

NEC

ELITE IPK II WITH ACD & INMAIL ADMINISTRATION GUIDE



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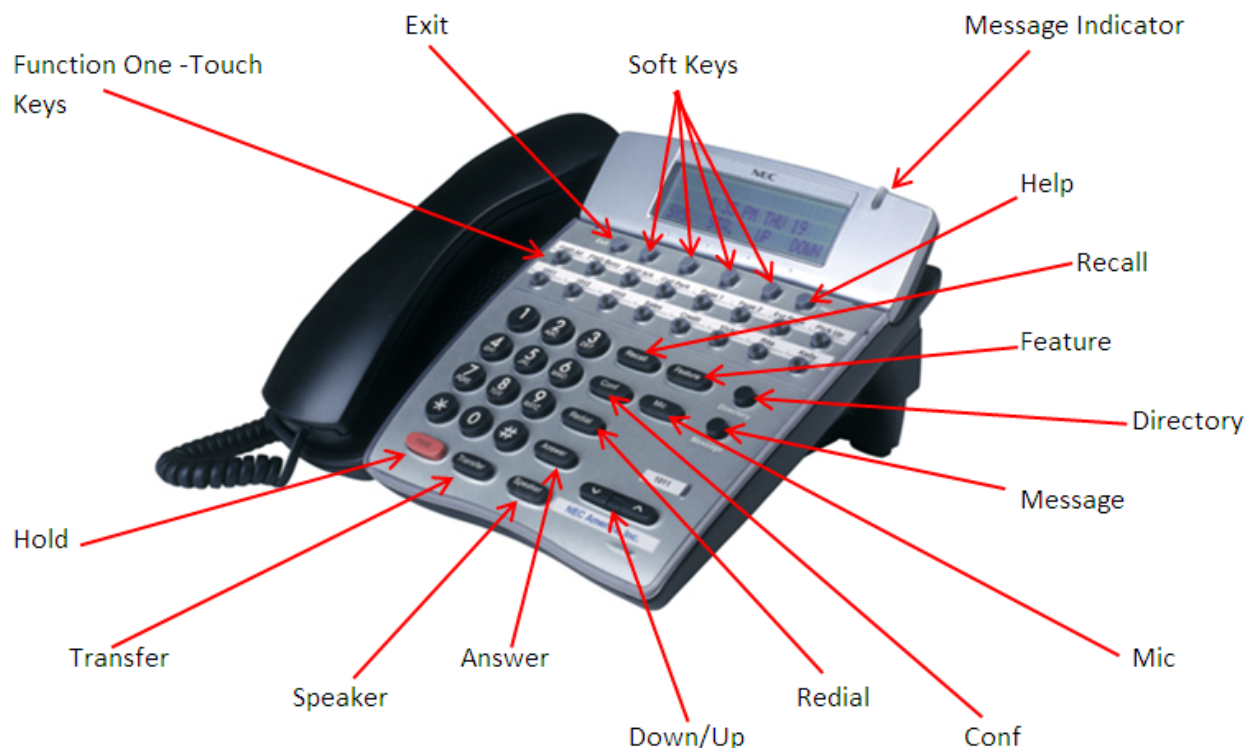
**** Important Note:**

*The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does **not** guarantee that your company will use the same extension and mailbox numbers due to each systems **customized** configuration. If you are **unsure** of what numbers were used in your configuration, please call or email the NATG service department.*



Phone System Programming

Phone Button Description



| | |
|--------------------------------|---|
| One Touch Keys | Used for various features, line keys, intercoms and one touch speed dials |
| Exit | Exit's out of various programming |
| Soft Keys | Corresponds with what the display says |
| Message Indicator | Flashes when you have a voicemail |
| Help | Tells how a one touch key is programmed |
| Recall | Same as Flash Key for various features |
| Feature | Used for programming |
| Directory | Access to station and system wide speed dials |
| Message | Access to your voicemail |
| Mic | Mutes the microphone while on speakerphone |
| Conf | Used to make conference calls |
| Redial | Review the last numbers dialed |
| Down/Up | Adjusts the volume on the ringer, handset and speaker |
| Answer | Answers the FIRST incoming call to a specific phone |
| Speaker | Speakerphone (Also used to get in/out of some programming) |
| Transfer | Transfer a call to another extension |
| Hold | Holds the call |



Clock Setting

To set the Time:

1. Press **SPEAKER** key, enter **728**
2. Dial **2 digits** for the hour (must be in 24 hour clock time)
3. Dial **2 digits** for the minutes
4. Press **SPEAKER**

Program Set Name

1. Press **SPEAKER** key, enter **700**
2. Enter the extension number
3. Spell out name; press **HOLD**
NOTE: # moves cursor to right: Conf key moves cursor to left
4. Press **SPEAKER**

Program One-Touch Keys with Functions

1. Press **SPEAKER**
2. Enter **751**
3. Press the key you would like to program
4. Enter 2 digit code from below
5. Press **SPEAKER**

| Code | Function | Brief Explanation |
|-------------|--------------------|---|
| 00 | Not Defined | Clears the button and leaves it blank |
| 01 | DSS/One Touch | Extension number or a phone number |
| 03 | DND Key | Do Not Disturb |
| 05 | Headset | Needed if you are using a corded headset |
| 10 | Call Fwd Immediate | Forwards all calls immediately to desired destination |
| 13 | Call Fwd B/NA | Forwards calls if you are busy or do not answer the call in time to desired destination |
| 78 | Record | Records conversation into a mailbox |

Message Waiting

To Set

1. Call the extension
2. Press **0**
3. Press **SPEAKER**

To Clear

1. Press **SPEAKER**
2. Enter **773**
3. Press **SPEAKER**



System Speed Dial

Program a new Speed Dial

1. Press **SPEAKER** key
2. Enter **753**
3. Enter a speed dial code: 000-999
4. Enter the desired telephone number you want to store (up to 24 digits); NOTE: do NOT enter a 9 before the telephone number
5. Press **HOLD** key
6. Spell out the name using the dial pad...
NOTE: press **#** to move cursor to right or **CONF** key to move cursor to left
7. Press **HOLD** key
8. Press **SPEAKER** key

Use this keypad digit . . . When you want to . . .

| | | |
|-------------|---|--|
| 1 | Enter characters: | 1 @ [¥] ^ _ ` { } Æ " Á À Â Ã Ç É Ê Ì Ó |
| 2 | Enter characters: | A-C, a-c, 2. |
| 3 | Enter characters: | D-F, d-f, 3. |
| 4 | Enter characters: | G-I, g-i, 4. |
| 5 | Enter characters: | J-L, j-l, 5. |
| 6 | Enter characters: | M-O, m-o, 6. |
| 7 | Enter characters: | P-S, p-s, 7. |
| 8 | Enter characters: | T-V, t-v, 8. |
| 9 | Enter characters: | W-Z, w-z, 9. |
| 0 | Enter characters: | 0 ! " # \$ % & ' () ð Õ ú ä ö ü α ε . |
| * | Enter characters: | * + , - . / : ; < = > ? B E σ S 8 ç £ |
| # | # = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Soft key instead to accept and/or add a space.) | |
| CONF | Clear the character entry one character at a time. | |
| HOLD | Clear all the entries from the point of the flashing cursor and to the right. | |

To Use Speed Dial

1. Lift handset or press speaker key
2. Press **REDIAL** key
3. Enter desired code

OR: press **DIR**, then **SPD**, use arrow keys to scroll OR press a letter on the dial pad then use arrow keys to scroll

Delete a Speed Dial

1. Press **SPEAKER** Key
2. Enter **753**
3. Enter the Code you would like to delete: 000-999
4. When the name and number appear, press **EXIT** (Top left key)
5. Press **SPEAKER** key



VoiceMail Programming

Record Company Greetings

1. Press **MESSAGE** key at extension 101 (**see note on Table of Contents)
2. Enter security code
3. Press **SA** (72 on dial pad) to enter system administration
4. Press **I** (4 on dial pad) to record an instruction greeting (main company greeting)
5. Enter mailbox **001** to record the DAY greeting
 OR enter **002** to record the NIGHT greeting
 OR enter **003** to record a HOLIDAY greeting
6. Press **R** (7 on dial pad) to record and follow the prompts
7. Press **L** (5 on dial pad) to listen to your recording and press # to exit listen mode
8. Press **#** to back up one step to step 5 to record another greeting
9. Hang up when you are finished

Example:

- Thank you for calling.....Our regular business hours are....
- If you know the extension of the person you are calling please enter it now or press 4 for our company directory
- To reach reception or to leave a general message please remain on the line

Record Delay Messages

1. Press **MESSAGE** key at extension 101 (**see note on Table of Contents)
2. Enter security code
3. Press **SA** (72 on dial pad) to enter system administration
4. Press **A** (2 on dial pad) to record an instruction greeting (main company greeting)
5. Enter mailbox _____ to record the FIRST Delay Message
 OR enter _____ to record the SECOND Delay Message
6. Press **R** (7 on dial pad) to record and follow the prompts
7. Press **L** (5 on dial pad) to listen to your recording and press # to exit listen mode
8. Press **#** to back up one step to step 5 to record another greeting
9. Hang up when you are finished

Example:

- Please continue to hold, someone will be right with you...
- Thank you for holding. Please stay on the line as it is quicker then re-dialing.



Holiday Greeting Activation/De-Activation

1. Record holiday greeting.. (see above for 1 for instructions)
2. Press **MESSAGE** key at extension 101 (**see note on Table of Contents)
3. Enter security code for this mailbox
4. Press **SA** (72) for system administration
5. Press **O** (6) for override
6. When asked for the table: enter **1**
7. Press **ON** soft key on display
8. Press **SPEAKER**

**** NOTE: to take override OFF after the holiday follow steps 2-6 then at step 7 press OFF soft key on display, then press speaker

Make Changes to Mailboxes

1. Press **MESSAGE** key at extension 101 (**see note on Table of Contents)
2. Enter security code .. if required
3. Press **SA** (72) for system administration
4. Press **S** (7) for subscriber mailbox maintenance
5. Choose from one of the following options:
 - A. Press **EA** (32) to erase all messages in a mailbox
 - B. Press **EG** (34) to erase the greeting in a mailbox
 - C. Press **EN** (36) to erase the name recording for the mailbox
 - D. Press **S** (7) to delete the security code for a mailbox
 - E. Press **N**(6) to record the name for a mailbox

Set up Message Notification from a Mailbox

1. Press **MESSAGE** key
2. Enter security code
3. Press **OP** (67)
4. Press **N** (6)
5. Press **O** (6)
6. Enter the two digits of the hour you would like the Notification to start, followed by A (2) for AM or P(7) for PM
7. Enter the two digits of the hour you would like the Notification to end, followed by A (2) for AM or P(7) for PM
8. Press **N** to be notified from a number
9. Enter in the telephone number





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