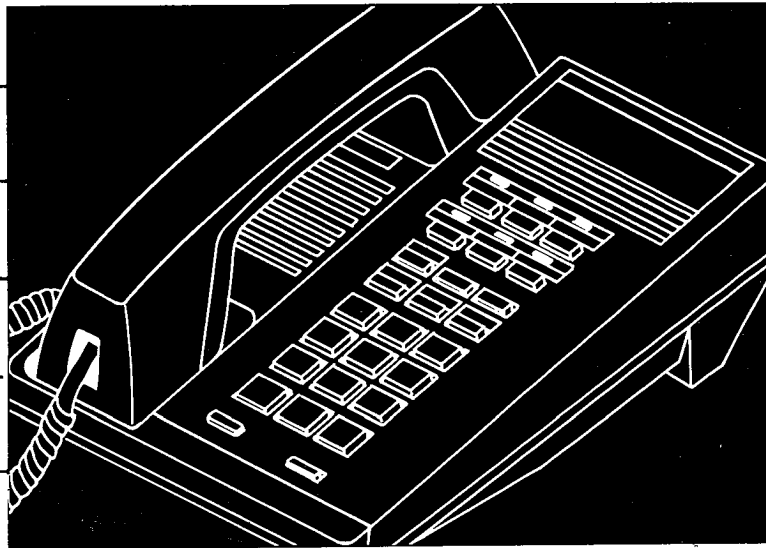
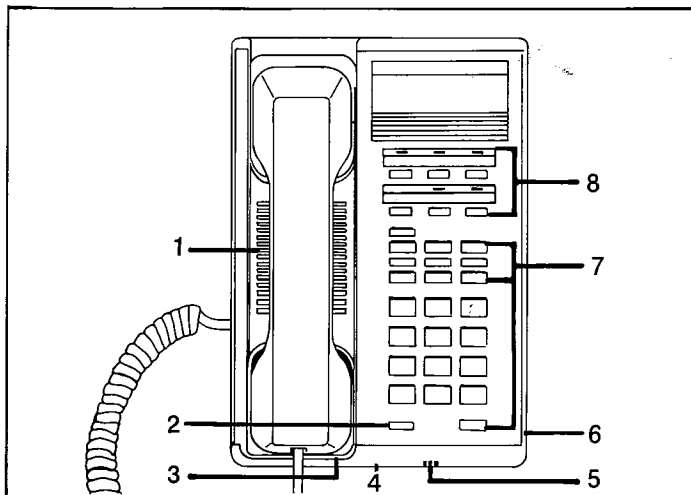


ELECTRA[®]

MARK II

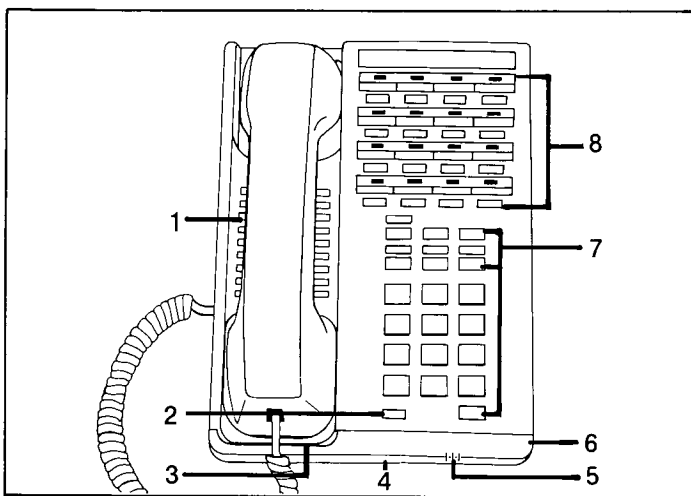


6-LINE/16-LINE USER GUIDE



6-LINE TELEPHONE

- 1-SPEAKER
- 2-MESSAGE WAITING LAMP
- 3-SPEAKER CONTROL
- 4-DIRECTORY TRAY
- 5-MIC
- 6-RINGER VOLUME CONTROL
- 7-DEDICATED FEATURE BUTTONS
- 8-LINE KEYS



16-LINE TELEPHONE

- 1-SPEAKER
- 2-MESSAGE WAITING LAMP
- 3-SPEAKER CONTROL
- 4-DIRECTORY TRAY
- 5-MIC
- 6-RINGER VOLUME CONTROL
- 7-DEDICATED FEATURE BUTTONS
- 8-LINE KEYS

FEATURES	ACCESS CODES	FEATURES	ACCESS CODES
Account Code	# #	Call Pick-Up Directed	6#XXX
All Call	550	Call Pick-Up Group	6*
Attendant Call	0	External Page Zone 1	561
Automatic Callback	*1	External Page Zone 2	562
Background Music-Set	49 + 1 or 2	External Page Zone 3	563
Background Music-Cancel	49	External Page All Zones	564
Callback Message-Set	#	External Page Meet Me	566
Call Forward All Calls (set)	41XXX	Internal Page Zone 1	551
Call Forward All Calls (cancel)	41*	Internal Page Zone 2	552
Call Forward Busy/No Answer (set)	42XXX	Internal Page Zone 3	553
Call Forward Busy/No Answer (cancel)	42*	Internal Page All Zones	554
Call Forward All Calls Destination (set)	47XXX YYY	Internal Page/All Call Meet Me	556
Call Forward All Calls Destination (cancel)	47XXX *	Last Number Redial	*
Call Forward Busy/No Answer Destination (set)	48XXX YYY	Night Call Pick-Up	60
Call Forward Busy/No Answer Destination (cancel)	48XXX *	Station Lockout Set/Cancel	60 +
Call Park Access	4* (0-9)	Station Speed Dial Access	Special Code
		System Speed Dial Access	# (00-19)
		Tone Override	# (20-99)
		Trunk Access	*0
		Trunk Queue	9,8,70 - 75
			*1
		YYY = Extension Number	

NOTES: 1. All user operations assume prime line pickup is assigned the telephones primary extension.
 2. All access codes used assume standard access codes have been maintained.

PLACING AN OUTSIDE CALL

- Lift handset
- Dial Trunk Access code _____

OR

- Depress **idle outside line** key

THEN

- Dial the desired telephone number
- OR** ■ Dial Station Speed Dial, # (00-19)
- OR** ■ Dial System Speed Dial, # (20-99)
- OR** ■ Depress * button for Last Number Redial

ANSWERING AN OUTSIDE CALL

Receive incoming ringing call

- Lift handset
- Depress flashing **ANS** button*

OR

- Depress flashing line key*

*When ringing line preference is assigned, this step is not needed.

MONITORING A CALL

Establish handset connection as outlined above

- Depress **SPKR** button, LED lights
- Replace handset (adjust speaker volume if needed)
- Lift handset to resume conversation

PLACING AN INTERNAL CALL

- Lift handset
- Dial desired station number or "0" for the Attendant
- Voice announce after hearing tone burst or hear ringback
- Dial 1 to change voice announce to ringing call

ANSWERING AN INTERNAL CALL

Receive ringing or voice announce call

- Lift handset
- Depress flashing **ANS** button or extension button*

OR

- Receive voice page call
- Ensure MIC button LED is lit
- Respond handsfree

*When ringing line preference is assigned, this step is not required.

HOLDING CALLS

Ask party to hold

- Depress **HOLD** button, held line key flashes.

OR

- Depress **HOLD** button twice, held line key flashes at your telephone but is busy (lit steadily) at other telephones where it appears. Only your telephone can retrieve this call.

RETRIEVING HELD CALLS

- Lift handset
- Depress flashing held line key, converse

NOTE: Unretrieved held calls (both normally held and exclusively held) will recall after a preset time interval. A distinct tone and rapidly fluttering LED indicate this recall.

TRANSFERRING CALLS

With call in progress:

- Depress **TRF** button, receive feature dial tone
- Original party is automatically held
- Dial the desired station number
- When party answers, announce transfer

OR

- Depress **TRF** button and restore handset for unannounced transfer or camp-on

ANSWERING A CAMP-ON

With call in progress:

- Receive camp-on tone on handset
- Depress flashing **ANS** button
- First call is automatically held and camp-on is answered
- By depressing **ANS** button you can alternate between both parties
- To release one party, depress **RECALL** button while connected. Then depress **ANS** button to return to other party.

TRUNK QUEUE

TO SET:

After attempting to seize a CO/PBX line via dial access from an extension line and receiving busy tone,

- Dial Trunk Queue Access Code *1, receive confirmation tone
- Restore handset

TRUNK QUEUE RECALL

Recall tone will occur when a trunk and the station which set the queue are idle:

- Lift handset
- Depress flashing **ANS** button or **EXT** line key, receive dial tone
- Dial desired number

- NOTES: 1. A Trunk Queue will be automatically cancelled if the recall to the extension is not answered within a pre-programmed time interval.
2. A Trunk Queue will be cancelled by any attempt to access a CO/PBX line via dial access from any extension, by the station which set the Trunk Queue.
3. Trunk Queuing cannot be accessed by a station that is assigned LCR. If this is attempted, re-order tone will be heard.
4. Recall will not occur until the station that set the queue and its primary extension are idle.
5. Internal calls do not affect Trunk Queue.

STEP CALL

After receiving busy tone when calling a station or Call Park location:

- Dial last digit of next station number desired within the same 1's group (i.e., station 200 is busy, then dial 1-9 to call station 201-209)

CALL PARK

TO SET:

With call in progress:

- Depress **TRF** button, receive feature dial tone
- Call is placed on Consultation Hold
- Dial Call Park Access Code, 4*
- Dial Call Park Location Number (0-9), receive confirmation tone

OR

If the Call Park Location Number dialed is Busy (Busy Tone Received):

- Use step call to advance to an idle call park location, receive confirmation tone

- NOTES: 1. Conference calls on more than one Line Key cannot be parked.
2. A four (4) party conference cannot be parked.

TO RETRIEVE:

- Lift handset, receive dial tone
- Dial Call Park Access Code, 4*
- Dial Call Park Location Number (0-9) of the call to be retrieved; converse

NOTE: Any call left in Call Park for longer than a pre-programmed interval will recall on the primary extension of the station which parked the call. This recall can be picked up by other stations in the system via Directed Call Pick-up.

ESTABLISHING A BROKERS CALL

With a call in progress:

- Depress **TRF** button, receive feature dial tone
- Call the second party

OR

- Depress **another extension** or **outside line** key and call the second party

THEN

- By depressing **ANS** button you can alternate between both parties
- To release one party, depress **RECALL** button while connected. Then depress **ANS** button to return to other party.

NOTE: A conference can be established at any time during brokers call by depressing **CNF** key.

ESTABLISHING A CONFERENCE

With a call in progress:

- Depress **CNF** button, receive feature dial tone
- Call the second party

OR

- Depress **another extension** or **outside line** key and call the second party

THEN

- When party answers, announce conference
- Depress **CNF** button. Three party conference is established
- Repeat procedure to add fourth party

NOTE: No more than 2 parties can be outside lines.

CALL FORWARDING

TO ANOTHER EXTENSION

TO SET:

- Depress **SPKR** button, receive dial tone
- Dial Call Forward Access Code (41 for Forward All Calls or 42 for Forward Busy/No Answer)
- Dial the extension number you want your calls forwarded to
- Receive confirmation tone

TO CANCEL

- Depress **SPKR** button, receive dial tone
- Dial call Forward Access Code (41 or 42)
- Dial *
- Receive confirmation tone
- Depress **SPKR** button

FROM ANOTHER EXTENSION

TO SET:

- Depress **SPKR** button, receive dial tone
- Dial Call Forward Access Code (47 for Forward All Calls or 48 for Forward Busy/No Answer)
- Dial the extension number whose calls you want forwarded to you
- Dial your extension number
- Receive confirmation tone

TO CANCEL

- Depress **SPKR** button, receive dial tone
- Dial Call Forward Access Code (47 For Forward All Calls or 48 for Forward Busy/No Answer)
- Dial the extension number whose calls are forwarded to you
- Dial *
- Receive confirmation tone

CALL PICK-UP GROUP/DIRECTED

GROUP

When hearing incoming ring within pick-up group:

- Lift handset, receive dial tone
- Dial Group Pick-up Access Code, 6*
- The incoming ringing call is picked up

DIRECTED

When hearing incoming ring or voice announce:

- Lift handset, receive dial tone
- Dial Directed Call Pick-up Access Code, 6#
- Dial extension number of telephone receiving ringing or voice announce call

PHONE TONE OVERRIDE

TO SET:

After calling another extension and receiving call waiting tone:

- Dial *0 to provide tone override
- Wait for called extension to become idle or to answer

TO ANSWER:

With a call in progress, and receiving a tone override:

- Depress flashing **ANS** button and converse with second party
- By depressing **ANS** button you can alternate between original and second party
- To release one party, depress the **RECALL** button while connected. Then depress the **ANS** button to return to the other party

CALLBACK MESSAGE

TO SET:

After calling a display terminal and receiving no answer, call waiting tone, or busy tone:

- Dial # to leave a message indication on the telephone display
- Successful attempts to leave callback messages receive confirmation tone. Denied attempts receive an error tone burst
- Restore handset

AUTOMATIC CALLBACK

TO SET:

After calling another extension and receiving call waiting tone or busy tone:

- Dial *1
- Successful attempts to set automatic callback receive confirmation tone. Denied attempts receive an error tone burst
- Restore handset

WHEN BOTH TERMINALS ARE IDLE

Originating extension rings

- Depress **ANS** button*
- Lift handset, call is placed automatically
- Call to other station occurs automatically

*When ringing line preference is assigned, this step is not necessary.

BACKGROUND MUSIC

TO SET:

- Depress **SPKR** button, receive dial tone
- Dial BGM access code 49
- Dial desired channel number (1 or 2)
- Depress **SPKR** button, BGM is heard

TO CANCEL:

- Depress **SPKR** button, receive dial tone
- Dial BGM Access Code, 49
- Depress **SPKR** button, BGM is cancelled.

STATION LOCKOUT

TO SET/CANCEL LOCKOUT:

- Depress **SPKR** button
- Dial Access Code for Lockout, 61
- Dial Personal Lockout Code, receive confirmation tone
- Depress **SPKR** button

TO CHANGE PERSONAL LOCKOUT CODE:

- Depress **SPKR** button, receive dial tone
- Dial Access Code for Lockout Code change, 59
- Dial current Personal Lockout Code (Default = 0000000000)
- Dial *
- Dial desired Personal Lockout Code (up to 10 digits)
- Dial *, receive confirmation tone
- Depress **SPKR** button

VOICE MAIL

- Lift handset, receive dial tone
- Dial Voice Mail Number
- Follow voice mail equipment instructions.

MESSAGE WAITING

Two types of message waiting are possible: MW LED Flashes—voice mail message
MW LED Steady—attendant message waiting (from DSS/BLF)

- Call the source of the message waiting indication. Attendant set messages will be cleared by the attendant. Voice mail message waiting will be cleared when the voice mail messages are received.

NIGHT CALL PICK-UP

With system in night mode and hearing incoming ring for outside call:

- Lift handset, receive dial tone
- Dial Night Call pick-up access code, 60

PAGING

TO PAGE

- Lift handset, receive dial tone
- Dial desired internal paging zone
551—Zone 1, 552—Zone 2, 553—Zone 3, 554—All Zones, 550—All Call

TO ANSWER

- Lift handset, receive dial tone
- Dial Meet-me Answer Code, 556

OR

- Dial desired external paging zone 561—Zone 1
562—Zone 2, 563—Zone 3, 564—All Zones

SAVE AND REPEAT

TO SAVE

After originating an outside call:

- Depress line key assigned as **Save & Repeat** button, LED lights

TO REPEAT

- Lift handset
- Depress lit **Save & Repeat** button, LED goes off
- Number saved is dialed again
- This number is no longer saved unless you depress **Save & Repeat** button again

DO NOT DISTURB

TO SET/CANCEL:

- Depress line key assigned as **DND** button, LED lights, DND is set
- Repeat above procedure to cancel

ACCOUNT CODE ENTRY

While on an outside call:

- Depress **TRF** button, receive feature dial tone
- Dial # #
- Dial Account Code.
- If not automatically reconnected to outside party, depress **ANS** button

TELEPHONE ASSIGNMENTS

With telephone idle:

- Depress **CNF** button, LED flashes
- 1st line key LED off – no off-hook ringing
 LED on – off-hook ringing
- 2nd line key LED off – voice announce provided
 LED on – tone ringing provided
- 3rd line key LED off – ringing tone #1
 LED on – ringing tone #2
- After assignments are set, depress **CNF** button, LED goes off

TO PROGRAM STATION SPEED DIAL

With telephone idle:

- Depress **CNF** button, LED flashes
- Dial speed dial buffer number (00-19)
- Dial trunk access code _____
- Dial desired telephone number (use **TRF** button to insert pauses)
- Depress **CNF** button, LED goes off

