Lucent Technologies
Bell Labs Innovations

DEFINITY® Business Communications System and GuestWorks™ *server* Issue 3.0

Console Quick Reference

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Single-Carrier Cabinet (SCC), AC Powered with 25 Hz ring generator

EMC Directive	89/336/EEC
Low Voltage Directive	73/23/EEC

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About This Document

This document contains basic telephony procedures for using the DEFINITY® Business Communications System and GuestWorks™ *server* attendant console. These procedures are done by the attendants or front desk personnel.

All office staff personnel that operate the attendant console or do console operations at a backup voice terminal should be familiar with these procedures. If you need extra copies of this document, contact your dealer or order more copies as described on the inside cover of this document.

Reasons for Reissue

This document replaces the *GuestWorks™ server Console Operations*, (555-231-735, Issue 1), that was used on Issue 2.0 and earlier systems. This document is backward compatible with Issue 2.0 and earlier systems, and is reissued for the following reasons:

- The hospitality operations have been moved to *GuestWorks™ server Hospitality Operations*, (555-231-741).

- Additional standard features are now documented here, such as Call Park, Display Class of Restriction, Busy Verification, and Trunk Identification.

- New features have been added, such as Attendant Crisis Alert and Split Swap.

Assumptions

It is assumed throughout this document that the hotel staff is familiar with the basic operation of telephones, voice terminals, and attendant consoles. If your staff has access to a multimedia personal computer, there is training available on CD-ROM for basic console and voice terminal operations.

Conventions

The following conventions are used in this document:

- Buttons you press on the console are shown as follows:

  (Release)

  The buttons shown in this document use label designations provided by Lucent Technologies. Since the button labels can be customized for each site, some button labeling may have different designations.

  Some button labels on the console, such as $\boxed{\substack{\text{Serial} \\ \text{Call}}}$, span two lines. Because of line spacing in this document, they are shown across one line of text, such as (Serial Call).

- The term "dial keypad" refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.

- When referring to lamps, the reference is to one of two types of lamps found on the attendant console: the status lamps next to the dial keypad and the lamps associated with feature and trunk buttons. The status lamps next to the dial keypad have fixed meanings. Those lamps are shown as follows:

  Position Available

  Lamps associated with feature and trunk buttons are identified by their button label (such as (Normal Mode)).

- Messages appearing on the display are shown as follows:

```
a=      CONFERENCE 2                              rc
```

  When the display examples show a value within "arrows" (< >), this represents a variable that will differ for each example.

- The term "attendant console" signifies the Model 302B, 302C, or PC console that is usually found at the front desk. The term "backup voice terminal" signifies either a Model 8410D or Model 8434 voice terminal with attendant-type feature buttons. Other multiappearance voice terminals can be used, but the preferred models are the 8410D and 8434.

- When a procedure refers to a "room number," the procedure is referring to the extension number of the room. The two numbers are not always the same.

- You will hear the following tones during normal operation:

  — Dial tone — a steady tone you hear when you select an idle call appearance.

  — Ringback tone — the normal ringing tone you hear after you dial a guest room or outside number.

  — Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy.

  — Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or are out of order.

  — Confirmation tone — a three-burst tone you hear after successfully using a feature access code.

  — Intercept tone — a high-to-low tone you hear when a call or feature access code is not accepted.

■ The following table lists the features described in this document. Ask your administrator for these codes and write them down in this table.

Feature	Feature Access Code
Answer Back (for Call Park)	

Call Forwarding - All Calls
  Activation
  Deactivation	

Call Forwarding - Busy/Don't Answer
  Activation
  Deactivation	

Call Park	
Trunk Answer Any Station (used from the backup voice terminals)	

Related Documents

■ 555-230-700 — *DEFINITY® Console Operations*

■ 555-230-795 — *PC Console Quick Reference User's Guide*

■ 555-231-207 — *GuestWorks™ server Issue 3.0 Feature Descriptions*

■ 555-231-741 — *GuestWorks™ server Issue 3.0 Hospitality Operations*

■ 555-231-777 — *GuestWorks™ server 8403 Voice Terminal Quick Reference*

■ 555-231-780 — *GuestWorks™ server 8410 Voice Terminal Quick Reference*

■ 555-231-783 — *GuestWorks™ server 8434 Voice Terminal Quick Reference*

■ 555-231-801 — *DEFINITY® Business Communications System and GuestWorks™ server Issue 3.0 Documents* (CD)

Basic Operation

Console Layout

The Attendant Consoles and DXS Selector Console are shown in Figure 1, Figure 2, and Figure 3.
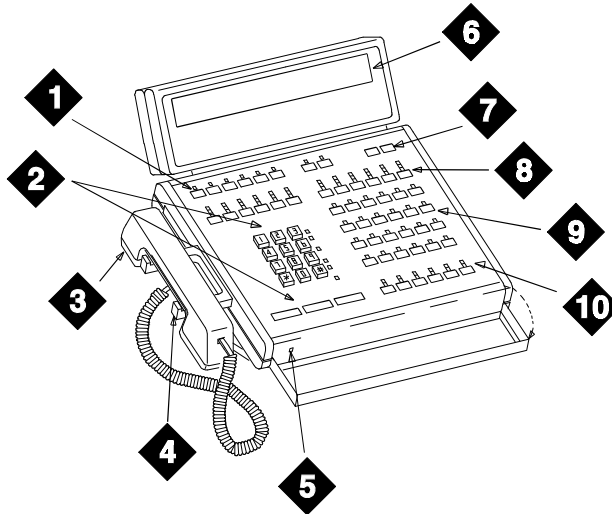
1)	Display Buttons	6)	Display
2)	Call Processing Area	7)	Ringer Volume
3)	Handset	8)	Trunk Group Select Buttons
4)	Handset Cradle	9)	Feature Buttons
5)	Lamp Test Switch	10)	Call Appearance Buttons

Figure 1. Model 302B Attendant Console
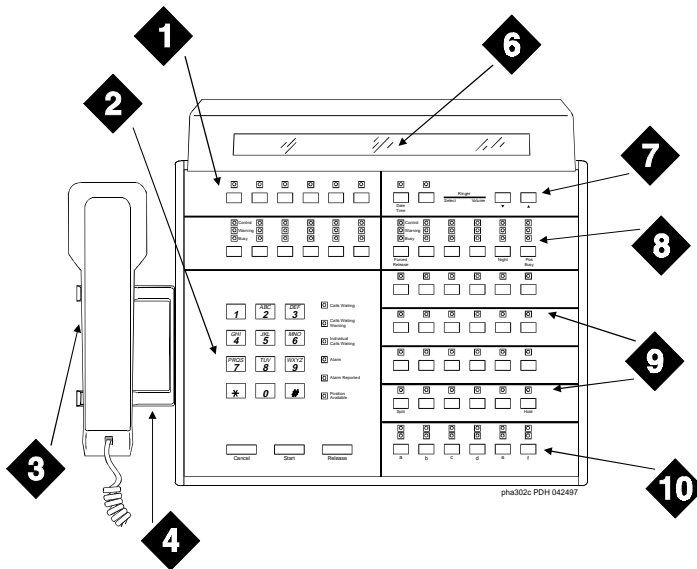
1) Display Buttons   6) Display

2) Call Processing Area   7) Ringer Volume

3) Handset   8) Trunk Group Select
                                 Buttons

4) Handset Cradle   9) Feature Buttons

                            10) Call Appearance
                                 Buttons

Figure 2. Model 302C Attendant Console
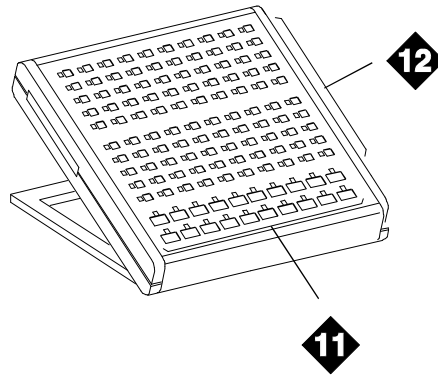
11)	DXS Hundreds Group Select Buttons	12)	DXS/BLF Buttons

Figure 3. DXS Selector Console

The following list items correspond with the callouts shown in Figure 1, Figure 2, and Figure 3. All the feature buttons, trunk access buttons, and display buttons are on this console. The DXS Selector Console allows you to dial a room number and view the busy, occupied, and maid status for each room

1. Display Buttons — These eight buttons are used to control access to the alphanumeric display.

2. Call Processing Area — This area consists of the dial keypad, some fixed status lamps, and the [Start], [Cancel], and [Release] buttons. You use the [Start] button to get an idle call appearance to place a call, the [Cancel] button to cancel a dialing instruction, and the [Release] button to end a call.

3. Handset — This is a standard handset with coiled cord and a dual-prong, phone-plug connector. The handset can be unplugged from the console and replaced with an amplified headset that also uses a dual-prong, phone-plug connector.

4. Handset Cradle — This is where you place the handset when it is not in use. If you use a headset, the handset cradle can be removed from the console.

5. Lamp Test Switch — This is a switch under the front panel of the Model 302B console that allows you to test the console lamps. The test starts when you press the switch and stops when you release the switch.

   On the Model 302C console, you must simultaneously press and hold the ⌐Pos Busy⌐ and ⌐ Volume Up ⌐ buttons to test the console lamps. The test starts when you press the buttons and stops when you release the buttons.

6. Display — This is a single-line, 40-character, alphanumeric display that shows call progress and feature usage information.

7. Ringer Volume — This controls the ringer volume for incoming calls. Incoming emergency calls (Page 34 and Page 36) ring at a louder fixed volume that you cannot control.

   ⇒ **NOTE:**
   Always check your ringer volume to make sure it is set at an audible level. If the console should experience a power outage, the volume level is reset to the lowest setting.

8. Trunk Group Select Buttons — These 12 buttons are assigned with trunk access codes that allow access to outside lines.

9. Feature Buttons — These 24 buttons are used to access features such as Do Not Disturb and Automatic Wakeup.

10. Call Appearance Buttons — These six call appearance buttons are used to select a call appearance and are labeled ⌐a⌐ through ⌐f⌐. Pressing one of them is similar to pressing the ⌐Start⌐ button, but you can specify which appearance you want.

11. DXS Hundreds Group Select Buttons — These buttons on the DXS selector console are assigned the first digit or the first two digits of each group of 100 rooms. For example, if you have rooms numbered from 7000 to 7099, there will be a button labeled ⌐7000⌐.

12. DXS/BLF Buttons — These are known as the direct extension
    select/busy lamp field (DXS/BLF) buttons. They are used with the
    hundreds group select buttons to place calls to guest rooms and to
    determine the status of guest rooms.

Status Lamps

The buttons on the console have status lamps associated with their use. These
status lamps come on, go off, or flash as you use the console features. When
the lamps come on, the feature is active. When the lamps go off, the feature is
inactive. When the lamps flash three times, you have pressed the wrong button
or you cannot access the feature at this time.

There are also some status lamps not directly associated with buttons, and they
are located next to the dial keypad.

- *Calls Waiting* — This lamp lights when there is one call in the queue.

- *Calls Waiting Warning* — This lamp lights when the attendant calls
  waiting in queue limit has been reached. When this happens, the backup
  voice terminals are alerted. The queue limit is an administrable value.

- *Individual Calls Waiting* — This lamp lights when a call is made to the
  console's individual extension number and the call is in queue to be
  answered.

- *Alarm* — This lamp lights when the server has detected a failure. Follow
  local procedures if this lamp is lit.

- *Alarm Reported* — This lamp lights when an alarm prompts the server
  to dial up the remote maintenance center, report the alarm, and the
  maintenance center acknowledges the alarm. For some installations, this
  remote alarm reporting is not available.

- *Position Available* — This lamp lights when the console is available to
  handle a call.

The trunk group select buttons have three status lamps associated with each button.

■ *Control* — This lamp is on if the trunk group has controlled restrictions administered.

■ *Warning* — This lamp is on when some trunks are busy. Select an alternate trunk group if possible, or use this group if necessary.

■ *Busy* — This lamp is on when all the trunks in a trunk group are busy. You must select another trunk group or try again later.

Call Purpose Indicators

The following is a list of call purpose indicators that are displayed when calls are redirected to the attendant console or to a backup voice terminal:

■ **b** or **B** — Busy. Indicates that the called guest is busy and the call is redirected by Call Coverage.

■ **co** — Controlled Outward Restriction Call. Indicates that a guest attempted to make an outgoing call, but the room has Outward Restriction applied.

■ **cs** — Controlled Station-to-Station Restriction Call. Indicates that a guest attempted to make a call to another guest room, but the room has Station-to-Station Restriction applied.

■ **ct** — Controlled Termination Restriction Call. Indicates that a guest or an outside caller attempted to make a call to a guest room, but the called room has Termination Restriction applied.

■ **d** — Don't Answer or Cover. Indicates that the guest did not answer the telephone, and the call is redirected to the attendant through Call Coverage.

■ **f** — Call Forwarding. Indicates that a call has been redirected using Call Forwarding.

■ **ic** — Intercept Treatment. Indicates that an incoming call has been redirected as a result of intercept treatment.

- **ld** — Direct Inward Dialing (DID) Listed Directory Number (LDN) Call. Indicates that an incoming call came in on the LDN over a DID trunk.

- **rc** — Recall Call. Indicates that a call being held on the console is requesting more help.

- **rt** — Return Call. Indicates that a call transferred to another telephone or parked at an extension was not answered, and has returned to the console for processing.

- **s** — Send All Calls. Indicates that a call was redirected because the called party used Send All Calls.

- **sc** — Serial Call. Indicates a recall to the console when an outside caller is making a series of calls to different guests at the hotel.

- **tc** — Trunk Control. Indicates that a guest attempted to place a call using a trunk that has controlled access.

Administrable Features

Some of the features on the attendant console are *administrable*, which means that you may or may not be able to use the feature, depending on whether the server is administered for that feature. The administrable features include the following:

- Attendant Lockout — If Attendant Lockout is on, you cannot reenter a conference call.

- Attendant Auto Start — If Attendant Auto Start is on, you do not have to press the ⌈Start⌉ button or a call appearance button to make a call. See Page 24 for an explanation of Auto Start.

- Attendant Tone — If Attendant Tone is off, you will not hear busy tones, dial tones, or ringback tones for internal calls.

- Auto Answer — If Auto Answer is on, incoming calls are answered automatically, which means that you do not have to press a call appearance button. This feature can be used only when you are using a headset.

- Display Languages — The display can show messages in four different languages: U.S. English, French, Italian, and Spanish. This is an administrable option.

Activate the Console

To use the attendant console, you must first activate the console by doing the following:

1. Plug in the handset or the headset on either side of the console.

2. If the (Night) lamp is on, press the (Night) button.

   - The (Night) lamp goes off.

   - The **Position Available** lamp goes on.

Deactivate the Console

If you do not want anyone using the attendant console after hours, do the following to deactivate the attendant console:

1. Unplug the handset or the headset.

   - All lamps on the console go off.

Answer Calls

To answer calls from guest rooms or from callers outside of the hotel, do the following:

1. A call comes in to the console:

   ■ You hear a 1-burst repetitive ring.

   ■ The guest name (if available) and room number are displayed. If this is a call from outside your hotel, incoming trunk information is displayed.

   ■ The **Position Available** lamp goes off.

   ■ A call appearance lamp flashes.

2. Press the call appearance button where the lamp is flashing.

   ■ The ringing stops.

   ■ The call appearance lamp stops flashing, but remains on.

   ■ You are connected to the calling person.

3. To end the call, press the (Release) button.

   ■ You are disconnected from the call.

   ■ The call appearance lamp goes off.

   ■ The display goes blank.

   ■ The **Position Available** lamp goes on.

   ■ The console returns to the normal operating mode.

Make Calls

You can make calls to rooms using the normal dial keypad or using the DXS selector console. To make outside calls, you can use the normal dial keypad or the trunk group select buttons.

To make calls to rooms using the selector console, do the following (use room number 7062 as an example):

1. At the selector console, press the hundreds group select button that is marked ⌐7000⌐. This button controls all rooms that start with 70.

2. Press the ⌐62⌐ button in the DXS/BLF button field.

   - ■ A call appearance lamp goes on.

   - ■ The **_Position Available_** lamp goes off.

   - ■ You hear a ringback tone.

   - ■ The display shows the dialed number.

   - ■ The ringback tone stops when the called party answers.

3. To end the call, press the ⌐Release⌐ button.

   - ■ You are disconnected from the call.

   - ■ The call appearance lamp goes off.

   - ■ The display goes blank.

   - ■ The **_Position Available_** lamp goes on.

   - ■ The console returns to the normal operating mode.

   ➡ **NOTE:**
   Before the call completes, you can press the ⌐Cancel⌐ or ⌐Release⌐ button to end the call attempt. If you press ⌐Cancel⌐, you get another dial tone. If you press ⌐Release⌐, the console returns to the normal operating mode.

To make calls to rooms not using the selector console, do the following:

1. Press the ⬚Start button or an idle call appearance button.

   - You hear a dial tone.

   - The call appearance lamp goes on.

   - The **Position Available** lamp goes off.

2. Dial the room number.

   - You hear a ringback tone.

   - The display shows the dialed number.

   - The ringback tone stops when the called party answers.

3. To end the call, press the ⬚Release button.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

   ⮕ **NOTE:**
   Before the call completes, you can press the ⬚Cancel or ⬚Release button to end the call attempt. If you press ⬚Cancel, you get another dial tone. If you press ⬚Release, the console returns to the normal operating mode.

Making a call to an outside number requires an outgoing trunk. You can access an outgoing trunk in two different ways:

- You can make a call to an outside number by dialing a code for the Automatic Route Selection feature or a specific trunk group, *or*

- You can make a call to an outside number by pressing the trunk group select button for the desired trunk.

    ⇒ **NOTE:**
    Trunk group select buttons are not available at some locations. If the trunk group select buttons are not administered, dial the trunk access codes using the dial keypad.

To make a call to an outside number, do the following:

1. Do one of the following:

    a. Press the Start button or an idle call appearance button.

        - You hear a dial tone.

        - The call appearance lamp goes on.

        - The **Position Available** lamp goes off.

    b. Press a trunk group select button. Continue with Step 3.

        - The call appearance lamp goes on.

        - The **Position Available** lamp goes off.

        - The trunk group select **Busy** lamp goes on.

2. Dial the trunk access code or dial the Automatic Route Selection feature access code.

3. Listen for the call progress tones. If you hear:

    ■   Dial tone, this is a valid trunk access code. Continue with Step 4.

    ■   Busy or reorder tone, this indicates that there are no outgoing trunks available. Press the ⌈Cancel⌉ button and redial, or press the ⌈Release⌉ button and try again later.

    ■   Intercept tone, this is an invalid code. Press the ⌈Cancel⌉ button and redial, or press the ⌈Release⌉ button and try again later.

4. Dial the outside number, and listen for call progress tones. If you hear:

    ■   Ringback tone and the call is answered, go to Step 5. If the call is not answered, press the ⌈Cancel⌉ button and redial, or press the ⌈Release⌉ button and try again later.

    ■   Busy tone or intercept tone, the call cannot be completed as dialed; press the ⌈Cancel⌉ button and redial, or press the ⌈Release⌉ button and try again later.

5. To end the call, press the ⌈Release⌉ button.

    ■   You are disconnected from the call.

    ■   The call appearance lamp goes off.

    ■   The display goes blank.

    ■   The **Position Available** lamp goes on.

    ■   The console returns to the normal operating mode.

Forced Release

While making calls and answering calls, you can get in a situation where you cannot cancel or release a call. If this happens, use the ⌈Forced Release⌉ button. This will disconnect you from the current call and return the console to normal operating mode. Use this feature only when necessary.

Split Calls

You can temporarily disconnect from a call, make a call to another person, and then connect the two people together. You must always *split* a call in order to transfer an incoming call to a guest room or to an outside number. Splitting allows you to do the following:

- Either talk with the second person to announce the waiting call, or drop out of the call before the second person answers.

- Connect the two calls together.

- Join the calling and called parties in a 3-way connection from which you can later drop out.

- Return to the split calling person if the called person does not answer or does not want to accept the call.

This feature is automatically activated after you answer an incoming call, if you do any of the following:

- Dial a room number using the DXS Selector Console.

- Press the (Start) button, and then dial a number (for example, a room number, a trunk access code, or the Automatic Route Selection feature access code).

- Press a trunk group select button.

While the calling person is split from the console, the ⌐Split⌐ lamp is on. The split condition is canceled, and the ⌐Split⌐ lamp goes off when you do one of the following:

- Press the ⌐Release⌐ button to connect the split person to the called person and disconnect the console.

- Press the ⌐Split⌐ button to establish a 3-way connection with you, the calling person, and the called person.

- Press the ⌐Cancel⌐ button to cancel the outgoing call attempt, and reconnect to the calling person.

The steps for activating and canceling the split condition are given in "Transfer" on Page 49.

Split Swap

Split Swap allows the attendant to alternate between active and split calls. This operation may be useful when the attendant may need to transfer a call, but first must talk with each party before completing the transfer. This operation is done using the ⌐Split Swap⌐ button.

⚠ SECURITY ALERT:

The Split Swap operation can involve transferring calls per the callers requests. See "Transfer" on Page 49 for more information concerning security issues.

To use the Split Swap feature, do the following:

1. While active on a call, press the ⌐Start⌐ button.

    - You hear a dial tone.

    - The ⌐Split⌐ lamp goes on.

2. Dial the number for the person to whom you may transfer the call.

   ■ You hear a ringback tone.

   ■ The display shows the number you are calling.

3. After the person answers, press the ⌐Split Swap⌐ button to alternate between the original call and the new call.

   ■ The ⌐Split Swap⌐ lamp goes on and will stay on as long as you alternate between calls.

4. Use *one* of the following steps, a, b, c, or d, to complete the call.

   a. To set up a 3-way connection, press the ⌐Split⌐ button.

      ■ You and the other two callers are connected.

      ■ The ⌐Split⌐ lamp goes on.

      ■ The display shows a conference call in progress.

      ■ The ⌐Split Swap⌐ lamp goes off and the button can no longer be used for this call.

   To drop out of the 3-way connection, press ⌐Release⌐.

      ■ You are disconnected from the call.

      ■ The ⌐Split⌐ lamp goes off.

      ■ The call appearance lamp goes off.

      ■ The display goes blank.

      ■ The **Position Available** lamp goes on.

      ■ The console returns to the normal operating mode.

b. To transfer the call, press the `Split` button (this joins all three parties together), followed by the `Release` button.

- You are disconnected from the call.

- The `Split` lamp goes off.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

c. While alternating between calls using the `Split Swap` button, you may want to disconnect one of the calls. Press the `Cancel` button when you are connected with the caller you wish to disconnect.

- The active call is disconnected.

- The console is connected to the other caller.

- The `Split Swap` lamp goes off.

To disconnect the caller, press `Release`.

- You are disconnected from the call.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

d. While alternating between calls using the ⌈ Split Swap ⌉ button, you may want to place one of the calls on hold. Press the ⌈ Hold ⌉ button when you are connected with the caller you wish to place on hold.

- The **On Hold** lamp at the call appearance button goes on.

- The call appearance lamp goes off.

- The active call is placed on hold.

- The console is connected to the other caller.

- The ⌈ Split Swap ⌉ lamp goes off.

To disconnect the caller, press ⌊Release⌋.

- You are disconnected from the call.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

Auto Start and Don't Split

Auto Start is an administrable feature that allows you to initiate a phone call by pressing any button on the dial keypad. If you are on an active call and you dial digits on the keypad, the console automatically splits the call and begins dialing the next call. When the Auto Start feature is enabled, the ⏹ Start button is disabled.

To disable the Auto Start feature, use the Don't Split feature. This allows the server to send the digits you dial to the other end. Use the Don't Split feature if you need to send touch-tone digits to the far end to pick up answering machine messages when Auto Start is administered.

Auto Start

To use the Auto Start feature, do the following:

1. To extend (transfer) an active call to another guest room, begin dialing the digits of the other room number.

   - The active call is automatically split away from the console.

2. Press the ⏹ Release button to transfer the call.

Don't Split

To use the Don't Split feature, do the following:

1. Press the ⏹ Don't Split button to send touch tones on an active call.

   - The call remains active.

2. Dial the keypad digits for the call.

   - The touch tones are sent to the far end.

3. Press ⏹ Don't Split again to cancel the Don't Split feature.

Class of Restriction

When guests request that you place long-distance or even local calls, you should check their assigned class of restriction (COR) before you complete the call. If they are not restricted from certain calls, you may complete the call for them.

To check on a guest's COR, do the following:

1. While on an active call, press the ⌐Class (COR)⌐ button.

   - The ⌐Class (COR)⌐ lamp goes on.

   - The display shows the guest's COR value (a two-digit code) and a four-character restriction identifier, such as:

   ```
   a=01 NONE
   ```

   The COR call restriction identifiers are the following:

   - ORIG — Origination restriction; calls of any type are not allowed from that extension.

   - OTWD — Outward Restriction; calls to numbers outside of the property are not allowed from that extension.

   - TOLL — Toll Restriction; toll calls are not allowed from that extension.

   - NONE — No restrictions are active for that extension.

2. Follow local procedures for handling calls from restricted extensions.

Night Service

The Night Service feature prevents calls from terminating at the attendant console. Calls to the attendant console enter the attendant call waiting queue and can be answered from the backup voice terminals or by hotel staff at other voice terminals using the Trunk Answer Any Station feature (see Page 27).

To activate Night Service, do the following:

1. Press the [Night] button on the console or the [Night] button on the backup voice terminal (only one backup voice terminal can have a [Night] button).

   - The [Night] lamp goes on at the console and at the backup voice terminal that has the [Night] button.

   - The **Position Available** lamp goes off.

To cancel Night Service (go into day mode), do the following:

1. Press the [Night] button at the console or at the backup voice terminal that has a [Night] button.

   - The [Night] lamp goes off at the console and at the backup voice terminal that has a [Night] button.

   - The **Position Available** lamp goes on.

Feature Operation

This section contains user operation for features used from an attendant console or from a backup voice terminal.

Attendant Backup

The Attendant Backup feature allows you to access most attendant console features from one or more specially-administered multiappearance voice terminals. The recommended voice terminals are the Lucent Technologies Model 8410 and Model 8434. When calls terminate at the attendant console during normal operation, users at the backup voice terminals can answer overflow calls by pressing a button or dialing a feature access code. You can then process the calls as if you are at the attendant console. Procedures for basic feature operation are documented in the quick reference guides for each voice terminal.

➡ **NOTE:**
The Attendant Backup features cannot be used from guest rooms administered as "client" rooms even if they have a multiappearance voice terminal.

When the attendant console is in day mode (the Night lamp is off), you cannot answer overflow calls at the backup voice terminals until the number of calls waiting in the attendant queue has reached an administered threshold. Until the threshold is reached, the only indication the backup voice terminals receive about calls waiting in queue is when the Queue Calls and the Queue Time lamps go on. You can press the Queue Time button to see how long the call has been waiting, but you cannot answer the call. The Queue Time lamp starts flashing when the time in queue warning level has been reached (this is usually set for 15 seconds). When the calls waiting in queue threshold has been reached, the backup voice terminals will beep every 10 seconds as long as the number of calls waiting stays above the threshold. You can then answer calls using the Trunk Answer Any Station (TAAS) feature access code _____ or an automatic dialing button administered with that feature access code.

When the attendant console is in night mode (the [Night] lamp is on), all calls to the attendant console immediately beep at the backup voice terminals and the [Queue Calls] and the [Queue Time] lamps go on. You can then answer calls using the TAAS feature access code _____ or an automatic dialing button administered with that feature access code.

The following is a typical scenario for answering overflow attendant console calls from a backup voice terminal:

1. The Calls Waiting In Queue threshold is reached.

   ■ The backup voice terminals beep and will beep every 10 seconds until the calls in queue go below the threshold or you shut the ringer off by pressing the Ringer Cutoff button.

   ■ The [Queue Calls] lamp starts flashing.

   ■ If calls remain in the queue for 15 seconds, the [Queue Time] lamp starts flashing.

2. Press either the [Queue Calls] or [Queue Time] button.

   ■ The display shows how long the calls have been waiting in queue and how may calls are in queue:

   ```
   OPERATOR      Qtime 00:24      calls:5
   ```

3. To answer the first call in queue, dial the Trunk Answer Any Station feature access code _____ or press the automatic dialing button administered with that feature access code.

4. When finished with the call, hang up.

In addition to answering overflow calls, you can use the backup voice terminals to handle guest requests such as wakeup calls. To do this, the following feature buttons must be administered on the backup voice terminal(s):

■ Automatic Wakeup

■ Check-In

■ Check-Out

- Do Not Disturb Extension

- Night Service (a Night button can be assigned on only one backup voice terminal)

- Busy indicators for the attendant console and the other backup voice terminals.

Busy Verification

The Busy Verification feature allows attendants and backup voice terminal users to make test calls to see if a trunk is actually busy or out of service.

To use the Busy Verification feature, do the following:

1. At the attendant console or a backup voice terminal, press the Busy Verify button.

2. Dial the trunk access code followed by a specific trunk number (such as, 01, 02, and so on). One of the following occurs:

   - If the trunk is busy with an active call, you are bridged onto the active call. All parties on the active call receive a warning tone (2-second burst of 440 Hz tone) to let them know that you are bridging onto the call. A half-second burst of warning tone repeats every 15 seconds, as long as you remain on the call.

   - If the trunk is out of service, the busy verification is denied. You will hear reorder tone.

   - If the trunk is idle and it is an outgoing trunk, you will hear dial tone. You can make a call on that trunk to verify that it is in working order. If the trunk is an incoming trunk, you hear a confirmation tone which indicates that the trunk is available for use.

3. Press Release to end the call from the attendant console, or go on-hook from a backup voice terminal.

Call Forwarding

There are two Call Forwarding features you can activate and cancel for any guest room: Call Forwarding - All Calls, and Call Forwarding - Busy/Don't Answer. Call Forwarding - All Calls causes calls to a guest room to be forwarded immediately to a different telephone number. Call Forwarding - Busy/Don't Answer causes calls to a guest room to be forwarded to a different telephone number only if no one answers or if the line is busy. This feature is used when the guest will be at someone else's room or off-site and the guest wants the calls redirected.

⚠ **SECURITY ALERT:**

Call Forwarding - All Calls, and Call Forwarding - Busy/Don't Answer are not recommended for use to extend calls to "out of hotel" sites due to the potential for toll fraud. Reliable call disconnect from your local service provider's central switching office may not always be possible, thus, allowing dial tone to be returned to the caller and toll fraud to occur.

To activate Call Forwarding - All Calls, or Call Forwarding - Busy/Don't Answer for a guest room, do the following:

1. Press the (Start) button or an idle call appearance button.

    - You hear a dial tone.

    - The call appearance lamp goes on.

    - The **Position Available** lamp goes off.

2. Dial the Call Forwarding - All Calls activation feature access code _____ or the Call Forwarding - Busy/Don't Answer activation feature access code _____.

    - You hear a dial tone.

3. Dial the room number of the guest who wants his or her calls forwarded.

    - You hear a dial tone.

4. Dial the number to which you want to forward calls (the forwarded-to number). Listen for call-progress tones:

   - Confirmation tone — Call Forwarding is activated.

   - Intercept tone — The feature cannot be activated because of restrictions assigned to the forwarding number or the forwarded-to number.

5. Press ⌊Release⌋.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The Call Forwarding feature is now activated.

   - The console returns to the normal operating mode.

To cancel the Call Forwarding - All Calls, or Call Forwarding - Busy/Don't Answer feature for a guest room:

1. Press the ⌊Start⌋ button or an idle call appearance button.

   - You hear a dial tone.

   - The call appearance lamp goes on.

   - The **Position Available** lamp goes off.

2. Dial the Call Forwarding deactivation feature access code _____.

   - You hear a dial tone.

3. Dial the room number for which the feature is being deactivated (the forwarding extension).

   - You hear a confirmation tone. This indicates that the feature is deactivated.

   - The call appearance lamp goes off.

   - The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

Call Park

The Call Park feature allows you to put a call on hold and then retrieve the call from any other voice terminal within the system. Calls can be parked using the attendant console or any voice terminal that does not have a "client room" COS.

To use Call Park from the attendant console, do the following:

1. While on an active call, press the (Start) button.

   - You hear a dial tone.

   - The (Split) lamp goes on.

2. Dial the Call Park feature access code _____, or press the (Call Park) button.

   - You hear a dial tone.

3. Dial one of the administered Call Park extensions. These extensions are designated for use for parking calls only.

   - You hear a confirmation tone.

4. Press (Release).

To pick up a parked call, do the following:

1. Dial the Answer Back feature access code _____ at the attendant console or from any voice terminal or telephone that does not have the "client room" COS.

   - You hear a dial tone.

2. Dial the extension number where the call was parked.

   - You are connected to the parked call.

Conference

The Conference feature allows you to set up a conference call for up to six parties.

To use the Attendant Conference feature, do the following:

1. While on an active call, press the ⌈Start⌉ button.

   - You hear a dial tone.

   - The ⌈Split⌉ lamp goes on.

2. Call the person you want to add to the conference.

   - You hear a ringback tone.

3. After contacting the new person, press the ⌈Split⌉ button.

   - All parties, including the console, are connected together.

   - The ⌈Split⌉ lamp goes off.

4. To add more parties to the conference, repeat Steps 1, 2, and 3.

   ⟹ **NOTE:**
   If you cannot reach one of the called parties, press the ⌈Cancel⌉ button to end the attempt and rejoin the existing conference.

You can remain on the conference call, press ⌈Hold⌉ to place the call on hold, or press ⌈Release⌉ to drop off the call.

Crisis Alert

The Crisis Alert feature provides a visual, audible, and printed record when guests or hotel staff place a call to the local emergency service agency. This gives hotel personnel the ability to assist emergency personnel when they arrive at the hotel by identifying where the call came from and when the call was made.

Other than the emergency call, which can be placed from any telephone on the server, all user operation occurs at the attendant console.

1. Someone dials the emergency services access code (for example, 911) from a telephone on the server.

   - The call is routed to the local emergency service agency. The call **does not** route to the attendant console.

   - The **Position Available** lamp goes off and the [Pos Busy] lamp goes on. This prevents new incoming calls from interrupting this emergency notification. All new incoming calls are queued and can be answered after the emergency notification is processed.

   - The [Crisis Alert] lamp flashes.

   - The special emergency alerting tone starts.

   - The following is displayed at the attendant console:

   ```
   E=  <Name>        <Ext No.>     EMERGENCY
   ```

   - The call information is logged in the server and is printed on the journal/schedule printer (if administered).

2. If you are currently on an active call, you may want to place that call on hold so you can process the emergency notification.

3. Press the [Crisis Alert] button once.

   - The alerting tone stops.

4. Write down the emergency information displayed on the console. Follow your local procedures for handling emergencies. Even though the console is set to "position busy," you can place calls to assist with the emergency.

5. Press the ⌐Crisis Alert⌐ button a second time.

   ■ The ⌐Crisis Alert⌐ lamp stops flashing, but remains on.

6. When you are finished handling the emergency, press the ⌐Crisis Alert⌐ button a third time.

   ■ The ⌐Crisis Alert⌐ lamp goes off.

   ■ The display goes blank.

7. Press the ⌐Pos Busy⌐ button.

   ■ The ⌐Pos Busy⌐ lamp goes off.

   ■ The **Position Available** lamp goes on.

8. You can now process other incoming calls.

Emergency Access to Attendant

The server is administered to provide guests an emergency access to the attendant by either taking the handset off-hook or by dialing a feature access code. It works as follows:

1. A guest in a room takes the handset off-hook or dials the feature access code.

   - If the guest took the handset off-hook, the call automatically rings at the attendant console after a predetermined amount of time (usually 10 seconds after dial tone times out). The call rings at the console with a louder-than-normal volume. If the guest dialed the feature access code, the call rings immediately at the attendant console.

   - The following is displayed:

   ```
   a=        EXT<ext>  Ext<ext>  00 in EMRG Q
   ```

2. Follow your local procedures for handling emergencies.

➡ **NOTE:**
Even if the attendant console is in night service, the call still rings at the attendant console, but it can be answered at the backup voice terminal with Trunk Answer Any Station, or from a designated emergency redirection voice terminal.

Hold

You can place callers on hold to answer other calls or to find information for the caller. You can have a call on hold at each of the six call appearances.

To place a call on hold, do the following:

1. While on an active call, press the ⌷ Hold ⌸ button.

   - The **On Hold** lamp at the call appearance button goes on.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

To return to a held call, do the following:

1. Press the call appearance button where the call is held.

   - The **On Hold** lamp at the call appearance button goes off.

   - The call appearance lamp goes on.

   - The **Position Available** lamp goes off.

   - The person who was on hold is reconnected to the console.

   - The person's name (if available) and room number are displayed.

2. To end the call, press the [Release] button.

- You are disconnected from the call.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

⮕ **NOTE:**
When the **On Hold** lamp flashes, it indicates that the hold time has expired. When this happens, the console also beeps to indicate that a call needs attention. Press the call appearance button and answer the call.

Integrated Directory

The Integrated Directory feature allows you to find guest room numbers listed in the server's on-line directory. The directory contains an alphabetical listing of names and numbers for both guests and employees.

⮕ **NOTE:**
This feature is available only when the names are entered via the PMS or through server administration.

To search for a guest's room number, do the following:

1. Press [Integ Dirctry].

- The [Integ Dirctry] lamp goes on.

2. Dial the keypad digits that correspond to the letters used to spell the name of the person you want to locate. You can use either of the formats listed below:

   ■ Last name, first name (for example, *Grimaldi, Damian*; use ✱ instead of the comma)

   ■ Single name of an organization or group (for example, *housekeeping*).

➡ **NOTE:**
   When you dial the keypad digit for the first letter of a name, the first name that matches that letter displays on the console or display telephone. You can either continue to dial keypad digits to spell the rest of the name, or you can use the [Next] button to scroll down the alphabetical list of names in the directory.

3. If you enter a name that is not found in the directory, the display tells you that no corresponding name was found.

4. When the desired name is displayed, press [Call] to call that person.

5. To search for another name, press [Integ Dirctry] again.

6. To exit the Integrated Directory, press the [Normal Mode] button.

The following special conditions apply when you use the keypad digits with the Integrated Directory feature:

■ Use ✱ for a space and a comma.

■ Use ⑦ for the letter Q (some keypads are not labeled with this letter).

■ Use ⑨ for the letter Z (some keypads are not labeled with this letter).

Intrusion

The Intrusion feature enables you to interrupt a guest's call to deliver an urgent message or telephone call.

To interrupt a guest to deliver an urgent message, do the following:

1. Press the ⌐Start⌐ button or an idle call appearance button.

   - You hear a dial tone.

   - The call appearance lamp goes on.

   - The **Position Available** lamp goes off.

2. Dial the guest's room number.

   - You hear ringback tone, busy tone, or Call Waiting tone.

3. If you hear a busy tone or a Call Waiting tone, press the ⌐Intrusn⌐ button.

   - The ⌐Intrusn⌐ lamp goes on.

   - You are connected to the guest's call.

   - The people on the call may hear an intrusion tone, depending on how the server is administered.

4. Relay the message to the guest.

5. Press the ⌐Release⌐ button.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The ⌐Intrusn⌐ lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

To interrupt a guest to transfer a call, do the following:

1. Transfer the call to the guest's room number as described in the *Transfer* section on Page 49.

2. If you hear a busy tone or a Call Waiting tone, press the `Intrusn` button.

   - You are connected to the call.

   - The people on the call may hear an intrusion tone, depending on how the server is administered.

3. Announce the incoming call.

4. Press the `Release` button.

   - If the called station is analog, the calling person is put on Call Waiting until the called person picks up the call.

   - If the called station is multiappearance, the calling person is connected to an idle appearance where the called person may pick up the call.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

➡ **NOTE:**
You cannot use the Attendant Intrusion feature if:

- A station is on a conference call with the maximum number of conference parties.

- There is one call already waiting for the called person.

- A call is established with Data Privacy activated.

- A station in a call is administered with Data Restriction.

- An attendant attempts to intrude on a call on a station that is a forward-to point of another station.

- An attendant attempts to intrude on a busy station, where the station is talking to another attendant.

Loudspeaker Paging

The Loudspeaker Paging feature allows you to access loudspeaker paging equipment. Nine paging zones and a paging zone to activate all paging zones at the same time can be provided. Attendants can page individuals by pressing ⌈ Page 1 ⌉ through ⌈ Page 9 ⌉ or ⌈ Page All ⌉, if provided, or by dialing an access code (the trunk access code that is administered for the equipment installed for each paging zone). An allowable paging time limit is administered on the system. If the administered time limit expires while an announcement is being made, the call is disconnected and intercept tone is heard.

You can combine Loudspeaker Paging with the Call Park feature (see Page 32) to connect a caller with a paged party. The paged party can retrieve the call by dialing the Answer Back feature access code and the parked extension.

To use Loudspeaker Paging with paging buttons, do the following:

1. Press an idle paging zone button. If the desired paging zone is already in use (the associated lamp is on), select another zone or wait for that zone to become idle (the associated lamp is off).

   - The lamp for the selected paging zone goes on.

   - If ⌈ Page All ⌉ is selected, all paging zone lamps go on.

2. Speak into the handset to make the announcement.

   - The announcement was heard in the selected zone(s). If the announcement lasted too long, you will hear intercept tone; release the button and try again.

3. Press ⌈Release⌉.

To use Loudspeaker Paging with trunk access codes, do the following:

1. Press the ⌜Start⌝ button or an idle call appearance button.

   ■ You hear a dial tone.

   ■ The call appearance lamp goes on.

   ■ The **Position Available** lamp goes off.

2. Dial the trunk access code for the zone you wish to page.

   ■ If you hear confirmation tone, continue with Step 3.

   ■ If you hear busy tone, the zone is not available; press ⌜Cancel⌝ and try again later.

3. Speak into the handset to make the announcement.

   ■ The announcement was heard in the selected zone(s). If the announcement lasted too long, you will hear intercept tone; try again with a shorter announcement.

4. Press ⌜Release⌝.

Override

The Attendant Override of Diversion feature allows you to bypass these features:

- Call Forwarding

   When the attendant calls a guest that has Call Forwarding active, the call rings at the guest's telephone and is not forwarded.

- Call Coverage

   When the attendant calls a guest that has an assigned Call Coverage path, the call rings at the guest's telephone and does not follow the Call Coverage path.

- Send All Calls

   When the attendant calls a guest that has Send All Calls active, the call rings at the guest's telephone and is not forwarded to the Send All Calls destination.

To activate the Attendant Override of Diversion feature, do the following:

1. Press the [Start] button or an idle call appearance button.

   - You hear a dial tone.

   - The call appearance lamp goes on.

   - The **Position Available** lamp goes off.

2. Press the [Ovrride] button.

   - The [Ovrride] lamp goes on.

   ⇒ **NOTE:**
   To cancel an override before you place a call, press the [Ovrride] button again.

3. Dial the room number.

  ■ You hear a ringback tone.

  ■ The display shows the dialed number.

  ■ The ⌐Ovrride⌐ lamp goes off.

4. To end the call, press the [Release] button.

  ■ You are disconnected from the call.

  ■ The call appearance lamp goes off.

  ■ The display goes blank.

  ■ The **Position Available** lamp goes on.

  ■ The console returns to the normal operating mode.

Recall

The Attendant Recall feature allows callers, who are part of a conference or two-party call being held on the console, to recall the attendant for assistance. You should treat this as you would treat any other incoming call. Users at single-line analog telephones must press the ⎡Recall⎤ button or flash the switchhook to recall the attendant. Users at multiappearance voice terminals must press the ⎡Conf⎤ or ⎡Transfer⎤ button to recall the attendant.

To use the Attendant Recall feature, do the following:

1. When someone requests assistance:

    ■ The display, such as the following, indicates that a user is requesting assistance:

    ```
    a=      CONFERENCE 2                            rc
    ```

    ■ The **Position Available** lamp goes off.

    ■ The **On Hold** lamp at a call appearance button flashes.

2. To answer the recall, press the call appearance button where the **On Hold** lamp is flashing.

    ■ The **On Hold** lamp goes off.

    ■ The call appearance lamp goes on.

    ■ The ringing stops.

3. To end the call, press the ⎡Release⎤ button.

    ■ You are disconnected from the call.

    ■ The call appearance lamp goes off.

    ■ The display goes blank.

    ■ The **Position Available** lamp goes on.

    ■ The console returns to the normal operating mode.

Serial Calling

The Serial Calling feature allows incoming trunk calls that you have transferred to a guest room to automatically recall the console after the guest hangs up. You can then transfer the call to another guest room.

To use the Serial Calling feature, do the following:

1. Answer the call the same way you would answer any other incoming call.

2. Press the ⸢ Serial Call ⸥ button.

   - The ⸢ Serial Call ⸥ lamp goes on.

3. Press the ⸢ Start ⸥ button.

   - You hear a dial tone.

   - The ⸢ Serial Call ⸥ lamp goes off.

   - The ⸢ Split ⸥ lamp goes on.

4. Dial the number for the person to whom you want to transfer the call.

   - You hear a ringback tone.

   - The display shows the room number you are calling.

5. Press the ⸢ Release ⸥ button as soon as the call starts ringing.

   - The calling person is connected to the ringing phone line.

   - You are disconnected from the call.

   - The ⸢ Split ⸥ lamp goes off.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

6. When the called person hangs up on the calling person, the calling person is automatically routed back to the console.

- You hear a 1-burst repetitive ring.

- The display identifies the incoming call as a serial call:

```
a=                    co to front desk        sc
```

- The **Position Available** lamp goes off.

- The call appearance lamp flashes.

7. Answer the recall.

- You are reconnected to the caller.

- The call appearance lamp stops flashing, but remains on.

- The ⌕Serial Call⌕ lamp goes on.

8. Transfer the caller to the next person by repeating Steps 3 through 5.

The Serial Call feature remains activated until the trunk drops from the switch or you cancel the feature manually by pressing the ⌕Serial Call⌕ button.

Transfer

⚠ **SECURITY ALERT:**

Social Engineering — "Social Engineering" is a con game that hackers frequently use. It is sometimes referred to as "Operator Deceit." The success of this con requires gullibility or laxity on the part of the operator or employee, of which the hacker takes full advantage. For example, hackers call an employee, claim to have the wrong extension number, and ask to be transferred back to the operator. To the operator, the call appears to be an internal call. The hacker then asks for an outside line. Often, because operators are not trained about toll fraud, they will connect the hacker to an outside line. Another example of social engineering is when a hacker calls the operator and pretends to be a telephone maintenance repair person. They make statements such as: "This is Lucent Technologies testing your lines. Please transfer me to 900 or 9#," or "I need to verify your DID number range." An untrained operator may provide the requested transfer or information, giving the hacker more ammunition with which to crack your system.

You can transfer calls to a guest room or to an outside number. Some of the reasons to transfer a call include the following:

- A person on an incoming call (from outside the hotel) wants to be connected to a guest at the hotel.

- A guest calling the attendant wants to be connected to a guest in another room.

- A guest wants to be connected to a number outside the hotel.

- A person on an incoming call from outside of the hotel wants to be connected to another number outside the hotel, on another trunk.

To transfer a call, do the following:

1. Answer the incoming call. Tell the calling person that you are going to transfer their call.

2. Press the ⟨Start⟩ button.

    ■ You hear a dial tone.

    ■ The ⟨Split⟩ lamp goes on.

3. Dial the number for the person to whom you want to transfer the call.

    ■ You hear a ringback tone.

    ■ The display shows the room number you are calling.

4. Use *one* of the following steps, a, b, c, or d, to complete the call.

    a. To transfer the call, press the ⟨Release⟩ button as soon as the call starts ringing.

        ■ The calling person is connected to the ringing phone line.

        ■ You are disconnected from the call.

        ■ The ⟨Split⟩ lamp goes off.

        ■ The call appearance lamp goes off.

        ■ The display goes blank.

        ■ The **Position Available** lamp goes on.

        ■ The console returns to the normal operating mode.

    b. If you want to announce the call, wait for the called person to answer. If the called person accepts the call, press the ⟨Release⟩ button.

        ■ The calling person is connected to the called person.

        ■ You are disconnected from the call.

        ■ The ⟨Split⟩ lamp goes off.

        ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

c. If the called person does not want to talk to the calling person, does not answer, or the number is busy, press the ⌐Cancel¬ button.

- ■ The outgoing call is canceled.

- ■ The call progress tone stops.

- ■ The console is connected to the original call.

- ■ The ⌐Split¬ lamp goes off.

Explain to the calling person that the called person is not available. Take a message, or ask the calling person to try again later. Then press the ⌐Release¬ button.

- ■ You are disconnected from the call.

- ■ The ⌐Split¬ lamp goes off.

- ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

d. To set up a 3-way connection, press the ⌐Split¬ button before or after the called person answers.

- ■ The console, calling person, and called person are connected together.

- ■ The ⌐Split¬ lamp goes off.

To drop out of the 3-way connection, press ⌐Release¬.

- ■ You are disconnected from the call.

- ■ The ⌐Split¬ lamp goes off.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

Trunk Identification

The Trunk Identification feature allows you to use the attendant console or a backup voice terminal to identify a specific trunk being used on any trunk call, incoming or outgoing. This can help you find faulty or noisy trunks so you can report them to your local telephone company, thus providing better service to your guests.

To use the Trunk Identification feature from the attendant console or from a backup voice terminal, do the following:

1. While on a trunk call where you are experiencing a bad connection, press the ⌐Trunk ID⌐ button.

   - The display shows a number sequence. The first number is the trunk access code, and the second number is the trunk identification number. Write down the trunk information.

2. Continue with your call.

Give this information to your administrator to determine which physical trunk is connected to that trunk group. Relay this information to your local telephone company to report bad trunks.

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