# ATTENDANT CONSOLE
# GENERAL DESCRIPTION
# "DIMENSION®" PBX

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**NOTICE**

Not for use or disclosure outside the
Bell System except under written agreement

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## 1. GENERAL

1.01 This section provides a description of the attendant consoles used with DIMENSION PBX systems. Where attendant console operation applies to all DIMENSION PBXs, the designation ***DIMENSION PBX*** is used. When the operation is applicable to only one system, the appropriate PBX designation [▶Prelude,◀ 100, 400, 600 (formerly 400E), 2000, or Custom] is used. Figure 1 is a block diagram showing the console relationship to DIMENSION PBXs. Figure 2 shows a basic attendant console.

1.02 This section is reissued to provide coverage of the DIMENSION Prelude PBX and generic console. Revision arrows are used to denote changes.

1.03 The DIMENSION 100 PBX ▶or the DIMENSION Prelude PBX◀ can be equipped with one or two attendant consoles. The DIMENSION 400 PBX can be equipped with from one to four attendant consoles. The DIMENSION 600 (formerly 400E) PBX can be equipped with from one to ten attendant consoles. The DIMENSION 2000 and

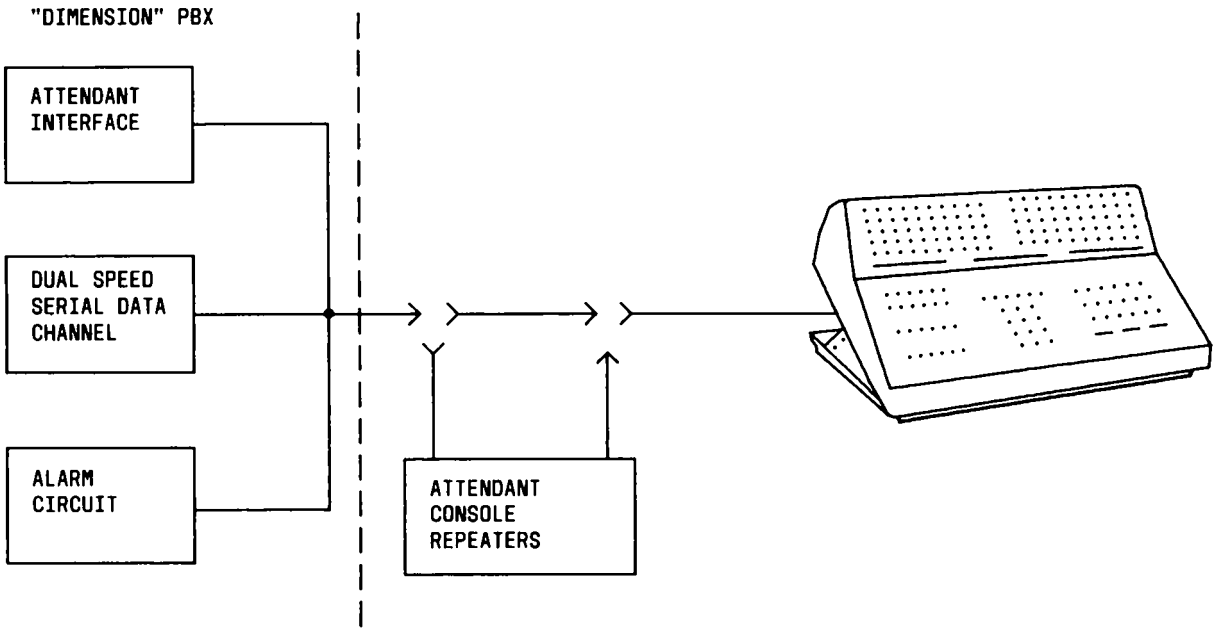



**Fig. 1—DIMENSION PBX and Attendant Console—Block Diagram**

Custom PBXs can be equipped with from 1 to 40 attendant consoles. One night console may be provided for each regular console.

**1.04** This section is based on the drawings listed in Part 6. If this section is to be used with equipment or apparatus reflecting later issue(s) of the drawing(s), reference should be made to the schematic drawings (SDs) and circuit descriptions (CDs) to determine the manner in which the section may be affected.

## 2. DESCRIPTION

**2.01** The attendant console desk-top position allows an attendant to handle assistance calls by means of nonlocking keys. Keys are provided for each of the control functions and for the loops which appear on the console. All calls placed by the attendant to trunks and to station lines are made using the TOUCH-TONE® service dial or via the attendant direct station selection (ADSS) and direct trunk group selection buttons.

**2.02** The attendant console is designed for switched loop operation with incoming call identification (ICI). An alphanumeric field may be provided in place of the six ICI lamps. Up to 30 unique ICI messages may be provided to assist the attendant in rapidly identifying calls and taking appropriate action. The messages displayed may be changed in accordance with local requirements via the maintenance and administration panel (MAAP) or remote maintenance, administration, and traffic system (RMATS).

**2.03** Two types of consoles are available for use with the DIMENSION PBX—the standard attendant console and the console/terminal. The attendant console, and console/terminal with FP11 only, may be equipped with an adjunct connector for automatic voice network (AUTOVON) access or visually impaired attendant service.

### STANDARD ATTENDANT CONSOLE

**2.04** The standard attendant console is for use with all DIMENSION PBX systems and feature packages (FP), except FP9 and FP11, that use console/terminals.

**2.05** The console is available in two configurations, small and large, which are the same size physically. The terms, small and large, refer to the number of lamps and control keys provided. The console can be ordered with or without attendant direct station selection/busy lamp field (ADSS/BLF) or with BLF only.

**2.06** Figures 3 and 4 show the typical labeling for the standard attendant console. The small

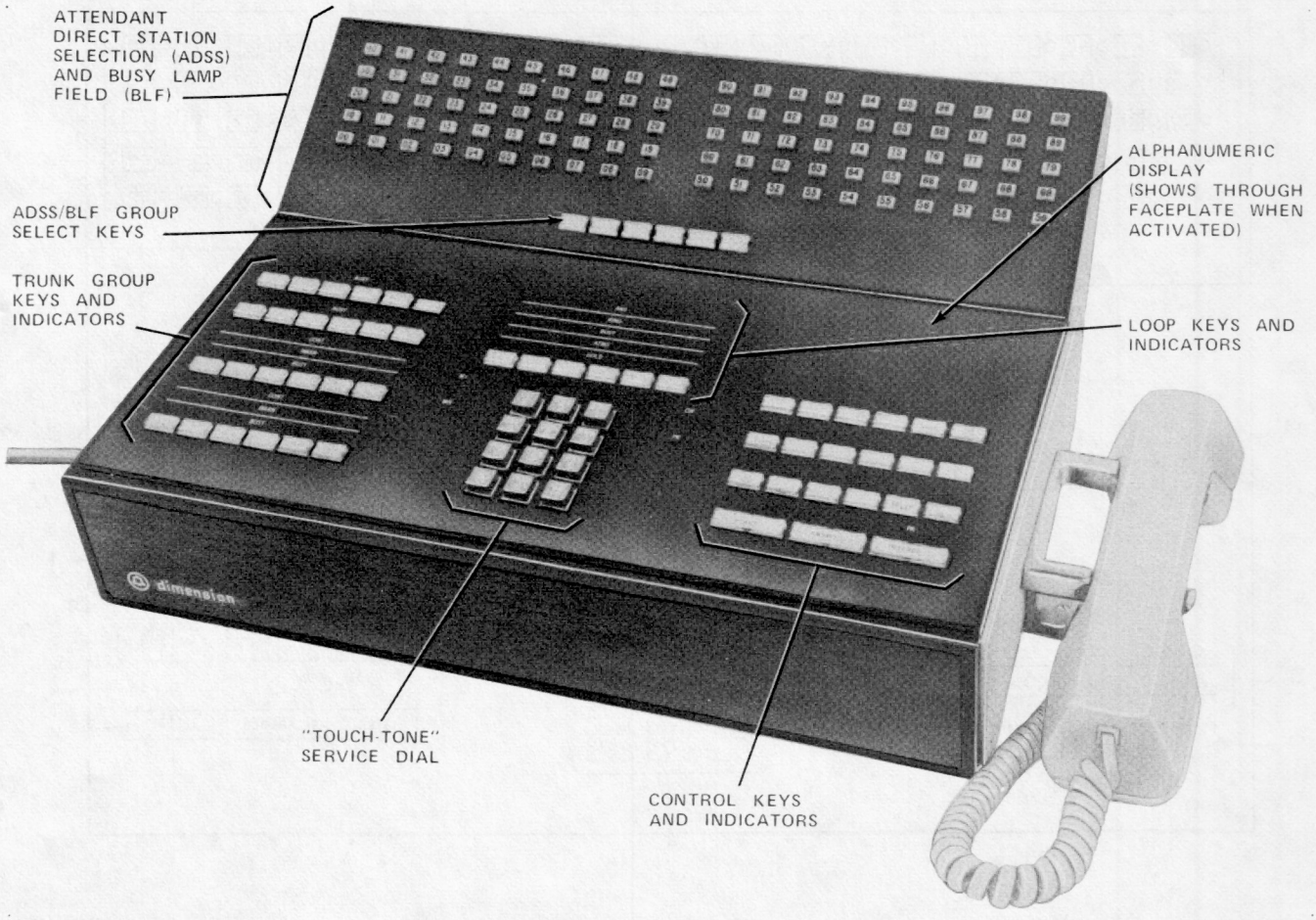



**Fig. 2—DIMENSION PBX Attendant Console**

console is shown with ICI lamps, and the large console is shown with an alphanumeric field. Figure 5 shows the typical labeling for the DIMENSION Prelude PBX console, which uses a small console with an alphanumeric display. Figure 6 shows the console used with Distributed Communication Systems (DCS); a large console with an 8-digit alphanumeric display is used.

***Any size console (standard attendant and console/terminal) may be used with any size system. All consoles in a system must be the same size and must be provided with identical features, lamps, and key arrangements. A small console can not be ordered with a FP8 system.***

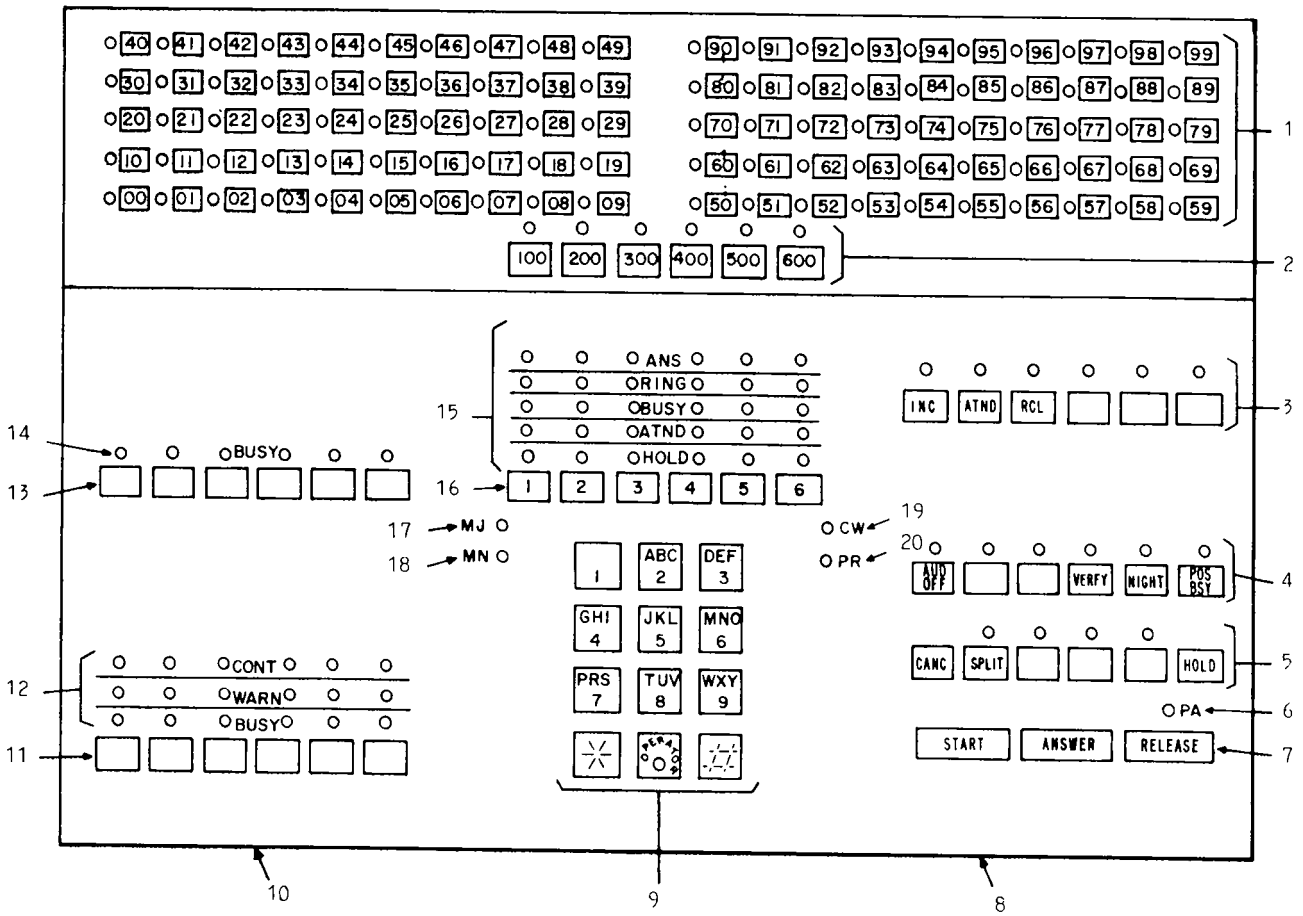
## CONSOLE/TERMINALS

**2.07** The console/terminals can only be used with FP9 and FP11 and:

- Are always equipped with an 8-digit alphanumeric field
- Are only available in the large size and can be ordered with or without ADSS/BLF
- Are either designated as an attendant console/terminal or a station console/terminal.

**2.08** There are three systems that use console/terminals:

- The Hospitality Communications System (hotel/motel) with FP9 and FP11




LEGEND:

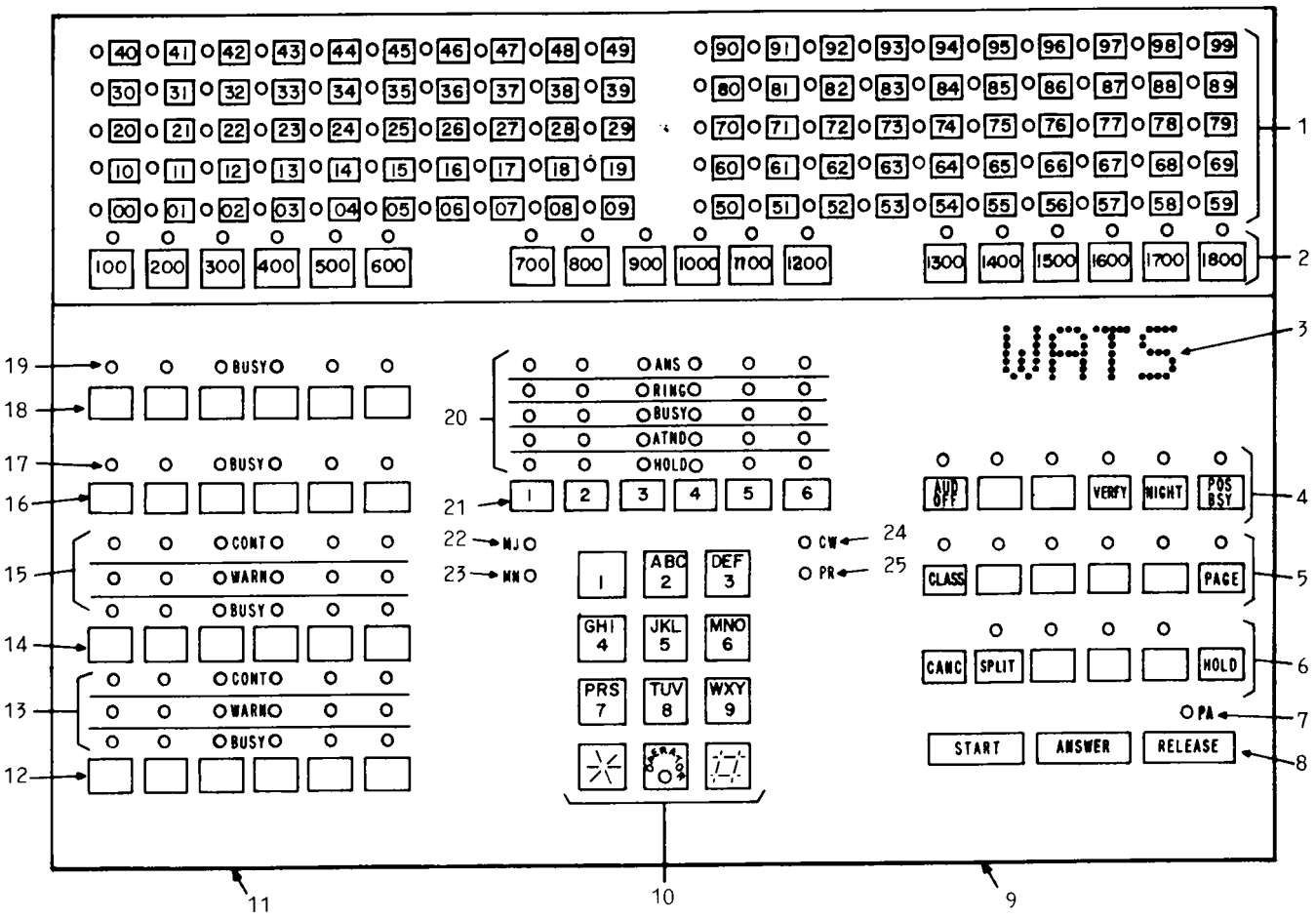
1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS †
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   - NO ADSS/BLF FEATURE 0
   - 1 HUNDREDS GROUP 0
   - 2 TO 6 HUNDREDS GROUPS 6 ‡
3. INCOMING CALL IDENTIFICATION INDICATOR LAMPS AND DESIGNATOR STRIPS (OPTIONAL ALPHANUMERIC DISPLAY CAN BE PROVIDED INSTEAD OF INDICATOR LAMPS AND DESIGNATOR STRIPS)
4. FEATURE CONTROL KEYS AND LAMPS - ROW 2*
5. FEATURE CONTROL KEYS AND LAMPS - ROW 1*
6. POSITION AVAILABLE INDICATOR LAMP
7. CONTROL KEYS - FIXED ROW
8. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
9. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
10. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
11. TRUNK GROUP KEYS - ROW 1*
12. TRUNK GROUP INDICATOR LAMPS - ROW 1*
13. TRUNK GROUP KEYS - ROW 2*
14. TRUNK GROUP INDICATOR LAMPS - ROW 2*
15. LOOP INDICATOR LAMPS*
16. LOOP KEYS*
17. MAJOR ALARM INDICATOR LAMP
18. MINOR ALARM INDICATOR LAMP
19. CALLS WAITING INDICATOR LAMP
20. PRIORITY CALLS WAITING LAMP

* KEYS/LAMPS ARE NUMBERED 1 THROUGH 6, LEFT TO RIGHT IN ROW.

† WHEN BLF ONLY IS PROVIDED, DESIGNATIONS ARE PAINTED ON PANEL. NO KEYS ARE PROVIDED.

‡ KEYS MAY BE DESIGNATED FOR ANY HUNDREDS GROUP IN ADDITION TO EXAMPLES SHOWN.

**Fig. 3—Typical Small Attendant Console**



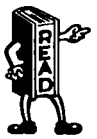

LEGEND

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS †
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   NO ADSS/BLF FEATURE 0
   1 TO 6 HUNDREDS GROUPS 6 ‡
   1 TO 18 HUNDREDS GROUPS 18 ‡
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS - ROW 3*
5. FEATURE CONTROL KEYS AND LAMPS - ROW 2*
6. FEATURE CONTROL KEYS AND LAMPS - ROW 1*
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
12. TRUNK GROUP KEYS - ROW 1*
13. TRUNK GROUP INDICATOR LAMPS - ROW 1*
14. TRUNK GROUP KEYS - ROW 2*
15. TRUNK GROUP INDICATOR LAMPS - ROW 2*
16. TRUNK GROUP KEYS - ROW 3*
17. TRUNK GROUP INDICATOR LAMPS - ROW 3*
18. TRUNK GROUP KEYS - ROW 4*
19. TRUNK GROUP INDICATOR LAMPS - ROW 4*
20. LOOP INDICATOR LAMPS*
21. LOOP KEYS*
22. MAJOR ALARM INDICATOR LAMP
23. MINOR ALARM INDICATOR LAMP
24. CALLS WAITING INDICATOR LAMP
25. PRIORITY CALLS WAITING LAMP

* KEYS/LAMPS ARE NUMBERED 1 THROUGH 6, LEFT TO RIGHT IN ROWS
† WHEN BLF ONLY IS PROVIDED, DESIGNATIONS ARE PAINTED ON PANEL. NO KEYS ARE PROVIDED
‡ KEYS MAY BE DESIGNATED FOR ANY HUNDREDS GROUP IN ADDITION TO EXAMPLES SHOWN.

**Fig. 4—Typical Large Attendant Console**

- The Hospital Communications Management System with FP9 and FP11
- The Communications Management System (generic) with FP11.




***When either type console/terminal is in hotel/motel, hospital, or generic mode, it is not able to receive or process calls.***

### A. Attendant Console/Terminal

**2.09** The attendant console/terminal functions as a normal DIMENSION PBX attendant position and can also perform all hotel/motel, hospital, or generic functions. Figures 5, 6, and 7, 8, and 9 show the typical labeling for the attendant console/terminals.

### B. Station Console/Terminals

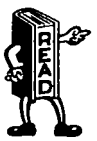
**2.10** The station console/terminals, which provide normal telephone service and hotel/motel, hospital, or generic needs, are physically the same as the attendant console/terminals but function like station sets for telephone service as follows:

- START performs off-hook function to originate a call.
- ANSWER/RECALL performs off-hook function to answer an incoming call or performs switchhook flash function when required.
- RELEASE performs on-hook function to terminate a call.

Any available station feature can be assigned to station console/terminals, and each terminal has a separate station number. Grouping of terminals can be done via station hunting. In addition, ADSS for room number entry, and busy lamp field for ready room status display are provided.

**2.11** The following are characteristics of the station console/terminal:

- Only the 12 hotel/motel, hospital, or generic keys, the PA lamp, the START, ANSWER/RECALL and RELEASE keys will be operational.
- The STA CNSL button is labeled and the lamp remains lighted to indicate "this is a station console/terminal."
- The six loop keys and all other control keys and lamps will not be labeled or operational.
- The left field of the alphanumeric display shows the calling station number on terminating calls.
- The AUDIBLE SIGNAL VOLUME control function is provided. The AUD OFF key and lamp function is not to be provided.
- The station console/terminal can be assigned as fixed common or trunk-to-station night station.
- Call distribution, call queuing, and multiline hold are not provided.
- Class-of-service display is not available.
- Visual ICI is not available (right field of alphanumeric display).
- Visual call supervision is not available.




***When the station console/terminal is used as a terminal only (not assigned a station line number), the handset cradle assembly is to be removed and a 165C plug must be inserted in each of the four 411C jacks.***

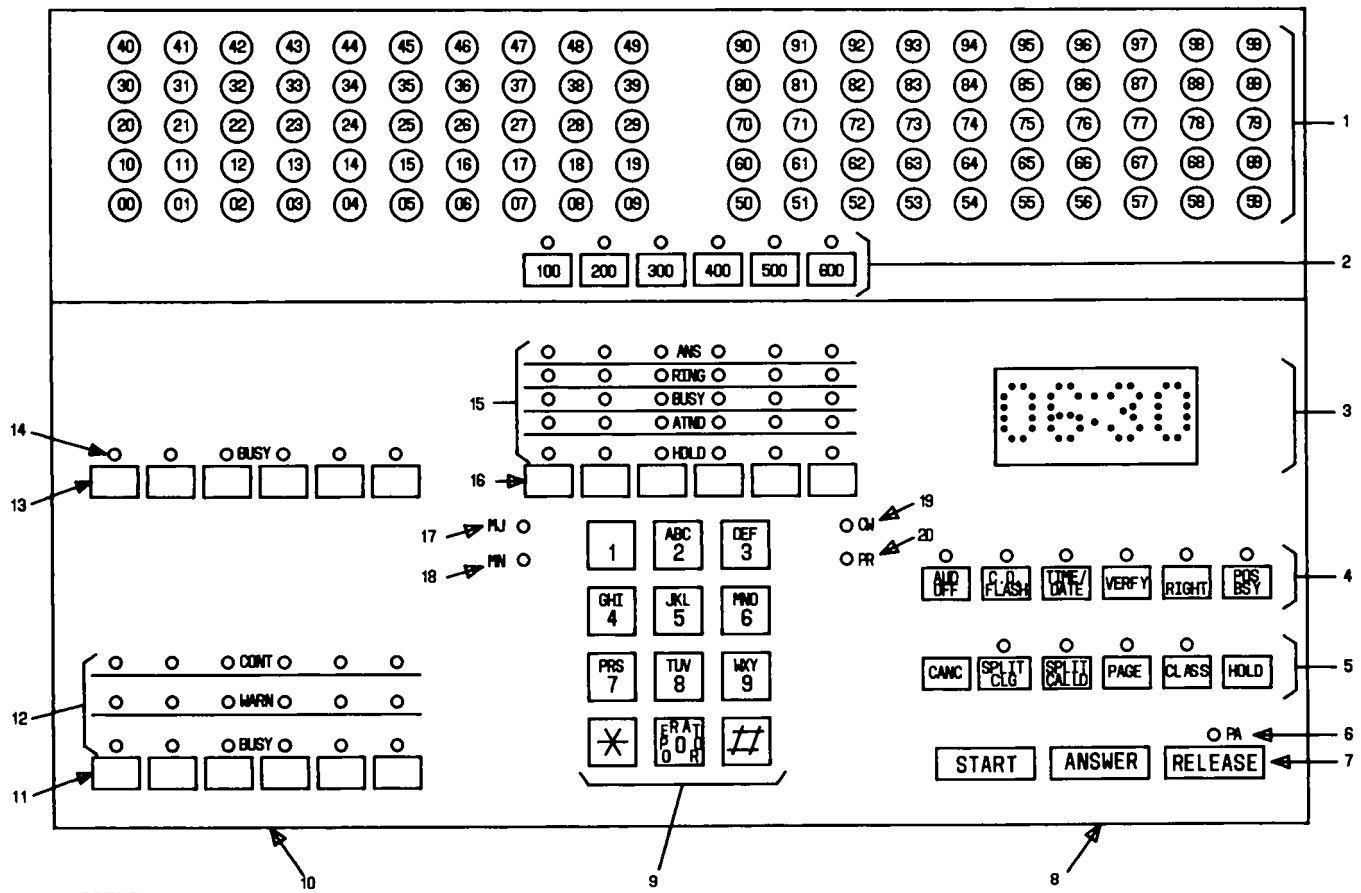
**2.12** Figures 10,11, and 12 show the typical labeling for the station console/terminals.

## CONSOLE LAMPS AND KEYS

### A. Trunk Group Select Keys and Lamps

**2.13** Trunk group keys allow an attendant, active on a switched loop, to directly select an outgoing trunk group instead of pressing the START key and dialing the trunk group access code. The trunk group keys at the left of the console may have either one or all of the following lamp indicators:

- CONT indicates that attendant has initiated control of trunk group access feature.
- WARN indicates warning that a predetermined number of trunks are busy in this trunk group. The number is specified locally for each trunk group.



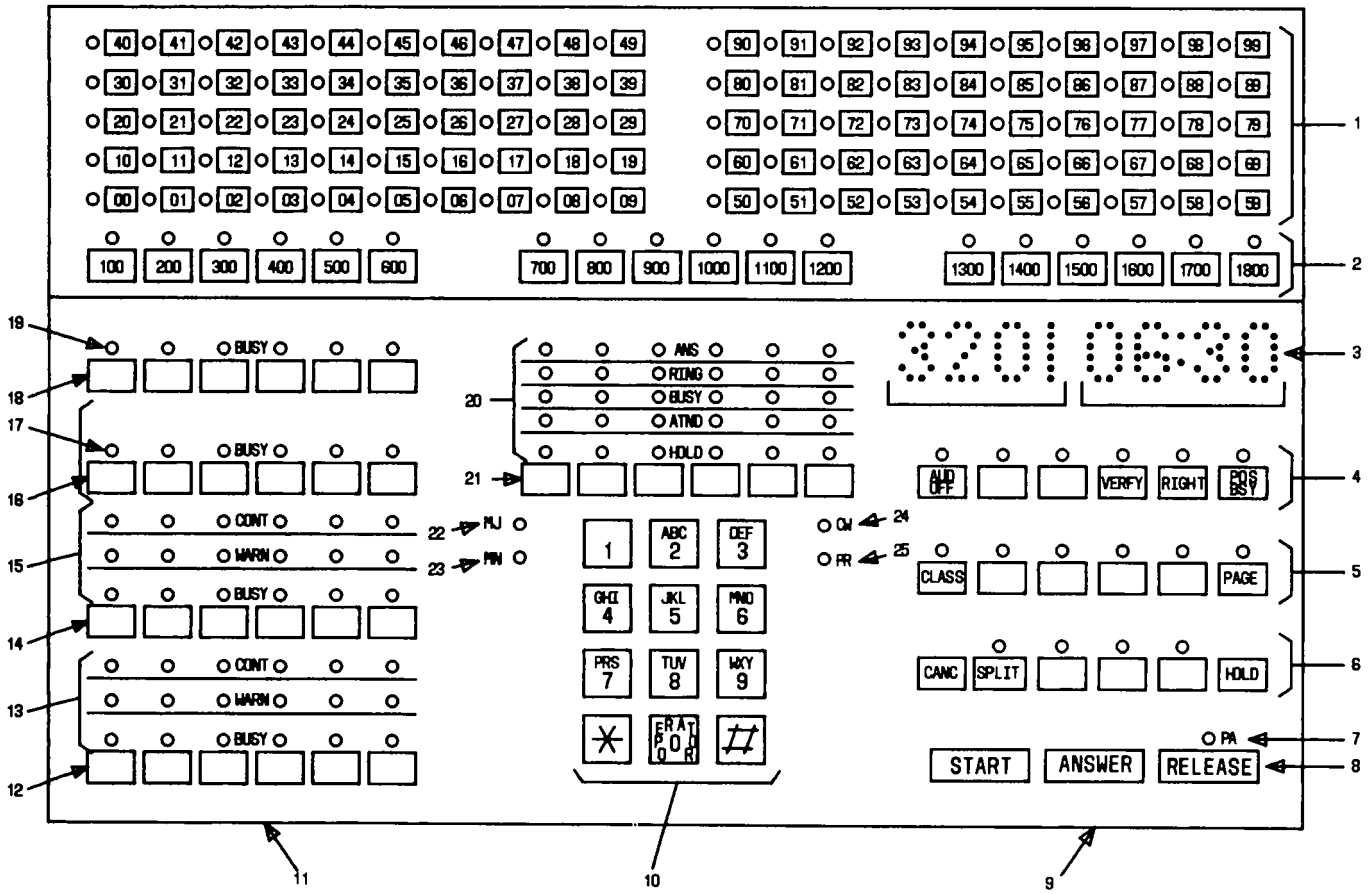

LEGEND:

1. BLF - 100 BUSY LAMPS CONTAINING DESIGNATION NUMBERS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   NO ADSS/BLF FEATURE 0
   1 HUNDREDS GROUP 0
   2 TO 6 HUNDREDS GROUPS 6†
3. ALPHANUMERIC DISPALY IS PROVIDED INSTEAD OF INDICATOR LAMPS AND DESIGNATOR STRIPS
4. FEATURE CONTROL KEYS AND LAMPS - ROW 2*
5. FEATURE CONTROL KEYS AND LAMPS - ROW 1*
6. POSITION AVAILABLE INDICATOR LAMP
7. CONTROL KEYS - FIXED ROW
8. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
9. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
10. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
11. TRUNK GROUP KEYS - ROW 1*
12. TRUNK GROUP INDICATOR LAMPS - ROW 1*
13. TRUNK GROUP KEYS - ROW 2*
14. TRUNK GROUP INDICATOR LAMPS - ROW 2*
15. LOOP INDICATOR LAMPS*
16. LOOP KEYS*
17. MAJOR ALARM INDICATOR LAMP
18. MINOR ALARM INDICATOR LAMP
19. CALLS WAITING INDICATOR LAMP
20. PRIORITY CALLS WAITING LAMP

* KEYS/LAMPS ARE NUMBERED 1 THROUGH 6, LEFT TO RIGHT IN ROW

† KEYS MAY BE DESIGNATED FOR ANY HUNDREDS GROUP IN ADDITION TO EXAMPLES SHOWN

Fig. 5—Typical Small Attendant Console for the DIMENSION Prelude PBX




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS†
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   NO ADSS/BLF FEATURE 0
   1 TO 6 HUNDREDS GROUPS 6‡
   1 TO 18 HUNDREDS GROUPS 18‡
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS - ROW 3*
5. FEATURE CONTROL KEYS AND LAMPS - ROW 2*
6. FEATURE CONTROL KEYS AND LAMPS - ROW 1*
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
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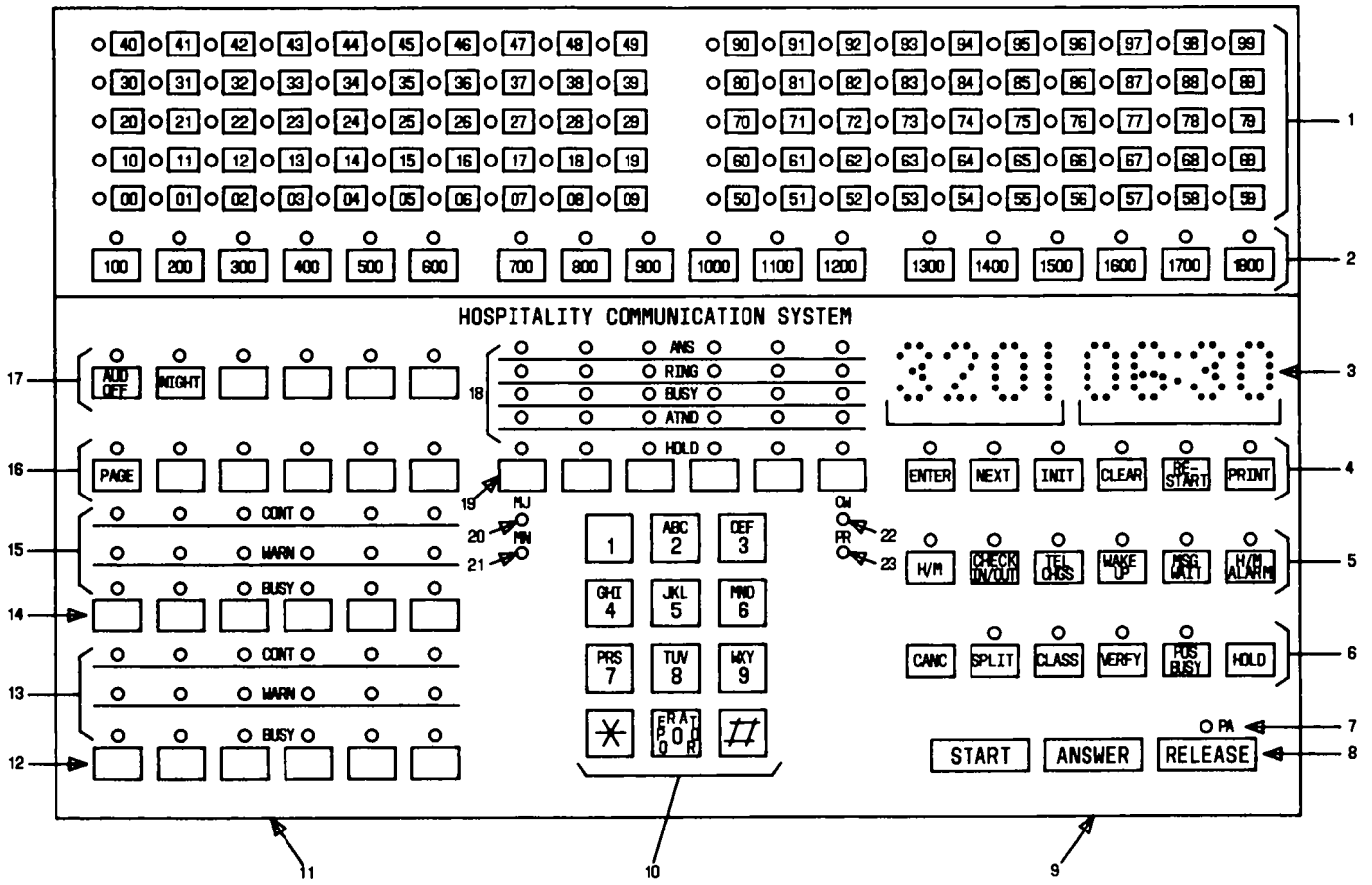
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
12. TRUNK GROUP KEYS - ROW 1*
13. TRUNK GROUP INDICATOR LAMPS - ROW 1*
14. TRUNK GROUP KEYS - ROW 2*
15. TRUNK GROUP INDICATOR LAMPS - ROW 2*
16. TRUNK GROUP KEYS - ROW 3*
17. TRUNK GROUP INDICATOR LAMPS - ROW 3*
18. TRUNK GROUP KEYS - ROW 4*
19. TRUNK GROUP INDICATOR LAMPS - ROW 4*
20. LOOP INDICATOR LAMPS*
21. LOOP KEYS*
22. MAJOR ALARM INDICATOR LAMP
23. MINOR ALARM INDICATOR LAMP
24. CALLS WAITING INDICATOR LAMP
25. PRIORITY CALLS WAITING LAMP

* KEYS/LAMPS ARE NUMBERED 1 THROUGH 6, LEFT TO RIGHT IN ROWS
† WHEN BLF ONLY IS PROVIDED, DESIGNATION ARE PAINTED ON PANEL. NO KEYS ARE PROVIDED
‡ KEYS MAY BE DESIGNATED FOR ANY HUNDREDS GROUP IN ADDITION TO EXAMPLES SHOWN.

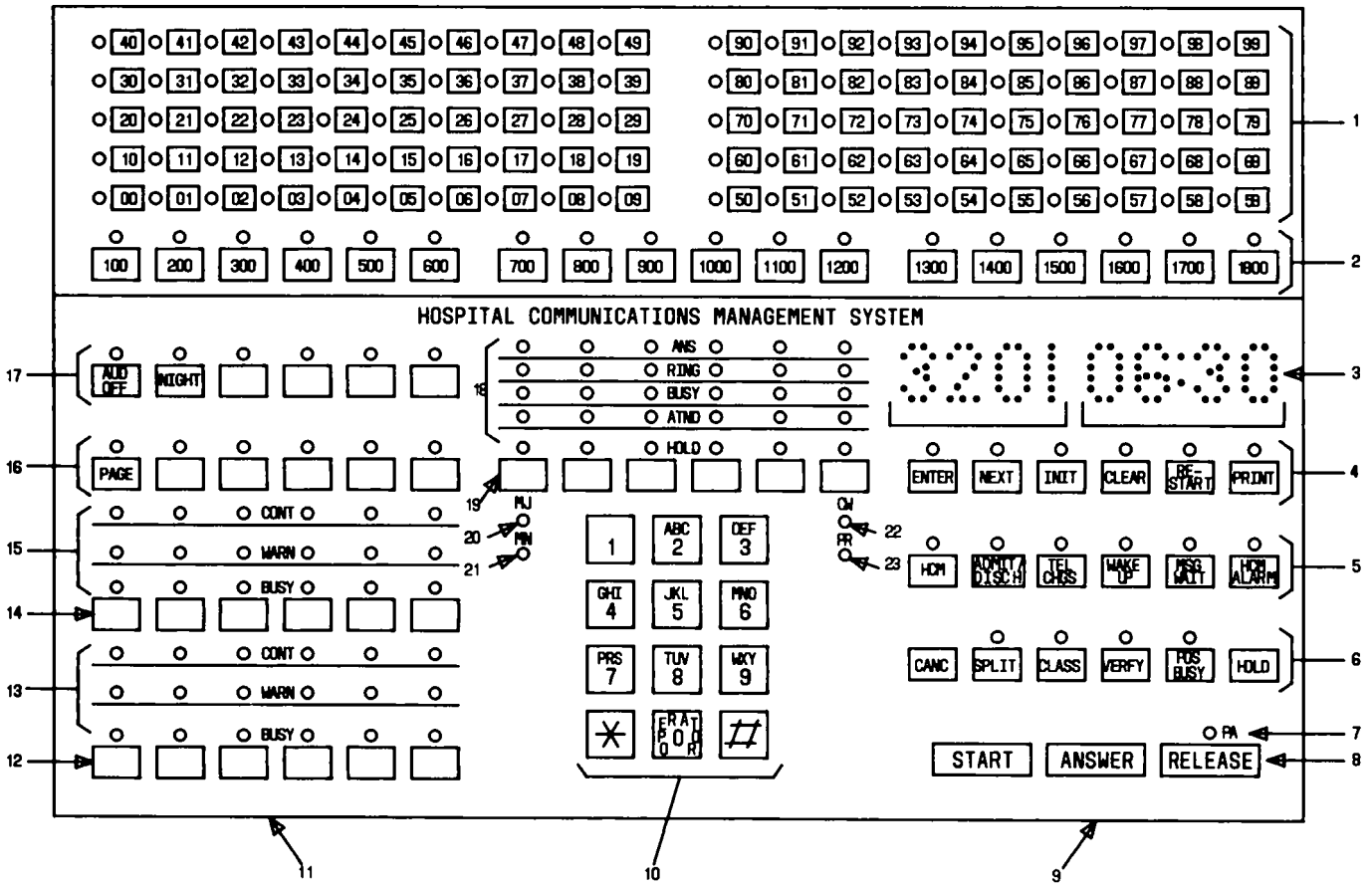
Fig. 6—Typical Large Attendant Console for the Distributed Communication System (DCS)




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS-18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
12. TRUNK GROUP KEYS - ROW 1
13. TRUNK GROUP INDICATOR LAMPS - ROW 1
14. TRUNK GROUP KEYS - ROW 2
15. TRUNK GROUP INDICATOR LAMPS - ROW 2
16. FEATURE CONTROL KEYS AND LAMPS
17. FEATURE CONTROL KEYS AND LAMPS
18. LOOP INDICATOR LAMPS
19. LOOP KEYS
20. MAJOR ALARM INDICATOR LAMP
21. MINOR ALARM INDICATOR LAMP
22. CALLS WAITING INDICATOR LAMP
23. PRIORITY CALLS WAITING LAMP

Fig. 7—Typical Attendant Console/Terminal for Hotel/Motel Service




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS-18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
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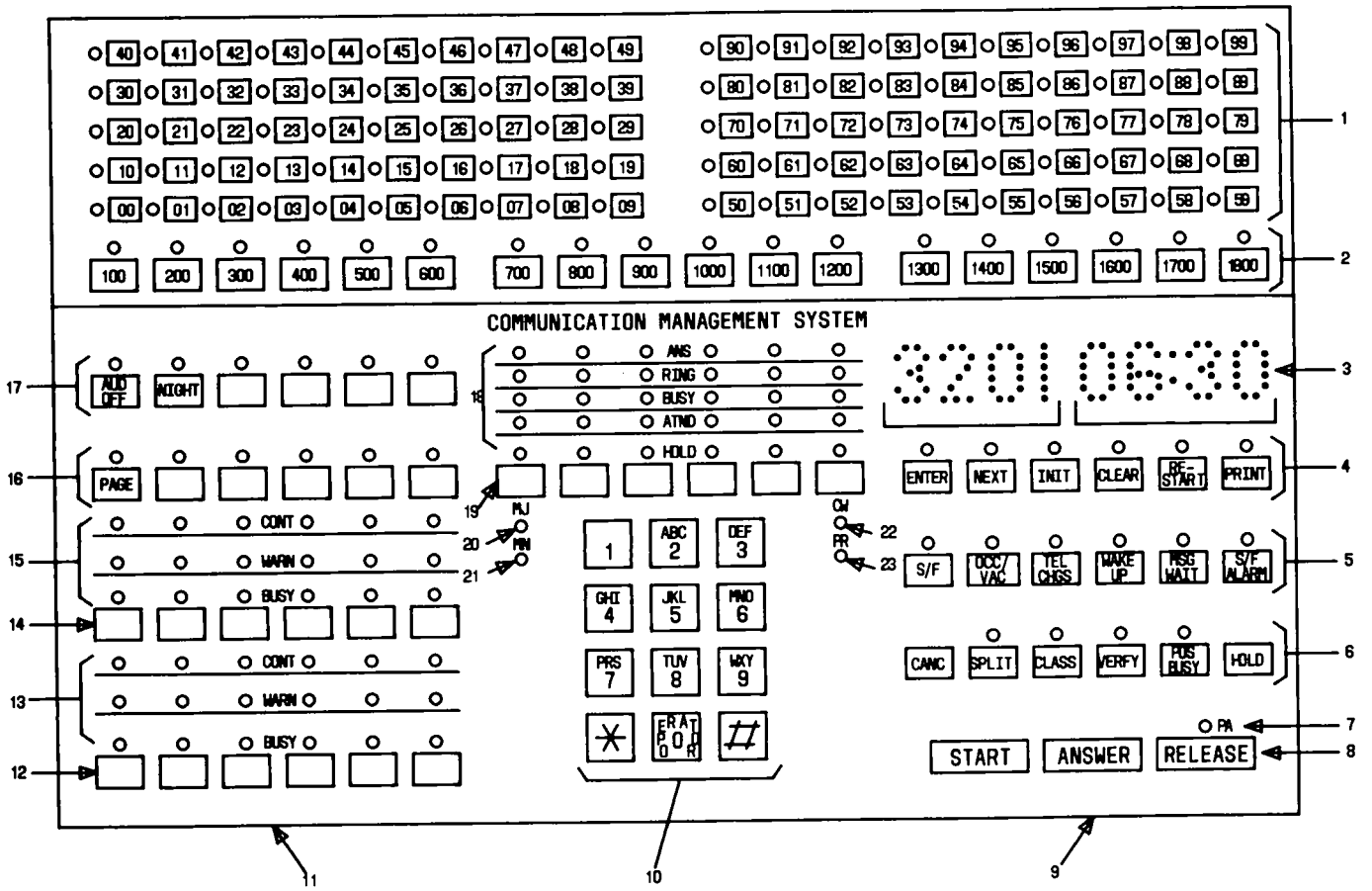
12. TRUNK GROUP KEYS - ROW 1
13. TRUNK GROUP INDICATOR LAMPS - ROW 1
14. TRUNK GROUP KEYS - ROW 2
15. TRUNK GROUP INDICATOR LAMPS - ROW 2
16. FEATURE CONTROL KEYS AND LAMPS
17. FEATURE CONTROL KEYS AND LAMPS
18. LOOP INDICATOR LAMPS
19. LOOP KEYS
20. MAJOR ALARM INDICATOR LAMP
21. MINOR ALARM INDICATOR LAMP
22. CALLS WAITING INDICATOR LAMP
23. PRIORITY CALLS WAITING LAMP

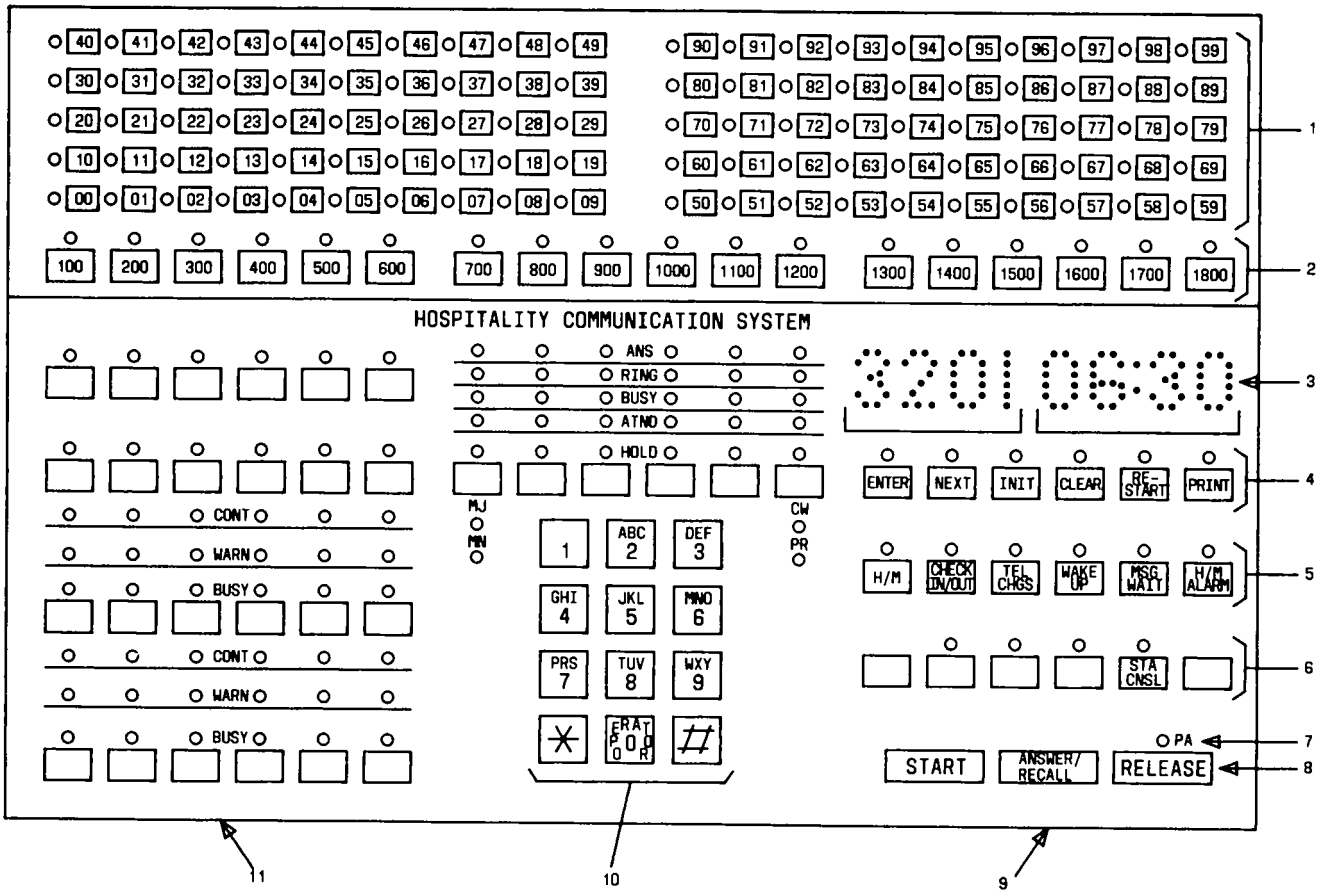
Fig. 8—Typical Attendant Console/Terminal for Hospital Service




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS-18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)
12. TRUNK GROUP KEYS - ROW 1
13. TRUNK GROUP INDICATOR LAMPS - ROW 1
14. TRUNK GROUP KEYS - ROW 2
15. TRUNK GROUP INDICATOR LAMPS - ROW 2
16. FEATURE CONTROL KEYS AND LAMPS
17. FEATURE CONTROL KEYS AND LAMPS
18. LOOP INDICATOR LAMPS
19. LOOP KEYS
20. MAJOR ALARM INDICATOR LAMP
21. MINOR ALARM INDICATOR LAMP
22. CALLS WAITING INDICATOR LAMP
23. PRIORITY CALLS WAITING LAMP

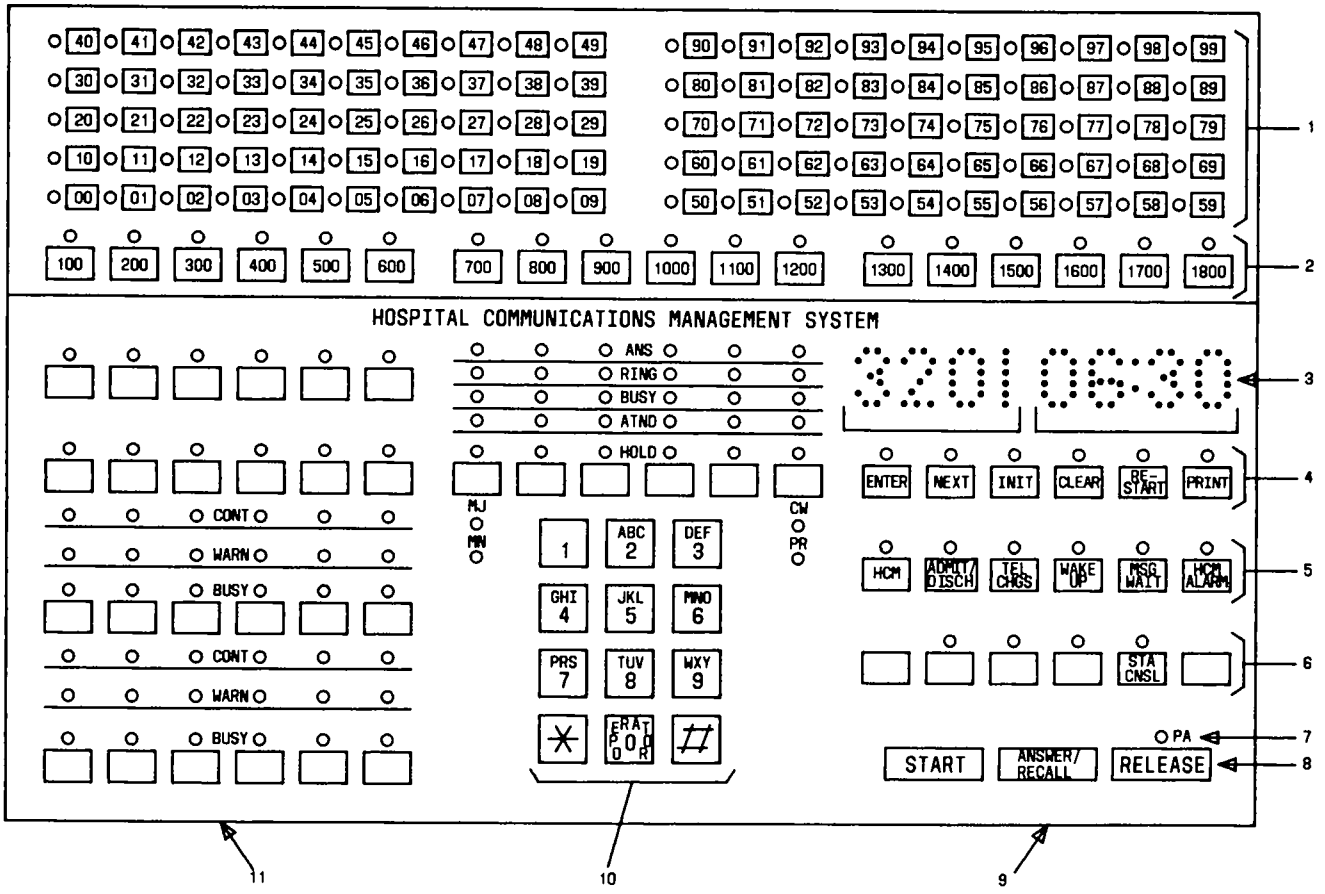
Fig. 9—Typical Attendant Console/Terminal for Generic Service




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:
   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS-18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)

Fig. 10—Typical Station Console/Terminal for Hotel/Motel Service

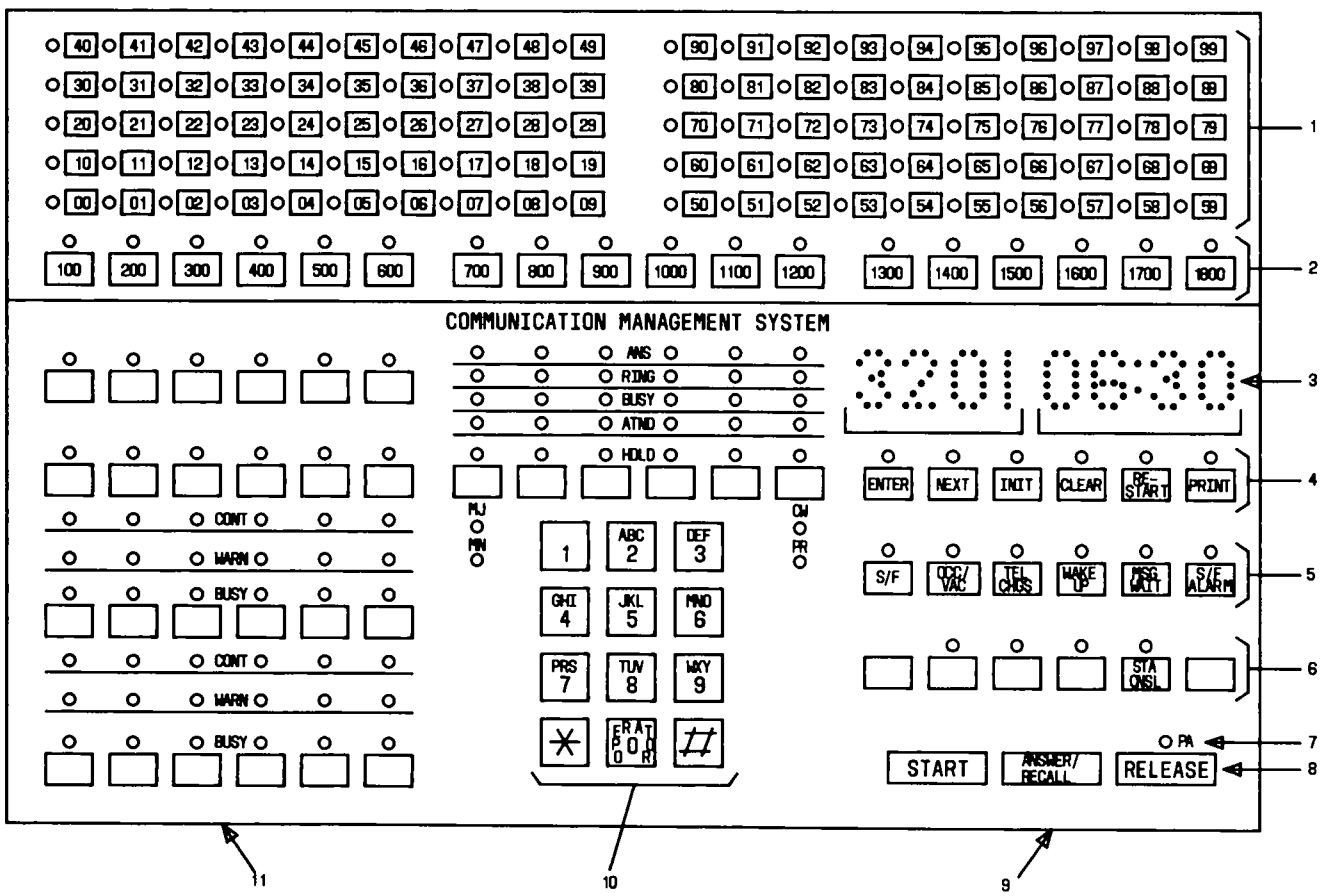



LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:

   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS - 18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)

**Fig. 11—Typical Station Console/Terminal for Hospital Service**




LEGEND:

1. BLF AND ADSS KEYS - 100 BUSY LAMPS AND 100 KEYS CONTAINING DESIGNATION STRIPS
2. HUNDREDS GROUP SELECT KEYS AND LAMPS:

   1 TO 6 HUNDREDS GROUPS - 6
   1 TO 18 HUNDREDS GROUPS - 18
3. ALPHANUMERIC DISPLAY
4. FEATURE CONTROL KEYS AND LAMPS
5. FEATURE CONTROL KEYS AND LAMPS
6. FEATURE CONTROL KEYS AND LAMPS
7. POSITION AVAILABLE INDICATOR LAMP
8. CONTROL KEYS - FIXED ROW
9. LAMP TEST/CALLS WAITING AND TIMED REMINDER AUDIBLE TONE SWITCH (BEHIND SWING-DOWN FRONT PANEL)
10. "TOUCH-TONE" SERVICE DIAL - 12 KEYS
11. AUDIBLE SIGNAL VOLUME (BEHIND SWING-DOWN FRONT PANEL)

Fig. 12—Typical Station Console/Terminal for Generic Service

- BUSY indicates all of the trunks in the trunk group are busy.

**2.14** The upper left trunk group keys are associated with the particular BUSY indicators only. These BUSY indicators light when all of the trunks in the trunk group are busy. Six trunk group keys with BUSY indicators only are provided on the small console. Twelve trunk group keys with BUSY indicators only are provided on the large console. The 12 upper left keys on a console/terminal are control keys. The assignment of trunk groups to keys is flexible.

**2.15** The lower left trunk group keys are associated with the CONT, WARN, and BUSY lamp indicators. Six trunk group keys with three lamp indicators are provided on the small console. Twelve trunk group keys with three lamp indicators are provided on the console/terminal and the large console. The assignment of trunk groups to keys is flexible. The designation of the keys is per customer requirements. It is recommended that the word LOCAL be used instead of CO if the customer has no preference for the local serving central office designations.

### B. Switched Loop Keys and Lamps

**2.16** Each console is provided with six dedicated switched loop keys above the TOUCH-TONE service dial. The keys are used to select the appropriate loop for processing or originating a call. Each loop key is associated with five lamp indicators to display the status of the call on that loop. The indicators may be steadily lighted, off, or flashing at 75 ipm (400 ms on and 400 ms off). The attendant console is provided with only one flash rate, and all of the flashing lamp indicators on a single console are synchronized. A **steadily lighted lamp** indicates the following:

- HOLD—A call on the associated switched loop has been held on the console by the attendant.
- ATND—The attendant is connected to the associated loop.
- BUSY—The called line is busy and/or attendant call waiting has been successfully established.
- RING—The called line is being rung.
- ANS—The called line has answered or the called trunk has been seized.

A **flashing lamp** indicates the following:

- HOLD—The timed reminder has timed-out on a call held on the console.
- ATND—An incoming call is waiting to be answered on associated loop.
- BUSY—The timed reminder has timed-out on a call camped on a busy station.
- RING—The timed reminder has timed-out on a call ringing a PBX station.
- ANS—When option for holding completed calls is provided, flashing lamp indicates recall from a held call.

### C. Control Keys

**2.17** The control keys are located at the lower right of each standard attendant console. The control keys are located at the lower right and upper left of each console terminal. The bottom row contains three keys for the start, answer, and release functions. Additional control keys in rows of six for assignment of functions are provided as follows:

- Two rows on small attendant console
- Three rows on large attendant console
- Five rows on console/terminal.

**2.18** All of the console keys are nonlocking, pushbutton, single-make keys. The assignment of control keys (except START, RELEASE, ANSWER or ANSWER/RECALL) is flexible according to local requirements. The CANC and HOLD keys are normally assigned to the two key positions without lamps. Console control keys and the functions are as follows:

- START—After operation of a loop key, initiates a request for the dedicated attendant register software associated with the console. The attendant receives PBX dial tone and may proceed to dial the appropriate station, trunk, or feature code. A calling party is automatically split from the call. With FP9 and FP11, the START button is used to provide the off-hook function for a station console/terminal.
- RELEASE—Releases the call from the active loop connection. With FP9 and FP11, the

RELEASE button is used to provide the on-hook function for a station console/terminal.

- ANSWER—Performs the same function as a loop key when answering an incoming call to the attendant. The attendant is automatically connected to the loop associated with the incoming call.

- ANSWER/RECALL (FP9 and FP11)—Provides answering and switchhook flash (on-hook/off-hook) function for the station console/terminal.

- ADMIT/DISCH (FP9 and FP11)—Activates admitting/discharging functions for hospital service (BLF indicates ready bed status).

- AFRL (FP8)—Used to activate or deactivate predetermined alternate facility restriction levels.

- AUD OFF—Controls the audible signal at the attendant console. When the audible signal is turned off, the lamp indicator associated with the AUD OFF key lights.

- CANC—Releases the called station or trunk (completed or incompleted) from the active loop.

- CHECK-IN/OUT (FP9 and FP11)—Activates check-in/out functions for hotel/motel service (BLF indicates ready room status).

- CLASS—***Standard Attendant Console:*** Allows the attendant to check the class of service of a calling station. The class of service is displayed in the numeric ICI field when the key is pressed. One of four restriction indications (NON, TOLL, REST, FULL) or a numeric class of service may be displayed. The first operation of the key displays the station class of service; the second operation displays the calling station number. Subsequent operations alternate between the station number and the class of service. The class-of-service display option is not provided with the ICI lamp configuration.

- CLASS—***Attendant Console/Terminal:*** On an incoming station call, the calling station number is displayed in the left-hand alphanumeric field. The clock is displayed in the right-hand alphanumeric field. This button allows the attendant to check the class of service or station restriction identification of the calling station.

- If the calling station is a guest room or bed, pressing CLASS button one time displays the telephone restriction of the guest room/bed in the left-hand field. The restriction is displayed as any one of seven restriction words: NONE, OUT, STA, O+S, TOTL, TERM, or O+T. Pressing CLASS button a second time displays the status of the room/bed (occupancy or cleaning) in the left-hand field. The class-of-service numbers for guest rooms/beds is the type number and can be obtained via room/bed status displays or printouts. (Generally, class-of-service numbers 1 through 20 are reserved for guest rooms or beds.)

- If the calling station is an administrative extension, pressing CLASS button one time displays the class of service or station restriction identification in the left-hand field. The restriction is displayed as any one of four restriction words: NON, FULL, TOLL, or REST, or optionally may be the class-of-service numbers 1 through 63. This number (locally defined) represents the total service, including restrictions provided to the station. Pressing CLASS button a second time displays ADM in the left-hand field.

- CLEAR (FP9 and FP11)—Clears data, deactivates a function, or resets alarm.

- DSS DISPL—Provided with extended ADSS feature to display last selected hundreds group.

- DSS GRP—Provided with extended ADSS feature to enable selection of desired station hundreds group.

- ENTER (FP9 and FP11)—Causes system to accept or reject keyed-in data. Operation completes data entry and confirms it by alphanumeric display.

- ♦FLASH (DIMENSION Prelude PBX)—Is used to recall a toll operator when a call is originated at the PBX via an operator.♦

- H/M (FP9 and FP11)—Initiates hotel/motel function mode for console/terminal.
- H/M ALARM (FP9 and FP11)—Lamp indicates an alarm condition has been detected. Operation of key provides a display of message associated with condition.
- HCM (FP9 and FP11)—Initiates hospital communications mode for console/terminal.
- HCM ALARM (FP9 and FP11)—Lamp indicates an alarm condition has been detected. Operation of key provides a display of message associated with condition.
- HOLD—Holds a call on the console, freeing the attendant and the console to process other calls. A 20- or 30-second timed reminder is associated with the hold function.
- INIT (FP9 and FP11)—Starts an action involving data storage or activation of a function.
- MSG WAIT (FP9 and FP11)—Shows and allows changing the message waiting status of the station number entered in the display feld.
- NEXT (FP9 and FP11)—Advances display or function to next word of data.
- NIGHT—Activates or cancels the appropriate night service at the PBX. When multiple consoles are used, operation of the NIGHT key on any console lights the NIGHT lamp on all other consoles. Existing calls are completed normally. New incoming calls are processed in the night mode.
- ♦OCC/VAC (FP11)—Activates occupied/vacant functions for generic service (BLF indicates ready room status).♦
- PAGE (optional)—Allows the attendant to directly access customer-provided loudspeaker paging equipment. Six paging keys may be provided for zone paging.
- PLAN (FP8 and FP12)—Used to display and change the automatic route selection route plan.
- POS BSY—Busies out the attendant console and makes it unavailable for incoming calls. Calls in progress on the console can be completed normally, and the attendant can continue to originate new calls. Operation of the POS BSY key in single console systems or operation of the POS BSY key on all consoles in a multiconsole system places the system in night service.
- PRINT (FP9 and FP11)—Starts a printing action or stops a print operation currently in progress on the printer associated with the console/terminal.
- RESTART (FP9 and FP11)—Returns to hotel/motel or hospital function start state.
- RLT RLS (FP9, FP11, and FP12)—Releases the centralized attendant service position from a release link trunk connected to branch location.
- ♦S/F (FP11)—Initiates generic function mode for console/terminal.
- S/F ALARM (FP11)—Lamp indicates an alarm condition has been detected. Operation of key provides a display of message associated with condition.♦
- SPLIT—Performs two functions alternately: The calling party is initially split from the call by operation of the START key. Pressing the SPLIT key cancels the split and reconnects the calling party to the call. When the attendant is in a talking state with the calling and called parties, operation of the SPLIT key temporarily removes the calling party from the connection.
- ♦SPLIT CALLED (DIMENSION Prelude PBX)—Performs the same functions as the SPLIT button, but splits the called party away instead.
- SPLIT CLG (DIMENSION Prelude PBX)—Performs the same functions as the SPLIT button.♦
- STA CNSL (FP9 and FP11)—This button does not perform any function. The lamp is always lighted on a station console/terminal.

- STA ID (FP8, FP11, FP12, and FP15)—Indicates the called station number in the alphanumeric display on an attendant release loop (ARL) timed reminder call returning to the console.

- TEL CHGS (FP9 and FP11)—Allows displaying and clearing accumulated local call charges and allows displaying, and clearing long distance call charges for a particular room or bed.

- ▶TIME/DATE (DIMENSION Prelude PBX)—Is used to alternately display the time and the date on the alphanumeric display of the console.◀

- TRK ID (FP8, FP11, and FP12)—Identifies the specific trunk connected to the attendant console. With FP8, this button is also used to cycle the alphanumeric display of a referral call from the automatic circuit assurance feature to identify a possibly faulty trunk circuit.

- VERFY (optional)—Allows an attendant to override or bridge onto a busy line or trunk to verify if the line or trunk is busy. The attendant is bridged to the connection, and tone is provided to the parties on the call to indicate the verification condition.

- WAKE UP (FP9 and FP11)—Allows entering, displaying, canceling, and changing wakeup time for each room or bed.

### D. Position Available (PA) Indicator

**2.19** The PA lamp indicator is located directly above the RELEASE key on the console. The PA lamp lights when the console position is occupied (handset or headset plugged in), not busy on a call, and available to process calls.

### E. Calls Waiting Indicators

**2.20** The calls waiting (CW) and priority (PR) calls waiting indicators are provided immediately to the right of the TOUCH-TONE service dial. The CW indicator lights steadily when a call is waiting for attendant processing and flashes when number of calls waiting exceeds established level. The PR indicator lights when there is an interposition call waiting or in FP11 to indicate an emergency call to attendant.

### F. Alarm Indicators

**2.21** Major (MJ) and minor (MN) alarm indicators are located immediately to the left of the TOUCH-TONE service dial on the console.

**2.22** When the MN lamp lights, it indicates a trouble condition that has not significantly degraded the PBX service but which should be corrected.

**2.23** When the MJ lamp lights, it indicates a trouble condition occurred which should be corrected immediately to restore or maintain service.

### G. Incoming Call Identification (ICI) Indicators

**2.24** The ICI indicators are located in the upper right of the console and are only available on the small console. There are six ICI lamp indicators. The first three lamps identify incoming trunk calls, station to attendant calls, and attendant recall, respectively. The remaining three lamps may be designated and assigned per local requirements for such services as wide area telecommunications service (WATS), common control switching arrangement (CCSA), multiple listed directory numbers, etc. The ICI feature is also available with the alphanumeric display field.

### H. Alphanumeric Display Field

**2.25** The alphanumeric display field is a 4-digit display for the standard console and an 8-digit display for the console/terminal (FP9 and FP11). The alphanumeric field is located in the upper right of the console. The small console may be equipped with an alphanumeric display or ICI indicators. The alphanumeric display is used with the following features:

- ***ICI:*** A maximum of 30 messages may be selected for display, 3 of which are always predesignated as INC, ATND, and RCL. The remaining messages displayed may be assigned in accordance with customer requirements via the MAAP.

- ***Calling Number Display to Attendant:*** This feature provides the attendant with a visual display of the station number of any PBX station seeking attendant assistance.

- ***Class-of-Service Display to Attendant:*** The class of service of the calling PBX station

is displayed when the optional CLASS key is provided. The PBX station number is displayed when the attendant answers a loop on station to attendant call. The calling line class of service is displayed when the optional CLASS key is pressed. It is also used with the attendant console/terminal when performing operations associated with FP9 and FP11.

- ***Attendant Release Loop (ARL):*** When the attendant answers a redirected call not completed before ARL timed reminder expired, the calling trunk identity is displayed. The attendant may operate the station identification (STA ID) key to display the called station number that has not answered to complete the call.

- ***Emergency Access to Attendant:*** When the emergency call is directed to a console "EMER" is displayed. The attendant answers in the standard manner.

- ***Trunk Identification by Attendant:*** The trunk identification by attendant feature gives the attendant the ability to identify a specific trunk being used on any incoming or outgoing call. While connected to a trunk, the attendant can press the TRK ID key. This causes the alphanumeric display to show the dial access code of the trunk group in use. Pressing the TRK ID key a second time causes the trunk number of the individual trunk to be displayed. Pressing the TRK ID key a third time returns the initial display and the entire procedure can be repeated.

- ***Automatic Circuit Assurance:*** A referral call is initiated to the attendant when a possible failure is detected and a relatively short holding time or long holding time message is displayed. The TRK ID key is used to identify the trunk in question.

### I. Lamp Test/Calls Waiting and Timed Reminder Audible Tone Switch

**2.26** This switch is located behind the front panel of the attendant console. When the switch is in the OFF position (locking), the calls waiting and timed reminder tone is deactivated. When the switch is operated to the center position, the calls waiting and timed reminder tone is activated. When the switch is operated to the LAMP TEST position (nonlocking), all console lamps (except alarm lamps) are lighted, and the console ringer sounds continuously. If the alphanumeric display is provided, the word *TEST* is displayed.

### J. Attendant Direct Station Selection/Busy Lamp Field (ADSS/BLF)

**2.27** The ADSS/BLF is an optional feature. The busy lamp field can be provided without the ADSS option. Both options display the status of 100 stations at a time. If a station is busy or being rung, the lamp indicator immediately to the left of the station number designation will light. If ADSS is provided, the attendant may place a call to a station by pressing the appropriate key. The ADSS eliminates pressing the START key and dialing the station number.

### K. ADSS/BLF Group Select Keys

**2.28** When more than 100 stations are required in an ADSS/BLF application, ADSS/BLF group select keys are provided to select a particular hundreds group of stations. The ADSS/BLF group select keys are arranged in three groups of six at the bottom of the ADSS/BLF. The small console can be equipped with either 0 or 6 group select keys. The large console can be equipped with 0, 6, or 18 group select keys. Assignment of ADSS/BLF group select keys to particular hundreds station groups is flexible.

## 3. ATTENDANT-RELATED FEATURES AND SERVICES

**3.01** The attendant-related features and services are listed in Table A. The following alphabetical listing gives a description of these features and services.

### ALPHANUMERIC DISPLAY FOR ATTENDANT POSITION

**3.02** A visual display device is provided on the attendant position to display up to four (eight for FP9 and FP11) digits, letters, or symbols as designated for the attendant display features. The display features include calling number display to attendant, class-of-service display to attendant, and incoming call identification.

### ATTENDANT CONFERENCE

**3.03** An attendant can establish a multiparty conference connection of up to six conferees in

## TABLE A

## ATTENDANT-RELATED FEATURES

| FEATURE | FEATURE PACKAGE NUMBER (NOTE) | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1* | 2 | 3 | 4 | 5 | 7 | 8 | 9 | 10 | 11 | 12 | † | 15 |
| Alphanumeric Display | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Attendant Conference | – | – | – | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Attendant Console | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -With Attendant Function Setting | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| -With Digital Clock on Attendant Position | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Attendant Control of Trunk Group Access | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Attendant DSS With Busy Lamp Field | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -With Extended DSS | – | – | – | – | – | 1 | 1 | 1 | – | 1 | 1 | – | – |
| Attendant Flash Over Trunks | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Attendant Lockout | – | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Attendant Release Loop | – | – | – | – | – | – | 1 | – | – | 1 | 1 | – | 1 |
| Attendant Transfer – All Calls | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Automatic Attendant Access | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Automatic Circuit Assurance | – | – | – | – | – | – | 1 | – | – | – | – | – | – |
| Automatic Station Restriction | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Automatic Wakeup Service | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| AUTOVON Access | – | 1 | – | 1 | 1 | 1 | 1 | – | 1 | – | 1 | – | 1 |
| Bed Status and Selection | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Busy Lamp Field | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Busy Verification of Station Lines | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Call Waiting Services | | | | | | | | | | | | | |
| -Attendant | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Originating | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Terminating | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Calling Number Display to Attendant | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Calls Waiting (Lamp on Console) | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

See note and footnotes at end of table.

TABLE A (Contd)

ATTENDANT-RELATED FEATURES

| FEATURE | FEATURE PACKAGE NUMBER (NOTE) | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1* | 2 | 3 | 4 | 5 | 7 | 8 | 9 | 10 | 11 | 12 | † | 15 |
| Centralized Attendant Service | | | | | | | | | | | | | |
| -With Combd PBX/Atndt Concentration | – | – | – | – | – | – | 1 | – | – | 1 | 1 | – | – |
| -With Separate Atndt Concentrator | – | – | – | – | – | – | 1 | – | 1 | 1 | 1 | – | 1 |
| Class of Service Display to Attendant | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Comm Interface for Property Mgmt Systems | – | – | – | – | – | – | 1 | – | – | 1 | – | – | – |
| -With Data Entry via Telephone | – | – | – | – | – | – | – | – | – | 1 | – | – | – |
| Controlled Restriction | | | | | | | | | | | | | |
| -Outward Restriction | – | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Station-to-Station Restriction | – | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Termination Restriction | – | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Total Restriction | – | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Direct Trunk Group Selection | – | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Emergency Access to Attendant | – | – | – | – | – | – | – | – | – | 1 | – | – | – |
| Energy Communication Service | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Hospital Console/Terminal | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Hotel/Motel Console/Terminal | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Incoming Call Identification | | | | | | | | | | | | | |
| -Alphanumeric Display | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Lamps | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Intercept Treatment | | | | | | | | | | | | | |
| -Recorded Announcement | – | 3 | – | 1 | 2 | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 |
| -Tone and Attendant | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

See note and footnotes at end of table.

TABLE A (Contd)

ATTENDANT-RELATED FEATURES

| FEATURE | FEATURE PACKAGE NUMBER (NOTE) | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1* | 2 | 3 | 4 | 5 | 7 | 8 | 9 | 10 | 11 | 12 | † | 15 |
| Interface for Long Distance Billing | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Interposition Calling and Transfer | – | – | – | – | – | 1 | 1 | 1 | – | 1 | 1 | 1 | – |
| -Attendant Only | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Listed Directory Number Service | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -With Voice Switched Gain | – | – | – | – | – | – | 1 | – | – | 1 | 1 | – | – |
| Local Call Billing | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Loudspeaker Paging | | | | | | | | | | | | | |
| -Basic | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Deluxe | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -With Tie Trunk Access Allowed | – | 3 | 2 | 2 | 2 | – | 1 | – | 1 | 1 | 1 | 1 | 1 |
| Message Waiting Service | – | – | 1 | – | – | – | – | 1 | – | 1 | – | – | – |
| Multiple Listed Directory Number | | | | | | | | | | | | | |
| -DID | – | – | – | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | – | 1 |
| -Non-DID | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Music-on-Hold Access | – | 3 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Night Console Position | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Night Station Service | | | | | | | | | | | | | |
| -Fixed | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -Full | 1 | 1 | – | 1 | 1 | 1 | 1 | – | 1 | 1 | 1 | – | 1 |
| -Automatic | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Privacy and Lockout | – | 1 | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Radio Paging Access | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Room Status and Selection | – | – | – | – | – | – | – | 1 | – | 1 | – | – | – |
| Serial Call | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

See note and footnotes at end of table.

TABLE A (Contd)

ATTENDANT-RELATED FEATURES

| FEATURE | FEATURE PACKAGE NUMBER (NOTE) | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1* | 2 | 3 | 4 | 5 | 7 | 8 | 9 | 10 | 11 | 12 | † | 15 |
| Splitting – One-Way Auto/Manual | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| – Two Way Manual | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Station Message Detail Recording | – | – | – | 1 | – | 1 | 1 | – | 1 | 1 | 1 | – | 1 |
| Straightforward Outward Completion | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Switched Loop Operation | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Through Dialing | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Timed Recall on Outgoing Calls | – | – | – | 1 | – | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 |
| Timed Reminder | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| -With Audible Signal | – | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Toll Terminal Access | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| -With Rering From Toll | – | – | – | – | – | – | – | – | – | – | – | 1 | – |
| Trunk Group Busy Indicators | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Trunk Group Warning Indicators | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Trunk Identification by Attendant | – | – | – | – | – | – | 1 | – | – | 1 | 1 | – | – |
| Trunk-to-Trunk Connections | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Trunk Verification by Customer | – | 1 | – | 1 | 1 | 1 | 1 | – | 1 | 1 | 1 | 1 | 1 |
| Two-Party Hold on Console | – | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Visually Impaired Attendant Service | – | 3 | 2 | 2 | 2 | 1 | 1 | – | 1 | – | 1 | 1 | 1 |

NOTE: Numerical entry under Feature Package (FP) number indicates the FP issue when listed feature was introduced.

*FP1 is A&M.

†Features for the DIMENSION Prelude PBX.

addition to the attendant. Not more than two trunks should be added to a conference. The conference circuit is accessed by using a direct trunk group select key. The attendant conference may be accessed and initiated from any attendant position. Two conference circuits cannot be bridged together. If at least one party on a conference call is a station, the attendant may release from the circuit. The attendant can be recalled by a station when required.

## ATTENDANT CONSOLE

**3.04** The attendant console provides a desk-top position from which the attendant handles assistance calls by means of nonlocking keys. Keys are provided for each of the control functions and for the loops which appear on the position. All calls placed by the attendant to trunks and to station lines are made using the TOUCH-TONE service dial pro-

vided or via the attendant direct station selection and direct trunk group selection features when available.

**A. With Attendant Function Setting**

**3.05** This feature allows the attendant to administer status or translation items which may require frequent changes, such as changing the time or the date on the console.

**B. With Digital Clock on Attendant Position**

**3.06** The time of day may be displayed on the attendant console. A digital clock uses the ICI lamps to display either 12- or 24-hour time. When the attendant console is active (loops in use), the time/date button is pressed to alternately display the time of day or the date (day and month). The digital clock on the attendant console is administered via the attendant console.

**ATTENDANT CONSOLE REPEATER**

**3.07** The attendant console repeater unit provides lightning protection for the attendant console data channel to locations other than within the PBX building and can extend the maximum range between the DIMENSION PBX and attendant console. It is connected in series with the data link to provide isolation between input and output pairs (Fig. 13).

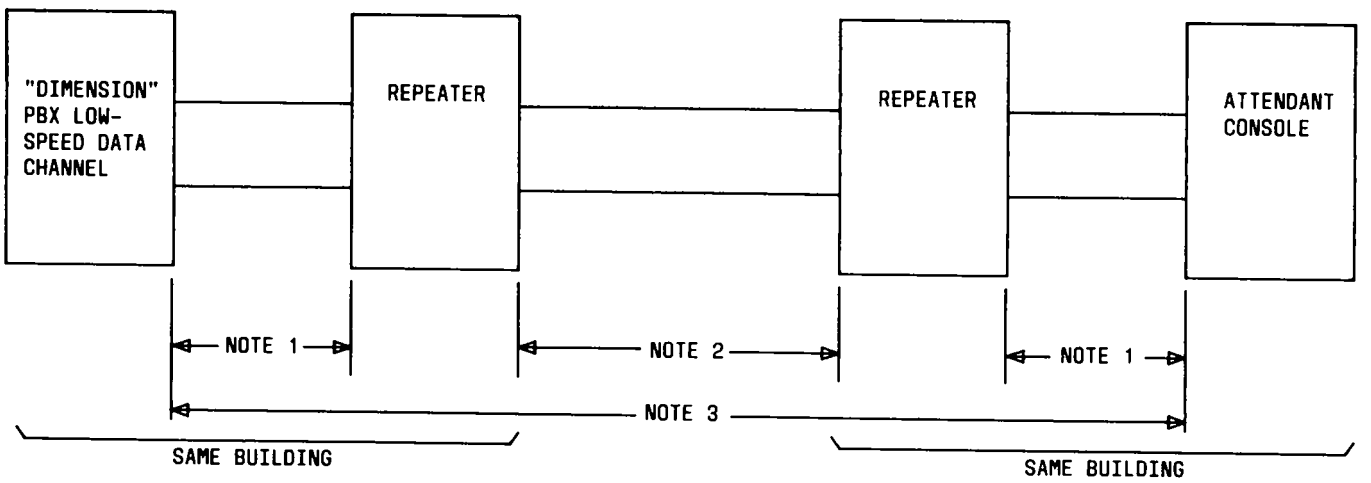
**3.08** When the distance between the DIMENSION PBX and attendant console does not exceed 300 meters (1000 feet) and the attendant console is located in a different building from the PBX, attendant console repeaters can be used without range extension.

**3.09** When range extension is required, a maximum of four attendant console repeaters can be used to extend the distance between the PBX and attendant console to 3350 meters (11,000 feet).

**3.10** For more detailed information regarding the attendant console repeater, refer to Section 554-010-101.

**ATTENDANT CONTROL OF TRUNK GROUP ACCESS**

**3.11** An attendant can restrict dial access by all station lines to central office (CO), foreign exchange (FX), wide area telecommunication service




NOTES:
1. MAXIMUM DISTANCE FROM PBX TO REPEATER OR ATTENDANT CONSOLE TO REPEATER IS 300 m (1000 FEET).
2. MAXIMUM DISTANCE BETWEEN REPEATERS IS 900 m (3000 FEET). UP TO FOUR REPEATERS CAN BE USED IN SERIES.
3. MAXIMUM DISTANCE BETWEEN PBX AND ATTENDANT CONSOLE WITHOUT RANGE EXTENSION IS 300 m (1000 FEET).

**Fig. 13—Attendant Console Repeater Arrangement**

(WATS), and/or tie trunk groups by dialing a code followed by the trunk group access code (or operation of a trunk group key when provided). Calls to groups so restricted will be routed to the attendant for subsequent completion or manual queuing.

**ATTENDANT DIRECT STATION SELECTION (ADSS) WITH BUSY LAMP FIELD**

**3.12** An attendant at a console can place or complete calls to stations within the PBX or to other PBXs in a main/satellite complex (FP8) by pressing a nonlocking pushbutton key associated with the desired station line. A visual indication of the busy or idle condition of the stations with the exception of non-PBX stations is provided via a light-emitting diode (LED) lamp associated with each pushbutton. The DSS keys and lamps are provided for only 100 station lines. When more than one hundreds group capability is desired, up to 18 group select keys are provided to allow preselection of the desired 100-line group. The average feature capacity console can be equipped with either 0 or 6 group select keys. The large feature capacity console can be equipped with 0, 6, or 18 group select keys. When more than 18 hundreds groups are desired, extended DSS is provided to allow preselection of the desired thousands and hundreds group with the DSS GRP control key and the DSS keys. Feature Packages 9 and 11 use the ADSS in the hotel/motel or hospital mode to display ready room/bed status.

**▶ATTENDANT FLASH OVER TRUNKS**

**3.13** This feature allows the attendant to recall a toll operator over toll lines by pressing the FLASH button. In order for a toll operator to be recalled, the call must have been originated at the PBX using a regular CO or FX trunk and must have been placed via a toll operator.◀

**ATTENDANT LOCKOUT**

**3.14** The attendant is denied the ability to reenter an established connection held on an attendant position, unless recalled by a station user. The two-party hold on console feature is required for operation of this feature.

**ATTENDANT RELEASE LOOP**

**3.15** This feature permits an incoming trunk call extended to an unanswered station to be held off-loop whenever the station is ringing or whenever attendant call waiting is provided for the call. This feature is effected by the attendant pressing the RELEASE key or a different loop key during ringing or after receipt of call waiting confirmation tone. A call unanswered within an attendant administerable 00- to 98-second interval is placed in the attendant incoming call queue along with other waiting calls and, when served, is routed to an idle console, which may be different from the original console. These redirected calls are identified by an appropriate flashing RING or BUSY lamp on the applicable console loop. A STA ID key on the console is provided to display the called station number when redirected call is answered.

**ATTENDANT TRANSFER—ALL CALLS**

**3.16** A station user participating in any 2-party connection can call (recall) an attendant so that the attendant may transfer the call or provide other assistance as desired. A flash during any established call will return recall dial tone to the initiating station and hold the other party. The station user then dials the access code (usually dial "0") to call the attendant. If the call has been held on the console loop, or the initiating station is a manual originating line, the flash will result in immediate attendant recall.

**▶AUTOMATIC ATTENDANT ACCESS**

**3.17** While in an established call, a user at an extension with this feature in its line class of service is able to press the switchhook and be automatically connected to the attendant. The other extension in the call is placed in soft hold. With this option, an extension is unable to access any other feature requiring a switchhook flash, such as threeway conference and transfer.◀

**AUTOMATIC CIRCUIT ASSURANCE (ACA)**

**3.18** This feature assists the customer in identifying possible trunk malfunctions. The DIMENSION PBX maintains a record of the performance of individual trunks relative to short holding time calls and long holding time calls. A significant increase in the number of short calls, or one long call, may indicate a trunk failure. When a possible failure is detected, a referral call is initiated to the PBX attendant. The attendant may test the trunk in question by using the trunk verification by customer

feature. The trunk may also be tested by using the trunk verification by station feature or the remote maintenance station.

### AUTOMATIC STATION RESTRICTION

**3.19** This feature prevents unauthorized (and unaccountable) phone calls from vacant rooms/hospital beds by automatically activating controlled outward restriction when the guest is checked out from the room/bed and deactivating the restriction when a guest is checked in. The activation and deactivation is automatically performed when the room is checked out or checked in via the console/terminal. The controlled outward restriction can be overridden, and other controlled restrictions can be activated/deactivated via the console/terminal.

### AUTOMATIC WAKEUP SERVICE

**3.20** This feature records a hotel/motel/hospital guest's request for a wakeup call entered by the attendant or front-desk clerk via the console/terminal. The call is automatically placed at the requested time with an internal fixed or, optionally, an external flexible wakeup announcement when the guest or patient answers. A record is made on an optional audit trail printer of whether or not the guest/patient answers. As an option, the hotel/hospital personnel can be alerted if the guest/patient does not answer after two retries.

### AUTOMATIC VOICE NETWORK (AUTOVON) ACCESS

**3.21** The console functions needed for automatic voice network (AUTOVON) have been incorporated in the selector console and integrated with the DIMENSION PBX console (Fig. 14). This combination permits an attendant to handle both regular and AUTOVON traffic. The selector console adjunct has a capacity of 30, 60, or 90 trunk buttons. Buttons on the bottom row of the selector console provide the four precedence level signals required for outgoing precedence calls. This arrangement permits the retention of 12-button TOUCH-TONE dialing in the standard DIMENSION PBX console. A data-link connection between each selector console adjunct and corresponding control circuits in the basic AUTOVON equipment carrier provides the means for completion of all AUTOVON calls requiring an attendant. The status lamp indicators are also driven by the data link.

**3.22** For more detailed information regarding the AUTOVON access arrangement, refer to Section 554-010-135.

### BED STATUS AND SELECTION

**3.23** This feature provides the capability to store and display the occupancy and cleaning status

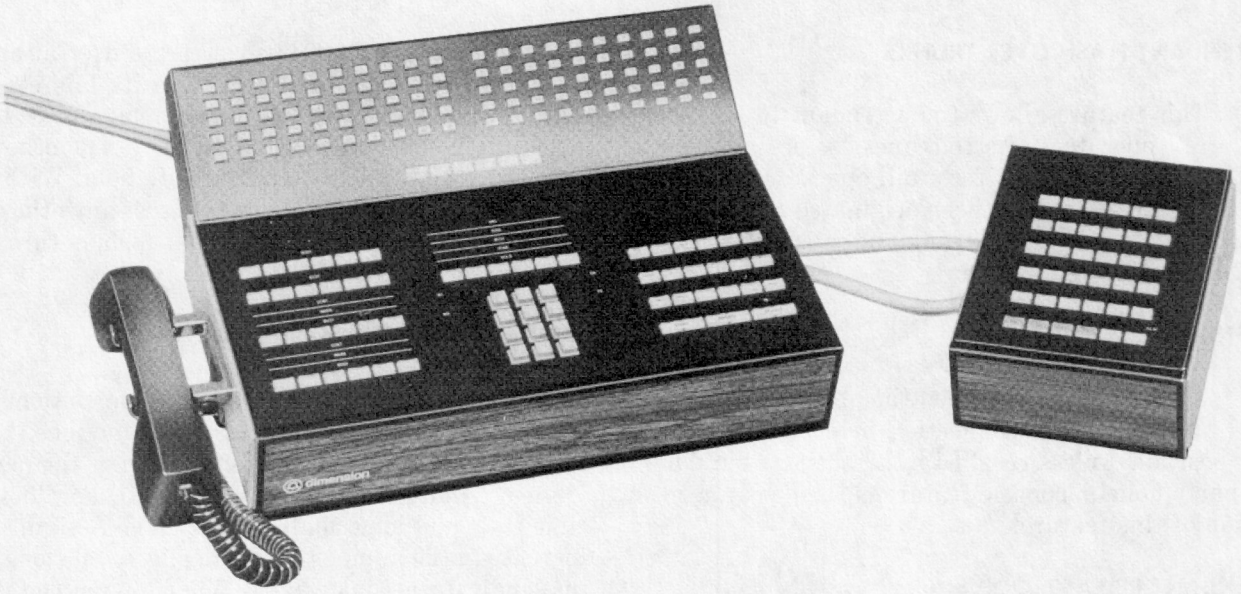


**Fig. 14—DIMENSION PBX Attendant Console With 21A Selector Console**

and the type number of each patient bed facilitating bedkeeping management, maid locating, and bed selection. Also, communications between the front desk and the bedkeeper are speeded up via real-time maid activity and discharge audit printouts to indicate which beds need cleaning next. The occupancy status is changed automatically by discharging or admission of the patient on the console/terminal. Cleaning status is normally changed by the maid or inspector dialing from the bed telephone. Capability on an optional basis is provided to detect occupied/vacant status discrepancies via maid-dialing separate clean—looks occupied and clean—looks vacant codes.

**BUSY LAMP FIELD**

**3.24** The attendant is provided with a visual indication of the busy or idle condition of station lines via a LED lamp associated with each station line. Lamps are provided for only 100 station lines. When more than one hundreds group capability is desired, up to 18 group select keys are provided to allow preselection of the desired 100-line group. When more than 18 hundreds groups are desired, extended DSS is provided. The busy lamp field does not indicate busy/idle status for extensions not on the same PBX as the attendant (main/satellite stations) or extensions assigned to DCA/OPX ports.

**BUSY VERIFICATION OF STATION LINES**

**3.25** The attendant can establish a talking connection to an apparently busy station line to determine if the station line is in working order. Prior to connection of the attendant to a busy line, a 2-second spurt of tone is applied to alert the talking parties of the presence of the attendant, and a 0.5-second spurt of tone is reapplied every 15 seconds until attendant disconnects. An idle station line will be rung normally when busy verification is attempted.

**CALL WAITING SERVICES**

**3.26** This feature allows a call to a busy station line to be held waiting while a tone signal is directed towards the busy station user. (Only the called station user hears this tone.) The called station user may connect to this waiting call by hanging up, whereby the station will be rung and will be connected to the call upon answer. Alternatively, the station user may flash and dial an answer-hold code to hold the original call and answer the waiting call. Distinctive call waiting tone signals are provided to indicate the source of the call. One burst is used for station-to-station calls, two bursts are used for attendant and outside calls, and three bursts are used for originating call waiting calls. Call waiting is denied and busy tone is returned if the called station is not in a 2-party talking state, if a call is already waiting, or if the called station has activated a conflicting feature.

**3.27** ***Attendant Call Waiting (Replaces Attendant Camp-On):*** All calls completed by the attendant to a busy station are held waiting. A 2-burst tone signal is directed toward the busy station user when the attendant leaves the connections. Subsequent tone signals are applied each time the attendant leaves the waiting connection after verifying that the caller desires to wait.

**CALLING NUMBER DISPLAY TO ATTENDANT**

**3.28** This feature provides the attendant with a visual display of the station number of any PBX station seeking attendant assistance. The number is displayed on the alphanumeric display.

**CALLS WAITING**

**3.29** When the number of calls waiting to be answered by the attendant exceeds the established level, the CW lamp flashes and a 20-ms burst of 1.95 kHz tone is generated at the console every 800 milliseconds.

**CENTRALIZED ATTENDANT SERVICE (CAS) WITH COMBINED PBX/ATTENDANT CONCENTRATION**

**3.30** This feature permits multilocation PBX customers served by separate PBXs to concentrate the attendant positions at a single location, called the ***main*** location. The other locations (typically without attendants) are called ***branch*** locations. The branch locations are connected to the main location via release link trunks (RLTs), which provide short holding time connections for CAS calls. Attendant-seeking calls at a branch location are routed to a main location attendant over an RLT. The attendant extends the call back over the same RLT to the branch location and releases the RLT. The RLT is now available for a new CAS call. Main location attendant-seeking calls are routed to a main location attendant in the same manner as a stand-alone PBX attendant-seeking call. Within a DIMENSION PBX

at the main location, main PBX attendant traffic and RLT traffic from the branch PBXs is served by the same attendant incoming call queue.

### CAS WITH SEPARATE ATTENDANT CONCENTRATOR

**3.31** This service permits multilocation PBX customers, served by separate switching vehicles, to concentrate attendant positions at a single location. Incoming listed number calls come into each PBX directly from the central office and are switched to the centralized attendant positions over RLTs. These trunks can be viewed as short holding time connections from the unattended PBX locations to the centralized answering point. Incoming LDN calls received over RLTs are always routed back over the same RLT. Once the attendant releases the call, the trunks are made available for other calls.

**3.32** Refer to Section 981-012-100 for more detailed information regarding centralized attendant service.

### CLASS-OF-SERVICE DISPLAY TO ATTENDANT

**3.33** This feature provides the attendant with an alphabetic or numeric code display representing the class of service of the calling PBX station connected to the attendant. The information is displayed on the alphanumeric display when the class of service key is depressed.

### COMMUNICATIONS INTERFACE FOR PROPERTY MANAGEMENT SYSTEMS (PMS)

**3.34** This feature provides an interface circuit that allows the DIMENSION PBX to function with a customer-owned PMS. The PMS provides the customer with management control of certain features in either a hospital, hotel/motel, or generic type environment. Information concerning maid-dialed cleaning status changes, control of restrictions, message waiting, local call message units, and calling number display information is passed to the PMS provided the PMS has been designated to handle these functions. The DIMENSION PBX receives check-in/out (admit/discharge, or occupied/vacant), room/bed change/swap, message waiting, control of restrictions, and calling number display information as necessary, depending on which features or functions are performed by the PMS and which are done by the DIMENSION PBX.

### CONTROLLED RESTRICTIONS (EXCEPT FP9 AND FP11)

**3.35** ***Outward Restriction:*** An attendant can control the restriction of direct-dialed outgoing exchange network calls (local central office and toll calls in hotel/motel applications) from selected station lines or groups of lines. When activated, the restricted calls are routed to intercept tone.

**3.36** ***Station-to-Station Restriction:*** An attendant can prevent selected station lines or groups of lines from receiving station-to-station calls. When activated, the restricted calls are routed to intercept tone.

**3.37** ***Termination Restriction:*** An attendant can prevent selected station lines or groups of lines from receiving any calls. This feature is a form of "do-not-disturb" service. When activated, restricted direct inward dialed (DID) calls are routed to the attendant or to recorded announcement, if provided. All internal calls to restricted stations are routed to intercept tone.

**3.38** ***Total Restriction:*** An attendant can prevent selected station lines or groups of lines from originating and receiving any calls. This feature is used to temporarily disconnect station. When activated, restricted DID calls are routed to the attendant or to recorded announcement, if provided. All other restricted calls are routed to intercept tone.

### CONTROLLED RESTRICTIONS (FP9 and FP11)

**3.39** ***Outward Restriction:*** A hotel/motel, generic, or hospital console/terminal user can control the restriction of direct dialed outgoing local central office and exchange network toll calls on selected station lines or groups of lines. When activated, the restricted calls are routed to intercept tone.

**3.40** ***Station-to-Station Restriction:*** A hotel/motel, generic or hospital console/terminal user can prevent selected station lines or groups of lines from receiving station-to-station calls. When activated, the restricted calls are routed to intercept tone.

**3.41** ***Termination Restriction:*** A hotel/motel, generic, or hospital console/terminal user can prevent selected station lines or groups of lines from receiving any calls. This feature is a form of "do-not-disturb" service. When activated, DID calls are

routed to the attendant or to recorded announcement, depending on the option selected. All other restricted calls are routed to intercept tone.

3.42 ***Total Restriction:*** A hotel/motel, generic, or hospital console/terminal user can prevent selected station lines or groups of lines from originating and receiving any calls. This feature is used to temporarily disconnect station lines. When activated, restricted DID calls are routed to the attendant or to recorded announcement, depending on the option selected. All other restricted calls are routed to intercept tone.

**DIRECT TRUNK GROUP SELECTION**

3.43 This feature allows the attendant active on a switched loop direct access to an idle outgoing trunk in a given trunk group by pressing the key associated with the desired trunk group.

**EMERGENCY ACCESS TO ATTENDANT**

3.44 This feature provides priority handling of emergency calls from stations to attendant. Emergency access can be effected by dialing a 1- or 2-digit code from any station and/or by assigning emergency access to manual originating lines. A station user is connected to a vacant attendant loop. The priority call waiting lamp is lit, a special SOS audible tone is sounded and an EMER ICI display is given at the idle console. If all loops are busy, the call is placed in an emergency priority queue and the priority lamps and SOS tones are activated at all consoles. When a position becomes idle, the emergency indications continue only at the idle console until the call is answered.

**ENERGY COMMUNICATIONS SERVICE (ECS)**

3.45 This feature provides the ability for the DIMENSION PBX to control energy-consuming devices throughout a building complex. Audio signals are sent over the telephone wiring to control energy consumption. This feature is designed to use existing telephone wiring wherever possible. A separate interface unit is required for each energy-consuming device controlled. The control functions include:

- Vacant room energy function (VREF)
- Guest room cycling function (GRCF)
- Time-of-day energy function (TDEF)
- Individual load cycling function (ILCF)
- Peak demand shedding function (PDSF)
- Energy consumption and demand monitoring (ECDM).

**▶GENERIC CONSOLE/TERMINAL**

3.46 The DIMENSION PBX attendant console, modified to include an additional 4-digit alphanumeric field and additional feature keys, will be provided as input/output terminals to access and control various business management features. The features accessed and controlled include: automatic wakeup service, ECS, interface for long distance billing, message waiting, local call billing, and station status. The attendant console/terminal will also be able to provide all of the normal attendant console functions. In smaller installations, the attendant console/terminal could serve both as the PBX attendant console and as the front desk terminal. In larger installations, separate attendant console/terminals for the PBX attendant and station console/terminals for the front desk could be provided.◀

**HOSPITAL CONSOLE/TERMINAL**

3.47 The DIMENSION PBX attendant console, modified to include an additional 4-digit alphanumeric field and additional feature keys, will be provided as input/output terminals to access and control various hospital management features. The features accessed and controlled include: automatic wakeup service, ECS, interface for long distance billing, message waiting, local call billing, and bed status. The attendant console/terminal will also be able to provide all of the normal attendant console functions. In smaller installations, the attendant console/terminal could serve both as the PBX attendant console and as the front desk terminal. In larger installations, separate attendant console/terminals for the PBX attendant and station console/terminals for the front desk could be provided.

**HOTEL/MOTEL CONSOLE/TERMINAL**

3.48 The DIMENSION PBX attendant console, modified to include an additional 4-digit alphanumeric field and additional feature keys, will be provided as input/output terminals to access and control various hotel/motel management features.

The features accessed and controlled include: automatic wakeup service, ECS, interface for long distance billing, message waiting, local call billing, and room status. The attendant console/terminal will also be able to provide all of the normal attendant console functions. In smaller installations, the attendant console/terminal could serve both as the PBX attendant console and as the front desk terminal. In larger installations, separate attendant console/terminals for the PBX attendant and station console/terminals for the front desk (including separate cashier and front office manager) could be provided.

**INCOMING CALL IDENTIFICATION (ICI)**

**3.49** An attendant at a switched loop console position can visually identify the type of service or trunk group associated with a call directed to that position. The visual indication can be provided via indicator lamps or via the alphanumeric display feature. When provided via indicator lamps, up to six ICIs can be provided on the console. When provided via the alphanumeric display, up to 30 ICIs can be provided.

**INTERCEPT TREATMENT**

**3.50** Calls which cannot be completed are routed to an appropriate audible signal, recorded announcement, or to the attendant, depending on the type of call. These treatments are as follows:

- ***Attendant Intercept:*** Certain calls that cannot be completed are routed to the attendant position for further treatment. Direct inward dialed (DID) calls so routed are given normal charging treatment (answer supervision).
- ***Intercept Tone:*** This treatment provides a continuous tone alternating between a low pitch (440 Hz) and a high pitch (620 Hz) indicating that a restricted or unassigned code has been dialed or that a special service has been denied.
- ***Recorded Announcement Intercept:*** Intercepted calls are routed to a recorded message which indicates the reason why the call was intercepted. This intercept treatment is provided as an alternative to attendant intercept for DID, electronic tandem network (ETN), and common control switching arrangement (CCSA) trunk calls only, as a system option. Only one message can be given. No answer supervision is provided for this form of intercept treatment.

**INTERFACE FOR LONG DISTANCE BILLING**

**3.51** This feature allows selected long distance billing information, transmitted to the hospital/lodging facility via the traffic service position system (TSPS) auto-quote channel, to be stored in the DIMENSION PBX memory and to be displayed on the console/terminal, or printed on demand and on discharge/checkout giving up-to-the-minute billing on calls placed by the guests. Taxes and surcharges are automatically calculated.

**INTERPOSITION CALLING AND TRANSFER**

**3.52** An attendant at one attendant position of a multiposition attendant team can call an attendant at another position of the same team for the purpose of consultation. The attendant can also transfer a call to another attendant position of the same team for special handling. This is used where certain positions are equipped, or at least assigned, to handle certain kinds of calls (such as conferences, WATS access, or internal directory assistance). As an option, access codes to allow station dialed access to individual attendant positions can be provided.

**▶Attendant Only**

**3.53** Stations are not allowed access codes to dial individual attendant positions.◀

**LISTED DIRECTORY NUMBER (LDN) SERVICE**

**3.54** Incoming exchange network calls to the PBX via the assigned listed local telephone directory number are directed to the attendant. The attendant may complete these calls to station lines within the system or certain trunk facilities. When DID is not provided, all incoming exchange network calls must be made on a LDN basis. Listed numbers are provided for CO trunk (DID and non-DID) and CCSA trunk calls.

**LOCAL CALL BILLING**

**3.55** This feature will compute the dollar amount for local calls placed by guests based on the total message units and, optionally, service charges

stored for each bed/guest room telephone via the station message register service feature and the hotel local call billing rate parameter. This billing information, integrated with the long distance charge information, can be displayed or printed on demand and upon discharge/checkout/vacancy. Accumulative system (house) totals of the local call message units, calls, and dollars of posted charges will be provided to facilitate accounting.

**LOUDSPEAKER PAGING—BASIC**

**3.56** This feature allows the attendant direct access and station users dial access to paging equipment for the purpose of voice paging. The paging amplifiers and speakers may be either customer-owned or telephone company-provided. All voice paging facilities make use of the telephone transmitter as the microphone. A control signal for cutoff or override of background music is also provided. Optional arrangements are available to provide multizone paging where a separate access code and/or console key (for direct access) is provided for each of up to six zones or all zones within a customer's complex. Dial access to all zone paging is included when multizone paging is provided. Direct access (console key) to all-zone paging is optional.

**LOUDSPEAKER PAGING—DELUXE**

**3.57** This feature allows the attendant direct access and attendant and station users dial access to paging equipment for the purpose of voice paging. The paging amplifiers and speakers may be either customer-owned or telephone company-provided. Voice paging facilities make use of the telephone transmitter as the microphone. A control signal for cutoff or override of background music is also provided. Optional arrangements are available to provide multizone paging where a separate access code and/or console key (for direct access) is provided for each of up to six zones or all zones within a customer's complex. Page answer capability is provided to allow the paged party to be connected to the calling party by dialing an answer code from any station within the PBX. Priority paging is provided to permit attendants and/or designated stations to dial access a paging zone and answer-back channel and preempt any station user connected to that zone or channel. Stations assigned with threeway conference transfer may also access paging while on any 2-party call. The second party can be added on or transferred to the page answer party, but not to the paging input.

**3.58** The number of paging zones for this feature is optional, but a maximum of six paging zones (DIMENSION 100 and 400 PBX) or 18 paging zones (DIMENSION 600, 2000, and Custom PBX) are available for a system. Six (DIMENSION 100 and 400) or nine (DIMENSION 600, 2000, and Custom PBX) answer-back channels are always provided, regardless of the number of paging zones provided. Only zones one through six and all zones or priority zones one through six and priority all-zones can be assigned to console control keys.

**MESSAGE WAITING SERVICE**

**3.59** This feature provides the ability to light a lamp remotely (from a central location) on a station set served by a PBX to indicate that a message is waiting for the station user. These lamps can be activated from the attendant console via the DSS/busy lamp field or from the station message register service inquiry/display terminal.

**MULTIPLE LISTED DIRECTORY NUMBERS (LDN)**

**3.60** More than one CO LDN can be associated with a single installation. Each LDN can be assigned a unique ICI. With non-DID service, a separate trunk group is required for each LDN on which a unique ICI is desired.

**MUSIC-ON-HOLD ACCESS**

**3.61** This feature provides customer-furnished music or other audible indication to the held party during the hold interval. The held call condition can be the result of attendant position hold, call hold, threeway conference transfer hold, or the hold associated with other similar features.

**NIGHT CONSOLE POSITION**

**3.62** This feature provides an alternate attendant position which can be used at night in lieu of the regular attendant position(s) to answer all calls directed to the attendant. This position provides all of the regular attendant functions.

**▸NIGHT STATION SERVICE—AUTOMATIC**

**3.63** If automatic night station service is administered, a call to the idle attendant may automatically transfer to the night station after a preselected time-out. Any button depression or activity at the attendant console within the time-out interval automatically resets the time-out. The time-out interval may be from 10 to 60 seconds. When the

call times out, it is transferred to the predetermined night station administered in the night station service feature. The attendant may activate automatic night station service and administer the time-out interval for automatic night station service from the attendant console.◀

### NIGHT STATION SERVICE—FIXED SERVICE

**3.64** When night service is activated, arrangements are provided to route calls normally directed to the attendant to a preselected common station line within the system. In addition, incoming calls from specific non-DID exchange network trunks can be routed to specific station lines. The routings are provided on a fixed basis by the telephone company at the time of order or via the maintenance and administration panel (MAAP). Trunk answer from any station, when included in the feature generic, may also be provided for night calls not assigned to, or that cannot be answered by, night station.

### NIGHT STATION SERVICE—FULL SERVICE

**3.65** Arrangements are provided to route calls, normally directed to the attendant, to a preselected common station line within the system when night service is activated. In addition, incoming calls from specific non-DID exchange network trunks can be routed to specific station lines. The routings can be assigned on a flexible basis by the attendant and remain in effect night-to-night until changed. A default common night station which is used in the event of a power failure that causes loss of memory is assigned by the telephone company at the time of order or via the MAAP. Trunk answer from any station answering capability is provided for night calls not assigned to or that cannot be answered by night stations. When in night service, all stations have threeway conference transfer capability for transferring calls to other stations and call waiting service (if provided with the feature package) for night calls.

### PRIVACY AND LOCKOUT

**3.66** "Privacy" automatically splits the connection when an attendant would otherwise be bridged on a call with more than one facility (eg, with both a calling and a called party). "Attendant lockout" denies an attendant the ability to reenter an established connection held on the console position unless recalled by a station. When privacy is provided, the attendant lockout feature is also provided.

### RADIO PAGING ACCESS

**3.67** This feature provides the attendant and station user dial access to customer-owned radio paging equipment to selectively tone-alert or voice-page individuals carrying pocket radio receivers. The paged party may answer by dialing an answering code from a station within the PBX system.

### ROOM STATUS AND SELECTION

**3.68** This feature provides the capability to store and display the occupancy and cleaning status and the type number of each guest room, facilitating housekeeping management, maid locating, and room selection. Also, communications between the front desk and the housekeeper are speeded up via real-time maid activity and checkout audit printouts to indicate which rooms need cleaning next. The occupancy status is normally changed automatically by checking in or checking out the room on the console/terminal. Cleaning status is normally changed by the maid or inspector dialing from the room telephone. Capability on an optional basis is provided to detect occupied/vacant status discrepancies via maid dialing separate "clean—looks occupied" and "clean—looks vacant" codes.

### SERIAL CALL

**3.69** An attendant can complete an incoming trunk call to two or more station lines in succession without requiring the called station user(s) to recall the attendant. This feature is implemented through the use of the 2-party hold on console feature.

### SPLITTING

#### One-Way Auto/Manual

**3.70** This feature allows an attendant to consult privately with one party on a call without the other party hearing. The split (allowing private consultation with the called party) goes into effect automatically when the attendant starts to complete a call, but the attendant can take positive action to unsplit or to reinstate a split condition.

#### ▶Two-Way Manual

**3.71** This feature allows the attendant to split away from a call connection (call is placed in soft hold) to establish a separate connection with

another party. One-way splitting permits the attendant to split and unsplit a call as necessary. Two-way splitting allows the attendant to split and unsplit with either of two parties to alternate talking connections with them. A call is split away automatically when the attendant begins to dial another station. The attendant may also join the calling and called stations together in a talking connection.◀

**STATION MESSAGE DETAIL RECORDING**

**3.72** This feature provides a record of the PBX station (or attendant) identity, completion time, call duration, dialed number, and the trunk group used for outgoing and/or incoming calls. The call duration is measured from about 10 seconds after the establishment of the connection in the customer system to the time when the station goes on-hook. A station-dialed maximum 5-digit account code number may be recorded in addition to the calling station number. Also in FP8 and FP12 a facilities restriction level, time in queue, and authorization code (FP8 only), if dialed, will be recorded.

**STRAIGHTFORWARD OUTWARD COMPLETION**

**3.73** An attendant can place an outgoing call for a station user who reached the attendant via dial 0, intercept, or an attendant-originated call without requiring the station user to hang up. The attendant will dial the called number for the station user or, with through dialing, allow the station user to complete the dialing.

**SWITCHED LOOP OPERATION**

**3.74** The attendant position is arranged so that each call requiring attendant assistance is automatically switched to one of the set of idle loops on an available attendant position. Normally a call which the attendant has released automatically releases from the attendant position as soon as it is answered by the called station. Incoming calls are queued (retained in a waiting state) in the order of their arrival. To distribute the call load evenly among attendants, each queued call is automatically switched to the first available attendant position. Console lamp indications for priority calls (PR) or call waiting (CW) are given to the attendant when calls are waiting to be served.

**THROUGH DIALING**

**3.75** At the discretion of the attendant, station users can complete dialing after the attendant selects the trunk facility on attendant-handled outgoing calls.

**TIMED RECALL ON OUTGOING CALLS**

**3.76** With this feature, outgoing trunk calls from selected stations are automatically transferred to the attendant after a timed interval assigned for the trunk group between 1 and 31 minutes. A warning tone is sent to the calling party 30 seconds before the transfer takes place.

**TIMED REMINDERS**

**3.77** The attendant is automatically alerted after 20 or 30 seconds when a call on the console is waiting on a busy station line (attendant call waiting), the called party has not answered, or the incoming call is held on the console. This signal is retired when the loop is reseized by the attendant and will be reactivated 20 or 30 seconds after the attendant releases from the connection and the call is still waiting, unanswered, or held. See ARL feature for administered timing.

**3.78** A timed reminder tone (1.95 kHz) is given to the attendant at the rate of 400 milliseconds on, 1200 milliseconds off, whenever the timed reminder signal is activated.

**▶TOLL TERMINAL ACCESS**

**3.79** A station user or attendant can dial a toll operator directly or access a uniquely identified trunk group to a traffic service position system (TSPS) operator with a single-digit access code. Toll operator callback over the toll terminal is provided. The initial digit used for this feature need not be unique (it can be used for station line numbers in the same installation if time-out is used).

**With Re-Ring From Toll**

**3.80** This allows a TSPS operator to recall a station from which a toll call was originated for the purpose of providing information related to the charges accrued on the call, or to complete a call that could not be completed earlier.◀

**TRUNK GROUP BUSY INDICATORS ON ATTENDANT POSITION**

**3.81** The attendant(s) is provided with a visual indication when all trunks in a group are busy. Up to 24 busy indicators can be provided.

### TRUNK GROUP WARNING INDICATORS ON ATTENDANT POSITION

**3.82** The attendant(s) is provided with a visual indication when a preset number of trunks in a group are busy. This number can be specified via the MAAP. Up to 12 warning indicators can be provided.

### TRUNK IDENTIFICATION BY ATTENDANT

**3.83** The trunk identification by attendant feature gives the attendant the ability to identify a specific trunk being used on any incoming or outgoing call. While connected with a trunk, the attendant presses the TRK ID key. This causes the alphanumeric display to show the dial access code of the trunk group in use. A second depression of the TRK ID key causes the index number of the trunk to be displayed. A third depression of the TRK ID key returns the initial display, and the entire procedure can be repeated.

### TRUNK-TO-TRUNK CONNECTIONS

**3.84** This feature allows an incoming or outgoing trunk call to be extended via the attendant to another outgoing trunk. Trunk-to-trunk connections can be effected among the following types of trunks: CO, FX, WATS, CCSA network, enhanced private switched communications service (EPSCS) network, and tie trunks. Disconnect supervision can be automatic in some cases; in others, the attendant must monitor the connection and manually disconnect after use.

### TRUNK VERIFICATION BY CUSTOMER

**3.85** This feature provides attendant access to individual trunks of a group for making test calls to verify supervision and transmission. Where a busy trunk is encountered, a bridged connection with a warning tone to the busy parties is provided to verify use. The attendant dials a test access code followed by normal trunk group access code (or operation of the trunk group selection key) followed by the specific number of the trunk to be tested. A dial code must be assigned to incoming trunk groups to allow attendant access for testing. This same dial code is used to establish night connections on incoming trunks.

### TWO-PARTY HOLD ON CONSOLE

**3.86** This feature allows an attendant to hold on the console a call with both a calling and a called station or trunk facility (or two called facilities) connected. Two-party hold is required for the operation of the attendant lockout, serial call, and trunk-to-trunk connection features.

### VISUALLY IMPAIRED ATTENDANT SERVICE

**3.87** Visually impaired attendant service capability is achieved by augmenting the normal visual signals provided on a standard attendant position with special tactile devices (Fig. 15) and/or audible signals which enable a visually impaired person to operate the position. This service is provided using a light-sensitive probe, grooved console faceplate, and additional audible tones which identify the type of call. The 02-system and 05-system consoles allow plugging an audible tone adjunct directly into the console. The new audible signals identify the type of incoming call, and new tones indicate calls waiting and timed reminders.

## 4. PHYSICAL DESCRIPTION

**4.01** Five types of attendant consoles are available for use with DIMENSION PBX systems. The 01-system console can be used with all PBX configurations except FP9 and FP11. The 02-system console is designed for use with visually impaired attandant service or AUTOVON service, but can be used with all PBX configurations except FP9 and FP11. The 03-system console is designed only for use with FP9 and FP11. The 05-system console is designed for use with FP11 only, which is capable of using AUTOVON and visually impaired attendant service. The 06-system console is used with the DIMENSION Prelude PBX.

**4.02** All attendant consoles are equipped with a black faceplate, connection jacks for two operator headsets or handsets, an audible signal indicator (ringer) with a volume control, light- emitting diode (LED) lamp indicators, nonlocking pushbutton control keys, and a TOUCH-TONE service dial. The LED indicators are mounted on circuit packs beneath the faceplates and are only visible when illuminated.

**4.03** The attendant console is mounted on a 381- by 203-mm (15- by 8-inch) baseplate which tilts the console 20 degrees from horizontal. Overall outside dimensions are 406 mm (16 inches) in width, 279 mm (11 inches) in depth, 76 mm (3 inches) in height at the front, and 229 mm (9 inches) in height at the rear.

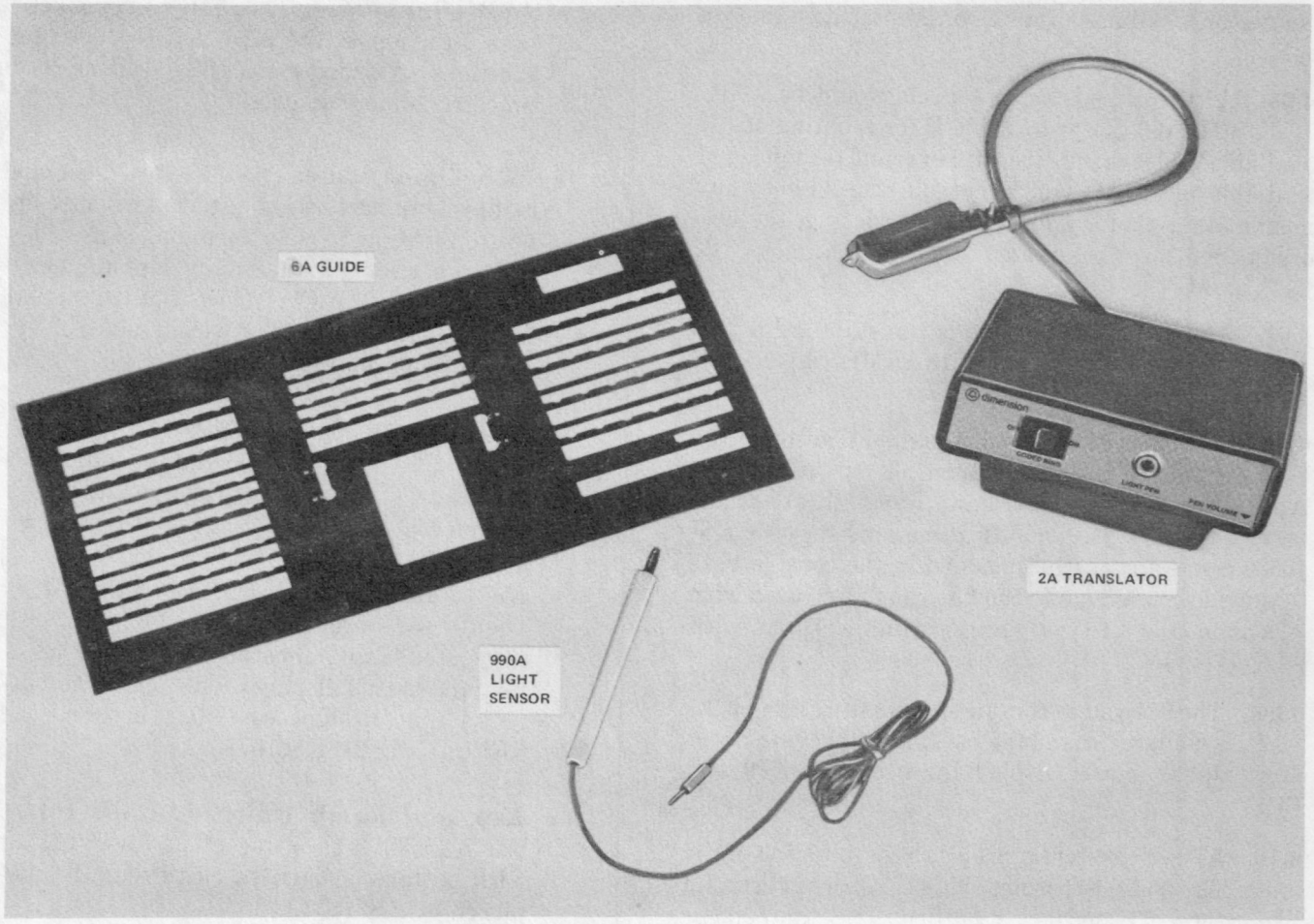



**Fig. 15—Visually Impaired Attendant Service—Console Equipment**

**4.04** Handsets and headsets recommended for use with the attendant console are the K1A and K2A handsets equipped with a 464A, 478A, or 478B plug and the 60A, 61A, and KS-20778 electronic headsets equipped with the 464A plug. The H4ED-( ) handset cord has been rated "MD" and is replaced by the H4DU-( ) handset cord. When an H4DU-( ) handset cord is ordered for repairs, a 478A plug must also be ordered. Handsets or headsets electrically equivalent to these may also be used. A suitable handset or headset may be installed in the jack assemblies located on either side of the console. Two jack assemblies are provided for the convenience of left- or right-handed attendants. Operation of the console with handsets and/or headsets plugged into both jack assemblies may result in degraded transmission. The 292B amplifier can also be used to aid a person whose hearing is impaired.

***To maximize transmission quality when using a handset with the 478A plug, the attendant interface circuit pack at the PBX must be an LC45. When a 478B plug is used at the attendant console, an LC45B should be used at the PBX.***

**4.05** The attendant console is connected to the system by a 12-pair mounting cord terminated in a B12A (12-pair) or B25A (25-pair) distribution cable from the switching system. The 12-pair cable is used for distances of up to 200 m (700 feet) and the 25-pair cable for distances between 200 and 300 m (700 and 1,000 feet) without attendant console repeater or up to 3300 m (11,000 feet) with attendant console repeaters. The console mounting cord is terminated in a 50-pin KS-16689, List 1 connector, and the mating 50-pin

connector terminates the 12- or 25-pair distribution cable.

**4.06** A typical code for a console would be AAA-01DF-03. Refer to Table B for a listing of the available codes, quantity of keys and lamps, and available options. When the console is ordered by any means other than by mechanized ordering, the colored panels must be ordered separately (Tables C, D, E, F, and G).

**4.07** The 01-system console is the standard attendant console for use with DIMENSION PBX systems.

**4.08** The 02-system console is a modification of the standard attendant console to implement AUTOVON access and visually impaired attendant service (VIAS). The modification consists of a KS-16689 connector assembly added in the console base to provide connection to the 2A translator (used with VIAS) or the 21-type selector console (used with AUTOVON).

**4.09** The 03-system console is a modification of the standard attendant console to provide an 8-digit alphanumeric display for use with FP9 and FP11.

**4.10** ▶The 05-system console is a combination of the 02- and 03-consoles. It is a console/terminal like the 03-console modified to implement AUTOVON access and visualy impaired attendant service (VIAS) of the 02-console.◀

**4.11** The 06-system console is a small console with an alphanumeric display.

**4.12** Figures 16 and 17 are exploded views of the attendant consoles without ADSS/BLF and with ADSS/BLF, respectively. Tables C and D list the major replaceable parts for the 01- and 02-system consoles, and Tables E and F list the major replaceable parts for the 03-system console. ▶Table G lists the major replaceable parts for the 05-system console.◀

## CIRCUIT PACKS

**4.13** Table H shows the circuit packs used in each console type. The following is an alphanumerical listing and a brief description of the circuit packs used with the DIMENSION PBX consoles.

- ***A1A—Backplane (MD):*** The A1A provides console circuit pack connectors and internal wiring connections.

- ***A1B—Backplane:*** The A1B performs the same function as the A1A, but with wiring additions to provide for calls waiting and timed reminder features.

- ***A2A—Backplane:*** The A2A provides circuit pack connectors and internal wiring connections for the console/terminal. It provides for connection of an 8-digit alphanumeric display and TOUCH-TONE dialing signal muting feature. It is to be used in place of the A1B for the console/terminal.

- ***Busy Lamp Field (KS21672-L4):*** The KS21672-L4 provides 50 lamp indicators (LEDs) to display status (busy or idle) of a station.

- ***Key and Lamp Unit 704A50A (MD):*** The 704A50A provides 50 ADSS buttons with associated lamp indicators (LEDs) for selection and status display of stations. The buttons are designated 00 through 49. REPLACED BY KS21672-L2.

- ***Key and Lamp Unit 704A50B (MD):*** The 704A50B is the same as the 704A50A, but with buttons designated 50 through 99. Replaced by KS21672-L3.

- ***Key and Lamp Unit KS21672-L2:*** The KS21672-L2 provides 50 ADSS buttons with associated lamp indicators (LEDs) for selection and status display of stations. The buttons are designated 00 through 49.

- ***Key and Lamp Unit KS21672-L3:*** The KS21672-L3 is the same as the KS21672-L2, but with buttons designated 50 through 99.

- ***MN1—Lamp Control and Carrier (MD):*** The MN1 provides 33 buttons with matrix input logic and lamp indicators (LEDs) for a basic small console with ICI lamp display.

- ***MN1B—Lamp Control and Carrier:*** The MN1B performs the same function as the MN1, but with changes to provide for visually impaired attendant service, timed reminder feature, and calls waiting feature.

## TABLE B

## "DIMENSION" PBX CONSOLE CODES AND DEFINITIONS

| FIRST THREE DIGITS | CONSOLE CODES DIGITS 4 THRU 7 | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | MD (Note 1) | MD (Note 2) | MD (Notes 3 & 4) | STD (Notes 3 & 4) | MD (Notes 4 & 5) | STD | STD (NOTE 6) | STD |
| AAA | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AAD | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AAG | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AAK | – | – | – | – | 03AF | 03BF | – | – |
| ADA | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| ADB | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| ADD | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | 06DF | – |
| ADE | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | 06DF | – |
| ADH | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| ADJ | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGA | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGB | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGD | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGE | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGH | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGJ | 01AF | 01BF | 01CF | 01DF | 02AF | 02BF | – | – |
| AGK | – | – | – | – | 03AF | 03BF | – | 05AF |

Note 1: Console type 01AF was designed for use with the DIMENSION 100 and 400 PBXs.

Note 2: Console type 01BF was designed for use with the DIMENSION 2000 PBX.

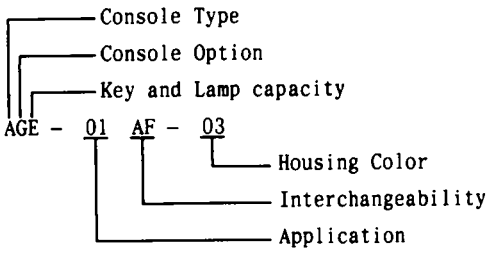
Note 3: Console type 01CF was an interim design to replace types 01AF and 01BF. Actual type available is a type 01DF.

Note 4: The 01CF and 02AF consoles can be upgraded to 01DF and 02BF by replacing circuit pack TC1 with circuit pack TC1B.

Note 5: The 03AF console can be upgraded to 03BF by replacing circuit pack TC2 with circuit pack TC2B.

Note 6: The 06DF console is used with the DIMENSION Prelude PBX.

### "DIMENSION" PBX CONSOLE CODE SCHEME




### "DIMENSION" PBX CONSOLE CODE DEFINITIONS

1. First digit indicates console type.
   A = Electronic
2. Second digit indicates console option.
   A = Basic Console
   D = Equipped with BLF
   G = Equipped with ADSS/BLF
3. Third digit indicates key and lamp capacity.

| CONTROL KEYS | TRUNK GROUP KEYS | ICI | GROUP SELECT KEYS |
|---|---|---|---|
| A = 12 | 12 | Lamps | 0 |
| B = 12 | 12 | Lamps | 6 |
| D = 12 | 12 | Alpha | 0 |
| E = 12 | 12 | Alpha | 6 |
| G = 18 | 24 | Alpha | 0 |
| H = 18 | 24 | Alpha | 6 |
| J = 18 | 24 | Alpha | 18 |
| K = 18 | 24 | Alpha | 18 |

4. Digits 4 and 5 indicate application.
   01 = Standard Console
   02 = AUTOVON and Visually Impaired Attendant Service
   03 = Console/Terminal
   05 = Console/Terminal with AUTOVON and Visually Impaired Attendant Service.
   06 = DIMENSION Prelude PBX Console.
5. Digits 6 and 7 refer to an interchangeability modification.
6. Digits 8 and 9 indicate housing color.
   03 = Black

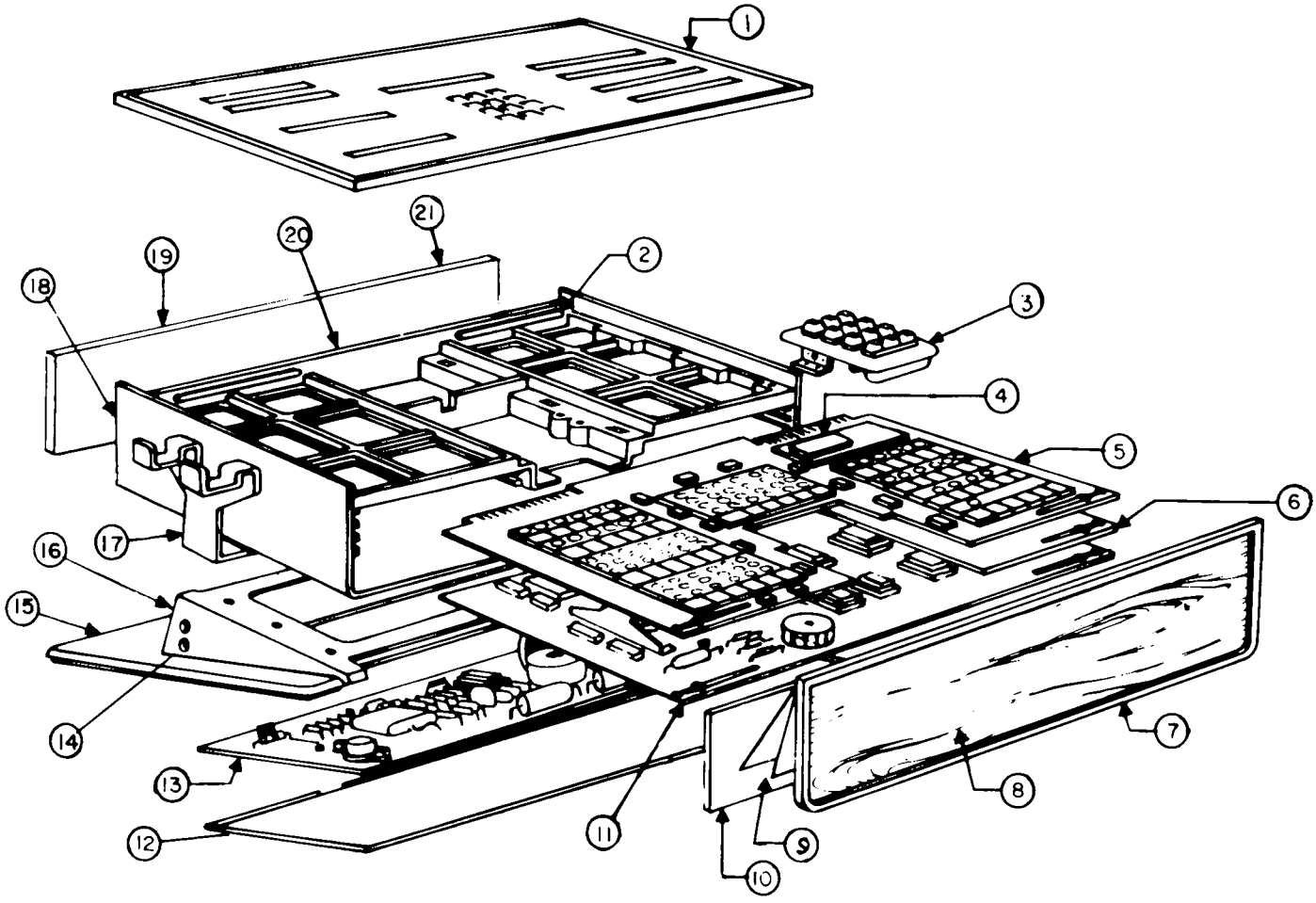



Fig. 16—Attendant Console Without ADSS/BLF—Exploded View

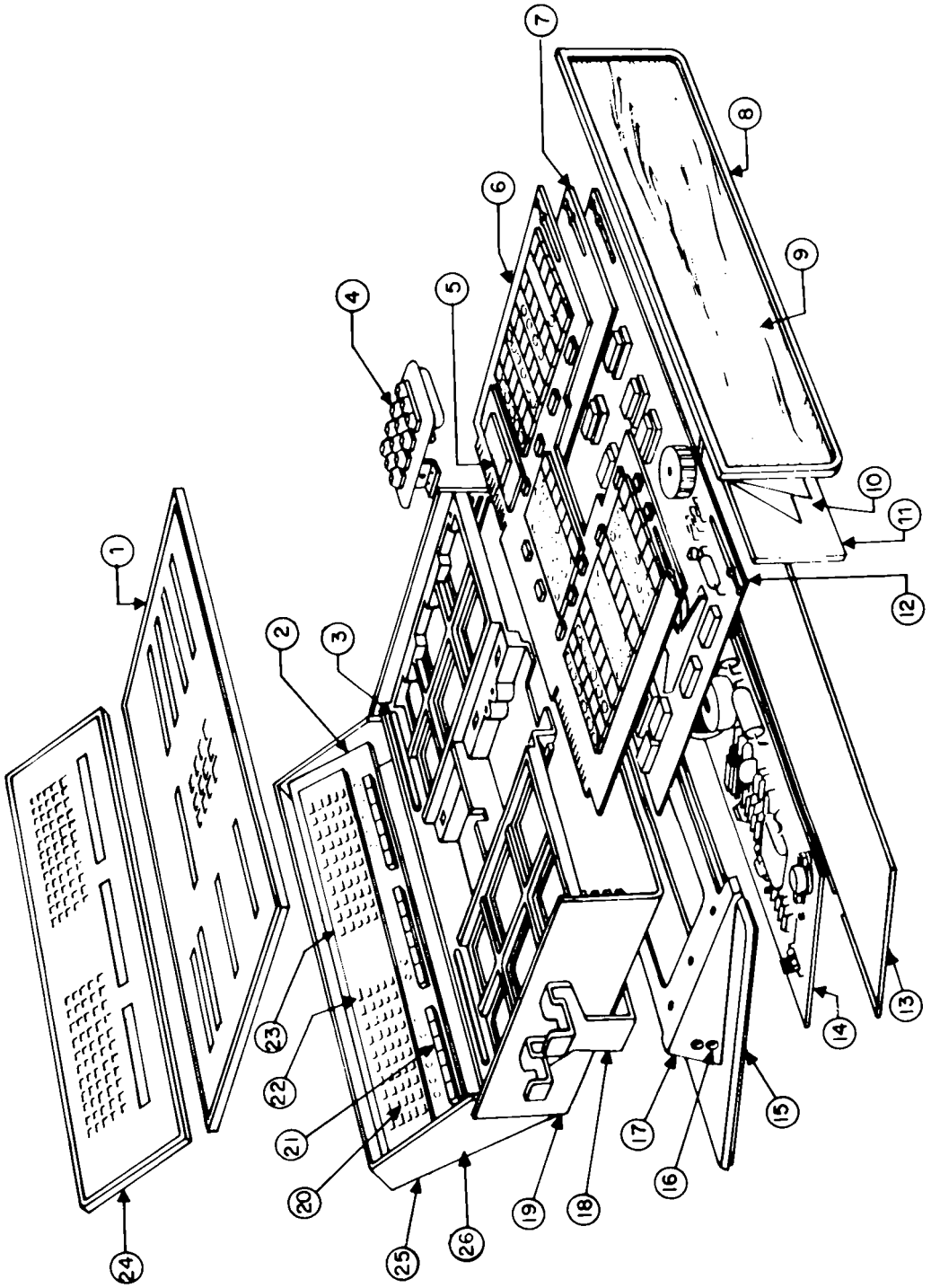



Fig. 17—Attendant Console With ADSS/BLF—Exploded View

## TABLE C

### MAJOR REPLACEABLE PARTS FOR BASIC CONSOLES
### AA( ) – 01DF OR – 02BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 1 | Faceplate Assembly | |
| | (AAA) Grp 1 | 840585087 |
| | (AAD) Grp 2 | 840585095 |
| | (AAG) Grp 3 | 840585103 |
| 2 | Housing Extrusion – Right (01DF) | 840582290 |
| | (02BF) | 842163875 |
| 3 | TOUCH-TONE Service Dial | 840585210 |
| | Dial Bracket | 840582498 |
| 4 | Alphanumeric Display | |
| | MU1 | 102502119 |
| 5 | Key and LED Carrier With Lamp Display | |
| | (AAA) MN1B | 102976479 |
| | (AAD) MN2B | 102976487 |
| | (AAG) MN3B | 102976495 |
| 6 | Alphanumeric Control | |
| | MP1 | 102503497 |
| 7 | Front Cover | 840582456 |
| | Magnet | 840585467 |
| 8 | Decorative Trim – Front | 840582753 (Teak) |
| | | 840582761 (American Walnut) |
| | | 840582779 (Avocado) |
| | | 840582787 (Gold) |
| | | 840582795 (Orange) |
| | | 840582803 (Red) |
| | | 840582811 (Blue) |
| 9 | Information Card | 840582613 |
| 10 | Access Panel | 840566202 |
| | Hinge Pins | 840585459 |
| 11 | Timing, Control, and Speech | |
| | TC1B | 103202982 |
| 12 | Power Supply Cover | 840582357 |
| 13 | Power Supply | |
| | MW1 | 102502127 |

TABLE C (Contd)

MAJOR REPLACEABLE PARTS FOR BASIC CONSOLES
AA( ) – 01DF OR – 02BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 14 | 411C Jack(s)<br>Jack Block – Left Side<br>Jack Block – Right Side | 100276997<br>842192874<br>892192866<br>401542154 |
| 15 | Pedestal Trim | 840566194 |
| 16 | Pedestal and Plate (01DF)<br>(02BF) | 842192908 |
| 17 | Handset Cradle Assembly | 840582654 |
| 18 | Housing Extrusion – Left | 840582274 |
| 19 | Decorative Trim – Rear | 840585004 (Teak)<br>840585012 (American Walnut)<br>840585020 (Avocado)<br>840585038 (Gold)<br>840585046 (Orange)<br>840585053 (Red)<br>840585061 (Blue) |
| 20 | Backplane<br>AIB | 102970456 |
| 21 | Cover – Rear | 840582548 |
| – | Mounting Cord | 840582555 |
| – | Key Tab Sheet | 840151481 |
| – | Lamp Cap<br>Single<br>Double | <br>84338819<br>843388827 |

- ***MN2—Lamp Control and Carrier (MD):*** The MN2 provides 33 buttons with matrix input logic and lamp indicators (LEDs) for a basic small console with alphanumeric display.

- ***MN2B—Lamp Control and Carrier:*** The MN2B performs the same functions as the MN2, but with changes to provide for visually impaired attendant service, timed reminder feature, and calls waiting feature.

- ***MN2C—Lamp Control and Carrier:*** The MN2C performs the same functions as the MN2B, but with slight hardware changes for the DIMENSION Prelude PBX.

- ***MN3—Lamp Control and Carrier (MD):*** The MN3 provides 51 buttons with matrix input logic and lamp indicators (LEDs) for a basic large console with alphanumeric display.

## TABLE D

### MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLES
### AD( ) – 01DF, – 06DF OR – 02BF AND AG( ) – 01DF or 02BF

| ITEM | REPLACEMENT PART | COMCODE |
|---|---|---|
| 1 | Faceplate Assembly | |
| | [A( )A or B] Grp 1 | 840585087 |
| | [A( )D or E] Grp 2 | 840585095 |
| | [A( )H or J] Grp 3 | 840585103 |
| 2 | ADSS and BLF Carrier | |
| | [A( )A or D] MR1 | 102502069 |
| | [A( )B,E or H] MR2 | 102502077 |
| | [ADE] MR2B | 103747630 |
| | [A( )J] MR3 | 102502085 |
| | [ADD] MR1B | 103671012 |
| 3 | Housing Extrusion – Right (01DF, 06DF) | 840582266 |
| | (02BF) | 842163867 |
| 4 | TOUCH-TONE Service Dial | 840585210 |
| | Dial Bracket | 840582498 |
| 5 | Alphanumeric Display | |
| | MU1 | 102502119 |
| | MU2 (06DF) | 103660221 |
| 6 | Key and LED Carrier With Lamp Display | |
| | [A( )A or B] MN1B | 102976479 |
| | [A( )D or E] MN2B | 102976487 |
| | [A( )H or J] MN3B | 102976495 |
| | [ADD] MN2C | 103671004 |
| 7 | Alphanumeric Control | |
| | MP1 | 102503497 |
| 8 | Front Cover | 840582456 |
| | Magnet | 840585467 |
| 9 | Decorative Trim – Front | 840582753 (Teak) |
| | | 840582761 (American Walnut) |
| | | 840582779 (Avocado) |
| | | 840582787 (Gold) |
| | | 840582795 (Orange) |
| | | 840582803 (Red) |
| 10 | Information Card | 840582811 (Blue) |
| 11 | Access Panel | 840582613 |
| | Hinge Pins | 840566202 |
| 12 | Timing, Control, and Speech | 840585459 |
| | TC1B | 103202982 |

TABLE D (Contd)

MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLES
AD( ) – 01DF, – 06DF OR – 02BF AND AG( ) – 01DF or 02BF

| ITEM | REPLACEMENT PART | COMCODE |
|---|---|---|
| 13 | Power Supply Cover | 840582357 |
| 14 | Power Supply | |
| | MW1 | 102502127 |
| 15 | Pedestal Trim | 401542154 |
| 16 | 411C Jack(s) | 100276997 |
| | Jack Block – Left Side | 842192874 |
| | Jack Block – Right Side | 842192866 |
| 17 | Pedestal and Plate (01DF, 06DF) | 840566194 |
| | (02BF) | 842192908 |
| 18 | Handset Cradle Assembly | 840582654 |
| 19 | Housing Extrusion – Left | 8405822241 |
| 20 | Key and Lamp Assembly [AD( )] | |
| | KS-21672, L4 | 402510002 |
| 21 | Backplane | |
| | A1B | 102970456 |
| | U1A (06DF) | 103666269 |
| 22 | Key and Lamp Assembly [AG( )] | |
| | KS-21672, L2 | 402509988 |
| 23 | KS-21672, L3 | 402509996 |
| 24 | Faceplate Assembly | |
| | [ADJ] | 840585160 |
| | [ADB, E, or H] | 840585152 |
| | [ADA or D] | 840585145 |
| | [AGJ] | 840585137 |
| | [AGB, E, or H] | 840585129 |
| | [AGA or D] | 840585111 |
| 25 | ADSS Back Cover | 840582480 |
| | ADSS Back Cover Decorative Trim | 840582118 (Teak)<br>840582126 (American Walnut)<br>840582134 (Avocado)<br>840582142 (Gold)<br>840582159 (Orange)<br>840582167 (Red)<br>840582175 (Blue) |

TABLE D (Contd)

MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLES
AD( ) – 01DF, – 06DF OR – 02BF AND AG( ) – 01DF or 02BF

| ITEM | REPLACEMENT PART | COMCODE |
|---|---|---|
| 26 | ADSS Plastic Framework | 840582472 |
| – | Mounting Cord | 840582555 |
| – | Key Tab Sheet | 840151481 |
| – | Lamp Cap | |
| | Single | 843138819 |
| | Double | 843138827 |
| – | Prelude Label | 843151481 |

- ***MN3B—Lamp Control and Carrier:*** The MN3B performs the same functions as the MN3, but with changes to provide for visually impaired attendant service, timed reminder feature, and calls waiting feature.
- ***MN4—Control and Speech Circuit (MD):*** The MN4 provides logic for timing and control of all console functions, data transmitter and receiver circuits, and attendant voice circuit.
- ***MN4B—Control and Speech Circuit (MD):*** The MN4B performs the same functions as the MN4, but corrects a race condition that caused incorrect button-push information to be transmitted when used with the DIMENSION 2000 PBX. Replaced by TC1.
- ***MN7—Lamp Control and Carrier Circuit:*** The MN7 provides 51 buttons with matrix logic and lamp indicators (LEDs) for a console/terminal with an 8-character alphanumeric display. It is used in place of the MN3 for the console/terminal.
- ***MP1—Alphanumeric Control:*** The MP1 provides a read/write memory, character generator, column decoder, row and column drivers, and display protection for operation of a 4-character alphanumeric display.
- ***MP2—Alphanumeric Control:*** The MP2 provides a read/write memory, character generator, column decoder, row and column drivers, and display protection for operation of an 8-character alphanumeric display.
- ***MR1—ADSS Carrier:*** The MR1 provides mounting for either 100 BLF indicators or 100 ADSS/BLF buttons and lamps. It also provides circuitry for memory, address decoders, and lamp drivers.
- ***MR1B—ADSS Carrier:*** The MR1B performs the same functions as the MR1, with slight modifications to the hardware for the DIMENSION Prelude PBX.
- ***MR2—ADSS Carrier:*** The MR2 provides 6 group select buttons and lamps with associated decoders for selection of 600 stations. It provides mounting for either 100 BLF indicators or 100 ADSS/BLF buttons and lamps. It also provides circuitry for memory, address decoders, and lamp drivers.
- ***MR2B—ADSS Carrier:*** The MR2B performs the same functions as the MR2 with slight modifications to the hardware for DIMENSION Prelude PBX.
- ***MR3—ADSS Carrier:*** The MR3 provides 18 group select buttons and lamps with associated address decoders for selection of 1800 stations. It provides mounting for 100 BLF indicators or 100 ADSS/BLF buttons and lamps. It also provides circuitry for memory, address decoders, and lamp drivers.

## TABLE E

## MAJOR REPLACEABLE PARTS FOR CONSOLE/TERMINALS
## AAK – 03BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 1 | Console Faceplate | 843152505 |
| | Support | 842162240 |
| 2 | Housing Support Extrusion – Right | 840582290 |
| 3 | TOUCH-TONE Service Dial | 840585210 |
| | Dial Bracket | 840582498 |
| 4 | Alphanumeric Display | |
| | TB1 | 102902582 |
| 5 | Key and Lamp Carrier | |
| | MN7 | 102968864 |
| 6 | Alphanumeric Control | |
| | MP2 | 102958469 |
| 7 | Front Cover | 840582456 |
| | Magnet | 840585467 |
| 8 | Decorative Trim – Front | 840582753 (Teak)<br>840582761 (American Walnut)<br>840582779 (Avocado)<br>840582787 (Gold)<br>840582795 (Orange)<br>840582803 (Red)<br>840582811 (Blue) |
| 9 | Information Card | 840582613 |
| 10 | Access Panel | 840566202 |
| | Hinge Pins | 840585459 |
| 11 | Timing, Control, and Speech | |
| | TC2B | 103202998 |
| 12 | Power Supply Cover | 840582357 |
| 13 | Power Supply | |
| | MW1 | 102502127 |
| 14 | 411C Jack | 100276997 |
| | Jack Block – Left Side | 842192874 |
| | Jack Block – Right Side | 842192866 |
| 15 | Pedestal Trim | 401542154 |

TABLE E (Contd)

MAJOR REPLACEABLE PARTS FOR CONSOLE/TERMINALS
AAK – 03BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 16 | Pedestal and Plate | 840566194 |
| 17 | Handset Cradle Assembly | 840582654 |
| 18 | Housing Extrusion – Left | 840582274 |
| 19 | Decorative Trim – Rear | 840585004 (Teak)<br>840585012 (American Walnut)<br>840585020 (Avocado)<br>840585038 (Gold)<br>840585046 (Orange)<br>840585053 (Red)<br>840585061 (Blue) |
| 20 | Backplane<br>A2A | <br>102933447 |
| 21 | Cover – Rear | 840582548 |
| – | Mounting Cord | 840582555 |
| – | Key Tab Sheet | 840151481 |
| – | Lamp Cap<br>Single<br>Double | <br>843138819<br>843138827 |
| – | Hospital/Hotel/Generic Label | 843151523 |

- ***MS1—Busy Lamp Field (MD):*** The MS1 provides 50 lamp indicators (LEDs) to display status (busy or idle) of a station. Replaced by KS21672-L4

- ***MT1—Backplane Board (MD):*** The MT1 provides console circuit pack connectors and internal wiring connections. Replaced by A1A.

- ***MU1—Alphanumeric Display:*** The MU1 provides a 4-character alphanumeric display.

- ***MW1—Power Supply:*** The MW1 provides for the conversion and regulation of −48 Vdc to −5 Vdc and −17 Vdc for console circuits.

- ***RD8—Visually Impaired Attendant Auxiliary Circuit:*** The RD8 provides circuitry which encodes console ringing as a function of incoming call type. It also contains an oscillator/amplifier driven by the 990A light sensor to give an audible indication of console lamp status. One RD8 is used in each 2A translator.

- ***TB1—Alphanumeric Display:*** The TB1 provides an 8-character alphanumeric display with decimal point and colon for use with the console/terminal.

- ***TC1—Control and Speech Circuit (MD):*** The TC1 provides logic for timing and

## TABLE F

### MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLE/TERMINALS
### AGK – 03BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 1 | Console Faceplate | 843152505 |
| | Support | 892162240 |
| 2 | ADS/BLF Carrier | 102502085 |
| | MR3 | |
| 3 | Housing Extrusion – Right | 840582266 |
| 4 | TOUCH-TONE Service Dial | 840585210 |
| | Dial Bracket | 840582498 |
| 5 | Alphanumeric Display | |
| | TB1 | 102902582 |
| 6 | Key and Lamp Carrier | |
| | MN7 | 102968864 |
| 7 | Alphanumeric Control | |
| | MP2 | 102958469 |
| 8 | Front Cover | 840582456 |
| | Magnet | 840585467 |
| 9 | Decorative Trim – Front | 840582753 (Teak) |
| | | 840582761 (American Walnut) |
| | | 840582779 (Avocado) |
| | | 840582787 (Gold) |
| | | 840582795 (Orange) |
| | | 840582803 (Red) |
| | | 840582811 (Blue) |
| 10 | Information Card | 840582613 |
| 11 | Access Panel | 840566202 |
| | Hinge Pins | 840585459 |
| 12 | Timing, Control, and Speech | |
| | TC2B | 103202998 |
| 13 | Power Supply Cover | 840582357 |
| 14 | Power Supply | |
| | MW1 | 102502127 |
| 15 | Pedestal Trim | 401542154 |

TABLE F (Contd)

MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLE/TERMINALS
AGK – 03BF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 16 | 411C Jack(s)<br>Jack Block – Left Side<br>Jack Block – Right Side | 100276997<br>842192874<br>842192866 |
| 17 | Pedestal and PLate | 840566194 |
| 18 | Handset Cradle Assembly | 840582654 |
| 19 | Housing Extrusion – Left | 840582241 |
| 20 | Busy Lamp Field | Not provided |
| 21 | Backplane<br>A2A | <br>102933447 |
| 22 | Key and Lamp Assembly<br>KS-21672,L2 | <br>402509988 |
| 23 | KS-21672,L3 | 402509996 |
| 24 | ADSS Faceplate Assembly | 840585137 |
| 25 | ADSS Back Cover | 840582480 |
| | ADSS Back Cover Decorative Trim | 840582118 (Teak)<br>840582126 (American Walnut)<br>840582134 (Avocado)<br>840582142 (Gold)<br>840582159 (Orange)<br>840582167 (Red)<br>840582175 (Blue) |
| 26 | ADSS Plastic Framework | 840582472 |
| – | Mounting Cord | 840582555 |
| – | Key Tab Sheet | 840151481 |
| – | Lamp Cap<br>Single<br>Double | <br>843138819<br>843138827 |
| – | Hospital/Hotel/Generic Label | 843151523 |

## TABLE G

### MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLE/TERMINALS
### AGK – 05AF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 1 | Console Faceplate | 843140161 |
| | Support | 892162240 |
| 2 | ADS/BLF Carrier MR3 | 102502085 |
| 3 | Housing Extrusion – Right | 842163867 |
| 4 | TOUCH-TONE Service Dial | 840585210 |
| | Dial Bracket | 840582498 |
| 5 | Alphanumeric Display TB1 | 102902582 |
| 6 | Key and Lamp Carrier MN7 | 102968864 |
| 7 | Alphanumeric Control MP2 | 102958469 |
| 8 | Front Cover | 840582456 |
| | Magnet | 840585467 |
| 9 | Decorative Trim – Front | 840582753 (Teak)<br>840582761 (American Walnut)<br>840582779 (Avocado)<br>840582787 (Gold)<br>840582795 (Orange)<br>840582803 (Red)<br>840582811 (Blue) |
| 10 | Information Card | 840582613 |
| 11 | Access Panel | 840566202 |
| | Hinge Pins | 840585459 |
| 12 | Timing, Control, and Speech TC2B | 103202998 |
| 13 | Power Supply Cover | 840582357 |
| 14 | Power Supply MW1 | 102502127 |
| 15 | Pedestal Trim | 401542154 |

TABLE G (Contd)

MAJOR REPLACEABLE PARTS FOR ADSS/BLF CONSOLE/TERMINALS
AGK – 05AF

| ITEM | REPLACEABLE PART | COMCODE |
|---|---|---|
| 16 | 411C Jack(s)<br>Jack Block – Left Side<br>Jack Block – Right Side | 100276997<br>842192874<br>842192866 |
| 17 | Pedestal and PLate | 840566194 |
| 18 | Handset Cradle Assembly | 840582654 |
| 19 | Housing Extrusion – Left | 840582241 |
| 20 | Busy Lamp Field | Not provided |
| 21 | Backplane<br>A2A | <br>102933447 |
| 22 | Key and Lamp Assembly<br>KS-21672,L2 | <br>402509988 |
| 23 | KS-21672,L3 | 402509996 |
| 24 | ADSS Faceplate Assembly | 840585137 |
| 25 | ADSS Back Cover | 840582480 |
| | ADSS Back Cover Decorative Trim | 840582118 (Teak)<br>840582126 (American Walnut)<br>840582134 (Avocado)<br>840582142 (Gold)<br>840582159 (Orange)<br>840582167 (Red)<br>840582175 (Blue) |
| 26 | ADSS Plastic Framework | 840582472 |
| – | Mounting Cord | 840582555 |
| – | Key Tab Sheet | 843151481 |
| – | Lamp Cap<br>Single<br>Double | <br>843138819<br>843138827 |
| – | Hospital/Hotel/Generic Label | 843151523 |

TABLE H

CURRENT CIRCUIT PACKS USED IN CONSOLES

| CONSOLE | CIRCUIT PACK DESIGNATIONS | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | A1B | A2A | (NOTE) L2 | (NOTE) L3 | MN 1B | MN 2B | MN 2C | MN 3B | MN 7 | MP 1 | MP 2 | MR 1 | MR 1B | MR 2 | MR 2B | MR 3 | (NOTE) L4 | MU 1 | MU 2 | MW 1 | TB 1 | TC 1B | TC 2B |
| AAA(SMALL) | 1 | | | | 1 | | | | | | | | | | | | | | | 1 | | 1 | |
| AAD(SMALL) | 1 | | | | | 1 | | | | 1 | | | | | | | | 1 | | 1 | | 1 | |
| AAG(LARGE) | 1 | | | | | | | 1 | | 1 | | | | | | | | 1 | | 1 | | 1 | |
| AAK(LARGE) | | 1 | | | | | | | 1 | | 1 | | | | | | | | | 1 | 1 | | 1 |
| ADA(SMALL) | 1 | | | | 1 | | | | | | | 1 | | | | | 2 | | | 1 | | 1 | |
| ADB(SMALL) | 1 | | | | 1 | | | | | | | | | 1 | | | 2 | | | 1 | | 1 | |
| ADD(SMALL) | 1 | | | | | 1 | | | | 1 | | 1 | | | | | 2 | 1 | | 1 | | 1 | |
| ADD-06* | | | | | | | 1 | | | | | | 1 | | | | 2 | | 1 | 1 | | 1 | |
| ADE(SMALL) | 1 | | | | | 1 | | | | 1 | | | | 1 | | | 2 | 1 | | 1 | | 1 | |
| ADE-06* | | | | | | | 1 | | | | | | | | 1 | | 2 | | 1 | 1 | | 1 | |
| ADH(LARGE) | 1 | | | | | | | 1 | | 1 | | | | 1 | | | 2 | 1 | | 1 | | 1 | |
| ADJ(LARGE) | 1 | | | | | | | 1 | | 1 | | | | | | 1 | 2 | 1 | | 1 | | 1 | |
| AGA(SMALL) | 1 | | 1 | 1 | 1 | | | | | | | 1 | | | | | | | | 1 | | 1 | |
| AGB(SMALL) | 1 | | 1 | 1 | 1 | | | | | | | | | 1 | | | | | | 1 | | 1 | |
| AGD(SMALL) | 1 | | 1 | 1 | | 1 | | | | 1 | | 1 | | | | | | 1 | | 1 | | 1 | |
| AGE(SMALL) | 1 | | 1 | 1 | | 1 | | | | 1 | | | | 1 | | | | 1 | | 1 | | 1 | |
| AGH(LARGE) | 1 | | 1 | 1 | | | | 1 | | 1 | | | | 1 | | | | 1 | | 1 | | 1 | |
| AGJ(LARGE) | 1 | | 1 | 1 | | | | 1 | | 1 | | | | | | 1 | | 1 | | 1 | | 1 | |
| AGK(LARGE) | | 1 | 1 | 1 | | | | | 1 | | 1 | | | | | 1 | | | | 1 | 1 | | 1 |

***NOTE:*** Circuit Pack KS-21672, L ( )

* Used with the DIMENSION Prelude PBX.

control of all console functions, data transmitter circuits, and attendant voice circuits. It replaces the MN4B, provides for timed reminder and message waiting features, and improves tolerance to radio frequency interference.

- ***TC1B—Control and Speech Circuit:*** The TC1B performs the same function as the TC1, with improvements to correct a condition that caused incorrect button-push information to be transmitted when used with the DIMENSION 2000 PBX.

- ***TC2—Control and Speech Circuit (MD):*** The TC2 performs the same functions as the TC1, but also provides for TOUCH-TONE dialing signal muting. The TC2 is only used in console/terminal.

- ***TC2B—Control and Speech Circuit:*** The TC2B performs the same function as the TC2, with improvements to correct a condition that caused incorrect button-push information to be transmitted when used with the DIMENSION 2000 PBX.

## 5. OPERATIONAL DESCRIPTION

**5.01** Since switched loop queuing is provided in the PBX, a call does not appear on a console until the attendant is ready to process it. Any call waiting for attendant processing is placed in an incoming call queue. All attended but idle consoles are in a second queue. Both queues are arranged for first-in, first-out service. The call which has been longest in the incoming call queue is matched with the attendant console which has been idle for the longest time.

**5.02** A 20- or 30-second timed reminder is provided in each system. A timer is set when the attendant holds a call on the console or releases from a call waiting or ringing call. After 20 or 30 seconds, a timed reminder appears on the console in the form of a flashing loop indicator and an audible tone. The attendant enters the call by pressing the associated loop key.

**5.03** When an incoming call appears on a loop (eg, ATND loop lamp flashing), the attendant may press either the loop key or the ANSWER key to answer the call. Call procedure is then identical regardless of which key is used. If the request for service at the console is an attendant recall (timed reminder time-out, etc, HOLD, BUSY, RING, or ANS loop lamp flashing), the attendant must press the loop key to answer the call.

**5.04** When the attendant release loop (ARL) feature is activated in the system the following changes apply:

- An incoming trunk call extended to a busy (call waiting) or idle (ringing) line and released by the attendant is held off-loop. (Loop can be used for another call.)
- A special ARL timed reminder interval (02-98 seconds set by the attendant) is provided for timing calls held off-loop.
- Calls held off-loop are returned to the incoming call queue if not answered before the ARL timing interval expires.
- A BUSY or RING lamp flashes and timed reminder tone is heard at the console chosen by the queue.
- The calling trunk identification is displayed in the alphanumeric field when the attendant answers the call.
- The called station number (busy or idle) is displayed in the alphanumeric field when the attendant presses the STA ID key.

Other operating procedures, including a call held on the console (attendant press HOLD), are the same with or without the ARL feature operated.

**5.05** If the call is from a PBX station and the console is equipped with an alphanumeric display field, the calling station number is displayed when the loop or ANSWER key is pressed. If a CLASS key is provided, the attendant may visually check the class of service of the calling line. An alphanumeric display or a class-of-service number appears when the key is pressed.

**5.06** Controlled restrictions are used to restrict station(s) incoming or outgoing calls and are controlled by the attendant.

**5.07** With FP9 and FP11, the console/terminal must be in the hotel/motel, hospital, or generic mode and the user must dial an opcode to activate, change, or cancel a controlled restriction. With all other feature packages, the attendant must first dial an access code to activate or cancel a controlled restriction. A restriction in effect must be cancelled before activating another controlled restriction on the same station or group of stations. The following is a list of the encodes for the different types of controlled restrictions:

| CODE | FUNCTION |
|---|---|
| 0 | Cancels any control restriction (NONE) |
| 1 | Activates outward restriction (OUT) |
| 2 | Activates station-to-station restriction (STA) |
| 3 | Activates outward and station-to-station restriction (O+S) |
| 4 | Activates total restriction (TOTL) |
| 5 | Activates termination restriction (TERM) |
| 6 | Activates outward and termination restriction (O+T). |

**5.08** When the system is equipped with deluxe loudspeaker paging, the attendant can page by either pressing the direct PAGE keys or by dialing access codes. A maximum of six direct PAGE keys or dial access codes can be provided for paging different zones. This feature can also provide priority paging and answer-back. The attendant must dial access the page to use answer-back channel. Priority paging overrides others using paging during emergencies. Answer-back permits paged parties to dial particular codes and be connected to the paging party. Priority paging can also be provided with an answer-back code.

**5.09** When the system is equipped with fixed night service, the feature is activated by pressing the NIGHT key. Calls normally directed to the attendant are routed to preselected stations within the system. Incoming calls from specific non-DID exchange network trunks can be routed to specific stations. Trunk answer from any station can also be provided with fixed night service. Routings are provided on a fixed basis as defined on the customer order. Assignments can be added or changed via the MAAP.

**5.10** When the system is equipped with full night service and the feature is activated, calls normally directed to the attendant are routed to preselected stations within the system. Incoming calls from specific non-DID exchange network trunks can be routed to specific stations. Routings can be assigned on a flexible basis by the attendant and remain in effect night-to-night until changed. Trunk answer capability from any station is provided for night calls not assigned to particular stations or calls that cannot be answered by the night stations. When the console is in night service, night stations have full threeway conference transfer capability and call waiting services (if provided) for night calls.

**5.11** ▶When the system is equipped with automatic night service and the featue is activated, calls normally directed to the attendant are routed to the night station after a preselected time-out interval. The time-out interval may be administered at the console.◀

**5.12** When the system is equipped with the message waiting feature (FP3) and if the attendant console (equipped with ADSS/BLF) is being used as the message waiting control unit, the attendant can use the console to activate, cancel, and display the message waiting status of any station. To display the message waiting status, the attendant puts the console in the message waiting mode by momentarily pressing the MSG WAIT key and the desired ADSS/BLF hundreds group select key. The busy lamp field will display the message waiting status of 100 stations at a time, depending upon which of the group select keys are pressed. The lamp associated with the selected hundreds group will flash while the console is displaying message waiting status. If a message is waiting for a particular station in the hundreds group being displayed, the BLF lamp associated with that station will light. To change the status of the lamp, the attendant momentarily presses the appropriate ADSS button and the associated lamp extinguishes. Pressing an ADSS key will change the state of the associated lamp (push-push operation). In FP9 and FP11 systems, the H/M, S/F, or HCM key is pressed and then the MSG WAIT key to enter the message waiting mode. To initiate message waiting after selecting the desired station, the ENTER and INIT buttons must be pressed; to cancel message waiting after selecting the desired station, the ENTER and CLEAR buttons must be pressed. The message waiting indication for the station user is a lamp on the individual station set. When the message waiting state is activated for a particular station, the lamp on the station set will flash continuously when the station set is on-hook and not ringing. Normal attendant operation is restored when the attendant again presses the MSG WAIT key with FP3, H/M, S/F, or HCM key with FP9 or FP11.

**5.13** When the console is equipped for visually impaired attendant service, the 2A translator performs two functions. ***First,*** it monitors the six incoming call positions on the console and produces a logic output that controls audible ringing. In this way, six different audible ring codes are generated that identify which of the six ICIs are active. If the console is alphanumeric, the ICI information also appears in the alphanumeric display field. The six coded call indicators are listed below.

**CALL INDICATORS**

1. Listed directory number (LDN) call
2. Internal call to attendant
3. Attendant recall
4. Customer options (tie trunks, etc)
5. Customer options (WATS, etc)
6. Other than 1 through 5 above.

The ring rates for these calls are shown in Fig. 18. ***Second,*** the 2A translator senses the light-sensitive probe output when the probe is placed over a lighted console LED, producing a tone in the console headset/handset receiver.

**5.14** Telephone service for a station console/terminal is provided like a station set. When an incoming call appears on a station console/terminal (ringing tone is heard), the station user answers the call by pressing the ANSWER/RECALL key. To activate the threeway conference transfer feature or to activate another feature with a call on the station console/terminal, the station user presses the ANSWER/RECALL key to obtain recall dial tone.

**5.15** To originate a call from the station console/terminal, the station user presses the START key to obtain dial tone.

**5.16** To terminate a call (hang up) on a station console/terminal, the station user presses the RELEASE key to go on-hook.

## 6. REFERENCES

### BELL SYSTEM PRACTICES

**6.01** The following sections are associated with DIMENSION PBXs and, when available, may be used for additional information.

| SECTION | TITLE |
|---|---|
| 554-000-000 | Numerical Index—Division 554—DIMENSION PBX (Refer to this Index for TOP documents) |
| 554-000-010 | Labor Time Reporting for DIMENSION PBX (100, 400, 2000, and Custom) to Track Costs |
| 554-000-100 | DIMENSION PBX—Documents not listed in 554 Division Index (Refer to this Index for Administration and Maintenance Manuals.) |
| 554-010-101 | DIMENSION PBX Input/Output, Interface and Auxiliary Circuits—Maintenance Support Information |
| 554-010-104 | DIMENSION PBX Attendant Console—Maintenance Support Information |
| 554-010-135 | DIMENSION-Type PBXs—AUTOVON Service |
| 554-101-100 | DIMENSION 400 PBX—System Description |
| ◗554-102-100 | DIMENSION Prelude PBX—System Description◖ |
| 554-101-102 | DIMENSION 100 PBX—System Description |
| 554-105-100 | DIMENSION 600 PBX—System Description |
| 554-111-100 | DIMENSION 2000 and Custom PBXs—System Description |
| 554-191-100 | DIMENSION PBX Feature Documents Reference Guide |
| 809-002-100 | PBX Equipment Space Requirements |
| 981-012-100 | Centralized Attendant Service for 770A, 812A, DIMENSION 400, 2000, and Custom PBXs, and No. 1 ESS, No. 1A ESS—General Descriptive Information |

### DRAWINGS

**6.02** The following schematic drawings (SDs) and associated circuit descriptions (CDs) are applicable to the DIMENSION PBX console and may be referred to when required:

- SD-1E466-01, Issue 2, Attendant Electronic Console Repeater
- SD-69910-01, Issue 8, Attendant Electronic Console

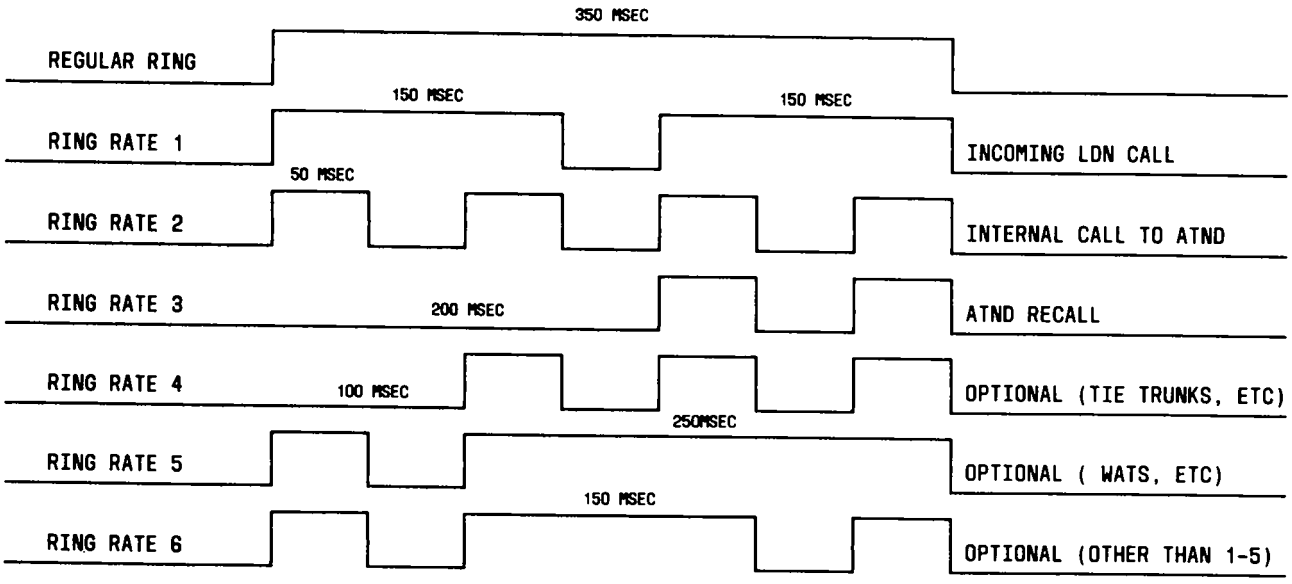



Fig. 18—Visually Impaired Attendant Service—Coded Ring Rates