Meridian 1 Small Systems

Central Answering Position

Guide

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Contents

About this guide

The purpose of this guide is to acquaint you with the Central Answering Position (CAP) equipped with an M2616 or M2216 telephone set. The information in this guide includes:

- a description of what the CAP is and a list of the required equipment
- procedures for configuring the CAP
- procedures for installing and removing key expansion modules
- a description of the common CAP features, including step-by-step procedures on how to use these features.

Chapter 1 — About the CAP

General information

The Central Answering Position (CAP) is a Meridian Digital 2616 or 2216 telephone. It provides many console features, letting you transfer, park, and place calls, and respond to requests for information. If you choose to add an optional key expansion module, the CAP also provides Direct Station Select and Busy Lamp Field features. The CAP is an alternative to the M2250 attendant console.

Hardware

The equipment required for a basic CAP is:

- an M2616 or M2216 ACD digital telephone
- a Liquid Crystal Display (LCD) display
- optional key expansion modules

You can use up to two NT2K22XH Meridian key expansion modules with the CAP, providing a total of 60 keys (22 keys per module, plus 16 keys on the telephone). When using key expansion modules, you need to install a local power supply and power board, as well as an expanded telephone footstand.

Operation

The features provided on the CAP depend on the type of configuration installed. The CAP can be set up to operate using multiline features, or as an ACD agent. You can choose to configure the CAP for multiline operation, or for ACD operation, but not both. In most situations, multiline CAP is the preferred option. Unless you need specific ACD functionality on your CAP, configure the CAP for multiline use.

Multiline

If multiline CAP is configured, one or more M2616 telephones can receive all attendant dialed calls and incoming trunk calls. The calls are presented to the telephone in ascending order, starting with the first SCR key.

The number of calls that can come into the M2616 telephone is limited only by the number of SCR keys configured on the telephone.

Shared SCR keys let multiple M2616 telephones share the incoming call load.

ACD

If multiple ACD CAP telephones are configured, calls are distributed among the telephones. The CAP that has been idle the longest is the first to receive an incoming call.

If equipped, a recorded announcement (RAN) can be used to advise the calling party of any delay in answering.

The CAP receives all calls that come in on the ACD queue. To answer calls, the CAP agent must be logged onto the ACD queue.

About the M2616 telephone

The M2616 telephone is a digital set equiped with a telephone handset, an alphanumeric display, and a Hold key. It may also be equipped with optional key expansion modules, as required.

Key expansion modules

In many cases, a user may need more keys than the 16 provided with the M2616 telephone. Expansion modules can be added to the telephone, providing up to 44 additional keys.

For more information about installing, configuring or removing key expansion modules, see "Chapter 5 — Key expansion modules" on page 57.

Multiline versus ACD functionality

The CAP can be set up to operate using multiline features or as an ACD agent. You can choose to configure the CAP for multiline operation, or for ACD operation, but not both. For a comparison of the features and functionality provided in each case, see Table 1. Multiline CAP is the preferred option.

M2616 functionality versus M2250 functionality

Although the M2616 CAP is an attendant position, it does not operate in the same way as the M2250 Attendant Console. The CAP can be set up to operate as a multiline telephone or as an ACD agent, and therefore provides attendant functionality in a different manner than the Attendant Console. For a comparison of the features and functionality provided by the M2616 and the M2250, see Table 2.

Table 1
Multiline CAP features compared with ACD CAP features

Multiline CAP	ACD CAP
All calls are presented to the SCR keys.	Calls queue until an ACD position is available.
Make Set Busy can be used to redirect calls to the Hunt DN that has been configured.	Make Set Busy (Night Service is entered when the last Central Answering Position logs out of the ACD queue by depressing the Make Set Busy Key).
Call Forward All Calls can be used to redirect calls at night.	A Night Service key can also be defined, for the ACD DN with that service. (ACD package B is required for this functionality.)
Transfer	Transfer
Conference / No Hold Conference	Conference / No Hold Conference.
	ACD position configured as supervisor and provisioned with an ACD agent observe key.
Call Forward No Answer to another position, mailbox, or attendant.	
	ACD Recorded Announcement.
	ACD position configured as supervisor and provisioned with a Display Calls Waiting key.
Group Call	
Dial Intercom	
Voice Call	
Call pickup	
Hunt	

Table 2 illustrates the CAP features which duplicate or simulate attendant console features.

Table 2
M2616 multiline features versus M2250 features

M2616 telephone set	M2250 Attendant Console
Transfer calls in three steps	Transfer calls in two steps
	Release (to extend), Exclude Source/Destination, using Hold key
Call Forward, Busy Status (BFS), Add-on modules	Busy Lamp Field
Keys configured as BFS keys enable you to connect to an extension by pressing a single key.	Direct Station Select
	Attendant RAN
	Call Waiting Indicator
Call Forward No Answer on unanswered calls	Timed Recall to the same attendant for unanswered calls
Call forward on no answer	Attendant overflow on no answer
Call forward all calls	Night key
Call pickup	
Hunt	
	Queuing
Display key	
Time and date through set based administration	Time and date key
Group Call	
Dial Intercom	
Voice Call	

Auto wakeup (with Option 11C Compact Hospitality features installed)	Auto wakeup
	Barge In
	Busy Verify
	Attendant Monitor
	Do Not Disturb
	DID route control
Paging using a trunk access code	Paging using a feature key
	Trunk Group Busy key
	Enhanced Secrecy
	Supervisory Console

Chapter 2 — Multiline CAP

General information

Multiline based Centralized Attendant Position (CAP) operates by delivering attendant dialed calls and incoming trunk calls to one or more multiline equipped M2616 telephones.

This chapter provides information about configuring and using multiline CAP, including:

- descriptions and diagrams for the CAP key layout
- overlays that used to configure CAP telephone with a TTY
- descriptions and procedures for various multiline CAP features.

Configuring Multiline CAP

Key layout on a Multiline CAP

A number of features make it easy to respond to and transfer calls using the CAP. Each CAP telephone model is pre-configured with certain features.

To activate pre-configured CAP data, select a CAP model using the administration telephone and carry out the appropriate overlays on the CAP, as described later in this chapter.

> ***Note:*** The features provided by the pre-configured model can be changed to meet specific requirements as described in "Configuring the CAP" on page 11.

Hold key

The Hold key is used to put an active call on hold, letting the user place an outgoing call, receive another incoming call, create a call conference, or perform other tasks. When the active call is placed on hold, the caller hears silence.

The call is returned from hold when the user presses the SCR key associated with the call.

Release key

The Release key is used to terminate a call. When the user presses the Release key, the active call is terminated, disconnecting the caller.

Program key

The Program key is used to set up various controls on the telephone. By pressing the Program key, the user can change such settings as volume, and language for prompts on the display.

Other keys

The M2616 can provide a number of other keys. The keys that appear on a user's telephone depend on the programming for that telephone.

The feature keys shown in Figure 1 and Figure 2 provide an example of the most commonly used multiline CAP functions. "Using the M2616 telephone" on page 21 briefly describes the common features for a multiline CAP and gives detailed instructions on how to use each feature.

Figure 1
M2616 CAP configuration recommended for general business applcations

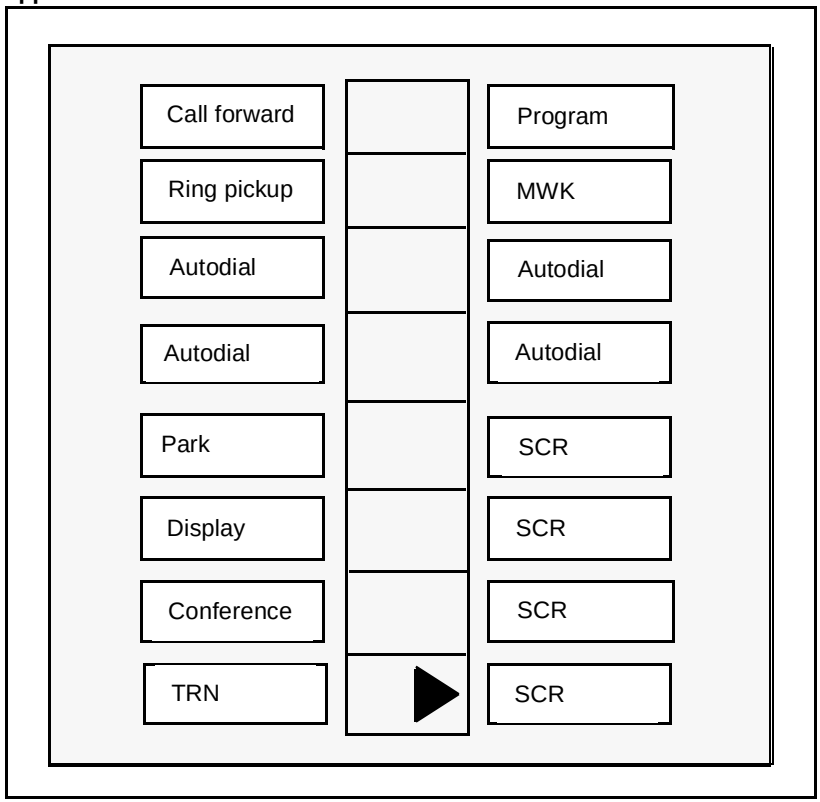
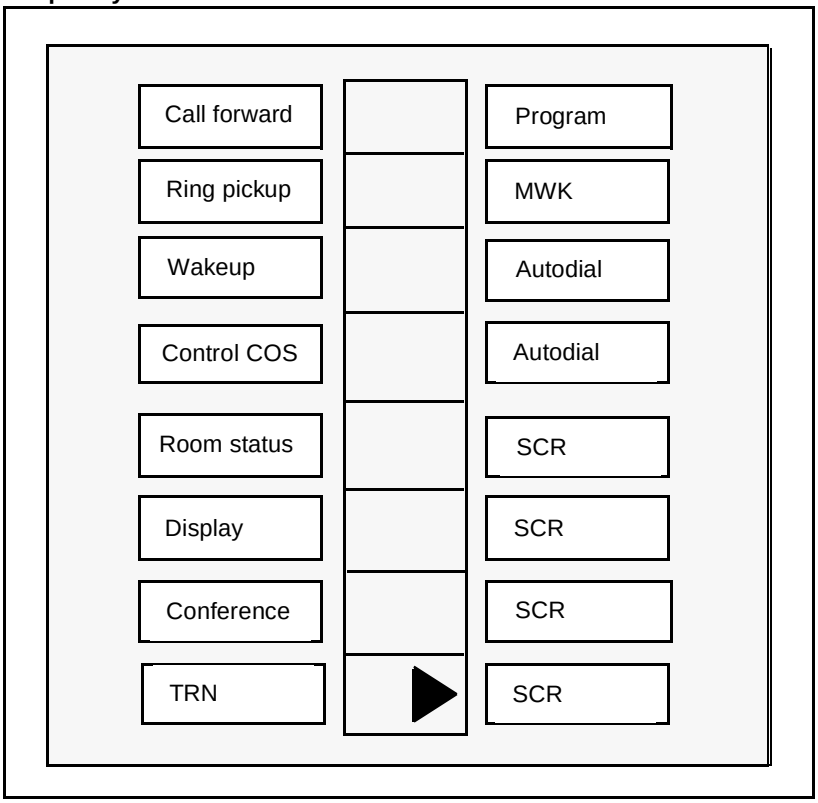


Figure 2
M2616 CAP configuration recommended for Option 11C Compact Hospitality installations



Configuring the CAP

The Central Answering Position (CAP) can be configured using the CAP telephone model as described in the *Planning, Installation, Fault Clearing and CCBR Guide.*

The CAP can also be configured using a TTY.

To configure the CAP use the system's TTY to access the following overlays in the order listed below.

> ***Note:*** The following is a summary of the steps to follow when configuring the CAP from a TTY. Refer to the Input/Output *Guide* for a complete listing of prompts and responses for the following overlays.

LD17: Configuration Record

LD15: Customer Data Block

LD11: Digital telephone data

Configuring an audible reminder of held calls

LD 15 – Set duration between reminder cadences for Audible Reminder of Held Calls on a customer-wide basis

Prompt	Response	Description
REQ	CHG	Change.
TYPE	CDB TIM	Customer Data Block. Gate opener.
CUST	0-99	Customer number.
- DBRC	40	Duration between reminder cadences for Audible Reminder of Held Call. An odd numbered entry is rounded up to the next even number.

LD 11 – Allow Audible Reminder of Held Calls on a set-by-set basis

Prompt	Response	Description
REQ	CHG	Change.
TYPE	2616	Telephone type, where: aaaa = 2006, 2008, 2216, or 2616.
TN	c u	Terminal Number.
CLS	ARHA	Allow Audible Reminder of Held Calls.

Configuring an Attendant DN

LD 15 – Configure an Attendnnt DN for the CAP.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	ATT_DATA	Attendant console data
CUST	0-99	Customer number.
ATDN	(0)-x...x	Enter a directory number to be used for calls to the attendant. (0 is a typical Attendant DN.) Use the night number as the prime DN for the attendant.
TYPE	NIT_DATA	Night Service data
CUST	0-99	Customer number.
NIT1	x...x	Enter the SCR of Key 0 on the multiline set.

Configuring Multiple Appearance DN Redirection Prime

LD 17 – Activating or deactivating MARP

Prompt	Response	Description
REQ	CHG	Change data.
TYPE	CFN PARM	Configuration record. Gate opener.
PARM	YES	Change system parameters.
- MARP	YES, NO	Activate or deactivate MARP. There is no default. <CR> retains the previous system data.

Configuring the M2616

Note: Refer to the Input/Output *Guide* for a complete listing of prompts and responses for the following overlay.

In overlay 11, respond as follows for the specified prompts when configuring an M2616 telephone:

Prompt	Response	Explanation
AOM	0, 1, 2	add-on modules 0, 1, or 2
CLS	ADD	“ADD “= automatic digit display
	SWA	“SWA” = station-to-station call waiting allowed
	CNDA	“CNDA” = Calling Party Name Display allowed
	HTA	“HTA” = Hunting allowed
	IRA	“IRA” = Incoming Ringing Line Preference allowed
	NIA	“NIA” = Non-ringing Incoming Line Preference allowed

	OLA	"OLA" = Outgoing Line Preference allowed
	FITA	"FITA" = Flexible Incoming Tones allowed
	ARHA	"ARHA" = Audible Reminder of Held Calls allowed
	POA	"POA" = Privacy Override allowed
	LND	"LND" = Last Number Redial denied
	MTA	"MTA" = Maintenance Allowed
	HFD	"HFD" = Handsfree Denied
HUNT	000	Hunt DN of next station in hunt chain
LHK	03	Last Hunt Key number limit
LPK	03	
KEY	xx TRN	"xx" = key number TRN = Transfer
	xx AO6	"xx" = key number A06 = Conference

LD 11 – Add a telephone with a Single Appearance DN.

Prompt	Response	Description
REQ	NEW	Add new data to the system.
TYPE	2616	
TN	c u	Terminal Number.
KEY	xx aaa yyyy	xx is the key number aaa is the DN type: SCR (single-call ring) yyyy is the DN.

- MARP		*MARP* prints on the next line indicating this TN is the MARP for DN yyyy.
KEY		Reprompts until <CR> is entered.

LD 11 – Assign Automatic Line Selection

Prompt	Response	Description
REQ	CHG	Change.
TYPE	aaaa	Telephone type, where: aaaa = 2006, 2008, 2216, or 2616.
TN	c u	Terminal Number.
CLS	IRA NIA OLA	Allow incoming ringing line preference. Allow incoming non-ringing line preference. Allow outgoing line preference.
LPK	xx	Specify the last key to be scanned for line preference (such as 0-7, 10-17, 20-27). Prompted only if CLS = IRA, NIA, or OLA. ***Note:*** A value of 0 (zero) for LPK disables this feature.

LD 11 – Allow Privacy Override

Prompt	Response	Description
REQ	CHG	Change.
TYPE	2616	Telephone type, where: aaaa = 2006, 2008, 2216, or 2616.
TN	c u	Terminal Number.
CLS	POA	Allow Privacy Override.

LD 15 – Allow Flexible Incoming Tones on a customer wide basis

Prompt	Response	Description
REQ	CHG	Change.
TYPE	CDB FTR	Customer data block Gate opener
CUST	0	Customer number
OPT	DBA	FIT allowed for Meridian digital telephones

LD 11 – Allow Flexible Incoming Tones on a set by set basis

Prompt	Response	Description
REQ	CHG	Change.
TYPE	aaaa	Telephone type 2616 for an M2616 2216 for an M2216
TN	c u	Terminal number
CLS	FITA	Flexible Incoming Tones allowed for this set

Implementing Set Based Administration to allow change of time and date

If Set Based Administration is configured at your site, you can adjust the system time from a maintenance class telephone.

‘Set Based Administration

To activate the Set Based Administration feature, make the following overlay changes:

LD 17

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	PWD	Change password information
NPW2	xxxx	Enter a password for access
LAPW	0-99	Limited Access to Overlays password number
PWTP	SBA	Set Based Administration password type
PWnn	xxxx	Enter the password to be used during Set Based Administration
LEVL	INST	INSTALLATION access level for this password
CUST	x	Customer to be accessed through this password
OPT	FEAD	Deny Change Set Features for this password
OPT	NAMD	Deny Change CPND Names for this password
OPT	TADA	Allow Set Time and Date for this password
OPT	TOLD	Deny Change Toll Restrictions for this password
TYPE	PARM	Change system parameters
SBA_ADM_INS	1	Number of installers who can log in at once

LD 57

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	FFC	Flexible Feature Code data
CODE	INST	Change the Set Based Administration installer code
INST	*44	Enter the flexible feature code to be used for accessing time and date control. (*44 is recommended.)

LD 11

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	2616	2616 telephone If the set type is followed by an “M” then the set definition is that of a model set.
TN	c u	Not prompted if “xxxx M” is entered in response to the 'TYPE” prompt.
CLS	MTA	Maintenance Allowed class of service

TIme and Date

You can use a telephone with maintenance class of service to adjust the time and date that appears on the telephone system and the telephones attached to it.

To manually change the system time, or date, from your maintenance telephone, perform the following steps:

1 Lift the telephone handset and dial *44. then the password.

2 Follow the instructions that appear on the display.

BFS implementation

The BFS key-LCD serves a dual purpose. The Busy Status function indicates whether a called party is busy or not. The Call Forward Status function lets you find out if a called party is call forwarded.

The BFS key also acts as an Autodial (ADL) key.

To implement the BFS feature, perform the steps listed below in overlap programs 15 and 11.

LD 15 – Respond to the OPT prompt with either FKA, the default, (Forward Key Allowed), or FKD (Forward Key Denied) to select the Call Forward All Calls mode of operation.

Prompt	Response	Description
REQ	CHG, NEW	Change, or Add.
TYPE	CDB RDR	Customer Data Block. Gate opener.
CUST	0	Customer number.
...		
NCOS	...	
- OPT	(FKA), FKD	Forward Key (Allowed) Denied — determines whether Call Forward keys on user sets for this customer are operational.

LD 11 – For each telephone set to be given a Busy/Forward Status (BFS) key, respond to the KEY prompt with 0-69 BFS lll s cc uu where 0-69 is the key number and lll s cc uu is the TN of the monitored telephone set.

Prompt	Response	Description
REQ	CHG, NEW	Change, or Add.
TYPE	aaaa	Telephone type where: aaaa = 2006, 2008, 2216, or 2616.
...		
LANG	...	
KEY	0-69 BFS lll s cc uu	Key number (0-69), Busy/Forward Status (BFS), Terminal Number (TN) of set to be monitored (lll s cc uu).
...		

Using the M2616 telephone

To receive a call

Lift the telephone handset, or press the line key beside the flashing lamp.

To place a call

Lift the handset or press a line key to get dial tone. Dial the desired number.

To place a call on hold

To place the active call on hold, press the Hold key.

To retrieve a call on hold

To retrieve a call you have placed on hold, press the line key associated with the call. (The lamp beside that key will be flashing.)

Chapter 3 — ACD CAP

General information

Automatic Call Distribution (ACD) based Centralized Attendant Position (CAP) operates by routing incoming calls through an ACD queue before delivering the calls to one or more ACD-equipped telephone sets.

This chapter provides information about configuring and using ACD-based CAP, including:

- descriptions and diagrams for the CAP key layout
- overlays that used to configure CAP telephone with a TTY
- descriptions and procedures for various ACD CAP features.

Configuring ACD CAP

Key layout on an ACD CAP

A number of features make it easy to respond to and transfer calls using the CAP. Each CAP telephone is pre-configured with certain features.

To activate pre-configured CAP data, select a CAP model using the administration telephone and carry out the appropriate overlays on the CAP, as described later in this chapter.

> ***Note:*** The features provided by the pre-configured model can be changed to meets specific requirements as described in "Configuring the CAP" on page 26.

Hold key

The Hold key is used to put an active call on hold, letting the user place an outgoing call, receive another incoming call, create a call conference, or perform other tasks. When the active call is placed on hold, the caller hears silence.

The call is returned from hold when the user presses the SCR key associated with the call.

Release key

The Release key is used to terminate a call. When the user presses the Release key, the active call is terminated, disconnecting the caller.

Program key

The Program key is used to set up various controls on the telephone. By pressing the Program key, the user can change such settings as volume, and language for prompts on the display.

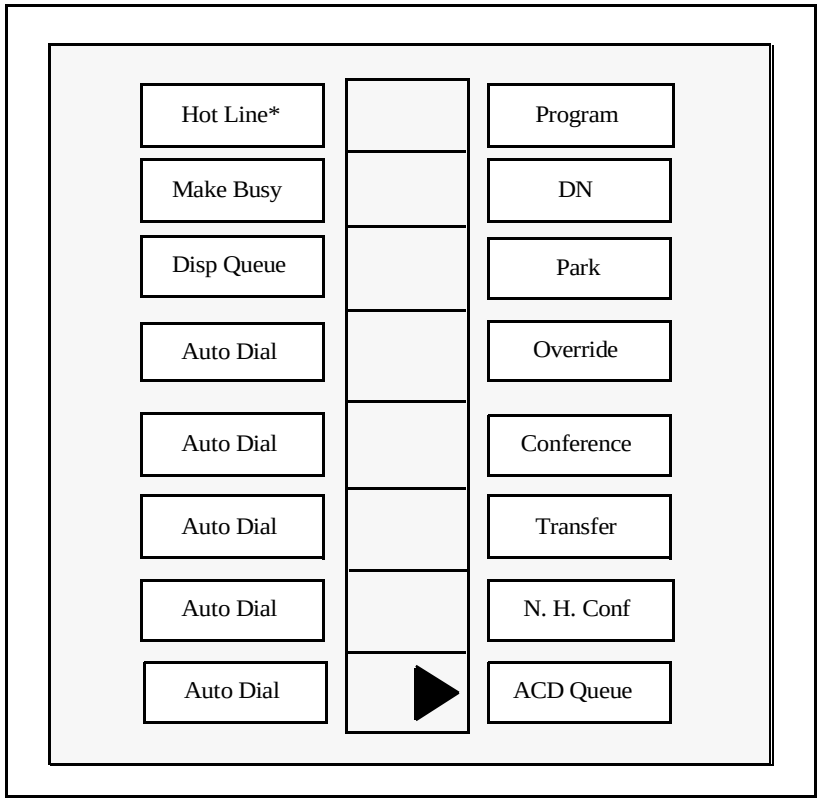
Other keys

The M2616 can provide a number of other keys. The keys that appear on a user's telephone depend on the programming for that telephone.

Figure 3 shows the model feature key assignments on the CAP telephone. These are the features defined when a CAP model is selected using the administration telephone.

The feature keys shown in Figure 3 provide an example of the most commonly used CAP functions. The CAP extension key (ACD queue) is found at the bottom right-hand corner of the keypad and has a default extension number. "Using common ACD CAP features" on page 32 briefly describes the common features for a CAP and gives detailed instructions on how to use each feature.

Figure 3
Default M2216 or 2616 CAP model



* This key is used to connect to the office paging system. Assign it with the paging route access code and define it when the telephone is activated.

Configuring the CAP

The Central Answering Position (CAP) can be configured using the CAP telephone model as described in the *Planning, Installation and Fault Clearing Guide.*

The CAP can also be configured using a TTY.

To configure the CAP use the system's TTY to access the following overlays in the order listed below.

> ***Note:*** The following is a summary of the steps to follow when configuring the CAP from a TTY. Refer to the *Option 11C Compact Software Guide* for a complete listing of prompts and responses for the following overlays.

LD 16: Use this overlay to configure RAN trunk routes.

LD 14: Use this overlay to configure RAN trunks.

LD 23: Use this overlay to configure the CAP queue.

LD 15: Use this overlay to do the following:

- Define and modify the attendant extension number.
- Define the night number and time.
- If necessary, define a second night number and time.
- Define customer options.

LD 11: Use this overlay to define the CAP features, including Busy Lamp Field and Direct Station Select.

LD 16 - Defining and modifying trunk routes

> ***Note:*** Refer to the *Software Guide* for a complete listing of prompts and responses for the following overlay.

To configure RAN trunk routes, respond as follows for prompts in this overlay:

Prompt	Response	Explanation
REQ	aaa	"aaa" = NEW, OUT, CHG, END

TYPE	bbb	“bbb” = trunk type (COT, TIE, DID, etc.)
DMODL	ccc	“ccc” = the route default model number for this route.

LD 14 - Defining and modifying trunks

Note: Refer to the *Software Guide* for a complete listing of prompts and responses for the following overlay.

To configure RAN trunks, respond as follows for prompts in this overlay:

Note: LD 14 is also used to assign incoming trunks with a Priority (via CLS=APY).

Prompt	Response	Explanation
REQ	aaa	“aaa” = NEW, OUT, CHG, MOV, END
TYPE	bbb <M>	“bbb” = the trunk type (COT, TIE, DID, etc.) “M” is optional. Enter “M” if using a model trunk.
MODL	ccc	“ccc” = a 1 to 3 digit model number. This prompt comes up only if a value for “M” is entered.
TN	cc uu	If you enter a value for “M “this prompt does not appear.
CDEN		If you enter a value for “M” this prompt does not appear.
TOTN	cc uu	If you enter a value for “M” this prompt does not appear.

LD 23 - Configuring ACD as the night number

Note: Refer to the *Software Guide* for a complete listing of prompts and responses for the following overlay.

The CAP queue (ACD queue) is configured using LD 23. Respond as following for the specified prompt:

Prompt	Response	Explanation
REQ	NEW	
TYPE	ACD	“ACD” = ACD data block
CUST	0 - 31	customer number
ACDN	xxxx	“xxxx” = ACD directory number
MWC	NO	not message center
ACPQ	(NO), YES	answered calls are (are not) given priority when re-entered in queue
AST	<CR>	Associated set (used with Meridian Link only).
DSAC	<CR>	Server IS/data service access code (used with Meridian Link only).
MAXP	1-120	Maximum number of positions.
SDNB	(NO), YES	Block (or not) calls to the Secondary DN.
BSCW	(NO), YES	Block (or not) calls to the secondary DN on walkaway.
ISAP	(NO), YES	ACD messages sent (not sent) across the ISDN/AP link.
RGAI	YES, NO	Ring again for internal calls.
FRRT	0-511	First RAN route number for ACD.
FRT	0-2044	Time in seconds allowed before unanswered incoming ACD calls are connected to the first RAN (appears if FRRT RAN route number is identified above).
SRRT	0-511	Second RAN route number for ACD.
SRT	0-2044	Time in seconds before second RAN is connected to ACD calls (appears if SRRT RAN route number is identified above).

Prompt	Response	Explanation
NRRT	0-127	RAN route number assigned as night announcement for ACD calls.
FROA	(NO), YES	First RAN to be given to incoming calls immediately
NCFW	x...x	Night call forward DN for ACD calls (up to 23 digits)
FORC	(NO), YES	Call forcing option

LD 15 - Configuring customer options

Note: Refer to the *Software Guide* for a complete listing of prompts and responses for the following overlay.

In overlay 15, respond as follows for the specified prompts:

Prompt	Response	Explanation
NIT	xxxxxxx	xxxxxxx is the ACD directory number of the CAP queue defined in LD 23. Up to 7 digits are allowed if the DNXP package is equipped, otherwise only 4 digits can be entered.
FLSH		
MPOP	YES	set multi-party prompts
FMOP	YES	set misoperation prompts
RGNA	STD ATN	Ring No Answer treatment
AOCS	<CR>	
RCY1	<CR>	
RCY2	1 - (6) - 15	Ring Cycles before forwarding to attendant

In LD 15, the customer data block, the prompt ***ATDN***, or Attendant Directory Number, defaults to ***0***. When ***0*** is dialed by a station user, the nonexistent console is seen by the Option 11 as being in night service. Therefore, all dial ***0*** calls are directed to the night number, which is the ACD directory number of the CAP.

All calls redirected to the CAP which are subsequently transferred to a station, may be redirected to Meridian Mail or recalled to the CAP ACD queue. The software associated with this produces prompts in LD 15, which determine whether or not a call is recalled to the CAP queue or redirected to a forward no answer destination such as Meridian Mail.

LD 11 - Configuring the CAP

Note: Refer to the *Software Guide* for a complete listing of prompts and responses for the following overlay.

In overlay 11, respond as follows for the specified prompts:

Prompt	Response	Explanation
AOM	0, 1, 2	add-on modules 0, 1, or 2
CLS	SPV ADD SWA	“SPV” = supervisor “ADD “= automatic digit display “SWA” = station-to-station call waiting allowed
KEY	0 ACD xxxx yyyy	“xxxx” = ACD queue directory number “yyyy” = position ID
	xx MSB	“xx” = key number MSB = Make Set Busy
	xx DWC yyyy	“xx” = key number DWC = ACD Display Waiting Calls “yyyy” = ACD-DN
	xx TRN	“xx” = key number TRN = Transfer
	xx AO6	“xx” = key number A06 = Conference
	xx NHC	“xx” = key number NHC = No Hold Conference

	xx PRK	"xx" = key number PRK = Call Park
	xx BFS aa bb	"xx" = key number BFS = Busy-Forward Status "aa bb" = TN (repeated for all digital stations being monitored)

Logging into the ACD queue

General information

There are two different procedures for logging into the ACD queue. The method by which you log in depends on whether the system is configured in "Position I.D." mode or "Agent I.D." mode. The following procedures describe how to log in and out of the ACD queue for each type of system configuration.

Configured in "Position I.D." Mode

Logging into the ACD queue:

- The CAP is in the "Make Set Busy" state.
  - — The "Make Set Busy" lamp may or may not be on.
- Pick up the handset.
- Press the "Make Set Busy" key.
  - — You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into the ACD queue.
- Press the "Make Set Busy" key or unplug the headset.
  - — You are now logged out of the ACD queue.

Configured in "Agent I.D." Mode

Logging into the ACD queue:

- The CAP is in the "Make Set Busy" state.
  - — The "Make Set Busy" lamp may or may not be on.

- Press the “Make Set Busy” key.
- Enter your agent I.D.

Note: The length and valid range of numbers in your agent I.D. depends on how the “ADS” feature is programmed in LD 23.

You are now logged into the ACD queue.

Logging out of the ACD queue:

- You are logged into ACD queue.
- Press the “Make Set Busy” key on the CAP or unplug the headset.

— You are now logged out of the ACD queue.

Using common ACD CAP features

Information about using the Display Queue feature is provided below. For information about using other features on the CAP, refer to “Using common CAP features” on page 35.

Note: If you are using a M2616 as your CAP and are logged into the CAP queue, placing the handset in the cradle or unintentionally pressing the switchhook will automatically log you out. In this situation, the lamp is not lit. This occurs unless you have the HOML prompt set to “YES” in LD 23. If this prompt is set to “YES”, you must press the Make Set Busy key to log out.

Display Queue (Disp Queue)

This key shows the number of calls in the queue, the number of staffed CAPs, and the waiting time of the oldest call in the queue. With this feature, the telephone does not have to be idle for you to display information. If the CAP is an M2616, you must have an ACD display. (A regular business display will not support this feature.)

Note: To use this feature, the CAP must be programmed to have Supervisor (SPV) class of service. This is done in overlay 11.

Displaying CAP information:

- Press the **Disp Queue** key.

Removing the information from the display:

- Press the **Disp Queue** key again.

Chapter 4 — Common features

Using common CAP features

This chapter describes each of the commonly configured features on the CAP and explains how to use them. The feature keys in the key layout diagram in the previous chapters correspond to the features listed in this section. All of the features are listed in alphabetical order.

Autodial

This key lets you autodial predefined directory numbers. To autodial a predefined autodial number, lift the handset or go offhook, then press the appropriate Autodial key.

To store a new Autodial number in a key, press the Autodial key without going offhook. Enter the new number. Press the Autodial key again to save the number.

Call Forward All Calls

This key lets you forward all calls to your number, redirecting to another telephone.

To activate Call Forward All Calls, press the Call Forward All Calls key and enter the directory number of the telephone that is to receive your calls. Press the Call Forward All Calls key again to complete forwarding.

To cancel Call Forward All Calls when it is active, press the Call Forward All Calls key.

Conference

This key lets you use the CAP to create conferences and to join parties together. The first party is put on hold while you add the second party.

Adding a person to a call:

- You have answered a call.
- Press **Conference**
- Dial the number of the person to be added to the call.
  OR
  Press the appropriate Direct Station Select key.
- The incoming call is put on hold.
- You can consult with the person called when they answer.
- Press **Conference** to link the conference.
- You can repeat the process to add more people to the call.
  OR
  Press **Rls** to disconnect yourself from the call.
- To talk with two people back and forth, press **Hold**, placing your second caller on hold, and press the appropriate SCR key or ACD queue key to connect with your first caller. To connect to the second caller, press **Hold** and then press **Conference**.

Control Class of Service

This key lets you change the Class of Service (COS) assigned to a telephone.

To activate Control Class of Service (CCOS), press the CCOS key. Dial the Prime Directory Number (PDN) of the telephone to be modified, and press the CCOS key again. Press Rls.

To deactivate CCOS when it is active, press the CCOS key. Dial the PDN of the telephone to be returned to its original COS, and press the COS key again. Press Rls.

Daylight Savings Time

To configure the automatic update to Daylight Savings Time, use the following commands in overlay 2:

LD 2

Prompt	Response	Comment
REQ	CHG	Modify existing data.
FWTM	xx y w zz	Set the date and time at which the system clock is to be moved forward one hour for Daylight Savings Time. xx = 1-(4)-12 month (Jan-Dec) y = (1)-5, L week (L for last week in month) w = (1)-7 day (Sun-Sat) zz = 1-(2)-22 hour (midnight - 2300 hours)
BWTM	xxx	Set the date and time at which the system clock is to be moved backward one hour for Standard Time. xx = 1-(4)-12 month (Jan-Dec) y = (1)-5, L week (L for last week in month) w = (1)-7 day (Sun-Sat) zz = 1-(2)-22 hour (midnight - 2300 hours)
SDST	ON, (OFF)	Enable (disable) the automatic change of time
TDST		Verify your change.

Feature Operation

The automatic update time based on Daylight Savings Time happens without user intervention.

Direct Station Select (BFS)

Keys configured as Busy Forward Status (BFS) keys let you connect to an extension by a BFS key. The keys on the add-on modules work as Direct Station Select (DSS) keys.

> ***Note:*** When you press a DSS key, it is important to remember that you need to press an extension (DN) key first.

Making a Direct Station Select call:

- Press the DN key.
- Press the DSS extension key.

Directory Number (DN)

This key is used for internal calling, or when required by one of the feature keys. For example, you use the DN key to retrieve a parked call. This feature can also be used for outgoing public network calls.

> ***Note:*** To make outgoing calls from an ACD CAP you must use the DN key. You cannot use the ACD queue to make outgoing calls, since it is only able to receive calls.

Making an internal call:

- Lift the Handset.
- Press the **DN** key.
- Dial the extension of the person that you want to call or press the DSS key.

Display Key

This key lets you display information on the LCD screen of your telephone. Press the key during a call to show or hide information on the display. Press the key when the telephone is idle to view information about autodial numbers and other telephone settings.

Make Busy

This key allows the CAP to indicate that it is not staffed or cannot receive calls. When the CAP is in the Make Busy state, calls are directed to:

- the programmed night call forward number for the CAP queue, if the CAP is an ACD set
- the Hunt DN, if the CAP is a nultiline set.

Making the CAP appear busy:

- Press **Make Busy**.
  OR
  For an M2616 ACD CAP, place the handset in the cradle or press the hookswitch.
- The indicator comes on.

Canceling the Make Busy feature:

- Press **Make Busy** again.
- The indicator goes off.

No Hold Conference (N.H. Conf)

This key lets you add people to a conversation. The original party is **not** put on hold as others are added.

Adding a person to a call:

You have answered a call.

- Press **N. H. Conf**
- Dial the number of the person to be added to the call.
  OR
  Press the appropriate Direct Station Select key.

- The incoming call is not put on hold. You do not hear the phone ringing and you can still talk to the caller.
- The called person answers and is automatically connected to the conversation.
- You can repeat the process to add more people to the call.
  OR
  Press the **RIs** key to disconnect yourself from the call.

  Note: The maximum number of people that you can add to a conversation is four. This means that the total number of people in a conference, including the originator of the conference, cannot exceed six.

Override

This key let you use the CAP to "break in" to an established call. The priority level of the telephone involved in the call and the level of the CAP determine whether override is permitted.

Overriding a busy signal and connecting to a call:

- You have dialed an internal call and received a busy signal.
- Press **Override**.
- You are now joined to the call in progress.

Park

The system lets you park a call in order to receive other calls. You can retrieve the parked call on the CAP or on another telephone that has access to Call Park.

Note: To retrieve a call before the call timer expires, note the extension that the call is parked on.

Parking a call on the System Park extension:

- You are on a call.
- Press **Park** twice.
- Press **RIs**.

Parking a call on an extension other than the System Park extension:

- You are on a call.
- Press **Park**.
- Dial the extension number on which you want to park the call.
- Press **Park** again.
- Press **RIs**.

Retrieving a parked call:

- Press the **DN** key.
- Dial the extension on which the call is parked, if the call is parked on an extension other than the system call park number.

  Note: Any telephone with access to Call Park can retrieve a call that is parked.

Privacy Release (Priv RIs)

This key allows someone to join or pick up a call that is on a private line. This "added party" must have a telephone which shows the private line.

Removing privacy from a line:

- You are on a call on a private line.
- Press **Priv RIs**.
- Any telephone that has access to this line can now join the conversation.
- To disconnect yourself from the call once someone else has joined the conversation, press the **RIs** key.

Program

This key lets you change various display features. Data parameters such as transmission speed, parity, and terminal mode can also be changed if the CAP is equipped with an optional data adapter.

- Press **Program**.

- Use the volume control bar to scroll through the programmable features, and press the number associated with the feature you wish to program.
- Use the volume bar to adjust the feature you select.

  The display features that can be programmed using this key are:

  — Volume adjustment

  — Predial recall

  — Contrast adjustment

  — Call timer enable

  — Idle screen format

  — Language selection

  — Display diagnostics

  — Key click

Ring Pickup

This key lets you pick up a call ringing on another telephone in your ring pickup group. To answer a call ringing on another telephone, lift your handset and press the Ring Pickup key.

Room Status

This key lets you check the status of a room.

To read the room status:

- Without lifting the handset, press Room Status key.

- Enter the room's extension number. The room extension appears on the display, followed by a two digit number. The first digit indicates the room occupancy (0 for vacant, 1 for occupied). The second digit indicates the cleaning status:

  1: Cleaning requested
  2: Cleaning in progrress
  3: Room cleaned
  4: Room passed inspection
  5: Room failed inspection
  6: Cleaning skipped
  7: Not for sale

- Press the Room Status key again to clear the display.

To change the room status:

- Without lifting the handset, press Room Status key.
- Enter the room's extension number. The room extension appears on the display, followed by a two digit room status code.
- Enter a full room status code (consisting of four digits). The display shows a three digit number. The first digit is the room occupancy status, the second digit is the old cleaning status. The third digit is the new cleaning status.
- Press the Room Status key again to clear the display.

Transfer

This key lets you transfer a call to an extension without having to wait for the desired party to answer.

Transferring a call without consultation:

- You have answered a call.
- Press **Transfer**.
- Dial the desired number.
  OR
  Press the appropriate Direct Station Select key.

- Press **Transfer** while you still hear the phone ringing. You are no longer connected to the call.
- If the call is not answered or forwarded by the call forward feature, it rings back to the CAP telephone (programmable in LD 15).

Transferring a call with consultation:

- You have answered a call.
- Press **Transfer**.
- Dial the desired number.
  OR
  Press the appropriate Direct Station Select key.
- Wait until the call is answered.
- The original call is put on hold.
- Speak to the person called.
- To return to the original caller without extending the call, press the ACD Queue extension key.
- To disconnect yourself from the call and connect the calling and called parties, press **Transfer** again.

Other features

Your Central Answering Position (CAP) also supports other features, which are discussed in detail in this section.

Call Forward and Busy Status

The Call Forward and Busy Status (BFS) feature was designed for an environment where party A forwards their calls to party B, for screening.

Feature Operation

By using a BFS key, party B can:

- monitor, activate or deactivate the Call Forward feature of party A

- override the Call Forward feature of party A, in order to place a call to party A
- determine whether party A is busy on a call.

The BFS lamp state of party B indicates whether party A is:

- forwarded and not busy (lamp in “wink” state).
- forwarded and busy (lamp in “flash” state).
- not forwarded and not busy (lamp in “dark” state).
- not forwarded and busy (lamp in “lit” state).

If the customer associated with party A has Forward Key Denied (FKD) Class of Service defined in the customer data, party A’s Call Forward key does not work. When party B presses the BFS key and:

- party A has already been forwarded to another station by another BFS key, then party A remains forwarded to that station
- party A has been forwarded to a DN by a remote Flexible Feature Code, then the call forward is overridden and all new calls are forwarded to party B
- party A’s calls were forwarded to party B, then party A’s call forward is canceled
- party A’s call forward is not activated, then party A’s calls are forwarded to party B and the CFW lamp on party A’s set lights up.

If the customer associated with Party A has Forward Key Allowed (FKA) Class of Service and Party B presses the BFS key, and:

- party A has already been forwarded to a station other than station B, then party A remains forwarded to that station
- party A’s calls are not forwarded, then party A’s calls are forwarded to party B and the CFW lamp on party A’s set lights up
- party A’s calls were forwarded to party B, then party A’s call forward is canceled.

Note: If party B presses the BFS key while receiving dial tone or special dial tone, the BFS key then works as an Auto Dial key to party A.

If a call originates to Party A, a CAP set with the BFS key depressed, the call is transferred automatically to the designated Call Forward/Busy number, Party B. If Party B is in Call Forward state, the call will ring three times, then immediately transfer to Party C.

In contrast, if a call originates to Party A, a CAP set without the BFS key depressed, the call will automatically transfer to Party C.

Feature Requirements

Party B must have a Meridian Digital telephone. Party A may have a Meridian Digital telephone or an Analog (500/2500 type) set, with Call Forward All Calls equipped.

A station may be monitored by a maximum of 16 other stations using the BFS key.

The feature requirements for Call Forward All Calls also apply to the BFS feature.

Feature Interactions

None.

Feature Programming

To activate this feature, use the following procedure in LD 11 and LD 15.

LD 11

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. If the set type is followed by an “M” then the set definition is that of a model set.
MODL	....	Only prompted if “xxxx M”, is entered in response to the “TYPE” prompt.
TN	....	Not prompted if “xxxx M” is entered in response to the 'TYPE” prompt.
....	....	....
KEY	nn BFS cc uu	Key number nn = 0 - 69, Busy Forward Status, TN to be monitored/screened. cc = 1-20 and uu = 0-15.

LD 15

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	CDB	Customer data block.
CUST	....	....
....	....	....
OPT	FKA, FKD	Forward Key Allowed, Denied.

Forced Camp-on/Priority Override

Forced Camp-on allows a station to "camp-on" to another party involved in an active call regardless of whether they have an internal or external call on hold. When used with Priority Override, the capability is called **Enhanced Override.** Forced Camp-on is activated automatically, (if Automatic Forced Camp-on, AFCO, is defined for the customer), or manually using the Enhanced Override (EOVR) key on Meridian Digital telephone sets, or the Enhanced Override Flexible Feature Code on Analog (500/2500 type) sets. Associated with this feature are four new station "Class Of Service" entries:

- CPFD/CPFA — Forced camp-on from another set denied/allowed.
- CPTD/CPTA — Forced camp-on to another set denied/allowed.

These are used to identify the ability of a station to invoke the camp-on feature or to be camp-on by another station.

The Priority Override feature allows an established call to be broken-in to and another call presented to the desired party. Before break-in occurs, a warning tone is given to all parties involved in the established call. The set performing the override must have a priority level equal to or higher than both sets being overridden. To activate Priority Override, the user of a Analog (500/2500 type) set must invoke a recall followed by the dialing of the Override Flexible Feature Code, while the user of a Meridian Digital telephone presses the Override key (OVR). Priority Override can also be activated using the Enhanced Override Flexible Feature Code or the Enhanced Override key (EOVR), as described in the preceding paragraph.

Associated with the Priority Override feature are seven priority levels which can be assigned to Analog (500/2500 type) and Meridian Digital telephones. This level defines the ability of one set to override another as follows:

- level 0 — This set cannot override and cannot be overridden.
- level 1 — This set cannot override but can be overridden.
- level 2 —This set can override level 1 and 2 sets and can be overridden by sets with priorities 2 - 7 (This is the default level).
- level 3-6 — Similar to level 2 —Can override sets of equal or lesser priority level other than 0, and can be overridden by sets of greater or equal priority level.
- level 7 — Can override levels 1 - 7, but can only be overridden by another set of priority 7.

Note: Camp-on is not effected by the override levels.

A new “Class Of Service” (COS), named “Override Denied/Allowed” (OVRD/OVRA) has been introduced for stations which defines the ability of a station to use or be overridden by the Priority Override feature.

Feature Operation

Several combinations of the Automatic Forced Camp-on and Priority Override features exist. Each combination provides the station with specific call scenarios. They are described here.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO" in the customer data, and equipping only an "OVR" key or "OVRD" flexible feature code disallows the use of forced camp-on. The priority override feature remains operational as described above.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO", the priority level to "0" and the camp-on classes of service to CPFA and CPTA gives only manual camp-on.

Setting the Automatic Forced Camp-On (AFCO) prompt to "NO", and adding an OVR and EOVR key/FFC gives the user the option of using only priority override (OVR key/FFC) or using manual forced camp-on which is invoked by the first depression of the EOVR key/FFC, followed by priority override (Second depression of the EOVR key/FFC).

Setting the Automatic Forced Camp-On (AFCO) prompt to "YES" and equipping only the OVR key/FFC automatically applies forced camp-on where applicable, and allows the use of the OVR key/FFC to implement priority override.

Using the EOVR key/FFC with AFCO set to "YES" simulates the OVR key/FFC and attempts a priority override, unless Automatic Forced Camp-on was initially denied. In this case, forced camp-on is re-attempted.

Feature Requirements

The Flexible Feature Code package (FFC) 139 and Multiple-Party Operation package (MPO) 141 must be equipped.

All stations involved in an established call being broken into must have warning tone allowed Class of Service. Otherwise, both priority override and forced camp-on features are denied.

Priority Override and Forced Camp-on can operate independently of each other.

Priority Override and Forced Camp-on cannot be applied to telephones involved in any of the following:

- a non-established call
- a conference call

- an attendant call
- a Release Link attendant call
- an attendant call through Centralized an Attendant Service or Primary Rate Access/Integrated Services Digital Network trunk
- an ACD call
- a data call
- a parked call
- a call-waiting call
- a held call
- an operator call back or toll operator break-in call
- Make Set Busy active
- Do Not Disturb active

External trunks cannot perform priority override. They can be overridden only if they are the undesired party of an established call being broken-in to.

Feature Interactions

Multiple-Party Operation: When a consultation call is made on a set equipped with Priority Override, a control digit has to be dialed from the set to perform a recall and return the call on hold.

Override: Priority Override, when activated, replaces normal override.

Digit Display: Once Priority Override has been performed on a set, its digit display shows the DN of the overriding set.

Feature Programming

To activate this feature, use the following procedure in LD 10, LD 11, LD 14, LD 15, LD 16 and LD 57.

LD 10

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify the existing data.
TYPE	500 500 M	500/2500 telephone data block If the set type is followed by an “M” then the set definition is that of a model set.
MODL	....	Only prompted if “xxx M” is entered in response to the “TYPE” prompt.
TN	....	Not prompted if “500 M” is entered in response to the 'TYPE” prompt.
....	....	.....
CLS	(CPFA), CPFD	Forced Camp-on from another set (allowed) denied.
	(CPTA), CPTD	Forced Camp-on to another set (allowed) denied.
	(WTA), WTD	Warning Tone (allowed) denied.
....	....	....
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. ***Note:*** Prompted when POVR package is equipped.

LD 11

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. If the set type is followed by an “M” then the set definition is that of a model set.
MODL	....	Only prompted if “xxxx M” is entered in response to the “TYPE” prompt.
TN	....	Not prompted if “xxxx M” is entered in response to the 'TYPE” prompt.
....	....	....
CLS	(CPFA), CPFD	Forced Camp-on from another set (allowed) denied.
	(CPTA), CPTD	Forced Camp-on to another set (allowed) denied.
	(WTA), WTD	Warning Tone (allowed) denied.
....	....	....
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. ***Note:*** Prompted when POVR package is equipped.
KEY	xx OVR	Key number, override.
	xx EOVR	Key number, enhanced override.

LD 14

Prompt	Response	Comment
REQ	NEW x	Add new data to the system. Follow NEW with a value, x, of 1-30 to create that number of channels. P7 — 250291
	CHG	Modify existing data.
TYPE	....	Trunk type.
....	....	....
CLS	(WTA), WTD	Warning tone (allowed) denied.

LD 15

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	CDB	Customer data block.
CUST	....	....
....	....	....
AFCO	YES, (NO)	Automatic (Manual) Forced Camp-on. ***Note:*** Prompted when the POVR package is equipped.

LD 16

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	RDB	Route data block.
CUST	....	....
DMODL	xxx	Default model number for this route (1-3 digits). Author's Note—FOX, Harold, P7
ROUT	....	....
TKTP	xxx	Trunk data block.
....	....	....
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. ***Note:*** Prompted when POVR package is equipped.

LD 57

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
....	....	....
	EOVR	Enhanced Override FFC.
	OVRD	Override/Priority Override.

Chapter 5 — Key expansion modules

General information

This chapter provides:

- descriptions and diagrams for the key expansion modules
- procedures and a diagram about how to install and remove the key expansion modules

Up to two optional Meridian Key Expansion Modules (NT2K22XH) can be used with the base CAP telephone. The keys in Figure 5 show the key expansion module with example labels for department or individual names. These keys act as Direct Station Select (DSS) keys and Busy Lamp Field arrays. Each of these keys is programmed with the Terminal Number (TN) of the telephone to which it corresponds.

To program these keys, use overlay 11 as described later in this chapter.

These keys are used to visually determine the status of a telephone, or to contact and extend calls to telephones. The status of a telephone is indicated by the key lamp in the following ways:

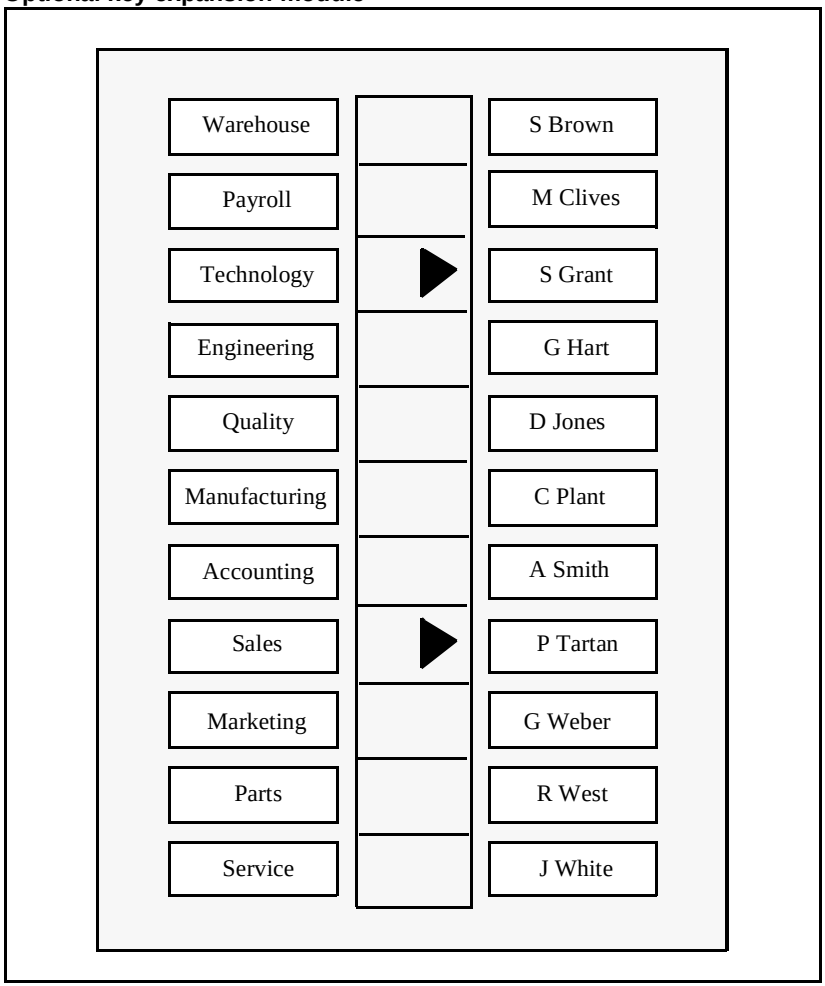
Idle — The key lamp is off.

Busy — The key lamp is steadily lit.

Forwarding — The key lamp is flashing.

Figure 4 shows an example of a key expansion module.

Figure 4
Optional key expansion module



Installing key expansion modules

Use this procedure to add one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephone.

Note: The associated footstand, power supply board, and additional power source are required before the key expansion module can be installed.

Procedure 1
Installing the module

1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.

2 Disconnect all cords from the telephone.

3 Remove the two screws from the stand assembly.Unsnap it from the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.

Note: If using an M2616 telephone with a Programmable Data Adapter, remove the Programmable Data Adapter and install it in the key expansion module footstand.

4 If the telephone is not yet equipped with the power board, install the power board now.

5 Align the bottom of the key expansion module with the bottom of the telephone. (Refer to Figure 5.)

6 Snap the end of the ribbon cable connector into the bottom interface jack on the key expansion module. Snap the other end of the ribbon cable into the interface jack in the left side of the telephone. Gather the excess cable in the base of the key expansion module.

7 If adding a second key expansion module, snap the end of a second ribbon cable connector into the bottom interface jack on the second key expansion module. Snap the other end of the ribbon cable into the top interface jack on the first key expansion module. (Refer to Figure 5.) Gather the excess cable in the base of the second key expansion module.

8 If the telephone is equipped with a Programmable Data Adapter, reconnect the data cable to the base telephone jack. Make sure that the Programmable Data Adapter cable and the interface cable do not get pinched between the base and the stand.

9 Secure the footstand to the key expansion modules and to the telephone. Place the footstand tabs into the slots provided on the base of the key expansion module and telephone and press down. Make sure that the stand is firmly attached to the base. Ensure that the ribbon cables are not pinched between the footstand and the mounting posts.

10 Insert the three (or four) self-tapping Phillips head screws supplied with the key expansion module into the mounting holes in the bottom of the footstand. Tighten the screws firmly with a #1 Phillips screwdriver.

11 Tighten all screws, replace all cords and place the telephone in its normal operating position. Place the label supplied with the key expansion modules on the bottom cover of the telephone (or the footstand) for tracking purposes.

12 Perform the self test and acceptance test procedures. (Refer to the *Software guide* for information about these test procedures.)

——————————— ***End of Procedure*** ———————————

Removing key expansion modules

Use this procedure to remove one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephones.

Procedure 2
Module removal

1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.

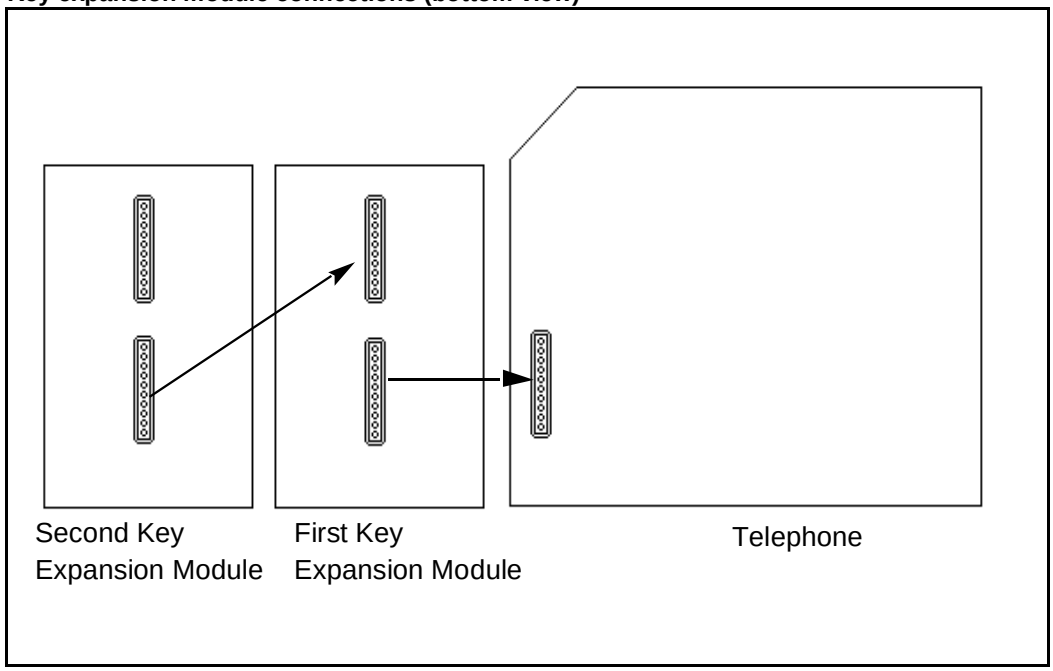
2 Disconnect all cords from the telephone.

3 Remove the screws from the stand assembly (where it meets the key expansion module) and unsnap the stand assembly from the key expansion module and the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.

4 Remove the interface cable from the telephone by pressing down on the locking tab. If there is an interface cable on the first key expansion module (closest to the telephone), remove it now.

——————————— ***End of Procedure*** ———————————

Figure 5
Key expansion module connections (bottom view)



P0890125

Meridian 1 Small Systems

Central Answering Position

Guide

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