

## NEC Electra Elite

*Includes IPK, Elite 192 and Elite 48. May also be listed as 64 port or 128 port Elite*

**Problem: When talking on the speaker phone, I can hear the person on the other end, but they can't hear me**

**Solution:** Microphone is probably turned off. Have customer check to see if the light on the lower right hand side of the phone above the words MIC is lit.

**To turn MIC on/off:**

Do not pick up handset  
Press Feature and the number 1

**Or Press MIC Button**

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**Problem: My Feature Light is Flashing and I cannot receive calls**

**Solution:** Cancel DND

Do not pick up handset

- Press Feature
  - Dial 69
  - Press Feature
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**Problem: User cannot program Station Speed Dial numbers**

**Solution:** The most common reason for error when programming speed dial numbers is that the user picks up the handset or does not follow the instructions exactly!

**TO PROGRAM STATION SPEED DIAL NUMBERS:**

- Do NOT pick up handset
- Press Feature
- Press Redial
- Dial memory location number (80-99)
- Dial 9 to grab an outside line (this step is needed!)
- Enter number to be programmed
- Press Feature if done - or - press hold to enter name
- Enter name on dial pad
- Press Feature when done

**Problem: User cannot program System Speed Dial numbers**

**Solution:** Probably not following procedure exactly or they may be programming from the wrong phone.

**NOTE** - System Speed Dial must be programmed from ports 1 or 2 - usually extensions 100 and 101 but this may vary.

**TO PROGRAM SYSTEM SPEED DIAL**

- Go to main phone
  - Do NOT pick up handset
  - Press Feature
  - Press Redial
  - Dial memory location number (00-79)
  - Dial 9 to grab an outside line (this step is needed!)
  - Enter number to be programmed
  - Press Feature if done - or - press hold to enter name
  - Enter name on dial pad
  - Press Feature when done
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**Problem: I'm trying to change the time on the system and I'm receiving an error message on my display.**

**Solution:** User is probably not at the main programming phone. As with system speed dial, time must be changed from either port 01 or 02 on the system (usually ext 100 or 101)

**Procedure to Change Time:**

At main phone

Press Feature

Dial 9#

Current time will show on display

Enter new time on dialpad

Press recall to change AM/PM setting

Press feature when finished

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**Problem: Speed Dial Directory in the top of the phone is not in numerical order**

**Solution:** Understand that if names have been added, the directory goes in Alphabetical Order, NOT Numerical. There is no way around this.

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**Problem: Customer does not know which phones are on ports 1 and 2.**

**Solution:** If the customer only has 1 display phone, that is probably on either port 1 or 2.

If it's a small office with some display phones - customer can go to each phone and

**Press Feature 3** and port number will be displayed.

If it's a large office with many display phones, they can still **Press Feature 3**, but that may be too time consuming. Contact Matrix for details.

**Problem: When I change the time on the phones, the time on the voicemail messages is still incorrect.**

**Solution:** Voicemail is on it's own timer. Customer must access System Manager Options in Voicemail to change Time.  
See System Manager's Reference Guide - System Schedule

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**Problem: User cannot program spare buttons on phone**

**Solution:** They may not be following correct procedure or button may not be set up as a **Feature Access Key** in programming

**To Determine if a key has been programmed as a Feature Access Key:**

Do not pick up handset  
Press Feature  
Press Button

- If button is an unused Feature Access Key display will read **VACANT**
- If button is not programmed as a Feature Access Key, display reads **UNUSED** or **ERROR.**
- If the button is already programmed for something else, the display will show what is programmed

### To Program a Feature Access Key

#### **For DSS/BLF Button**

Do not pick up handset  
Press Feature  
Press Redial  
Press Button to be programmed  
Press number 1  
Dial Ext # to be programmed  
Press Feature

#### **As Outside Telephone Number**

Do not pick up handset  
Press Feature  
Press Redial  
Press Button to be programmed  
Dial 0  
Dial 9  
Enter Number to be Stored  
Press Feature

#### **For a Feature**

Do not pick up handset  
Press Feature  
Press Redial  
Press Button to be programmed  
Refer to Multiline User Guide  
pages 16 & 17

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**Problem - When I forward my extension to another phone, the other phone does not ring for incoming calls.**

**Solution** - When a phone is forwarded, only calls sent directly to that extension number follow call forwarding. This means only calls transferred by the receptionist or calls from the autoattendant will be forwarded.

To change Line Ringing a MAC is necessary. (for example if I wanted my phone to ring whenever a call came in on the Matrix lines - that would have to be done through system programming. If Becky forwarded her phone to me, only calls transferred to 101 or calls through the voicemail system would ring at 103)

**Problem: Ringing on a user's phone is too loud or too soft**

**Solution:** Change Ringing Volume Control

Press Speaker

Dial 601

When ringing starts, use arrow keys on right side of phone

When ringing is at desired level, press Speaker

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**Problem: Whenever my phone rings and I pick up the handset, I am automatically connected to an incoming call**

**Solution:** Ringing Line Preference is set. If it is causing a problem, the user can cancel [Ringing Line Preference](#) themselves.

**To Cancel Ringing Line Preference:**

- Do not pick up handset
  - Press Feature
  - Press Answer Answer
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**Problem: The Redial Button Doesn't Call the Last Number - Nothing Happens**

**Solution:** You need to press Redial + the Star (\*) Key!

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**Problem: I am trying to initiate a CONFERENCE CALL and it isn't going through**

Solution: User may not be following procedure correctly

To Place a Conference Call:

With first call in progress, press **CONF**

Make second call (either internal or external)

When second person answers, press **CONF** again and all parties are connected.

To add another party, press **CONF**

Make third call

When person answers, press **CONF** again.

Hints:

Only 2 outside lines can be involved with a Conference Call

When adding internal extensions, the MUST PICK UP THEIR HANDSETS until all party's of the conference call have been added. Once all members are conferenced together, users may then press speaker and hang up to activate their speaker phones.

**Problem: I don't know what the CAP Button on my phone is.**

**Solution:** Understand that CAP stands for Call Appearance. In some situations, The CAP key is necessary for a call to be transferred from one phone to another. When a line does not actually appear on a particular phone, the only way that the phone to receive a call on the line is if they have a CAP Key.

For example: If we had an Elite system in our office and Chris Curtis wanted to transfer a call to me that came in on the Albany Line. I do not have Albany Lines on my phone; therefore, I would need a CAP key. When the call came through, the CAP button would light up so that I would have a visual indication that a call is in progress. When I put the call on hold, the light would flash.

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**Problem: We ordered Caller ID through our company, but the caller ID information is not being displayed on our telephones.**

**Solution:** The customer's system may not have caller ID compatible cards installed. Look in the customer folder to see what type of line cards they have installed.

**Caller ID Cards:**

COID (4) - U10

COID (8) - U10

For Caller ID Scrolling and Call Return, a MIFM-U10 ETU and a KMM must be installed!

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**Problem: Caller ID information is only displayed on certain phones when a call comes into the office.**

**Solution:** Caller ID can only be displayed on up to 16 phones for initial ringing on older versions of software. Therefore if all phones ring, the customer will have to pick the most important phones to receive caller ID.

If the customer wishes to have other phones display caller ID information, they will need a tech to come reprogram on a MAC Call or Consider a software upgrade

*Note - Caller ID information will follow a transferred call.*

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**Problem: My telephone displays Caller ID information, but I cannot scroll through the numbers - even though it says that I can in the User Guide**

**Solution:** In order to scroll through the last 10 numbers in Caller ID, a MIFM-U10 ETU with a KMM-U must be installed in the system. Check file to see if these cards have been installed.

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**Problem: My phone just rings and rings and never goes into my voicemail box**

**Solution:** The phone is probably not call forwarded to voicemail.

**To Set Call Forward - Busy/No Answer to voicemail:**

Press Speaker

Dial 43

Dial **Voicemail Pilot** (usually 190)

Press Speaker

**Problem: Calls to my phone go right to Voicemail and my phone doesn't ring**

**Solution:** Phone may be in do not disturb or set for all call forwarding.

**Step 1) CANCEL DO NOT DISTURB:**

**From A Multiline Phone**

- Do not pick up handset
- Press Feature
- Dial 69
- Press Feature

**From A Single Line Phone**

- Pick Up Handset
- Dial 42
- Hang Up

If above procedure does not work, instruct user to do the following from Multiline Phone:

Do not pick up handset    Press Feature 99 Feature

**NOTE** - This will cancel all forwarding set on phone. Customer must then reset call forwarding busy no answer to voicemail (Speaker 43, **vm pilot**, Speaker)

**Problem: I would like a headset. Can I have one with my phone?**

**Solution:** Refer to chart below. Regardless of phone type, a HEADSET button will still need to be programmed by a technician.

Types of Compatible Telephones		
"Old Style"		
May also be referred to as "E-Pro Phones"		ICM CATEGORY 15
Part Number	Description	Need ADA-1 for Headset?
ETW-8-1	8 Button	YES
ETW-16DC-1/2	16 Button Display	YES
ETW-16DD-12	16 button display with 16 buttons along side	YES
ETW-24DS-1/2	24 Button Display phone with 12 buttons at bottom	YES
EDW-48-1/2	48 Button DSS Console	N/A
Elite Phones - ICM CATEGORY 17		
Part Number	Description	Need ADA for Headset?
DTP-2DT-1	2 Button Phone	Cannot Use Headset
DTU-8-1	8 Button Non Display	NO
DTU-8D-1/2	8 Button Display	NO
DTU-16-1	16 Button Non Display	NO

DTU-16D-1/2	16 Button Display	NO
DTU-32-1	32 Button Non-Display	NO
DTU-32D-1/2	32 Button Display	NO
DCU-60-1	60 Button DSS Console	N/A
SLT	Single Line Telephone Adapter	N/A
Any Single line phone when used with SLT		N/A

**Problem: My message waiting light is flashing green**

**Solution:** An attendant message has been set and needs to be cancelled. 99% of the time, this is done accidentally.

- Instruct customer to go to attendant console. Press the first button of the bottom row of buttons which may or may not be labeled "MSG"
  - Press the button for the extension that is flashing green
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## **VOICEMAIL**

### **Problem: Voicemail isn't working**

**Solution:** Get more information! Customers oftentimes do not know what to look for especially if they are new to voicemail. Ask as many questions as you can. Here are some guidelines:

Is the voicemail not answering incoming calls (automated attendant not working)?

Is the voicemail system not picking up?

On one phone or all phones?

One phone - see call forwarding

All phones - Likely Down Voicemail System

### **Problem: I dial the Voicemail Pilot Number and just get ringing. Voicemail does not answer**

**Solution:** Voicemail System may be down! Try calling backdoor number to voicemail if customer has one to see if voicemail answers. Also ask customer to dial the next number in order from the pilot number (if pilot is 190, have them dial 191). If voicemail doesn't respond, place emergency service call.

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### **Problem: I dial the Voicemail Pilot Number and get a busy Signal**

**Solution:** All voicemail ports are busy or Voicemail is locked up (down) . Have the customer wait a few minutes and try again.

They can also try dialing the next number from the pilot number (if pilot is 190, dial 191) If the next number answers, but pilot doesn't this may be a service problem.

If customer frequently gets busy signals, they may need to upgrade to more ports of voicemail. Refer them to a sales person.

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### **Problem: I call into my voicemail box and hear my name and have a long pause before hearing options:**

Solution: Instruct user to look at their phone when they hear their name. The display will give them more options via the **softkeys**.

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**Problem: The Voicemail Button (**Feature Access Button** which allows users to press button to access voicemail, without dialing **VM Pilot**) on my phone lights intermittently during the day, even when I'm not in voicemail.**

**Solution:** This is normal. Anytime that anyone is in the voicemail system, the voicemail light will light. The light can light whenever anyone else is checking their voicemail, leaving messages, or reaches the auto attendant

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**Problem: I don't know how to delete a mailbox in the Voicemail System.**

**Solution:** User needs to access the System Manager of the voicemail system. If they are not the system manager, they need to speak to the person in their organization who handles their phones and voicemail!

Refer to System Manager Reference Guide - Changing Mailboxes.

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**Problem: I forgot the security code for my Voicemail Box.**

**Solution:** See the System Manager who can delete the security code for them.

Refer to the System Manager Reference Guide - Changing Mailboxes.

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**Problem: Someone left our company and we've hired a new person to sit at their desk. How does the new person set up the voicemail box?**

**Solution:** The System Manager of the Voicemail System can reset the voicemail box to new. The next time that the new employee dials the voicemail pilot, they will hear the tutorial and can set up the voicemail box from scratch.

Refer to the System Manager Reference Guide - Changing Mailboxes.

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**Problem: When I put the phone system into night mode, the day greeting of the voicemail system comes on.**

**Solution:** The voicemail system is controlled by it's own, separate timer. Pushing the night button on the phone system does NOT change the voicemail greeting.

To change the Voicemail System Schedule - Refer to the Voicemail System Manager Reference Guide - Changing Schedule.

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**Problem: A holiday is approaching and I don't know how to change the Voicemail System Main Greeting**

**Solution:** The System Manager can change the Main Greeting to be active during the holiday period. See Voicemail System Manager Reference Guide - Opening Greeting

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**Problem: I don't know how to check my Voicemail when I'm out of the office.**

**Solution:** If the phone system is answered by Auto Attendant: As soon as the main greeting starts to play "Thank you for calling ...", instruct the user to dial 9 + their extension number. This will put them into their personal voicemail box.

If they have a **Backdoor Number to Voicemail**: Call number. When greeting starts to play, enter 9 + extension number

If Receptionist answers all lines, the receptionist must transfer the caller to the main voicemail pilot number (just press transfer, **vm pilot** (usually 190), and hang up!) Once caller hears main greeting, dial 9 + extension number.

**Problem: I don't know the difference between my Personal ID and Personal Security Code.**

Solution: **Personal ID** is typically 9 + the extension number

**Personal Security Code** is a 3-10 digit number that the user sets up themselves during the initial tutorial.

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**Problem: I don't know how to change my security code**

**Solution:** Instruct User to access their Voicemail Box

- 1) Access "Set Up Options" either by pressing **softkey** at the top of the phone for "SETUP" or by following prompts.
  - 2) Access "Personal Options" either by pressing **softkey** for "PERS" or by following prompts
  - 3) Press **softkey** for "CODE" or follow prompts to change security code.
  - 4) Follow voice prompts.
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**Problem: My name is not in the spell by name directory.**

**Solution:** Check Directory Status and Spelled Name in voicemail system.

Procedure

- 1) Access "Set Up Options" either by pressing **softkey** at the top of the phone for "SETUP" or by following prompts.
  - 2) Access "Personal Options" either by pressing **softkey** for "PERS" or by following prompts
  - 3) Access Directory Status by pressing "DIR" or following prompts. Directory Status should be ON to be listed in the directory
  - 4) If Directory Status is on, access spelled name by pressing **softkey** for "SPELL" or by following prompts.
  - 5) Voicemail will tell you which letters currently correspond to your last name. Confirm that they are correct or change them.
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**Problem: When I check my voicemail from a non display phone or from home, I am not prompted to do anything with new messages.**

**Solution:** You need to actually do something, otherwise the message will be stored as an old message until midnight and then deleted.

Refer to page 8 of the Electra Elite VMS/ Elite Mail Limited User Guide or the chart below.

<b>While a Message is Playing</b>	
<b>To do this</b>	<b>Press</b>
Skip message and save as new	*
Repeat Entire Message	#
Advance to the end of the Message	1
Redirect Message	2
Archive Message	2
Delete Message	222
Change Volume	5
Rewind 3 seconds	7
Pause/Resume	8
Fast Forward 3 seconds	9