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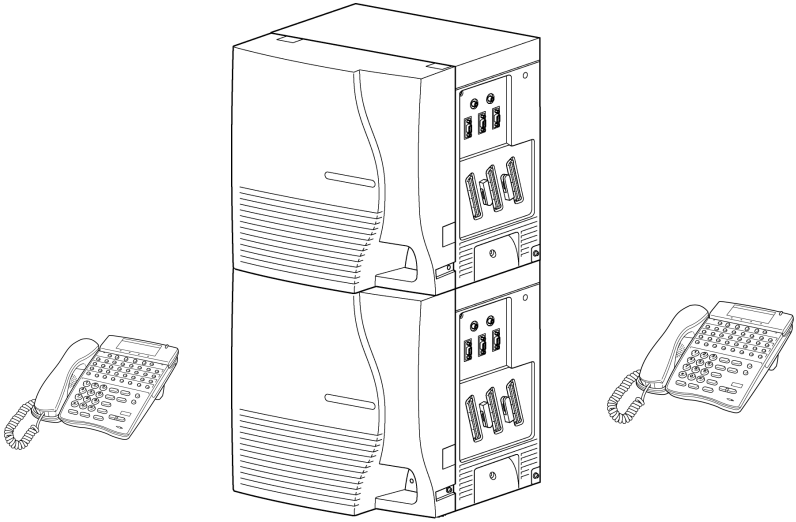
NEC

Electra Elite® IPK



Attendant User Guide

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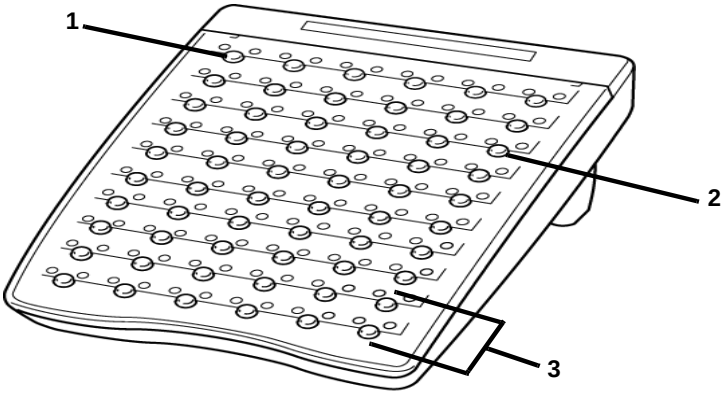
ELITE IPK TELEPHONES



IPK DCR Console with DSS/BLF

Legend:

1	DSS keys (Direct Station Selection) or CO keys (Central Office Lines)
2	Status Indicators
3	Dedicated Feature Keys

GENERAL INFORMATION

The following should be considered when reviewing this Attendant User Guide:

- Attendant console keys can be assigned as Direct Station Selection/Busy Lamp Field (DSS/BLF), Call Arrival, or as additional central office lines (CO Add-On Console).

- Refer to the *Multiline Telephone User Guide* for additional information on telephone operation.

- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned, a Call Appearance and Call Arrival key is assigned to all multiline telephones 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 LEDs		ADD-ON CONSOLE LEDs
Telephone Status	**DSS/BLF Status**	

AUTOMATED ATTENDANT

Recording Messages

1. Lift the handset.
2. Dial the VRS Voice Message access code ____.
3. Dial **1**.
4. Dial **1** again.
5. Dial the Automated Attendant message number **1 ~ 8**.
6. Dial operation:
   - Record day mode **1**
   - Record night mode **2**
   - Record weekend mode **3**
7. Record a message via the handset.
8. Replace the handset.

Verify/Delete Messages

1. Lift the handset.
2. Dial the VRS Voice Message access code ____
3. Dial operation:
   - Verify message **2**
   - Delete message **3**
4. Dial **1**.
5. Dial the Automated Attendant message number **1 ~ 8**.
6. Dial operation:
   - Verify/delete day mode **1**
   - Verify/delete night mode **2**
   - Verify/delete weekend mode **3**
7. Verify/delete the message.
8. Replace the handset.

Automated Attendant Set/Cancel

To set or cancel the Automated Attendant:

1. Press the **Feature** key.
2. Dial VRS Voice Message access code:
   - Set **81**
   - Cancel **82**

3. Dial the trunk number to be set/canceled for the Automated Attendant:
   - Individual trunks **01 ~ 64**
   - All trunks **00**
4. Press the **Feature** key again.

RECORDING VOICE PROMPTS

Set

1. Lift the handset.
2. Dial the VRS Voice Message access code ____.
3. Dial **1**.
4. Dial **2**.
5. Dial operation:
   - Dial tone message **1**
   - Call waiting tone **2**
6. Record a message via the handset.
7. Replace the handset.
8. Verify/delete the message.

Verify/Delete

1. Lift the handset.
2. Dial the VRS Voice Message access code ____
3. Dial operation:
   - Verify message **2**
   - Delete message **3**
4. Dial **2**.
5. Dial operation:
   - Dial tone message **1**
   - Call waiting message **2**
6. Replace the handset.

PROGRAMMING SYSTEM SPEED DIAL

1. Press the **Feature** key.
2. Press the **Redial** key.
3. Dial the System Speed Dial Memory location **00 ~ 79**.
4. Dial the trunk access code, i. e. **9**.
5. Dial the telephone number to be stored (24 digits maximum).

6. Press the Hold key (if entering name) and dial the name of the party (13 characters maximum).
7. Press the **Feature** key again.

Note 1: Press the **Redial** key to insert a pause or the **Recall** key to store a hookflash.

Note 2: Refer to the **Character Entry Codes** when entering the name of the party.

PROGRAMMABLE FORCED (VERIFIED) ACCOUNT/ AUTHORIZATION CODE

To program a forced accout or authorization code:

1. Lift the handset.
2. Dial the Forced Account Programming access code ____. Hear the second dial tone.
3. Dial the Forced Account Number (**001 ~ 500**).
4. Dial the Forced Account Code ____. Hear the Confirmation tone.
5. Press the Transfer key.
6. The next Forced Account Number (**001 ~ 500**) is displayed. Dial additional Forced Account Codes as desired.
7. Replace the handset.

Note 1: A maximum of 500 Account Codes may be entered. Each Forced Account Code must be assigned a number (**001 ~ 500**).

Note 2: The length of the Forced Account Code can be up to 13 digits as assigned in system programming. The default is 10 digits.

CLOCK/CALENDAR SETTING

To set the clock or calendar:

1. Press the **Feature** key.
2. Dial **9#**.
3. Enter the hour and minute via the dial pad.
4. Press the Recall key to change the AM/PM setting.
5. Press the Hold key to change to the calendar setting.

   OR

   Press the **Feature** key to exit this feature.
6. Press the **Recall** key to select the day of the week.
7. Dial # to move the cursor to the day of the month field.
8. Enter the day of the month via the dial pad.
9. Press the **Recall** key to select the month.
10. Dial # to move the cursor to the year field.
11. Enter the last two digits of the year via the dial pad.
12. Press the **Feature** key.

CONFERENCE BRIDGE SETUP

Before using the multiline conference bridge feature, passwords must be assigned. It should be noted that the supervisor should perform these procedures.

Setting Supervisor Password

To set a supervispr Password:

1. Call a Conference Bridge extension.
2. When the Conference Bridge extension answers, dial the default Supervisor Password (**0000#**).
3. Follow the voice prompt and enter the setting verification mode. Then enter the setting change mode.
4. Follow the voice prompt to change the Supervisor Password (4 ~ 8 digits).

Setting Conference 1 and/or Conference 2 Passwords

To set a conference password:

1. Set the Supervisor Password, if necessary.
2. Call a Conference Bridge extension.
3. When the Conference Bridge extension answers, dial the Supervisor Password and #.
4. Skip the steps by pressing ***** until the conference Setup mode is available for conference 1 or conference 2.
5. Follow the voice prompt and set the conference 1 or the conference 2 password (4 ~ 8 digits).

Record Customized Greeting

To recording your greeting:

1. Set the Supervisor Password, if necessary.
2. Call a Conference Bridge extension.
3. When the Conference Bridge extension answers, dial the Supervisor Password and #.

4. Press * to skip the setting verification mode.
5. Press # to change the system settings.
6. Skip the steps until the Customized Greeting option is played.
7. Follow the voice prompt and record a new Customized Greeting.

SYSTEM SPEED DIAL DIRECTORY

00		18	
01		19	
02		20	
03		21	
04		22	
05		23	
06		24	
07		25	
08		26	
09		27	
10		28	
11		29	
12		30	
13		31	
14		32	
15		33	
16		34	
17		35	

SYSTEM SPEED DIAL DIRECTORY (continued)

36		56	
37		57	
38		58	
39		59	
40		60	
41		61	
42		62	
43		63	
44		64	
45		65	
46		66	
47		67	
48		68	
49		69	
50		70	
51		71	
52		72	
53		73	
54		74	
55		75	

Character Entry

To add a name to each speed dial entry, use the Character Entry Code table ***or*** press the dial pad number corresponding to the alpha character desired (six characters maximum).

i.e. 2 = A, B, D, a, b, c, or 2
3 = D, E, F, d, e, f, or 3
4 = G, H, I, g, h, i, or 4

For the name Bob press: **2-2-6-6-6-2-2**

Character Entry Codes

Character	Code	Character	Code	Character	Code
Blank	032	/	047	>	062
!	033	0	048	?	063
||	034	1	049	@	064
#	035	2	050	A	065
$	036	3	051	B	066
%	037	4	052	C	067
&	038	5	053	D	068
‘	039	6	054	E	069
(	040	7	055	F	070
)	041	8	056	G	071
*	042	9	057	H	072
+	043	:	058	I	073
,	044	;	059	J	074
-	045	<	060	K	075
-	046	=	061	L	076

Character	Code	Character	Code	Character	Code
M	077	^	094	o	111
N	078	_	095	p	112
O	079	\	096	q	113
P	080	a	097	r	114
Q	081	b	098	s	115
R	082	c	099	t	116
S	083	d	100	u	117
T	084	e	101	v	118
U	085	f	102	w	119
V	086	g	103	x	120
W	087	h	104	y	121
X	088	i	105	z	122
Y	089	j	106	{	123
Z	090	k	107	|	124
[	091	l	108	}	125
¥	092	m	109	→	126
]	093	n	110		127

NOTES

NOTES

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