Electra Elite
Quick Reference Guide
Basic Features

Presented By
Southwestern Telephone and Cable

Any questions regarding this system please call our
Service Department at 312-867-9440 or email questions to eric@southwesterntel.com

Up/Down Keys
- Display Contrast: Press the up or down arrows while phone is idle.
- Speaker/Receiver volume: Press the up or down arrow keys during conversation.
- Ringer volume: Press the up or down arrows while the phone is ringing.

Mic On/Off
- Press **MIC key** (Red light will be on if Mic is on)
- The MIC light must be on to conduct a-handsfree speaker conversation.

Transfer
- Press **TRANSFER**.
- Dial destination extension number.
- Hang-up **or** wait for answer, announce call, and hang up. If there is no answer, press flashing line to retrieve the caller

When receiving a busy tone on internal call…
- Press 0 to set an automatic callback or
- Press 7 to go to that extension's vmail box or
- Press * to send a call waiting tone. The person receiving the tone can press HOLD to put their call on hold and talk to you.

Call Park
- Press the "park" button and the park zone you would like to park the call in (0-9)
- Anyone can retrieve the call from any station by pressing "retrieve" and the park number(0-9)

Quick Transfer to Voicemail
- Press "Transfer" + the extension number + 7 to transfer a caller directly into a voicemail box

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To view saved caller ID
- Press the DIRECTORY key repeatedly to scroll through caller ID. Lift handset to dial the number

Redial
- This feature stores the last number dialed.
- Press **REDIAL then** * and the number is dialed.

Speed Dialing - setting
- Press **FEATURE**
- Press **REDIAL**
- Choose the memory location (00-79 for system wide speed dials 80-99 for station speed dials
- Dial 9 for external number
- Dial the number you are setting using a 1 if necessary
- Press **HOLD** to enter a name. Use the number keys corresponding to the letters. Press # to move forward.
- Press **FEATURE**

Speed Dialing – dialing
- Press REDIAL and then enter speed dial memory number 00-99

- OR press SYS or STA softkey and use UP and DOWN to scroll to desired speed dial. Lift handset to dial

Conference (3 Way Call)
- Establish a two way conversation.
- Press **CONFERENCE** and dial extension or outside number. Original party is put on hold.
- After call is answered, press **CONF**.
- Three way conversation is established.

All Call Page
- Pick up phone (or press speaker). Dial 51 for internal page or press PAGE for overhead page

Call Forwarding
- Press the FWD ALL button, then dial the extension to forward call to OR enter 9+outside number. Then press SPEAKER. The FWD key should light solid red and the FEATURE key will flash
- To cancel press FWD ALL button then SPEAKER. The red light will go out.

ADVANCED and OPTIONAL FEATURES
Availability of these features is dependent on system design and also optional hardware installation.

Live Record
- Press the RECORD button with an outside call in progress. Record button lights and softkeys change to show record options.
- Press END or hang up to stop. Conversation is saved as a new message in your mailbox.
- Note that max recording time is limited by mailbox settings and also by total system storage time. *This feature ties up one voicemail port for the entire duration of the call. Customers with fewer than four voice ports should use this feature sparingly if at all.*

Live Monitor

- To enable this feature press the LIVE MONITOR button then enter the password 0000000000(ten zeroes). The LED will light solid red. Any time someone is leaving you a message you will be able to hear the message and interrupt if desired.
- To hear the message in progress press START softkey. To interrupt the call simply lift the handset or press SPEAKER.
- To cancel monitoring press the CANCEL softkey.
- To disable monitoring press LIVE MONITOR key and the LED will go out.

Conference Bridge (8-party conference)

- You may give your participants the direct number to the conference bridge for them to dial in or you can transfer them to the bridge extension and then call the bridge yourself to join them.
- Up to 8 participants may join including yourself.
- To transfer a caller to the bridge press TRANSFER then dial the bridge extension. You may enter the bridge password then press # key (default 0001#). Then hang up to complete the transfer. Repeat this procedure until all parties have been joined, then dial the bridge extension to join yourself in.
- The system manager can change passwords for enhanced conference security.
- Only one conference can take place at a time.

Whisper Page/ Voice Override

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