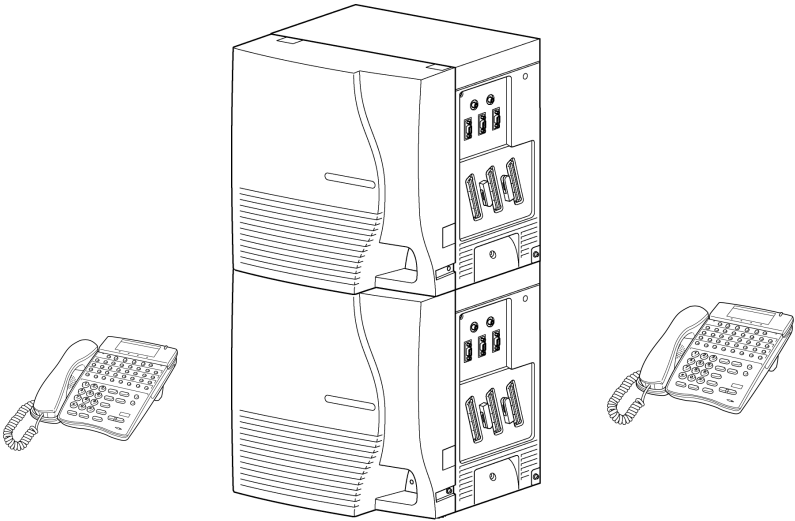


# NEC

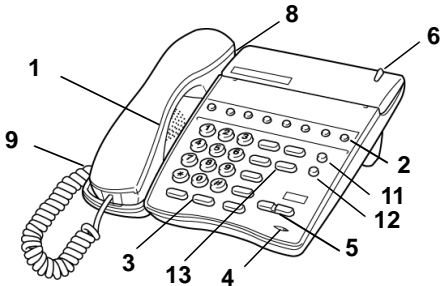
## Electra **Elite** IPK II



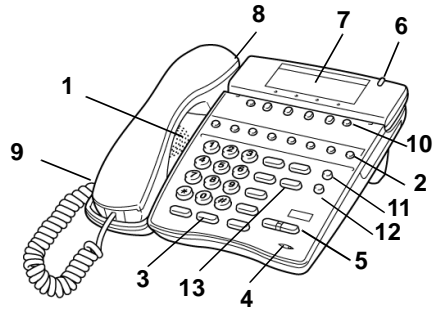
### Multiline Telephone User Guide



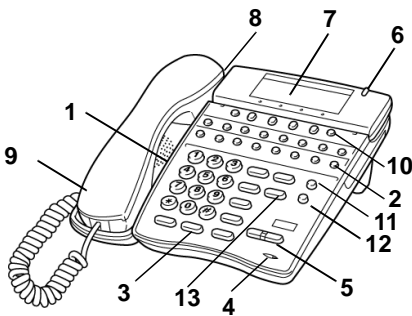
# ELITE IPK TELEPHONES



8-Button Non Display

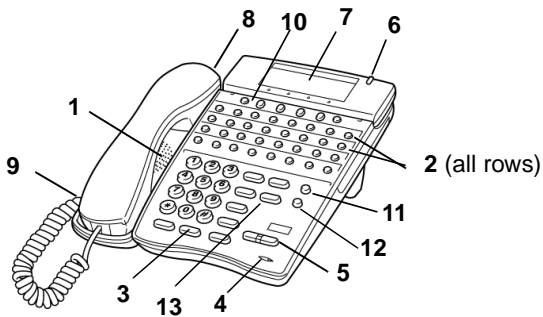


8-Button Display

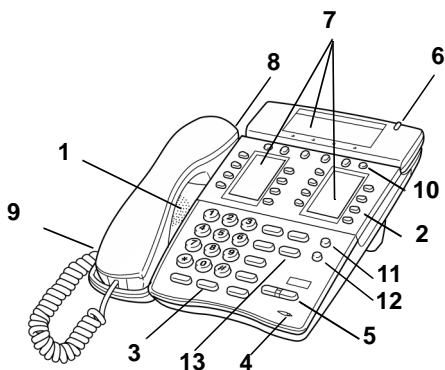


16-Button Display

1	Speaker	6	Large LED	11	Directory Key (DIR)
2	Line Keys/ Programmable Function Keys	7	Alphanumeric 3x24 Character LCD Display	12	Message Key (MSG)
3	Dialpad/Dedicated Function Keys	8	Hookswitch	13	MIC Key
4	Microphone	9	Headset Jack		
5	Volume Control	10	Soft Keys		



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



16-Button Multiline  
Liquid Display

1	Speaker	6	Large LED	11	Directory Key (DIR)
2	Line Keys/ Programmable Keys	7	Alphanumeric Display	12	Message Key (MSG)
3	Dialpad/Dedicated Function Keys	8	Hookswitch	13	MIC Key
4	Microphone	9	Built-in Headset Jack		
5	Volume Control	10	Softkeys		

## **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.
- 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.

# ANSWERING CALLS

## Ringling Calls

1. Lift the handset.
2. 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.

## Ringling Calls To A Second Incoming Extension/CAR/VE Key

1. Lift the handset.
2. 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

1. Ensure the **MIC** LED is lit.
2. Adjust the **Speaker volume** (t and s) as needed.
3. 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:

1. Replace the handset to disconnect present call.

**OR**

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

## Off Hook Signaling

With a call in progress:

1. Receive Off Hook Signaling.
2. Press the **Answer** key, then converse with the second party.

**Note 1:** The second call may be placed on **Hold**.

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

## PLACING CALLS

### Internal Calls

1. Lift the handset.
2. Dial a station number or **0** for the attendant.

**OR**

Press the **Programmable Function Key** programmed for Direct Station Select.

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 ringing to voice or voice to ringing.

**Note 2:** To directly access a personal voice mailbox, dial **8** after dialing the station number.

## Outside Calls

1. Lift the handset.
2. Dial the **trunk access code**, i.e. **9**.

**OR**

Press an idle **Outside Line** key.

3. Dial the telephone number.
4. Converse.

## Trunk Queuing

After pressing a busy Line key and receiving the trunk busy indication:

1. Dial **#** or press **Trunk Queuing/Camp On** key (Service Code 751: 35).
2. Replace the handset.

**Note:** When a line is available, your telephone will ring; lift the handset and place the call.

## Last CO/PBX Number Redial

1. Without lifting the handset, press the **Redial** key. The last dialed number is displayed.
2. To redial the last number, press **#**.

**OR**

Search for the desired number from the Redial List by pressing the **Redial Softkey** or **VOLUME UP** or **VOLUME DOWN** keys.

3. Lift the handset or press **Speaker** to place the call.



## Speed Dial - System/Group/Station

To dial a Station Speed Dialing number:

1. Press the **Speaker** key.
2. Dial **#7** (default Service Code).

**Note:** To preselect, press a line key in step 1 (instead of Speaker).

3. Dial the Station Speed Dial buffer number (0~9).

1 = Station Speed Dial buffer 1

2 = Station Speed Dial buffer 2

“ “ “ “ “

0 = Station Speed Dial buffer 10

**Note:** The stored number dials out.

**Note:** Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

**Note:** If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a System Speed dialing number:

1. Press the **Speaker** key.
2. Dial **#2** (default Service Code).

**OR**

Press the **Redial** Key.

**OR**

Press the **System Speed Dialing** key (Service Code 751: 27).

**Note:** To preselect, press a line key in step 1 (instead of Speaker).

3. Dial the Station Speed Dial buffer number (Default: 000~999).  
The stored number dials out.

**Note:** Initially (at default), there are 1000 System Speed Dial buffers.

**Note:** Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

**Note:** If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a Group Speed Dialing number:

1. Press the **Speaker** key.
2. Dial **#4** (default Service Code).

**OR**

Press the **Redial** key.

**OR**

Press the **Group Speed Dialing** key (Service Code 751: 28).

**Note:** To preselect, press a line key in step 1 (instead of Speaker).

3. Dial the **Group Speed Dial buffer number** (none at default). The stored number dials out.

**Note:** Initially, there are no Group Speed Dial buffers assigned.

**Note:** Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

**Note:** If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

## MICROPHONE CONTROL

1. Press the **MIC** key.
2. A lit **MIC** LED indicates that the **MIC** is on.

## SPEAKERPHONE CALLS

1. Press the **Speaker** key and the LED lights.
2. Ensure that the **MIC** LED is lit.
3. Place internal or outside call.
4. Converse.
5. Press the **Speaker** key 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 the **Speaker** key (the LED lights) and replace the handset.

## GROUP LISTEN

To initiate Group Listen:

1. Place or answer call using the handset.
2. Press **Speaker** twice (but do not hang up).

**Note:** Speaker flashes slowly.

**Note:** You can talk to the caller through your handset. Your co-workers hear your caller's voice over your telephone's speaker.

**Note:** When you press **Speaker** once, you turn your Speakerphone on. The second press turns on Group Listen. Pressing the **Speaker** key a third time cancels the Group Listen feature.

## HOLDING CALLS

### System Hold

With a call in progress:

1. Press **Hold**.

**Note 1:** To retrieve a held call, press the flashing Line key or Conf key (internal calls).

**Note 2:** Calls on System 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.

### Exclusive Hold

With a call in progress:

1. Press the **Exclusive Hold** key (Service Code 751: 45).

## TRANSFERRING CALLS

### Using Manual Dial

With a call in progress:

1. Press the **Transfer** key.
2. Dial the station number.
3. Announce the call (optional).
4. Replace the handset.

**Note 1:** If the called station is busy, replace the handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the transferring station.

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

### Using Direct Station Selection (DSS)

With a call in progress:

1. Press the **Transfer** key.
2. Press the programmed **DSS**.
3. Announce the call (optional).
4. Replace the handset.

**Note 3:** A **Programmable Function Key** may be assigned for DSS.

**Note 4:** To transfer a call directly to a personal voice mailbox, dial **8** after dialing the station number.

## **CONFERENCE**

1. Establish intercom or trunk call.
2. Press **Conf** or **Conference** key (Service Code 751: 07).
3. Dial the extension you want to add.

**- OR -**

Access outside call

**Note:** To get the outside call, you can either press a line key or dial a trunk/trunk group access code.

4. When called party answers, press **Conference** key twice.

**Note:** If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.

5. Repeat steps 2~4 to add more parties.

## CALL PARK - SYSTEM

To Park a call in a system orbit:

**Note:** You can Park Intercom or trunk calls.

1. Press the **Park** key (Service Code 752: \*04 + orbit).

**Note:** The Park key LED lights.

2. Use Paging to announce call.
3. Press **Speaker** to hang up.

**Note:** If not picked up, the call will recall to you.

**- OR -**

1. Press the **Transfer** key.
2. Dial **#6** and the Park orbit (01~64).

**Note:** If you hear busy tone, the orbit is busy. Try another orbit.

3. Use Paging to announce call.
4. Press **Speaker** to hang up.

**Note:** If not picked up, the call will recall to you.

To pick up a parked call:

1. Lift the handset.
2. Press the **Park** key (Service Code 752: \*04 + orbit).

**- OR -**

1. Press the **Speaker** key.
2. Dial **\*6** and the Park orbit (01~64).

# STATION BUSY/NO ANSWER OPTIONS

## Callback

To place a Callback:

1. Call unavailable (busy or unanswered) extension.
2. Dial # or press **Callback** key (Service Code 751: 35).
3. Hang up.
4. Lift the handset when the busy extension calls you back.

**Note:** If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.

**Note:** If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.

To cancel a Callback:

1. Press idle **Speaker** key and dial **770**.

- OR -

Press **Camp-On** key (Service Code 751: 35).

## Message Waiting

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Dial **0** or press **Message Waiting** key (Service Code 751: 38).
3. Hang up.

To answer a Message Waiting:

**Note:** When you have a message, your MW LED flashes.

1. Press the **Speaker** key and dial **\*0**.

- OR -

Press the **Message Waiting** key (Service Code 751: 38).

**Note:** If the called extension does not answer, dial 0 or press your Message Waiting key to automatically leave them a message.

To cancel all your Messages Waiting:

**Note:** This includes messages you have left for other extensions and messages other extension have left for you.

1. Press the **Speaker** key.
2. Dial **773**.
3. Hang up.

To cancel the Messages Waiting you have left at a specific extension:

1. Press the **Speaker** key.
2. Dial **771**.
3. Dial number of extension you do not want to have your messages.
4. Hang up.



## Tone Override

To send off-hook signals to an extension busy on a call:

**Note:** Your extension may send off-hook signals automatically.

1. Dial \*.

**- OR -**

Dial **709**.

2. Press the **Off-Hook Signaling** key (Service Code 751: 33).

**Note:** You hear Ring Busy Tone.

**Note:** The called extension hears Call Alert Notification.

To answer Tone Override:

1. Receive Tone Override.
2. Press the **Hold** key and talk with the party.

## Department Step Call

To make a Step Call:

1. Place a call to a busy Department Group member.

**- OR -**

Place a call to a Department Group pilot number.

2. Dial **Department Step Code** (2) to call the next available Department Group member.
3. Repeat step 2 to call other Department Group members.

## Voice Over

To initiate a Voice Over to a busy extension:

1. Press **Voice Over** key (Service Code 751: 48).

**- OR -**

Dial **6**.

**Note:** You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.

To respond to a Voice Over alert tone to your extension:

**Note:** You can only respond if you have a **Voice Over** key.

1. Press the **Voice Over** key (Service Code 751: 48).

**Note:** The Voice Over key lights steadily (green) and you can talk to the interrupting party.

To return to your original call:

1. Press the **Voice Over** key.

**Note:** Your Voice Over key flashes red when you are talking to your original call.

**Note:** To switch between your original call and the interrupting party, just keep pressing the Voice Over key.

## CO/PBX DIALING OPTIONS

### Save Number Dialed

To save the outside number you just dialed (up to 24 digits):

**Note:** Use this feature before hanging up.

1. Press the **Save Number Dialed** key (Service Code 751: 30).

To redial a saved number:

1. Press an idle trunk line key.

**Note:** This selects a specific trunk for the call.

2. Press the **Save Number Dialed** key (Service Code 751: 30).

**Note:** The stored number dials out.

**- OR -**

1. Press the **Speaker** key.
2. Dial **715**.

**Note:** Save Number Dialed automatically selects a trunk from the same group as your original call.

**Note:** The stored number dials out.

## Memo Dial

To store a number while you are on a call:

1. While on a call, press **Memo Dial** key (Service Code 751: 31).
2. Dial number you want to store.
3. Press **Memo Dial** key again and continue with conversation.

To call a stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (Service Code 751: 31).
3. Press the **Speaker** key.

**- OR -**

Press a configured line key.

**Note:** The stored number dials out.

To check to see the stored Memo Dial number:

1. Do not lift the handset.
2. Press **Memo Dial** key (Service Code 751: 31).

**Note:** The stored number displays.

3. Press **Exit** to return to the main LCD screen.

To cancel (erase) a stored Memo Dial number:

1. Press the **Speaker** key.
2. Press the **Memo Dial** key (Service Code 751: 31).

## Repeat Redial

To use Repeat Redial (if the outside party you call is unavailable or busy):

1. Place a trunk call.

**Note:** Listen for busy tone or ring-no-answer.

2. Press the **Feature + Redial** keys.

- OR -

Press the **Repeat Redial** key (Service Code 751: 29).

**Note:** Your Repeat Redial key flashes while you wait for the system to redial.

3. Press **Speaker** to hang up.

**Note:** The system periodically redials the call.

**Note:** System programming determines the waiting time and the number of redial attempts.

4. Lift the handset when called party answers.

**Note:** When using trunks with answer supervision the Repeat Redial feature will automatically cancel.

To cancel Repeat Redial:

1. Press the **Feature** key.

2. Press the **Redial** key.

- OR -

1. Press **Repeat Redial** Key (Service Code 751: 29).

## Caller ID

### Answer

Receive incoming ringing or transferred outside call:

1. Review the telephone display for the calling party's name or number.
2. Answer the call accordingly.

### Temporary Memory

An unanswered call will cause the **Call History** key (Service Code 751: 08) to flash, indicating a new call has been placed in the temporary memory. If enabled in programming, the telephone's display will show "**CHECK LIST**".

1. Press the **Call History** key (Service Code 751: 08) or press the **LIST** Softkey and CID.  
**Note:** The last addition to the list is displayed.
2. Press the **ARROW DOWN** Softkey to scroll through the list of numbers in memory.
3. Press the **DEL** Softkey to delete the entry and scroll to the next entry.
4. The **Call History** key will remain on as long as entries remain in memory.
5. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a line or **Speaker** key.

**Note:** The outgoing call is placed.

## CALL PICKUP

### Group Call Pickup

To answer a call ringing another telephone in your Pickup Group:

1. Pick up the handset or press the **Speaker** key.
2. Press the **Group Call Pickup** key (Service Code 751: 24).

- OR -

Dial **756** or **\*#**.

**Note:** Service Code **\*#** can pick up any call in the group, plus any Ring Group calls. Service Code **756** cannot pick up Ring Group calls.

To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

1. Pick up the handset or press the **Speaker** key.
2. Press the **Group Call Pickup** key (Service Code 751: 25).

- OR -

Dial **769**.

To answer a call ringing a telephone in another Pickup Group when you know the group number:

1. Pick up the handset or press the **Speaker** key.
2. Press **Group Call Pickup** key (Service Code 751: 26 + group).

- OR -

Dial **768** and the group number (01~64).

## Directed Call Pickup

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Pick up the handset or press the **Speaker** key.
2. Dial \*\*.
3. Dial the number of extension whose call you want to intercept.

**Note:** If more than one call is coming in, the system sets the priority for which call it will answer first.

## PAGING

To make an Internal Page announcement:

1. Press the zone's **Internal Paging** key [Service Code 751: 21 01~64 for zones (00 for All Call)].

- OR -

1. Press the **Speaker** key or lift the handset.
2. Dial **701** and the Paging Zone number (0~9 or 00~64).

**Note:** Dialing **0** or **00** calls All Call Internal Paging.

3. Dial **\*1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

**Note:** Display indicates the Combined Paging as an External Page.

**Note:** If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.

4. Make announcement.
5. Press **Speaker** to hang up.



To Page an external zone:

1. Press **External Paging** key (Service Code 751: 19 for External Paging zones or 20 for External All Call Paging).

2. Make announcement.

- OR -

1. Press the **Speaker** key or pick up the handset.

- OR -

2. Dial **703** and the External Paging Zone code (1~8 or 0 for All Call).

- OR -

Dial **\*1** and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).

**Note:** Display indicates the Combined Paging as an External Page.

**Note:** If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

3. Make announcement.

## Meet-Me Answer

To join a Meet Me Internal Page:

1. Press the **Speaker** key or pick up the handset.

2. Dial **763** (if your extension is in the zone called).

- OR -

Dial **764** and the zone number (if your extension is not in the zone called).

- OR -

Press the **Meet Me Conference/Paging Pickup** key (Service Code 751: 23) if your extension is in the zone called.

**Note:** You connect to the other party.

To join a Meet Me External Page:

1. Press the **Speaker** key or pick up the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone (0~8).

**Note:** You connect to the other party.

## **BACKGROUND MUSIC**

To turn Background Music on or off:

1. Press the **Speaker** key.
2. Dial **725**.
3. Press **Speaker** to hang up.

## **CALL FORWARDING**

### **All Calls (CF/A)**

To set Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Immediate Service Code** (default: 741).

**- OR -**

Press the **Call Forwarding Programmable Function Key**  
(Service Code 751: 10).

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press the **Speaker** key or hang up.

**Note:** Your Call Forwarding Programmable Function Key flashes.

To cancel Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Immediate Service Code** (default: 741).

**- OR -**

Press the **Call Forwarding Programmable Function Key** (Service Code 751: 10).

3. Dial **0** (Cancel).
4. Press the **Speaker** key or hang up.

**Note:** Your Call Forwarding Programmable Function Key goes off.

## **Call Forward Busy/No Answer (B/NA)**

To set Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Busy/No Answer Service Code** (default: 744).

**- OR -**

Press the **Call Forwarding Programmable Function Key** (Service Code 751: 13).

3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press the **Speaker** key or hang up.

To cancel Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Busy/No Answer Service Code** (default: 744).

- OR -

Press the **Call Forwarding Programmable Function Key** (Service Code 751: 13).

3. Dial **0** (Cancel).
4. Press the **Speaker** key or hang up.

To set Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Both Ring Service Code** (default: 745).

- OR -

Press the **Call Forwarding Programmable Function Key** (Service Code 751: 14).

3. Dial **1** (Set).
4. Dial the destination extension number.
5. Press the **Speaker** key or hang up.

To cancel Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward - Both Ring Service Code** (default: 745).

- OR -

Press the **Call Forwarding Programmable Function Key** (Service Code 751: 14).

3. Dial **0** (Cancel).
4. Press the **Speaker** key or hang up.

## SELECTABLE DISPLAY MESSAGING

To select a message:

1. Press the **Speaker** key.
2. Press the **Text Message** key (Service Code 751: 18 + 01~20).
3. Use **VOL UP** or **VOL DOWN** keys to scroll through the messages if desired.
4. For messages 1~8 and 10, enter digits to append the message if needed.

**Note:** You can append messages 1-8 and 10 with digits (e.g., the time when you will be back). \* You enter the time in 24-hour format.

5. Press **Speaker** to hang up.

**Note:** Intercom calls to extensions with Selectable Display Messaging set will receive a DND signal and receive the display message on their telephone's display instead of ringing the extension.

**Note:** To allow calls to ring through and have the message displayed on the calling extension's display, cancel DND by pressing DND + 0.

To cancel a message:

1. Press the **Speaker** key
2. Press the **Text Message** key (Service Code 751: 18 + 00~20)
3. Press **Speaker** to hang up.

## SET RELOCATION

To exchange two terminals:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Extension Data Swap Service Code** - not assigned at default.
3. Dial the **Extension Data Swap Password** - not assigned at default.
4. Dial the extension to be swapped with or relocated to.
5. When successfully completed, confirmation tone will be heard and the display will show completed.
6. Press the **Speaker** key twice.

## CODE RESTRICTION, DIAL BLOCK

To set Dial Block:

1. Press the **Speaker** key.
2. Dial **600** (default).
3. Dial the **4-digit Dial Block Code** (user defined).
4. Dial **1**.

**Note:** Confirmation tone is heard.

5. Press the **Speaker** key to hang up.

To release Dial Block:

1. Press the **Speaker** key.
2. Dial **600**.
3. Dial the **4-digit Dial Block Code**.
4. Dial **0**.

**Note:** Confirmation tone is heard.

5. Press the **Speaker** key to hang up.

**Note:** At default, Dial Block restriction Class per Extension is denied.

## ACCOUNT CODE ENTRY

To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls.

1. Dial \*.

**- OR -**

Press your **Account Code** key (Service Code 751: code 50).

2. Dial your Account Code (1~16 digits, using 0~9 and #).

**Note:** If Account Codes are hidden, each digit you dial will show an “\*” character on the telephone’s display.

3. Dial \*.

**- OR -**

Press your **Account Code** key (Service Code 751: code 50).

To enter an Account Code before dialing the outside number:

If your system has Forced Account Codes, you must use this procedure. If it has Verified Account Codes, you can use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes. If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

1. Access trunk for outside call.

**Note:** You can access a trunk by pressing a line key or dialing a code (except 9).

2. Dial \*.

**- OR -**

Press your **Account Code** key (Service Code 751: code 50).

3. Dial your Account Code (1~16 digits, using 0~9 and #).

**Note:** If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial will show an “\*” character on the telephone’s display.

4. Dial \*.

**- OR -**

Press your **Account Code** key (Service Code 751: code 50).

5. Dial the number you want to call.

**Note:** If you hear “stutter dial tone after dialing the number, ARS is requesting that you enter an Automatic Route Selection Authorization Code.



# **AUTOMATIC CALL DISTRIBUTION (ACD)**

## **Agent Log In**

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 752: \*10).

**- OR -**

Press the **Speaker** key and dial the **Log In** service code (Default \*5).

2. Dial the log in code (up to 20 digits).

**Note:** This step is not required if the ID code is disabled.

## **AIC Agent Log In**

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 752: \*10).

**- OR -**

Press the **Speaker** key and dial the **AIC Log In** service code - not assigned at default.

2. Dial the log in code (up to 20 digits).

**Note:** This step is not required if the ID code is disabled.

3. Dial the Agent Identity Code (AIC) (up to four digits).

**Note:** The ACD LOG IN/LOG OUT key lights.

## Multiple AIC Agent Log In

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 752: \*10).

**- OR -**

Press the **Speaker** key and dial the **AIC Log In** service code - not assigned at default.

2. Dial **0** to cancel the log out option.
3. Dial the Agent Identity Code (AIC) (up to four digits).

**Note:** The ACD LOG IN/LOG OUT key lights.

4. Repeat steps 3 and 4.

**Note:** This step is not required if only using 2 AIC log ins.

To log out (for single or multiple agent AIC log In's):

**Note:** All AIC log ins become logged out.

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 752: \*10) + **1** to accept.
2. Press the **Speaker** key and dial the **AIC Log In** service code - not assigned at default.

**Note:** The ACD LOG IN/LOG OUT key goes out.

## Rest Mode

To set the manual Rest Mode:

1. From an idle state, press the **ACD Rest Mode** key (Service Code 752: \*13).

**Note:** The ACD Rest Mode key lights. If the Rest Mode key is pressed while the agent is on an active call, the key will flash until the agent hangs up.

**Note:** This operation is not available for the System Supervisor.

To cancel the manual Rest Mode:

1. Press the **ACD Rest Mode** key (Service Code 752: \*13).

**Note:** The ACD Rest Mode key light goes off.

## Queue Status Display

When Logged Into ACD Group:

1. From an idle state, press the **Queue Status Display** key (Service Code 752: \*19).

**Note:** The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.

**Note:** When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.

**Note:** When an agent logs in using an AIC code, the Queue Status of the default ACD group is displayed.

2. Press ▼ and ▲ to scroll through the Queue Status Displays of all the ACD Groups.
3. Press the **CLEAR** key to return the telephone to an idle state.

When Logged Out of ACD Group:

When ACD agents are logged out and a call is placed into the ACD queue, the telephones of the logged out agents will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display key will return the telephone to idle until the timer expires again.

## Answering a Call Using a Headset

1. Press the **Headset** key to answer.
2. Converse.
3. Press the **Headset** key to hang up.

## Using the Headset with Automatic Answer for ACD Agents:

1. With the multiline terminal in an idle state, press the **Feature** key.
2. Press the **HEADSET** key (Service Code 751: 05).

**Note:** The Headset key blinks when Automatic Headset is activated.

**Note:** To cancel Automatic Headset, repeat these steps.

## Station Speed Dial — Dial Access

To store a Station Speed Dialing number (display telephones only):

1. Press the **Speaker** key.
2. Dial **755**.
3. Dial the Station Speed Dial buffer number to be programmed (0~9).
  - 1 = Station Speed Dial buffer 1
  - 2 = Station Speed Dial buffer 2
  - " " " " " "
  - 0 = Station Speed Dial buffer 10
4. Dial the Access Code (e.g., 9) - if required.
5. Dial telephone number you want to store (up to 24 digits).
 

**Note:** Valid entries are 0~9, # and \*. To enter a pause, press **MIC**. To store a Flash, press **Recall**.
6. Press **Hold**.
7. Enter the name associated with the Speed Dialing number (display telephones only):

<b>Key for Entering Names</b>	
Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← A A A A Ç É Ê ì ó
2	Enter characters A-C, a-c, 2
3	Enter characters D-F, d-f, 3
4	Enter characters G-I, g-i, 4
5	Enter characters J-L, j-l, 5
6	Enter characters M-O, m-o, 6
7	Enter characters P-S, p-s, 7
8	Enter characters T-V, t-v, 8
9	Enter characters W-Z, w-z, 9
0	Enter characters: 0 ! " # \$ % & ' ( ) ò Ò ú ü õ ï α ε θ

<b>Key for Entering Names</b>	
<b>Use this keypad digit . . .</b>	<b>When you want to . . .</b>
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ € £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space.
Conf	Clears the character entry one character at a time (used when entering the Name).
Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

8. Press **Hold**.
9. Press the **Speaker** key to hang up.

## Line Keys/Programmable Function Keys

The following functions can be assigned to Line Keys if allowed by Class of Service.

To Program a Line key as a Programmable Function Key:

1. Press the **Speaker** key.
2. Dial Service Code **751**.
3. Press the **Line Key** to be programmed.
4. Dial the code for the desired feature plus additional data if required.
5. Press **Speaker** to hang up.

**Note:** Service Code 00 will erase the function from the key.

**Note:** In some cases, the **Hold** key needs to be pressed before pressing the **Speaker** key.

<b>Function Number</b>	<b>Function</b>	<b>Additional Data</b>
<b>00</b>	Not Defined	
<b>01</b>	DSS / One-Touch	Extension number or any numbers (up to 24 digits). Press HOLD to write.
<b>02</b>	Microphone Key (ON/OFF)	
<b>03</b>	DND Key	
<b>04</b>	BGM (ON/OFF)	
<b>05</b>	Headset	
<b>06</b>	Transfer Key	
<b>07</b>	Conference Key	
<b>08</b>	Incoming Call Log	
<b>09</b>	Day/Night Mode Switch	Mode number (1~8)
<b>10</b>	Call Forward - Immediate	
<b>11</b>	Call Forward - Busy	
<b>12</b>	Call Forward - No Answer	
<b>13</b>	Call Forward - Busy/No Answer	
<b>14</b>	Call Forward - Both Ring	
<b>15</b>	Follow Me	
<b>16</b>	--- Not Used --	
<b>17</b>	--- Not Used --	
<b>18</b>	Text Message Setup	Message Numbers (01~20)
<b>19</b>	External Group Paging	External Paging Number (1~8)
<b>20</b>	External All Call Paging	
<b>21</b>	Internal Group Paging	Internal Paging Number (01~64)
<b>22</b>	Internal All Call Paging	

<b>Function Number</b>	<b>Function</b>	<b>Additional Data</b>
<b>23</b>	Meet-Me Answer to Internal Paging	
<b>24</b>	Call Pickup	
<b>25</b>	Call Pickup for Another Group	
<b>26</b>	Call Pickup for Specified Group	Call Pickup Group Number
<b>27</b>	Speed Dial -Common/ Private	Speed Dial Number (Common / Private)
<b>28</b>	Speed Dial - Group	Speed Dial number (Group)
<b>29</b>	Repeat Redial	
<b>30</b>	Saved Number Redial	
<b>31</b>	Memo Dial	
<b>32</b>	Meet - Me Conference	
<b>33</b>	Override (Off-Hook Signaling)	
<b>34</b>	Break - In	
<b>35</b>	Camp On	
<b>36</b>	Step Call	
<b>37</b>	DND / FWD Override Call	
<b>38</b>	Message Waiting	
<b>39</b>	Room Monitoring	
<b>40</b>	Handset Transmission Cutoff	
<b>41</b>	Buzzer	Extension Number
<b>42</b>	Boss - Secretary Call	Extension Number
<b>43</b>	Series Call	
<b>44</b>	Common Hold	
<b>45</b>	Exclusive	
<b>46</b>	Department Group Log Out	



<b>Function Number</b>	<b>Function</b>	<b>Additional Data</b>
<b>47</b>	Reverse Voice Over	Extension Number
<b>48</b>	Voice Over	Extension Number
<b>49</b>	Call Redirect	Extension Number or Voice Mail Number
<b>50</b>	Account Code	
<b>51</b>	General Purpose Relay	Relay No (0, 1~8)
<b>52</b>	Automatic Answer with Delay Message Setup	Incoming Group Number
<b>53</b>	Automatic Answer with Delay Message Start	
<b>54</b>	External Call Forward by Door Box	
<b>55</b>	Extension Name Change	
<b>56</b>	General Purpose LED Operation	
<b>57</b>	General Purpose LED Indication	
<b>58</b>	Automatic Transfer at Department Group Call	Extension Group Number (1~8 or 01~64)
<b>59</b>	Delayed Transfer at Department Group Call	Extension Group Number (1~8 or 01~64)
<b>60</b>	DND at Department Group Call	Extension Group Number (1~8 or 01~64)
<b>61</b>	-- Not Used -	
<b>63</b>	Outgoing Call Without Caller ID (ISDN)	
<b>64</b>	--- Not Used --	
<b>65</b>	--- Not Used --	
<b>66</b>	CTI	
<b>67</b>	--- Not Used --	

<b>Function Number</b>	<b>Function</b>	<b>Additional Data</b>
<b>68</b>	--- Not Used --	
<b>69</b>	--- Not Used --	
<b>70</b>	--- Not Used --	
<b>71</b>	Message Change for Voice Attendant	Extension Number or Department Group Number
<b>72</b>	Keypad Facility Key	
<b>73</b>	Keypad HOLD Key	
<b>74</b>	Keypad RETRIEVE Key	
<b>75</b>	Keypad Conference Key	
<b>76</b>	Toll Restriction in Credit - Extension Number	
<b>77</b>	Voice Mail (In-Skin)	Extension Number or Pilot Number
<b>78</b>	Conversation Recording - Voice Mail	
<b>79</b>	Automated Attendant (In-Skin)	Extension Number or Pilot Number
<b>80</b>	Tandem Ringing	1 = Set 0 = Cancel Extension Number to Tandem Ring
<b>81</b>	Automatic Transfer to Transfer Key	Trunk Line No. (001~200)
<b>82</b>	Dterm IP Call Log	
<b>83</b>	Conversation Recording Function (VMSU)	0 = Pause 1 = Re-recording 2 = Address 3 = Erase 4 = Urgent Page
<b>84</b>	Drop Key	
<b>85</b>	Directory Dialing	
<b>86</b>	Private Call Refuse	

Function Number	Function	Additional Data
87	Caller ID Refuse	
88	Dial-In Mode Switching	
89	Do-Not-Call Setup	
90	Do-Not-Call Data Registration	
91	Live Recording Key	
92 . . 99	--- Not Used ---	

## Character Entry

<b>Key for Entering Names</b>	
When entering names, refer to this chart.	
Use this keypad digit . . .	When you want to. . .
1	Enter characters: 1 @ [ ¥ ] ^ _ ` {   } → ← Å Ä Å Ä Ç È É Ì Ó
2	Enter characters A-C, a-c, 2
3	Enter characters D-F, d-f, 3
4	Enter characters G-I, g-i, 4
5	Enter characters J-L, j-l, 5
6	Enter characters M-O, m-o, 6
7	Enter characters P-S, p-s, 7
8	Enter characters T-V, t-v, 8
9	Enter characters W-Z, w-z, 9
0	Enter characters: 0 ! " # \$ % & ' ( ) ð ò ó ü ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space.
Conf	Clears the character entry one character at a time (used when entering the Name).

## Key for Entering Names

When entering names, refer to this chart.

Use this  
keypad  
digit . . .

When you want to . . .

Exit	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).
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## Notes



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