telephone when entering the name of party.*

FEATURE ACCESS KEYS

STATION SPEED DIAL (OUTSIDE NUMBERS)

- Press **Feature**.
- Press **Redial**.
- Press **Feature Access** key to be programmed.
- Dial **0**.
- Dial trunk access code i.e. **9** (if necessary).
- Dial telephone number to be stored (*16 digits maximum*).
- Press **Feature**.

*NOTE 1: Press **Redial** to insert a pause and **Recall** to insert a bookflash.*

NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for DSS.

ONE TOUCH KEYS

STATION SPEED DIAL (OUTSIDE NUMBERS)

- Press **Feature**.
- Press **Redial**.
- Press **One Touch** key to be programmed.
- Dial **0**.
- Dial trunk access code i.e. **9** (if necessary).
- Dial telephone number to be stored (*16 digits maximum*).
- Press **Feature**.

*NOTE 1: Press **Redial** to insert a pause and **Recall** to insert a bookflash.*

NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for DSS.

DSS/BLF (STATIONS) AND FEATURE ACCESS

- Press **Feature**.
- Press **Redial**.
- 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 **Feature**.

DSS/BLF (STATIONS) AND FEATURE ACCESS

- Press **Feature**.
- Press **Redial**.
- 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 **Feature**.

Quick Entry Guide

FOR PROGRAMMING FEATURE ACCESS KEYS AND ONE TOUCH KEYS

FEATURE	PRESS
Microphone On/Off	# ▶ 1 ▶ Feature
Call Forward All Set	# ▶ 60 ▶ Dial Destination ▶ Answer ▶ Feature ▶ Feature
Do Not Disturb - Set	# ▶ 60 ▶ Answer ▶ Feature ▶ Feature
Call Forward All/DND - Cancel	# ▶ 69 ▶ Answer ▶ Feature ▶ Feature
Save & Repeat - Set	# ▶ 9 ▶ Feature
Store & Repeat - Set	# ▶ 7 ▶ Feature
Whisper Page	# ▶ 65 ▶ Feature
Quick Transfer to Voice Mail	# ▶ 86 ▶ Feature
Background Music	# ▶ 26 ▶ Feature
Voice Over Originate	# ▶ Answer ▶ Feature ▶ 6 ▶ Feature
Call Forward Busy/No Answer - Set	1 ▶ 43 ▶ Dial Destination ▶ Answer ▶ Speaker ▶ Feature
Internal Paging All Zone	1 ▶ 51 ▶ Feature
Internal Paging Meet-Me	1 ▶ 5* ▶ Feature
External Paging All Zone	1 ▶ 55 ▶ Feature
External Paging Meet-Me	1 ▶ 5# ▶ Feature
Call Pickup All Calls	1 ▶ 68 ▶ Feature
Call Pickup Direct	1 ▶ 67 ▶ Feature

NOTE 1: When pressed, the **Answer** key will not appear in the display. This is normal operation.

NOTE 2: Other features may be programmed in addition to those listed above. Refer to the *EliteMail User Guide* for features related to Voice Mail.

CHARACTER ENTRY

To add a name to each speed dial entry, use the Character Entry Code table OR press the dial pad number corresponding to the alpha character desired. (Six characters maximum)

i.e. 2=A,B,C,a,b,c, or 2 3=D,E,F,d,e,f, or 3 4=G,H,I,g,h,i, or 4

For the name BOB Press: 2-2-6-6-6-2-2.

CHARACTER ENTRY CODES

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
Blank	032	@	064	\	096
!	033	A	065	a	097
	034	B	066	b	098
#	035	C	067	c	099
\$	036	D	068	d	100
%	037	E	069	e	101
&	038	F	070	f	102
'	039	G	071	g	103
(040	H	072	h	104
)	041	I	073	i	105
*	042	J	074	j	106
+	043	K	075	k	107
,	044	L	076	l	108
-	045	M	077	m	109
-	046	N	078	n	110
/	047	O	079	o	111
0	048	P	080	p	112
1	049	Q	081	q	113
2	050	R	082	r	114
3	051	S	083	s	115
4	052	T	084	t	116
5	053	U	085	u	117
6	054	V	086	v	118
7	055	W	087	w	119
8	056	X	088	x	120
9	057	Y	089	y	121
:	058	Z	090	z	122
;	059	[091	{	123
<	060	¥	092		124
=	061]	093	}	125
>	062	^	094	→	126
?	063	_	095		127

SPEED DIAL NAME INPUT

With software S4000 or higher, characters must be entered using the dial pad instead of the Character Entry Codes.

PRESS	1	2	3	4	5	6	7	8	9	0	*	#
1 ST	1	A	D	G	J	M	P	T	W	0	*	Set
2 ND	@	B	E	H	K	N	Q	U	X	!	+	Space
3 RD	[C	F	I	L	O	R	V	Y	"	,	To Set
4 TH	¥	a	d	g	j	m	S	t	z	#	-	
5 TH]	b	e	h	k	n	p	u	w	\$.	
6 TH	^	c	f	i	l	o	q	v	x	%	/	
7 TH	_	2	3	4	5	6	r	8	y	&	:	
8 TH	'	To A	To D	To G	To J	To M	s	To T	z	'	;	
9 TH	{						7		9	(<	
10 TH							To P		To W)	=	
11 TH	}								To 0		>	
12 TH	➤										?	
13 TH	➤										To *	
14 TH	To 1											
Conf	Clear And 1 Character Back From The Cursor.											

Quick Reference Guide

OUTSIDE CALLING	
Outside Call	Dial 9 ▶ Dial Telephone Number
Last CO/PBX Number Redial	Redial ▶ Dial *
Speed Dial	Redial ▶ Dial 00~99
Save/Store & Repeat - Access	Redial ▶ Dial #
Trunk Queue	Receive Trunk Busy Indication ▶ Dial 78
Automatic Redial	Receive Busy ▶ Speaker ▶ Replace Handset ▶ Feature ▶ Redial
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 *
Voice Over Originate	Reach Busy Station ▶ Dial 6
Quick Transfer to Voice Mail	Dial station number or DSS key ▶ Dial 7
WITH A CALL IN PROGRESS	
Hold	Hold
Exclusive Hold	Feature ▶ Hold
Transfer	Transfer ▶ Dial Station Number
Quick Transfer to Voice Mail	Transfer ▶ Dial station number or DSS key ▶ Dial 7
Conference	Conf ▶ Place 2nd Call ▶ Conf
Call Park System	SET: Transfer ▶ Dial 4 * ▶ Dial 0~9 RETRIEVE: Dial 4 # ▶ Dial 0~9
Save & Repeat - Save	Feature ▶ Dial 9
Store & Repeat - Store	Feature ▶ Dial 7 ▶ Dial Number to Store ▶ Feature
Whisper Page	Receive Voice Over ▶ Feature ▶ Dial 65
FROM THE INTERCOM	
Internal Paging	Dial 51~54 ▶ Page
External Paging	Dial 55~59 ▶ Page
Call Pickup All Calls	Dial 68
Call Pickup Direct	Dial 67 ▶ Dial Station Number
FROM AN IDLE TELEPHONE	
Microphone Control	Feature ▶ Dial 1
Call Forward All/DND	SET: Feature ▶ Dial 60 ▶ Dial Destination (CF/A only) ▶ Feature CANCEL: Feature ▶ Dial 69 ▶ Feature
Call Forward Busy/No Answer	SET: Speaker ▶ Dial 43 ▶ Dial Destination ▶ Speaker CANCEL: Speaker ▶ Dial 44 ▶ Speaker
FNC LED Reset	Feature ▶ Dial 99 ▶ Feature

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