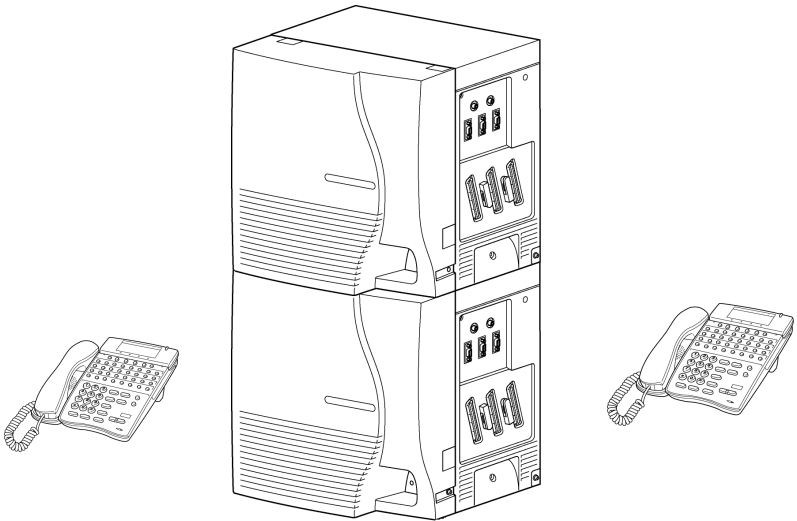


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NEC

Electra **Elite**[®] IPK



Attendant User Guide

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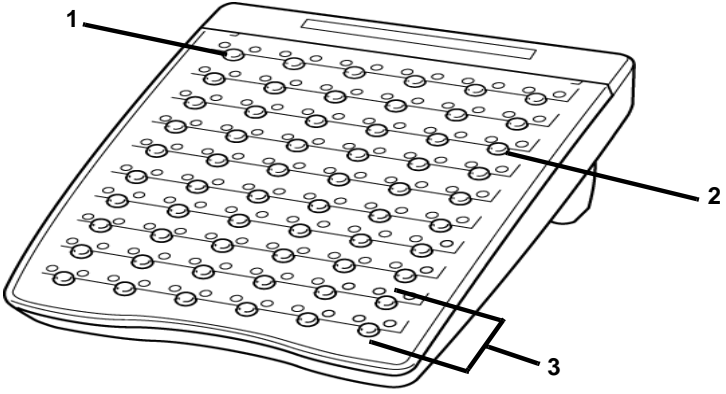
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ELITE IPK TELEPHONES



IPK DCR Console with DSS/BLF

Legend:

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

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, or as additional central office lines (CO Add-On Console).
- 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, Ringing Line Preference is assigned, a Call Appearance and Call Arrival key is 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.
- The telephone display provides useful call processing information such as trunk access, recall indication, feature confirmation, etc.

DSS/BLF LEDs		ADD-ON CONSOLE LEDs	
Telephone Status	DSS/BLF Status	CO Line Status	LED Indication
Attendant Message	Steady Green	Idle	Unlit
Idle	Unlit	Incoming Call	Rapid Flashing Red
In-Use	Steady Red	In-Use (by Attendant)	Steady Green
Hold	Steady Red	Other-Use	Steady Red
FWD All (DND)	Flashing Red	Held Call	
		<ul style="list-style-type: none"> • Your Telephone • Other Telephone 	<p>Slow Flashing Green</p> <p>Slow Flashing Red</p>

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 **DSS/BLF** key for the desired station (call is placed on Non-Exclusive Hold.)
2. Voice announce after the tone burst.

OR

Wait for the ringing call to be answered.

Press **Transfer** on the Attendant Add-on Console.

Replace the handset.

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. After answering the recall, pressing **Feature 86** will transfer the call to the personal voice mailbox of the station number dialed.

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 **7** 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

Set/Cancel Using Console

With a call in progress:

1. Press the **NT** key.

Set/Cancel Using Access Code

With a call in progress:

1. Press the **Feature** key.
2. Dial Night Transfer code **80**.
3. Press the **Feature** key again.

Note: When programmed for Automatic Day/Night Transfer, the system will enter/exit night 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 **Feature** key.
5. Press the **Transfer** key.
6. Replace the handset.

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

AUTOMATIC TRUNK TO TRUNK TRANSFER

Program/Modify/Eraser Forward Assignment

1. Press the **Feature** key.
2. Dial Automatic Trunk Transfer code **63**.
3. Dial the incoming trunk number to be forwarded:
 - Individual trunks **01 ~ 64**
or
 - All trunks **00**.
4. Dial **#**.
5. Dial the outgoing telephone number where calls are to be directed.
6. Press the **Feature** key.

Set/Cancel

1. Press the **Feature** key.
2. Dial Automatic Trunk Transfer code:
 - Set **61**
 - Cancel **62**
3. Dial the incoming trunk number to be set/cancelled:
4. Individual trunks **01 ~ 64**
5. All trunks **00**
6. Press the **Feature** key again.

Note: Once set, incoming calls to the selected CO/PBX line(s) will automatically be routed to the programmed telephone number.

MESSAGE WAITING OR STATION OUTGOING LOCKOUT

To set/cancel a message waiting or station outgoing lockout:

1. Press the **MSG/Station Lockout** key.
2. Press the desired **DSS/BLF** key.

Note 1: An Attendant Add-On Console can be assigned with Message Waiting **OR** Station Outgoing Lockout capability.

Note 2: A green LED at the associated DSS/BLF key indicates that a message or Station Outgoing Lockout has been set.

STATION OUTGOING LOCKOUT

To cancel Station Outgoing Lockout and default the password on a per station basis:

1. Press the **Speaker** key.
2. Dial Attendant Reset Password access code _____.
3. Dial the Station number to be canceled.
4. Press the **Speaker** key again.

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 the page:

1. Lift the handset.
2. Dial the Paging code:

Internal

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

External

- All internal and external **59**
- All Zones **55**
- Zone A **56**
- Zone B **57**
- Zone C **58**

3. Page.
4. Wait for the Meet-Me Answer or replace the handset.

SET RELOCATION MODE

Set/Cancel using the Access Code:

1. Press the **Feature** key.
2. Dial Set Relocation Mode code **84**.

DIRECT INWARD SYSTEM ACCESS (DISA)

Setting Passwords

Setting DISA Passwords

1. Lift the handset.
2. Dial the DISA Password set access code ____.
3. Dial the DISA ID code of the station to be set ____.
4. Dial current DISA Password ____.
Default is **0000000000** (10 zeros).
5. Replace the handset.

Resetting DISA Passwords

1. Lift the handset.
2. Dial the DISA Password reset access code ____.
3. Dial DISA ID code of station to be reset ____.
4. Replace the handset.

Note 1: The 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 DISA passwords be 10 digits and changed frequently to prevent unauthorized use.

Note 3: Resetting DISA Passwords will return them to the default value of **0000000000** (10 zeros).

Confirming DISA Passwords

To confirm the DISA password:

1. Lift the handset.
2. Dial the DISA Password confirmation access code ____.
3. Dial the DISA ID code of the station to be confirmed ____.
4. Confirm the password.
5. Replace the handset.

DISA Set/Cancel

To set or cancel DISA:

1. Press the **Feature** key.
2. Dial the DISA code:
 - Set **81**
 - Cancel **82**
3. Dial the trunk number to be set/canceled from DISA:
 - Individual trunks **01 ~ 64**
 - All trunks **00**
4. Press the **Feature** key again.

AUTOMATED ATTENDANT

Recording Messages

1. Lift the handset.
2. Dial the VRS Voice Message access code ____.
3. Dial **1**.
4. Dial **1** again.
5. Dial the Automated Attendant message number **1 ~ 8**.
6. Dial operation:
 - Record day mode **1**
 - Record night mode **2**
 - Record weekend mode **3**
7. Record a message via the handset.
8. Replace the handset.

Verify/Delete Messages

1. Lift the handset.
2. Dial the VRS Voice Message access code ____.
3. Dial operation:
 - Verify message **2**
 - Delete message **3**
4. Dial **1**.
5. Dial the Automated Attendant message number **1 ~ 8**.
6. Dial operation:
 - Verify/delete day mode **1**
 - Verify/delete night mode **2**
 - Verify/delete weekend mode **3**
7. Verify/delete the message.
8. Replace the handset.

Automated Attendant Set/Cancel

To set or cancel the Automated Attendant:

1. Press the **Feature** key.
2. Dial VRS Voice Message access code:
 - Set **81**
 - Cancel **82**

3. Dial the trunk number to be set/canceled for the Automated Attendant:
 - Individual trunks **01 ~ 64**
 - All trunks **00**
4. Press the **Feature** key again.

RECORDING VOICE PROMPTS

Set

1. Lift the handset.
2. Dial the VRS Voice Message access code ____.
3. Dial **1**.
4. Dial **2**.
5. Dial operation:
 - Dial tone message **1**
 - Call waiting tone **2**
6. Record a message via the handset.
7. Replace the handset.
8. Verify/delete the message.

Verify/Delete

1. Lift the handset.
2. Dial the VRS Voice Message access code ____
3. Dial operation:
 - Verify message **2**
 - Delete message **3**
4. Dial **2**.
5. Dial operation:
 - Dial tone message **1**
 - Call waiting message **2**
6. Replace the handset.

PROGRAMMING SYSTEM SPEED DIAL

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Dial the System Speed Dial Memory location **00 ~ 79**.
4. Dial the trunk access code, i. e. **9**.
5. Dial the telephone number to be stored (24 digits maximum).

6. Press the Hold key (if entering name) and dial the name of the party (13 characters maximum).
7. Press the **Feature** key again.

Note 1: Press the **Redial** key to insert a pause or the **Recall** key to store a hookflash.

Note 2: Refer to the **Character Entry Codes** when entering the name of the party.

PROGRAMMABLE FORCED (VERIFIED) ACCOUNT/ AUTHORIZATION CODE

To program a forced account or authorization code:

1. Lift the handset.
2. Dial the Forced Account Programming access code _____. Hear the second dial tone.
3. Dial the Forced Account Number (**001 ~ 500**).
4. Dial the Forced Account Code _____. Hear the Confirmation tone.
5. Press the Transfer key.
6. The next Forced Account Number (**001 ~ 500**) is displayed. Dial additional Forced Account Codes as desired.
7. Replace the handset.

Note 1: A maximum of 500 Account Codes may be entered. Each Forced Account Code must be assigned a number (**001 ~ 500**).

Note 2: The length of the Forced Account Code can be up to 13 digits as assigned in system programming. The default is 10 digits.

CLOCK/CALENDAR SETTING

To set the clock or calendar:

1. Press the **Feature** key.
2. Dial **9#**.
3. Enter the hour and minute via the dial pad.
4. Press the Recall key to change the AM/PM setting.
5. Press the Hold key to change to the calendar setting.

OR

Press the **Feature** key to exit this feature.

6. Press the **Recall** key to select the day of the week.
7. Dial **#** to move the cursor to the day of the month field.
8. Enter the day of the month via the dial pad.
9. Press the **Recall** key to select the month.
10. Dial **#** to move the cursor to the year field.
11. Enter the last two digits of the year via the dial pad.
12. Press the **Feature** key.

CONFERENCE BRIDGE SETUP

Before using the multiline conference bridge feature, passwords must be assigned. It should be noted that the supervisor should perform these procedures.

Setting Supervisor Password

To set a supervisor Password:

1. Call a Conference Bridge extension.
2. When the Conference Bridge extension answers, dial the default Supervisor Password (**0000#**).
3. Follow the voice prompt and enter the setting verification mode. Then enter the setting change mode.
4. Follow the voice prompt to change the Supervisor Password (4 ~ 8 digits).

Setting Conference 1 and/or Conference 2 Passwords

To set a conference password:

1. Set the Supervisor Password, if necessary.
2. Call a Conference Bridge extension.
3. When the Conference Bridge extension answers, dial the Supervisor Password and **#**.
4. Skip the steps by pressing * until the conference Setup mode is available for conference 1 or conference 2.
5. Follow the voice prompt and set the conference 1 or the conference 2 password (4 ~ 8 digits).

Record Customized Greeting

To recording your greeting:

1. Set the Supervisor Password, if necessary.
2. Call a Conference Bridge extension.
3. When the Conference Bridge extension answers, dial the Supervisor Password and **#**.

4. Press * to skip the setting verification mode.
5. Press # to change the system settings.
6. Skip the steps until the Customized Greeting option is played.
7. Follow the voice prompt and record a new Customized Greeting.

SYSTEM SPEED DIAL DIRECTORY

00		18	
01		19	
02		20	
03		21	
04		22	
05		23	
06		24	
07		25	
08		26	
09		27	
10		28	
11		29	
12		30	
13		31	
14		32	
15		33	
16		34	
17		35	

SYSTEM SPEED DIAL DIRECTORY (continued)

36		56	
37		57	
38		58	
39		59	
40		60	
41		61	
42		62	
43		63	
44		64	
45		65	
46		66	
47		67	
48		68	
49		69	
50		70	
51		71	
52		72	
53		73	
54		74	
55		75	

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, D, 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	/	047	>	062
!	033	0	048	?	063
	034	1	049	@	064
#	035	2	050	A	065
\$	036	3	051	B	066
%	037	4	052	C	067
&	038	5	053	D	068
'	039	6	054	E	069
(040	7	055	F	070
)	041	8	056	G	071
*	042	9	057	H	072
+	043	:	058	I	073
,	044	;	059	J	074
-	045	<	060	K	075
-	046	=	061	L	076

Character	Code	Character	Code	Character	Code
M	077	^	094	o	111
N	078	_	095	p	112
O	079	\	096	q	113
P	080	a	097	r	114
Q	081	b	098	s	115
R	082	c	099	t	116
S	083	d	100	u	117
T	084	e	101	v	118
U	085	f	102	w	119
V	086	g	103	x	120
W	087	h	104	y	121
X	088	i	105	z	122
Y	089	j	106	{	123
Z	090	k	107		124
[091	l	108	}	125
¥	092	m	109	→	126
]	093	n	110		127

NOTES

NOTES

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