

## ELITE IPK QUICK REFERENCE GUIDE

### Customizing a Telephone:

#### Microphone On/Off:

Press **feature, 1** to toggle between on and off

#### Display Contrast:

*While phone is idle*, the up & down arrows will adjust the display contrast

#### Ringling Volume:

Press **speaker, 601**

Adjust volume using the up & down arrows

Press **speaker** when completed

#### Off Hook Ringing Volume:

Lift the handset, press **601**

Adjust volume using the up & down arrows

Press **speaker** when completed

#### Handset or Speaker phone:

Adjust either volume with the up & down arrow while in use

#### Programming One Touch Keys:

From an idle phone:

**Outside Numbers:** Press **feature, redial, desired key, 0, 9, telephone number, feature**

**Extensions:** Press **feature, redial, desired key, 1, extension number, Feature**

#### Programming Station Speed Dials:

From an idle phone:

Press **feature, redial, location (80-99), 9, telephone number**

**Optional (if entering a name):** Press **hold, enter name** via the dial pad (For each letter, enter the corresponding number. Press the number repeatedly until the desired letter appears. Once one letter is set, press **#** to move to the next letter.)

**When complete:** Press **feature**

## ELITE IPK QUICK REFERENCE GUIDE

### Programming System Speed Dials

This is done the same way that station speed dials are programmed, except that the locations are 00-79 and the programming must be done from the attendant phone (ext. 100)

### Background Music On/Off:

Press **feature, 26** to toggle between on and off

### Answer Incoming Calls:

#### To the main line (on phones that ring):

The phone will ring and the line appearance key will flash. To answer, pick up the handset.

#### To the main line (on phones that do not ring):

The phone will not ring, but the line appearance key will flash. To answer, pick up the handset.

#### To an extension:

The phone will ring, but no keys will flash. To answer, pick up the handset.

#### Call Pick Up-Direct:

You may answer a call ringing to any extension, by dialing **67, extension number** (of the ringing extension)

#### Call Pick Up-All:

You may answer a call to the main line by dialing **68**

### Placing Calls:

#### Internal:

Dial extension number

**OR**

Press **one touch key**

#### External:

Dial **9**, then the phone number

**OR**

Press **one touch key**

## ELITE IPK QUICK REFERENCE GUIDE

### System or Station Speed Dials:

Press **redial**, **speed dial location**

**OR**

Using the soft keys below the LED display, choose "STA" for station speed dials or "SYS" for system speed dials. Scroll through the list using the soft keys labeled "up" and "down". When the correct number appears on the display, pick up the handset to place the call.

### Conference Calls:

With one call in progress (internal or external)

Press **conference** (puts call on hold)

place second call (internal or external)

announce conference call

Press **conference** to bring original call back

Press **conference** to drop in and out of call

### Redial:

#### Last Number Redial:

Press **redial**, then the star key.

### Transfer Calls:

#### Blind Transfer to an Extension:

Press **transfer**, **extension number**, & hang up

#### Screened Transfer to an Extension:

Press **transfer**, **extension number**

announce call

**Release Call:** hang up

**Recall Call:** Press **flashing line key**

#### Trunk to Trunk Transfer: Transferring calls off property

Press **transfer**, **9**, **telephone number**

announce call

Press **feature**, **transfer**, & hang up

## ELITE IPK QUICK REFERENCE GUIDE

### Transfer Directly to Voice Mail Box:

Press **transfer, extension number**. Determine called party is unavailable (busy signal, or if they decline the call), press **7**, and hang up *immediately*.

### Placing Calls on Hold:

#### Standard Hold:

**Hold:** Press **hold button** – held call will start flashing

**Retrieve:** Press the flashing key

**NOTE:** Calls may be retrieved from any phone

#### Exclusive Hold:

**Hold:** Press **feature, hold button** - held call will start flashing

**Retrieve:** Press the flashing key

**NOTE:** Calls may be retrieved from the phone that put the call on hold

### Parking Calls:

**Park:** Press transfer, 4, \*, location (0 – 9)

**Retrieve:** Press 4, #, location (0 – 9)

### Paging:

Pick up handset, enter **51**

### Tone Override:

**Set:** When called party doesn't answer, or you get a busy signal, press \* to send tone. Wait for called party to answer.

**Answer:** Receive tone override signal. Press **hold** converse with second party.

### Voice Over:

**Originate:** When calling a busy telephone, press **6**. Announce message.

**Answer:** Receive Voice Over announcement. Press **hold** and converse with originator.

Press **answer** key to alternate between parties.

### Whisper Page:

With a call in progress, receive Voice Over announcement. Press **feature 65**.

Converse with originator while still on first call.

Press **feature 65** to switch between callers.

## ELITE IPK QUICK REFERENCE GUIDE

### Do Not Disturb (DND):

By placing your phone in the DND mode, your phone will not ring. This feature does not Automatically send calls to your voicemail box (see call forward all for details)

**Set:** Press the **DND button**- The light will come on

**Cancel:** Press the **DND button** – The light will go out

### Call Forwarding:

#### Call Forward Busy/No Answer: To Voicemail

**Set:** Press **Speaker, 43, destination (voicemail pilot number), Speaker**

**Cancel:** Press **Speaker, 44, Speaker**

#### Call Forward All to Voice Mail:

**Set:** Press **Feature, 60, destination (voicemail pilot number), Feature**

**Cancel:** Press **Feature, 69, Feature**