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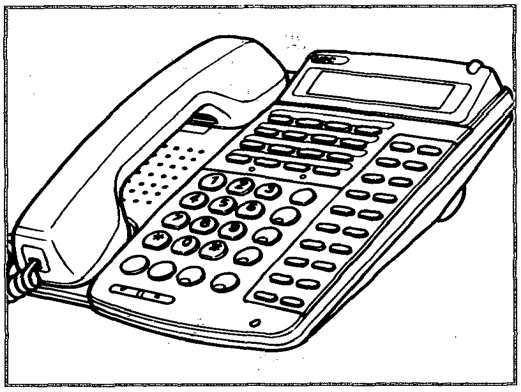
Electra™ PROFESSIONAL

Attendant User Guide



NEC

LEVEL I

GENERAL INFORMATION

The following should be considered when reviewing this user guide:

- This document provides instructions for functions most frequently performed by the attendant. Refer to the Multiline Telephone User Guide for additional information on telephone operation.
- All operational instructions assume Prime Line Pickup is assigned to internal dial tone, Ringing Line Preference is assigned 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 LED INDICATIONS

TELEPHONE STATUS	DSS/BLF STATUS
Idle	Unlit
In-Use	Steady Red
FWD All / DND	Flashing Red
Special Mode - FNC Activity (*i.e.* programming, feature access)	Slow Flashing Red

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PLACING INTERNAL CALLS

- Lift handset
- Dial station number

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

TRANSFERRING CALLS

USING MANUAL DIAL

With a call in progress:

- Press **TRF**
- Dial station number
- Wait for answer
- Press **TRF**
- Replace handset

USING DIRECT STATION SELECTION (DSS)

With a call in progress:

- Press programmed DSS
- Wait for answer
- Press **TRF**
- Replace handset

NOTE 1: *When transferring CO/PBX calls, it is not necessary to wait for the called party to answer.*

NOTE 2: *If the called station is busy, press **TRF** and replace handset to initiate a camp-on. An unanswered camp-on or ring transferred call will recall after a preprogrammed time interval.*

NOTE 3: *To return to the original party, press flashing **Line Key**.*

NOTE 4: *A **Feature Access Key** or **One Touch Key** may be assigned for **DSS**.*

USING INTERNAL LINE

With a CO call in progress:

- Press **HOLD**
- Dial station number

OR Press programmed **DSS**

- Announce call indicating which **Line Key** is being transferred
- Replace handset

NOTE 1: *Multiline telephone users can pick up a held **Line Key** at their convenience.*

NOTE 2: *This operation is not applicable when transferring to a Single Line Telephone or to a multiline telephone that does not have an appearance of the outside line being transferred.*

NIGHT TRANSFER

SET/CANCEL USING PROGRAMMABLE KEY

▷ Press programmed
Feature Access Key
or **One Touch Key**

SET/CANCEL USING ACCESS CODE

▷ Press **FNC**
▷ Dial Night Transfer code **80**
▷ Press **FNC**

NOTE 1: *All display telephones will indicate "■" when in the night mode.*

PAGING

PAGING USING PROGRAMMABLE KEY

▷ Lift handset
▷ Press programmed **Feature Access Key** or **One Touch Key**
▷ Page
▷ Wait for Meet-Me Answer or replace handset

PAGING VIA ACCESS CODE

▷ Lift handset
▷ Dial Paging code:

Internal

- ▷ All Zones **70**
- ▷ Zone A **71**
- ▷ Zone B **72**
- ▷ Zone C **73**
- ▷ All Call **77**

OR

External

- ▷ External Paging **75**

▷ Page
▷ Wait for Meet-Me Answer or replace handset

SYSTEM-WIDE CANCEL OPERATIONS

▷ Press **FNC**
▷ Dial System-Wide Cancel code **88**
▷ Press **FNC**
(cancels Callback Request, Do Not Disturb and Call Forward)

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PROGRAMMING SYSTEM SPEED DIAL

- Press **FNC**
- Press **LNR/SPD**
- Dial System Speed Dial Memory location **20~99**
- Dial trunk access code ***i.e. 9***
- Dial telephone number to be stored (24 digits maximum)
- Press **FNC**

NOTE: *Press **LNR/SPD** to insert a pause or **RECALL** to store a hookflash.*

CLOCK/CALENDAR SETTING

- Press **FNC**
- Dial **9 #**
- Enter hour and minute via dialpad
- Press **RECALL** to change AM/PM setting
- Press **HOLD** to change to calendar setting

OR Press **FNC** to exit this feature

- Press **RECALL** to select day of week
- Dial **#** to move the cursor to day of month field
- Enter day of month via dialpad
- Press **RECALL** to select month
- Dial **#** to move the cursor to year field
- Enter last two digits of year via dialpad
- Press **FNC**

NOTE: *Dial* to move cursor to the left.*

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SYSTEM SPEED DIAL DIRECTORY

20		60	
21		61	
22		62	
23		63	
24		64	
25		65	
26		66	
27		67	
28		68	
29		69	
30		70	
31		71	
32		72	
33		73	
34		74	
35		75	
36		76	
37		77	
38		78	
39		79	
40		80	
41		81	
42		82	
43		83	
44		84	
45		85	
46		86	
47		87	
48		88	
49		89	
50		90	
51		91	
52		92	
53		93	
54		94	
55		95	
56		96	
57		97	
58		98	
59		99	

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