ELECTRA PROFESSIONAL TELEPHONES

8 Line Non Display

16 Line Display

16 Line Non Display with 20 DSS/BLF One Touch Keys

24 Line Display with 12 DSS/BLF One Touch Keys

1. Speaker
2. Line Keys/Feature Access Keys
3. Dialpad/Dedicated Function Keys
4. Microphone
5. Volume Control

6. Large LED
7. Alphanumeric Display
8. One Touch Keys
9. Hookswitch
**ELECTRA ELITE TELEPHONES**

1. Speaker
2. Line Keys/Feature Access Keys
3. Dialpad/Dedicated Function Keys
4. Microphone

5. Volume Control
6. Large LED
7. Alphanumeric Display
8. One Touch Keys
9. Hookswitch
10. Built-in Headset Jack
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GENERAL INFORMATION

The following should be considered when reviewing this User Guide:

- Instructions are provided for Electra Professional and Electra Elite telephones. When using an Electra Professional telephone, note that ANS=Answer, TRF=Transfer, SPKR=Speaker, CNF=Conf, FNC=Feature, LNR/SPD=Redial.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephones, Call Appearance and Call Arrival key has been assigned to all multiline telephones and only a single tenant has been assigned in the system.
- All access codes listed are standard; some may vary based on system assignment.
- Access to many features is based on system assignments. Not all features may be available from your telephone.
- Telephones equipped with displays will provide useful call processing information such as digits dialed, recall indications, feature confirmation, etc.

LED INDICATIONS

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ANSWERING CALLS

- Answering calls

RINGING CALLS

- Lift handset
- Converse

NOTE: When assigned the Delayed Ringing feature, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.

RINGING CALLS TO A CALL ARRIVAL KEY

- Lift handset
- Converse

NOTE 1: A Call Arrival key must be assigned to appear and ring at a Line Key/Feature Access Key.

NOTE 2: A Call Appearance key must be available to answer an incoming outside call.

VOICEANNOUNCE CALLS

- Ensure MIC LED is lit
- Adjust Speaker volume (V or A) as needed
- Respond handsfree

NOTE: The handset may be used at any time during the conversation.

CAMP-ON (CALL WAITING)

Receive camp-on tone while on another call:

- Replace handset to disconnect present call
- OR Press Hold and press the Hookswitch to converse with second party

CALL ALERT NOTIFICATION

With a call in progress:

- Receive Call Alert Notification
- Press Hold, converse with second party

NOTE 1: The second call may be placed on Hold if the CO Line appearance is assigned or if a Call Appearance key is available.

NOTE 2: Press flashing Line Key, Call Appearance key or Conf key to return to the first call.
PLACING CALLS

INTERNAL CALLS

▶ Lift handset
▶ Dial station number or “0” for the attendant
OR Press Feature Access Key or One Touch Key programmed for Direct Station Selection
▶ Voice announce after tone burst or wait for ringing call to be answered

NOTE 1: When calling a multiline telephone, dialing 1 after the station number will change ringing to voice or voice to ringing.

NOTE 2: To directly access a personal voice mailbox, dial 7 after dialing the station number.

OUTSIDE CALLS

▶ Lift handset
▶ Dial trunk access code \(i.e \ 9\) OR Press idle Outside Line Key
▶ Dial telephone number
▶ Converse

LAST CO/PBX NUMBER REDIAL

▶ Lift handset
▶ Press Redial (LNR/SPD)
▶ Dial Last Number Redial code \(*\)
▶ Converse

STATION/SYSTEM SPEED DIAL

▶ Lift handset
▶ Press Redial (LNR/SPD) and dial Speed Dial Memory location:
  - \(D\) Station Speed Dial 80-99
  - \(D\) System Speed Dial 00-79
OR Press Feature Access Key or One Touch Key programmed for Station Speed Dial
▶ Converse

TRUNK QUEUING

After dialing trunk access code or pressing a busy Line Key and receiving trunk busy indication:
▶ Dial Trunk Queue set code \(78\)
▶ Replace handset

NOTE: When a line is available, your telephone will ring; lift handset and place call.
MICROPHONE CONTROL

Press Feature (FNC)
Dial MIC On/Off code 1

NOTE 1: Lit MIC LED indicates M/C on.
NOTE 2: MIC ON/OFF key may be assigned to a Feature Access Key or One Touch Key.

SPEAKERPHONE CALLS

Press Speaker; LED lights
Ensure MIC LED is lit
Place internal or outside call
Converse
Press Speaker to disconnect call

NOTE: The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call, press Speaker (LED lights) and replace handset.

HOLDING CALLS

NON-EXCLUSIVE HOLD
With a call in progress:
Press Hold

EXCLUSIVE HOLD
With a call in progress:
Press Feature (FNC)
Press Hold

NOTE 1: To retrieve a held call, press the flashing Line Key, Call Appearance key or Conf key (internal calls).
NOTE 2: Calls on Non-Exclusive Hold can be retrieved from any multiline telephone with the held line appearance or Call Appearance key
NOTE 3: After a preprogrammed time, the held call will recall to the originating station. Once in a recall condition, Exclusively Held calls can be retrieved from any station with the held line appearance or Call Appearance key.
**TRANSFERRING CALLS**

**USING MANUAL DIAL**
With a call in progress:
» Press Transfer
» Dial station number
» Announce call (optional)
» Replace handset

**USING DIRECT STATION SELECTION (DSS)**
With a call in progress:
» Press Transfer
» Press programmed DSS
» Announce call (optional)
» Replace handset

**NOTE 1:** If the called station is busy replace handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the attendant telephone. After answering the recall, pressing Feature (FNC) 86 will transfer the call to the personal voice mailbox of the station number dialed.

**NOTE 2:** To return to the original party, press flashing Line Key, Call Appearance key or Conf key.

**NOTE 3:** A Feature Access Key or One Touch Key may be assigned for DSS.

**NOTE 4:** To transfer a call directly to a personal voice mailbox, dial 7 after dialing the station number.

**CONFERENCE**

With a call in progress:
» Press Conf
» Place second call (internal or external)
» Announce conference
» Press Conf to establish conference

**NOTE 1:** Repeat above procedure to add an additional party. (Maximum 2 outside parties.)

**NOTE 2:** An unsupervised conference may be established by pressing the Conf key again, after the conference has been established. The parties may continue to converse in private. Press the flashing Conf key to return to the conversation.

**CALL PARK - SYSTEM**

**SET**
With a call in progress:
» Press Transfer
» Dial Call Park Set code 4*
» Dial Call Park location 0–9
» Replace handset

**RETRIEVE**
From any station:
» Lift handset
» Dial Call Park Retrieval code 4#
» Dial Call Park location 0–9
» Converse

**NOTE:** If the dialed Call Park location is busy, dial another Call Park location (0-9).
STATION BUSY/NO ANSWER OPTIONS

AUTOMATIC CALLBACK
SET
When calling a busy multiline telephone:
➤ Dial Automatic Callback code 0
➤ Replace handset

ANSWER
When both telephones are idle
originating telephone rings:
➤ Lift handset
➤ Call is placed automatically

CALLBACK REQUEST
SET
When calling a busy or unanswered multiline telephone:
➤ Dial Callback Request code #
➤ Replace handset

ANSWER
Receive display and/or Feature (FNC) LED message indication:
➤ Lift handset
➤ Dial #; request originator is automatically called
➤ Repeat above procedure to respond to additional messages

NOTE: Callback messages are automatically canceled once the originating station is called.

TONE OVERRIDE
SET
When calling a busy multiline telephone:
➤ Dial Tone Override code *
   to send tone
➤ Wait for signalled party to answer

ANSWER
With a call in progress:
➤ Receive tone override signal *
➤ Press Hold
➤ Converse with second party

* If handsfree, a visual indication only (*) will be provided on the telephone’s display.

NOTE: An Override Tone will be sent each time "*"is pressed.

STEP CALL
When calling a busy telephone:
➤ Dial 2 to advance to the next station number in that 1O’s group
STATION BUSY/NO ANSWER OPTIONS (Continued)

**VOICE OVER**

**ORIGINATE**

When calling a busy telephone:

- Dial Voice Over code **6**
- Announce message

**ANSWER**

With a call in progress:

- Receive Voice Over announcement
- Press **Hold**
- Converse with Voice Over originator
- Press **Answer** key to alternate between parties

**WHISPER PAGE**

With a call in progress:

- Receive Voice Over announcement
- Press **Feature (FNC)**
- Dial **65**
- Converse with Voice Over originator while monitoring first call
- Press **Feature (FNC)**
- Dial **65**
- Converse with first caller while monitoring Voice Over originator

**NOTE:** The Whisper Page Access Code may be assigned to a **Feature Access Key** or **One Touch Key**.

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**CO/PBX DIALING OPTIONS**

**SAVE & REPEAT**

**SAVE**

With an originating outside call in progress:

- Press **Feature (FNC)**
- Dial **9**; called number is stored
- Replace handset

**REPEAT**

- Lift handset
- Press **Redial (LNR/SPD)**
- Dial #; call is placed
STORE & REPEAT

STORE
With an outside call in progress:
- Press Feature (FNC)
- Dial 7
- Dial number to be stored
- Press Feature (FNC)
- Complete conversation and replace handset

NOTE: Store & Repeat and Save & Repeat features cannot be used simultaneously

REPEAT
- Lift handset
- Press Redial (LNR/SPD)
- Dial #; call is placed

AUTOMATIC REDIAL
After originating a busy or unanswered outside call:
- Press Speaker
- Replace handset
- Press Feature (FNC)
- Press Redial (LNR/SPD)
- Call is repeatedly dialed until answered, canceled or the maximum number of redial attempts is reached
- Lift handset when the called party answers

NOTE 1: Press Speaker to cancel Automatic Redial.
NOTE 2: System programming determines waiting time and number of redial attempts.

CALLER ID

ANSWER
Receive incoming ringing or transferred outside call:
- Review telephone display for calling party’s name or number
- Answer call accordingly

NOTE 1: Caller ID will be displayed even when station is busy or in DND mode, allowing the user to identify the incoming call.
NOTE 2: On a system-wide basis, the last 10 calls received with Caller ID information are stored and are accessible with the SCROLL key
NOTE 3: Least Cost Routing (LCR) is required to automatically dial Caller ID calls,
NOTE 4: Press lit Line Key to review calling party’s name or number while the call is in progress.

PLACING CALLER ID CALLS
- Press SCROLL repeatedly until desired number is displayed
- Lift handset to automatically dial displayed number
- Converse
CALL PICKUP

CALL PICKUP SYSTEM
Upon hearing ringing at another telephone:
▶ Lift handset
▶ Dial Call Pickup code:
   □ All Calls 68
   □ CO/PBX Line 6*
   □ Night Call Pickup 69
▶ Converse

CALL PICKUP DIRECT
Upon hearing ringing or voice announcement at another telephone:
▶ Lift handset
▶ Dial Call Pickup Direct code 67
▶ Dial station number of the telephone to be answered
▶ Converse

PAGING

▶ Lift handset
▶ Dial Paging code:

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</table>

▶ Page
▶ Wait for Meet-Me Answer or replace handset

MEET-ME ANSWER

▶ Lift handset
▶ Dial Meet-Me Answer code:
   □ Internal page 5*
   □ External page 5#
▶ Converse

BACKGROUND MUSIC

SET/CANCEL
▶ Press Feature (FNC)
▶ Dial BGM On/Off code 26

NOTE: A BGM key may be assigned in system programming to set/cancel the Background Music feature.
CALL FORWARD ALL CALLS (CF/A)
DO NOT DISTURB (DND)

SET
► Press Feature (FNC)
► Dial Call Forward All/DND set code 60
► Select operation:
  ▪ DND: Press Feature (FNC)
  ▪ Call Forward All: Dial destination station number or voice mail and press Feature (FNC)

CANCEL
► Press Feature (FNC)
► Dial Call Forward All/DND cancel code 69
► Press Feature (FNC)

NOTE 1: The Feature (FNC) LED will flash intermittently when your telephone is in Call Forward/DND.
NOTE 2: While set, Call Forward All will override Call Forward Busy/No Answer setting.
NOTE 3: If Call Forward All and Do Not Disturb are both set, the feature set last is activated.
NOTE 4: A CFA/DND key may be assigned in system programming to set/cancel this feature. When setting Call Forward All, a destination station must be entered. A lit LED indicates that Call Forward All/Do Not Disturb is set.

CALL FORWARD BUSY/
NO ANSWER (B/NA)

SET
► Press Speaker
► Dial Call Forward B/NA set code 43
► Dial destination station number or voice mail
► Press Speaker

CANCEL
► Press Speaker
► Dial Call Forward cancel code 44
► Press Speaker

NOTE 1: The Feature (FNC) LED will flash intermittently when your telephone is in Call Forward.
NOTE 2: While set, Call Forward All will override Call Forward Busy/No Answer setting.
NOTE 3: A CF B/NA key may be assigned in system programming to set/cancel this feature. When setting Call Forward Busy/No Answer, a destination station must be entered. A lit LED indicates that CF B/NA is set.

CALL FORWARD DESTINATION

FROM DESTINATION STATION

SET
► Press Speaker
► Dial Call Forward All Destination set code 47
► Dial your station number
► Dial destination station number or voice mail
► Press Speaker

CANCEL
► Press Speaker
► Dial Call Forward All Destination cancel code 48
► Dial your station number
► Press Speaker
CUSTOMIZED MESSAGE

From a display telephone:

- Press Feature (FNC)
- Dial Customized Message code 70
- Dial * to scroll through messages
- Dial # to select message
- Dial return date and time if required (Month/Day, Hour/Minute, using 4-digit, 24-hour clock)
- Press Feature (FNC)

NOTE: When your telephone is set for Do Not Disturb, other display telephones will receive your message upon calling your station.

STATION OUTGOING LOCKOUT

CHANGING LOCKOUT CODE

- Press Speaker
- Dial Lockout Change access code __
- Dial current Lockout code
- Dial new Lockout code
- Press Speaker

NOTE 1: By default, Lockout code is set at 0000000000 (10 zeros).
NOTE 2: When Lockout code is set for the first time, station is automatically restricted.
NOTE 3: Lockout code may be a maximum of 10 digits. If the new Lockout code is less than 10 digits, press the Speaker to enter.
NOTE 4: When set, Station Outgoing Lockout restricts all outgoing calls.

SET/CANCEL STATION OUTGOING LOCKOUT

- Press Speaker
- Dial Station Lockout
  - D Set code __
  - D Cancel code __
- Dial Lockout code
- Press Speaker
ACCOUNT CODE ENTRY

With an outside call in progress:
► Press Feature (FNC)
► Dial 66
► Dial Account Code (16 digits maximum)
► Press Feature (FNC)

With an outside call on hold:
► Dial Account Code Entry Code _____
► Dial Account Code (16 digits maximum)
► Retrieve held call

NOTE 1: The outside party will not hear digits being dialed.
NOTE 2: The Account Code Entry Code may be assigned to a Feature Access Key or One Touch Key.

ACCOUNT CODE FORCED/VERIFIED

To place an outside call:
► Lift handset
► Dial Forced Account access code _____
► Dial Forced Account Code _____ (up to 13 digits)
► Dial trunk access code i.e. 9 and outside number

NOTE: When calling from a station that is assigned the Account Code Forced/Verified feature, outgoing calls will only be processed after the dialed Account Code is verified.

DISA PASSWORD

SETTING YOUR DISA PASSWORD
► Lift handset
► Dial DISA Password set access code ____
► Dial your DISA ID code ____
► Dial your current DISA password ____
  Default 0000000000 (10 zeros)
► Dial your new DISA password ____
► Replace handset

NOTE 1: Password may be a maximum of 10 digits. If the new password is less than 10 digits, replace the handset to enter.

NOTE 2: It is recommended that your DISA password be 10 digits and be changed frequently to prevent unauthorized use.
**ACD/UCD**

- **LOG ON**
  - Press Speaker
  - Dial access code ___.
  - Dial 1
  - Press Speaker

**NOTE:** A LOG key may be assigned in system programming to Log On/Off from the ACD/UCD group. A lit LED indicates that the station is logged-on.

- **LOG OFF**
  - Press Speaker
  - Dial access code ___
  - Dial 2
  - Press Speaker

**BREAK MODE**

- **SET**
  - Press Speaker
  - Dial 40
  - Press Speaker

**NOTE 1:** Set Break Mode is only available while an agent is logged-on.

**NOTE 2:** A Break key may be assigned in system programming to set/cancel Break Mode. A lit LED indicates that the station is in Break Mode.

- **CANCEL**
  - Press Speaker
  - Dial 42
  - Press Speaker

**ANSWERING CALL USING A HEADSET**

- Press HEADSET to answer.
- Converse
- Press HEADSET to hang up

**VOLUME CONTROL**

- **OFF-HOOK RINGING VOLUME**
  - Lift handset
  - Dial 60
  - Dial Off-Hook Ringing Volume code 1
  - Press ▼ or A to set level
  - Replace handset

**RINGING VOLUME**

- Press Speaker
- Dial 60
- Dial Ringing Volume code 1
- Press ▼ or A to set level
- Press Speaker

**NOTE 1:** Press ▼ or A during audible telephone activity to adjust handset or speaker volume

**NOTE 2:** When the telephone is idle, ▼ or A is used to adjust display contrast.
PROGRAMMING

RESETTING Feature (FNC) LED
► Press Feature (FNC)
► Dial 99
► Press Feature (FNC)

**NOTE:** Resetting the Feature (FNC) LED will cancel Call Forward All Calls, Do Not Disturb and Callback Request settings.

STATION SPEED DIAL - DIAL ACCESS
► Press Feature (FNC)
► Press Redial (LNWSPD)
► Dial Speed Dial Memory location 80-99
► Dial trunk access code i.e. (if necessary)
► Dial telephone number to be stored
  (24 digits maximum)
► Press Hold (if entering name) and
dial name of party (13 letters maximum)
► Press Feature (FNC)

**NOTE 1:** Press Redial (LNR/SPD) to insert a pause or Recall to store a hookflash.

**NOTE 2:** Refer to Character Entry Codes when entering name of party

FEATURE ACCESS KEYS

STATION SPEED DIAL
(OFFICE NUMBERS)
► Press Feature (FNC)
► Press Redial (LNWSPD)
► Press Feature Access Key
to be programmed
► Dial 0
► Dial trunk access code *i.e. 9* (if necessary)
► Dial telephone number to be stored (16 digits maximum)
► Press Feature (FNC)

**NOTE 1:** Press Redial (LNR/SPD) to insert a pause and Recall to insert a hookflash.

**NOTE 2:** Busy Lamp Field status indication will be provided on keys programmed for DSS.

DSS/BLF (STATIONS) AND FEATURE ACCESS
► Press Feature (FNC)
► Press Redial (LNWSPD)
► Press Feature Access Key
to be programmed
► Dial 1 and station number to be stored
OR Dial feature access code to be stored as indicated in the Quick Entry Guide
► Press Feature (FNC)
ONE TOUCH KEYS
STATION SPEED DIAL (OUTSIDE NUMBERS)

- Press Feature (FNC)
- Press Redial (LNR/SPD)
- Press One Touch Key to be programmed
- Dial 0
- Dial trunk access code i.e. (if necessary)
- Dial telephone number to be stored (16 digits maximum)
- Press Feature (FNC)

NOTE 1: Press Redial (LNR/SPD) to insert a pause and Recall to insert a hookflash.

NOTE 2: Busy Lamp Field status indication will be provided on keys programmed for DSS.

DSS/BLF (STATIONS) AND FEATURE ACCESS

- Press Feature (FNC)
- Press Redial (LNR/SPD)
- Press One Touch Key to be programmed
- Dial 1 and station number to be stored
- OR Dial feature access code to be stored as indicated in the Quick Entry Guide
- Press Feature (FNC)
## QUICK REFERENCE GUIDE

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<td>Save &amp; Repeat • Save</td>
<td>Feature (FNC)</td>
<td>➤ Dial 9</td>
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<td>Store &amp; Repeat • Store</td>
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<td>Dial 7 • Dial Number to Store ➤ Feature (FNC)</td>
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<td>Whisper Page</td>
<td>Receive Voice Over</td>
<td>Feature (FNC) ➤ Dial 65</td>
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### FROM THE INTERCOM

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<tr>
<th>Function</th>
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<td>Internal Paging</td>
<td>Dial 51-54</td>
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<td>External Paging</td>
<td>Dial 55-59</td>
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<td>Call Pickup All Calls</td>
<td>Dial 68</td>
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<tr>
<td>Call Pickup Direct</td>
<td>Dial 67 • Dial Station Number</td>
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### FROM AN IDLE TELEPHONE

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<td>Microphone Control</td>
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<td>Call Forward All/DND</td>
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<td>CANCEL: Feature (FNC) ➤ Dial 69 • Feature (FNC)</td>
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<td>Call Forward Busy/No Answer</td>
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## QUICK ENTRY GUIDE FOR PROGRAMMING
### FEATURE ACCESS KEYS AND ONE TOUCH KEYS

<table>
<thead>
<tr>
<th>FEATURE</th>
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<td>Microphone On/Off</td>
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<td>Call Forward All Set</td>
<td># ● 60 ● Dial Destination ➤ Answer ➤</td>
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<td>Feature (FNC) ● Feature (FNC)</td>
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<tr>
<td>Do Not Disturb - Set</td>
<td># ● 60 ● Answer ● Feature (FNC) ● Feature (FNC)</td>
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<tr>
<td>Call Forward All/DND - Cancel</td>
<td># ● 69 ● Answer ● Feature (FNC) ● Feature (FNC)</td>
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<td># ➤ 7</td>
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<td>Background Music</td>
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<td>Call Forward Busy/No Answer - Set</td>
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<td>Internal Paging Meet-Me</td>
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<td>Call Pickup Direct</td>
<td>1 ● 67</td>
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</table>

**NOTE 1:** When pressed, the Answer key will not appear in the display. This is normal operation.

**NOTE 2:** Other features may be programmed in addition to those listed above. Refer to the Electra Mail User Guide for features related to Voice Mail.
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