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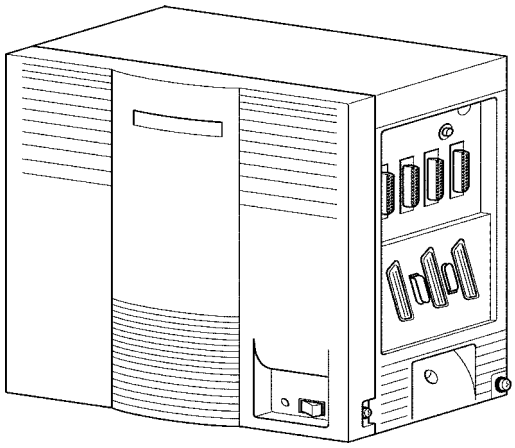
NEC

Electra Elite® IP48/192



Features and Specifications Manual

Stock Number 750361

Issue 6

(Series 6000)

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Technology Development

Preface

GENERAL INFORMATION

The Electra Elite 48/192 system is a feature-rich key system that provides over 200 features including Computer Telephony Integration, Least Cost Routing, Automatic Call Distribution, ISDN-BRI/PRI Voice Trunks, Voice over Internet Protocol, LAN/KTS Cabling Integration, and many others.

The Electra Elite 48/192 system meets the customer needs today and as business expands the system can be expanded as well.

The Electra Elite 48/192 system has a set of manuals that provide all the information necessary to install and support the system. The manuals are described in this preface.

THIS MANUAL

This manual provides specific detailed information and specifications for all features provided with the Electra Elite 48/192 system.

SUPPORTING DOCUMENTS

Electra Elite 192 General Description Manual (Stock Number 750360)

This Manual provides general information about the system, its features, system configuration and standards. This manual provides an overview of the Electra Elite 192 system and can be used to present information to potential customers.

Electra Elite 48 General Description Manual (Stock Number 750375)

This Manual provides general information about the system, its features, system configuration and standards. This manual provides an overview of the Electra Elite 48 system and can be used to present information to potential customers.

Electra Elite 192 System Hardware Manual (Stock Number 750363)

The System Hardware Manual is provided for the system installer. This manual has detailed instructions for installing the Electra Elite 192 KSU, ETUs, Multiline Terminals, and optional equipment.

Electra Elite 48 System Hardware Manual (Stock Number 750376)

The System Hardware Manual is provided for the system installer. This manual has detailed instructions for installing the Electra Elite 48 KSU, ETUs, Multiline Terminals, and optional equipment.

Electra Elite 48/192 Programming Manual (Stock Number 750362)

This manual provides instructions for programming the Electra Elite 48/192 system using a Multiline Terminal or PC.

Electra Elite Least Cost Routing Manual (Stock Number 750364)

This manual provides instructions to the service technician for programming the customer site for least cost routing.

Electra Elite Automatic Call Distribution Manual (Stock Number 750365)

This manual provides the service technician with instructions for programming the ACD. This manual can also be used by the ACD supervisor, at the customer site, to use to become familiar with the ACD/MIS feature. ACD is not supported by the Electra Elite 48 system.

Electra Elite 48/192 Job Specifications Manual (Stock Number 750377)

This manual helps the technician install and maintain the Electra Elite system. This manual contains the job specification worksheets. When these worksheets are completed, they provide all of the system programming values and configuration information necessary to assist technicians in maintaining the system.

Elite ACD Plus Installation Manual (Stock Number 750359)

This manual provides general information about the Elite ACD Plus features, installation procedures and feature programming. The NEC Elite ACD Plus is an Automatic Call Distribution card that supports up to 40 Agents and 12 supervisors at one time.

Electra Elite Wireless System Manual (Stock Number 750423)

This manual describes the system and provides hardware installation and programming procedures for the Electra Elite Wireless Communication System (WCS).

Table of Contents

Introduction

CHAPTER 1

SECTION 1 GENERAL INFORMATION

Electra Professional, Electra Elite, and D$^{term®}$ Series E telephones can be used with the Electra Elite 48/192 systems.

SECTION 2 MULTILINE TERMINALS USED WITH THE SYSTEM

Electra Elite and D^{term} Series E Terminals

DTU and DTP terminals are available in black or white: two 8-line types (display and non-display), two 16-line types (display and non-display), and two 32-line types (display and non-display). A two-line non-display type is available in white. Speakerphones with full handsfree operation and headset jacks are standard. The large Liquid Crystal Display (LCD) on the display terminals provides call status data and programming information.The D*term* Handset Cordless terminal is a 16-button phone (display only). For Attendant Positions, an Attendant Add-On DCU-60-1(BK)/(WH) CONSOLE is available for 60 station and/or outside line assignments and 12 function keys.

An SLT Adapter can be used in place of a digital terminal for connecting Single Line Telephones, or similar devices.

Electra Professional Terminals

Electra Professional terminals are available in dark gray or soft white: an 8-line non-display type, two 16-line display types (with and without DSS/BLF keys), and a 24-line display type with DSS keys. Speakerphones are standard, providing full handsfree operation. The large Liquid Crystal Display (LCD) provides call status data and programming information. For Attendant Positions, an Attendant Add-On Console is available for 48 station and/or outside line assignments and 12 function keys.

An SLT Adapter can be used in place of a digital terminal for connecting Single Line Telephones, or similar devices.

Feature Access, Single On/Off, or One-Touch Keys

Keys are designated Feature Access, Single On/Off, or One-Touch throughout this manual. The keys operate much the same, but various limitations imposed on each type are described below.

- Feature Access Keys

  Depending on the type, a Multiline Terminal can have 2, 8, 16, or 24 Line keys. **For Series 4500 and below, a maximum of 10 line keys can be assigned as Feature Access to allow direct access to features. Using System Software S5000 or higher, a maximum of 16 keys can be assigned for Feature Access**. These highly-flexible keys can be used for station DSS/BLF and Speed Dial also.

- Single On/Off Keys

  Line keys may also be assigned as Single On/Off keys in System Programming to toggle a feature on/off. This assignment has no impact on the Feature Access keys, but the assigned features are very specific. Call Forward All Call, Call Forward Busy/No Answer, Scrolling (CID), headset, and DND are examples of features available for Single On/Off keys.

- One-Touch Keys

  One-Touch keys can perform the same function as Feature Access keys. A Multiline Terminal has a fixed number of these keys. No system assignment is necessary, and the number of keys ranges from none to 20 depending on the terminal type.

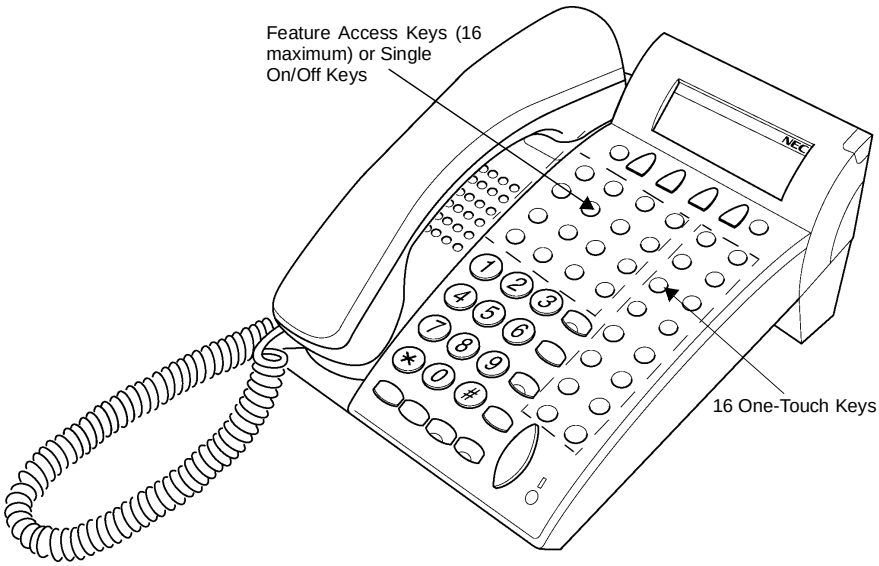

Figure 1-1 Key Assignment Example

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Features

CHAPTER 2

SECTION 1 GENERAL INFORMATION

All features available with the Electra Elite 48/192 system are listed alphabetically by name and described in this document. The following information is provided, when applicable, for each feature:

Feature Description – briefly describes the feature and, when applicable, tells how the feature is used by the end-user.

System Availability – describes Multiline Terminals that can be used with this feature. and lists any additional equipment, such as adapters or ETUs, that must be installed for this feature to operate.

Operating Procedures – contains detailed procedures for using each feature.

Quick Access Code Reference – provides a table for those features with associated Access Codes that are used with the operation of the feature. This table has Default, Access Code Name, and Alphabetic Designation columns.

- Default – indicates the default values for the Access Codes that are set when a new system is installed). Access Codes, except for System and Fixed codes, can be changed in System Programming.
- Access Code Name – indicates the name associated with the Access Code. The code type is shown in parentheses at the end of each code name. Access Code types include the following:
  - System Codes are usually 1-digit codes that apply to the operation of the system. These codes can be changed using Memory Block 1-1-46 [Access Code (1-Digit) Assignment].
  - Intercom Codes are 2-digit codes that apply to the associated feature and indicate Access Codes that can be changed using Memory Blocks 1-1-46 [Access Code (1-Digit) Assignment] and 1-1-47 [Access Code (2-Digit) Assignment].
  - Feature Codes are typically 3-digit codes and indicate Access Codes that apply to the associated feature. These codes can be changed using Memory Blocks 1-1-46 [Access Code (1-Digit) Assignment] and 1-1-48 [Access Code (3-Digit) Assignment].
  - Fixed Codes are set in the system and cannot be changed.

✆ Alphabetic Designation – the alphabetic equivalent that helps you to easily remember the Access Code. These designations are available only for Feature and Intercom codes.

Service Conditions – specifies conditions that apply to the feature operation.

Related Features Lists – lists any associated features.

SECTION 2 OPERATING PROCEDURES

The operating procedures are the same for Electra Professional and Electra Elite or D^{term} Series E Multiline Terminals. Minor key differences are listed below. ***These differences are important when performing the operations listed in this manual.***

Electra Professional Terminals		DTP or DTU Terminals
FNC	⇨	Feature
LNS/SPD	⇨	Redial
1 ~ 0 OPER	⇨	1 ~ 0 OPER
*	⇨	*
#	⇨	#
RECALL	⇨	Recall
CNF	⇨	Conf
SPKR	⇨	Speaker
ANS	⇨	Answer
TRF	⇨	Transfer
HOLD	⇨	Hold
▼ ▲	⇨	^ v

Account Code Entry

A-1

FEATURE DESCRIPTION

Account Code Entry allows assignment of Account Codes with up to 16 digits. Account Codes are incorporated in the call records generated by Station Message Detail Recording (SMDR) and provide a reference for billing.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

MIFM-U10 ETU

OPERATING PROCEDURES

From a Multiline Terminal with an outside call in progress:

1. Press Feature.
2. Dial Access Code 6 MNO 6 MNO (fixed Access Code).
3. Enter the Account Code using the dial pad while talking with the outside party.
4. Press Feature.

From a Multiline Terminal with an outside call on hold:

1. While receiving internal dial tone, dial Account Code Entry Access Code XX (not assigned at default).
2. Enter the Account Code using the dial pad.
3. Retrieve the held call.

- OR -

While receiving internal dial tone, press the Feature Access or One-Touch key programmed for Account Code Entry.

4. Enter the Account Code using the dial pad.
5. Retrieve the held call.

From a Single Line Telephone with an outside call in progress:

1. Press the hookswitch, and wait for a new internal dial tone; the outside party is put on hold.
2. Dial Account Code Entry Access Code XX (no default assigned).
3. Enter the Account Code using the dial pad.
4. Use a hookflash to return to the held call.

QUICK ACCESS CODE REFERENCE

Default	Access Code Name	Alphabetic Designation
66	Feature Access Code (Fixed)	N/A

SERVICE CONDITIONS

Data Assignment

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to specify or change the Account Code Entry Access Code (no default assigned) that is used after a call is put on hold.
- Use Memory Block 7-1 (Card Interface Slot Assignment), to specify the MIFM-10 ETU.
- Account Codes can be programmed to a Feature Access or One-Touch key on any Multiline Terminal.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK6 to allow (LK ON) Account Code Entry.

Restrictions

- An Account Code cannot be entered when a station is part of a conference supported by the system.
- An Account Code cannot be entered if a hookflash results in a conference when a Single Line Telephone has a call on hold and another call is in progress.
- During Account Code Entry, Call Alert Notification is not provided.

- An Account Code Entry does not print with SMDR unless the account code is entered after the Call Start time elapses.

General

- Use Memory Block 1-5-25 (SMDR Incoming/Outgoing Print Selection) to control generation of an SMDR Report on incoming calls. When an Account Code is entered during an outgoing call, a call report is generated regardless of system assignment.
- The Multiline Terminal user can enter an Account Code while talking with the outside party. Tones are not sent to the CO line, and the outside party is not put on hold.
- If multiple Account Codes are entered during one call, the last entry is output from SMDR.
- The Account Code can have up to 16 digits.

RELATED FEATURES LIST

Feature Number	Feature Name
A-2	Account Code - Forced/Verified/Unverified
S-15	Station Message Detail Recording (SMDR)

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Account Code - Forced/Verified/ Unverified

A-2

FEATURE DESCRIPTION

Account Code - Forced/Verified forces selected station users to dial an Access Code and a verified Account Code before making an outgoing call. The outgoing call is processed only after the dialed Account Code is verified.

Account Code - Forced/Unverified forces selected station users to dial an Access Code and an unverified Account Code before making an outgoing call. The outgoing call is processed only after the unverified Account Code is dialed. **System Software S5000 or higher is required.**

This feature allows a system administrator to control unauthorized outgoing calls. The Forced/Verified/Unverified Account Code is part of the Station Message Detail Recording (SMDR) call record. A Forced/Verified Account Code has a maximum of 13 digits.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

MIFM-U10 ETU

OPERATING PROCEDURE

To enter Account Code - Forced/Verified/Unverified from any station:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Forced Account Access Code. A second dial tone is received.
3. Dial the Forced Account Code. Wait for Internal dial tone.
4. Dial the Trunk Access code and the outside number.

To program Account Code - Forced/Verified from Attendant Position:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Forced Account Access Code (not assigned at default), and wait for a second dial tone.
3. Dial the Forced Account Number (0 OPER 0 OPER 1 ~ 5 JKL 0 OPER 0 OPER).
4. Dial the Forced Account Code (default: 10 digits). Wait for Confirmation tone.
5. Press Transfer to enter the information. The next Account Number is displayed. (Repeat steps 4 ~ 5 until all desired Account Codes are entered.)
6. Press Speaker to stop entering Account Codes.

To use this feature with Scrolling Directories:

1. Press the △ (SYS. or STA. softkey) to designate system or station speed dialing.
2. Press the △ (UP or DOWN softkey) to view the names/numbers listed in the directory.

- OR -

Press a dial pad key (to select the first letter of the name or number of the desired speed dial buffer) and dial * .

3. To dial the number press Speaker or lift the handset.
4. Enter the Account code.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK8 to Allow (default LED On) or Deny (LED Off) Attendant Positions to program Forced Account Codes.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK1 to Allow (LED On) or Deny (default: LED Off) Account Code Forced/Verified.

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2], Page 6 LK3 to Allow (LED On) or Deny (default: LED Off) Account Code Forced/Unverified. **System software S5000 or higher is required**.
- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign the Forced Account Code Access (Function No. 147).
- Use Memory Block 1-8-27 (Forced Account Code Length Assignment) to assign the number of digits for Account Codes system-wide. One to 13 digits can be assigned; default is 10 digits.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the necessary MIFM-10 ETU.

Restrictions:

- Existing restrictions and Least Cost Routing (LCR) assignments are applied after Forced Account Codes are entered.
- When a 911 call is placed, Account Code Forced/Verified is overridden by the following:
  - Emergency 911 Cut-Through is enabled.
  - A CAMA trunk is installed and enabled.
- Enhanced 911 calls override the forced account code and are controlled by the Emergency 911 Dialing Route Assignment.
- Verified and Unverified Forced Account Codes cannot be used in the same Class of Service.

General:

- **System Software S5500 or higher is required for Scrolling Directories to be used with this feature.**
- Only outgoing calls from an intercom require a Forced Account Access Code. Direct access to trunks bypasses this feature.
- Reorder tone is provided when an outgoing call is dialed without entering the Forced Account Access Code and a Forced Account Code.
- Call Alert Notification is not provided during Account Code Entry verification and programming.
- PBR Time values apply when a Single Line Telephone is used to enter a Forced Account Code.
- Forced Account Codes can be uploaded, downloaded, or modified using PC based System Programming.

- Forced Account Code Verified/Unverified and Account Code entries are printed on the SMDR report if both are used.
- **A** is placed in front of the Forced Account Codes on the SMDR reports to distinguish them from other Account Code entries.
- A total of 500 Forced/Verified Account Codes can be entered system-wide.
- When the Interdigit time (default 10s) expires after the user inputs a Forced Account Code, Busy Tone is generated.

RELATED FEATURES LIST

Feature Number	Feature Name
A-1	Account Code Entry
S-15	Station Message Detail Recording (SMDR)

Add-On Conference

A-3

FEATURE DESCRIPTION

Add-On Conference allows a conference call with a total of four parties with various combinations of outside lines and stations. This increases efficiency by allowing multiple parties to enter a conversation.

System Software S3000 or lower supports up to six, 4-party conferences with no more than two outside lines per conference.

System Software S4000 or higher supports up to 16, 4-party conferences with no more than two outside lines per conference.

SYSTEM AVAILABILITY

Terminal Type:

All stations

Required Components:

None

OPERATING PROCEDURES

To initiate an Add-On Conference using a Multiline Terminal with a call in progress:

1. Press Conf.
2. Dial a station number or outside party, and inform the answering party of the conference.
3. Press Conf again. The Conf LED is on continuously. Talk with both parties.
4. Repeat steps 1~3 to add an additional party to the conference.

To initiate an Add-On Conference using a Single Line Telephone with a call in progress:

1. Press the hookswitch to place the first call on hold.
2. Dial an internal station and announce conference.
3. Press the hookswitch again. Talk with both parties.

SERVICE CONDITIONS

Restrictions:

- A Single Line Telephone cannot be used to originate a 2-party CO conference.
- A Multiline Terminal user on hold cannot enter another conference.

General:

- The elapsed time of the call from the originating terminal is shown on display Multiline Terminals.
- When all conference circuits are in use, the red Conference key on each Multiline Terminal is on.
- Allowed conference configurations are:
  - 4 terminals - no outside party
  - 3 terminals - 1 outside party
  - 3 terminals - no outside party
  - 2 terminals - 1 outside party
  - 1 terminal - 2 outside parties
- Only one member of a conference can place a conference on hold at a time.
- When the conference is placed on hold, the Conference LED flashes on all phones in the conference.
- Recall is not provided at the Multiline Terminal when a conference is on hold.
- The CO to CO conference loss is 6 db (3 db per CO). This does not include the loss already occurring on each CO circuit. A telephone for conference connection incurs a 10 db loss.

RELATED FEATURES LIST

Feature Number	Feature Name
A-24	Automatic Release
M-4	Multiline Conference Bridge

All Call Page

A-4

FEATURE DESCRIPTION

All Call Page allows simultaneous paging (internal and external) of all idle Multiline Terminals in a zone over each built-in speaker and over all external paging speakers. This enables a person within hearing distance of a Multiline Terminal or external speaker to respond to the paging call.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate a page on a Multiline Terminal:

1. Lift the handset, and wait for internal dial tone (or press Hold when the user is engaged on a call).
2. Dial Access Code 5 JKL 0 OPER (set as default) for All Call Page.
3. Page.

To answer a page on a Multiline Terminal:

1. Go off-hook.
2. Wait for internal dial tone.
3. Dial Meet-Me Access Code 5 JKL * (set as default); the display changes to show the originator station number.
4. Talk with All Call Page originator.

To originate a page on a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone or press the hookswitch when the user is engaged in a call.
2. Dial All Call Page Access Code (5 JKL) (0 OPER) (default).
3. Page.

To answer a page on a Single Line Telephone:

1. Lift the handset or press the hookswitch when the user is engaged in a call.
2. Wait for dial tone.
3. Dial Meet-Me Access Code (5 JKL) (*) (default).
4. Talk with All Call Page originator.

QUICK ACCESS CODE REFERENCE

Default	Access Code Name	Alphabetic Designation
59	All Internal/External Zone Paging	N/A
5*	Internal/External Meet-Me	N/A

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-31 (Receiving Internal/All Call Page Selection) to allow or deny station paging. This includes All Call Page, Internal Zone Paging, and External Zone Paging. Internal Emergency All Call Page is not included.
- Use Memory Block 1-2-25 (Internal Paging Alert Tone Selection) to allow (default: YS) or deny (NO) system-wide Paging alert tone (Internal and/or External).

Restrictions:

- A Multiline Terminal user engaged in a handsfree call cannot receive All Call Page or Internal Zone Pages.

- Only one All Call Page or Internal Zone Page can be established at a time. Another page can be originated as soon as the first is abandoned or answered by Meet-Me Answer.
- Simultaneous zone paging (Internal Zones A, B, and C) can be established at one time; however, All Internal Zone Paging and Internal Emergency All Call Page cannot be performed when any other internal page is in use.

General:

- All Call Page can be originated or answered by Meet-Me Answer from internal dial tone.
- All Call Page times out using the External Paging Time Out (default is five minutes).
- An outside line can be conferenced with External Page to allow a conversation to be monitored.
- The default Access Code for All Call Page is 59. The default Access Code for All Call Page Meet-Me code is 5✱ (Internal/External Meet-Me).

RELATED FEATURES LIST

Feature Number	Feature Name
E-11	External Zone Paging (Meet-Me)
I-5	Internal Zone Paging (Meet-Me)

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Alphanumeric Display

A-5

FEATURE DESCRIPTION

Each Electra Elite or D$^{term®}$ Series E Display Multiline Terminal has a 24-character by 3-line Liquid Crystal Display (LCD). Each Electra Professional Display Multiline Terminal has a 16-character by 2-line LCD. These displays provide information such as: date/time, elapsed call time on outside calls, digits dialed, internal calling party number, Customized Message, Speed Dial entries or softkeys.

SYSTEM AVAILABILITY

Terminal Type:

All Display Multiline Terminals

Required Components:

LCD DISPLAYS

Refer to Display Indications table below.

Display	Location	Definition
12:24 AM WED 10	All Stations with LCD	Clock/Calendar
FWD 100 - > [ ]		Set Call Forward - All Call
ALL FWD CANCLD		Cancel DND/Call Forward - All Call System-Wide
FWD/DND CANCLD	Originator	Cancel DND/Call Forward - All Call At Individual Stations
FWD SET [ ]	Originator	Set Call Forward - All Call From Forward To Extension
FWD RESET [ ]		Reset Call Forward - All Call From Forward To Extension
BUSY 100 -- > [_]		Set Call Forward - Busy
FWD BUSY CANCLD		Cancel Call Forward - Busy
NOANS 100 - > [ ]		Set Call Forward - No Answer
FWD NA CANCLD		Cancel Call Forward - No Answer
FWD BNA - > [ ]		Set Call Forward - Busy/No Answer
FWD BNA CNCL		Cancel Call Forward - Busy/No Answer
BACK MM/DD HH:MM		Set Customized Message

Display	Location	Definition
MESSAGE CLEAR		Cancel Customized Message System-Wide or From Individual Station
NIGHT MODE SET		Night Mode Switch
NIGHT MODE RESET		Reset Night Mode
NT TENANT		Set Night Mode For Tenant
CALLBACK CANCLD		Cancel Callback System-Wide
FNC LAMP OFF		Reset FNC LED
CURRENT PASSWORD ?	Originator	Telephone Password (1)
NEW PASSWORD ?	Originator	Telephone Password (2)
ENTER PASSWORD	Originator	Set Password (CO/PBX Restriction)
RESTRICT SET	Originator	After Setting Password
CALL DENIED	Originator	Display on Station Outgoing Restricted Telephone
RESTRICT CANCLD	Originator	After Canceling Outgoing Call Restriction
CANCEL TEL ? ? ?		Cancel Restriction on Another Telephone
RLY 0 ON		Relay On
RLY 0 OFF		Relay Off
ALARM AM 00 : 00		Set Alarm For A.M.
ALARM PM 00 : 00		Set Alarm For P.M.
ALL ALARM CANCLD		Cancel Alarm System-Wide
SET TIME REMINDER		Set Timed Alarm for SLT
DND SET	Originator	Set Do Not Disturb
SAVE & REPEAT	Originator	Save and Repeat Number Is Stored
INT ALL PAGE	Originator	Internal All Zone Paging
INT PAGE [A]		Group Paging
TENT [ ]		Tenant Paging
SPKR [A]	Originator	External Speaker
TRF SET CO =		Set Automatic Tandem Trunk Transfer IN/OUT Trunk
TRF CNCL CO =		Reset Automatic Tandem Trunk Transfer
TRF TO CO =		Set or Confirm Transferred Trunk of Automatic Tandem Trunk Transfer

Display	Location	Definition
TRNS TO N / A		Transferred Trunk Not Assigned
00 : EMPTY		No Speed Dial Number Entered
00 : 0 1 2 3 4 5 6 7 8 9		Speed Dial Number Confirmation
NO SMDR		Station Message Detail Recording Not Available
ERROR		Error Message
BUSY		Busy Message
PRINTER TROUBLE		Printer Problems
SPKR [A , B , C]	Originator	External All Paging
LINE IDLE	Originator	Trunk Queuing; CO/PBX Trunk Idle
TRUNK QUE SET	Originator	Trunk Queuing Set
LNR [#] / SPD [ ]		Press LNR/SPD Key
TRUNK QUE CANCLD	Originator	Trunk Queue Canceled
RCL : 0 1 , 0 2 , 0 3 , 0 4	Originator	Hold Recall
120 < - [1 1 0] TRANSF	Destination	Ring Transfer
120 = = [1 1 0] TRANSF		Automatic Ring Transfer
OVD > [ ]		Barge-In On CO/PBX Line (1)
OVD - > CO [ ]		Barge-In On CO/PBX Line (2)
100 < - TIE LNXX		Tie Line Answer
100 < - DID LNXX		DID Answer
DATA ENTRY		Enter Data Via System Programming
STA NUMBER?		Call Pickup Direct Originate
100 _ _ [101]URGENT		Voice Over Split Originate/Receive
01/12147517627		Caller ID Indication
MUSIC SET/RESET		Background Music is On/Off

SERVICE CONDITIONS

French, Japanese, and Spanish characters are also available.

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Analog Line Extender (D^term® Analog EXT)

A-6

FEATURE DESCRIPTION

The D^term Analog EXT allows a user with an NEC Multiline Telephone to make or receive calls from a remote location while maintaining a station appearance from the office KTS.

SYSTEM AVAILABILITY

Terminal Type:

DTP-32DE-1

Required Components:

Electra Elite KTS with 1 ESI Port

1 D^term Analog extender (OF)
with termination to an ESI port of the KTS and an analog line from the CO

1 D^term Analog extender (RE)
with termination to an analog line from the CO

1 DTP-32DE-1 D^term Series E terminal

OPERATING PROCEDURES

Normal incoming call handling procedures apply.

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 4-01 [CO/PBX Ring Assignment (Day Mode)] 0r 4-02 [CO/PBX Ring Assignment (Night Mode)] to assign incoming CO/PBX calls to ring on Multiline Terminals.
- ✆ Use Memory Block 4-31 (Receiving Internal/All Call Page Selection) to disable (press LK 2) paging for the station.

Restrictions:

- The user must use a line that is not connected to the D^{term} Analog EXT to make 911 calls. If a call is made from the remote terminal, the telephone number at the KTS location is sent to the emergency center.
- Zone and voice paging must be turned off using KTS programming. The remote telephone should be programmed to ring for all incoming calls.
- When the remote Multiline Terminal is programmed to answer multiple calls, they should ring at the terminal. Contact your authorized NEC dealer when system changes are required.
- Synchronous ringing does not operate on the remote telephone. Incoming trunk calls automatically ring 2 sec. on/2 sec. off.
- Analog fax machines and modems cannot operate with a DTP-32DE-1 Multiline Terminal that is connected to an APR-U Unit optional adapter.
- D^{term} Cordless, D^{term} Cordless Lite, D^{term} Cordless II, and D^{term} Analog Cordless cannot be used with a DTP-32DE-1 Multiline Terminal or D^{term} Analog EXT.
- CTA-U Unit and CTU(S)-U Unit cannot be installed to a KTS remote Multiline Terminal to provide TAPI functionality with the KTS.
- CTU(C)-U Unit (Coreline) cannot be used with a DTP-32DE-1 Multiline Terminal or D^{term} Analog EXT.
- D^{term} PC and PCII do not function with D^{term} Analog EXT.
- The HFU-U Unit handsfree adapter cannot operate with a DTP-32DE-1 Multiline Terminal or D^{term} Analog EXT used in a home environment because of FCC restrictions, but it can operate in an office environment.

General:

- Refer to D^{term} Analog EXT Owners Manual for more information.

Ancillary Device Connection

A-7

FEATURE DESCRIPTION

Ancillary Device Connection allows installation of selected peripheral (ancillary) devices to a Multiline Terminal. This feature enhances peripheral device objectives.

An Electra Elite Terminal user can accomplish this by using the APR-U Unit (Analog Port Adapter with Ringer) or APA-U Unit (Analog Port Adapter without Ringer) for analog telephone devices, installing the HFU-U Unit to have a full duplex speakerphone, or installing the ADA-U Unit to connect devices such as tape recorders.

The APA-U Unit is the interface for installing a Single Line Telephone, Modem, Credit Card Reader, Wireless Headset, NEC Voicepoint/Voicepoint Plus Conferencing unit or other compatible analog device.

An Electra Professional terminal user can install the ADA(1)-W(BK)/(SW) Unit to connect headset or tape recorder or install the ADA(2)-W(BK)/(SW) Unit to connect an SLT Cordless Telephone.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals except DTP-2DT-1(WH)

Required Components:

APR-U Unit, APA-U Unit, HFU-U Unit, ADA-U Unit, ADA(1)-W Unit, or ADA(2)-W Unit

OPERATING PROCEDURES

Depend on the connected ancillary device.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-02 (Hookflash Time Selection) to specify the loop open time for a hookflash signal sent to the CO/PBX when the recall key on a Multiline Terminal is pressed.

- Use Memory Block 1-3-02 (SLT Hookflash Signal Selection) to specify whether a line is held internally or, when behind a PBX, a hookflash (HF) signal is sent to the line when a Single Line Telephone user performs a hookflash.
- Use Memory Block 4-24 (SLT Hookflash Assignment) to ether hold or disconnect the trunk for the Single Line Telephone (SLT) hooking operation.
- Use Memory Block 4-39 (APR Ring Mode Assignment) to assign the APR-U Unit or ADA(2)-W(BK)/(SW) Unit for NON (No Ring), STA (default: ring Station Number only), or ALL.
- Use Memory Block 4-59 (APR/APA Hookflash Selection) to allow or deny hookflash on an APR or APA. **System Software S5500 or higher is required**.

Restrictions:

- The Electra Professional Terminals allow only one ADA(1)-W(BK)/(SW) Unit or ADA(2)-W(BK)/(SW) Unit at a time.

General:

- The optional device fits underneath the terminal.
- Engineering Technical Information Bulletins (ETIs) provide connection instructions for the various ancillary devices. Ancillary devices that are not covered by an ETI may not be compatible with Electra Elite Multiline Terminals. Verify with NEC America, Inc., National Technical Assistance Center (NTAC) before attempting hookup.
- Individual device conditions and operating procedures are provided in the applicable ETI Bulletins and ancillary device manufacturer information.
- An APR-U Unit or APA-U Unit with hookflash enabled follows the same operating procedures as a Single Line Terminal connected to an SLI(8)-U10 ETU.

Answer Hold

A-8

FEATURE DESCRIPTION

Answer Hold allows a Multiline Terminal user to press the flashing Answer key to answer an incoming ringing call. When the MultilineTerminal user is already answering a call, the first call is automatically placed on Non-Exclusive Hold when the second call is answered. Answer Hold is particularly useful at Attendant Positions or other central answering positions. Using the Answer key speeds call handling, and Answer Hold prevents accidental call dropping.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To answer calls on a different line key with a call in progress:

1. Receive CO/PBX incoming ring. The Answer LED flashes.
2. Press Answer, and answer the new call (Answer LED goes off). The original call is put on Hold.
   a. When the original call is on a Call Appearance Key, the call is placed on Non-Exclusive Hold on the Call Appearance Key.
   b. When the call is on a line key, the call is placed on Non-Exclusive Hold on the line key.
3. Talk with the CO/PBX incoming caller.
4. When additional calls are received, press Answer to place the current call on Hold and connect to the next call. (Refer to a and b above.)

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-51 (Off-Hook Ringing Selection) to assign YS (default) or NO for Off-hook ringing for Answer Hold to work.

Restrictions:

- Answer Hold does not function for incoming internal calls.
- CO/PBX incoming calls not assigned to ring or assigned to other tenants do not activate Answer Hold.
- DID/Tie line and DIT/ANA calls do not activate Answer Hold.
- When all Call Appearance keys are in use, the next call cannot be answered.

General:

- CO/PBX ringing transfer/camp-on calls may be answered.
- When multiple incoming calls activate the Answer key LED, the LED continues to flash until all calls are answered.

Answer Key

A-9

FEATURE DESCRIPTION

Multiline Terminals have an Answer key with an LED that flashes when the Multiline Terminal user receives an incoming CO/PBX, Tie/DID transfer, or CO/PBX transfer call ringing in the same tenant group. When multiple calls are received, the Answer key is used to pick up calls. The Answer key continues flashing until the last unanswered call is answered. Press the Answer key during a call to hold the current call and allow the next call to be answered.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To answer calls using the Answer key:

1. Receive CO/PBX incoming ring. Answer LED flashes.
2. Press Answer. The Answer LED goes out.
3. Talk with the CO/PBX incoming calling party.
4. When additional CO incoming calls are received, the Answer LED flashes again. Press Answer to place the current call on Non-Exclusive Hold and connect the Multiline Terminal user to the next call.
   a. An original call on a Call Appearance Key is placed on Non-Exclusive Hold on the Call Appearance Key.
   b. An original call on a line key is placed on Non-Exclusive Hold on the line key.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-01 [CO/PBX Ring Assignment (Day Mode)] or 4-02 [CO/PBX Ring Assignment (Night Mode)] to assign the day/night mode for on-hook ringing.
- Use Memory Block 4-51 (Off-Hook Ringing Selection) to select YS (default) or NO for Off-Hook Ringing.

Restrictions:

- An Internal call, internal transfer/camp-on call, Secondary Incoming Extension, Automated Attendant, or Tie/DID call does not activate the Answer key LED.

General:

- The Answer key LED functions for incoming CO/PBX calls, CO/PBX transfer/camp-on calls, and transfer/camp-on Tie/DID calls.
- Incoming CO/PBX ringing calls to other tenants with the CO/PBX line appearance and ring assignment activate the Answer key LED.
- Incoming calls answered by the Answer key are handled *first in-first out*.

Assigned Night Answer (ANA)

A-10

FEATURE DESCRIPTION

Assigned Night Answer (ANA) is a Direct Inward Termination programmed to ring directly at a selected station when the system or tenant is in Night Mode. This assignment operates independently from the DIT (Day Mode) ringing assignment.

System Software S4000 or higher is required to support delay ringing to ANA or ANA trunks to a tenant.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Normal incoming call handling procedures apply.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-43 (ANA Assignment) to assign CO/PBX lines to ring a station number, a hunt group master number, or an ACD/UCD Pilot number. Default is not assigned.
- Multiple CO/PBX lines can be assigned to ring at the same station, hunt group master number, or ACD/UCD Pilot number.
- Incoming ANA calls follow the station Call Forward setting.
- Use Memory Block 3-61 (DIT/ANA Delay Answer Time Selection) to specify the delay time (default: 0s) before the call rings at the ANA destination. **System Software S4000 or higher is required**.
- Use Memory Block 3-62 (DIT Tenant assignment) to assign each trunk to a Master Tenant. **System Software S4000 or higher is required**.

Restrictions:

- When a CO/PBX line is assigned for ANA, the Night Mode CO/PBX ring assignment is disabled.

General:

- ANA incoming ringing is assigned for Distinctive Ring or Synchronous Ring system-wide.
- When a busy station, programmed for ANA, receives an incoming ANA call, the system provides Camp-On tone for the busy station. The calling party receives ringback tone until the call is answered.
- A Call Pickup for the same tenant, Access Code 68 (default), can be used to answer ANA calls.
- ANA calls do not activate ExternalTone Ringer or Night Chime.
- ANA calls can be assigned to ring on voice mail ports. A hunt group can be assigned by using the internal master hunt number assignments.
- When a station, programmed for ANA, receives an incoming ANA call, internal ring tone is heard at all stations where a secondary incoming extension appears and is assigned to ring.
- Incoming ANA calls cannot be answered directly at the CO line key appearance. The CO line key indicates Other Use (red LED).
- While an incoming ANA call is being received, an internal call cannot be made.
- When Memory Block 3-61 (DIT/ANA Delay Answer Time Selection) is set to 0 (default), ANA is performed immediately after call termination. **System Software S4000 or higher is required**.
- Use Memory Block 3-63 (DIT Weekend Mode Selection) to allow or deny the ANA delay to follow the weekend setting when a tenant is placed in weekend mode. **System Software S4000 or higher is required**.
- Use Memory Block 3-64 (DIT Night Mode Delay Answer Selection) to allow or deny the ANA delay to follow the night mode setting system-wide or when a tenant is placed in night mode. **System Software S4000 or higher is required**.

RELATED FEATURES LIST

Feature Number	Feature Name
D-11	Direct Inward Terminatio n(DIT)

Attendant Add-On Console

A-11

FEATURE DESCRIPTION

The Attendant Add-On Console functions with a Multiline Terminal programmed as an Attendant. This console provides access to a maximum of 48 stations and/or outside lines. The Busy Lamp Field status is shown by a red LED for each station or trunk. Trunks can include CO/PBX, ISDN, DID, E&M Tie Lines, and FT1 lines. The Attendant Add-On Console also has 12 function keys that can be used for attendant messaging, paging access, or other undefined functions.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal programmed as an Attendant Position

Required Components:

DCU-60-1(BK)/(WH) Console or EDW-48-1/2(BK)/(SW) DSS/BLF

OPERATING PROCEDURES

To transfer a call:

1. Attendant answers an incoming CO/PBX call.
2. Press the DSS/BLF key for the desired station. The calling party is put on Non-Exclusive Hold.
3. When the called party answers the Attendant call, the Attendant announces the call and then presses Transfer on the Attendant Add-On Console.
4. Go on-hook.

- OR -

1. Attendant answers an incoming CO/PBX call.
2. Press the Attendant Add-On Console key for the desired station. The calling party is put on Non-Exclusive Hold.
3. Press Transfer on the Add-On Console.
4. Go on-hook.

To call a station:

1. Lift the handset, and wait for internal dial tone.
2. Press the DSS/BLF key for the desired station. Hear ringback tone or voice announce the station.
3. Called party answers.

To set/cancel Message Waiting or Station Outgoing Lockout (Outgoing Restrict) to station:

1. Press the Message Wait or Station Lockout key.
2. Press the DSS/BLF key for the desired station.

To make an outgoing call using the Attendant Add-On Console from the Attendant Position:

1. Go off-hook with the handset or press a CO line key on the Attendant Add-On Console.
2. Dial the desired number.

To answer an incoming call using the Attendant Add-On Console from the Attendant Position:

Press the incoming CO line key or flashing 

if ringing is assigned.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK8 to Allow (default: LED On) or Deny (LED Off) attendant features.
- use Memory Block 1-6-01 (Attendant Add-On Console to Telephone Port Assignment) to assign Attendant Add-on Console to a telephone port number (default: port 01 or 02).
- Use Memory Block 1-6-03 (DSS Call Voice/Tone Signal Selection) to specify whether VOICE (default) or TONE signaling is used first when an Attendant makes a call using the Attendant Add-On Console.

Restrictions:

- Only four DCU-60-1(BK)/(WH) Consoles or EDW-48-1/2(BK)/(SW) DSS/BLFs can be installed per system.
- Only four Attendant Add-On Consoles can be connected to one station.
- When tone signaling is selected in Memory Block 1-6-03 (DSS Call Voice/Tone Signal Selection), the called party cannot answer handsfree unless the DSS station dials 1 to switch to voice.

General:

- The 48 DSS keys and 12 function keys on Attendant Add-On Consoles are flexible and can be changed.
- Both DSS/BLF for stations and CO lines can appear on the same DCU-60-1(BK)/(WH) Console or EDW-48-1/2(BK)/(SW) DSS/BLF.
- When the Attendant transfers a call, the transferred outside line remains on Non-Exclusive Hold until the call is answered.
- Each installed Attendant Add-On Console is included in the maximum number of stations.
- The keys are assigned at default as follows:

Key(s):		
01~48	ICM Call	00~147 (depending on system configuration)
49	Night Mode	
50~53	Direct Paging Access	Internal Zone and All Zone Page
54	Vacant	
55	Message	
56~59	External All Zone Paging	External Zone and All Zone Page
60	Transfer	

- Busy Lamp Field indications show when a Multiline Terminal, outside line, or zone paging is in use.

- Busy Lamp Field status indications at the Attendant Add-On Console are:

LED Indications:	**Busy Lamp Field Status:**
Off	Station Idle
Green	Not Used
Red	Busy
Flashing	DND, Call Forward - All Call, Break Mode (by ACD Agent)
Winking	Function Programming Mode

LED Indications:	**Outside Line Status:**
Off	Outside Line Idle
Green	In Use (by Attendant station)
Red	Busy
Winking	Call On Hold
Flashing	Incoming Call

- Message Waiting/Station Outgoing Lockout status indications at the Attendant Add-On Console are:

LED Indications:	**Station Status**:
Off	No Message/Lockout Not Set
Green	Message Waiting/Lockout Set

- Using an Attendant Add-On Console, the Attendant can set a message to a Single Line Telephone equipped with a Message Waiting LED and connected to an SLI(8)-U10 ETU.
- When the Message Waiting indication is set, the Large LED flashes green on MultilineTerminals and continues to flash until the message is answered or canceled by an Attendant.
- Attendant Add-On Consoles can be assigned to any Multiline Terminal programmed as an Attendant Position.
- When the entire system is switched into Night Mode, the Night Transfer (NT) key LED on the Attendant Add-On Console lights red.

- An Attendant Add-On Console cannot have a Message Wait key and a Station Lockout key assigned at the same time.
- When multiple CO calls are ringing at an Attendant Station or Attendant Add-On Console, the calls are answered in *first in-first out* order.

RELATED FEATURES LIST

Feature Number	Feature Name
A-13	Attendant Positions
A-14	Attendant Station Outgoing Lockout
B-6	Busy Lamp Field on Multilin eTerminals
M-2	Message Waiting

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Attendant Camp-On

A-12

FEATURE DESCRIPTION

Attendant Camp-On, used at an Attendant Position with an Attendant Add-On Console, allows a call to be transferred to a busy station. Press the Transfer (TRF) key on the Attendant Add-On Console to send the Camp-On tone to the busy station. When the station receives the camp-on tone, the call rings and can be answered. A camp-on call that is not answered in a preprogrammed time recalls to the Attendant Position.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal with display programmed as an Attendant Position

Required Components:

DCU-60-1(BK)/(WH) Console or EDW-48-1/2(BK)/(SW) DSS/BLF

OPERATING PROCEDURES

From an Attendant Position with a CO/PBX Call in progress:

1. Press the DSS/BLF key on the Attendant Add-On Console or the Attendant Position for the desired station.
2. Wait for call waiting tone.
3. Press Transfer on the Attendant Add-On Console or on the Attendant Position. Camp-On is set.
4. Go on hook.
5. After time-out, When the Camp-On is not answered, a recall tone is received at the Attendant Position, and the LED on the assigned CO/PBX line key or Call Appearance Key returns to flashing green.
6. Press the CO/PBX line key with the flashing green LED to return to the call.

To answer a Camp-On Call from a Multiline Terminal:

1. The user engaged in a call receives a camp-on tone. The Answer flashes red, the Large LED flashes green, and CO/PBX line flashes green, when assigned.
2. Press Answer and talk with the CO/PBX incoming caller. The previous call is put on hold.

To answer a Camp-On Call from a Single Line Telephone:

1. The user engaged in a call receives a camp-on tone.
2. Hang up or put the call on System Call Park.
3. Go off-hook, and talk with the CO/PBX incoming caller.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-11 (System Transfer/Camp-On Selection) to select whether (default: YS) or not (NO) the station user can press the transfer key to perform a Station Camp-On.
- Use Memory Block 1-1-64 (Attendant Add-On Console Transfer/ Camp-On Recall Time Selection) to set the Attendant Camp-On Recall Time for 0.5 (default), 1.5, 2, 3, 5, 8, or 10 minutes.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK3 to Allow (default: LED On) or Deny (LED Off) receiving a Camp-On tone.

Restrictions:

- Camp-On is not allowed to stations that have received Tone Override.

General:

- The camp-on tone is heard over the handset or from the speaker when the Multiline Terminal is in handsfree mode.
- Any number of outside calls can be camped on to a station. When the station goes idle, the Camp-On calls are answered in order from the lowest numbered lines to the highest numbered lines.

✆ Two Camp-On types are provided by the system:

- Attendant Camp-On
- Station Camp-On.

RELATED FEATURES LIST

Feature Number	Feature Name
C-17	Class of Service
D-15	Do Not Disturb (DND)
S-13	Station Camp-On

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Attendant Positions

A-13

FEATURE DESCRIPTION

Any number of stations can be designated an Attendant Position. These stations have access to distinct Attendant-type features. Two Attendant Positions can support two Attendant Add-On Consoles each. Programming for Attendant features such as setting Night Mode and System Speed Dial memory apply.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal with display programmed as an Attendant Position

Required Components:

None

OPERATING PROCEDURES

Provided under specific Attendant feature descriptions.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to assign the first two station ports, 01 and 02, as Attendant Positions.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK8 to allow (LED On) or deny (LED Off) attendant features to any station.

Restrictions:

- A maximum of four Attendant Add-On Consoles can be assigned to one Attendant Position.
- A maximum of four Attendant Add-On Consoles can be assigned in the system.
- Up to four Attendant positions can have an Attendant Add-on Console.

RELATED FEATURES LIST

Feature Number	Feature Name
A-16	Automated Attendant
A-26	Automatic Trunk-to-Trunk Transfer
C-4	Callback Request
C-7	Call Forward - All Call
D-15	Do Not Disturb (DND)
N-4	Night Transfer
S-8	SLT Timed Alarm
A-12	Speed Dial - System
S-16	Station Outgoing Lockout

Attendant Station Outgoing Lockout

A-14

FEATURE DESCRIPTION

Attendant Station Outgoing Lockout allows an Attendant Position with an Attendant Add-On Console to set a predetermined Code Restriction Class Assignment at any station assigned on the Attendant Add-On Console. This allows an Attendant to set/reset a restriction to allow/deny an outgoing call.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal programmed as an Attendant Position

Required Components:

DCU-60-1(BK)/(WH) Console or EDW-48-1/2(BK)/(SW) DSS/BLF

OPERATING PROCEDURES

To set the Attendant Station Outgoing Lockout from the Attendant Position using the Attendant Add-On Console:

1. Press programmed Lockout key on the Attendant Add-On Console.
2. Press the DSS key on the Attendant Add-On Console that is associated with the station where Attendant Station Outgoing Lockout is desired.
3. The green LED next to the DSS key lights to indicate lockout is set.

To cancel the Attendant Station Outgoing Lockout from the Attendant Position using the Attendant Add-On Console:

1. Press the key programmed as Lockout key on the Attendant Add-On Console.
2. Press the DSS key on the Attendant Add-On Console that is associated with the station where Attendant Station Outgoing Lockout is to be canceled.
3. The green LED next to the DSS key turns off to indicate the lockout is canceled.

SERVICE CONDITIONS

Data Assignment:

- At default, when a station with Attendant Station Outgoing Lockout is set, the station is outgoing restricted. Use Memory Block 1-1-70 (Code Restriction Class Assignment when Lockout is Set) to change system-wide to a different Code Restriction Class.
- Use Memory Block 1-6-05 (Attendant Add-On Console Key Selection) to assign functions to Attendant Add-On Console keys.
- When multiple Attendant Add-On Consoles are installed, the Attendant Station Outgoing Lockout is displayed only on the Attendant Add-On Console where the Lockout was set.

Restrictions:

- An Attendant Add-On Console, with an Attendant Station Outgoing Lockout key assigned on it, cannot be used to set the Message Waiting feature from an Attendant.

General:

- All Attendant Add-On Consoles can be used to set Attendant Station Outgoing Lockout.
- Attendant Station Outgoing Lockout is retained by the memory backup battery.
- No indication is provided at a terminal when Attendant Station Outgoing Lockout is set.
- To confirm that Attendant Station Outgoing Lockout is set at an Attendant Add-On Console, ensure that the green LED associated with the station is On. Lockout remains set until canceled at the Attendant Add-On Console where it was set.
- The station with Attendant Station Outgoing Lockout set cannot manually cancel the lockout.

RELATED FEATURES LIST

Feature Number	Feature Name
M-2	Message Waiting
S-16	Station Outgoing Lockout

Attendant Transfer

A-15

FEATURE DESCRIPTION

Attendant Transfer permits efficient call transfers in the system using an Attendant Multiline Terminal equipped with one to four Attendant Add-On Console(s). Transferred calls can be voice announced, camped-on (when the station is busy), or directly transferred to ring at stations. After a programmed time, All unanswered transferred calls return to the Attendant with distinct audible and visual indications.

SYSTEM AVAILABILITY

Terminal Type:

Any display Multiline Terminal programmed as an Attendant Position

Required Components:

DCU-60-1(BK)/(WH) Console or EDW-48-1/2(BK)/(SW) DSS/BLF

OPERATING PROCEDURES

From the Attendant Position with a CO/PBX call in progress:

1. Press the DSS key on the Attendant Add-On Console or the Attendant Position for the desired station.
2. Wait for ringback tone or voice announcement.
3. Press Transfer on the Attendant Add-On Console or on the Attendant Position. The call is transferred.
4. Hang up.
5. After time-out, when the transferred call is not answered, a recall tone is received at the Attendant Position; and the LED on the assigned CO/PBX line key or Call Appearance Key returns to flashing green.
6. Press the CO/PBX line key with the flashing green LED to return to the call.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-11 (System Transfer/Camp-On Selection) to allow (default: YS) or deny ring transfer or station camp-on.
- Use Memory Block 1-1-13 (Co Transfer Ring Pattern Selection) to select CO Transfer Ring Pattern (default: C).
- Use Memory Block 1-1-14 (Co Transfer Ring Tone Selection) to select CO Transfer Ring Tone (default: A).
- Use Memory Block 1-1-64 (Attendant Add-On Console Transfer/ Camp-On Recall Time Selection) to set The Attendant Transfer/ Camp-On recall time-out (default: 1 minute).

General:

- When a Transfer/Camp-On is denied, the call remains on hold at the Attendant Position Multiline Terminal.
- The outside line key LED flashes green on the station receiving the Transfer/Camp-On, when the line appears on that station. The Large LED also flashes green and the LED or the ANS key flashes red.
- An Attendant trying to Transfer/Camp-On a call to a station may be denied, when the Multiline Terminal is busy and receiving Tone Override.

RELATED FEATURES LIST

Feature Number	Feature Name
A-11	Attendant Add-On Console
A-12	Attendant Camp-On
A-24	Automatic Release

Automated Attendant

A-16

FEATURE DESCRIPTION

The Automated Attendant answers incoming CO/PBX calls and sends a greeting message to calling parties. When the caller enters a station number or a 1- or 2-digit number from the dial pad, as instructed in the greeting message, the Automated Attendant transfers the call to a designated station or Station Hunt group. The Automated Attendant can be set to provide eight automated message levels.

Incoming DID calls can be answered by the Automated Attendant (**System Software S5000 or higher is required**).

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

VRS(4)-U10 ETU

OPERATING PROCEDURES

To record an Automated Attendant Message:

1. Go off-hook.
2. Dial the VRS Voice Message Record/Verify/Erase Access Code (e.g., 5 JKL 0 OPER).
3. Dial operation:
   - 1 Recording
   - 2 ABC Confirmation
   - 3 DEF Erasing
4. Dial operation:
   - 1 Automated Attendant
   - 2 ABC Voice Prompt Message
   - 3 DEF Delay Announcement
5. Enter Automated Attendant Message (1 ~ 8 TUV).

6. Enter Mode:
   - (1) Day Mode
   - (2 ABC) Night Mode
   - (3 DEF) Weekend Mode
7. Record Message.
8. Go on-hook.

To set the Automated Attendant Mode from the Attendant Position:

1. Press Feature.
2. Press (8 TUV) (1).
3. Dial the incoming trunk number ((0 OPER) (0 OPER) ~ (6 MNO) (4 GHI)). (0 OPER) (0 OPER) indicates All CO/PBX lines.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle.

Note: A trunk that is busy when 00 is dialed is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

4. Press Feature.

To cancel the Automated Attendant Mode from the Attendant Position:

1. Press Feature.
2. Dial (8 TUV) (2 ABC).
3. Dial the incoming trunk number ((0 OPER) (0 OPER) ~ (6 MNO) (4 GHI)). (0 OPER) (0 OPER) indicates All CO/PBX lines.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle. A trunk that is busy when 00 is dialed is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

4. Press Feature.

To set/cancel the Weekend Mode from the Attendant Position:

1. Press Feature.
2. Dial 8 TUV 6 MNO.
3. Dial tenant number (0 OPER 0 OPER ~ 4 GHI 7 PQRS).

   Note: All trunks for the dialed tenant are set/canceled for the weekend mode.
4. Press Feature.

To answer by One Level:

1. Receive an incoming CO/PBX call.
2. The Automated Attendant answers the call and sends a greeting.
3. A DTMF tone is received. (Each tone is assigned to a station number or a station hunt group.)
4. The call is transferred to a designated station or station hunt group.
5. The called party answers and talks.

To answer by Multiple Levels (up to eight levels are available):

1. Receive an incoming CO/PBX call.
2. The Automated Attendant answers the call and sends a greeting.
3. A 1-digit DTMF tone is received. (Each tone is assigned to another message on the VRS ETU.)
4. The call is answered by the VRS(4)-ETU and another message is played.
5. A 1-, 2-, or 3-digit DTMF signal is received.
6. The call is transferred to a designated station of the second level, or another VRS(4)-ETU message is played.
7. The called party answers and talks.

Timeout - No Answer:

1. An incoming CO/PBX call is received on a line.
2. The Automated Attendant answers the call and sends a greeting.
3. A 1-digit DTMF tone is received.
4. The call is transferred to a designated station or Station Hunt group.
5. When there is no answer, the CO/PBX ringing transfer at the station is changed to an ordinary CO/PBX ringing call on the CO/PBX line, after a programmed time.
6. The calling party on the CO/PBX line is answered.

SERVICE CONDITIONS

Data Assignment:

- A maximum of two VRS(4)-U10 ETUs can be used for Automated Attendant.
- Each channel has 240 recording seconds that can be subdivided into 2, 4, 8, or 16 equal recording times.
- A maximum of eight Automated Attendants can be assigned. Multiple Automated Attendants can be assigned to one VRS(4)-U10 ETU channel.
- Use Memory Block 1-4-21 (Automated Attendant Extension Number Assignment) to specify the message that is played when a DID call is received.
- Use Memory Block 1-4-22 (Automated Attendant Direct Extension Ring Assignment) to specify one of eight messages to be played for direct transfer to an extension. **System Software S5000 is required**.
- Use Memory Block 1-4-08 (Automated Attendant PBR Timeout Response Selection) to specify how a call is answered by the Automated Attendant when a DTMF tone is not received. When NORMAL Call is specified (default), the system rings selected stations using Memory Block 4-01[CO/PBX Ring Assignment (Day Mode)] or 4-02 [CO/PBX Ring Assignment (Night Mode)]. When RELEAS is specified, the call is dropped after a fixed time of 30 seconds.

- Use Memory Block 1-4-09 (Automated Attendant PBR Start Time Selection) to specify whether the PBR can receive DTMF signaling while the Automated Attendant is sending the message (default: FR) or after the message is finished (AF).
- Use Memory Block 1-4-11 (Automated Attendant Message Day/Night Mode Selection) to assign the Day/Night/Weekend mode greeting messages to each Automated Attendant position.
- Use Memory Block 1-4-13 (Automated Attendant Answer Delay Time Assignment) to set the answering time (default: 4 seconds) between when the incoming CO/PBX call rings and when it is answered. This time affects the Day/Night/Weekend mode settings per Automated Attendant.
- Use Memory Block 1-4-16 (Automated Attendant Message Repeat Selection) to assign the number of times a greeting message is repeated (default: 1).
- Use Memory Block 1-8-07 [Class 0f Service (Attendant) Feature Selection 1] Page 1 LK8 to Allow (default: LED On) or Deny (LED Off) Attendant Positions to set/reset the Automated Attendant per trunk.
- Use Memory Block 1-8-08 [Class 0f Service (Station) Feature Selection 2] Page 2 LK6 to Allow (default: LED On) or Deny (LED Off) a station to record, verify, or erase an Automated Attendant message.
- Use Memory Block 3-05 (Trunk Incoming Answer Mode Selection) to assign Automated Attendant per CO/PBX line.
- Use Memory Block 3-65 (Hold Tone Automated Attendant Selection) to specify the message to be played to an extension or DID trunk on an incoming call. **System Software S5000 is required**.
- Use Memory Block 4-58 (Automated Attendant Selection for DID) to specify the message for DID calls.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the VRS(4)-U10 ETU.

Restrictions:

- CPUB( )-U10 ETU/MBD-U10 Unit PBR circuits are used for this feature. The CPUB( )-U10 ETU for Electra Elite 192 system or MBD-U10 Unit in the B48-U10 KSU for the Electra Elite 48 system has four built-in PBR circuits that can be programmed for use with the Automated Attendant, DISA feature, or Single Line Telephones. When all four circuits are set for AA/DISA using Memory Block 1-8-01 (SLT or Automated Attendant/DISA to CPU PBR Selection), a PBR ETU must be installed for Single Line Telephone use.
- Automatic Trunk-to-Trunk Transfer and Automated Attendant cannot

be set for the same trunk at the same time.

- **Using system software S5000 only**, Memory Block 1-4-02 (Automated Attendant Transfer Delayed Ringing Time Selection) must time out before incoming DID calls can be answered by the Automated Attendant (**cannot** be set to No Limit).
- **Using system software S5500 or higher**, Memory Block 1-4-02 (Automated Attendant Transfer Delayed Ringing Time Selection) is not required to time out before incoming DID calls can be answered by the Automated Attendant (**can** be set to No Limit).

General:

- When the VRS(4)-U10 ETU or PBR is busy and a CO/PBX call is incoming, the caller hears a ringback tone until a VRS channel and PBR are available.
- When Automated Attendant or PBR is busy, after the call is transferred to the second level, a ringback tone is sent to the calling party.
- DIT/ANA assigned to the same trunk has higher priority.
- Automated Attendant and system Access Codes can be assigned individually.
- Automated Attendant is assigned to tenants and follows the tenants Day/Night/Weekend mode switching.
- When Automated Attendant answer is assigned for a trunk and a VRS(4)-U10 ETU is not installed, second dial tone is provided for incoming callers.
- When an incoming caller is transferred to a busy station, the following options are available to this caller:

Dial	Action
1	Step Call is performed
*	Second dial tone is provided
#	Ringing begins based on the Day/Night ringing assignment

RELATED FEATURES LIST

Feature Number	Feature Name
D-10	Direct Inward System Access (DISA)

Automatic Answer with Delay Message

A-17

FEATURE DESCRIPTION

Automatic Answer with Delay Message answers incoming CO/PBX calls and plays a specified message to the outside caller while still ringing designated stations. Up to two messages can be played to the outside caller. The message(s) played are the same as the Automated Attendant message(s).

System Software S2000 Version 2.00 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

VRS(4)-U10 ETU

OPERATING PROCEDURES

To record an Automated Attendant Message:

1. Go off-hook.
2. Dial the VRS Voice Message Record/Verify/Erase Access Code (e.g., 5 JKL 0 OPER).
3. Dial operation:
   - 1 Recording
   - 2 ABC Confirmation
   - 3 DEF Erasing
4. Dial operation:
   - 1 Automated Attendant
5. Enter Automated Attendant Message (1 ~ 8 TUV).
6. Enter Mode:
   - 1 Day Mode
   - 2 ABC Night Mode

7. Record Message.
8. Go on-hook.

To set the Automated Attendant /Delay Message Mode from the Attendant Position:

1. Press Feature.
2. Dial 8 TUV 1.
3. Dial the incoming trunk number (0 OPER 0 OPER ~ 6 MNO 4 GHI). 0 OPER 0 OPER indicates All CO/PBX lines.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle. A trunk that is busy when 00 is dialed is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

4. Press Feature.

To cancel the Automated Attendant /Delay Message Mode from the Attendant Position:

1. Press Feature.
2. Dial 8 TUV 2 ABC.
3. Dial the incoming trunk number (0 OPER 0 OPER ~ 6 MNO 4 GHI). 0 OPER 0 OPER indicates All CO/PBX lines.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle. A trunk that is busy when 00 is dialed is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

4. Press Feature.

To answer by One Level:

1. Receive an incoming CO/PBX call.
2. The Automatic Answer with Delay Message answers the call and sends a greeting.
3. The outside party hears ringback tone or MOH (System Programmed).

To answer by Two Levels:

1. Receive an incoming CO/PBX call.
2. The Automatic Answer with Delay Message answers the call and sends a greeting.
3. The outside party hears ringback tone or MOH (System Programmed).
4. After the time expires, a second message is played.
5. The outside party hears ringback tone or MOH until the call is answered.

SERVICE CONDITIONS

Data Assignment:

- A maximum of two VRS(4)-U10 ETUs, four channels per ETU, can be used for Automated Attendant.
- Each channel has 240 recording seconds that can be subdivided into 2, 4, 8, or 16 equal recording times.
- A maximum of eight Automated Attendants can be assigned.
- Use Memory Block 1-4-11 (Automated Attendant Message Day/Night Mode Selection) to assign the Day/Night/Weekend mode greeting messages to each Automated Attendant position.
- Use Memory Block 1-4-13 (Automated Attendant Answer Delay Time Assignment) to set the answering time (default: 4 seconds) between when the incoming CO/PBX call rings and when it is answered. This time affects the Day/Night/Weekend mode settings per Automated Attendant.
- Use Memory Block 1-4-16 (Automated Attendant Message Repeat Selection) to assign the number of times a greeting message is repeated (default: 1).
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK8 to Allow (default: LED On) or Deny (LED Off) Attendant Positions to set/reset the Automated Attendant per trunk.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 2 LK6 to Allow (default: LED On) or Deny (LED Off) the station to record, verify, or erase an Automated Attendant message.

- Use Memory Block 3-38 (Automated Attendant Message to Trunk Selection) to assign the Automated Attendant message per CO/PBX trunk.
- Use Memory Block 7-1 (Card interface Slot Assignment) to specify the VRS(4)-U10 ETU.

Restrictions:

- Tie/DID lines are not supported by the Automatic Answer with Delay Message feature.
- DTMF digits cannot be dialed by the outside caller while in the Automatic Answer with Delay Message mode.
- CPUB( )-U10 ETU/MBD-U10 Unit PBR circuits are not used for this feature.
- Automatic Answer with Delay Message or Automated Attendant is assigned per trunk.
- Automatic Trunk-to-Trunk Transfer and Automated Attendant cannot be set for the same trunk at the same time.

General:

- The Automatic Answer with Delay Message feature uses the Automated Attendant Message to play to the outside caller.
- DIT/ANA assigned to the same trunk has higher priority.
- Automated Attendant and system Access Codes can be assigned individually.
- Automated Attendant is assigned to tenants and follows the tenants Day/Night/Weekend mode switching.
- When Automated Attendant answer is assigned for a trunk and a VRS(4)-U10 ETU is not installed, second dial tone is provided for incoming callers.

RELATED FEATURES LIST

Feature Number	Feature Name
D-10	Direct Inward System Access (DISA)

Automatic Callback

A-18

FEATURE DESCRIPTION

After receiving a call waiting tone from a busy station, a user can set Automatic Callback when allow (default: LED On) is selected using Page 1 LK3 of Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2]. When both stations are idle, the system signals the Automatic Callback originator first and, after the originator answers, signals the other station.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature after calling a busy station and receiving a call waiting tone:

1. Dial Access Code 0 OPER (set as default).
2. Hang up.
3. The originating station rings when both stations become idle.
4. Lift the handset or press Speaker.
5. Receive tone burst or ringback tone; talk when the called station user answers.

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 1-2-24 (Intercom Feature Access Code Assignment) to change the Access Code to one of the following: ✱, #, or 1~9 (default 4).
- ✆ Use Memory Block 1-2-02 (Automatic Callback Release Time Selection) to set the time allowed for Automatic Callback before the request is automatically canceled (default: 30 minutes).

Restrictions:

- Only one Automatic Callback may be set at a station.
- Automatic Callback cannot be set to a station that is in Do Not Disturb mode.
- Call Pickup Group feature does not pickup Automatic Callback ringing on the originator station.

General:

- Any station can be used for setting an Automatic Callback, and Automatic Callback can be set to multiple stations regardless of tenants.
- When the user that sets an Automatic Callback receives the Callback and does not answer within 30 seconds after the ringing begins, the Callback is automatically released.
- While set, a Callback cannot be manually canceled.

Automatic Call Distribution (ACD)

A-19

FEATURE DESCRIPTION

Automatic Call Distribution forwards any incoming trunk call (DIT, ANA, DID, or CO Ring Transfer) to a selected ACD Group of Agents. An incoming call is distributed to the ACD Group Agent that has been idle the longest. The ACD feature has four distinct parts: Call Distribution, Agents and Supervisor Function, Status screens and Management Information System (MIS) reports, and Delay Announcement.

ACD is not used by The Electra Elite 48 system.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

MIFA-U10

KMA(1.0)U for ACD

VRS(4)-U10 ETU for Delay Announcement.

OPERATING PROCEDURES

Refer to the Automatic Call Distribution Manual.

CALL PROCESSING

GENERAL DESCRIPTION

The following features are included:

Abandoned Call Search

Abandoned incoming calls are not connected to Agent Positions. The system can recognize abandoned calls and remove them from the queue on trunks that provide calling party disconnect supervision.

Call Distribution to Agents

Calls are automatically and uniformly distributed among Agents in an ACD Group. Calls are distributed to the longest idle Agent Position. When incoming calls are held, the oldest call is connected to the first available Agent position.

Call Transfer to ACD Group Queue

CO Trunk calls that terminate to either a normal station, ACD Agent, or Supervisor Position may be transferred to an ACD group queue.

Night Service

When the ACD group is placed in Night Mode, the system can route all incoming ACD calls to one of the following: Internal Station, Night Announcement, transfer to the Attendant, or Trunk-to-Trunk Transfer.

Overflow

Overflow Service allows calls held in queue for more than a programmed time to be directed to an assigned station or Station Hunt group, but not to overflow to another group.

Queuing

All incoming calls destined for ACD groups are placed in queue when no Agent in the ACD group is presently available to handle the call. Queue is used to provide service in order of arrival (*first in-first out*).

Pilot Numbers

Pilot numbers (Access Codes to ACD functions) are programmed in the System Data according to the numbering plan in effect for the system. Pilot numbers do not correspond to any line appearance in the Electra Elite systems. No hardware equipment is required to assign a Pilot number. An ACD Group Pilot number should not be programmed in a Station Hunt group. The Station Hunt feature takes priority over the ACD function.

SERVICE CONDITIONS

Data assignment:

Restrictions:

- Alert tone is not provided even when all Agents in the ACD group are busy. However, Pooled Line (Outgoing) can indicate the status of trunks in an ACD group as an alternate method.

General:

- When the Agent (in the ACD group where a call is terminated) does not answer for a programmed time, the call is transferred to another Agent in the ACD group.
- When the Agents (in the ACD group where a call is terminated) are all busy, the call waits in a queue until an Agent is available. The caller receives a Delay Announcement and Music On Hold. Calls are answered first-in, first-out.
- When the overflow destination station is busy, calls continue searching the ACD group for an available Agent.
- When an incoming call to an ACD group encounters all ACD Agents busy or no answer, the call is queued and the caller receives a recorded announcement (Delay Announcement) after a programmed time.
- The ACD group is assigned a Pilot number. Calls directed to the Pilot number are directed to Agents of that ACD group.
- The following maximum assignments for programming ACD groups and Agents are:
  - Up to 32 Agents can be programmed per system.
  - Up to four ACD Groups can be assigned per system.
- Up to 32 Agents can be assigned in one ACD group.
- All trunks used for ACD incoming calls must provide a receiving remote disconnect signal to release abandoned calls.
- Overflow is performed only once.
- When the overflow destination station is set for Call Forward to an ACD Group, overflow does not occur.
- A Voice Mail Hunt group can be assigned as the destination station for ACD overflow; however, no DTMF digits are sent to the voice mail system.

AGENT AND SUPERVISOR FUNCTION

GENERAL DESCRIPTION

The following features are included:

Assistance

This feature allows an Agent to call a Supervisor in the ACD group for assistance. Activation of this feature during an ACD call, automatically places the active call on hold and places an assistance call to the Supervisor. This feature uses a Feature Access or One-Touch key.

Break Mode

This feature allows the Agent to take a position out of the ACD mode without logging off. Break Mode is used for breaks from work (*e.g*., lunch or coffee breaks). This feature uses the DND key that is programmed on a Feature Access or One-Touch key.

Logon/Logoff

This feature allows an Agent to logon/logoff the system. Operating statistics are collected for the Agent until they logoff. This feature is activated by the Logon/Logoff key that is programmed on a Feature Access or One-Touch key on the Agent Position.

Non-ACD Call

This feature allows an Agent or Supervisor to receive a call directly from dial trunks (*e.g.*, Tie line, DID, or DIT) or a transferred call to the agent. Transfer ACD calls from another Agent or ACD calls on hold by another Agent are counted as non-ACD calls by MIS when they are picked up by Agents in another group.

Answer/Release-Headset

This feature uses the Headset On/Off key that is assigned on a line key in System Programming to allow an Agent using a headset to answer or release an ACD call.

Volume Control-Headset

This feature allows an Agent to control the receiving level at a station, independent of the level of the incoming calls.

Control of Night Mode

This feature can be activated and deactivated by the NT key that is programmed on a Feature Access or One-Touch key on the Supervisor terminal to allow the Supervisor to activate Night Mode.

Monitoring (Barge-In)

This feature allows the Supervisor to monitor calls at an Agent Position and is activated by key operation on the Supervisor Terminal. During monitoring, the Conference LED lights at both terminals involved.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK8 to Allow (default: LED On) or Deny (LED Off) Call Alert Notification for DIT and DID.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK1 to Allow (Default: LED On) or Deny (LED Off) Break Mode Set.

Restrictions:

- Agents can log off or enter Break Mode only when their station is idle.
- While an ACD Agent is logged on, Call Forwarding set at this station does not function (**using System Software S4500 and below**).
- ACD Agents do not receive another ACD call when an existing ACD call is on hold or is call parked. When the held or call parked call is terminated, the ACD Agent can receive ACD calls again.
- Setting or canceling Call Forwarding is allowed only while the agent is logged out of ACD (**using System Software S5000 or higher**).

General:

- When a call is transferred to an ACD Pilot number using a Call Appearance key, the LED stays On until the call is answered and released by an Agent.
- When the Agent is in Break Mode, the Busy Lamp Field (BLF) flashes red.
- Any Agent in an ACD group can busy out a station by pressing the Logoff key on the Multiline Terminal. When log off is activated, the station user can receive a call directed to the station number (but not the ACD group number) and originate calls.
- During Break Mode, an incoming ACD call cannot be received.
- ACD MIS interfaces with the Electra-Stat Elite MIS application software.

- ✆ Any non-ACD call that is transferred or DTI'ed to a station that is logged on as an ACD agent follows any Call Forwarding that is set (**using System software S5000 or higher**).

RELATED FEATURES LIST

Feature Number	Feature Name
D-2	Delay Announcement

Automatic Day/Night Mode Switching

A-20

FEATURE DESCRIPTION

Automatic Day/Night Mode switching programs the system to switch automatically in or out of the Night Mode at a programmed time. This eliminates the daily need to manually set/reset the Night Mode. After a programmed time, the system automatically switches back to Day Mode.

SYSTEM AVAILABILITY

Terminal type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-27 (Automatic Day/Night Mode Switching Time Assignment) to set this assignment for the time of day.
- Use Memory Block 1-1-32 (Automatic Day/Night Mode by Day of Week Selection) to set this assignment for the day of the week.
- Two separate Day/Night Mode switch times are available. In any 24 hour period, the system changes from night mode to day mode at a specified time, then later the system changes from day mode back to night mode at a specified time.
- Station Code Restriction Class Assignment may also change automatically when the system goes into Night Mode.
- This feature switches Day/Night Mode for all tenants.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK1 or LK2 to Allow (default: LED On) or Deny (LED Off) Night Mode Switching system wide or per tenant.

✆ Use Memory Block 1-8-48 (Automatic Daylight Saving Time Selection) to allow (YES, default) or deny (NO) the system clock to automatically adjust for Daylight Saving Time.

Automatic Hold

A-21

FEATURE DESCRIPTION

Automatic Hold works when an Attendant at an Attendant Add-On Console presses a DSS key programmed for station or page access during an outside call or when a Multiline Terminal user, engaged in an outside call, presses a Feature Access key or One-Touch key programmed for Direct Station Selection or Direct Paging Access. This feature reduces the risk of accidentally disconnecting a call and simplifies access to various features by reducing the required operational steps.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

While on an outside call at a Multiline Terminal:

1. Press the DSS/BLF key for the desired station or paging. The original call is automatically placed on Non-Exclusive Hold.
2. Talk with called party, or page.
3. Press the held line key or Call Appearance key to return to the held call.

SERVICE CONDITIONS

Restrictions:

- Use Memory Block 1-1-03 [Hold Recall Time Selection (Non-Exclusive Hold)] to specify the time (default: 25s) a Non-Exclusive outside call is held before recall tone is generated. When ∞ (No Limit) is set, a hold recall signal is not generated.

General:

- Press the Transfer, Conference, or a DSS key during a call in progress, to place the existing call on Non-Exclusive Hold.
- When you receive an incoming CO/PBX call during a call in progress, press the Answer key to place the existing call on Hold and connect the Multiline Terminal user to the next call.
- Press the Hold key to place the existing call on Non-Exclusive Hold or Exclusive Hold (when the Feature key and then the Hold key are pressed).

RELATED FEATURES LIST

Feature Number	Feature Name
A-8	Answer Hold

Automatic Number Indication (ANI) on T1

A-22

FEATURE DESCRIPTION

T1 ANI displays the calling party telephone number on the LCD of the Multiline Terminal for incoming trunk calls. ANI information follows the call to where it is transferred.

Historically ANI has been a feature of long-distance carriers typically provided on T1 circuits. The Electra Elite system supports ANI on T1-FGD (Feature Group D) trunks. ANI trunks are incoming only. This feature is functionally the same as Caller ID.

System Software S3000 or higher supports incoming only.

System Software S4500 or higher supports outgoing on Feature Group D trunks.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with display

Required Components:

DTI-U10/20 ETU

MIFM-U10 ETU with KMM(1.0)U installed when ANI Scrolling and/or Call Return are used.

OPERATING PROCEDURES

To display a stored ANI:

Press the Scroll key to display the last incoming ANI. Repeatedly press the Scroll key to display a maximum of 10 ANI numbers.

Note: The Scroll key is programmed using Memory Block 4-12 (Line Key Selection for Telephone Mode). Refer to the Electra Elite 48/192 Programming Manual for instructions.

To return a call to the number displayed on the LCD:

Go off-hook. The system automatically accesses an outside line and dials the ID number displayed on the LCD.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-11-07 (DTI Trunk Type Assignment) to make Trunk assignment to ANI.
- Use Memory Block 1-11-08 (Digits Delete for T1 ANI Assignment) to delete the information digits of the ANI information.
- When a system speed dial buffer is assigned number and name, the name can be displayed when the ANI number information matches a speed dial number. Memory Block 3-53 (Caller Name Indication Selection) must be assigned to TRK for the name to be displayed.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK3 to ensure ANI is allowed (LED On). Default is LED Off.
- When CAR keys are assigned on the Multiline Terminal and a DIT/ANA or VRS/Automated Attendant transferred call is received at the CAR, the following assignments are required:
  - Use Memory Block 4-41 (SIE/CAR Ringing Line Preference Selection) to allow (default: LED On) or Deny (LED Off) Ringing Line preference (go off-hook or press speaker key) on all telephones assigned to a CAR key on the Multiline Terminal.
  - Use Memory Block 3-44 (Caller ID Display Assignment for CO/PBX Line). to assign one MultilineTerminal per CO/PBX line to display Caller ID indication for incoming CAR calls.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the MIFM-U10 ETU and DTI-U10/20 ETU.

Restrictions:

- SIE incoming calls do not support ANI Indication even when the Multiline Terminal is ringing.
- Name is not supported on ANI trunks.
- **T1-ANI trunks can be used for incoming calls only using System Software S3000.**
- **T1-ANI trunks can be used for outgoing calls using System Software S4500 or higher.**

- Only Feature Group D (FGD) protocol is supported.
- In the Electra Elite 192 System, the DTI-U10/20 ETU must be installed in the Basic KSU slot S1 or S4, or slot S1 of the first 64 port expansion module. In the Electra Elite 48 system, slot S4 of the B48-U10 KSU must be used.
- The DTI-U10 ETU supports Feature Group D Incoming only signaling using **System Software S3000 or higher**. The DTI-U20 ETU supports Feature Group D Incoming/Outgoing using **System Software S4500 or higher**. The DTI-U20 supports Incoming MF wink start signaling and DTMF outgoing signaling.

General:

- Caller ID indication and Automatic Number Indication (ANI) are so functionally similar that they can be assumed to have the exact same abilities and limitations.
- While the Multiline Terminal is ringing, the ANI Indication is displayed on the top section of the LCD.
- A maximum of 13 characters can be displayed on the LCD.
- Press the green line key where the CO call resides during a CO call, to verify the ANI information from any display terminal.
- When the station is assigned to receive DIT/ANA calls, Caller ID is displayed only on the Multiline Terminal where DIT/ANA is assigned to ring. ANI/Caller ID follows the station Call Forward setting or Station Hunting feature.
- When a Multiline Terminal is busy, the ANI/Caller ID is displayed for an incoming call.
- When a Multiline Terminal is set for Do Not Disturb, the ANI/Caller ID is displayed for incoming calls.
- When a Multiline Terminal receives multiple incoming calls, the first caller identification is displayed. After the first call is answered, the second caller identification is displayed.
- The ANI/Caller ID disappears under the following conditions:
  - When an incoming call is answered.
  - When an internal or ring transferred call is received.
  - When a key (*i.e.*, Feature Access, DSS, Redial, or Feature key) is pressed.
- The caller number is printed on the Station Message Detail Recording printout for incoming calls that are answered at stations that can display ANI/Caller ID data. The name is not printed.

- When the scroll key is used, a maximum of 10 ANI/Caller IDs can be stored in System Memory. When 10 ANI/Caller IDs are stored and an additional call is received, the first ANI/Caller ID is erased from System Memory. Press the Scroll key to display the stored ANI/Caller IDs. When you go Off-hook, the displayed ANI/Caller ID is automatically dialed. The LCR feature is required for the Automatic Dial Out option.
- Five users can use the Scroll function at the same time. When additional users try to use the scroll, IN USE is displayed at their Multiline Terminal.
- When the Scroll key is not pressed and held down in five seconds, the caller identification disappears from the LCD.
- When an outgoing call is made via the Scroll function, the call follows Code Restriction, Digit Restriction, and Least Cost Routing. The LCR feature is required for the scroll function to operate properly.
- ANI/Caller ID scrolling and automatic dial out features require installation of the MIFM-U10 ETU with an attached KMM(1.0) U.

RELATED FEATURES LIST

Feature Number	Feature Name
C-5	Caller ID Indication (Analog Trunks)
I-6	ISDN-BRI Trunk Connections
I-7	ISDN-PRI Trunk Connections
L-3	Least Cost Routing (LCR)

Automatic Redial

A-23

FEATURE DESCRIPTION

Automatic Redial simplifies repetitive dialing to a busy or unanswered outgoing call. After a busy tone or no answer is received during a CO/PBX call, the system periodically redials the party number while the station user monitors the call for completion.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set while receiving a busy tone or no answer on an outside call:

1. When using the handset, press Speaker, and restore the handset.
2. Press Feature.
3. Press Redial.
4. The call is repeated automatically (default: 2 times).
5. Lift the handset to respond when the called party answers. When this is not done, the call is disconnected when the next redial cycle starts.

To cancel Automatic Redial:

Lift the handset, then restore handset, or press Speaker.

- OR -

Automatic Redial is canceled automatically when the specified number of redials (default: 2) is completed.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-04 (Automatic Redial Time Selection) to program Automatic Redial Time parameters as follows:

	Programming Range	Default
Callback Time:	1~50 seconds	030
Wait Time:	1~100 seconds	060
Redial Times:	1~ 15 times	002

Restrictions:

✆ The station retains sole use of the outside line during Automatic Redial.

✆ An internal call received during Automatic Redial cannot be answered unless Automatic Redial is released. The calling station receives a call waiting tone.

✆ A station user cannot set a Tone Override to a station with an Automatic Redial set. However, a Callback Request or an Automatic Callback can be set.

✆ This feature is not available for Single Line Telephones.

✆ This feature is not available for Tie/DID lines.

General:

✆ This feature remains in effect until the party initiating the call lifts and restores the handset or presses Speaker during a redial attempt, an incoming call is answered on that line, or two (default) redial attempts are made.

✆ The system does not detect answer, no answer, or busy condition from the outside network.

✆ When Automatic Redial is in progress (a call is being initiated by the system), an LCD appearance (✱: Number Dialed) confirms Automatic Redial is activated. For stations with or without an LCD, a flashing Feature LED indication is provided, and the Redial key is on continuously.

✆ The outside line LED on the Multiline Terminal, where Automatic Redial is initiated, is green but on other Multiline Terminals in the system it is red.

✆ When the feature times out, access a CO/PBX line, press the Feature key and then the Redial key, or a Feature Access or One-Touch key programmed for this feature, to reactivate it.

- When an incoming CO/PBX call is received from the CO during the waiting period of the Automatic Redial feature, Automatic Redial is released, and a busy tone is sent to the station.
- The handset must be lifted off-hook to disable Automatic Redial after an outside call is answered.

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Automatic Release

A-24

FEATURE DESCRIPTION

Automatic Release drops the line circuit when an outside party abandons the call. For this feature to work with Loop Start Trunks, the CO/PBX providing the outside line must provide a timed disconnect signal. Automatic release is normally provided on Ground Start, DID, ISDN, and Tie Line Trunks.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-40 (Automatic Release Signal Detection Selection) to specify the signal detection time (default: 350 ms) for release of a CO/PBX line when a disconnect signal is sent from the distant CO or PBX.
- Loop Start, Ground Start, DID and TIE Line Trunks provide this feature when the outside exchange generates a timed disconnect signal to indicate the distant party has abandoned the call. Automatic Release on ISDN trunks is provided as part of the protocol.
- When an outside line is accessed using a dedicated line key, the LED associated with the line key goes off when Automatic Release occurs.
- This feature functions while a call is in progress, on hold, or conferenced.

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Automatic Route Selection (ARS)

A-25

FEATURE DESCRIPTION

Automatic Route Selection (ARS) allows an outgoing line to be seized using a Trunk Group or Route Advance Block (RAB) for each number dialed by the user. The ARS feature allows more efficient use of the trunks connected to the system.

System Software S4000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature:

1. Lift the handset, and wait for dial tone.
2. Dial ARS access code 9 WXYZ (default) and receive LCR dial tone.
3. Dial the desired number.

SERVICE CONDITIONS

Data Assignments

- ✆ Use Memory Block 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] (Function No. 101) to assign an access code.
- ✆ Use Memory Block 3-03 (Trunk-to-Trunk Group Assignment) to make Trunk-to-Trunk Group Assignment.
- ✆ Use Memory Block 4-40 (LCR Class Selection) to specify the LCR Class (default: 0) for each station.
- ✆ Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 6 LK1 to program Trunk Groups 2~32 to Allow (LED On) or Deny (default: LED Off) ARS Bypass.

Restrictions

- Route Advance Blocks or Trunks programmed on a line key, bypass ARS.
- ARS is not available when the Electra Elite 48/192 system is in KF registration.
- Outgoing calls using Direct Inward System Access (DISA) cannot access ARS.
- ARS cannot be used to route calls by hour of day or day of week.
- Only a single Route Assignment can be specified for each Dialing Assignment entry.
- When ARS is set to YES (allow) using Memory Block 1-14-00 (ARS Allow/Deny Selection), the MIFM LCR is disabled even when allowed in system programming.
- A maximum of 10 digits can be deleted or added to a Route Assignment.

General:

- All Trunk Groups in the system (00 is used to deselect trunk groups) can be accessed using ARS.
- Trunk Group Access code 9 (default) activates ARS at stations assigned for LCR Class assignment using Memory Block 4-40 (LCR Class Selection).
- ARS is based on actual digits dialed to properly route the call.
- ARS can be programmed to consider a maximum of eight dialed digits before making a selection for the number dialed.
- When using Code Restriction with ARS, code restriction applies to the digits dialed by the station user.
- After an interdigit time of 10 seconds expires during dialing using ARS, a busy tone is generated, and the user must redial the number.
- When a station user places an outgoing call using ARS, Trunk queuing cannot be set.
- When a feature code is assigned to CO Feature Service code for Code Restriction using Memory Block 1-1-82 (CO Feature Code Service for Code Restriction), this code does not have to be programmed in the ARS Dialing Assignment Tables.
- When ARS route assignment 00 is set using Memory Block 1-14-03 (ARS Route Table Number Assignment), the dialed number is sent out Trunk Group 01 the way the number was dialed.

Automatic Trunk-to-Trunk Transfer

A-26

FEATURE DESCRIPTION

Automatic Trunk-to-Trunk Transfer allows an incoming CO/PBX call to be automatically dialed out of the system over another outside line to a programmed telephone number. This is especially useful for forwarding calls to an answering service during nonbusiness hours (*i.e.*, nights, weekends, or holidays).

SYSTEM AVAILABILITY

Terminal Type:

Assigned Attendant Position Multiline Terminals with this ability.

Required Components:

None

OPERATING PROCEDURES

To set the Trunk Forward Assignment from the Attendant Position:

1. Press Feature .
2. Dial 6 MNO 3 DEF .
3. Dial the incoming trunk number (0 OPER 1 ~ 6 MNO 4 GHI).
4. Press # .
5. Dial outgoing telephone number where the call is to be directed.
6. Press Feature .

To cancel the Trunk Forward Assignment from the Attendant Position:

1. Press Feature .
2. Dial 6 MNO 3 DEF .
3. Dial the incoming trunk number (0 OPER 1 ~ 6 MNO 4 GHI).
4. Press # .

5. Press Feature.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle. When a trunk is busy when 00 is dialed, it is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

To set the Automatic Trunk-to-Trunk Transfer Mode from the Attendant Position:

1. Press Feature.
2. Dial 6 MNO 1.
3. Dial the incoming trunk number (0 OPER 1 ~ 6 MNO 4 GHI).
4. Press Feature.

Note: Dialing 00 sets or cancels the Automated Attendant mode for all trunks when the trunks are idle. When a trunk is busy when 00 is dialed, it is not set. To set the Automated Attendant to a busy trunk, dial the individual trunk number.

To cancel the Automatic Trunk-to-Trunk Transfer Mode from the Attendant Position:

1. Press Feature.
2. Dial 6 MNO 2 ABC.
3. Dial the incoming trunk number (0 OPER 1 ~ 6 MNO 4 GHI).
4. Press Feature.

Note: Dial 00 to set or cancel the Automatic Trunk-to-Trunk Mode for all trunks when the trunks are idle. When a trunk is busy when 00 is dialed, it is not set. To set Automated Trunk-to-Trunk mode to a busy trunk, dial the individual trunk number.

To confirm the Trunk Forward Assignment from the Multiline Terminals with LCD:

1. Press Feature.
2. Dial 6 MNO 4 GHI.
3. Dial the incoming trunk number (0 OPER 1 ~ 6 MNO 4 GHI).

4. Press Feature (outgoing telephone number is displayed in the LCD). When the outgoing telephone number is longer than nine digits, continue to press Feature to display each remaining digit.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-4-00 (Tandem Transfer Automatic Disconnect Time Selection) to establish a disconnect time (default: 1 hour) to release an Automatic Trunk-to-Trunk Transfer.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK7 to Allow (default: LED On) or Deny (LED Off) set/cancel of the Automatic Trunk-to-Trunk Transfer feature by Attendants.
- Use Memory Block 3-04 (Trunk-to-Trunk Transfer Yes/No Selection) to allow (YES) or deny (default: NO) Automatic Trunk-to-Trunk Transfer. The CO/PBX providing the outside line must provide a timed-disconnect signal.
- Use Memory Block 3-06 (Automatic Tandem Trunk Assignment) to assign the incoming and outgoing trunks to be used for Automatic Trunk-to-Trunk Transfer.

Restrictions:

- Outgoing trunks cannot be used when this feature is set.
- Automatic Trunk-to-Trunk Transfer and Automated Attendant cannot be set for the same trunk at the same time.

General:

- When this feature is activated, and an incoming call rings in, any ringing assigned station rings and the call can be answered while the outgoing call is being made.
- The incoming or outgoing trunk can be a CO/PBX or Tie/DID line.
- The Attendant can press the Feature key and the line key to verify the Automatic Trunk-to-Trunk Transfer status when set.
- When the outgoing line is in use and an incoming call rings in, the call is treated as a normal incoming call. When the outgoing line becomes free, the Automatic Trunk-to-Trunk Transfer feature is activated.
- When this feature is activated, the incoming trunk LEDs assigned on Multiline Terminals wink and the outgoing trunk LEDs are always On.

- When this feature is activated, the incoming trunks set for Automatic Trunk-to-Trunk Transfer (winking) are available for outgoing use.
- The outgoing telephone number cannot exceed 24 digits.
- After the system dials the outgoing number, the incoming call is transferred, the trunk LED assigned to Line keys is On steady, and the call cannot be answered.

Background Music Over External Speakers

B - 1

FEATURE DESCRIPTION

Background music over external speakers is integrated with the three-zone paging system provided by the ECR-U10 ETU. The connection does not require an external relay system. When a zone (or all zones) is connected to paging, the paging system BGM is turned off automatically.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

ECR-U10 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment

Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.

General:

- No amplifier is provided on the ECR-U10 ETU.
- The impedance of the speakers must be 600 Ω.
- The Paging BGM input impedance is 600 Ω.
- The control relays can handle up to 24 Vdc @ 500 mA.
- The paging output comes from the ECR-U10 ETU to an amplifier (up to 10W) and then back into the ECR-U10 ETU. The speakers are connected to the ECR-U10 ETU (up to three zones). The ECR-U10 ETU does the rest.

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Background Music - Multiline Speaker

B-2

FEATURE DESCRIPTION

Music on hold provides station background music through the station speaker when the station is idle. A loop-start COI port can be used as an alternate background music source when a Valcom V-9941A unit, or equivalent, is provided.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components

None

OPERATING PROCEDURES

To set Background Music (BGM) when the Multiline Terminal is idle:

1. Press BGM On/Off key (or press Feature 2 ABC 6 MNO).
2. Background Music is displayed on the Multiline Terminals for five seconds.

To cancel Background Music:

1. Press BGM On/Off key (or press Feature 2 ABC 6 MNO).
2. The Background Music display is canceled after five seconds.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-79 (BGM Port Assignment) to assign a loop start COI port as the station BGM port.

General:

- Background Music stops while the Multiline Terminal is in use.
- When Background Music is provided via a COI port, a Valcom V-9941A (or equivalent) is required to provide Talk Battery to the COI(8)-U10 ETU.
- BGM stops at a station that is in DND mode while receiving an incoming call indication.
- Originating a call, answering a voice announcement, a ringing call, paging, or pressing the Feature key interrupts Background Music.

Barge-In

B-3

FEATURE DESCRIPTION

Barge-In allows selected Multiline Terminal users in the system to override another station user conversation with or without an audible alert to that station user. The alert tone is programmable.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To Barge-in using a station number:

1. Lift the handset or press Speaker, and wait for internal dial tone.
2. Press Feature, then press Conf.
3. Dial the station number to be overridden.
4. Press Feature.
5. Interrupt is enabled.

To Barge-in using an outside line number:

1. Lift the handset or press Speaker, and wait for internal dial tone.
2. Press Feature, then press Conf.
3. Dial *.
4. Dial the CO/PBX number to be overridden.
5. Press Feature.
6. Interrupt is enabled.

To Barge-in using an outside line key:

1. Lift the handset or press Speaker, and wait for internal dial tone.
2. Press Feature, then press Conf .
3. Press the CO/PBX line key to be interrupted.
4. Interrupt is enabled.

SERVICE CONDITIONS

Data Assignment:

- Multiline Terminals can be used to interrupt the privacy of conversations on outside lines.
- Use Memory Block 1-1-76 (Barge-In Alert Tone Assignment) to allow (default: YS) or deny (NO) an alert tone during Barge-In.
- Use Memory Block 1-8-08[Class of Service (Station) Feature Selection 2] Page 1 LK4 to Allow (LED On) or Deny (default: LED Off) Barge-In Originate.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK5 to Allow (default: LED On) or Deny (LED Off) Barge-In Receive.
- Each Barge-In in progress uses a conference circuit.

Restrictions:

- Barge-In is not allowed for internal calls.
- Barge-In is not allowed until the Elapsed Call Time starts.
- Add-On Conference calls cannot be interrupted.
- The Barge-In feature is not permitted when 16 Add-On Conferences are in progress.
- The Barge-In feature does not override conversation on a Private Line.
- A Single Line Telephone user cannot activate Barge-In; however, the conversation on a Single Line Telephone can be interrupted.
- The Barge-In feature cannot be used on outside lines for another tenant unless the lines are assigned to both tenants.
- Data Line Security prevents a station from being barged in on, even when Barge-In is allowed in Class of Service.
- Barge-In is not allowed on outside lines on Hold.

General:

- Barge-In overrides a conversation held by a station in Do Not Disturb mode.
- When Barge-In is denied, DENIED is displayed in the LCD.
- The station interrupting an outside line cannot put the CO/PBX call on hold.

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Battery Backup - System Memory

B-4

FEATURE DESCRIPTION

A battery is provided on the CPUB( )-U10 ETU for Electra Elite 192 system or MBD-U10 Unit in the B48-U10 KSU for the Electra Elite 48 system to retain System Program Memory when power fails. When fully charged, the battery maintains backup power for approximately 21 days. System Data, Speed Dial Memories, and Clock/Calendar functions are protected by the backup battery. After power is restored, the system returns to normal operation.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Restrictions:

✆ Battery backup on the CPUB( )-U10 ETU/MBD-U10 Unit does not protect the following:

1. Automatic Callback
2. Off-line Status (for programming system or station assignments)
3. Automatic Redial
4. Trunk Queuing

General:

✆ The battery connector on the CPUB( )-U10 ETU/MBD-U10 Unit should be disconnected during long term storage but must be connected (protection against loss of power) just before installation to provide battery backup for System Memory.

✆ When fully charged, the battery retains System Memory for approximately 21 days.

✆ Battery backup on the CPUB( )-U10 ETU/MBD-U10 Unit retains memory for the following functions:

- System Program
- Night Transfer Status
- Call Forwarding
- Callback Request
- Speed Dial Memories (System/Station)
- Clock/Calendar
- Do Not Disturb (DND)
- Save and Repeat
- Store and Repeat
- Last Number Redial
- Message Waiting
- Microphone Status
- Station Lock (Set and Password)
- Timed Alarm
- Customized Message
- Voice Mail Message
- Feature Access and One-Touch Keys
- Volume Set Level
- Automatic Attendant Mode
- Automatic Trunk-to-Trunk Transfer Mode
- General Purpose Relay Setting

✆ During normal operation, the batteries are continually recharged using a built-in charging circuit.

RELATED FEATURES LIST

Feature Number	Feature Name
B-5	Battery Backup - System Power

Battery Backup - System Power

B-5

FEATURE DESCRIPTION

A built-in battery provides complete system operating power for approximately 30 minutes during commercial power outages. When optional (locally provided) batteries are connected and fully charged, full system operation can be maintained for an extended time. Actual time depends on system configuration, traffic conditions, and the capacity of the batteries.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

B48-U10/B64-U10 KSU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

- ✆ During normal operation, the batteries are continually recharged by a built-in charging circuit.
- ✆ The B48-U10/B64-U10 KSU is equipped with batteries for system battery backup.

RELATED FEATURES LIST

Feature Number	Feature Name
B-4	Battery Backup - System Memory

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Busy Lamp Field on Multiline Terminals

B-6

FEATURE DESCRIPTION

The Busy Lamp Field (BLF) indicates station status using LEDs. The applicable LED is on for Feature Access keys and One-Touch keys that are programmed for Direct Station Selection (DSS). This allows Multiline Terminal users to determine at a glance that a station is in use.

SYSTEM AVAILABILITY

Terminal Type:

DTP/DTU-8-1(BK)/(WH) TEL	Up to eight line keys
DTP-8D-1(BK)/(WH) TEL	Up to eight line keys
DTU-8D-2(BK)/(WH) TEL	Up to eight line keys
DTP/DTU-16-1(BK)/(WH) TEL	Up to 16 line keys
DTP-16D-1(BK)/(WH) TEL	Up to 16 line keys
DTU-16D-2(BK)/(WH) TEL	Up to 16 line keys
DTU-16HC-1(BK)/(WH) TEL	Up to 16 line keys
DTP/DTU-32-1(BK)/(WH) TEL	Up to 16 line keys and 16 One-Touch keys
DTP-32D-1(BK)/(WH) TEL	Up to 16 line keys and 16 One-Touch keys
DTU-32D-2(BK)/(WH) TEL	Up to 16 line keys and 16 One-Touch keys
ETW-8-1/2(BK)/(SW) TEL	Up to eight line keys
ETW-16DC-1/2(BK)/(SW) TEL	Up to 10 line keys
ETW-16DD-1/2(BK)/(SW) TEL	Up to 10 line keys and 20 One-Touch keys
ETW-24DS-1/2(BK)/(SW) TEL	Up to 10 line keys

Required Components:

None

OPERATING PROCEDURES

To program the Feature Access key for DSS/BLF:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 1.
5. Dial the station number.
6. Dial 1 (optional step, toggles call between voice and tone).
7. Press Feature.

To program the One-Touch key for DSS/BLF:

1. Press Feature.
2. Press Redial.
3. Press the One-Touch key.
4. Dial 1.
5. Dial the station number.
6. Dial 1 (optional step, toggles call between voice and tone).
7. Press Feature.

SERVICE CONDITIONS

Data Assignment

✆ Use Memory Block 1-1-35 (Speed Dial Buffer Allocation) to assign System Speed Dial (default: 100) to enable programming line keys as Feature Access keys. The user can then assign Feature Access keys as DSS/BLF keys.

General:

- A single color LED (red only) is used to indicate the following station status:

LED is Flashing:	Station is in Do Not Disturb (DND) or Call Forward - All Call, Break Mode.
LED is Winking:	Station is Off-Line (to program). Station is accessing Feature functions.
LED On:	Station is busy, receiving Voice Announcement, receiving Internal/DIT/ANA/TIE/DID ringing signal, or was put on hold.
LED Off:	Station is idle, receiving CO/PB call, receiving CO/PBX transferred call, or receiving recall.

- Local power is not required for the BLF function on a Multiline Terminal. The Attendant Add-On Console requires an AC transformer that is provided with the console.
- Assignment of One-Touch keys for Direct Station Selection (DSS) with busy lamp indications is programmable by the user from an ETW-16DD-1/2(BK)/(SW), DTP/DTU-32-1(BK)/(WH) TEL, DTP-32D-1(BK)/(WH) TEL, or DTU-32D-2(BK)/(WH) TEL Multiline Terminal. Any existing station can be assigned.

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Call Alert Notification

C - 1

FEATURE DESCRIPTION

Call Alert Notification allows a station user to receive an alert tone, flashing ICM, Large LED, and LCD identification during an incoming call while the user station is busy. This allows the station user to put the current call on hold to answer a second call to increase call handling abilities.

This feature works with Call Forward - Busy/No Answer so the second incoming call is queued to the station for eight seconds (default) before it is forwarded.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To answer an incoming DIT, DID, Tie line, or Automated Attendant transferred call on a Multiline Terminal, after receiving a Call Alert Notification while talking with another party:

1. Press Hold . The first call is put on hold.
2. Incoming caller is automatically connected.

To answer the incoming call on any station (single-line station in particular), after receiving a Call Alert Notification while talking with another party:

1. Go on-hook on the first call.
2. Go off-hook to answer the incoming call.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-22 (Call Forward - No Answer Time Selection) to specify the time (default: 8s) before incoming intercom or CO/PBX calls are forwarded to another station when there is no answer.
- Use Memory Block 4-42 (Call Forward - Busy Immediately/Delay Selection) to specify immediate forward (NO) or delay forward (default: YS) for an incoming call when the station is set for Call Forward - Busy.
- When a station with Call Forward - Busy assigned receives a second call, this call follows the Call Forward - Busy setting either immediately or after the Call Forward - No Answer time has expired.
- When SLT Data Line Security is assigned in Memory Block 4-90 (SLT Data Line Security Assignment) to a Multiline Terminal that allows (default: LED On) Call Alert Notification in Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] using Page 3 LK8, the tone is heard only through the speaker of the Multiline Terminal.

Restrictions:

- When a station that has set DND receives a second call, Call Alert Notification tone is not provided.
- A station does not receive Call Alert Notification when Automatic Redial is activated.
- Call Alert Notification calls cannot be answered using Call Pickup.
- Setting or canceling Call Forwarding is allowed only when logged out of ACD.

General:

- This feature is provided for DID, DIT, Tie line, internal transferred calls, and Automated Attendant transferred calls.
- When an Automated Attendant transferred call does not get answered and changes to a normal CO ringing, the Call Alert Notification is no longer provided at the station receiving the transferred call.
- When a station that has Call Forward - No Answer assigned receives a second call, it follows the Call Forward - No Answer time before it is forwarded.
- When a station is already receiving a Call Alert Notification, an additional internal call to this station provides Busy tone to the caller. When Call Forward - Busy is set, the internal call follows this forward setting.

- Incoming Call Alert Notification to Multiline Terminals is as follows:
  - ICM and Large LED flash.
  - LCD shows second incoming call.
  - A Call Alert Notification tone of 0.8 seconds is provided to the called party.
- The LCD does not indicate that a second call is ringing in when using Store and Repeat.
- During Incoming Call Alert Notification to a Single Line Telephone, a Call Alert Notification tone of 0.8 seconds is provided to the called party.
- The calling party hears the following when the called station is already on another call:
  - Automated Attendant, DIT, DID, and Tie line callers hear ringback tone.
  - Internal callers hear call waiting, allowing Step Calling to be used.
- When a station is the Master Hunt Number for a Station Hunt group, the second call follows the Station Hunt Group assignment. When all agents in this group are busy, Call Alert Notification is given to the called party and the call remains at the master station.
- Multiple incoming calls, except internal and Automated Attendant transferred calls, continue to ring at a station that is busy. However, the LCD of this station indicates only the first call waiting to be answered.
- ACD agents that are busy on a call do not receive Call Alert Notification when another ACD call is received, Call Alert Notification is provided when a call is transferred to the station and not the pilot.
- The following maximum incoming calls can wait at a station:
  - DIT, DID, and Tie lines:

    No Limitation.
  - Internal and Automated Attendant transferred calls:

    No Limitation.

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Call Appearance (CAP) Keys

C-2

FEATURE DESCRIPTION

Call Appearance keys automatically place an outside call on a Call Appearance key when the system is operated as a hybrid (Multifunction) system. These keys can be assigned on any Multiline Terminal or the same key can appear on multiple terminals. This feature allows efficient call handling when numerous CO calls are received and a limited number of CO line key appearances are available. These keys are often called CO loop keys.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To place a Multiline Terminal outgoing call on hold and retrieve it:

1. Go off-hook using the handset or press Speaker. Wait for internal dial tone.
2. Dial Trunk Access Code (default: 9 WXYZ). A Call Appearance key lights.
3. Dial the outside party, and begin conversation.
4. Press Hold. The Call Appearance key flashes.
5. Press the flashing Call Appearance key to retrieve the call.

To place a Multiline Terminal incoming call on hold and retrieve it:

1. Receive CO/PBX incoming ring.
2. Go off-hook using the handset, or press Speaker. A Call Appearance key lights. Talk with outside party.
3. Press Hold. The Call Appearance key flashes.
4. Press the flashing Call Appearance key to retrieve the call.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 2-05 (Line Key Selection) to select Tenant-wide Mode (TNAT) or Telephone Mode (default: TEL).
- Use memory Block 2-06 (Line key Selection for Tenant Mode) to assign Tenant Mode to CO/PBX line keys (default: CO).
- Use memory Block 4-12 (Line Key Selection for Telephone Mode) to assign Telephone Mode to CO/PBX line keys (default: CO).
- Use Memory Block 4-43 (Station to Call Appearance Block Assignment) to assign a multiline terminal to a CAP. Default: all stations are assigned to CAP 00.

Restrictions:

- A conference call involving two outside lines cannot reside on one Call Appearance key.

General:

- When a trunk call is originated or answered at a Multiline Terminal, it must appear on a line key. The line key can be assigned as the trunk or as a Call Appearance Key. A CAP is dynamic because it is used for any trunk call a multiline terminal is using. An 8-key multiline terminal can have eight CAP keys that allow the telephone to process all 64 trunks, 8 trunks at a time.
- A total of 1152 different CAP keys are broken up into 48 CAP blocks with 24 keys per block. In system programming, a Multiline Terminal is associated with a single CAP block. As the Multiline Terminal processes calls, only keys in its assigned CAP block are used.

- Several Multiline Terminals can be assigned to the same CAP block with the same set of 24 keys. Incoming trunks to these Multiline Terminals appear on the same CAP key at each station.
- CAR keys can also be associated with a CAP block. As a call arrives and is answered from a CAR, it moves to the assigned CAP key on the terminal. Different CAR keys can be associated with different CAP blocks to segregate calls based on the extension the call was sent to. When a CAR is not assigned to a CAP block, the telephone CAP assignment is used by the CAR.
- Any held call left on a CAP key for more than the programmed time recalls to the Multiline Terminal where the call was originally put on hold.
- When a Multiline Terminal (other than the one that originally initiated or received a call) is used to retrieve a held call, the SMDR records a transfer to the Multiline Terminal where the call was retrieved.
- Only outside lines use a CAP key.
- Outside lines reside on the CAP key in the order of lowest to highest line key number on the station.
- A Multiline Terminal can have multiple CAP keys assigned to it (including those from different CAP blocks).
- All Flexible Line keys on a Multiline Terminal can be assigned as CAP keys in System Programming.
- Multiline Terminals and CAR Keys are assigned to CAP blocks in System Programming.

RELATED FEATURES LIST

Feature Number	Feature Name
C-3	Call Arrival (CAR) Keys

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Call Arrival (CAR) Keys

C-3

FEATURE DESCRIPTION

Call Arrival (CAR) keys are available software extensions as part of 120 station numbers on the Electra Elite 192 system. The Electra Elite 48 system provides 32 station numbers and 16 CAR ports. A Call Arrival extension assigned to a line key, can appear and ring on an individual station or multiple stations. When a call is directed to a CAR, any station with the CAR can answer. This ensures that every call to that group is answered promptly. Multiline Terminals may have several CAR extension appearances depending on the application.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To answer an incoming outside call to the Call Arrival key on an outside or internal line call with Off-Hook Ringing assigned:

1. Receive off-hook ringing.
2. Press CAR key. The first call is placed on hold, and the CAR is answered.
3. The incoming call resides on a Call Appearance (CAP) key, or CO Line key when it is assigned on the telephone.

To answer an incoming outside line call to the Call Arrival key on an internal call with Ringing Line Preference:

1. Go on-hook on an internal call.
2. Go off-hook to answer incoming outside line call to a CAR key.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-04 (Call Arrival Key Block Assignment) to assign Call Arrival extensions in groups of four.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign Call Arrival keys to a CAP block in Tenant Mode.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign Call Arrival keys to a CAP block in Telephone Mode.
- Read the CAP Key features and specifications because CAR and CAP can be closely related.

Restrictions:

- The Electra Elite 192 system can provide 112 Call Arrival keys. This number is shared with 120 station ports. When 112 CAR keys are assigned, the remaining eight numbers can be assigned for hardware extension numbers.
- **Using System Software S3000 or lower**, the Electra Elite 48 system can contain 24 Call Arrival keys. This number is shared with 32 station ports. When 24 CAR keys are assigned, the remaining eight numbers can be assigned for hardware extension numbers.
- **Using System Software S4000 or higher**, the Elite 48 system can have a maximum of 40 CAR key extensions and 8 stations ports or 32 station ports and 16 CAR ports**.**

General:

- Incoming outside line calls can ring on a CAR. When the call is answered, it resides on a CAP (or CO Line key). The CAR becomes idle for another incoming call or continues to flash when another call is waiting to be answered. When a Call Appearance key (or CO Line key) is unavailable, an outside line call to a Call Arrival key cannot be answered.
- Incoming internal calls to a Call Arrival key can be answered with a Call Appearance key unassigned. The ICM lamp (when provided) indicates a call, and when the call is put on hold, flashes at the Conference key.
- Go off-hook, press the Speaker key when Ringing Line Preference is assigned, press the flashing Call Arrival key, or press the Answer key to answer Calls ringing at a Call Arrival key.
- Call Arrival Keys can be set for Call Forward - All Call and Call Forward - Busy/No Answer.
- **Using System Software S4000 or higher**, Call Arrival keys can be set for Call Forward - Off Premise.

- Off-Hook Ringing can be provided for calls ringing into CAR keys.
- CAR keys can be assigned as a station hunting master number and/or as a member of a Station Hunt group.
- A BLF indication is provided on an Attendant Add-On Console for incoming calls.
- A CAR key can be used as a DSS key from an Attendant Add-On Console or as a DSS key at a Multiline station.
- An internal call to a CAR key is ring only. Voice announce is not available.

RELATED FEATURES LIST

Feature Number	Feature Name
C-2	Call Appearance (CAP) Keys

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Callback Request

C-4

FEATURE DESCRIPTION

Callback Request can be set at any Multiline Terminal to notify the user that another station wants a call returned. The Multiline Terminal user can receive a maximum of three Callback Requests from other station users. Non-display Multiline Terminal users receive a Feature LED indication when a Callback Request is set. Single Line Telephone users can set but not receive a Callback Request.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set from a station while placing an internal call and receiving Call Waiting or No Answer:

1. Dial Access Code (#) (set as default).
2. Hang up.

To cancel from the originating station:

Dial the destination where the Callback Request is set.

To cancel from an Attendant Position (system-wide):

1. Press Feature.
2. Dial 8 TUV 8 TUV.
3. Press Feature.

☞At default, this ability is denied.

To Callback from a Multiline Terminal with LCD:

1. Press Speaker or lift the handset.
2. Dial the number to be called back, or press #.
3. Lift the handset to talk when the party answers.
4. Hang up.

To Callback from a Multiline Terminal without LCD:

1. Press Speaker or lift the handset.
2. Press # (set as default).
3. Lift the handset to talk.
4. Hang up.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-24 (Intercom Feature Access Code Assignment) to change the Access Code to one of the following: *, # (default), 1~9, or 0.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 2 LK2 to Allow (Default: LED On) or Deny (LED Off) Callback Request Originate at all stations. A Callback Request can be set to one or more Multiline Terminals regardless of tenant assignment.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK3 to Allow (LED On) or Deny (default: LED Off) ANI/Caller ID.

General:

- Multiline Terminals without display receive an indication of the Callback Request by a Feature LED that flashes 0.25 seconds On, 0.25 seconds Off.
- When a Multiline Terminal receives two or more Callback Requests, they are called back in the order they were received. Multiline Terminal users can go off-hook and dial # (as set in default) to call the station user that left a Callback Request.
- A maximum of three Callback Requests can be set at one Multiline Terminal.

- Callback Requests are protected by system memory battery backup.
- When a Callback Request is set, the caller receives a set tone.
- A caller does not receive a set tone when attempting to leave a Callback Request at a station with three Callback Requests set.
- Callback Requests that are set in the system can be canceled (system-wide) only at Attendant Positions.
- Individual Callback Requests are canceled when:
    1. Callback recipient places internal call to Callback originator.
    2. Callback originator places internal call to Callback recipient.
    3. Callback recipient enters Feature, 99, Feature.
- A Callback Request can be set to a Single Line Telephone (SLT), but there is no indication at the SLT. The SLT user can still go Off-hook and dial # to complete the callback.

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Caller ID Indication (Analog Trunks)

C-5

FEATURE DESCRIPTION

Analog Caller ID can display the calling party telephone number or name on the LCD of the Multiline Terminal for incoming calls. Up to 16 Multiline Display Terminals can display the Number or Name for the incoming analog trunk. After the CO call is answered, the Caller ID information follows the transferred call.

System Software S4000 or higher is required to display the number and name at the same time for Analog Trunks.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with an LCD

Required Components:

COID(4)-U10 ETU
COID(8)-U10 ETU
COIB(4)-U10 ETU

MIFM-U10 ETU with KMM(1.0)U installed when Caller ID Scrolling or Call Return is desired.

OPERATING PROCEDURES

To display a stored Caller ID using the Scroll Key:

Press the Scroll key to display the last incoming Caller ID. Repeatedly press the Scroll key to display additional Caller ID names/numbers. (A maximum of 10 Caller ID names/numbers can be displayed.)

Note: The Scroll key is programmed using Memory Block 4-12 (Line Key Selection for the Telephone Mode). Refer to the Electra Elite 48/192 Programming Manual for instructions.

To return a call to the number displayed on the LCD using the Scroll Key:

Press the Scroll Key until the desired number to be called back is displayed. While the number is displayed, go off hook. The system automatically accesses an outside line and dials the displayed number.

SERVICE CONDITIONS

Data Assignment:

Caller ID Indication (Analog Trunks)

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the COID(4)-U10, COID(8)-U10, COIB(4)-U10 or MIFM-U10 ETU.
- Use Memory Block 1-1-78 (Caller ID Display Assignment for System Mode) to assign up to 15 Multiline Display Terminals to display Caller ID indication for incoming calls.
- Use Memory Block 4-49 (Caller ID Display for CAR Key Assignment) to assign one Multiline Terminal per CAR Key to display Caller ID indication for incoming calls.
- Use Memory Block 3-44 (Caller ID Display Assignment for CO/PBX Line) to assign the Caller ID Display for normal incoming CO/PBX calls.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK3 to Allow (LED On) or Deny (default: LED Off) Caller ID.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK4 to Allow (LED On) Caller ID Number display or Deny (default: LED Off) to display the Caller ID Name, when Name and Number are received.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK7 to Allow (LED On) or Deny (default: LED Off) display of both the name and number. **System Software S4000 or higher is required**. Both the name and number must be received from the network providing the analog trunks. Page 4 LK4 selects the position of the name or number on the Display for stations assigned to the Class of Service. When Page 4 LK4 is On, the number is displayed on the top line of the display. When Page 4 LK4 is Off, the name is displayed on the top line of the display.
- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to make each station Class of Service Assignment.

- Use Memory Block 4-01 [CO/PBX Ring Assignment (Day Mode)] or 4-02 [CO/PBX Ring Assignment (Night Mode)] to make the CO/PBX ringing assignments.
- Use Memory Block 3-53 (Caller Name Indication Selection) to allow the name (NAM) (default: NUM) to be displayed When system speed dial buffers are assigned number and name and when the Caller ID number information matches an assigned speed dial number.
- When the name is not included in the Caller ID information, Memory Block 3-53 (Caller Name Indication Selection) compares the Caller ID information with the dial data in the speed dial area. When the numbers match, the name in the speed dial area is used as the name.
- When a CAR key is assigned on the Multiline Terminal and a DIT/ ANA or VRS/Automated Attendant transferred call is received at the CAR, the following assignments are required:
  - Use Memory Block 4-41 (SIE/CAR Ringing Line Preference Selection) to specify whether to allow (default: YS) or deny (NO) Ringing Line Preference (go off-hook or press speaker key) on all telephones that are assigned to CAR keys.
  - Assign the Multiline Terminal with the CAR key as part of the Caller ID group.

Scrolling Caller ID with Return Call

- Use Memory Block 7-3-04 [MIF (Caller ID) Assignment) to specify Scrolling and/or Out Dial function to the MIFM-U10 ETU with KMM(1.0).
- Use Memory Block 4-44 (Caller ID Preset Dial Outgoing CO Selection) to assign the Trunk Group, Route Advance Group, or Closed Numbering Group that is seized for Caller ID Outgoing Calls.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign the Scroll Key to a line key for each Multiline Terminal using the Scroll Feature.

Restrictions:

- To receive Caller ID Indication, the COID(4)/(8)-U10 ETU or COIB(4)-U10 ETU must be installed in slots S1~S4 of the Basic or the first expansion KSU of the Electra Elite 192 system. In the Electra Elite 48 system, slots S3 and S4 of the B48-U10 KSU must be used.
- SIE incoming calls do not support Caller ID Indication even when the Multiline Terminal is ringing.

- **Using System Software S3000 or higher**, the user can press the Feature key and then the flashing red CO line key (incoming CO call) to display Caller ID.
- A maximum of 16 stations can display Caller ID.
- Five users can access the Scroll function at the same time. IN USE is displayed on the Multiline terminal of another user that tries to access it.
- A maximum of 13 characters can be displayed on the LCD for Caller ID Name/Number.
- Caller ID scrolling and automatic dial out features require installation of the MIFM-U10 ETU with attached KMM(1.0)U.
- When a call transferred to a station goes unanswered and is transferred again, Caller ID information is not stored in the scrolling bin at that station.

General:

Caller ID Indication (Analog Trunks)

- When the CO line key is flashing red (Incoming CO call), the user can press Feature + LK to display Caller ID even when Caller ID is not normally displayed. **System Software S3000 or higher is required**.
- When the telephone company sends the caller name and number, the name or the number is displayed on the LCD while the Multiline Terminal is ringing. When the telephone company sends the caller number only, it is displayed on the top line of the LCD while the Multiline Terminal is ringing.
- A maximum of 15 Multiline Terminals can be assigned to display Caller ID for normal incoming CO calls system-wide. A sixteenth Multiline Terminal can be assigned to display Caller ID for normal incoming CO calls per CO line. These 16 Multiline Terminals constitute a Caller ID group. An answered call can be transferred to any station in the system, and Caller ID is displayed at that station.
- Press the green line key where the CO call resides during a CO call, to verify the Caller ID. When the telephone company provides both Name and Number (depending on the system assignment) they are displayed for 5 seconds, followed by the remaining information. **System Software S4000 or higher is required to display both Name and Number**.
- When the station is assigned to receive DIT/ANA calls, Caller ID is displayed only on the Multiline Terminal where DIT/ANA is assigned to ring. The Caller ID Indication follows the station Call Forward setting or Station Hunting feature.

- When a Multiline Terminal is busy, the Caller ID is displayed for an incoming call.
- When a Multiline Terminal is set for Do Not Disturb, the Caller ID is displayed for incoming calls.
- When a Multiline Terminal receives multiple incoming calls, the first Caller ID is displayed. After the first call is answered, the second Caller ID is displayed.
- The Caller ID Indication disappears:
  - When an incoming call is answered.
  - When an internal or ring transfer call is received.
  - When Feature Access, DSS, Redial, or Feature key is pressed.
- The Caller ID number is printed on the SMDR printout for incoming calls that are answered at stations that can display Caller ID data. The name is not printed.
- When a station is engaged in a voice over, whisper page, or broker's call, the station can display Caller ID until the process ends.
- When an incoming call is answered before Caller ID is sent, the Caller ID is not displayed.
- The following incoming calls display Caller ID on a Multiline terminal:
  - Ordinary CO Calls
  - DIT/ANA calls
  - VRS/AA calls
  - Ring Transfer calls
  - CAR calls
  - ACD/UCD calls
  - Calls with delayed ringing
- When a Multiline Terminal displays Caller ID with off hook ringing and receives another incoming CO call, the Caller ID changes to the second caller.
- When trunk name indication is assigned, the data in Memory Block 3-00 (Trunk Name/Number Assignment) is displayed on the Multiline Terminal assigned for Caller ID indication even when a terminal receives a caller name and number.
- When hotline/prime line is set in Memory Block 4-23 (Prime Line/Hot Line Assignment, a station user can originate an outgoing call using Caller ID.

Scrolling Caller ID with Return Call

- When the Scroll key is used, a maximum of 10 Caller IDs can be stored in System Memory. When 10 Caller IDs are stored and an additional call is answered, the first Caller ID is erased from System Memory. Press the Scroll key to display the stored Caller IDs. When you go Off-hook, the displayed Caller ID is automatically dialed. The LCR or ARS feature is required for the Automatic Dial Out option.
- When Scroll key is not pressed and held in five seconds, the LCD returns to idle, and Caller ID disappears.
- When an outgoing call is made using the Scroll function, the call follows Code Restriction, Digit Restriction, and Least Cost Routing (LCR) or Automatic Route Selection (ARS). The LCR or ARS feature is required for the Scroll function to operate properly.
- Caller ID data is not stored when the following conditions apply:
  - **COIN** Caller ID is sent from a pay phone.
  - **Out of Area** Data is sent from a CO that cannot process Caller ID data.
  - **Private** Calling party disables Caller ID information for the called party.
  - **Data Error** The data stream includes an error.
- When **Out of Area** or **Private** characters are received, the MIFM-U10 ETU does not store them in the Scroll Key buffer.

RELATED FEATURES LIST

Feature Number	Feature Name
A-22	Automatic Number Indication (ANI) on T1
A-25	Automatic Route Selection (ARS)
C-17	Class of Service
D-15	Do Not Disturb (DND)
I-6	ISDN-BRI Trunk Connections
I-7	ISDN-PRI Trunk Connections
L-3	Least Cost Routing (LCR)

Caller ID Call Return

C-6

FEATURE DESCRIPTION

The Caller ID Call Return feature allows the voice mail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages. After the call is ended by either party, the voice mail user returns to checking messages.

System Software S5500 or higher is required.

FMS Voice Mail System Software Q revision 05931 database version 6.68 or higher is required.

VMS Voice Mail System Software Q revision 00931 database version 6.68 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

VMS(2)/(4)/(8) ETU or FMS(2)/(4)/(8) ETU

OPERATING PROCEDURES

Caller ID Information Operation on Non-Display Telephone or Display Telephone without Softkeys:

1. Dial the EliteMail extension.
2. After message playback, EliteMail prompts to hear Caller ID number only.

- OR -

Dial 0 OPER during message to stop playback, save the current message as an old message, and hear Caller ID number only.

3. When Caller ID information is available after the Caller ID number is played, the system prompts the mailbox user with an option to return the call.

- OR -

During message playback dial (#) (0 OPER), and when the voice mail prompts to return the call dial (1) for yes.

☞To repeat the Caller ID number during playback, dial (#). To skip to the end of the Caller ID number dial (*).

4. To end a Return Call, dial (#) (0 OPER) (*) to return to the mailbox and disconnect the outside call.

Caller ID Information Operation on Display Telephone with Softkeys:

1. Dial the EliteMail extension.

2. During message playback, EliteMail displays Caller ID name or number only depending on system programming. To change display between Name and Number, press △(MORE) Softkey twice then press △(CID) Softkey.

- OR -

Dial (0 OPER) during message to stop playback, save the current message as an old message, and hear Caller ID number only.

☞When (0 OPER) is dialed, you can dial (#) to repeat the Caller ID number or dial (*) to skip to the end of the number.

3. During playback, using a mailbox that allows the option, press the △(MORE) Softkey three times then press the △(CALL) Softkey to return the call.

4. To end a Return Call, press the △(END) Softkey to return to the mailbox and disconnect the outside call.

Caller ID Information Operation from Telephone Outside the System:

1. Call the number that takes you to the main greeting of the EliteMail system.
2. While main greeting is playing, dial 9 WXYZ and your extension to take you to the mailbox. Enter security code if prompted.
3. Follow prompts to listen to new, old, or archived voice mail messages.
4. When Caller ID information is available, EliteMail prompts to hear Caller ID number only after message playback.

   - OR -

   Dial 0 OPER during message to stop playback, save the current message as an old message, and hear Caller ID number only.
5. When Caller ID information is available, the system prompts the mailbox user with an option to return the call after the Caller ID number is played.

   - OR -

   During message playback dial # 0 OPER, and when voice mail prompts to return the call dial 1 for yes.

   ☞To repeat the Caller ID number during playback, dial #. To skip to the end of the Caller ID number dial *.
6. To end a Return Call, dial # 0 OPER * to return to the mailbox and disconnect the outside call.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection] Page 4, LK3 to allow (LED On) or Deny (default: LED Off) capture of Caller ID information on voice mail ports.
- The Return Call feature is enabled per mailbox in Expanded Access Codes and can be enabled for internal numbers only or for both internal and external numbers.
- To use this feature for long distance calls, LCR or ARS must be programmed for the voice mail ports set to dial out. Refer to Chapter 2 in the Electra Elite 48/192 Programming Manual for detailed programming instructions.

- The enhanced Caller ID is enabled by setting CID=0,0 on the Integration Options line of Easymade Switch Setup Screen, Page 1. When Caller ID is already enabled on a system that is updated, the CID=X,Y setting must be changed to CID=0,0. Only one CID setting is allowed on this line.
- The Return Call parameter must be entered on the Integration Options line of Easymade Switch Setup Screen, Page 1 to enable this voice mail feature. Default is RCV=6,10 where 6 is the number of rings voice mail tries when returning a call, and 10 is the number of minutes a retuned call can last.
- A trunk access code must be entered on Easymade Switch Setup Screen, Page 1, line 9 so the Return Call feature can access a trunk to return the call. When this is not entered, the mailbox user is not prompted to return the call even when Caller ID information is available.
- The Rings to answer field on Easymade Applications Screen, Page 2, line 15 must be set to 2 or greater because Caller ID information is provided from Telco between the first and second ring.

Restrictions:

- This feature is supported only on Electra Elite 48/192 systems using System Software S5500 or higher. VMS revision Q008XX v 6.68 and FMS revision Q058XX v 6.68 or higher are also required.
- When Centralized Voice Mail is used, the remote voice mail user gets only Caller ID number when voice mail answers incoming CO calls and performs an Await-Answer transfer to the remote user. A Call that forwards to voice mail from the remote system does not have Caller ID information.
- Live Record is not available when using Return Call.
- A Telephone used as an ACD Plus agent or supervisor station should not have mailboxes that support Softkeys. Softkeys can be disabled per mailbox in Access Codes Options on Easymade Application Screen, Page 5 of 6. Place an ***** in front of Hands Free Play (Item N) to disable Softkeys for a particular station.

General:

- A caller using a telephone without Softkeys, calling from outside the system, or from a remote system is prompted to hear Caller ID information and return a call.
- Return Call is available for subscriber messages and public messages.

- Return Call is accessible to a subscriber during and after message playback.
- Return Call is available for new and old messages.
- Return Call is accessible to a subscriber using Softkeys in Softkey mode or using DTMF in voice conversation Mode.
- One minute before disconnecting the original caller, voice mail plays a warning prompt and immediately before disconnecting plays a prompt to indicate that it is returning to the subscriber mailbox.
- When a subscriber listens to a message from a Softkey eqipped telephone, and Caller ID information is unavailable, the voice mail system leaves the second line of the LCD blank. When Caller ID is disabled on the system, voice mail displays the message count.
- From the subscriber options Softkey menu, a subscriber can access a Softkey menu that allows selection of name or number to be displayed on the LCD during message playback. The default is name. Voice mail uses this setting to determine the initial display on the LCD during playback.
- Voice mail continues to display Caller ID on the LCD while the post-message playback menu is still displayed on a telephone equipped with Softkeys.
- During Return Call, the voice mail port is in conference with the box owner and messages.
- Internal station terminals using Call Return have the Conf key LED On.

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Call Forward - All Call

C-7

FEATURE DESCRIPTION

Call Forward - All Call forwards all calls directed to one station, to another station, Voice Mail system, or to the Attendant. This permits more efficient call processing by allowing a station to be left unattended and have calls answered at another location. Call Forward - All Call can be set or canceled at the destination station. Attendant Positions can be used to cancel Call Forward - All Call system-wide.

SYSTEM AVAILABILITY

Terminal Type:

All stations

Required Components:

None

OPERATING PROCEDURES

To set Call Forward - All Call at a forwarding station:

1. Press the Call Forward All ON/OFF key.
2. Dial the station number or press Speaker.

- OR -

1. Press Feature.
2. Dial 6 MNO 0 OPER.
3. Dial the forward destination.
4. Press Feature.

To set Call Forward - All Call using Single Line Telephone or Multiline Terminal:

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 1 (set as default).

3. Dial the station number or hunt group master number where incoming calls are to be forwarded.
4. Wait for the confirmation tone, and restore handset or press Speaker.

To verify (Multiline Terminals only):

A winking Feature LED indicates the station is in Call Forward - All Call mode.

- OR -

The Feature Access or single On/Off key LED (when equipped) remains on while this setting is assigned on the key.

To cancel (Multiline Terminal only):

1. Press Call Forward - All Call On/Off key.
2. Press Speaker.

To cancel (Single Line Telephone or Multiline Terminal):

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 2 ABC (set as default).
3. Wait for confirmation tone, and restore the handset or press Speaker.

To set at a destination station (Attendant Positions only):

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 7 PQRS (set as default).
3. Dial the station number to be forwarded and then the destination number.
4. Wait for confirmation tone, and restore the handset or press Speaker.

To cancel at a destination station (Attendant Positions only):

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 8 TUV (set as default).
3. Dial the station number where forwarding is to be canceled.
4. Wait for the confirmation tone, and restore the handset or press Speaker.

To cancel Call Forward - All Call, Busy/No Answer, and Do Not Disturb system-wide (Attendant Positions only):

1. Press Feature.
2. Dial Access Code 6 MNO 8 TUV.
3. Press Feature.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK2 to Allow (default: LED On) or Deny (LED Off) Call Forward - All Call set/reset.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK3 to Allow (LED On) or Deny (default: LED Off) System-wide reset of Call Forward - All Call.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK1 to allow (default: LED On) Call Forward - All Call/DND.
- This feature can be assigned on Feature Access or One-Touch keys using Memory Blocks 2-05 (Line Key Selection) and 2-06 (Line Key Selection for Tenant Mode) or 4-12 (Line Key Selection for Telephone Mode).

Restrictions:

- At default, system-wide cancel of Call Forward - All Call from Attendant Positions is denied.
- Ring Transfer, Camp-On, and Tone Override cannot be set to a station that has Call Forward - All Call set.
- DND and Call Forward - All Call cannot be set at a station at the same time.

- Setting, canceling or Call Forwarding is allowed only when logged out of ACD.

General:

- When a station with Call Forward assigned receives a second call, and Call Forward is set to a busy station, the second incoming call does not follow the forwarding assignment until the forwarding station becomes idle.
- A line key defined as Call Forward - All Call set/cancel lights when Call Forward - All Call is set. The Feature key LED flashes when Call Forward - All Call is set.
- All internal and transferred calls to the station follow the Call Forward - All Call setting.
- Tie/DID and DIT/ANA line calls follow Call Forward - All Call setting.
- A station can be the destination of any number of Call Forward - All Call settings.
- When the station user sets this feature, the associated red LED winks on any DSS/BLF key assigned for that station.
- The destination station is the only station that can call a station with Call Forward - All Call set.
- Call Forward - All Call has higher priority than any combination of Call Forward - Busy/No Answer.
- Secondary Incoming Extensions cannot be set for Call Forward - All Call.
- When Call Forward - All Call is set, an indication is not displayed in the LCD of the display Multiline Terminal where Call Forward - All Call was set.
- When a station is logged in an as ACD agent and Call Forward-Busy/ No Answer is set, any non-ACD call transferred or ringing to that station follows the Call Forward setting. **System software S5000 or higher is required**.

RELATED FEATURES LIST

Feature Number	Feature Name
C-8	Call Forward - Busy/No Answer
C-11	Call Forward – Off-Premise
C-12	Call Forward - Split

Call Forward - Busy/No Answer

C-8

FEATURE DESCRIPTION

Call Forward - Busy/No Answer forwards calls directed to one station, to another station, Voice Mail system, or to the Attendant Position for Busy or Ring No Answer. This permits more efficient call processing by allowing calls to be routed to another station or to the Attendant Position.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

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

1. Press Call Forward - Busy/No Answer ON/OFF key.
2. Dial the station number or press Speaker.

To cancel Call Forward - Busy/No Answer:

1. Press Call Forward - Busy/No Answer On/Off key.
2. Wait for confirmation tone, and restore handset or press Speaker.

To set Call Forward - Busy/No Answer at an SLT phone:

1. Lift the handset.
2. Dial Access Code 4 GHI 3 DEF .
3. Dial the station number forwarding is to be set for.
4. Go on-hook.

To cancel Call Forward - Busy/No Answer at an SLT phone:

1. Lift the handset.
2. Dial Access Code 4 GHI 4 GHI .
3. Go on-hook.

To set at a destination station (Attendant Positions only):

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 5 JKL (default).
3. Dial the station number to be forwarded and then the destination number.
4. Wait for confirmation tone, and restore the handset or press Speaker.

To cancel at a destination station (Attendant Positions only):

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 6 MNO (default).
3. Dial the station number where forwarding is to be canceled.
4. Wait for the confirmation tone, and restore the handset or press Speaker.

To cancel Call Forward - All Call, Busy/No Answer, and Do Not Disturb system-wide at the Attendant Position only:

1. Press Feature.
2. Dial Access Code 6 MNO 8 TUV .
3. Press Feature.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign Access Codes to set or cancel Call Forward - Busy/No Answer. Default Access Codes are not assigned.

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to set Call Forward - Busy and Call Forward - No Answer, independently, to two separate stations using separate Access Codes.
- Use Memory Block 1-2-22 (Call Forward No Answer Time Selection) to specify the time (default: 8 seconds) allowed before calls are forwarded for Call Forward - Busy/No Answer.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK3 to Allow (LED On) or Deny (default: LED Off) system-wide cancel of Call Forward - All Call, Busy/No Answer, and Do Not Disturb from an Attendant Position.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 2 LK5 to Allow (default: LED On) or Deny (LED Off) setting Call Forward - Busy/No Answer.

Restrictions:

- Only one Call Forward - Busy/No Answer forwarding destination can be set from one station at a time.
- Call Forward - Busy/No Answer forwards to another station only once (cannot chain call).
- Secondary Incoming Extensions cannot be set for Call Forward - Busy/No Answer.
- Setting, canceling or Call Forwarding is allowed only while logged out of ACD.

General:

- When a station with Call Forward assigned receives a second call, and Call Forward is set to a busy station, the second incoming call does not follow the forwarding assignment until the forwarding station goes idle.
- All internal and transferred calls to the station follow the Call Forward - Busy/No Answer setting.
- Tie/DID and DIT/ANA line calls follow the Call Forward - Busy/No Answer settings.
- A station can be the destination of any number of Call Forward - Busy/No Answer settings.
- Call Forward - All Call has higher priority than Call Forward - Busy/ No Answer.
- When Call Forward - Busy/No Answer is set, camped-on calls and DIT/ANA calls forward after the No Answer Time expires.

- ✆ Call Alert Notification has a significant affect on Call Forward - Busy/ No Answer.
- ✆ When a station is logged in an as ACD agent and Call Forward-Busy/ No Answer is set, any non-ACD call transferred or ringing to that station follows the Call Forward setting. **System software S5000 or higher is required**.

RELATED FEATURES LIST

Feature Number	Feature Name
C-1	Call Alert Notification
C-7	Call Forward - All Call
C-11	Call Forward – Off-Premise
C-12	Call Forward - Split

Call Forward - Centrex

C-9

FEATURE DESCRIPTION

The Call Forward Split for Centrex feature allows a station to forward an incoming Centrex CO call to an outside location using the same Centrex CO line to free the line for additional use.

System Software S5500 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All stations

Required Components:

Centrex/PBX Trunks

OPERATING PROCEDURES

To set Call Forward - Busy/No Answer Split for Centrex:

1. Lift Handset or press Speaker.
2. Dial the Call Forward - Busy/No Answer Split Set Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Dial the destination number.
5. Go on-hook or press Speaker.

To cancel Call Forward - Busy/No Answer Split for Centrex:

1. Lift the handset or press Speaker.
2. Dial the Call Forward - Busy/No Answer Split Cancel Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Go on-hook or press Speaker.

To set Call Forward - All Split for Centrex:

1. Lift the handset or press Speaker.
2. Dial the Call Forward - All Split Set Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Dial the destination number.
5. Go on-hook or press Speaker.

To cancel Call Forward - All Split for Centrex:

1. Lift the handset or press Speaker.
2. Dial the Call Forward - All Split Cancel Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Go on-hook or press Speaker.

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To set Call Forward - All Split for Centrex from destination for CAR key:

1. Lift the handset or press Speaker.
2. Dial the Call Forward - All Split Set Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Dial the CAR key extension number.
5. Dial the Destination number.
6. Go on-hook or press Speaker.

To cancel Call Forward - All Split for Centrex from destination for CAR key:

1. Lift the handset or press Speaker.
2. Dial the Call Forward - All Split Cancel Access Code (Default not assigned).
3. Press 2 ABC for Centrex.
4. Dial the CAR key extension number.
5. Go on-hook or press Speaker.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-46~48 [Access Code (1-, 2-, or 3--Digit) Assignment] to assign Access Code for Call Forward - Split.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK 2 to Allow (default: LED On) or Deny (LED Off) Call Forward Set/Cancel from destination.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK 3 to Allow (default: LED On) or Deny (LED Off) System-wide reset of Call Forwarding.
- Use Memory Block 3-91 (Trunk Type selection) to assign lines as PBX (or CTX) or CTX (Assume 9).

Restrictions:

- Memory Block 3-91 must have at least one trunk assigned as **PBX** (or CTX) or **CTX** (Assume 9). When at least one trunk is not assigned as **PBX/CTX**, the CTX/PBX=2 option is not displayed.
- Call Forward - Centrex is not supported for Call Forward - All Call by the Feature + 60 operation from destination.
- Call Forward - Centrex is not supported for Single On/Off toggle key operation.
- A maximum of 16 digits can be stored as the destination outside number.
- Least Cost Routing cannot route the Call Forward destination number.
- When a Multiline Terminal with Call Forward - Centrex set has an unplugged extension, the call is not forwarded.

- Setting, canceling or Call Forwarding is allowed only when logged out of ACD.

General:

- Even when a user is logged on as an ACD agent, an individual call that does not come through the Pilot Number is forwarded.
- Call Forward - Centrex supports the following:
  - Call Forward - All
  - Call Forward - Busy
  - Call Forward - No Answer
  - Call Forward - Busy/No Answer
  - Call Forward - All for CAR
  - Call Forward - Busy/No Answer for CAR
- Call Forward - Centrex calls transferred from another station are forwarded when the transferred Trunk is assigned as Centrex in Memory Block 3-91 (Trunk Type Selection).
- When a Centrex Trunk is DIT to a station with Call Forward - Centrex set with an incorrect registered number, the Centrex trunk recalls to the same number until the caller hangs up.
- The following incoming calls follow Call Forward - Centrex when the incoming trunk is a Centrex trunk:
  - DIT/ANA
  - Station Transfer
  - Automated Attendant Transfer
  - DISA Calls
- When Call Forward - Centrex is set and all trunks are changed from PBX/CTX to CO, Call Forward is cleared from memory.
- When a station is logged in an as ACD agent and Call Forward-Busy/ No Answer is set, any non-ACD call transferred or ringing to that station follows the Call Forward setting. **System software S5000 or higher is required**.

Call Forward - Display

C-10

FEATURE DESCRIPTION

When a call is forwarded from one Multiline Terminal to another, the forwarding indication and forward station number are shown on the Multiline Terminal display.

System Software S2000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Display Multiline Terminals

Required Components:

Multiline Terminals with display. Refer to Call Forward - All Call and Call Forward - Busy/No answer features.

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

- DIT, ANA, DID, Tie, Automated Attendant transfer, and SCD calls can support Call Forward - Display.
- This feature only supports forwarded calls to a primary station number. When the destination is a CAR key, the forwarding display information is not shown.
- Internal calls do not show forwarding display.

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Call Forward – Off-Premise

C-11

FEATURE DESCRIPTION

Call Forward – Off-Premise allows a station to forward an internal or outside call to an off-premise destination, using various trunk types in the Electra Elite System.

System Software S4000 or higher permits Call Forward - Off-Premise on Call Arrival keys.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set Call Forward – All Call at a forwarding station (Multiline Terminal only):

1. Press Feature in the idle mode.
2. Dial Access Code 6 MNO 0 OPER (fixed Access Code).
3. Dial the Trunk Access Code and telephone number where incoming calls are to be forwarded.
4. Press Feature.

- OR -

Press the Call Forward – All Call ON/OFF key.

5. Dial the Trunk Access Code and telephone number.
6. Press Speaker.

To set Call Forward – All Call at a Single Line Telephone or a Multiline Terminal:

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 1 (default).
3. Dial the Trunk Access Code and telephone number where incoming calls are to be forwarded.
4. Restore the handset or press Speaker.

To verify Call Forward – All Call (Multiline Terminals only):

A winking Feature LED indicates the station is in Forward – All Call mode.

- OR -

The Feature Access or One-Touch key LED (when equipped) remains on while this setting is assigned on the key.

To cancel Call Forward – All Call (Multiline Terminal only):

Press Call Forward – All Call ON/OFF key or Feature 6 MNO 9 WXYZ Feature.

To cancel Call Forward – All Call at a Single Line Telephone or a Multiline Terminal:

1. Lift the handset or press Speaker.
2. Dial Access Code 4 GHI 2 ABC (default).
3. Receive confirmation tone, and restore the handset or press Speaker.

To cancel Forward – All Call, Busy/No Answer, and Do Not Disturb system-wide (Attendant Positions only):

1. Press Feature.
2. Dial Access Code 6 MNO 8 TUV (fixed Access Code).
3. Press Feature.

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

1. Lift the handset or press Speaker.
2. Dial the Call Forward – Busy/No Answer Access Code 4 GHI 3 DEF (default).
3. Dial the Trunk Access Code and telephone number where incoming calls are to be forwarded.
4. Go on-hook or press Speaker.

- OR -

1. Press the Call Forward Busy/No Answer ON/OFF key.
2. Dial the Trunk Access Code and telephone number.
3. Press Speaker.

To cancel Call Forward – Busy/No Answer:

1. Press Call Forward – Busy/No Answer ON/OFF key.
2. Wait for confirmation tone, and restore handset or press Speaker.

To set Call Forward – Off-Premise for Call Arrival (CAR) key:

1. Lift handset or press Speaker.
2. Dial the Set Access Code for All or busy No Answer from destination.
3. Dial CAR key extension.
4. Dial Trunk Access Code and the telephone number where incoming calls are to be forwarded.
5. Go on-hook or press Speaker.

To cancel Call Forward – Off Premise for Call Arrival (CAR) key:

1. Lift the handset or press Speaker.
2. Dial cancel Access Code for All or Busy No Answer from destination.

3. Dial CAR key extension.
4. Go on-hook or press Speaker.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-08-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK2 to Allow (default: LED On) or Deny (LED Off) Call Forward set/cancel from the destination station.
- Use Memory Block 1-08-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK3 to Allow (LED ON) or Deny (default: LED Off) Call Forward system-wide reset.
- Use Memory Block 1-08-08 [Class of Service (Station) Feature Selection 2] Page 5 LK4 to Allow (LED ON) or Deny (default: LED Off) Call Forward – Off-Premise.

Restrictions:

- A maximum of 24 digits, including pauses can be stored as the destination outside number. (The Trunk Access Code is not counted as part of the 24-digit number.)
- When Call Forward - All Call is set and an outgoing outside line is not available, the Automated Attendant call is not forwarded and a busy tone is sent to the calling party or the Automated Attendant switches to normal Day or Night ringing.
- When Call Forward - Busy/No Answer is set, the caller hears ringback tone until a trunk is available. When an outside line is unavailable, DIT/ANA calls are not forwarded, these calls remain at the station setting the Call Forward – Off-Premise until a line is available.
- Even when Call Forward – Off-Premise is set, Recall, Trunk Queuing, and Automatic Callback calls directed to the extension line ***are not*** forwarded.
- The Call Forward destination number cannot be routed by Least Cost Routing.
- When a Multiline Terminal in Call Forward - All Call (internal) is unplugged, it follows the all call forwarding.
- When a Multiline Terminal in Call Forward – Off-Premise is unplugged, the call is not forwarded off premise.
- Setting, canceling, or Call Forwarding is allowed only when logged out of ACD.

General:

- Features like Code restriction, or forced account codes that are enabled for the Call Forward – Off-Premise extension apply to any call that follows Call forward – Off-Premise.
- The Feature key LED flashes red when Call Forward – Off-Premise (All Calls) is set from a Multiline Terminal.
- The ACD/UCD overflow destination station can be set to Call Forward – Off-Premise.
- The Access Codes for Call Forward set and cancel can be programmed on Feature Access keys or One-Touch keys. Press the key during the conversation with an internal or outside party to place the call on hold and dial the Access Code.
- When a Call Forward ON/OFF key (All Call or Busy/No Answer) is programmed on the line key, set/cancel toggles. The Trunk Access Code and destination outside number must be dialed after pressing this key when setting Call Forward – Off-Premise.
- Incoming calls from a voice mail system follow the Call Forward – Off-Premise setting.
- The Call Arrival (CAR) key number can be set for Call Forward – Off-Premise. **System Software S4000 or higher is required**.
- The Speed Dial number cannot be set as the destination forward number.
- When the system is installed in the Key Function (KF) mode, a Specified Line Seizure Access Code must be used when setting Call Forward – Off-Premise.
- The following incoming calls can be forwarded:
  - CO/PBX Transfer Call
  - Ordinary Incoming Internal Call
  - Direct Inward Termination (DIT)
  - Assigned Night Answer (ANA)
  - Direct Inward Dialing (DID)
  - Tie Line (TIE)
  - Automated Attendant (AA)
- When the outside party, where the call is forwarded, is busy or does not answer, the call is terminated when the calling party hangs up.

- When a station is logged in an as ACD agent and Call Forward-Busy/ No Answer is set, any non-ACD call transferred or ringing to that station follows the Call Forward setting. **System software S5000 or higher is required**.
- When the station is set for Call Forward - All Call and an outgoing outside line is unavailable, the calling party hears a busy tone.
- When FT1/Tie/DID call is forwarded from an outside line to another outside line, pad control is applied according to the System Data assigned on Memory Block 3-31 (Trunk External Transmit Pad Selection) and Memory Block 3-32 (Trunk External Receive Pad Selection).
- After a call is forwarded to an outside line, the call is disconnected when the Tandem Transfer Automatic Disconnect Time expires.
- An alert tone is provided to both the calling party and to the destination outside party one minute before the Tandem Transfer Automatic Disconnect Time runs out.
- An outgoing call is charged to the internal calling party even when the destination outside party does not answer or is busy when printed using Station Message Detail Recording (SMDR).
- The destination number is output through SMDR as the call record for the station setting Call Forward – Off-Premise. When incoming outside calls are received, 999 is printed on the report. When incoming internal calls are received, the station number of the calling party is printed on the report.

RELATED FEATURES LIST

Feature Number	Feature Name
A-23	Automatic Redial
C-7	Call Forward - All Call
C-8	Call Forward - Busy/No Answer
C-19	Code Restriction
S-1	Save and Repeat

Call Forward - Split

C-12

FEATURE DESCRIPTION

The Call Forward - Split feature allows a station to forward internal or external calls to different locations, such as Voice Mail, Off Site, Attendant position or another station. Split forwarding is allowed for All Call, Busy, or Ring/No Answer to provide more efficient call processing.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set Call Forward - Busy/No Answer Split:

1. Lift handset or press Speaker.
2. Dial the Call Forward - Busy/No Answer Split Set Access Code (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Dial the destination number.
5. Press Speaker.

To cancel Call Forward - Busy/No Answer Split:

1. Lift handset or press Speaker.
2. Dial the Call Forward - Busy/No Answer Split Cancel Access Code (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Press Speaker.

To set Call Forward - All Split:

1. Lift handset or press Speaker.
2. Dial the Call Forward - All Split Set Access Code (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Dial the destination number.
5. Press Speaker.

☞Dial Trunk Access Code and the telephone number for the destination number in Step 4.

To cancel Call Forward - All Split:

1. Lift handset or press Speaker.
2. Dial the Call Forward - All Split Cancel Access Code (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Press Speaker.

To set Call Forward - All or Busy/No Answer Split from destination CAR key:

1. Lift handset or press Speaker.
2. Dial the Set Access Code for All or Busy/No Answer Split from destination (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Dial CAR key or Station Number to be forwarded.
5. Dial the destination number.
6. Go on-hook or press Speaker.

☞Dial Trunk Access Code and the telephone number for the destination number in Step 5.

To cancel Call Forward - All or Busy/No Answer Split from destination CAR key:

1. Lift handset or press Speaker.
2. Dial the Cancel Access Code for All or Busy/No Answer from destination (default not assigned).
3. Dial 1 for Internal or 0 OPER for External.
4. Dial CAR key or Station Number to be Forwarded.
5. Go on-hook or press Speaker.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign Access Codes for Call Forward - Split.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK2 to allow (default LED On) or deny (LED Off) Call Forward Set/Cancel From Destination.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK3 to allow (LED On) or deny (default LED Off) System-Wide reset of Call Forward - All Call.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] to set Page 5 LK4 to allow (LED On) or deny (default LED Off) Call Forward – Off-Premise.
- Use Memory Block 3-04 to specify whether (YS) or not (default NO) to allow trunk-to-trunk transfer for Call Forward – Off-Premise per trunk.

Restrictions:

- The Split feature is not supported for Call Forward - All Call by the FEATURE + 60 operation from destination.
- The Split feature is not supported for Single On/Off toggle key operation.
- Setting, canceling or Call Forwarding is allowed only when logged out of ACD.

General:

- Even when logging on as an ACD agent, an individual call not through the Pilot Number is Call Forwarded.

- When a call is transferred to an extension with Call Forward - Split set, the Split feature follows the Internal destination when the Transfer, Hold, or Conf key is pressed.
- Call Forward - Split supports the following:
  - Call Forward - All Call
  - Call Forward - Busy
  - Call Forward - No Answer
  - Call Forward - Busy/No Answer
  - Call Forward - Busy/No Answer for CAR

  ☞Call Forward – Off-Premise can be set for all of the above.
- When setting Call Forward, both Internal and External calls have the same forwarding destination when any other forwarding is used.
- The Call Forward On/Off toggle key LED is on when both Internal and External calls have the same forwarding destination.
- When a station is logged in an as ACD agent and Call Forward-Busy/ No Answer is set, any non-ACD call transferred or ringing to that station follows the Call Forward setting. **System software S5000 or higher is required**.

RELATED FEATURES LIST

Feature Number	Feature Name
C-7	Call Forward - All Call
C-8	Call Forward - Busy/No Answer
C-11	Call Forward – Off-Premise

Call Park - System

C-13

FEATURE DESCRIPTION

Call Park - System allows the user to place a call in one of 10 common Call Park - System locations from any station in the system. This feature allows the call to be removed from the station and frees that station to answer other calls. The call can be retrieved from System Call Park at any station in the system.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set at a Multiline Terminal:

1. With a call in progress, press Transfer, and wait for internal dial tone (the party is placed on Hold).
2. Dial the Call Park Set Access Code 4 GHI * (set as default).
3. Dial the Call Park location number (0 OPER ~ 9 WXYZ), and wait for confirmation tone; the call is parked.
4. Restore the handset.

To set at a Single Line Telephone:

1. With a call in progress, press the hookswitch, and wait for internal dial tone (the party is placed on Exclusive Hold).
2. Dial the Call Park Set Access Code 4 GHI * (set as default).
3. Dial the Call Park location number (0 OPER ~ 9 WXYZ), and wait for confirmation tone; the call is parked.
4. Restore the handset.

To retrieve a parked call at either a Multiline Terminal or a Single Line Telephone:

1. Go off-hook, and wait for internal dial tone.
2. Dial the Call Park Retrieve Access Code (4 GHI) (#) (set as default).
3. Dial the Call Park location number ((0 OPER) ~ (9 WXYZ)) of the call to be retrieved.
4. Talk with party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign Access Code (4# for Call Park System Answer or 4* for Call park System Transfer).
- Use Memory Block 1-2-23 (System Call Park Recall Time Selection), to specify the time (default: 1 minute) before a parked call recalls back to a station.

General:

- Any call left in Call Park more than the programmed time recalls to the station where the call was originally parked. The Call Park location becomes idle after the recall, and the trunk line key switches to Non-Exclusive Hold.
- When attempting to set Call Park to a busy Call Park location, and a busy tone is heard, Step Call can be used to access an idle location to park the call.
- When a station other than the station originally used to park the call retrieves the call, the SMDR records a transfer to the station where the call is retrieved.
- When a Call Park is in recall mode, the call cannot be picked up using the Call Park retrieval Access Code.
- Call Park is set and retrieved from internal dial tone.
- Outside calls and internal calls can be parked from any station.
- Conference calls cannot be parked.
- When attempting to set Call Park and all Call Park locations are busy, a busy tone is heard and ALL PARK BUSY is displayed on Display Multiline Terminals.

Call Pickup Direct

C-14

FEATURE DESCRIPTION

Call Pickup Direct allows station users to answer any call directed at another station. This permits efficient handling of calls that are directed to unattended stations.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To receive an incoming call:

1. Unattended station A receives a call.
2. Press Speaker or lift the handset at station B.
3. Dial Access Code 6 MNO 7 PQRS (set as default).
4. Dial the number for station A and begin talking.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Blocks 1-1-46 and 1-1-47 [Access code (1- or 2-Digit) Assignment] to assign the access Code (default 67).

General:

✆ The Call Pickup Direct feature answers the following calls:

- Intercom Ringing
- Intercom Voice
- CO/PBX Incoming
- DIT/ANA
- VRS/Automated Attendant Transfer

- DID/Tie Incoming
- ACD/UCD Incoming
- Camp-On Recall
- Hold Recall
- Off-Hook Ringing
- Transfer Recall
- Call Forward
- Delayed Ringing
- CO Ring Forward
- Ring Transfer
- Step Call
- Call Park Recall

✆ The Call Pickup Direct Feature cannot answer the following calls:

- CAR extension number
- Call Alert
- A station that is in DND mode
- Calls to Private Lines when Private Line is not assigned at the station doing the call pickup
- Trunk Queuing Recall
- Automatic Callback Ringing

✆ When different calls are received at a station, the following Call Pickup priorities are used by the system:

1. Internal Calls
2. DIT/ANA Calls
   - DID Calls
   - E&M Calls
3. VRS/Automated Attendant Transfer Calls
4. Ring Transfer Calls
5. CO/PBX Calls
6. Calls on SIE/CAR keys
7. Recalls (DIT/ANA, DID, E&M calls are the same priority)

- When more than one of the same type of calls are received at a station, the following Call Pickup priorities are used by the system:
  - Ordinary Incoming CO/PBX Calls

    After the first call is picked up, the lowest numbered CO/PBX Trunks are picked up (*i.e*., when a call is received on Trunks 01 and 02, Trunk 01 is picked up first).
  - Calls on SIE/CAR keys

    First In/First Out
  - DIT, DID, VRS/Automated Attendant Transfer Calls

    First In/First Out
  - Ring Transferred CO/PBX Call

    After the first call is picked up, the lowest numbered CO/PBX Trunks are picked up (*i.e*., when a call is received on Trunks 01 and 02, Trunk 01 is picked up first).
  - Recalls

    After the first internal call is picked up, the lowest numbered CO/PBX Trunks are picked up (*i.e*., when a call is received on Trunks 01 and 02, Trunk 01 is picked up first).
- CAR/SIE incoming calls are answered by dialing the station number where the CAR/SIE call is ringing.
- The Call Pickup Direct Access Code can be programmed on a Feature Access key or One-Touch key.
- SMDR prints the Call Pickup originating station number.
- Call Pickup Direct is allowed between different tenants.
- A station that does not have the CO/PBX line key or an available CAP key cannot pick up the ringing outside line from the ringing station.

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Call Pickup Group

C-15

FEATURE DESCRIPTION

A Station user can answer a call intended for another station either in the same programmed Call Pickup group (Tenant Assignment) or another Tenant Group, depending on the Call Pickup Access Code used. Incoming ringing outside calls to a station can be answered by any station in the same Call Pickup group or by stations in other Tenant groups. The system can be subdivided into 48 separate Tenant groups, each with its own outside line assignments.

SYSTEM AVAILABILITY

Terminal Type

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature at a station:

1. Station A is receiving a call.
2. Press Speaker or lift the handset at station B.
3. Dial the Call Pickup Access Code.

   Default Access Codes are:

   6 MNO 8 TUV Intra-Tenant Call Pickup

   6 MNO 9 WXYZ Night Chime Call Pickup

   6 MNO * Call Pickup CO/PBX in Same Tenant
4. Use the handset to talk to the party calling station A.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Blocks 1-1-46 and 1-1-47 [Access Code (1- or 2-Digit) Assignment] to assign the following other Call Pickups that do not have an Access Code at default:

- Call Pickup CO/PBX by Tenant (1-digit)
- Call Pickup CO/PBX/Centrex by Tenant (2-digit)
- Call Pickup CO/PBX for other Tenants
- Internal/CO/PBX Transfer Call Pickup in Same Tenant
- Call Pickup CO/PBX in Same Tenant
- Call Pickup (Tie only) in Same Tenant
- Call Pickup (PBX only) in Same Tenant
- Call Pickup (CO only) in Same Tenant

Restrictions:

✆ Voice announced internal calls cannot be picked up in the same Tenant Group.

General:

✆ Call Pickup Groups are created by assigning Tenant Groups. A maximum of 48 Call Pickup Groups can be assigned.

✆ All Call Pickup Access Codes are valid for both Day Mode and Night Mode except the Night Call Pickup Access Code. The Night Call Pickup Access Code is valid when a tenant is in Night Mode and the Night Chime feature is programmed.

✆ An incoming Tie/DID call is first treated as an internal call. After timeout (default: No Timeout), the incoming call is treated as an incoming CO/PBX outside call.

✆ When incoming calls terminate on two or more stations simultaneously, the internal call with the lowest station number is answered first.

✆ To Call Pickup a Secondary Incoming Extension, a user must dial the applicable Access Code to pick up the original call.

Centralized Voice Mail

C-16

FEATURE DESCRIPTION

Centralized Voice Mail allows two or more systems that are connected by Analog or Digital T1 Lines to share one Voice Mail (VM) system. This feature allows VM Box access from Intercom (ICM)/CO/Automated Attendant, VM message LED indication, or Call forward – Off-Premise to a VM port. The Elite system communicates Message Waiting (MW) LED, Mailbox and other information using DTMF Signaling between two Elite systems.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

CTI/VP(4)/(8)/(12)/(16)-U10 ETU

VMS(2)/(4)/(8)-U10 ETU

FMS(2)/(4)/(8)-U10 ETU

DTI-U10/20 ETU

TLI(2)-U10 ETU

OPERATING PROCEDURES

Refer to the Voice Mail manuals.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the SLT ETU for Analog System or a VMS/FMS/CTI/VP ETU (using Page 3, Line Key 3 or 4) for Digital Voice Mail systems. This memory block is used only for the system that has Centralized Voice Mail.
- Use Memory Block 7-2 (Telephone Type Assignment) to specify the Digital Voice Mail ports. This memory block is used only for the system that has Centralized Voice Mail.

- Use Memory Block 1-2-04 (Call Arrival Key Block Assignment) to assign the CAR key that is used to deliver message-waiting notification to the systems in the Closed Numbering Network. This is common to all systems that have Centralized Voice Mail.
- Use Memory Block 4-10 (Station Number Assignment) to assign the Voice Mail Ports and the Call Arrival Key station numbers.
- Use Memory Block 1-8-47 (Call Arrival Key Voice Mail Message Notification Assignment) to assign the CAR Key used to send Voice Mail Message Notification to other systems in the Closed Numbering Network.
- Use Memory Block 4-14 (Intercom Master Hunt Number Selection) to assign a voice mail master hunt number. This memory block is used only for the system that has Voice Mail.
- Use Memory Block 4-15 (Intercom Master Hunt Number Forward Assignment) to specify the hunt group for voice mail ports. This memory block is used only for the system that has Voice Mail.
- Use Memory Block 1-08-08 [Class of Service (Station) Feature Selection 2] Page 3 LK5 to Allow (LED ON) station trunk-to-trunk Transfer.
- Use Memory Block 1-08-08 [Class of Service (Station) Feature Selection 2] Page 5 LK4 to Allow (LED ON) Call Forward – Off-Premise.
- Use Memory Block 3-04 (Trunk-to-Trunk Transfer Yes/No Selection) to allow (LED ON) trunk-to-trunk transfer between systems in the Closed Numbering Network.
- Use Memory Block 1-2-24 (Intercom Feature Access Code Assignment) to assign Quick Transfer to Voice Mail access code 007. This memory block is used only for the system that has Voice Mail.
- Use Memory Block 1-8-26 (Voice Mail Quick Transfer Master Hunt Number) to assign a number for the Voice Mail.
- Use Memory Block 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign dial access codes for Closed Number Block 1 (Function 401~416) and Message Waiting set (Function 502) and Message Waiting Cancel (Function 503).
- Use Memory Block 1-1-49 (Networking Trunk Group/Route Advance Assignment) to assign the trunk group used by the Closed Numbering Block.
- Use Memory Block 1-1-50 (CO/PBX Outgoing Digit Assignment) to specify the digits added for a Closed Numbering Block.

- Use Memory Block 3-42 (DIT Assignment) to assign Day Mode direct trunk termination to a station.
- Use Memory Block 3-43 (ANA Assignment) to assign Night Mode trunk termination to a station.
- Use Memory Block 1-2-22 (Call Forward - No Answer Time Selection) to specify the Call Forward - Busy/No Answer time.

Restrictions:

- Each system must have a Voice Mail Quick Transfer Master Hunt number assigned, but Voice Mail Call Back Indication is not supported in the system without Voice Mail.
- The Closed Numbering Network is required to support Centralized Voice Mail. Refer to <<BlueText>$paranum><<BlueText>$paranum> U-3 Uniform Numbering Network in this Manual for details.
- All systems in the Closed Numbering Network using the same Voice Mail must assign the same Access codes for Memory Block 1-1-46~48, Functions 502 and 503, to set or cancel message indication.
- Systems without Voice Mail can access DIT/ANA trunks to the Automated Attendant of the Centralized Voice Mail using a CAR key that has Call Forward–Off-Premise to the Voice Mail pilot.
- Soft key indication is not supported in remote systems. Refer to Features Supported by Digital Voice Mail for a detailed list of supported features.
- Analog voice cannot be used to support Centralized Voice Mail.

General:

- The Voice Mail system controls the Voice Mail Message Indication for systems without Voice Mail using Analog or Digital Tie Lines.
- Centralized Voice Mail does not require upgrade of the Digital Voice Mail System.
- When using multiple systems in a network, Internal/External Pad Selection may need adjustment to compensate for volume loss.
- Using Multiple Call forwarding to transfer calls between systems is not recommended.

Features Supported by Digital Voice Mail

Feature Name	Main	Remote
Alphabetic Directory	Yes	Yes
Alternate Greeting	Yes	Yes
Automated Attendant	Yes	Yes
Archived Message	Yes	Yes
Audiotext	Yes	Yes
Audiotext Message	Yes	Yes
Auto Dial	Yes	Yes
Automatic Directory	Yes	Yes
Await Answer	Yes	Yes
Broadcast Distribution	Yes	Yes
Call Forward to Personal Greeting	Yes	Yes
Call Screening	Yes	Yes
Directory Assistance	Yes	Yes
Directory Group	Yes	Yes
Directory Menu	Yes	Yes
Dispatch Distribution	Yes	Yes
Greetings	Yes	Yes
Group	Yes	Yes
Held Message	Yes	Yes
Interview Box	Yes	Yes
Introduction	Yes	Yes
Live Record	Yes	**No**
Live Monitoring	Yes	**No**
Message Box Integration	Yes	Yes
Message Delivery	Yes	**No**
Message Group	Yes	Yes
Message Notification	Yes	Yes
Message Waiting Lamps	Yes	Yes
Names	Yes	Yes
Night Mode	Yes	Yes
Numeric Directory Assistance	Yes	Yes

Feature Name	Main	Remote
Open Group	Yes	Yes
One-Key Dialing	Yes	Yes
One-Way Message	Yes	Yes
Opening Greeting	Yes	Yes
Option Set	Yes	**No**
Outside Callers	Yes	Yes
Owner	Yes	Yes
Personal ID	Yes	Yes
Personal Secretary	Yes	Yes
Private Group	Yes	Yes
Prompt	Yes	Yes
Public Message	Yes	Yes
Recorded Name	Yes	Yes
Release	Yes	Yes
Screening Options	Yes	Yes
Spelled Name	Yes	Yes
Subscriber	Yes	Yes
System Manager	Yes	Yes
Two-Way Message	Yes	Yes
Transaction Box	Yes	Yes
Voice Detect	Yes	Yes
Voice Field	Yes	Yes
Voice Name	Yes	Yes
Voice Response	Yes	Yes
Wait for Ringback	Yes	Yes

☞ Automated Attendant can be supported on the Remote System only when a DIT call to a CAR key is assigned Call Forward - Off Premise to Voice Mail in the main system.

RELATED FEATURES LIST

Feature Number	Feature Name
<<BlueText>$paranum>	Call Arrival (CAR) Keys
<<BlueText>$paranum>	Call Forward - All Call
<<BlueText>$paranum>	Call Forward - Busy/No Answer
<<BlueText>$paranum>	Call Forward – Off-Premise
<<BlueText>$paranum>	Call Forward - Split
<<BlueText>$paranum>	Digital Voice Mail
<<BlueText>$paranum>	Quick Transfer to Voice Mail
<<BlueText>$paranum>	Tandem Switching of 4-Wire E&M Tie Lines
<<BlueText>$paranum>	Trunk-to-Trunk Transfer
<<BlueText>$paranum>	Uniform Numbering Network
<<BlueText>$paranum>	Voice Mail Integration (Analog)

Class of Service

C-17

FEATURE DESCRIPTION

Class of Service assigns and controls access to features. Various Class of Service combinations can be programmed. Stations are then assigned according to the features they can access.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] to assign Class of Service Attendant Features.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] to assign Station Features.
- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to assign each station to one class for both Class of Service Assignments.
- At default, Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Station Class 00 is set to Allow (LED On) all features (except System-Wide Reset) and Station Classes 01~15 are set to Deny (LED Off) all features.
- At default for Attendant Features, Stations 100 and 101 are set for Class 00 and all others stations are assigned Class 15 using Memory Block 4-17 (Station to Class of Service Feature Assignment).
- At default, Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Station Class 00 is set to Allow (LED On) most features. Station Classes 01~15 are set to Deny (LED Off) all features.

- At default, all stations are set for Class 00 using Memory Block 4-17 (Station to Class of Service Feature Assignment).

General:

- Each Class of Service provides 16 different Classes.
- The following Attendant features can be allowed/denied in each class for Class of Service assignment (Attendant) Feature Selection 1:

Features	Default Values (All Stations)
Night Mode Switching (System-Wide)	Allow
Night Mode Switching (Tenant)	Allow
System Speed Dial Programming	Allow
Automatic Trunk-to-Trunk Transfer (Set/Reset) and Programming of Outgoing Numbers	Allow
Automated Attendant Mode/DISA Mode (Set/Reset)	Allow
Timed Alarm (Set/Reset) for Single Line Telephones (From Attendant	Allow
Call Forward-All Call (Set/Reset) from Destination Station Call forward CAR extensions Call forward BNA	Allow
System-Wide Reset of Timed Alarm, Call Forward-All Call, Do Not Disturb, Customized Message, and Callback Request	**Deny**
Cancel Station Lockout and Default Password for Another station	Allow
DISA Password Cancel	Allow
DISA Password Confirmation	Allow
Automated Attendant Weekend Mode (Set/Reset) per Tenant	Allow
Forced Account Code Programming	Allow
Terminal Exchange Mode Set	Allow

✆ The following features can be allowed/denied in each class level for Class of Service (Station) Feature Selection 2 assignment.

Features	Default Values (All Stations)
Set/Cancel Call Forward-All Call, Do Not Disturb (DND), Break Mode	Allow
Trunk Queuing	Allow
Automatic Callback	Allow
Barge-In Originate on a CO/PBX Line (Calling Party)	**Deny**
Barge-In Receive (Called Party)	Allow
Timed Alarm (Set/Cancel) From SLT	Allow
General Purpose Relay	Allow
Voice Override/Tone Override (Originate)	Allow
Absence Message	Allow
Callback Request Originate	Allow
Station Outgoing Lockout (Set/Cancel)	Allow
Call Forward - Busy/No Answer Set	Allow
VRS Voice Message Record/Verify/Erase	Allow
DISA Password Set	Allow
User Ringing Line Preference Set/Reset	Allow
Voice/Tone Override/Camp-On Receive	Allow
LCR Bypass (Trunk Groups 02~32)	**Deny**
Station Trunk-to-Trunk Transfer	**Deny**
Account Code Entry	**Deny**
Digit Restriction Time Selection	Allow
Call Alert Notification for DIT and DID	Allow
LCR Recall	Allow

Features	Default Values (All Stations)
DSS Key Transfer Operation	**Deny**
ANI/Caller ID Indication **(Series 4500 or higher)**	**Deny**
ANI/Caller ID Number/Name Selection **(Series 4500 or higher for ANI)**	**Deny**
Manual Live Record Activate (Memory Block 1-8-26 must be set)	**Deny**
Auto Live Record Activate (LK5 must be on, and Memory Block 1-8-26 must be set)	**Deny**
BGM Selection	Allow
Unsupervised Conference	**Deny**
Account Code Forced/Verified	**Deny**
Group Listening Selection	**Deny**
Station Relocation	Allow
Set Call Forward – Off-Premise (Related to page 1 LK1 and page 2 LK5)	**Deny**
Pre-set Dialing (Allow/Deny) **(S2000 or higher)**	**Deny**
Live Monitoring **(S3000 or higher)**	**Deny**
Caller ID Display Selection **(S4000 or higher)** (When allow is set, Caller ID Name and Number display at the same time.)	**Deny**
ARS Overflow **(S4000 or higher)**	**Deny**
Voice Mail Message Indication **(S5000 or higher)**	**Deny**
Account Code Forced/ Unverified **(S5000 or higher)**	**Deny**

Clock/Calendar Display

C-18

FEATURE DESCRIPTION

The Clock/Calender Display is available on Multiline Display Terminals. This feature displays the time and day of week on the LCD and is programmable from the first two station ports in the system.

Using **System Software S6000 or higher**, the system can automatically adjust the clock for Daylight Savings Time.

SYSTEM AVAILABILITY

Terminal Type:

All MultilineTerminals with LCD

Required Components:

None

OPERATING PROCEDURE

To set the Clock/Calender at a Multiline Terminal with LCD connected to Port 01 or 02.:

1. Press Feature .
2. Dial 9 WXYZ .
3. Dial # .
4. Dial current time (*e.g.*, 0 OPER 3 DEF : 2 ABC 9 WXYZ).
5. Press Recall to toggle AM/PM.

   ☞When only setting the time, press Feature to end the procedure.
6. Press Hold to advance to the calender.
7. Press Recall to select the day of the week.
8. Press # to move the cursor to the day of month setting.
9. Use the dial pad to enter the day.
10. Press Recall to select the month.
11. Press # to move the cursor to the year setting.

12. Use the dial pad to enter the last two digits of the year.
13. Press Feature .

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-04 [Time Display (12h/24h) Selection] to assign the system-wide clock to display 12 hours (default:12:00 to 11:59 AM/PM) or 24 hours (00:00 to 23:59).
- Use Memory Block 1-8-48 (Automatic Daylight Saving Time Selection) to allow (default) or deny the system clock to be adjusted 1 hour for the Daylight Savings Time Change. **System Software S6000 or higher is required**.

Restrictions:

- The Clock/Calender Display can be programmed only from station port 01 or 02.
- When the Electra Elite main processor is off during the Automatic Daylight Saving Time adjustment, the clock will not automatically adjust when system power is returned.

General:

- The Clock Calender Display is protected by memory back-up power.
- The system automatically adjusts the clock 1 hour ahead on the First Sunday in April or sets the clock back 1 hour on the last Sunday in October when allowed in Memory Block 1-8-48 (Automatic Daylight Saving Time Selection). **System Software S6000 or higher is required**.

Code Restriction

C-19

FEATURE DESCRIPTION

Code Restriction for outgoing calls is based on the first eight digits dialed. Code Restriction denies outside calls based on number dialed over a trunk group and accommodates equal access to Other Common Carriers (OCCs) and CO Feature Codes. This eliminates unauthorized calls and configures system calling functions to provide cost control.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

When a station user attempts an outside call to a station that is code restricted, the following occurs:

1. The user goes off-hook, waits for internal dial tone, and dials a Trunk Access Code or goes off-hook on an outside line.
2. The user receives an outside dial tone, and dials a restricted telephone number.
3. A reorder tone is generated, and ERROR is displayed on terminals with an LCD.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-61 (8-Digit Matching Table to Class Assignment) to assign each Class (01~14) to individual tables (00~15) as NON, Allow (default: YS) or Deny (NO) Class Assignment.
- Use Memory Block 4-07 [Code Restriction Class Assignment (Day Mode)] and 4-08 [Code Restriction Class Assignment (Night Mode)] to assign each station to a Code Restriction Class.

- ✆ Use Memory Block 1-1-24 (PBX/CTX Access Code Assignment I)/ 1-1-25 (PBX/CTX Access Code Assignment II) to specify the PBX/ Centrex Trunk Access Codes When the system is installed behind a PBX or Centrex. This code is ignored when dialed.
- ✆ Use Memory Block 1-1-62 (System Speed Dial Override by Class Selection) to assign Classes 01~14, per Class, to YS (override System Speed Dial).
- ✆ Use Memory Block 1-1-69 (Tie Line Code Restriction Assignment) to assign Code Restriction for Tie line use system-wide (default: YS).
- ✆ Use Memory Block 1-1-70 (Code Restriction Class Assignment when Lockout is Set) to assign a preprogrammed Code Restriction class when Attendant Station Outgoing Lockout or Station Outgoing Lockout is set (default: Class 15, Outgoing Restricted).
- ✆ Code Restriction is allowed or denied per Trunk group.

General:

- ✆ At default, the 14 programmable station classes are assigned as follows:

Class 01:	Deny 0 and 1+ calls
Class 02:	Deny 0 and 1+ calls, Allow 1-800, 1-888, 1-877 calls
Class 03:	Deny 0, 1+, and 976 calls, Allow 1-800, 1-888, 1-877 calls
Class 04:	Deny only 1+ calls, Allow 1-800, 1-888, and 1-877 calls
Class 05~14:	Allow only 911 calls

  - ☞ All classes deny OCC calls.
  - ☞ Classes 01~04 allow local calls.

- ✆ The use of other common carriers (equal access) can be allowed or denied by the Code Restriction feature.
- ✆ Code Restriction applies after CO Feature Code is dialed.
- ✆ When using Code Restriction with LCR, Code Restriction is applied to the digits dialed by the system.

- System Programming has 16 classes. Two of the 16 classes have fixed restrictions: Class 00 allows all outside calls and Class 15 restricts all outside calls.
- Sixteen 8-Digit Matching tables can be assigned for each of the 14 remaining classes. Each 8-Digit Matching table allows eight digits to be entered.
- The Recall key or a Drop key cannot be used to bypass Code Restriction. (A Drop key is provided by programming a Feature Access Code on a Feature Access key or One-Touch key.)

RELATED FEATURES LIST

Feature Number	Feature Name
A-14	Attendant Station Outgoing Lockout
C-20	CO/PBX, Tie Line Digit Restriction
S-16	Station Outgoing Lockout

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CO/PBX, Tie Line Digit Restriction

C-20

FEATURE DESCRIPTION

CO/PBX, Tie Line Digit Restriction eliminates unauthorized calls by restricting the number of digits that can be dialed from a station on an outside line.

SYSTEM AVAILABILITY

Terminal Type:

All stations

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-32 (Trunk Digit Restriction) to specify the maximum number of digits per station that can be dialed while on any outside line (default: 00, No Limit).
- Use Memory Block 1-1-69 (Tie Line Code Restriction Assignment) to assign YS before this feature works on Tie Lines.
- When Class Selection is set to YS using Memory Block 1-1-62 (System Speed Dial Override by Class Selection), CO/PBX, Tie Line Digit Restriction is not applied.

Restrictions:

- Code Restriction must be assigned to the station before this feature is used.
- Single Line Telephone users cannot be restricted by CO/PBX, Tie Line Digit Counting after the PBR is released because the DTMF dial signals are sent to the outside line from the Single Line Telephone.

General:

- Trunk Digit Restriction applies to all CO/PBX lines.
- Digits 0~9, ✱, and # are counted as digits dialed; pauses are not counted.
- To reset the digit counter, the outside line must be released.
- Press the Recall or Drop key to reset the digit counter. (A Drop key is provided by programming a Feature Access Code on a Feature Access key or One-Touch key.)
- Press Feature Access or One-Touch key (programmed for hookflash) to reset the digit counter.
- When the outside line is put on hold, the digit counter retains the number of digits dialed. When a station user picks up the held line, digit counting continues.

RELATED FEATURES LIST

Feature Number	Feature Name
C-19	Code Restriction

Computer Telephony Integration (CTI)

C-21

FEATURE DESCRIPTION

CTI integrates computers and telephones to allow access of sophisticated communication services using telephone lines. The Telephony Application Programming Interface (TAPI) supports speech and data transmissions, allows a variety of attachment devices, and supports complex functions such as conference calls, call waiting, and voice mail. Through TAPI, all elements of telephone usage, including simple dial and voice calls, can be controlled by Windows 95 and higher Windows versions.

CTI is implemented using a PC telephony board or a Computer Telephony Adapter (CTA).

The PC Telephony board is a multifunction PC-AT add-in board with telephone, sound system, fax and modem abilities. The PC board is a telephone augmented by the functionality of a personal computer and allows telephone operations using a handset or headset. The separated elements of telephony, multimedia audio, and fax/data are tied together as a single integrated platform. The PC board supports DTP or DTU Multiline Terminals.

The CTA can be attached to a DTP or DTU terminal to provide a serial RS-232 connector to the PC that allows TAPI applications to control telephony features of the KSU.

System Software S4000 or higher is required to attach the CTU(C)-U or CTU(S)-U Unit to a DTP or DTU terminal to provide a Universal Serial Bus (USB) connection to the PC that allows TAPI applications to control telephony features on the KSU.

SYSTEM AVAILABILITY

Terminal Type:

CTI Terminal

Required Components:

CTA-U Unit, CTU(C)-U Unit, CTU(S)-U Unit, PCT(C)-U10 Unit, or PCT(S)-U10 Unit

OPERATING PROCEDURES

CTI is provided as follows:

The CTA-U Unit connects to the bottom of any DTP or DTU Multiline Terminal except DTP-2DT-1(WH) TEL to provide an RS-232 interface that connects to a PC running a TAPI compliant application.

- OR -

A PCT(C)-U10 Unit or PCT(S)-U10 Unit is an interface board (installed in an ISA slot of a PC) that connects to the ESI(8)-U10 ETU and may also connect to a Multiline Terminal. The PC with this unit and TAPI compliant application software becomes the CTI Terminal and handles all Call Control functions.

- OR -

The CTU(C)/(S)-U Unit connects to the bottom of any DTP or DTU Multiline Terminal except DTP-2DT-1(WH) TEL to provide a USB interface that connects to a PC running a TAPI-compliant application.

SERVICE CONDITIONS

Data Assignment:

For more specific information, refer to the CTI product literature.

Consecutive Speed Dial

C-22

FEATURE DESCRIPTION

Consecutive Speed Dial allows using System Speed Dial, Station Speed Dial, and manual dialing for all stations consecutively. Simplified dialing sequences permit easier access to secondary common carriers, credit card verification, and other applications that require entry of authorization codes or customer numbers.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature at a Multiline Terminal:

1. Lift the handset or press Speaker. Wait for dial tone.
2. Use any combination of manual dialing, Station Speed Dial, or System Speed Dial.

SERVICE CONDITIONS

General:

- A maximum of 24 digits can be stored in Multiline Terminal Speed Dial buffers. Pause, hookflash, #, and * count as digits when stored in speed dial buffer.
- When the system is programmed as a Key Function (KF) system, Consecutive Speed Dial cannot be used from internal dial tone but can be used from a direct CO line appearance.
- When using Single LineTelephones, only manual dialing sequences can follow a Station or System Speed Dial sequence.

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Cordless Telephone Connection

C-23

FEATURE DESCRIPTION

Using an ADA(2)-W(BK)/(SW) Unit for Electra Professional terminals or APR/APA-U Unit for Electra Elite terminals, a cordless telephone (2500-type) can be connected to a Multiline Terminal. System Programming defines whether or not the cordless telephone rings when calls are directed to the Multiline Terminal associated with it. The SLI(8)-U10 ETU also supports cordless telephones, but this feature refers to Multiline Terminal cordless connection.

System Software S5500 or higher, allows a hookflash from a Single Line Telephone connected to an APR/APA-U Unit.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with ADA(2)-W(BK)/(SW) Unit or APR/APA-U Unit installed.

Required Components:

2500-type cordless Single Line Telephone

OPERATING PROCEDURES

To make a call using a cordless Single Line Telephone:

1. Go off-hook.
2. Dial the station number or dial the Trunk Access Code and telephone number.

To answer a call using a cordless Single Line Telephone:

When the Multiline Terminal is ringing, the incoming call can be answered by the cordless Single Line Telephone user by going off-hook, when ringing line preference is assigned for the Multiline Terminal.

To transfer a call from a cordless Single Line Telephone to its associated Multiline Terminal:

1. Multiline Terminal user goes off-hook.
2. Single Line Telephone user goes on-hook (at this time, the call is automatically connected to the Multiline Terminal).

To transfer a call from a Multiline Terminal to its associated cordless Single Line Telephone:

1. Single Line Telephone user goes off-hook (at this time, the call is automatically connected to the Single Line Telephone).
2. Multiline Terminal user goes on-hook.

To use APR/APA Hookflash:

Refer to operation for Single Line Telephone Access.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-39 (APR Ring Mode Assignment) to specify NON (no Ring), STA (ring Station Number only, default), or ALL (ring all stations) for SLTs connected to the APR/APA-U Unit for the cordless telephone.
- Use Memory Block 4-59 (APR/APA Hookflash Selection) to allow or deny Hookflash on an APR/APA-U Unit. **System Software S5500 or higher is required**.

Restrictions:

- A voice announced internal call to the Multiline Terminal does not ring the cordless telephone.
- The ADA(2)-W(BK)/(SW) Unit cannot be used in conjunction with an ADA(1)-W(BK)/(SW) Unit.
- Only one cordless Single Line Telephone can be connected to an ADA(2)-W(BK)/(SW) Unit or APR/APA-U Unit.
- When CO Prime Line is assigned to the associated Multiline Terminal, internal dial tone cannot be transferred to the cordless telephone.

- The cordless telephone requires a PBR circuit while dialing. When all PBR circuits are busy, a busy tone is heard when the phone goes off-hook.

General:

- This feature works with 2500 cordless Single Line Telephones.
- Disconnect signal, DTMF sending (to cordless telephone), Message Wait, transferring calls, placing calls on hold, hookswitch signals, and DP cordless telephones are not supported for cordless telephones.
- A maximum of 120 ADA(2)-W(BK)/(SW) Units or APR/APA-U Units can be installed in Multiline Terminals on the Electra Elite 192 system. The maximum for the Electra Elite 48 system is 32.
- The Multiline Terminal user and the associated cordless telephone user cannot talk to each other.
- An APR/APA-U Unit with hookflash enabled follows the same operating procedures as a Single Line Terminal connected to an SLI(8)-U10 ETU.
- The Multiline Terminal LCD displays normal information for Multiline Terminal when a cordless terminal is used.
- When the Multiline Terminal user goes off-hook before the cordless Single Line Telephone user, a PBR circuit is not connected for the cordless Single Line Telephone.
- The ring pattern for the cordless telephone can be selected by a jumper switch in the ADA(2)-W(BK)/(SW) Unit. The patterns are:
  - 1 second ON/2 seconds OFF
  - 2 seconds ON/4 seconds OFF
- The cordless telephone must be installed within 10 feet of the ADA(2)-W(BK)/(SW) Unit or APR-U Unit.

RELATED FEATURES LIST

Feature Number	Feature Name
A-7	Ancillary Device Connection
D-21	Dterm® Cordless Terminal
C-23	Cordless Telephone Connection

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Coreline (LAN/Station Cable Integration)

C-24

FEATURE DESCRIPTION

Coreline allows the Multiline Terminal cable to be integrated with a 10Base-T cable. A single cable runs from the KSU to the station and LAN terminal. A VDH2(8)-U10 ETU is used to support this instead of the ESI(8)-U10 ETU in the KSU, and a VDD-U Unit is installed at each station.

The VDH2(8)-U10 ETU is an ESI(8)-U10 ETU with a LAN HUB mounted on board. Ports 1~7 can be LAN/Station cable integrated or just a LAN cable. Port 8 is used for LAN/Station cable integration or cascading HUBs (either another VDH2(8)-U10 ETU or external HUB) together. A 10Base-2 connector mounted on the VDH2(8)-U10 ETU can also be used to cascade HUBs. In this case, the eighth port can still be used for Coreline (LAN/station port).

SYSTEM AVAILABILITY

Terminal Type:

All Electra Elite Multiline Terminals

Required Components:

VDH2(8)-U10 ETU to support VDD-U Units

VDD-U Units to support Multiline Terminals and/or LAN terminals

PCT(C)-U10 Unit to support Multiline Terminal and CTI Integration

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the VDH2(8)-U10 ETU.

General:

- Coreline 10Base-T supports up to 10 Mbps throughput.
- When using 10Base-T technology, the Coreline feature cable length is limited to 100 meters (328 feet).

- The 10Base-2 technology limits cable length to 185 meters (607 feet).
- The following table lists specifications for the VDH2(8)-U10 ETU.

VDH2(8)-U10 ETU Specifications

Description	Specifications
General Specifications	
Access Method	CSMA/CD Method (IEEE 802.3)
Transmission Speed	10 Mbps
Transmission Interface	10Base-2 (VDH2(8)-U10): 1 port 10Base-T + D^{term} Interface: 8 ports
Transmission Interface Connectors	
10Base-2	BNC (coaxial cable)
10Base-T + D^{term} Interface	RJ45 (modular for 10Base-T)
Transmission Cable Type and Maximum Cable Length	
10Base-2	Coaxial Cable – 606.8 feet (185 meters)
10Base-T + D^{term} Interface	Twisted Pair Cable (LAN Category 3 or higher) – 328 feet (100 meters) for 10Base-T technology.

- System Capacity (Electra Elite 192)

  Three VDH2(8)-U10 ETUs can be installed in each B64-U10 KSU. Therefore, 24 VDD-U Units can be supported for each KSU, and 72 VDD-U Units can be supported per full system.

- System Capacity (Electra Elite 48)

  Three VDH2(8)-U10 ETUs can be installed in the B48-U10 KSU. Therefore, 24 VDD-U Units can be supported per system.

- Power Failure

  When power fails, Coreline operates using KSU backup battery, and operation time is limited to the battery capacity of the KSU.

- CPU Reset

  LAN data is not affected by CPU reset.

- LAN alert for Maintenance

  When the system is off, the VDH2(8)-U10 ETU is off, and the LAN is disabled. The LAN must be notified when the KSU is off.

Customized Message

C-25

FEATURE DESCRIPTION

A station with Do Not Disturb set can select a Customized Message that is displayed at any other Multiline Display Terminal when an internal call is made to that station. The message (10 messages can be programmed) remains displayed on the LCD of the Multiline Terminal where the message was set.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals equipped with an LCD

Required Components:

None

OPERATING PROCEDURES

To set a message at a Multiline Terminal:

1. Press Feature.
2. Dial Access Code 7 PQRS 0 OPER.
3. Press * to select a message. Continue pressing * to scroll through the possible messages.
4. Press #, and enter date and time. (Date and time are optional.)
5. Press Feature.
6. Set Do Not Disturb (Feature 6 MNO 0 OPER Feature).

To receive a message at a Multiline Terminal with LCD:

1. Lift the handset, and wait for dial tone.
2. Dial the desired station number that has Customized Message set.
3. A message is received on the LCD from the station that was called.

To cancel a message at a Multiline Terminal:

1. Press Feature.
2. Dial 7 PQRS 9 WXYZ.
3. Press Feature.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-9~18 (Customized Message 1~10 Assignment) to program a maximum of 10 messages.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK1 to Allow (default: LED On) or Deny (LED Off) DND.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 2 LK1 to Allow (default: LED On) or Deny (LED Off) the Absence Message.

Restrictions

- DND must be set to display the message.
- A maximum of 13 characters and the return time can be set for each message.

General:

- Six messages are provided in default. All 10 can be programmed.
- Default messages are as follows:
  - DO NOT DISTURB
  - MEETING
  - BUSINESS TRIP
  - NOT IN
  - WITH GUEST
  - OUT OF OFFICE
- The message remains on the LCD where the message was set.
- When this feature is set, the Feature LED flashes.
- When calling a station in Do Not Disturb mode, a message displays on the caller terminal. Three seconds later, the return date and time are displayed.

Data Line Security

D - 1

FEATURE DESCRIPTION

Data Line Security protects any station port from receiving audible tones (such as Camp-On or Override) and denies a station from barging in while busy to prevent disruption of data transmission when using a modem or facsimile machine.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURE

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-90 (SLT Data Line Security Assignment) to assign either SLT NORMAL (default) or SLT DATA to each station.

General:

- When a Multiline Terminal is assigned for Data Line Security, Tone Override and call alert notification tone are not heard from the handset; however, Tone Override and call alert notification tone are sent and heard from the speaker when the Multiline Terminal is off-hook.
- A Single Line Telephone connected to an SLI(8)-U10 ETU or an SLT(1)-U10 ADP, with Data Line Security assigned, rings 1 second ON/2 seconds OFF for any ringing or transferred call.
- The ringing pattern of a Single Line Telephone, connected to an ADA(2)-W(BK)/(SW) Unit or APR-U Unit, does not change when Data Line Security is assigned.
- Data Line Security protects a station from Barge-In, even when Barge-In is allowed in Class of Service.

RELATED FEATURES LIST

Feature Number	Feature Name
C-1	Call Alert Notification
C-17	Class of Service

Delay Announcement

D-2

FEATURE DESCRIPTION

Delay Announcement activates when an incoming call to an Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD) group encounters all ACD/UCD stations busy or receives no answer within a programmed time. The call is queued and receives a recorded announcement after a programmed time. First and second Delay Announcements are available. The incoming call can be Direct Inward Termination (DIT/ANA), CO Ring Transfer, Automated Attendant Transfer, or DID/Tie line.

ACD is not supported by the Electra Elite 48 system.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

VRS(4)-U10 ETU is required for recorded announcement

MIFA-U10 ETU is required for UCD

In the Electra Elite 192 system, MIFA-U10 ETU and KMA(1.0)U are required for ACD.

OPERATING PROCEDURES

To record a Delay Announcement:

Refer to A-16 Automated Attendant, for these instructions.

To process an incoming call:

1. An incoming call to an ACD/UCD group is received.
2. The First Delay Announcement answers the caller.
3. After the message, the call is connected to Music on Hold.
4. The Second Delay Announcement answers the caller after a programmed time.

5. After the message, the call is connected to Music on Hold again.
6. The Second Delay Announcement answers the caller again after a programmed time.
7. Steps 5 and 6 continue until the caller is answered by an Agent in the ACD/UCD group.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-71 (First Delay Announcement Start Time Selection) to set the time (default: 20 seconds) between receiving a CO call and sending a first delay announcement to the calling party.
- Use Memory Block 1-1-72 (First Delay Announcement Repeat Selection) to set the number of times (1~8) the First Delay Announcement is repeated (default: 1 time).
- Use Memory Block 1-1-73 (First to Second Delay Announcement Interval Time Selection) to set the time (default: 20 seconds) between the end of the First Delay Announcement and the start of the Second delay Announcement.
- Use Memory Block 1-1-74 (Second Delay Announcement Repeat Selection) to set the number of times (1~8) the Second Delay Announcement is repeated (default: 1 time).
- Use Memory Block 1-1-75 (Second Delay Announcement Repeat Interval Time Selection) to set the time (default: 20 seconds) between repeats of the Second Delay Announcement.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the VRS(4)-U10 ETU and MIFA-U10 ETU.
- The Delay Announcement feature is programmed per trunk.

Restrictions:

- Two VRS(4)-U10 ETUs can be installed in the Electra Elite 48/192 system.
- Four calls can be connected to a single VRS(4)-U10 ETU at the same moment.

General:

- DIT/ANA, CO Ring transfers, Automated Attendant Transfers, and DID/Tie line calls must be directed to the ACD/UCD Pilot number to receive Delay Announcement.
- When all Delay Announcement circuits are busy, the incoming caller continues to hear ringback tone or Music on Hold until a Delay Announcement circuit is available.
- Each caller hears every announcement from the beginning.
- When an ACD/UCD Agent is available, the caller is immediately connected to the Agent, even with a recorded announcement in progress.
- This feature provides eight channels of two Delay Announcements. All four ACD/UCD groups share the two Delay Announcements.

RELATED FEATURES LIST

Feature Number	Feature Name
A-19	Automatic CallDistribution (ACD)
U-1	Uniform Call Distribution (UCD)

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Delayed Ringing

D-3

FEATURE DESCRIPTION

Delayed Ringing allows programmed secondary answering positions to ring on incoming calls after a programmed time. This feature applies to CO/PBX lines, Secondary Incoming Extensions, and Call Arrival Keys.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To process an incoming call:

1. Receive delayed incoming ring.
2. Answer the call normally.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-77 [Delayed Ringing Time Assignment (CO)] to set the time (default: 15 seconds) between the detection of an incoming outside line call and the start of Delayed Ringing.
- Use Memory Block 1-2-26 [Delayed Ringing Time Assignment (ICM)] to set the time (default: 10 seconds) between the detection of an incoming internal call and the start of Delayed Ringing.
- Use Memory Block 2-01 (Trunk to Tenant Assignment) to resolve Tenant Ringing conflicts by Trunk to Tenant Assignment. The lower number assigned tenant is used as the ringing control.

Restrictions:

- When a CO line is assigned DIT/ANA to a station that also has Delay Ringing assigned, the DIT/ANA does not occur until the Delay Ringing time expires.

General:

- The following incoming calls support Delayed Ringing:
  - Normal incoming CO/PBX ringing.
  - DIT/ANA, internal calls to Secondary Incoming Extension, and Call Arrival Key.
  - Incoming DID/Tie line call.
  - DID/Tie line/Automated Attendant call that converts to normal CO ringing call.
  - Incoming outside line that appears at the Attendant Add-On Console.
- Single Line Telephone users can receive CO/PBX Delayed Ringing.
- Delayed Ringing is provided to an off-hook terminal that is assigned for Off-Hook Ringing.
- Single Line Telephones assigned Delay Ringing follow Station Hunting.

RELATED FEATURES LIST

Feature Number	Feature Name
C-17	Class of Service
F-5	Flexible Ringing Assignment

Dialed Number Indication Service (DNIS)

D-4

FEATURE DESCRIPTION

DNIS allows a name to be assigned to inbound DID digits. This feature allows more efficient call handling.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Display Multiline Terminals

Required Components:

DID(4)-U10, TLI(2)-U10, PRT(1)-U10/20, or DTI-U10/20

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-20 (DID Digit Length Selection) to set 2, 3 (default), or 4 incoming digits.
- Use Memory Block 1-1-21 (DID Digit Conversion Assignment) to enable (YS) digit conversion. Default is NO.
- Use Memory Block 1-1-22 (DID Digit Conversion Table) to assign DNIS/ DID digits to be routed. **A name can be assigned to the digits using System Software S5000 or higher**.
- Use Memory Block 1-1-78 (Caller ID Display Assignment for System Mode) to assign 15 telephones to display the name for DNIS digits. Default is not assigned.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK4 to select Allow (LED On) to display Number or Deny (default: LED Off) to display Name.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK3 to Allow (LED On) or Deny (default: LED off) Caller ID.

- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to specify a Class of Service that allows Caller ID.

Restrictions:

- A maximum of eight characters can be used to assign the DNIS name in Memory Block 1-1-22 (DID Digit Conversion Table).
- A DNIS name can be assigned for a maximum of 200 DID numbers. The name applies for both Day and Night Mode conversion.
- To enter a name, refer to Dial Pad Character Assignment in Electra Elite 48/192 Programming Manual, Chapter 1, Section 9.
- During call termination, Feature + Line Key, Feature + CAR, or Feature + Answer key combination cannot be used to enable the DNIS display.
- DNIS is displayed only during call termination. It cannot be displayed during the conversation by pressing the extension key or CAP key. Caller ID is displayed according to system programming.
- When a forwarding destination is set with Memory Block 1-1-23 (DID Forward Station Number for Busy Station or Undefined digit), DNIS is displayed only when the forwarding destination is busy. DNIS is not displayed when the call is forwarded with an undefined digit.

General:

- DNIS is always displayed in the center line of the LCD.
- DNIS is displayed for an incoming ACD/SCD call.
- During Call Forward - All Call, Busy, No Answer, or Busy/No Answer, the incoming DID call terminates, and the forwarding extension number is not displayed, but DNIS is displayed on the Center row of the LCD of the forwarding destination.

RELATED FEATURES LIST

Feature Number	Feature Name
D-9	Direct Inward Dialing (DID)
I-7	ISDN-PRI Trunk Connections
T-1	T1 Connection
T-2	Tandem Switching of 4-Wire E&M Tie Lines

Dial 0 For Attendant

D-5

FEATURE DESCRIPTION

Stations can access a system Attendant Position by dialing 0 (zero).

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal:

1. Lift the handset or press Speaker , and wait for internal dial tone.
2. Dial 0 OPER to call the Attendant (set at default).
3. Lift the handset to talk with Attendant.

Using a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone.
2. Dial 0 OPER to call the Attendant (set at default).
3. Talk with the Attendant.

Data Assignment:

✆ Use Memory Block 1-1-46 [Access Code (1-Digit) Assignment] to assign 0 as the Access Code.

Restrictions:

✆ The system can have multiple Attendants. Only one can be called by dialing 0. When that Attendant dials 0, an error tone is received.

SERVICE CONDITIONS

General:

- Any station can be called by dialing 0 (default: All stations call station 100).
- The Attendant can also be called by dialing the applicable station number.
- When dialing a busy Attendant and receiving call waiting tone, the Step Call feature can be used to advance to an idle station.

RELATED FEATURES LIST

Feature Number	Feature Name
A-11	Attendant Add-On Console
A-13	Attendant Positions

Digit Insertion

D-6

FEATURE DESCRIPTION

Digit Insertion provides user friendly operation when the system is installed behind a PBX or Centrex Central Office. When a system user originates an outgoing call, the system automatically inserts the PBX/Centrex Trunk Access Code. This feature saves the user from dialing an additional Access Code.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To make a call using Digit Insertion:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Trunk Access Code, then dial the desired telephone number.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access code (1-, 2-, or 3-Digit) Assignment] to assign a 1, 2, or 3-digit Trunk Access Code.
- Use Memory Block 1-1-50 (CO/PBX Outgoing Digit Add Assignment) to specify up to 10 additional digits when a trunk in the trunk group or route advance block assigned in Memory Block 1-1-49 (Networking Trunk Group/Route Advance Assignment) is seized, and a number is dialed.

General:

- The Trunk Access Code of the Electra Elite should be the same number as the Trunk Access Code of the PBX/Centrex.
- An outside call by Digit Insertion feature complies with Code Restriction.
- Digit Insertion can be assigned per Trunk group.
- Digit Insertion can be assigned to a maximum of 16 Trunk groups.

- When you press a CO/PBX line key to originate an outside call, a digit is not inserted.
- When a station user originates an outside call using the Digit Insertion feature, the Least Cost Routing (LCR) feature cannot be accessed.

Digital Line Extender (D^{term}® ISDN EXTender Plus)

D-7

FEATURE DESCRIPTION

D^{term} ISDN EXTender Plus allows a user with an NEC Multiline Telephone to make/receive calls from a remote location while maintaining a station appearance from the office KTS and permits data access to the office LAN.

SYSTEM AVAILABILITY

Terminal Type:

DTP-32DE-1 (D^{term} Series E)

Required Components:

Electra Elite KTS with 1 ESI port

1 ISDN BRI at office and remote site

1 D^{term} ISDN EXTender Plus Office Module

1 D^{term} ISDN EXTender Plus Remote Module

OPERATING PROCEDURES

Same as Multiline Terminal.

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 4-01 [CO/PBX Ring Assignment (Day Mode)] or 4-02 [CO/PBX Ring Assignment (night Mode)] to assign incoming CO/PBX calls to ring on Multiline Terminals.
- ✆ Use Memory Block 4-31 (Receiving Internal/All Call Page Selection) to disable paging for the station (set to NO).

Restrictions:

- The user must use a line that is not connected to the D^{term} EXT Plus to make 911 calls. When a call is made from the remote terminal, the telephone number at the KTS location is sent to the emergency center.
- Zone and voice paging must be turned off using KTS programming. The remote telephone should be programmed to ring for all incoming calls.
- When the remote Multiline Terminal is programmed to answer multiple calls, these calls should ring at the terminal. Contact your authorized NEC dealer when system changes are required.
- Synchronous ringing does not operate on the remote telephone. Incoming trunk calls automatically ring 2 sec. on/2 sec. off.
- Analog fax machines and modems cannot operate with a DTP-32DE-1 Multiline Terminal that is connected to an APR-U Unit optional adapter.
- D^{term} Cordless, D^{term} Cordless Lite, D^{term} Cordless II, and D^{term} Analog Cordless cannot be used with a DTP-32DE-1 Multiline Terminal or D^{term} ISDN EXTender Plus.
- CTA-U Unit and CTU(S)-U Unit cannot be installed to a KTS remote Multiline Terminal to provide TAPI functionality with the KTS.
- CTU(C)-U Unit (Coreline) cannot be used with a DTP-32DE-1 Multiline Terminal or D^{term} ISDN EXTender Plus.
- D^{term} PC and PC II do not function with D^{term} ISDN EXTender Plus.
- The HFU-U Unit handsfree adapter cannot operate with a DTP-32DE-1 Multiline Terminal or D^{term} ISDN EXTender Plus used in a home environment because of FCC restrictions, but it can operate in an office environment.

General:

- Refer to D^{term} ISDN EXTender Plus System Administrator's Guide for more information.
- TAPI is not supported.

Digital Voice Mail

D-8

FEATURE DESCRIPTION

The VMS(4)/(8)-U10 ETU, FMS(2)/(4)/(8)-U10 ETU or CTI/VP(4)/(8)/(12)/(16)-U10 ETU provide Digital Voice Mail Service, Automated Attendant (AA), Audiotext, Fax Detection, Message Notification, Live Record, and Centrex Transfer. The VMS(2)/(4)/(8)-U10 ETU is a complete voice mail application (EliteMail) built on a single ETU. This method has advantages that include tighter application integration and built-in battery backup for the complete system.

Descriptions are as follows:

Voice Mail Service

Voice Mail allows a caller to leave a recorded message in their voice and exact words for another individual.

Automated Attendant

The Automated Attendant answers a call, determines the extension, and transfers the call to that extension.

Audiotext

Audiotext provides around the clock information and allows an organization to present it with natural voice, music, or whatever they want callers to hear.

Fax Detect Routing and Notification

Incoming faxes are detected and automatically delivered to a fax machine. When using the fax machine handset, the fax originator can record a voice message that can be sent to the attendant.

Live Record

Live Record simplifies Message and note taking by permitting all or a portion of the conversation in progress to be recorded.

Centrex Transfer by Digital Voice Mail Port

A Digital Voice Mail Centrex Transfer feature allows the SLT Hookflash dial access code to be accessed by a Digital Voice Mail (DVM) port to send a Hookflash to the outside network. **System Software S5000 or higher is required.**

SYSTEM AVAILABILITY

Terminal Type:

All stations (available for all features except Live Record).

Multiline Terminals (available for all features).

Required Components:

VMS(2)/(4)/(8)-U10 ETU

FMS(2)/(4)/(8)-U10 ETU

CTI/VP(4)/(8)/(12)/(16)-U10 ETU

OPERATING PROCEDURES

To program the Feature Access key for Live Record at a Multiline Terminal:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 2 ABC.
5. Dial the Live Record feature code.

   Feature codes are:

   0 OPER 0 OPER = Record

   0 OPER 1 = Pause

   0 OPER 2 ABC = Rerecord

   0 OPER 3 DEF = Erase

   0 OPER 4 GHI = End

   0 OPER 5 JKL = Urgent Page

   0 OPER 6 MNO = Address

   0 OPER 7 PQRS = Live Monitor
6. Press Feature.

To program a One-Touch key for Live Record at a Multiline Terminal:

1. Press Feature.
2. Press Redial.
3. Press One-Touch key.
4. Dial 2 ABC.
5. Dial the Live Record feature code.

   Feature codes are:

   0 OPER 0 OPER = Record
   0 OPER 1 = Pause
   0 OPER 2 ABC = Rerecord
   0 OPER 3 DEF = Erase
   0 OPER 4 GHI = End
   0 OPER 5 JKL = Urgent Page
   0 OPER 6 MNO = Address
   0 OPER 7 PQRS = Live Monitor
6. Press Feature.

To set up personal mailboxes:

1. Lift handset and receive an internal dial tone.
2. Follow the verbal instructions to personalize the mailbox.

Digital Voice Mail Messages

To retrieve message at a Multiline Terminal or a Single Line Telephone:

1. Go off-hook; receive internal dial tone.
2. Dial the assigned station number to access Voice Mail.
3. Follow the verbal instructions provided by the Digital Voice Mail system or use the Softkeys on the telephone.
4. Follow the verbal instructions or use the Softkeys to navigate the

system.

To program a One-Touch key for easy message access:

1. Press Feature.
2. Press Redial.
3. Press One-Touch key.
4. Dial 1, followed by Voice Mail extension number.
5. Press Feature.

Live Record

To record an incoming CO/PBX conversation using Automatic Live Record:

1. Go off-hook to answer an incoming call. Live Record automatically starts. RECORD is displayed in the lower section of the LCD on a Multiline Terminal.
2. To store the recorded conversation in a different mailbox, dial a mailbox number or press a One-Touch key or Feature Access key programmed with the mailbox number. RECORD XXXXXX is displayed in the lower section of the LCD on a Multiline Terminal. (XXXXXX is the station name/number where the conversation is stored.)

To record a CO conversation in progress using Manual Live Record:

1. Press the Feature Access key programmed as the Record key. The Record key flashes red when Live Record begins and flashes green when Live Record is addressed. RECORD is displayed in the lower section of the LCD on a Multiline Terminal.
2. To store the recorded conversation, dial a mailbox number or press a One-Touch key or Feature Access key programmed with the mailbox number. RECORD XXXXXX is displayed in the lower section of the LCD on a Multiline Terminal. (XXXXXX is the station name/number where the conversation is stored.)

SERVICE CONDITIONS

Digital Voice Mail

General:

- An Elite 192 system supports up to 32 DVM ports using **S6000 Series software or higher**.
- An Elite 48 system supports up to 24 DVM ports using **S6000 Series software or higher**.
- A FMS(X), VMS(X)-U10 or CTI/VP(X)-U10 ETU must be installed to provide Digital Voice Mail.
- All Multiline Terminals (with or without an LCD) and Single Line Telephones (with a Message Wait Lamp) receive an indication that a Voice Mail message is waiting.
  - Multiline Terminals equipped with an LCD receive a message in the LCD indicating a message is waiting.
  - The Large LED and Feature (FNC) LED flashes red to indicate message waiting on all Multiline Terminals.
  - Single Line Telephones supported by an SLI(8)-U10 ETU light the Message Wait LED to indicate a message is waiting.
- A Feature Access key or One-Touch key can be assigned for easy message access.
- When a call transferred from a Voice Mail port is not answered in three minutes (fixed time), the call recalls to the Voice Mail port.
- When a station is programmed for multiple Call Forward (*e.g.*,100 CFWD - 101 CFWD - VM Hunt Group) and a call is made to station 100, the caller is forwarded to the mailbox for station 100.

- ✆ Voice Mail Message Waiting can be set/canceled only from a Voice Mail port.
- ✆ The Digital Voice Mail recognizes the CO/PBX busy tone.
- ✆ Refer to S-14 Station Hunt for specific information about station hunt groups.
- ✆ The following major features are provided:
  - Voice Mail Service
  - Automated Attendant
  - Audiotext
  - Fax Detect, Routing and Notification
  - Optional Multilingual Prompts

Restrictions:

- Live Monitoring is not supported on CTI/VP(4)/(8)/(12)/(16)-U10 ETU.

Live Record

CAUTION

*Using the Live Record feature to eavesdrop or record sound activities at the other end of the telephone line **may be illegal** under certain circumstances and laws. Consult a legal advisor before implementing any practice to monitor or record a telephone conversation. Some federal and state laws require a party monitoring or recording a telephone conversation to use a beep-tone(s), notify all parties to the telephone conversation, and/or obtain consent of all parties to the telephone conversation. To monitor or record sound activities at the other end of the telephone line using the Live Record feature, the sound of the alert tone at the beginning of Live Record may or may not be considered sufficient under applicable laws. Some applicable laws provide for strict penalties for illegal monitoring or recording of telephone conversations.*

General:

- ✆ Tone Override, Call Alert, Barge-In, Camp-On, and Voice Over Split feature tones are denied during Live Record.

- When a Multiline Terminal user completes Live Record without specifying a mailbox where the conversation should be stored and Automatic Recall is not assigned in Digital Voice Mail programming, the conversation is stored in the mailbox assigned to the Multiline Terminal. When a Multiline Terminal user completes Live Record without specifying a mailbox where the conversation should be stored and Automatic Recall is assigned in Digital Voice Mail programming, the conversation is stored in the mailbox assigned to the Multiline Terminal and the system recalls the Multiline Terminal and plays the recorded conversation.

  (Auto Callback rings - 4 times, Waiting Time - 3 minute, Redial - 5 times.)

- Live Record can be used only from Multiline Terminals.

- Individual trunks must be assigned for the Live Record feature to operate.

- An alert tone is provided for Live Record. The alert tone is heard by both the outside party and the Multiline Terminal user when the recording starts or at specified intervals during recording. The interval between alert tones is assigned in the Digital Voice Mail System Programming. The tone lasts for 0.5 seconds. The system can also be programmed so that an alert tone is not provided.

- Up to seven feature keys can be programmed for use with Live Record. These feature keys can be assigned to Feature Access keys, One-Touch keys, or DSS keys (on a DSS/BLF console). When the feature keys are assigned to One-Touch keys, no LED indications are provided.

- The following feature keys can be programmed:

  Record Key

  Use this key to manually start Live Record. The associated LED flashes red while recording. The associated LED goes off when recording ends or a pause occurs and flashes green when a live record message is addressed.

  Pause Key

  Use this key to pause and restart live record. The associated LED flashes green when recording has paused.

  Erase Key

  Use this key to erase the Live Record conversations. After the Erase key is pressed, the Voice Mail port remains off-hook until the call is terminated.

  End Key

  Use this key to end the Live Record. The conversation can continue without being recorded.

Rerecord Key

Use this key to erase a recorded conversation while recording is in progress and restart a new recording.

Urgent Page Key

Use this key to change the Live Record assignment from dial out to pager. (Message Notification to Pager Assignment cycles ON/OFF when this key is pressed while recording.)

Address Key

Use this key to confirm Live Record, erase Live Record, change the mailbox number where Live Record is stored, or add a recorded prelude to a recorded conversation.

- During each Live Record, a conference circuit is used.
- Live Record is not allowed when all Add-On Conference circuits are busy.
- Additional internal parties cannot be added to a live record conversation during conferencing.
- Only CO/PBX, Tie, and DID calls can be recorded using Live Record. Internal calls cannot be recorded using Live Record.
- The Record key LED is on when all conference circuits or all Digital Voice Mail ports are busy.
- Any station user can direct a live record message to another station user.
- Any Multiline Terminal can change the Message Notification mode to Pager Notification mode by first directing a live record message to another station and then pressing the Urgent Page key. The station that is put into the Urgent Page mode must have a pager telephone number assigned.
- An ✱ is displayed in the far right corner of the lower LCD when a Multiline Terminal (with LCD) is in Pager Notification mode.
- Live Record is not allowed on conference calls.

Centrex Transfer by Digital Voice Mail Port

System Software S5000 or higher is required.

Restrictions:

- The CO used for Centrex transfer must be assigned as PBX in Memory Block 3-91 (Trunk Type Selection).

General:

- Centrex Transfer is supported for Release Transfer and Await Answer transfer modes.
- All existing Voice Mail systems can support this transfer.
- No new Memory Blocks are required.
- The access code for SLT Hookflash (default 6#) must be assigned in system programming for this feature to operate.

RELATED FEATURES LIST

Feature Number	Feature Name
C-16	Centralized Voice Mail
L-4	Live Monitoring
Q-1	Quick Transfer to Voice Mail
S-14	Station Hunt
V-1	Voice Mail Integration (Analog)

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Direct Inward Dialing (DID)

D-9

FEATURE DESCRIPTION

Direct Inward Dialing (DID) lines can be connected to the system. With DID, incoming calls from the CO can reach any station in the system without Attendant intervention.

System Software S4000 or higher allows sending DID calls to a tenant.

System Software S5000 or higher allows DID calls to be answered by the Automated Attendant.

System Software S5000 or higher allows limiting the number of incoming DID calls to a tenant.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

DID(4)-U10 ETU, PRT(1)-U10/20 ETU, or DTI-U10/20 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Incoming DID numbers can be routed to any station in the system regardless of the numbering plan. When an incoming DID number is invalid, the call can be sent to a preassigned station or hunt group pilot number.
- Use Memory Block 5-00 (Digit Add/Del for Tie Line Networking Assignment) to add and/or delete a maximum of two digits per trunk group, from the incoming DID digits provided by the DID trunk for incoming address signaling. Setting 0 allows DID Full Digit Modification that collects the incoming digits and sends the call to a specified station number.

- When a DID incoming call is not answered before a time specified in Memory Block 1-1-07 (Tie Line Delay Ringing Time Selection) (default: ∞, no timeout), the call can switch to normal Day or Night ringing assignment.
- Use Memory Block 1-1-55 (DID Line Ringing Pattern Selection) to change the ringing pattern (default: A) for an incoming DID call.
- Use Memory Block 2-09 (DID Limit to Tenant Assignment) to specify the number of calls allowed to ring at a specified Tenant (**System Software S5000 or higher is required**).
- Use memory Block 3-14 (Tie Line Type Assignment) to assign loop supervision for each trunk associated with a Tie line to 2ND DIAL (default), IMMEDIATE, DELAY, or WINK.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the DID(4)-U10 ETU.

Restrictions:

- **Automated Attendant requires System Software S5000 or higher to support DIDs.** Refer to the Automated Attendant feature.
- Using system software **S5000** only, Memory Block 1-4-02 (Automated Attendant Transfer Delayed Ringing Time Selection) must time out before incoming DID calls can be answered by the Automated Attendant (cannot be set to No Limit).
- Using system software **S5500** or higher, Memory Block 1-4-02 (Automated Attendant Transfer Delayed Ringing Time Selection) is not required to time out before incoming DID calls can be answered by the Automated Attendant (can be set to No Limit).
- A DID call does not activate External Tone Ringer or Night Chime.
- When an incoming DID call changes to normal ringing, the call is still counted toward the number of effective calls to the Tenant.
- When the number of DID incoming calls is over the limit, and DID Forward Station Number for Busy Station or Undefined Digit is active, forwarding is not activated, and the outside party receives a Burst Tone.

General:

- When the number of DID incoming calls is not over the limit, and DID Forward Station Number for Busy Station or Undefined Digit is active, forwarding is activated.

- A total of 16 DID(4)-U10 ETUs can be installed in the Electra Elite 192 system. A total of 4 DID(4)-U10 ETUs can be installed in the Electra Elite 48 system. Each DID(4)-U10 ETU provides connection circuitry to handle up to four DID lines. The Electra Elite 192 system is limited to 64 trunks and the Electra Elite 48 system is limited to 16 trunks.
- Each port of the DID(4)-U10 ETU can be set to receive DTMF or DP (10 pps or 20 pps) signaling.
- Incoming calls on DID lines follow Call Forward and Station Hunting.
- DID calls can be routed to an ACD or UCD Hunt group.
- Incoming DID calls can be assigned for voice announcement from the outside party, system-wide.
- Outgoing restriction can be assigned to DID lines, per station, to prevent access when the line is assigned on a line key.
- **System Software S4000 or higher allows DIDs to be routed to specified tenants using Memory Block 1-1-22 (DID Digit Conversion Table)**.
- When a call is terminated to a tenant, termination indication and ringing is performed only on telephones in that tenant. On the telephones in other tenants, the red CO line key LED is on and ringing is not assigned.
- Termination to a tenant can also be specified as the destination for the Busy Station or Undefined Digits.
- DID incoming call termination can also be performed to the destination in the DID conversion table (Day or Night) according to the day and night modes for that specified Tenant.
- When the number of DID incoming calls is over, a busy signal is sent to the network. User Busy is displayed when an incoming ISDN call is refused. The reason is Cause #17.
- The following DID calls are counted against the number of total calls:
  - A call that is placed on hold, transferred, or conferenced.
  - A call received by one Tenant and Transferred to another Tenant counts against the first Tenant.
  - A call that is received and disconnected.

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Direct Inward System Access (DISA)

D-10

FEATURE DESCRIPTION

Direct Inward System Access (DISA) allows an outside caller to access the system from an outside line without Attendant or station assistance. The outside user may originate a call over any system facility such as a Tie line network or CO/PBX trunk after successfully entering a password.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

VRS(4)-U10 ETU to hear a message telling the caller which digits to enter for DISA access. A message is not required for DISA to work.

OPERATING PROCEDURES

To place a call using DISA:

1. Dial the desired number to connect to the system.
2. A special tone is heard after ringback tone. When a VRS(4)-U10 ETU is programmed for DISA, a voice announcement can be provided instead of a special tone.
3. Dial the DISA Access Code.
   - When accepted, internal dial tone is heard.
   - When denied, error tone is heard.
4. Dial the DISA ID code (Station Number).
5. Dial the password.
6. Dial a Trunk Access Code and the desired outside number.

To place an internal call using DISA:

1. Dial the desired number to connect the system.
2. Dial the station number.

To change a DISA password:

1. Go off-hook.
2. Dial the DISA password set Access Code **XX** (default not assigned, System Programmable).
3. Enter the ID code (station number is default).
4. Enter the DISA password (default: 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER 0 OPER).
5. Enter the new DISA password (maximum: 10 digits).
6. Go on-hook.

To reset the DISA password at the Attendant Position:

1. Go off-hook.
2. Dial the DISA password reset Access Code **XX** (default not assigned, System Programmable).
3. Enter the ID code (station number is default). Password is reset.
4. Go on-hook.

To confirm a DISA password at the Attendant Position:

1. Go off-hook.
2. Dial the DISA password confirmation Access Code **XX** (default not assigned, System Programmable).
3. Enter the ID code. Current password is displayed.
4. Go on-hook.

To set/cancel a CO/PBX line used for DISA at the Attendant Position:

1. Press Feature.
2. Dial 8 TUV 1 to set or 8 TUV 2 ABC to cancel.
3. Enter the CO/PBX line number (0 OPER 0 OPER ~ 6 MNO 4 GHI).
   0 OPER 0 OPER = All Trunks
4. Press Feature.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function No. 251 to assign a DISA Password from any station. Up to 10 digits are allowed.
- Use Memory Block 1-9-00 (DISA ID Code Assignment) to specify A DISA ID Code as 2, 3, or 4-digits that can correspond to a station number.
- Use Memory Block 1-9-02 (DISA Password Effect/Invalid Selection) to assign DISA password as valid or designate it invalid to allow caller to use DISA without a password.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the VRS(4)-U10 ETU.

Restrictions:

- DTMF signaling is required from the outside caller.
- Internal calls must be made before the DISA Access Code is entered.

General:

- When the DISA feature is activated, the incoming outside caller hears a special tone when DISA trunks are called. These trunks can still be used for outgoing calls.
- A maximum 64 trunks for DISA can be installed in the Electra Elite 192 system, or 16 trunks in the Electra Elite 48 system. Each trunk can be programmed for Day Mode or Night Mode.
- Code Restriction depends on setting a station that has a DISA ID number.
- Outgoing calls using DISA cannot access LCR.

- DISA ID Codes are printed in the SMDR record.
- DISA Password is not printed in the SMDR record.
- DISA feature is not available on DID. During DISA access and before entry of a DISA ID Code is completed, press the ✱ key to return the caller to the beginning of the call. The caller must then begin dialing the DISA Access Code.
- With a VRS(4)-U10 ETU installed, the incoming DISA caller can hear a message telling the caller which digits to enter for DISA access.
- The DISA feature allows outgoing trunk calls and internal call including Voice Mail access (when equipped). Call Forwarding and VRS(4)-U10 ETU access are not allowed.

Direct Inward Termination (DIT)

D-11

FEATURE DESCRIPTION

Direct Inward Termination (DIT) allows CO/PBX lines to be programmed to bypass the Attendant and ring directly at stations or tenants. A separate Assigned Night Answer (ANA) ringing assignment is available. A System or Tenant group can be set to the Night Mode independently.

System Software S4000 or higher supports delay ringing to DIT or to DIT trunks to a tenant.

SYSTEM AVAILABILITY

Terminal Type

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

No manual operation is required.

SERVICE CONDITIONS

Data Assignment:

- CO/PBX lines can be assigned to ring a station number, a hunt group master number, or an ACD/UCD Pilot number.
- Multiple CO/PBX lines can be assigned to ring at the same station, hunt group master number, or ACD/UCD Pilot number.
- Use Memory Block 3-42 (DIT Assignment) to assign Day Mode direct trunk termination to a station.
- Use Memory Block 3-43 (ANA Assignment) to assign Night Mode direct trunk termination to a station.
- Use Memory Block 3-61 (DIT/ANA Delay Answer Time Selection) to determine the time (default: 0s) an incoming call rings before changing to a DIT call. **System Software S4000 or higher is required**.
- Use Memory Block 3-62 (DIT Tenant Assignment) to assign a CO/PBX line to each Tenant. **System Software S4000 or higher is required.**

- Use Memory Block 3-63 (DIT Weekend Mode Selection) to enable holiday mode check on Tenant Groups for incoming DIT calls. Default is YS. **System Software S4000 or higher is required**.
- Use Memory Block 3-64 (DIT Night Mode Delay Answer Selection) to determine whether (YS) or not (NO) the DIT delay answer time applies to CO/PBX calls received in night mode. Default is NO. **System Software S4000 or higher is required**.
- Incoming DIT calls follow the station Call Forward setting.

Restrictions:

- Incoming DIT calls cannot be answered directly at the CO line key appearance. The CO line key indicates Other Use (red LED).
- A DIT call does not activate External Tone Ringer or Night Chime.

General:

- When an idle station programmed for DIT receives an incoming DIT call, internal ring tone is heard at the station(s) where a Secondary Incoming Extension is assigned to ring.
- DIT incoming ringing is assigned for Distinctive Ring or Synchronous Ring system-wide.
- When a busy station programmed for DIT receives an incoming DIT call, the system provides Camp-On tone for the busy station. The calling party receives ringback tone until the call is answered.
- When a busy station receives an incoming DIT Camp-On tone, the existing call can be terminated, held (including Call Park), automatically held, or transferred to enable the station user to answer the incoming DIT call.

RELATED FEATURES LIST

Feature Number	Feature Name
A-8	Answer Hold
C-1	Call Alert Notification

Direct Paging Access

D-12

FEATURE DESCRIPTION

The Attendant Add-On Console Direct Station Selection/Busy Lamp Field (DSS/BLF) keys allow direct access to Internal or External Page Zones or All Call Paging. Feature Access and One-Touch keys on the Multiline Terminals can be used. for Direct Paging Access.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals and Attendant Add-On Consoles

Required Components:

ECR-U10 ETU for External Zone Paging

OPERATING PROCEDURES

To use this feature at a Multiline Terminal with a Feature Access or a One-Touch key programmed for Direct Paging Access or with the Attendant Add-On Console assigned:

1. Go off-hook.
2. Press the Direct Paging Access key.
3. Make the paging announcement.

SERVICE CONDITIONS

Data Assignment:

✆ All Attendant Add-On Consoles have eight Direct Paging Access keys. Default Memory Block 1-6-05 (Attendant Add-On Console Key selection) DSS key assignments are shown below:

		DSS			DSS
1.	Internal Zone A	50	5.	External Zone A	56
2.	Internal Zone B	51	6.	External Zone B	57
3.	Internal Zone C	52	7.	External Zone C	58
4.	All Internal Zone	53	8.	All External Zone	59

- Default Memory Block 1-1-46 [Access Code (1-Digit) Assignment] Dial Numbers are shown below:

		Dial No.			Dial No.
1.	All Internal Zone	51	5.	All External Zone	55
2.	Internal Zone A	52	6.	External Zone A	56
3.	Internal Zone B	53	7.	External Zone B	57
4.	Internal Zone C	54	8.	External Zone C	58

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.
- Internal Zones A, B, and C are not active until zone assignments are made.

Restrictions:

- All Internal/External Page Access cannot be programmed to a key on the Attendant Add-On Console.

General:

- When a Direct Paging Access key for All Internal Zone or Internal Zone Page on the Attendant Add-On Console is pressed, a paging announcement is made over the speakers of all idle Multiline Terminals programmed in a zone.
- Paging access through external speakers is available when a system has external speakers. An optional ECR-U10 ETU is required.
- Single Line Telephone users can access Internal and External Paging and Meet-Me by using an Access Code, but cannot receive a paging announcement.
- Feature Access and One-Touch keys on Multiline Terminals can be assigned for paging allowed in System Programming, including the features listed previously and All Internal Call Paging, Internal/ External Paging, and specific Tenant Internal Paging.

RELATED FEATURES LIST

Feature Number	Feature Name
A-8	Answer Hold
E-11	External Zone Paging (Meet-Me)
I-5	Internal Zone Paging (Meet-Me)

Direct Station Selection

D-13

FEATURE DESCRIPTION

Direct Station Selection (DSS) allows all Multiline Terminal users to press one key to make station calls.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals and Attendant Add-On Consoles

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal with a Feature Access or a One-Touch key programmed for DSS:

1. Press the programmed Feature Access key. Hear ringback tone or make voice announcement.
2. When the called party answers, talk with called party.

Using a Multiline Terminal with the Attendant Add-On assigned:

1. Lift the headset, and wait for internal dial tone.
2. Press the DSS/BLF key on the Attendant Add-On Console. Hear ringback tone or make voice announcement.
3. When called party answers, talk with party.

SERVICE CONDITIONS

General:

- When station numbers are assigned to Feature Access or One-Touch keys on a Multiline Terminal, the user can press the DSS key to call the station.
- When you press a DSS key to call a busy station, a call waiting tone is sent to the calling station. Any other station that calls the original busy station receives a busy tone while the first calling station is receiving call waiting tone.
- A station user may press a different DSS key on the station or Attendant Add-On Console to directly call another station.
- When a station user, with a completed internal call, presses a key on the Attendant Add-On Console to call another station user, the first internal call is placed on hold (Conf key).
- With an outside call in progress, press any DSS key to place the outside call on Non-Exclusive Hold.
- When the DSS key has an LED associated with it, BLF indication is also provided.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable

Distinctive Ringing

D-14

FEATURE DESCRIPTION

The Distinctive Ringing feature distinguishes between internal and incoming outside calls and provides distinct ring audible signals and patterns.

System Software S5000 or higher allows Distinctive Ring Patterns to be assigned per outside CO line or per telephone.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals, except Single Line Telephones connected to an ADA(2)-W(BK)/(SW) Unit or APR-U Unit.

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-59 (Synchronous Ringing Selection) to assign Synchronous Ringing (YS/NO) system-wide. Default is YS.
- Use Memory Block 1-1-06 (CO/PBX Incoming Ringing Alarm Time Selection) to specify the time (default: ∞, no limit) between when a CO/PBX call is detected and the ringing tone changes to a higher pitch when the call is not answered. When ∞ is selected, the ringing tone does not change.
- Use Memory Block 1-1-07 (Tie Line Delay Ringing Time Selection) to specify the time (default: ∞, no limit) before a Tie line can ring at other preassigned stations when it is not answered in a predetermined time. The CO/PBX ringing assignment preassigns the stations.
- Use Memory Block 1-1-28 (Distinctive Ringing by Telephone or CO Selection) to assign TEL or CO distinctive ringing tone for each telephone or each CO/PBX line. Default is TEL.

- ✆ Use Memory Block 3-07 (CO/PBX Ringing Variation Selection) to specify a L (low), M (medium), or H (high) ringing tone (default: M) for incoming outside line calls only for each CO/PBX line assigned in Memory Block 1-1-28 (Distinctive Ringing by Telephone or CO Selection).
- ✆ Use Memory Block 4-91 (Telephone Ringing Variation Selection) to specify a L (low), M (medium), or H (high) ringing tone (default: M) for incoming outside line calls only for each telephone assigned in Memory Block 1-1-28 (Distinctive Ringing by Telephone or CO selection).
- ✆ Use Memory Block 1-1-13 (CO Transfer Ring Pattern Selection) to select a Ring Pattern for CO transfers. Default is C.
- ✆ Use Memory Block 1-1-14 (CO Transfer Ring Tone Selection) to select a Ring tone for CO transfers. Default is A.
- ✆ The transfer tone and pattern are used for the transferred calls regardless of the tone and pattern initially used by the trunk.
- ✆ Use Memory Block 1-2-20 (Intercom Ring Tone Selection) to select a system-wide intercom tone for Multiline Terminals (default A).
- ✆ Use Memory Block 4-55 (CO/PBX Telephone Ringing Pattern Selection) to specify ringing pattern for each telephone.
  System Software S5000 or higher is required.
- ✆ Use Memory Block 4-57 (CO Line Ringing Pattern Priority Selection) to specify priority for station or CO line ringing.
  System Software S5000 or higher is required.

General:

- ✆ Incoming outside and internal calls use flexible ringing tones and patterns.
- ✆ Distinctive ringing patterns are as follows:
  - Internal ring tone has a pattern of 1 sec. On/2 sec. Off (default).
  - Incoming CO/PBX outside calls are assigned synchronous ring. The ringing pattern connected from the exchange to the CO/PBX/Centrex lines is repeated at all stations assigned to ring, except for Single LineTelephones connected to ADA(2)-W(BK)/(SW) Unit or APR-U Unit.
  - When synchronous ringing is disabled, an incoming CO call can be assigned to ring at one pattern and an incoming PBX/Centrex call can ring at a different pattern.
  - Incoming TIE/DID outside calls provide a distinctive ring pattern of 2 seconds ON/4 seconds OFF (system default).

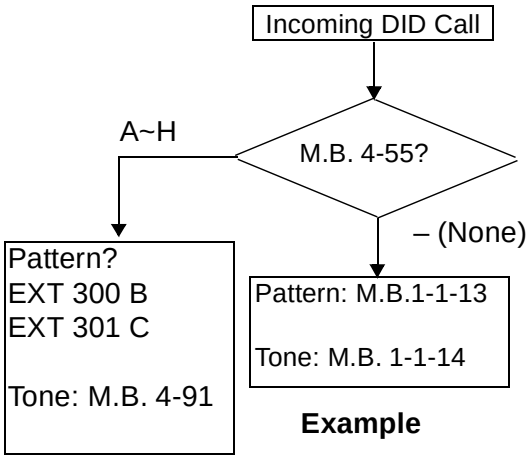
- Incoming TIE/DID is 0.25 sec. ON/0.25 sec. OFF (default).
- AA transfer call is 0.5 sec. ON/0.5 sec. OFF (system default).

✆ DIT/ANA calls to stations also provide Distinctive Ringing (Synchronous ring pattern).

✆ Refer to the Electra Elite 48/192 Programming Manual for detailed in information about ringing patterns and ring tones.

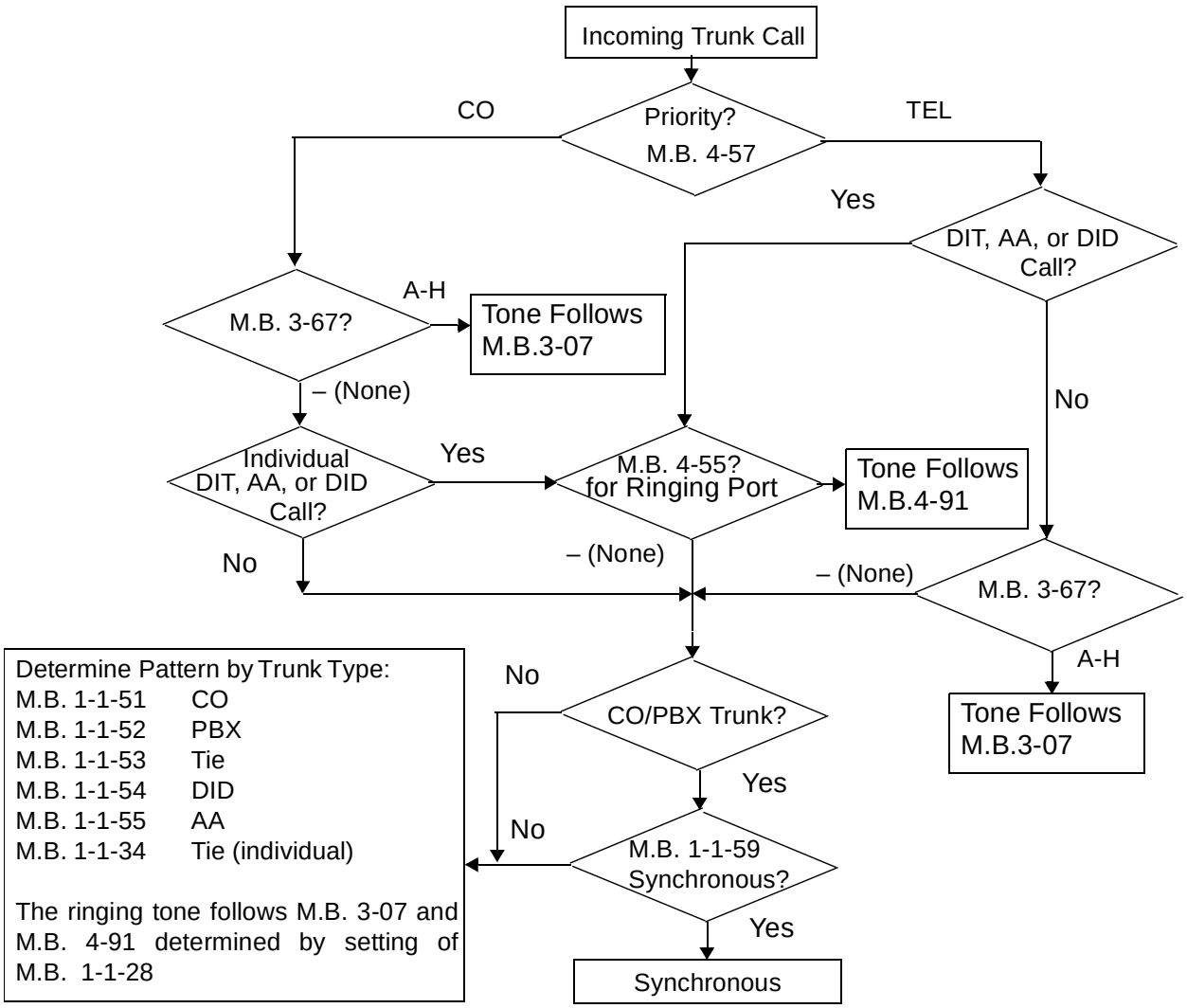
Assign DID01 to outside line for incoming call.
Digit conversion:
5673 ⇒ 300 (CAR key)
7645 ⇒ 301 (CAR key)
CAR 300 and CAR 301 are assigned to TEL 100.
M.B. 3-67: – (None)
M.B. 4-55: EXT 300 Pattern B, EXT 301 Pattern C.

When CAR receives an incoming DID call, it rings with a different pattern.



Example

Distinctive Ringing Flow Chart (S5000 or higher)



Do Not Disturb (DND)

D-15

FEATURE DESCRIPTION

Do Not Disturb (DND) temporarily eliminates all audible signals for incoming calls to isolate the station from others in the system.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set Do Not Disturb using a Multiline Terminal:

1. Press Feature in idle mode.
2. Dial Access Code 6 MNO 0 OPER .
3. Press Feature.

- OR -

Press the DND On/Off key.

To set Do Not Disturb at any station:

1. Lift the handset or press Speaker.
2. Dial DND set: 4 GHI 0 OPER (default).
3. Go on-hook or press Speaker.

To cancel Do Not Disturb using a Multiline Terminal:

1. Press Feature in idle mode.
2. Dial Access Code 6 MNO 9 WXYZ .
3. Press Feature .

- OR -

Press the DND ON/OFF key.

To cancel Do Not Disturb at any station:

1. Lift the handset or press Speaker .
2. Dial DND cancel; 4 GHI 2 ABC (default).
3. Go on-hook or press Speaker .

To cancel Call Forward - All Call and Do No Disturb System-Wide at Attendant Positions only:

1. Press Feature .
2. Dial Access Code 6 MNO 8 TUV .
3. Press Feature .

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK3 to Allow (LED On) or Deny (default: LED Off) system-wide reset of DND from Attendant Positions.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK1 to Allow (LED On) or Deny (default: LED Off) setting DND.

Restrictions:

- Automatic Callback cannot be set to a station that is in DND mode.
- When DND and Call Forward - All Call are set at the same time at a station, Call Forward - All Call takes priority.

- Ring Transfer, Camp-On, and Tone Override cannot be set to a station that has DND set.

General:

- The Do Not Disturb set and cancel Access Codes can be programmed on separate Feature Access or One-Touch keys. The DND set key LED (if equipped) does not light when DND is set.
- When a station has a Do Not Disturb single ON/OFF key assigned, the LED lights when DND is set.
- When a station user sets this feature, the associated red LED winks on any DSS/BLF key assigned for that station.
- Transferred/Hold Recalls, Trunk Queues, Automatic Callback, and Barge-In override the DND setting.
- Setting DND eliminates audible signals that are sent through the speaker, including Voice Announcement. However, a call to this station can still be answered.
- Callback Request may be set to a Multiline Terminal in DND mode.
- When DND is set, a Customized Message is displayed in the LCD (when equipped) of the Multiline Terminal. The user can select any of the 10 messages assigned in System Programming.
- Internal calls to a station in DND result in a Call Waiting Tone. The LCD on the calling party Multiline Terminal displays a Customized Message indicating the called party is unavailable.

RELATED FEATURES LIST

Feature Number	Feature Name
C-25	Customized Message

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Door Lock Release Relays

D-16

FEATURE DESCRIPTION

The DPH(4)-U10 ETU provides four doorphones and four Door Lock Release Relays. While a station user is talking to a Doorphone, an Access Code can be dialed to operate the relay associated with that Doorphone.

The time the door lock release is active depends on the digit code dialed.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

DPH(4)-U10 ETU

DP-D-1A Doorphone

OPERATING PROCEDURES

While a Multiline Terminal is connected to a Doorphone:

1. Dial a single digit code (2 ABC) ~ (9 WXYZ) to control the door-to-lock release *make* time.

Note: *Make* means shorted or closed.

2. Dial a single digit code (1) or (*) to make the relay *break* again. This step is optional as the relay *breaks* after some time anyway (controlled in step 1).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the DPH(4)-U10 ETU.

Restrictions:

- Door Lock Release Relays cannot be controlled by Single Line Telephones.

General:

- Relay *make* times are flexible.

Dial	Time
2	2 seconds
3	4 seconds
4	6 seconds
5	8 seconds
6	10 seconds
7	12 seconds
8	14 seconds
9	15 seconds
1	Break (open)
*	Break (open)

- The relay is controlled by the last entry. For example, 5 was dialed (8 seconds) then 9 is dialed. The relay should remain active for 15 more seconds.

RELATED FEATURES LIST

Feature Number	Feature Name
D-17	Door/Monitor Telephone

Door/Monitor Telephone

D-17

FEATURE DESCRIPTION

The Electra Elite 48/192 system supports up to four Door/Monitor telephones. A doorphone can be called by a station user or a station (or number of stations) can be signaled when a doorphone call button is pressed. When a station answers the doorphone ringing, a 2-way speech path is established.

In addition to the doorphone ringing assignment, both the tone and cadence of doorphone ringing can be defined. This offers an easy way for the station user to distinguish a doorphone call from any other type of call.

The Door/Monitor Telephone works closely with the Door Lock Release feature, and the DPH(4)-U10 ETU that supports both features.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

DPH(4)-U10 ETU

Up to four DP-D-1A Doorphones

OPERATING PROCEDURES

To call a Doorphone at a Multiline Terminal:

1. Lift the handset or press Speaker .
2. Dial the desired Doorphone Access Code (default is not defined).
3. Door Lock Release can be controlled while you talk with the doorphone user.

To answer a Doorphone at a Multiline Terminal:

While the Multiline Terminal requiring doorphone is ringing, lift the handset or press Speaker .

To answer a Doorphone that is ringing at another Multiline Terminal:

1. When the Doorphone Ringing is ringing at another station, dial the DP1, DP2, DP3, or DP4 Access Code for the specific doorphone that is ringing.
2. The Door Lock Release Relay can be controlled while you talk with the doorphone user.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-7-00 (Doorphone Assignment) to enable (LED ON/default: LED Off) doorphones.
- Use Memory Block 1-7-01 (Doorphone Display Time Selection) to define the time (default: 10s) before a doorphone call times out.
- Use Memory Block 1-7-04 (Doorphone Ring Pattern Selection) to define the doorphone ringing pattern (default: ON).
- Use Memory Block 1-7-05 (Doorphone Ringing Frequency Selection) to define the doorphone ringing frequency (default: C).
- Use Memory Block 4-03 [Doorphone Chime Assignment (Day Mode)] or 4-04 [Doorphone Chime Assignment (Night Mode)] to assign Day Mode or Night Mode doorphone chime.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the DPH(4)-U10 ETU.

Restrictions:

- Doorphone Ringing cannot be assigned to Single Line Telephones, including those supported by analog port adapters.

General:

- Doorphones 1 and 3 share a speech path and doorphones 2 and 4 share a speech path. When a doorphone is busy, the speech path is busy. Ringing indication works, but the other doorphone cannot be answered until the speech path is idle.

RELATED FEATURES LIST

Feature Number	Feature Name
D-16	Door Lock Release Relays

DP to DTMF Switching

D-18

FEATURE DESCRIPTION

DP to DTMF Switching is required for systems connected to Dial Pulse (DP) Tie lines that communicate with computers that require DTMF signaling.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

TLI(2)-U10 ETU or DTI-U10/20 ETU assigned to support Tie lines.

OPERATING PROCEDURES

To switch an outside call in progress on the Dial Pulse line:

1. Dial (*) and (#).
2. Dial desired number.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the TLI(2)-U10 ETU or DTI-U10/20 ETU.

Restrictions:

✆ This operation can be performed only on Tie lines.

✆ Dial Pulse Single Line Telephones cannot send DTMF signals, and cannot be used with this feature.

General:

✆ After a DP line is switched to DTMF (by using an Access Code), the connection can only be switched back to DP by going on-hook.

✆ DP/DTMF switching operations can be programmed as part of the Speed Dial program.

- This feature is not required for DTMF Single Line Telephones. These telephones send their own DTMF signals over the voice path to the outside equipment.
- Code Restriction, Outgoing Restriction, and LCR are not bypassed when this feature is used.

RELATED FEATURES LIST

Feature Number	Feature Name
D-9	Direct Inward Dialing (DID)
E-3	E&M Tie Lines (4-Wire)
S-6	Single LineTelephone Access

Drop Key

D-19

FEATURE DESCRIPTION

The Drop Key abandons a call while retaining the PBX/Centrex line to originate another call. The Drop Key is provided by programming a Feature Access or One-Touch key. This feature allows the **Recall** key to be used to provide a hookflash to the PBX or Central office.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program a Feature Access key as a Drop key:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial #.
5. Dial 5 JKL.
6. Press Feature.

To program a One-Touch key as a Drop key:

1. Press Feature.
2. Press Redial.
3. Press the One-Touch key.
4. Dial #.
5. Dial 5 JKL.
6. Press Feature.

To use the Drop key from a Multiline Terminal with a CO/PBX call in progress:

1. Press the Feature Access or One-Touch key programmed as a Drop key.
2. Receive new CO/PBX dial tone.
3. Dial the desired number.

SERVICE CONDITIONS

Restrictions:

- The Drop key provides a timed disconnect signal on CO/PBX lines. The time of a disconnect signal is fixed at 1.5 seconds and cannot be changed by System Programming.
- The Drop key cannot be used for internal, DID, or Tie line calls.

General:

- When on a CO/PBX call, you can press the Feature key and dial 5 to use the Drop key feature.

RELATED FEATURES LIST

Feature Number	Feature Name
R-1	Recall Key

D^term® Analog Cordless Terminal

D-20

FEATURE DESCRIPTION

The NEC D^term Analog Cordless terminal may be used with the Electra Elite KTS. The DTR-1R-1(BK) TEL terminal uses 2.4 GHz Digital Spread Spectrum (DSS) Technology and is connected to an analog port using SLI(4)/(8)-U10 or OPX(2)-U10 ETU, SLT(1)-U10 ADP, or an APR-U Unit connected to a multiline terminal. This terminal does not have an LCD display.

The 2.4 GHz frequency range provides secure conversation with the clarity of digital sound and reduced interference. The operating range is 50 to 250 feet.

Features include:

- 2.4 GHz Digital Spread Spectrum
- 30 Channel Autoscan
- 10-Number Memory DiaLing
- Desk Or Wall-Mount Option
- Tone/Pulse dialing
- Handset Volume Control
- 32-Digit Redial
- Page/Find
- AutoTalk™
- AutoStandby ™
  Note:AutoTalk and AutoStandby are trademarks of Uniden America Corp.
- 6-Hour Talk Time
- 7 Day Standby Time
- Hearing Aid Compatible

System AVAILABILITY

Terminal Type:

DTR-1R-1(MG) TEL

OPERATING PROCEDURES

To connect Base Unit:

1. Connect the telephone line between the TEL LINE connector on the Base and a telephone outlet.
2. Connect AC Adapter between DC IN 9V connector on the Base and 120 VAC wall outlet.
3. Place the Base on a desktop/tabletop.
4. Place the handset on the Base.
5. Place the antenna vertical.

To answer a call:

When the telephone rings, remove the handset from the Base to access AutoTalk.

- OR -

When the handset is off the Base, press any key.

To place a call:

1. Remove the handset from the Base, and press **talk**.
2. The **talk/battery low** LED flashes green and is then on continuously.
3. Listen for dial tone.
4. Dial the number.

To hang up:

Return the handset to the base to access AutoStandby.

- OR -

When the handset is off the Base, press **talk**.

To redial:

1. Pick up the handset, and press **talk**.
2. Listen for dial tone.
3. Press **redial** to dial the last number called.

To store a pulse-dialed number in memory:

1. Remove the handset from the Base, and press **memory**. The talk/battery low LED flashes.
2. Enter the telephone number (up to 20 digits) to be stored.
3. Press **memory**, and enter the memory location (0~9) to be used for storage.
4. Listen for a long beep, and the **talk/battery low** LED goes off to indicate the number is stored.

   Note: When any key other than 0~9 is selected, the handset beeps rapidly to indicate that a number was not stored.
5. Log the number entered.

To enter a pause in memory dialing:

1. After entering the number to be stored in memory, press **pause** to enter a pause in the number sequence.

   Note: When pause is to be entered it counts as a digit, and the number can have only 19 digits.
2. Complete steps 3~5 of the memory store procedure.

To store a tone-dialed number in memory:

1. Remove the handset from the Base, and press **memory**.
2. Press **tone**.

   Note: When tone is pressed it counts as a digit, and the number can have only 19 digits.
3. Enter telephone number (up to 19 digits) to be stored.

4. Press **memory**, and enter the storage location (0~9).

   Note: When you store a number in an occupied memory location the new number replaces the one previously stored.

5. Listen for long beep, and wait for **talk/battery low** LED to go off to ensure that the number is stored.

6. Log the stored number.

To dial a stored memory number:

1. Press **talk**.
2. Press **memory** .
3. Press memory location (0~9).
4. The telephone dials the stored number.

To chain dial a special access code:

1. Store the access code in a memory location.
2. Dial the main number.
3. Press **memory** and memory location (0~9) to enter access code as applicable.

To erase a stored number

1. Lift the handset.
2. Press **memory** twice.
3. Press memory location to erase.
4. A long beep confirms that the number is erased.

Mute operation:

1. During a call, press **mute** to turn off the microphone.
2. To cancel mute, press **mute** or **talk**.

To select a different channel:

1. When interference interrupts a call, press **channel**.
2. The talk/battery low LED flashes to indicate that the telephone is switching to another channel.

Note:Factory set channels (30) are provided for switching.
Note:This feature operates only when the telephone is in use.

To access Call Waiting:

1. When you receive a call during conversation, press **flash** to access the new call.
2. Press **flash** to return to the previous call.

To use page/find feature to locate the handset:

1. Press **page/find** on the Base.
2. The handset beeps for 5 seconds.
3. Press and hold **page/find** for more than 2 seconds to get a continuous beep from the handset for 1 minute.
4. Hold **page/find** down for more than 1 minute, and the handset beeps until **page/find** is released.
5. Press **talk** to end the page.
6. Press **talk** again to make a call.

Note:This feature does not work when the telephone is in use.

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D^term® Cordless Terminal

D-21

FEATURE DESCRIPTION

The NEC D^term Cordless and D^term Cordless Lite Multiline terminals may be used with the Electra Elite KTS. These cordless telephones share connection to the KTS with an NEC Multiline Terminal. Press the CORDLESS button on the cordless base unit to make the associate cordless telephone operational. Press DESK on the base unit to make the Multiline Terminal operational.

The Cordless and D^term Cordless Lite have different features. Refer to the following table for descriptions.

Feature	D^term Cordless (ETW-4R-1)	D^term Cordless Lite (DTU-4R-1)
Digital Technology	Spread Spectrum	Digital Narrowband
LCD	2 x 10	2 x 16
Silent Alarm	Optional	Built-in
Dedicated Keys	TALK, TRF, HOLD, CNF, SPD, MUTE,R/VOL	talk, transfer, hold, conf, mute, chan, vol
Programmable Line Keys	4	4
Operational Range*	50~350 feet	50~150 feet
Message Waiting Indication	MSG LED	msg Icon
Headset Connection	Yes	Yes

* Range is determined by environmental conditions.

SYSTEM AVAILABILITY

Terminal Type:

D^term Cordless Terminal [ETW-4R-1(BK) TEL]

D^term Cordless Lite Terminal [DTU-4R-1(BK) TEL]

OPERATING PROCEDURES

Note: The programming mode is used to set function keys, LCD display mode (for D^{term} Cordless only), and off-hook ringing from the D^{term} Cordless Terminal handset. When initially installed, function keys F1~F4 default to line keys 1~4 respectively, LCD display mode defaults to mode 1, and off-hook ringing defaults to ON.

Note: Before function keys F1~F4 can be programmed, the D^{term} Cordless Terminal must be in the programming mode.

To program the D*term* Cordless Lite:

1. Press and hold down ✱ and #**,** then press the *talk* key.
2. Press the *chan* key repeatedly to scroll through the line key (LK) and feature options for function key *F1*.
3. Press the *vol* key to select the displayed line key or feature.
4. When a Line Key is assigned, press the *chan* key to turn Off-Hook Ringing ON or OFF. The LCD indicates /TALK for ON or / NO TALK for OFF.
5. Press the *vol* key to advance to the next function key (*F2 ~ F4*).
6. After programming *F4*, press the *vol* key to advance to Global Off-Hook Ringing Assignment.
7. Press *chan* to turn Global Off-Hook Ringing ON/OFF (LCD indicates ON or OFF).
8. Press the *talk* key to exit.

☞ Function keys *F1 ~ F4* can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.

☞ When initially installed, function keys *F1~F4* default to Line Keys 1~4 respectively and Off-Hook Ringing defaults to ON.

☞ Global Off-Hook Ringing must be set to ON (default) when any function key is to operate with Off-Hook Ringing.

To program the D^{term} Cordless:

1. Press and hold down the ⊛ and ⊜ keys, then press the *TALK* key to enter the programming mode.
2. Press the *R/VOL* key repeatedly to select the required function for the *F1* key.

3. Press the *MUTE* key to enter the selected function and advance to the next function key.
4. Repeat steps 2~3 to program function keys *F2~F4*.
5. After programming function key *F4*, press the *MUTE* key to enter the LCD mode.
6. Press the *R/VOL* key to set LCD Mode 1 or 2. (LCD mode 1= Electra Professional Terminal, LCD Mode 2 = D^{term} Series E Terminal.)
7. Press the *MUTE* key to enter Off-Hook Ring mode.
8. Press the *R/VOL*key to select Off-Hook Ring ON or OFF.
9. Press the TALK key to exit.

☞ Function keys *F1 ~ F4* can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.

☞ When initially installed, function keys *F1~F4* default to Line Keys 1~4 respectively and Off-Hook Ringing defaults to ON.

The D^{term} Cordless and D^{term} Cordless Lite nomenclature differ slightly on the dedicated function relay; however, the meaning is the same.

D^{term} **Cordless**		D^{term} **Cordless Lite**
TALK	◄——►	talk
CNF	◄——►	conf
TRF	◄——►	transfer
MUTE	◄——►	mute
HOLD	◄——►	hold
R/VOL	◄——►	vol

To place an internal call:

1. Press the *talk/TALK* key, and wait for internal dial tone.
2. Dial the station number, wait for the called party to answer.
3. Talk with the called party.

To place an outgoing call:

1. Press the *talk/TALK* key, and wait for internal dial tone.
2. Dial the Trunk Access Code or press a function key programmed as a CO line followed by the telephone number. Wait for the called party to answer.
3. Talk with the called party.

To answer an Incoming Ringing Call:

When the handset is in the base unit, lift it.

When the handset is out of the base unit, press the *talk/TALK* key when ringing line preference is assigned.

- OR -

Press the flashing function key (when programmed as a line key).

To place a call on Hold (internal or outside):

Press the *hold/HOLD* key.

To retrieve an outside call from Hold:

Press the flashing function key (programmed as a line key).

To retrieve an internal call from Hold:

Press the *talk/TALK* and *conf* /CNF keys.

To transfer a call:

1. With a call in progress, press the *transfer/TRF* key, and wait for internal dial tone.
2. Dial the desired station number.
3. Press the *talk/TALK* key to release the call.

To mute a call:

1. While a call is in progress, press the *mute/MUTE* key. This causes the associated Line key to flash.
2. Pressing *mute/MUTE* again restores the voice path so that both parties can communicate.

To place a conference call:

1. With a call in progress, press the *conf/CNF* key, and wait for internal dial tone.
2. Place second call, and wait for the party to answer.
3. Press the *conf/CNF* key to establish the conference call.

To program Speed Dial (outside - D^{term} Cordless only):

1. Press the *SPD* key.
2. Enter the Trunk Access Code followed by the telephone number (up to 16 digits).
3. Press the *SPD* key.
4. Enter the 2-digit buffer number (01~20). Wait for confirmation tone. The outside Speed Dial is stored in memory.

To program Speed Dial (internal - D^{term} Cordless only):

1. Press the *SPD* key.
2. Enter the station number.
3. Press the *SPD* key.
4. Enter the 2-digit buffer number (01~20). Wait for confirmation tone. The internal Speed Dial is stored in memory.

To place a call using Speed Dial (D^{term} Cordless only):

1. Lift the handset, and press the *TALK* key.
2. Press the *SPD* key followed by 2-digit buffer number.
3. Wait for answer.

To delete a Speed Dial buffer (D^{term} Cordless only):

1. Press the *SPD* key twice.
2. Enter the 2-digit Speed Dial buffer number to be erased. The telephone number is deleted.

To adjust ring volume:

For D^{term} Cordless:

1. While the handset is idle, press the *R/VOL* key.
2. Press the *R/VOL* key again (within three seconds).
3. Press the *R/VOL* key again (within three seconds).

Note: When the optional silent alarm is installed, setting the handset to RING OFF causes the handset to vibrate.

For D^{term} Cordless Lite:

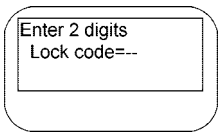
1. While the handset is idle, press the *vol* key.
2. Press the *vol* key again (within three seconds) to choose:
   - Ring Type A (High)
   - Ring Type A (Low)
   - Ring Type B (High)
   - Ring Type B (Low)
   - Ring Off (silent alarm)

To adjust receive volume level:

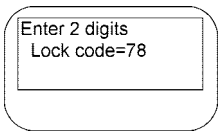
1. While talking, press the *vol* key to decrease the volume level.
2. Press the *vol* key again to increase the volume level.

To lock the D^{term} to prevent outgoing calls:

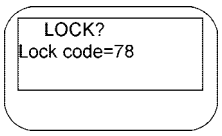
1. Press and hold the *chan* key for one second while in standby mode. A code input appears in the display.



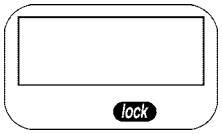
2. Enter a 2-digit number. The number is displayed.



3. Press *chan* again. The LCD displays Lock?, and prompts the user to continue.

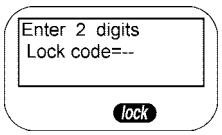


4. Press the *chan* key again to confirm the entry. The display is blank and the lock icon is displayed.

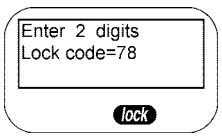


To unlock the D^{term}:

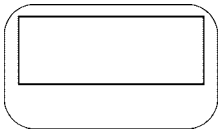
1. Press and hold the *chan* key for one second while in standby mode. A code input and the lock icon appear in the display.



2. Enter the 2-digit number used to lock the telephone. The code appears in the display.

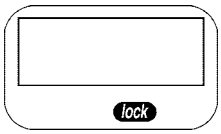


3. Enter the 2-digit lock code and press *chan*. When the number is entered correctly, a beep is heard and the LCD clears. The telephone goes into standby mode.



-OR-

When the 2-digit number is entered incorrectly, an error tone is heard when *chan* is pressed. The LCD clears but the lock icon remains on as the telephone goes into standby mode.



SERVICE CONDITIONS

General:

- Only one cordless terminal can be connected per ESI port.
- Either cordless terminal can be used as a stand-alone device.
- Any cordless terminal can interface to every ESI port available in the system. For D^{term} Cordless nine voice channels must be shared by all D^{term} Cordless Terminals in the system. For D^{term} Cordless Lite, up to 30 channels can be shared.
- The D^{term} Cordless Terminal operating frequency ranges from 902.75 MHz to 925.70 MHz and the D^{term} Cordless Lite operates from 902 MHz to 928 MHz. Both terminals share this frequency range with other devices. Interference or channel blockage could occur from these other devices.
- Both terminal LCDs display DISCONNECT indicating the cordless terminal is disconnected or the system is out of power.
- The D^{term} Cordless Terminal LCD displays ICM HOLD when an internal call is placed on hold. With the D^{term} Cordless Lite, pressing the Hold key causes the associated function key to flash.
- When there is no transmission between the base unit and the handset for about five minutes, there are no LCD or LED indications on the cordless terminal handset. Ringing off-hook or pressing keys resumes LCD and LED indications.
- A green LED is not provided with the cordless terminals. The LED data for the green LED lights an LED on the cordless terminal.
- Paging the other cordless terminal using the internal paging feature is not recommended. The cordless terminal cannot answer an internal page with Meet-Me when it is paged using internal paging.

- Calls in progress cannot be switched between the Multiline Terminal and Cordless Terminal. The call in progress is dropped. The cordless terminal and its associated Multiline Terminal cannot be used simultaneously.
- Switching to the Multiline Terminal or to the Cordless Terminal while a call is holding is not recommended. When this occurs, the hold indication is not displayed on the Multiline Terminal or cordless terminal handset.
- The cordless terminal base unit must be installed within 650 feet of the ESI(8)-U10 ETU.
- A maximum communication distance between the base unit and the D^{term} Cordless Terminal handset can be 500 feet (without obstacles). For the D^{term} Cordless Lite the distance is 150 feet.
- The ring pattern for the cordless terminal can be selected by System Programming and Multiline Terminals.
- When a cordless terminal is ringing, press the flashing function key to answer the incoming call.
- For the D^{term}Cordless, the nickel-cadmium battery can last 2.5 hours for conversation or 44 hours for standby.

  The optional extended battery can last 4.5 hours for conversation or 80 hours for standby. The D^{term} Cordless Lite does not have an optional extended battery.
- For the D^{term} Cordless Lite, The sealed lead acid battery can last 5 hours for conversation or 40 hours for standby.
- Synchronous Ringing does not apply to the cordless terminals.
- A beep sound is heard when the cordless terminals receives off-hook ringing.
- The D^{term} Cordless Terminal handset defaults to LCD mode 1. For a Key System environment, leave the setting at default (LCD MODE = 1). The D^{term} Cordless Lite automatically detects LCD mode.
- During an internal call from a Multiline Terminal to a cordless terminal, no ringback tone is provided to the calling party when the station port for the cordless terminal is assigned for Voice Announcement. The called cordless terminal rings instead.
- Hookflashes and pauses cannot be programmed into the 20 Speed Dial buffers on the D^{term} Cordless Terminal handset.

- Multiline Terminal features requiring the use of handsfree operation are not supported by either cordless terminal. Using the following features is not recommended:
  - Dual Path
  - Automatic Redial
  - Station Background Music
  - System Programming
  - Ring Tone Variation
  - Synchronous Ringing
- When two base units are located within 17 feet, interference can cause temporary interruption of the transmit and receive paths of the D^{term} Cordless Terminal handset and also limit the range. The D^{term} Cordless Lite is not limited by base separation distance.
- After continuous charging of the handset battery, the D^{term} Cordless can fail to charge, or discharge quickly due to Memory Effect. When either occurs, operate the handset until low battery tone sounds, auto cut-off occurs, and the battery fully discharges; then charge the battery without interruption for 12~16 hours. When the battery no longer charges, replace it. The D^{term} Cordless Lite is not susceptible to the memory effect.
- Radio interference causes interruptions in conversation. When this happens, your unit is not defective. When noise continues, move to a different location while you talk. (You might even need to move the base unit.) When the situation persists, contact NEC Field Support.

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D^term® Cordless II Terminal

D-22

FEATURE DESCRIPTION

The NEC D^term Cordless II Terminal may be used with the Electra Elite KTS. The DTR-4R-1(BK) TEL uses 900 MHz Digital Spread Spectrum (DSS) Technology and must be connected in tandem to a Multiline Terminal.

Press the applicable key on the Base Unit to Switch between Cordless operation and Multiline Terminal operation.

Feature	D^term Cordless II (DTR-4R-1)
Digital Technology	900 MHz Spread Spectrum
LCD	2 x 16
Silent Alarm	Yes
Dedicated Keys	TALK, TRANSFER, HOLD, CONF, CHAN, REDIAL, MUTE, R/VOL
Programmable Line Keys	4
Operational Range*	50~350 feet
Message Waiting Indication	✉ Icon
Headset Connection	Yes
Channels	10

* Determined by environmental conditions.

SYSTEM AVAILABILITY

Terminal Type:

DTR-4R-1(BK) TEL]

OPERATING PROCEDURES

To program the D*term* Cordless II:

1. Press and hold down ✱ and #**,** then press *TALK*. The F1 LED flashes red.
2. Press R/*VOL* repeatedly to scroll through the line key (LK) and feature options for function key *F1*.
3. Press MUTE to select the displayed line key or feature.
4. When a Line Key is assigned, press MUTE once to enter the Off-Hook Ringing ON or OFF Mode. Press R/VOL to toggle between /TALK for ON or /NO TALK for OFF.
5. Press MUTE to advance to the next function key (*F2 ~ F4*).
6. After programming *F4*, press MUTE to advance to Global Off-Hook Ringing Assignment.
7. Press R/*VOL* to turn Global Off-Hook Ringing ON/OFF (LCD indicates ON or OFF).
8. Press *TALK* to exit.

☞ Function keys *F1 ~ F4* can be programmed as Line Keys 1~16, Redial (LNR/SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC Multiline Terminal.

☞ When initially installed, function keys *F1~F4* default to Line Keys 1~4 respectively and Off-Hook Ringing defaults to ON.

☞ Global Off-Hook Ringing must be ON (default) for any Function key to work with Off-Hook Ringing.

To place an internal call:

1. Press TALK. ✆ icon is displayed.
2. Dial Station Number.

- OR -

Press (F1~F4) programmed for Direct Station Selection (DSS).

3. Announce call after tone burst or wait for call to be answered.

To place an outside call:

1. Press TALK. ✆ icon is displayed.
2. Dial Station Number.

- OR -

Press (F1~F4) programmed for Direct Station Selection (DSS).

3. Announce call after tone burst or wait for call to be answered.

To answer an Incoming Ringing Call:

1. When the handset is in the charger, lift it. ✆ icon is displayed.
2. When the handset is out of the base unit, press TALK if ringing line preference is assigned. ✆ icon is displayed.
3. Talk.

To place a call on Hold (internal or outside):

With a call in process, press HOLD.

Note: To retrieve a held call, press flashing F1~F4.
Note: After a programmed time, the held call recalls to the originating terminal.

To redial a Number:

1. Press Redial .
2. The previously dialed number is called.

To transfer a call:

1. With a call in process, press TRANSFER.
2. Dial Station Number.

- OR -

Press (F1~F4) programmed for Direct Station Selection (DSS).

3. Announce call (optional).
4. Press TALK to complete transfer.

To place a conference call:

1. With a call in progress, press CONF.
2. Place second internal or external call.
3. Announce conference.
4. Press CONF again. A 3-party conference is established. When any party hangs up, the conference still includes the remaining parties.

To adjust ring volume:

While the telephone is not being used, press R/VOL (upper key on left side) repeatedly to select desired setting display:

Ring Type A High
Ring Type A Low
Ring Type B High
Ring Type B Low
Ring Type C High
Ring Type C Low
Ring Off (Vibration)

To adjust receive volume level:

1. With a call in progress, press R/VOL to decrease volume.
2. Press R/VOL to restore normal volume.

To Mute the Microphone

1. Press and hold MUTE (lower key on left side).
2. Release MUTE to activate microphone.

.

To Use the Charging Unit:

1. Place handset and/or spare battery in the charging slots.
2. The Charge 1 LED is on red during and after charging the handset.
3. The Charge 2 LED is on red while charging the spare battery and turns after charging is complete.

Note: If the handset is placed in the charger without an installed battery, the Charge 1 LED flashes.

.

To Switch from Cordless to Desk Using Base Unit:

1. When Cordless II is associated with a terminal, use the base unit to switch between Cordless II and the Multiline Terminal. Refer to Figure D-1 Cordless II Base Unit Controls.
2. Either press Cordless to select D^{term} Cordless II.
3. Or Press Desk to select Multiline Terminal.

Note: Switching must be accomplished while both terminals are idle.
Note: A call in progress cannot be switched. When tried, it is dropped.
Note: Switching held calls is not recommended because LED indications are not provided.
Note: The Power LED and the applicable position LED are on to indicate selection.

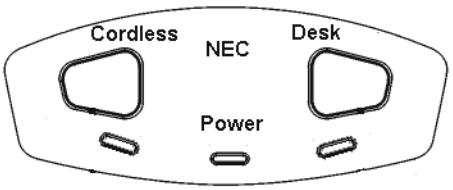

Figure D-1 Cordless II Base Unit Controls

To Switch from Desk to Cordless using Redial Key:

1. Verify that the base unit is in Desk mode.
2. Remove battery.
3. Press and hold (*) and (#) on the handset.
4. Install the battery while holding these keys.
5. After the handset beeps one time, release the keys.
6. The handset is in Setup mode.
7. Press HOLD to display the current mode (Digital/Redial).
8. Press F2 and then HOLD.
9. The handset displays Digital (F8), and changes the REDIAL key program to Desk/Cordless Softkey Switching mode.
10. Press TALK to restore standby mode.
11. Press REDIAL to test this feature.
12. The base unit automatically changes from Desk to Cordless.

Note: This is a one time operation, but one of the F1~F4 keys can be programmed for the redial function.

13. To restore the normal redial function, enter setup mode, and press F3 and HOLD to display Digital (Redial).
14. Press TALK to restore standby mode.

SERVICE CONDITIONS

General:

- When a message is received the ✉ icon is displayed.
- When the RING OFF/ON switch on the right side is down the OFF icon is displayed.
- When the battery is low, the LOW icon is displayed.
- When there is no transmission between the base unit and the handset for about five minutes, there are no LCD or LED indications on the cordless terminal handset. Ringing off-hook or pressing keys resumes LCD and LED indications.
- The ring pattern for the cordless terminal can be selected by System Programming and Multiline Terminals.

- When a cordless terminal is ringing, press the flashing function key programmed for DSS to answer the call.
- Synchronous Ringing does not apply to the cordless terminals.
- A beep indicates when the cordless terminal receives off-hook ringing.

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D$^{term®}$ *Handset Cordless*

D-23

FEATURE DESCRIPTION

The D^{term} Handset Cordless Terminal is a stand-alone telephone with a direct connection to one digital port on the ESI(8)-U10 ETU.

The D^{term} Handset Cordless Terminal has the following features:

- ✆ 40 separate Channels for Base unit communication
- ✆ 3-Channel semi-auto scan (MCA)
- ✆ 900 MHz Analog FM spectrum with Voice Scramble
- ✆ MW Lamp for incoming call and voice mail message notification
- ✆ 30-100 foot operating range between Handset and Base unit without obstructions
- ✆ Auto Talk Feature
- ✆ Any Key Answer
- ✆ LED Low Battery Warning
- ✆ Talk (Talk), Transfer (Trf), Mute (Mute), Channel (Ch), Volume (Vol), and Ringer On/Off keys
- ✆ 4-hour Talk Time
- ✆ 40-hour Standby Time

SYSTEM AVAILABILITY

Terminal Type:

DTP-16HC-1(BK) TEL

OPERATING PROCEDURES

All Operating Procedures assume these features are assigned to the DTP-16HC-1 terminal:

- ✆ Prime Line Pickup to the Primary Extension
- ✆ Ringing Line Preference

To change the Auto Talk mode:

1. Hold down **Trf** key while changing the Ringer On/Off switch from Off to On.
2. When mode changes a confirmation tone is generated:
   Auto Talk Off: 3 Beeps
   Auto Talk On: 2 Beeps

Answering calls:

1. When the Handset is on the Base unit, only the Base unit rings and the Large LED flashes as usual.
2. When in Standby mode, the handset and Base unit both ring and the message waiting LED flashes rapidly in conjunction with the Base unit Talk/Batt.low LED.

Note: When Ringer On/Off switch is in Off mode, the Handset does not ring, but the message waiting LED flashes.

With Auto Talk off:

1. When the Handset is on the Base unit, lift it and press any key.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base unit.
3. Talk to the caller. The Message waiting LED is Off.
4. When finished, press the **Talk** key or place Handset back in the Base unit to disconnect the call.

With Auto Talk On:

1. When the Handset is on the Base unit, lift it.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base station.
3. Talk to the caller. The Message waiting LED is Off.
4. When finished, press the **Talk** key or place Handset back in the Base unit to disconnect the call.

   ☞ In Auto Standby, the Talk key does not have to be pressed to disconnect. Place the Handset in the Base unit to disconnect the call.
5. After call is disconnected the Message Waiting LED becomes active again when messages are waiting.

Setting handset ringer On/Off Volume in Standby Mode:

1. Press **Vol** key to adjust volume normal or high.
2. While **Vol** is pressed, the ringer starts to ring based on the current setting.

   Note:Ringer Volume can be adjusted with Ringer On/Off key in Off.

To Adjust Receiver Volume with a call in progress:

Press the **Vol** key repeatedly to adjust from Medium → High → Low → Normal in this order.

Note: When call is disconnected, default volume returns to Normal.

To Mute Handset to disable the microphone:

1. Press **Mute** key.
2. The Talk/Batt.low Led Blinks 500 msec On, 500msec Off during Mute.
3. Press **Mute** again to reactivate the microphone.

   Note:Voice is not transmitted during Mute.

To make a call with Auto Talk Off:

1. Lift the Handset from the Base Unit.
2. Press **Talk** key.
3. The Talk/Batt.low LED flashes then lights continuously to indicate an established communication path between the Handset and the Base unit and dial tone is generated.
4. Dial the number.
5. Talk to the party.
6. When finished, press the **Talk** key or place Handset back in the Base unit to disconnect the call.

To make a call with Auto Talk On:

1. Lift the Handset from the Base Unit.
2. The Talk/Batt.low LED flashes then lights continuously to indicate established communication path between the Handset and the Base unit and dial tone is generated.
3. Dial the number.
4. Talk to the party.
5. When finished, press the **Talk** key or place Handset back in the Base unit to disconnect the call.

To Hold a call in progress at the Base unit:

1. Press **Hold** and return the Handset to the Base unit.
2. To return to the held party press the flashing green line key and press **Talk** or pick up the Handset.

Note: After a programmed time the held call recalls to the originating terminal.

To Hold a call in progress at the handset:

1. Press **Trf**.
2. An Internal Dial tone is generated.
3. To return to the held party press the flashing green line key.

Note: After a programmed time the held call recalls to the originating terminal.

To establish a conference call at the base unit:

1. With a call in progress, press Conf on the Base unit.
2. Dial another station number.
3. Announce Conference (Optional).
4. Press Conf on the Base unit to establish the conference.

To Install the battery:

1. Slide the battery compartment cover on the lower Handset back down to remove it.
2. Remove the IMPORTANT charging NOTE from the battery compartment.
3. Align the guides on the bottom of the battery plug and insert it in the connector.
4. Put the battery in the compartment with the description visible.
5. Replace and push up the cover to snap it in place.

   Note:Ensure that the wires are inside the cover.

To install the belt clip:

1. Position clip to the back side of the Handset unit with the clip spring pointed up.
2. Align the four prongs of the clip to the four slots on the sides of the Handset.
3. Gently press belt clip to snap the prongs into place.

SERVICE CONDITIONS

Data Assignment:

- The Ring Pattern for the Handset can be selected in System programming.

Restrictions:

- Only one Handset Cordless terminal can be connected per ESI port.
- A provided RF line cord should be used for best performance.
- The Handset Cordless is a stand-alone terminal.
- Base units of the Handset Cordless terminals should be installed at least 17 feet apart for optimum performance. The distance range between the base unit and the handset is 30~100 feet without obstructions, depending on the environment.
- Distance of DTP-16HC-1 from the switch is 60 Meters (197 Feet). Condition is less than 10 ohms loop resistance. Maximum distance when ACA-U Unit is connected, is 330 meters (1,083 Feet). Condition is less than 57 ohms loop resistance.
- The Handset does not ring when the battery is low.
- The standard charged nickel-cadmium battery may last 4 hours for conversation and 40 hours for standby. Initially the battery must be charged without interruption for 17.5 hours. The charge LED (below the Base unit contacts) is red during charging and remains on after charging is completed.
- After continuous charging, the Handset battery may fail to charge or discharge quickly. In either case, operate the Handset until the low battery alarm sounds, auto shutoff occurs, and the battery is fully discharged. Charge the battery without interruption for 17.5 hours. When the battery no longer charges, replace it.
- The ACA-U Unit is the only adapter that can be used for the Handset Cordless Terminal.
- The D^{term} Handset Cordless is not wall mountable.

Note: Conditions that may exist without the ACA-U Unit: The display blanks when the cordless handset is returned to the Base Unit. Though this is normal, the ACA-U Unit minimizes this condition.

General:

- The Handset Cordless terminal provides 40 different channels for communication with the Base unit. These channels are shared and allow 40 simultaneous connections for Handset Cordless terminals in a Base unit range.

- When communication is stopped for about 30 seconds during handset conversation, the Handset Cordless terminal automatically searches for a clear channel. An error tone rings the handset when it is not on the Base unit.
- When reception becomes garbled or static occurs during conversation, channels can be changed manually. Press the Ch key to activate the 3-channel automatic scan (MCA). When channel change fails, an error tone is generated and the channel does not change. While the channel is changing, the Talk/Batt.low LED flashes (On 100 msec., Off 100 msec.).
- When a communication path is established between the Handset Cordless terminal and the Base unit, the Talk/Batt.low LED is on and dial tone is generated.
- When a communication path cannot be established in 5 sec., an error tone is generated and the Handset returns to standby.
- A pencil eraser or contact cleaner should be used monthly to clean the battery contacts on the Handset and Base unit to maintain stable charge.
- When the battery is low during standby, the Talk/Batt.low LED blinks (On 50 msec., Off 50 msec.).
- When the battery is low during a call, an alarm tone is generated, and the Talk/Batt.low LED blinks (On 50 msec., Off 50 msec.). The Handset must be returned to the Base unit.
- The battery is charged by the line voltage.

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D^term® IP Gateway System

D-24

FEATURE DESCRIPTION

The D^term IP Gateway system converts traditional voice traffic and its accompanying signaling for call setup and networking to IP for transport across a managed IP network. The system allows workers at branch offices or telecommuters to take advantage of the rich feature set of the company central site Key Telephone System as though they were connected locally without loss of functionality. Traditional voice traffic (plus call setup and networking signaling) travel from the KTS to the Gateway where they are converted to IP packets that are shipped to a 10 Mb (Gateway) or 10/100 (Gateway II) Ethernet LAN port. They are then picked up by the enterprise router and sent to the Corporate WAN.

At the branch office, the local router receives the WAN signals and feeds them to the local 10/100 LAN. From there they reach the D^term IP Branch unit that converts the IP packets back to standard (TDM) voice signals for distribution to attached Series E/Electra Elite telephones. The D^term IP Branch supports up to 12 voice circuits. When the remote site is a telecommuter at home or only a few workers, the remote IP/TDM conversion is performed by a D^term IP Adapter that fits easily on the bottom of a standard D^term Series E telephone. This system:

- supports circuit-/packet-based Networks
- allows mix and match IP-capable EXTender clients up to eight or 12 users
- connects to the digital-line side of the Electra Elite KTS
- allows virtual configuration, management, and troubleshooting of EXTender clients from a central location
- allows synchronous transmission
- supports an asynchronous Terminal Adapter (TA)
- allows encrypted user name and password on each port
- supports call suspend mode on ISDN line with Asynchronous TA
- supports IP Precedence and DiffServ QoS mechanisms
- allows choice of network topologies and variable compression rates

SOFTWARE SUPPORT

- TCP/IP protocol for support of IP traffic and management
- RVPoIP uses UDP/IP protocol for voice transmission
- Serial RVP uses HDLC encapsulation for voice transmission
- Management and utilities: Telnet, inband RVP, RS-232 console interface (Gateway and Branch), SNMP, and HTML
- Software upgradable, using FTP, between the Gateway and the branch, RS-232 serial port to PC, or inband connection

SYSTEM AVAILABILITY

Terminal Type:

DTP/DTU Multiline Terminals

DTP-32DE-1 for home environment

REQUIRED COMPONENTS

Components include the following:

- Electra Elite KTS with 1 ESI port for each Branch port and IP Adapter
- 1 Gateway unit
- 1 Branch unit and/or IP Adapters with total ports not exceeding the number of ports supported by the Gateway unit
- 1 Power Cord
- 1 RS-530 cable
- 2 RJ-21 50 pin cables to connect Gateway to DTS and Branch to punch block – connectors required include a female connector to attach to D^{term} IP, and a male connector to attach to the KTS
- Punch blocks that can crossconnect the D^{term} IP Gateway to the KTS and D^{term} telephones to the branch locations
- Installation hardware for Gateway and Branch units
- 1 System Administrator's Guide
- 1 Quick Installation Guide
- 1 Application Guide
- PC for configuration
- T1, Fractional T1, ISDN, Frame Relay or ATM circuit that can connect the Branch unit to the Gateway location

- A networking terminating device that can interface with the Gateway and Branch/Adapter units and support synchronous serial protocol using RS-232, V.35, or RS-530 interface, or 10BaseT Ethernet for an IP connection

NETWORK REQUIREMENTS

The Gateway must be installed on an existing LAN or WAN network.

Each unit requires a network device that supports a synchronous serial interface or an Ethernet connection to a TCP/IP network.

The network must be operational and active to complete installation of the Gateway.

The network device must support one of the following:

- Synchronous serial signaling on its data port using an RS-232, V.35, or RS-530 interface
- 10BaseT Ethernet connection

OPERATING PROCEDURES

Same as Multiline Terminal

SERVICE CONDITIONS

Restrictions:

- When you dial 911 on your D^{term} telephone, the 911 facility reached is the one that serves the Gateway facility. To reach the correct 911 service for your area, use a telephone connected locally. The D^{term} IP Branch unit provides an analog port for local dialing.
- Synchronous ringing does not work on the remote telephone. Incoming trunk calls automatically ring 2 seconds on/2 seconds off.
- Analog Fax machines and modems cannot operate with a D^{term} Multiline Terminal that is connected to an APR-U Unit optional adapter.
- The CTA-U Unit and CTU(S)-U Unit cannot be installed to a KTS remote Multiline Terminal to provide TAPI functionality with the KTS.
- The CTU(C)-U Unit (Coreline) cannot be used with a KTS remote Multiline Terminal.
- D^{term} PC and PCII do not function with a KTS remote Multiline Terminal.

- The DTP-32DE-1 Multiline Terminal is the only one certified for use in a home environment. None of the other D^{term} Series E or Electra Elite Multiline Terminals are certified for home use because of FCC restrictions, but they are approved for use in an office environment.
- The HFU-U Unit handsfree adapter cannot operate with a KTS remote Multiline Terminal for home use because of FCC restrictions, but it is approved for use in an office environment.
- An applicable network terminating device must be installed and functioning at both the corporate facility and the branch office.
- The data connection between the corporate facility and the branch office must be configured properly and operational.
- Network termination equipment must support an RS-232, V.35 or RS-530 synchronous interface or support IP devices over Ethernet.
- The system operates from 100-240 VAC, 50-60 Hz. Power must not be applied to the Gateway unit until specified in the installation procedures.
- The Gateway power supply and cables should be installed away from high power/high RF noise devices such as computers, fans, fluorescent ballast, or power supplies.
- Good wiring practices are required. Do not run wires across devices such as fluorescent lights, computers, or air conditioners to avoid introducing noise in the modems.
- The distance between the PBX/KTS and the Gateway unit must not exceed 500 feet.

General:

- Refer to D^{term} IP Gateway System Administrator's Guide or D^{term} IP Gateway II System Administrator's Guide for more information.
- TAPI is not supported.

Elapsed Call Time

E - 1

FEATURE DESCRIPTION

The Elapsed Call Time indicates how long the station has been connected to an outside line. It is displayed on Multiline Terminals with an LCD.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with an LCD

Required Components:

None

OPERATING PROCEDURES

Not applicable

SERVICE CONDITIONS

General:

- The elapsed call time is shown on the LCD when a Multiline Terminal user is talking on an outside line.
- The maximum Elapsed Call Time is 99 minutes and 59 seconds. When the time reaches this maximum, the display resets to 00 minutes and 00 seconds.
- When a call is placed on hold (Exclusive or Non-Exclusive) or Transfer Recall, the Elapsed Call Time continues.
- When a transferred call is answered, the Elapsed Call Time is reset to 00:00.
- For outgoing CO/PBX calls, the starting time is set at 20 seconds (default) after the last digit is dialed. For incoming outside calls, the starting time is immediate. However, there is a five second delay after the call is answered.
- The starting time for outgoing Tie line calls is when the called party answers the call.
- The Elapsed Call Time display clears during dialing and returns five seconds after the last digit is dialed.

- The Elapsed Call Time for each outside line operates independently. When several outside calls have been made from a station, the LCD displays the elapsed time when talking on each individual call.
- During a 2-line conference call, the LCD displays the elapsed time of the last individual line call.
- The Elapsed Call Time display clears when a Tone Override is received.
- During a conference call that includes one outside party and two internal parties, the Elapsed Call Time shows on the display of the two internal parties.

Electronic Volume Control

E-2

FEATURE DESCRIPTION

Electronic Volume Control is provided on all Multiline Terminals to allow easy changes to the LCD contrast on Multiline Display Terminals, Off-Hook Ringing volume, Station Ringing volume, and Handset/Station Speaker volume.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To change the LCD contrast for Multiline Display Terminals:

1. Press Speaker to go off-hook.
2. Dial default Access Code 6 MNO 0 OPER .
3. Dial 2 ABC from the dial pad.
4. Press ^ v to adjust LCD contrast (^ to increase or v to decrease).
5. Go on-hook.

- OR -

While the station is idle, press ^ v to adjust LCD contrast (^ to increase or v to decrease).

To change the off-hook ringing volume:

1. Go off-hook with the handset.
2. Dial default Access Code 6 MNO 0 OPER .
3. Dial 1 from the dial pad.
4. Press ^ v to control off-hook ringing volume (^ to increase or v to decrease).
5. Go on-hook.

To change the station ringing volume:

1. Press Speaker to go off-hook.
2. Dial default Access Code 6 MNO 0 OPER .
3. Dial 1 from the dial pad.
4. Press ^ v while the station is ringing to control ringing volume (^ to increase or v to decrease).
5. Go on-hook.

To set the handset receiver volume:

1. Go off-hook with the handset.
2. Press ^ v to control handset receiver volume (^ to increase or v to decrease).

To set the speaker volume:

1. Press Speaker to go off-hook.
2. Press ^ v to control speaker volume (^ to increase or v to decrease).
3. Go on-hook.

- OR -

While using the speakerphone, press ^ v to adjust the volume (^ to increase or v to decrease).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-46 and 1-1-47 [Access Code (1- or 2-Digit) Assignment] default Dial number 60 for Volume/LCD control.
- Use Memory Block 4-92 (Receiving Volume Selection) to set either DOWN (return receiver volume to a normal setting) or UP (keep the setting increased for a call after hanging up that call).

General:

- Multiline Terminal users can further increase station volume by pressing Feature + 2 during internal calls.
- LCD contrast, off-hook ringing volume, station ringing volume, and speaker volume adjustments are saved in system memory.

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E&M Tie Lines (4-Wire)

E-3

FEATURE DESCRIPTION

E&M Tie Lines (4-Wire) can be connected to the system to provide communication between remote systems and facilities. The system can receive and/or transmit DTMF or DP signals on E&M Tie Lines.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

TLI(2)-U10 ETU

OPERATING PROCEDURES

To originate a call:

1. Dial the Trunk Group Access Code assigned for E&M Tie Lines.
2. Dial the station to be called, or when using Uniform Numbering Network, dial the distant system number and the station to be called, or dial the Trunk Access Code and number to be called.

- OR -

1. Press the line key with direct E&M Tie Line appearance, and wait for a dial tone.
2. Dial the station to be called when using Uniform Numbering Network, dial the distant system number and the station to be called, or dial the Trunk Access Code and number to be called.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-07 (Tie Line Delay Ringing Time Selection) to specify delay ringing time (default: ∞, no limit).
- Use Memory Block 1-1-34 (Tie Line First Ring Pattern Selection) to select specific ringing tone patterns (default: Pattern 3) for incoming Tie line calls.

- Use Memory Block 1-1-53 (Tie Line Delay Ring Pattern Selection) to select the delay ring Pattern (default: Pattern D).
- Use Memory Block 1-1-69 (Tie Line Code Restriction Assignment) to assign YS (outgoing Tie Line dialed digits are code Restricted) or NO (no restriction). Default is YS. With code restriction assigned, an access code must be entered in front of the dialed number in the 8-digit matching tables to dial out of a distant system.
- Use Memory Block 3-27 (Tie Line Dial Tone Selection) to send (default: YS) or disable (NO) Dial tone on E&M Tie Lines to distant systems.
- Use Memory Block 3-29 (Trunk Internal Transmit Pad Selection) to specify (Default: 8 dB) Internal Transmit pad adjustment (volume level).
- Use Memory Block 3-30 (Trunk Internal Receive Pad Selection) to specify (Default: 8 dB) Internal Receive pad adjustment (volume level).
- Use Memory Block 3-31 (Trunk External Transmit Pad Selection) to specify (Default: 0 dB) External Transmit pad adjustment (volume level).
- Use Memory Block 3-32 (Trunk External Receive Pad Selection) to specify (Default: 0 dB) External Receive pad adjustments (volume levels) can be specified.
- Use Memory Block 3-92 [Trunk (Installed, DP/DTMF) Selection] to specify each line of the TLI(2)-U10 ETU as MF (default), DP 10pps, DP 20pps signaling, or NIL (not connected) on E&M Tie Lines.
- Use Memory Block 4-01[CO/PBX Ring Assignment (Day Mode) or 4-02 [CO/PBX Ring Assignment (Night Mode)] to set an unanswered Tie/DID call to ring using Day or Night Mode ringing assignment.
- Use Memory Block 4-32 (Trunk Digit Restriction) to restrict each station in the system to a maximum number of digits or no limit (default: 00, no limit) that can be dialed out on a Tie line when Code Restriction is assigned.
- Use Memory Block 5-00 (Digit Add/Del for Tie Line Networking Assignment) to assign Tie/DID lines to add up to two digits or delete up to two digits per Trunk group as needed. Default is not assigned.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the TLI(2)-U10 ETU.

General:

- Each TLI(2)-U10 ETU supports two 4-wire E&M Tie Lines.
- When a call from/to the remote end is made to a busy station in the Electra Elite systems, the caller cannot set Callback Request, Step Call, or Camp-On.
- The incoming ringing pattern for Tie line calls can be changed in System Programming, or voice announcement can be selected system-wide (default: 2 seconds ON/4 seconds OFF).
- Immediate start, wink start, delay start, or second dial tone (default) loop supervision can be selected per trunk using System Programming.
- When voice announcement for incoming Tie calls is selected, the outside party cannot switch the call to a ringing call.
- The Recall key and Drop key are ignored when Tie lines are used.

RELATED FEATURES LIST

Feature Number	Feature Name
F-4	Flexible Numbering Plan
T-2	Tandem Switching of 4-Wir eE& MTi eLines
T-7	Trunk-to-Trunk Transfer
U-3	Uniform Numbering Network

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Electra Professional Terminal Migration

A-4

FEATURE DESCRIPTION

Electra Professional Terminal Migration allows an Electra Elite customer to protect their investment in terminals when purchasing Electra Elite systems. Electra Professional Multiline Terminals can be easily used with the Electra Elite systems. With very few exceptions, all terminal features and abilities that are possible on Electra Professional Level II/IIA/120 are also possible with the Electra Elite system.

SYSTEM AVAILABILITY

Terminal Type:

Electra Professional Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Not applicable

SERVICE CONDITIONS

- The Off-Hook Voice Announcement feature supported by the ETW-24DS-1/2(BK)/(SW) is not provided by the Electra Elite system.
- When reading the Electra Elite documentation, the Redial is the LNR/SPD key and the Feature is the FNC key on the Electra Professional Multiline Terminals.

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Elite ACD Plus

E-5

FEATURE DESCRIPTION

Elite ACD Plus is an Automatic Call Distribution ETU that supports up to 40 agents and 12 supervisors. This feature allows any incoming DIT, ANA, DID, or CO Ring Transfer call to terminate at a prearranged ACD Group of agents. The incoming call is either distributed to the agent that has been idle the longest or in accordance with a programmed preference level. Operation includes Automatic Attendant (AA), ACD only, or both AA and ACD.

The administration Program uses a Local Area Network (LAN) that allows one administrator and up to five remote PCs, depending on site license, to monitor ACD statistics and generate reports.

An agent or supervisor can be an active member in up to four ACD Groups and can be logged on and receive calls from all four groups.

System Software S5500 5.52m2 is required.

SYSTEM AVAILABILITY

Terminal Type:

D^{term} Series E and Elite Multiline Terminals with Softkeys

Required Components:

ACD(8)-U10 ETU

OPERATING PROCEDURES

Refer to Automatic Call Distribution Manual:

GENERAL DESCRIPTION

CALL PROCESSING

Abandoned Call Search

Abandoned incoming calls are not connected to agent positions. The system removes them from the queue on trunks that provide calling party disconnect supervision.

Call Distribution to Agents

Two methods can be used:

- Longest Idle

  Calls are automatically and uniformly distributed to the agent in an ACD Group that has been idle the longest. When incoming calls are holding the oldest call is connected to the first available agent.

- Preferred

  Calls are automatically distributed among idle agents according to an assigned priority level of 1 (first) to 9 (last) When agents have the same priority, the system connects the call to the longest idle agent in that priority.

Call Transfer to ACD Group Queue

CO Trunk calls that terminate to a normal station, ACD agent, or supervisor can be transferred to an ACD Group Queue.

Night Service

The administration program assigns ACD Groups to follow or ignore night mode. When an ACD Group is in night mode, the system can route incoming ACD calls to an Internal Station/Attendant or Night Announcement, or perform a Centrex Transfer.

Overflow

When all agents are busy, and calls have been held in queue for more than a specified time, overflow allows calls to be directed to an assigned station, Station Hunt Group, another ACD Plus queue, or Off-site using Centrex Transfer.

Queuing

All incoming calls for ACD Groups are placed in queue when no agent is available. A queue provides first in-first out sequence for call processing.

Pilot Numbers

A system programmed pilot number is the entry point for callers to an ACD Group. A pilot number corresponds to a Call Arrival key appearance in the Electra Elite system. Each queue has an individual CAR key. Do not program An ACD Group Pilot Number in a station hunt group because Station Hunt has priority over ACD.

SERVICE CONDITIONS

Data Assignment:

- The Flash ACD hardware connects to the Electra Elite through ports recognized by the KSU as Digital Voice Mail ports. Eight ACD ports are supported.
- Voice Prompts and firmware are stored in Flash Memory on the Elite ACD(8)-U10 ETU. Firmware upgrades are programmed using a serial port on the ETU.

Restrictions:

- Only 40 agents and 12 supervisors can be logged on at the same time to any or all ACD queues, depending on programming.
- When the agent in the ACD Group where a call terminates does not answer after a programmed number of rings, the call is put back in the queue and goes to the next available agent or follows overflow.
- Only one system administrator can be connected to the server anytime.
- Up to five remote monitors can be connected to the server at the same time.

General:

- Calls are answered first in-first out.
- Calls are distributed to the longest-idle agent or according to the priority level assigned to an agent.
- Elite ACD Plus can be programmed per Queue to follow or ignore night mode.
- Maximum programming assignments for ACD Groups and Agents are listed below:
  - 120 Agents per system
  - 12 Supervisors per system
  - 120 Agents can be assigned to one ACD Group
  - 40 Agents and 12 Supervisors can be logged in at the same time
  - Four ACD Groups per system

AGENT AND SUPERVISOR FUNCTION

Assistance

During an ACD call, An agent can press a programmed Feature Access or One-touch key to automatically place the active call on hold and call the supervisor for assistance.

Break Mode

The agent can use a softkey to take a position out of ACD Mode for a break from work without logging off.

Wrap Mode

The agent can use a softkey to take a momentary break to process the previous call. This allows the agent to finish paper work and discuss the call with a supervisor.

Logon/Logoff

An agent can logon by dialing the pilot number for the ACD port and following displayed prompts. Operating statistics are collected until the agent performs logoff by pressing the logoff softkey on the agent position.

Non-ACD Call

An agent or supervisors can receive a transferred call or a call directly from dial trunks (*e.g*., Tie Line, DID, or DIT). Transferred ACD calls from another agent or ACD calls on hold by another agent are counted as non-ACD calls by MIS when they are picked up by agents in another Group.

Headset Answer/Release

An agent using a handset can press a programmed Headset On/Off Line Key to answer or release an ACD call.

Headset Volume Control

An agent can control the volume of the headset independently of the volume of the handset.

Control of Night Mode

The supervisor can activate or deactivate Night Mode using an NT key programmed on a Feature Access or One-Touch key on the supervisor terminal. A supervisor can also place an individual queue in night mode after logging on, using softkeys. Each queue can be set to follow or ignore night mode.

Monitoring (Barge-In)

The supervisor can monitor calls at an agent position using a key operation on the supervisor terminal. The conference LED is on at each involved terminal during monitoring.

SERVICE CONDITIONS

Data Assignment:

- A default alert tone is provided for Barge-In Monitoring. The tone can be disabled in system programming.

Restrictions:

- An agent can logoff or enter Break or Wrap mode only when the station is idle. The agent can request these conditions by pressing the applicable softkey during an ACD call. The last entered request is carried out when the telephone returns to idle.
- An agent cannot receive another ACD call while an existing ACD call is on hold. After the held call is terminated, the agent can then receive ACD calls.
- Agents and supervisors must have a DTP/DTU terminal with softkeys.
- Agent telephones always follow forwarding including ACD calls. The forwarding times must be verified to ensure that they do not conflict with agent operation.
- Incoming ACD calls cannot be received during Break or Wrap Mode.

General:

- The LED for a Call Appearance key used to transfer a call to an ACD pilot number remains on until the call is answered by the ACD ETU.
- After the agent dials the ACD(8)-U10 ETU, all agent functions are accessed using softkeys.
- Any agent in an ACD Group can press their logoff key to busy out the station. The station user can then originate calls or receive calls directed to the station number but not to the ACD Group number.

AUTOMATED ATTENDANT FUNCTION

Restrictions:

- Supervisors can record AA and ACD queue messages again using the telephone. The maximum message lasts 90 seconds.
- Automated Attendant (AA) allows a caller to direct dial a valid extension defined by the Administration application or one-key dialing only while a message is playing, when direct dial is enabled.
- When caller does not select an Automated Attendant transfer option after the AA message finishes playing, the caller is automatically transferred to the default transfer number. When a default transfer number is not assigned, the AA message replays.
- Elite ACD Plus can be programmed to answer lines with AA while sending others directly to the ACD queue.

  ☞The DIT assignment bypasses the Automatic Attendant function for any trunk.

General:

- For Centrex lines, the AA can transfer a call to any valid Centrex number using Centrex service. After the call is transferred at the Central Office, it does not use any Electra Elite trunk lines.
- Additional hardware is not required to support Automated Attendant.

ANNOUNCEMENTS FUNCTION

General:

By default, all announcements except the AA and On-Hold message are recorded. Using the Administration program, most messages can be allowed or denied per group. Both AA messages and the Numbers in Queue messages are shared by all groups. The supervisor can login by telephone to ACD and change any message when granted access rights for the group. Recordings can also be changed using the Administration program by uploading a voice file in the correct format from the PC.

All prompts must be recorded or converted to 8KHz OKI ADPCM format.

The numbers prompt must be in BICOM Indexed Play File Format with silence compression in addition to the requirement listed above.

Automated Attendant Messages

A standard greeting that is not recorded at default and an error message that plays when an invalid selection is dialed are included. Both messages are shared by all groups.

ACD Greeting Message

A caller hears the message that is recorded per group when agents are not available to answer a call. The Administration program can set this message to play first even when available agents are idle.

Numbers in Queue Messages

These messages are shared by all groups, can be recorded by the Supervisor using a telephone, and contain the numbers played for queue depth. During recording by telephone, the number to speak is shown in the display. When a voice file from a PC is used, the message must be in *indexed play format* or the queue depth feature does not work.

ACD On-Hold Message

This message (recorded and enabled per group) plays after the ACD Greeting and Refresh 1 and Refresh 2 messages. By default this message is not recorded.

ACD Refresh Message 1

This message (recorded and enabled per group) plays at programmed intervals for callers that remain in queue. It plays after the ACD Greeting and before ACD Refresh Message 2.

ACD Refresh Message 2

This message (recorded and enabled per group) plays at programmed intervals for callers that remain in queue. It plays after the ACD Greeting, ACD Refresh Message 1, and On-Hold messages.

Night Message

This message (recorded and enabled per group) is played when a group is in night mode and the message is enabled for that queue.

ACD Queue Status Header

This message (recorded and enabled per group) is used with the queue depth feature to indicate the place in the queue. By default it states: “you are caller number” followed by the prompt that plays the correct place for the caller.

ACD Queue Status Trailer

A message (in queue) that is recorded and enabled per group is played after the Queue status header and Numbers Message.

Data Assignment:

- The answering time after the incoming CO/PBX call rings can be programmed per trunk when using Automated Attendant.

Restrictions:

- The maximum time for any message is 90 seconds.
- DIT/ANA, CO Ring transfers, AA transfers, or DID/Tie Line calls must be directed to an ACD pilot number to receive announcements.
- When all ACD ports are busy, the incoming caller continues to hear ringback tone or Music on Hold until an ACD port is available.
- Only seven calls can be connected to the ACD(8)-U10 ETU and receive announcements at the same time. Port 1 is reserved for agents to logon during heavy traffic. A maximum of 64 trunks can be supported.

General:

- When all agents in the ACD group where a call is terminated are busy, the call waits in queue until an agent is available. The caller receives announcements, queue depth indication or Music on Hold.
- Each caller hears every announcement from the beginning.
- When an agent becomes available, the caller is immediately connected even when an announcement is in progress.

Elite CallAnalyst

E-6

FEATURE DESCRIPTION

Elite CallAnalyst is an easy to use, graphically oriented software package that allows you to monitor and analyze telephone calls, understand telephone usage, and cut costs. Incoming and outgoing calls are tracked accurately along with the date and time of the call. When the incoming telephone call must be tracked with name and/or telephone numbers, Elite CallAnalyst requires Caller ID service from the local telephone company.

Elite CallAnalyst increases productivity, facilitates billing, and helps detect toll fraud and telephone abuse. It also has powerful tabular (text) and graphic report generating ability. Reports include extension/line summaries, date/time and department summaries, longest/most expensive calls, and most frequently called numbers. These reports can be used to analyze your telephone as a critical business communication tool, improve its business effectiveness, and reduce your telephone costs. A report can be generated showing calling patterns by volume or duration on a color-coded United States map. This can help a Customer Support, Sales Order, or Telemarketing business become more focused, more productive, and more cost effective.

Highlights of Elite CallAnalyst and Elite CallAnalyst Lite

- ✆ Network based
- ✆ Fraud monitoring
- ✆ Automatic report and data archival scheduling
- ✆ Real-time inbound/outbound call monitoring
- ✆ Call costing and user configurable rate plans
- ✆ Time billing
- ✆ Variety of customer configurable report categories:
  - Date/Time and area code
  - Filter reports based on date, time, extension, line, duration, account code, forced account code, name, and number
  - Customized reports

SYSTEM AVAILABILITY

Terminal Type:

All Terminals

- ✆ Incoming CO/PBX Call
- ✆ Outgoing CO/PBX Call
- ✆ Conference CO/PBX Call
- ✆ Transferred CO/PBX Call

Required Components:

MIFM-U10 ETU

Minimum PC Requirements

- ✆ PC with Pentium Processor
- ✆ 64 Mb Ram
- ✆ VGA monitor 800 X 600 res. (SVGA 1024 X 768 recommended)
- ✆ Windows 95/98 Me, NT-SP 3 or later, 2000
- ✆ 80 Mb free hard drive space
- ✆ CD-ROM drive (When using CD for installation)
- ✆ Available serial port and RS-232 cable
- ✆ Printer for reports

☞ The Elite CallAnalyst software should be installed on a separate PC, but other applications may be installed. Performance depends on the need for memory and processing for the other applications.

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- ✆ Use memory Block 1-5-02 (SMDR Print Format) to select ALL (default) to print all digits or MASK to mask the last four digits of a telephone number.
- ✆ Use Memory Block 1-5-13 (Printer Connected selection) to assign a printer for SMDR.

- Use Memory Block 1-5-14 (Printer Line Feed Control Selection) to select printout with or without return.
- Use memory Block 1-5-25 (SMDR Valid Call Time Assignment) to specify the SMDR Valid Call Time before SMDR outputs a record. Incoming transfer or conference calls and outgoing calls are not output through SMDR until the Valid Call Time has expired.
- Use Memory Block 1-5-26 (SMDR Incoming/Outgoing Print Selection) to assign SMDR to output incoming (INC) calls, outgoing (OUT) calls, or ALL calls (default).
- Use Memory Block 4-56 (SMDR Telephone Print Selection) to select whether or not a station call record is printed on SMDR. **System Software S5000 or higher and MIFM software version 2.05 or higher are required**.
- Use Memory Block 7-1 (Card interface Slot Assignment) to specify the MIFM-U10 ETU.
- Use Memory Block 7-3-01 [MIF (LCR) Assignment] to specify LCR.
- Use Memory Block 7-3-02 [MIF (SMDR) Assignment] to specify SMDR.

Restrictions:

- Call records are not provided for internal calls.
- Caller ID name is not printed on SMDR.

General:

- The following software items are installed on the PC:
  - Call Data Manager (CDM) to collect call records from the system.
  - Elite CallAnalyst and Elite CallAnalyst Lite (version depends on license purchased) to allow reports and other analyst features.
  - Scheduler (default installed) to allow reports and database archival depending on the Elite CallAnalyst version.
  - Elite CallAnalyst Manual (default installed, PDF format).

- The following optional modules of Elite CallAnalyst Software require license upgrade:

  - Network Client

    Network clients must then call NEC for additional licensing. The license is issued on the CallAnalyst Server installation. All license information is maintained on the server PC. Because the license is unique to the PC where the server is installed, you must follow the help files in the license screen to move the license to another location.

  - Fraud alert

    This protects against telephone abuse. (No additional license is required.)

- Refer to the Elite CallAnalyst Manual installed with the software for more detailed information.

- When the printer or other I/O device fails to operate, approximately 100 call records are saved in the MIFM-U10 ETU buffer. When the buffer is full, the earliest call record is lost when the next call record is stored.

- Call record data provides Start Time, Trunk Number, Trunk Group, Call Type, Station Number, Duration, Number Dialed, LCR, Calling Station number, and Transferred Station Number.

- A maximum of 24 digits is allowed for output of a telephone number.

- When the printer is assigned, but a printer is not connected to the system, PRINTER TROUBLE is displayed on the LCD and an audible alert tone is provided at the first two Multiline Terminals (Stations 100 and 101) connected to the system.

- When the MIFM-U10 ETU is not installed or disabled an alarm indication is not provided.

Emergency 911 - Cut Through

E-7

FEATURE DESCRIPTION

FEATURE DESCRIPTION

When all trunks that belong to the Dial Access Code 9 are busy, and a 911 call is placed, an assigned trunk in the Trunk Group/Route Advance Block is dropped and accessed again by the system to place the 911 call.

System Software S5500 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

N/A

OPERATING PROCEDURES

To use this feature at any terminal:

1. Lift the handset or press Speaker.
2. Dial 9 WXYZ 1 1 or 9 WXYZ + 9 WXYZ 1 1.
3. Talk.

SERVICE CONDITIONS

Data Assignment

- Use Memory Block 1-1-46 [Access Code (1-Digit) Assignment] to Assign Access Code **9** to access the appropriate Trunk Group or Route Advance Block.
- Use Memory Block 3-69 (911 Cut Through Trunk Selection) to assign YES to All trunks used for Emergency 911 - Cut Through. Default is all trunks assigned NO.
- Use Memory Block 3-91 (Trunk Type Selection) to assign trunk type to all trunks used for Emergency 911 - Cut Through. Default is CO.

- Use Memory Block 1-1-24 (PBX/CTX Access Code Assignment 1) and Memory Block 1-1-25 (PBX/CTX Access Code Assistant 2) to assign access codes when CTX/PBX trunks are assigned.
- Use Memory Block 3-33 (Disconnect Recognition Time Selection) to assign the time the dropped line remains idle before the line is seized for 911 calls.

Restrictions

- The station user cannot press a busy Direct CO Line and dial 9+911or 911.
- When 911 is not dialed continuously (e.g. dial 9+1+RECALL+1), the 911 call is not placed.
- When Memory Block 3-92 is assigned as NIL and Memory Block 3-69, is set to YES, Emergency 911 - Cut Through feature is not supported.
- When all trunks in Memory Block 3-69 are set to No, the Emergency 911 - Cut Through feature is not supported.
- CAMA trunk and Emergency 911 - Cut Through cannot be used at the same time.
- When the CO line status is as follows, even when Yes is specified by Memory Block 3-69, the call is not dropped and/or disconnected.
  - Receiving Normal Incoming call
  - Receiving DIT call
  - Incoming Automated Attendant
  - Originating 911 call
  - Receiving ACD Incoming call
- Emergency 911 - Cut Through does not override the following features:
  - Digit Restriction set in Memory Block 4-19 (Trunk Outgoing Restriction)
  - Automatic Trunk-to-Trunk Transfer (out going trunk only)
  - Attendant Station Outgoing Lockout
  - FAX branch Connection
- When a station dials 911 while a line is being used by the Fax Branch Connection, this line is not dropped.

- When a station with Live Record or Live Monitoring activated is dropped for 911 - Cut Through, no indication is provided to the station or CO line.

General

- The station user can dial 9+911 or 911 to place a call to the Emergency services.
- Emergency 911 - Cut Through overrides the following features:
  - Outgoing Restriction
  - LCR
  - ARS
  - Forced Account Code Verified/Unverified
- **Emergency 911** is displayed on the terminal at the originating station of the 911 call.
- **RELEASED FOR 911** is displayed on the display Multiline Terminal at the station that was disconnected.
- **DROPPED 911** is displayed on PS II terminals that are disconnected.
- When the line specified by Memory Block 3-69 is set for Trunk Queuing, the system automatically disconnects the line and originates 911.
- When the line specified by Memory Block 3-69 is held for the Call Park feature, the system automatically disconnects the line and originates 911.
- When a PBX/CTX access code was assigned using Memory Blocks 1-1-24 (PBX/CTS Access Code Assignment I) or 1-1-25 (PBX/CTS Access Code Assignment II) and a 911 call is originated on a PBX/CTX trunk, the system automatically inserts the PBX/CTX access code.
- When the line is dropped by Emergency 911 - Cut Through, SMDR prints the dropped call as a normal completed call.
- When 911 is dialed, SMDR prints the call as a normal call with 911 in the digits dialed.
- When 911 is dialed, the Attendant Position (Port 1 or Port 2) displays **911 Call at XXXX** (the station number used to dial 911) for 30 seconds.

- When the station user is talking on a line that is to be dropped for 911 - Cut Through, an alert tone is provided for 2 seconds before the line is disconnected.

- Calls are dropped for 911 - Cut Through in the following priority:

    1. Talking State
    2. Holding State
    3. Parked State
    4. Conferencing, Live Record, or Live Monitoring State

Enhanced 911

E-8

FEATURE DESCRIPTION

The Electra Elite system supports Enhanced 911 by defining an available loop start trunk as a CAMA or an ISDN PRI trunk. When a station user dials 911, 9+ 911, or CO line key + 911, the E911 trunk is selected and the Public Safety Answering Point (PSAP) is called. The PSAP is provided callback information generated from the Electra Elite E911 trunk.

The Electra Elite system administrator must maintain and update the callback telephone number database per station.

System Software S3000 or higher is required to support the CAMA Trunk.

System Software S4500 or higher is required to support E911 over the ISDN PRI Trunk.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

COI(4)/(8)-U10 ETU, COID(4)/(8)-U10 ETU, or COIB(4)-U10 ETU

PRT(1)-U10/20 ETU V2.12 or higher

OPERATING PROCEDURES

To use this feature at any terminal:

1. Lift the handset, and wait for internal dial tone.
2. Dial 9 WXYZ 1 1 .

– OR –

Dial 9 WXYZ + 9 WXYZ 1 1 .

– OR –

Select a CO line key, and dial 9 WXYZ 1 1 .

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 1-8-43 (Enhanced 911 Trunk Assignment) to assign one CAMA or ISDN PRI trunk per system.
- ✆ Use Memory Block 1-8-44 (Enhanced 911 Alternate Route Selection) to specify a trunk group or route advance block per system as an alternate route.
- ✆ Use Memory Block 1-8-45 [Enhanced 911 Alternate Route Assignment (Maintenance Busy)] to specify a trunk group or a route advance block per system as an alternate route when the E911 trunk is busy because of maintenance.
- ✆ Use Memory Block 1-8-46 (Enhanced 911 Dialing Digit Assignment) to specify the number of digits (one, two, or three) to be sent when originating a call using Enhanced 911. One digit specifies 1, two digits specify 11, and three digits specify 911 (default).
- ✆ Use Memory Block 4-54 (Enhanced 911 CESID to Station Table Assignment) to assign the Caller Emergency Service Identification (CESID) code of up to 15 digits.

  ☞ A 7- or 10-digit code is normal.
- ✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the COI(4)/(8)-U10 ETU, COID(4)/(8)-U10 ETU, COIB(4)-U10 ETU, or PRT(1)-U10/20 ETU.

Restrictions:

- ✆ The E911 trunk cannot be seized if user dials 911:
  - after seizing Hot Line.
  - after answering an incoming call.
  - after accessing the system using DISA.
  - during Trunk-to-Trunk Transfer.
- ✆ The system attendant is not notified when an E911 call is made from the system.

General:

- ✆ The Caller ID can now be used instead of the CESID. The E911 operator database uses either the CESID or Caller ID to provide a callback number and location for emergency response.

- A system that provides service to a different address using OPX circuits must provide a specific CESID for that station. The CESID is provided by the TELCO when the OPX circuit is provided. The KTS administrator must file a callback number along with this CESID to the E911 system that then places this information in the E911 system database.
- When the E911 trunk is busy, the system allows the call to be routed over another trunk. This is software selectable. No Alternate Routing is the default (with a warning not to change it to Allow) because of the concern that under catastrophic conditions a single location could overload the emergency system with multiple 911 calls.
- When a call is originated using Enhanced 911, the CAMA or ISDN PRI trunk is seized even when a CESID code is not registered.
- The E911 trunk should not be assigned to a line key, trunk group, route advance block, Specified Tenant on CO/PBX/Centrex Line Seizure (1- or 2-digit), or Outgoing (CO only) Access in Same Tenant.
- Enhanced 911 is available only when a CAMA or ISDN PRI trunk is connected and assigned to the system.
- The Facility Interface Code (FIC) for a dedicated CAMA or ISDN PRI trunk is 02RV-O. This code is provided when service is ordered to indicate the trunk type.
- The following features cannot restrict the station ability to dial 911:
  - Account Code - Forced/Verified/Unverified
  - Station Outgoing Lockout
  - LCR
  - Caller ID Blocking

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Equal Access Accommodation

E-9

FEATURE DESCRIPTION

Equal Access Accommodation permits Speed Dial memories and Code Restriction to be applied to CO/PBX lines that provide access to a Specialized Common Carrier (SCC).

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal:

1. Press an outside line key.
2. Dial Equal Access Code 1 0 OPER 1 0 OPER + XXX. Equal Access inspection is applied.
3. Dial the long distance number.
4. Talk with called party.

Using a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone.
2. Dial a trunk Access Code, and wait for outside dial tone.
3. Dial Equal Access Code 1 0 OPER 1 0 OPER + XXX.
4. Dial the applicable long distance number. Code Restriction inspection is applied.
5. Talk with called party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-61 (8-Digit Matching Table to Class Assignment) to program Classes 01~14, per class, to NON, allow (default: YS) or deny (NO) assignment to each 8-digit Matching Table.
- Use Memory Block 1-1-67 (OCC Table Assignment) to assign the OCC code (8-digit maximum) in a table (default: Tables 01 ~ 15 blank, Table 16 10XXX).
- Use Memory Block 1-1-68 (8-Digit Matching Table to OCC Table Assignment) to assign each 8-digit Matching Table to each OCC code table.
- Use Memory Block 4-07 [Code Restriction Class Assignment (Day Mode)] and 4-08 [Code Restriction Class Assignment (Night Mode)] to specify Code Restriction Class per station (default: All Stations Class 00).
- Use Memory Block 5-03 (OCC Table to Trunk Group Assignment) to assign each of the 16 OCC tables to each trunk group.

General:

- Code Restriction applies after an Other Common Carrier (OCC) code is dialed.

RELATED FEATURES LIST

Feature Number	Feature Name
C-19	Code Restriction
C-20	CO/PBX, Tie Line Digi tRestriction

External Tone Ringer

E-10

FEATURE DESCRIPTION

The External Tone Ringer provides a common audible tone with relay contacts for control when incoming CO/PBX calls are received in Day or Night Mode. The relay contact closures may be used for external bells or chimes. When an Attendant is not available, station users may respond to the external ring and answer incoming calls. This feature provides for wide area coverage or loud ringing for noisy locations where incoming CO/PBX calls are answered.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

ECR-U10 ETU for common audible and control relays

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-7-07 (External Ring Delay Pattern Selection) to assign each External Tone Ringer control circuit to one of five distinctive ringing patterns (default: Pattern 3), including continuous ring.
- Use Memory Block 2-08 (ECR Relay to Tenant Assignment) to assign an External Tone Ringer control relay to a tenant to control tone generation.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.

Restrictions:

- A maximum of four relays are programmable for External Tone Ringer control.
- Tie lines, DIT/ANA calls, and DID trunks do not activate the External Tone Ringer control relays.

- The External Tone Ringer does not operate on a trunk that is not assigned to aTenant group.

General:

- An ECR-U10 ETU is required for common audible and control relays (10 relays are provided).
- The external ringing equipment must be locally provided.
- Incoming calls to an External Tone Ringer can be answered by Call Pickup (Intratenant/Intertenant).

External Zone Paging (Meet-Me) E-11

FEATURE DESCRIPTION

External Zone Paging (Meet-Me) allows up to three zones of External Zone Paging plus All Zone External Paging. The user can locate personnel quickly using external paging. An external speaker can be installed in a noisy area where a telephone would not be appropriate. All Zone External Paging enables emergency announcements to be made to all areas quickly. The Meet-Me function allows the paged party to respond quickly to the paged call.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

ECR-U10 ETU and a 1- or 2-way amplifier

OPERATING PROCEDURES

To originate using a Multiline Terminal:

1. Lift the handset.
2. Dial the Access Code (5 JKL) (5 JKL) ~ (5 JKL) (9 WXYZ) (as set in default) for the required zone, or press the programmed Feature Access or One-Touch key.

To answer using a Multiline Terminal:

1. Lift the handset.
2. Dial the Meet-Me Access Code ((5 JKL) (*) , when the page is an Internal/External Page, or (5 JKL) (#) , when the page is an External Page, as set in default), or press the programmed Feature Access or One-Touch key.

To originate using a Single Line Telephones:

1. Lift the handset.
2. Dial the desired Access Code (5 JKL) (5 JKL) ~ (5 JKL) (9 WXYZ) (as set in default) for the required zone.

To answer using a Single Line Telephones:

1. Lift the handset.
2. Dial the Meet-Me Access Code ((5 JKL) (*) , when the page is an Internal/External Page, or (5 JKL) (#) , when the page is only an External Page, as set in default).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-7-06 (External Paging Timeout Selection) to specify the External timeout time (default: 5 minutes) before a page automatically disconnects.
- Use Memory Block 1-7-03 (External Paging Alert Tone Selection) to specify whether (YS/NO) an alert tone is sent to external speakers at the beginning of the external page.
- Use Memory Block 1-7-02 (External Speaker Connection Selection) to specify that external speakers must be connected to the system when they are to be used. Up to three external speakers can be connected. Default is all three connected.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.
- Internal and External Zone Paging time outs can be assigned individually. During an All Internal/External Zone Page, the external timeout time is used.

Restrictions:

- When an External Zone Page is in progress (either Zone A, B, C, or All Zone), no other station can activate External Zone Paging until all zones become idle again.
- A single paging zone that provides pre-alert tone only is built in on the Electra Elite 48 system. Chime tone is not supported.

- Only three external paging zones and All Zone external Paging are possible.

General:

- Default Access Codes are:

All External Zones	55	
External Zone A	56	
External Zone B	57	
External Zone C	58	
All Internal/External Zones	59	Default Access Codes can be changed during installation.
External Meet-Me	5#	
Internal Meet-Me	5✱	

- After a page is established and the Meet-Me code is dialed, the paging circuit is released and another party may page.
- A Multiline Terminal user can conference an outside line with an External Zone Page to allow a conversation to be monitored by people within speaker range.
- Talk Back Paging is supported.

RELATED FEATURES LIST

Feature Number	Feature Name
B-1	Background Music Over External Speakers

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Facsimile CO Branch Connection

F - 1

FEATURE DESCRIPTION

The Electra Elite system provides branch connection of locally provided facsimile machines to CO/PBX lines. Additional dedicated CO/PBX lines are not required for a facsimile to operate. The facsimile shares the last CO/PBX line on the COI(4)-U10 ETU, COID(4)-U10, or COIB(4)-U10 ETU through the Main Distribution Frame (MDF) where the CO line is connected from TELCO.

System Software S2000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

Not Applicable

Required Components:

COI(4)-U10 ETU, COID(4)-U10 ETU, or COIB(4)-U10 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the COI(4)-U10 ETU, COID(4)-U10 ETU, or COIB(4)-U10 ETU.

Restrictions:

- For this feature to work properly using the COIB(4)-U10 ETU, switch SW400 must be set to Loop Start (LP).

General:

- The Electra Elite 48/192 systems require a COI(4)-U10 ETU, COID(4)-U10 ETU, or COIB(4)-U10 ETU to connect a facsimile in branch to a direct CO/PBX line.
- Connection of the facsimile machine does not require extra system ports.

- The Electra Elite 48/192 systems cannot distinguish between an incoming facsimile call and a CO/PBX call. Ringing assignments should be turned off for fax lines.
- A facsimile call terminating at the CO/PBX line where the Fax Branch Unit is connected in branch is automatically answered by the Fax machine. Delayed Ringing Line assignment to stations for the Fax Branch Line are recommended.
- When the facsimile is in use, the loop detection information turns on the associated CO/PBX line key LED on a Multiline Terminal.
- When the facsimile is not in use, the Fax Branch CO/PBX line can be used as an outside line.
- Code restriction does not apply to outgoing calls from the Fax machine.

Feature Access - User Programmable

F-2

FEATURE DESCRIPTION

The User-Programmable Feature Access keys and One-Touch keys on the Multiline Terminals can be used for System/Station Speed Dial and many system features.

System Software S5000 or higher supports 16 Feature Access Keys.

System Software S4500 or lower supports 10 Feature Access Keys.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program the Feature Access key for DSS/BLF:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 1.
5. Dial the station number.
6. Dial 1 (optional step, refer to Note).

   ☞ Dial 1 to switch the call from Voice to Tone orTone to Voice.

7. Press Feature.

To program the Feature Access key for Station Speed Dial:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 0 OPER.
5. Dial the Trunk or Trunk Group Access Code (maximum 4 digits).
6. Dial the telephone number to be dialed.
7. Press Feature.

To program the Feature Access key for a dial code feature:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 1.
5. Dial the feature code.
6. Press Feature.

To program a Feature Access key for a Feature key + code feature:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial #. # indicates Feature to the Electra Elite system.
5. Dial the Feature Access Code.
6. Press Feature.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 2-05 (Line Key Selection) to select TEL (Telephone Mode) or TNAT (Tenant Mode). Default is TEL.

- Use Memory Block 2-06 (System Speed Dial Display Assignment) to assign functions to CO/PBX line keys in a tenant specified as Tenant Mode. Default is CO.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign functions to CO/PBX line keys in a tenant specified as Telephone Mode. Default is CO.
- Feature Access keys and One-Touch keys are similar in purpose and ability. Unused Line keys can be assigned as Feature Access keys. One-Touch key availability is controlled by the type of Multiline Terminal.

General:

- Line keys, not used for CO/PBX line access, may be assigned as Feature Access keys in System Programming. The user can then program the Feature Access keys for Speed Dial, DSS/BLF, and selected features (*e.g.*, Call Pickup, Paging, DND set, or DND cancel).
- Each Feature Access key can store up to 16 digits.
- When programming Feature Access or One-Touch keys, press the Answer key, then press: Recall, Feature, Conf, Redial, Speaker, Answer, Transfer, or Hold to enter and store the applicable feature keys.

RELATED FEATURES LIST

Feature Number	Feature Name
D-13	Direct Station Selection
F-3	Flexible Line Assignment
N-1	Nesting Dial
O-3	One-Touch Feature Access
S-10	Speed Dial - Station
A-12	Speed Dial - System

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Flexible Line Assignment

F-3

FEATURE DESCRIPTION

Each Multiline Terminal has complete flexibility of line key assignments to meet individual needs. Functions can be programmed on Flexible Line Keys, including DSS numbers and a variety of Feature Access Codes to simplify the use of these functions. Outside line appearances and Secondary Incoming Extensions can also be assigned to Flexible Line keys.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 2-05 (Line Key Selection) to select TNAT (Tenant Mode) or TEL (Telephone Mode). Default is TEL.
- ✆ Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign functions to each telephone in Tenant Mode. Default is CO.
- ✆ Use Memory Block 4-12 (Line Key Selection for Telephone Mode), to assign functions to each telephone in Telephone Mode. Default is CO.
- ✆ Use Memory Block 4-50 (Multiline Terminal Type Selection) to assign a DTU terminal with 16 (default) or 24 line keys.

General:

- ✆ Each Flexible Line key can be assigned one of the following options:
  - NON (not assigned)
  - CO Outside Lines (01~64)
  - Trunk Groups (01~32)

- Route Advance Blocks (01~16)
- Call Appearance keys (for Groups 00~47, Locations 01~24)
- Feature Access keys (01~10) **Series S4500 or lower**
- Feature Access keys (01~16) **Series S5000 or higher**
- MIC ON/OFF key
- Headset ON/OFF key
- Scroll Key for Caller ID Indication
- Call Forward - Busy/No Answer
- Call Forward - All Call
- Do Not Disturb/Break On/Off
- Log On/Off
- Background Music On/Off
- ICM key
- Secondary Incoming Extensions (01~120)

  ☞ SIE extensions are used for incoming call pickup operation only. Outgoing calls cannot be made using this feature.

✆ The ETW-8-1/2(BK)/(SW) TEL, DTP-8D-1(BK)/(WH) TEL, DTU-8D-2 (BK)/(WH) TEL, and DTP/DTU-8-1(BK)/(WH) TEL have eight Flexible Line keys.

✆ The ETW-16DC-1/2(BK)/(SW) TEL, ETW-16DD-1/2(BK)/(SW) TEL, DTP/DTU-16-1(BK)/(WH) TEL, DTP-16D-1(BK)/(WH) TEL, DTU-16D-2(BK)/(WH) TEL, DTP/DTU-32-1(BK)/(WH) TEL, DTP-32D-1(BK)/(WH) TEL, DTU-32D-2(BK)/(WH) TEL each have 16 Flexible Line keys.

✆ The ETW-24DS-1/2(BK)/(SW) TEL has 24 Flexible Line keys.

✆ Only one MIC ON/OFF key and one Headset ON/OFF key can be assigned for each Multiline Terminal. When a headset ON/OFF key is used, an ADA(1)-W(BK)/(SW) Unit is required to support the headset. ADA(1)-W(BK)/(SW) Unit is available for ETW type telephones only.

✆ Feature Access keys are programmed by the user for DSS, Speed Dial, or Feature Access Codes.

✆ At system default, Flexible Line keys 01~08 are assigned as CO 01~08.

Flexible Numbering Plan

F-4

FEATURE DESCRIPTION

A Flexible Numbering Plan is automatically assigned by the Resident System Program when the system power is first turned on. The Station Numbering Plan may be changed using System Programming to fit customer needs. A station can be assigned a 2-, 3-, or 4-digit station number. An Automated Attendant Numbering Plan is also available with the Flexible Numbering Plan.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-03 (2-, 3-, or 4-Digit Station Number Selection) to assign 2-, 3-(default), or 4-digit station numbers.
- Use Memory Block 4-10 (Station Number Assignment) to assign a Station Number to each telephone.
- Automated Attendant/DISA Numbering Plan, and Uniform Numbering plan can be assigned.

Restrictions:

- The station number can be assigned only to one station.
- Station Numbering Plan can be 2, 3, or 4 digits; however, only one plan can be used at a time.

General:

- The default station numbers are 100~399 (depending on system configuration).
- Refer to the Electra Elite 48/192 Programming Manual for the Numbering Plan Access Code defaults.

Flexible Ringing Assignment

F-5

FEATURE DESCRIPTION

Flexible Ringing Assignments for incoming outside calls and Secondary Incoming Extension appearances can be programmed to ring at specified Multiline Terminals. Separate day and night ring assignments are available, and Delayed Ringing is an option for Multiline Terminals.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-28 (Distinctive Ringing by Telephone or CO Selection) to select distinctive ringing for either TEL (default) or CO.
- Use Memory Block 3-07 (CO/PBX Ringing Variation Selection) to set the ringing tone, per line, to **L**ow, **M**edium (default), or **H**igh for incoming outside line calls to CO/PBX lines.
- Use Memory Block 4-91 (Telephone Ringing Variation Selection) to set the ringing tone, per line, to **L**ow, **M**edium (default), or **H**igh for incoming outside line calls to Telephones.
- Use Memory Block 4-01[CO/PBX Ring Assignment (Day Mode)] or 4-02 [CO/PBX Ring Assignment (Night Mode)] to assign incoming calls to ring on terminals in Day/Night Mode.
- Use Memory Block 4-37 [Extension Line Key Ring Assignment (Day Mode)] or 4-38 [Extension Line Key Ring Assignment (Night Mode)] to assign Day/Night Mode ringing on incoming calls to Secondary Incoming Extensions and Call Arrival Keys, per extension/per line key, when assigned on a Flexible Line key.

- Use Memory Block 4-51 (Off-Hook Ringing Selection) to assign Off-hook ringing to multiline terminals per station.

General:

- Single Line Telephones can be assigned to ring for any line.
- Single Line Telephones support Delayed Ringing.
- Default values assign Attendants 1 and 2 (stations 100 and 101) to have CO/PBX lines 01~08 ringing.

Flexible Timeouts

F-6

FEATURE DESCRIPTION

The Flexible Timeouts feature provides a variety of over 40 timeouts in the Resident System Program to allow the system to operate without initial programming. The system timeouts can be changed to meet customer needs according to the system application requirements.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

✆ Refer to the Electra Elite 48/192 Programming Manual, Chapter 2 for more information.

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Full Duplex Handsfree

F-7

FEATURE DESCRIPTION

The HFU-U Unit is an add-on device to the Electra Elite Multiline Terminals that provides a full duplex speakerphone for small conference rooms. An external microphone is also provided that has a push-to-mute control button that must be held down to turn the microphone off.

SYSTEM AVAILABILITY

Terminal Type:

All Electra Elite Multiline Terminals

Required Components:

The HFU-U Unit must be installed in each Electra Elite Multiline Terminal

OPERATING PROCEDURES

To use the HFU-U using an Electra Elite Multiline Terminal:

1. Press Speaker , and make an internal or external call.
2. When muting is desired, press and hold down the Mute key on the external microphone.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-29 (HFU Selection) to set YS (enable) or NO (disable) for the HFU-U Unit per station. Default is NO.
- The HFU-U(BK/WH) Unit must be installed in S1 of the Multiline Terminal.

General:

- This full-duplex unit does not work as well as a conference-room-type speakerphone. The echo cancellation works best in a smaller area (such as an office) with average acoustics. Large environment areas with hard surfaces that tend to bounce sound have an adverse affect on the speakerphone. The HFU-U Unit can be placed in half-duplex mode for these cases.

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Full Handsfree Operation

F-8

FEATURE DESCRIPTION

Built-in half-duplex handsfree operation is included with all Multiline Terminals for internal and outside calls. The MIC ON/OFF key or Feature Access Code allows the microphone to be muted.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

HFU-U Unit to provide full duplex speakerphone functionality on Electra Elite telephones

OPERATING PROCEDURES

To turn the built-in Microphone ON/OFF:

1. Press Feature.
2. Dial 1.

- OR -

Press the Flexible Line key assigned as a MIC ON/OFF key or One-Touch key programmed as a Microphone Control key.

To Mute the HFU-U Unit Microphone:

While talking, push the *Mute* button on the external microphone.

Using this feature with Multiline Terminal:

Originating:

1. Press Speaker.
2. Dial the desired internal or outside number.

3. Talk with the party when the call is answered.

- OR -

1. Press the desired Feature Access or One-Touch key programmed for Speed Dial.
2. Talk with the party when the call is answered.

Answering:

1. Press the line key receiving an incoming call or press Answer .
2. Talk with the calling party.

SERVICE CONDITIONS

Assignment:

Use Memory Block 4-29 (HFU Selection) to set YS (enable) or NO (disable) for the HFU-U Unit per station. Default is NO.

General:

- One Override can be received during handsfree conversation.
- The microphone must be ON to answer calls handsfree.
- A Flexible Line key can be assigned as a MIC ON/OFF key, or a One-Touch key can be programmed as a Microphone Control key.
- While engaged on an outside line conversation using built-in Handsfree Operation, the conversation may be interrupted (half-duplex) if both parties speak simultaneously.
- During a conversation, the MIC ON/OFF key can be used to mute the microphone.
- Monitoring volume can be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user lifts the handset, monitoring is automatically released, and the Speaker LED goes off.
- The built-in Speakerphone is a half-duplex speaker phone. Noisy or poor acoustical environments have a large impact on the speaker phone switching from transmit to receive calls and vice versa.

General Purpose Relays

G - 1

FEATURE DESCRIPTION

Two relays are provided on the ECR-U10 ETU to use as an application dictates. These relays are either off or on, and do not change state until a station user manually makes the change.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Attendant Add-on Console

Required Components:

ECR-U10 ETU

OPERATING PROCEDURES

To control the General Purpose Relay at the Attendant Add-On Console:

1. Press the key assigned GPR0 or GPR1.
2. The GPR LED is on (red) to indicate the relay is closed (on), or Off to indicate the relay is open (off).

To turn a General Purpose Relay on:

1. Press Feature and dial 0 OPER .
2. Dial the relay number 0 OPER or 1 (for GPR0 or GPR1).
3. Dial the desired number and press Feature .

To turn a General Purpose Relay off:

1. Press Feature and dial 0 OPER .
2. Dial the relay number 0 OPER or 1 (for GPR0 or GPR1).
3. Dial the * and press Feature .

To toggle the relay from on to off (or off to on):

1. Press Feature and dial 0 OPER .
2. Dial the relay number 0 OPER or 1 (for GPR0 or GPR1).
3. Press Feature .

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-6-05 (Attendant Add-On Console Key Selection) to assign GP Relay functions to Attendant Add-On Console keys. Default is TEL01.
- Use Memory Block 1-7-07 (External Ring Relay Pattern Selection) to select a distinctive ringing pattern (default: Pattern 3) for relays.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK 7 to allow (default: LED On) or deny (LED Off) the General Purpose relay feature.
- Use Memory Block 1-8-37 (General Purpose Relay Assignment) to specify whether (YS or default: NO) the relays on the ECR-U10 ETU are to be used.
- Use Memory Block 2-08 (ECR Relay to Tenant Assignment) to specify Tenant Assignment for External Tone Ring/Night Chime function. Default is not assigned.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.

General:

- The General Purpose relays are rated for 24 Vdc at 500 mA.
- The red LED indication is provided to indicate on or off when the GPR Access Codes are assigned to a Feature Access key.
- The LED indication is provided to all Feature Access keys and Attendant Add-on Consoles that are assigned to GP Relay 0 or GP Relay 1 functions.

Ground Start Trunks

G-2

FEATURE DESCRIPTION

Ground Start Trunks can be connected to the system. Assignment of trunks as Ground Start is per trunk (by switch settings) at the associated COI(8)-U10 or COIB(4)-U10 ETU. Ground and Loop Start Trunks can be mixed in the system per trunk. Ground Start Trunks are provided with line supervision to reduce call collisions.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

COI(8)-U10 or COIB(4)-U10 ETU to interface Ground Start Trunks to the system

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the COI(8)-U10 or COIB(4)-U10 ETU.

Restrictions:

- Ground Start Trunks do not support Caller ID.

General:

- Each COI(8)-U10 ETU has eight switches (one for each port) that can be used to select either Loop or Ground Start per trunk.
- Each COIB(4)-U10 ETU has four switches (one for each port) that can be used to select either Loop or Ground Start per trunk.
- When the serving CO sends a disconnect signal, after the outside party abandons a call, the trunk is automatically released.

- Sixty-four trunks (Ground Start, Loop Start, E&M Tie Lines and DID Trunks) can be installed in the Electra Elite 192 system, or 16 trunks, in the Electra Elite 48 system.
- Each Multiline Terminal can have a Drop key assigned (when allowed in System Programming) to be used for abandoning a call and seizing the same CO line on either a Flexible Line or One-Touch key.
- The Recall key can be used for a flexible timed hookflash when Least Cost Routing is installed.

Group Listening

G-3

FEATURE DESCRIPTION

Group Listening allows the user to press the Speaker key so others in the room can listen to a conversation over the built-in speaker of a Multiline Terminal. While Group Listening is active, the Multiline Terminal user can continue to talk on the handset or headset.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To activate/deactivate Group Listening:

1. While using the handset/headset, press Speaker to activate Group Listening.
2. Press Speaker or go on-hook to end Group Listening.

To mute the handset during Group Listening using Electra Elite Multiline Terminals (DTP/DTU-( )-( ) TEL):

When MIC LED is on, press Feature and 1 to turn off the LED and mute Group Listening.

To mute the handset during Group Listening using Electra Professional Multiline Terminals (ETW-( )-( ) TEL Version 2):

While Group Listening is active, press FNC and 1 to turn off the LED and mute group Listening.

SERVICE CONDITIONS

Data Assignment:

Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK2 to Allow (LED On) or Deny (default: LED Off) Group Listening Selection for each class of service.

Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to specify a Class of Service per station to enable (default: 00) or disable (15) assigned features.

General:

- Group Listening applies to the following conditions:
  - During an internal call
  - During an outside call
  - During a conference call
  - During a Voice Over call
  - During a Whisper Page call
- A feedback loop is possible when Group Listening is not canceled before the handset is placed in the cradle. The outside caller hears a feedback squeal. When switching to Handsfree Monitor Mode or Speakerphone Mode, mute the handset before placing it in the cradle.
- When the user goes on-hook during Group Listening, the call is automatically placed in Handsfree Monitor/Speakerphone Mode and Group Listening is canceled.
- Off-hook ringing is provided with this feature.
- Camp-on tone and Tone Override are heard over the handset, headset, or speakerphone.
- During Group Listening, speaker volume can be adjusted using the Multiline Terminal volume control. The handset volume cannot be adjusted.
- During Group Listening, the user cannot use the built-in microphone for handsfree use. The MIC key is pressed to control handset mute and the MIC LED flashes red during handset mute mode (DTP or DTU Multiline Terminals only).
- Electra Professional Multiline Terminals (Version 2) provide the handset mute function by pressing both the Volume Up and Volume Down keys at the same time. The Large LED lights amber to indicate mute status.

Handset Mute

H - 1

FEATURE DESCRIPTION

Handset Mute is provided to most terminals connected to the Electra Elite system. While talking on the Multiline Terminal handset, a station user can dial a feature code or press the MIC button to mute the transmit speech path. The station user can still hear the outside (or intercom) voice.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals (some limitations - check service conditions)

Required Components:

None

OPERATING PROCEDURES

While talking on a DTP or DTU Terminal Handset:

Press Feature and dial 1 .

While talking on an Electra Professional Multiline Terminal Handset:

Press the ▲ and ▼ keys at the same time.

SERVICE CONDITIONS

General:

This feature is not supported by revision 1 for Electra Professional Multiline Terminals.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable

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Handsfree Answerback

H-2

FEATURE DESCRIPTION

Each Multiline Terminal has a microphone for Handsfree Answerback during internal voice calls. Microphone status is indicated by the MIC LED located on each Multiline Terminal. The MIC key or Feature Access Code mutes the microphone to ensure privacy.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To turn microphone ON/OFF:

1. Press Feature.
2. Dial 1.

- OR -

Press the programmable line key assigned as a MIC ON/OFF key.

- OR -

Press the *Push to Mute* button on the external microphone on the HFU-U Unit.

To use this feature when receiving an internal voice call:

1. Ensure MIC LED is on.
2. Talk with calling party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 2-05 (Line Key Selection) and 2-06 (Line Key Selection for Tenant Mode) or 4-12 (Line Key Selection for Telephone Mode) to enable and assign a CO/PBX line key as an MIC ON/OFF key.

Restrictions:

- When a station is signaled by a tone signal, the station user cannot respond with Handsfree Answerback, unless the calling party changes to voice call.
- This feature works only for incoming internal voice calls.

General:

- Multiline Terminal MIC LED must be on.
- The calling station controls the voice announcement or ringing signal.
- Multiline Terminal users can receive voice calls from Single Line Telephone users.
- Group Call Pickup and Call Forwarding do not operate for voice announcement calls.

RELATED FEATURES LIST

Feature Number	Feature Name
I-4	Internal Voice/Tone Signaling

Handsfree Dialing and Monitoring

H-3

FEATURE DESCRIPTION

Handsfree Dialing and Monitoring enables all Multiline Terminal users to dial and monitor calls without using the handset. This feature frees the user to perform other tasks while waiting for a call to be answered or while on hold.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use handsfree dialing:

1. Press Speaker.
2. Use any dialing method allowed by the system.
3. When the party answers, talk using the handset or built-in Handsfree Unit if enabled.
4. When there is no answer or busy tone is received, press Speaker to disconnect the line.

To use monitoring with a call in progress:

1. Press Speaker.
2. Restore the handset.

SERVICE CONDITIONS

Restrictions:

- This feature is available only on Multiline Terminals.

General:

- A Multiline Terminal is considered off-hook by the system when this feature is used.
- This feature may be used for internal and outside calls.
- Monitoring volume may be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user lifts the handset, the monitoring condition is automatically released, and the Speaker LED goes off.
- The Multiline Terminal must remain in monitor mode when Automatic Redial is being used.

RELATED FEATURES LIST

Feature Number	Feature Name
A-23	Automatic Redial

Headset Connection (Built In)

H-4

FEATURE DESCRIPTION

A headset can be connected directly to an Electra Elite Multiline Terminal or to an Electra Professional Multiline Terminal using the ADA(1)-W(BK)/(SW) Unit. This eliminates the need for an external headset switch. A headset ON/OFF key can be assigned to the terminal to allow easy operation of the headset.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

ADA(1)-W(BK)/(SW) Unit for Electra Professional Multiline Terminals

OPERATING PROCEDURES

To make a call:

1. Press the headset ON/OFF key.
2. Dial the desired number and talk.

To end a call:

1. At the end of a conversation, press the headset ON/OFF key.
2. Call is disconnected.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 2-05 (Line Key Selection) to select TNAT (Tenant Mode) or TEL (Telephone Mode). Default is TEL.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign the H SET (LK 11) function on each CO/PBX line key assigned to Tenant Mode.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign the H SET (LK 11) function on each CO/PBX line key assigned to Telephone Mode.

General:

- This feature works with several compatible capsule-only type headsets.

  Note: Capsule-only headsets do not require external power. The Multiline Terminal provides a built-in headset amplifier and volume control.
- The ADA(1)-W(BK)/(SW) Unit cannot be used in conjunction with an ADA(2)-W(BK)/(SW) Unit.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable

Hold With Recall (Exclusive and Non-Exclusive)

H-5

FEATURE DESCRIPTION

A Station user can place a call on Hold to free the station for other calls. A Multiline Terminal user can use Exclusive Hold (call picked up only where it was put on hold) or Non-Exclusive Hold (call picked up at any station that has access to that line). A Single Line Telephone user can place calls on Exclusive Hold. A call on hold for longer than a preprogrammed interval generates a recall at the originating station. When the recalled Multiline Terminal is idle, an audible signal and an LCD indication (when equipped) are provided to indicate that the line is recalling.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal with an outside call in progress (Non-Exclusive Hold):

1. Press Hold .
2. To retrieve a Non-Exclusive Hold call, press the flashing line key or Call Appearance Key.

Using a Multiline Terminal with an outside call in progress (Exclusive Hold):

1. Press Feature and then Hold .
2. To retrieve an Exclusive Hold call, press the flashing line key or Call Appearance Key.

Using a Single Line Telephone with a call in progress:

1. Momentarily press the hookswitch; the call is placed on Exclusive Hold. When the handset is returned to the cradle, the call recalls immediately.
2. To retrieve a held call, momentarily press the hookswitch; the held call is connected.

- OR -

To retrieve a held call, return the handset to the cradle.

3. When recall begins, lift the handset and the call is connected.

SERVICE CONDITIONS

Multiline Terminal

Non-Exclusive Hold

- After Non-Exclusive Hold is set, the user can originate or answer other calls.
- Any station with the same outside line or programmed Call Appearance key can pick up the held call.
- A CO/PBX call on Non-Exclusive Hold can be picked up by dialing an Access Code (Specified Line Seizure) when assigned in System Programming.
- Use Memory Block 1-1-03 [Hold Recall Time Selection (Non-Exclusive Hold)] to specify the time (default: 25 seconds) that the call is held or parked before it recalls to the station where the call was placed on Hold.
- The station where the Hold originated receives an I-Hold indication (flashing green LED). The LED associated with the held line key flashes red on all other Multiline Terminals.

Exclusive Hold

- After Exclusive Hold is set, the user can originate or answer other calls.
- When assigned, a call is held on a CO line key appearance. When not assigned, the call is exclusively held on a Call Appearance key.

- Only at the station where the Exclusive Hold was set can a user retrieve the held call, until the call recalls.
- Use Memory Block 1-1-63 [Hold Recall Time Selection (Exclusive)] to specify the time (default: 1 minute) that the call is held or parked before it recalls to the station where the call was placed on Hold.
- The LED of other Multiline Terminals for the held line have a red LED on until the call recalls.
- Exclusive Hold and Non-Exclusive Hold Recall time intervals can be adjusted independently of one another.

Hold Recall

- Use Memory Block 4-30 (Hold Transfer Recall Display Selection), to enable (default: YS) or disable (NO) the Hold Recall indication on the LCD.
- When a held line recalls, Multiline Terminals equipped with an LCD receive the following information: the upper LCD line shows the recalling outside line number, the lower LCD line shows the station number the call was held at and the station number where the call was transferred (used for recalling Ring Transfer or Camp-On calls).
- Non-Exclusive Hold, Ring Transfer, Hold Recall, Call Park System, and Attendant Ring Transfer/Camp-On have separate Recall Timers.
- For Multiline Terminals, internally held calls do not recall.
- A Recall Tone is provided when the handset is on-hook. Off-hook ringing is not provided if the handset is off-hook.

Single Line Telephone

- When the user goes on-hook during Exclusive Hold, recall immediately follows.
- When a line is holding on a Multiline Terminal, the red LED is on until the Exclusive Hold Recall Time expires.
- The System Call Park feature can be used to put calls on hold.

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Hot Line

H-6

FEATURE DESCRIPTION

Hot Line enables a station user to go off-hook to automatically dial an outside number or another station. This feature is provided for Multiline Terminals and Single Line Telephones.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To execute at any station programmed for Hot Line:

1. Lift the handset to go off-hook, or press Speaker.
2. The station or outside number is called.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-23 (Prime Line/Hot Line Assignment) to enable access to the Hot Line feature when going off-hook. Default is not specified.

General:

- Only hardware abilities limit the number of Hot Lines that can be supported in the system.
- Up to 10 digits can be stored for dialing, including Trunk Access Codes.
- Multiline Terminal users assigned Hot Line can press the Feature key and Access Code 6✱ or press Feature + Speaker to receive internal dial tone.
- With Hot Line assigned, internal dial tone can be received by pressing the Hold, Conference, or Transfer key.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable

Howler Tone Service

H-7

FEATURE DESCRIPTION

Howler Tone Service provides a Howler Tone when a station remains off-hook after a call is completed or when a station is off-hook and digits are not dialed in a programmed time.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-15 (Tone Assignment) to assign Howler Tone F to the flexible tables.

General:

- Howler tone is generated 30 seconds after a call is disconnected and the telephone is left off-hook or the telephone is left off-hook without dialing.
- The Howler tone is continuously modulating at 2400 Hz and 16 Hz, by system default. This cycle can be programmed.

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I-Hold Indication

I - 1

FEATURE DESCRIPTION

I-Hold Indication provides a green LED line key indication for calls held at a Multiline Terminal. Calls held at other stations provide a red LED line key indication. This feature allows easy identification of calls the user placed on hold.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To place a call on Hold:

Press Hold (the call is placed on Non-Exclusive Hold).

- OR -

Press Feature, and then Hold (the call is placed on Exclusive Hold).

SERVICE CONDITIONS

- The I-Hold and other hold-flash rates are the same, 0.25 seconds ON/ 0.25 seconds OFF.
- When a call is placed on Exclusive Hold, all other Multiline Terminals with that line appearance receive a busy indication (steady red LED).
- Internal calls can be put on Exclusive Hold only.
- Answer Hold, Transfer Hold, and Conference Hold use the I-Hold indication.

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Incoming Trunk Name or Number Display

I-2

FEATURE DESCRIPTION

Incoming Trunk Name or Number Display allows names or numbers to be assigned to each trunk of the system. These names or numbers appear on the Multiline Terminal LCD when receiving an incoming call.

System Software S2000 or higher is required for the Incoming Trunk Name feature.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal with LCD

Any TAPI Terminal

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-00 (Trunk Name/Number Assignment) to specify the Name or Number for accommodated CO/PBX lines for display when the line is seized or during an incoming call.
- Use Memory Block 4-l8 (Station Name Assignment) to assign names to telephone stations.
- Use Memory Block 3-53 (Caller Name Indication Selection) to select TRK to enable the incoming trunk Name display function.

Restrictions:

- This display function is not available for ICM calls.

General:

- Each CO/PBX trunk can have a name (13 character-maximum, including spaces) or number assigned.
- This display function is valid for general incoming CO/PBX calls.
- A maximum of 13 digits or characters can be displayed.
- When a Caller ID CO call is terminated to a trunk assigned trunk name/number, the trunk name/number is displayed. In this case, the Caller ID data is not stored.
- When an ACD/SCD/UCD call is received, the trunk name/number is displayed when assigned. The Electra Elite 48 system does not support ACD.

Incoming Call Identification

I-3

FEATURE DESCRIPTION

Incoming Call Identification (provided for Internal Ring Transfer, Call Forward, and CO Transfer Ring) displays caller name or station number on Multiline Terminals with an LCD. Internal calls are identified by caller name and station number. .A ringing Tie line/DID call generates a display on the LCD of the line number. When Caller ID is provided, the CO incoming caller directory number or name is displayed.

System Software S4000 or higher allows both name and number to be displayed by Caller ID.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with LCD

Required Components:

None

OPERATING PROCEDURES

For an incoming internal call:

1. The ICM LED flashes.
2. The caller station number and name (when assigned) are displayed on the LCD.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-00 (Trunk Name/Number Assignment) to specify the Name or Number for accommodated CO/PBX lines for display when the line is seized or during an incoming call.
- Use Memory Block 4-18 (Station Name Assignment) to assign Names to telephone stations.

General:

- When an internal call is received at a station, that station user number is displayed to the left, and the station number and name (when assigned) of the station where the call was initiated are displayed to the right on the LCD. When the call is placed on hold, the station user number remains and the number of the station where the call was initiated disappears.
- In an Add-On Conference, the station numbers of the parties are displayed.
- Each station can be assigned a name (six-character maximum, including spaces).
- Incoming Call Identification is provided for Internal Ring Transfer, Call Forward, and CO Transfer Ring.

Internal Voice/Tone Signaling

I-4

FEATURE DESCRIPTION

Internal Voice/Tone Signaling allows a Multiline Terminal user to be signaled on incoming internal calls by voice announcement or by ringing, depending on System Programming. The caller can dial an additional digit to switch a voice announcement call to a ringing call, or switch a ringing call to voice announcement. This feature allows Voice/Tone switching from the calling side only.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

When programmed for Voice/Tone:

1. Lift the handset, and wait for internal dial tone.
2. Dial the station number.
3. Receive voice page alert tone.
4. Voice announce the call.
5. Called party can reply handsfree.

- OR -

Dial (1) (set as default). (Called party lifts the handset to respond to ringing.)

When programmed for Tone/Voice:

1. Lift the handset, and wait for internal dial tone.
2. Dial the station number. (Called party station rings.)
3. Talk with party after the call is answered.

- OR -

Dial (1) (set as default).

4. Voice announce the call.
5. Called party can reply handsfree.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-01 (Intercom Call Voice/Tone Signal Selection) to select VOICE (default) or TONE to be used first for an intercom call.
- Use Memory Block 1-6-03 (DSS Call Voice/Tone Signal Selection) to select VOICE (default) or TONE to be used when calling an extension from the Attendant Add-On Console.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] to Allow (default: LED On) or Deny (LED Off) Voice/Tone Override Originate (Page 1 LK8) or Voice/Tone Override Receive (Page 3 LK3).

Restrictions:

- Single Line Telephone users can voice announce to Multiline Terminal users but cannot receive voice announcements.

General:

- Voice or Tone can be selected as often as needed by dialing **1** (default) during a call.
- When the station is receiving a handsfree call, the MIC must be activated for reply.
- A Single Line Telephone user can switch from voice to tone or from tone to voice by dialing 1 (default) during an internal call to a Multiline Terminal.
- When a voice announcement is received at a Multiline Terminal, other audible signals cannot be received.

- When the ICM key is pressed during a normal incoming CO/PBX call, intercom dial tone is provided to allow an internal call.
  System Software S5000 or higher is required.
- **Using System Software S4500 or lower, the incoming call is answered if the ICM key is pressed**.

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Internal Zone Paging (Meet-Me)

I-5

FEATURE DESCRIPTION

Internal Zone Paging (Meet Me) allows for up to three internal paging zones. The zones, consisting of Multiline Terminals, can be paged individually or all zones can be paged at once. Any station user can answer the page and speak privately to the originator of the page with the Meet-Me feature.

SYSTEM AVAILABILITY

Terminal type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate a page:

1. Press Speaker or lift the handset.
2. Dial the Access Code. Default values are as follows:
   - 5 JKL 1 — All Internal Zones
   - 5 JKL 2 ABC — Internal Zone A
   - 5 JKL 3 DEF — Internal Zone B
   - 5 JKL 4 GHI — Internal Zone C
   - 5 JKL 9 WXYZ — All Internal/External Zones
   - 5 JKL * — Internal/External Meet-Me
3. Use the handset to page.

   - OR -

   Press a Feature Access key or One-Touch key programmed for one of the above Access Codes.
4. Use handset to page.

To answer a page (Meet-Me):

1. Press Speaker or lift the handset.
2. Dial Access Code 5 JKL * (default).
3. Use the handset to talk with party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-00 (Internal Paging Timeout Selection) to select timeout of 90 seconds (default), 120 seconds, or ∞ (no limit).
- Use Memory Block 1-2-25 (Internal Paging Alert Tone Selection) to specify whether (default: YS) or not (NO) a call alert tone is provided with Internal Paging.
- Use Memory Block 4-31 (Receiving Internal/All Call Page Selection) to enable (default: YS) or disable (NO) receiving an Internal Zone or All Zone Page per station.
- Use Memory Block 4-93 (Internal Zone Paging Selection) to place stations in Internal Page Zones.

Restrictions:

- Terminal users cannot receive internal pages during a call.
- All Internal Zone Paging or Internal Emergency All Call Paging cannot be performed if any other internal page is in use.
- Only stations in the Internal Zone being paged can answer.
- Single Line Telephone users can originate but not receive a page and Meet-Me answer.

General:

- Simultaneous internal zone paging (A, B, and C) can be established.
- A station can be assigned to one Internal Page Zone or No Zone.
- Terminals assigned to No Zone receive All Internal Zone Pages.
- Internal Emergency All Call or Internal Paging by Tenant Group overrides No Page Receive.
- Any station user can answer an All Internal Zone Page, Internal Emergency All Call Page, or All Internal/External Zone Page.
- All Internal/External Zone Paging uses Internal Zone Paging timeout.

ISDN-BRI Trunk Connections

I-6

FEATURE DESCRIPTION

Integrated Service Digital Network - Basic Rate Interface (ISDN-BRI) is a Public Switched Telephone Network (PSTN) service that provides two B channels and a D channel (2B + D) for voice call trunking. The B channels provide two CO/PBX connections. Caller ID is usually a standard feature on ISDN-BRI provided trunks. Caller ID indication displays the calling party telephone number on the LCD of the Multiline Terminal for CO incoming calls. This interface provides voice communication path only.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

To provide ISDN trunk connection:

- BRT(4)-U10 ETU
- CLKG-U10 Unit
- NT-1 for each BRI (locally provided)

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-80 (ISDN DTMF Duration/Interdigit Selection) to specify tone duration (default: 100 ms.) and interdigit time (default 70 ms.) of DTMF signals for the ISDN trunk.

✆ Use Memory Block 1-1-81 (ISDN Dial Interval Time Selection) to specify the time (default: 4s) between dialed digits.

✆ Use Memory Block 1-8-33 (Master Clock Selection) to assign the necessary source for synchronization of T-1 clocking.

- Use Memory Block 3-29 (Trunk Interval Transmit Pad Selection) to specify Internal Transmit (default: 8 dB) Pad (Volume) control.
- Use Memory Block 3-30 (Trunk Interval Receive Pad Selection) to specify Internal Receive (default: 8 dB) Pad control.
- Use Memory Block 3-31 (Trunk External Transmit Pad Selection) to specify External Transmit (default: 0 dB) Pad control.
- Use Memory Block 3-32 (Trunk External Receive Pad Selection) to specify External Receive (default: 0 dB) Pad control.
- Use Memory Block 3-50 (ISDN Line SPID Assignment) to assign the ISDN Service Profile Identifier (SPID) Number.
- Use Memory Block 3-52 (ISDN Trunk Directory Number Assignment) to assign the ISDN directory Number.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the BRT(4)-U10 ETU.

Restrictions:

- The Electra Elite ISDN-BRI provides voice communication only.
- The system does not support multipoint access.
- The Electra Elite 48/192 system supports the NI-1 (National ISDN-1) protocol. The AT&T and Nortel proprietary protocols are not supported.
- The BRT(4)-U10 ETU supports the S/T-type interface but not the U interface.

Electra Elite 192:

- Eight BRT(4)-U10 ETUs can be installed in a system.
- Sixty-four ISDN trunks (B channels) can be assigned in a system.
- The BRT(4)-U10 ETU must be installed in the Basic B64-U10 KSU slots S1~S4 and/or the first expansion B64-U10 KSU slots S1~S4.

Electra Elite 48:

- Two BRT(4)-U10 ETUs can be installed in a system.
- Sixteen ISDN trunks (B channels) can be assigned in a system.
- The BRT(4)-U10 ETU must be installed in slot S3 or S4.

General:

- ISDN Trunk DTMF Duration/Interdigit Selection is effective after Answer Supervision is received from the CO.
- When an ISDN line Layer 1 or Layer 2 down condition occurs, the CO line key red LED is on, and the following message is displayed on the second line of the LCD of the Multiline Terminals connected to Port 01:

  Layer 1 Down: COxx Layer1 DOWN

  Layer 2 Down: COxx Layer2 DOWN

Note: xx represents the CO Trunk number (01-64).
Note: Layer 1 down display has a higher priority than Layer 2 down. This error display disappears automatically when Layer 1/Layer 2 error is recovered. The T1 line error display has a higher priority than ISDN line Layer 1/Layer 2 down.

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ISDN-PRI Trunk Connections

I-7

FEATURE DESCRIPTION

ISDN-PRI (Integrated Service Digital Network - Primary Rate Interface) is a Public Switched Telephone Network (PSTN) service that provides 23 B channels (16 B channels for the Electra Elite 48) and a single D channel (23B+1D) for trunking. The Electra Elite supports CO Line or DID Line type connections.

Implementation of ISDN-PRI features is described below:

- PRT(1)-U10, Firmware Version 1.00 and System Software S3000 Version 3.01 Initial Release CO Line emulation only.
- PRT(1)-U10, Firmware Version 2.00 and System Software S4000 or higher supports the Call by Call and DID functions.
- PRT(1)-U10, Firmware Version 2.10 and System Software S4500 or higher supports the E-911 service using PRI.
- PRT(1)-U10/20, Firmware Version 3.50 or higher and System Software S4000 or higher supports Caller ID Name.
- PRT(1)-U10/20, Firmware Version 2.10 or higher and System Software S6000 or higher supports Calling Party Number (CPN) presentation from the station.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

CLK-U10 Unit
PRT(1)-U10/20 ETU

OPERATING PROCEDURES

None.

SERVICE CONDITIONS

Data Assignment for ISDN-PRI Installation:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to select the PRT(1)-U10/20, ETU.
- Use Memory Block 1-8-33 (Master Clock Selection) to assign the source for necessary synchronization of T-1 clocking.
- Use Memory Block 1-13-00 (PRT Channel Assignment) to select the available B channels.
- Use Memory Block 1-13-01 (PRT Signal Format Selection) to specify the signal format for the PRT connected to the system.
- Use Memory Block 1-13-02 (Clear Channel Selection) to specify the clear channel selection.
- Use Memory Block 1-1-80 (ISDN DTMF Duration/Interdigit Selection) to specify the tone duration (default: 100ms) and interdigit time (default: 70 ms) of DTMF signals sent from the ISDN trunk.
- Use Memory Block 3-03 (Trunk-to-Trunk Group Assignment) to assign each ISDN-PRI trunk to a Trunk Group.
- Use Memory Block 3-92 (Trunk Installed, DP/DTMF Selection) to specify each ISDN-PRI trunk as DP or DTMF.
- Use Memory Block 3-91 (Trunk Type Selection) to specify each ISDN-PRI trunk as CO or DID. CO sets ISDN trunks for CO services. DID sets ISDN Trunks for DID services.
- Use Memory Block 3-29 (Trunk Internal Transmit Pad Selection) to specify Internal Transmit volume level (default: 8 dB).
- Use Memory Block 3-30 (Trunk Internal Receive Pad Selection) to specify Internal Receive volume level (default: 8 dB).
- Use Memory Block 3-31 (Trunk External Transmit Pad Selection) to specify External Transmit volume level (default: 0 dB).
- Use Memory Block 3-32 (Trunk External Receive Pad Selection) to specify External Receive volume level (default: 0 dB).

Data Assignment for CO Line Services:

- Use Memory Block 3-52 (ISDN Trunk Directory Number Assignment) to assign the ISDN Directory Number.
- Use Memory Block 3-91 (Trunk Type Selection) to specify each ISDN-PRI trunk as CO Lines.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign the Trunk Appearance, Route Advance Block or CAP key to line keys for D^{term} Station using ISDN-PRI.
- Use Memory Block 4-01 [CO/PBX Ringing Assignment (Day Mode)] to assign ISDN-PRI trunks to ring during day mode at specified stations.
- Use Memory Block 4-02 [CO/PBX Ringing Assignment (Night Mode)] to assign ISDN-PRI trunks to ring during night mode at specified stations.
- Use Memory Block 1-1-81 (ISDN Dial Interval Time Selection) to specify the time (default: 4s) between dialed digits.

Data Assignment for DID Line Services:

- Use Memory Block 3-91 (Trunk Type Selection) to specify each ISDN-PRI trunk as DID Lines.

Note: Refer to D-9 Direct Inward Dialing in the Features and Specifications Manual to convert incoming digits to the correct Station number.

Data Assignment for Call by Call:

- Use Memory Block 1-13-03 (Call by Call Service Selection) to specify whether YS or NO (default) Call by Call service is activated per PRT.
- Use Memory Block 1-10-00 (Call by Call Type of Network ID Assignment) to assign the Network ID.
- Use Memory Block 1-10-01 (Call by Call ID Plan Assignment) to assign the Numbering Plan Identifier (default: 1).
- Use Memory Block 1-10-02 (Call by Call Type of Number Assignment) to assign the type of number (default: 0).
- Use Memory Block 1-10-03 (Call by Call Numbering Plan ID Assignment) to assign the Numbering Plan ID (default: 00).
- Use Memory Block 1-10-04 (Call by Call Network ID Assignment) to assign the Network ID (default: Not Specified).

- Use Memory Block 1-10-05 [Call by Call Facility Coding Value Assignment (Service)] to assign the Service Facility Coding Value (default: 00).
- Use Memory Block 1-10-06 [Call by Call Facility Coding Value Assignment (Feature)] to assign the Feature Facility Coding Value (default: 00).
- Use Memory Block 1-10-07 (Call by Call Service Parameter Assignment) to assign the Service Parameter (default: 0-000).
- Use Memory Block 1-10-08 (Call by Call Max Digit Assignment) to assign the maximum digit (default: 00, no limit).
- Use Memory Block 1-10-09 (Call by Call Simulated Facility Group Assignment) to assign the simulated facility group (default: 00).
- Use Memory Block 1-10-20 (Call by Call Outgoing SFG Assignment) to assign Outgoing SFG (default: 99).
- Use Memory Block 1-10-21 (Call by Call Outgoing/Incoming SFG Assignment) to assign Outgoing/Incoming SFG (default: 99).
- Use Memory Block 1-10-22 (Call by Call Incoming Type Selection) to assign incoming type (default: DID).

Data Assignments for Caller ID Calling Party Number (CPN)

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK3 to allow (LED ON) or deny (default: LED Off) Caller ID.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK4 to allow (LED ON) Caller ID Number display or deny (default: LED Off) to display the Caller ID Name when Name and Number are received.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK7 to allow (LED ON) or deny (default: LED Off) display of both name and number. Page 4 LK4 selects the position of the name or number on the display for the stations assigned to the Class of service. System Software S4000 or higher is required to provide both name and number at the same time. PRT(1)-10/20 Firmware Version 3.50 or higher is required to support name delivery on ISDN-PRI. Both the name and number must be received in a supported format. Refer to the Supported Protocols and Name Delivery Formats Table.
- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to assign each station to Class of Service Assignments.

Data Assignments for Calling Party Number (CPN) Presentation from Station:

- Use Memory Block 4-47 (ISDN Directory Number Selection) to specify whether or not the station is allowed to present the assigned number in Memory Block 4-62 to the network for Caller ID information when trunks are assigned as DID in Memory Block 3-91. **System Software S6000 or higher and PRT Firmware 3.50 or higher are required**.
- Use Memory Block 4-62 (ISDN-PRI Directory Number Selection) to provide individual stations with the 10-digit number to be presented to the ISDN Network when trunks are assigned as DID in Memory Block 3-91. User provided Call screening and presentation may or may not be needed from the ISDN provider. **System Software S6000 or higher and PRT Firmware 3.50 or higher are required**.

Restrictions:

- The ISDN-PRI interface provides voice communication only.
- The Electra Elite system does not support Multipoint Access.
- MIFM-U10 Software 2.00 or higher and LCR PC Software 2.00 or higher are required to program Call by CAll LCR assignments.

Restrictions for Calling Party Name and Calling Party Number Presentation from Station:

- The Electra Elite supports receiving the name from the Network in supported formats only and cannot Send The Calling Name. Refer To Supported Protocols And Name Delivery Formats table.
- Redirecting Name is not supported by the Electra Elite. Redirecting Name (originally called name and last redirecting name) is sent when an incoming call is forwarded from anotherTelco or System.
- The Electra Elite can only display 13 characters of the provided Name or Number from the ISDN Network.
- The Electra Elite does not display the name presentation status as private or unavailable.
- When Memory block 4-47 is assigned as YES, and Memory BLock 4-62 has a number assigned, the setting in Memory Block 4-62 overrides the number set in Memory Block 3-52 when the station places an outgoing call using PRI. **System Software S6000 or higher and PRT Firmware 3.50 or higher are required**.
- PRT trunk types must be assigned as DID in Memory Block 3-91 for Memory Block 4-62 to provide the number to the ISDN Network. **System Software S6000 or higher is required.**

Elite 192 Restrictions:

- Only Three PRT(1)-U10/20 ETUs can be installed in a system.
- Up to 62 ISDN trunks (B channels) can be assigned in a system.

Note: This is accomplished by installing three PRT ETUs. The first two ETUs provide 23 B channels, and the third ETU provides 16 B channels (23+23+16 = 62).

- The PRT(1)-U10/20 must be installed slots S1 and S4 in the Basic B64-U10 KSU and slot S1 in the First expansion KSU.

Elite 48 Restrictions:

- Only one PRT(1)-U10/20 ETUs can be installed in a system.
- Sixteen ISDN trunks (B channels) can be assigned in a system.
- The PRT(1)-U10/20 must be installed in slot S4 in the B48-U10 KSU.

General:

- When using CO or DID Services without Call by Call, Memory Block 1-1-81 (ISDN Dial Interval Time Selection) specifies the time between each digit dialed before digits are sent over the Network.
- Memory Block 1-1-80 (ISDN DTMF Duration/Interdigit Selection) is effective after answer supervision is received from the CO.
- When an ISDN line layer 1 or layer 2 down condition occurs, the CO line key red LED is On, and the following error message is displayed on the first line of the LCD of Multiline Terminals connected to port 1:
  Layer 1 Down: COxx Layer1 DOWN
  Layer 2 Down: COxx Layer2 DOWN
  xx is the CO Trunk Number (01~64)
  Layer 1 has a higher priority than Layer 2.
  This display disappears automatically when the error is recovered.

Supported Protocols for Name Delivery

Protocols	Name Delivery Formats
NI-2	Facility Information Element
4ESS (AT&T Custom)	Not Supported
AT&T 5ESS Lucent Custom	Facility Information Element
DMS-100 (Custom) *	Display Information Element *
DMS-100 (National; ISDN) **	Facility Information Element **

* Nortel Specification NIS-A211-1

** Nortel Specification NIS-A233-1

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I-Use Indication

I-8

FEATURE DESCRIPTION

I-Use Indication provides a green LED line key indication for the line being used on Multiline Terminals. Other busy line keys are indicated with red LEDs. This quickly identifies the line being used by the station user.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

- The indication is a green LED when a CO/PBX line is in use or a winking green LED when the line is on hold.
- All other Multiline Terminals with that line appearance show a red LED.
- When a Multiline Terminal does not have a CO/PBX line appearance on a Flexible Line key, the I-Use is indicated on a Call Appearance Key LED.
- When a Multiline Terminal has the CO/PBX line appearance on a Flexible Line key, the I-Use indication is indicated on the CO/PBX line key.

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Key Function/Multifunction Registration

K- 1

FEATURE DESCRIPTION

The system can be registered as either a Key Function (KF) or a Multifunction (MF) telephone system. This feature is set by a switch on the CPUB( )-U10 ETU for the Electra Elite 192 system or on the MBD-U10 Unit in the B48-U10 KSU for the Electra Elite 48 system during installation.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

CPUB( )-U10 ETU (Electra Elite 192)

B48-U10 KSU (Electra Elite 48)

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

- When the system is set as KF, CO/PBX lines must appear on Multiline Terminals. Outside calls cannot be made by dialing a Trunk Access Code from internal dial tone except when specified trunk seizure is used.
- When a system is set as KF, the following CO/PBX calls are prohibited:
  - Route Advance key
  - Trunk Group key
  - Hot Line/Prime Line with Automatic Trunk Selection
  - Trunk Group Access Call, Route Advance Access Call
  - Least Cost Routing (LCR)
  - Speed Dial with Automatic Trunk Selection
  - Last Number Redial with Automatic Trunk Selection

- When the system is set as multifunction, CO/PBX lines can be accessed from internal dial tone by dialing a Trunk Access Code.
- KF or MF selection is set by a hardware switch on the CPUB( )-U10 ETU in the B64-U10 KSU or the MBD-U10 Unit in the B48-U10 KSU. To change the KF/MF selection after First Initialization of the system, First Initialization must be performed again.
- In KF mode, Single Line Telephones can be used for internal calls and can access an outside line using the specified trunk seizure Access Code or Prime Line Pickup assignment.

Large LED Indication

L - 1

FEATURE DESCRIPTION

All Multiline Terminals have a Large LED to indicate incoming calls or messages sent from the Attendant or a Voice Mail system.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

✆ Visual Indications for the Large LED include the following:

Incoming CO/PBX Call	Flashing Green	0.125 sec. ON 0.125 sec. OFF
Incoming internal Call	Flashing Red	0.125 sec. ON 0.125 sec. OFF
Message from Attendant Add-On Console	Flashing Green	0.5 sec. ON 0.5 sec. OFF
Message from Voice Mail	Flashing Red	0.5 sec. ON 0.5 sec. OFF
CO Ring Transfer Calls	Flashing Green	0.125 sec. ON 0.125 sec. OFF

✆ Calls are in the following priority order:

1. Internal
2. CO Ring Transfer
3. CO/PBX
4. Message from Attendant Add-On Console
5. Message from Voice Mail

Last Number Redial

L-2

FEATURE DESCRIPTION

Last Number Redial allows the user to press the Redial key and * to redial the last outside number dialed. This is useful when a busy or no answer is received when trying to place a CO/PBX call.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal:

Key Function:

1. Press an idle CO/PBX/Tie line key.
2. Press Redial .
3. Dial * .

Multifunction (Dial Access):

1. Press Redial .
2. Dial * .

Using a Single Line Telephone:

Multifunction (Dial Access) Only:

1. Lift the handset, and wait for internal dial tone.
2. Dial * (set as default).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to change Last Number Redial Access Code (default: ✱).

Restrictions:

- Internal calls do not apply to this feature.

General:

- Last Number Redial memory is protected by battery backup.
- Last Number Redial stores up to 24 digits (plus the Trunk Access Code).
- The Access Code ✱ is fixed in system software for use with the Redial key.
- This feature can be assigned to a Feature Access or One-Touch key.
- To store the last Dial Access number dialed in a Station Speed Dial buffer, press the Feature key and Redial key, dial the Speed Dial buffer number, and press Redial key, then the Feature key.
- To display the Last Number Redial memory buffer, press the Conf key, Redial key, and then ✱.
- A Private Line must be accessed by Direct CO access for Redial to operate.
- Manually dialed numbers, Speed Dial numbers, Save/Store and Repeat numbers, One-Touch dial numbers, or combinations can be redialed using the Last Number Redial feature when the last number dialed is less than 24 digits.
- A Trunk Access Code is automatically inserted when the last call was made by manually selecting an outside line.

Least Cost Routing (LCR)

L-3

FEATURE DESCRIPTION

Least Cost Routing allows outside calls using the least expensive available route. The MIFM-U10 ETU and KMM(1.0)U provide cost effective call routing based on the time of day, day of week, or weekend (holiday) based on the Central Office number dialed. Call costs are minimized by automatically selecting the least expensive available connection for outgoing calls.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

MIFM-U10 ETU

KMM(1.0)U

OPERATING PROCEDURES

To use this feature:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Code 9 WXYZ and receive LCR dial tone.
3. Dial the desired number.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2, or 3-Digit) Assignment] Function No. 101 to assign a Trunk Group or Route Advance Block access code.
- Use Memory Block 3-03 (Trunk-to-Trunk Group Assignment) to make Trunk-to-Trunk Group assignment.
- Use Memory Block 4-40 (LCR Class Selection) to specify the LCR Class (default: Class 0) per station.
- Use Memory Block 7-1 (Card interface Slot Assignment) to specify the MIFM-U10 ETU.

- Use Memory Block 7-3-01 [MIF (LCR) Assignment] to enable the LCR function on the MIFM-U10 ETU with an installed KMM(1.0)U.
- Trunk groups 2~32 are programmable in station class of service to bypass LCR at stations assigned for LCR.
- Local Call Override of LCR is available in LCR Programming.
- The Priority Selection in the Route Advance Table is set using LCR Programming.

Restrictions:

- Route Advance Blocks assigned on a line key bypass LCR.
- When the Electra Elite 48/192 system has KF registration, this feature is not available.
- Outgoing calls using DISA cannot access LCR.

General:

- LCR is programmed using a Personal Computer and diskette through the MIFM-U10 ETU. This is the PC programming connection.
- All Trunk groups in the system (except 00) can be accessed using LCR.
- Trunk Group 1 Access Code (default: 9) activates LCR at stations assigned for LCR.
- LCR is based on the first six digits (Area Code and Office Code) dialed.
- When using Code Restriction with LCR, Code Restriction is applied to the digits dialed by the system.
- Extra Code Tables can be programmed to provide OCC Access Codes and pauses for the distant-end system.
- The maximum number of extra code digits is 32, including pauses (each pause counts as one digit).
- LCR provides up to eight different routes for each call.
- When the station user seizes the most expensive trunk, alarm tone is not provided.
- When the interdigit time exceeds 10 seconds, the outgoing call, using LCR, is disconnected.
- When the station user places an outside call using LCR, Trunk Queuing cannot be set.

Live Monitoring

L-4

FEATURE DESCRIPTION

An Electra Elite Multiline Terminal user can listen to voice mail messages as the message is being recorded by the EliteMail VMS/FMS. Live Monitoring is password protected and can be used in automatic or manual mode. When Live Monitoring is in use, the audio is played from the Multiline Terminal Speaker. The terminal user can pick up the handset and speak to the caller anytime during the recording.

System Software S3000 or higher and EliteMail VMS version Q30631 or higher or an EliteMail FMS version QOS631 or higher are required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

VMS(2)/(4)/(8)-U10 ETU

FMS(2)/(4)/(8)-U10 ETU

CTI/VP(4)/(8)/(12)/(16)-U10 ETU

OPERATING PROCEDURES

FMS/VMS

To enable Live Monitoring:

1. Press the feature access key assigned as Live Monitoring.
2. Dial the password (same as Station Outgoing Lockout password); default is 0 0 0 0 0 0 0 0 0 0 .
3. Live Monitoring key flashes green while this feature is being set.

To cancel the Live Monitoring Feature when not in use:

Press the Live Monitoring Feature Access key.

To start Manual Live Monitoring while the caller is leaving a voice mail message:

1. Press the Start softkey while the CO caller is leaving a message.
2. Press the Cancel softkey to stop Live Monitoring.

- OR -

Pick up handset to retrieve the call from voice mail.

To start Live Monitoring without display or softkeys using Automatic mode:

The caller is heard through the speaker when the caller receives the beep tone to start recording the message.

To stop Live Monitoring while the caller is leaving a voice mail message in Automatic mode:

Press the Cancel softkey.

To stop Live Monitoring without display or softkeys using Automatic mode:

Press the Live Monitoring feature access key.

To retrieve a call during the Live Monitoring Feature:

Pick up the handset.

- OR -

Press Speaker .

EliteMail CTI

Live Monitoring on EliteMail CTI is only supported using View Call Plus. In addition the caller must be routed to the Auto Attendant of the CTI first.

To start manual Live Monitoring while the caller is leaving a message:

1. In View Call Plus application press the Monitor button while the CO caller is leaving a message.
2. Press the Take Call button in View Call Plus to stop Live Monitoring and connect with the caller.

- OR -

Wait until the caller has finished leaving a message.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK6 to Allow (LED On) or Deny (default: LED Off) this feature.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the VMS/FMS (2)/(4)/(8)-U10 ETU or EliteMail CTI (4)/(8)/(12)/(16)-U10.
- A Feature Access key must be available to assign to Live Monitoring. Feature code for Live Monitoring is 07.
- The EliteMail VMS/FMS must have Live Monitoring set per mailbox for one of the following:
  - Manual Mode
  - Automatic Mode
  - Not Available (Default)

Restrictions:

- Live Monitoring is not available for internal calls but is available for the following outside calls:
  - Calls forwarded to Voice Mail
  - Calls transferred to Voice Mail
  - DIT/DID calls to Voice Mail
- Manual Mode is available only on terminals with softkeys.

- Live Monitoring is not available for the following conditions:
  - During an internal call to a station
  - When a station places a conference call on hold
  - For Voice Mail messages sent to multiple mailboxes
  - For Voice Mail messages sent to mailboxes that do not correspond to the actual station number.
- When DND, Call Forward - All Call, or Station Outgoing Lockout is set during Live Monitoring Mode, Live Monitoring is canceled. When required, a station user must set up Live Monitoring mode after setting Call Forward - All Call.
- Live Monitoring call cannot be picked up by Call Pickup feature.
- The EliteMail VP does not support live monitoring.
- The EliteMail CTI only supports Live MonitorTeLANophy application via view call plus, not via Softkeys, Feature Access or One-Touch keys.
- The Live Monitor feature on the EliteMail CTI requires that all incoming calls be answered by the Automated Attendant on the CTI. It also requires the individual mailbox to be set for await answer transfers.

General:

- Visual indications for Live Monitoring line key LED include the following:
  - Red flashSetting up Live Monitoring Mode
  - Red In Live Monitoring Mode (Station is available to receive Live Monitoring)
- When the Live Monitoring key is assigned on a One-Touch or Feature Access key, the key toggles Live Monitoring On/Off.
- When multiple calls are recording to the same mailbox, user can Live Monitor the first call only.
- When you press Feature, Conf, Redial, Speaker, Answer (flashing key), or Line/DSS key (with assigned function), Live Monitoring is canceled, and the key you press is activated.

Loop Start Trunks

L-5

FEATURE DESCRIPTION

Loop Start Trunks can be connected to the Electra Elite system. Loop Start is assigned per trunk at the associated ETU. Ground Start and Loop Start Trunks can be mixed in the system per trunk. COID(8)-U10, COID(4)-U10, or COI(4)-U10 ETU are Loop Start only.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

COI(8)-U10, COI(4)-U10, COID(8)-U10, COID(4)-U10, or COIB(4)-U10 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the COI(8)-U10, COI(4)-U10, COID(8)-U10, COID(4)-U10, or COIB(4)-U10 ETU.

General:

- Each COI(8)-U10 ETU has eight switches (one for each port) that can be used to select either Loop or Ground Start per trunk.
- Each COIB(4)-U10 ETU has four switches (one for each port) that can be used to select either Loop or Ground Start per trunk.
- Each COI(4)-U10 or COID(4)/(8)-U10 ETU supports loop start only.
- When the serving CO sends a disconnect signal after the outside party abandons a call, the trunk is automatically released.
- Sixty-four trunks (Ground Start, Loop Start, ISDN, E&M Tie Lines, and DID Trunks) can be installed in an Electra Elite 192 system, or 16 trunks, in an Electra Elite 48 system.

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Message Display Board

M - 1

FEATURE DESCRIPTION

The Message display Board indicates voice mail messages left for those without telephones. Message Display Boards include a basic board and expansion boards. Each basic and expansion board provides up to eight messages.

System Software S2000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

Not Applicable

Required Components:

DBM(B)-U10 Box

DBM(E)-U10 Box

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-2 (Telephone Type Assignment) to assign each port connected to the Message Display Board as a Telephone device.
- Use Memory Block 1-6-07 (Message Board Lamp Assignment) to assign mailbox numbers to each Message Display Board.

Restrictions:

- A maximum of eight basic DBM(B)-U10 Boxes, can be installed per system.
- A maximum of five expansion DBM(E)-U10 Boxes, can be connected to each basic DBM(B)-U10 Box.

General:

- The DBM(B)-U10 Box is the Basic Message Display Board that is connected to an ESI port and provides eight large LEDs to indicate up to eight voice mail messages. The provided AC adapter is required to provide power for this board.
- Only the DBM(B)-U10 requires an ESI port and AC adapter.
- A maximum of 384 LEDs can be assigned to the Message Display Boards, but only 200 mail boxes can be indicated.
- When a voice mail message is left for someone, the corresponding large lamp on the board is on.
- The large lamp goes off after a person retrieves all new voice mail messages.
- Message Display Boards can be wall mounted.
- The number of Message Display Boards is included with the maximum number of terminals.
- One mail box can be assigned to multiple Message Display Boards.

RELATED FEATURES LIST

Feature Number	Feature Name
D-8	Digital Voice Mail
S-14	Station Hunt
V-1	Voice Mail Integration (Analog)

Message Waiting

M-2

FEATURE DESCRIPTION

Message Waiting is set from the Attendant Add-On Console or from a Voice Mail Unit to allow the large LED to provide a distinctive message indication to the station. The station user is alerted to contact the Attendant or Voice Mail Unit for the message.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals that are assigned on the Attendant Add-On Console, except Single Line Telephones supported by an SLT Adapter.

Required Components:

DCU-60-1(BK)/(WH) Console for Attendant Message Waiting

Voice Mail Unit for Voice Mail Message Waiting

OPERATING PROCEDURES

To set a Message at the Attendant Position using the Attendant Add-On Console:

1. Press the Message key on the Attendant Add-On Console.
2. Press the DSS key on the Attendant Add-On Console that is associated with the station where Message Waiting indication is to be set.

To cancel a Message at the Attendant Position using the Attendant Add-On Console:

1. Press the Message key on the Attendant Add-On Console.
2. Press the DSS key on the Attendant Add-On Console that is associated with the station where Message Waiting is to be canceled.

To respond to Message Waiting indication:

Dial (0 OPER) or the associated Attendant station with the Attendant Add-On Console used to set the message.

- OR -

Call the Voice Mail System, and retrieve the messages.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-6-05 (Attendant Add-On Console Key Selection) to assign the Message Waiting function to an Attendant Add-On Console key.

General:

- A Message Waiting indication is provided on the large LED on the recipient Multiline Terminal. Message Waiting indications from the Attendant Add-On Console flash green; indications from a Voice Mail Unit flash red.
- To confirm a Message Waiting indication at an Attendant Add-On Console, ensure that the green LED associated with the station is on. A Message Waiting indication remains on until the message is canceled at the Attendant Add-On Console where it was set.
- When two or more (maximum of four per system) Attendant Add-On Consoles are installed, the message is displayed only on the Attendant Add-On Console where the setting was made.
- All Attendant Add-On Consoles can be used to set a Message Waiting to the same station.
- Single Line Telephones supported by an SLI(8)-U10 ETU with a Message Waiting LED receive a flashing Message Waiting indication when set.
- A Voice Mail system can set and cancel the messages to stations.
- Message Waiting from an Attendant Add-On Console has higher priority than Message Waiting from a Voice Mail Unit.
- An Attendant Add-On Console with a Message Waiting key assigned on it cannot be used to set the Attendant Station Outgoing Lockout feature.
- Message Waiting status is retained in memory by the memory backup battery.

Microphone Control

M-3

FEATURE DESCRIPTION

Microphone Control allows ON/OFF status indication on all Multiline Terminals. A Flexible Line key or One-Touch key programmed for Microphone Control or an Access Code is used to mute the microphone for privacy during incoming voice announcement calls and during calls using the built-in speakerphone.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

When the MIC ON/OFF feature is assigned on Feature Access key or a One-Touch key on a Flexible Line key:

1. When the MIC LED is off, press the MIC key to turn the MIC LED on and to activate the microphone.
2. When the MIC LED is on, press the MIC key to turn the MIC LED off and to deactivate the microphone.

When the MIC ON/OFF feature is not assigned on a Feature Access key or a One-Touch key:

When the MIC LED is off:

1. Press Feature.
2. Dial Access Code 1.
3. The MIC LED comes on.

When the MIC LED is on:

1. Press Feature.
2. Dial Access Code 1.
3. The MIC LED goes off.

SERVICE CONDITIONS

General:

- The microphone is activated when the MIC LED is on, and an internal voice signal call is made to a Multiline Terminal.
- When full handsfree is denied in System Programming, Handsfree Dialing/Monitoring does not activate the microphone.
- The microphone status is indicated by the LED located at the top of the dial pad labeled MIC (not the Flexible Line key, when assigned). When the MIC LED is on, the microphone is on.

RELATED FEATURES LIST

Feature Number	Feature Name
F-8	Full Handsfree Operation
H-2	Handsfree Answerback

Multiline Conference Bridge

M-4

FEATURE DESCRIPTION

DESCRIPTION

Multiline Conference Bridge allows any intercom or outside caller to call the CNF(8)-U10 ETU to place a multiparty conference call. Each CNF(8)-U10 ETU supports one 8-party conference or two 4-party conferences regulated by a switch setting. Two CNF(8)-U10 ETUs may be installed. DSP based amplification provides a higher quality conference call. This new feature can be used with any version of software on the Electra Elite 48- or 192-port system.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

CNF(8)-U10 ETU

SETUP PROCEDURES

To set the Supervisor Password:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (0 OPER 0 OPER 0 OPER 0 OPER), then dial (#) .
3. Follow the voice prompt, and enter the setting verification mode (#). Then enter system set mode.
4. Follow the voice prompt to change Supervisor Password (4~8 digits).

To set the Conference 1 and/or the Conference 2 Password:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (0 OPER 0 OPER 0 OPER 0 OPER), then dial # .
3. Skip the steps until Conference Setup mode is available for conference 1 or conference 2.
4. Follow the voice prompt, and set the conference 1 or the conference 2 password (4~8 digits).

To record new Customized Greeting:

1. Call the Conference Bridge extension number, and wait for the voice prompt.
2. Dial the default Supervisor Password (0 OPER 0 OPER 0 OPER 0 OPER), then dial # .
3. Skip options until the Customized Greeting option is selected.
4. Follow the voice prompt and record new a Customized Greeting.

OPERATING PROCEDURES

To start a Conference Call at an internal extension:

1. Call the Conference Bridge extension number.
2. When you hear the voice prompt, enter the Conference Bridge 1 or 2 password, and dial # .
3. Start the conference.

To start a conference call using outside DID:

1. Call DID number for the Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial # .
3. Start the conference.

To start a conference call using outside DIT:

1. Call a trunk that is set as DIT to Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial (#) .
3. Start the conference.

To start a conference call on an incoming CO call using an Automated Attendant:

1. Call a trunk that is set as an Automated Attendant.
2. Select the option for an extension connected to the Conference Bridge.
3. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial (#) .
4. Start the conference.

To start a conference call from an incoming CO call using an Attendant:

1. Call the Attendant, and ask to be transferred to an extension connected to the Conference Bridge.
2. When the voice prompt is heard, enter the Conference Bridge 1 or 2 password, and dial (#) .
3. Start the conference.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card interface Slot Assignment) to assign the CNF(8)-U10 ETU as an SLI ETU.
- Use Memory Block 4-35 (Voice Mail/SLT Selection) to assign (YS) the ports connected to the CNF(8)-U10 ETU as analog voice mail ports to insure proper disconnect signals. Default is NO, unassigned.

- Use Memory Block 4-14 (Intercom Master Hunt Number Selection) to assign (YS) a master intercom number to each telephone. All ports that are set to the same conference group should be set to the same Master Hunt Group. Default is NO (unassigned).
- Use Memory Block 4-15 (Intercom Master Hunt Number Forward Assignment) to specify a telephone to ring when a Master Hunt Number specified in Memory Block 4-14 (Intercom Master Hunt Number Selection) is busy.
- When CNF is set for two, four-party conferences, ports 1~4 can be set to the same Master Hunt Group, and ports 5~8 can be set to a different Master Hunt Group using Memory Blocks 4-14 (Intercom Master Hunt Number Selection) and 4-15 (Intercom Master Hunt Number Forward Assignment). This allows two different Pilot Numbers for each conference.

  - OR -

  If only one Pilot number is needed, put all eight ports in one hunt group using Memory Block 4-15 (Intercom Master Hunt Number Forward Assignment). When the password is entered, the conference selected is the conference you enter.
- Use Memory Block 3-42 (DIT Assignment) to set DIT assignment to a Master Hunt Group.
- Use Memory Block 3-43 (ANA Assignment) to set ANA assignment to a Master Hunt Group.

Restrictions:

- The supervisor must perform the Setting Procedures before the conference Bridge can be used.
- Up to 16 analog Voice Mail ports are available. The CNF(8)-U10 ETU reduces this number by eight.
- Each CNF(8)-U10 ETU reduces the number of stations and CAR keys by eight.

General:

- The CNF(8)-U10 ETU can be used with any version of software on the Electra Elite 48 or 192 system.

Multilingual LCD Indication

M-5

FEATURE DESCRIPTION

Multilingual LCD Indication provides the option for English, French, Japanese, or Spanish characters on Multiline Terminals with an LCD. Language selection is made per station using System Programming.

System Software S3000 or higher is required to display Japanese or Spanish.

SYSTEM AVAILABILITY

Terminal Type:

Multiline Terminals with LCD

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-09~18 (Customized Message 1~10 Assignment) to program customized messages.
- Use Memory Block 4-18 (Station Name Assignment) to customize station names.
- Use Memory Block 4-28 (Multilingual LCD Indication Selection) to specify the language (JAPA, FREN, ENG, or SPAN) to be displayed. Default is ENG.

Restrictions:

- System software S3000 or higher is required to display Japanese or Spanish.
- Language changes for softkeys do not take affect on the DTP or DTU terminal until the power to the terminal is shut off and then restored.

General:

- ✆ Multilingual Indication per station only applies for fixed LCD messages.
- ✆ Programmable messages such as station name and Customized Messages are programmed per message.

Multiple Trunk Groups

M-6

FEATURE DESCRIPTION

A maximum of 32 Trunk groups may be assigned. Each group can have a separate Trunk Group Access Code. Assigning Trunk groups provides access to different outside trunks. With Tenant Service, different tenants can be programmed to access only their Trunk group.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature at any station:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Trunk Group Access Code.
3. Wait for outside dial tone.
4. Dial the desired telephone number.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function Number 101 to assign a Dial Access Code (up to three digits) for Trunk groups.

- Default Trunk Access Codes include the following:
  - Dial 9 Trunk Group 1
  - Dial 8 Trunk Group 2
  - Dial 70 Trunk Group 3
  - Dial 71 Trunk Group 4
  - Dial 72 Trunk Group 5
  - Dial 73 Trunk Group 6
  - Dial 74 Trunk Group 7
  - Dial 75 Trunk Group 8
- Use Memory Block 3-03 (Trunk-to-Trunk Group Assignment) to assign a Trunk Group number (01~32) to each CO/PBX line.

Restrictions:

- A trunk can be assigned to only one Trunk group.

General:

- Dial Access is provided only on Multifunction registered systems.
- At default, CO/PBX lines 01~ 08 are assigned in Trunk Group 1, all Tie lines are assigned in Trunk group 2, and no additional CO/PBX lines or DID lines are assigned to a Trunk group.
- The system provides for 32 Trunk groups.
- Trunks can be assigned to any or all Tenant groups.
- Various features such as Code Restriction (outgoing), LCR, and Route Advance Block are based on Trunk groups.
- Trunk groups can be assigned to a Flexible Line key as a Pooled Line (outgoing).

Music on Hold

M-7

FEATURE DESCRIPTION

A locally provided music source or an internal music source can be used to supply music to parties on hold, to assure them that they are still connected to the system.

System Software S4000 or higher is required to allow CO ports to provide multiple music sources to different COs in the system.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

External source connected to the RCA jack on the basic B64-U10 KSU or MOH jack on the MBD-U10 Unit in the B48-U10 KSU.

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-09 (Music on Hold Pattern Selection) to select the Music on Hold pattern (default: A).
- Use Memory Block 1-8-31 (Hold Tone Source Assignment) to assign the internal (default: INT) or external (EXT) Music on Hold source.
- Use Memory Block 1-8-32 (Hold Interval Tone Volume Selection) to pad the Music (default: 0 dB) by -6dB when the Internal source is used.

General:

- Music On Hold (MOH) is provided for all outside and internal calls on hold.
- Music On Hold can be disabled if required.

- ✆ Music On Hold is provided using the built-in tone melodies or an external source connected to the RCA jack on the basic B64-U10 KSU for the Electra Elite 192 system or MOH jack on the MBD-U10 Unit in the B48-U10 KSU for the Electra Elite 48 system.
- ✆ Internal Source:

  Program one of two melodies (American Folk Song melody, or Christmas Song melody) as an internal source. A volume control for the built-in MOH source can also be programmed.
- ✆ External Source:
  - Music source (radio, tape player, or CD) must be provided locally.
  - Source output levels should be less than 0.6 RMS signal level with 600 Ω impedance.
  - Optional interface ETUs are not required for this feature.
- ✆ A CO line that is assigned as a CO external music on hold source cannot be seized, even when the CO trunk is assigned on a line key of a Multiline terminal.
- ✆ A CO line that is assigned to a CO external music of hold source is skipped without being seized, even when that CO is assigned to a trunk group.
- ✆ When Memory Block 3-11 (CO External Source Selection) contradicts Memory Block 3-12 (CO Hold Memory Selection) MOH works according to the Memory Block 1-8-31 (Hold Tone Source Assignment) setting.
- ✆ Use Memory Block 3-11 (CO External Source Selection) to specify whether the MOH source is from the CO (default) or an EXT SOURCE. Unused circuits on a COI/COID ETU can be assigned as MOH inputs.
- ✆ Use Memory Block 3-12, (CO Hold Memory Selection) to assign the external music source to each trunk.

Example:

Trunks 09 and 10 are assigned as external sources. Trunk 09 is programmed as the external source for Trunks 01~05 when a call is placed on hold. Trunk 10 is programmed as the external source for Trunks 06~08 when a call is placed on hold.

Nesting Dial

N - 1

FEATURE DESCRIPTION

Multiline Terminal users may store up to four System or Station Speed Dial numbers in one Station Speed Dial buffer. The user can press the Redial key and dial a single Station Speed Dial buffer number to consecutively dial all four buffers.

System Software S4000 or higher permits input stored characters to be entered on the dial pad, but does not allow the Character Code Table to be used.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program Nesting Dial for a Speed Dial buffer:

1. Press Feature.
2. Press Redial.
3. Dial the Speed Dial buffer number to be programmed (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum 4 digits).
5. Press Answer.
6. Dial the Speed Dial buffer number to be nested (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).
7. Repeat steps 5 and 6 up to three times if required.
8. Press Hold, and enter name using the Character Code Table.

- OR -

9. Use the dial pad to enter the name.

☞Refer to S-11 Speed Dial Stored Characters.

10. Press Feature.

To program Nesting Dial for the Feature Access key:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial (Function) code 0 OPER.
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Press Answer.
7. Dial the Speed Dial buffer number to be nested (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ).
8. Repeat steps 6 and 7 up to three times when required.
9. Press Hold, and enter name using the Character Code Table.

- OR -

10. Use the dial pad to enter the name.

☞Refer to S-11 Speed Dial Stored Characters.

11. Press Feature.

To program Nesting Dial for a One-Touch key:

1. Press Feature.
2. Press Redial.
3. Press the One-Touch key.
4. Dial (Function) code 0 OPER.
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Press Answer.
7. Dial the Speed Dial buffer number to be nested (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ).
8. Repeat steps 6 and 7 up to three times when required.
9. Press Feature.

Using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press Redial .
3. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ) with nested buffer(s).
4. Use Handsfree Answerback or lift the handset, and talk with the called party.

- OR -

Press the desired CO/PBX line key.

5. Press the desired Feature Access key or One-Touch key.
6. Use Handsfree Answerback or lift the handset, and talk with the called party.

Multifunction (Dial Access):

1. Press Redial .
2. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ) with nested buffer(s).
3. Use Handsfree Answerback or lift the handset, and talk with the called party.

- OR -

Press the desired Feature Access key or One-Touch key.

4. Use Handsfree Answerback or lift the handset, and talk with the called party.

Using a Single Line Telephone:

Multifunction (Dial Access) Only:

1. Lift the handset, and wait for dial tone.
2. Dial Speed Dial Access Code 7 PQRS 7 PQRS (default).
3. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 8 TUV 9 WXYZ) with nested buffer(s).
4. Talk with called party.

SERVICE CONDITIONS

Restrictions:

- A maximum of 24 digits can be programmed in a Speed Dial buffer.
- A maximum of 22 digits can be programmed in a Feature Access key.
- A maximum of 16 digits can be programmed in a One-Touch key.

General:

- Each nested buffer reduces the number of digits allowed in a Speed Dial buffer by three.
- System and Station Speed Dial buffers can be nested in a Station Speed Dial buffer.
- Station Speed Dial buffers cannot be nested in a System Speed Dial buffer.
- Up to four System Speed Dial buffers can be nested in one System or Station Speed Dial buffer.
- A Speed Dial buffer with nested number(s) cannot be nested in another Speed Dial buffer.
- Nesting Dial is allowed under Feature Access keys and One-Touch keys.
- Single Line Telephone users cannot program Nesting Dial in Station Speed Dial buffers.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable
S-10	Speed Dial - Station
S-11	Speed Dial Stored Characters
A-12	Speed Dial - System

Night Call Pickup

N-2

FEATURE DESCRIPTION

Night Call Pickup functions when the system is in Night Mode and an incoming call rings. When the Night Chime is ringing, a station user can dial the Night Call Pickup Access Code or press a Feature Access key programmed for Night Call Pickup to answer incoming calls.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

ECR-U10 ETU

OPERATING PROCEDURES

For a Night Mode incoming outside call (Night Chime Ringing):

1. Lift the handset, and wait for internal dial tone.
2. Dial the Night Call Pickup Access Code 6 MNO 9 WXYZ (default).

- OR -

Press the Feature Access key programmed for Night Call Pickup.

3. Connection to incoming call is completed.

Note: Default Access Codes can be changed in System Programming during installation.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] to assign the Night Call Pickup Access Code (default: 69).
- Use Memory Block 2-08 (ECR Relay to Tenant Assignment) to specify Tenant assignment (LED On) to External Tone Relay 1, 2, 3, 4, or Night Chime function for the ECR Relay. Default is unassigned.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.

Restrictions:

- Tie/DID incoming calls cannot be answered using Night Call Pickup unless Tie/DID Delay Ringing is assigned in System Programming and Delay Ringing has started.
- DIT/ANA calls cannot be answered using Night Call Pickup.

General:

- The Night Call Pickup Access Code is valid when any tenant is in Night Mode and the Night Chime Feature is Programmed.
- When several incoming calls are ringing in at the same time, the lowest numbered line is answered first.

RELATED FEATURES LIST

Feature Number	Feature Name
N-3	Night Chime
N-4	Night Transfer

Night Chime

N-3

FEATURE DESCRIPTION

Night Chime provides a common audible tone with one relay contact for control when incoming CO/PBX calls are received in Night Mode. The relay contact closures may also be used for external bells or chimes. The Night Chime feature is used after working hours to alert night personnel for incoming outside calls.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

ECR-U10 ETU for common audible tone and control relay

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 2-08 (ECR Relay to Tenant Assignment) to specify Tenant assignment (LED On) to External Tone Relay 1, 2, 3, 4, or Night Chime function for the ECR Relay. Default is unassigned.
- Use Memory Block 7-01 (Card Interface Slot Assignment) to specify the ECR-U10 ETU.

Restrictions:

- Tie/DID lines, DIT/ANA calls, and Automated Attendant do not activate the Night Chime relay.

General:

- An ECR-U10 ETU is required for common audible tone and control relays. Ten relays are provided with this ETU. One relay is provided for Night Chime control.
- The Night Chime control relay is activated based on Night Mode of each Tenant group.

- Ringing interval for Night Chime is fixed (1 sec. ON/1 sec. OFF).
- The ECR-U10 ETU provides a common audible tone for Night Chime ringing and External Tone ringing.
- The Night Chime equipment must be provided locally.
- From a station in the same Tenant group, the Call Pickup Tenant Access Code can be used.
- When a trunk is not assigned to a Tenant group, the Night Chime feature does not work.

RELATED FEATURES LIST

Feature Number	Feature Name
N-2	Night Call Pickup
N-4	Night Transfer

Night Transfer

N-4

FEATURE DESCRIPTION

Attendant Positions (with or without Attendant Add-On Consoles) can place the system in or out of Night Mode. This changes the ring assignment of CO/PBX lines, activates Assigned Night Answer (ANA) Assignments, Night Call Pickup, Night Chime, Code Restriction Class Assignments, and Automated Attendant messages. This feature can operate system-wide or per tenant.

SYSTEM AVAILABILITY

Terminal Type:

Attendant Positions assigned this ability

Required Components:

None

OPERATING PROCEDURES

To set Night Transfer system-wide:

1. Press Feature.
2. Dial Access Code 8 TUV 0 OPER.
3. Press Feature.

- OR -

Press the Night Transfer key on the Attendant Add-On Console during Day Mode.

To cancel Night Transfer system-wide:

1. Press Feature.
2. Dial Access Code 8 TUV 0 OPER.
3. Press Feature.

- OR -

Press the Night Transfer (NT) key on the Attendant Add-On Console during Night Mode.

To set per tenant:

1. Press Feature.
2. Dial Access Code 8 5.
3. Dial the Tenant number (0 0 ~ 4 7).
4. Press Feature.

To cancel per tenant:

1. Press Feature.
2. Dial Access Code 8 5.
3. Dial the tenant number (0 0 ~ 4 7).
4. Press Feature.

To set weekend per tenant:

1. Press Feature.
2. Dial Access Code 8 0.
3. Dial the Tenant number (0 0 ~ 4 7).
4. Press Feature.

To cancel weekend per tenant:

1. Press Feature.
2. Dial Access Code 8 0.
3. Dial the tenant number (0 0 ~ 4 7).
4. Press Feature.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-6-05 (Attendant Add-On Console Key Selection) to assign the TRF (page 2 LK 5) and NT MOD Switching (page 2 LK 4) functions to Attendant Add-On Console keys. Default is TEL01.

- Use Memory Block 1-8-07 [Class of service (Attendant) Feature Selection 1] Page 1 LK1 and LK2 to allow (default: LED On) or deny (LED Off) Night Mode Switching system-wide and per tenant.
- Use Memory Block 1-1-27 (Automatic Day/Night Mode Switching Time Assignment) to assign the pattern 1 and pattern 2 start time for automatically switching between Day and Night Mode.
- Use Memory Block 1-1-32 (Automatic Day/Night Mode by Day of Week Selection) to select the pattern 1 or pattern 2 Day/Night Mode start time for each day of the week.

General:

- The following features are affected when switching to the Night Mode:
  - Flexible Ringing Assignment
  - ANA Assignment
  - Code Restriction Class Assignment
  - Automated Attendant
  - Night Chime
  - Night Call Pickup
- Feature Access keys or One-Touch keys can be assigned to set/cancel Night Transfer (system-wide or per tenant).

RELATED FEATURES LIST

Feature Number	Feature Name
C-17	Class of Service

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Off-Hook Ringing

O - 1

FEATURE DESCRIPTION

Off-Hook Ringing alerts a Multiline Terminal user that an incoming outside call is ringing to that station during another call. Off-Hook Ringing is provided through the built-in speaker of the Multiline Terminal and at a lower volume than On-Hook Ringing.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set off-hook ringing volume:

1. Go off-hook with the handset.
2. Dial the Access Code (default: 6 MNO 0 OPER).
3. Dial 1 from the dial pad.
4. Press press ^ v (^ = increase) or (v = decrease) to increase/decrease off-hook ringing volume.
5. Go on-hook.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-51 (Off-Hook Ringing Selection) to assign Off-Hook Ringing per station (default: YS).
- Use Memory Block 1-1-46 [Access Code (1-Digit) Assignment] and 1-1-47 [Access Code (2-Digit) Assignment] to set the access code (default: 60) for Volume/LCD Control.

Restrictions:

- Off-Hook Ringing is not provided when the Multiline Terminal speaker is activated or when the terminal is in Do Not Disturb (DND) mode.

General:

- Off-Hook Ringing applies only to lines assigned to ring.
- At system default, Off-Hook Ringing tone volume is approximately 10 dB lower than On-Hook Ringing tone volume.
- The Off-Hook Ringing feature is effective when a headset is used.
- Off-Hook Ringing follows the Distinctive Ringing Pattern selection but not Synchronous Ringing.
- Off-Hook Ringing is provided for calls to a Secondary Incoming Extension when the station user is busy on an internal or outside call.

RELATED FEATURES LIST

Feature Number	Feature Name
D-15	Do Not Disturb (DND)

Off-Premise Extension

O-2

FEATURE DESCRIPTION

Off-Premise Extension allows a Single Line Telephone, located remotely from the main installation site, to access the system features with the same abilities as an on-premise Single Line Telephone.

SYSTEM AVAILABILITY

Terminal Type:

Single Line Telephones

Required components:

OPX(2)-U10 ETU to support this feature

OPERATING PROCEDURES

Normal programming assignments and call handling procedures apply.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the OPX(2)-U10 ETU.

Restrictions:

- The OPX(2)-U10 ETU does not support an interface to a Voice Mail unit.

General:

- Each OPX(2)-U10 ETU provides two circuits.
- The maximum loop resistance between an OPX(2)-U10 ETU and an Off-Premise Extension Single Line Telephone is 1600 ohms (including Single Line Telephone set resistance).
- The OPX(2)-U10 ETU has a built-in ringer (RSG). This ETU supports Synchronous Ringing and detects Dial Pulse/DTMF tones.

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One-Touch Feature Access

O-3

FEATURE DESCRIPTION

One-Touch Feature Access is provided with Multiline Terminals to allow a Multiline Terminal user to press a single, flexible Feature Access key or One-Touch key to access many system features or System/Station Speed Dial without going off-hook first.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Refer to Related Features for the Operating Procedures.

SERVICE CONDITIONS

Restrictions:

- Feature Access keys and One-Touch keys are similar in purpose and ability. Up to 10 feature access keys are available depending on system programming and available Line keys. One-Touch key availability is controlled by the type of Multiline Terminal.

General:

- You can press a single key to call a station, access a Speed Dial buffer, or activate a feature.
- The ETW-24DS-1/2(BK)/(SW) TEL has 12 user-programmable One-Touch keys. The user can program these keys for Speed Dial, DSS, and selected features (*e.g.*, Call Pickup, Paging, DND set, or DND cancel). BLF is not provided with these keys.
- When the MIC key is programmed on a One-Touch Feature Access Key, set/cancel is operated by toggle.
- Trunk access can be programmed on a Feature Access or One-Touch key.

- When programming Feature Access or One-Touch keys, the Conf (CNF) key can be used to backspace and erase an entry.
- Each One-Touch key can store up to 16 digits.
- Nesting Dial is allowed under One-Touch keys.
- When programming Feature Access or One-Touch keys, press the Answer key, then press: Recall, Feature, Conf, Redial, Speaker, Answer, Transfer, or Hold to enter and store the applicable feature keys.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable
N-1	Nesting Dial
S-11	Speed Dial Stored Characters
S-10	Speed Dial - Station

PC Attendant Console

P - 1

FEATURE DESCRIPTION

ElectraCall PC Attendant is a Windows 95 application that integrates the major features of the traditional attendant position with the power of a PC to form a powerful database-driven application that increases productivity and provides the efficient, accurate call processing required in the service oriented marketplace of today.

ElectraCall runs on the PC and communicates with the Electra Elite 48/192 system through a normal digital station port using the PCT(S)-U10 Unit that is installed in the PC or the CTU(S)-U Unit with OS Windows 98 SE or higher.

Plug in a PC board where you normally would plug in an Electra Elite digital telephone. When calls come in to this station, ElectraCall displays the call information on the PC and provides several options for handling calls quickly and effectively. ElectraCall can be minimized to run in the background and pop to the front when call activity occurs allowing the user to handle the call either with the keyboard or mouse. ElectraCall users can speak either through the headset or an adjunct Electra Elite digital telephone that can optionally be connected to the ElectraCall PC board.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

- Pentium 166 or higher with a minimum of 32 MB RAM and a minimum of 15 MB of free hard disk space
- Windows 95
- CD ROM Drive
- 1 free ISA slot in PC with a free interrupt request (IRQ)
- PC speakers and microphone
- MAPI compliant e-mail application (required when using the e-mail features of PC Attendant)
- Printer (required when using the printing features of the PC Attendant)

OPERATING PROCEDURES

Refer to the ElectraCall PC Attendant Installation Manual.

SERVICE CONDITIONS

✆ ElectraCall has three main components:

- ElectraCall Application software: This application runs on a PC and provides the PC based GUI (Graphical User Interface) and features.
- PC Board: This digital board is installed in the ISA slot on a PC and connected to a digital station line from the KTS. ElectraCall communicates to the Electra Elite KTS through this board.
- Headset: The headset can be plugged in to the PC Board and is used when making and receiving calls through ElectraCall. An optional Electra Elite/Professional digital telephone can also be plugged into the PC Board and used in place of the headset.

✆ When the KTS is configured to support Caller ID indication, ElectraCall displays the caller ID information on all incoming calls.

✆ When Caller ID is available and the KTS is set up as a square system (i.e. Line Key 1 = CO1, Line Key 2 = CO2,...), Caller IDs for multiple CO calls coming into the PC Attendant simultaneously may swap on the PC call window indication for those calls. For this reason, NEC does not recommend using Caller ID with this product unless the station is set up with CAP (Call Appearance) keys. When CAP keys are assigned, Caller ID works properly. Refer to the Electra Elite Programming Manual for details on CAP key setup.

✆ ElectraCall can be used without an Electra Elite telephone connected (using headset only), but it is not recommended. An adjunct telephone should be connected to the PC Board as a backup to the connected headset.

✆ Message Waiting Lamp indication can be displayed only when an adjunct telephone is connected to ElectraCall.

✆ ElectraCall can monitor a maximum of 30 DSS/BLF buttons.

✆ An unlimited number of stations can be entered in the database. Each station record can contain information such as the station user name, address, extension number, e-mail address, pager, other telephone numbers (*e.g.*, cellular, pager, home). Each station record can also show the MONITOR status of that telephone (BUSY, IDLE, or DND). Special notes can also be entered for each station. These notes can provide more details about the station user such as availability, scheduling, and meetings.

- The Intelligent Configuration Wizard guides users through the setup procedure making installation easy. Answer the Wizard questions, such as *How many DSS keys?*, and the Wizard auto-programs the DSS/BLF keys.
- The Wizard automatically programs up to 20 DSS/BLF keys based on connected telephone type. Other DSS/BLF keys must be manually programmed as Feature keys.
- ElectraCall supports a maximum of 24 lines. However, each additional DSS/BLF programmed beyond the Maximum Number of DSS/BLF keys, the Wizard Auto-Programs column, reduces the maximum number of 24 lines by one. Line refers to CO lines, Secondary Incoming Extension (SIE), Call Arrival (CAR) keys, or Call Appearance (CAP) Keys.

Connected Telephone Type	Maximum Number of DSS/ BLF Buttons Wizard Auto-Programs	Maximum DSS/BLFs ElectraCall Monitors
NONE	20	30
DTP/DTU-32D	16	26
DTP/DTU-16D	0	10
ETW-16DD	20	30
ETW-24DS	12	22
ETW-16DC	0	10

- ElectraCall can handle multiple incoming/outgoing calls and maintain/display the status for each.
- Call Log Capture tracks all incoming/outgoing calls received/made by an attendant displaying the Caller ID and duration of each call.
- Unlimited personal speed dial buttons can be added on the user interface.
- ElectraCall provides major attendant functions such as NIGHT MODE set, ZONE PAGING, QUICK TRF to VM, and more. With the Flexible Smart Panel controls, feature keys are displayed based on the applicable call state. Keys can be added or deleted to suit the user needs.

- Live Record to WAV File with E-Mail Option: When someone leaves a message that is too long and fast to type, click the record button and save the conversation to the hard disk on the PC as a WAV file. The sound recorded message can then be e-mailed to the intended recipient.

Note: Recording telephone conversations may be illegal under certain circumstances and laws; consult a legal advisor before recording a telephone conversation. Some federal and state laws require the party recording a telephone conversation to use an alert tone to notify all parties to the telephone conversation. Some of these laws provide strict penalties for illegal recording of telephone conversations.

- To e-mail the message, a MAPI compliant e-mail application is required.

- Message Pad with E-Mail Option

  Click the TAKE MSG button and a message pad pops up with the name or number of the caller and date and time already filled in. Enter the message and either print it or e-mail it to the intended recipient.

- Auto Greeting Player

  A different prerecorded WAV file can be set up for each line. When a call is answered, ElectraCall automatically plays the prerecorded WAV file to the calling party.

- Remember Last Transfer

  ElectraCall remembers the calling person and the person called. When John Smith calls ElectraCall and asks to be transferred to Mary Smith, the next time John Smith calls, ElectraCall provides the default transfer destination to her extension.

PC Programming

P-2

FEATURE DESCRIPTION

The MIFM-U10 ETU and System Administration Terminal (SAT) software allow the system to be programmed from a personal computer (PC). System Data is transferred to/from a diskette for backup of system data. SAT PC programming software also allows the user to print station designation strips to shorten installation time. End users can use end-user SAT PC programming software to program several features for their Multiline Terminals such as: Line Key Assignment, Telephone Names, Zone Paging Groups, or various programmed times.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

MIFM-U10 ETU

Pentium PC with Windows 95 or higher to run SAT PC programming

OPERATING PROCEDURES

Refer to the Electra Elite Programming Manual for PC programming instructions.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-17 (PC Programming Password Assignment) to set a system password that must be entered when using PC Programming.
- Use Memory Block 1-8-18 (Site name Assignment) to enter a system name (8 digits maximum) to use to program the system.
- Use Memory Block 1-8-35 (COM Port Baud Rate Setting Assignment) to individually define the baud rate for COM ports.
- Use Memory Block 1-8-36 (COM Port Parity/Stop Bit setting Assignment) to individually define the Parity and Stop Bit for COM ports.

- ✆ Use Memory Block 1-8-38 (Modem Number For Remote Programming Assignment) to assign the extension number for the socket Modem installed on the MIFM-U10 ETU.
- ✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the MIFM-U10 ETU.
- ✆ Use Memory Block 7-3-01 [MIF (LCR) Assignment] to enable LCR for the MIFM-U10 ETU.
- ✆ Use Memory Block 7-3-02 [MIF (SMDR) Assignment] to enable SMDR for the MIFM-U10 ETU.
- ✆ The MIFM-U10 ETU provides the RS-232C connector for connection of a PC or a modem.
- ✆ PC Specifications:
  - Pentium PC
  - Windows 95 or higher

RELATED FEATURES LIST

Feature Number	Feature Name
R-4	Remote Programming

Pooled Line (Outgoing)

P-3

FEATURE DESCRIPTION

Pooled Line (Outgoing) allows MultilineTerminal users to seize an outside line on one Pooled line key. One Pooled line key can accommodate a Trunk group or Route Advance Block.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate an outside call:

1. Press the Pooled line key, and wait for outside line dial tone.
2. Dial the desired telephone number.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 2-05 (Line Key Selection) to select the TEL (Telephone Mode) or TNAT (Tenant Mode) line key assignment for each Tenant. Default is TEL.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign a pooled line to a CO/PBX line key on each telephone in a Tenant assigned to Tenant Mode.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign a pooled line to a CO/PBX line key on each telephone ina Tenant assigned to Telephone Mode.
- Use Memory Block 3-03 (Trunk-to-Trunk Group Assignment) to assign a Trunk Group Number to each CO/PBX line.

Restrictions:

- A Pooled Line (Outgoing) cannot receive incoming calls.

General:

- A maximum of 48 pooled groups are allowed per system. Each pooled group corresponds to a Trunk Group number (1~32) or a Route Advance Block number (1~16).
- Pooled Line LED indicates the status of the pooled group as follows:

  On: All trunks in the pooled group are in use.

  Off: Some or all trunks in the pooled group are idle.
- When an idle Pooled line key is pressed, an idle trunk belonging to that pooled group is automatically selected. When the Electra Elite 48/192 system is designated as KF registration, this feature is not available.
- A user on a Pooled Line can access Call Park - System, Call Transfer, and Conference.
- Trunk Queuing can be set when the Pooled line key is busy (red LED).
- When a trunk is selected from Pooled line key, it appears on a CO line key or on a Call Appearance (CAP) key on the Multiline Terminal.

Power Failure Transfer

p-4

FEATURE DESCRIPTION

Power Failure Transfer ensures that a customer has access to the Central Office network during a power outage. The CO/PBX tip and ring are automatically transferred to the tip and ring of a preselected Single Line Telephone. The Single Line Telephone can function in the system during normal operation or be used during a power failure. Each B64-U10 KSU provides three circuits for this feature. The B48-U10 KSU provides one circuit for this feature. When power returns, any ongoing conversation is disconnected.

SYSTEM AVAILABILITY

Terminal Type:

Single Line Telephones

Required Components:

SLI(4)/(8)-U10 ETU

OPERATING PROCEDURES

A CO/PBX line is automatically switched to a locally provided Single Line Telephone when total system power is lost, and system battery backup expires.

SERVICE CONDITIONS

Data Assignment:

- Use memory Block 7-1 (Card interface Slot Assignment) to specify the SLI(4)/(8)-U10 ETU.

General:

- The Single Line Telephones that are installed must provide dialing signals accepted by the outside exchange (Dial Pulse or Dual-Tone Multifrequency).
- Only Single Line Telephones crossconnected at the MDF can be used for this feature.
- Single Line Telephones and outside lines connected during power failure are fixed one-to-one.

- Single Line Telephones must be equipped with a ground button for use with Ground-Start Trunks.
- System features cannot be activated from Single Line Telephones when Power Failure Transfer is in operation.
- When power is restored to the system, Power Failure Transfer is canceled. Calls in progress on Power Failure Transfer lines are disconnected.

Preset Dialing

P-5

FEATURE DESCRIPTION

Preset Dialing enables a Multiline Terminal user to originate an outgoing call by predialing digits on the keypad. After dialing the number, the user can go off-hook, press the Speaker key, or press a line key to make the call.

System Software S2000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal

Required Components:

MIFM-U10 ETU with KMM(1.0)U

OPERATING PROCEDURES

Using a Multiline Terminal:

1. Dial the telephone number using the keypad.
2. Go off-hook, or press Speaker, or press a CO Linekey .

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK5 to Allow (LED ON) or Deny (default: LED Off) Preset Dialing.
- Use Memory Block 4-44 (Caller ID Preset Dial Outgoing CO Selection) to assign the Trunk group, Route Advanced group, or Closed Numbering group seized for Caller ID outgoing calls.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the MIFM-U10 ETU.

General:

- Confirmation tone is not heard while dialing.
- When a digit is not dialed within 10 seconds, this feature is automatically canceled.
- Pauses cannot be entered while dialing.
- A maximum of 24 digits can be displayed.
- A call originating using this feature is canceled when the Redial key, Hold key, Transfer key, or Recall key is pressed.
- The LCR feature is in effect when using Prese tDialing.

Prime Line Assignment

P-6

FEATURE DESCRIPTION

Prime Line Assignment allows a station user to go off-hook and originate an outside call from the trunk assigned as the Prime Line without pressing the line key. This feature allows assignment of a trunk, Trunk group, or Route Advance Block.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate a call:

1. Lift the handset or press Speaker. Prime Line (outside line) is seized.
2. Dial the call.

To access an internal dial tone for Feature Access or an internal call at a Multiline Terminal:

1. Lift the handset or press Speaker. Prime Line (outside line) is seized.
2. Press Feature.
3. Dial Access Code 6 MNO *.
4. Dial the desired Feature Access Code or station number.

- OR -

Press Feature and Speaker.

To access an internal dial tone for Feature Access or an internal call at a Single Line Telephone:

1. Lift the handset.
2. Press the hookswitch.
3. Dial the desired Feature Access Code or station number.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-23 (Prime Line/Hot Line Assignment) to assign Prime Line to a Trunk, Trunk Group, or Route Advance Block.
- Prime Line is assigned per station.

Restrictions:

- When Prime Line is busy or on Hold, a busy tone is received when user goes off-hook. Another line must be seized manually.

General:

- Ringing Line Preference takes priority over Prime Line when both features are assigned.
- Internal Dial Tone Access Codes can be stored on a Feature Access or One-Touch key.
- An internal line can be seized by pressing the ICM key (when assigned) before going off-hook.
- Prime Line can be assigned to a Single Line Telephone.
- When a Single Line Telephone user provides a hookflash, the outside line is put on hold and internal dial tone is heard. To return to the outside line, provide another hookflash.
- The Service Conditions for Multiline Terminals when the Feature key and Access Code 6✱ are used to access intercom dial tone include:
  - The seized outside line is disconnected and internal dial tone is provided.
  - During an internal call or when receiving call waiting tone, busy tone, or reorder tone, press the Feature key and dial 6✱ again to provide new internal dial tone.
  - When an incoming internal or ring transfer call is being received while off-hook, and an outside dial tone is received, press the Feature key and dial 6✱ to answer the call.

Privacy on All Calls

P-7

FEATURE DESCRIPTION

The system provides complete Privacy on All Calls. A station user cannot enter another conversation unless allowed using Barge-In, Add-On Conference, or Privacy Release.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK5 to Allow (default: LED On) or Deny (LED Off) Barge-In Receive.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK4 to Allow (LED On) or Deny (default: LED Off) Barge-In originate.

General:

- Only the person talking may allow a third or fourth party to enter the conversation using Add-On Conference or Privacy Release, unless the Barge-In feature is allowed at designated stations.
- All stations have privacy at default.

RELATED FEATURES LIST

Feature Number	Feature Name
A-3	Add-On Conference
B-3	Barge-In
C-17	Class of Service
P-8	Privacy Release

Privacy Release

P-8

FEATURE DESCRIPTION

Privacy Release allows the multiline terminal user to release the privacy on an outside line by pressing a privacy release key programmed on the station. Another user can then press the same CO/PBX or CAP key to join the conversation in progress.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program a Feature Access Key for Privacy Release from a Multiline Terminal:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access Key.
4. Dial 2 ABC.
5. Dial 1 0 OPER.
6. Press Feature.

To program a One-Touch Key for Privacy Release from a Multiline Terminal:

1. Press Feature.
2. Press Redial.
3. Press the One-Touch Key.
4. Dial 2 ABC.
5. Dial 1 0 OPER.
6. Press Feature.

To activate Privacy Release from a Multiline Terminal with a CO/PBX call in progress:

Press the Privacy Release key.

To Enter a Conversation using the Privacy Release from a Multiline Terminal:

1. Lift the handset or press Speaker.
2. Press the CO/PBX Line key or CAP key that released privacy.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 2-05 (Line Key Selection) to assign Tenant-Wide or Telephone (default) Mode for each Tenant.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign CO/PBX trunks to the applicable Tenant.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign Feature Access Key (Page 1 LK6).

Restrictions:

- Privacy Release is only available on an Outside line.
- Only two stations can be added per CO/PBX call after Privacy Release. After two parties have joined the conversation, the Conf key LED at all stations that did not enter is turned off. A third station that tries to enter receives a busy signal.

- When the originating caller abandons the call, the user cannot enter the call again.
- Privacy Release cannot be activated again until both added stations release the CO/PBX line.
- A maximum of 16 Privacy Release calls are available.
- Voice Over is prohibited to a station that has activated Privacy Release.
- When a station is receiving Voice Over, activating Privacy Release is ignored and Voice Over continues.
- Privacy Release and Live Record are not allowed at the same time.
- Privacy Release cannot be used on Single Line Telephones.
- Specified CO/PBX seizure cannot be used to activate Privacy Release.
- Privacy Release is not allowed when a conference is in progress.
- To join a CO/PBX call using Privacy Release the originating CO/PBX key or CAP key must be assigned to that station.

General:

- Privacy Release can be activated or deactivated while a CO/PBX call is in progress.
- The red Conf LED flashes during Privacy Release. After Privacy Release is canceled or all allowed parties have joined, the LED is off.
- The Conf key LED indication for Privacy Release is the same as the indication for a conference call.
- When Privacy Release is activated, the Conf key LED winks on all Multiline Terminals assigned to the same Tenant as the CO line with Privacy Release, even when the CO line is assigned to multiple Tenants.
- When the Conf key is pressed from the same station that activated Privacy Release, the Privacy Release feature is canceled.
- Holding an internal call has priority over Privacy Release.
- When a CO assigned as a private line is Privacy Released, the Conf key at the shared private line flashes.

RELATED FEATURES LIST

Feature Number	Feature Name
A-3	Add-On Conference
B-3	Barge-In
C-17	Class of Service

Private Lines

P-9

FEATURE DESCRIPTION

Two outside lines can be programmed as private lines. Only a Multiline Terminal that is programmed for the Private Lines feature can have access to these private lines. The Private Line LED status is not displayed on any other Multiline Terminal.

SYSTEM AVAILABILITY

Terminal Type

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-29 (Private Line Assignment) to assign two Private Lines.

✆ Use Memory Block 1-1-46 [Access Code (1-Digit) Assignment] or 1-1-47 [Access Code (2-Digit) Assignment] Function Number 050 or 051 to assign access code for CO/PBX/Centrex Line Seizure. Private Lines can be assigned to Single Line Telephones, and the user can access the line by dialing the specified access code.

Restrictions:

✆ Last Number Redial does not access a Private Line.

General:

✆ The following combinations are possible:

- Two stations with individual Private Lines.
- Two stations sharing one Private Line.
- One station with two Private Lines.

- Barge-In on a Private Line is possible only when the same Private Line is shared by two terminals.
- Private Lines cannot be included in a conference and/or transferred except when two stations share a Private Line.
- Private Lines cannot be accessed by a Trunk Access Code.
- Tie lines can be assigned as Private Lines.
- Private Lines cannot follow Call Forward assignments unless the destination telephones use the same Private Lines.

RELATED FEATURES LIST

Feature Number	Feature Name
A-3	Add-On Conference
B-3	Barge-In

Programming from Multiline Terminal

P-10

FEATURE DESCRIPTION

System Programming can be performed from designated Display Multiline Terminals in the first two ESI(8)-U10 ETU ports. Some programming changes become effective immediately. Other programming changes become effective after applicable busy telephones and circuits become idle.

SYSTEM AVAILABILITY

Terminal Type:

Display Multiline Terminals

Required Components:

ESI(8)-U10 ETU

OPERATING PROCEDURES

Refer to the Electra Elite 48/192 Programming Manual for additional information.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the ESI(8)-U10 ETU.

Restrictions:

✆ PC Programming and programming from a Multiline Terminal cannot be performed at the same time.

General:

✆ The first two Multiline Terminal ports are programming positions (default: Stations 100 and 101).

✆ Both stations can go off-line at the same time to program the system.

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Pushbutton Dial - DTMF or DP

P-11

FEATURE DESCRIPTION

Pushbutton Dial - DTMF or DP is provided on all Single Line Telephones and outside lines. Tie Lines are assigned per trunk to generate either Dual-Tone Multifrequency (DTMF) or Dial Pulse (DP) dialing signals.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with a push button dial pad

Required Components:

TLI(2)-U10 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the TLI(2)-U10 ETU.

General

- DTMF or DP programming is per Tie line trunk.
- Single Line Telephones that are installed can be Push Button DTMF or DP (rotary dial).
- Default assigns DTMF signaling to all trunks and Single Line Telephone ports.
- DTMF tone can be sent from Multiline Terminals to Dial Pulse trunks.
- Loop Start/Ground Start trunks are DTMF only.

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Quick Transfer to Voice Mail

Q - 1

FEATURE DESCRIPTION

A station user transferring a call can force the call to be transferred to the called party voice mail box after the transferred call recalls, after an internal station number is dialed while performing a screened transfer, or during intercom calls.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals allow either operation.

Single line telephones may perform the Quick Transfer only during screened transfer operations. They may not perform Quick Transfer after recall.

Required Components:

None

OPERATING PROCEDURES

To quickly transfer a call while talking with an outside party:

1. Press Transfer , and wait for an internal dial tone.
2. Enter a station number, and wait for a ring back tone.
3. Dial the Quick Transfer Access Code (default: 7 PQRS). The outside party is transferred to the station user Voice Mail box.
4. Hang up.
5. The Voice Mail answers.

To quickly transfer a call during a recall:

1. Press the recalling line key.
2. Press Feature and dial 8 TUV 6 MNO .
3. Hang up.
4. Voice Mail answers.

To quickly transfer a call to voice mail during an intercom call:

1. Make the intercom call.
2. Dial the Quick Transfer Access Code (default: 7 PQRS).
3. Leave a voice mail message.
4. Hang up.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-8-26 (Voice Mail Quick Transfer Master Hunt Number) to assign a Voice Mail Master Hunt Number.

Restrictions:

✆ The Quick Transfer to Voice Mail is not allowed when caller is:

- Listening to the busy tone (BT)
- Talking on an internal line
- Talking on an outside line
- Making a conference call
- Setting Automatic Callback

General:

✆ The Quick Transfer to Voice Mail feature is allowed when:

- Listening to the ring back tone (RBT)
- Listening to the call waiting tone (CWT)
- In Handsfree Answerback Mode
- In Voice Over Mode

✆ This feature is allowed from a Single Line Telephone until the PBR times out (default: 10 sec).

✆ When Quick Transfer to Voice Mail is accessed, the Voice Over feature is canceled.

✆ While on an intercom (ICM) call, dial the Quick Transfer Access Code (default: 7) to automatically transfer to that station Voice Mail box.

Recall Key

R-1

FEATURE DESCRIPTION

The Recall Key either generates a hookflash to access features provided by the outside exchange or abandons a call while retaining the CO/PBX line for another call. Each Multiline Terminal has a Recall key. The function of this key is programmed.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature with an outside CO call in progress:

1. Press Recall.
2. Receive new CO dial tone; line is not released.

To use this feature with a PBX/Centrex call in progress:

1. Press Recall.
2. Receive PBX/Centrex second dial tone.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-02 (Hookflash Time Selection) to assign the hookflash time (default: 600 milliseconds) system-wide.
- A hookflash can be programmed as any digit in a Speed Dial buffer.
- Use Memory Block 1-3-02 (SLT Hookflash Signal Selection) to allow Single Line Telephones to generate a hookflash (FLASH) on a CO/PBX line system-wide. Default is HOLD.

- Use Memory Blocks 1-1-46 and 1-1-47 [Access Code (1- or 2-Digit) Assignment] Function Number 027 to specify an access code (default 6#) to also allow SLT Hookflash.

General:

- The Recall key functions only on Loop Start or Ground Start Trunks.
- A Drop key can be programmed on a Flexible Line key or One-Touch key to be used for abandoning a call and retaining the same PBX/ Centrex line.
- While receiving busy, error tone, or an internal call, press the Recall key to provide a new internal dial tone.
- When you press the Recall key at an LCR station during a conversation with an outside party and a CO Trunk is assigned using Memory Block 3-91 (Trunk Type Selection), the following occur:
  - The current call is dropped.
  - A new Least Cost Routing dial tone is heard.
  - Station Message Detail Recording starts again.
  - Code Restriction starts again.
- When you press the Recall key during a conversation with an outside party, a PBX Trunk is assigned using Memory Block 3-91 (Trunk Type Selection), and Least Cost Routing Recall is assigned as Allow (LED On) using Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK1, the following occur:
  - The current call is held by a PBX trunk.
  - A new PBX dial tone is heard.
  - Station Message Detail Recording starts again.
  - Code Restriction starts again.
- When you press the Recall key during a conversation with an outside party, a PBX Trunk is assigned using Memory Block 3-91 (Trunk Type Selection), and Least Cost Routing Recall is assigned as Deny (LED Off) using Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK1, the following occur:
  - The current call is dropped.
  - A new CO dial tone is heard.
  - Station Message Detail Recording starts again.
  - Code Restriction starts again.

- When you press the Recall key during a conversation with an outside party, a Centrex Trunk Assume-9 is assigned using Memory Block 3-91 (Trunk Type Selection), and Least Cost Routing Recall is assigned as Allow (LED On) using Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK1, the following occur:
  - The current call is held by a Centrex trunk.
  - A new Centrex dial tone is heard.
  - Station Message Detail Recording starts again.
  - Code Restriction starts again.
- When you press the Recall key during a conversation with an outside party, a Centrex Trunk Assume-9 is assigned using Memory Block 3-91 (Trunk Type Selection), and Least Cost Routing Recall is assigned as Deny (LED Off) using Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK1, the following occur:
  - The current call is dropped.
  - A new CO dial tone is heard.
  - Station Message Detail Recording starts again.
  - Code Restriction starts again.

RELATED FEATURES LIST

Feature Number	Feature Name
C-17	Class of Service
D-19	Drop Key

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Recall With Station Identification

R-2

FEATURE DESCRIPTION

A transferred, held, or camped-on call that is not answered in a specified time, recalls. During the recall, the Multiline Terminal display shows the station number that is recalling and the station that did not answer.

SYSTEM AVAILABILITY

Terminal Type:

Any Multiline Terminal with LCD

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal with LCD:

1. The Multiline Terminal user answers a CO/PBX incoming call.
2. Press Transfer , and dial the desired station number.
3. Go on-hook.
4. After the timeout, when the call has not been answered, the recall tone is received and the CO/PBX line key LED intermittently winks. The station number where the call was transferred to is indicated in the LCD.
5. Press the intermittently winking line key, and go off-hook to answer the recall.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-03 [Hold Recall Time Selection (Non-Exclusive Hold)] to specify recall time (default: 25 seconds) for Non-Exclusive hold.
- Use Memory Block 1-1-12 (Station Transfer/Camp-On Recall Time Selection) to specify recall time (default: 45 seconds) for Station Transfer/Camp-On.

- Use Memory Block 1-1-63 [Hold Recall Time Selection (Exclusive)] to specify recall time (default: 1 minute) for Exclusive hold.
- Use Memory Block 1-1-64 (Attendant Add-On Console Transfer/ Camp-On Recall Time Selection) to specify recall time (default: 1 minute) for Attendant Add-On Console Transfer/Camp-On.
- Use Memory Block 1-2-23 (System Call Park Recall Time Selection) to specify recall time (default: 1 minute) for System Call Park.
- Use Memory Block 4-30 (Hold/Transfer Recall Display Selection) to enable (default: YS) or disable (NO) the Hold/Transfer Recall Display.

General:

- I-Hold or Call Park result indicates the station number that set these features.

RELATED FEATURES LIST

Feature Number	Feature Name
C-13	Call Park - System
I-1	I-Hold Indication

Redial Key

R-3

FEATURE DESCRIPTION

Users can press the Redial key and dial the Speed Dial buffer number to access System and Station Speed Dial. Users can also press the Redial key and ✱ to redial the last outside number dialed.

SYSTEM AVAILABILITY

Terminal type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal:

Last Number Redial

Key Function:

1. Press an idle CO/PBX/Tie line key.
2. Press Redial .
3. Dial ✱ .

Multifunction (Dial Access:)

1. Press Redial .
2. Dial ✱ .

Speed Dial:

Multiline Terminal:

Key Function:

1. Press an idle CO/PBX/Tie line key.
2. Press Redial .
3. Dial Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ).

Multifunction (Dial Access):

1. Press Redial .
2. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ).

SERVICE CONDITIONS

General:

- The last outside line number (24 digits maximum) that is dialed is automatically redialed.
- The Redial key feature can be assigned to a Feature Access or One-Touch key.
- When using Electra Professional Multiline Terminals, the LNR/SPD key provides the same function as the Redial key on the Electra Elite Multiline Terminals.

RELATED FEATURES LIST

Feature Number	Feature Name
L-2	Last Number Redial
S-10	Speed Dial - Station
A-12	Speed Dial - System

Remote Programming

R-4

FEATURE DESCRIPTION

Remote Programming is used to modify and save all system parameters from a remote location using a modem. This is a variation of System Administration Terminal (SAT) PC Programming, and additional software other than PC Programming is not required.

SYSTEM AVAILABILITY

Terminal type:

Not Applicable

Required Components:

PC with SAT PC Programming and modem installed at the remote location.

MIFM-U10 ETU

Modem Kit Unit mounted on the MIFM-U10 ETU or an external modem connected to the MIFM-U10 ETU through COM1.

OPERATING PROCEDURES

Refer to PC Programming Section of the Programming Manual.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the MIFM-U10 ETU.

General:

The MIFM-U10 ETU must be installed in slot S1 or S2 of the base B64-U10 KSU (Electra Elite 192), or slot S2 of the B48-U10 KSU (Electra Elite 48) when the MIF-Modem Unit is installed.

RELATED FEATURES LIST

Feature Number	Feature Name
P-2	PC Programming

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Resident System Program

R-5

FEATURE DESCRIPTION

When power is supplied to the system, the hardware configuration is scanned and Resident System Program default values are assigned. This enables immediate operation, even before the system is programmed to accommodate the individual site requirements.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

✆ Default assignments for Multiline Terminals are as follows:

LK 01~ LK 08 corresponds to CO 01~ CO 08.

✆ Default assignments for Attendant Add-On Consoles are as follows:

- DSS1 Port 1
- DSS 2 Port 2
- DSS 3 Port 1
- DSS 4 Port 2

✆ Default Attendant Add-On Console key assignments are:

DSS Keys	Assignment
01~48	Stations 100~147 (if installed)
49	Night Mode Change
50	Internal Paging Zone A
51	Internal Paging Zone B
52	Internal Paging Zone C
53	All Internal Zone Paging
54	Vacant
55	Message
56	External Speaker A
57	External Speaker B
58	External Speaker C
59	External Speaker All
60	Transfer

✆ First Initialization of the system returns all programming values to default. Disconnect the battery on the CPUB( )-U10 ETU for the Electra Elite 192 system or on the MBD-U10 Unit in the B48-U10 KSU for the Electra Elite 48 system, and turn off system power to provide First Initialization.

Restriction (Outgoing)

R-6

FEATURE DESCRIPTION

Restriction (Outgoing) prohibits station users from originating outside calls per station/per trunk. At stations where Outgoing Restriction is assigned, a user can answer an incoming call, place and receive an internal call, or pick up a held line on a specified trunk. The number of digits dialed on outgoing calls may also be restricted per station.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Depends on System Programming.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-19 (Trunk Outgoing Restriction) to specify Outgoing Restriction per CO/PBX line.

General:

- The default program assigns no restrictions to any station.
- When you press the Recall key or any key on the dial pad (while receiving dial tone), the CO/PBX line is dropped and reorder tone is sent to the station user.
- Restricted outside lines cannot be seized by using a Trunk Access Code.

RELATED FEATURES LIST

Feature Number	Feature Name
C-19	Code Restriction

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Ring Tone Variation

R-7

FEATURE DESCRIPTION

Ring Tone Variation provides three different tones that can be assigned per telephone or per CO/PBX. With this feature, the user can verify priority CO/PBX calls or identify particular ringing stations in an area.

SYSTEM AVAILABILITY

Terminal type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-07 (CO/PBX Ringing Variation Selection) to set Ring Tone Variation to **L**ow, **M**edium (default), or **H**igh per CO/PBX line.

General:

- This feature works closely with the Distinctive Ringing feature and its pattern selections.

RELATED FEATURES LIST

Feature Number	Feature Name
D-14	Distinctive Ringing

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Ringing Line Preference

R-8

FEATURE DESCRIPTION

Ringing Line Preference allows a station user to answer any outside ringing line by going off-hook without having to press the Answer key or the Flexible Line key associated with the ringing line.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a station where Ringing Line Preference is assigned:

1. Lift the handset.
2. Talk with the calling party.

To set/cancel using a Multiline Terminal:

1. Press Feature.
2. Press Answer (Answer LED lights red).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK2 to Allow (default: LED On) or Deny (LED Off) User Ringing Line Preference set/reset.
- Use Memory Block 4-11 (Ringing Line Preference Selection) to specify whether (default: YS) or not (NO) each station user can answer incoming ringing CO/PBX calls by going off-hook.

- Use Memory Block 4-41 (SIE/CAR Ringing Line Preference Selection) to specify whether to allow (default: YS) or deny (NO) Ringing Line Preference (go off-hook or press Speaker key) on all telephones that are assigned SIE and/or CAR keys.

General:

- Ringing Line Preference picks up lines that are programmed to ring at that station only.
- For multiple calls in one of the following priority levels, the Multiline Terminal answers the line that was ringing first:
  1. Voice Announcement or internal ringing call.
  2. Ring transfer calls to a station.
  3. Ringing call on an outside line key.
- When the user sets Ringing Line Preference, the red Answer key LED is on at their station.
- Ringing Line Preference has priority over Prime Line and Hot Line Assignment.
- The CO line that begins ringing first is answered first.
- All stations are assigned this feature at default.

Route Advance Block

R-9

FEATURE DESCRIPTION

The Route Advance Block assigns up to 16 tables. Each table can contain four Trunk group priority levels from lowest cost to most expensive. Station users may have a Route Advance key programmed on their telephone or may access this feature using a Trunk Access Code. When placing an outside call, the system follows the Route Advance table assigned for the station, ensuring that the lowest cost available Trunk group is used. Any Trunk group can be assigned to multiple route advance priority tables.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal:

1. Press a line key assigned for a Route Advance Block.
2. Dial the desired number.

Using any station:

1. Lift the handset, and wait for internal dial tone.
2. Dial a Route Advance Block Access Code.
3. Dial the desired number.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-30 (Route Advance Block Assignment) to assign priority levels (1~4) to each Trunk Group assigned in one of the 16 Route Advance Blocks.

- Use Memory Blocks 1-1-46 and 1-1-47 [Access Code (1- or 2-Digit) Assignment] Function Nos. 201~216 to define Route Advance Block Access Codes.
- Up to four Trunk groups can be programmed in one Route Advance Block priority table.
- Trunk groups can be repeated in multiple priority tables.

Restrictions:

- The system must be assigned as MF registration.

General:

- Outgoing Restriction and Code Restriction rules apply to stations dialing out using Route Advance Blocks.
- The line key assigned for a Route Advance Block is off when all trunks and Trunk groups assigned to the Route Advance Block are busy.
- Stations are allowed to set Trunk Queuing to a Route Advance Block.

Save and Repeat

S - 1

FEATURE DESCRIPTION

Save and Repeat allows a Multiline Terminal user to save the last outside number dialed in system memory for later use.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature with an outgoing CO/PBX call in progress:

1. Press Feature.
2. Dial 9 WXYZ.
3. The last number that was dialed is saved in memory.
4. Restore the handset or press Speaker.

To repeat saved number:

1. Press Redial.
2. Dial #.

SERVICE CONDITIONS

Restrictions:

- Save and Repeat is valid on outside line calls only.

General:

- Only one number (24 digits maximum) can be saved in the memory of each Multiline Terminal.
- The saved number is retained in memory by the memory backup battery.
- A new number can be saved over the last Save and Repeat Number.
- The Save and Repeat and the Store and Repeat features cannot be simultaneously used from a Multiline Terminal. The same memory area is shared by both features.
- The user can program a Feature Access key or a One-Touch key as a Save key. A second Feature Access key or a One-Touch key can be assigned as a Repeat key. The LED does not light when a number is saved.

RELATED FEATURES LIST

Feature Number	Feature Name
S-20	Store and Repeat

Scrolling Directories

S-2

FEATURE DESCRIPTION

Scrolling Directories functions like a telephone directory, and provides an Electra Elite Display Multiline Terminal user a list of system and/or station speed dial numbers. Using Softkeys, the user can select a speed dial number and press the Speaker key or lift the handset to dial the number.

SYSTEM AVAILABILITY

Terminal Type:

All Display Multiline Terminals with Softkeys

Required Components:

None

OPERATING PROCEDURES

To use this feature:

1. Press the △ (SYS or STA) Softkey to designate system or station speed dialing.
2. Press the △ (UP or DOWN) Softkey to view the names/numbers listed in the directory.

   - OR -

   Press a dial pad key (to select the first letter of the name or number of the desired speed dial buffer) and dial (*) .
3. To dial the number press Speaker or lift the handset.

To use this feature with Account Code - Forced/Verified/ Unverified:

1. Press the △ (SYS. or STA. Softkey) to designate system or station speed dialing.

2. Press the △ (UP or DOWN Softkey) to view the names/ numbers listed in the directory.

- OR -

Press a dial pad key (to select the first letter of the name or number of the desired speed dial buffer) and dial (*) .

3. To dial the number press Speaker or lift the handset.

4. Enter the Account Code.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-18 (System Speed Dial Restriction by Tenant) to specify whether or not System Speed dial is restricted for tenants. (Default: 00, unrestricted).
- Use Memory Block 1-1-33 (Speed Dial Number/Name Display Selection) to specify whether the dialed number (default: DIAL) or NAME is displayed first on the LCD when an outgoing call is made using speed dial.
- Use Memory Block 1-1-35 (Speed Dial Buffer Allocation) to select either the 100-memory (default) or 1000-memory speed dial buffer allocation.
- Use Memory Block 2-07 (System Speed Dial Display Assignment) to specify whether (LED On) or not (LED Off) confirmation of Speed Dial numbers and messages stored in Speed Dial memory is allowed (100-memory default: All Page 1 LEDs On).

Restrictions:

- Scrolling Directories can be used only while the station is idle.
- When the System Speed Dial Display Assignment is used to restrict Tenants from viewing the numbers stored in System Speed Dial buffers, the scrolling follows these conditions:
  - When both Name and Number are stored, the user can scroll System Speed Dial buffers.
  - When only the Number is stored, the user cannot scroll System Speed Dial buffers.
- When System or Station Speed Dial data is stored or changed by PC Programming, the changes are not displayed by the scrolling feature until the PC Programming connection is released.

General:

- **System Software S5500 or Higher allows Account Code - Forced/Verified/Unverified to be used with this feature.**
- Names/numbers can be found in the directory in two ways:
  - Scroll the list using the △ (UP or DOWN) Softkey.
  - Search by entering a letter or digit using the dial pad keys.
- Both the name and number can be stored in the directory. When both are stored, only the name is shown in the LCD.
- The third line of the LCD displays the Softkey designations:
  - **SYS**System Speed Dial Numbers.
  - **STA** Station Speed Dial Numbers.
  - **UP** Moves up to display additional System or Station Speed Dial numbers.
  - **DOWN**Moves down to display additional System or Station Speed Dial numbers.
- When the Feature key or digit key is not pressed within 10 seconds, scrolling is canceled.
- When scrolling, the system uses the following criteria to display the information in the order listed below:
  - Spaces (between alphabetical characters)
  - Alphabetical Characters
  - Digits
  - Special Characters
- When more than one entry has the same name, the Speed Dial buffer with the lowest number is displayed first (*i.e.*, buffer 04 is displayed before buffer 08).
- Users can scroll Speed Dial buffers that are included in their Tenant Group only.
- The spaces programmed in the beginning of a name are ignored during scrolling for sorting (*i.e.*, ^^^Jean is regarded as Jean).
- The speed dial buffers can be manually searched by scrolling through the Speed Dial Directory or the search can be narrowed down to the first letter of the name or first digit of the phone number. For the first letter of the name, the user can use the dial pad key with that letter on it. For example to search for NEC, the user dials 66✱ (i.e., 6 has three letters, M, N and O). Dial 66 to reach names starting with alphabet N and press ✱ to be used as an Enter key.

The LCD displays the name(s) starting with N. The user can then scroll down to the applicable name and make a selection.

- Dial Pad 0~9 is valid for searching. The following shows the relation between Dial Pad and Alphabet/Digit:
  - Dial Pad 0 0
  - Dial Pad 1 1
  - Dial Pad 2 ABC2
  - Dial Pad 3 DEF3
  - Dial Pad 4 GHI4
  - Dial Pad 5 JKL5
  - Dial Pad 6 MNO6
  - Dial Pad 7 PQRS7
  - Dial Pad 8 TUV8
  - Dial Pad 9 WXYZ9
- When the system is programmed as Key Function, select a number in the display, and press an idle trunk line key to dial it.
- When the user is viewing the directory to select the number to be dialed, an incoming call to that station is treated in the same way as a call to a User Programming Mode station.
- Scrolling mode is canceled when one of the following keys is pressed: Hold, Transfer, Answer, Redial, One-Touch, or Feature Access.
- Key operation is ignored when Conf or Recall is pressed during scrolling.
- A maximum 12 characters are displayed in the Multiline Terminal LCD when the system is programmed for 1000 System Speed Dial numbers.
- A maximum 13 characters are displayed in the Multiline Terminal LCD for Station Speed Dial or when programmed for 100 System Speed Dial numbers.
- When the stored name/number exceeds 12 or 13 characters, only the first 12 or 13 characters are displayed in the Multiline Terminal LCD.

Secondary Incoming Extension

S-3

FEATURE DESCRIPTION

A Secondary Incoming Extension (SIE) can be assigned on a Flexible Line key. The status is indicated by the LED of the assigned SIE. An incoming internal, ringing Tie/DID, DIT/ANA, CO Transfer Ring, or call forwarded call can be picked up from an SIE.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To answer a secondary incoming extension call:

1. Receive an incoming ringing call on a Secondary Incoming Extension key.
2. Press the Secondary Incoming Extension key or go off-hook when Ringing Line Preference is assigned, and receive the call.
3. Talk with party. (Normal call handling procedures apply.)

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign any or all line keys as Secondary Incoming Extensions (LK 9 LED On).
- Use Memory Block 4-37 [Extension Line Key Ring Assignment (Day Mode)] or 4-38 [Extension Line Key Ring Assignment (Night Mode)] to specify separate Day or Night Mode ringing assignment.
- Use Memory Block 4-41 (SIE/CAR Ringing Line Preference Selection) to specify whether to allow (default: YS) or deny (NO) Ringing Line Preference (go off-hook or press Speaker key) on all telephones assigned to SIE.

Restrictions:

- A station number cannot be programmed as a Secondary Incoming Extension on multiple Flexible Line keys on a Multiline Terminal.
- Intercom voice signaling to another station cannot be picked up at the Secondary Incoming Extension. The LED on the Secondary Incoming Extension indicates Idle.

General:

- Calls that recall to a station are not indicated by the LED and do not ring on a Secondary Incoming Extension.
- Tone Override and Camp-On calls to a station are indicated by the LED and ring on a Secondary Incoming Extension.
- Calls cannot be originated from a Secondary Incoming Extension.
- Off-Hook Ringing is provided with calls ringing into Secondary Incoming Extensions.
- Secondary Incoming Extensions cannot be set for Call Forward.
- Internal and outside line calls answered from a Secondary Incoming Extension become the answering station user call.
- Off-Hook indication busy lamp field (BLF) is not provided on the Secondary Incoming Extension.
- When a Secondary Incoming Extension call is received and answered while the user is on an internal or outside line call, the first call is automatically put on hold.

Seized Trunk Name/Number Display

S-4

FEATURE DESCRIPTION

Seized Trunk Name/Number Display shows the programmed telephone name or number of each trunk in the system. The name or number is displayed on the Multiline Terminal LCD when a trunk is seized.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals with an LCD

Required Components:

None

OPERATING PROCEDURES

For an outside call in progress (after Elapsed Call Time starts):

1. Press Feature.
2. Dial 3 DEF.
3. The trunk number and assigned name or number are briefly displayed.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 3-00 (Trunk Name/Number Assignment) to assign a name or telephone number to each of the 64 available trunks for Electra Elite 192 or the 16 available trunks for the Electra Elite 48. The assigned telephone number cannot be more than 13 digits (including spaces and dashes).

Restrictions:

- During a conference call, the seized trunk Name/Number is not displayed.

General:

- For outgoing calls, the Name/Number assigned is displayed when an outside line is seized until a digit is dialed or the line is dropped.
- For incoming or transferred calls, and calls removed from hold, the Name/Number is displayed briefly (five seconds) after the line is accessed. The Elapsed Call Time begins immediately after the trunk Name/Number is displayed.

Simplified Call Distribution

S-5

FEATURE DESCRIPTION

Simplified Call Distribution is a hunting method that distributes calls evenly to all members of a hunt group. It is very similar to UCD but does not require members to control call processing status by logging off. Hunting is instituted when a DIT, DID, TIE or VRS(4)-U10 ETU call is terminated at an SCD group pilot number. Up to 32 SCD members can be divided among four SCD groups or assigned in one SCD group.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-29 [SCD (Simplified Call Distribution) Pilot Number assignment] to define the pilot number (13 digits maximum) for each of four groups for SCD.
- Use Memory Block 1-8-30 (SCD Group Agent Assignment) to assign up to 32 stations to one of the four SCD groups.

Restrictions:

- SCD is not available for Voice Mail, Automated Attendant transferred calls, or station transferred calls.
- SCD is not available for intercom calls.

General:

- The hunt method for SCD is circular. The hunt starting point is the station that received the last SCD call.
- SCD calls follow Station Call Forward - All Call settings.
- When an SCD call is unanswered, the Electra Elite 48/192 systems use the Call Forward - No Answer time to send the call to the next available SCD station. This forward is a single event and does not repeat itself for the duration of that SCD call.

Single Line Telephone Access

S-6

FEATURE DESCRIPTION

The Electra Elite 192 system allows connection of 118 Electra Elite system Single Line Telephones (SLTs). The Electra Elite 48 system allows the connection of 24 SLTs. Single Line Telephone users can make CO/PBX calls, internal calls, and paging calls.

SYSTEM AVAILABILITY

Terminal Type:

Single Line Telephones

Required Components:

SLI(4)/(8)-U10 ETU, OPX(2)-U10 ETU, or SLT(1)-U10 ADP

ADA(2)-W(BK)/(SW) Unit connected to an Electra Professional Multiline Terminal

APR-U or APA-U Unit connected to an Electra Elite Digital Multiline Terminal

OPERATING PROCEDURES

To originate internal calls:

1. Lift the handset, and wait for internal dial tone.
2. Dial the applicable station number.
3. Talk when called party answers.

To originate outside calls:

1. Lift the handset, and wait for internal dial tone.
2. Dial Trunk Access Code (default: 9 WXYZ).
3. Dial the number of outside party.
4. Talk when the called party answers.

To answer outside or internal calls:

Lift the handset, and communicate.

To transfer an outside call or internal call with a call in progress:

1. Press the hookswitch momentarily, and wait for internal dial tone.
2. Dial the station number where call is to be transferred.
3. Hang up.

To access feature:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Feature Access Code.

SERVICE CONDITIONS

Data Assignment:

- All Feature Access Codes can be used from a Single Line Telephone when allowed by Station Class of Service and applicable assignments.
- Use Memory Block 1-3-01 (Bounce Protect Time Selection) to specify the time (default: 300 ms) before a valid hookflash is detected from an SLT.
- Use Memory Block 1-3-02 (SLT Hookflash Signal Selection) to specify Whether a line is held internally (default: HOLD) or a hookflash (FLASH) is sent to an outside line when a Single Line Telephone user performs a hookswitch.
- Use Memory Block 1-3-03 (First Digit PBR Release Time Selection) to specify the time (default: 10 seconds) that a PBR circuit is connected before disconnecting when a DTMF SLT user goes off-hook. When user dials a digit before the PBR is disconnected, PBR interdigit time begins.
- Use Memory Block 1-3-04 [Dial 1 (DP) Hookflash Selection] to specify whether (default: YS) or not (NO) pressing 1 during an intercom call or a CO/PBX call on a DP Single Line Telephone provides a hookflash signal (default is YS).

- Use Memory Block 1-3-05 (Hookflash Start Time Selection)) to specify the minimum hookflash duration (default: 290 ms) from the SLT.
- Use Memory Block 1-3-06 (Hookflash End Time Selection) to specify the maximum hookflash duration (default: 700 ms after hookflash start time) from the SLT to receive a second dial tone.
- Use Memory Block 1-8-01 (SLT or Automated Attendant/DISA to CPU PBR Selection) to designate the PBR circuits in the CPUB( )-U10 ETU/MBD-10 Unit to be used for SLTs or for the Automated Attendant/DISA (no default).
- Use Memory Block 4-24 (SLT Hookflash Assignment) to specify whether an SLT hooking operation holds (default: HOLD) or disconnects (DISC) a trunk.
- Use Memory Block 4-35 (Voice Mail/SLT Selection) to specify whether (YS) or not (default: NO) a Voice Mail system is interfaced with the system for SLT ports.
- Use Memory Block 4-95 (DTMF/DP SLT Type Selection) to specify whether Dial Pulse (DP) or DTMF (default: MF) SLT is connected to the system per port.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the SLI(4)/(8)-U10 ETU or OPX(2)-U10 ETU. **SLI(4) requires System Software S4000 or higher**.
- When a rotary type 500 Single Line Telephone is used, Access Codes using # and ✱ must be changed to numerical digits because this telephone does not support these digits.

Restrictions:

- The SLT(1)-U10 ADP and OPX(2)-U10 ETU do not support Message Waiting.
- The APA-U Unit does not support ringing.

General:

- Single Line Telephones provide a distinctive ringing pattern between CO/PBX incoming calls and internal calls.
- Both DTMF type 2500 and Rotary type 500 Single Line Telephones can be used with the system.
- Message Wait LEDs light when a message is sent to a Single Line Telephone with Message Wait LED.
- A Single Line Telephone can be used to voice announce to a Multiline Terminal.

- The system must be installed as Multifunction registration for Single Line Telephones to have dial access to outside lines.
- Default Access Code 6# can be used to send a hookflash from a Single Line Telephone to an outside line.
- After the PBR is released, DTMF tones from a Single Line Telephone are not detected by the system but are sent directly to the CO/PBX line.
- When Data Line Security is assigned for a Single Line Telephone, override tones are denied to this station.
- When a Single Line Telephone is called, PBR is not connected to that Single Line Telephone. Therefore, no features can be set.

RELATED FEATURES LIST

Feature Number	Feature Name
A-7	Ancillary Device Connection
C-23	Cordless Telephone Connection

SLT Adapter

FEATURE DESCRIPTION

The Single Line Telephone (SLT) Adapter allows a port of an ESI(8)-U10 ETU to support a Single Line Telephone. A Single Line Telephone can be connected to the ESI(8)-U10 ETU using the SLT Adapter and 2-wire cable. Eight SLT(1)-U10 ADP Single Line Telephone Adapters can be installed in the Electra Elite 48/192 system.

SYSTEM AVAILABILITY

Terminal Type:

Single Line Telephones

Required Components:

SLT(1)-U10 ADP

OPERATING PROCEDURES

To originate internal calls:

1. Lift the handset, and wait for internal dial tone.
2. Dial the applicable internal number.
3. Talk when called party answers.

To originate outside calls:

1. Lift the handset, and wait for dial tone.
2. Dial Trunk Access Code (default: 9 WXYZ).
3. Dial the number of outside party.
4. Talk when the called party answers.

To answer outside or internal calls:

Lift the handset, and talk.

To transfer an outside call or internal call with a call in progress:

1. Press the hookswitch momentarily, and wait for second dial tone.
2. Dial the station number where call is to be transferred.
3. Hang up.

To access the feature:

1. Lift the handset, and wait for internal dial tone.
2. Dial the applicable Feature Access Code.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 7-2 (Telephone Type Assignment) to specify the station as an SLT Adapter.

Restrictions:

- Message Waiting LED is not supported.

General:

- A maximum of 8 SLT(1)-U10 ADPs can be used in the Electra Elite 48/192 system.
- Dial Pulse and Dual-Tone Multifrequency Single Line Telephones are supported.
- SLT(1)-U10 ADPs do not support voice mail.

SLT Timed Alarm

S-8

FEATURE DESCRIPTION

A Timed Alarm (reminder) may be set at any Single Line Telephone. At a programmed time, the system automatically calls the Single Line Telephone station user to indicate a scheduled action.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

Any Single Line Telephone port

OPERATING PROCEDURES

To set Timed Alarm using a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Timed Alarm set/cancel Access Code X (not assigned at default).
3. Enter time for the alarm (24-hour format in 5-minute increments).
4. Restore the handset.

To cancel Timed Alarm using a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone.
2. Dial Timed Alarm set/cancel Access Code X (not assigned at default).
3. Restore the handset.

To cancel Timed Alarm using Attendant position:

1. Press Feature .
2. Dial 5 JKL 8 TUV .
3. Press Feature .

To set Timed Alarm for a Single Line Telephone using a Multiline Terminal (Attendant Position only):

1. Lift the handset or press Speaker, and wait for internal dial tone.
2. Dial the Timed Alarm set/cancel to Single Line Telephone Access Code X (not assigned at default).
3. Dial the Single Line Telephone station number.
4. Enter time to set the alarm (24-hour format in 5-minute increments).
5. Restore the handset.

To cancel Timed Alarm for a Single Line Telephone using a Multiline Terminal (Attendant Position only):

1. Lift the handset or press Speaker, and wait for internal dial tone.
2. Dial the Timed Alarm set/cancel to Single Line Telephone Access Code X (not assigned at default).
3. Dial the Single Line Telephone station number.
4. Dial time as 9 WXYZ 9 WXYZ : 9 WXYZ 9 WXYZ .
5. Restore the handset.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function Number 044 to set the Access Code for SLT Timed Alarm.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK1 to allow (default: LED On) or deny (LED Off) Timed Alarm Set/Reset for SLT for each Class of Service.

- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to specify a Class of Service for each Table (1 and 2) to enable or disable features per station.

General:

- Timed Alarm must be set in five-minute increments for SLTs using a 24-hour format. For example: 12:10, 12:15,...23:55.
- A Timed Alarm rings for four minutes when not answered.
- When Timed Alarm is answered, the user hears Music On Hold.
- SLT Timed Alarm must be set daily.

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Softkeys

S-9

FEATURE DESCRIPTION

The Electra Elite system provides softkeys on all display Electra Elite (DTU) or *D*^{term} Series E (DTP) Multiline Terminals. Currently Speed Dial Scrolling Directories, Account Code - Forced/Verified/Unverified, and EliteMail Digital Voice MAil systems make extensive use of these keys to guide a station user effortlessly through difficult-to-use feature operations.

SYSTEM AVAILABILITY

Terminal Type:

DTP or DTU Multiline Terminal with display

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

✆ The three features that currently use softkeys are Scrolling Directories, Elite ACD Plus, and Voice Mail applications supported by the CTI/VP(4)/(8)/(12)/(16)-U10, FMS(2)/(4)/(8)-U10 or VMS(2)/(4)/(8)-U10 ETU.

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Speed Dial - Station

S-10

FEATURE DESCRIPTION

When 100-memory allocation is specified, each station in the system can be assigned 20 Station Speed Dial buffers. Each Station Speed Dial buffer may contain 24 digits or four other buffer numbers (Nesting Dial) and the called party name. The ETW-16DD-1/2(BK)/(SW) TEL has 20 One-Touch keys, the ETW-24DS-1/2(BK)/(SW) TEL has 12 One-Touch keys, the DTP/DTU-32-1(BK)/(WH) TEL, DTP-32D-1(BK)/(WH) TEL, and DTU-32D-2(BK)/(WH) TEL have 16 One-Touch keys that can also be used for Speed Dial. The One-Touch key buffer may contain a maximum of 16 digits with no characters for names.

Using System Software S5000 or above, a maximum of 16 Feature Access keys per station can be programmed on unused line keys. These keys can be used for station speed dialing in addition to the 20 station speed dial buffers.

System Software S4000 or higher permits input stored characters to be entered on the dial pad, but does not allow the Character Code Table to be used.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program a Station Speed Dial buffer using a Multiline Terminal:

1. Press Feature.
2. Press Redial.
3. Dial the Station Speed Dial buffer number to be programmed (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).

5. Dial the desired telephone number.
6. Press Hold , and enter name using the Character Code Table.

- OR -

7. Use the dial pad to enter the name.

   ☞Refer to S-11 Speed Dial Stored Characters.

8. Press Feature .

To program a Feature Access key for Station Speed Dial using a Multiline Terminal:

1. Press Feature .
2. Press Redial .
3. Press the Feature Access key.
4. Dial 0 OPER .
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Dial the desired telephone number.
7. Press Feature .

To program a One-Touch key for Station Speed Dial using a Multiline Terminal:

1. Press Feature .
2. Press Redial .
3. Press the One-Touch key.
4. Dial 0 OPER .
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Dial the desired telephone number.
7. Press Feature .

To program a Station Speed Dial buffer using a Single Line Telephone:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Station Speed Dial Program Access Code (default: 7 PQRS 9 WXYZ).
3. Dial the Station Speed Dial buffer number to be programmed (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).
5. Dial the telephone number to be stored.
6. Restore the handset.

To use a Station Speed Dial buffer using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press Redial .
3. Dial the Station Speed Dial buffer number (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).

Multifunction (Dial Access):

1. Press Redial .
2. Dial the Station Speed Dial buffer number (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).

To use a Feature Access or One-Touch key programmed for Station Speed Dial using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press the desired Feature Access or One-Touch key.

Multifunction (Dial Access):

Press the desired Feature Access or One-Touch key.

To use a Station Speed Dial Buffer using a Single Line Telephone:

Multifunction (Dial Access) only:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Station Speed Dial Access Code (default: 7 PQRS 7 PQRS).
3. Dial the Station Speed Dial buffer number (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).
4. Talk with the called party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-35 (Speed Dial Buffer Allocation) to specify 100 memories (default) allocation.

Restrictions:

- One-Touch keys programmed as Station Speed Dial cannot have a name stored with the number to dial.
- A maximum of 13 characters can be entered for the name.
- A maximum of 16 digits can be programmed for a One-Touch key.

General:

- A maximum of 24 digits can be programmed for a Speed Dial buffer.
- A maximum of 16 Feature Access keys per station can be programmed on unused line keys using System Software S5000 or higher. A maximum of 16 digits can be programmed in each Feature Access key.
- A pause, *, and # may be programmed in a Multiline Terminal Station Speed Dial buffer. Each item is counted as a digit; however, the Trunk and Trunk Group Access Code do not count as digits.
- A pause and hookflash can be programmed in a Single Line Telephone Station Speed Dial buffer, but only when using the Electra Elite System Program Technician Software.
- Pauses stored in systems with the Least Cost Routing (LCR) feature. may cause the MIFM-U10 ETU with KMM(1.0)U to seize a Least Cost Route because the pauses may be considered digits dialed. In systems using LCR, pauses should be programmed as part of extra codes in the Extra Code Add Table.

- The built-in battery backup on the CPUB( )-U10 ETU for Electra Elite 192/MBD-U10 Unit in B48-U10 KSU for Electra Elite 48 retains Station Speed Dial memories if power fails.
- To verify Station Speed Dial buffer contents on a Multiline Terminal with an LCD display, press the Conference key, then the Redial key, and dial the Station Speed Dial buffer (80~99).
- To verify Station Speed Dial buffer contents programmed on a Feature Access or One-Touch key on a Multiline Terminal with an LCD display, press the Feature key and then press the Feature Access or One-Touch key.
- Multiline Terminal users may access two or more Station Speed Dial buffers using Consecutive Speed Dial.

RELATED FEATURES LIST

Feature Number	Feature Name
C-22	Consecutive Speed Dial
F-2	Feature Access - User Programmable
N-1	Nesting Dial
S-11	Speed Dial Stored Characters
A-12	Speed Dial - System

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Speed Dial Stored Characters

S-11

FEATURE DESCRIPTION

Speed Dial buffers may contain 24 digits. When 100-memories (80 System Speed Dial buffers and 20 Station Speed dial buffers) are allocated, a maximum of 13 characters can be entered for the name. When 1000-memories are allocated, a maximum of 12 characters can be entered for the name.

System Software S4000 or higher permits input stored characters to be entered on the dial pad, but does not allow the Character Code Table to be used.

SYSTEM AVAILABILITY

Terminal Type:

All Display Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program a Station Speed Dial buffer with stored characters:

1. Press Feature.
2. Press Redial.
3. Dial the Station Speed Dial buffer number to be programmed (8 TUV 0 OPER ~ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).
5. Dial the desired telephone number.
6. Press Hold, and enter name using the Character Code Table.

- OR -

7. Use the dial pad to enter the name.

☞Refer to S-11 Speed Dial Stored Characters.

8. Press Feature.

To program a System Speed Dial buffer with stored characters (Attendant Position only at default):

1. Press Feature.
2. Press Redial.
3. Dial the System Speed Dial buffer number to be programmed (0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).
5. Dial the desired telephone number.
6. Press Hold, and enter name using the Character Code Table.

- OR -

7. Use the dial pad to enter the name.

   ☞Refer to S-11 Speed Dial Stored Characters.

8. Press Feature.

Using a Speed Dial buffer with stored characters:

Key Function:

1. Press the desired CO/PBX line key.
2. Press Redial.
3. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

Multifunction (Dial Access):

1. Press Redial.
2. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

Using the Feature Access key for Station Speed Dial with stored characters:

Key Function:

1. Press the desired CO/PBX line key.
2. Press the desired Feature Access key.

Multifunction (Dial Access):

Press the desired Feature Access key.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-33 (Speed Dial Number/Name Display Selection) to assign the NAME or Number (default: DIAL) to be displayed first.
- Use Memory Block 1-1-35 (Speed Dial Buffer Allocation) to assign The 100-memory System (80) and Station (20) Speed Dial Mode or 1000-memory System Speed Dial Mode. Default is 100.

Restrictions:

- One-Touch keys, programmed as Station Speed Dial, cannot have a name stored with the number to dial.

General:

- When programming Feature Access or One-Touch keys, the Conference key can be used to backspace and erase an entry.
- Stored characters can only be entered for outside line numbers.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable
N-1	Nesting Dial
S-10	Speed Dial - Station
A-12	Speed Dial - System

CHARACTER CODE TABLES

These tables are used for some of the functions available in the Electra Elite systems with System Software S3000 or less.

Note:Codes 166~221 and 250~252 are used for Japanese characters only.

Character	Code
BLANK	032
!	033
||	034
#	035
$	036
%	037
&	038
‘	039
(	040
)	041
*	042
+	043
,	044
—	045
–	046
/	047
0	048
1	049
2	050
3	051
4	052
5	053
6	054
7	055
8	056
9	057
:	058
;	059
<	060
=	061
>	062
?	063

Character	Code
@	064
A	065
B	066
C	067
D	068
E	069
F	070
G	071
H	072
I	073
J	074
K	075
L	076
M	077
N	078
O	079
P	080
Q	081
R	082
S	083
T	084
U	085
V	086
W	087
X	088
Y	089
Z	090
[	091
¥	092
]	093
^	094
_	095

Character	Code
\	096
a	097
b	098
c	099
d	100
e	101
f	102
g	103
h	104
i	105
j	106
k	107
l	108
m	109
n	110
o	111
p	112
q	113
r	114
s	115
t	116
u	117
v	118
w	119
x	120
y	121
z	122
{	123
|	124
}	125
Æ	126
¨	127

CHARACTER CODE TABLES (continued)

Character	Code
Blank	160
｡	161
｢	162
｣	163
､	164
･	165
ヲ	166
ァ	167
ィ	168
ゥ	169
ェ	170
ォ	171
ャ	172
ュ	173
ョ	174
ッ	175
ｰ	176
ア	177
イ	178
ウ	179
エ	180
オ	181
カ	182
キ	183
ク	184
ケ	185
コ	186
サ	187
シ	188
ス	189
セ	190
ソ	191

Character	Code
タ	192
チ	193
ツ	194
テ	195
ト	196
ナ	197
ニ	198
ヌ	199
ネ	200
ノ	201
ハ	202
ヒ	203
フ	204
ヘ	205
ホ	206
マ	207
ミ	208
ム	209
メ	210
モ	211
ヤ	212
ユ	213
ヨ	214
ラ	215
リ	216
ル	217
レ	218
ロ	219
ワ	220
ン	221
゛	222
゜	223

Character	Code
α	224
ä	225
β	226
ε	227
μ	228
σ	229
ρ	230
g	231
√	232
-1	233
j	234
×	235
¢	236
£	237
n̄	238
ö	239
ρ	240
q	241
θ	242
∞	243
Ω	244
ü	245
Σ	246
π	247
x̄	248
q	249
千	250
万	251
円	252
÷	253
Blank	254
■	255

Table 1-1 System Data Input

Press	1	2	3	4	5	6	7	8	9	0	Redial
1st	1	A	D	G	J	M	P	T	W	0	*
2nd	@	B	E	H	K	N	Q	U	X	!	+
3rd	[	C	F	I	L	O	R	V	Y	“	,
4th		a	d	g	j	m	S	t	Z	#	-
5th	]	b	e	h	k	n	p	u	w	$	.
6th	^	c	f	i	l	o	q	v	x	%	/
7th		2	3	4	5	6	r	8	y	&	:
8th	/	To A	To D	To G	To J	To M	s	To T	z	’	;
9th	{						7		9	(	<
10th	|						To P		To W	)	=
11th	}									To 0	>
12th											?
13th											To *
14th	To 1										
	Clears one character to the left.										
#	Used to move cursor to right.										
Hold	Space (MB3-00) Data Clear (except MB3-00)										

Table 1-2 Speed Dial Name Input (with System Software S4000 or higher)

Press	1	2	3	4	5	6	7	8	9	0	*	#
1st	1	A	D	G	J	M	P	T	W	0	*	Space
2nd	@	B	E	H	K	N	Q	U	X	!	+	
3rd	[	C	F	I	L	O	R	V	Y	“	,	
4th	¥	a	d	g	j	m	S	t	Z	#	-	
5th	]	b	e	h	k	n	p	u	w	$	.	
6th	^	c	f	i	l	o	q	v	x	%	/	
7th		2	3	4	5	6	r	8	y	&	:	
8th	/	To A	To D	To G	To J	To M	s	To T	z	❟	;	
9th	{						7		9	(	<	
10th	|						To P		To W	)	=	
11th	}									To 0	>	
12th											?	
13th											To *	
14th	To 1											
Conf	Clear and 1 character back from the cursor.											

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Speed Dial - System

A-12

FEATURE DESCRIPTION

Attendant Positions can be used to program either 80 or 1000 System Speed Dial memories that provide shared access by all stations. Selection may be set per Class to override System Speed Dial.

When 80 system speed dial buffers are allowed, each station user also has 20 station speed dial buffers.

System Software S4000 or higher permits input stored characters to be entered on the dial pad, but does not allow the Character Code Table to be used.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program the System Speed Dial buffer using the Attendant Position:

1. Press Feature.
2. Press Redial.
3. Dial the Speed Dial buffer number to be programmed (use 0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).
5. Dial the desired telephone number.

6. Press Hold, and enter the name using the Character Code Table.

- OR -

7. Use the dial pad to enter the name.

   ☞Refer to S-11 Speed Dial Stored Characters.

8. Press Feature.

To use System Speed Dial using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press Redial.
3. Dial the Speed Dial buffer number (use 0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

Multifunction (Dial Access):

1. Press Redial.
2. Dial the System Speed Dial buffer number (use 0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

To use a Feature Access or One-Touch key programmed for System Speed Dial using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press the desired Feature Access or One-Touch key.

Multifunction (Dial Access):

Press the desired Feature Access or One-Touch key.

To use a System Speed Dial buffer using a Single Line Telephone:

Multifunction (Dial Access) only:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Speed Dial Access Code (default: 7 PQRS 7 PQRS).
3. Dial the System Speed Dial buffer number (use 0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ .
4. Talk with called party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK3 to allow (default: LED On) or Deny (LED Off) System Speed Dial programming for each Class of Service.
- Use Memory Block 1-1-35 (Speed Dial Buffer Allocation) to select 100-memory (default) or 1000-memory allocation. The 100-memory mode includes 80 System Speed Dial Buffers and 20 Station Speed Dial Buffers. The 1000-memory mode has 1000 System Speed Dial Buffers.
- Use Memory Block 1-1-18 (System Speed Dial Restriction by Tenant) to specify unrestricted (LED On) or restricted (LED Off) System Speed dial for each tenant (Default: All LEDs On). When 80 System Speed Dial mode is used, blocks have groups of 10 buffers. When 1000 System Speed Dial mode is used, the blocks are divided by groups of 100 buffers.
- Use Memory Block 1-1-62 (System Speed Dial Override by Class Selection) to specify whether (default: YS) or not (NO) Class Selection can override Speed dial per Class.

Restrictions:

- When 1000 System Speed Dial buffers (000~999) are available, Station Speed Dial buffers cannot be assigned.

General:

- When using 1000 System Speed Dial mode, buffers 900~999 cannot be restricted from any tenant.
- System Speed Dial blocks can be shared by one or more tenants.

- A maximum of 24 digits can be programmed in a System Speed Dial buffer.
- A name can be entered with the number to be dialed when programming a System Speed Dial buffer. The name is displayed when the Speed Dial buffer is used.
- A maximum of 13 characters using 80 System Speed Dial mode or 12 characters using 1000 System Speed Dial mode can be entered for the name.
- A pause, hookflash, ✱, and # may be programmed in a System Speed Dial buffer. Each item is counted as a digit, except the Trunk and Trunk Group Access Code.
- The built-in battery backup on the CPUB( )-U10 ETU for Electra Elite 192 system or on the MBD-U10 Unit in the B48-U10 KSU for Electra Elite 48 system retains System Speed Dial memories if power fails.
- To verify System Speed Dial buffer contents on a Multiline Terminal with an LCD display, press the Conference key, then the Redial key, and dial the System Speed Dial buffer (use 00~79 or 000~999).
- Multiline Terminal users may access two or more System Speed Dial buffers by using Consecutive Speed Dial.
- A pause is automatically inserted when a PBX Access Code with a pause specified by Memory Block 1-1-24 (PBX/CTX Access Code Assignment I) is entered in a System Speed Dial buffer.
- Pauses should not be stored in Speed Dial in systems with the Least Cost Routing (LCR) feature. These pauses may cause the MIFM-U10 ETU with KMM(1.0)U to seize a Least Cost Route because the pauses may be considered digits dialed. In systems using the LCR feature, pauses should be programmed as part of extra codes in the Extra Code Add Table.

RELATED FEATURES LIST

Feature Number	Feature Name
C-22	Consecutive Speed Dial
F-2	Feature Access - User Programmable
N-1	Nesting Dial
S-10	Speed Dial - Station
S-11	Speed Dial Stored Characters

Station Camp-On

S-13

FEATURE DESCRIPTION

Station Camp-On allows a call to be transferred to a busy station. When the station receiving the camp-on tone becomes idle, the call rings and can be answered. After a programmed time, unanswered camp-on calls recall to the station that initiated the camp-on.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate Station Camp-On from a Multiline Terminal with a call in progress:

1. Press Transfer . Call is placed on Non-Exclusive Hold.
2. Dial the station number or press the designated DSS key programmed on a Flexible Line key or One-Touch key on the terminal. Receive call waiting tone.
3. Go on-hook.
4. After timeout, when the Camp-On remains unanswered, the line recalls, and the LED on the assigned CO/PBX line key returns to flashing green.
5. Press the CO/PBX line key with green LED, and go off-hook to return to the call.

To answer a Camp-On while engaged in a call:

1. Receive a camp-on tone. CO/PBX line key LED flashes green.
2. Press the flashing Answer. The existing CO/PBX line call is automatically placed on hold, and the camp-on is answered.
3. Go on-hook. Transferred call rings.
4. Go off-hook or press Answer, and talk with the incoming caller.

To originate a Station Camp-On using a Single Line Telephone with a call in progress:

1. Press the hookswitch momentarily, and wait for second dial tone.
2. Dial the station number to where call is to be transferred.
3. Hang up.

SERVICE CONDITIONS

General:

- When the Camp-On is placed after Tone Override, camp-on tone is provided.
- Station and Attendant Camp-On Recall times can be assigned separately.
- Camp-On Tone receive is assigned in Station Class of Service assignment.

Station Hunt

S-14

FEATURE DESCRIPTION

Station Hunt distributes internal and outside calls to multiple stations in a Station Hunt group. When a dialed station number programmed as an Intercom Master Hunt Number is busy, the call is forwarded to another station in that hunt group.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To call a Station Hunt group from an internal station:

1. Lift the handset, and wait for internal dial tone.
2. Dial the station number of the desired hunt group.
3. Talk with the called party when answered.

To use this feature for an incoming internal, DIT/ANA, or Tie/DID call:

An incoming call to a station number programmed as an Intercom Master Hunt Number is sent to the first available station in the hunt group.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-14 (Intercom Master Hunt Number Selection) to assign any station an Intercom Master Hunt Number (default: No Assignment).
- Use Memory Block 4-15 (Intercom Master Hunt Number Forward Assignment) to specify a telephone to ring when the Intercom Master Hunt Number is busy.

Restrictions:

- When all hunt group stations are busy, the transferring caller hears call waiting tone. The call is camped on the Intercom Master Hunt Number and does not forward to other stations that become idle.

General:

- A maximum of 120 stations in the Electra Elite 192 system, or 48 in the Electra Elite 48 system can be assigned to a hunt group.
- The Intercom Master Hunt Number is an actual station. When it is busy, the call is forwarded to the next programmed answering station.
- Linear hunt (consecutively search from the lead station) is provided.
- DIT/ANA calls to an Intercom Master Hunt Number follow the station hunt group assignment.
- When a station number other than the Intercom Master Hunt Number in the hunt group is dialed directly, the hunt is not provided.
- When an Intercom Master Hunt Number is set for Call Forward - All Call/Busy, incoming calls follow the Call Forward setting. When the Forward to Station is busy, the incoming calls follow the station hunt assignment.
- An Intercom Master Hunt Number can be included in another station hunt group to chain together two Station Hunt groups.
- These conditions cause a station in the hunt group to be skipped:
  1. The station is busy.
  2. Call Forward - All Call is set for that station.
  3. The station is in DND Mode.
  4. The station is off-line.
- CO Ring transfers, DIT/ANA, Tie/DID, and internal calls to an Intercom Master Hunt Number do not hunt past an unanswered member of the hunt group.

RELATED FEATURES LIST

Feature Number	Feature Name
S-5	Simplified Call Distribution

Station Message Detail Recording (SMDR)

S-15

FEATURE DESCRIPTION

An optional MIFM-U10 ETU provides detailed outside call records of system telephone usage to support cost control by identifying telephone users, trunk usage, and digits dialed. SMDR enables connection of call accounting equipment to audit local and long distance telephone bills.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals:

- ✆ Incoming CO/PBX Call
- ✆ Outgoing CO/PBX Call
- ✆ Conference CO/PBX Call
- ✆ Transferred CO/PBX Call

Required Components:

RS-232C compatible printer and RS-232C straight connection cable and/or a call accounting unit must be locally provided.

MIFM-U10 ETU

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- ✆ Use Memory Block 1-5-02 (SMDR Print Format) to select ALL (default) to print all digits or MASK to hide the last four digits of a telephone number.
- ✆ Use Memory Block 1-5-13 (Printer Connected Selection) to assign a Printer for SMDR to operate.
- ✆ Use Memory Block 1-5-14 (Printer Line Feed Control Selection) to select Printout with (default: YS) or without a return (NO).

- Use Memory Block 1-5-25 (SMDR Valid Call Time Assignment) to specify the SMDR Valid Call Time (default: 040s) before SMDR outputs a record. Incoming transfer or conference calls and outgoing calls are not output through SMDR until the SMDR Valid Call Time has elapsed.
- Use Memory Block 1-5-26 (SMDR Incoming/Outgoing Print Selection) to assign SMDR to output incoming calls (INC), outgoing calls (default: OUT), or ALL Calls.
- Use Memory Block 4-56 (SMDR Telephone Print Selection) to specify whether (default YES) or not (NO) a call record is printed for the specified station. **System Software S5000 or higher and MIFM Software Version 3.00 or higher are required**.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the required MIFM-U10 ETU.
- Use Memory Block 7-3-01 [MIF (LCR) Assignment] to specify LCR.
- Use Memory Block 7-3-02 [MIF (SMDR) Assignment] to specify SMDR.

Restrictions:

- Call records are not provided for internal calls.
- Caller ID name is not printed on SMDR.
- When the system automatically switches the clock for daylight saving time and a station is on a call, the duration of that call is invalid. **System Software S6000 or higher with Automatic Daylight Saving Time Selection set to allow affects this**.

General:

- When the printer or other I/O device fails to operate, approximately 100 call records are saved in the MIFM-U10 ETU buffer. When the buffer is full, the first call record is lost and the last call record is stored.
- Call record data provides the Start Time, Trunk Number, Trunk Group, Type of Call, Station Number, Duration, Number Dialed, LCR, Calling Station Number, and Transferred Station Number.
- The maximum digits allowed for output of a telephone number is 24.
- When Printer is assigned, and a printer is not connected to the system, a PRINTER TROUBLE LCD indication and an audible alert tone are provided at the first two Multiline Terminals connected to the system (Stations 100 and 101). When an MIFM-U10 ETU is not installed or disabled, no alarm indication is given.

- When Caller ID is installed, SMDR prints the incoming caller telephone number when received from the Central Office.

SMDR Print Formats:

- Outgoing Call

  07/03/9809:00 08-05-12 OG 123
  A B C D E
  00:15:32101028809727519000
  G H

- Outgoing Call (LCR)

  07/03/9809:00 08-05-12 OG 123
  A B C D E
  00:15:32101028809727517000
  G H
  __________ ____________________ LCR
  K

- Incoming Call

  07/03/9809:00 05-12 IC 123
  A B C D E
  00:15:329727517000
  G H

- DISA (Both incoming and outgoing are printed. Format shown is printed when incoming caller hangs up first. Format is reversed when called party hangs up first.

  07/03/98 09:00 05-12 IC 999 234
  A B C D E F
  00:15:32
  G
  ________________ D100
  J
  07/03/98 09:00 08- 05-12 OG 999
  A B C D E
  00:15:32 101028809787577000
  G H
  1234567890 D100
  I J

SMDR Format Explanation:
A~K are printout items.

- A Start Date
  07 = month
  03 = day
  98 = year

- B Start Time
  09 = hour
  00 = minute

- C Trunk Information
  08 = Route Advance Block
  05 = Trunk Group
  12 = Trunk Number

- D Call Type
  IC Incoming Call
  OG Outgoing Call
  ICC Conference on Incoming Call
  OGC Conference on Outgoing Call
  IT Transferred Incoming Call
  OT Transferred Outgoing Call
  ITC Conference on Transferred Incoming Call
  OTC Conference on Transferred Outgoing Call

- E Station Number
  1 2-digit Station Number in System Programming
  2 3-digit Station Number in System Programming
  3 4-digit Station Number in System Programming

- FTransferred Station Number
  2 2-digit Station Number in System Programming
  3 3-digit Station Number in System Programming
  4 4-digit Station Number in System Programming

- GCall Duration
  00 = hour
  15 = minutes
  32 = seconds

- HNumber Dialed
  Maximum of 24 Characters
  Incoming Caller ID Number = 9727517622I
  Account Code Entry:1234567890
  Maximum of 16 Characters
  Forced Account Code: A1234567890
  Maximum of 13 Characters
  If both are entered, SMDR prints the Account Code entry followed by the Forced Account Code

✆ J Station Number of DISA Caller
Maximum of 4 Characters

✆ K Least Cost Routing

RELATED FEATURES LIST

Feature Number	Feature Name
A-1	Account Code Entry
A-2	Account Code - Forced/Verified/Unverified

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Station Outgoing Lockout

S-16

FEATURE DESCRIPTION

Station Outgoing Lockout allows a station user to restrict outgoing calls by assigning a personal password.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set:

1. Go off-hook, and wait for internal dial tone.
2. Dial Password set Access Code. (default: not assigned)
3. Dial the Password Code:
    (default).
4. Receive confirmation tone, and hang up.

To cancel:

1. Go off-hook, and wait for internal dial tone.
2. Dial Password cancel Access Code (default: not assigned).
3. Dial the Password code:
    (default).
4. Receive confirmation tone, and hang up.

To cancel Telephone Password and Default Password using the Attendant Position:

1. Go off-hook, and wait for internal dial tone.
2. Dial Password cancel Access Code from another station. (default: not assigned).
3. Dial the station number.
4. Wait for confirmation tone, and hang up.

To change the Password:

1. Go off-hook, and wait for internal dial tone.
2. Dial Password change Access Code (default: not assigned).
3. Dial current Password.
4. Enter new Password.
5. Hang up.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function number 038 to assign Access Code for Reset Password from Attendant.
- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function number 037 to assign Access Code for Change Password.
- Use Memory Block 1-1-70 (Code Restriction Class Assignment when Lockout is Set) to assign the Code Restriction Class (default: 15) when a station user sets Station Outgoing Lockout or when the Attendant sets Attendant Station Outgoing Lockout.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 2 LK4 to Allow (default: LED On) or Deny (LED Off) Cancel Station lockout and default Password for another station by Attendant Class of Service.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 2 LK8 to Allow (default: LED On) or Deny (LED Off) Telephone (DISA) Password by Station Class of Service.

General:

- Internal calls, Paging, and Feature Access are provided when a telephone is locked out.
- The Password can have 10 digits.
- Reset Password from Attendant and Password Change do not have a default Access Code.
- Service tone is not provided when setting a new password that is less than 10 digits.
- A terminal indication is not provided when Station Outgoing Lockout is set.

RELATED FEATURES LIST

Feature Number	Feature Name
C-19	Code Restriction

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Station Relocation

S-17

FEATURE DESCRIPTION

Station Relocation enables a station to be moved from one location to another without programming the station data again. The station features and extension number are the same after it is moved to the new location.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To set and cancel the Terminal Exchange Mode (Attendant):

1. Press Feature.
2. Dial Access Code 8 TUV 4 GHI.

To exchange two terminals:

1. Press Speaker.
2. Dial the Station Relocation Access Code (default: not assigned).
3. Dial the extension number of the distant Multiline Terminal (*i.e.*, the new Multiline Terminal).
4. Enter the telephone password of the distant Multiline Terminal (same password set for Station Lockout).
5. Press Speaker. The Multiline Terminal is relocated.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function Number 148 to assign an Access Code for Station Relocation.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 3 LK 1 to Allow (default: LED On) or Deny (LED Off) any Attendant to set the Terminal Exchange Mode.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 5 LK 3 to Allow (default: LED On) or Deny (LED Off) any user to set Station Relocation.

Restrictions:

- This feature cannot be used with the following combinations:

Electra Professional	Single Line Telephone
Electra Professional	Single Line Telephone Adapter
Electra Elite	Single Line Telephone
Electra Elite	Single Line Telephone Adapter
Single Line Telephone	Single Line Telephone Adapter

- An error tone is received and ERROR is displayed in the LCD under the following conditions:
  - A station number that causes a prohibited combination is entered.
  - A station number that does not exist is entered.
  - The station number of the terminal being used to perform Station Relocation is entered.
  - A Pilot Number or CAR number is entered.
  - The wrong password is entered.
  - A station number of the terminal to be exchanged is entered and that station is not idle.
  - Station Relocation Mode is not set.
- This feature cannot be used to relocate DSS Consoles because consoles are not assigned station numbers. When Station Relocation is performed for a station that has an associated DSS Console, the station is relocated but not the DSS Console.

General:

- This feature can be used to relocate terminals among the following combinations:

Electra Professional	Electra Professional
Electra Professional	Electra Elite
Electra Elite	Electra Elite
D^{term} Cordless	D^{term} Cordless
Electra Professional	D^{term} Cordless
Electra Elite	D^{term} Cordless
Single Line Telephone	Single Line Telephone
Single Line Telephone Adapter	Single Line Telephone Adapter

- The station password must be set from an individual station.
- The station password is the same as the password set for Station Lockout.
- When Feature + 84 is programmed on a One-Touch key or Feature Access key, the LED lights when this feature is turned ON and remains on until the feature is turned OFF. Feature + 84 is used to toggle this feature ON and OFF.
- When this feature is set/reset using Feature + 84, the setting is retained even if a second power on is performed. The BLF indication on the One-Touch or Feature Access keys returns when the system becomes operable.
- When multiple Attendants have Feature + 84 stored on a One-Touch or Feature Access key, they have the same BLF indications on the key where Feature + 84 is stored.
- When this feature is set/reset using Feature + 84, RELO MODE ON or RELO MODE OFF is displayed for five seconds.

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Station Transfer

S-18

FEATURE DESCRIPTION

Station Transfer allows any station user in the system to transfer any call to any other station. Outside calls can be transferred to Multiline Terminals without the direct line appearance. To initiate Call Transfer, press the Transfer key on a Multiline Terminal or use the hookswitch on a Single Line Telephone. The transfer is completed by going on-hook on a Multiline Terminal or Single Line Telephone.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Terminal with a call in progress:

1. Press Transfer. Receive internal dial tone. The call is placed on Non-Exclusive Hold.
2. Dial the station number where the call is to be transferred.
3. Hang up.

Using a Single Line Telephone with a call in progress:

1. Provide hookflash. The call is put on Exclusive Hold. Receive internal dial tone.
2. Dial the station number of the station where call is to be transferred.
3. Hang up.

- OR -

When the party answers, announce the transfer.

4. Restore the handset (transfer is completed).

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-11 (System Transfer/Camp-On Selection) to allow (default: YS) or deny (NO) Ring Transfer.
- Use Memory Block 1-1-12 (Station Transfer/Camp-On Recall Time Selection) to specify a Station Transfer time (default: 45 seconds) before recall for a station without an Attendant Add-On Console.
- Use Memory Block 1-1-13 (CO Transfer Ring Pattern Selection) to select the ring pattern (default: C) for CO transfer.
- Use Memory Block 1-1-14 (CO Transfer Ring Tone Selection) to select the Ring Tone (default: A) for CO transfer.
- Use Memory Block 1-1-64 (Attendant Add-On Console Transfer/ Camp-On Recall Time Selection) to specify a Station Transfer time (default: 1 minute) before recall for a station with an assigned Attendant Add-On Console.

General:

- After transferring an answered call, the Multiline Terminal user can enter a conference by pressing the Conference key on the Multiline Terminal even after the Transfer key is pressed.
- After transferring an answered call, the Single Line Telephone user can enter a conference by providing a second hookflash.

Step Call

S-19

FEATURE DESCRIPTION

A caller that receives a call waiting tone during an internal call can dial 2 (default) to access the next higher station number in the same 10s group (e.g., 10~19, 20~29, or 110~119).

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

After calling a station and receiving a call waiting tone:

1. Dial 2 ABC (set at default).
2. The next higher available station number is called.

After attempting to System Call Park call in a busy location and receiving busy tone (*e.g.*, System Call Park locations 0 and 1 are busy, and an attempt is made to park in location 0):

1. Dial 1 , and receive busy.
2. Dial 2 ABC ; call is parked in park location 2.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-2-24 (Intercom Feature Access Code Assignment) to assign the Access Code (Default: 2) for Step Call.

General:

✆ Step Call operation can be performed only while a call waiting tone is heard.

- ✆ When a call is stepped to the next higher station number, the next available station number is accessed.

  ☞It may not be the next consecutively numbered station.

- ✆ Step Call is provided in a 10s group (e.g., 100~109) of stations. When the highest station number in a 10s group is reached and is busy, the search continues with the lowest number in the group.

- ✆ This feature is unaffected by tenant assignment.

- ✆ When Station 109 is call forwarded to Station 121, Station 121 is busy, and a call is made to Station 109 which forwards to Station 121, a call waiting tone is received. When Step Call is used, the call skips to Station 122, when available.

- ✆ When using the Step Call feature, the system skips stations that are busy including a busy ETW-24DS-1/2(BK)/(SW) TEL assigned with Off-Hook Voice Announcement.

Store and Repeat

S-20

FEATURE DESCRIPTION

Store and Repeat allows a Multiline Terminal user talking on a CO/PBX line to store any telephone number in memory for later use.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To use this feature with a CO/PBX Call in progress at a Multiline Terminal):

1. Press Feature.
2. Dial 7 PQRS.
3. Dial the desired number to be stored in memory.
4. Press Feature.
5. Restore the handset or press Speaker.

To repeat a stored number:

Multifunction (Dial Access):

1. Press Redial.
2. Dial #.

Key Function:

1. Go off-hook on a CO/PBX line; receive outside dial tone.
2. Press Redial.
3. Dial #.

SERVICE CONDITIONS

Restrictions:

- Store and Repeat is valid only on outside line calls.

General:

- Store and Repeat and Save and Repeat cannot be used simultaneously from a Multiline Terminal. The same memory area is shared by both features.
- The stored number is retained in memory by the memory backup battery.
- A new number can be saved over the last Store and Repeat number.
- When entering a Store and Repeat number, the Conference key can be used to backspace and erase digits entered.
- Press the Redial key to store pauses with a Store and Repeat number.
- A hookflash cannot be saved in a Store and Repeat number.
- A hookflash is sent to the CO/PBX line when you press the Recall key during Store and Repeat.

Stored Hookflash

S-21

FEATURE DESCRIPTION

Stored Hookflash allows any Multiline Terminal user to store a hookflash in a Speed Dial buffer to allow one-step access to certain Centrex or PBX features.

System Software S4000 or higher permits input stored characters to be entered on the dial pad, but does not allow the Character Code Table to be used.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To program a Hookflash in Feature Access key programmed for Speed Dial:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access key.
4. Dial 0 OPER.
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Press Recall to enter a hookflash.
7. Dial the desired telephone number.
8. Press Hold, and enter name using the Character Code Table.

- OR -

9. Use the dial pad to enter the name.

☞Refer to S-11 Speed Dial Stored Characters.

10. Press Feature.

To program a Hookflash on a One-Touch key programmed for Speed Dial:

1. Press Feature.
2. Press Redial.
3. Press the One-Touch key.
4. Dial 0 OPER.
5. Dial the Trunk or Trunk Group Access Code (maximum four digits).
6. Press Recall to enter a hookflash.
7. Dial the desired telephone number.
8. Press Feature.

To program a Hookflash in the System Speed Dial buffer (Attendant Position only):

1. Press Feature.
2. Press Redial.
3. Dial the System Speed Dial buffer number (0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).
4. Dial the Trunk or Trunk Group Access Code (maximum four digits).
5. Press Recall to enter a hookflash.
6. Dial the desired telephone number.
7. Press Hold, and enter name using the Character Code Table.

- OR -

8. Use the dial pad to enter the name.

   ☞Refer to S-11 Speed Dial Stored Characters.

9. Press Feature.

To use the Speed Dial buffer with Stored Hookflash using a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press Redial .
3. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

Multifunction (Dial Access):

1. Press Redial .
2. Dial the Speed Dial buffer number (0 OPER 0 OPER ~ 7 PQRS 9 WXYZ or 0 OPER 0 OPER 0 OPER ~ 9 WXYZ 9 WXYZ 9 WXYZ).

To use Feature Access or a One-Touch key programmed for Station Speed Dial with Stored Hookflash at a Multiline Terminal:

Key Function:

1. Press the desired CO/PBX line key.
2. Press the desired Feature Access or One-Touch key.

Multifunction (Dial Access):

Press the desired Feature Access or One-Touch key.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-02 (Hookflash Time Selection) to specify the loop open time (default: 600 ms.) for a hookflash to the CO/PBX when the Recall key is pressed on a Multiline Terminal.

General:

- This feature is available on all Multiline Terminals.
- Stored Hookflash is effective on Loop Start and Ground Start trunks when the system is installed behind a PBX or Centrex system.
- A hookflash can be stored in System and Station Speed Dial buffers.

- The LCD display for a Stored Hookflash shows ***/*** during programming and use of the Speed Dial buffer.
- A Stored Hookflash can be used with a stored number.

  For example: A Station Speed Dial Key is stored as hookflash + 110. Press this particular key during an outside line conversation to automatically trigger a centrex transfer.

Synchronous Ringing

S-22

FEATURE DESCRIPTION

Synchronous Ringing synchronizes CO/PBX incoming ringing with the incoming ringing pattern from a Central Office.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals except Single Line Telephones connected to ADA(2)-W(BK)/(SW) Unit or APR-U Unit.

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 1-1-59 (Synchronous Ringing Selection) to specify whether (default: YS) or not (NO) CO/PBX follows Synchronous Ringing.

Restrictions:

✆ Synchronous Ringing is not supported for Tie/DID incoming calls, Off-Hook Ringing, or CO/PBX Ring Transfers.

RELATED FEATURES LIST

Feature Number	Feature Name
D-14	Distinctive Ringing

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System Data Up/Down Load

S-23

FEATURE DESCRIPTION

System Data Up/Down Load, included with NEC System Administration Terminal (SAT) Software, transfers Station Speed Dial data, System Speed Dial data, and all System Data from/to an NEC PowerMate® or Pentium[1]-compatible PC. System Data Up/Down Load can be performed locally or from a remote location.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

Local Access:

External Modem

- MIFM-U10 ETU
- 3.5"/5.25” floppy disk with SAT PC programming software
- Straight RS-232 cable
- Null modem adaptor cable (required for a direct connection between MIFM-U10 ETU and a modem)

Internal Modem

- MIFM-U10 ETU
- Modem Kit Unit (to install on the MIFM-U10 ETU)

Remote Access:

- An MIF-Modem Unit local with an MNP Class 5 modem at the remote site
- MNP[2] Class 5 compatible modem at both sites
- Pentium PC running Windows 95/98

1. Pentium is a registered trademark of Intel Corporation.
2. MNP is a registered trademark of Microcom, Inc.

OPERATING PROCEDURE

To up/down load system data:

1. Access the MIFM-U10 ETU via a direct connection from a compatible PC, or use an MPN Class 5 compatible modem from a remote location through an outside line.
2. Select menu for Up/Down Load (communication menu).
3. Select the item (*e.g.*, Speed Dial) to be transferred.

SERVICE CONDITIONS

Data Assignment:

✆ Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the MIFM-U10 ETU.

General:

✆ This feature allows System Data to be programmed from a PC connected to the system.

✆ Data that can be transferred includes:

1. Complete System Data
2. Partial System Data
   - •All System Data Blocks
   - •Tenant Blocks (All/Tenant/Individual Tenant)
   - •Trunk Blocks (All Trunk/Individual Trunk)
   - •Terminal Blocks (All Terminal/Individual Terminal)
   - •Trunk Route Blocks
3. System Speed Dial
4. Station Speed Dial
   - •All Station Speed Dial
   - •Block Station Speed Dial
   - •Individual Station Speed Dial
   - •One-Touch DSS Speed Dial

- Loading time (all data).

Operation	On-Site (9600 bps)	Remote Site (2400 bps)
UP LOAD	3~5 minute	5~10 minute
DOWN LOAD	3~5 minute	5~10 minute

- The user should verify the system hardware configuration between the System Program Technician Software and the system or download the complete assignment mode before up/down loading System Data.

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T1 Connection

T - 1

FEATURE DESCRIPTION

T1 Connection allows the system to be connected directly to FT1 carrier links using a public or private network. The Digital Trunk Interface, DTI-U10/20 ETU, provides for different types of trunk signaling with FT1 carrier links using System Programming. The DTI-U10/20 ETU supports Loop Start/Ground Start, Tie line/DID trunks.

System Software S3000 or higher is required for the DTI-U10 ETU to support Feature Group D incoming only signaling.

System Software S4500 or higher is required for the DTI-U20 ETU to support Feature Group D incoming MF/outgoing DTMF signaling.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

DTI-U10/20 ETU

Phase Lock Oscillator, CLKG-U10 Unit: Piggybacked on either the CPUB( )-U10 ETU for the Electra Elite 192 system or on the MBD-U10 Unit in the B48-U10 KSU for Electra Elite 48 system, for network synchronization

Locally provided CSU (Channel Service Unit) must be installed

OPERATING PROCEDURES

Same as Analog Trunk Operations.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-33 (Master Clock Selection) to assign the source for system clocking synchronization.
- Use Memory Block 1-11-00 (T1 Signal Format Selection) to specify T1 Signal format. Default is 12 (SF).

- Use Memory Block 1-11-01 (Clear Channel Selection) to specify the Clear channel ability (default: ZCS).
- Use Memory Block 1-11-05 (T1 Channel Selection) to specify DTI channel numbers to be used.
- Use Memory Block 1-11-06 (Signaling Selection) to specify LS (default) or GS signaling.
- Use Memory Block 1-11-07 (DTI Trunk Type Assignment) to assign the DTI trunk type (default: CO) four channels at a time.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the DTI-U10/20 ETU. The DTI-U10/20 ETU occupies between 8 and 24 ports depending on the equipment configuration.

General:

- Three DTI-U10/20 ETUs can be installed in an Electra Elite 192 system (maximum of 64 channels can be used). One DTI-U10/20 can be installed in an Electra Elite 48 system (maximum of 16 channels can be used).
- Both the analog COI and digital DTI can exist in the same Trunk group.
- The DTI-U10/20 ETU supports Dial Pulse and DTMF signaling.
- Groups of four Loop Start/Ground Start, Tie Line, or DID channels are assigned.
- The number of channels an FT1 provides dictates the number of KSU slots needed.
    - 1 to 8 channel - 1 slot
    - 9 to 16 channels - 2 slots
    - 17 to 24 channels - 3 slots

Tandem Switching of 4-Wire E&M Tie Lines

T-2

FEATURE DESCRIPTION

Tandem Switching of 4-wire E&M Tie Lines allows connecting E&M Tie Lines to other trunks through the system without help or supervision from an internal station to allow distant-end system users to remotely access trunks. Pad control is provided on the TLI(2)-U10 ETU by a programmable transmission pad to adjust to the line loss levels of the Tie line accessed.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

TLI(2)-U10 ETU or DTI-U10/20 ETU

OPERATING PROCEDURES

To use this feature:

Select an E&M Tie Line and dial a station number or Trunk Group Access Code and telephone number in the distant-end system.

- OR -

The distant-end system user can select an E&M Tie line (from the local system) and dial the applicable Trunk Access Code and the desired number or extension number in the local system.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 5-01 (Tie Line Networking Tandem Connection Assignment) to specify tandem connection assignment. Default Allow All.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the TLI(2)/DTI-U10/20 ETU.
- The TLI(2)-U10 ETU has Internal or External Software pad control.

  Internal Software pad control is applied during E&M Tie line (transmit and receive) connections.

External Software pad control applies to the following connections:

- E&M Tie Line to CO Trunk
- E&M Tie Line to E&M Tie Line
- CO Trunk to E&M Tie Line

Restrictions:

✆ Tandem connection is not monitored for Code Restriction or LCR.

General:

✆ The Electra Elite 192 system handles 32 simultaneous tandem calls.

✆ The Electra Elite 48 system handles 8 simultaneous tandem calls.

✆ After a tandem connection is complete, the trunks return to idle if either party hangs up, and a disconnect signal is received or the Disconnect Time (default: 60 minutes) set in Memory Block 1-4-00 (Tandem Transfer Automatic Disconnect Time Selection) elapses.

✆ Tandem Switching of E&M Tie Lines can be accomplished through several Electra Elite systems.

✆ The local Electra Elite 48/192 system can be programmed to restrict individual station users access to specific E&M Tie Lines. Each station can be programmed to restrict the maximum number of digits dialed on an E&M Tie Line by assigning Code Restriction.

✆ Access to outside lines by an E&M Tie Line user is recorded by SMDR where the CO line is connected. The originating system may also record the Tie Line user using its own SMDR.

✆ Tandem connection can be allowed/denied per Trunk group for one or both directions.

✆ Assigned Tie/DID lines can add/delete up to two digits per Trunk group.

RELATED FEATURES LIST

Feature Number	Feature Name
E-3	E&M Tie Lines (4-Wire)
U-3	Uniform Numbering Network

Tenant Service

T-3

FEATURE DESCRIPTION

Tenant Service subdivides the system into a maximum of 48 Tenants that have outside line access.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-22 (DID Digit Conversion Table) to direct incoming DID calls to a specific Tenant (**System Software S4000 or higher is required**).
- Use Memory Block 1-4-12 (Automated Attendant Message to Tenant Assignment) to assign Automated Attendant messages to tenants.
- Use Memory Block 2-01 (Trunk to Tenant Assignment) to assign CO/PBX lines to tenants 00~47 (default: All CO/PBX lines and stations are assigned to Tenant 00).
- Use Memory Block 2-05 (Line Key Selection) to select TNAT (Tenant-Wide Mode) or TEL (Telephone Mode default) line key assignment. Default is TEL.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign functions to each CO/PBX line key on each telephone in a tenant. Default is CO.
- Use Memory Block 2-07 (System Speed Dial Display Assignment) to specify whether or not confirmation of the speed dial numbers and messages is allowed for tenants. Default is Yes (LEDs On).

- Use Memory Block 2-08 (ECR Relay to Tenant Assignment) to assign External Tone Ring or Night Chime Relay per tenant. Default is not assigned.
- Use Memory Block 2-09 (DID Limit to Tenant Assignment) to limit the number of incoming DID calls to a Tenant (**System Software S5000 or higher is required**).
- Use Memory Block 4-09 (Telephone to Tenant Assignment) to specify Tenant assignment per station (default: All telephones are assigned to Tenant 00). Call Pick-up groups can be assigned by Tenant group.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign a function (default: CO) to each telephone in a tenant specified as Telephone mode.

Restrictions:

- The Barge-In feature cannot be accessed between tenants unless it is used for outside lines that are shared by the tenants.

General:

- Multiple tenants can share outgoing lines.
- Outgoing calls and Add-On Conferences may be accessed between tenants.
- Internal calls may be made to different tenants.
- Tenant assignment applies to Multiline Terminals and Single Line Telephones.
- To pick up a call in another tenant, a Call Pickup - Other Tenant Access Code must be used.
- Day/Night Mode Switching can be set per tenant; however, Automatic Day/Night Mode Switching can only be set system-wide.
- System Speed Dial display indication on the LCD of a Multiline Terminal is assigned per tenant.

Three-Minute Reminder

T-4

FEATURE DESCRIPTION

The Three-Minute Reminder tone is heard every three minutes by the Multiline Terminal user who originated or answered an outside call.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 4-94 (3-Minute Alarm Selection) to specify per station whether or not (default: NO) this signal can be generated.

General:

- The Three-Minute Reminder produces a tone every three minutes from the built-in speaker on the Multiline Terminal during incoming or outgoing trunk calls.
- The time starts counting when the Elapsed Call Time begins. The time begins immediately when an incoming call is answered.
- The Three-Minute Reminder is provided for Add-On Conference calls.
- The Three-Minute Reminder feature is not available for Single Line Telephones or for handsfree mode on a MultilineTerminal.

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Tone Override

T-5

FEATURE DESCRIPTION

The Multiline Terminal user that calls a busy station and receives a call waiting tone can generate a Tone Override that is heard by the originator and busy station. The busy station user can place the existing call on hold to answer the Override.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

After calling a station and receiving call waiting tone:

1. Dial Access Code ✱ (as set at default) to send the Tone Override.
2. Wait for confirmation tone.
3. Wait for the receiving party to answer the Tone Override, and then talk with party.

To answer Tone Override:

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

SERVICE CONDITIONS

Data Assignment:

- Use memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK8 to Allow (default: LED On) or Deny (LED Off) Tone Override Originate.
- Use memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK3 to Allow (default: LED On) or Deny (LED Off) Tone Override Receive.

Restrictions:

- Tone Override can be accomplished only after receiving a call waiting tone.
- Tone Override may be denied for the following reasons:
  - The Multiline Terminal is set in the Do Not Disturb (DND) mode.
  - Auto Redial is activated.
  - Station Programming is activated.
  - The Multiline Terminal is denied Tone Override.
  - Another station is already sending a Tone Override to this station.
  - Account Code Entry is activated.
- When Tone Override is used from a Dial Pulse Single Line Telephone, default Access Code ✱ must be changed to a numerical digit.
- Tone Override is allowed only from a Single Line Telephone until the PBR times out (default: 10 seconds).

General:

- One Tone Override at a time can be received at a Multiline Terminal. This Tone Override is heard over the handset and speaker (when the receiving party is off-hook with the handset).
- When a Multiline Terminal is assigned for Data Line Security, a Tone Override is not heard over the handset; however, the Tone Override is sent and heard from the speaker when the Multiline Terminal user is off-hook with the handset.

Trunk Queuing

T-6

FEATURE DESCRIPTION

Trunk Queuing increases call processing efficiency. When all outside lines or a selected line are busy, the telephone user can queue on the busy line. When a line becomes available, the system provides an internal incoming ring to the queuing station. When the line is no longer needed, the queue request can be canceled before the line becomes available by dialing an Access Code. Each station user can queue an outside line by selecting the specific trunk in the queue procedure. This feature allows a station user to set trunk queuing to the specified trunk, internal Trunk group, or Route Advance Block.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using a Multiline Telephone when all outside lines are busy:

1. Press the desired busy outside line key.
2. Wait for busy tone.
3. Dial the Trunk Queuing Access Code (default: 7 PQRS 8 TUV).
4. Restore the handset.

- OR -

Dial the Access Code for outside line.

5. Wait for busy tone.
6. Dial the Trunk Queuing Access Code (default: 7 PQRS 8 TUV).
7. Restore the handset.

Using a Single Line Telephone when all outside lines are busy:

1. Dial the Access Code for outside line.
2. Wait for busy tone.
3. Dial the Trunk Queuing Access Code (default: 7 PQRS 8 TUV).
4. Restore the handset.

Using a Multiline Terminal or a Single Line Telephone when an outside line becomes available:

1. Receive internal ringing tone.
2. Lift the handset or press Speaker.
3. Wait for the outside dial tone.
4. Dial the desired number.

To cancel this feature using a Multiline Terminal or a Single Line Telephone:

1. Lift the handset or press Speaker.
2. Wait for internal dial tone.
3. Dial the Trunk Queuing Cancel Access Code (default: 7 PQRS 9 WXYZ).
4. Restore the handset.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK 2 to Allow (default: LED On) or Deny (LED Off) this feature for each Class of Service.
- Use Memory Block 1-1-37 (Trunk Queuing Timeout Selection) to specify the time (default: 10 sec.) a station with Trunk Queue set rings before it is automatically canceled.

Restrictions:

- Trunk Queuing cannot be set on an outgoing restricted line. When tried, reorder tone is provided.

General:

- A station that has Trunk Queuing set is notified by internal ringing tone when the station is idle, and the queued outside line becomes free. Multiline Terminals with an LCD display the message LINE IDLE when the outside line becomes free. The Multiline Terminal user goes off-hook to receive outside line dial tone.
- Incoming ringing calls have priority over CO/PBX line queuing.
- When two or more stations are queued to the same outside line, Trunk Group, or Route Advance Block, a ringing tone is sent to the Multiline Terminals in the order set, indicating that the queued outside line is now free.
- When a station user that has set Trunk Queuing sets another queue, the original Trunk Queue is canceled.
- When a station with a CO/PBX queue set is busy on a different call when the queued line becomes available, the outside line can be seized by another station. Trunk Queuing is still set until both the trunk and station are idle at the same time.
- The station user that set an outside line queue can dial an Access Code to cancel it.
- When the station user places an outside call using LCR, Trunk Queuing cannot be set.

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Trunk-to-Trunk Transfer

T-7

FEATURE DESCRIPTION

Trunk-to-Trunk Transfer allows any station user to establish Trunk-to-Trunk Transfers between two CO/PBX (when disconnect signal is provided), DID, and/or E&M Tie line calls.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Using Multiline Terminal with an outside call in progress:

1. Press Transfer , and wait for internal dial tone.
2. Dial the Trunk Access Code (either CO/PBX line, DID, or E&M Tie line) for desired trunk or press outside line key appearance.
3. Press Feature.
4. Press Transfer to establish a Trunk-to-Trunk connection.
5. Hang up.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-4-00 (Tandem Transfer Automatic Disconnect Time Selection) to specify the maximum time (default: 060 sec.) before the system automatically disconnects a Trunk-to-Trunk Transfer.
- Use Memory Block 1-8-07 [Class of Service (Attendant) Feature Selection 1] Page 1 LK7 to Allow (default: LED On) or Deny (LED Off) Attendant Automatic Trunk-to-Trunk Transfer Set/Reset for each Class of Service.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK5 to Allow (LED On) or Deny (default: LED Off) Station Trunk-to-Trunk Transfer for each Class of Service.

- Use Memory Block 3-04 (Trunk-to-Trunk Transfer Yes/No Selection) to specify per trunk whether (YES) or not (default: NO) to allow this feature.

Restrictions:

- A Single LineTelephone cannot be used for Trunk-to-Trunk Transfer.

General:

- All lines used for Trunk-to-Trunk Transfers must provide remote disconnect supervision.
- A conference circuit is not required for a Trunk-to-Trunk Transfer.
- A Station user cannot reenter a Trunk-to-Trunk Transfer after the connection is established.
- After a Trunk-to-Trunk Transfer is established, both trunks are released when a disconnect signal is received by either trunk or when the Automatic Disconnect Time runs out.
- When a Trunk-to-Trunk Transfer is established using Call Appearance keys, the LED stays on until the trunks are released.

2-Color LEDs

T-8

FEATURE DESCRIPTION

Multiline Terminals have 2-Color (green or red) LEDs for Flexible Line keys and the Large LED indications. The color indicates station status (red) or message status (green). Green indicates I-Hold (Exclusive and Non-Exclusive), I-Use, and recall conditions. Other functions are indicated with a red LED. The Attendant Add-On Console is also provided with 2-Color (green or red) LEDs for direct access to stations.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals and Attendant Add-On Consoles

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

- Multiline Terminal Flexible Line keys and Large LEDs are 2-color (red or green) LEDs.
- Each of the 48 DSS keys on the Attendant Add-On Console has two individual LEDs (one red and one green). The remaining 12 Function keys have one red LED.
- Each Feature, Conf, Speaker, and Answer key on every Multiline Terminal has a red LED.
- Refer to Hardware Specifications of the Electra Elite 48 General Description Manual or Electra Elite 192 General Description Manual for more information.

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Uniform Call Distribution (UCD)

U - 1

FEATURE DESCRIPTION

Uniform Call Distribution permits incoming DIT/ANA, DID/Tie, and CO ring transferred calls to terminate in a prearranged hunt group. Incoming calls are distributed based on *longest idle* time among all members of the UCD group. When an incoming DIT/ANA, DID call to a UCD group encounters all UCD stations busy or no-answer, the call is queued and the caller receives a Delay Announcement after a programmed time.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

MIFA-U10 ETU

OPERATING PROCEDURES

None

GENERAL DESCRIPTION

CALL PROCESSING

This section includes the following features:

Abandoned Call Search

Abandoned incoming calls are not connected to Agent positions. The system recognizes abandoned calls and removes them from queue on trunks that provide calling party disconnect supervision.

Call Distribution to Agents

Calls are automatically distributed among Agents in a UCD group based on *longest idle* time.

Call Transfer to UCD Group Queue

CO Trunk calls, that have terminated to either a normal station or a UCD Agent, can be transferred to a UCD group queue.

Night Service

When the UCD group is placed in Night Mode, the system can route all incoming UCD calls to Internal Station Number, Night Announcement, transfer to the Attendant, or Trunk-to-Trunk Transfer.

Overflow

Overflow allows calls, holding in queue for more than a programmed time, to be directed to an assigned station or Station Hunting group.

Queuing

All incoming calls destined for UCD groups are placed in queue when no Agent in the UCD group can handle the call. Queue is used to provide service in order of arrival (first in, first out).

Pilot Numbers

Pilot Numbers are programmed in the System Data according to the numbering plan assigned for the system. Pilot Numbers do not correspond to any line appearances, either physical or virtual, in the Electra Elite 48/ 192 systems. No hardware equipment is required to assign a Pilot number. A UCD Group Pilot number does not function when programmed in a Station Hunt group.

AGENT AND SUPERVISOR FUNCTION

This section includes the following features:

Assistance

This feature allows an Agent to call a UCD group Supervisor for assistance. Activating this feature while on a UCD call, automatically places the current call on hold and places an assistance call to the Supervisor. This feature uses a Feature Access or One-Touch key.

Break Mode

This feature allows Agents to leave the UCD Mode without logging off. Break Mode is used for breaks from work (*e.g*., lunch or coffee breaks). This feature uses a DND key that is programmed on a Feature Access or One-Touch key. If DND, Call Forward - All Call/Busy/No Answer was programmed before Log on, non-UCD calls follow the programmed function while in Break Mode.

Logon/Logoff

This feature allows an Agent to log on/off the system. Operating statistics are collected for the Agents until they log off. This feature is activated by the Logon/Logoff key that is programmed on a Feature Access or One-Touch key at the Agent position.

Non-UCD Call

This feature allows Agents or Supervisors to receive calls directly from stations or Attendants and dial trunks (*e.g.*, Tie line, DID, DIT).

Answer/Release - Headset

This feature allows an Agent using a headset to answer or release a UCD call. This feature uses the Headset On/Off key that is assigned on a line key in System Programming.

Control of Night Mode

This feature allows the Supervisor to activate Night Mode. This feature can be activated and deactivated by the Night Transfer key that is programmed on a Feature Access or One-Touch key on the Supervisor terminal.

Monitoring (Barge-In)

This feature allows the Supervisor to select an Agent position to monitor calls connected to that position. This feature is activated by key operation on the Supervisor terminal.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-digit) Assignment] Function number 030~032 to assign Access Codes for DND Set (default: 40), Call Forward All Call/DND cancel (default: 42) and Log ON/OFF (Default not assigned).
- Use Memory Block 1-1-76 (Barge-In Alert Tone Assignment) to specify whether (default: YS) or not Barge-In Alert Tone is allowed for a monitor feature.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK4 to enable (LED On) or disable (Default LED Off) Barge-In Originate on a CO/PBX Line (Calling Party).
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK5 to enable (default LED On) or disable (LED Off) Barge-In Receive (Called Party).

- Use Memory Block 1-8-25 (ACD/UCD Group Agent Assignment) to specify the Agent Station Number and the UCD Group Number where each agent is assigned. Assignment maximums include 32 Agents or four UCD groups per system and 32 Agents per UCD group.
- Use Memory Block 1-8-40 (ACD Hunt Time) to specify the time (default: 10 sec.) before incoming UCD calls are forwarded to another station.
- Use Memory Block 1-12-00 (ACD/UCD Group Pilot Number Assignment) to specify the Pilot Number of a UCD group where incoming calls are terminated.
- Use Memory Block 1-12-01 (ACD/UCD Group Overflow Destination Assignment) to specify the station or the Station Hunt group where each UCD group is routed when incoming calls overflow.
- Use Memory Block 1-12-02 (ACD/UCD Overflow Time Selection) to specify the time (default: 1 minute) a waiting UCD call remains at a UCD group before overflowing to a specified station or Station Hunt group.
- Use Memory Block 3-42 (DIT Assignment) to assign a Day Mode Direct trunk termination to a station independently.
- Use Memory Block 3-43 (ANA Assignment) to assign a Night Mode Direct trunk termination to a station independently.
- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to specify a Class to enable/disable features.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the required MIFA-U10 ETU.
- Use Memory Block 7-3-03 [MIF (UCD) Assignment] to enable the UCD feature on the MIFA-U10 ETU.

Restrictions:

- UCD and ACD cannot be provided on the same system.
- A UCD Group Pilot Number cannot be assigned as an overflow destination.
- All trunks used for UCD incoming calls must provide a receiving remote disconnect signal to tabulate abandoned calls.

General:

- The Electra Elite 48/192 system must have an MIFA-U10 ETU installed to provide the UCD feature.

- The UCD group is assigned a Pilot number. Calls directed to the Pilot number are directed to Agents of that UCD group.
- When the Agents in the UCD group where a call is terminated are all busy, the call waits in a queue until an Agent is available. The caller receives a Delay Announcement and Music On Hold. Calls are answered first-in, first-out.
- When the Agents, in the UCD group where a call is terminated are all busy for a programmed time, the call can be transferred (overflowed) to an assigned station or Station Hunting group, but it cannot provide overflow from one UCD group to another UCD group. The overflow feature does not provide transfer to an outside trunk.
- Overflow is performed only once.
- When the overflow destination station is busy, calls continue searching the UCD group for an available agent.
- When the overflow destination station is set for Call Forward to a UCD group, overflow does not occur.
- An alert tone is not provided when all Agents in the UCD group are busy.
- Any Agent in a UCD group can press the Logon/Logoff key on the Multiline Terminal to busy out the position. When Logoff is activated, the station receives calls directed to that station number (but not the UCD group number).
- Agents can log off or enter Break Mode only when their station is idle.
- While an ACD agent is logged on, Call Forwarding set at this station does not function.

RELATED FEATURES LIST

Feature Number	Feature Name
D-2	Delay Announcement

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Unified Messaging

U-2

FEATURE DESCRIPTION

The EliteMail CTI Voice Processing systems, using the Electra Elite 48/192 system and a Local Area Network, provide Unified Messaging services for voice, fax and e-mail messages with access at either the desktop PC or the telephone. Unified Messaging lets the PC control telephone calls and information about each call, both inbound and outbound. This system includes the basic EliteMail CTI TeLANophy® Module.

Basic EliteMail CTI TeLANophy Module Features

✆ ViewMail® with Live Record Module

All voice and fax messages are visible at a glance on the PC screen and can be sorted in any order. An intuitive Microsoft® Windows interface shows the sender name, subject, and the date and time messages were sent so the user can quickly prioritize them and respond immediately.

✆ ViewCall® Plus

All inbound and outbound calls can be controlled from your PC. Outbound call control requires a TAPI adaptor on the user telephone. By managing calls on the PC instead of the telephone, ViewCall Plus lets you communicate more easily with people inside and outside the office. Three integrated windows are provided to control telephone calls, log all telephone activity, and manage data about each call. With a click of the mouse you can take a call, ask a caller to hold, route the call to another extension, or send the call to voice mail.

Optional EliteMail CTI TeLANophy Module Features

✆ ViewFax™

This works in ViewMail to display faxes on screen and lets you send them to any printer. When a fax is received, a fax icon is displayed next to the message in ViewMail. Double click to open the message, and press the play button to listen to any voice annotation sent with the fax. Fax ports are built-in on the EliteMail CTI and are activated as a system option. Up to two Fax ports can be enabled on the EliteMail CTI.

✆ Hospitality Package

The Hospitality package is used specifically by hotels and resorts to provide guests with personal, accurate, and timely messages. Features include personal greetings, security codes, guest directory, and wake up calls.

- System Language Prompts

  EliteMail CTI supports Dutch, UK English, Australian English, Portuguese, French, New Zealand English, Madrid and Mexican Spanish only, and French Canadian.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

Desktop PC connected to the Local Area Network (LAN).

OPERATING PROCEDURES

None

SERVICE CONDITIONS

Restrictions:

- EliteMail CTI does not support the Fax on Demand (FOD) feature.
- EliteMail CTI does not support tape backup hardware or procedures.

General:

- The EliteMail CTI can have an unlimited number of subscribers.
- The TeLANophy license is included with the EliteMail CTI system and includes 50 seats of ViewMail and 50 seats of ViewCall Plus.
- EliteMail CTI system allows at least 250 hours of storage.

- A 19.2K modem is included for remote maintenance on the EliteMail CTI.
- The EliteMail CTI has an AMD K6 300 and can be configured for 4~16 ports.
- The operating system is OS/2 Warp 4.
- An onboard Ethernet NIC card is included for connection to the LAN.
- Using System Software S4000 or higher, the Electra Elite 48/192 system can support up to 16 EliteMail CTI digital voice mail ports.
- The EliteMail CTI provides Softkey integration for voice mail users.
- The EliteMail CTI supports optional ActiveNet (AMIS only) and PlusNet.

RELATED FEATURES LIST

Feature Number	Feature Name
Q-1	Quick Transfer to Voice Mail
S-14	Station Hunt
V-1	Voice Mail Integration (Analog)

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Uniform Numbering Network

U-3

FEATURE DESCRIPTION

Uniform Numbering Network allows multiple or compatible systems to be connected in a network using Tie lines. A Station user can dial a system number and a station number (open numbering) or dial the station number only (closed numbering) to access any station. When the calling and called systems are not directly connected, several Tie lines may be accessed to route the call. Each system extends the call to the next system until the final destination is reached.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

TLI(2)-U10 ETU or DTI-U10/20 ETU to provide Tie Line trunks

OPERATING PROCEDURES

To originate a call using the open numbering plan:

1. Lift the handset, and wait for internal dial tone.
2. Dial the Tie Line Access Code.
3. Dial the distant system number.
4. Dial the station number.

To originate a call using the closed numbering plan:

1. Lift the handset, and wait for internal dial tone.
2. Dial the station number of the remote party.

To answer a call:

1. Go off-hook at the ringing station.
2. Talk with calling party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-1-49 (Networking Trunk Group/Route Advance Assignment) to assign the function number of the trunk group used to network an Electra Elite 48/192 system to another system using Tie Lines or CO/PBX/CTX lines.
- Use Memory Block 1-1-50 (CO/PBX Outgoing Digit Add Assignment) to specify up to 10 additional digits when a trunk in the Trunk Group or Route Advance block assigned in Memory Block 1-1-49 is seized and a number is dialed.
- Use Memory Block 5-00 (Digit Add/Del for Tie Line Networking Assignment) to specify the number of digits to add to or delete from the telephone number sent from a distant system over Tie Lines or DID lines to meet the existing numbering scheme.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the required TLI(2)-U10 or DTI-U10/20 ETU.

Restrictions:

- DID Full Digit Conversion cannot access the Uniform Numbering Network.

General:

- Monitor the Uniform Numbering Network Access Code plan to avoid loss of Access Codes and to prevent duplicating codes.
- The distant system number can be programmed as 2, 3, or 4 digits.
- The Electra Elite 48/192 systems have 32 Trunk Group Access Codes shared by outgoing Tie lines, ISDN CO/PBX, and FT1 lines.
- When a call from/to the remote-end is made to a busy station in the Electra Elite 48/192 systems, the caller cannot set features such as Callback Message, Step Call, or Camp-On.
- Uniform Numbering Network does not access the LCR feature in the Electra Elite system.
- A maximum of 16 Numbering Blocks allows a maximum of 17 connected systems per Uniform Numbering Network.

RELATED FEATURES LIST

Feature Number	Feature Name
E-3	E&M Tie Lines (4-Wire)
F-4	Flexible Numbering Plan
T-2	Tandem Switching of 4-Wir eE& MTi eLines

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Universal Slots

U-4

FEATURE DESCRIPTION

Universal Slots provide flexibility for installation and cost savings for the end user. The system allows the installation of most interface circuit boards in any interface slot.

SYSTEM AVAILABILITY

Terminal Type:

Not applicable

Required Components:

None

OPERATING PROCEDURES

None

SERVICE CONDITIONS

General:

- The Electra Elite 192 system B64-U10 KSU has eight universal slots, and the system uses the same KSU for the basic and expansion units.
- The Electra Elite 48 system B48-U10 KSU has four universal slots with MDF connections, and two slots without MDF connections.
- The MIFM-U10 ETU or MIFA-U10 ETU must be installed in the ISA, S1, or S2 slot of the B64-U10 KSU or slot S2 of the B48-U10 KSU.
- The DTI-U10/20 ETU must be installed in slot S1 or S4 of the basic B64-U10 KSU or slot S1 of the first expansion B64-U10 KSU for Electra Elite 192. It must be installed in slot S4 of the B48-U10 KSU for the Electra Elite 48 system.
- Universal Slots allow interfacing for the following:
  - BRT(4)-U10 ETU (4 port ISDN Interface for 8 trunks)
  - BSU(2)-U10 ETU (Base Station Unit)
  - CNF(8)-U10 ETU (Multiline Conference Unit)
  - COI(8)-U10 ETU (8 port CO/PBX Line Interface)

- COIB(4)-U10 ETU (4 port COI or COID mode Interface)
- COID(8)-U10 ETU (8 port Caller ID CO/PBX Line Interface)
- DID(4)-U10 ETU (4 port Direct Inward Dialing Interface)
- DPH4-U10 ETU (Doorphone Interface for 4 Doorphones)
- DTI-U10/20 ETU (T1/FT1 Trunk Interface)
- ECR-U10 ETU (External Control Relays for General Purpose Paging, External Tone Ringer, and Night Chime. Two RCA jacks for Input/Output Paging and Output Ring Tone).
- ESI(8)-U10 ETU (8 port Electronic Station Interface)
- IPT(4)/(8)-U10 ETU (4 or 8 port Voice over Internet Protocol)
- MIFA-U10 ETU (UCD or ACD Processor). ACD is not supported by Electra Elite 48.
- MIFM-U10 ETU (SMDR, PC Programming, LCR, and Caller ID processor)
- OPX(2)-U10 ETU (2 port Off-Premise Extension Interface)
- PBR( )-U10 ETU (4 circuits of Push Button Receiver)
- PRT(1)-U10/20 ETU (ISDN-Primary Rate)
- SLI(4)/(8)-U10 ETU (4 or 8 port Single Line Interface)
- TLI(2)-U10 ETU (2 port Tie Line Interface)
- VDH2(8)-U10 ETU (8-port ESI with LAN Hub Integration. Stations are 10BaseT and hub interconnection is 10BaseT or 10Base2)
- VMS(2)/(4)/(8)-U10 ETU (2, 4, or 8 port Voice Mail System)
- VRS(4)-U10 ETU (4 port Voice Recording Services Interface)

✆ Any interface circuit board occupies eight ports regardless of the number of circuits contained on the board.

✆ Refer to the Electra Elite 48 General Description Manual or the Electra Elite 192 General Description Manual for more information.

✆ The MIFM-U10 ETU has an optional built-in modem that works only when the MIFM-U10 ETU is installed in slot S1 or S2 in the B64-U10 KSU or slot S2 in the B48-U10 KSU.

- The MIFA-U10 ETU (with KMA(1.0)U installed) has an ACD-MIS output that works only when the MIFA-U10 ETU is installed in the ISA slot. **ACD is not supported by the Electra Elite 48 system**.
- When ACD-MIS and remote SAT PC programming are required, install the ACD-MIS in the ISA slot and the MIFM-U10 ETU in IF slot 1 or 2 in the B64-U10 KSU.

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Unsupervised Conference

U-5

FEATURE DESCRIPTION

The Unsupervised Conference allows a Multiline Terminal user to exit an established conference call and leave the remaining parties to continue talking. This same user can then reenter the conference anytime.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To exit a conference:

1. Establish a conference call from a Multiline Terminal.
2. Press Conf (conferenced CO line keys turn red).
3. Multiline Terminal user now hears dial tone.

To enter a conference again:

1. Lift the handset or press Speaker.
2. Press Conf.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 4 LK8 to Allow (LED On) or Deny (default: LED Off) the Unsupervised Conference for each Class of Service.
- Use Memory Block 4-94 (3-Minute Alarm Selection) to specify whether (YS) or not (default: NO) a warning signal sounds every three minutes for the duration of the call. A telephone in the DND Mode can still hear the warning sounds.

Restrictions:

- User can join only one Unsupervised Conference at a time.
- The Unsupervised Conference feature is available only on Multiline Terminals.
- Only 16 conference calls (Add-On and Unsupervised) may be in progress at the same time.
- Other stations cannot enter an Unsupervised Conference.

General:

- Other stations cannot be interrupted (Barge-In) while on an Unsupervised Conference call.
- When the Tandem Transfer Automatic Disconnect Time expires, the system automatically disconnects outside calls.

  An alert tone is heard one minute before the Tandem Transfer Automatic Disconnect Time disconnects the outside caller.
- ICM hold, Live Record, and Voice Over cannot be used during an Unsupervised Conference.
- When the CO provides disconnect when one outside party hangs up, the other outside party is disconnected.

User Programming Ability

U-6

FEATURE DESCRIPTION

A Station user can perform programming functions. Station Speed Dial and Ringing Line Preference are two features programmable from a station. Using NEC System Administration Terminal End-User Software, approximately 35 additional features can be programmed by the user.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

Refer to Related Features for Operating Procedures.

SERVICE CONDITIONS

✆ Multiline Terminals must be idle and on-hook when programming any operation.

RELATED FEATURES LIST

Feature Number	Feature Name
F-2	Feature Access - User Programmable
N-1	Nesting Dial
R-8	Ringing Line Preference
S-11	Speed Dial Stored Characters
S-10	Speed Dial - Station

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Voice Mail Integration (Analog)

V- 1

FEATURE DESCRIPTION

Voice Mail Integration (Analog) provides the interface between the Electra Elite 48/192 systems and a locally-provided **analog** Voice Mail system. When a station is forwarded to the Voice Mail system and a station user calls that forwarded station, the call goes directly to the individual personal mail box. When the Voice Mail system has the ability, a message can be sent to the station indicating a Voice Mail Message was received. The Electra Elite 48/ 192 systems can support a maximum of 16 ports for Analog Voice Mail when Digital Voice Mail integration or Built-in Voice MAil is not available.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

SLI(4)-U10 ETU or SLI(8)-U10 ETU

OPERATING PROCEDURES

To retrieve a message using a Multiline Terminal with or without LCD (large LED flashing):

1. Lift the handset.
2. Dial the Voice Mail station number to access your mailbox.
3. Follow the Voice Mail system instructions when answered.

To retrieve a message using a Single Line Telephone (Message Wait LED on):

1. Lift the handset.
2. Dial the Voice Mail station number to access your mailbox.
3. Follow the Voice Mail system instructions when answered.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] Function numbers 020~25 to assign the Access Code for Voice Mail Message set/cancel.
- Use Memory Block 4-35 (Voice Mail/SLT Selection) to specify whether (YS) or not (default: NO) Voice Mail is interfaced with SLT ports.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the required SLI(4)/(8)-U10 ETU.
- A maximum of four SLI(4)-U10 ETUs or two SLI(8)-U10 ETUs can be installed to support 16 analog Voice Mail ports.

Restrictions:

- SLI(4)/(8)-U10 ETU ports assigned as voice mail cannot establish an Add-On Conference Call.

General:

- Some Voice Mail systems cannot leave a message indication.
- A call transferred from a Voice Mail port that is not answered in three minutes recalls to the Voice Mail port. No digits are sent.
- When a station is programmed for Multiple Call Forward (*e.g.*, 100 CFWD – 101 CFWD – VM Hunt Group) and an internal call is made to station 100, the caller receives the mailbox for station 100.
- The ADA(2)-W(BK)/(SW) Unit, APR/APA-U Unit, and SLT(1)-U10 ADP do not support Voice Mail Integration.
- Set/cancel Voice Mail Message Waiting only from a Voice Mail port.
- When a call is complete, a disconnect signal is sent to the VM port.
- For connecting Voice Mail systems, refer to the applicable Engineering Technical Information (ETI) bulletins.
- When required by locally provided Voice Mail systems, up to four digits can be sent before a station number to access a user mailbox.
- The Large LED flashes red for message from Voice Mail or green for message from an Attendant.
- This can be used for Centralized Voice Mail.

RELATED FEATURES LIST

Feature Number	Feature Name
D-8	Digital Voice Mail
S-14	Station Hunt
C-16	Centralized Voice Mail

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Voice Mail Message Indication on Line Keys

V-2

FEATURE DESCRIPTION

Voice Mail MSG waiting on Line keys indicates an existing or new voice mail message on Line Keys or DSS/BLF keys.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

VMS(2)-U10, VMS(4)-U10, or VMS(8)-U10 ETU
FMS(2)-U10, FMS(4)-U10, FMS(8)-U10 or any Analog VM with message ability

OPERATING PROCEDURES

To program a Feature Access Key for VM MSG key:

1. Press Feature.
2. Press Redial.
3. Press the Feature Access Key.
4. Dial 1.
5. Dial station number or mailbox number.
6. Press Feature.

To program a One-Touch Key for VM MSG key:

1. Press Feature .
2. Press Redial .
3. Press the One-Touch Key.
4. Dial 1 .
5. Dial station number or mailbox number.
6. Press Feature .

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 6 LK2 to allow (LED On) Voice Mail Message Notification.
- Use Memory Block 1-8-26 (Voice Mail Quick Transfer Master Hunt Number) to assign the Voice Mail Pilot Number.
- Use Memory Block 2-05 (Line Key Selection) to select Tenant-Wide or Telephone Mode line key assignment to each tenant.
- Use Memory Block 2-06 (Line Key Selection for Tenant Mode) to assign Feature Access Key (Page 1 LK6) to applicable Tenants.
- Use Memory Block 4-10 (Station Number Assignment) to assign station number to each Telephone Port Number.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to assign Feature Access Key (Page 1 LK6) to applicable Telephone Port Number.
- Use Memory Block 4-14 (Intercom Master Hunt Number Selection) to assign Master Hunt Number for the voice mail telephone port number.
- Use Memory Block 4-15 (Intercom Master Hunt Number Forward Assignment to place Voice Mail port numbers in a hunt group.
- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to assign a Class of Service that allows Voice Mail Message Notification.

Restrictions:

- The following numbers can be registered as allowable mailbox numbers for up to a maximum of 200 Voice Mailboxes:
  - 2-Digit10~99
  - 3-Digit100~999
  - 4-Digit1000~9999
- Voice Mail MSG Waiting has priority over any other state of the flashing line key or One-Touch Key.

General:

- The state of a One-Touch or Feature Access key is indicated by the red LED as follows:
  - On Steady Registered Box Number Station is busy
  - Flashing 0.25ON/0.25 OFFRegistered station is in Call Forward-All Call or Do Not Disturb
  - Flashing 0.5 On/0.5 OFF Registered station was set by pressing the Function key
  - Fast flash 0.125 ON/0.125 OFFMailbox contains an unplayed message
  - OFF Station is idle or Voice Mailbox is empty
- When the Mailbox registered for multiple Line Keys or One-Touch Keys contains a message, all programmed keys flash to indicate that the mailbox contains an unplayed message.
- This feature also supports Analog Voice Mail Systems.
- When the user of an invalid system station with a mailbox number assigned to a Feature Access or One-Touch key presses the One-Touch or Feature Access key while the LED is off, ERROR is displayed, and an error tone is generated.
- When the user of an invalid system station with a mailbox number assigned to a Feature Access or One-Touch key presses the One-Touch or Feature Access key while the LED indicates MSG waiting, the caller is logged into that Mailbox.
- When the user of a valid system station with a mailbox number assigned to a Feature Access or One-Touch key presses the One-Touch or Feature Access key while the LED indicates MSG waiting, an internal call is placed to that station.

RELATED FEATURES LIST

Feature Number	Feature Name
D-8	Digital Voice Mail
S-14	Station Hunt
U-6	User Programming Ability

Voice Over Internet Protocol (VoIP)

V-3

FEATURE DESCRIPTION

Voice over IP sends the real time voice/fax over the corporate LAN or WAN. The voice from the telephone is digitized and then put into packets to be sent over a network using Internet protocol.

Savings in the telephony charges for calls between two KTSs and using the LAN/WAN infrastructure to its full capacity are advantages in having VoIP for the Electra Elite system.

The IPT(4)/(8)-U10 ETU is an optional interface that can combine trunk and Tie line calls into Gateway trunks that can operate in the following operating modes:

- COI
- COID
- DID
- TLI

Depending on the requirements and resource allocation in the LAN/WAN/ Internet, the IPT(4)/(8)-U10 ETU can be configured to use any of the following voice compressions:

- G.711 Mu Law — Highest Bandwidth
- G.723 — Most often used
- G.729(a) — Lowest Bandwidth

The IPT(4)/(8)-U10 ETU is assigned as a two-port TLI(2)-U10 ETU, four-port DID(4)/COI(4)/COIB(4)/COID(4)-U10 ETU, or an eight-port COI(8)/COID(8)-U10 ETU and can be installed in interface slots supporting these ETUs. The LAN/WAN or internet connection is provided by a 10/100 Base T Ethernet.

☞ The ETU operating mode can be configured per ETU, but not per port.

Possible Slot locations include the following:

COI/DID/TLI Mode	Slot S1~S8 in 192 KSU
	Slot S2~S7 in 48 KSU
COID Mode	Slot S1~S4 in basic or first Expansion 192 KSU
	Slot S3 or S4 in 48 KSU

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

IPT(4)/(8)-U10 ETU

OPERATING PROCEDURES

Use any combination of manual dialing, Save and Repeat, Save and Store, Last Number Redial, Station Speed Dial, and System Speed Dial.

SERVICE CONDITIONS

Data Assignment:

- The IPT(4)/(8)-U10 ETU can communicate only with another IPT(4)/(8)-U10 ETU that may reside on a remote KTS.

General:

- Memory Block 1-1-59, (Synchronous Ringing Selection), must be set to NO when the IPT(4)/(8)-U10 ETU is used as a COI/COIB/COID ETU.
- The LIVE LED flashes when the ETU is receiving power from the KSU.
- Two LEDs on the RJ-45 Connector indicate the Ethernet status. A yellow LED indicates the Ethernet Link is up, and a blinking green LED indicates activity.
- Eight STATUS LEDs are provided to indicate the status of an associated trunk or channel when COID or DID mode is selected. Indications are as follows:

Trunk Status	LED for COID	LED for DID
Not installed	Off	Off
Idle	Off	Off
Incoming	Off	On
Busy	On	On

- A 2-color LED is provided to show status of all VoIP Trunks. When an error occurs, the sequence stops and the error can be determined by the table below:

Trunk Status	LED Condition	Error Location
Power On	Off	BIOS, Hardware
Start DSP Download	Red	DSP Driver
Successful DSP download	Red & Green	DSP Download
Application Successfully Started	Green	Application Loading

COI/COID Mode

- Sixty-four trunks (Ground Start, Loop Start, E&M Tie Lines, and DID Trunks) can be installed in an Electra Elite 192 system, or 16 trunks, in an Electra Elite 48 system.

RELATED FEATURES LIST

Feature Number	Feature Name
C-19	Code Restriction
D-9	Direct Inward Dialing (DID)
E-3	E&M Tie Lines (4-Wire)
L-5	Loop Start Trunks
U-3	Uniform Numbering Network

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Voice Over Split

V-4

FEATURE DESCRIPTION

By dialing an Access Code, a station user can voice override the conversation between another station user and another party. When the conversation is interrupted, only the station that received the Voice Over hears it.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

None

OPERATING PROCEDURES

To originate Voice Over using a Multiline Terminal:

1. Receive call waiting tone.
2. Dial Access Code 6 MNO (default) to Voice Over. Override tone is provided to the called party.
3. Talk to the called station user. Only the voice of the originator is sent to the called party; the voice of the called party is not sent to the originator.

To originate Voice Over using a Single Line Telephone:

1. Receive call waiting tone.
2. Dial Access Code 6 MNO to Voice Over. An override tone is provided to the called station user.
3. Talk to the called station user. Only the voice of the originator is sent to the called party; the voice of the called party is not sent to the originator.

To answer using a Multiline Terminal (Broker's call):

1. Receive Voice Over.
2. Press Hold to answer the calling party. The other party is automatically placed on hold (Answer flashes green).
3. Press Answer to switch over to talk to the other party.
4. Talk to the called party.

   ☞Repeatedly pressing Answer alternates the talk path between both calls.

To answer using a Multiline Terminal (Whisper Page):

1. Receive Voice Over.
2. Press Feature and dial 6 MNO 5 JKL (or a Feature Access key/One-Touch key programmed with the Access Code) to switch over to talk with the calling station user if needed.
3. The called station user can then press Feature and dial 6 MNO 5 JKL to switch back to the other party.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Block 1-2-24 (Intercom Feature Access Code Assignment) to assign the Intercom Feature Access code (default: 6) for Voice Over Originate.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 1 LK8 to Allow (default: LED On) or Deny (LED Off) Voice Override/Tone Override Originate for each Class of Service.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature Selection 2] Page 3 LK3 to Allow (default: LED On) or Deny (LED Off) Voice/Tone Override Receive for each Class of Service.
- Even when Data Line Security is assigned to a station, Voice Over (Originate/Receive) can be activated. Voice Over blocks the override tone from the handset.

Restrictions:

- Voice Over can be accomplished only after receiving a call waiting tone.
- A Multiline Terminal can receive only one Voice Over at a time.
- The called Multiline Terminal user cannot answer a Voice Over when an internal call is on hold.
- Voice Override is not allowed for Add-On Conference calls.
- An attempt to Voice Over a Multiline/Single Line Terminal can be denied for the following reasons:
  - Multiline Terminal is in DND (Do Not Disturb) Mode
  - Automatic Redial is activated
  - During Station Programming
  - During Incoming Ringing
  - During Internal/External Paging
  - During a Conference Call
  - During a Conference Call on Hold
  - Terminal is on Internal Hold
  - Terminal has a call on Internal Hold
  - All Conference channels are busy
  - During Handsfree Answerback

General:

- Voice Over to a Single Line Telephone is not recommended because cross talk is inherent in the side tone of analog telephones.
- Voice Over is canceled when the following operations are used:
  - The calling party goes on-hook.
  - The called Multiline Terminal user presses the Conference or Transfer key. The current call is placed on hold. The called party receives an internal dial tone, and the calling party receives a burst tone.
  - The called Multiline Terminal user presses the Recall or Drop key. The called party seizes the same outside line. The calling party receives a busy tone.

- An internal party who is talking with the called Multiline Terminal user presses the Hold key. The called party receives Music On Hold. The calling party receives a call waiting tone.
- When a Multiline Terminal user performs Voice Over, the speech path is one-way from the originator to the destination.
- The Voice Over Access Code can be assigned on a Flexible Programmable Line key or One-Touch key.
- An override tone is sent to both calling and called parties.
- A Single Line Telephone user can receive Voice Over.
- After a Tone Override is heard, Voice Over can be set.
- When a Feature Access key or One-Touch key (programmed with the Whisper Page Access Code) is pressed, the LED lights while responding to the page.
- When a station has a Handsfree Unit programmed, the Voice Over call can be received and answered handsfree.

Voice Prompt

V-5

FEATURE DESCRIPTION

Voice Prompt provides voice guidance for assisting station users. The voice prompt replaces the call waiting tone and/or internal dial tone.

SYSTEM AVAILABILITY

Terminal Type:

All Multiline Terminals

Required Components:

VRS(4)-U10 ETU

OPERATING PROCEDURES

To use this feature:

1. Go off-hook.
2. Listen to the Voice Prompt voice message such as:
   - ✆Dial 9 to place a CO call.
   - ✆Dial 0 for Attendant.
   - ✆Dial 101 for customer service.
3. Dial 1 0 (OPER) 1 .
4. Instead of a call waiting tone, the Voice Prompt provides a message such as:
   - ✆This line is in use now.
   - ✆Please wait for a minute.
   - ✆Dial ✱ if you wish to set a Tone Override.
5. Dial ✱ for the Tone Override.

To record a Voice Prompt message:

1. Go off-hook.
2. Dial the VRS voice message record/verify/erase Access Code.
3. Dial operation:
   - 1 Recording
   - 2 ABC Confirmation
   - 3 DEF Erasing
4. Dial operation:
   - 2 ABC Voice Prompt Message
5. Dial operation:
   - 1 Message for Dial Tone
   - 2 ABC Message for Call Waiting Tone
6. Record message.
7. Go on-hook.

Note: During Message Recording, the LCD indicates the time remaining for recording the message.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 1-1-46~48 [Access Code (1-, 2-, or 3-Digit) Assignment] (default: code 501) to assign terminals in Station Class of Service to retrieve, confirm, or clear VRS messages.
- Use Memory Block 1-8-12 (VRS Message Recording Time Selection) to specify the number of messages (default: 16) and the recording time (default: 15 sec.) for each message.
- Use Memory Block 1-8-13 (VRS Message Function Assignment) to assign each station to receive Voice Prompt messages.
- Use Memory Block 7-1 (Card Interface Slot Assignment) to specify the necessary VRS(4)-U10 ETU.

Restrictions:

- A maximum of two VRS(4)-U10 ETUs can be installed in an Electra Elite 48/192 system for 8 voice playback channels.

General:

- The Voice Prompt message should be recorded by the user.
- Messages are retained for approximately one hour during power outages.
- Voice Prompt can start in the middle of a message if all dial tones or call waiting tone messages are already busy and another station accesses one of these messages.
- Voice Prompt can be generated only on an intercom call.
- The microphone can be used instead of a handset for recording messages.
- When Voice Prompt message is not programmed, and the station is assigned to hear Voice Prompt messages, normal dial tone or call waiting tone is provided.
- When you try to record, confirm, or erase a message while it is being played, you hear a busy tone.
- When all VRS(4)-U10 ETU channels that have Voice Prompt messages are busy (playing messages other than Voice Prompts or in record mode), normal dial tone or a call waiting tone is heard.
- Previously recorded Voice Prompt messages are erased when a new message is recorded.
- The chart below shows the possible combinations of recording times and the number of messages per VRS(4)-U10 ETU channel. Each channel has a maximum of 240 seconds recording time.

Message Length	Number of Messages
15 sec.	16
30 sec.	8
60 sec.	4
120 sec.	2

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Wireless

W-1

FEATURE DESCRIPTION

Using a Personal Station, D^{term} PS II, the features and benefits of the desktop telephone are provided without the inconvenience of having to stay close to the Desktop. A BSU(2)-U10 ETU interfaces the KSU to an antenna unit called a Zone Transceiver (ZT II). These units are placed throughout the facility to manage calls through a network for wireless communication using a D^{term} PS II.

System Software S5000 or higher is required.

SYSTEM AVAILABILITY

Terminal Type:

D^{term} PS II

Required Components:

D^{term} PS II
BSU(2)-U10 ETU
ZT II-U10 ETU
ACA-U Unit
CLKG-U10 Unit
MIFM-U10 ETU

WIRELESS FEATURES

Announcement-PS No Answer/Announcement-PS Out Of Zone

General Description

This feature allows calls from a D^{term} PS II that cannot be paged in a programmed time to be routed to a display that indicates the D^{term} PS II is Out of Zone and cannot be answered.

OPERATING PROCEDURES

Operation is Automatic.

Automatic Release-Out of Zone Calls

General Description

When a D^{term} PS II caller either crosses the service area boundary or enters a zone where all channels are busy and communication is impossible, the call is disconnected automatically, and the other party receives reorder tone or Out of Area display.

OPERATING PROCEDURES

Operation is automatic.

Call Forwarding - Not Available

General Description

When a D^{term} PS II is powered off or Out of Zone, a call directed to it is forwarded to a VMS, and a message can be recorded to the VMS and checked from the D^{term} PS II. The VMS can page the D^{term} PS II automatically after the Voice Mail message is recorded.

OPERATING PROCEDURES

Refer to Electra Elite 48/192 Features and Specifications Manual for the following:

Call Forward - All Call
Call Forward - Busy/No Answer
Call Forward – Off - Premise
Call Forward - Split

Calling Name Display- D^{term} PS II

General Description

When an incoming call is ringing, or a hold call terminates on the D^{term} PS II, the calling party name is displayed on the LCD.

OPERATING PROCEDURES

Refer to Electra Elite 48/192 Programming Manual for Station Name Assignment.

Calling Number Display- D^{term} PS II

General Description

This feature allows the Station Number of an incoming call to be displayed on the LCD of the D^{term} PS II receiving the call.

OPERATING PROCEDURES

Operation is automatic.

DTMF Signal Sender

General Description

This feature allows a D^{term} PS II user to send a DTMF tone to the called party terminal or Voice Mail.

OPERATING PROCEDURES

To send DTMF Tone:

1. Press a digit key during communication.
2. The Elite System automatically sends the applicable tone to the called party.

Hand Over

General Description

When signal transmission quality becomes a problem, the D^{term} PS II originates another call automatically to seize another radio channel and force the Electra Elite to handover the call to another zone transceiver to maintain quality.

OPERATING PROCEDURES

Operation is automatic.

Individual D^{term} PS II Calling

General Description

The calling party can page the individual D^{term} PS II.

OPERATING PROCEDURES

To page a D^{term} PS II:

1. Dial its unique number to call the designated D^{term} PS II.
2. If the calling number is available, the lower number digits are displayed on the LCD of the called D^{term} PS II.
3. The called D^{term} PS II user can Press Linekey (LK1) to answer.

Last Number Redial

General Description

The D^{term} PS II user can store the number for the previous five calls. The stacked numbers are sequentially displayed on the LCD to allow the user to make an outgoing call by selecting the desired number from the display.

OPERATING PROCEDURES

To make an outgoing call:

1. Use Overlap or Preset Dialing to make an outgoing call.
2. The number dialed is automatically stored.

Out of Zone Indication

General Description

A warning tone and LCD display indicate When the D^{term} PS II user moves out of the service area.

OPERATING PROCEDURES

Operation is automatic.

Overlap Dialing

General Description

The D^{term} PS II user accesses dial tone and dials the indicated number to originate a call.

OPERATING PROCEDURES

To originate a call:

1. The D^{term} PS II user presses the Linekey (LK1) to access dial tone.
2. The user dials the number.
3. The dialed number is displayed on the LCD.

Preset Dialing

General Description

The D^{term} PS II user can confirm the number to be dialed before originating a call.

OPERATING PROCEDURES

To dial a number:

1. Dial the desired number.
2. The number is stored and displayed on the LCD.
3. After confirming the number, press Linekey (LK1).

D^{term} PS Authorization

General Description

The D^{term} PS II user can confirm the identity to prevent an unauthorized D^{term} PS II from accessing the system.

OPERATING PROCEDURES

Operation is automatic.

Identity is confirmed between the Electra Elite and D^{term} PS II by checking the unique key information of the D^{term} PS II.

D^term PS II Location Registration

General Description

The Electra Elite System can supervise the location of each D^term PS II and allow Call termination after receiving the location registration request.

OPERATING PROCEDURES

Operation is automatic.

Radio Channel Changeover

General Description

Speech quality and interference are monitored. When the quality is poor or interference makes communication difficult, automatic changeover to another channel improves the speech quality and eliminates interference.

OPERATING PROCEDURES

Operation is automatic.

Speech Encryption

General Description

A call is protected from being tapped.

OPERATING PROCEDURES

Operation is automatic.

Speed Dial-PS

General Description

The D^term PS II user can dial frequently called numbers using 2-digit abbreviated call codes.

OPERATING PROCEDURES

Refer to Speed Dial in the D^{term} PS II User Guide.

Voice Mail Indication

General Description

When a message is mailed to the D^{term} PS II, the envelope icon is displayed on its LCD along with a short ring tone.

OPERATING PROCEDURES

To retrieve a voice mail message:

1. Press Linekey (LK1) to generate dial tone.
2. Dial the VM pilot number.
3. Follow the instructions given by the VM.
4. Listen to the message.

SERVICE CONDITIONS

Data Assignment:

- Use Memory Blocks 7-1 (Card Interface Slot Assignment) to assign the BSU(2)-U10 ETU (Page 4, LK 7).
- Use Memory Block 1-2-21 (PS Telephone Block Assignment) to specify the D^{term} PS II stations.
- Use Memory Block 4-10 (Station Number Assignment) to assign a station number to each D^{term} PS II station port.
- Use Memory Block 4-12 (Line Key Selection for Telephone Mode) to specify CAP keys or trunks to each D^{term} PS II station.
- Use Memory Block 4-18 (Station Name Assignments) to assign names to the D^{term} PS II stations.
- Use Memory Block 1-2-30 (PS Out of Area Time Assignment) to specify retry time when D^{term} PS II is Out of Area.
- Use Memory Block 4-11 (Ringing Line Preference Selection) to allow each D^{term} PS II station to answer incoming ringing calls by going off-hook.
- Use Memory Block 1-8-08 [Class of Service (Station) Feature

Selection 2] to enable Page 1 LK1, Page 2 LK5, Page 3 LK3, Page 3 LK8, Page 4 LK3, Page 4 LK4, Page 5 LK4, Page 5 LK7 to allow Call Forward functions and Caller ID/ANI.

- Use Memory Block 4-17 (Station to Class of Service Feature Assignment) to enable/disable features per station.

Restrictions:

- A maximum of 8 BSU(2)-U10 ETUs can be installed in the Electra Elite 192 System in slots S1 through S8.
- A maximum of 40 D^{term} PS II stations can be assigned to the Electra Elite 192 System.
- A maximum of 16 Zone Transceivers (ZT II) can be installed in the Electra Elite 192 System.
- A maximum of 3 BSU(2)-U10 ETUs can be installed in the Electra Elite 48 System in slots S3 through S6.
- A maximum of 24 D^{term} PS II stations can be assigned to the Electra Elite 48 System.
- A maximum of 6 Zone Transceivers (ZT II) can be installed in the Electra Elite 48 System.

General:

- Refer to the Electra Elite 48/192 Features and Specifications Manual for the features being used on the D^{term} PS II.

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ElectraElite® 48/192

FEATURES AND SPECIFICATIONS MANUAL

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