



# **Avaya 1250/2250 Attendant Consoles User Guide**

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## Your Meridian 1 attendant console

Your Meridian 1 attendant console is the leader in call-processing technology. You will find that it's easy to operate, because for every situation, there's a straightforward procedure to follow.

There are well over a hundred call-processing features available to the Meridian 1 system. Your system will have many of them, but not all, because some won't be needed by your organization. To help you find what you need, the features are grouped according to function.

This guide outlines the situations you could run into, and explains how to handle each one. Check which features your organization uses. Then use the guide for reference, to brush up on a procedure that you use only once in a while, or to learn new ones when the changing needs of your organization result in newly installed features. There's also a handy quick-reference card to help you provide fast and efficient service.

**Note:** Not all features described in this user guide are available in your area. Contact your system administrator for details concerning features available to you.

## M1250 or Avaya 2250 Attendant Console

The display screen is at the top of the console. You can tell which model console you have by looking at the display screen:

The Avaya 2250 Attendant Console reads "Meridian 1" on the first line of the display screen, along with the date and time.

The M1250 attendant console has only the date and time on the first line of the display.

The M1250 and Avaya 2250 Attendant Consoles are virtually the same in operation. Differences between the two consoles are noted where applicable.

Directly below the display screen is a horizontal row of eight keys, the dial pad, and a volume control. To the left and right of these, you'll see five columns of keys with indicators. We'll go through these, in this order, to give you some important background information.

This document is based on X11 release 21 software.

### The display

The display is at the top of the console. It has hinges, so you can tilt it to the angle you like. You can choose from a number of options to have information on the display screen presented in the manner you like best. (See "Options menu.")

The display screen has four lines:

Line 1 displays the date and time. You can choose the format of their presentation using the Options menu.

Line 2 gives information about the source of a call. The source information may include the number of the extension from which the call is placed, the name of the person who is calling, and the trunk line number for a call from outside the system. You may also see a code for the reason you received the call (these abbreviations may vary):

- CFWD for a call that has been automatically routed to you from an extension that has been programmed to forward all calls to you (Call Forward All Calls)
- CFNA for a call that has been automatically routed to you from an extension that has been programmed to forward calls to you when there is no answer (Call Forward No Answer)
- HUNT for a call that has been automatically routed to you from an extension that has been programmed to forward calls to you when it is busy (Call Forward Busy), or that has been routed to you through a hunt chain (Hunting).

Line 3 gives information about the destination of a call. The destination information can include the number dialed, the name of the person whose extension you dialed, and the trunk and other access codes.

Line 4 gives information about the console itself. It tells you when there are calls waiting in the queue, whether the console is idle, active, or in position- busy or night-service mode, and when the equipment fails.

- The MJ message means that the system has detected a major malfunction which does not permit normal call processing. If this happens, repair service should be notified at once.
- The MN message means that the system has detected a minor malfunction which does not affect normal call processing. If this message remains on for longer than 30 minutes, repair service should be notified.
- The EMERGENCY message shows that the emergency transfer switch has been turned on.

When you dial a number, it shows up on the display screen. For some procedures, you will use the asterisk (\*) or the octothorpe (#), which appears as an H on the M1250 attendant console.

## Introduction

The two-line display (if selected on Avaya 2250 Attendant Console)

The display is at the top of the console. It has hinges, so you can tilt it to the angle you like. You can choose from a number of options to have information on the display presented in the manner you like best. (See “The Options menu”.)

When you dial a number, it shows up on the display. For some procedures, you will use the asterisk (\*), which appears as a space, or the octothorpe (#), which appears as an H.

When your telephone is idle...

When your telephone is idle, the display looks something like this:

01-01-91			05:35:39PM	
[S]	MJ	(STATUS)	C/H	CW

The first line of the display shows the date and time. You can choose the format of their presentation in the Options menu.

The second line of the display gives information about the console itself:

The [S] appears when the console is in shift mode.

The next field on the display indicates the alarm status of the system. The following alarms are presented on the display:

- MJ means that the system has detected a major malfunction which does not permit normal call processing. If this happens, notify repair service at once.
- MN means that the system has detected a minor malfunction which does not affect normal call processing. If this message remains on for longer than 30 minutes, notify repair service.

The (STATUS) field indicates the current status of the console:

- IDLE is displayed when the console is in idle mode.
- BUSY is displayed when the console is in Position Busy mode.
- NIGHT is displayed when the console is in Night Service mode.
- EMERGENCY is displayed when the emergency transfer switch has been turned on.

The next field shows whether the console is set for Centralized Attendant Service. This is set using the horizontal row of keys below the display.

The CW indicates whether you have any calls waiting.

When you have a call in progress...

When you have a call in progress, the display looks something like this:

DN	CPND	CW<>
DN	CPND	STATUS<>

The first line gives information about the source of the call. The source information may include the number of the extension that placed the call, and the name of the person who is calling, or the trunk line number for a call from outside the system. If you've chosen P.R.C., Taiwan or Korean as the language for your display, this information can only be displayed in English. You may also see a code for the reason you received the call (these abbreviations may vary):

- CFWD for a call that has been automatically routed to you from an extension that has been programmed to forward all calls to you (Call Forward All Calls).
- CFNA for a call that has been routed to you from an extension that has been programmed to forward calls to you when there is no answer (Call Forward No Answer).
- Hunt for a call that has been automatically routed to you from an extension that has been programmed to forward calls to you when it is busy (Call Forward Busy), or that has been routed to you through a hunt chain (Hunting).

The CW in the upper right indicates whether you have any calls waiting.

The second line gives information about the destination of a call and the console status.

The destination information can include the number dialed, and the name of the person whose extension you dialed or the trunk and other access codes. If you've chosen P.R.C., Taiwan or Korean as the language for your display, this information can only be displayed in English.

The console status can be:

- IDLE when the console is in idle mode.
- ACTIVE when the console is busy on a call.
- BUSY when the console is in Position Busy mode.
- NIGHT when the console is in Night Service mode.

## Reading the display on 4 line display

If the source information is too long to fit on Line 2, an arrow appears in either the upper right or upper left corner of the display.

If the destination information is too long to fit on Line 3, an arrow appears in either the lower right or lower left corner of the display.

To see the rest of the information, use the console control keys to scroll through it. The console control keys are the four middle keys in the horizontal row right under the display:

### How to read the display

1. Press  for Line 2.  
Press  for Line 3.
2. Press  to move towards the beginning of the number.
3. Press  to move towards the end of the number.

### Reading the display on 2 line display (Avaya 2250 Attendant Console only)

If the source or destination information is too long to fit on the line, an arrow appears on the right side of the display. To see the rest of the information, use the console control keys. The console control keys are the four middle keys in the horizontal row right under the display:

1. Press  to select Line 1.  
Press  to select Line 2.
2. Press  to move towards the beginning of the display.
3. Press  to move towards the end of the display.

### Alternating between the idle and active call display

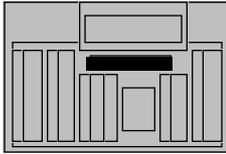
When you have no calls in progress, you can alternate between the idle display and the active call display by pressing the  and  keys.

From the idle display, press the  key to show the active call display; from the active call display, press the  key to show the idle display.

**Note:** You need to have the active call display showing when you want to:

- Store an auto-dial number
- Store a speed-call number
- Store a Stored Number Redial number ahead of time

## The horizontal keystrip



Directly below the display screen is a horizontal row of keys. They are:



**Centralized Attendant Service** — If you are the attendant at a remote location, pressing this key automatically reroutes calls to a CAS attendant at the main location. If you are a CAS attendant at the main location, this key enables you to get a dial tone from a remote location to extend a call there.



**Position Busy/Night Service** — In normal mode, this key enables you to prevent calls from being routed to your console. Used with the SHIFT key, this key enables you to set up or alter Night Service-connections and put the whole system in Night Service.

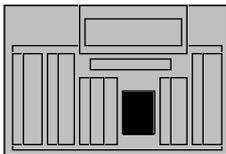


**Signal Source/CGM** — In normal mode, it enables you to recall the caller, or signal an extension for busy verification purposes. Used with the SHIFT key, when the console is idle, it enables you to scroll through screens on the Busy Lamp Field/Console Graphics Module.



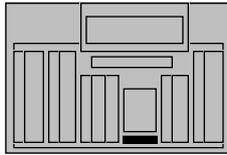
**Signal Destination/Mode** — In normal mode, it enables you to recall the called party. Used with the SHIFT key, when the console is idle, it enables you to return to the Main menu of the Busy Lamp Field/Console Graphics Module.

## Dial pad



Under the horizontal keystrip and the display screen is the 12-key pushbutton dial pad. All extension and trunk line calls are made using the dial pad. The asterisk (\*) and the octothorpe (#) are also used in some console operations, for example, when storing a number for speed calling or placing a group of extensions in Do-Not-Disturb mode.

## Volume control

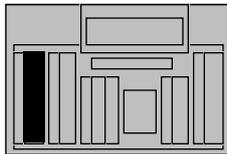


Under the dial pad is a volume control which enables you to adjust the volume of peoples' voices.

## Keys with indicators

The next section provides an explanation of the keys with indicators you find on your console. Remember, your Meridian 1 system may not have all of the features described in this guide, and therefore may not have all of the operating keys and indicators listed here. Indicators come on, flash at different speeds, and go off at various points during a procedure to indicate something important. The meaning of the activity of an indicator depends on the situation.

## Vertical keystrip 1: Trunk Group Busy keys



At the far left, you will find a row of ten Trunk Group Busy keys and indicators.

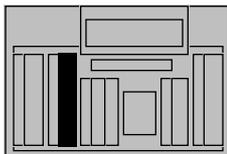
The Trunk Group Busy keys enable you to deny users access to trunk groups from 0 to 9 (0 to 7 on the M1250) and have calls to those trunk groups sent to your console instead. The trunk group indicators show the status of each group of trunks:

steadily lit — You have busied out all trunks in the group by putting the console into shift mode, and then pressing the Trunk Group Busy key. With the console in SHIFT mode, press the Trunk Group Busy key again to turn the indicator off and permit access to the trunk group.

flashing — All trunks in the group are busy.

**Note:** Your console may be set up so that the two leftmost rows of keys with indicators act as incoming call indicator (ICI) keys in regular mode, and as Trunk Group Busy keys in shift mode. In this case, the right-pointing half-diamond indicators correspond to the ICIs, while the left-pointing half-diamond indicators correspond to the trunk groups.

### Vertical keystrip 2: Incoming Call Identification keys



The next row contains ten Incoming Call Indicator (ICI) keys and indicators. These identify the type of call coming to your console, such as internal, external, WATS, tie trunk, and so on. All incoming calls are automatically queued in the order of their arrival, and the appropriate ICI indicators go on. For instance, when a WATS call comes in, the WATS ICI indicator goes on.

The first call arriving at an idle console is shown by the appropriate ICI indicator. All subsequent calls are shown by the calls waiting (CW) display message only, until the first call is released. ICI indicators for each type of call in the queue then go on. When several calls are presented to the idle console at the same time, the first call in the queue is automatically routed to an idle loop key (lpk). To answer this call, you press the loop key. All ICI indicators, except the one for the call you have answered, go off. The calls waiting message shows that there are calls queued. When you release from the first call, the queued calls are shown by the appropriate ICI indicators.

You can answer every call in the queue in order, by using the loop keys, or you can give preference to a certain type of call, using the ICI keys. For example, to answer a WATS call before you answer the other calls, press the WATS ICI key. All other ICI indicators go off, and the WATS call is established.

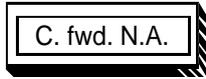
Besides telling you the nature of a call, the ICI indicator also gives you an idea of the number of calls of that type that are queued and how long the calls have been queued:

steadily on — One call has been queued for less than 20 seconds.

flashing — Two or more calls are queued, or one call has been queued for more than 20 seconds.

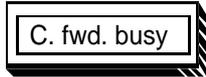
The assignment and positioning of the ICI keys within the keystrip is flexible. Any of the following call types may be assigned to any of the ICI keys:

### Call Forward No Answer



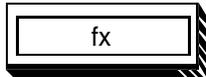
The call has been automatically routed to you from an extension that has been programmed to forward calls to you when there is no answer.

### Call Forward Busy



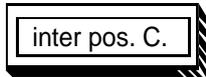
The call has been automatically routed to you from an extension that has been programmed to forward calls to you when it is busy.

### Foreign Exchange



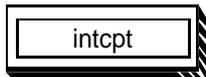
The call is on a Foreign Exchange (FX) trunk.

### Interpositional Call



The call is from another attendant at your location.

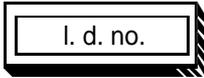
### Intercept



The call is from

- a restricted or semi-restricted extension attempting to make a call that is not allowed
- a caller encountering equipment or dialing irregularities – a caller who has dialed an extension which is in Do-Not-Disturb mode
- a caller who has dialed the access code for a trunk group which is busy

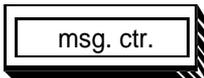
## Listed Directory Number



The call is to a number for your organization as found in the public telephone directory. Up to four listed directory numbers can be assigned to your console. If you are answering calls for more than one organization, this key shows which organization is being called.

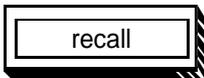
X11 Release 20 and later allows up to six LDNs. Previous releases allow up to four.

## Message Center



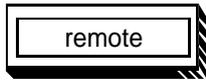
A caller wants to leave or retrieve a message. This indicator appears only on consoles equipped with Message Center features.

## Recall



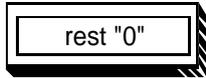
A call that you have put through to an extension that is busy or does not answer within a set time (usually 30 seconds), is returned to you. The recall ICI can also indicate a call from an extension user who has activated the Attendant Recall feature.

## Remote



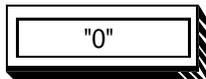
The call is from a remote location and has been routed over a release link trunk. This indicator appears only on consoles equipped with Centralized Attendant Service (CAS) features.

## Fully Restricted



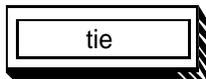
The call is from a fully restricted extension. A person using a fully restricted extension can place calls to, and receive calls from other extensions and the attendant. A fully restricted extension is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who then extends them.

## Unrestricted or Semi-restricted



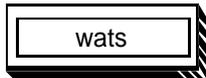
The call is from an unrestricted or semi-restricted extension. An unrestricted extension user can place and receive all types of calls. A semi-restricted extension user can place calls to other extensions, and can place calls to the public network with the assistance of the attendant.

## Tie



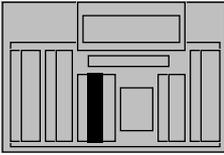
The call is on a Tie trunk.

## Wide Area Telephone Service



The call is on a Wide Area Telephone Service (WATS) trunk.

## Vertical keystrip 3: loop pickup and release keys



The third row from the left holds these keys with indicators:

### Loop Pickup



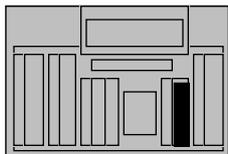
Enables you to answer or place a call. There are six loop pickup keys, labeled lpk 0 through lpk 5. A source (S) and destination (D) indicator appears beside each lpk key.

### Release



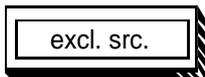
Enables you to release a call from the console, freeing the console to take other calls.

## Vertical keystrip 4: fixed feature keys



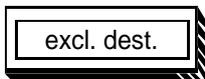
This is what you will find in the second row of keys from the right:

### Exclude Source



Enables you to speak to the called party without the caller hearing.

### Exclude Destination



Enables you to speak to the caller without the called party hearing.

### Release Source



Enables you to release the caller from a call.

### Release Destination



Enables you to release

- a called party, unanswered ringing, or a busy signal
- an extension requesting a transfer
- the equipment, if you misdial

## Conference 6/BLF



In normal mode, it enables you to establish a conference call of up to six parties, including yourself. A maximum of two trunks can be in the conference at any one time. In shift mode, when the console is idle, this key allows you to input information from the dial pad to the Busy Lamp Field/Console Graphics Module.

This can also apply to 3-party conference.

## Shift



Enables you to access trunk group keys either to busy them or to free them. From regular mode, press SHIFT to change to shift mode. When in shift mode, the SHIFT key indicator is on. Press SHIFT again to return to regular mode.

**Note:** The SHIFT key and console control keys used together enable you to access the Options menu, to raise and lower the volume of the buzz tone, and to open the Diagnostics menu. (The Diagnostics menu is used by the system installer or repair technician.)

Once in shift mode, pressing



opens the Options menu,



turns the buzz tone volume down,



turns the buzz tone volume up, and



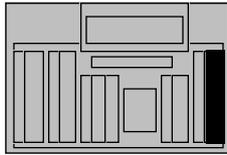
selects the Diagnostic menu.

## Hold



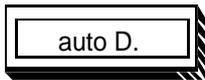
Enables you to hold a call at your console.

## Vertical keystrip 5: programmable feature keys



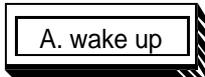
The rightmost keystrip contains ten feature keys. These keys are programmed to suit the needs of your organization. Read the descriptions below for the keys you see on your console:

### Auto Dial



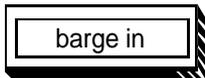
Enables you to program a phone number that will be dialed automatically by the system when auto D. is pressed.

### Automatic Wake-Up



Enables you to set up and cancel automatic wake-up calls.

### Barge-In



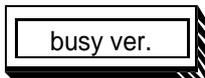
Enables you to verify the status—idle or busy—of any trunk or special service access line.

### Break-in



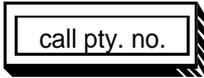
Enables you to enter an existing connection to offer a call or relay an important message (international use only).

### Busy Verify



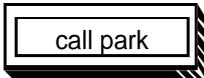
Enables you to verify the status—idle or busy—of any extension.

## Calling Party Number



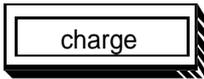
Enables you to record the calling party number on an incoming collect call or to assign a special billing code to an incoming collect call.

## Call Park



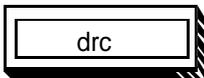
Enables you to place a call on hold without occupying a loop key on your console.

## Charge



Enables you to enter a charge account number for a call going out through your console.

## DID route control



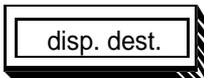
Enables you to direct calls coming in on DID trunks either to a set of extensions considered to be night destinations, or to normal extensions.

## Display Calls Waiting



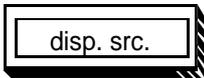
Enables you to display the number of calls waiting to be answered at the console.

## Display Destination



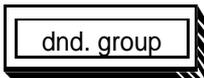
Enables you to display the phone number of a called party.

## Display Source



Enables you to display stored numbers associated with Auto Dial, Speed Call, and Night Service.

## Do-Not-Disturb Group



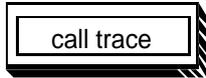
Enables you to place a predefined group of extensions in Do-Not-Disturb mode.

## Do-Not-Disturb Individual



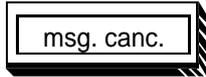
Enables you to place an individual extension or a predefined group of extensions in Do-Not-Disturb mode.

## Malicious Call Trace



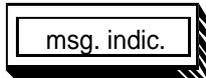
Enables you to trace a nuisance call.

## Message Cancellation



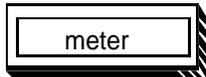
Enables you to turn off the message waiting signal at an extension after you have delivered the message for that extension.

## Message Indication



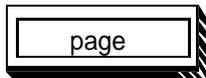
Enables you to turn on the message waiting signal at an extension for which a message has been taken.

## Meter



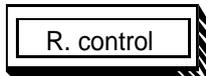
Enables you to flag outgoing calls as metered calls, for billing and other administrative purposes (international use only).

## Paging



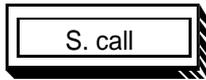
Enables you to connect to your organization's paging equipment. Press the key for the duration of your announcement.

## Routing Control



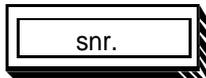
Enables you to change extension users' access to the network. When turned on, user access to the network is usually more restricted.

### Speed Call



Enables a previously stored phone number of up to 31 digits to be dialed by the system automatically, after you have keyed in the appropriate one-, two-, or three-digit code. This key also enables selected attendants to assign codes to the stored phone numbers.

### Stored Number Redial



Enables you to store a phone number (up to 31 digits) during a call setup, during the call itself, or ahead of time for later use. The number can then be dialed just by pressing snr.

### Emergency transfer switch

The emergency transfer switch is located on the underside of your console. When turned on, incoming calls from selected trunks are presented to preselected telephones instead of your console. Use this switch only during an emergency when these telephones must have direct access to dedicated trunks.

### Backlighting switch

The backlighting switch is located on the left side of your console. When turned on, contrast on the display screen is increased due to lighting of the background. Use this switch when you are having trouble seeing the display or indicators, because of glare caused by the sun, or because the lights in the room are dim.

### Adjustable stand

The console may have a stand. You can adjust the angle of the console by tilting the stand into one of nine positions.

### Headset and handset operation

You can operate your console with a handset, or, if you prefer to keep your hands free, a headset can be used. You can plug the headset or handset into either side of the console. Make sure you plug it in right side up, or callers won't be able to hear your voice.

### Busy Lamp Field/Console Graphics Module

An optional Busy Lamp Field/Console Graphics Module (BLF/CGM) may be attached to the back of the console. The BLF/CGM shows you the busy/idle status of extensions within the system. It also has a variety of graphics and text capabilities.

### Display backlight power supply option

An optional 16V dc Power Supply may be installed at the MDF to enhance the display backlight brightness to provide optimum quality on the display readability.

## The Options menu (Avaya 2250 Attendant Console) (4 line mode)

The Options menu on the Avaya 2250 Attendant Console gives you the opportunity to set a number of display and console features to suit your preferences. It offers these choices:

- set display-screen contrast
- set buzz tone
- set language
- set time and date format
- set key clicking
- set calls waiting options

While the Options menu is being used, the console puts itself in Position Busy mode, so that no calls interrupt you. In Position Busy mode, calls that would normally ring at your console are directed to other consoles. If yours is the only console, the system goes into Night Service.

### Opening the Options menu

To open the Options menu, press SHIFT and . You see the menu on the display screen, which looks like this:

```
OPTIONS MENU:
1. CONTRAST   2. BUZZ TONE   3. LANGUAGE
4. DISPLAY    5. KEYCLICK    6. CW
# <exit>
```

### Closing the Options menu

To close the Options menu, press #. The console remains in position-busy mode.

Now let's look at the screens you see when you select each of the options from the menu.

### Setting the display-screen contrast

If you press 1 on the Options menu, you see this screen:

```
SET CONTRAST
1. +                2. -
# <exit>
```

# Introduction

There are 16 levels of contrast between the characters you see on the screen and the background.

Press 1 to increase the contrast.

Press 2 to decrease the contrast.

Press # to return to the Options menu.

## Setting the buzz tone

If you press 2 on the Options menu, you see this screen:

SETTING BUZZ TONE		
1. ON	2. OFF	3. PITCH +
4. PITCH -	5. VOLUME +	6. VOLUME -
		# <exit>

Press 1 to hear a non-stop buzz for pitch- and volume-setting purposes. Then use 3 and 4 to raise and lower the pitch of the buzz. Use 5 and 6 to raise and lower the volume of the buzz. When you have found the pitch and volume you like best, press 2 to silence the buzzing.

Press # to return to the Options menu.

## Setting the language

If you press 3 on the Options menu, you see this screen:

SET LANGUAGE			{1}
1. ENGLISH	2. FRANCAIS	3. ESPANOL	
4. DEUTSCH	5. ITALIANO	6. NORSK	
	* <next>	# <exit>	

The number in the upper right corner of the screen shows that this option takes up more than one screen.

Press \* to see the second screen:

SET LANGUAGE			{2}
1. GAEILGE	2. TURKCE	3. KATAKANA	
4. P.R.C.	5. TAIWAN	6. KOREAN	
	* <next>	# <exit>	

Press \* again to see the third screen:

```
SET LANGUAGE {3}
1. POLSKI      2. CESKI      3. MAGYAR
               * <next>      # <exit>
```

Move back and forth between these 3 screens using \*, and select a language by pressing the corresponding number key on the dial pad. All display messages are then shown in the language of your choice.

To select one of the languages listed on the menu, use the dial pad to enter the number that corresponds to the option. Since there are several languages represented by the same number, you must be at the appropriate menu level when you enter the language number.

Press # to return to the Options menu.

## Setting the Display Options

Setting the time and date format and 2/4 line mode

If you press 4 on the Options menu, you see this screen:

```
OPTIONS = DISPLAY
1. TIME      2. DATE      3. FORMAT
               # <exit>
```

Press 1 to set the time format. The time format screen looks like this:

```
DISPLAY = TIME
               {12 hour}
* <change>      # <exit>
```

There are two formats for the time: 12- and 24-hour format. Press \* to change back and forth between the two formats. Press # to return to the previous screen.

Press 2 to set the date format. The date format screen looks like this:

```
DISPLAY = DATE
      {DD-MMM-YY}

# <exit>
```

There are two formats for the date: day-month-year and month-day-year. Press \* to change back and forth between the two formats. Press # to return to the previous screen.

Press # to return to the Options menu.

## Setting the display mode format

```
DISPLAY: FORMAT
      [2/4 LINE DISPLAY MODE]

* <change>          # <exit>
```

Press 3 to set the display mode format.

There are two formats for the display: 2 lines or 4 lines format. Press \* to change back and forth between the two formats. Press # to return to the previous screen.

## Setting the key clicking

If you press 5 on the Options menu, you see this screen:

```
SET KEYCLICK
1. ON          2. OFF          3. PITCH +
4. PITCH -    5. VOLUME +    6. VOLUME -
* <change>                    # <exit>
```

Press \* to turn key clicking on and off. When key clicking is on, you hear a beep every time you press any key on the console.

Press 1 to hear a non-stop tone for pitch- and volume-setting purposes. Then use 3 and 4 to raise and lower the pitch of the tone. Use 5 and 6 to raise and lower the volume of the tone. When you have found the pitch and volume you like best, press 2 to silence the tone, or press # to silence the tone and return to the Options menu.

## Setting call waiting options

If you press 6 on the Options menu, you see this screen:

```
OPTIONS: CW
1. DISPLAY    2. BUZZ TONE
# <exit>
```

Press 1 to set the calls waiting format. The calls waiting screen looks like this:

```
CW: DISPLAY
[ON]
* <change>                    # <exit>
```

Press \* to turn the calls waiting display on and off. When the calls waiting display is on, you see the number of calls waiting on the display.

Press 2 to set the volume of the calls waiting tone. The pitch of the calls waiting tone is the same as the pitch of the buzz tone you already set. The calls waiting tone screen looks like this:

CW: BUZZ TONE		[ON]
1. ON	2. OFF	3. VOLUME +
4. VOLUME -		
* <change>		# <exit>

Press 1 to hear a non-stop buzz for volume-setting purposes. Then use 3 and 4 to raise and lower the volume of the buzz. When you have found the volume you like best, press 2 to silence the buzzing. Press # to return to the previous screen.

Press # to return to the Options menu.

### The Options menu (M1250) (4 line display)

The Options menu on the M1250 gives you the opportunity to set a number of display and console features to suit your preferences. It offers these choices:

- set display-screen contrast
- set buzz tone
- set language
- set time
- set date
- set key clicking

While the Options menu is being used, the console puts itself in position-busy mode, so that no calls interrupt you. In position-busy mode, calls that would normally ring at your console are directed to other consoles. If yours is the only console, the system goes into Night Service.

## Opening the Options menu

To open the Options menu, press SHIFT and . You see the menu on the display screen, which looks like this:

```
OPTIONS MENU: {1}
1. CONTRAST  2. BUZZ TONE  3. LANGUAGE
4. SET TIME  5. SET DATE   6. DISPLAY
              * <next>    # <exit>
```

To set one of these options, you press on the dial pad the number listed beside the option.

Notice the number 1 in the upper right corner of the screen. This means that there is more to see of the menu than fits on the screen. To see the next screen, press \* on the dial pad.

This is the second part of the menu:

```
OPTIONS MENU
1. KEYCLICK
              * <next>    # <exit>
```

To return to the first part of the menu, press #.

## Closing the Options menu

To close the Options menu, press # on either the first or second screen. The console remains in both Position Busy and shift mode. Press SHIFT to return to unshift mode, and press  to receive calls at your console again.

Now let's look at the screens you see when you select each of the options from the menu.

## Setting the display-screen contrast

If you press 1 on the Options menu, you see this screen:

```
SET CONTRAST
1. +           2. -
# <exit>
```

There are eight levels of contrast between the characters you see on the screen and the background.

Press 1 to increase the contrast.

Press 2 to decrease the contrast.

Press # to return to the Options menu.

## Setting the buzz tone

If you press 2 on the Options menu, you see this screen:

```
SETTING BUZZ TONE
1. ON           2. OFF           3. PITCH +
4. PITCH -     5. VOLUME +       6. VOLUME -
# <exit>
```

Press 1 to hear a non-stop buzz for pitch- and volume-setting purposes. Then use 3 and 4 to raise and lower the pitch of the buzz. Use 5 and 6 to raise and lower the volume of the buzz. When you have found the pitch and volume you like best, press 2 to silence the buzzing.

Press # to return to the Options menu.

## Setting the language

If you press 3 on the Options menu, you see this screen:

SET LANGUAGE			{1}
1. ENGLISH	2. FRANCAIS	3. ESPANOL	
4. DEUTSCH	5. ITALIANO	6. NORSK	
	* <next>	# <exit>	

The number in the upper right corner of the screen shows that this option takes up more than one screen. Press that number to see the second screen:

SET LANGUAGE		{2}
1. GAELIGE	2. TURKCE	
	* <next>	# <exit>

Move back and forth between these two screens using \*, and select a language by pressing the corresponding number key on the dial pad. All display messages are then shown in the language of your choice.

Press # to return to the Options menu.

## Setting the time

If you press 4 on the Options menu, you see this screen:

SET TIME		
Hours__	Mins:	Secs:
* <change>		# <exit>

This screen works differently than the previous ones. You enter information, rather than simply selecting your preference.

## Introduction

A short horizontal line, called the cursor, shows where your dial-pad entries will appear on the screen. First you enter hours (00-24) using the dial pad. The cursor automatically moves to the next spot. Here you enter minutes (00-59). When the cursor jumps to the last spot you enter seconds (00-59).

Pressing the  key moves the cursor to the start of the next input field. Pressing this key while in the "Secs" field causes the cursor to jump back to the start.

After seconds, the cursor jumps back to hours, so that you can correct any mistakes. To correct a mistake, enter the change right over the old entry. You can jump over an entry that is already correct without changing it, to get to a mistake, by pressing . When you have set the time properly, press \* to save the change.

Press # to return to the Options menu.

### Setting the Date

If you press 5 on the first screen of the Options menu, you see this screen:

SET DATE		
Day:___	Month:	Year:
* <change>		# <exit>

This screen works like the time screen. First you enter the day (01-31), then the month (01-12), and then the year (00-99). Again, the cursor jumps back to the beginning so that you can correct any mistakes. When you have set the date properly, press \* to save the change.

Press # to return to the Options menu.

### Setting the time and date format

If you press 6 on the first screen of the Options menu, you see this screen:

DISPLAY OPTIONS	
1. TIME	2. DATE
# <exit>	

Press 1 to set the time format. The time format screen looks like this:

```
TIME DISPLAY
          {12 hour}
* <change>                # <exit>
```

There are two formats for the time: 12- and 24-hour format. Press \* to change back and forth between the two formats. Press # to return to the previous screen.

Press 2 to set the date format. The date format screen looks like this:

```
DATE DISPLAY
          {DD-MMM-YY}
* <change>                # <exit>
```

There are two formats for the date: day-month-year and month-day-year. Press \* to change back and forth between the two formats. Press # to return to the previous screen.

Press # to return to the Options menu.

### Setting the key clicking

If you press 1 on the second screen of the Options menu, you see this screen:

```
SET KEYCLICK
          {OFF}
* <change>                # <exit>
```

Press \* to turn key clicking on and off. When key clicking is on, you hear a beep every time you press any key on the console.

Press # to return to the Options menu.

## The Options menu (Avaya 2250 Attendant Console only) (2 line display)

The Options menu when People's Republic of China, Taiwan, or Korean languages are selected.

When P.R.C. Taiwan, or Korean languages are selected, the Options menu will be shown in 2-line mode only.

The options menu on the Avaya 2250 Attendant Console gives you the opportunity to set a number of display and console features to suit your preferences. It offers these choices:

- set display contrast
- set buzz tone
- set language
- set time and date format
- set key clicking
- set calls waiting options

While the Options menu is being used, the console puts itself in Position Busy mode, so that no calls interrupt you. In Position Busy mode, calls that would normally ring at your console are directed to other consoles. If yours is the only console, the system goes into Night Service.

### Opening the Options menu

To open the Options menu, press SHIFT and . You see the menu on the display screen, which

looks like this:

```
OPTIONS MENU: (1-6)      <#> EXIT
1. CONTRAST   2. BUZZ TONE  <*> MORE
```

The (1-6) on the first line of the display tells you there are six items in the menu. Press \* to see the additional menu items. Pressing \* repeatedly will step you through all the menu items.

```
OPTIONS MENU: (1-6)      <#> EXIT
3. LANGUAGE   4. DISPLAY   <*> MORE
```

```
OPTIONS MENU: (1-6)      <#> EXIT
5. KEYCLICK  6. CW         <*> MORE
```

## Closing the Options menu

To close the Options menu, press #. The console remains in the Position Busy mode.

## Choosing menu options

To select one of the options listed on the display, use the dial pad to enter the number that corresponds to the option.

Now let's look at the displays you see when you select each of the options.

## Setting the display contrast

If you press 1 on the Options menu you see this display:

SET CONTRAST (1-2)	<#> EXIT
1. <+>	2. <->

There are 16 levels of contrast between the characters you see on the display and the background.

Press 1 to increase the contrast.

Press 2 to decrease the contrast.

Press # to return to the Options menu.

## Setting the buzz tone

If you press 2 on the Options menu, you see this display:

SET BUZZ TONE (1-6)	<#> EXIT	
1. ON	2. OFF	<*> MORE

The (1-6) on the first line of the display tells you there are six items in the menu. Press \* to see the additional menu items. Pressing \* repeatedly will step you through all the menu items.

SET BUZZ TONE (1-6)	<#> EXIT	
3. PITCH (+)	4. PITCH (-)	<*> MORE

SET BUZZ TONE (1-6)	<#> EXIT	
5. VOLUME (+)	6. VOLUME (-)	<*> MORE

## Introduction

Press 1 to hear a continuous buzz while you set the pitch and volume. Then use 3 and 4 to raise and lower the buzz pitch. Use 5 and 6 to raise and lower the buzz volume. Once you've adjusted the pitch and volume, press 2 to turn off the continuous buzz.

Press # to return to the Options menu.

### Setting the display language

If you press 3 on the Options menu, you see this display:

SET LANGUAGE (1) (1-6)	<#> EXIT
1. ENGLISH	<*> MORE

The [1] on the first line of the display tells you there are several levels to this menu. The (1-6) on the first line of the display tells you there are six items in the first level of this menu. Press \* to see the additional menu items. Pressing \* repeatedly will step you through all the menu items.

<b>SET LANGUAGE (2) (1-6)</b>	<b>&lt;#&gt; EXIT</b>
<b>1. GAEILGE</b>	<b>&lt;*&gt; MORE</b>

SET LANGUAGE (3) (1-3)	<#> EXIT
1. POLSKI	<*> MORE

In all there are 15 languages to choose from. They are separated into three menu levels.

#### Level 1

1. English
2. French
3. Spanish
4. German
5. Italian
6. Norwegian

## Level 2

1. Irish
2. Turkish
3. Katakana
4. P.R.C.
5. Taiwan
6. Korean

## Level 3

1. Polish
2. Czech/Slovak
3. Hungarian

To select one of the languages listed on the menu, use the dial pad to enter the number that corresponds to the option. Since there are several languages represented by the same number, you must be at the appropriate menu level when you enter the language number.

Press # to return to the Options menu.

## Setting the time and date format

If you press 4 on the Options menu, you see this display:

OPTION: DISPLAY (1-2)	<#> EXIT
1. TIME	2. DATE

Press 1 to change the time format.

Press 2 to change the date format.

### Changing the time format

The time format display looks like this:

DISPLAY: TIME	<#> EXIT
{ 12 HOUR }	<*> CHANGE

There are two formats for the time: 12- and 24- hour format. Press \* to change back and forth between the two formats. Press # to return to the previous display.

# Introduction

## Changing the System time

Press CHANGE to update the system time:

DISPLAY: TIME	<#> EXIT
{ 12 HOUR }	<*> CHANGE

Enter the new time from your console key pad in hours and minutes (HH MM).  
Press Change again. Press # to return to the previous display.

**Note:** This changes the time for the entire system, not just on the attendant console. Use caution when performing this change.

## Changing the date format

The date format display looks like this:

DISPLAY: DATE	<#> EXIT
{ DD-MMM-YY }	<*> CHANGE

There are two formats for the date: day-month-year and month-day-year. Press \* to change back and forth between the two formats. Press # to return to the previous display.

## Setting the key clicking

If you press 5 from the Options menu, you see this display:

SET KEYCLICK (1-7) [SYMBOL]	<#> EXIT	
1. ON	2. OFF	<*> MORE

The (1-7) on the first line of the display tells you there are seven items in the menu. Press \* to see the additional menu items. Pressing \* repeatedly will step you through all the menu items.

SET KEYCLICK (1-7) [SYMBOL]	<#> EXIT	
3. PITCH (+)	4. PITCH (-)	<*> MORE

SET KEYCLICK (1-7) [SYMBOL]	<#> EXIT	
5. VOLUME (+)	6. VOLUME (-)	<*> MORE

SET KEYCLICK (1-7) [SYMBOL]	<#> EXIT
7. CHANGE	<*> MORE

Press 7 to turn the key clicking on and off. A speaker symbol is displayed when key clicking is on. When key clicking is on, you hear a beep every time you press any key on the console.

Press 1 to hear a continuous key click beep while you set the pitch and volume. Then use 3 and 4 to raise and lower the key click pitch. Use 5 and 6 to raise and lower the key click volume. Once you've adjusted the pitch and volume, press 2 to turn off the continuous key click beep.

Press # to return the Options menu.

## Setting call waiting options

If you press 6 on the Options menu, you see the display:

OPTIONS; CW (1-2)	<#> EXIT
1. DISPLAY	2. BUZZ TONE

Press 1 change the call waiting display. Press 2 to change the call waiting tone.

## Changing the call waiting display

The call waiting display looks like this:

CW: DISPLAY	<#> EXIT
[ ON ]	<*> CHANGE

Press \* to turn the call waiting prompt on and off.  
Press # to return to the previous display.

## Changing the call waiting buzz tone

The call waiting buzz tone display looks like this:

CW: BUZZ TONE (1-5) [ SYMBOL ]	<#> EXIT	
1. ON	2. OFF	<*> MORE

The (1-5) on the first line of the display tells you there are five items in the menu. Press \* to see the additional menu items. Pressing \* repeatedly will step you through all the menu items.

CW: BUZZ TONE (1-5) [ SYMBOL ]	<#> EXIT
3. VOLUME (+)      4. VOLUME (-)	<*> MORE

CW: BUZZ TONE (1-5) [ SYMBOL ]	<#> EXIT
5. CHANGE	<*> MORE

Press 5 to turn the call waiting buzz tone on and off. A speaker symbol is displayed when the call waiting buzz tone is on. When the call waiting buzz tone is on, you hear a buzz tone when you have a call waiting.

Press 1 to hear a continuous buzz tone while you set the volume. Then use 3 and 4 to raise and lower the buzz tone volume. Once you've adjusted the volume, press 2 to turn off the continuous call waiting buzz tone.

Press # to return to the previous display.

## Using features

You can still use all the features described in the Avaya 1250/2250 Attendant Consoles User Guide. All of the features work exactly the same except the following:

- Store an auto-dial number
- Store a speed-call number
- Store a Stored Number Redial number ahead of time

Before using these features you need to manually change from the idle display to the active call display. When you have no calls in progress, you can alternate between the idle display and the active call display by pressing the  and  keys. From the idle display, press the  key

to show the active call display; from the active call display, press the  key to show the idle display.

## Before you start

Before you start there are a few terms and concepts you should be familiar with:

### Abbreviations

- dest. short for “destination”
- excl. short for “exclude”
- ICI short for “incoming call indicator”
- lpk short for “loop pickup key”
- SPRE abbreviation for “Special Prefix”
- src. short for “source”

### Automatic dialing features

There are three automatic dialing features available:

#### Auto Dial

One number can be stored and then automatically dialed by pressing the Auto Dial key.

#### Speed Call

A list of numbers is stored by the Speed Call Controller. Any of these numbers can be dialed automatically by pressing the Speed Call key or by entering the Speed Call SPRE code, and then entering the code assigned to the desired number.

#### Stored Number Redial

One number can be stored after it has been dialed, either before or during the connection, and then can be dialed again later, automatically.

### Codes

There are a number of codes you will use in operating the console. The System Administrator is responsible for providing you with a list of all the codes you need. There are a few types of codes:

#### Authorization codes

An authorization code permits you to temporarily override the access restrictions assigned to a caller's extension.

#### Route access codes

A route access code directs a call over a certain route to reach a specific destination. You may dial a code to represent the trunk over which the call is to travel (over an “outside line,” such as a public network, WATS, or Tie trunk line) or to represent an attendant console to which you wish to place or transfer a call.

## Speed Call codes

A Speed Call code is used to instruct the system to dial a programmed number automatically. The list of telephone numbers that have been assigned codes to be used with the Speed Call feature is created by the Speed Call Controller.

## SPRE codes

A Special Prefix (SPRE) code is one to four digits that is assigned by your System Administrator. You use a SPRE code to operate a feature for which your console has no dedicated (programmed) feature key.

## Definitions of telephonic terms

### Listed Directory Number (LDN)

X11 release 20 and later allows up to six LDNs. Previous releases allow up to four. When Network Attendant Services (NAS) is enabled, the LDNs are recognized across the network.

### Loop

A loop is a line that comes to the console, over which calls can be extended.

### Night Service

When all consoles are unattended, the system is put into Night Service. This routes all incoming calls to a destination other than the consoles, to a Night Service extension, where callers may hear a recorded message.

### Trunk group

A trunk group is a group of telephone lines of a certain type (public, WATS, Tie, and so on).

### Networking

Two types of networks are discussed in this document. ESN is Electronic Switched Network and ISDN is Integrated Services Digital Network.

## Symbols

The following symbols are used in this guide:



The musical note signifies that one of the responses of the console is audible (it may be ringing or busy signal at the called end, or the buzz tone heard through the console).



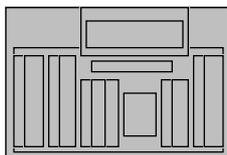
This symbol represents a flashing indicator.



This symbol represents an indicator that goes on steadily.



The hand making an "okay" sign means that this step may be the last one in the procedure and that you can stop here.



The miniature map of the console appears beside almost every step of each procedure. The part of the symbol highlighted in black refers to the area of the keyboard in which you will find the key(s) necessary for the step described.

# Basic call processing

## Answering a call

Calls are queued in order of arrival. The call types are shown by the appropriate Incoming Call Indicators (ICIs).

1 You receive a call.

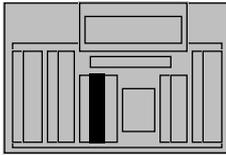


You hear a tone. The S indicator flashes. The appropriate ICI goes on.

2 Press the lpk key beside the flashing S indicator.



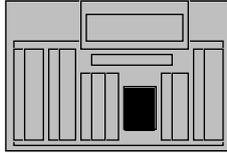
The tone stops and the lpk and S indicators go on steadily; you are connected to the caller. ICIs for any other calls in the queue go off.



**Note:** To give priority to a certain type of call, answer by pressing the ICI key rather than the lpk key. You are connected to the call regardless of its place in the queue.

## Extending a call to an idle extension

After you have answered a call, you can extend it to the extension the caller requests.

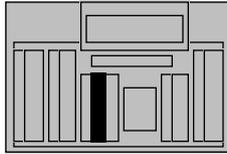


**1**

Dial the requested extension.



The excl. src. indicator goes on during dialing. You hear ringing and the D indicator flashes slowly; the extension is idle.



**2a**

To end your connection before the called party answers, press RLS immediately. [If the called party does not answer within a set time (usually 30 seconds), you are recalled.]



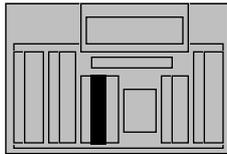
The RLS indicator goes on; you are free to process other calls.

**2b**

Otherwise, wait for an answer and talk to the called party before releasing.



The D indicator goes on steadily upon answer.



**3**

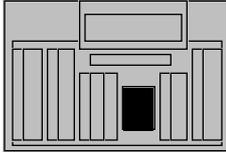
Press RLS to connect the caller and called party and to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Extending a call to a busy extension (with Camp-on)

After you have answered a call, you can extend it to the extension the caller requests.

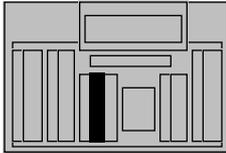


1

Dial the requested extension.



The excl. src. indicator goes on during dialing. The D indicator flashes; the extension is busy.

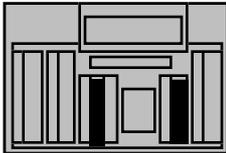


2a

If you do not hear a busy signal and the caller wishes to wait, you can camp the call onto the busy extension by pressing RLS.



The RLS indicator goes on; you are free to process other calls.



2b

If you do hear a busy signal after dialing the requested extension and the caller wishes to call back later, press RLS dest., and then RLS to end your connection in the call.

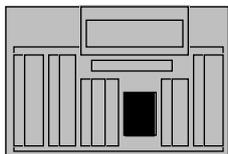


The D indicator goes off; the called extension is released from the console. The RLS indicator goes on; you are free to process other calls.

**Note:** If a camped call is not answered within the set time, it is returned to you.

## Extending a call to a busy extension (with Hold)

To extend a call to a busy extension which is not allowed camp-on, or which already has a call camped onto it, you can place the caller on hold. You must then reenter the call periodically to see if the extension is free.

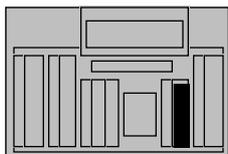


1

Dial the requested extension.



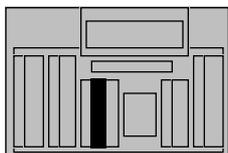
The excl. src. indicator goes on during dialing. You hear a busy signal and the D indicator flashes; the extension is busy and not allowed camp-on.



2

Press RLS dest.

The D indicator goes off; the called extension is released from the console.

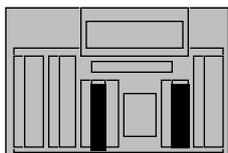


3a

If the caller wishes to call back later, press RLS.



The RLS indicator goes on; you are free to process other calls.

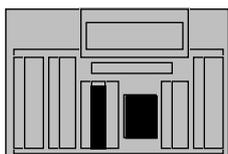


3b

If the caller wishes to wait, press HOLD, then RLS to end your connection in the call.



The lpk indicator flashes slowly. The RLS indicator goes on; you are free to process other calls.



4

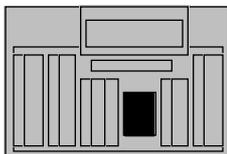
Check periodically to see if the extension is free. To reenter the call, press the lpk key beside the slowly flashing lpk indicator, then dial the extension again.



The lpk indicator goes on steadily.

## Holding a call on a lpk key

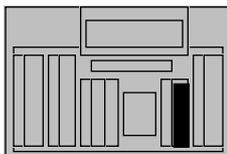
In some cases you may receive a call from someone who wishes to be transferred to several different extensions in turn. You can hold the call on a lpk key so that the caller remains connected to your console when the called party hangs up.



**1** Dial the requested extension.



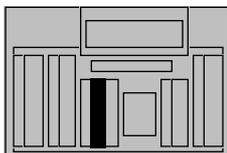
The excl. src. indicator goes on during dialing. You hear ringing. The D indicator flashes slowly.



**2** Press HOLD before or after the called party answers.



The lpk indicator flashes slowly.



**3** Press RLS to free yourself to answer calls on other lpk keys.

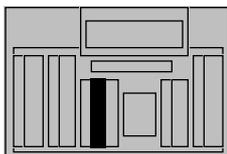


The RLS indicator goes on.

**4** The called party answers.



The D indicator goes on steadily. The lpk indicator continues to flash slowly.



**5** When the called party hangs up, the D indicator goes off. Press the lpk key beside the slowly flashing lpk indicator to reenter the call.



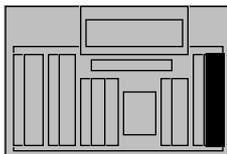
The lpk indicator goes on steadily. The D indicator is off; you may extend the call to another party.

**Note 1:** When you only wish to put a call on hold, answer it, press HOLD, and then RLS

**Note 2:** If you wish to activate the Secrecy feature, which excludes the caller until connected to the called party, press excl. src. before extending the call. When the called party answers, press HOLD to complete the connection.

## Parking a call

Call Park enables you to put a call on hold without occupying a lpk key on your console. You can, for example, hold a call on a Call Park extension while paging a called party.



**1**

You wish to park a call, perhaps because the caller requests you to page someone. Press call park. [If you do not have this key, dial the special prefix (SPRE code) plus \_\_\_\_.



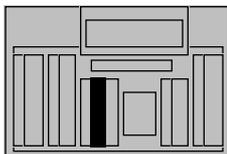
The call park indicator goes on.

**2a**

If a Call Park extension is available, it is assigned to the call and displayed automatically. Make a note of the call and the Call Park extension.



The D indicator flashes slowly.



**2b**

Press RLS. Page the called party and deliver the Call Park extension. [An unanswered parked call is returned to your console after a set time.]



The call park and D indicators go off; the call is parked. The RLS indicator goes on.

**3**

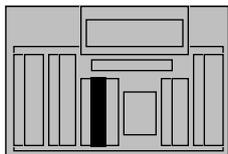
If no Call Park extension is available, nothing is displayed. Either take a message or place the call on Hold.



The D indicator flashes.

## Timed recall from an unanswered extended call

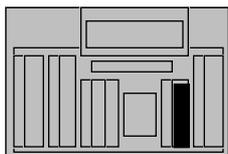
If a called extension does not answer within a set time (usually 30 seconds), the call is automatically returned to your console. The recall incoming call indicator (ICI) goes on to signal this type of call.



**1** You receive a timed recall from an unanswered extended call. Press the Ipk key beside the flashing S and slowly flashing D indicators.

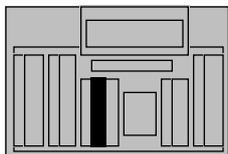


The tone stops and the Ipk and S indicators go on steadily; you are connected to the caller. You hear ringing at the called extension. The recall ICI is on.



**2** Press RLS dest.

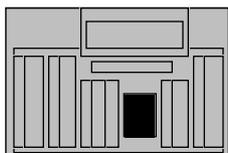
Ringing at the called extension stops. The D indicator goes off.



**3a** If the caller does not wish to wait, press RLS.



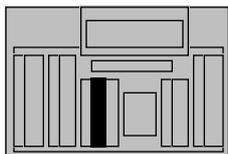
The RLS indicator goes on; you are free to process other calls.



**3b** If the caller wishes to wait, dial the extension again. [If the caller wishes to be transferred to another extension instead of waiting or calling back later, you can dial a new number now.]



The excl. src. indicator goes on during dialing. The D indicator flashes slowly.



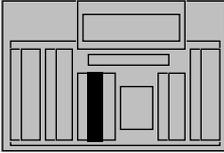
**4** Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Timed recall from an unanswered parked call

A parked call, if unanswered, is returned to you after a set time.

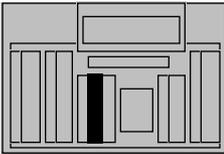


**1**

You receive a timed recall from an unanswered parked call. Press the **lpk** key beside the flashing **S** and slowly flashing **D** indicators.



The tone stops and the **lpk** and **S** indicators go on steadily; you are connected to the caller. The recall **ICI**, and call park indicators are on.

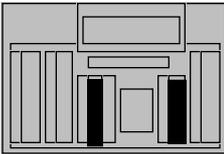


**2a**

If the caller wishes to remain parked, press **RLS**. The call is parked on the original call-park number.



The **RLS** indicator goes on; you are free to process other calls.



**2b**

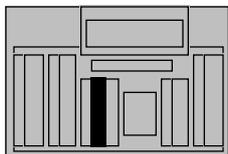
If the caller wishes to end the call, press **RLS dest.**, then **RLS**.



The call is unparked. The **S** indicator goes off and the **RLS** indicator goes on; you are free to process other calls.

### Recall from an extension using LINK or ATT RECALL

An extension user, while talking to someone on the phone, may recall you by pressing ATT RECALL, or by pressing LINK once and dialing your number, depending on the type of extension. The recall ICI goes on.

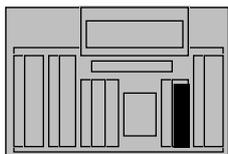


1

You receive a recall. Press the lpk key beside the quickly flashing D indicator.



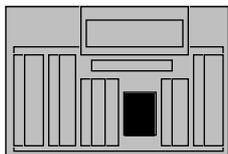
The tone stops and the lpk and D indicators go on steadily; you, the party originating the call, and the original caller are connected. The recall ICI and S indicators go on.



2

Press RLS dest. (if the recaller has not already released).

The D indicator goes off; the recaller is disconnected.

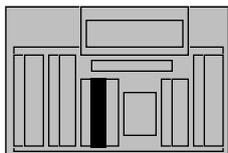


3

If the caller wishes to be transferred, dial the new extension.



The excl. src. indicator goes on during dialing. The D indicator flashes slowly.



4

Press RLS to end your connection in the call.



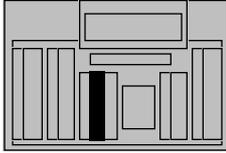
The RLS indicator goes on; you are free to process other calls.

**Note 1:** This recall procedure describes a call that was originally extended through your console (S and D indicators both active).

**Note 2:** If you wish to activate the Secrecy feature, which excludes the caller until connected to the called party, press excl. src. before extending the call.

## Recall from an extension using Transfer

An extension user, while talking to someone on the phone, may recall you by pressing Transfer and dialing your number. The recall ICI goes on.

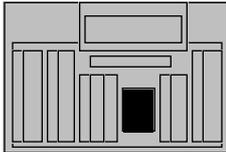


1

You receive a recall. Press the lpk key beside the quickly flashing S indicator.



The tone stops and the lpk and S indicators go on steadily; you and the recaller are connected. The recall ICI is on.

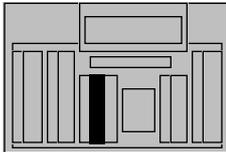


2

When the recaller presses Transfer again, you and the original caller are connected. If the caller wishes to be transferred, dial the new extension.



The excl. src. indicator goes on during dialing. The D indicator flashes slowly.



3

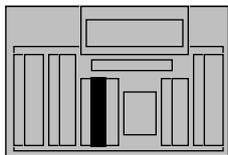
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

### Recall from an extension using Conference

An extension user, while talking to someone on the phone, may recall you by pressing Conference and dialing your number. The “0” ICI goes on.

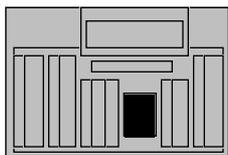


1

You receive a recall. Press the lpk key beside the quickly flashing S indicator.



The tone stops and the lpk and S indicators go on steadily; you and the recaller are connected. The “0” ICI is on.

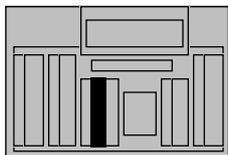


2

When the recaller presses Conference again, you, the recaller, and the original caller are connected. If the original caller wishes to be transferred, dial the new extension.



The excl. src. indicator goes on during dialing. The D indicator flashes slowly.



3

Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

**Note:** This recall procedure describes a call that was not originally extended through your console (S indicator active, D indicator off).

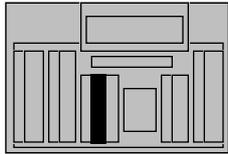
### Recall to Same Attendant

X11 release 20 introduces call Recall to Same Attendant. This feature functions the same way as normal call recall, with an enhancement. Previously, calls recalled to the first available attendant. With this feature enabled calls you extended can be queued to return to you only when you are idle. If you are busy, the calls remain in queue until you are available. The following types of calls and recall that can be queued to you for recall are listed below:

- Interattendant calls
- Meter recalls
- Slow answer recalls
- Park recalls
- Camp-On recalls
- Call Waiting recalls

## Calling an extension

You can place a call to any extension within the system.

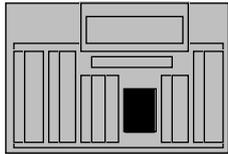


1

Press an idle lpk key.



The loop indicator beside it goes on.

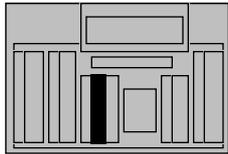


2

Dial the extension.



You hear ringing. The S indicator flashes slowly. When the called party answers, ringing stops and the S indicator goes on steadily.



3

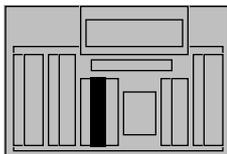
Press RLS to end the call.



The RLS indicator goes on; you are free to process other calls.

## Calling an outside number

You can place a call to a number outside the system by dialing a trunk access code followed by the desired number.

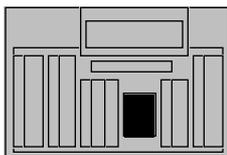


**1**

Press an idle lpk key.



The lpk indicator beside it goes on.

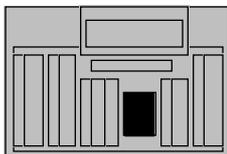


**2**

Dial the required trunk access code.



You hear dial tone. The S indicator goes on.

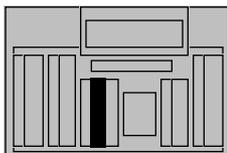


**3**

Dial the outside number.



You hear ringing. When the called party answers, ringing stops.



**4**

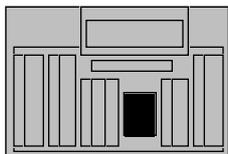
Press RLS to end the call.



The RLS indicator goes on; you are free to process other calls.

## Trunk-to-trunk call

A user, while outside the system, may call to request access to an outgoing trunk.



1

You answer an incoming trunk call and the caller requests access to an outgoing trunk. Dial the trunk access code, then dial the requested number.



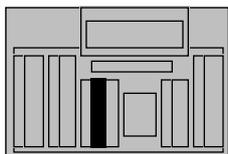
The excl. src. indicator goes on during dialing. You hear dial tone after dialing the trunk access code, and ringing after the number. The D indicator goes on steadily.

2

When the called party answers, you may talk privately.



The D indicator remains on. The excl. src. indicator remains on.



3

Press RLS to connect the calling and called parties.

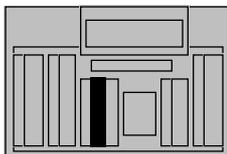


The RLS indicator goes on; you are free to process calls on other loop keys (see Note).

**Note:** If neither of the trunks involved in the call has answer supervision, the call is automatically held on the lpk key. When both parties hang up, the S and D indicators remain on. Press the lpk key and then RLS src. and RLS dest. and RLS again.

## Through-dialing

Extension or tie line users may request access to numbers or trunks which they are restricted from accessing themselves. Once you have accessed the trunk, the user is free to dial out. You can provide through-dialing to all but fully restricted extensions.

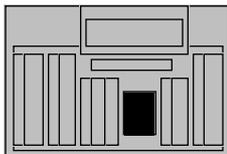


**1**

You receive a call from a restricted extension or tie trunk. Press the Ipk key beside the quickly flashing S indicator.



The tone stops. The Ipk and S indicators go on steadily. The appropriate ICI is on.

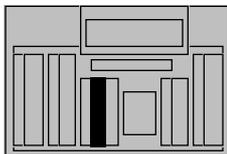


**2**

The caller requests access to a trunk. Dial the required trunk access code and listen for dial tone.



The excl. src. indicator goes on during dialing. The D indicator is on steady.



**3a**

You can now complete the call by dialing the required number. Press RLS to connect the call back to the restricted user.



The RLS indicator goes on; you are free to process other calls.

**3b**

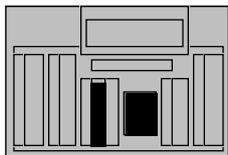
After hearing dialtone, press RLS to end your connection. The user can now dial the number.



The RLS indicator goes on; you are free to process other calls.

## Setting up a conference call

You can set up a conference call for as many as six people, including yourself, at the request of either an extension user or an outside caller. A maximum of two trunks can be in the conference at one time.

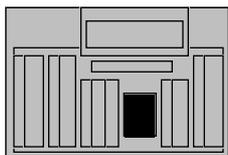


1

Press an idle lpk key and dial the number of the first conference party.



The lpk indicator goes on. You hear ringing. The S indicator flashes slowly. When the first party answers, the S indicator goes on steadily.

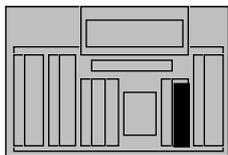


2

Dial the number of the next conference party.



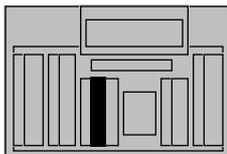
The excl. src. indicator goes on; the first party is automatically placed on hold while you dial. The D indicator flashes slowly. When the second party answers, the D indicator goes on steadily.



3

Press conf. 3/conf. 6. [Repeat steps 2 and 3 to add more parties to the conference.]

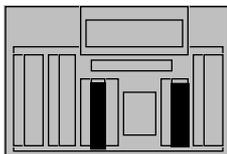
The excl. src. and D indicators go off; you and the first two conference parties are connected.



**4a** If you want to hold the conference at your console, press RLS.



The lpk indicator flashes slowly. The S indicator remains on. The RLS indicator goes on; you are free to process other calls.



**4b** If you want to release the conference from your console, press RLS src., then RLS.

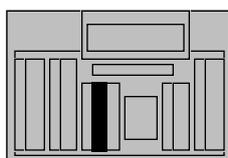


The lpk and S indicators go off. The RLS indicator goes on; you are free to process other calls.

**Note:** To reenter a conference that is being held at your console, press the lpk key beside the flashing lpk indicator. To end the conference call, press the lpk key beside the flashing lpk indicator, then RLS src., then RLS. The console should be in normal mode when setting up a conference. If the shift indicator is on, press SHIFT to exit shift mode before attempting to set up a conference.

## Calling another attendant

With this feature, you can call another attendant in your multiple-console group.

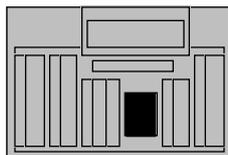


1

Press an idle lpk key.

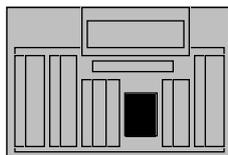


The lpk indicator goes on.



2

Dial the attendant access code.

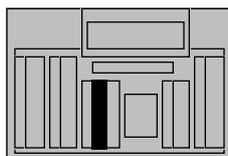


3

Dial the appropriate attendant code.



You hear ringing. The S indicator flashes slowly.



4

The called attendant answers. Press RLS when you wish to end the call.



Ringing stops. The S indicator goes on steadily. The RLS indicator goes on; you are free to process other calls.

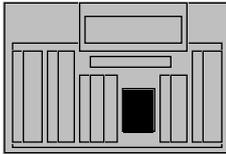
**Note 1:** If you dial an incorrect attendant code, you hear a fast busy signal and the S indicator stays off. Press RLS src.

**Note 2:** If the called attendant is busy, you hear ringback and the S indicator flashes slowly. Continue to wait and your call will be the next call presented to that attendant.

**Note 3:** If the called console is in position-busy or night-service mode, your call cannot be completed. You hear a fast busy signal and the S indicator stays off. Press RLS.

## Transferring a call to another attendant

With this feature, you can transfer a call to another attendant in your multiple-console group.

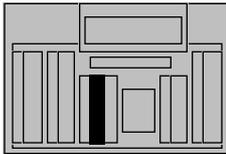


1

The person to whom you are speaking wishes to speak to another attendant. Dial the attendant access code, then dial the appropriate attendant code.



The excl. src. indicator goes on; the caller is automatically placed on hold. The D indicator flashes slowly. The lpk and S indicators are on.

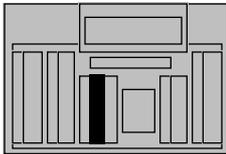


2

When the called attendant answers, press the lpk key.



The excl. src. indicator goes off and the D indicator goes on steadily; you, the called attendant, and the caller are connected.



3

Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

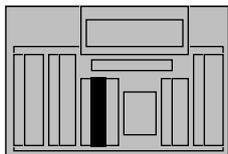
**Note 1:** If you dial an incorrect attendant code, you hear a fast busy signal and the D indicator stays off. Press RLS dest.

**Note 2:** If the called attendant is busy, you hear a busy signal and the D indicator continues to flash slowly. Press RLS to transfer the call to the attendant's queue.

**Note 3:** If the called console is in position-busy, you hear a busy signal and the D indicator flashes slowly. Press RLS.

## Break-in (post-dial)

You can interrupt an existing connection in order to offer a call or relay an important message to one of the parties.

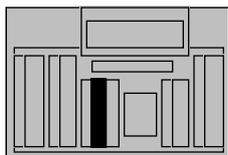


1

Someone calls you and requests that you relay a message or extend the call to someone already on a call. Dial the requested extension.



The Ipk, ICI, and S indicators go on steadily. The D indicator flashes, indicating that the extension is busy. The excl. src. indicator goes on steadily while you are dialing.



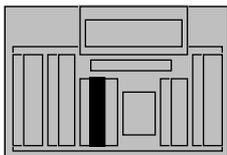
2

Press BKI to interrupt the connection.

If the extension is idle, the BKI indicator goes off, and you hear ringing.

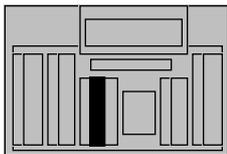
If the break-in is temporarily denied, you hear busy or fast busy tone, and the BKI indicator flashes. Press the Release Destination key. You can attempt a post-dial break-in in a few minutes or another pre-dial break-in immediately.

If break-in is denied completely, you hear a fast busy signal. Press RLS dest.



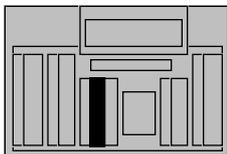
3

You are in a three-way connection with the two parties in the established call. Relay the message, or announce the incoming call.



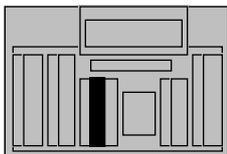
4a

Press excl. dest. to speak privately with the caller without ending the three-way connection.



4b

Press RLS to end the three-way connection and remain connected to the caller.



4c

Press RLS to end your connection in the call. The incoming call is camped-on if the called party is still busy, or extended if the called party's extension is idle.



The RLS indicator goes on; you are free to process other calls.

**Note 1:** If the requested extension does not allow camp-on:

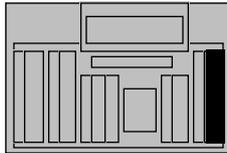
- you hear a busy signal when you dial the extension (step 1)
- the D indicator continues to flash when you press BKI (step 2)
- you cannot extend the call or camp on to the extension (step 4a)  
Press RLS dest. and redial the extension to extend the call.

**Note 2:** If the call is from an internal source, you cannot extend the call or camp on to the extension (step 4b).

**Note 3:** Press RLS dest. and redial the extension to extend the call or camp on to the extension.

## Break-in (pre-dial)

You can interrupt an existing connection in order to offer a call or relay an important message to one of the parties. Use break-in (pre-dial) for extensions that have make set busy, do-not-disturb, hunting, or call forward activated.

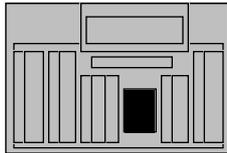


1

Someone calls you and requests that you relay a message or extend the call to someone already on a call. Press BKI.



The lpk, BKI, ICI, and S indicators go on steadily.

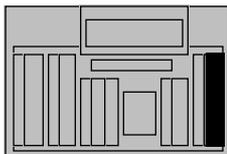


2

Dial the requested extension.



The excl.src. indicator goes on steadily while you are dialing. The D indicator flashes, indicating that the extension is busy.



**3**

Press BKI to interrupt the connection.

If the extension is busy, the BKI indicator goes off, and you hear ringing.

If the break-in is temporarily denied, you hear busy or fast busy tone, and the BKI indicator flashes. Press the RLS dest. key. You can attempt a post-dial break-in in a few minutes or another pre-dial break-in immediately.

If break-in is denied completely, you hear a fast busy signal. Press RLS dest.

**4**

You are in a three-way connection with the two parties in the established call. Relay the message, or announce the incoming call.

**5a**

Press excl. dest. to speak privately with the caller without ending the three-way connection.



**5b** Press RLS to end the three-way connection and remain connected to the caller.



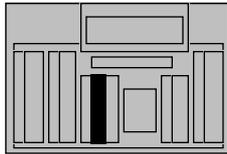
**5c** Press RLS to end your connection in the call.  
The incoming call is camped-on if the called party is still busy, or extended if the called party's extension is idle.



The RLS indicator goes on; you are free to process other calls.

## Break-in (busy verify)

You can check whether an extension is busy or idle before you attempt to break in.

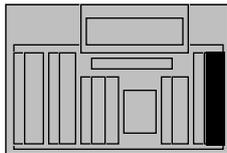


**1**

Someone calls you and requests that you relay a message or extend the call to someone already on a call. Press an idle lpk key.



The lpk indicator goes on.

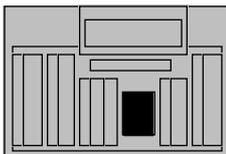


**2**

Press BKI



The BKI indicator goes on.



**3**

Dial the extension you wish to check.



If the DN is idle, you hear ringing, the lpk indicator flashes slowly and the bki indicator goes off. Press BKI to break in.

If the DN is disabled or unassigned, you hear a fast busy signal (overflow tone) and the lpk and BKI indicators go off.

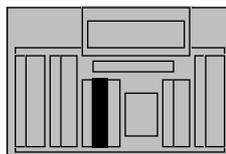
If the DN is busy, you hear a busy signal and the lpk indicator flashes. Press BKI to break in.

If the DN is busy, the BKI and lpk indicators are steadily lit. You hear the intrusion tone.

**4**

You are in a three-way connection with the parties in the established call.

You can speak to the person on the extension.



**5**

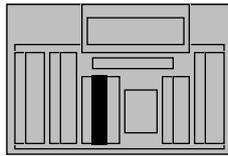
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Sending a warning tone to an extension in line lockout

When a handset is left off a telephone for an extended period of time, the telephone goes into a state called “line lockout.”

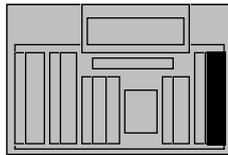


1

Press an idle lpk key.



The lpk indicator goes on.

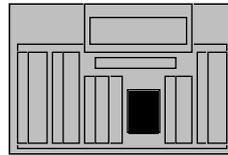


2

Press BKI.



The BKI indicator goes on.

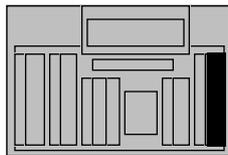


3

Dial the extension you wish to check.



A fast busy signal (overflow tone) is heard at the console.

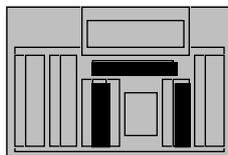


4

To break in to the extension, press BKI.



The BKI indicator goes off.



5

Press , then RLS.



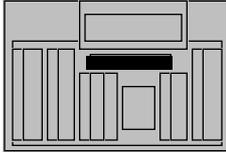
The warning tone is sent to the extension.

**Note 1:** You cannot cancel the warning tone. It stops after a certain period of time, or when the telephone’s handset is put back on the hook.

**Note 2:** You cannot break in to an extension that is already receiving the warning tone.

## Requeueing a call to the next available attendant

You can requeue an incoming call or recall to the next available attendant.

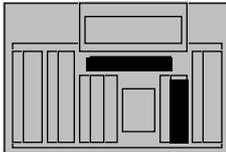


**1**

You receive a call. Press



The ICI indicator goes on and the S indicator flashes. The calls queued to the next available attendant.



**2**

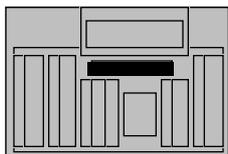
If the system is in Night Service, press SHIFT, and then



The call is queued to the next available Night Service number.

## Timed Reminder Recall

Timed Reminder Recall calls you after a period of time to remind you that a transferred call has not yet been answered.

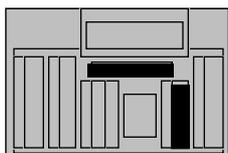


**1**

You receive a call for transfer. Dial the desired extension.



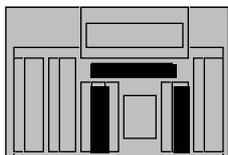
The destination lamp winks.



**2**

Press the RLS key before the extension answers. This starts the recall timer .

If the extension answers the call, the timer stops.

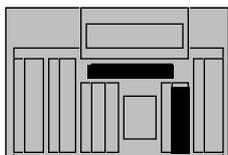


**3**

If the extension does not answer, you receive a reminder call.



The source lamp flashes and the destination lamp winks.



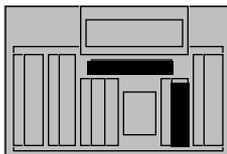
**4**

Press the Source key to connect with the calling party.

If the dialed extension answers while you are on the line, a conference is established. You can then complete the transfer. If the called party does not answer, you can release the source call.

### Centrex/Exchange Line Switchhook Flash

Centrex Switchhook Flash (THF) allows you to signal the Central Office during an established call to request activation of a Centrex service such as call transfer or three-way calling.

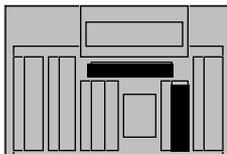


**1**

Press the Switchhook Flash key.



You hear a special dial tone.



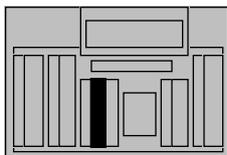
**2**

Press the DN before the tone ends.

When you hang up, or press the RLS key, the original connection and the THF message terminate.

## Remote Call Forward

1

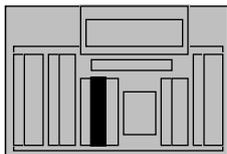


Press an idle loop key followed by the RFW key.



RFW key is flashing. Loop key is steadily lit.

2

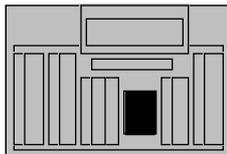


Dial the DN of the set to be forwarded.



If the password is required, the RFW key is winking, and the console display shows "PWD". If the console does not support alpha characters, the attendant display will be blank.

If the password is not required, the console display will display the DN of the set to be forwarded followed by the CFW DN stored on that set. The RFW key lamp will display the status of the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit then CFW is active. Proceed to step 4.



**3**

Dial the password required followed by #.

The console display will display the DN of the set to be forwarded followed by the CFW DN stored on that set. The RFW key lamp will display the status of the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit, then CFW is active.

**4**

The user can now enter a new CFW DN or press the RFW key to activate or deactivate the stored CFW DN. If a new CFW DN is entered, it must be preceded by an RFW key press.



The console display will display the DN of the set to be forwarded followed by the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit, then CFW is active.

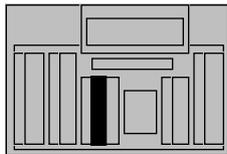
5

When the RCFW operation is in this state, the user has three options:

a. Press the release or release source key to complete RCFW operation.

b. Press the RFW key to reverse the CFW status.

c. Enter a new CFW DN to begin task of changing the CFW DN programmed. The new CFW DN is not active until the RFW key is pressed again.

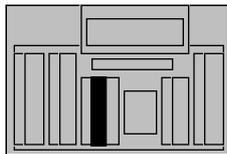


6

Press the RFW key again to activate the CFW DN on the display.



If the DN entered is invalid, you hear overflow tone, and the RFW key indicator flashes. Reenter a valid DN.



7

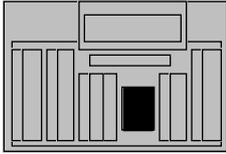
Press the RLS key.



This terminates the session. The DN is now forwarded.

## Call Forward/Hunt Override

1



Dial the FFC for Call Forward/Hunt Override and the DN of the wanted party.



If the telephone is idle, the telephone is rung.

If the telephone(s) have displays, the display (s) are updated.

If the display on the originating telephone is updated when the call is answered, the Call Forward/Hunt Override FFC will no longer be displayed.

If the dialed telephone is busy, and Hunt is active, the calling party will terminate on the wanted telephone and will receive a busy signal.

If the dialed telephone is idle, but does not answer within the defined number of ringing cycles for Call Forward/No Answer, the call is not forwarded (that is, it continues to ring).

If the dialed telephone is busy, the attendant can activate Camp-On, if Camp-On is applicable. In addition, Ring again can be placed against a telephone for which Call Forward/Hunt Override was used on a busy telephone was encountered.

### Recovery on Misoperation of Attendant Console

The Recovery on Misoperation of Attendant Console feature provides a safeguard on the Meridian 1 to prevent calls from being inadvertently disconnected.

The following lists the console functions in the event of accidental misoperation:

Pressing the Release Key or Loop Key is ignored when:

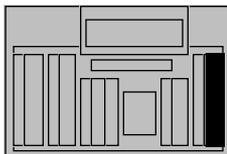
- Extending a call to a vacant number
- Extending to a partially dialed number
- Extending a Network blocked call
- Extending a call to a restricted station or trunk
- Extending to a station in the Do Not Disturb (DND) mode
- Extending to a station in the Make Set Busy (MSB) mode
- Extending to a maintenance busy station
- Extending to a station in a line lockout state
- Illegal call extension due to trunk barring
- Extending to a busy station with no Camp-on/Call Waiting
- Illegal call extension due to Trunk-to-Trunk Conference Restriction
- Illegal release from a conference connection

Autohold on loop key - the active loop is automatically placed on hold if the attendant presses another loop key prior to extending the active call.

Does not allow the disconnection of a single excluded party or conference call. If one of the parties on a loop is excluded, the operation of the corresponding Release Source Key or Release Destination Key is ignored.

## End-to-end signalling

You can send Dual Tone Multiple Frequency (DTMF) signals from your console to access devices that require Touchtone signalling, such as Meridian Mail.

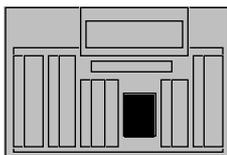


1

You have an active call on either the src lpk or dest lpk. Press EES.



The EES indicator fast flashes.

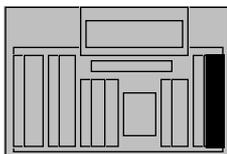


2

Dial numbers on the dial pad. The connected party receives DTMF signals.



Line two (M1250) or line three (2250) of the display shows each number you dial. You may hear the tones if feedback has been software defined.



3

Press EES to end the procedure.

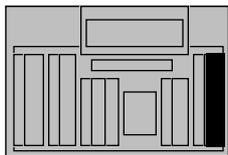


The EES indicator goes off.

**Note:** The console can have only one party connected, either source or destination. Activating any feature that allows or requires an active party on the loop key (Hold, Call Park, Charge Account, Release) will cancel end-to-end signalling.

## Storing an Auto Dial number

With Auto Dial, you can store a number (including access codes if necessary) against an Auto Dial key. You can also change a number already stored against an Auto Dial key using this procedure.

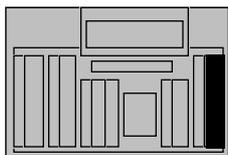


1

When all lpk indicators are off, press auto D.



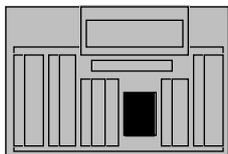
The auto D. indicator flashes.



2

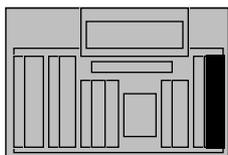
Press disp. src.

The display shows the number already stored for automatic dialing, if there is one.



3

Dial the number to be stored for automatic dialing. Press \* after every trunk access code to ensure a pause for dial tone.



4

Press auto D. again.



The auto D. indicator goes off; the dialed extension is stored for automatic dialing.

**Note 1:** You can store a number of 4, 8, 12, 16, 20, or 24 digits. If you try to store more than 24 digits, you hear a fast busy signal. Press auto D. to turn the auto D. indicator off. Begin again.

**Note 2:** The number you store can include:

- SPRE code + 6 + authorization code
- SPRE code + 6 + authorization code + #
- SPRE code + 6 + authorization code + # + trunk access code + phone number

For example, you can store 1 + 6 + 9999999 + # + 9 + 9402209.

**Note 3:** To display a number containing more digits than your display can show at one time, press disp. src. again.

### Calling an Auto Dial number

After you have stored a number against an Auto Dial key, you can dial it by pressing auto D.

1

Press an idle lpk key.



The lpk indicator goes on.

2

Press the required auto D. key.



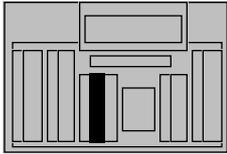
The S indicator lights; the system automatically dials the stored extension.

**Note 1:** If you wish to display the extension stored for automatic dialing, press auto D., then disp. src.

**Note 2:** You can store a number of up to 24 digits against an Auto Dial key. If you need to dial more than 24 digits, you can dial them after pressing auto D.

## Barge-in

With Barge-in, you can verify that a trunk is in working order, or check the status—busy or idle—of a trunk.

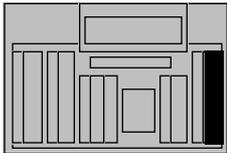


1

Press an idle lpk key.



The lpk indicator goes on.

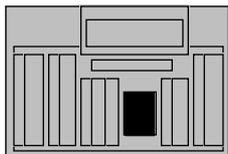


2

Press Barge-In.



The barge in indicator goes on.



3

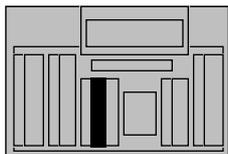
Dial the required trunk access code and route member number, then press #.



You hear a fast busy signal if the trunk is disabled or not assigned. You hear a fast busy signal and the S indicator flashes if the trunk is blocked in the network. Attempt Barge-In again in a few minutes.

You are able to speak to all parties and the S and D indicators go on steadily if the trunk is busy. Parties hear a warning tone every 6 seconds.

You hear dial tone, the S indicator goes on steadily, and the barge in indicator flashes if the trunk is idle.



4

Press RLS to end the procedure.



The RLS indicator goes on; you are free to process calls.

**Note:** Barge-in cannot be used to verify the status of release link trunks (RLTs) used with Centralized Attendant Service (CAS).

### Attendant break-In Busy indication and Prevention

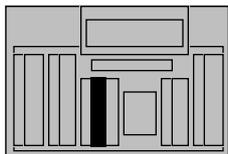
If an attendant, during a break-in operation, dials a busy extension, the Attendant Console display provides one of the following customdefined indications:

- three dashes, appended to the end of a digit display, (if the busy station is involved in an external call), or
- a mode-digit, appended to the end of a digit display.

The operator can press the break-In key either before or after dialing the destination DN. Break-In operates slightly differently in these two situations, as described below:

## Busy Verify

With Busy Verify, you can verify that an extension is in working order, or check the status—busy or idle—of an extension.

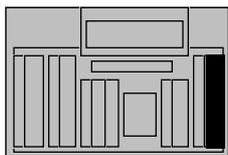


1

Press an idle lpk key.



The lpk indicator goes on.

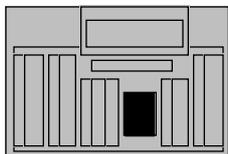


2

Press busy ver.



The busy ver. indicator goes on.



3

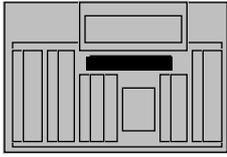
Dial the extension you wish to check.



You hear a fast busy signal if the extension is disabled or not assigned.

You are able to speak to all parties and the S and D indicators go on steadily if the extension is busy. Parties hear a warning tone every 6 seconds.

The S and busy ver. indicators flash slowly if the extension is idle. The extension is not rung.

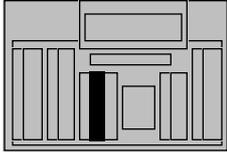


4

To ring the extension, press



If the called party answers, the S and busy ver. indicators go on steadily.



5

Press RLS to end your connection in the call.

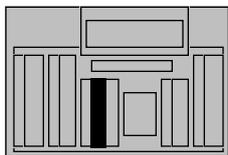


The RLS indicator goes on; you are free to process calls.

## Attendant Monitor

The Attendant Monitor feature provides modifications to the Busy Verify and Barge-In features.

### Monitoring a DN

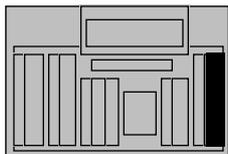


1

Press an idle Loop key.



The Loop indicator is lit

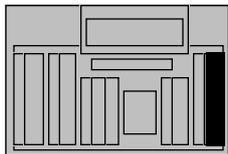


2

Press the Busy Verify key.



The Busy Verify lamp is lit.

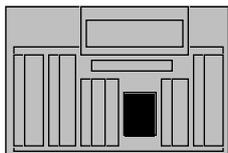


3

Press the Busy Verify key again to enable Attendant Monitor.



The Busy Verify lamp is in the flashing state indicating that the Attendant Monitor option is enabled.



4

Dial the extension to be monitored.



One of the following happens:

Attendant Monitor is blocked when the extension is busy or maintenance disabled.

Attendant Monitor is blocked when the extension is vacant.

Attendant Monitor is blocked when the extension is in some transient state (e.g., Conference or Transfer)

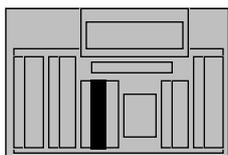
Attendant Monitor is blocked when the extension is idle, receiving busy tone, or receiving overflow tone.

Attendant Monitor is blocked when the extension is involved with another attendant.

Attendant Monitor is blocked when the extension has activated the Hold key.

Attendant Monitor is blocked when the extension is already involved in a monitored call by another attendant.

Attendant Monitor is active when the extension is busy. The attendant is able to listen to all connected parties. If the Attendant Monitor Customer Tone is denied (TOD), there is no indication given to the connected parties that the attendant is monitoring.



5

Press the RLS key to end Attendant Monitor.



If the Attendant Monitor Customer Tone is allowed (TOA), a burst of tone is sent to the connected parties every 16 seconds. When the monitored DN disconnects from the call, Attendant Monitor is deactivated.

The RLS lamp is lit and the attendant is free to process calls.

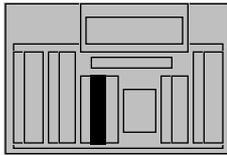
Deactivation occurs due to any one of the following:

The RLS key on the Attendant Console is pressed.

Any DN involved in the monitored call disconnects.

Any DN involved in the monitored call at the customer location activates some form of call modification.

## Monitoring a Trunk

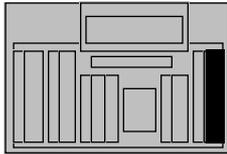


1

Press an idle Loop key.



The Loop indicator is lit

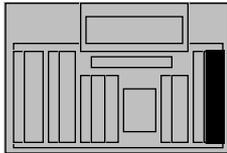


2

Press the Barge-In key.



The Barge-In lamp is lit.

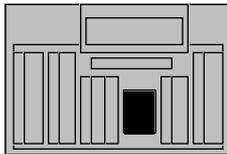


3

Press the Barge-In key again to enable Attendant Monitor.



The Barge-In lamp is in the flashing state indicating that the Attendant Monitor option is enabled.



4

Dial the trunk access code and route member number, then press "#".



One of the following happens:

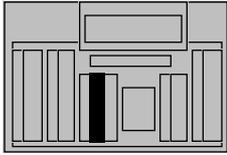
Attendant Monitor is blocked when the trunk is disabled .

Attendant Monitor is blocked when the trunk is idle.

Attendant Monitor is blocked when the trunk is not assigned.

Attendant Monitor is blocked when the trunk is already being monitored by another attendant.

Attendant Monitor is active when the trunk is busy. The attendant is able to listen to all parties on the trunk. If the Attendant Monitor Customer Tone is denied (TOD), there is no indication given to the connected parties that the attendant is monitoring. If the Attendant Monitor Customer Tone is allowed (TOA), a burst of tone is sent to the connected parties every 16 seconds.



5

Press the RIs key to end  
Attendant Monitor.



The RIs lamp is lit and the attendant is free to process calls. Deactivation occurs due to any one of the following:

The RLS key on the Attendant Console is pressed.

The trunk disconnects.

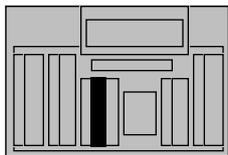
Any party at the customer location performs some form of call modification or activates hold.

Any party at the customer location disconnects.

Any trunk involved in the monitored call disconnects.

## Setting up Do-Not-Disturb

An extension in Do-Not-Disturb (DND) mode is free to place calls but appears busy to all incoming calls. You can put one extension or a predefined group of extensions into Do-Not-Disturb mode.

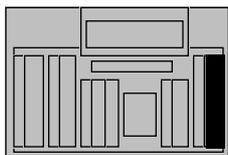


1

Press an idle lpk key.



The lpk indicator goes on.

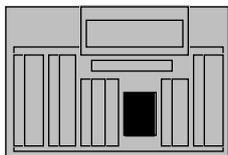


2

Press dnd. ind. You can now set up individual or group DND.



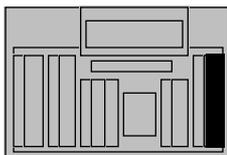
The S indicator goes on. The dnd. ind. indicator flashes slowly.



3

To set up individual DND, dial the extension requesting DND. To set up group DND, press #, then dial the appropriate group identification code, then press # again.

The dnd. ind. indicator goes off (or goes on if the extension or group is already in DND mode).

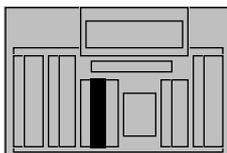


4

Press dnd. ind. again.



The dnd. ind. indicator goes on; the dialed extension or group is now in DND.



5

Press RLS to end the procedure.

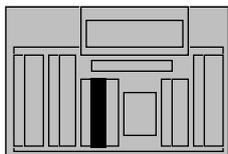


The lpk, S, and dnd. ind. indicators go off. The RLS indicator goes on.

**Note:** If you have dnd. group keys, the procedure is simpler: at any point, press the dnd. group key for the group of extensions you wish to place in do-not-disturb mode. The dnd. group indicator flashes briefly, then goes on.

## Canceling Do-Not-Disturb

You can cancel Do-Not-Disturb (DND) for a single extension or for a predefined group of extensions.

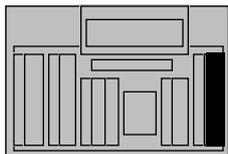


1

Press an idle lpk key.



The lpk indicator goes on.

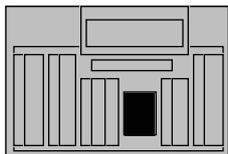


2

Press dnd. ind. You can now cancel individual or group DND.



The S indicator goes on. The dnd. ind. indicator flashes slowly.

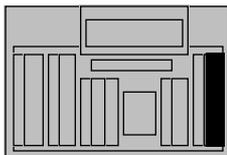


3

To cancel individual DND, dial the extension to be removed from DND mode. To cancel group DND, press #, dial the appropriate group identification code, and then press # again.



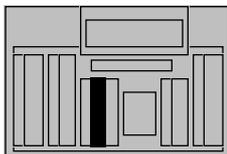
The dnd. ind. indicator goes on.



4

Press dnd. ind. again.

The dnd. ind. indicator goes off; the dialed extension or group is now removed from DND mode.



5

Press RLS to end the procedure.

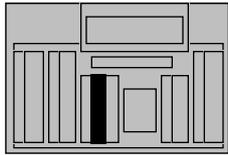


The lpk and S indicators go off. The RLS indicator goes on.

**Note:** If you have dnd. group keys, press the dnd. group key beside a dnd. group indicator which is on, to cancel DND for that group. The dnd. group indicator flashes briefly, then goes off.

## Overriding Do-Not-Disturb

A dnd. ind. indicator which is on tells you that you have dialed an extension in Do-Not-Disturb mode. You can temporarily override DND for that call using this procedure.

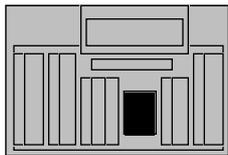


1

Press an idle lpk key.



The lpk indicator goes on.

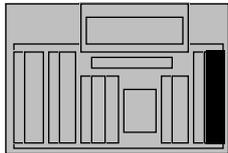


2

Dial the extension previously placed in DND mode.



You hear a busy signal. The S indicator flashes. The dnd. ind. indicator goes on.

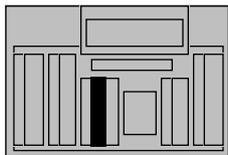


3

Press dnd. ind.



You hear ringing. The S indicator flashes slowly. The dnd. ind. indicator goes off.



4

The called party answers. Press RLS when you wish to end the call.

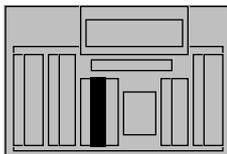


The S indicator goes on steadily upon answer. The lpk and S indicators go off upon release. The RLS indicator goes on.

**Note:** To override DND for an extension within a group that has been placed in Do-Not-Disturb, press an idle lpk key, press the appropriate dnd. group key, then dial the extension as usual.

## Testing Do-Not-Disturb

When the dnd. ind. indicator goes on steadily, Do-Not-Disturb is functioning properly. Use this procedure to determine whether DND is working properly for an extension or group of extensions.

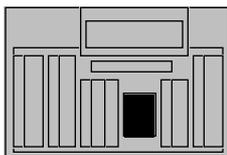


1

Press an idle lpk key.



The lpk indicator goes on.

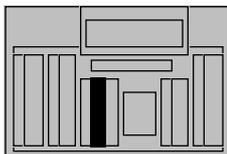


2

To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND.



You hear a busy signal. The S indicator flashes. The dnd. ind. indicator goes on.



3

Press RLS.

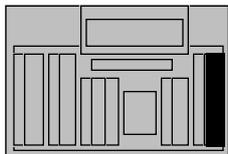


The lpk, S, and dnd. ind. indicators go off. The RLS indicator goes on.

A dnd. group indicator stays on steadily while the extensions within the group are in Do-Not-Disturb mode.

### Tracing a malicious call

Malicious Call Trace lets you trace nuisance calls being presented to your console.



1

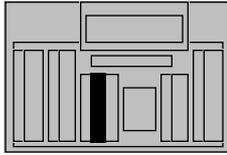
Press call trace key while the call is in progress.



The Ipk indicator is on.  
The S or D indicator is on.

**Note:** A call trace report is printed on the maintenance terminal at your company. The report identifies the source or destination, or both.

## Do Not Disturb

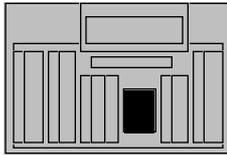


1

Press an idle lpk key.



The lpk indicator goes on.

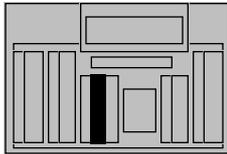


2

To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND.



You hear a busy signal. The S indicator flashes. The dnd. ind. indicator goes on.



3

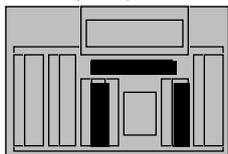
Press RLS.



The lpk, S, and dnd. ind. indicators go off. The RLS indicator goes on.

## Night Service

Night Service allows you to connect incoming trunks to selected Night Service extensions. You can assign any number of trunks to the same Night Service extension.

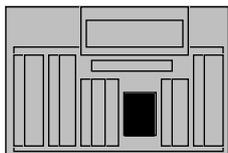


1

Press an idle lpk key.  
Press SHIFT. Press

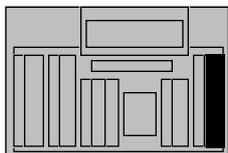


You hear dial tone. The lpk indicator goes on.



2

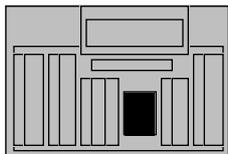
Dial the desired trunk access code and member number, followed by #.



3

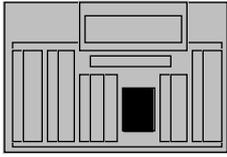
Press disp. src. to check the display.

If the display is clear, no night-service extension has been assigned to the trunk. If the display shows an extension number, it is the night-service extension assigned to the trunk.



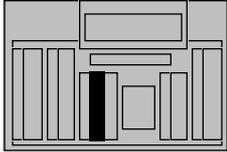
4a

To set up a Night Service connection, dial the Night Service extension number to which the trunk is to be routed, followed by #.



**4b** To cancel an existing Night Service connection, dial \*, then #.

Trunk answer from any station (TAFAS) is now allowed.



**5** Repeat steps 1 through 4 for each trunk to be put into or taken out of Night Service. Press RLS to end the procedure.

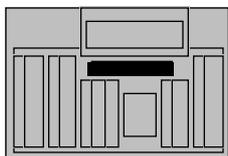


The RLS indicator goes on; you are free to process calls.

## Turning Night Service on and off

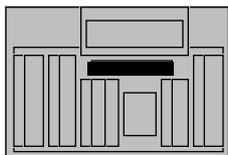
To determine the Night Service setting:

Night Service permits incoming calls that would normally be directed to the console to be routed to a preselected destination when the console is unattended. You can turn Night Service on or off for a single- or multiple-console system.



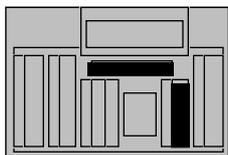
1

To activate Night Service for a single console, press . Unplug the handset or headset.



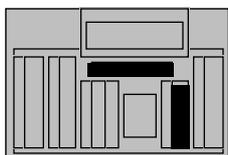
2

To cancel Night Service for a single console, plug in the handset or headset.



3

To activate Night Service for multiple consoles, press SHIFT plus  at any console. Unplug all handsets and headsets.



4

To cancel Night Service for multiple consoles, plug in at least one handset or headset.



**Note:** When all consoles but one are in Position Busy mode and the attendant at the only active console presses , the system is automatically placed in night-service mode.

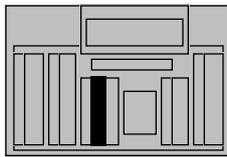
### Enhanced Night Service

This feature modifies the existing Night Service operation by allowing Public Network (Central Office [CO], Direct Inward Dial [DID], Foreign Exchange [FEX], and Wide Area Telephone service [WAT]) trunks to be assigned to specific Directory Numbers (DN) during Night Service.

Enhanced Night Service:

- Allows you to address different night answering requirements.
- Different patterns may be established by the administrator/attendant to satisfy required night, holiday or weekend Night Service answering needs.
- The assignment may be modified by the attendant or via service change at any time when Night Service is not active.

To determine the Night Service Setting:

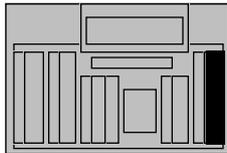


1

Select an idle loop key.



The loop key indicator lights steadily.

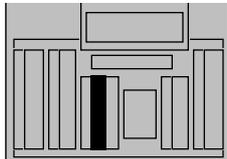


2

Press Night key.



The indicator flashes. You hear dial tone, and the current Night Service Option number is displayed.

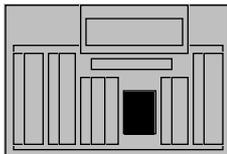


3

Press the RLS key.

The loop and Night indicators light steadily, and the display is cleared.

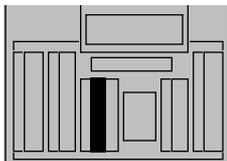
To select a new Night Service:



1

Dial a one-digit (0-9) option number

The old Night Service Option number (X) is shifted and new Option number (Y) is displayed, X and Y are separated by a hyphen, (e.g., Y-X)

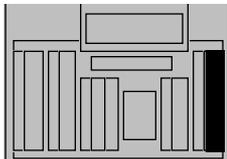


2

Press the RLS key.

The Night and Position Busy indicators go out.  
The new Night Service Option is stored.  
The display is cleared.

To activate Enhanced Night Service:



1

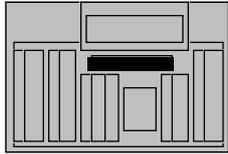
Press the Night key, or the Position busy key (if you are the last active attendant).



The Night or Position Busy indicators light up.  
The current (active) Night Service Option number is displayed.

## Turning Enhanced Night Service on and off

Enhanced Night Service permits incoming calls that would normally be directed to the console to be routed to a preselected destination when the console is unattended. Your console may be equipped with either regular Night Service or enhanced Night Service, but not both. Ask your System Administrator which one the console is equipped with.



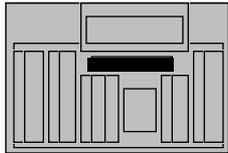
1

To activate enhanced Night Service for a single console, press .

Unplug the handset or headset.

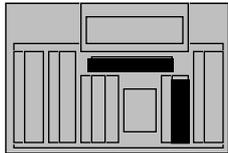


The current Night Service option number is displayed.



2

To cancel enhanced Night Service for a single console, plug in the handset or headset.

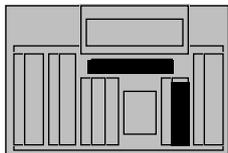


3

To activate enhanced Night Service for multiple consoles, press SHIFT plus  at any console. Unplug all handsets and headsets.



The current Night Service option number is displayed.



4

To cancel enhanced Night Service for multiple consoles, plug at least one handset or headset.



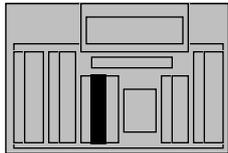
When all consoles but one are in Position Busy mode and the attendant at the only active console presses



, the system is automatically placed in Night Service.

## Controlling DID routes

Direct inward dialing permits incoming calls from outside lines that would normally be directed to the console to be routed to a preselected destination. Incoming DID digit conversion translates the digits that are actually dialed into digits that correspond to internal extensions. You can direct calls coming in on DID trunks either to a set of extensions that are programmed as night destinations, or you can direct them to normal extensions.

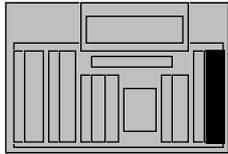


1

Press an idle lpk key.



The lpk indicator goes on.

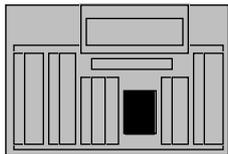


2

Press drc.



The drc indicator goes on.



3

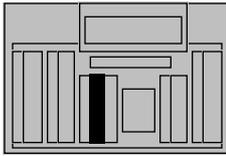
Press # to see the status of all DID routes.



The drc. indicator goes on steadily to show that all routes are in day mode. The drc. indicator flashes to show that some or all routes are in night mode.

Dial the route access code to see the status of a specific DID route.

The drc. indicator goes on steadily to show that the route is in day mode. The drc. indicator flashes to show that the route is in night mode.

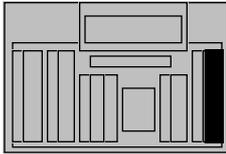


4

Press RLS to cancel the change.



All indicators go off.  
Nothing is changed.



5

Press drc to switch between day and night modes.



All indicators go off. The mode of the DID route is changed.

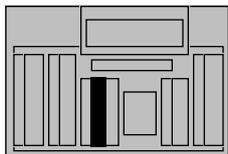
**Note 1:** When you turn on Night Service, all DID routes automatically go into night mode. You can, however, switch individual DID routes into day mode.

**Note 2:** If you want to change all DID routes into night mode, and only some of the routes are in day mode, you have to first change all of the routes into day mode.

**Note 3:** If the DID route has been changed at a telephone (by the system administrator), you cannot change it at your console.

## Paging

You can page someone over your organization's paging equipment through your console if the two are connected.

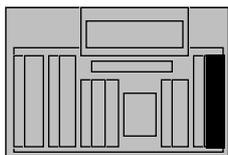


1

Press an idle lpk key.



The lpk indicator goes on.

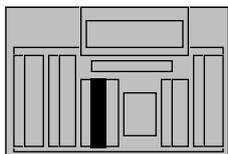


2

Press page and hold it down while you make your announcement. [If you do not have this key, dial the SPRE code plus \_\_\_\_, the page access code.]



The page indicator goes on.



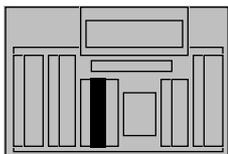
3

Press RLS to end the procedure.



The lpk indicator goes off. The RLS indicator goes on; you are free to process other calls.

## Radio Paging - Automatic post-selection

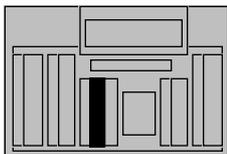


1

Lift the handset.



Dialtone is heard.

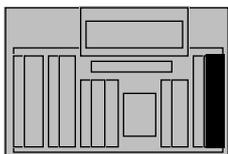


2

Enter the DN of the party to be paged.

Set receives ringback or busy tone if DN is valid.

Set receives CTVN treatment if DN is invalid.



3

Press the RPAG key (for RPA).



Set receives ringback tone, call progress tones or silence (as configured) if paging was successful.

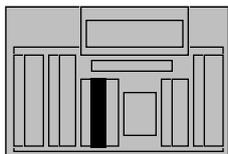
If the paging call recalls, the attendant can extend the call again.

Set receives CTVN treatment if FFC or DN is invalid.

Set receives congestion tone if no paging trunks are available.

Set receives busy tone if absence signal is received.

## Radio Paging - Manual pre-selection

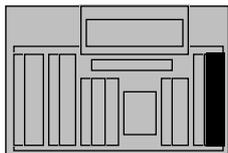


1

Lift the handset.



Dialtone is heard.



2

Enter the RPAC (FFC) for initiating RPA.

Set receives paging tone if FFC is valid.

Set receives CTVN treatment if FFC is invalid.

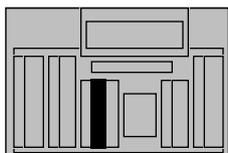
Set receives congestion tone (as configured) if no paging trunk is available.

3

Enter the DN of party you wish to reach.

Set receives ringback or busy tone if DN is valid.

Set receives CTVN treatment if DN is invalid.



4

Enter mode digit.

5

Enter information to be sent.

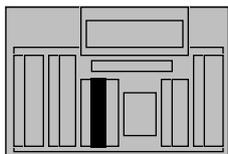
6

Enter # for end of information.

Set receives ringback tone, call progress tones or silence (as configured) if paging was successful.

Set receives busy tone if absence signal is received.

## Radio Paging - Manual post-selection

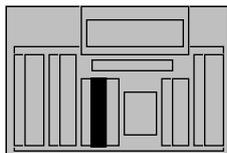


1

Lift the handset.



Dialtone is heard.

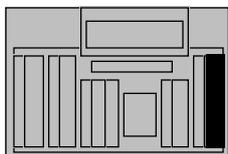


2

Enter the DN of the party to be paged.

Set receives ringback or busy tone if DN is valid

Set receives CTVN treatment if DN is invalid.



3

Press the RPAG key (for RPA).



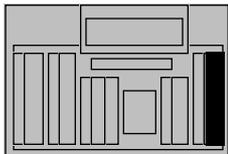
Set receives ringback tone, call progress tones or silence (as configured) if paging was successful.

If the paging call recalls, the attendant can extend the call again.

Set receives CTVN treatment if FFC or DN is invalid.

Set receives congestion tone if no paging trunks are available.

## Radio Paging - Automatic pre-selection

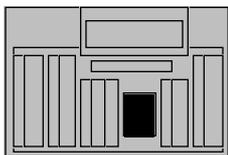


1

Lift handset.



Set receives dialtone.



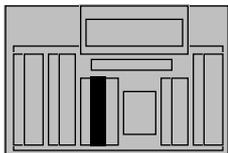
2

Enter the RPAC (FFC) for initiating RPA.

Set receives paging tone if FFC is valid.

Set receives CTVN treatment if FFC is invalid.

Set receives congestion tone (as configured) if no trunk is available in a single system.



3

Enter the DN of party to be paged.



Set receives ringback tone, call progress tones or silence (as configured) if paging was successful.

Set receives no tone from the Meridian1 if speechpath is provided.

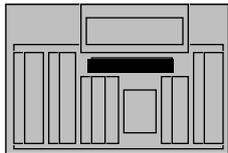
Set receives CTVN treatment if DN is invalid.

Set receives congestion tone if no paging trunk is available.

Set receives busy tone if absence signal is received.

## Position Busy

Position Busy allows you to make your console appear busy, thus preventing incoming calls from reaching you.

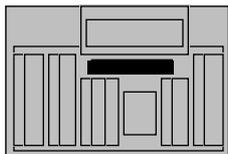


1

To activate Position Busy, press  when your console is idle (all lpk indicators off). Note that SHIFT must be off.



You will receive no further calls.



2

To cancel Position Busy, press  when your console is in Position Busy mode.



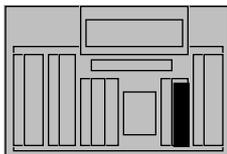
You will now receive calls.

**Note 1:** In a single-console set-up, pressing  places the system in Night Service. In a multiple-console set-up, the system is placed in Night Service when all consoles are put into Position Busy.

**Note 2:** If you have supervisory features, pressing  puts the console in supervisory mode. See the supervisory features section in this guide.

## Speaking privately (Splitting)

Splitting allows you to talk to a called party without the caller hearing, or to talk to a caller without the called party hearing.

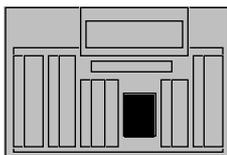


1

A caller requests an extension. To exclude the caller from the connection, press excl. src.



The excl. src. indicator goes on.

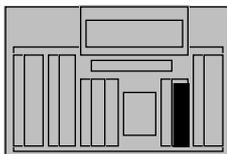


2

Dial the requested extension. The called party answers. Talk privately with the called party.



You hear ringing but the caller does not. The D indicator flashes slowly. Upon answer, ringing stops and the LCD indicator goes on steadily.

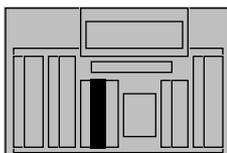


3

To exclude the called party from the connection, press excl. dest. You and the caller are reconnected. Talk privately.



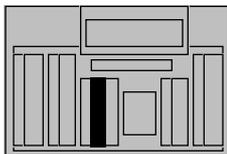
The excl. src. indicator goes off. The excl. dest. indicator goes on.



4

To connect yourself, the caller, and the called party, press the lpk key.

The excl. dest. indicator goes off.



5

To end your connection in the call, press RLS.



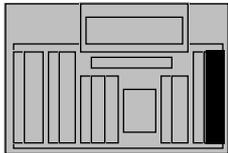
The RLS indicator goes on; you are free to process other calls.

**Note 1:** The Secrecy feature automatically prevents a voice connection between caller and called party while you are extending a call.

**Note 2:** Splitting allows you to talk selectively and privately to caller and called party while you are extending a call, or while you are actually connected to a call.

## Storing a Speed Call number

If your console is designated a Speed Call controller, you can store a number for Speed Call and use the Speed Call codes. Also use this number-storing procedure to change a number stored against a Speed Call code.

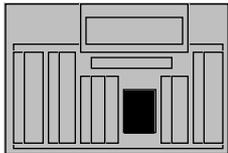


1

When all lpk indicators are off, press S. call.

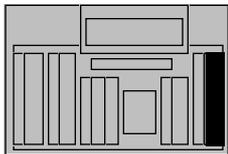


The S. call indicator flashes.



2

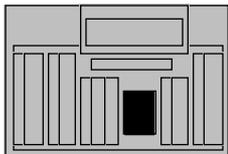
Dial the one-, two-, or three-digit code to be associated with the phone number.



3

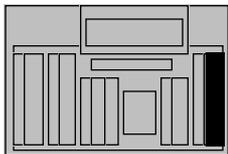
To see if a number is already associated with the dialed code, press disp. src.

The current speed-call list entry (if any) is displayed.



4

Dial the number to be stored. Press \* after every trunk access code to ensure a pause for dial tone.



5

Press S. call again.



The S. call indicator goes off; the access code and phone number you dialed are stored together for speed-calling.

**Note 1:** To cancel a number stored against a code, press S. call, enter the code, and press \*.

**Note 2:** A one-digit access code (0 through 9) allows a Speed Call list of up to 10 numbers.

**Note 3:** A two-digit access code (00 through 99) allows a Speed Call list of up to 100 numbers.

**Note 4:** A three-digit access code (000 through 999) allows a Speed Call list of up to 1000 numbers.

**Note 5:** The phone numbers assigned to Speed Call access codes can be 4, 8, 12, 16, 20, 28, or 31 digits long (including any asterisks inserted for dial-tone pauses).

**Note 6:** The numbers you assign a Speed Call access code to can include:

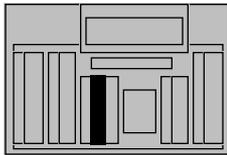
- SPRE code + 6 + authorization code
- SPRE code + 6 + authorization code + #
- SPRE code + 6 + authorization code + # + trunk access code + phone number

For example, you can store 1 + 6 + 9999999 + # + 9 + 9402209

**Note 7:** If you enter more than the number of digits allowed in your list, you hear a fast busy signal. Press S. call to turn the S. call indicator off. No digits are stored. Begin again.

## Calling a Speed Call number

If your console is designated a Speed Call user, you can place a call by dialing a one-, two-, or three-digit access code.

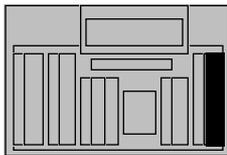


1

Press an idle lpk key.



The lpk indicator goes on.

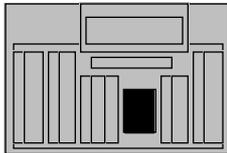


2

Press S. call. [If you do not have this key, dial the SPRE code plus 73, the speed-call access code.]



The S. call indicator goes on.



3

Dial the one-, two-, or three-digit access code associated with the desired number.



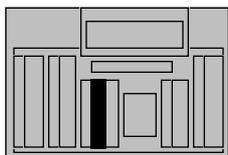
The S. call indicator goes off; the system automatically dials the full number.

**Note 1:** After dialing the Speed Call code, you can add extra digits to the number represented by the code.

**Note 2:** If you wish to display the number stored against a speed-call access code, press disp. src. after dialing the code.

### Storing a Stored Number Redial number ahead of time

With Stored Number Redial (SNR), you can store one number of up to 31 digits for later use.

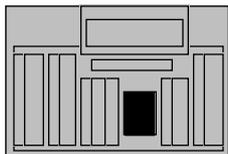


1

Press snr.

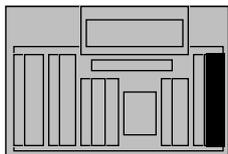


The snr. indicator flashes.



2

Dial the number to be stored.



3

Press snr. again.



The snr. indicator goes off; the previously stored number is erased.

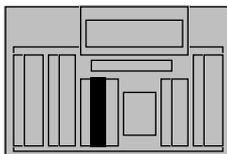
**Note 1:** If more than 31 digits are entered, you hear a tone.

**Note 2:** If snr. is pressed and no digits, or more than 31 digits, are dialed, the SNR memory is not changed; the previously stored number remains unchanged.

**Note 3:** If snr. is not pressed a second time, or the SNR sequence is interrupted by the pressing of another key, the new entry is ignored; the previously stored number remains unchanged.

### Storing a Stored Number Redial number during a call

You can use Stored Number Redial while trying to establish a call (when the other end is ringing or busy), or during an established call (when you are talking to someone at the other end). If on an established call, go directly to step 3. (See notes below.)

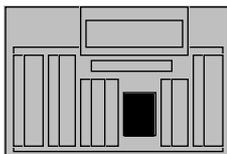


1

Press an idle lpk key.

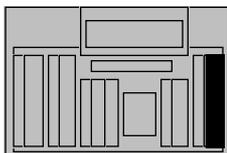


The lpk indicator goes on.



2

Dial the required number.



3

Press snr.



You are on a call.

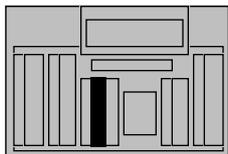
**Note 1:** When a call is active on the source and destination side, the destination number is stored. If only the source is active, no number is stored.

**Note 2:** For internal calls, the dialed digits must result in a busy signal or ringing. If insufficient digits or an invalid extension is dialed, the attempt to store the number is rejected and any previously stored number is not changed.

**Note 3:** For external calls, if no trunk is available, all digits dialed are stored even though some digits may be entered after an overflow or busy signal.

## Redialing a stored number

Stored Number Redial can be used when you hear either dial tone or special dial tone. This means that SNR can be used during established calls to transfer or conference a call.

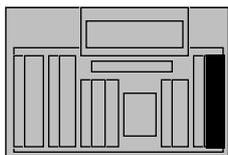


1

Press an idle lpk key.



The lpk indicator goes on.

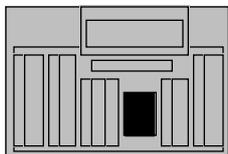


2

Press snr. to redial the stored number.



The stored digits are automatically dialed.

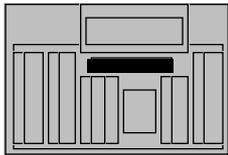


3

Dial further digits now, if needed.

### Displaying and changing the Night Service option number

As part of enhanced Night Service, you can display and change the Night Service option number. The Night Service option number tells you which night number incoming calls will be directed to.

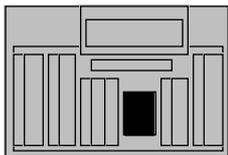


1

To display the current Night Service option number, press an idle lpk key, then SHIFT plus



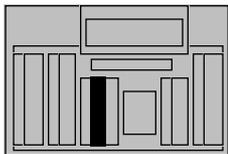
You hear dial tone. The lpk indicator goes on.



2

To change the current Night Service option number, dial a one-digit option number (0-9).

The dial tone stops. The old and new Night Service option numbers, separated by a hyphen, are displayed. The dial tone stops. The old and new Night Service option numbers, separated by a hyphen, are displayed.



3

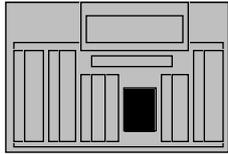
Press RLS.



The lpk indicator goes off.

## Enhanced Secrecy

The Enhanced Secrecy feature ensures that either the caller or the called party is always excluded from the call when you are talking to the other party.

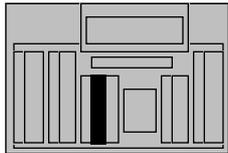


1

Dial the requested extension.



The excl. src. indicator goes on during dialing. You hear ringing. The LCD indicator flashes slowly.

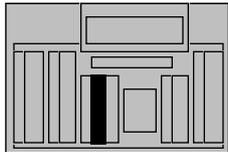


2

When the called party answers, the D indicator goes on steadily. The caller cannot hear conversation between you and the called party. Press the lpk key beside the slowly flashing S indicator to establish a three-way connection.



You, the caller, and the called party hear a warning tone.

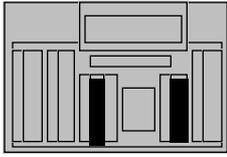


3a

Press RLS or an idle lpk key to release the call from the console. You cannot reenter the call.



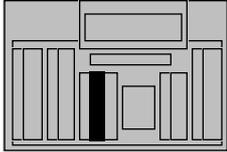
The caller and the called party remain connected. The RLS indicator goes on. All other indicators go off.



**3b** Press HOLD, then RLS, to exclude yourself from the call, but keep it on hold at the console. You can reenter the call later.



The caller and the called party remain connected. The lpk key flashes slowly.



**4** To reenter the call, press the lpk key beside the slowly flashing S indicator.



You, the caller, and the called party hear a warning tone.

**Note 1:** In step 1, press excl. dest. to talk to the caller while the called party's extension is being rung. The called party is excluded from the connection when the call is answered. The caller hears ringing if you press RLS while the called party is being rung.

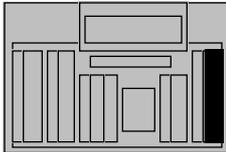
**Note 2:** In step 2, there is no connection between the caller and the called party if either has warning-tone-denied Class of Service.

**Note 3:** To establish yourself, the caller, and the called party in a connection that allows the called party to make another call, press conf. 6 after step 4.

# Automatic Wake-Up

## Programming a wake-up call

With Auto Wake-up, you can instruct the system to provide automatic wake-up calls at requested times. If extension numbers are not the same as room numbers, you must translate the room numbers into the corresponding extension numbers.

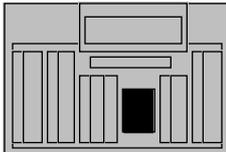


1

A hotel guest calls to request a wake-up call. Press A. wake up. [If the displayed number is not the number requiring the wake up call, dial the proper number now.]



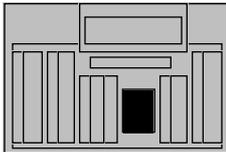
The wake up indicator goes on. The ICI, Ipk, and S indicators are on. The current wake-up time, if any, is displayed.



2

Press #

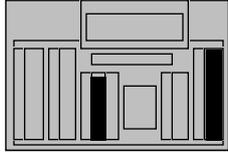
If the wake up indicator remains on steadily, the dialed number is valid. If it flashes, the number is invalid.



3

If the dialed number is valid, dial the requested wake-up time using a 24-hour format.

If the wake up indicator remains on steadily, the requested wake-up time is acceptable (see 4a). If it flashes, the time is not acceptable. The next available time is displayed (see 4b).



**4a** If the requested wake-up time is acceptable, press A. wake up again, then press RLS.



The RLS indicator goes on; you are free to process other calls.

**4b** If the initial request was not accepted, the next available time is displayed. Enter the new time, press A wake up, then press RLS.

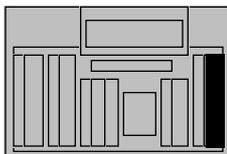


The RLS indicator goes on. You are free to process other calls.

**Note:** If the requested wake-up time is not acceptable to the system, the display shows alternative wake-up times in this order: 5 minutes earlier than the requested time; 5 minutes later than the requested time; the first available 5-minute interval before the requested time.

## Canceling a wake-up call

Use this procedure to cancel a wake-up call that has already been entered into system memory.

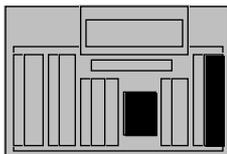


1

A hotel guest calls to request that a wake-up call be cancelled. Press A. wake up. [If the displayed number is not the number requiring cancellation of the wake up call, dial the proper number.]



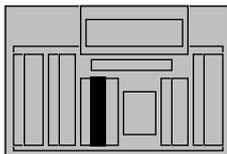
The wake up indicator goes on.



2

Press #, then press A. wake up again. [If the indicator flashes quickly, no wake-up call was found for the dialed number. Press A. wake up again.]

The wake up indicator goes off; the wake-up request is canceled.



3

Press RLS to end the procedure.



The RLS indicator goes on; you are free to process other calls.

## Unanswered wake-up calls

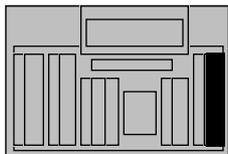
If a guest does not respond to the first wake-up call, the system makes up to two more attempts at 5-minute intervals. If the guest does not answer after the third call, the system, if set for this option, notifies you of an unanswered wake-up call.

1

A guest has not responded to three wake-up calls.



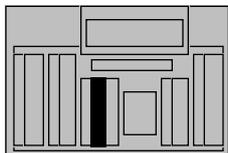
You hear a continuous buzz. The A. wake up indicator flashes quickly. The extension number of the room that has failed to respond is displayed.



2

To cancel the notification, press A. wake up.

The buzz stops. The A. wake up indicator goes off.



3

Press RLS.

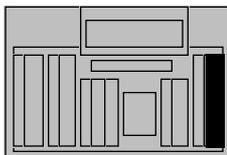


The RLS indicator goes on; you are free to process other calls.

**Note:** When you are notified of an unanswered wake-up call, you may call the room again.

## Making a VIP wake-up call

At the requested time, you will provide a personal wake-up call to a guest with VIP status.

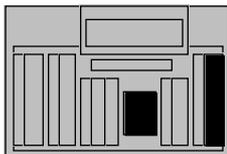


1

A VIP wake-up call comes in to your console.



You hear a buzz and the AWU indicator fast flashes. The Display shows "VIP."

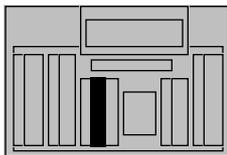


2

Press an idle lpk key, then press the AWU key.



You hear ringing, as the VIP's room DN is dialed automatically. The S indicator goes on, and the AWU key goes off.



3

If the guest does not answer or the DN is busy, press the RLS key.



The system will retry the VIP wake-up call in five minutes.

If the guest answers the VIP wake-up call, you deliver a personal wake-up message to the guest.

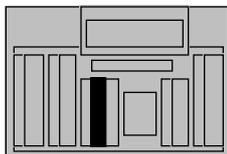
You may release the call when you have finished the personal wake-up message.

**Note:** After a maximum of three attempts, if the guest still does not answer the VIP wake-up call, a message prints on the background terminal stating that the wake-up was tried, but unsuccessful.

# Centralized Attendant Service (CAS)

## Answering a call to a remote console

With Centralized Attendant Service (CAS), attendant services for multiple locations can be provided from a single location. As a CAS attendant, you can handle calls that would normally be handled by the attendants at a remote location.

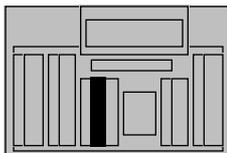


1

You receive a call intended for a remote console. Press the Ipk key beside the flashing S indicator (or remote ICI) to answer the call.



The tone stops and the Ipk and S indicators go on steadily; you hear two beeps before you are connected to the caller. The remote ICI indicator is on.



2

Respond to the caller's request. If no further action is needed, press RLS to end the call.



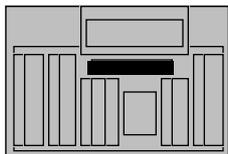
The RLS indicator goes on; you are free to process other calls.

**Note 1:** Calls from remote locations travel over release link trunks (RLTs). Call source information consists of an RLT access code and member number.

**Note 2:** You can also receive direct calls from extension users and attendants at the remote location. The procedure is the same as for indirect calls outlined above, except that direct calls cannot be placed on silent hold. If you dial the silent hold code, you hear a fast busy signal.

## Extending a call to an idle remote extension

After answering a call to a remote console, you can extend it to the desired extension at the remote location.

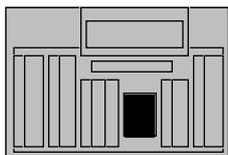


1

The caller requests an extension at the remote location. Press



You hear dial tone from the remote location; the caller hears nothing. The remote ICI, Ipk, and S indicators are on.

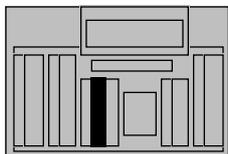


2

Dial the requested extension.



You hear ringing at the remote location.



3a

If you wish to release before the called party answers, press RLS. [You are recalled if the called party does not answer within a set time after you release from the call.]

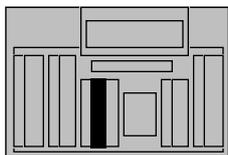
The RLS indicator goes on; you are free to process other calls.

3b

If you wish to ensure that the called party is present, wait for an answer before releasing.



Upon answer, ringing stops; you can talk to the called party.



4

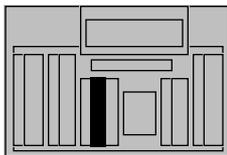
Once you have ensured that the called party is present, press RLS to end your connection in the call.



The caller and called party are connected. The RLS indicator goes on; you are free to process other calls.

## Remote recall

When you extend a call to an idle extension at a remote location and the called party does not answer within a set time, you are automatically recalled by the caller.

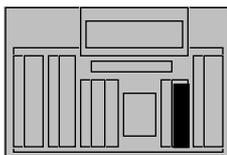


1

You receive a recall from a remote location. Press the Ipk key beside the flashing S indicator (or remote) to answer the call.



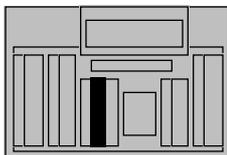
The tone stops and the Ipk and S indicators go on steadily; you hear a beep before being connected to the caller. The remote ICI indicator is on.



2

Press RLS dest.

Ringling at the called extension stops.

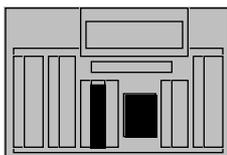


3a

If the caller wishes to end the call, press RLS.



The RLS indicator goes on; you are free to process other calls.



3b

If the caller wishes to speak to another party, dial the new number, then press RLS.

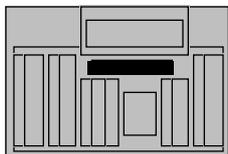


The RLS indicator goes on, you are free to process other calls.

**Note:** Recalls from remote locations travel over release link trunks (RLTs). Call source information consists of an RLT access code and member number.

## Extending a call to a busy remote extension

You can route one call to a busy extension at a remote location if camp-on is allowed at the busy end. If the called extension does not become idle within a set time, you are automatically recalled by the camped caller.

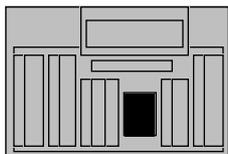


1

The caller requests an extension at the remote location. Press .



You hear dial tone from the remote location; the caller hears nothing. The remote ICI, Ipk, and S indicators are on.

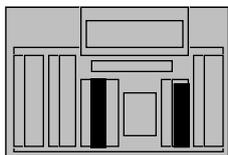


2

Dial the requested extension.



If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.

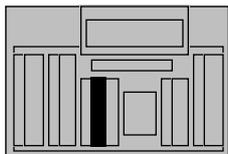


3a

If the caller does not wish to wait, press RLS dest., then RLS to end the call.



The RLS indicator goes on; you are free to process other calls.



3b

If the caller wishes to be camped onto the busy extension, press RLS. [If recall occurs, either re-extend the call (step 3b) or end it (step 3a).]

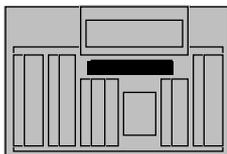


The RLS indicator goes on; you are free to process other calls.

**Note:** If you dial the requested number at the remote location and hear only a busy signal (with no beep), then a call is already camped onto that extension. If the caller wishes to wait, put the call on silent hold (see next procedure). Otherwise, release the call.

## Putting a call on silent hold

When one call is already camped onto a busy extension and a third caller wishes to wait for a connection, you can put the third caller on silent hold until camp-on becomes possible. You are automatically recalled by the caller after a set time.



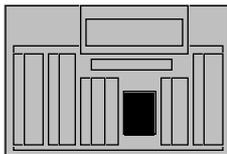
1

The caller wishes to wait for a connection but cannot be camped onto the busy extension.

Press C/H.



You hear dial tone from the remote location; the caller hears nothing. The remote ICI, Ipk, and S indicators are on.

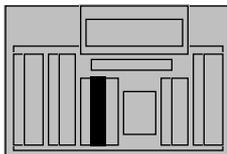


2

Dial the silent hold code.



You hear four to six beeps.



3

Press RLS to put the call on silent hold.



The RLS indicator goes on; you are free to process other calls.

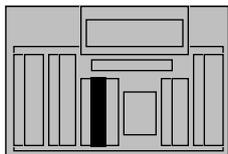
4

When recall occurs, check if camp-on is possible. If not, either put the call back on silent hold (steps 2 and 3) or end it by pressing RLS dest. and then RLS.

**Note:** When you place a call on silent hold, the release link trunk (RLT) is held at the remote location. When you use HOLD, the RLT is held at your location.

## Transferring a recall to another remote extension

A called party at a remote location can transfer a call back to you, which you can then extend to another extension.

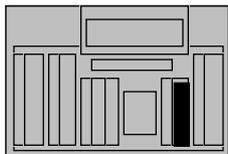


1

You receive a recall from a remote location. Press the Ipk key beside the flashing S indicator (or remote) to answer the call.



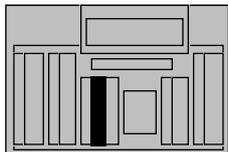
The tone stops and the Ipk and S indicators go on steadily; you hear two beeps before you are connected to the called party. The remote ICI indicator is on.



2

The called party asks to have the caller transferred back to you. Press RLS dest. to release the called party from the call.

You are connected to the caller.

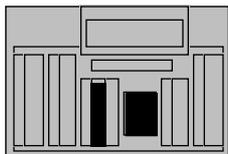


3a

If the caller wishes to end the call, press RLS.



The RLS indicator goes on; you are free to process other calls.



3b

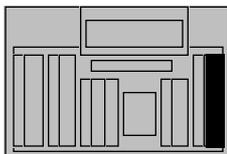
If the caller wishes to speak to another party, dial the new number, then press RLS.



The RLS indicator goes on; you are free to process other calls.

## Entering an account number after dialing a call

Use this procedure to assign a charge account number to an outgoing call after you have dialed the call.

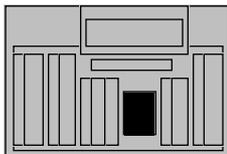


1

You have dialed an outgoing call for an extension at your location. Press *chg.* [If you do not have this key, press *conf. 6*, dial *SPRE 5*, the charge account code.]



The D indicator flashes; the called party is automatically placed on hold. The charge indicator goes on.

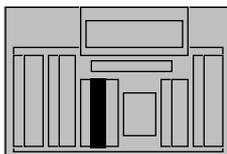


2

Dial the charge account number.



The D indicator goes off; the call is automatically reestablished. The charge indicator goes off.



3

Press *RLS* to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

**Note 1:** Charge account numbers may consist of up to 23 digits. The system ignores extra digits.

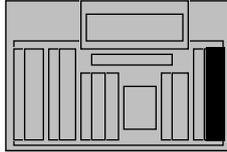
**Note 2:** You can also enter charge account numbers before extending incoming calls to extensions.

**Note 3:** During a conference call, you can:

- assign portions of the call to different accounts by entering charge numbers as you add trunks to the conference
- assign the entire call to a single charge account number.

## Calling Party Number

You can assign a billing code to an incoming collect call or record the caller's number. Charges are then applied against the caller's number or the billing code. Calling Party Number records are useful for confirming the phone company's billing of collect calls.

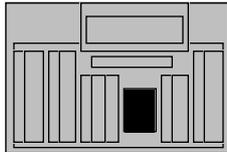


1

You have received an incoming collect call  
Press call pty. no.

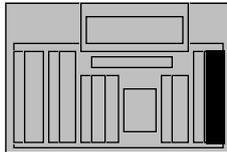


The D indicator flashes; the called party is automatically placed on hold. The call pty. no. indicator goes on. The lpk and S indicators are on.



2

Dial the calling party's number or the billing code.

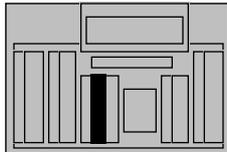


3

Press call pty. no. again.



The D indicator goes off; the call is automatically reestablished. The call pty. no. indicator goes off.



4

Extend the call to the proper extension.



The D indicator flashes.

5

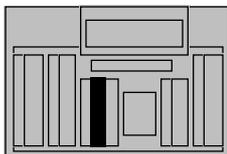
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Metering calls

Calling Party Numbers may consist of up to 23 digits (including \* and # if needed). When an extension or tie line user makes an outgoing call you can flag it as a metered call. Once the call has ended, you receive a recall providing charge information for the call.

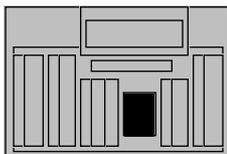


1

To meter a call, press the Ipk key beside the flashing S indicator.



The Ipk and S indicators go on. You are connected to the caller.

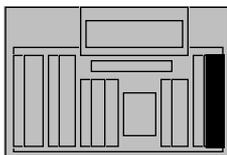


2

Dial the trunk access code and Central Office number.



The D and excl. src. indicators go on.

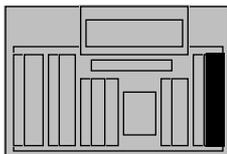


3

Press meter.



The meter indicator goes on.

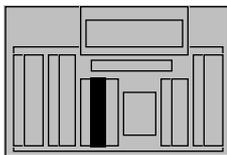


4a

To cancel the meter flag, press meter again.



The meter indicator goes off.



4b

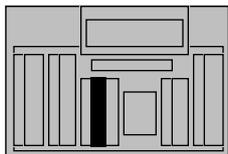
To extend the call, press RLS.



The S, D, excl. src., and meter indicators go off. The RLS indicator goes on; you are free to process other calls.

## Answering meter recalls

When a metered call ends or is modified (for example, transferred), you receive a recall providing charge information on the metered call. The recall is presented on the meter recall ICI key.

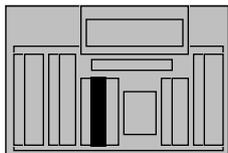


1

You receive a meter recall. To answer it, press the Ipk key beside the flashing S indicator.



The ICI indicator flashes. The Ipk and S indicators go on steadily. The identity of the metered caller and call charge information are displayed (see note below).



2

Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

**Note 1:** Call charge information is displayed in the format XXXX YYYYYY, where XXXX is the extension to be charged (or the trunk access code, in the case of a tie line call), and YYYYYY is either the accumulated pulse count for the call or the total call charge.

**Note 2:** You may receive more than one recall if the caller transfers the call internally. Each recall shows the call charge for each portion of the call between transfers.

# Network Attendant Service (NAS)

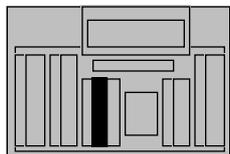
Network Attendant Services (NAS) allows attendant console positions to be dispersed in multiple locations within the network. NAS provides attendant console functions throughout the network just as if the attendant was local. Feature operation across the network is the same as for local calls. These features are supported on NAS calls, so refer to the operations described in this guide.

- Attendant Routing
- Break-In
- Off-Hook Queueing
- Night Service
- Call extension
- Timed Reminder Recalls
- Incoming Call Indication
- Camp-On
- Call Waiting

Pressing the NAS key on your console makes you available for calls from all locations in the network.

## Answering a call from a remote console

With Network Attendant Service (NAS), attendant services for multiple locations can be provided from a single location. As a NAS attendant, you can handle calls that would normally be handled by the attendants at a remote location.

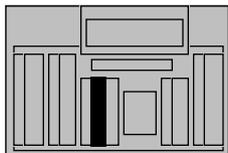


1

You receive a call intended for a remote console. Press the Ipk key beside the flashing remote ICI to answer the call.



The tone stops and you are connected to the caller. The appropriate ICI indicator is on.



2

Respond to the caller's request. If no further action is needed, press RLS to end the call.



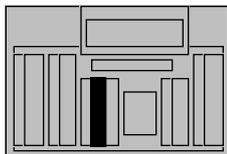
The RLS indicator goes on; you are free to process other calls.

**Note 1:** Calls from remote locations travel over Integrated Service Digital Network trunks (ISDN trunks). Calling Line ID is supplied, to indicate the source of the call.

**Note 2:** You can also receive direct calls from extension users and attendants at the remote location. The procedure is the same as for indirect calls outlined above, except that direct calls cannot be placed on silent hold. If you dial the silent hold code, you hear a fast busy signal.

## Extending a call to an idle remote extension

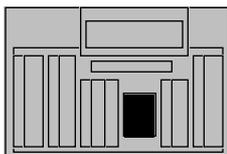
After answering a call to a remote console, you can extend it to the desired extension at the remote location.



**1** You receive a call intended for a remote console. Press the Ipk key beside the flashing ICI key to answer the call.



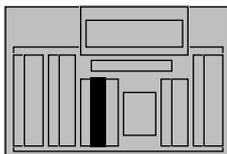
The appropriate ICI indicator is on.



**2** Dial the requested extension.



You hear ringing at the remote location.



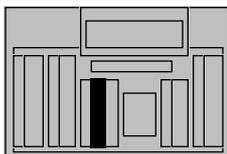
**3a** If you wish to release before the called party answers, press RLS.

The RLS indicator goes on; you are free to process other calls.

**3b** If you wish to ensure that the called party is present, wait for an answer before releasing.



Upon answer, ringing stops; you can talk to the called party.



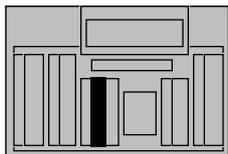
**4** Once you have ensured that the called party is present, press RLS to end your connection in the call.



The caller and called party are connected. The RLS indicator goes on; you are free to process other calls.

## Remote recall

When you extend a call to an idle extension at a remote location and the called party does not answer within a set time, you are automatically recalled by the caller.

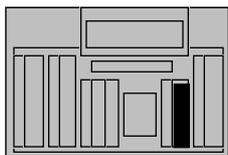


1

You receive a recall from a remote location. Press the Ipk key beside the flashing ICI indicator.



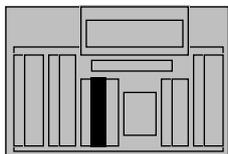
The appropriate ICI indicator is on.



2

Press RLS dest.

Ringling at the called extension stops.

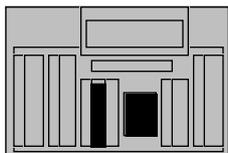


3a

If the caller wishes to end the call, press RLS.



The RLS indicator goes on; you are free to process other calls.



3b

If the caller wishes to speak to another party, dial the new number, then press RLS.

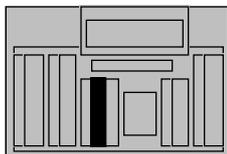


The RLS indicator goes on, you are free to process other calls.

**Note:** Calling Line ID supplies the information regarding the source of the recall.

## Extending a call to a busy remote extension

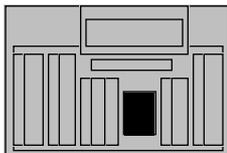
You can route a call to a busy extension at a remote location if camp-on is allowed at the busy end. If the called extension does not become idle within a set time, you are automatically recalled by the camped caller.



**1** You receive a call intended for a remote extension. Press the Ipk key beside the flashing ICI key to answer the call.



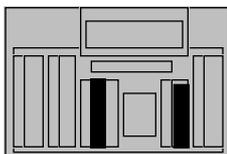
The appropriate ICI indicator is on.



**2** The caller requests an extension at the remote location. Dial the requested extension.



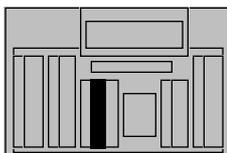
The appropriate ICI indicators are on. If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.



**3a** If the caller does not wish to wait, press RLS dest., then RLS to end the call.



The RLS indicator goes on; you are free to process other calls.



**3b** If the caller wishes to be camped onto the busy extension, press RLS. [If recall occurs, either extend the call again (step 3b) or end it (step 3a).]

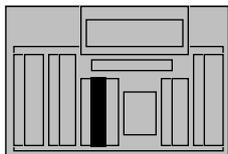


The RLS indicator goes on; you are free to process other calls.

**Note:** If you dial the requested number at the remote location and hear only a busy signal (with no beep), then a call is already camped onto that extension. If the caller wishes to wait, put the call on hold. Otherwise, release the call.

## Transferring a call to another remote extension

A called party at a remote location can transfer a call back to you, which you can then extend to another extension.

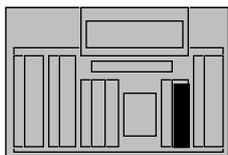


**1**

You receive a call from a remote location. Press the Ipk key beside the flashing ICI indicator to answer the call.



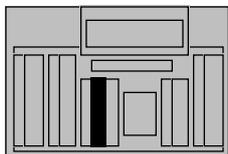
The appropriate ICI indicator is on.



**2**

The called party asks to have the caller transferred back to you. Press RLS dest. to release the called party from the call.

You are connected to the caller.

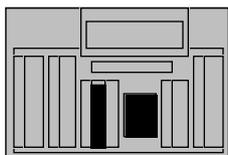


**3a**

If the caller wishes to end the call, press RLS.



The RLS indicator goes on; you are free to process other calls.



**3b**

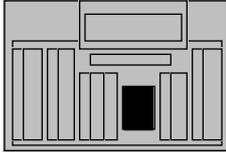
If the caller wishes to speak to another party, dial the new number, then press RLS.



The RLS indicator goes on; you are free to process other calls.

## Extending a call—Off-Hook Queuing

When an extension user requests an ESN location for which a trunk is not immediately available, you can wait, off-hook, until a trunk becomes available or release the connection and allow the caller to wait for the trunk.



1

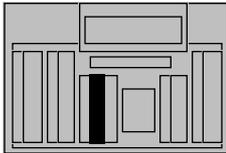
A caller requests an extension at a distant ESN location. Dial the requested number.



The excl. src. indicator goes on during dialing. You hear a beep if a route is not immediately available.

2

Inform the caller that there will be a brief wait.



3

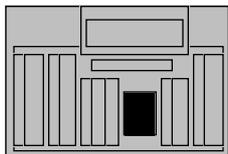
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Expensive Route Warning Tone

When an extension user requests an ESN location, you may be signaled that only an expensive route is available. The caller can accept the expensive route (direct distance dialing) or try again later.



1

A caller requests an extension at a distant ESN location. Dial the requested number.

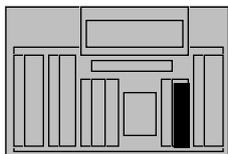


The excl. src. indicator goes on. You hear three beeps if the only available route is the most expensive one.

2a

To accept the expensive route, company policy permitting, stay on the line.

The call is completed.

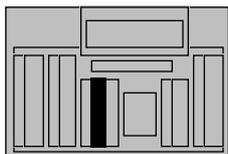


2b

To reject the expensive route, press RLS.



The excl. src. indicator goes off; you and the caller are reconnected.



3

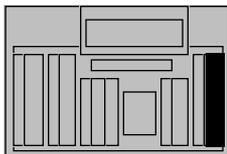
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Charge Account

If your console has a charge key, you can assign a charge account number to a call about to be extended to an ESN location.

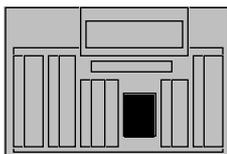


1

A caller requests an extension at a distant ESN location and wishes to charge the call to an account number. Press charge.



The charge indicator goes on. The D indicator flashes.

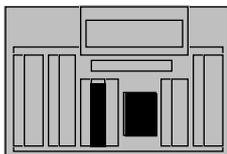


2

Dial the charge account code.



The charge and D indicators go off when the last digit of the charge account code is entered.



3

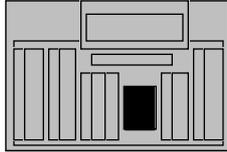
Dial the call as usual and press RLS.



A charge record is produced when the trunk is accessed. The RLS indicator goes on; you are free to process other calls.

## Authorization code

When an extension user requests an ESN location, you may have to enter an authorization code to override the access restrictions assigned to the user's extension. Authorization codes are issued to extension users with special calling needs.

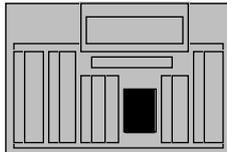


1

A caller requests an extension at a distant ESN location and provides an authorization code. Dial the requested number.



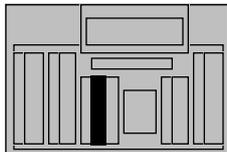
The excl. src. indicator goes on. You may hear the authorization-code prompt (a recorded message followed by three beeps, or ten beeps followed by dial tone).



2

Dial the user's authorization code.

The call is completed.



3

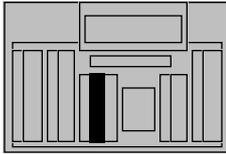
Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

## Network Speed Call

With Network Speed Call, you can extend calls to a selected number at an ESN location by dialing a one-, two-, or three-digit code.

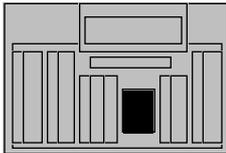


1

Press a lpk key.



The lpk indicator goes on steadily.



2

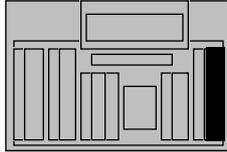
Dial the network access code, the Network Speed Call list access number, and the one- to three-digit code for the desired number.



The S indicator goes on steadily. The number is automatically dialed.

## Routing control

You can use ESN routing control to modify extension users' network access. When routing control is on, each extension usually has more restrictions. Turning routing control off restores the Network Class of Service (NCOS) assigned to each ESN user.

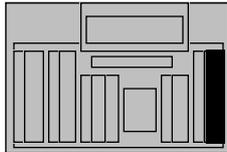


1

To turn routing control on, press R. control.



The R. control indicator goes on.



2

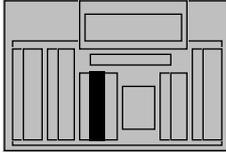
To cancel routing control, press R. control.



The R. control indicator goes off.

## Taking a message

A call is forwarded to you when the original destination is busy or does not answer. You can leave a signal at the called extension, either during the call or when there is no call in progress, to indicate that a message is waiting.

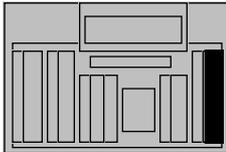


1

A call is forwarded to you. Press the lpk key beside the flashing S indicator (or msg. ctr. ICI) to answer.

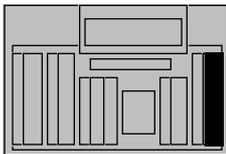


The tone stops. The lpk and S indicators go on steadily. The msg. ctr. ICI and msg. indicators are on.



2

Take the message. Determine whether it is intended for the displayed extension.

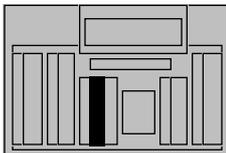


3

If the message is intended for the displayed extension, press msg. indic. If the message is not intended for the displayed extension, press msg. indic., dial a new extension, and press msg. indic. again.



The msg. indicator goes off. The MSG WAITING signal at the dialed extension goes on.



4

Press RLS to end the call.



The RLS indicator goes on; you are free to process other calls.

**Note 1:** When the forwarded call first appears on your console, the msg. indicator:

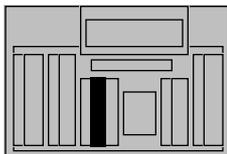
- goes on when there is no MSG WAITING signal at the called extension
- flashes when there is already a MSG WAITING signal at the called extension
- stays off if the MSG WAITING signal at the called extension is not equipped

**Note 2:** Whenever you need to leave a MSG WAITING signal (when no call is in progress), press msg. indic., dial the extension number, and press msg. indic. again.

**Note 3:** The MSG WAITING signal may be, for example, a flashing MSG WAITING indicator or a stutter dial tone; it depends on the type of telephone.

## Delivering a message

When someone calls to retrieve their messages, you can cancel the MSG WAITING signal at their extension. You can also turn a MSG WAITING signal off when there is no call in progress.

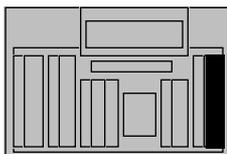


1

You receive a call from someone wishing to retrieve a message. Press the lpk key beside the flashing S indicator (or msg. ctr.) to answer.



The tone stops. The lpk and S indicators go on steadily. The msg. canc. indicator flashes. The msg. ctr. ICI indicator is on.



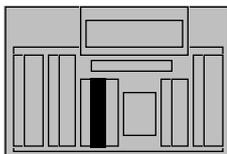
2

Determine whether this is a message retrieval call for the displayed extension. Relay the message to the caller.

3a

If the message retrieval call is for the displayed extension, press msg. canc. If the message retrieval call is not for the displayed extension, release the call (see step 3b).

The msg. canc. indicator goes off. The MSG WAITING indicator at the dialed extension goes off.



3b

Press msg. canc., dial the extension that the message was retrieved for, then press msg. canc. again.

The msg. canc. indicator goes on steadily. The msg. canc. indicator flashes. The msg. canc. indicator goes off. The MSG WAITING indicator at the dialed extension goes off.

4

Press RLS to end the call.



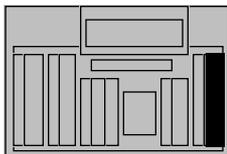
The RLS indicator goes on; you are free to process other calls.

**Note:** A person calls you to retrieve messages by pressing MSG WAITING or by dialing a message-center access code. When the retrieval call first appears on your console, the msg. canc. indicator:

- goes on when there is no MSG WAITING signal at the called extension
- flashes when there is a MSG WAITING signal at the called extension

## Checking the status of a MSG WAITING signal

When you have no active calls on your Ipk keys, and your msg. indic. and msg. canc. indicators are both off, you can check the status of an extension's MSG WAITING signal.

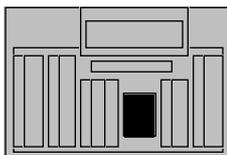


1

Press msg. indic.



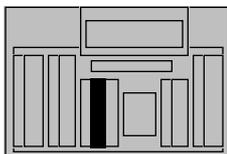
The msg. indicator goes on.



2

Dial the extension whose MSG WAITING signal status you wish to check. The msg. indic. indicator remains on if there is no MSG WAITING signal at the extension.

It flashes if there is a MSG WAITING signal at the extension.



3

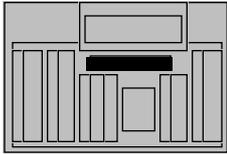
Press RLS. The state of the extension's MSG WAITING signal is unchanged.



The msg. indicator goes off. The RLS indicator goes on; you are free to process other calls.

## Supervisory mode

With supervisory console, pressing  enables you to perform supervisory functions. It also puts your console in position-busy mode, preventing calls from ringing at your console.

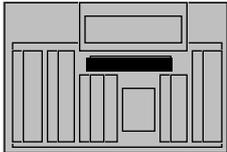


1

To use supervisory mode, press  when your console is idle (all lpk indicators off).



No further calls will ring at your console. You can now perform supervisory functions.



2

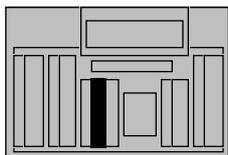
To cancel supervisory mode, press  when your console is in supervisory mode.



Calls will now ring at your console.

## Monitoring other attendants

As supervisor, you can monitor selected attendant calls without being detected by either the attendant or the caller.

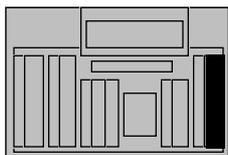


1

Once in position-busy mode, press an idle lpk key.



The lpk indicator goes on.

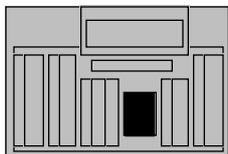


2

Press obs/B. ver.



The obs/B. ver indicator flashes.

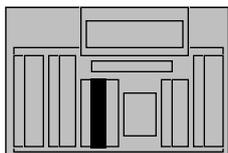


3

Dial the access code, then the attendant number.



You hear conversation, but you cannot be heard, if the called attendant is talking to a caller. The S and D indicators go on. You hear nothing if the called console is idle. The S and D indicators go on. You hear nothing if the called console is in position-busy mode. The S and D indicators go on and the obs/B. ver indicator flashes.



4

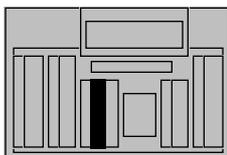
Press RLS to end the procedure.



The RLS indicator goes on; you are free to perform other supervisory functions.

## Calling an attendant

As supervisor, you can call an attendant in your group, unless their console is in position-busy mode.

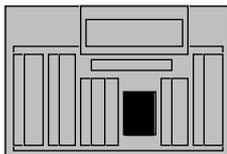


1

Once in position-busy mode, press an idle Ipk key.

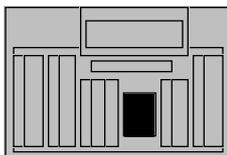


The Ipk indicator goes on.



2

Dial the attendant access code.

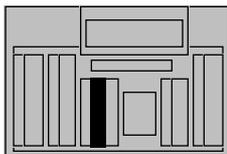


3

Dial the appropriate attendant codes.



You hear ringing. The S indicator flashes slowly.



4

The called attendant answers. Press RLS when you wish to end the call.



Ringling stops. The S indicator goes on steadily. The RLS indicator goes on; you are free to process other calls.

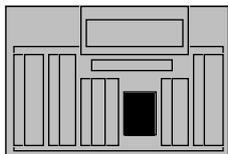
**Note 1:** If you dial an incorrect attendant code, you hear a fast busy signal and the S indicator remains off. Press RLS src.

**Note 2:** If the called console is busy, you hear a busy signal and the S indicator continues to flash slowly. Press RLS.

**Note 3:** If the called console is in night-service mode, your call cannot be completed. You hear a fast busy signal and the S indicator remains off. Press RLS dest.

### Transferring a call to an attendant

As supervisor, you can transfer a call to an attendant in your group, even if their console is in position-busy mode.

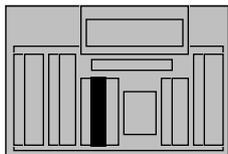


1

The person to whom you are speaking wishes to speak to another attendant. Dial the attendant access code, then dial the appropriate attendant code.



The excl. src. indicator goes on; the caller is automatically placed on hold. The D indicator flashes slowly. The lpk and S indicators are on.

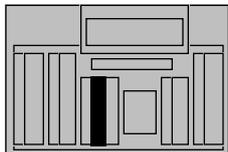


2

When the called attendant answers, press the lpk key.



The excl. src. indicator goes off and the D indicator goes on steadily; you, the caller, and the called attendant are connected.



3

Press RLS to end your connection in the call.



The RLS indicator goes on; you are free to process other calls.

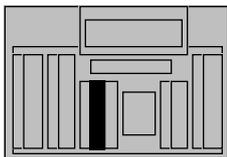
**Note 1:** If you dial an incorrect attendant code, you hear a fast busy signal and the D indicator remains off. Press RLS dest.

**Note 2:** • If the called console is busy, you hear a busy signal and the D indicator continues to flash slowly. Press RLS. Your call is placed in the attendant queue.

**Note 3:** • If the called console is in night-service mode, the transfer cannot be completed. You hear a fast busy signal and the D indicator remains off. Press RLS dest.

## Supervisory assistance

Despite the fact that your console may be in supervisory mode, another attendant can call you for assistance or transfer a call to you.

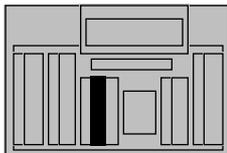


1

You receive a call from an attendant while your console is in supervisory mode.



You hear a tone. The S indicator flashes. The inter pos. C. ICI indicator goes on.



2

Press the Ipk key beside the flashing S indicator.



The tone stops and the Ipk and S indicators go on steadily; you are connected to the call.

**Note:** If an attendant tries to transfer a call to you while your console is in supervisory mode, the call waiting indicator goes on. To answer the call you must leave the Position Busy state.