A GUIDE TO THE ELECTRA™ 16/48

- Outside (CO/PBX) lines
- Microphone On (Hands Free Answer Back on Intercom Calls)
- Add On (Conferencing and Programming Function Buttons)
- DND (Do Not Disturb)
- On/Off (Hands Free Dialing, Monitoring and optional Speakerphone)
- ICM (Intercom)
- Digital Display
- Directory
- Function Buttons (Station DSS and Speed Dialing)
- Speaker
- Speaker Volume Control
**PLACING AN OUTSIDE CALL**

- Lift handset.
- Depress idle outside line button.
- Dial desired telephone number.

**NOTE:** When placing consecutive calls the RECALL button may be used to disconnect existing call and to provide dial tone.

**PLACING AN OUTSIDE CALL USING HANDS FREE DIALING**

- Depress ON/OFF button.
- Depress idle outside line button.
- Dial desired telephone number.
- Lift handset when called party's voice is heard through speaker.

(Handset not required when equipped with Speakerphone.)

**NOTE:** If “busy” or “no answer” is received, depress ON/OFF button to disconnect.

**TO HANDS FREE MONITOR AN OUTSIDE LINE**

- Establish connection as outlined above.
- Depress ON/OFF button to begin monitoring.
- Replace handset (adjust volume if necessary).
- Lift handset when ready to resume conversation.

(Handset not required when equipped with Speakerphone.)

**ANSWERING AN OUTSIDE CALL**

- Lift handset. (Depress ON/OFF button if equipped with Speakerphone.)
- Depress slow-flashing outside line button.

**ANSWERING AN ATTENDANT TRANSFERRED CALL**

When the attendant transfers an outside call to your station, a “C” will momentarily appear in your display and ring tone will be heard through your speaker.

- Lift handset. (Depress ON/OFF button if equipped with Speakerphone.)
- Depress flutter-flashing outside line button.
PLACING AN INTERCOM CALL

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress ICM button.
- Dial desired station number.
- Voice announce after hearing tone burst;

* Dial digit "1" to transmit tone signal.

NOTE: When calling a Single Line telephone, no voice announcement is available.
Ring signal will be automatically provided.

OR

PLACING AN INTERCOM CALL USING STATION DSS BUTTONS

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress desired station DSS button.
- Voice announce after hearing tone burst;

- Dial digit "1" to transmit tone signal.

ANSWERING AN INTERCOM CALL

- Receive tone burst and voice announcement or tone signal.

* Depress ICM button.
  Lift handset to begin conversation.

ANSWERING INTERCOM CALLS USING HANDS FREE ANSWERBACK

- Receive tone burst and voice announcement.
- Check that MIC-ON LED is lit.

- Answer via microphone without lifting handset.
WHEN CALLING A BUSY STATION "CALL WAITING" TONE WILL BE HEARD. YOU MAY THEN SELECT ANY ONE OF THE FOLLOWING OPTIONS

SETTING CALL BACK REQUEST

• Call station and receive "no answer" or Call Waiting Tone.
• Dial "#".
• Verify at display: "S" = accepted "d" = denied
• If accepted, your station number will flash intermittently in the called key set’s display, indicating your "call back request".

SETTING AUTOMATIC CALL BACK

• Call station and receive Call Waiting Tone.
• Dial "0".
• Verify at display: "Cb" = accepted "d" = denied
• If accepted, you will receive tone signal when the called station becomes idle.
• You may now lift the handset and proceed as if normal ICM call.

ACTIVATING TONE OVERRIDE

• Call station and receive Call Waiting Tone.
• Dial "*".
• Verify at display: "0" = accepted "d" = denied
• If accepted, tone will be sent through called key set’s speaker (or Single Line handset) and your station number will appear in the key set's display.
NOTE: A Tone Override to your key set may be answered by depressing the HOLD button.
PLACING CALLS ON HOLD

- Depress HOLD button.
- Held line button will wink intermittently on your keyset. All other keysets will receive a rapid-flash on that line button.

NOTE: When you place an intercom call on hold, the HOLD button will rapid-flash.

PLACING CALLS ON EXCLUSIVE HOLD

- Depress HOLD button twice.
- Held line button will wink intermittently on your keyset. All other keysets will receive a steadily lit LED on that line button.

NOTE: If a call remains on exclusive hold longer than a preset interval after handset has been restored, the line button will flutter flash. If your key set is idle, tone will be received through speaker.

ANSWERING A HELD CALL

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress intermittently winking or rapid flashing line button.

NOTE: Depress rapid-flashing HOLD button for intercom calls.
TRANSFERRING A CALL

- Depress HOLD button.
- Depress ICM button.
- Dial desired station number.
- Announce transfer, informing station which line to pick up.

NOTE: When transferring a call to a station which does not have that line appearance, the following procedure must be used:
- Depress HOLD button.
- Depress ICM button.
- Dial desired station number and wait for party to answer over handset.
- Depress ADD/ON button.
- Depress intermittently winking line button.
- Confirm transfer and replace handset.

ONE STEP CALL TRANSFER USING STATION DSS BUTTONS

- **Depress desired station DSS button;** call is automatically placed on hold and an intercom connection is established.
- Announce transfer, informing station which line to pick up.
**PROGRAMMING STATION DSS BUTTONS**

- Depress ADD/ON button.
- Depress desired station DSS button (1-20) 
- Dial three digit station number to be programmed.
- Depress ADD/ON button again.

**INTERCOM CALLING USING STATION DSS BUTTONS**

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress desired station DSS button.
- Voice announce after hearing tone burst;

**NOTE:** When calling a single line telephone, no voice announcement is available. Ring signal will automatically be provided.

**PROGRAMMING STATION SPEED DIAL BUTTONS**

- Depress ADD/ON button.
- Depress desired speed dial button (11-20), or (1-20) when assigned expanded speed dialing.
- Dial line access code (9, 8, 7 or 0).
- Dial telephone number to be programmed *(pauses and hook flashes may be programmed into speed dial).*
- Depress ADD/ON button again.

**NOTE 1:** Dialing access codes “9”, “8” or “7” will cause a line to be selected automatically when using station speed dialing, unless a line is manually selected. If “0” is dialed, an outside line must be manually selected.

**NOTE 2:** Depress HOLD button to program PAUSE; depress RECALL button for HOOKFLASH.

**PLACING A CALL USING STATION SPEED DIALING**

- Lift handset or depress ON/OFF button.
- Depress desired station speed dial button. *(Depress line button if a particular line is desired).*
- When party has answered, use handset to begin conversation. *(Handset not required when equipped with Speakerphone.)*
**VERIFYING SPEED DIALING PROGRAMMING**

- Depress speed dial button to be verified (1-20) while key set is idle.
- Read number in display (one digit at a time).

**ACCESSING SYSTEM SPEED DIALING**

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- Dial "#" and two-digit access code. (10-19)
- When party has answered, use handset to begin conversation.
  (Handset not required when equipped with Speakerphone.)

**CONSECUTIVE SPEED DIALING**

Consecutive speed dialing has particular value when accessing Specialized Common Carrier Networks, where multiple dialing sequences are required.

- Lift handset or depress ON/OFF button.
- Depress idle outside line button.
- Access speed dialing (system/station). (LOCAL ACCESS NUMBER)
  (If initiating system speed dialing, depress ADD/ON button.)
- Access speed dialing (system/station) (AUTHORIZATION CODE)
  (If initiating system speed dialing, depress ADD/ON button.)
- Access speed dialing (system/station) or dial manually. (LONG DISTANCE NUMBER)
- When party has answered, use handset to talk.
  (Handset not required when equipped with Speakerphone.)
ESTABLISHING A CONFERENCE

A THREE-PARTY CONFERENCE

- Establish first call.
- Depress HOLD button.
- Establish second call.
- Depress ADD/ON button.
- Depress held line button (or HOLD button for intercom call).

NOTE: A three-party conference may consist of the following:

- 3 internal stations
- 2 internal stations + 1 outside line
- 1 internal station + 2 outside lines

A FOUR-PARTY CONFERENCE

- Establish three-party conference as outlined above.
- Depress HOLD button.
- Establish third call.
- Depress ADD/ON button.
- Depress rapid-flashing HOLD button.

NOTE: A four-party conference may consist only of 3 internal stations and one outside line.

TRUNK QUEUING

- Depress ON/OFF button.
- Depress ICM button.
- Dial "56".
- Depress busy outside line button.
- Verify at display "5" if accepted.
- Depress ON/OFF button.

NOTE: Your phone will be tone signalled when a line is available. Depress the fluttering LED at outside line and dial telephone number.
CALL FORWARDING

SETTING

- Depress ON/OFF button.
- Depress ICM button.
- Dial “46”
- Dial station number calls should be forwarded to.
- Dial “1” for all calls to be forwarded.
- Dial “2” for calls to be forwarded only when your station is busy.
- Receive confirmation tone.
- Depress ON/OFF button.

NOTE: The HOLD LED will be lit steadily when call forwarding is set.

CANCELING

- Depress ON/OFF button.
- Depress ICM button.
- Dial “46”.
- Depress ON/OFF button again.

VERIFYING

- Depress ON/OFF button.
- Depress ICM button.
- Dial “47”.
- Read target number in display.
- Display will indicate “00” if no call forwarding is set.
### CALL PICK UP

- Lift handset. *(Depress ON/OFF button if equipped with Speakerphone.)*
- Depress ICM button.
- Dial "2" to establish connection.

### LAST NUMBER DIALED

- Lift handset or depress ON/OFF button.
  - Depress idle outside line button.
- Dial "*".
  - When party has answered, use handset to talk.
    *(Handset not required when equipped with Speakerphone.)*

### DO NOT DISTURB

#### SETTING
- Depress DND button; LED lights steady.

#### CANCELLING
- Depress DND button; LED goes out.

### MESSAGE WAITING

- A rapid-flashing DND LED indicates that the attendant has a Message Waiting for the station user.
SINGLE LINE TELEPHONE

PLACING AN INTERCOM CALL

- Lift handset, listen for dial tone.
- Dial desired station number.
- Wait for party to answer.

PLACING AN OUTSIDE CALL

- Lift handset, listen for dial tone.
- Dial outside line access code (9, 8, or 7).
- Dial telephone number.

PLACING A CALL ON HOLD

- Ask party to hold.
- Depress switchhook momentarily, listen for second dial tone.
- Place a second call if desired.

NOTE 1: When handset is restored your phone will ringback immediately with your held call.
NOTE 2: If attendant camp-on tone or station tone override signal is received through your handset, you may use this feature to place call in progress on hold and immediately answer the call waiting.
**TRANSFERRING A CALL**

- Inform party of transfer.
- Depress switchhook momentarily, listen for second dial tone.
- Dial desired station number immediately.
- Depress switchhook momentarily, when station answers.
- Confirm transfer and replace handset.

*NOTE: If station is busy or does not answer, depress switchhook momentarily to return to held party.*

**PLACING A CONFERENCE CALL**

- Establish first call.
- Depress switchhook momentarily, listen for second dial tone.
- Establish second call.
- Depress switchhook momentarily.
- Confirm three party conference is established.

**TRUNK QUEUING**

Upon dialing outside line access code; 9, 8, or 7 and receiving a busy.

- Depress switchhook momentarily.
- Dial "56".
- Replace handset.

*NOTE: Your phone will ring when a line is available.*

Lift handset and dial telephone number.
PROGRAMMING STATION SPEED DIAL NUMBERS

- Lift handset.
- Dial "40".
- Dial two digit access code, 20 through 29.
- Dial outside line access code, 9, 8, or 7.
- Dial telephone number.
- Replace handset.

ACCESSING STATION SPEED DIALING

- Lift handset.
- Dial "#".
- Dial two digit access code, 20 through 29.

ACCESSING SYSTEM SPEED DIALING

- Lift handset.
- Dial "#".
- Dial two digit access code, 10 through 19.

LAST NUMBER DIALED

- Lift handset.
- Dial "*".
CALL FORWARDING

SETTING
• Lift handset.
• Dial "46".
• Dial station number you wish your calls to be forwarded to.
• Dial "1" for all calls to be forwarded.
• Dial "2" for calls to be forwarded only when your phone is busy.

CANCELLING
• Lift handset.
• Dial 46 and replace handset.

CALL PICKUP

• Lift handset.
• Dial 2.
• You will be connected to the incoming intercom or attendant transferred call to a station within your programmed group.

NIGHT CALL PICKUP

• Lift handset.
• Dial 3.
• You will be connected to the incoming call when the system has been placed in the night mode.
INTERNAL PAGING

- Lift handset.
- Dial internal zone access code (51, 52, 53 or 50).
- Voice page.

ANSWERING

- Lift handset.
- Dial 55.

EXTERNAL PAGING

- Lift handset.
- Dial external zone page access code (61, 62, 63 or 60).
- Voice page.

ANSWERING

- Lift handset.
- Dial 65.

ACCOUNT CODE

Account code entry applies only to those systems equipped with station message detail service (SMDS).
- Dial telephone number.
- Immediately dial * and the account code (up to nine digits). [To enter Account Code, dial manually or access speed dial (system/station).]
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