AT&T

MERLIN LEGEND
Communications System
Queued Call Console
Operations Guide
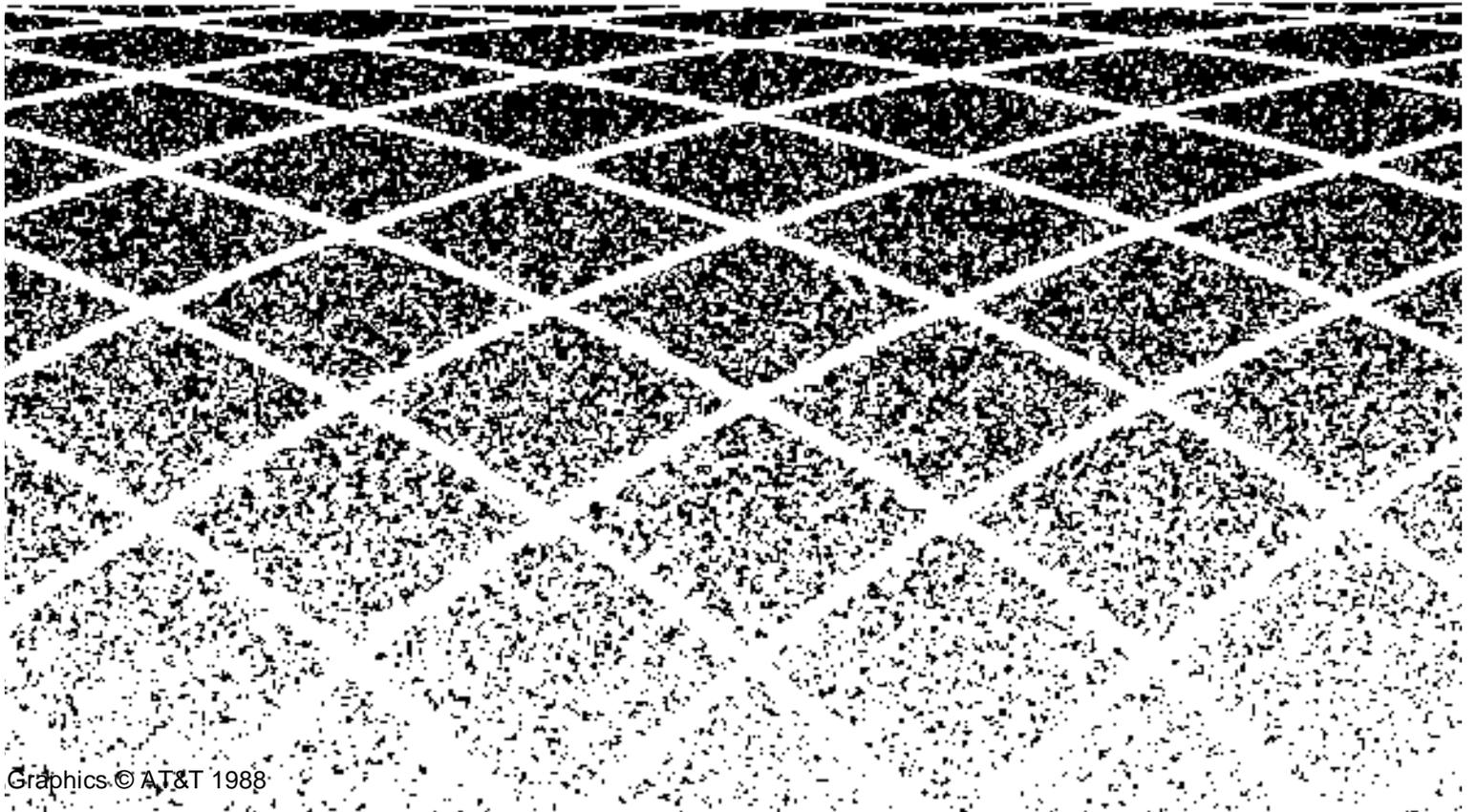
Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Federal Communications Commision (FCC)
Electromagnetic Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC)
Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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Contents

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Contents

The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electric shock, and injury to you and damage to the equipment.

- Read and understand all instructions.

- Follow all warnings and instructions marked on or packed with the telephone.

- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

- Do not use the telephone (other than a cordless-type telephone) during electrical storms in your immediate area. There is a remote risk of electric shock from lightning.

- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.

- Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the phone.

- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.

- To reduce the risk of electric shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electric shock when the telephone is used.

- Call your AT&T representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS

About This Book

_____

This book tells you how to use your console and its operator
features.

If you have questions about this book or need additional
information, see your system manager. He or she is a
co–worker who is responsible for managing your company's
communications systems.

Conventions Used

The following typographic conventions are used in this book:

- Fixed feature buttons (buttons that cannot be changed) are shown in bold italic type with initial capitals:

  Press ***Night Service***.

- Dedicated feature buttons (imprinted buttons) are shown in bold Roman type with initial capitals:

  Press **Transfer**.

- Information that appears on your 7-line by 24-character display is shown in a type similar to that used in the display:

  Select `Leave Msg`

- Important words are shown in bold type:

  Use this button to **make inside and outside calls**.

How to Comment on This Book

We welcome your feedback on this book. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

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   NJ 07054. Fax: 201-887-6898.

Understanding Your Equipment

This chapter helps you identify and understand your console and the other equipment you use with it.

A **queued call console** (QCC) is a phone console set up for operators. Your QCC receives one call at a time in a priority sequence. Each incoming call waits in a holding place (or queue) until you or another operator can handle the call. If there are other QCC operators handling calls with you, each operator has his or her own queue.

Identifying Your Equipment

Your QCC is an MLX-20L™ telephone with a display. You can use the QCC alone or with one or two **Direct Station Selectors** (DSSs). The DSS is a device that adds extension buttons or other inside calling buttons to your console. These DSS buttons allow you to make direct phone connections with your co-workers.

You can use your console to:

- answer inside and outside calls

- direct inside and outside calls to an extension or an outside phone number

- make inside and outside calls (especially for co-workers whose phones are not set up to make outside calls)

- serve as a message center

- set up conference calls

You can use a QCC with a headset or a speakerphone. See your system manager for more information.

All the QCC buttons are preprogrammed with features and you cannot change these buttons. Additional features, as well as call-handling information, are available on the QCC's seven-line display screen. You'll learn more about this later in this chapter.

Note: As an operator, you may work on both queued call consoles and direct-line consoles (DLCs). There is an important difference between these consoles. Because all QCC calls are sent to the console one at a time, the QCC has no individual line buttons, only call buttons. Both inside and outside calls ring on **call buttons**. Because DLC calls can ring simultaneously, the DLC has no call buttons, only individual **line buttons**.

Illustrations of the QCC (an MLX-20L phone with one DSS) and headset follow. A list of terms that describe each piece of equipment follows each illustration. A separate illustration and description of the DSS is included. The console's buttons are described later in this chapter.

Procedures for using the QCC (with or without a headset) are in Chapter 2 and Chapter 4.

Note: You cannot receive or make calls on the QCC when you are programming the Alarm Clock or your Personal Directory, or when the QCC is in maintenance or testing mode or is being used for system programming. However, calls are redirected to other consoles when your console is in maintenance or system programming mode.

MLX-20L Telephone with
Direct Station Selector

Button labeling card
A card labeled with the feature assigned to each call and fixed feature button

Contrast control (not shown)
A sliding switch at the top of the console used to brighten or dim the display screen

Desk stand (not shown)
An adjustable stand on the console and on the DSS that allows a 20- or 30-degree viewing angle

User cards and tray
A slide-out drawer with erasable user cards for noting phone numbers (Feature and programming codes are not used on a QCC.)

Volume Control
A button to adjust the volume of the speaker, handset, headset, and ringer

Dedicated feature buttons
Eight imprinted buttons for the features used most often
    Feature to view the Feature screen and select features
    HFAI Hands Free Answer on Intercom—not used on a QCC
    Mute to turn the speakerphone's microphone on and off
    Speaker to talk on a call (through the speakerphone) without lifting the handset
    Transfer to direct calls to other users. Using the *Start* button rather than the **Transfer** button is recommended, although they basically work the same way (see Chapter 2).
    Conf to set up multiple-party calls

    Drop to disconnect the last person added to a conference call
    Hold to put a call on hold

Dialpad
The area on the console used to dial phone numbers

Direct Station Selector (DSS)
A device that adds extension buttons or other inside and outside calling buttons to the QCC

Display buttons
Four imprinted buttons and ten unlabeled buttons used to view the different screens and select names, features, and options on each screen

Display screen
The 7-line by 24-character screen that displays the Home screen, including call information, QCC queue information, the date, and the time. The Menu, Feature, and Inspect screens are also displayed.

Handset
The hand-held part of the console you pick up, talk into, and listen from

Call and fixed feature buttons
20 buttons, 5 to make and receive calls and 15 for activating features (These buttons are preprogrammed and cannot be changed.)

Message light
A red light that goes on when a message is waiting to be displayed

Direct Station Selector

Covers
Removable plastic covers to protect
designation cards. The top cover protects
the 50 DSS button labels, and the lower
cover fits over the 10 fixed feature button
labels. Replace with textured side facing
you.

DSS designation cards
Cards for labeling the extensions and
features assigned to each button

DSS buttons
50 buttons used to direct or make calls to
co-workers

Fixed buttons
10 additional buttons, including
Message Status and 3 **Page** buttons. The 6
remaining buttons on the first DSS are
unusable. If a second DSS is connected to
the console, the 10 buttons at the bottom of
the second DSS are unusable.

> **Fixed Message Status button**
> A button used with the Page buttons to
> see which phones have message lights
> on
> **Fixed Page buttons**
> 3 buttons used to select the range of
> extensions the DSS buttons represent

QCC Operator's Headsets

Headset
An ultralight earpiece and microphone that connects to the handset outlet on your console.

Note: For more information on headset features, see Chapter 4.

Buttons

Your console's call buttons, fixed feature buttons, and DSS buttons are the tools you need to use your system's features and services.

Call and Fixed Feature Buttons

The call and fixed feature buttons are already programmed and labeled for specific functions, as shown below. The letter in the corner of each call and fixed feature button (along with the six display buttons) is used to enter names into your Personal Directory. For more information, see "Directory" in Chapter 4.

Call buttons
Buttons (labeled 1–5) to make and receive inside and outside calls

Fixed feature buttons
Buttons for special operator functions and basic call handling

Start — begins directing the call and puts the caller on hold at the *Source* button

Source — connects you with the caller after you've begun directing the call

Destination — connects you with the person being called (when you are directing the call)

Release — completes a call and frees you for the next call. It also releases you from a 3-way conference.

Headset Auto Ans — (Headset Auto Answer) automatically connects you to the next call each time a new call arrives at your console

Headset Mute (Headset/Handset Mute) — temporarily turns off the headset microphone to allow you to talk to someone privately. It also turns off the handset microphone.

Headset Status — allows you to switch between the handset and the headset

Send/Remove Message — turns co-workers' message lights on and off

Position Busy — temporarily prevents most calls from being sent to your console. You will still receive calls to your extension and calls from co-workers who are using forwarding features.

Night Service — turns on after-hours phone operation

Alarm — notifies you that something is wrong with the system

Cancel — cancels a call-directing attempt and reconnects you to the original caller held at the *Source* button. The call then moves to a call button.

Join — connects you, the original caller (source), and the co-worker being called (destination) in a 3-way conference

Pool Status — shows you the status of the outside line groups in your system

Forced Release — drops all callers (including you) from a call and frees you for another call

DSS Buttons

Your QCC can have one or two DSSs attached to it. The console's DSS buttons can be extension buttons and other types of calling buttons.

The DSS has 50 buttons arranged in 5 columns of 10 buttons. The buttons are assigned numbers in consecutive order, starting with the button in the top left corner. Each button can have three numbers assigned to it:

- **co-worker extension numbers or calling group extension numbers** for making or directing calls to individual co-workers or to a group of co-workers who handle the same types of calls

- **extension numbers** for paging co-workers over speakerphones or loudspeaker systems (**Paging**) or for parking calls (putting them on hold) so that they can be picked up at another extension (Park). Chapter 4 tells you more about these features.

- **dial-out or pool access codes** for selecting outside lines (called trunks) or groups of trunks (called pools) for making and handling outside calls. Trunk pools are usually grouped by function (for making local calls or long-distance calls). You must use a pool access code or the dial-out code to get an outside trunk.

Ask your system manager for the numbers assigned to your DSS and instructions for using them.

The following illustration shows how your DSS buttons might
be programmed and labeled.

DSS buttons
Buttons used to place or direct calls
with one-touch dialing. Each DSS
button can represent three numbers.

Fixed Page buttons
Buttons used to reach the various
phone numbers assigned to your DSS.
The "Page" refers to the range of
numbers on the DSS. In the example
Page 1 represents the 100 range, Page
2 represents the 700 range, and Page 3
represents the 800 range. Therefore, a
DSS button labeled 10 will represent
110, 710, or 810, depending upon the
page which has been selected. (A
green light next to the Page button
will remind you which page you have
selected.) By pressing different Page
buttons (1, 2, or 3) with DSS buttons,
you can select alternate ranges or
"pages" of numbers. For example:

> **Page 1**   selects the first 50
> numbers on each DSS. This button
> allows you to reach phone numbers
> 100–149 with one DSS or 100–199
> with two DSSs.

> **Page 2**   selects the second 50
> numbers on each DSS. This button
> allows you to reach phone numbers
> 700–749 with one DSS or 700–799
> with two DSSs.

> **Page 3**   selects the third 50
> numbers on each DSS. This button
> allows you to reach phone numbers
> 800–849 with one DSS or 800–899
> with two DSSs.

Fixed Message Status button
Used (with Page buttons) to check the
status of co-workers' message lights

1–13

Lights

Your console and DSS lights provide the visual cues you need to handle calls. You use the lights next to the buttons differently, depending on the purpose of the button and the operator function.

Console Button Lights

Each call or fixed feature button has a red light and a green light next to it. These lights provide the following important information.

Light	Meaning
Steady red	
• **Call** button	You are automatically connected to this call button when you lift the handset or press **Speaker**.
• *Alarm* button	Something is wrong with the system.
• *Headset/Mute* button	The Headset/Handset Mute feature is on.
Steady green	
• **fixed feature** button	The feature on this button is active.

Light	Meaning
Steady red and green • **Call** button	You are on this call button.
Flashing green • **Call** button	An incoming call is on this button.
• ***Night Service*** button	You must enter the password to turn Night Service on/off.
Fast flashing green • **Call** button	You put a call on hold on this button.

DSS Button Lights

Each DSS button has a red light next to it that provides the
following important information. (The Message Status light
must be off when you check this information.)

Light	Meaning
Off • Extensions	This co-worker is not on the phone and is not using Do Not Disturb.
• Pool	At least one trunk in the pool is available.
• Trunk	Trunk is available.
• Park Zone	Park zone is not in use.

Light	Meaning
Off (*continued*)	
• Group Page and Page All	These features are not in use.
• Calling Group	The number of calls in the calling group queue is less than the number your system manager programmed.
Steady	
• Extensions	This co-worker is on the phone or using Do Not Disturb, the handset is off the hook, or the speakerphone is in use.
• Pool	All trunks in the pool are busy.
• Trunk	This trunk is in use.
• Park Zone	A call is parked on this button.
• Group Page and Page All	This feature is in use.
• Calling Group	The number of calls in the calling group queue is equal to or more than the number your system manager programmed.

Light	Meaning
Fast Flashing	
• Extensions	This co-worker is calling you, or a parked call, a call you directed, or a call you put on hold is returning to you.
• Trunk	A directed, parked, or held call on this trunk is returning to you.
Slow Flashing	
• Extensions	A call you directed to this extension is returning to you.
• Trunk	A call is ringing on this trunk at your console or somewhere else in the system.

Note: If a DSS button has a dial-out code assigned to it, the button's light is always off.

Message Status Lights

When a co-worker has a message, you and other operators can use the Send/Remove Message feature or the Leave Message feature to turn on a **message light** on the co-worker's phone. (Chapter 4 tells you more about these features.) However, if a co-worker's message light is already on (because other operator messages are waiting), sending a second message will turn off the message light.

To help you avoid errors, your DSS has a fixed ***Message Status*** button that allows you to check the status of co-workers' message lights **before** you use the Send/Remove Message or Leave Message feature.

To check a co-worker's message status, press the ***Message Status*** button (the green light goes on). Look at the light next to the DSS button for the person's extension; if the DSS button light is on, your co-worker has an operator message.

The Display

Your QCC has a 7-line by 24-character display screen and 14 display buttons (4 imprinted buttons and 10 unlabeled buttons). The display

- provides calling information

- acts as an alarm clock, timer, phone book, and message center

- lists available features and prompts you as you use them

Chapter 2 tells you how to use the display to identify calls. The display options are explained in the following pages.

7-Line Display Screen

Imprinted Display Buttons
Used to select specific display screens: **Home**, **Menu**, **More**, and
Inspct (Inspect).

Unlabeled Display Buttons
Used to select the corresponding features and options shown on
each screen.

Feature Button
Used to view the Feature screen to select features you use often.

Home Screen

The Home screen (shown in the following illustration) is displayed when you're not using your console's features. The information on this screen changes when you receive or make a call and when you use features.

To return to this Home screen at any time, simply press the **Home** button.

In the following illustration, the lines on the Home screen are numbered to help you identify information. Refer to this illustration as you read the following pages.

Home Screen

Lines 1 and 2 show calling information.

• **When you're not using the phone**, lines 1 and 2 are
  blank. However, if you've used a Posted Message (to alert
  others with display phones), that message appears on
  line 1 as a reminder. (See "Messaging" in Chapter 4 for
  more information on Posted Messages.)

• **When you're receiving a call**, lines 1 and 2 show the call
  type—**inside**, **outside**, **forward**, or **returning** (a call you
  directed is returning to you)—and who made the call
  (name or extension for inside calls, or the trunk the call
  came in on for outside calls). If your company subscribes to
  AT&T's INFO2 automatic number identification (ANI) service,
  the outside caller's number displays on line 1.

  Note: The availability of the caller identification information
  may be limited by local-serving (caller's) jurisdiction, availability,
  or central office equipment.

• **When you're making an inside call**, line 1 shows your
  co-worker's name and extension.

• **When you're making an outside call**, line 1 shows the
  name of the trunk you're using and the number you're dialing.

- **When you're using a feature**, line 1 shows the feature name and may prompt you to enter information (depending on the feature).

Line 3 shows the date, time, and the number of calls waiting in queue.

- The number on the left is the number of calls waiting in your personal queue. The number next to it is the number of calls waiting in the system queue for all operators. When this number reaches a preprogrammed limit, this area on your screen is highlighted, and you will hear a beep in your handset or headset (if you're on a call). This signals that calls are stacking up, and you should handle calls as quickly as possible.

- This line also shows reminder messages about held calls.

Lines 4 through 7 list the features you will use most often. To use one of these features, press the unlabeled display button next to it.

Menu Screen

The Menu screen (shown below) lists features and functions you can use through your display. Calling information is not shown on the Menu screen, but you can make and receive calls while in Menu mode (except when using the Alarm Clock or Personal Directory). You can also use Menu features while you are on a call. Chapter 4 tells you how to use features.

To select a feature from the Menu screen, press the unlabeled display button next to it. To return to the Home screen, press the **Home** button.

Menu Screen

Note: If your console is set up for system programming and maintenance, `Sys Program` and `Maintenance` are shown on the right side of the Menu screen. If you have not been trained to use these features, do not use these buttons.

Inspect Screen

The Inspect screen has three functions:

- to display information about call buttons and fixed feature buttons

- to allow you to view the status of system alarms and the number of busy trunks in a pool

- to display the extension and message status of DSS buttons

You cannot inspect information about unlabeled or imprinted display buttons (**Home**, **Menu**, **More**, and **Inspct**) or the dedicated feature buttons. If you press an imprinted display button or a dedicated feature button, your console is no longer in Inspect mode.

To help you identify information, the lines on the Inspect screen are numbered in the following illustrations. Refer to these illustrations as you read the next pages.

To view call handling information when you're on a call or
have other calls on hold, press Inspct and then a call button.

Inspect Call Button Screen

Lines 1 and 2 show complete calling information about
the call on the specific button you're inspecting.

Line 3 shows the number of calls waiting in your queue (first
number), and the number of calls waiting in the system queue
(second number).

Line 4 shows that you are in the Inspect mode.

Lines 5 through 7 show abbreviated information about calls on each call button. (The numbers correspond to the numbers on the call buttons.)

Note: If you inspect a call button with a conference on it, lines 5–7 will display information about the conference participants.

To gather information about a conference call, press Inspct, then press the call button where you set up the conference.

Inspect Conference Screen

Line 1 shows the number of people on the conference call.

Line 2 is blank.

Line 3 shows the number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).

Line 4 shows that you are in the Inspect mode.

Lines 5 through 7 show the names of inside participants and trunk names for outside participants. The name of the last person added to the conference is flagged with an asterisk. Pressing the **Drop** button drops this person from the conference.

To view fixed feature button information, press **Inspct**, then press a feature button.

If you inspect the *Start*, *Headset/Handset Mute*, *Send/Remove Message*, *Position Busy*, *Release*, *Headset Status*, *Night Service*, *Cancel*, *Join*, *Headset Auto Ans*, or *Forced Release* fixed feature buttons, the feature name appears on the display.

If you inspect either the *Source* or *Destination* button when a call is on hold on the button, the feature name and calling information about the held call appears (for example, a co-worker's name or the trunk name and trunk number). If no call is on hold on the *Source* or *Destination* button, only the feature name appears on the display screen.

If you inspect the *Alarm* fixed feature button, the display shows the number of alarms in your system.

If you inspect the *Pool Status* button, the number of trunks in each pool and the number of trunks in use appears. For example, `P70   3 of 9 busy`, means that 3 out of the 9 trunks in pool 70 are busy.

Feature Screen

The Feature screen (shown in the following illustration) provides quick access to the features used most often. As you handle operator tasks, the Feature screen tells you which features are available to help you. The features on this screen change depending on your tasks.

Feature Screen

Unlike the other display buttons, the **Feature** button is under the **Volume** button.

To see the feature options, press Feature. To select a feature, press the display button next to the feature name. Once a feature is selected, the display returns to the Home screen. If more information is needed to activate the feature, the display prompts you.

The following table lists the calling conditions and results and the corresponding features you see on the feature screen.

Your console	Feature Displayed	Display
is on hook or has an inside dial tone	Group Pickup Pickup Loudspeaker Page Account Code Entry Follow Me Cancel Follow Me	Pickup Grp Pickup Loudspkr Pg AccountCode Follow Me CanclFollow
has reached a busy extension	Barge-In Leave Message Camp-On	Barge In Leave Msg CampOn
is ringing at an extension or connected to an inside call	Leave Message Barge-In Camp-On	Leave Msg Barge In CampOn
is connected to an outside line	Camp-On Account Code Follow Me Cancel Follow Me	CampOn AccountCode Follow Me CanclFollow

Note: Pickup Group and Loudspeaker Page are shown on your display only if these features have been programmed by your system manager.

Handling Calls

2

This chapter explains how to

- identify call types

- answer calls

- direct calls to others

- make calls

- set up conference calls

Basic Feature Preview

Before you begin these tasks, you need to have a basic understanding of the features mentioned in this chapter.

Barge-In allows you to interrupt a co-worker's call in an emergency or if you're instructed to interrupt.

Camp-On allows you to direct a call to a busy extension and have the call wait there ("camp-on") for a preset time. When the co-worker's extension is free, the waiting call rings. Camp-On also allows you to direct a call to an idle phone when the co-worker needs more time to answer.

Paging allows you to make announcements over your co-workers' speakerphones or over a loudspeaker system.

Park allows you to put a call on hold and page a co-worker to pick up the call.

Messaging (*Send/Remove Message*) allows you to use a button on your console to turn a co-worker's Message light on or off.

Identifying Call Types

Before you lift the handset, you can identify the call type by

- listening for a distinctive ring

- scanning the lights on your console or DSS

- looking at your display

If you're using a **headset**, you must press the call button first before your display shows information about the call. You can also use the Inspect feature to preview a call or to display information about calls on other call buttons.

If you have the Headset Auto Answer feature turned on, incoming calls are sent directly to your headset.

The following table shows examples of the types of distinctive ringing you hear and the information you see on your display while you make and receive calls.

Many of the calls you receive are **returning** calls. These are calls that you (or another operator) directed to co-workers. If the co-worker you directed the call to is unavailable (away from the phone or busy on another call for example), the call may return to you for further handling.

As you read through the examples in the following table, you'll see these four returning call types:

• directed call

• directed call "camped on" at the destination phone

• held call

• parked call

Depending on how the system is set up, your display may show only extension or trunk numbers, or it may show names with extensions or trunk numbers. The first few examples in the table show both types of information. The remaining examples show names with extension numbers (or trunk numbers). If names are not shown on your console, you see the extension or trunk numbers instead.

You hear (Distinctive Ring) . . .	You see (Simultaneously). . .	Call Type
1 ring	**Display:** LINDA X103 or X103 **Console Lights:** Slow flashing green light next to call button and fast flashing red light next to DSS button for the co-worker who is calling you	inside call to your extension

You hear (Distinctive Ring) . . .	You see (Simultaneously). . .	Call Type
2 rings	**Display:** DID-01 Trk813 or OUTSIDE Trk801 **Console Lights:** Slow flashing green light next to call button and fast flashing red light next to DSS button for trunk the call is on	outside call to your extension
2 rings	**Display:** FX-NY Trk801 or OUTSIDE Trk801 **Console Lights:** Slow flashing green light next to call button and slow flashing red light next to DSS button for the trunk the call is on	incoming call on outside trunk

You hear (Distinctive Ring) . . .	You see (Simultaneously). . .	Call Type
1 ring	**Display:** Return ALAN X111 Caller: LINDA X103 **Console Lights:** Slow flashing green light next to call button, slow flashing red light next to DSS button for the extension where you directed the call, and fast flashing red light next to DSS button of the inside caller	inside call returning from call direction
2 rings	**Display:** CamRet ALAN X111 Caller: FX-NY Trk801 **Console Lights:** Slow flashing green light next to call button and fast flashing red light next to DSS button for the extension where you directed the call	outside call returning from camp-on at a co–worker's phone (Alan's)

You hear (Distinctive Ring) . . .	You see (Simultaneously). . .	Call Type
1 ring	**Display:** ParkRet PAT X100 Caller: LINDA X103 **Console Lights:** Slow flashing green light next to call button and fast flashing red light next to DSS button for returning call	inside call parked by co-worker (Pat) returning from being parked
2 rings	**Display:** HoldRet PAT X100 Caller: FX-NY Trk801 **Console Lights:** Slow flashing green light next to call button and fast flashing red light next to DSS button for returning call	outside call put on hold by co-worker (Pat) returning from being on hold

Answering Calls

When you can identify call types, you're ready to answer calls.

If you plan to use a headset

• make sure you have the correct headset for your console.

• make sure your headset is set up correctly and you know how to receive calls through it. The steps you follow to handle calls using a headset are slightly different than the steps you follow to handle calls using the handset.

    To simplify the call answering procedures described in this chapter, the specific steps you must take to handle calls using a headset are not included here. For those steps, see Chapter 4 and your system manager.

    Note: The *Headset/Handset Mute* button on your console will let you turn off your handset or headset microphone so you can speak to someone privately.

To Answer a Call

1. If the red light is not on next to the line with the call, press the button next to the flashing green light.
    The red light shifts to that line.

2. Lift the handset, press **Speaker**, or use the headset.
    You are automatically connected to the line with the steady red light.

To Put a Call on Hold

Press the **Hold** button on your console.

Note: Even though the **Hold** button is easy to use, it works differently on a QCC, depending on the type of call you're handling. For example:

- If you're active on a call, and you put that call on hold, you're available to receive another call.

- If you have a call on hold on your **Source** button or **Destination** button (this is known as a split condition), you will not receive another call.

- If you are using a headset with the Headset Auto Answer feature turned on, and you put a call on hold on a call button, Headset Auto Answer will be turned off. You must press the *Headset Auto Answer* button to turn it on again.

Directing Calls

When you direct calls (known as "transferring" calls on direct-line consoles) on the QCC, you send calls to inside and outside phones. When a call you directed to an inside phone goes unanswered, the call rings back at your console after a preset length of time (programmed by your company). Unanswered calls directed to outside phones do not ring back at your console.

You can direct calls that ring at your console or calls that you dial yourself.

The **Transfer** button works like the *Start* fixed feature button (mentioned in the following procedures) with a few exceptions. Because of these exceptions, you should use the *Start* button instead of the Transfer button for all procedures where the *Start* button is mentioned.

There are two ways to direct calls:

• You can call a co-worker to announce the directed call.

• You can direct the call unannounced.

How you direct calls depends on

• the console setup—whether you have extension buttons on a DSS.

• the features you use to handle unsuccessfully directed calls. See "Handling Unsuccessfully Directed Calls" in this chapter.

• the communications system setup—whether it's programmed to automatically or manually complete calls that were directed by using DSS buttons.

If your system is set up with **Automatic Completion**, you can use an extension button on a DSS to quickly direct a call to an inside phone (without pressing the *Start* or *Release* button). If the system has the **Manual Completion** option, you must press *Release* after pressing the DSS button (this is discussed later in this chapter). Ask your system manager if you can use these features.

The system is programmed by your company for either **Automatic Hold** or **Automatic Release**. With Automatic Hold, the system automatically puts an active call on hold when you press another call button. With Automatic Release, the system automatically disconnects an active call when you press another call button. Ask your system manager which of these features you have.

To Direct Unannounced Calls with a DSS

    With Automatic Completion:
1. Look at the light next to the DSS button where you want to direct the call.
   - If the light is on, the co-worker is either on a call or is using the Do Not Disturb feature. You may want to take a message.
   - If the light is off, go to step 2.

2. Press DSS button.
   The call is directed automatically. You are available for the next call.

With Manual Completion:
1. Look at the light next to the DSS button where you want to direct the call.
   - If the light is on, the co-worker is either on a call or is using the Do Not Disturb feature. You may want to take a message.
   - If the light is off, go to step 2.

2. Press DSS button.
3. Press **Release**.
   The call is directed.

To Direct Unannounced Calls without a DSS

1. Press **Start**.
   The caller is put on hold and you hear a dial tone on your call button. The **Source** *button shows fast flashing green light.*
2. Dial extension or outside number.
   You may need to enter the dial-out code or pool access code before dialing the outside number.
3. Hang up, press **Release**, or use the headset.
   The call is directed.

To Direct Announced Calls with or without a DSS

1. Press **Start**.
   *The caller is put on hold and you hear a dial tone. The **Source** button shows fast flashing green light.*
2. Dial extension or outside number.
   You may need to enter the dial-out code or pool access code before dialing the outside number.
3. Stay on the line until person answers and announce the call.
   - Press **Source** to return to the original caller, if necessary.
     *The called person is put on hold, and the **Destination** button shows a fast flashing green light.*
   - Press **Destination** to return to the called person, if necessary.
     *The original caller returns to hold, and the **Source** button shows fast flashing green.*
   - Press **Cancel** to cancel the call to the co-worker or outside number and return to the original caller (Source).
   - Press **Join** to speak with the caller and the person being called in a 3-way conference.
4. Remove yourself from the call.
   - Press **Release**, hang up, or use the headset to complete the call direction or to leave 3-way conference without disconnecting the other two participants. See Notes.
   - Press **Forced Release** to disconnect everyone.
   - Press **Hold** to put a 4- or 5-way conference on hold so that you are free to handle other calls.

Notes:

- Announced calls **must** be manually completed.
- There are never parties on the *Source* and *Destination* buttons at the same time. If a party is on hold at either, the other party is on a call button.
- The *Release* button only disconnects you from a 3-party conference. If there are more than three participants on the call, *Release* will not work. You must use the Hold button to exit without disconnecting the remaining participants.
- If the extension is busy, use Camp-On, Barge-In, Paging, or Park and Paging. If the extension is unanswered, use Paging or Park and Paging.
- If you press the Home button before you have directed a call to its destination, the destination information disappears from the screen. To recover this information, you can toggle the *Source* and *Destination* buttons or you can inspect the *Destination* button.

Handling Unsuccessfully Directed Calls

Unsuccessfully directed calls occur when

- the call you directed to an extension is not answered and it returns to you or another operator for further handling

- the extension you're calling is busy or unanswered

- you dial an extension incorrectly

If you dial incorrectly or reach an extension that is busy or unanswered, you can

- press **Cancel** to return to the original caller

- try the call again

- take a message from the caller and use ***Send/Remove Message*** to turn on the co-worker's Message light (alerting them that they have a message from you). If the extension you're calling is busy or unanswered, you can use **Leave Message** when you hear ringing or a busy signal.

- continue trying to connect the call with

  Barge-In for an emergency or if you have been instructed to interrupt

  Camp-On to have a directed call wait a preset length of time for the extension to become available. (If the call is unanswered, it rings back at your console.) ***Release*** also allows a call to ring on an unanswered or busy extension for a preset length of time. A camped-on call usually waits longer than a released call before it returns to an operator.

  Paging to announce the call over a loudspeaker system or over co-workers' speakerphones

  Park to put a call on hold and page a co-worker to pick up the call from another phone

For more information on these features, see Chapter 4.

Making Calls

Before you make a call using a handset, look at the console's call buttons. A steady red light indicates a free line. When you lift the handset, you are automatically connected to this call button. (If you are using a headset, press a call button that has its green light off.)

To Make Inside Calls

1. Lift the handset, press **Speaker**, or use the headset.
2. Press DSS button or dial the **extension**.

Note: If you do not know your co-worker's extension, use the Extension Directory. For more information, see "Directory" in Chapter 4.

To Make Outside Calls

1. Lift the handset, press Speaker, or use the headset.
2. Dial the **dial-out code** or **pool access code** and the phone number.

Notes:
- If you do not know the phone number, directories are available. See "Directory" in Chapter 4.
- If you must enter an account code, enter it before you make the call. For more information, see your system manager and "Account Code Entry" in Chapter 4.

Making Conference Calls

Use the **Conf** (Conference) button on your console to connect up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own. Anyone who shares a line with one of the conference participants can join the conference on the call and is counted as one of the five participants.

You can use the ***Join*** button to speak with the original caller (***Source***) and the called person (***Destination***) in a 3-way conference on a call button. You can add others later.

You can also press the **Drop** button and then the call button for the conference to drop the last person added to the conference. You can inspect the conference call button to see which person will be dropped (the person with an asterisk next to his or her name).

Notes:

- If you are part of a 3-way conference, you can press ***Release*** to drop out of the conference while the others continue to talk. You can handle other calls. If you are part of a conference and decide to drop out (with ***Forced Release***), the entire conference call is disconnected. Put the conference call on hold so you can get calls while the participants continue to talk.
- The transmission quality may vary when conferencing to outside lines.

To Set Up a Conference

1. Make a call to the first **outside number** or **extension**.
2. Press **Conf** after the person answers.
   The green light next to the call button flashes, signaling that a person is on hold for the conference.
3. Press another **call button**. Dial the next **phone number** or **extension**, or press **DSS button** to add the next participant.
4. When the person answers, announce the conference.
5. If the person is available, press **Conf**.
   All participants, including you, are connected on the call button you used to begin the conference.

   If the person is unavailable, hang up (if you are using a handset), press **Speaker** (if you are using a speakerphone), or press *Release* (if you are using a headset), and press the call button to return to the conference participants.

6. Press **Conf**.
7. Repeat steps 3 through 5 to add more participants.
8. To end the conference (everyone, including you, is disconnected), press **Forced Release**.

To Temporarily Leave a Conference

1. Press **Hold**.
   Conference participants can still talk.
2. To rejoin the conference, press the **call button** for the conference.

To Drop the Last Conference Participant Added

1. Press **Drop**.
2. Press the **call button** for the conference.

Feature Finder

_____

This chapter helps you find and use features quickly for these **operator** tasks:

- Handling Console Basics

- Answering and Directing Calls

- Making Calls

Chapter 4 lists features alphabetically with descriptions and step-by-step instructions for using them.

Handling Console Basics

If you want to . . .	See
Prepare your console for calls	**Night Service**
Enter account codes while making or receiving an outside call	**Account Code Entry**
Use your console as an alarm clock	**Alarm Clock**
Set up your communications system to cover outside calls after business hours	**Night Service**
View the number of system alarms	**Alarm**
Page co-workers over their speakerphones or a loudspeaker system	**Paging**
Post a message to inform co-workers (with display phones) that you're temporarily unavailable	**Messaging (Posted Message)**
Time calls, meetings, or breaks with your console	**Timer**
Screen calls on call buttons	**Inspect**
Use a headset for hands-free call handling	**Headset Features**
Prevent interruptions by blocking calls to your console	**Position Busy**
Speak to someone privately while handling a call (Headset/Handset Mute)	**Headset Features**

Handling Console Basics (Continued)

If you want to . . .	See
Have co-workers' phones ring at your console	**Follow Me**
Cancel call forwarding to your console	**Follow Me (cancel)**

If you want to . . .	See
Answer a co-worker's ringing phone from your phone or pick up a call on hold on a co-worker's phone	**Pickup**
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt	**Barge-In**
Enter account codes while making or receiving an outside call	**Account Code Entry**
Direct a call to an extension and have it wait there for a preset time	**Camp-On**
Page co-workers over their speakerphones or a loudspeaker system	**Paging**
Put a call on hold and page a co-worker to pick up the call at another phone	**Park Paging**

Answering and Directing Calls (Continued)

If you want to . . .	See
Notify co-workers that they have messages	**Messaging**
Broadcast an announcement	**Paging**
Signal a co-worker for meetings or visitors	**Signaling**

If you want to . . .	See
Enter account codes when making an outside call	**Account Code Entry**
Speak to someone privately while using a headset	**Headset Features (Headset/Handset Mute)**
Quickly dial numbers you call frequently	**Directory (Personal Directory)**
Display and dial extension numbers automatically	**Directory (Extension Directory)**
Quickly dial numbers that are programmed into your console's directories	**Directory (Personal Directory, Extension Directory, System Directory)**

Using Features

As a system operator, you use many features to help you handle calls. These features are listed alphabetically with instructions for when and how to use them.

Conditions that must be met before you use the features are highlighted at the bottom of the page.

How to Use Features

There are two ways to use features:

- **Select the feature from your display**. Several features are offered on your display. Some features can be used from the Home screen and others from the Menu or Feature screens.

  To use a feature from the display:

- Press the Home, Menu, or Feature button on your console.

- Press the unlabeled display button next to the feature you need.

- **Press a fixed feature button**. Features like Night Service and Send/Remove Message are preprogrammed onto console buttons.

  To turn on a feature, simply press the button labeled with the feature you need.

The table on the following page lists the features you can use and their display screen abbreviations.

- The letter **F** denotes features you can select from the Feature screen.
- The letter **M** denotes features you can select from the Menu screen.
- The letter **H** denotes features you can select from the Home screen.

The display column is blank if a feature is factory-programmed onto a fixed feature button (for example, ***Send/Remove Message***) or if you can use the feature via a dedicated feature button (**Conf**, **Drop**, etc.).

Notes:

- Features you can select from the display, like `Account Code`, are shown in this special type. When you see this type, use your display buttons.
- Any action you or your system manager must take before you can use a feature is highlighted. For example:

> You must have a DSS with Park zone extensions.

For more information, see your system manager.

Account Code Entry

Account codes help your company track phone use to bill clients, and to forecast and budget costs. You can use account codes for incoming and outgoing calls, if your company's system is programmed for both.

If your system has this feature, it is programmed as either required or optional:

- **Required**. You must enter an account code before making an outside call.

- **Optional**. If you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

If you make an error when entering an account code, you can change the code while the call is in progress. Your caller cannot hear you enter the account code.

> You must have account codes and instuctions on how and when to use them.

To Enter an Account Code Before a Call

1. Select `AccountCode` from the Home screen or press **Feature** and select `AccountCode` from the Feature screen.
2. Enter account code, followed by a #.
3. If you're using a handset:
    *   Press Speaker or lift handset.
    *   Dial number.

    If you're using a headset:
    *   Press call button.
    *   Dial number.

Note: If you make an error when entering an account code, you can change the code while the call is in progress with the following procedure.

To Enter or Change Account Codes During a Call

1. Select `AccountCode` from the Home screen or press **Feature** and select `AccountCode` from the Feature screen.
2. Enter account code, followed by a #.
    Previously entered account code is changed.

Alarm

If something is wrong with the system, the red light next to your **Alarm** button goes on.

Report the alarm to your system manager or an AT&T representative or authorized dealer immediately. The red light stays on until the problem is cleared from your system.

If you inspect the **Alarm** button when there is a problem, the system shows you the number of alarms that are active.

Alarm Clock

You can use your console as an alarm clock and set it to beep
at a particular time to remind you of a meeting, appointment,
or other important event. Until canceled, the alarm sounds
every day at the set time.

To Set the Alarm

1. Press **Menu**.
2. Select `Alarm Clock`.
3. Dial **4-digit time** from 1159 to 1200.
   If you make an error, select Reset before entering new time.
4. Select `AM/PM`.
   An "A" or "P" appears to the right of the time. The button is a toggle.
5. Select `On/Off`.
   An "on" or "off" appears to the left of the time. The button is a toggle.
6. Press **Home**.
   *A bell appears to the right of the time on the Home screen. At the set time,
   you will hear 4 beeps.*

To Cancel the Alarm

1. Press **Menu**.
2. Select `Alarm Clock`.
3. Select `On/Off`.
   An "on" or "off" appears to the left of the time. The button is a toggle.
4. Press **Home**.
   The alarm is canceled and the bell disappears from the Home screen.

Barge-In

If a co-worker is on the phone or using Do Not Disturb, use Barge-In to reach him or her in an emergency or if you have special instructions to interrupt.

If your co-worker is not on a call and is using Do Not Disturb, the co-worker's phone rings. If your co-worker is on a call and is using Do Not Disturb, Barge-In connects you to the call.

Barge-In is not activated on
- a conference call if the conference already has the maximum number of participants

- phones that have forwarded their calls by using Coverage, Forward, or Follow Me (you hear ringing)

- phones that have Privacy in use (you hear a fast busy signal)

To Use Barge-In

1. Press **DSS button**, dial **extension**, or use **Extension Directory**.
2. Press **Feature** when you hear a busy tone.
3. Select `Barge In`.

Camp-On

Use Camp-On to direct a call to a busy or available inside phone and have the call wait at the extension for a longer period of time than *Release* allows.

If the phone is busy, the person you directed the call to hears a tone, signaling that there is another call waiting. If the call remains unanswered, it returns to you or another operator for further handling. You hear one ring for a returning inside call and two rings for a returning outside call.

To Camp-On at a Busy Extension

If you've directed a call to a busy extension and you've heard a busy tone, select `CampOn` from the Home screen or press **Feature** and select `CampOn`.

To Camp-On at an Available Extension

If you've directed a call to an available extension, you can use Camp-On to give the person more time to answer the call. Select `CampOn` from the Home screen or press **Feature** and select `CampOn`.

Directory

There are three types of directories offered on the display: Extension Directory, Personal Directory, and System Directory.

Extension Directory

The Extension Directory is a listing of your co-workers' names and extension numbers programmed by your company. The Extension Directory is offered on the Menu screen. To find a listing, bring up the directory on your display and search for a specific name. Press the button next to the name, and the extension is dialed automatically.

To Use the Extension Directory

1. Press **Menu**.
2. Select `Directory`.
3. Select `Ext Dir`.
4. Select appropriate range of letters.
5. If name you want is not displayed:
   - Select `Prev Page` to see names on previous page.
   - Select `Next Page` to see names on next page.
6. If you want to see the number before it is dialed, select `Show Number` and then select the button next to the name.
7. To exit `Show Number`, select `Show Number` again.
8. To call your co-worker, press the button next to the name.
   *If you're using a headset, you must select a call button **before** you select the directory listing.*
9. Press **Home** to exit Extension Directory.

Personal Directory

Your console has a Personal Directory that stores, displays, and automatically dials up to 50 personal phone numbers. You can enter your own listings through the Directory options. To dial your Personal Directory listings, select `Directory` from your **Home** screen.

The Home screen has four pages. To see the first page, press the **Home** button; page 1 displays features. To see page 2, which contains up to six Personal Directory listings, select Directory from the Home screen. To see page 3, which also contains up to six Personal Directory listings, select `Next Page` from the page 2 screen. (You choose which listings you want to appear on pages 2 and 3.) Selecting `Next Page` again brings you to page 4, which contains a range of letters to help you find the Personal Directory listings you want.

You can include a dial-out or pool access code as part of the entry to get an outside dial tone automatically. If you do not include the dial-out code or pool access code, you must first have an outside dial tone before using your Personal Directory.

To Enter a Personal Directory Listing

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir`.
4. Select `Enter New`.
5. Type the name, up to 11 characters:
   - Select letters A–F from the display, and/or press appropriate call or fixed feature buttons for letters G-Z.
6. Enter punctuation, if necessary:
   - Select `Punctuation`.
     The word Punctuation *is highlighted when on.*
   - Press display button next to desired character.
   - Select `Punctuation` again (turns off `Punctuation`).
7. Select `Enter`.
   This saves the name and punctuation entered.
8. Use the dialpad to type number—up to 28 digits (include dial-out code, pool access code, long-distance carrier code, area code, or other special characters).
9. Select `Enter`.
10. Select `Yes` or `No` to see or conceal phone number while dialing.
    Your choice is highlighted on the screen.
11. Select `Enter`.
12. To enter more listings, repeat steps 5–11.
13. Press **Home** or select `Exit` to exit the Personal Directory.

Notes:
- To correct errors in typing, use `Backspace` and retype.
- You may need **special characters** in your Personal Directory entries—for accessing computers, for phone banking, or for using certain features offered by your local phone company. See Appendix A.

To Assign Personal Directory Listings to the Home Screen

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir`.
4. Select `Put on Home`.
5. Select appropriate range of letters.
6. Press button next to name in directory.
   If necessary, use `Prev Page` *and* `Next Page` *to locate the name.*
   Your selection appears on line 1 of your display.
7. Press button next to location you want on the Home screen.
   To move to the second page of the Directory (third page of the Home screen), select `Next Page`.
8. To add more listings to the Home screen, select `Again` and repeat steps 5–7.
9. Press **Home** to exit the Personal Directory.

Notes:

- You must enter listings before you can put them on your Home screen. See "To Enter a Personal Directory Listing" earlier in this section.
- The listings you assign appear next to the unlabeled display buttons when you select Directory from the Home screen.
- To remove or change a listing in your Personal Directory, follow the steps on the next pages.

To Change Personal Directory Listings

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir`.
4. Select `Edit Dir`.
5. Press button next to alphabetical range.
6. Press button next to name.
   If necessary, select `Prev Page` *or* `Next Page` *to locate the listing.*
7. Choose the item to be changed:
   - Select `Replace Name` to change name.
   - Select `Replace Num` to change number.
   - Select `Replace Tag` to change whether the number dialed is concealed or displayed.
   - Select `Exit` if you don't want to make changes.
8. Enter new name, number, or tag, and then select `Enter`.
9. Select `Exit`.
10. To edit additional listings, repeat steps 3–9.
11. Press **Home** to return to the Home screen.

To Delete Personal Directory Listings

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir`.
4. Select `Delete Entry`.
5. Press button next to alphabetical range.
6. Press button next to name.
   If necessary, select `Prev Page` *or* `Next Page` *to locate the listing.*
7. Select `Delete` to delete the entry or select `Cancel` to exit without making a change.
8. Press **Home** to return to the Home screen.

To Use the Personal Directory

1. Press **Home**.
2. Select `Directory`.
3. Locate listings
   If the listing you need is not displayed on the first page of the Directory screen (second page of Home screen), select `Next Page` *to move to the second page of the Directory. (These listings may not be alphabetical.) If you've found the listing, go to step 4. If you still have not found the listing, select Next Page again to display range of letters. Press the button next to the range. Use* `Prev Page` *or* `Next Page`*, if necessary.*
4. To display the number, select `Show Number`.
   - Press the button next to the listing.
   - To exit `Show Number`, select `Show Number`.
5. To dial the number, press the button next to the listing.
   - If you're using a handset, the speakerphone goes on and the number dials automatically.
   - If you're using a headset, you must press a call button first and then press the button for the entry you want to dial.
6. Press **Home** to return to the Home screen.

System Directory

The System Directory is like having a phone book stored in your console. The System Directory contains up to 130 numbers needed by your company. Branch offices, clients, and suppliers are all candidates for the System Directory. The listings are programmed by your company and allow you to dial a number with one touch.

Note: You may need an outside dial tone before dialing a number through the System Directory.

To Use the System Directory

1. Press **Menu**.
2. Select `Directory`.
3. Select `System Dir`.
4. Select appropriate range of letters.
5. If name you want is not displayed:
   - Select `Prev Page` to see previous listings.
   - Select `Next Page` to see next listings.
   - Select Show Number to see the number associated with the name. Select the button next to the listing. Select `Show Number` again (to exit Show Number).
6. If a red light is not on next to a call button, press a call button.
7. Press button next to the name to make a call.

Follow Me

You can use Follow Me when a co-worker is meeting with you or working at your desk or when you want to answer calls to your co-worker's extension while he or she is away. Your co-workers can also forward their calls to your console using the Forward feature from their phones.

If several people are sending their calls to you, you can cancel Follow Me and Forward from your console. You can cancel one extension at a time or all extensions at once.

Note: QCC operators cannot use this feature to send their calls to co-worker's extensions.

To Use Follow Me

1. If a red light is not on next to a call button, press a **call button**.
2. Press **Feature**.
3. Select `Follow Me`.
4. Dial the **extension** or press a **DSS button**.
   Calls to co-worker's extension ring at your console.

To Cancel Follow Me

One extension at a time:
1. If a red light is not on next to a call button, press a **call button**.
2. Press **Feature**.
3. Select `CanclFollow`.
4. Dial the **extension**, press a **DSS button**, or use **Extension Directory**.

All extensions at once:
1. If a red light is not on next to a call button, press a **call button**.
2. Press **Feature**.
3. Select `CanclFollow`.
4. Dial *****.

Note: You can also use this procedure to cancel any calls that were **forwarded** to your console. Your co-workers can cancel Forward or Follow Me calls sent to your console by using Forward from their phones and dialing their extensions.

Headset Features

Your console has three preprogrammed headset buttons.

The **Headset Status** button turns the headset on and off. Use this button when switching between the handset and headset.

The **Headset Auto Ans** (Headset Auto Answer) button automatically delivers calls to the headset, eliminating the need to press call buttons to answer calls. As each call arrives, you'll hear a tone, and you can begin speaking immediately.

The **Headset Mute** (Headset/Handset Mute) button turns off your headset microphone so that you can talk with someone in your office without being heard by a caller. You can also use this button to turn off the handset's microphone.

Calls disconnect when you press **Release** or **Forced Release**. Directed calls are completed when you press **Release** or select Camp On from the display. If Automatic Release is programmed for your console, calls disconnect when you press another call button.

To Prepare the Headset and Console

1. Unplug handset.
2. Plug headset into console.
3. Adjust volume with the console **Volume** button.
4. Press **Headset Status**.
   Green light goes on. You can talk and be heard through headset.
5. To turn on automatic call answering, press **Headset Auto Ans**.

To Handle Calls Using the Headset

To place a call
1. Press a **call button** for which the red light is off
   The red and green lights turn on and you hear a dial tone.
2. Dial a **number**, press a **DSS button**, or use your directories to make the call.

To answer a call, press the **call button**.

To disconnect a call, press **Release** or **Forced Release**.

Notes:

• If you are using Headset Auto Answer, you don't need to press a call button to answer a call.
• If you put a call on hold, automatic call answering is turned off. You must press the **Headset Auto Ans** button to turn it on again.

To Turn off the Headset's
Microphone

You can turn off the headset's microphone **during a call** using

- *Headset Mute* (Headset/Handset Mute). Press once—the red light goes on, and the caller cannot hear you.
Press again to resume conversation.

- **Speaker**. Press once to transfer the call from your headset to the speakerphone. Press again to return the call to your headset.

Note: If the call is disconnected while the speakerphone is in use, automatic call answering is turned off. You must press the Speaker button to turn it on again.

Inspect

Use Inspect when you are on a call and you want to see who is on hold on other call buttons. When you press the **Inspct** button and a call button, lines 1 and 2 of your display show detailed information about the call button you pressed, and lines 5 through 7 show abbreviated information for all call buttons.

Inside call information includes the caller's extension (and the caller's name if it's programmed in your system). Outside call information includes OUTSIDE (or the name assigned to the trunk, if it's been programmed) and the trunk number.

If your company subscribes to AT&T's INFO2 automatic number identification (ANI) service, you see the outside phone number of the person calling you.

Note: The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.

If you inspect a call button for a conference, your display shows who is connected on the conference. An asterisk appears next to the last person added to the conference. This person will be dropped from the conference if you press the **Drop** button, then the **call button**.

Inspect also allows you to review your console's features, showing you what is programmed on your console's fixed feature buttons or the ranges for your DSS page numbers.

You can also use Inspect to view the busy status of the trunk pools in your system or to see information about extensions assigned to DSS buttons.

To Use Inspect

1. Press **Inspct**.
2. Select button you want to inspect:
   - Press the **call button** for the held call (fast flashing green light).
   - Press the **call button** for conference call.
   - Press the **call** or **fixed feature** button you want to check.
   - Press the *Pool Status* button (to view trunk pools).
   - Press a **Page** button (**Page 1**, **Page 2**, **Page 3**) on the DSS (to view the first number in the range of numbers for that DSS page button).
   - Press the **DSS button** for an extension (to view extension information).
   - Press the *Alarm* button (to see the status of system alarms).
   - Press any other button you want to inspect. See Note.
3. Press **Home** to leave the Inspect mode.

Note: You cannot inspect display buttons or dedicated feature buttons. If you press a dedicated feature button (**Transfer**, **Conf**, or **Hold**) or a labeled display button (**Menu** or **Home**), your console will leave Inspect mode and turn on the feature for the button you pressed.

Messaging

You can send a message to a co-worker with either `Leave Message` on your display or the **Send/Remove Message** button on your console. You can also receive messages from co-workers and post messages that your co-workers will see on their display phones when they call you. (See "Posted Message" section.)

Leave Message

If you cannot reach a co-worker, you can take a message from a caller and use Leave Message to

• leave a message for co-workers with display phones

• leave a voice-mail message for co-workers with voice-mail

Your co-worker's message light turns on after you leave the message. (To use Leave Message, you must be on the call, listening to ringing or busy tone.) If your co-worker does not have a display or voice-mail, you will see `Cannot Send Message` on your display. In this case, use the **Send/Remove Message** button instead.

To Use Leave Message

When a call is unanswered or busy (you are listening to ringing
or busy tone):
1. Select `Leave Msg` from the Home screen, or press **Feature** and
   select `Leave Msg` from the Feature screen.
2. Read status of message on display:
   - `Msg Sent to`, if message was delivered.
   - `Message Box Full`, if message was not delivered because
     co-worker's message box is full.
   - `Cannot Send Message`, if message was not delivered
     because co-worker does not have a display phone or
     voice-mail.

Note: If you use Leave Message to send a second message to
a co-worker who has not responded to your first message, the
second message replaces the first. The message light
remains on.

Posted Message

Use Posted Message to let co-workers with display phones
know when you're unavailable. The message you post
appears on line 1 of your display when you are not active on a
call. When a co-worker calls your extension, the Posted
Message you've chosen appears on his or her display.

Co-workers can also post messages from their phones—when
you dial their extension, the message shows on your display.

You can post 1 of 20 programmed messages. The
10 messages shown below are provided by the system (they
may have been changed by the system manager or additional
messages may have been programmed).

Code	Posted Message	Code	Posted Message
01	DO NOT DISTURB	06	IN CONFERENCE
02	OUT TO LUNCH	07	WITH A CLIENT
03	AT HOME	08	WITH A CUSTOMER
04	OUT SICK	09	AWAY FROM DESK
05	IN A MEETING	10	OUT ALL DAY

• Adding or changing messages requires system programming

• Blank (not yet programmed) messages are displayed as CUSTM
  MSG11, CUSTM MSG12, etc.

To Post a Message

1. Press **Menu**.
2. Select Posted Msg.
   *If the message you want to post is not shown, press **More**.*
3. Press the **button next to the message** you want to post.
   The selected message appears on line 1 of the screen.
4. Select Post.
   A message will appear on callers' display phones when they call you.
5. Press **Home** to exit Posted Message.

To Cancel a Posted Message

1. Press **Menu**.
2. Select `Posted Msg`.
    The current message appears on line 1 of the screen.
3. Select `Cancel`.
    The message disappears.
4. Press **Home** to exit Posted Message.

Send/Remove Message

The Send/Remove Message feature is available to operators only. Press ***Send/Remove Message*** on your console to turn the message light on or off for any phone in your system. If you use the Send/Remove Message feature while on a call, an inside caller will hear touch-tones but an outside caller will not.

For co-workers with display phones, the Send/Remove Message feature turns on message lights and also delivers the message: `ATT OPERATOR` (or your name, if programmed, and your extension and the date and time you left the message). For example: `ATT RENEE 20:26 08/02 X14`.

If another operator has turned a co-worker's message light on with Leave Message, using Send/Remove Message feature will turn that co-worker's message light off. To make sure that you don't accidentally turn off a co-worker's message light that should be on, use the **Message Status** button on the DSS to check the status of your co-worker's message light before you use the Send/Remove Message feature. For more information, see "To Send Messages (Consoles with DSS)."

The message status light on the DSS reflects the status of operator-sent messages only. If a co-worker's message light is on because a fax is waiting or another co-worker has left a message, the DSS button light will not be on, and using Send/Remove Message will not turn the co-worker's message light off.

Note: To check the status of your co-workers' message lights, **you must have a DSS** attached to your console. If you send a message, you may be turning off the message light turned on by another operator. When you cannot check message status, use Leave Message if your co-worker has a display phone or voice-mail. (See the instructions for Leave Message earlier in this chapter.)

To Send Messages (Consoles without a DSS)

1. Press ***Send/Remove Message*** button.
2. Dial **co-worker's extension**.

To Send Messages (Consoles with a DSS)

1. Press **Message Status** button on the DSS.
   The green light next to the **Message Status** *button goes on.*
2. Check the light next to the DSS button for the person's extension.
   If necessary, use **Page** *buttons to locate the extension.*
3. If the red light is on:
   - Press the **Message Status** button to return to call handling.
     *If you use Send/Remove Message, you will turn off the co-worker's
     message light and cancel operator-sent messages on the display.*
   If the red light is off:
   - Press the ***Send/Remove Message*** button.
   - Press the DSS button.
     *The red light next to the DSS button for the co-worker's extension
     goes on, and the co-worker's message light goes on.*
   - Press the **Message Status** button to return to call handling.

Note: If you use Send/Remove Message while on a call, an
inside caller will hear touch tones but an outside caller will not.

To Turn Off Message Lights (Consoles with a DSS)

1. Press **Message Status** button on the DSS.
   The green light next to the **Message Status** *button goes on.*
2. Check the light next to the DSS button for the person's extension.
   If necessary, use **Page** *buttons to locate the extension.*
3. If the red light is on:
   - Press ***Send/Remove Message*** button.
   - Press DSS button.
     *The red light next to the DSS button for the co-worker's extension
     goes off, and the co-worker's message light goes off.*
   If the red light is off:
   - Do nothing (message light is already off).

To Respond to Messages from Co-Workers

If your red message light is on:

1. Press Menu.
2. Select `Messages`.
   The beginning of the first message is displayed. A > tells you that the message is longer than one line. Press **More** *to see the rest of the message.*
3. Respond to the message:
   - To return call to co-worker, select `Return Call`.
     The message sender's extension is automatically dialed.
   - To delete message, select `Delete Msg`.
     The message displayed on line 1 is erased.
   - To see next message, select `Next Msg`.
4. When you delete all your messages, your message light goes off.

Note: An asterisk (*) preceding a message means that it is a new message. ATT (attendant) means that the message was sent by a system operator. FAX means that you have a fax.

Night Service

Night Service is used to send after-hours outside calls to another phone or phones. You can send incoming calls to a specific phone, such as the security office, or these calls can ring a night bell or other alert. Also, to prevent unauthorized after-hours use of phones, Night Service can be set up so that you have to enter a password to make an outside call.

Night Service can be programmed to automatically turn on and off at preset times. If your system is not programmed this way, you must turn Night Service on when you leave for the night and off when you start your day.

- Must be system-programmed.
- May require passwords.
- May be set up for automatic on/off.

To Turn Night Service On or Off

1. Press **Night Service** button.
   The green light goes on when Night Service is on, and off when Night Service is off. If a password is required, the green light will flash.
2. Enter password if required.
   You must enter the password within 60 seconds or start procedure again.

Note: If you make a mistake when entering the password, you must start again.

Paging

Paging is using your console to broadcast an announcement.

You can page in two ways:

- **Speakerphone Paging** is heard on all speakerphones in the system or, if programmed that way, by selected groups such as departments or work areas. Extension numbers can be assigned for paging all the speakerphones in your system (Page All) or for paging just the speakerphones in certain groups (Group Page).

- **Loudspeaker Paging** is heard by everyone in the building or a particular area (called a "zone"), depending on how the loudspeaker system is set up.

- The Loudspeaker Paging feature must be system programmed, and a loudspeaker paging device must be installed.
- Speakerphone Paging extension numbers and/or Loudspeaker Paging access codes are required and can be assigned to DSS buttons.
- Co-workers who are using their speakerphones will not hear a speakerphone page.
- QCC operators cannot be paged through their speakerphones.

To Use Speakerphone Paging

1. Press a call button for which the red light is off.
2. Lift handset or use the headset. See Note.
3. Dial Group Page or Page All extension number or press DSS button.
4. Make the announcement.

Note: Using the speakerphone for Speakerphone Paging can create a feedback tone.

To Use Loudspeaker Paging

1. Press a **call button** for which the red light is off.
2. Lift handset or use the headset. See Note.
3. Select `Loudspkr Pg` from the Home screen or press **Feature** and select `Loudspkr Pg` from the Feature screen.
4. Enter the Loudspeaker Page **access code**.
5. If necessary, dial **assigned code** for zone to be paged.
6. Make the announcement.

Note: Using the speakerphone for Loudspeaker Paging can create a feedback tone.

Park

When directing a call, you may find that a co-worker can't be located. Use Park to hold the call and use Paging to announce the call. For more information, see "Paging" earlier in this chapter.

When you park a call, you put it on hold so that it can be answered from any phone in the system. Calls can be parked at specific Park zone extensions on a DSS button. Your co-worker can then pick up the call from the nearest phone by using Pickup and dialing the extension you announced.

- Park zone extensions must be system programmed.
- You must have a DSS with Park zone extensions.
- Speakerphone Paging group numbers and/or
- Loudspeaker Paging access codes must be system-programmed.

To Use Park

1. While you're on the call, press the DSS button programmed with the Park Zone.
   Call is parked. If the call is not answered in the time allowed by the system, it returns to an operator console.

To Direct a Parked Call

1. Press a **call button** for which the red light is off.
2. Lift the handset or use the headset. See Note.
3. For Speakerphone Paging:
   - Dial the **Group Page** or **Page All** number or press the **DSS button**.

   For Loudspeaker Paging:
   - Select `Loudspkr Pg` from the Home screen or press **Feature** and select `Loudspkr Pg` from the Feature screen.
   - Dial the **Loudspeaker Page** access code.
   - If necessary, dial the **assigned code** for zone to be paged.
4. Announce the call and the extension where the call is parked.

Note: Using the speakerphone for Loudspeaker Paging can create a feedback tone.

Pickup

Use Pickup for temporary call coverage. You can pick up calls on individual extensions or trunk lines, or be part of a Pickup group and pick up calls for any member of your group.

Individual Pickup

Use Individual Pickup when another operator's or a co-worker's phone is ringing and is unanswered. To answer the call, select Pickup and dial the ringing telephone's extension or trunk number if it's an outside call.

Another use for Individual Pickup is to retrieve a held or parked call—one that has been placed on hold so that it can be picked up from any phone in the system. See "Park" earlier in this chapter.

To Use Individual Pickup

1. Select `Pickup` from the Home screen or press **Feature** and select `Pickup` from the Feature screen.
   The display shows a prompt for the trunk or extension number.
2. Dial the **extension number**, press the **DSS button** for the extension, or dial the **trunk number** of the call you want to answer.

Note: To use Pickup for a trunk, you **must** dial the trunk number. Pressing a DSS button will not work.

Group Pickup

Use Group Pickup when your company has organized
co-workers into groups. When you are part of a Pickup group,
select Pickup Grp from your Home or Feature screen to
answer other phones in your group. Ask your system manager
if you are part of a Pickup group.

To Use Group Pickup

Select `Pickup Grp` from the Home Screen or press **Feature** and
select `Pickup Grp` from the Feature screen.

Notes:

- If you are using a headset you must first press a call button
  before selecting `Pickup` or `Pickup Grp`.
- `Pickup Grp` is shown on the display only if you are
  part of a Pickup group.

Position Busy

Use Position Busy when you want to confer with others, leave your desk, or work without being disturbed by phone calls. It prevents most calls from ringing at your console. When you turn on Position Busy, the only calls that ring at your console are calls made directly to your extension number and calls that are sent to your extension from co-workers using the Forward and Follow Me features. All other calls go to another operator or to a phone that is a member of a calling group programmed to be a backup position.

Notes: If no other operator position is available for backup and/or if there is no Position Busy backup programmed in your system, the Position Busy button will not work.

To Use Position Busy

1. Press the ***Position Busy*** button to turn on the feature.
   The green light next to the button goes on.
2. Press the ***Position Busy*** button again to turn off the feature.
   The green light next to the button goes off.

Signaling

Use Signaling to notify co-workers when they have visitors or to remind them of meetings. You can signal multiline phones only.

You and your co-workers can prearrange the signals. For example, you can arrange two beeps for a visitor and three beeps for a reminder.

To Use Signaling

1. Select a **call button**.
2. Lift the handset, press **Speaker**, or use the headset.
   You hear a dial tone.
3. Press *Forced Release*.
   The light next to the selected call button goes off.
4. Press the **DSS button** for your co-worker.
5. Hang up.

Timer

Your console has a built-in timer to time calls, meetings, breaks, or other activities. When activated, the timer appears on line 3 of the Home screen, in place of the date, and starts counting. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

To Turn the Timer On/Off

1. Press **Menu**.
2. Select `Timer`.

Programming Special Characters

_____
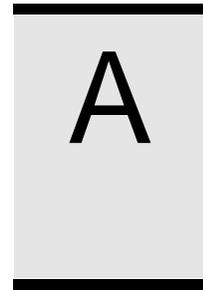
When you program your Personal Directory, you are storing
a sequence of numbers to be dialed automatically.

Some sequences need special characters to separate the
digits and signal that a certain function should begin. These
characters signal the system to pause and wait for a response
to the dialed digits, to stop so you can enter a credit card
number or password, or to signal that a call is coming in.

Ask your system manager which special characters are
needed and when to use them. Also, see "Directory" in
Chapter 4.

Press	You see	For	Description
Drop	**s**	Stop	Stops the dialing sequence so you can enter specific digits, such as a credit card number or password. When programming a sequence of numbers into the Personal Directory, press **Drop** when numbers need to be dialed manually. To use, listen for the **Drop** signal; then select the Directory listing again to continue the dialing process.
Conf	**f**	Flash	Sends a switchhook flash needed for some custom calling features. The flash must be the first entry in the sequence of programmed numbers.
Hold	**p**	Pause	Inserts a brief pause (1.5 seconds) to allow a computer to respond after an initial set of numbers has been dialed. For example, press **Hold** between programming a long-distance phone number and a calling card number. You can insert as many pauses as needed.

Press	You see	For	Description
# #	##	End of Dialing	Speeds call processing by the system. Use at the end of a programmed sequence of numbers in your Personal Directory or to separate one group of dialed digits from another.

System Specifics
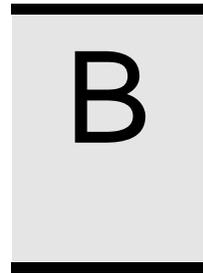
Use the following list to verify that you have the codes and special instructions you need to use the console features.

If several operators will use the same console, your system manager should complete this list.

Account Code Entry
☐ Required
☐ Optional

☐ **Calls-In-Queue Alert**
(Tone when calls enter personal queue)
☐ No
☐ Yes

☐ **Queue Over Threshold**
☐ No
☐ Yes, give number of calls in queue for alert ___

☐ **Night Service**
☐ No
☐ Yes

Automatic On/Off
☐ No
☐ Yes

Password
☐ No
☐ Yes

Receiver
☐ No
☐ Yes

Automatic Hold/Release

☐ Automatic Hold
☐ Automatic Release

Automatic/Manual Completion
☐ Automatic Completion
☐ Manual Completion

Paging group
☐ Yes
☐ No

Loudspeaker Page
☐ Yes
☐ No

Coverage
☐ Group Coverage Receiver

___ ___ ___ ___
___ ___ ___ ___
___ ___ ___ ___
___ ___ ___ ___

Direct Station Selector
☐ No
☐ Yes
Page 1 range____ to ____
Page 2 range____ to ____
Page 3 range____ to ____

B-2

Park Zones

☐ No
☐ Yes, list extensions

____ ____ ____ ____
____ ____ ____ ____

Group Page or Page All

☐ No
☐ Yes, on DSS Page____
　 (1, 2, or 3)
　 Group Page extensions

____ ____ ____
____ ____ ____

　 Page All extension

____

Calling Groups

☐ No
☐ Yes, list extensions

____ ____ ____ ____
____ ____ ____ ____
____ ____ ____ ____
____ ____ ____ ____

Pools

☐ No
☐ Yes, list access codes

____ ____ ____ ____
____ ____ ____ ____
____ ____ ____

Dial-out code

☐ No
☐ Yes, code ____

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A

account code
A code that may be used by your company to associate incoming and outgoing calls with corresponding accounts, employees, projects, and clients. **4-6**

Account Code Entry
A feature you use to enter account codes. **4-6**, **4-7**

Alarm
A light that indicates that something is wrong with the communications system. **1-10**, **1-14, 4-8**

Alarm Clock
A feature you use to set a display phone to signal (beep) at a certain time to remind you of an appointment or meeting. **4-9**

Automatic Completion
A feature you use to automatically direct a call to an extension by pressing a DSS button without hanging up or pressing Release. **2-11**

Automatic Hold
A feature you use to automatically put an active call on hold when you press a new call button. You will either have Automatic Hold or Automatic Release. **2-11**

Automatic Release

A feature you use to automatically disconnect an active call when you press a new call button. You will either have Automatic Hold or Automatic Release. **2-11**

B

Barge-In

A feature you use to reach a co-worker who is on the phone or using Do Not Disturb. **4-10**

Button-labeling card

A card that is labeled with the feature assigned to each call and fixed feature button. **1-5**

C

call buttons

The five buttons on the queued call console (QCC) you use to make and receive outside and inside calls. **1-5**, **1-9**, **1-10**

Camp-On

A feature you use to have a directed call wait at a busy or unanswered extension for a longer period of time than *Release* would allow. **4-11**

Cancel button

A button you press to disconnect an attempt to direct a call to a co-worker's extension or to an outside number. **1-10**

Conf button

A button you press to set up a conference call. **1-5**, **2-17**

Conference

A feature you use to set up a single call with up to four other people. **2-17**, **2-18**

Contrast Control

A sliding control you use to adjust the brightness of the display on MLX-20L™ phones. **1-5**

D

dedicated feature buttons

The imprinted feature buttons on your phone, for example, Transfer and Hold. **1-5**

Desk Stand

An adjustable stand on the phone and the DSS that allows a 20- or 30- degree viewing angle. **1-5**

Destination button

A button you use to speak to the person being called when you are directing a call. **1-10**, **2-17**

dialpad
   The numbered buttons and the asterisk (*) and pound sign (#) on your console. **1-5**

dial-out code
   A code (usually a 9) you dial to make an outside call. **2-16**

digital/ISDN MLX-20L™ telephone
   A phone with a large (7 line x 24 character) display and 20 line buttons that is used as a QCC operator console. **1-4**, **1-5**

Direct
   A way to send calls from your phone to another phone. **2-10**

Direct Station Selector (DSS)
   An adjunct with buttons that you use to place calls to extensions and check their status. A DSS can be attached to your console. **1-2, 1-6, 1-7**

Direct Station Selector (DSS) buttons
   The buttons you use to place calls to extensions and check their status. **1-7**, **1-11**, **1-12**, **1-13**

Directory
   A feature consisting of three listings of numbers you can dial automatically: Extension Directory, Personal Directory, and System Directory. **4-12**

display
   The area on your console where you view instructions for using features and get information about calls. **1-5**, **1-19**

display buttons
    The **Home**, **Menu**, **More**, and **Inspect** buttons that you press to
    view the display screens and the unlabeled buttons that activate
    features on the screens. **1-5**, **1-20**

distinctive rings
    The different ways your console rings to identify an inside or outside call. **2-4**

Drop button
    A button you use to disconnect the last participant added to a conference
    call. **1-5**, **2-17**, **4-24**

E

Extension Directory
    A feature you use to display and automatically dial a co-worker's
    extension. **4-12**

F

Feature button
    An imprinted button that is used to access features via the Feature
    screen. **1-20**, **4-2**

Feature Finder

A table in this book that helps you find features by function even if you don't know them by name. **3-1**

Feature screen

A display screen that provides quick access to features you use often. **1-20**, **4-2**, **4-3**

fixed feature buttons

Buttons for special operator functions and basic call-handling tasks. **1-9**, **1-10**

fixed Page buttons

Three buttons used to select the range of extensions the DSS buttons represent. **1-12**, **1-13**

Follow Me

A feature you can use to send co-worker's calls to your console. QCC operators cannot use this feature to send their calls to co-worker's extensions. **4-19**
Forced Release
A feature you use to drop all participants from a call so you are free to answer another call. **1-10**, **2-13**, **2-17**, **2-18**

G

Group Page

See *Paging.*

Group Pickup

See *Pickup.*

H

handset

The hand-held part of the phone that you pick up, talk into, and listen from. A handset is also called a "receiver." **1-5**

headset

An ultralight earpiece and microphone for hands-free phone use. **1-8**, **4-21**

Headset Auto Answer

A fixed feature button you press to answer calls automatically using the headset. **1-10**, **4-21**, **4-22**

Headset Mute

A fixed feature button you press to mute the microphone in either your handset or headset so you can speak privately with someone in your office without your caller hearing you. **1-10**, **1-14**, **4-21**, **4-23**

Headset Status

A fixed feature button you press to switch between headset and handset operation. **1-10**, **4-21**, **4-22**

Hold

A feature you use to temporarily leave a call without hanging up. **1-5**, **2-9**

Hold button
A button you use to put a call on hold. **1-5**, **2-9**

Home button
A button you use to display the Home screen. **1-21**

Home screen
The "home base" of your display screen, which shows call information, the time and date, queue status indicators, prompts, feedback, and features you use often. **1-21**

I

Individual Pickup
See *Pickup*.

inside calls
Calls to and from co-workers. **2-16**

Inspct button
A button you press to display the Inspect screen. **1-25**, **1-26**, **4-24**, **4-25**

Inspect screen
The display screen you use to see call information for all calls, including held or conference calls. You can also use the Inspect screen to see pool status and to see what features are programmed on your console's buttons. **1-25**, **1-26**, **4-24**

J

Join
> A feature you use to connect the caller, the person being called, and yourself. **1-10**, **2-13**, **2-17**

L

Leave Message
> A feature you use to leave messages for co-workers with display phones or voice mail. **4-26**

Loudspeaker Paging
> See *Paging.*

M

Manual Completion
> A feature you use to direct calls by pressing a DSS button and then hanging up or pressing *Release*. **2-11**

Menu button
> A button you use to display the Menu screen. **1-20**, **1-25**

Menu screen

A screen that shows a list of features and functions that you can use only via your display. **1-24**

Message light

A light that turns on when you have a fax or a voice-mail message. The message light also turns on when you have a message on your display from a co-worker. **1-5**, **4-26**, **4-27**, **4-31**

Message status button

A button you press to see the status of co-workers' message lights. **1-18**, **4-29**, **4-31**

More button

A display button you use to view additional screens. **1-20**, **1-25**

Mute button

A button you press to mute your speakerphone so you can speak privately with someone in your office without your caller hearing you. **1-5**

N

Night Service

A feature programmed by your company to provide coverage for outside calls received after hours. **1-10**, **1-15**, **4-33**

O

outside call
A call to or from a phone outside your company's phone system. **2-5**, **2-6**, **2-7**, **2-16**

P

Page buttons
Buttons you use to reach the range of extensions programmed on the Direct Station Selector (DSS) and other features assigned to DSS buttons. **1-6**, **1-7**, **1-12**, **1-13**

Paging
A feature you use to broadcast announcements through your co-workers' speakerphones or over a loudspeaker system. **4-34**

Loudspeaker Paging — A feature you use to broadcast announcements over a loudspeaker system. **4-34**, **4-35**
Speakerphone Paging — A feature you use to broadcast announcements through your co-workers' speakerphones. You can use Speakerphone Paging with Page All to page all speakerphones and Group Page to page certain groups of speakerphones. **4-34**, **4-35**

Park
A feature you use to put a call on hold at a park zone so it can be picked up from any extension. **4-36**

Park zone
   A specific extension where a call is parked so it can be answered from any phone in the system. **4-36**

Personal Directory
   A feature you use on your console to display and automatically dial the phone numbers you use most often. **4-13**

Pickup
   A feature you use to answer a ringing phone from your console. **4-38**

   Group Pickup — Allows members of a pickup group to answer one another's phones. **4-39**
   Individual Pickup — Used to answer another operator's or co-worker's phone. **4-38**

Pool Access Code
   A code you dial to access an outside line to make an outside call. **2-16**

Pool Status button
   A button you use with Inspect to see the status of all the trunk pools in the system. **1-10**

Position Busy
   A feature you use when you want to confer with others, leave your desk, or work without being disturbed by phone calls. **1-10**, **4-40**

Posted Message
   A feature you use to post a message that co-workers will see on their display phones when they call you. **4-27**

Q

QCC operator's headset
An ultralight earpiece and microphone that connects to the handset outlet on your console. **1-8**

Queued Call Console (QCC)
An operator's console that receives calls (one at a time) in sequence. An incoming call is put into a queue until an operator is available to handle the call. **1-1**

R

Release
A feature you use to complete a call so you can answer the next call. You can also use Release to disconnect from a three-way conference call. **1-10**

S

Send/Remove Message
A feature you use to turn on the Message light on co-workers' phones, notifying them of messages to be picked up from the system operator. **1-10**, **4-29**

Send/Remove Message button
A button you use to activate Send/Remove Message. **4-29**

Signaling
A feature you use to notify co-workers when they have visitors or to remind them of meetings. **4-41**

Source button
A button you use to speak to the original caller after you begin directing a call. **1-10**, **2-12**, **2-13**, **2-14**

Speaker button
A button you press to activate or deactivate the built-in speakerphone on your console. **1-5**, **4-23**

Speakerphone Paging
See *Paging*.

special character
A pause, stop, or end-of-dialing signal you need to include when you program Personal Directory listings. **A-1**

split condition
The status of the console after you begin and before you finish directing a call. Split condition allows you to speak alternately with the caller, via the *Source* button, and the person called, via the *Destination* button. Or you can use the *Join* button to confer with them both at once. **2-9**

Start button
A button you use to begin directing a call. **1-5**, **1-10**, **2-10**, **2-11**, **2-12**, **2-13**

System Directory
A feature you use to display and automatically dial the phone numbers your company uses most often. **4-17**

T

Timer
A built-in mechanism for timing calls on your console. **4-42**

Transfer
See *Direct*.

Transfer button
A button you press to direct calls to other phones. On a QCC, using the *Start* button, rather than the **Transfer** button, is recommended. **1-5**, **2-10**

U

User Cards and Tray
A slide-out drawer with erasable user cards for noting phone numbers. **1-5**

V

Volume
A button for controlling the volume of your console's ring, handset, headset, and speakerphone. **1-5**