

# Electra Elite Simple Steps

## PLACE OUTSIDE CALLS

Lift handset *or* press **Speaker** key. Select line key *or* dial 9, dial desired number.

## PLACE INTERNAL CALLS

Lift handset *or* press **Speaker** key. Dial extension number *or* press one touch key. To select option of ring or tone burst, dial extension number followed by 1.

## ANSWER OUTSIDE CALLS

Lift handset *or* press **Speaker** after hearing ring and seeing a rapid flashing line key *or* call coverage key.

## ANSWER INSIDE CALLS

Speak toward your phone *or* lift handset after you hear short beep. If ring is heard, press **Speaker** *or* lift handset to answer.

## MICROPHONE CONTROL

Press **Feature** key and dial 1 on keypad. This feature allows you to mute calls. You will be able to listen but connected party cannot hear you.

## SPEAKERPHONE CALLS

Ensure MIC LED is on. Press **Speaker** key. Place call - you will not have to lift the handset to speak to the outside party. Press **Speaker** key to disconnect.

## GROUP LISTENING

Ensure MIC LED is off. Press **Speaker** key. Place call. Conversation is heard over speaker/handset/headset. Only handset/headset can respond.

## HOLD

**Non-Exclusive Hold:** With call in progress, press **Hold** key.

**Exclusive Hold:** With call in progress, press **Feature** key then **Hold** key.

## TRANSFER

**TO TRANSFER CALLER TO ANOTHER EXTENSION:** After answering external or internal call, do not hang up. Press **Transfer** key, dial extension number *OR* press one touch DSS key. You have the option of announcing caller. Hanging up automatically releases call from your set.

**TO TRANSFER CALLER TO OUTSIDE LINE:** With caller on line, press **Transfer** key (caller will be put on hold). Select another line and make second call. Listen for ringing or for person to pick-up. Press **Feature** key and then **Transfer** key again. Hanging up will release call to the second party. (*Two lines will be tied up while call is transpiring.*)

*If you have Call Forwarding Option on your lines:*

*With caller on line, press Recall button, (caller will be put on hold) dial desired outside number. Wait for ringing or party to answer. You may voice announce. Hang-up and call will be release and will be transferred off your company's lines.*

**IF YOU HAVE SYSTEM VOICE MAIL OPTION....**

Transfer caller directly into voice mail by pressing **Transfer** dial the extension number, "7" and then hang-up *OR* press one touch DSS key, 7 and hang-up.

To transfer mailbox 'subscriber' calling from external number into voice mail to obtain messages, etc., repeat process. Subscriber will then press 9, personal ext. number & security code. Bypass personal greetings by pressing \* anytime during the greeting.

## VOICE OVER

When calling a busy ext., dial "6". Announce Message.

**To Answer:** Receive Voice Over announcement, press **Hold** key. Converse. Press **Answer** key to alternate between parties.

**Whisper Page:** With call in progress, receive VO announcement. Press **Feature** key, dial "65", converse with VO originator without caller's knowledge. To switch off whisper page, press **Feature** key and dial "65" again.

## CONFERENCE

Place *or* answer call, press **Conf** key. Place second internal *or* external call.

Announce conference. Press **Conf** key to establish connection. You may have maximum of 2 outside *or* 3 internal parties.

*If Unsupervised Conference Feature is programmed, conf. initiator can disengage from call by pressing Conf. To rejoin call, lift handset and press the flashing Conf key.*

## PARK

Place incoming call to a waiting state (i.e. co-worker away from desk *or* on line) by placing call on Park. On a LCD Display phone, with call in progress, press Park Set

button. Watch display for pre-selected park location (0-9). Replace handset. *(For phones without button/LCD, press **Transfer** key, dial "4\*", then manually select and dial Call Park location 0-9.)* Page co-worker to pick-up call. Hang up. If call is not picked up, it will ring back to you.

To retrieve from any station, lift handset. Press Park Retrieval button. Dial Call Park location 0-9. *(For phones w/o button, dial "4#" and Call Park Location.)*

## **PAGE**

For Internal Page: Press Paging Button *OR* for All Internal Phone Sets: dial 51. For Internal Zone A: dial 52, Internal Zone B: dial 53, for Internal Zone C: dial 54.

For External Page: Press Paging button *OR* for All Internal & External Zones dial: 59, for All External Zones: dial 55, for External Zone A: dial 56, for External Zone B: dial 57, or for External Zone C: dial 58. Make announcement. Hang up.

MEET-ME ANSWER: After hearing page, lift handset, dial 5\* for Internal page or 5# for External page. Converse.

## **LAST NUMBER REDIAL**

Press Redial. Dial "\*". For privacy, lift handset or press **Speaker** key.

## **AUTOMATIC REDIAL**

After originating a busy or unanswered outside call, press **Feature** key, **Redial** key. Call is repeatedly dialed until answered or redial attempt maximum is reached.

## **AUTOMATIC CALLBACK**

When calling busy internal phone set, dial "0". Replace handset.

To Answer: When both telephones are idle, originating telephone will ring. Lift handset. Call is placed automatically.

## **CALLBACK REQUEST**

When calling busy or unanswered internal telephone, press "#". Replace handset.

To Answer: Receive display and/or Feature LED message indication. Lift handset. Press "#". Phone automatically rings to call originator.

## **CALL PICKUP**

To pickup calls ringing/voice announcements at a specific extension: Lift handset, press programmed Pickup key *OR* dial 67 and extension number of ringing set.

To pickup ringing calls at various extensions: Lift handset, press Pickup key *OR* dial one of the following codes - All Calls: "68", CO Line: "6\*", Night Call PU: "69".

## **DO NOT DISTURB**

To Set: Press **Feature** key. Dial "60". Press **Feature** Key.

To Cancel: Press **Feature** key. Dial "69". Press **Feature** key.

## **CALL FORWARD ALL**

Forward to another extension: Press **Feature** key. Dial "60", dial destination extension to forward to, press **Feature** key.

Forward to outside phone number: Press **Feature** key. Dial "60", dial 9 plus desired off-premise number to forward to, press **Feature** key.

Forward immediately to voicemail: Press **Feature** key, dial "60", "250", press **Feature**.

To Cancel: Press **Feature** key, dial "69" and press **Feature** key.

## **CUSTOMIZED MESSAGE**

Press **Feature** key on your display telephone. Dial "70". Dial "\*" to scroll thru messages. Dial # to select message. Enter return date & time if required. Use 4-digit 24 hour clock. Press **Feature** key. Internal extension's LED displays will indicate programmed message upon calling your extension.

## **BACKGROUND MUSIC**

If you have back ground music, it can be turned off or on by pressing Feature 26.

**HELPFUL HINTS** – Always follow 'prompts' in display window.

*These instructions are based on standard programming; access codes and features may vary based on your particular system.*