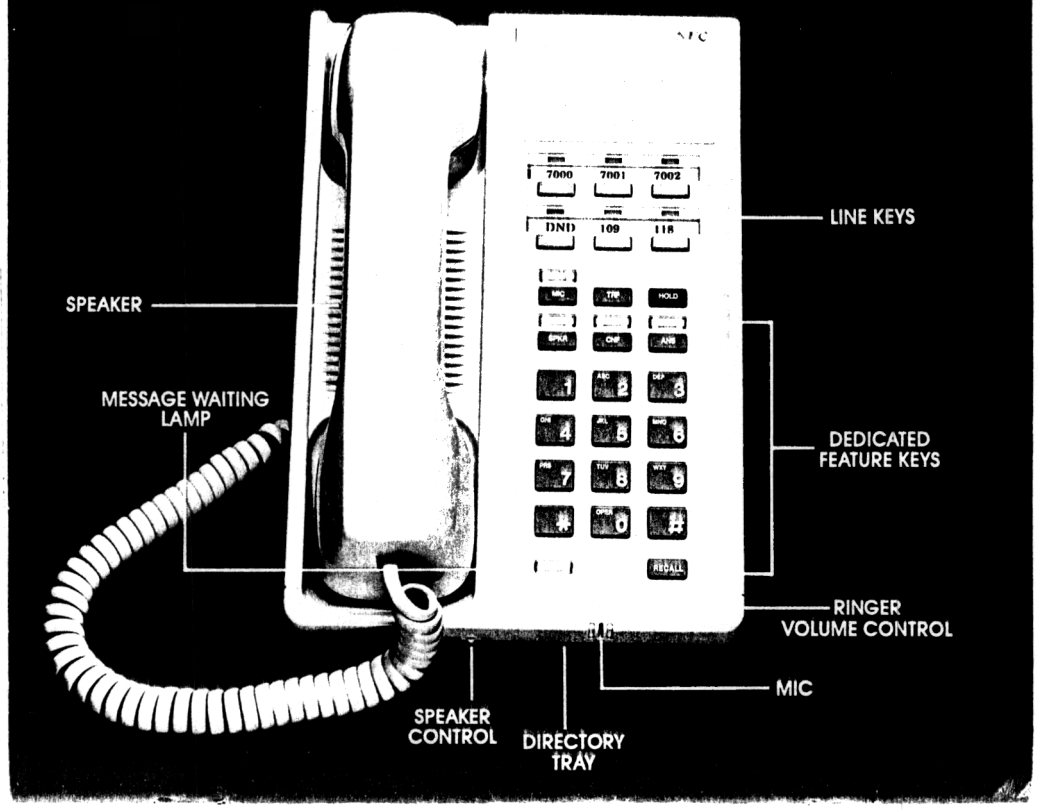
A GUIDE TO THE Electra™ markII 6-LINE TERMINAL



FEATURES	ACCESS CODES
Account Code	# #
All Call	550
Attendant Call	0
Automatic Callback	*1
Background Music-Set	49 + 1 or 2
Background Music-Cancel	49
Callback Message-Set	#
Call Forward All Calls (set)	41XXX
Call Forward All Calls (verify)	41
Call Forward All Calls (cancel)	41*
Call Forward Busy/No Answer (set)	42XXX
Call Forward Busy/No Answer (verify)	42
Call Forward Busy/No Anwer (cancel)	42*
Call Forward All Calls Destination (set)	47XXX XXX
Call Forward All Calls Destination (verify)	47XXX
Call Forward All Calls Destination (cancel)	47XXX *
Call Forward Busy/No Answer Destination (set)	48XXX XXX
Call Forward Busy/No Answer Destination (verify)	48XXX
Call Forward Busy/No Answer Destination (cancel)	48XXX *
Call Park Access	4*(0-9)

FEATURES	ACCESS CODES
Call Pick-Up Directed	6#XXX
Call Pick-Up Group	6*
External Page Zone 1	561
External Page Zone 2	562
External Page Zone 3	563
External Page All Zones	564
External Page Meet Me	566
Internal Page Zone 1	551
Internal Page Zone 2	552
Internal Page Zone 3	553
Internal Page All Zones	554
Internal Page/All Call Meet Me	556
Last Number Redial	*
Night Call Pick-Up	60
Station Lockout Set/Cancel	61 + Special Code
Station Speed Dial Access	# (00-19)
System Speed Dial Access	# (20-99)
Tone Override	*0
Trunk Access	9,8,70 - 75
Trunk Queue	*1
XXX = Extension Number	

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

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TERMINAL ASSIGNMENTS

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

PLACING AN OUTSIDE CALL

- Lift handset
- Dial the Trunk Access Code _____

OR

- Lift handset
- Depress **idle outside line** button

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

- Lift handset
- Depress flashing **line** button*

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

MONITORING AN OUTSIDE CALL

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

CALLING THE ATTENDANT

- Lift handset
- Dial 0

CALLING ANOTHER STATION

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

ANSWERING A CALL FROM A STATION

- 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.

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HOLDING CALLS

- Ask other party to hold
- Depress **HOLD** button, held line button flashes. This same line button will flash on any other terminals on which it appears. These terminals can retrieve this held call

OR

- Ask other party to hold
- Depress **HOLD** button twice, held line key flashes at your terminal but is busy (lit steadily) at other terminals where it appears. Only the terminal that set exclusive hold can retrieve that call

RETRIEVING HELD CALLS

- Lift handset
- Depress **held line** button, 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.

TO SET A TRUNK QUEUE

After attempting to seize a CO/PBX line via dial access from an extension line and receiving busy tone, because all of the trunks in that particular group are busy

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

RECEIVING TRUNK QUEUE RECALL

Recall tone will occur when a trunk within the Trunk Group to which the queue was set becomes idle and the station which set the queue is also idle

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

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.

TO PARK A CALL

- 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.

RETRIEVING A CALL FROM CALL PARK

- 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.

STEP CALL

- Lift handset, receive dial tone
- Dial desired station
- Receive busy tone
- Dial last digit of next station number desired within the same 10's group (i.e., station 105 is busy, then dial 0-4 or 6-9 to call station 100-104 or 106-109)

NOTE: Step calls can be made to any station whose first and second digits (in the case of 3 digit extension numbers) are the same as those of the busy extension number previously dialed.

TRANSFERRING CALLS

- With call in process, depress **TRF** button, receive feature dial tone
- Original party is automatically held
- Dial the desired station number
- Voice announce after tone burst or, if ringing call, wait for station to answer for announced transfer
- Depress **TRF** button or restore handset

CAMP-ON TRANSFER

- With call in progress, depress **TRF** button, receive feature dial tone
- Original call is automatically held
- Dial the desired station number
- Receive call waiting tone
- Depress **TRF** button or restore handset

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

ESTABLISHING A BROKERS CALL

- With a call in progress, depress **TRF** button or the **CNF** button, receive feature dial tone
- Depress **another extension** or **outside line** button and call the second party
- 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

OR

- With a call in progress, depress **TRF** button or **CNF** button, receive feature dial tone
- Call the second party *
- 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

*If original call is on an outside line button, added party must be an extension. If original call is on an extension button, added party can be an extension or an outside line.

NOTE: Any time during brokers call, a conference can be established by depressing **CNF** key.

ESTABLISHING A CONFERENCE

- With a call in progress, depress the **CNF** button, receive feature dial tone
- Depress **another extension** or **outside line** button and call the second party
- 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.

OR

- With a call in progress, depress **CNF** button, receive feature dial tone
- Call the second party *
- When party answers, announce conference
- Depress **CNF** button. Three party conference is established
- Repeat procedure to add fourth party

*If original call is on an outside line button, added parties must be extensions. If original call is on extension button, added parties can be extensions or outside lines.

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

USING TONE OVERRIDE

- 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

ANSWERING A TONE OVERRIDE

- With a call in progress, receive an override tone
- Depress flashing **ANS** button and converse with overriding party
- By depressing **ANS** button you can alternate between original and overriding party
- To release one party, depress the **RECALL** button while connected. Then depress the **ANS** button to return to the other party

SETTING A CALLBACK MESSAGE

- After calling a terminal equipped with a display and receiving no answer, call waiting tone, or busy tone
- Dial # to leave a message indication on the terminal display
- Successful attempts to leave callback messages receive confirmation tone. Denied attempts receive an error tone burst
- Restore handset

SETTING AN AUTOMATIC CALLBACK

- After calling another extension and receiving call waiting tone
- Dial *1
- Successful attempts to set automatic callback receive confirmation tone. Denied attempts receive an error tone burst
- Restore handset

WHEN BOTH TERMINALS IDLE

- Originating extension rings
- Depress **ANS** button
- Lift handset
- Call to other station occurs automatically

CALL FORWARDING CALLS 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 number of the extension where you want your calls forwarded
- Receive confirmation tone
- Depress **SPKR** button

TO CANCEL

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

CALL FORWARDING CALLS 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
- Depress **SPKR** button

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
- Depress **SPKR** button

CALL PICK-UP GROUP/DIRECTED

GROUP

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

NOTE: Group call pick-up does not pick-up voice announce calls

DIRECTED

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

NIGHT CALL PICK-UP

- With system in night mode
- Hear incoming ring for outside call
- Lift handset
- Dial pick-up code 60
- Converse with outside party

INTERNAL PAGING AND ALL CALL

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

EXTERNAL PAGING

TO PAGE
- Lift handset, receive dial tone
- Dial desired external paging zone
  - 561 – Zone 1
  - 562 – Zone 2
  - 563 – Zone 3
  - 564 – All Zones

TO ANSWER
- Lift handset, receive dial tone
- Dial Meet-me Answer Code 566

USING SAVE AND REPEAT

TO SAVE
- After originating an outside call, depress line button 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 again depress **save & repeat** button.

DO NOT DISTURB

TO SET
- Depress line button assigned as **DND** button, LED lights

TO CANCEL
- Depress line button assigned as **DND** button, LED is off

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, LED goes off. BGM is canceled

STATION LOCKOUT

TO CHANGE PERSONAL LOCKOUT CODE
- Depress **SPKR** button, receive dial tone
- Dial Access Code for Lockout Code change, 59
- Dial current Personal Lockout Code
- Dial *
- Dial desired Personal Lockout Code (up to 10 digits)
- Dial *, receive confirmation tone
- Depress **SPKR** button

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

TO CANCEL LOCKOUT
- Depress **SPKR** button
- Dial Lockout Access Code, 61
- Dial Personal Lockout Code, receive confirmation tone
- Depress **SPKR** button

VOICE MAIL

- Lift handset, receive dial tone
- Dial Voice Mail Number (63 if voice mail hunt group is assigned or individual extension number may be assigned)
- 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 messages waiting will be cleared by the attendant. Voice mail message waiting will be cleared when the voice mail messages are received

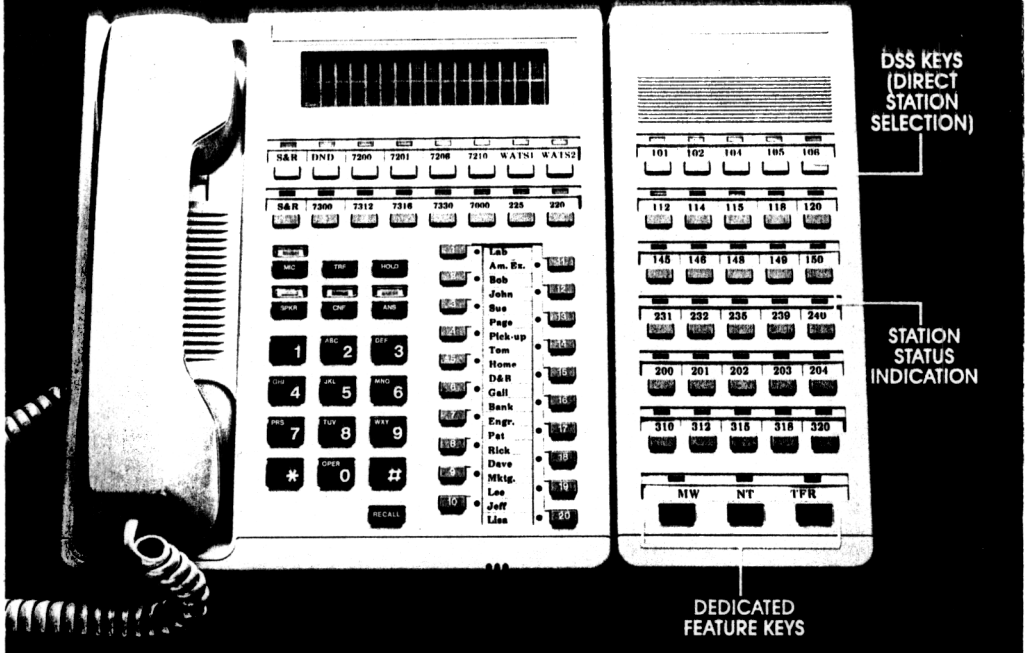
ACCOUNT CODE ENTRY

- While on an outside call, depress **TRF** button, receive feature dial tone
- Dial ##
- Dial Account Code. If number of digits in account code dialed equals preset number, you are automatically reconnected to outside party
- If not automatically reconnected, depress **ANS** button for reconnection

TO PROGRAM STATION SPEED DIAL

- With terminal 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

A GUIDE TO THE Electra™ markII DSS/BLF CONSOLE AND ATTENDANT KEY INSTRUMENT



DSS/BLF LED INDICATIONS

FUNCTION KEY	STATION/EXTENSION	STATUS	LED INDICATION
DSS Key	Station Primary Extension	Busy Idle or I-Use	Green (Steady)
	Station Primary Extension	Idle or Busy Incoming Call or Recall	Red (Steady)
	Station Primary Extension	Idle or Busy Other Use	Red (Flashing)
	Do Not Disturb		Red (Winking)
	Off Line and Lockout		Red (Flashing)
Internal & External Paging Key	In Use		Red (Steady)
Message Waiting	Message Mode		Red (Steady)
Night Transfer Key	Night Mode		Red (Steady)

Note: Steadily Lit Red LED –Attendant Can Override
Flashing Red LED –Attendant Cannot Override
Winking Red LED –Attendant Can Override
Steadily Lit Green LED –Attendant Can Override
LED OFF –Attendant Can Call

CALLING ANOTHER STATION

- Lift handset
- Depress **DSS** button on the DSS/BLF console
- Voice announce after hearing tone burst

OR

- Depress **DSS** button again to change from voice to ring

OR

- Wait for called party to answer if ringing is provided

TRANSFERRING CALLS

WITH CALL IN PROGRESS

- Depress **DSS** button on the DSS/BLF console
- Voice announce after hearing tone burst

OR

- Depress **DSS** button again to change from voice to ring

OR

- Wait for called party to answer if ringing is provided
- Depress **TRF** button on the DSS/BLF

NOTE: If called extension is busy, depressing the **TRANSFER** button will camp the call on to the busy extension.

NIGHT TRANSFER

TO SET FROM THE DSS/BLF

- Depress **NT** button, LED lit

TO CANCEL

- Depress **NT** button, LED unlit

TO SET/CANCEL FROM KEYSET VIA ACCESS CODE

- Lift handset
- Depress primary extension button
- Dial Access Code 68

CO/PBX (OUTSIDE) CALLS USING THE CO ADD-ON MODULE

ORIGINATING

- Depress an **Idle CO/PBX line** button on the CO Add-on Module
- Lift handset
- Dial desired number
- Converse with called party

NOTE: When a station speed dialing sequence (using # followed by speed dial buffer number) follows a system or another station speed dialing sequence, it does not function unless the last digit stored in the preceding speed dial buffer is *.

ANSWERING

- Receive incoming ringing call
- Lift handset
- Depress **CO/PBX line** button on the CO Add-on Module associated with flashing LED*

OR

- Depress **ANS** button with flashing LED*

NOTE: Depression of **ANS** button with call in progress places original call on hold, with I-hold LED indication.

NOTE: Prime line cannot be assigned for a line button appearing on a CO Add-on Module.
Display will indicate CK XX for CO/PBX lines assigned to the CO Add-on Module.
*When ringing line preference is assigned, this step is not needed.

SYSTEM SPEED DIAL

TO PROGRAM
- Depress **CNF** button
- Dial #
- Dial desired system speed dial buffer 20-99
- Dial Trunk Access Code – 9
- Dial telephone number
- Depress **ANS** button to enter programmed number
- Depress **CNF** button

TO VERIFY
- Depress **CNF** button
- Dial #
- Dial desired system speed dial buffer 20-99
- Verify number displayed
- Depress **CNF** button

TO CANCEL
- Depress **CNF** button
- Dial #
- Dial system speed dial buffer 20-99
- Depress **HOLD** button
- Depress **ANS** button
- Depress **CNF** button

TO PAGE INTERNALLY OR EXTERNALLY

- Lift handset
- Depress **DSS** button on the DSS/BLF console assigned for paging
- Announce page
- Hang up or wait for "meet me" reply

MESSAGE WAITING

TO SET/CANCEL:
- Depress **DSS** button on the DSS/BLF console assigned for Message Waiting
- Depress **DSS** button for extension requiring a message indication, green LED lit to set, LED off to cancel.
- Depress **DSS** button assigned for Message Waiting

STATION LOCKOUT

TO CANCEL ANOTHER STATION'S LOCKOUT ASSIGNMENT
- Depress **SPKR** button
- Depress primary extension button
- Dial Access Code, 62
- Dial extension number for which station lockout cancellation is required
- Receive confirmation tone
- Depress **SPKR** button

NOTE: To set station lockout secret code to default, repeat above procedure.

CO TRUNK SELECTION AND TEST

- Depress Primary Extension line button
- Lift handset or depress **SPKR** button to receive dial tone
- Dial Selection Access Code 67
- Dial Trunk Number (01~40) to be selected
- If the selected CO Trunk was idle and in good working order when selected, dial tone will be heard. Digits dialed will appear in the LCD

OR
- If the CO trunk selected was busy, Busy Tone will be heard

OR
- If the CO trunk number selected is not installed, Re-order tone will be heard
- Restore handset or depress **SPKR** button to end testing. Repeat the above steps to test each CO Trunk circuit as required

NOTE: MFR circuits can also be tested, but this must be performed from a Single Line Telephone.

CO TRUNK AND MFR CIRCUIT BUSY OUT/RESTORE

- Depress **SPKR** button, to receive dial tone
- Dial Busy Out/Restore Access Code 57
- Dial Trunk Number (01~40) or MFR circuit number (41~56) to be busied out or restored
- Dial # to busy out the selected circuit

OR
- Dial * to restore the selected circuit from Busy Out
- Depress **SPKR** button to return to normal operation

CALL FORWARDING

TO SET

- Depress **SPKR** button
- Depress primary extension button
- Dial Access Code (44: All call, 45: Busy/No Answer)
- Dial source extension number (extension calls forwarded from)
- Dial destination extension number (extension where calls are to be forwarded)
- Receive confirmation tone
- Depress **SPKR** button

TO VERIFY

- Depress **SPKR** button
- Depress primary extension button
- Dial Access Code (44: All call, 45: Busy/No Answer)
- Dial source extension number
- Verify display
- Depress **SPKR** button

TO CANCEL:

- Depress **SPKR** button
- Depress primary extension button
- Dial Access Code (44: All call, 45: Busy/No Answer)
- Dial source extension number
- Dial *
- Receive confirmation tone
- Depress **SPKR** button

CLOCK/CALENDAR

TO SET

- Depress **CNF** button
- Dial *
- Dial hour (enter two digits)
- Depress station **DSS** button 20
- Dial minute (enter two digits) See Note
- Depress station **DSS** button 20
- Dial date (enter two digits)
- Depress station **DSS** button 20
- Dial month
- Depress **line** button 1= Jan, 2= Feb, 3= March, etc.
- Depress station **DSS** button 20
- Dial year (enter two digits)
- Depress **ANS** button to enter

NOTE: If only the time is to be changed, depress **ANS** button to enter.