



Nortel Communication Server 1000

# Attendant PC Console Fundamentals

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## Revision History

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### May 2007

Standard 01.01. This document is issued to support Communication Server 1000 Release 5.0. This document contains information previously contained in the following legacy document, now retired: *Attendant PC: Description, Installation, and Operation (553-3001-320)*. No new content has been added for Communication Server 1000 Release 5.0. All references to Communication Server 1000 Release 4.5 are applicable to Communication Server 1000 Release 5.0.

### July 2006

Standard 4.00. This document is up-issued to add Windows XP® to the list of supported operating systems as requested by the following CR:

- Q01369625

### August 2005

Standard 3.00. This document is up-issued to support Communication Server 1000 Release 4.5.

### September 2004

Standard 2.00. This document is up-issued for Communication Server 1000 Release 4.0.

### October 2003

Standard 1.00. This document is a new NTP for Succession 3.0. It was created to support a restructuring of the Documentation Library, which resulted in the merging of multiple legacy NTPs. This new document consolidates information previously contained in the following legacy documents, now retired:

- *Attendant PC Software Installation Guide (553-3001-220)*
- *Attendant PC Software Quick Start Guide (553-3001-221)*
- *Attendant PC LAN Interface Installation Guide (553-3001-222)*
- *Attendant PC Software Installation Guide (553-3001-320)*

## 4 Revision History

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Nortel Communication Server 1000  
Attendant PC Console Fundamentals  
NN43001-520 01.01 Standard  
Release 5.0 30 May 2007

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## About this document

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This document is a global document. Contact your system supplier or your Nortel representative to verify that the hardware and software described are supported in your area.

### Subject

This document contains information about Attendant PC Software. It describes software features, installation and configuration, use, administration, and installation of the Attendant PC LAN Interface.

#### **Note on legacy products and releases**

This NTP contains information about systems, components, and features that are compatible with Nortel Communication Server 1000 Release 4.5 software. For more information on legacy products and releases, click the **Technical Documentation** link under **Support & Training** on the Nortel home page:

[www.nortel.com](http://www.nortel.com)

### Applicable systems

This document applies to the following systems:

- Communication Server 1000S (CS 1000S)
- Communication Server 1000M Chassis (CS 1000M Chassis)
- Communication Server 1000M Cabinet (CS 1000M Cabinet)
- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Communication Server 1000E (CS 1000E)
- Meridian 1 PBX 11C Chassis
- Meridian 1 PBX 11C Cabinet
- Meridian 1 PBX 51C

- Meridian 1 PBX 61C
- Meridian 1 PBX 81
- Meridian 1 PBX 81C

**Note:** When upgrading software, memory upgrades may be required on the Signaling Server, the Call Server, or both.

### System migration

When particular Meridian 1 systems are upgraded to run CS 1000 Release 4.5 software and configured to include a Signaling Server, they become CS 1000M systems. [Table 1 "Meridian 1 systems to CS 1000M systems" \(page 12\)](#) lists each Meridian 1 system that supports an upgrade path to a CS 1000M system.

**Table 1**  
**Meridian 1 systems to CS 1000M systems**

This Meridian 1 system...	Maps to this CS 1000M system
Meridian 1 PBX 11C Chassis	CS 1000M Chassis
Meridian 1 PBX 11C Cabinet	CS 1000M Cabinet
Meridian 1 PBX 51C	CS 1000M Half Group
Meridian 1 PBX 61C	CS 1000M Single Group
Meridian 1 PBX 81	CS 1000M Multi Group
Meridian 1 PBX 81C	CS 1000M Multi Group

For more information, see one or more of the following NTPs:

- *Communication Server 1000M and Meridian 1 Small System Software Upgrade (NN43011-459)*
- *CS 1000M and Meridian 1 Large System Upgrades Overview (NN43021-458)*
- *Communication Server 1000S: Upgrade Procedures (553-3031-258)*
- *Communication Server 1000E Upgrades (NN43041-458)*

### Intended audience

This document is intended for individuals responsible for installing, configuring, administering and using Attendant PC Software and the Attendant PC LAN Interface.

## Conventions

### Terminology

In this document, the following systems are referred to generically as "system":

- Communication Server 1000S (CS 1000S)
- Communication Server 1000M (CS 1000M)
- Communication Server 1000E (CS 1000E)
- Meridian 1

The following systems are referred to generically as "Small System":

- Communication Server 1000M Chassis (CS 1000M Chassis)
- Communication Server 1000M Cabinet (CS 1000M Cabinet)
- Meridian 1 PBX 11C Chassis
- Meridian 1 PBX 11C Cabinet

The following systems are referred to generically as "Large System":

- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Meridian 1 PBX 51C
- Meridian 1 PBX 61C
- Meridian 1 PBX 81
- Meridian 1 PBX 81C

## Related information

This section lists information sources that relate to this document.

### NTPs

The following NTPs are referenced in this document:

- *Features and Services Fundamentals (NN43001-106)*
- *Software Input Output Administration (NN43001-611)*

### Online

To access Nortel documentation online, click the **Technical Documentation** link under **Support & Training** on the Nortel home page:

[www.nortel.com](http://www.nortel.com)

### **CD-ROM**

To obtain Nortel documentation on CD-ROM, contact your Nortel customer representative.

## **How to get Help**

### **Getting Help from the Nortel Web site**

The best source of support for Nortel products is the Nortel Support Web site:

[www.nortel.com/support](http://www.nortel.com/support)

This site enables customers to:

- download software and related tools
- download technical documents, release notes, and product bulletins
- sign up for automatic notification of new software and documentation
- search the Support Web site and Nortel Knowledge Base
- open and manage technical support cases

### **Getting Help over the phone from a Nortel Solutions Center**

If you have a Nortel support contract and cannot find the information you require on the Nortel Support Web site, you can get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7865).

Outside North America, go to the Web site below and look up the phone number that applies in your region:

[www.nortel.com/callus](http://www.nortel.com/callus)

When you speak to the phone agent, you can reference an Express Routing Code (ERC) to more quickly route your call to the appropriate support specialist. To locate the ERC for your product or service, go to:

[www.nortel.com/erc](http://www.nortel.com/erc)

### **Getting Help through a Nortel distributor or reseller**

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, you can contact the technical support staff for that distributor or reseller.

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# Overview

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## Contents

This section contains information on the following topics:

- "Description" (page 15)
- "About the Attendant PC" (page 16)
  - "Starting the Attendant PC" (page 16)
  - "Menus" (page 17)
  - "Two-line display" (page 18)
  - "Position Busy indicator" (page 18)
  - "Fixed keys" (page 18)
  - "Loop keys" (page 19)
  - "Incoming Call Indicator Keys" (page 19)
  - "Trunk Group Busy keys" (page 20)
- "Placing a call" (page 20)
- "Using the Attendant PC online help" (page 21)
  - "Using the Help Index feature" (page 21)
  - "Exploring the Help Console" (page 22)

## Description

The Attendant PC software allows you to perform attendant console and call processing functions on a computer workstation using a mouse pointing device or keyboard within a Windows 95<sup>®</sup>, Windows 98<sup>®</sup>, Windows 2000<sup>®</sup>, Windows NT<sup>®</sup> or Windows XP<sup>®</sup> operating system environment.



## About the Attendant PC

This section describes how to set up the Tools menu, configure features, use the Attendant PC Help facility, do common call processing tasks and points you to the other features that come with the Attendant PC software.

You can access the console functions by using the mouse to activate:

- Loop keys
- Incoming Call Indicator (ICI) keys
- Trunk Group Busy (TGB) keys
- Fixed keys (Release, Hold, Answer, Rls Dst, CAS)
- Flexible feature keys
- Virtual feature keys
- Hotkeys

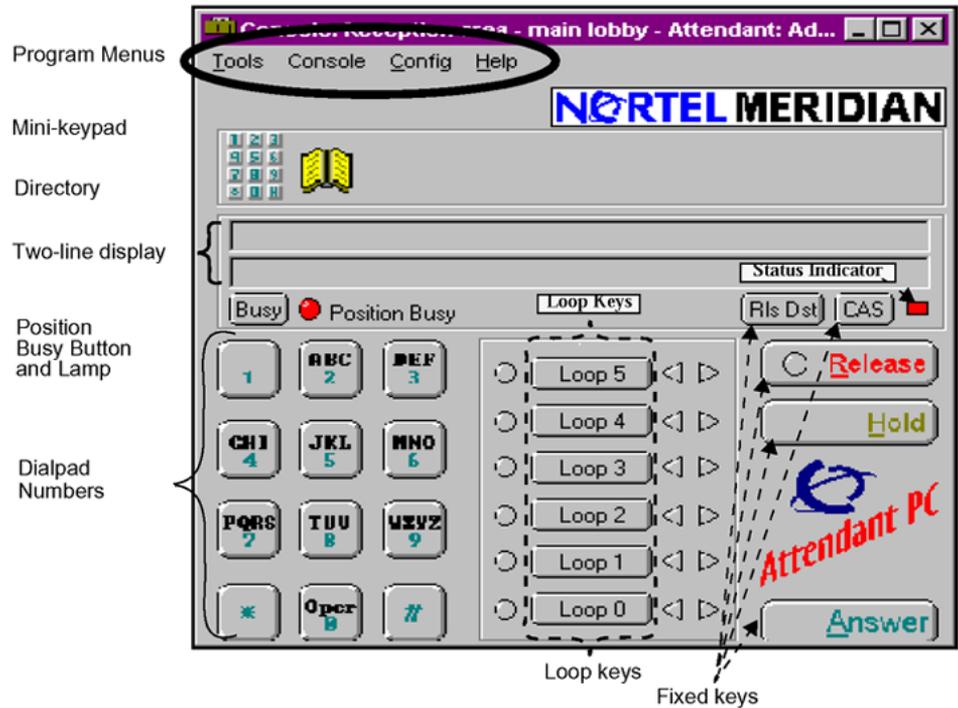
## Starting the Attendant PC

When your Attendant PC software is installed and a shortcut is created on your workstation desktop, simply double-click the icon **Shortcut to console.exe** to launch Attendant PC.



Figure 1 "Attendant PC console display" (page 17) displays the Attendant PC main screen.

**Figure 1**  
Attendant PC console display

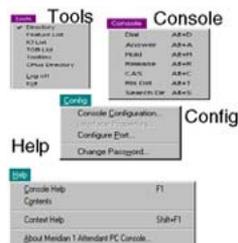


You can resize and position the Attendant PC main screen and tool windows any way you like by using the mouse to:

- **Move** - Left click the mouse on the top part of the console or window and drag it to the desired location.
- **Resize** - Move the cursor over any console or tools window edge until it changes to a , then left click and drag to resize the window.

### Menus

The Attendant PC menus located in the upper left corner provide access to many Attendant PC features. Each submenu that follows introduces you to one of the following four menus:

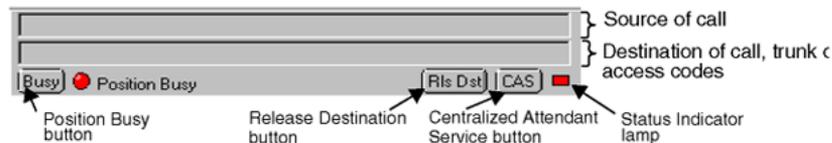


## Tools— Console— Config— Help

### Two-line display

There is a two-line display just above the Position Busy and Attendant PC indicators. The first line displays information about the source of a call. The second line displays information about the extended call. [Figure 2 "Two-line display" \(page 18\)](#) shows the two-line display.

**Figure 2**  
Two-line display



### Position Busy indicator

Just above the keypad is a Position Busy indicator. Use this key to prevent calls from being routed to your console. When you first launch the Attendant PC, the Position Busy lamp is on. When all Attendant PC workstations are in Position Busy, the system is automatically put into Night mode. In Night mode, all incoming calls are routed to a destination other than the Attendant PC. For example, incoming calls can be routed to a recorded message.

### Fixed keys

The Attendant PC fixed keys are described below:



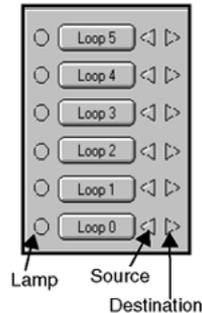
- Click your mouse on **Answer** to connect to the current incoming caller
- Click on **Hold** to put the current caller on hold so you can answer another call or perform transferring or conferencing services
- Click on the **Release** key to disconnect the current calling party.
- Click **Rls Dst** to release a called party, unanswered ringing, busy signal or an extension requesting a transfer.

- Click **CAS** to automatically reroute calls to a centralized attendant at the main location.

### Loop keys

Loop keys allow the attendant to answer and originate calls from the Attendant PC.

There are six loop keys, numbered from 0 to 5. There are two half-diamonds next to each pickup key to indicate each loop's status for:



- **Source:** the half-diamond on the left gives status at the call's source
- **Destination:** the half-diamond on the right displays status at the call's destination

In either case, the half-diamond may be off, flashing, or steady on:

- **Off:** no activity is occurring on the line whose half-diamond is off
- **Flashing:** the caller is waiting to be connected, or their line is on hold
- **Steady on:** the caller is connected to another party
- **Steady red:** the caller is busy

### Incoming Call Indicator Keys

Incoming call indicators (ICI) indicate the type of call coming to your console. The ICI keys help the attendant to:



ICI key

- identify the type of incoming calls queued
- prioritize call answering
- verify how many calls are in queue
- determine how long calls have been waiting

To answer a call associated with an ICI key, click on the flashing ICI lamp in the **ICI List**.

### Trunk Group Busy keys

Trunk Group Busy Keys (TGB) enable you to deny users access to trunk groups and have calls to those trunk groups sent to your console instead. The lamps show the status of each group of trunks. You can create up to 20 trunk group busy (TGB) keys that deny users access to one or more trunk groups from 0 to 9. Refer to "[The TGB tab](#)" (page 73) for a detailed description of TGB keys. The following indications display the status for each trunk group:



TGB key

- **Steady on:** you busied out all trunks in the group by pressing the TGB key.
- **Off:** With the TGB lamp steadily lit, press the TGB key to turn the indicator off and permit access to the trunk group.
- **Flashing:** All trunks in the group are busy.

### Placing a call

The Attendant PC supports four methods to dial in-house or outside:

Dialpad numbers



Mini-keypad



Directory



- Use your mouse to click on the dialpad numbers shown on the screen
- Use the numeric keypad on your PC's keyboard



- Drag and drop a highlighted telephone number into the mini-keypad near the top left corner of the console display

- Drag and drop highlighted text into the **Directory** icon near the top of the console display

For more information on call processing and feature activation, refer to ["Attendant PC call processing"](#) (page 83).

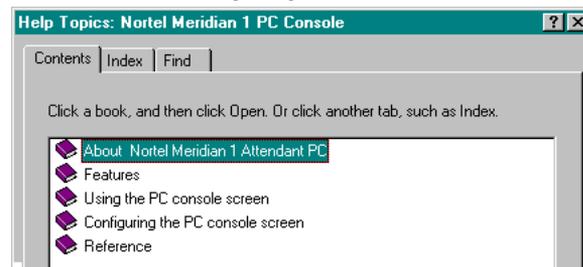
## Using the Attendant PC online help

The onscreen **Help** provides information on using Attendant PC features, configuring the PC console, and reference sections which contains additional information such as a Glossary and Troubleshooting.



Figure 3 "Attendant PC Help Topics" (page 21) shows the Attendant PC Help Topics window.

**Figure 3**  
**Attendant PC Help Topics**



This section includes many references to Help. Many sections in the manual contain a table like the one shown below that lists Help keywords for you to search on in the Help index. This way, we can provide the details when you need them and where you need them: while you are administering to the typical operation of the Attendant PC.

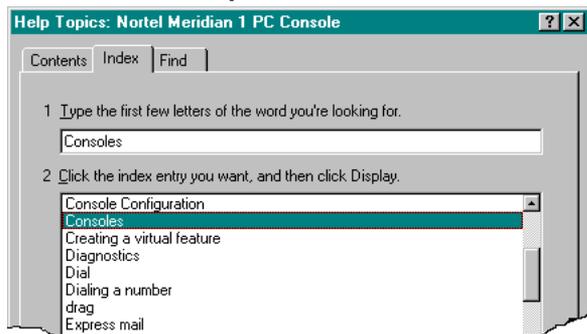
To learn about...	Search the Help Index for...
adding a new operator	new operator
adjusting the sound volume	volume

For more information on using Attendant PC online help, refer to ["Using the Attendant PC Help Facility"](#) (page 171).

## Using the Help Index feature

To locate information quickly, choose Index from the **Help** menu. [Figure 4 "Attendant PC Help Index"](#) (page 22) shows the Attendant PC Help Index.

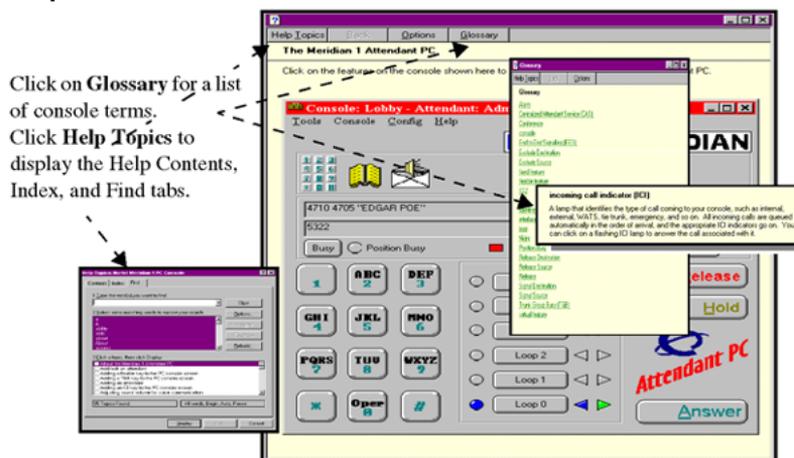
**Figure 4**  
**Attendant PC Help Index**



**Exploring the Help Console**

To locate comprehensive console information, use either the Help Contents, Find, and or Glossary functions. [Figure 5 "Help Console window"](#) (page 22) shows the Help Console window.

**Figure 5**  
**Help Console window**



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# Working with the Tools menu

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## Contents

This section contains information on the following topics:

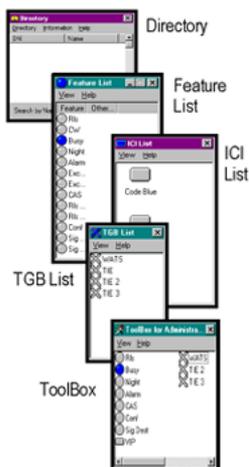
- "Tools menu" (page 24)
- "Feature List" (page 25)
  - "Fixed features" (page 25)
  - "Flexible features" (page 26)
  - "Virtual features" (page 26)
- "ICI List" (page 31)
  - "Adding an ICI key" (page 32)
  - "Adding an ICI key" (page 32)
  - "Using the ICI Keys page" (page 34)
- "TGB keys" (page 35)
- "Building a ToolBox" (page 37)
- "Accessing the CPLUS Directory" (page 38)
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  - "Creating a Directory entry" (page 41)
  - "Editing a directory entry" (page 52)
  - "Deleting a directory entry" (page 53)
  - "Exporting Directory dialing numbers" (page 53)
  - "Importing Directory dialing numbers" (page 54)
  - "Changing a directory number (DN)" (page 55)
  - "Searching the directory" (page 56)
  - "Using information screens" (page 56)
- "Logging off the Attendant PC" (page 58)

## Tools menu

The **Tools** menu represents an important work area on the Attendant PC desktop as shown in Figure 6 "Feature List display window" (page 25). This is where you transact, administer and set up the fundamental call processing activities. It is also a unified work area for making decisions on how to process or route a call.



The **Tools** menu contains the following eight submenus:



- **Directory:** Contains directory names, telephone numbers, and other access information for you to use as needed.
- **Feature List:** Lists the features you selected from the Attendant PC **Config** menu. These features are accessible to you because they were programmed in advance on the switch.
- **ICI List:** Lists the ICI (Incoming Call Indication) keys that are available to you because they are programmed on the switch.
- **TGB List:** Trunk Group Busy keys that are accessible to you.
- **ToolBox:** Contains features, ICIs, and TGB keys that you have customized to administer the PC Attendant console activities.
- **CPLUS Directory:** Enables you to upload CPLUS directory files from a diskette.

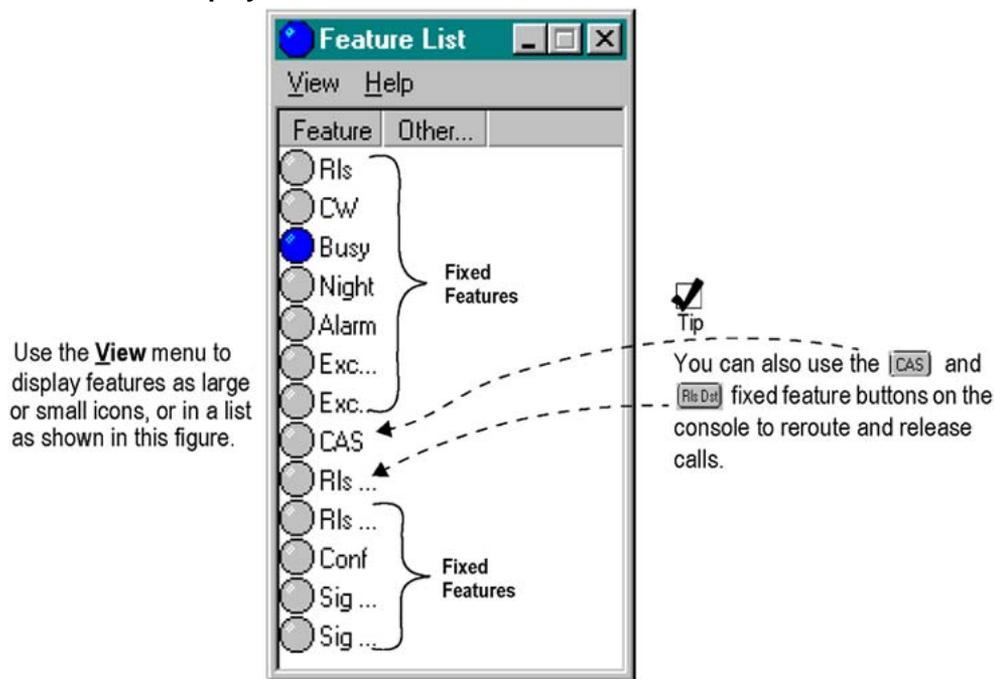
- **Log off:** Logs you out of the Attendant PC console.
- **Exit:** Quits the Attendant PC software program.

## Feature List

The **Feature List** contains fixed features that are programmed by your System administrator. To display these features, select **Feature List** from the **Tools** menu. Figure 6 "Feature List display window" (page 25) shows the features accessible to your Attendant PC console.

To activate a feature, double-click on the feature in the **Feature List**.

**Figure 6**  
Feature List display window



### Fixed features

Fixed features are standard in all Attendant PC workstations and cannot be edited or removed. Table 2 "Fixed features" (page 25) lists the fixed features shown in Figure 6 "Feature List display window" (page 25).

**Table 2**  
Fixed features

Alarm	Centralized Attendant Service
Call Waiting	Confernee
Exclude Destination	Exclude Source

Make Set Busy	Night Service
Release	Release Destination
Release Source	Signal Destination
Signal Source	

### Flexible features

Flexible features are created when they meet the needs of the business they serve. A flexible feature is assigned by a system administrator and given a key label and definition in the Attendant PC software.

Before a flexible feature may be accessed from the Feature List, it must be configured under the Flex Keys tab.

Use [Procedure 1 "Configuring a flexible feature to appear in the Features List"](#) (page 26) to configure a flexible feature to appear in the Features List.

#### Procedure 1

#### Configuring a flexible feature to appear in the Features List

Step	Action
1	Select <b>Console Configuration</b> from the <b>Configuration</b> menu.
2	Click the <b>Flex Keys</b> tab.
3	Pull-down on one of the available Flex Keys and select the desired feature.

—End—

### Virtual features

Virtual feature keys allow you to consolidate multiple key strokes into one keystroke. Virtual features are created using the **Features** tab in the **Console Configuration** menu. To create Virtual features, see [Figure 11 "Virtual List display window"](#) (page 31).

For example, if you want to place a call to a pager using the M2250 Attendant Console, several key presses are required:

- select a loop key
- dial the pager number
- pause 2 seconds
- press End-to-End Signalling key
- input your return number
- end with the pound key (#)

- press the **Release** button

Creating a Virtual feature for the above functions allows you to execute the functions with a single keystroke.

Use [Procedure 2 "Creating a Virtual feature key" \(page 27\)](#) to create a Virtual feature key.

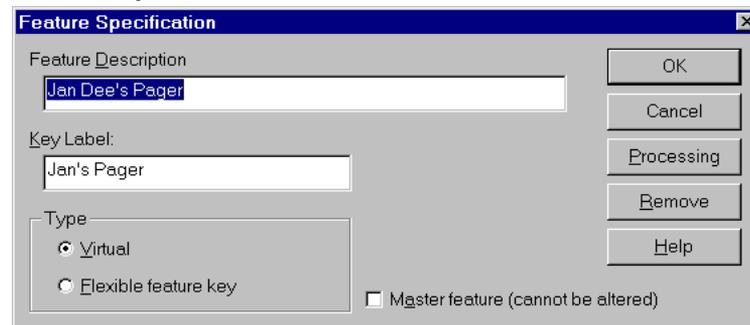
### Procedure 2

#### Creating a Virtual feature key

Step	Action
1	Choose <b>Console Configuration</b> from the <b>Configuration</b> menu.
2	Select the <b>Features</b> tab.
3	Click <b>New</b> .
4	Type a description of the feature in the <b>Feature Description</b> text box.
5	Type the label that is to appear on the console in the <b>Key Label</b> text box.
6	Select <b>Virtual</b> in the <b>Type</b> group box.
7	Click <b>Processing</b> .

[Figure 7 "Feature Specification window" \(page 27\)](#) shows the Feature Specification window.

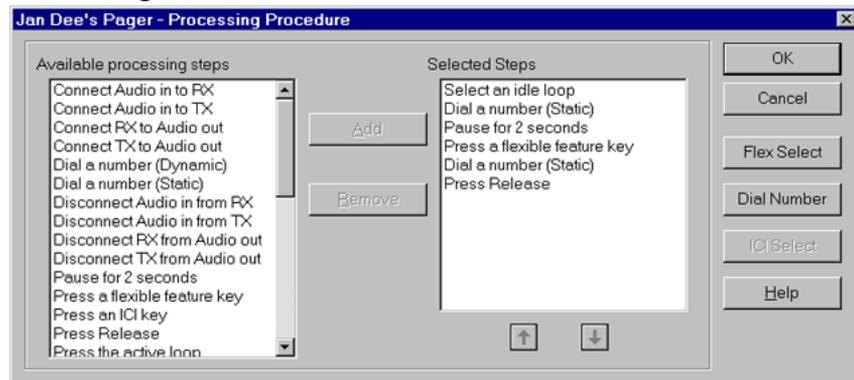
**Figure 7**  
**Feature Specification window**



- 8 Select the steps that make up the virtual feature.

[Figure 8 "Processing Procedure window" \(page 28\)](#) shows the Processing Procedure window.

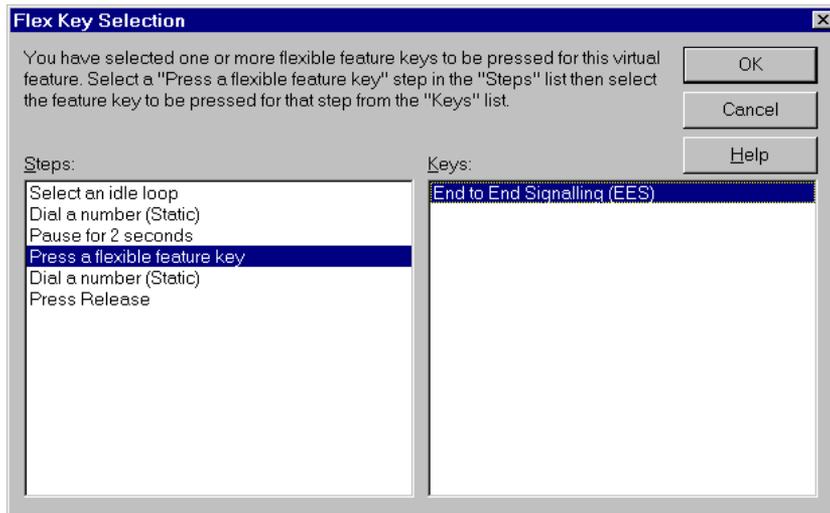
**Figure 8**  
**Processing Procedure window**



- 9 Highlight the appropriate processing steps in the **Available Processing Steps** list box and click **Add**. The steps appear in the Selected list box. Use the **Remove** button and the arrow buttons to edit the Selected list box.
- 10 Define each step in the **Selected** list box that requires a flexible key, an ICI key, or a number to be dialed.
  - To assign flexible keys for the steps, click **Flex Select**. The Flex Key Selection window opens. For each step entitled "Press a flexible feature key," select the appropriate flexible key from the **Key** list box. When all flexible keys have been assigned for the required steps, click **OK**.

Figure 9 "Flex Key Selection window" (page 29) on Figure 9 "Flex Key Selection window" (page 29) shows the Flex Key Selection window.

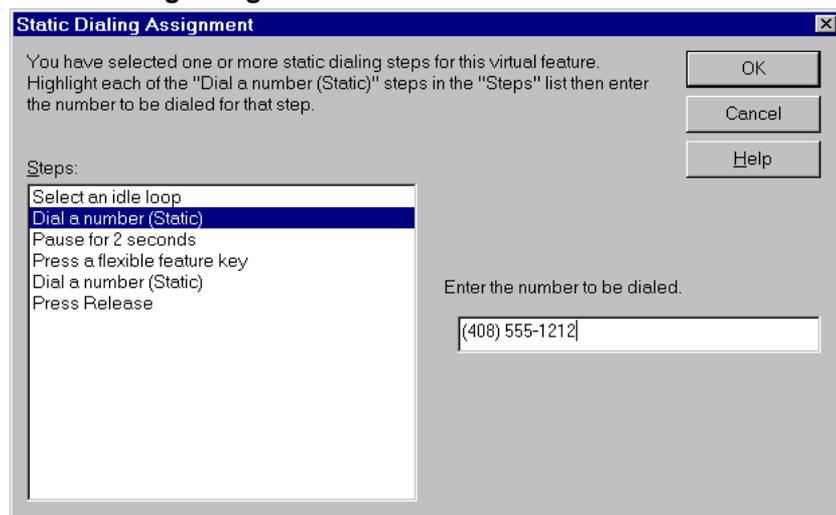
**Figure 9**  
**Flex Key Selection window**



- To assign ICI keys, click **ICI Select**. The ICI Select window opens. For each step entitled "Press an ICI key," select the appropriate ICI key from the **Key** list box. When all ICI keys have been assigned for the required steps, click **OK**.
- To assign phone numbers, click **Dial Number**. The Static Dialing Assignment window opens. For each step entitled "Dial a number (Static)," enter the number to be dialed. When all numbers have been entered for the required steps, click **OK**.

Figure 10 "Static Dialing Assignment window" (page 30) shows the Static Dialing Assignment window.

**Figure 10**  
**Static Dialing Assignment window**



11 Click **OK**.

---

—End—

---

Use [Procedure 3 "Using the Virtual feature"](#) (page 30) to use the Virtual feature.

**Procedure 3**  
**Using the Virtual feature**

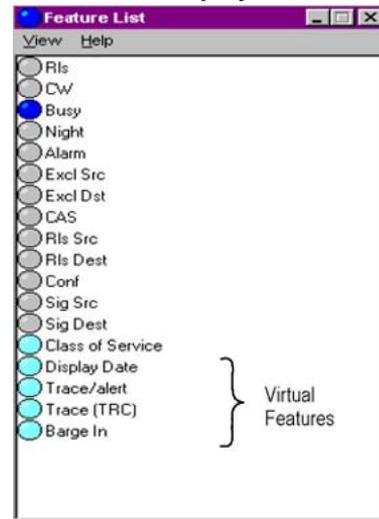
Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Scroll through the list in the Virtual List display window, as shown in <a href="#">Figure 11 "Virtual List display window"</a> (page 31). |
| 2 | Double-click the light blue shaded Virtual Feature from the <b>Features List</b> .   |

**Note:** Definitions for all features, as well as ICI's (Incoming Call Indicators) and TGB's (Trunk Group Busy keys), are provided in the section "List of Terms" and also in the Glossary and other help screens on the Console.

[Figure 11 "Virtual List display window"](#) (page 31) shows the Virtual List window.

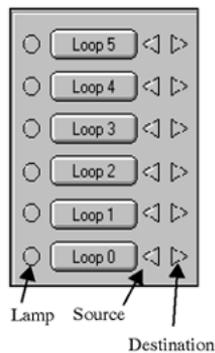
**Figure 11**  
Virtual List display window



—End—

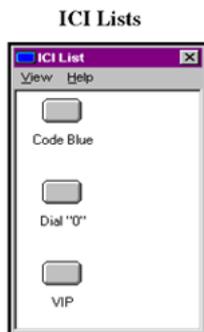
## ICI List

The **ICI List** contains the ICI (Incoming Call Indicator) keys. The ICI keys will help you:



- identify the type of incoming calls queued
- prioritize call answering
- verify how many calls are in queue
- determine how long calls have been waiting

To answer a call associated with an ICI key, click on the flashing ICI lamp in the **ICI List**.



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

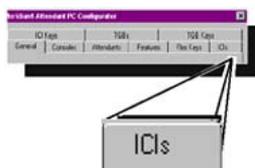
Besides telling you the nature of a call, the ICI indicator also gives you an idea of the number of calls of that type that are queued and how long the calls have been queued:

- **steady on** — one call has been queued for less than 20 seconds
- **flashing** — two or more calls are queued, or one call has been queued for more than 20 seconds

ICIs are programmed by the System administrator then assigned to a key in the console. The software displays this list when you select the ICI List from the **Console Configuration** menu.

Use the **ICIs** tab in the **Console Configuration** menu to assign a specific ICI for display in the ICI list.

ICIs tab



**Note:** You can also drag ICI keys from the **ICI List** and drop them into your personal Toolbox.

### Adding an ICI key

Use [Procedure 4 "Adding an ICI key" \(page 33\)](#) to add an ICI key.

## Procedure 4 Adding an ICI key

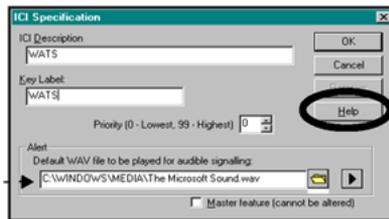
Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Click <b>New</b> to bring up the popup dialog shown in <a href="#">Figure 12 "ICI specification window"</a> (page 33). |
|---|--|

**Figure 12**  
**ICI specification window**



The path and location of the default directory where the target WAV files reside are shown as:



Click Help for detailed information on ICI specifications.

Click the Play button to hear the selected default sound.

- |   |   |
|---|---|
| 2 | Define a new ICI Description, Key Label and path to the location of the default WAV file designated for audible signalling. |
|---|---|

- |   |                                      |
|---|--------------------------------------|
| 3 | Click <b>OK</b> to save the ICI key. |
|---|--------------------------------------|

The key label entry you created is now displayed on the ICI list that you selected from the **Tools** menu.

### ICIs List



- |   |  |
|---|--|
| 4 | While still in the ICIs window, click the <b>ICI Keys</b> tab to associate a new ICI key with each number from 0-19, as described in <a href="#">"The ICI Keys tab"</a> (page 72).   |
| 5 | Click <b>OK</b> to save the ICI key.   |
| 6 | Select the <b>ICI List</b> from the <b>Tools</b> Menu to see the new oval-shaped button associated with the ICI key assignment you just made. <a href="#">Figure 13 "ICI Keys display window."</a> (page 34) shows the ICI Key display window. |

—End—

### Using the ICI Keys page

Figure 13 "ICI Keys display window." (page 34) displays the **ICI Keys** window on which you can pair up to twenty ICI keys with one of the key numbers (three ICI keys are defined in this sample window).

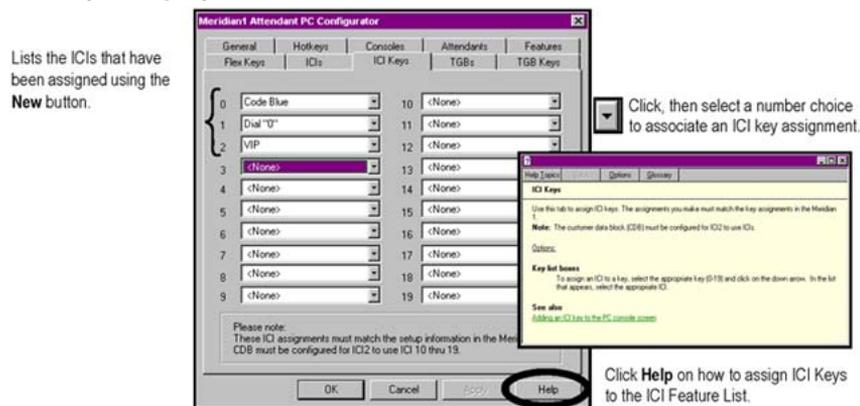


Use Procedure 5 "Viewing the ICI keys display bar" (page 34) to view the ICI keys display bar.

#### Procedure 5 Viewing the ICI keys display bar

Step	Action
1	Click the  to associate an ICI key with each number from 0-19.
2	Select the <b>ICI List</b> from the <b>Tools</b> Menu to see the new oval-shaped button associated with the ICI key assignment you just made.  Figure 13 "ICI Keys display window." (page 34) shows the ICI Keys display window.

**Figure 13**  
ICI Keys display window.



—End—

## TGB keys

**TGB** (Trunk Group Busy) keys allow you to quickly and easily:

- determine if all trunks in a route or trunk group are busy
- busy out particular routes to outgoing calls
- deny certain users direct access to trunk groups

The button lamps in the **TGB List** show the status of each group of trunks.

Use [Procedure 6 "Activating a TGB key" \(page 35\)](#) to activate a TGB key.

### Procedure 6

#### Activating a TGB key

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Choose one of the following to activate a TGB key: <ol style="list-style-type: none"> <li>a. Click on the TGB lamp in the TGB List.               <p style="margin-left: 40px;"><b>Note:</b> TGB keys are programmed by the system administrator.</p> </li> <li>b. You can also drag TGB keys from the <b>TGB List</b> and drop them into your personal Toolbox.</li> </ol> |
|---|---|

---

—End—

---

Use [Procedure 7 "Adding a TGB key" \(page 35\)](#) to add a TGB key.

### Procedure 7

#### Adding a TGB key

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click <b>New</b> to bring up the popup dialog shown in <a href="#">Figure 14 "TGB Specification window" (page 36)</a> . |
| 2 | Define a new TGB Description and Key Label.   |
| 3 | Click <b>OK</b> to save the TGB key.  |
- The key label entry you created is now displayed in the TGB list that you select from the **Tools** menu.

TGBs List

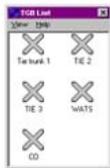
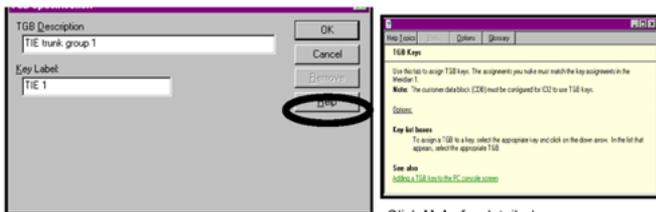


Figure 14 "TGB Specification window" (page 36) shows the TGB Specification window.

Figure 14 TGB Specification window

Lists the TGBs that have been assigned using the New button.



Click **Help** for detailed information on TGB specifications.

- 4 While still in the TGBs window click the **TGB Keys** tab to associate a new TGB key with each number (0 to19) as shown in Figure 15 "TGB Keys display window" (page 36).

TGB Keys tab

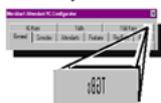
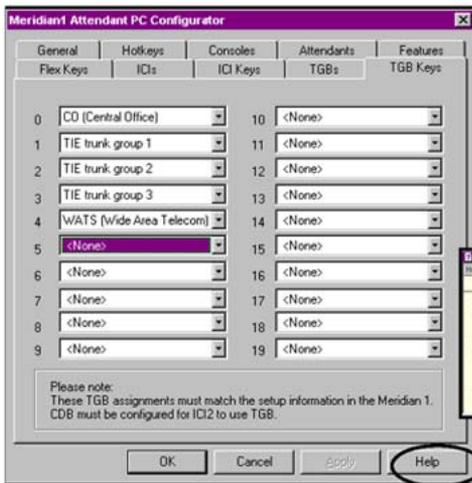
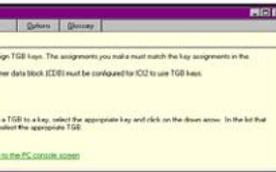


Figure 15 TGB Keys display window



Select a number choice to associate a TGB key assignment.



Click **Help** on how to add TGB Keys.

- 5 Click **OK** to save the TGB key.

- 6 Select the "TGBI List" from the **Tools** Menu to see the new shaped "button" associated with the TGB key assignment you just made.

✕

---

—End—

---

## Building a ToolBox

The Attendant PC **ToolBox**, allows you to store the features that you use the most in one window. Once you build a toolbox, you no longer need to display the ICI and TGB directory windows except as needed. All features (fixed, flexible, and virtual) are now available to you in one central display window ([Figure 16 "Sample Toolbox window" \(page 38\)](#)) instead of three.

Each attendant's toolbox is personalized. When an attendant logs in, no matter which console is being used, the attendant's toolbox appears with the appropriate features.

To build your toolbox, drag and drop features from the Feature List, ICI (Incoming Call Indicators) List, and TGB (Trunk Group Busy) List windows into the Toolbox window.

Use [Procedure 8 "Building your toolbox" \(page 37\)](#) to build your toolbox.

### Procedure 8 Building your toolbox

Step	Action
1	Choose <b>Toolbox</b> from the <b>Tools</b> menu. An empty Toolbox window is displayed on your desktop.
2	Select <b>Feature List</b> from <b>Tools</b> on the Attendant PC main screen. The Feature List window appears on your desktop.
3	Select <b>ICI List</b> from <b>Tools</b> on the main screen. The ICI List window appears on your desktop.
4	Select <b>TGB List</b> from <b>Tools</b> on the main screen. The TGB List window appears on your desktop.
5	Drag and drop the features you use the most from the Feature List window to the Toolbox window.
6	Repeat Step 3 for the ICI List keys and the TGB List key.

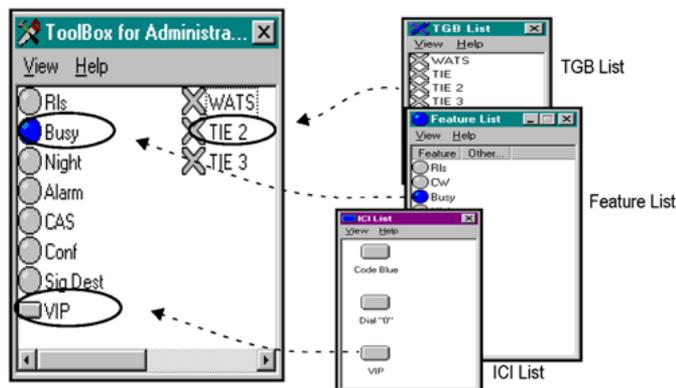
Figure 16 "Sample Toolbox window" (page 38) shows a sample of the Toolbox window.

**Figure 16**  
**Sample Toolbox window**



Tip

You can resize or expand the bottom edge and sides of the Toolbox window with the mouse to enlarge it in order to list more features and keys.



—End—

## Accessing the CPLUS Directory

The following procedure shows you how to use the CPLUS Directory function to access CPLUSDIR. BTR directory numbers from a diskette for uploading into the Attendant PC Data folder for transfer to your personal Directory.

Use [Procedure 9 "Accessing CPLUSDIR.BTR directory numbers"](#) (page 38) to access CPLUSDIR.BTR directory numbers.

### Procedure 9

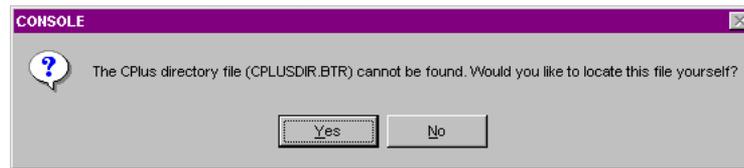
#### Accessing CPLUSDIR.BTR directory numbers

Step	Action
------	--------

- 1 Select **CPLUS Directory** from the **Tools** menu.

A dialog displays prompting you that the CPLUS directory file CPLUSDIR.BTR cannot be found. See [Figure 17 "CPLUS Directory dialog"](#) (page 39).

**Figure 17**  
CPLUS Directory dialog

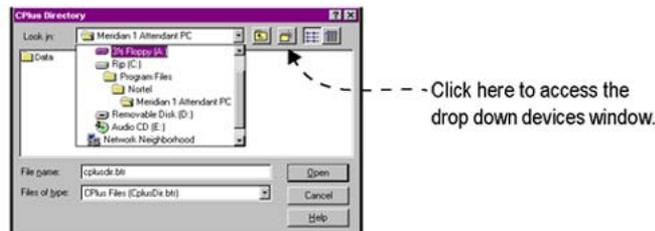


- 2 Click **Yes** to locate the CPLUS file.  
The CPLUS Directory "Look in" window is displayed. See [Figure 18 "CPLUS Directory Look in display"](#) (page 39).
- 3 Click the  to display the 31/2 Floppy (A:) drive icon.  


**Figure 18**  
CPLUS Directory Look in display



Tip  
Drag and drop a directory entry to the  icon to dial a user's number automatically.



- 4 Select the CPLUSDIR.BTR file and click Open.  
The CPLUSDIR.BTR file is uploaded to the Attendant PC Data folder.

—End—

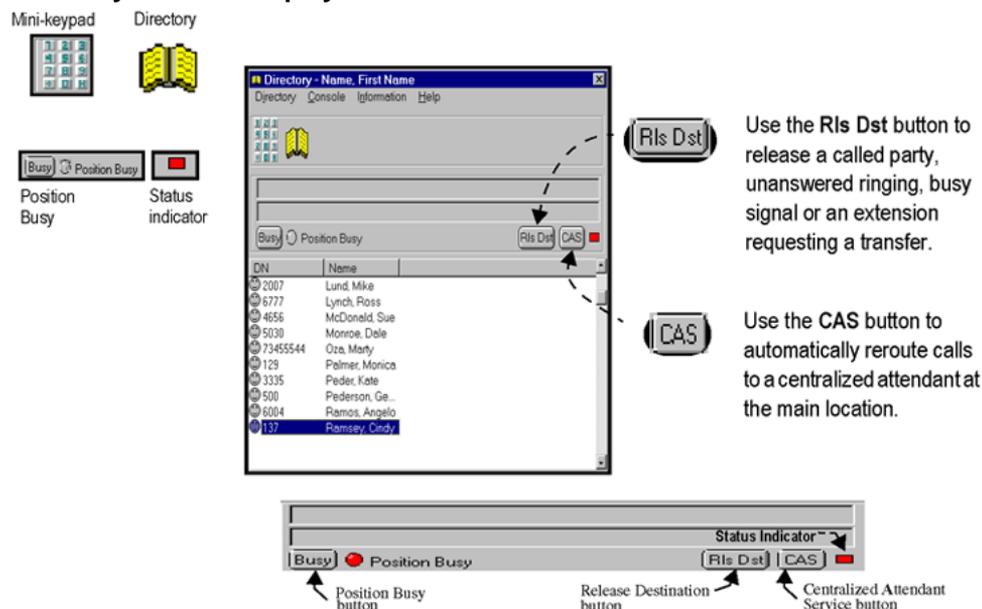
## Directory

The **Directory** is a principal component of the **Tools** menu. All Attendant PC call processing activity is initiated from this key resource. The Directory also records individual records for fast information retrieval.

Overall, the Directory functions as a "mini console" containing a two-line display, Position Busy, RIs Dst, CAS buttons, Mini-keypad, and Directory icons and Directory Help facility. See [Figure 19 "Directory console display"](#) (page 40). You can also assign "hot keys" to one or more keys to activate a specific function if you prefer using keyboard shortcuts. See ["The Hotkeys tab"](#) (page 61).

**Note:** The Directory console functions just like the main console except there is no global console Help, dialpad numbers or loopkeys which allow you to assign an outgoing call or answer an incoming call.

**Figure 19**  
Directory console display



### Starting the Directory

You can launch the Directory in two modes—with the mini-console attached or with the default Directory List only.

Use [Procedure 10 "Enabling the mini-console option"](#) (page 40) to enable the mini-console option.

#### Procedure 10 Enabling the mini-console option

Step	Action
------	--------

- 1 Select the **Tools** menu and click **Directory**.



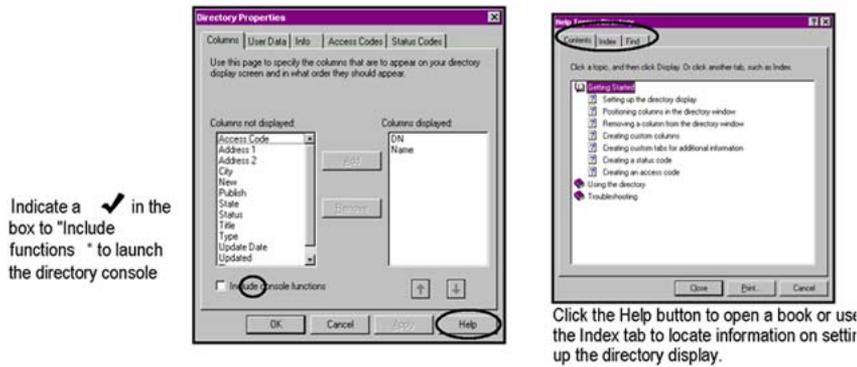
- 2 Click the **Directory** menu and **Properties** to display the **Directory Properties** page. See [Figure 20 "Main Properties page"](#) (page 41).

- 3 Check the box labelled **Include console functions**.

4 Click **OK**.

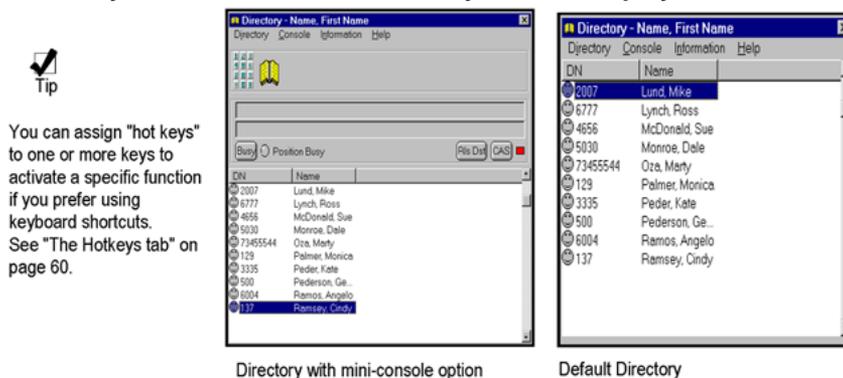
The Directory with attached mini-console is displayed on your workstation desktop.

**Figure 20**  
Main Properties page



**Note:** Leave the box labelled **Include console functions** unchecked to display the Directory without the mini-console option as shown in [Figure 20 "Main Properties page"](#) (page 41).

**Figure 21**  
Directory mini-console and Directory default displays



—End—

**Creating a Directory entry**

A **Directory** entry or "row" listed in the work area of the Directory window relates to a record for that entry. See [Figure 23 "Directory display window"](#) (page 43). Each record defines a profile which is contained within the following two tabs:

**General tab**

- Extension DN
- Access Code
- Last and First Name and Title
- Status

**Address tab**

- Street Address
- State
- City
- Postal Code (Zip)

To obtain help at any time on "Getting Started" and "Using the Directory", click on **Contents** in the Directory **Help** facility.



**Note:** You can browse a view of the Directory Window by pressing the **F1** key.

Use [Procedure 11 "Creating a directory entry" \(page 42\)](#) to create a directory entry.

**Procedure 11**  
**Creating a directory entry**

---

**Step Action**

---

- 1 Select **Directory** from the Console **Tools** menu.  
[Figure 22 "Console Tools menu display." \(page 43\)](#) shows the Console Tools menu display window.

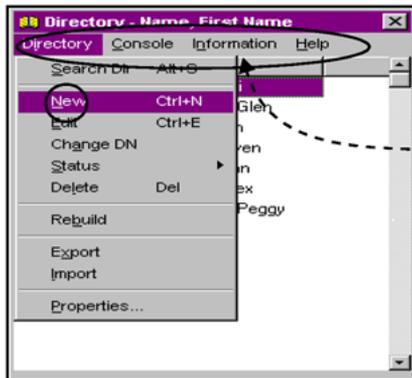
**Figure 22**  
Console Tools menu display.

Click Directory to set up your personalized database of dialing numbers.



Figure 23 "Directory display window" (page 43) shows the Directory display window.

**Figure 23**  
Directory display window



- Directory** – displays menu options that
- Console** – displays keyboard shortcuts or "Hot Keys".
- Information** – displays the Shift screen with key definitions.
- Help** – provides directory help information on directory related topics.



Use the **Tab** key instead of the mouse to move through the various text fields and buttons selections in any Directory tab

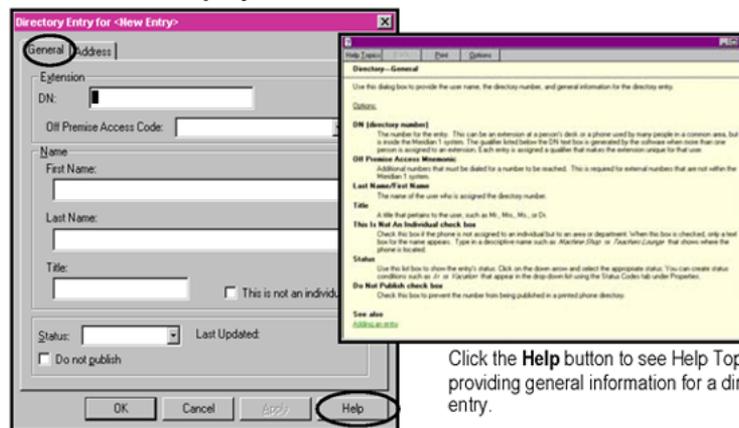


2 Click on **Directory** to select the **New** page.

Enter **General** information for each person you want listed in your directory.

Figure 23 "Directory display window" (page 43) shows the General tab display window.

**Figure 24**  
General tab display



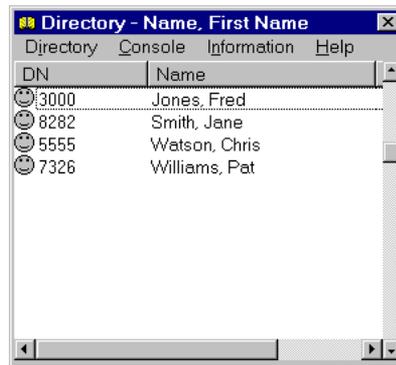
Click the **Help** button to see Help Topics on providing general information for a directory entry.

3 Click **Apply** and then **OK**.

The new entry is displayed in the Directory window.

**Note:** If the **This is not an Individual** checkbox is selected, the Directory displays two face icons rather than one.

- 4 Double click on the newly defined entry to display additional Directory tabs.



- 5 Click the **Address** tab to record profile information for each individual entry and then click **OK**.

Figure 25 "Address display tab" (page 45) shows the Address display tab window.

**Figure 25**  
**Address display tab**



—End—

Use Procedure 12 "Setting the Directory properties" (page 45) to set the Directory properties.

**Procedure 12**  
**Setting the Directory properties**

**Step Action**

- 1 Click **Directory** to select **Properties**.

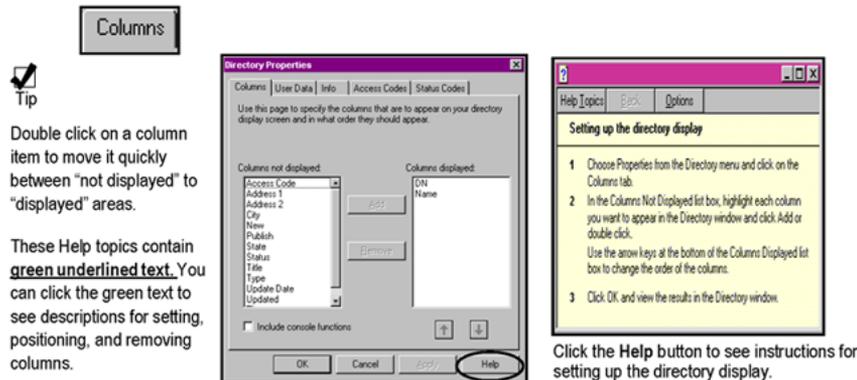
The **Directory Properties** page displays five tabs.



Specify the columns that appear on your directory display screen and in what order they should appear. See [Figure 26 "Columns display window"](#) (page 46).

2 Click **Columns**.

**Figure 26**  
**Columns display window**



The **User Data** tab allows you to label custom columns. Column labels that you type here appear on the Columns tab, where they can be selected to display in the Directory window. See [Figure 26 "Columns display window"](#) (page 46).



**Note:** Custom columns can be used to order the directory. For example, if you label a column **Site** and display the column in the Directory window, clicking on the column label for Site arranges the directory by site in ascending alphabetical order.

—End—

Use [Procedure 13 "Labeling custom columns for display in the Directory window"](#) (page 47) to label custom columns for display in the Directory window.

**Procedure 13****Labeling custom columns for display in the Directory window****Step Action**

- 1 Click **User Data**.

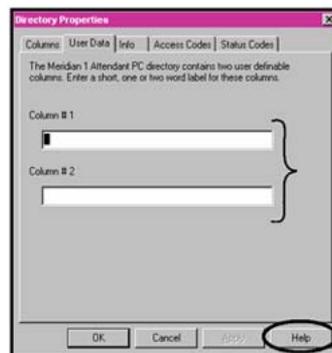
Figure 28 "User Data display window" (page 48) shows the User Data display window.

- 2 Click **Apply** and then **OK**.

Use the **Info** tab to label tabs for storing additional information on directory entries. You can label from 1 to 14 tabs. For each label you enter, a tab appears in the Directory Properties window. For further information on using the information screens, refer to "Using information screens" (page 56)

Figure 27 "Directory Properties window." (page 47) shows the Directory Properties window.

**Figure 27**  
**Directory Properties window.**

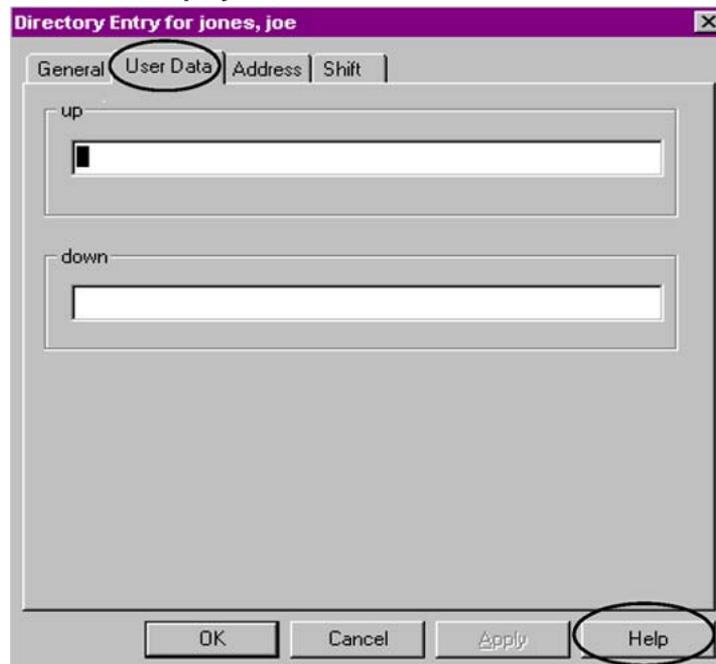


The directory contains two user definable columns. Enter a short, one- or two-word label for these columns.

Click the **Help** button to see information on labeling custom columns.

Figure 28 "User Data display window" (page 48) shows the User Data display window.

**Figure 28**  
**User Data display window**



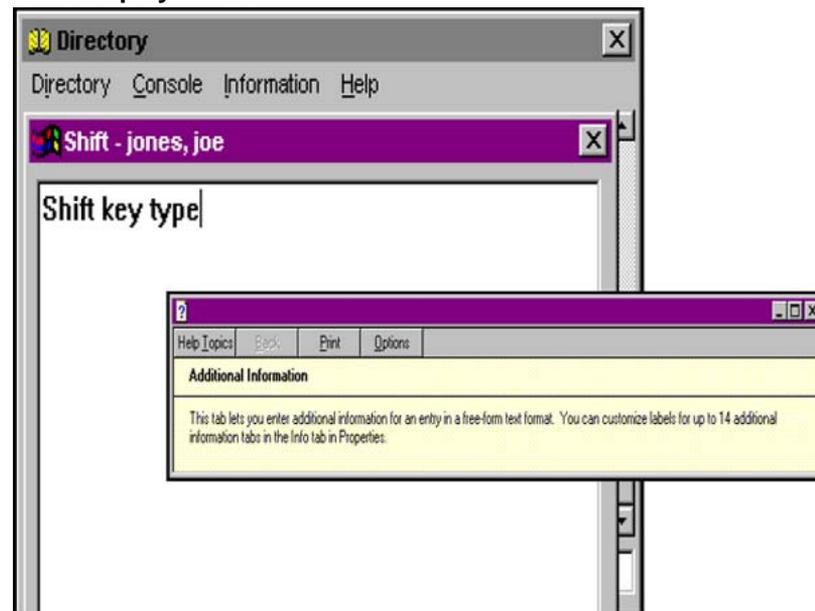
Type the appropriate information in the two text boxes. Each text box is marked with the label assigned in the Directory Properties dialog box.

Column labels that you type here appear on the **Columns** tab, where they can be selected to display in the Directory window.

- 3 Click the **Shift** tab to customize labels.

[Figure 30 "Info display window"](#) (page 50) shows the Shift display window.

**Figure 29**  
**Shift display window**



- 4 Enter free-form text to define a label for an entry.
- 5 Click **OK** to accept the changes.

---

—End—

---

Use [Procedure 14 "Labeling tabs for the Directory entry window"](#) (page 49) to label tabs for the Directory entry window.

**Procedure 14**  
**Labeling tabs for the Directory entry window**

---

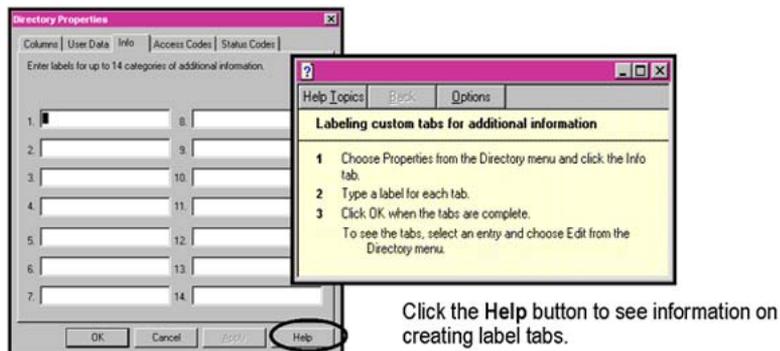
**Step Action**

---

- 1 Click **Info**.



**Figure 30**  
**Info display window**



- 2 Click **Apply** and then **OK**.

---

—End—

---

### Access codes

Access Codes are one or more digit(s) dialed by a console within the telephone system prior to dialing an outside call. These codes determine access to features and trunk facilities so that the Attendant PC can route calls correctly.



Figure 31 "Access display window" (page 51) shows the Access display window.

Use Procedure 15 "Defining access codes" (page 50) to define the access codes for dialing outside numbers.

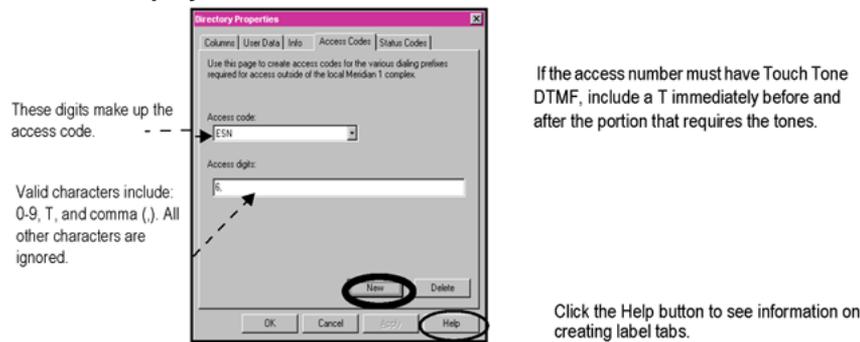
#### Procedure 15

##### Defining access codes

Step	Action
------	--------

- 1 Click **Access Codes**.

**Figure 31**  
**Access display window**

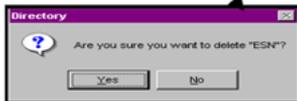


**Add New Access Code**



Prompts you for the new access code for an entry.

**Delete an Access Code**



Click the Delete button to remove a selected access code.

- 2 Click **Apply** and then **OK**.

—End—

**Status codes**

Status Codes provide information about the user or the extension. The status codes can be selected for an entry and displayed in the Directory window.

Figure 32 "Status display window" (page 52) shows the Status display window.

Use Procedure 16 "Creating Status Codes" (page 51) to create status codes for a selected entry.

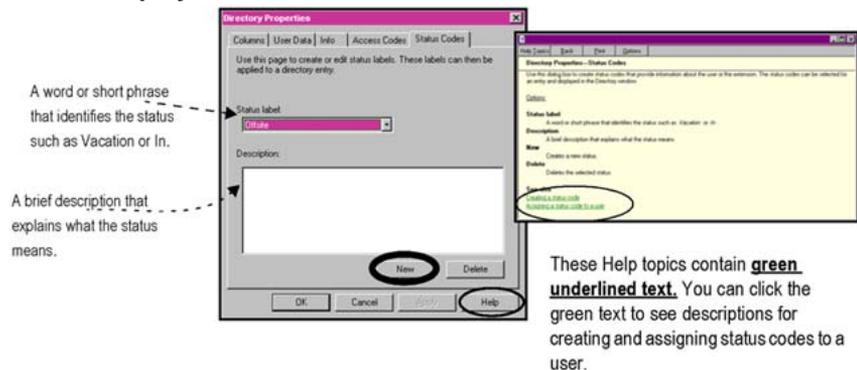
**Procedure 16**  
**Creating Status Codes**

**Step Action**

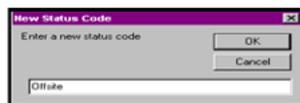
- 1 Click **Status Codes**.



**Figure 32**  
**Status display window**

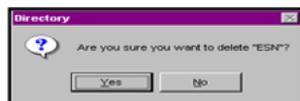


#### Add New Status Code



Prompts you for the new status code for an entry.

#### Delete a Status Code



Click the Delete button to remove the selected status code.

- 2 Click **Apply** and then **OK**.

—End—

## Editing a directory entry

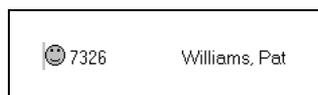
Use [Procedure 17 "Editing a directory entry"](#) (page 52) to edit or modify any Directory tab displays.

### Procedure 17

#### Editing a directory entry

Step	Action
------	--------

- 1 Double click the directory entry to display additional Directory tabs.



- 2 Click **Edit**. Make the appropriate changes.
- 3 Click **OK** to accept changes.

—End—

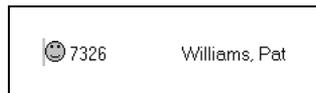
## Deleting a directory entry

Use [Procedure 18 "Deleting a directory entry" \(page 53\)](#) to delete a directory entry.

### Procedure 18 Deleting a directory entry

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Double click the directory entry you wish to delete. |
|---|--|



- |   |                                       |
|---|---------------------------------------|
| 2 | Click <b>Delete</b> .                 |
| 3 | Click <b>Yes</b> to confirm deletion. |
| 4 | Click <b>OK</b> .                     |

---

—End—

---

## Exporting Directory dialing numbers

Use [Procedure 19 "Exporting Directory numbers" \(page 53\)](#) to export Directory numbers.

### Procedure 19 Exporting Directory numbers

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Click <b>Directory</b> to select <b>Export</b> .<br><br><a href="#">Figure 33 "Export display window" (page 54)</a> shows the Export display window. |
| 2 | Click <b>New</b> to enter a name for the new export job.   |

**Figure 33**  
Export display window

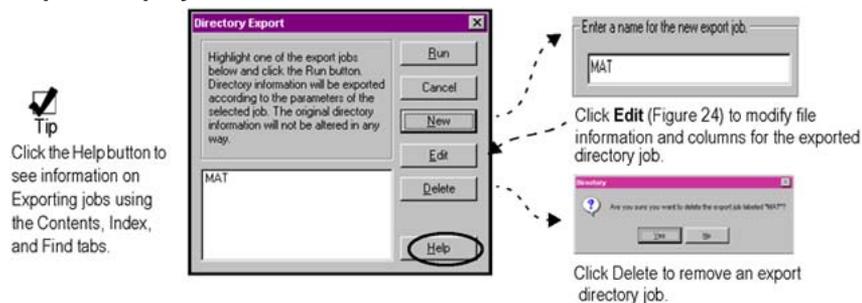
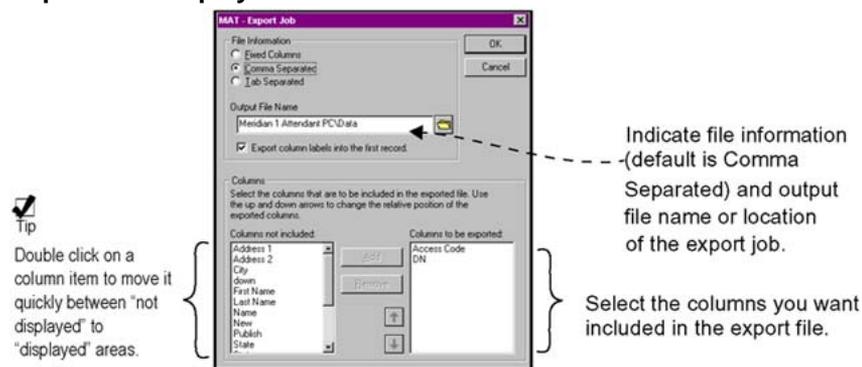


Figure 34 "Export Job display window" (page 54) shows the Export Job display window.

**Figure 34**  
Export Job display window



3 Click **OK**.

—End—

### Importing Directory dialing numbers

Use [Procedure 20 "Importing Directory dialed numbers"](#) (page 54) to import Directory numbers.

#### Procedure 20 Importing Directory dialed numbers

Step	Action
------	--------

1	Click <b>Directory</b> to select <b>Import</b> .
---	--

[Figure 35 "Import display window"](#) (page 55) shows the Import display window.

2	Click <b>New</b> to enter a name for the new import job.
---	--

**Figure 35**  
Import display window

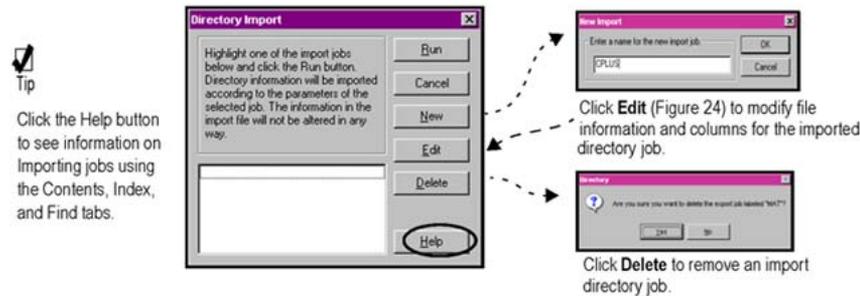
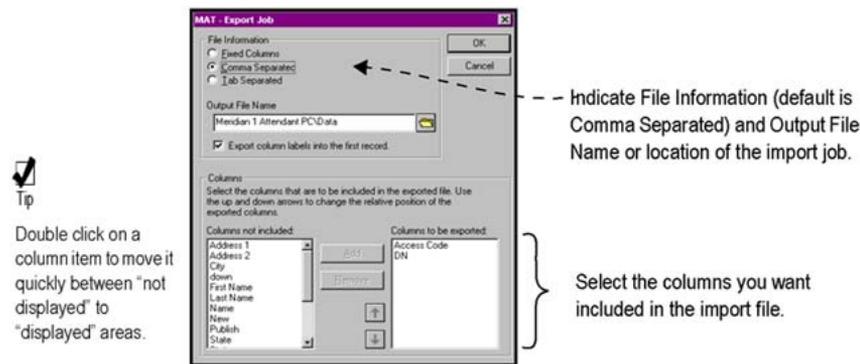


Figure 36 "Import Job display window." (page 55) shows the Import Job display window.

**Figure 36**  
Import Job display window.



3 Click **OK**.

—End—

### Changing a directory number (DN)

The **Change DN** function enables you to quickly access and transfer a directory entry to a new directory number as shown in [Figure 37 "Change DN display window"](#) (page 56).

Use [Procedure 21 "Changing a Directory number"](#) (page 55) to change an existing directory number.

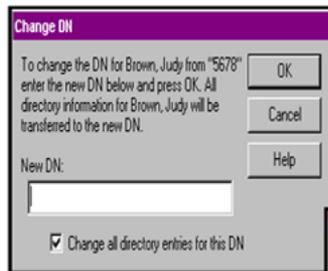
#### Procedure 21 Changing a Directory number

Step	Action
------	--------

1	Click <b>Directory</b> to select <b>Change DN</b> .
---	---

The Change DN dialog box is displayed. See [Figure 37 "Change DN display window"](#) (page 56).

**Figure 37**  
Change DN display window



Indicate the new DN (dialing number) for a direct entry. All directory information is transferred to the new DN.

Click the **Help** button to see Help Topics on changing the DN using the Contents, Index, and Find tabs.



- 2 Click **OK**.

---

—End—

---

## Searching the directory

Use the Search Directory function to locate directory entries by name or directory number. See [Figure 38 "Search Directory display"](#) (page 56).

**Figure 38**  
Search Directory display



Indicate a name, first or last, or DN and click **OK** to start the search process.

## Using information screens

Up to fourteen information screens can be defined, to give additional information on entries in the directory.

Use [Procedure 22 "Creating an information screen"](#) (page 56) to create an information screen.

### Procedure 22 Creating an information screen

Step	Action
------	--------

- 1 Select **Properties** from the **Directory** menu.  
The "Directory Properties" window appears.

- 2 Select the **Info** tab.
- 3 Type a label for each information screen to be created.
- 4 Click **OK**.

---

—End—

---

Use [Procedure 23 "Adding information to an information screen"](#) (page 57) to add information to an information screen.

#### **Procedure 23**

##### **Adding information to an information screen**

---

<b>Step</b>	<b>Action</b>
-------------	---------------

---

- |   |  |
|---|--|
| 1 | Double-click the directory entry where you wish to enter information.                      |
| 2 | Click on the information screen tab you have defined to which you wish to add information. |
| 3 | Enter the information.   |
| 4 | Click <b>OK</b> .  |

---

—End—

---

Use [Procedure 24 "Adding information using the Information menu"](#) (page 57) to add information using the information menu.

#### **Procedure 24**

##### **Adding information using the Information menu**

---

<b>Step</b>	<b>Action</b>
-------------	---------------

---

- |   |   |
|---|---|
| 1 | Select the directory entry for which you want to view information.  |
| 2 | Click on the <b>Information</b> menu and select the information tab to which you wish to add information. |
| 3 | Enter the information.  |
| 4 | Click <b>OK</b> .   |

---

—End—

---

Use [Procedure 25 "Accessing an information screen" \(page 58\)](#) to access an information screen.

**Procedure 25**  
**Accessing an information screen**

Step	Action
1	Select the directory entry for which you want to view information.
2	Click on the <b>Information</b> menu and select the information tab you wish to view.
3	Click <b>OK</b> when finished.
—End—	

## Logging off the Attendant PC

Use the **Log off** function when you are ready to end your time at the console. All of your personal console settings such as the ToolBox, Directory and customized features (lists) are automatically saved.

For further information on any of the **Tools** topics discussed in this section, consult the Help Facility.

[Table 3 "Help facility subjects" \(page 58\)](#) lists some Help facility topics.

**Table 3**  
**Help facility subjects**

To learn about...	Search the Help Index for...
Setting up the directory display	dial
Ordering entries in the directory	dialing a number
Searching the directory	column label
Assign a status code	status
Dialing out	dial
Building a Toolbox	toolbox

---

# Working with the Config menu

---

## Contents

- "Description" (page 59)
- "Configuration menu" (page 59)
  - "Console Configuration" (page 60)
  - "Interface properties" (page 76)
  - "Configure Port" (page 80)
  - "Change Password" (page 80)

## Description

This section describes how to set up your Attendant PC console, discusses considerations that affect how you configure your console and presents a series of step-by-step procedures designed to familiarize you with the fundamental aspects of configuring your console.



## Configuration menu

The Config menu displays four commands:

- **Console Configuration**  
Lets you set up your Virtual Features, ICI, and TGB keys.
- **Interface Properties**  
Lets you specify voice volume, call waiting, handset, relay and diagnostic characteristics.
- **Configure Port**  
Enables you to select a COM port for the Attendant PC.

- **Change Password**

Permits you to set passwords for multiple attendants.

## Console Configuration

When you select Console Configuration, Attendant PC displays the following tabs:

- General
- ICI
- ICI keys
- TGB
- TGB keys
- Flex keys
- Hotkeys
- Consoles
- Attendants
- Features

### The General tab

Within the General tab, the system administrator or attendant must provide a response to each of the following items listed on the General page. See [Figure 39 "General tab display" \(page 61\)](#). This ensures that your console is fully configured. The following items except the password (optional) must be supplied:



Tip

Requires an assigned access number assignment before the mail tool can be displayed on the main console display.

Make sure that End-to-End Signalling (EES) is defined as a flexible feature.

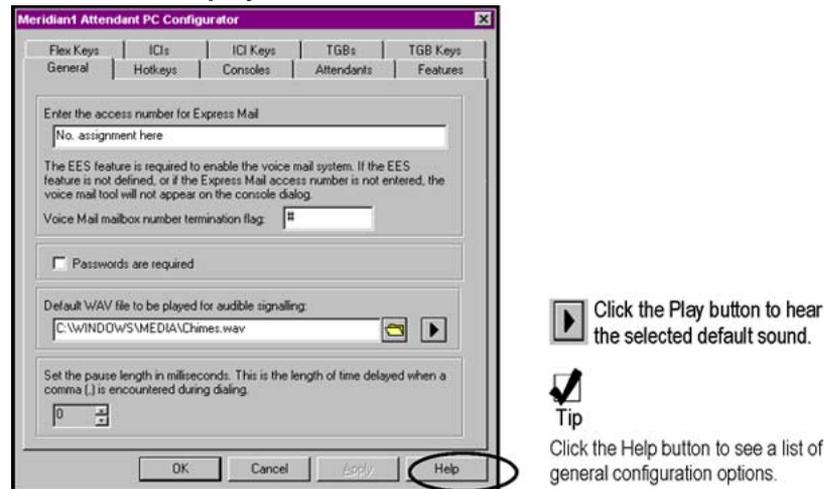
Select the location and WAV file for audible signalling by opening the folder icon. 

- Enter the access number for Express Mail.
- Click the checkbox if a password is required to operate the Attendant PC.
- Indicate the location and name of the default WAV file for audible signaling.

- Indicate the pause length, in milliseconds; the duration of a delay that is generated when a comma appears in a typed-in number for dialing.

Figure 39 "General tab display" (page 61) shows the General Tab display window.

**Figure 39**  
**General tab display**



Use Procedure 26 "Configuring the Voicemail icon" (page 61) to configure the Voicemail icon.

### Procedure 26

#### Configuring the Voicemail icon

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | First, ensure that End-to-End Signaling (EES) is set up as a flexible feature by verifying it is listed in the Feature List under the <b>Tools</b> menu. |
| 2 | Choose <b>Console Configuration...</b> under the Config menu.  |
| 3 | Select the <b>General</b> tab.   |
| 4 | Type the access number for Express Mail in the appropriate text box.   |

—End—

### The Hotkeys tab

Hotkeys allow you to assign shortcut keyboard commands to commonly performed tasks.

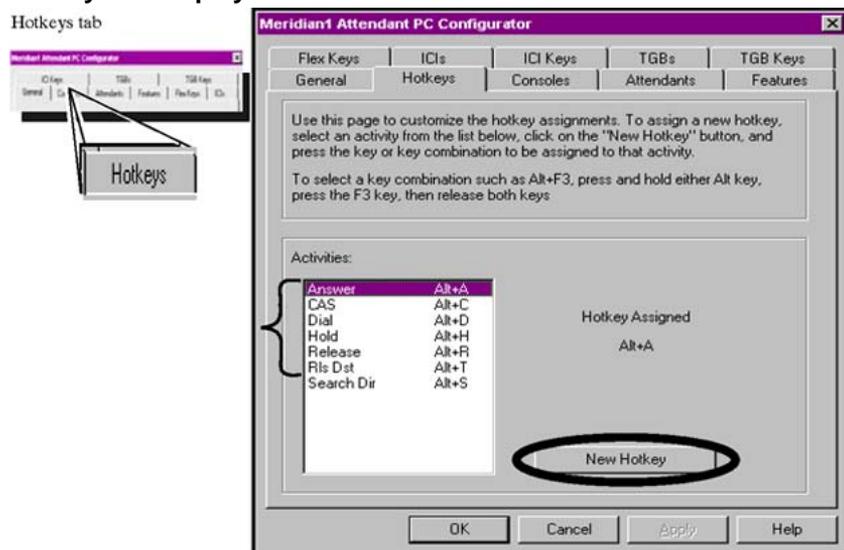
Use Procedure 27 "Creating a HotKey" (page 62) to create a HotKey.

### Procedure 27 Creating a HotKey

Step	Action
1	Select <b>Console Configuration</b> from the Configuration menu.
2	Select the <b>Hotkeys</b> tab.
3	Select a task from the Hotkey <b>Activities</b> window.
4	Select <b>New Hotkey</b> .
5	Type the new hotkey shortcut. To select a two or three key combination hotkey press and hold one or more of the Alt, Ctrl, and Shift keys then press the desired hotkey.
6	Click <b>OK</b> to exit.

Figure 40 "Hotkey tab display" (page 62) shows the Hotkeys display window.

**Figure 40**  
**Hotkey tab display**



**Note:** There are a few keys that, although valid, are probably not good choices for hotkey assignments. These would include the F1 key, single key hotkeys that are numbers, and other keys that you would normally use in the day to day operation of your console. A two key combination such as Alt+H is always preferable to a single key such as H.

—End—

## The Consoles tab

The **Consoles** tab is where you register the Attendant PC console software and define the WAV file used for audible signalling. See [Figure 41 "Consoles display window"](#) (page 63).



Enter the following information:

- console serial number
- full name of the console
- name of WAV file designated for audible signalling

[Figure 41 "Consoles display window"](#) (page 63) shows the Consoles display window.

**Figure 41**  
**Consoles display window**

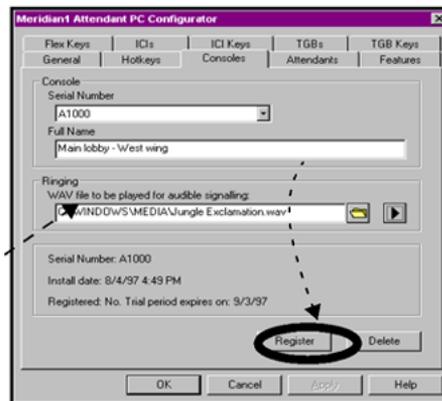


Tip

We encourage you to register your Attendant PC application by telephone as soon as you have installed the software.

Select the location and WAV file for audible signalling by opening the folder icon. 

Click Register to display the Console Registration form.



 Click the Play button to hear the selected default sound.

Click **Register** to display the Console Registration window. Provide the registration code and note your company's name, address, installation code, and serial number before you telephone the software manufacturer.

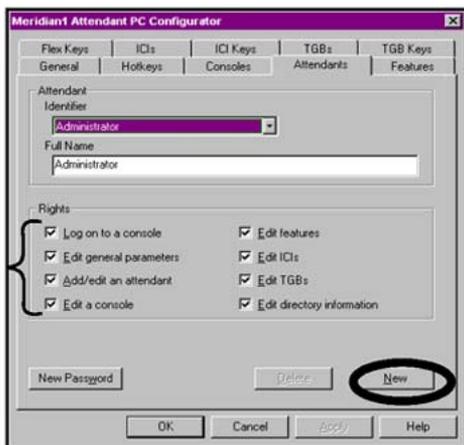
## The Attendants tab

The **Attendants** tab displays a security page that allows privileges to each person identified by role and full name. A indicates specific access rights for individual user profiles.



Figure 42 "Attendants display window" (page 64) shows the Attendants display window.

**Figure 42**  
Attendants display window



Click the Help button to see a list of Attendant properties and descriptions.

Click each level of access rights for a new or existing attendant.

To add an additional attendant, click **New**. A "New Attendant" dialog box is displayed as shown below. The user name is limited to 20 characters.



**Add New Attendant**



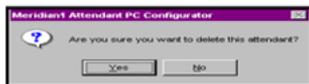
Prompts you for the new attendants name or user ID.

**New Attendant Password**



You can assign a password for each new attendant. Assigning a password is optional.

**Delete New Attendant**



Click the Delete button to remove an attendant from the list of identified attendant users.

**The Features tab**

The Features tab displays the following flexible features that are programmed in advance by the system administrator:



- Auto Dial
- Barge-In
- Busy Verify
- Calling Party Number
- Controlled Class of Service
- Display Calls Waiting
- Display Source
- Malicious Call Trace
- Message Indication
- Paging
- Speed Call Controller
- Stored Number Redial
- Automatic Wake-Up
- Break-In
- Call Park
- Charge Account
- DID Route Control
- Display Destination
- Do-Not-Disturb Group/Individual
- Message Cancellation
- Meter
- Routing Control
- System Speed Call Controller

Use [Procedure 28 "Adding a flexible feature" \(page 65\)](#) to add a flexible feature.

#### **Procedure 28** **Adding a flexible feature**

<b>Step</b>	<b>Action</b>
-------------	---------------

- |          |   |
|----------|---|
| <b>1</b> | Make a list of up to twenty features you would like on your Attendant PC Console. |
|----------|---|

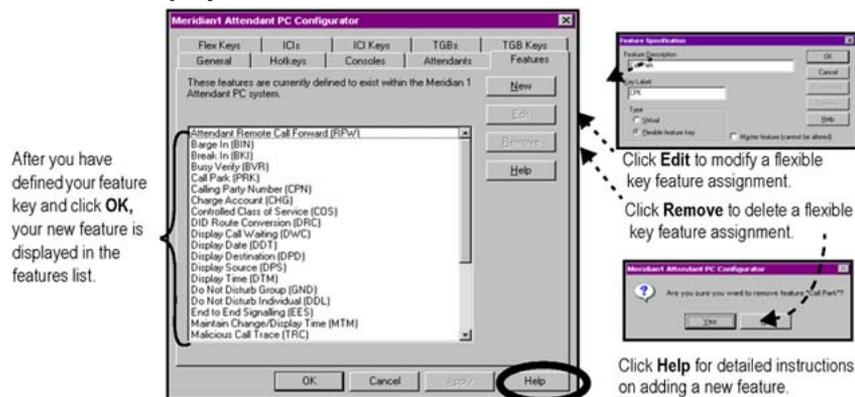
**Note:** Every preferred feature must be programmed in advance on the system for use from your PC workstation display.

- |          |  |
|----------|--|
| <b>2</b> | Select <b>Features</b> to access the Features script page. |
|----------|--|

A page is displayed with blank areas for entering the feature description, label, and type (Virtual or Flexible Feature Key).

[Figure 43 "Features display window" \(page 66\)](#) shows the Features display window.

**Figure 43**  
Features display window



**3** Click **OK**. Your feature is now displayed on:

- the Features page of the **Console Configuration** menu, shown above in (Figure 43 "Features display window" (page 66))
- the Flex Keys list, shown in Figure 43 "Features display window" (page 66).

**Note:** Many of these features described later in this section are defined briefly in the section "List of terms" (page 219).

—End—

### Creating Virtual feature keys

One of the key benefits of the Attendant PC is the ability to create Virtual (or customized) features to consolidate multiple keystrokes into one keystroke.

For example, when placing a call to a pager using a M2250 Attendant Console, several key presses are required:

- select a loop key
- dial the pager number
- pause for 2 seconds
- press the End-to-End Signaling key
- input your return number
- end with the pound key (#)
- press the Release button

Creating a Virtual Feature for the above functions allows you to execute the functions with a single keystroke.

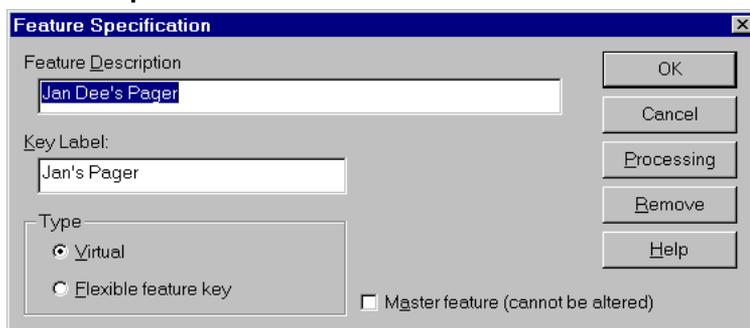
Use [Procedure 29 "Creating a Virtual feature key"](#) (page 67) to create a Virtual feature key.

**Procedure 29**  
**Creating a Virtual feature key**

Step	Action
1	Choose <b>Console Configuration</b> from the Configuration menu.
2	Select the <b>Features</b> tab.
3	Click <b>New</b> .
4	Complete the following information: <ul style="list-style-type: none"> <li>• Type a description of the feature in the <b>Feature Description</b> text box.</li> <li>• Type the label that is to appear on the console in the <b>Key Label</b> text box.</li> <li>• Select <b>Virtual</b> in the <b>Type</b> group box.</li> </ul>
5	Click <b>Processing</b> .

[Figure 44 "Feature Specification window"](#) (page 67) shows the Feature Specification window.

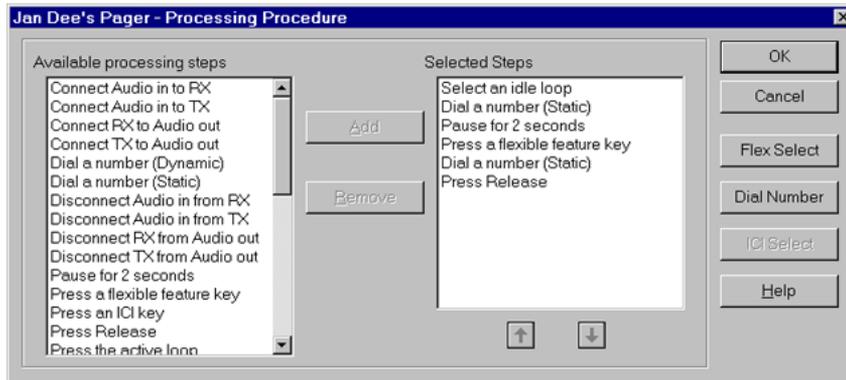
**Figure 44**  
**Feature Specification window**



- 6 Select the steps that make up the virtual feature.

[Figure 45 "Processing Procedure window"](#) (page 68) shows the Processing Procedure window.

**Figure 45**  
**Processing Procedure window**

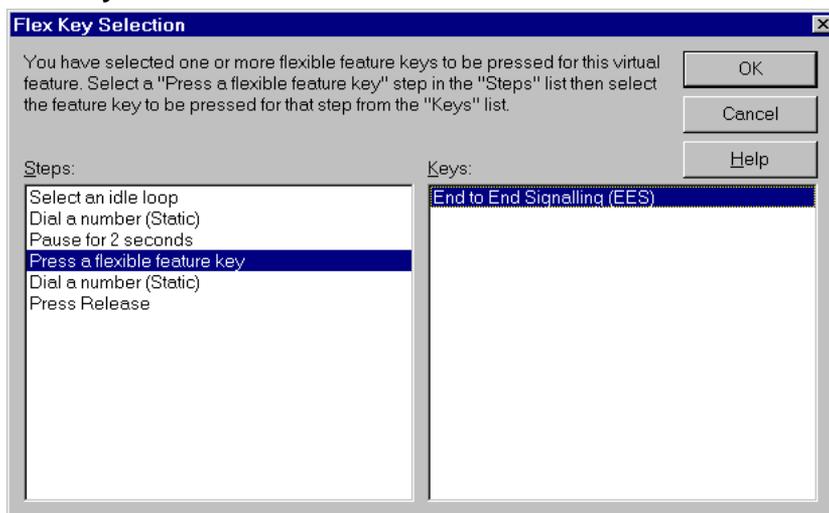


Highlight the appropriate processing steps in the **Available Processing Steps** list box and click Add. The steps appear in the Selected list box. Use the Remove button and the Arrow buttons to edit the Selected list box.

- 7 Define each step in the **Selected** list box that requires a flexible key, an ICI key, or a number to be dialed.
  - To assign flexible keys for the steps, click **Flex Select**. For each step entitled "Press a flexible feature key," select the appropriate flexible key from the **Key** list box. When all flexible keys have been assigned for the required steps, click **OK**.

Figure 46 "Flex Key Selection window" (page 68) shows the Flex Key Selection window.

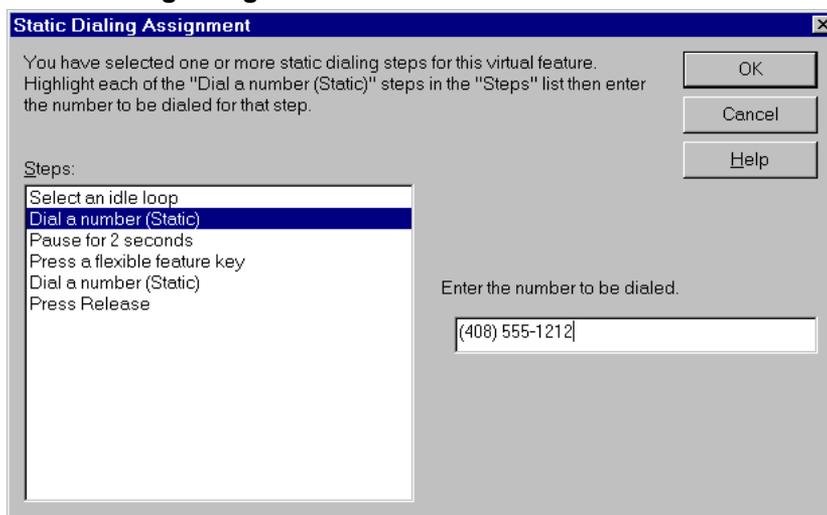
**Figure 46**  
**Flex Key Selection window**



- To assign ICI keys, click **ICI Select**. For each step entitled "Press an ICI key," select the appropriate ICI key from the **Key** list box. When all ICI keys have been assigned for the required steps, click **OK**.
- To assign phone numbers, click **Dial Number**. For each step entitled "Dial a number (Static)," enter the number to be dialed. When all numbers have been entered for the required steps, click **OK**.

Figure 47 "Static Dialing Assignment window" (page 69) shows the Static Dialing Assignment window.

**Figure 47**  
**Static Dialing Assignment window**



**8** Click **OK**.

To use the Virtual Feature, locate and double-click the light-blue shaded Virtual Feature from the **Feature List**.

---

—End—

---

### The Flex Keys tab

You can assign features called Flexible Features to **Flex Keys** which enable you to access flexible features quickly.



Figure 48 "Flex Keys display window" (page 70) shows the Flex Keys window.

Use [Procedure 30 "Displaying features assigned to Flex Keys"](#) (page 70) to display features assigned to Flex keys.

### Procedure 30

#### Displaying features assigned to Flex Keys

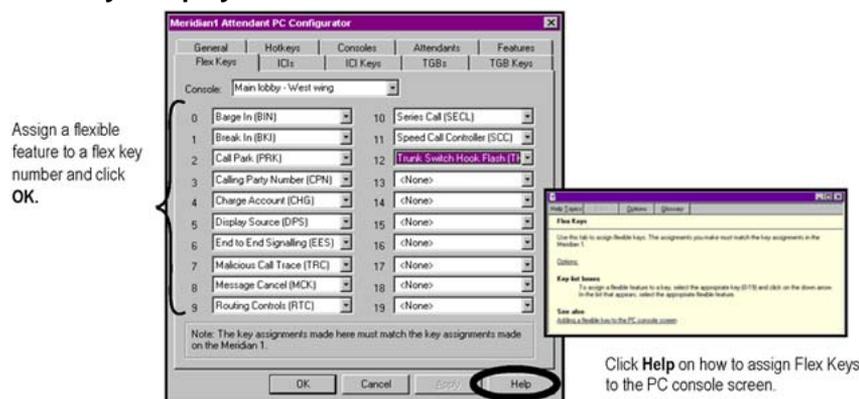
##### Step Action

- 1 Click the button to access the pull-down menu that displays one Flexible Feature chosen by you for each key number.



The Flexible Features defined here have been predefined in advance by systems staff for the system.

**Figure 48**  
Flex Keys display window



To view the key or lamp that you will use to activate the feature:

- 2 Select **Feature List** from the Console screen's **Tools** menu
- The new feature is displayed as a light blue lamp symbol in the Features List window. See [Figure 43 "Features display window"](#) (page 66).

—End—

### The ICI tab

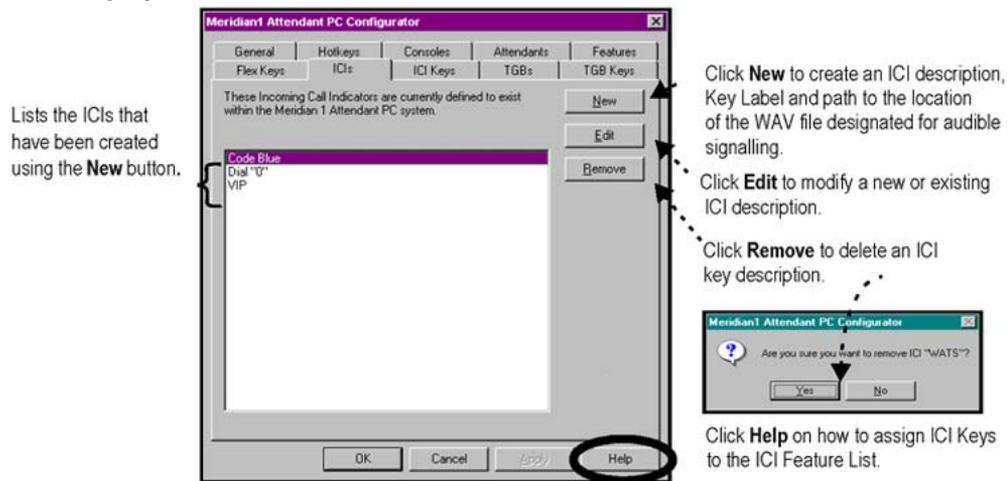
Adding an ICI key enables you to create labels and edit some features of **ICIs**. ICIs are designated in the System by systems staff, then assigned to a key in the console. This list is displayed when you select the ICI's List from the **Console Configuration** menu. The following procedure shows you how to list the ICI features that are available. The available ICI keys are:



- Dial "0"
- Intercept
- Listed Directory Number
- Message Center
- TIE, WATS
- Call Forward No Answer; Call Forward Busy
- Interpositional Call
- LD0 (local line 0), LD1
- Recall
- Fx (Foreign Exchange)

Figure 49 "ICIs display window" (page 71) shows the ICI display window.

**Figure 49**  
ICIs display window



**Note:** ICI2 must be defined in your System in order to assign ICI keys from 10 to 19. For further information regarding ICI2, consult your system administrator.

Use [Procedure 31 "Adding an ICI key" \(page 71\)](#) to add an ICI key.

**Procedure 31**  
**Adding an ICI key**

**Step Action**

- 1 Click **New**. The ICI Specification window opens.

[Figure 50 "ICI specification window" \(page 72\)](#) shows the ICI Specification window.

**Figure 50**  
**ICI specification window**



- 2 Define a new ICI Description, Key Label and path to the location of the default WAV file designated for audible signalling.
- 3 Click **OK** to save the ICI key.

The key label entry you created is now displayed on the ICI list that you selected from the **Tools** menu.

#### ICIs List



- 4 Click the **ICI Keys** tab to associate a new ICI key with each number from 0 to 19 as described earlier for "Flex keys" on "[The Flex Keys tab](#)" ([page 69](#)).
- 5 Click **OK** to save the ICI key.
- 6 Select the **ICI List** from the **Tools** Menu to see the new oval-shaped button associated with the ICI key assignment you just made. You can see a sample ICI List in [Figure 51 "ICI Keys display window."](#) ([page 73](#)).

---

—End—

---

### The ICI Keys tab

[Figure 51 "ICI Keys display window."](#) ([page 73](#)) displays the **ICI Keys** window on which you can pair up to twenty ICI's with one of the key numbers (just two ICI keys are defined in this sample window).



To view the ICI Keys display bar, click the  to associate an ICI key with each number from 0 to 19.

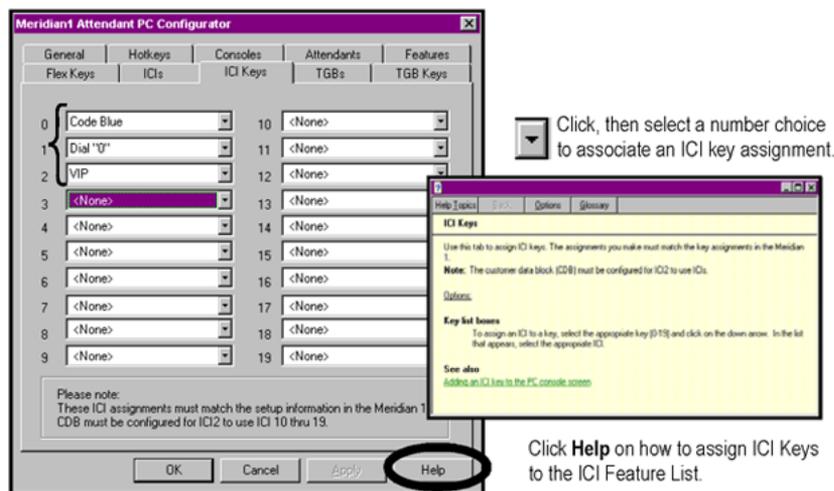


Select the **ICI List** from the **Tools** Menu to see the new oval-shaped button associated with the ICI key assignment you just made.

Figure 51 "ICI Keys display window." (page 73) shows the ICI Keys display window.

**Figure 51**  
**ICI Keys display window.**

Lists the TGBs that have been assigned using the **New** button.



Click, then select a number choice to associate an ICI key assignment.

Click **Help** on how to assign ICI Keys to the ICI Feature List.

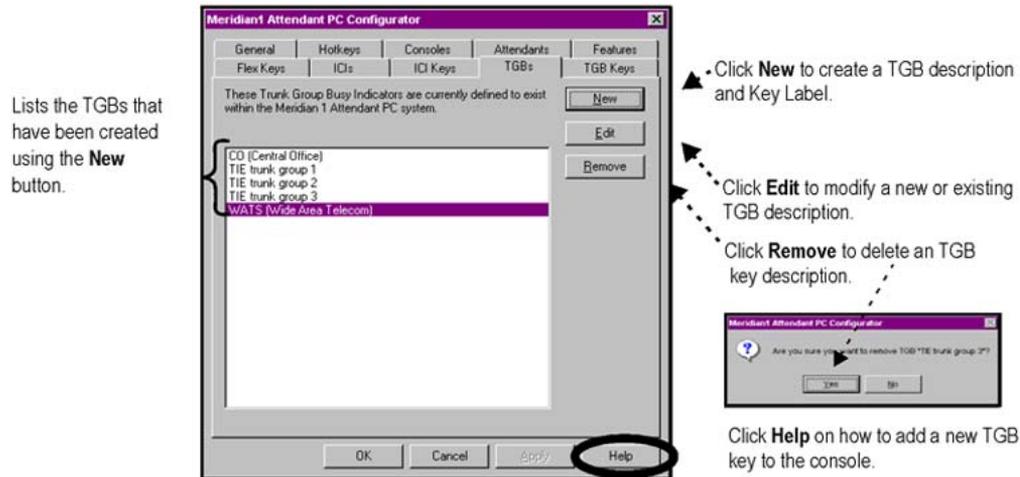
### The TGB tab

**TGBs** (Trunk Group Busy) keys enable you to deny users access to trunk groups and have calls to those trunk groups sent to your console instead. The lamps in the TGB list window show the status of each group of trunks. You can create up to ten trunk group busy (TGB) keys that deny users access to one or more trunk groups from 0 to 9.



Figure 52 "TGBs display window." (page 74) shows the TGB display window.

**Figure 52**  
TGBs display window.



**Note:** The customer data block (CDB) must be configured for ICI2 to use TGB keys.

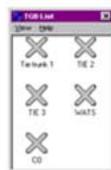
Use [Procedure 32 "Adding a TGB key" \(page 74\)](#) to add a TGB key.

### Procedure 32 Adding a TGB key

Step	Action
------	--------

- 1 Click **New** to bring up the popup dialog shown in [Figure 53 "TGB Specification window" \(page 75\)](#).
- 2 Define a new TGB Description and Key Label.
- 3 Click **OK** to save the TGB key.

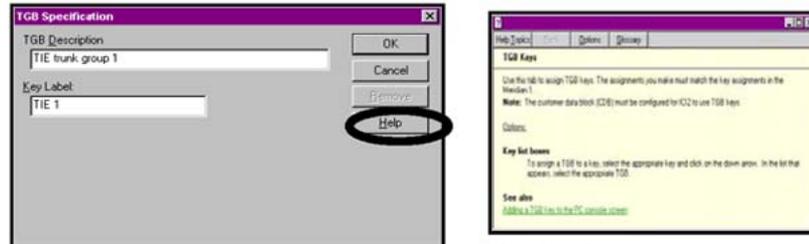
#### TGBs List



The key label entry you created is now displayed in the TGB list that you select from the **Tools** menu.

[Figure 53 "TGB Specification window" \(page 75\)](#) shows the TGB Specification window.

**Figure 53**  
TGB Specification window



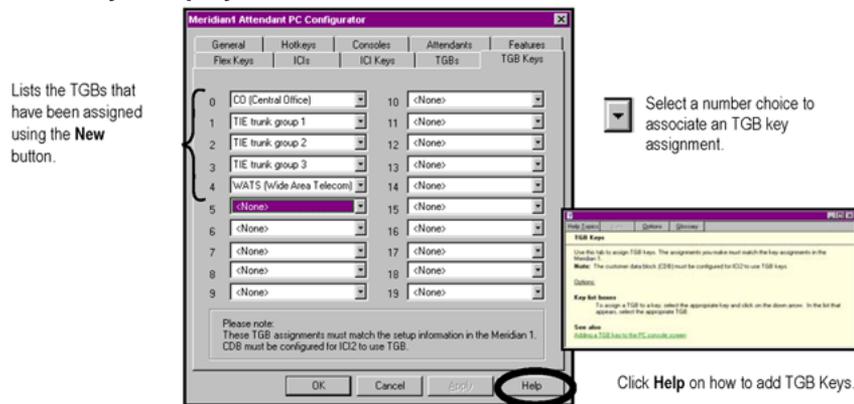
Click **Help** for detailed information on TGB specifications.

- 4 While still in the TGBs window click the **TGB Keys** tab to associate a new TGB key with each number from 0 to 19 as described for Flex Keys on Figure 48 "Flex Keys display window" (page 70).



Figure 54 "TGB Keys display window" (page 75) shows the TGB Keys display window.

**Figure 54**  
TGB Keys display window



Lists the TGBs that have been assigned using the **New** button.

Select a number choice to associate a TGB key assignment.

Click **Help** on how to add TGB Keys.

- 5 Click **OK** to save the TGB key.

TGBs List



- 6 Select the "TGB List" from the **Tools** Menu to see the new shaped "button" associated with the TGB key assignment you just made.




---

—End—

---

## Interface properties

The **Interface Properties** screen displays five tabs, each of which allows you or your system administrator to perform a different setup task.

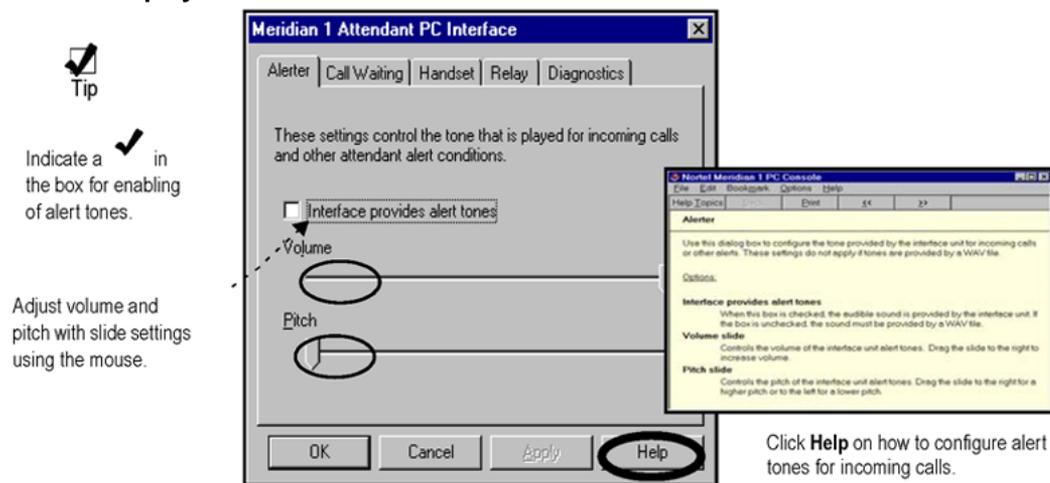
### The Alerter tab

The Alerter page allows you to control alert tone characteristics. The system plays the alert tone for operator alert conditions, including incoming calls.

shows the Alerter display window.



**Figure 55**  
Alerter display window



Note that the above screen provides:

- a check box to indicate that you want alert tones provided
- mouse-operated slides on the screen to set volume and pitch levels

### Call Waiting tab

The **Call Waiting** tab allows you to notify the system whether you want a Call Waiting tone via a checkbox. In addition, a mouse-operated slide is provided so you can determine the volume of the Call Waiting tone.

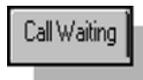
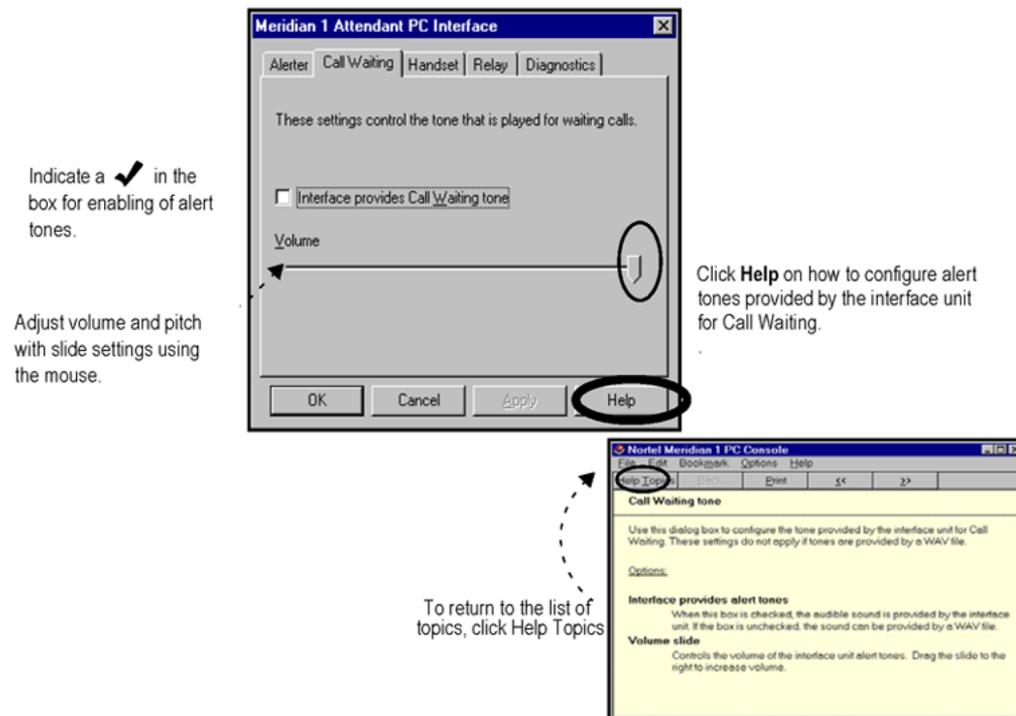


Figure 56 "Call Waiting display window" (page 77) shows the Call Waiting display window.

**Figure 56**  
Call Waiting display window



### Handset tab

You have a choice of connecting any of three receiving units to the Attendant PC:

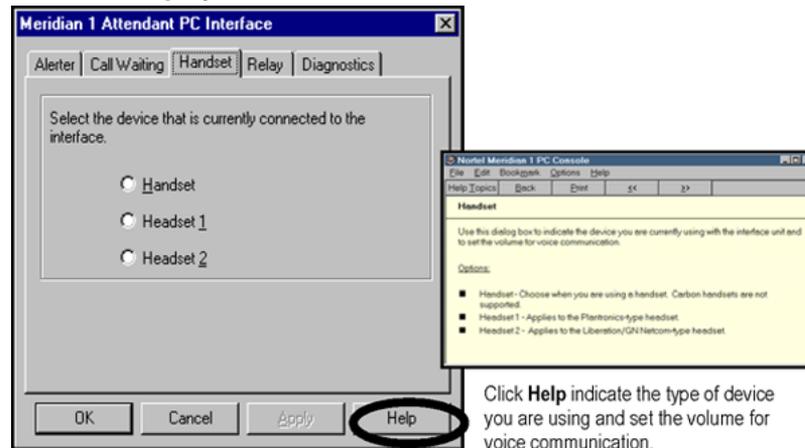


- Handset
- Headset 1 (one earpiece)
- Headset 2 (two earpieces)

Click the name of the device you intend on using on the Handset page shown in Figure 57 "Handset display window" (page 78).

**Note:** Make sure you plug the headset or handset into the Attendant PC correctly. If you plug it in upside down, callers will not be able to hear your voice.

**Figure 57**  
Handset display window



**Note:** You must make a choice when you are using a headset. Carbon headsets are not supported.

- Headset 1 — applies to the Plantronics-type headset
- Headset 2 — applies to the Liberation/GN Netcom-type headset

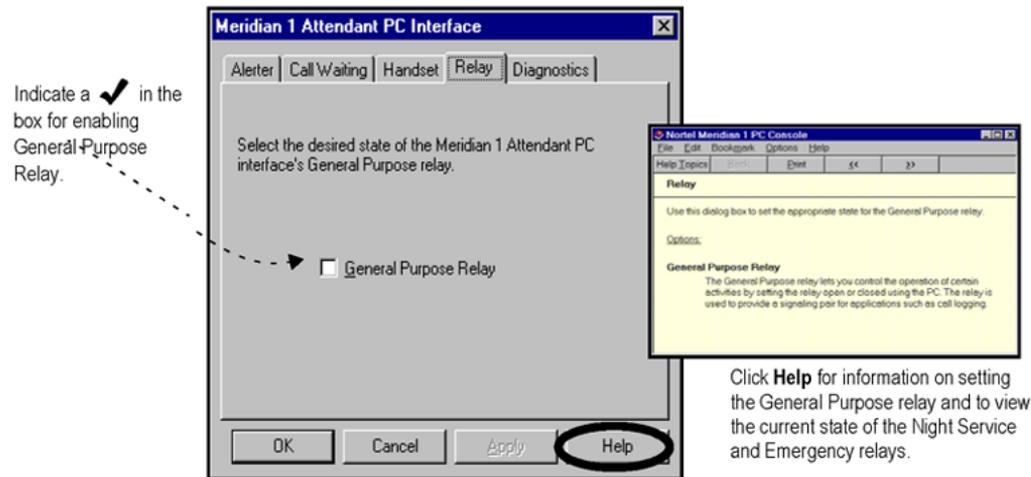
### Relay tab

The Attendant PC uses relays to configure how a telephone may be answered when the attendant is not available, such as during an emergency (fire, earthquake), or off-hours (night or weekend service). For example, a recording may play during a call, and a night/weekend call may be transferred to someone in the company's security personnel. Each relay triggers the applicable program from the system software.



Figure 58 "Relay display window" (page 79) shows the Relay display window.

**Figure 58**  
Relay display window



### Diagnostics tab

The **Diagnostics** tab allows you or the system administrator to perform the following actions:

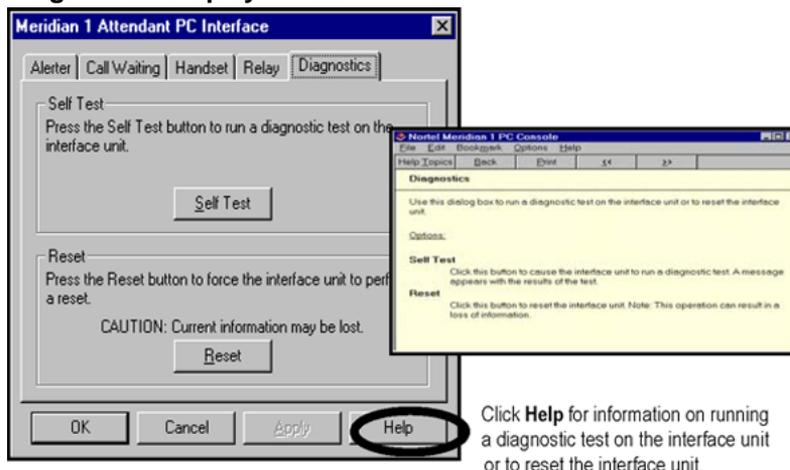


- **Self Test** button to initiate a diagnostic self test on the PC Console Interface Unit (PCCIU).
- **Reset** button to reset the PCCIU to its default status.
 

**Note:** Performing a **Reset** could result in loss of current information.
- **Send LoopBack** button to check communication between the Attendant PC and the system.

Figure 59 "Diagnostics display window" (page 80) shows the Diagnostics display window.

**Figure 59**  
Diagnostics display window



## Configure Port

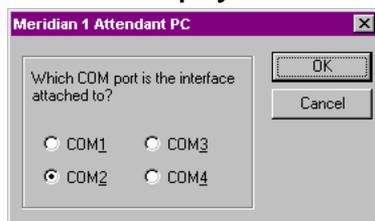
The **Configure Port** option listed on the **Config** menu allows you to select a COM port which is required for your Attendant PC.



An open COM port permits a connection between your PC workstation and the Attendant PC.

Figure 60 "COM Port display window" (page 80) shows the COM port display window.

**Figure 60**  
COM Port display window



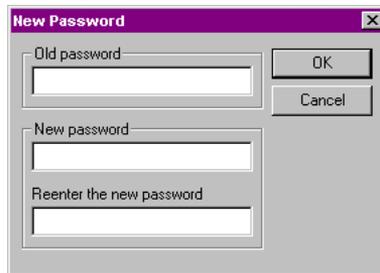
## Change Password

The **Change Password** option listed on the **Config** menu allows you to enter a new password and verify the change by reentering the password.



Figure 61 "Change Password display window" (page 81) shows the Change Password display window.

**Figure 61**  
**Change Password display window**



For further information on any of the **Console Configuration** topics discussed in this section, consult the Help Facility.

Table 4 "Help Facility subjects" (page 81) lists some Help Facility subjects.

**Table 4**  
**Help Facility subjects**

To learn about...	Search the Help Index for...
Editing general parameters Requiring a password Setting up the voice mail icon	General
Attendants Edit TGBs TGB List	TGBs
Adding a flexible key to the PC console screen Building an attendant's toolbox Creating a virtual feature	Features
Adding an ICI key to the PC console screen ICI Keys editing ICIs	ICIs



---

# Attendant PC call processing

---

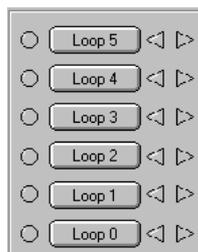
## Contents

- "Answering a call" (page 84)
- "Extending a call to an idle extension" (page 85)
- "Extending a call to a busy extension (with Camp-on)" (page 86)
- "Extending a call to voice mail" (page 87)
- "Extending a call to a busy extension (with Hold)" (page 88)
- "Holding a call on a loop key" (page 89)
- "Call Park" (page 90)
- "Timed recall from an unanswered extended call" (page 91)
- "Timed recall from an unanswered parked call" (page 93)
- "Recall from an extension using LINK or ATT RECALL" (page 94)
- "Recall from an extension using Transfer" (page 95)
- "Recall from an extension using Conference" (page 96)
- "Recall to Same Attendant" (page 97)
- "Calling an extension" (page 97)
- "Calling an outside number" (page 98)
- "Trunk-to-trunk call" (page 99)
- "Through-dialing" (page 100)

- "Conference" (page 101)
- "Calling another attendant" (page 103)
- "Transferring a call to another attendant" (page 104)
- "Break-in (post-dial)" (page 105)
- "Break-in (pre-dial)" (page 107)
- "Break-in (busy verify)" (page 109)
- "Sending a warning tone to an extension in line lockout" (page 110)
- "Requeueing a call to the next available attendant" (page 112)
- "Timed Reminder Recall" (page 112)
- "Centrex/Exchange Line Switchhook Flash" (page 113)
- "Remote Call Forward" (page 113)
- "Call Forward/Hunt Override" (page 115)
- "Attendant Console Autoline" (page 116)
- "Individual Attendant Directory Number (IADN)" (page 117)
- "Attendant Emergency Codes" (page 118)
- "Recovery on Misoperation of Attendant Console" (page 118)

## Answering a call

Calls are queued in order of arrival. All calls are presented to loop 0 if idle. If a call on loop 0 has been placed on hold, the next call in queue will be presented to loop 1, and so on. A maximum of six calls may be processed or held on the console.



Use [Procedure 33 "Answering a call" \(page 85\)](#) to answer a call.

**Procedure 33**  
**Answering a call**

---

**Step Action**

---

- 1 You receive a call and hear a tone. The Source indicator flashes.
- 2 Click the appropriate loop indicator. The tone stops and the Source indicator goes on steadily; you are connected to the caller.

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

---

—End—

---

## Extending a call to an idle extension

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

Use [Procedure 34 "Ending a call to an idle extension" \(page 85\)](#) to end a call to an idle extension.

**Procedure 34**  
**Ending a call to an idle extension**

---

**Step Action**

---

- 1 Dial the requested extension.
- 2 To end your connection before the called party answers, click the **Release** button immediately. If the called party does not answer within a set time (usually within 30 seconds), you are recalled. Otherwise, wait for an answer. The Destination indicator lights steadily upon answer.



- 3 Click the **Release** button to connect the caller and called party and to end your connection to the call.




---

—End—

---

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

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

Use [Procedure 35 "Extending a call to a busy extension\(with Camp-on\)" \(page 86\)](#) to extend a call to a busy extension (Camp-on).

### Procedure 35

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

Step	Action
------	--------

- |   |                               |
|---|-------------------------------|
| 1 | Dial the requested extension. |
|---|-------------------------------|

The Excl Src indicator lights during dialing. The Destination indicator flashes; the extension is busy.



- |   |                          |
|---|--------------------------|
| 2 | Do one of the following: |
|---|--------------------------|

- |    |  |
|----|--|
| a. | If you do not hear a busy signal and the caller wishes to wait, you can camp the call onto the busy extension by clicking the <b>Release</b> button. If you do hear a busy signal after dialing the requested extension, either a call is already camped onto that extension, or Camp-on is not allowed on that extension. The indicator goes on; you are free to process other calls. |
|----|--|



- |    |   |
|----|---|
| b. | If you do hear a busy signal after dialing the requested extension and the caller wishes to call back later, click the <b>Rls Dst</b> button, |
|----|---|

and then the **Release** button to end your connection in the call. The Destination indicator goes off; the called extension is released from the console. The Release indicator goes on; you are free to process other calls.

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

---

—End—

---

## Extending a call to voice mail

If a called party does not answer and/or a call is recalled to the attendant, you can extend the call to voicemail.

Use [Procedure 36 "Extending a call to voicemail" \(page 87\)](#) to extend a call to voicemail.

### Procedure 36

#### Extending a call to voicemail

Step	Action
------	--------

- |   |                               |
|---|-------------------------------|
| 1 | Dial the requested extension. |
|---|-------------------------------|



- |   |   |
|---|---|
| 2 | If the party does not answer or the call is recalled to the attendant, drag the number from the display and drop it on the Voicemail icon in the toolbar. You can also drag a number from the Directory and drop it on the Voicemail icon in the toolbar. |
|---|---|

**Note:** If the Voicemail icon does not appear in the toolbar, contact your system administrator.

---

—End—

---

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

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

Use [Procedure 37 "Extending a call to a busy extension \(with Hold\)"](#) (page 88) to extend a call to a busy extension (Hold)

### Procedure 37

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

Step	Action
------	--------

- |   |                               |
|---|-------------------------------|
| 1 | Dial the requested extension. |
|---|-------------------------------|

The Excl Src indicator in the Feature List goes on during dialing. You hear a busy signal and the Destination indicator flashes; the extension is busy and not allowed camp-on.



- |   |                                  |
|---|----------------------------------|
| 2 | Click the <b>Rls Dst</b> button. |
|---|----------------------------------|

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



- |   |                          |
|---|--------------------------|
| 3 | Do one of the following: |
|---|--------------------------|

- If the caller wishes to call back later, click the **Release** button. The Release indicator goes on; you are free to process other calls.

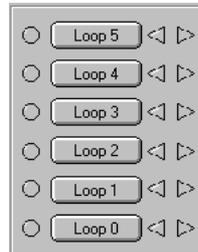


- If the caller wishes to wait, click the **Hold** button, then the **Release** button to end your connection in the call. The loop indicator flashes slowly. The Release indicator goes on; you are free to process other calls.



- 4 Check periodically to see if the extension is free. To reenter the call, click the loop key beside the slowly flashing loop indicator, then dial the extension again.

The loop indicator goes on steadily.




---

—End—

---

## Holding a call on a loop key

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

Use [Procedure 38 "Holding a call on a loop key" \(page 89\)](#) to hold a call on a loop key.

### Procedure 38

#### Holding a call on a loop key

Step	Action
------	--------

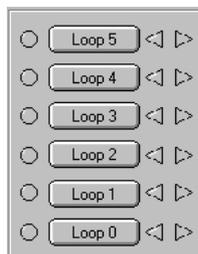
- 1 Dial the requested extension.

The Excl Src indicator in the Feature List goes on during dialing. You hear ringing. The Destination indicator flashes slowly.



- 2 Click the Hold button before or after the called party answers.

The loop indicator flashes slowly.



- 3 Click the **Release** button to free yourself to answer calls on other loop keys. The Release indicator goes on.  
The called party answers.  
The Destination indicator goes on steadily. The loop indicator continues to flash slowly.
- 4 When the called party hangs up, the Destination indicator goes off. Click the loop key beside the slowly flashing loop indicator to reenter the call.  
The loop indicator goes on steadily. The Destination indicator is off; you may extend the call to another party.  
**Note:** When you only wish to put a call on hold, answer it, click the **Hold** button, and then **Release**.

---

—End—

---

## Call Park

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

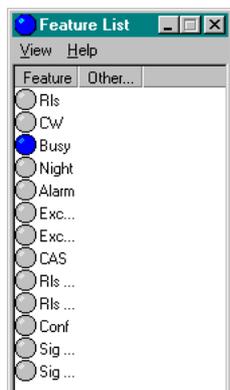
Use [Procedure 39 "Holding a call on Call Park extension while paging a called party" \(page 90\)](#) to hold a call on Call Park extension while paging a called party.

### Procedure 39 Holding a call on Call Park extension while paging a called party

Step	Action
------	--------

*You wish to park a call, perhaps because the caller requests you to page someone.*

- 1 Click Park from the Feature List.



The Park indicator in the Feature List goes on.

- 2 Do one of the following:
  - a. If a Call Park extension is available, it is assigned to the call and displayed automatically. Make a note of the call and the Call Park extension. The Destination indicator flashes slowly.
  - b. Click the **Release** button. Page the called party and deliver the Call Park extension. (An unanswered parked call is returned to your console after a set time.) The Destination indicator goes off; the call is parked. The Release indicator goes on.



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

The Destination indicator flashes.

---

—End—

---

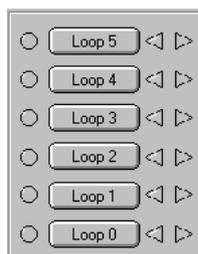
## Timed recall from an unanswered extended call

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

Use [Procedure 40 "Using timed recall from an unanswered extendedcall" \(page 92\)](#) to use timed recall from an unanswered extended call.

**Procedure 40****Using timed recall from an unanswered extended call****Step Action**

- 1 You receive a timed recall from an unanswered extended call. Click the Loop key beside the flashing Source and slowly flashing Destination indicators. The tone stops and the Loop and Source indicators go on steadily; you are connected to the caller. You hear ringing at the called extension. The recall ICI is on.



- 2 Click the **Rls Dst** button. Ringing at the called extension stops. The Destination indicator goes off.



- 3 Do one of the following:
- If the caller does not wish to wait, click the **Release** button. The Release indicator goes on; you are free to process other calls.



- If the caller wishes to wait, dial the extension again. (If the caller wishes to be transferred to another extension instead of waiting or calling back later, you can dial a new number now.) The Excl Src indicator in the Feature List goes on during dialing. The Destination indicator flashes slowly.



- 4 Click the **Release** button to end your connection in the call. The Release indicator goes on; you are free to process other calls.




---

—End—

---

## Timed recall from an unanswered parked call

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

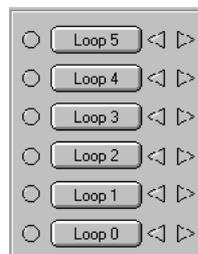
Use [Procedure 41 "Using timed recall from an unanswered parked call" \(page 93\)](#) to use time recall from an unanswered parked call.

### Procedure 41

#### Using timed recall from an unanswered parked call

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | You receive a timed recall from an unanswered parked call. Click the Loop key beside the flashing Source and slowly flashing Destination indicators. The tone stops and the Loop and Source indicators go on steadily; you are connected to the caller. The recall ICI, and call park indicators are on. |
|---|--|



- |   |  |
|---|--|
| 2 | Do one of the following: <ol style="list-style-type: none"> <li>a. If the caller wishes to remain parked, click the <b>Release</b> button. The call is parked on the original call-park number. The Release indicator goes on; you are free to process other calls.</li> </ol> |
|---|--|



- |    |  |
|----|--|
| b. | If the caller wishes to end the call, click the <b>Rls Dst</b> button, then the <b>Release</b> button. The call is unparked. The Source indicator goes off and the Release indicator goes on; you are free to process other calls. |
|----|--|




---

—End—

---

## Recall from an extension using LINK or ATT RECALL

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

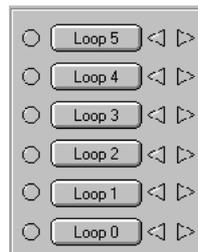
Use [Procedure 42 "Recalling an extension using LINK or ATT RECALL" \(page 94\)](#) to recall an extension using LINK or ATT RECALL.

### Procedure 42

#### Recalling an extension using LINK or ATT RECALL

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | You receive a recall. Click the <b>Loop</b> key beside the quickly flashing Destination indicator. The tone stops and the Loop and Destination indicators go on steadily; you, the party originating the call, and the original caller are connected. The recall ICI and Source indicators go on. |
|---|---|



- |   |   |
|---|---|
| 2 | Click the <b>Rls Dst</b> button (if the recaller has not already released). The Destination indicator goes off; the recaller is disconnected. |
|---|---|



- 3 If the caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.
- 4 Click the **Release** button to end your connection in the call. The Release indicator goes on; you are free to process other calls.

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

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

---

—End—

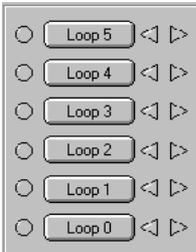
---

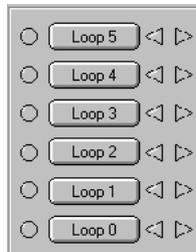
## Recall from an extension using Transfer

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

Use [Procedure 43 "Recalling from an extension using Transfer" \(page 95\)](#) to recall from an extension using Transfer.

### Procedure 43 Recalling from an extension using Transfer

Step	Action
1	You receive a recall. click the <b>Loop</b> key beside the quickly flashing Source indicator. The tone stops and the Loop and Source indicators go on steadily; you and the recaller are connected. The recall ICI is on.
	
2	When the recaller clicks Transfer again, you and the original caller are connected. If the caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.



- 3 Click the **Release** button to end your connection in the call. The Release indicator goes on; you are free to process other calls. Recall from an extension using Conference.




---

—End—

---

## Recall from an extension using Conference

An extension user, while talking to someone on the phone, can recall you by clicking Conference and dialing your number. The "0" ICI goes on.

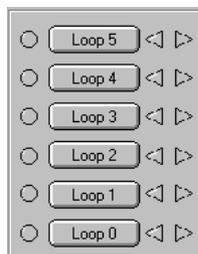
Use [Procedure 44 "Recalling from an extension using Conference"](#) (page 96) to recall from an extension using Conference.

### Procedure 44

#### Recalling from an extension using Conference

Step	Action
------	--------

- 1 You receive a recall. click the **Loop** key beside the quickly flashing Source indicator. The tone stops and the loop and Source indicators go on steadily; you and the recaller are connected. The "0" ICI is on.



- 2 When the recaller clicks Conference again, you, the recaller, and the original caller are connected. If the original caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.
- 3 Click the **Release** button to end your connection in the call.



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

—End—

### Recall to Same Attendant

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

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

### Calling an extension

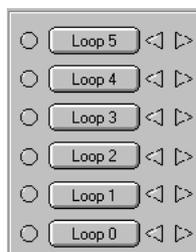
You can place a call to any extension within the system.

Use [Procedure 45 "Calling an extension" \(page 97\)](#) to call an extension.

#### Procedure 45 Calling an extension

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Click an idle <b>Loop</b> key. The loop indicator beside it goes on. |
|---|--|



- 2 Dial the extension. You hear ringing. The Source indicator flashes slowly. When the called party answers, ringing stops and the Source indicator goes on steadily.
- 3 Click the **Release** button to end the call. The Release indicator goes on; you are free to process other calls.




---

—End—

---

## Calling an outside number

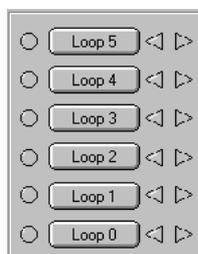
You can place a call to a number outside the system by dialing a trunk access code followed by the desired number.

Use [Procedure 46 "Calling an outside number" \(page 98\)](#) to call an outside number.

### Procedure 46 Calling an outside number

Step	Action
------	--------

- |   |                         |
|---|-------------------------|
| 1 | Click an idle loop key. |
|---|-------------------------|



The loop indicator beside it goes on.

- |   |  |
|---|--|
| 2 | Dial the required trunk access code. You hear dial tone. The Source indicator goes on.   |
| 3 | Dial the outside number. You hear ringing. When the called party answers, ringing stops. |

- 4 Click the **Release** button to end the call. The Release indicator goes on; you are free to process other calls.




---

—End—

---

## Trunk-to-trunk call

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

Use [Procedure 47 "Making a trunk-to-trunk call" \(page 99\)](#) to make a trunk-to-trunk call.

### Procedure 47 Making a trunk-to-trunk call

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | You answer an incoming trunk call and the caller requests access to an outgoing trunk. Dial the trunk access code, then dial the requested number. |
|---|--|

The Excl Src indicator goes on during dialing. You hear dial tone after dialing the trunk access code, and ringing after the number. The Destination indicator goes on steadily. When the called party answers, you may talk privately. The Destination indicator remains on. The Excl Src indicator remains on.



- |   |   |
|---|---|
| 2 | Click the <b>Release</b> button to connect the calling and called parties. The Release indicator goes on; you are free to process calls on other loop keys. |
|---|---|

**Note:** If neither of the trunks involved in the call has answer supervision, the call is automatically held on the loop key. When both parties hang up, the Source and Destination indicators remain on. Click the loop key and then RIs Src from the Feature List and RIs Dst and Release again.

---

—End—

---

## Through-dialing

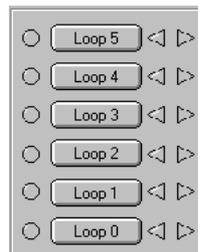
Extension or tie line users may request access to numbers or trunks which they are restricted from accessing themselves. Once you have accessed the trunk, the user is free to dial out. You can provide through-dialing to all but fully restricted extensions.

Use [Procedure 48 "Using through-dialing" \(page 100\)](#) to use through-dialing.

### Procedure 48 Using through-dialing

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | You receive a call from a restricted extension or tie trunk. Click the loop key beside the quickly flashing Source indicator. The tone stops. The loop key and Source indicators go on steadily. The appropriate ICI is on. |
|---|---|



- |   |   |
|---|---|
| 2 | The caller requests access to a trunk. Dial the required trunk access code and listen for dial tone. The Excl Src indicator goes on during dialing. The Destination indicator is on steady. |
|---|---|



- 3 Do one of the following:
- You can now complete the call by dialing the required number. Click the **Release** button to connect the call back to the restricted user. The Release indicator goes on; you are free to process other calls.



- After hearing dial tone, click the **Release** button to end your connection. The user can now dial the number. The Release indicator goes on; you are free to process other calls.

---

—End—

---

## Conference

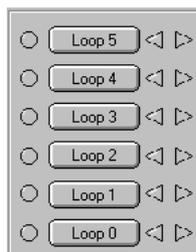
You can set up a conference call for as many as six people, including yourself, at the request of either an extension user or an outside caller. A maximum of two trunks can be in the conference at one time.

Use [Procedure 49 "Setting up a conference call" \(page 101\)](#) to set up a conference call.

### Procedure 49 Setting up a conference call

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click an idle loop key and dial the number of the first conference party. The loop indicator goes on. You hear ringing. The Source indicator flashes slowly. When the first party answers, the Source indicator goes on steadily. |
|---|---|



- 2 Dial the number of the next conference party. The Excl Src indicator goes on; the first party is automatically placed on hold while you dial. The Destination indicator flashes slowly. When the second party answers, the Destination indicator goes on steadily.



- 3 Click Conf. (Repeat steps 2 and 3 to add more parties to the conference.)

The Excl Src and Destination indicators go off; you and the first two conference parties are connected.

- 4 Do one of the following:
- If you want to hold the conference at your console, click the **Release** button. The loop indicator flashes slowly. The Source indicator remains on. The Release indicator goes on; you are free to process other calls.



- If you want to release the conference from your console, click the **Rls Src** button, then the **Release** button. The loop indicators and Source indicators go off. The Release indicator goes on; you are free to process other calls.

**Note:** To reenter a conference that is being held at your console, click the loop key beside the flashing loop indicator. To end the conference call, click the loop key beside the flashing loop indicator, the **Rls Src** button, then the **Release** button. The console should be in normal mode when setting up a conference.

---

—End—

---

## Calling another attendant

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

Use [Procedure 50 "Calling another attendant" \(page 103\)](#) to call another attendant.

### Procedure 50 Calling another attendant

Step	Action
------	--------

- |   |                         |
|---|-------------------------|
| 1 | Click an idle loop key. |
|---|-------------------------|



The loop indicator goes on.

- |   |  |
|---|--|
| 2 | Dial the attendant access code.  |
| 3 | Dial the appropriate attendant code. You hear ringing. The Source indicator flashes slowly.  |
| 4 | The called attendant answers. click the <b>Release</b> button when you wish to end the call. Ringing stops. The Source indicator goes on steadily. The Release indicator goes on; you are free to process other calls. |

**Note 1:** If you dial an incorrect attendant code, you hear a fast busy signal and the Source indicator stays off. Click **RI S Src**.

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

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

---

—End—

---

## Transferring a call to another attendant

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

Use [Procedure 51 "Transferring a call to another attendant"](#) (page 104) to transfer a call to another attendant.

### Procedure 51

#### Transferring a call to another attendant

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | The person to whom you are speaking wishes to speak to another attendant. Dial the attendant access code, then dial the appropriate attendant code. |
|---|---|



The Excl Src indicator goes on; the caller is automatically placed on hold. The Destination indicator flashes slowly. The Loop and Source indicators are on.

- |   |  |
|---|--|
| 2 | When the called attendant answers, click the <b>Loop</b> key.<br>The Excl Src indicator goes off and the Destination indicator goes on steadily; you, the called attendant, and the caller are connected.  |
| 3 | Click the <b>Release</b> button to end your connection in the call. The Release indicator goes on; you are free to process other calls. If you dial an incorrect attendant code, you hear a fast busy signal and the Destination indicator stays off. Click the <b>Rls Dst</b> button. |

**Note 1:** If the called attendant is busy, you hear a busy signal and the Destination indicator continues to flash slowly. Click the **Release** button to transfer the call to the attendant's queue.

**Note 2:** If the called console is in position-busy, you hear a busy signal and the Destination indicator flashes slowly. Click the **Release** button.

---

—End—

---

## Break-in (post-dial)

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

Use [Procedure 52 "Using Break-in \(post-dial\)" \(page 105\)](#) to use Break-in (post-dial).

### Procedure 52 Using Break-in (post-dial)

Step	Action
------	--------

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

- 1 Dial the requested extension.

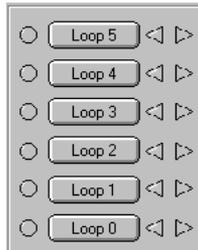


The loop key, ICI, and Source indicators go on steadily. The Destination indicator flashes, indicating that the extension is busy. The Excl Src indicator goes on steadily while you are dialing.

- 2 Click **Break-In** from the Feature List to interrupt the connection. If the extension is idle, the Break-In indicator goes off, and you hear ringing.



- 3 Do one of the following:
- If the break-in is temporarily denied, you hear busy or fast busy tone, and the Break-In indicator flashes. Click the **Rls Dst** button. You can attempt a post-dial break-in after a few minutes or another pre-dial break-in immediately.



- If break-in is denied completely, you hear a fast busy signal. Click the **Rls Dst** button.
- 4 You are in a three-way connection with the two parties in the established call. Relay the message, or announce the incoming call.
- 5 Do one of the following:
- Click the **Excl Dst** button to speak privately with the caller without ending the three-way connection.
  - Click the **Release** button to end the three-way connection and remain connected to the caller.



- Click the **Release** button to end your connection in the call. The incoming call is camped-on if the called party is still busy, or extended if the called party's extension is idle. The Release indicator goes on; you are free to process other calls.

**Note 1:** If the requested extension does not allow camp-on, the following can occur:

- You hear a busy signal when you dial the extension. Refer to [step 1](#).
- The Destination indicator continues to flash when you click Break-In. Refer to [step 2](#).
- You cannot extend the call or camp on to the extension. Refer to [a](#). Click the **Rls Dst** button and redial the extension to extend the call.



3 Click Break In in the Feature List to interrupt the connection.

4 Do one of the following:



- a. If the extension is busy, the Break In indicator goes off, and you hear ringing.
- b. If the break-in is temporarily denied, you hear busy or fast busy tone, and the Break-In indicator flashes. Click the **Rls Dst** button. You can attempt a post-dial break-in after a few minutes or another pre-dial break-in immediately.
- c. If break-in is denied completely, you hear a fast busy signal. click the **Rls Dst** button.



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

6 Do one of the following:

- a. Click Excl Dst to speak privately with the caller without ending the three-way connection.
- b. Click the **Release** button to end the three-way connection and remain connected to the caller.



- c. Click the **Release** button to end your connection in the call. The incoming call is camped-on if the called party is still busy, or extended if the called party extension is idle. The Release indicator goes on; you are free to process other calls.





If the DN is disabled or unassigned, you hear a fast busy signal (overflow tone) and the loop key and Break-In indicators go off.

If the DN is busy, you hear a busy signal and the loop indicator flashes. Click Break-In to break in.

If the DN is busy, the Break-In and loop indicators are steadily lit. You hear the intrusion tone.

You are in a three-way connection with the parties in the established call. You can speak to the person on the extension.

- 4 Click the **Release** button to end your connection in the call. The Release indicator goes on; you are free to process other calls.




---

—End—

---

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

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

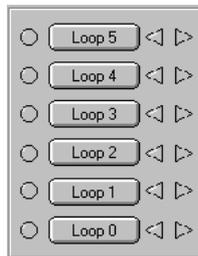
Use [Procedure 55 "Sending a warning tone to an extension in line lockout" \(page 110\)](#) to send a warning tone to an extension in line lockout.

### Procedure 55

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

Step	Action
------	--------

- |   |                         |
|---|-------------------------|
| 1 | Click an idle loop key. |
|---|-------------------------|



The loop indicator goes on.

- 2 Click Break In from the Feature List.



The Break In indicator from the Feature List goes on.

- 3 Dial the extension you wish to check.



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

- 4 To break in to the extension, click Break In from the Feature List.  
The Break-In indicator from the Feature List goes off.

- 5 Click the **Release** button.

The warning tone is sent to the extension.

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

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

—End—

## Requeueing a call to the next available attendant

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

Use [Procedure 56 "Requeueing a call to the next available attendant"](#) (page 112) to request a call to the next available attendant.

### Procedure 56 Requeueing a call to the next available attendant

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | You receive a call.<br><br>The ICI indicator goes on and the Source indicator flashes. The call is queued to the next available attendant. |
| 2 | If the system is in Night Service, the call is queued to the next available Night Service number.  |

—End—

## Timed Reminder Recall

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

Use [Procedure 57 "Using Timed Reminder Recall"](#) (page 112) to use Timed Reminder Recall.

### Procedure 57 Using Timed Reminder Recall

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | You receive a call for transfer. Dial the desired extension. |
|---|--|



The Destination Lamp winks.

- |   |  |
|---|--|
| 2 | Click the <b>Release</b> button before the extension answers.<br><br>This starts the recall timer. If the extension answers the call, the timer stops. |
|---|--|

- 3 If the extension does not answer, you receive a reminder call.  
The source lamp flashes and the destination lamp winks.
- 4 Click the **Source** key to connect with the calling party. If the dialed extension answers while you are on the line, a conference is established. You can then complete the transfer. If the called party does not answer, you can release the source call.

---

—End—

---

## Centrex/Exchange Line Switchhook Flash

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

Use [Procedure 58 "Using Centrex/ExchangeLine/Switchhook Flash"](#) (page 113) to use Centrex/Exchange Line/Switchhook Flash.

### Procedure 58 Using Centrex/Exchange Line/Switchhook Flash

---

Step	Action
------	--------

---

- |   |  |
|---|--|
| 1 | Click the <b>Switchhook Flash</b> key.<br>You hear a special dial tone.  |
| 2 | Click the DN before the tone ends.<br>When you hang up, or click the <b>Release</b> button, the original connection and the THF message terminate. |

---

—End—

---

## Remote Call Forward

Use [Procedure 59 "Using Remote Call Forward"](#) (page 113) to use Remote Call Forward.

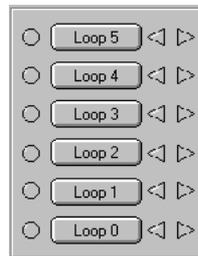
### Procedure 59 Using Remote Call Forward

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | Click an idle loop key followed by Attendant Remote Call Forward (RFW) in the Feature List. |
|---|---|



The RFW key is flashing. The loop key is steadily lit.

- 2 Dial the DN of the set to be forwarded.

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

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

- 3 Dial the password required followed by #.



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

- 4 The user can now enter a new CFW DN or click the RFW key to activate or deactivate the stored CFW DN.

If a new CFW DN is entered, it must be preceded by an RFW key click. The console display will display the DN of the set to be forwarded followed by the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit, then CFW is active.

- 5 When the RCFW operation is in this state, the user has three options:
  - a. Click the **Release** button or the **Rls Src** key from the Feature List to complete RCFW operation.

- b. Click the RFW key to reverse the CFW status.
  - c. Enter a new CFW DN to begin task of changing the CFW DN programmed. The new CFW DN is not active until the RFW key is clicked again.
- 6 Click the RFW key again to activate the CFW DN on the display.  
If the DN entered is invalid, you hear overflow tone, and the FRW key indicator flashes. Reenter a valid DN.
  - 7 Click the **Release** button.



This terminates the session. The DN is now forwarded.

---

—End—

---

## Call Forward/Hunt Override

Use [Procedure 60 "Using Call Forward/Hunt Override" \(page 115\)](#) to use Call Forward/Hunt Override.

### Procedure 60

#### Using Call Forward/Hunt Override

Step	Action
1	Dial the FFC for Call Forward/Hunt Override.
2	Dial the DN of the wanted party. <ul style="list-style-type: none"> <li>• If the telephone is idle, the display(s) is updated.</li> <li>• If the display on the originating telephone is updated when the call is answered, the Call Forward/Hunt Override FFC will no longer display.</li> <li>• If the dialed telephone is busy and Hunt is active, the calling party will terminate on the wanted telephone and will receive a busy signal.</li> <li>• If the dialed telephone is idle but does not answer within the defined number of ringing cycles for Call Forward No Answer, the call is not forwarded (continues to ring).</li> <li>• If the dialed telephone is busy, the attendant can activate Camp-On, if Camp-On is applicable. In addition, Ring Again can be placed against a telephone for which Call Forward/Hunt Override was used and a busy telephone was encountered.</li> </ul>

---

—End—

---

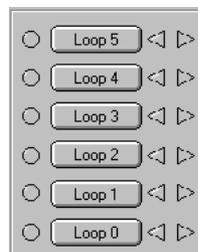
## Attendant Console Autoline

Use [Procedure 61 "Placing an Autoline call"](#) (page 116) to place an Autoline call.

### Procedure 61 Placing an Autoline call

Step	Action
------	--------

- |   |                         |
|---|-------------------------|
| 1 | Click an idle loop key. |
|---|-------------------------|



The loop indicator is lit.

- |   |   |
|---|---|
| 2 | Click Autoline from the Feature List. The pre-programmed Autoline number is automatically dialed. The Source indicator winks. |
|---|---|

The dialed party answers the call, and the Source indicator is steadily lit.




---

—End—

---

Use [Procedure 62 "Extending a currently active call to the Autoline DN"](#) (page 117) to extend a currently active call to the Autoline DN.

**Procedure 62**  
**Extending a currently active call**  
**to the Autoline DN**

---

**Step Action**

---

- 1 Click Autoline from the Feature List.



The pre-programmed Autoline number is automatically dialed. The Destination indicator winks.

The dialed party answers the call, and the Destination indicator is steadily lit.

- 2 To complete the transfer, click the **Release** button.




---

—End—

---

## Individual Attendant Directory Number (IADN)

Use [Procedure 63 "Answering an IADN call" \(page 117\)](#) to answer an IADN call.

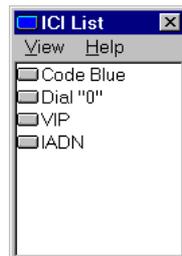
**Procedure 63**  
**Answering an IADN call**

---

**Step Action**

---

- 1 Click IADN from the ICI List. The first IADN call in the queue is answered.



---

—End—

---

## Attendant Emergency Codes

Use [Procedure 64 "Answering an emergency code call"](#) (page 118) to answer an emergency code call.

### Procedure 64

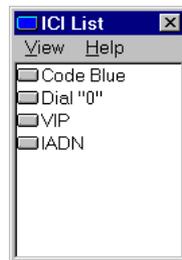
#### Answering an emergency code call

---

Step	Action
------	--------

---

- 1 You receive Priority Buzzing. Check the ICI List to see which type of emergency calls are indicated by lit ICIs.



- 2 Click the appropriate ICI key which designates the emergency. The call is answered, for example, Code Blue.

---

—End—

---

## Recovery on Misoperation of Attendant Console

The Recovery on Misoperation of Attendant Console feature provides a safeguard on CS 1000 systems to prevent calls from being inadvertently disconnected.

Clicking the **Release** key or loop key is ignored when:

- Extending a call to a vacant number
- Extending to a partially dialed number
- Extending a Network blocked call
- Extending a call to a restricted station or trunk
- Extending to a station in the Do Not Disturb (DND) mode
- Extending to a station in the Make Set Busy (MSB) mode
- Extending to a maintenance busy station

- Extending to a station in a line lockout state
- Illegal call extension due to trunk barring
- Extending to a busy station with no Camp-on/Call Waiting
- Illegal call extension due to Trunk-to-Trunk Conference Restriction
- Illegal release from a conference connection

**Note:** When using Autohold on the loop key, the active loop is automatically placed on hold if the attendant clicks another loop key prior to extending the active call. The Autohold key does not allow the disconnection of a single excluded party or conference call. If one of the parties on a loop is excluded, the operation of the corresponding Release Source Key or Release Destination Key is ignored.



---

# Attendant PC features

---

## Contents

- "Features" (page 122)
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  - "Attendant Break-in Busy indication and prevention" (page 124)
  - "Attendant Monitor" (page 124)
  - "Auto Dial" (page 126)
  - "Automatic Wake Up" (page 128)
  - "Barge-in" (page 131)
  - "Busy verify" (page 132)
  - "Charge Account" (page 132)
  - "DID Route Conversion" (page 133)
  - "Do-Not-Disturb" (page 134)
  - "End-to-end signaling" (page 138)
  - "Enhanced Night Service" (page 139)
  - "Enhanced Secrecy" (page 141)
  - "Malicious Call Trace" (page 142)
  - "Night Service" (page 143)
  - "Paging" (page 145)
  - "Position Busy" (page 146)
  - "Radio Paging" (page 146)
  - "Semi-automatic Camp On" (page 149)
  - "Series Call" (page 150)
  - "Speaking privately (Splitting)" (page 150)
  - "Speed Call" (page 151)
  - "Stored Number Redial" (page 153)
  - "System Speed Call" (page 154)

## Features

Table 5 "Attendant PC features" (page 122) lists the Attendant PC features which are available for attendant operations, provided they are programmed in advance on the system switch.

**Table 5**  
**Attendant PC features**

• Attendant Blocking of Directory Number	• Attendant Break-in Busy indication and prevention
• Attendant Monitor	• Auto Dial
• Automatic Wake Up	• Barge-In
• Busy Verify	• Charge Account
• DID Route Conversion	• Do-Not-Disturb
• End-to-end signaling	• Enhanced Night Service
• Enhanced Secrecy	• Malicious Call Trace
• Night Service	• Paging
• Position Busy	• Radio Paging
• Semi-Automatic Camp On	• Series Call
• Speed Call	• Speaking privately (Splitting)
• Stored Number Redial	• System Speed Call

### Attendant Blocking of Directory Number

Use [Procedure 65 "Blocking a DN" \(page 122\)](#) to block a DN.

#### Procedure 65 Blocking a DN

Step	Action
1	The attendant clicks an idle loop key.
2	The attendant clicks Semi-automatic Camp-on (SACP) from the Feature List.  The SACP indicator goes on.
3	The attendant dials the source DN that is to be blocked. If the dialed DN is idle, the DN lamp will have the same state as a call put on hold, but the DN will not ring. If the DN is busy, the attendant hears busy tone and the SACP indicator darkens.  If the dialed DN is idle, it is blocked. The DN lamp indicates a call on hold state, although the DN will not ring (for analog [500/2500-type] telephones, there is no indication that the DN is blocked.) On the

Attendant Console, the SACP indicator remains lit and the Source indicator begins blinking.

If the dialed DN is busy, the attendant clicks the **Release** button or **Rls Src** to release the call.

---

—End—

---

Use [Procedure 66 "Placing an outgoing call for the blocked DN"](#) (page 123) to place an outgoing call for the blocked DN.

**Procedure 66**  
**Placing an outgoing call**  
**for the blocked DN**

---

**Step Action**

---

- 1 The attendant establishes a call to the desired destination in the normal way.
- 2 The attendant clicks SACP (or Sig Src) from the Feature List. The ringback tone is heard.
- 3 If the source DN answers, the attendant clicks **Release** to extend the call between the destination to the source.

---

—End—

---

Use [Procedure 67 "Releasing a blocked DN"](#) (page 123) to release a blocked DN.

**Procedure 67**  
**Releasing a blocked DN**

---

**Step Action**

---

*Choose one of the following:*

- 1
  - a. The attendant clicks either SACP or Sig Src from the Feature List to ring the DN
  - b. The attendant clicks either the **Release** or **Rls Src** to release the source DN, which then becomes idle.

---

—End—

---

Use [Procedure 68 "Notifying a blocked DN of an established call"](#) (page 124) to notify a blocked DN of an established call.

**Procedure 68**  
**Notifying a blocked DN of an established call**

---

**Step Action**

---

- 1 The attendant clicks **SACP** or **Sig Src** from the Feature List.
- 

—End—

---

**Attendant Break-in Busy indication and prevention**

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

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

The operator can click on the break-in key either before or after dialing the destination DN. Break-In operates slightly differently in these two situations.

**Attendant Monitor**

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

Use [Procedure 69 "Monitoring a DN"](#) (page 124) to monitor a DN.

**Procedure 69**  
**Monitoring a DN**

---

**Step Action**

---

- 1 Click on an idle loop key. The loop indicator is lit.
- 2 Click on Busy Verify in the Feature List. The Busy Verify lamp is lit.
- 3 Click on Busy Verify again to enable Attendant Monitor. The Busy Verify lamp is in the flashing state indicating that the Attendant Monitor option is enabled.
- 4 Dial the extension to be monitored. Attendant Monitor is blocked when:
  - the extension is busy or maintenance disabled

- the extension is vacant
- the extension is in some transient state (e.g., Conference or Transfer)
- the extension is idle, receiving busy tone, or receiving overflow tone
- the extension is involved with another attendant
- the extension has activated the Hold key
- the extension is already involved in a monitored call by another attendant

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

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

- 5 Click the **Release** button to end Attendant Monitor. The Release lamp is lit, indicating that the attendant is now free to take other calls.

Deactivation occurs due to any one of the following:

- The **Release** button on the Attendant PC is clicked.
- Any DN involved in the monitored call is disconnected.
- Any DN involved in the monitored call at the customer location activated some form of call modification.

---

—End—

---

Use [Procedure 70 "Monitoring a Trunk" \(page 125\)](#) to monitor a Trunk.

#### Procedure 70 Monitoring a Trunk

Step	Action
1	Click on an idle loop key. The loop indicator lights.
2	Click on Barge-in from the Feature List. The Barge-in indicator lights.

- 3 Click on Barge-In again to enable the Attendant Monitor.  
The Barge-In indicator flashes indicating that the Attendant Monitor option is enabled.
- 4 Dial the trunk access code and route member number, then click on the pound key (#). One of the following occurs:
  - Attendant Monitor is blocked when the trunk is disabled or idle.
  - Attendant Monitor is blocked when the trunk is already being monitored by another attendant.
  - Attendant Monitor is active when the trunk is busy. The attendant is able to listen to all parties on the trunk.
  - If the Attendant Monitor Customer Tone is denied (TOD), there is no indication given to the connected parties that the attendant is monitoring.
  - If the Attendant Monitor Customer Tone is allowed (TOA), a burst of tone is sent to the connected parties every 16 seconds.
- 5 Click the **Release** button to end Attendant Monitor.  
The Release indicator lights, indicating that the attendant is free to take other calls.  
Deactivation occurs due to any one of the following:
  - The **Release** button on the Attendant PC is clicked.
  - The trunk disconnects.
  - Any party at the customer location performs some form of call modification or activates hold.
  - Any party at the customer location disconnects.
  - Any trunk involved in the monitored call disconnects.

---

—End—

---

### Auto Dial

After you have stored a number against an Auto Dial key, you can dial it by clicking on Auto Dial.

Use [Procedure 71 "Calling a number using Auto Dial" \(page 127\)](#) to call a number using Auto Dial.

**Procedure 71**  
**Calling a number using Auto Dial**

---

**Step Action**

---

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on the required Auto Dial key. The Source indicator lights; the system automatically dials the stored extension.

**Note 1:** If you wish to display the extension stored for automatic dialing, click on Auto Dial, then click on Disp Src.

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

---

—End—

---

**Storing an Auto Dial number**

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

Use [Procedure 72 "Storing an Auto Dial number" \(page 127\)](#) to store an Auto Dial number.

**Procedure 72**  
**Storing an Auto Dial number**

---

**Step Action**

---

- 1 When all loop indicators are off, click on Auto Dial.  
The Auto Dial indicator flashes.
- 2 Click on Disp Src.  
The display shows the number already stored for automatic dialing, if there is one.
- 3 Dial the number to be stored for automatic dialing.
- 4 Click on the star key (\*) after every trunk access code to ensure a pause for dial tone.
- 5 Click on Auto Dial again.  
The Auto Dial indicator goes off; the dialed extension is stored for automatic dialing.

---

—End—

---

## Automatic Wake Up

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

Use [Procedure 73 "Programming a wake-up call" \(page 128\)](#) to program a wake-up call.

### Procedure 73

#### Programming a wake-up call

Step	Action
------	--------

*A hotel guest calls to request a wake-up call.*

- |   |  |
|---|--|
| 1 | <p>Click Automatic Wake Up.</p> <p>If the displayed number is not the number requiring the wake up call, dial the proper number now.</p> <p>The wake up indicator goes on. The ICI, loop, and Source indicators are on. The current wake-up time, if any, is displayed.</p>  |
| 2 | <p>Click the pound key (#).</p> <p>If the wake up indicator remains on steadily, the dialed number is valid. If it flashes, the number is invalid.</p>   |
| 3 | <p>If the dialed number is valid, dial the requested wake-up time using a 24-hour format.</p> <p>If the wake up indicator remains on steadily, the requested wake-up time is acceptable. Go to <a href="#">Step 4</a>.</p> <p>If it flashes, the time is not acceptable. The next available time is displayed. Go to <a href="#">Step 5</a>.</p> |
| 4 | <p>If the requested wake-up time is acceptable, click Automatic Wake Up again, then click the <b>Release</b> button.</p> <p>The Release indicator goes on; you are free to process other calls.</p>  |
| 5 | <p>If the initial request was not accepted, the next available time is displayed. Enter the new time, click Automatic Wake Up, then click the <b>Release</b> button.</p> <p>The Release indicator goes on. You are free to process other calls.</p>  |

**Note:** If the requested wake-up time is not acceptable to the system, the display shows alternative wake-up times in this order:

- 5 minutes earlier than the requested time
- 5 minutes later than the requested time
- the first available 5-minute interval before the requested time

---

—End—

---

### Canceling a wake-up call

You can cancel a wake-up call that has already been entered into system memory.

Use [Procedure 74 "Canceling a wake-up call" \(page 129\)](#) to cancel a wake-up call.

#### Procedure 74

#### Canceling a wake-up call

Step	Action
<i>A hotel guest calls to request that a wake-up call be cancelled.</i>	
1	Click Automatic Wake Up. (If the displayed number is not the number requiring cancellation of the wake up call, dial the proper number.)  The Automatic Wake Up indicator goes on.
2	Click the pound key (#), then click Automatic Wake Up again. (If the indicator flashes quickly, no wake-up call was found for the dialed number, click Automatic Wake Up again.)  The Automatic Wake Up indicator goes off; the wake-up request is canceled.
3	Click the <b>Release</b> button to end the procedure.  The Release indicator goes on; you are free to process other calls.

---

—End—

---

### Unanswered wake-up call notification

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

Use [Procedure 75 "Notifying an unanswered wake-up call"](#) (page 130) to notify an unanswered wake-up call.

**Procedure 75**  
**Notifying an unanswered wake-up call**

---

**Step Action**

---

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

- 1 You hear a continuous buzz. The Automatic Wake Up indicator flashes quickly. The extension number of the room that has failed to respond is displayed.
- 2 To cancel the notification, click **Automatic Wake Up**.  
The buzz stops. The Automatic Wake Up indicator goes off.
- 3 Click the **Release** button.

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

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

---

—End—

---

**Making a VIP wake-up call**

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

Use [Procedure 76 "Making a VIP wake-up call"](#) (page 130) to make a VIP wake-up call.

**Procedure 76**  
**Making a VIP wake-up call**

---

**Step Action**

---

- 1 A VIP wake-up call comes in to your console.  
You hear a buzz and the Automatic Wake Up indicator fast flashes. The Display shows **VIP**.
- 2 Click an idle loop key, then click **Automatic Wake Up**.  
You hear ringing, as the VIP's room DN is dialed automatically. The Source indicator goes on, and Automatic Wake Up goes off.
- 3 If the guest does not answer or the DN is busy, click Release.  
The System will retry the VIP wake-up call in five minutes.

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

Click the **Release** button when you have finished the personal wake-up message.

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

---

—End—

---

## Barge-in

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

Use [Procedure 77 "Using Barge-In" \(page 131\)](#) to use Barge-In.

### Procedure 77 Using Barge-In

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click on an idle loop key. The loop indicator goes on.  |
| 2 | Click Barge-In in the Feature List. The barge in indicator goes on.   |
| 3 | Dial the required trunk access code and route member number, then click on the pound key (#). You hear a fast busy signal if the trunk is disabled or not assigned. You hear a fast busy signal and the Source indicator flashes if the trunk is blocked in the network. Attempt Barge-In again in a few minutes.<br><br>You are able to speak to all parties and the Source and Destination indicators go on steadily if the trunk is busy. Parties hear a warning tone every six seconds.<br><br>You hear dial tone, the Source indicator goes on steadily and the barge in indicator flashes if the trunk is idle. |
| 4 | Click the <b>Release</b> button to end the procedure. The Release indicator goes on, indicating that you can now take other calls.<br><br><b>Note:</b> Barge-in cannot be used to verify the status of Release Link Trunks (RLT) used with Centralized Attendant Service (CAS).   |

---

—End—

---

## Busy verify

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

Use [Procedure 78 "Using Busy Verify" \(page 132\)](#) to use Busy Verify.

### Procedure 78 Using Busy Verify

---

Step	Action
------	--------

---

- |   |  |
|---|--|
| 1 | Click on an idle loop key. The loop indicator goes on.   |
| 2 | Click Busy Verify in the Feature List. The Busy Verify indicator goes on.  |
| 3 | Dial the extension you wish to check. You hear a fast busy signal if the extension is disabled or not assigned.<br><br>You are able to speak to all parties and the Source and Destination indicators go on steadily if the extension is busy. Parties hear a warning tone every six seconds.<br><br>The Source and Busy Verify indicators flash slowly if the extension is idle. The extension is not rung. |
| 4 | Click on Signal Source to ring the extension. If the called party answers, the Source and Busy Verify indicators go on steadily.   |
| 5 | Click the <b>Release</b> button to end your connection in the call.<br><br>The Release indicator goes on, indicating that you are now free to take other calls.  |

---

—End—

---

## Charge Account

You can assign a Charge Account number to an outgoing call after you have dialed the call.

Use [Procedure 79 "Entering an account number after dialing a call" \(page 133\)](#) to enter an account number after dialing a call.

---

**Procedure 79**  
**Entering an account number  
after dialing a call**

---

**Step Action**

---

*You have dialed an outgoing call for an extension at your location.*

- 1 Click Charge.  
The Destination indicator flashes; the called party is automatically placed on hold. The charge indicator goes on.
- 2 Dial the Charge Account number.  
The Destination indicator goes off; the call is automatically reestablished. The charge indicator goes off.
- 3 Click the **Release** button to end your connection in the call.  
The Release indicator goes on; you are free to process other calls.

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

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

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

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

---

—End—

---

**DID Route Conversion**

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

Use [Procedure 80 "Using DID Route Conversion" \(page 134\)](#) to use DID Route Conversion.

**Procedure 80**  
**Using DID Route Conversion**

<b>Step</b>	<b>Action</b>
1	Click on an idle loop key. The loop indicator goes on.
2	Click on DID Route Conv. The DID Route Conv indicator goes on.
3	Click on the pound key (#) to see the status of all DID routes. The DID Route Conv indicator goes on steadily to show that all routes are in day mode. The DID Route Conv indicator flashes to show that some or all routes are in night mode.
4	Dial the route access code to see the status of a specific DID route. The DID Route Conv indicator goes on steadily to show that the route is in day mode. The DID Route Conv. indicator flashes to show that the route is in night mode.
5	Click the <b>Release</b> button to cancel the change. All indicators go off. Nothing is changed.
6	Click on DID Route Conv to switch between day and night modes. All indicators go off. The mode of the DID route is changed.

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

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

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

---

—End—

---

### Do-Not-Disturb

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

Use [Procedure 81 "Setting up Do-Not-Disturb" \(page 135\)](#) to set up Do-Not-Disturb mode.

**Procedure 81**  
**Setting up Do-Not-Disturb**

---

**Step Action**

---

- 1 Click on an idle loop key.  
The loop indicator goes on.
- 2 Click on Do-Not-Disturb in the Feature List.  
You can now set up individual or group DND. The Source indicator goes on. The Do-Not-Disturb indicator flashes slowly.
- 3 To set up individual DND, dial the extension requesting DND.
- 4 To set up group DND, click on the pound key (#), then dial the appropriate group identification code, then click pound key (#) again.  
The Do-Not-Disturb indicator goes off (or goes on if the extension or group is already in DND mode).
- 5 Click on Do-Not-Disturb again. The Do-Not-Disturb indicator goes on; the dialed extension or group is now in DND.
- 6 Click the **Release** button to end the procedure.  
The loop, Source, and Do-Not-Disturb indicators go off. The Release indicator goes on.

**Note:** If you have a Do-Not-Disturb-Grp key, click on the Do-Not-Disturb-Grp key for the group of extensions you wish to place in do-not-disturb mode. The Do-Not-Disturb-Grp indicator flashes briefly, then goes on.

---

—End—

---

Use [Procedure 82 "Using Do-Not-Disturb" \(page 135\)](#) to use Do-Not-Disturb.

**Procedure 82**  
**Using Do-Not-Disturb**

---

**Step Action**

---

- 1 Click on an idle loop key.  
The loop indicator goes on.

- 2 To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND. You hear a busy signal. The Source indicator flashes. The Do-Not-Disturb indicator in the Feature List goes on.
- 3 Click the **Release** button.  
The loop, Source, and Do-Not-Disturb indicators go off. The Release indicator goes on.

---

—End—

---

### Cancelling Do-Not-Disturb

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

Use [Procedure 83 "Cancelling Do-Not-Disturb" \(page 136\)](#) to cancel Do-Not-Disturb.

#### Procedure 83

#### Cancelling Do-Not-Disturb

Step	Action
1	Click on an idle loop key. The loop indicator goes on.
2	Click on Do-Not-Disturb in the Feature List. You can now cancel individual or group DND. The Source indicator goes on. The Do-Not-Disturb indicator flashes slowly.
3	Do one of the following: <ol style="list-style-type: none"> <li>a. To cancel individual DND, dial the extension to be removed from DND mode.</li> <li>b. To cancel group DND, click on the star key (#), dial the appropriate group identification code, and then click the star key (#) again. The Do-Not-Disturb indicator goes on. Click on Do-Not-Disturb again.  The Do-Not-Disturb indicator goes off; the dialed extension or group is now removed from DND mode.</li> </ol>
4	Click the <b>Release</b> button to end the procedure. The loop and Source indicators go off. The Release indicator goes on.  <b>Note:</b> If you have Do-Not-Disturb-Grp keys, click on the Do-Not-Disturb-Grp key beside a Do-Not-Disturb-Grp

indicator which is on, to cancel DND for that group. The Do-Not-Disturb-Grp indicator flashes briefly, then goes off.

---

—End—

---

### Overriding Do-Not-Disturb

A Do-Not-Disturb indicator which is on tells you that you have dialed an extension in Do-Not-Disturb mode.

Use [Procedure 84 "Overriding Do-Not-Disturb" \(page 137\)](#) to temporarily override DND for that call.

#### Procedure 84

#### Overriding Do-Not-Disturb

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | Click on an idle loop key. The loop indicator goes on.  |
| 2 | Dial the extension previously placed in DND mode.<br>You hear a busy signal. The Source indicator flashes. The Do-Not-Disturb indicator goes on.  |
| 3 | Click on Do-Not-Disturb.<br>You hear ringing. The Source indicator flashes slowly. The Do-Not-Disturb indicator goes off. The called party answers.   |
| 4 | Click the <b>Release</b> button when you wish to end the call.<br>The Source indicator goes on steadily upon answer. The loop and Source indicators go off upon release. The Release indicator goes on. |

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

---

—End—

---

### Testing Do-Not-Disturb

When the Do-Not-Disturb indicator goes on steadily, Do-Not-Disturb is functioning properly.

Use [Procedure 85 "Testing Do-Not-Disturb" \(page 138\)](#) to test Do-Not-Disturb.

**Procedure 85**  
**Testing Do-Not-Disturb**

---

**Step Action**

---

- 1 Click on an idle loop key.  
The loop indicator goes on.
- 2 To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND.  
You hear a busy signal. The Source indicator flashes. The DND indicator goes on.
- 3 Click the **Release** button.  
The loop, Source, and Do Not Disturb indicators go off. The Release indicator goes on. A dnd. group indicator stays on steadily while the extensions within the group are in Do-Not-Disturb mode.

---

—End—

---

**End-to-end signaling**

You can send Dual Tone Multiple Frequency (DTMF) signals from your console to access devices that require Touch tone signalling.

Use [Procedure 86 "Sending DTMF signals" \(page 138\)](#) to send DTMF signals.

**Procedure 86**  
**Sending DTMF signals**

---

**Step Action**

---

*You have an active call on either the Source loop or Destination loop.*

- 1 Click on EES. The EES indicator fast flashes.
- 2 Dial numbers on the dial pad.  
The connected party receives DTMF signals. Your line display may display each number you dial. You may hear the tones if feedback has been defined in software.
- 3 Click on EES to end the procedure. The EES indicator goes off.  
**Note:** The console can have only one party connected, either source or destination. Activating any feature that allows or requires an active party on the loop key (Hold, Call Park, Charge Account, Release) will cancel end-to-end signaling.

---

—End—

---

### Enhanced Night Service

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

Enhanced Night Service allows you to:

- address different night answering requirements
- establish different patterns to satisfy required night, holiday, or weekend Night Service answering needs
- modify the assignment when Night Service is not active (a service change may also perform this modification)

Use [Procedure 87 "Determining the Night Service setting" \(page 139\)](#) to determine the Night Service setting.

#### Procedure 87

##### Determining the Night Service setting

---

Step	Action
1	Click an idle loop key. The loop key indicator lights steadily.
2	Click the Busy button. The indicator flashes. You hear dial tone, and the current Night Service Option number is displayed.
3	Click the <b>Release</b> button. The loop and Busy indicators light steadily, and the display is cleared.



---

—End—

---

Use [Procedure 88 "Selecting a new Night Service" \(page 140\)](#) to select a new Night Service.

**Procedure 88****Selecting a new Night Service****Step Action**

- | Step | Action   |
|------|--|
| 1    | Dial a one-digit (0 to 9) option number.<br><br>The old Night Service number (X) is shifted and the new Option number (Y) is displayed. X and Y are separated by a hyphen, for example, Y-X. |
| 2    | Click the <b>Release</b> button.<br><br>The Position Busy indicator goes out. The new Night Service option is stored. The display is cleared.  |

---

—End—

---

**Turning Enhanced Night Service on and off**

Enhanced Night Service permits incoming calls that would normally be directed to the console to be routed to a preselected destination when the console is unattended. Your console may be equipped with either regular Night Service, or enhanced Night Service, but not both. If necessary, ask your system administrator which version of Night Service is on your console.

Use [Procedure 89 "Turning Enhanced Night Service on and off for a single console" \(page 140\)](#) to turn Enhanced Night Service on and off for a single console.

**Procedure 89****Turning Enhanced Night Service on and off for a single console****Step Action**

- | Step | Action  |
|------|---|
| 1    | Click the <b>Busy</b> button to activate enhanced Night Service for a single console.       |
| 2    | Unplug the handset or headset.<br><br>The current Night Service option number is displayed. |
| 3    | To cancel enhanced Night Service for a single console, plug in the handset or headset.      |

---

—End—

---

Use [Procedure 90 "Turning Enhanced Night Service on and off for a multiple consoles"](#) (page 141) to turn Enhanced Night Service on and off for multiple consoles.

#### Procedure 90

##### Turning Enhanced Night Service on and off for a multiple consoles

Step	Action
1	Click on the <b>Busy</b> button at each console.
2	Unplug all headsets and handsets. The current Night Service option number is displayed.
3	To cancel enhanced Night Service for multiple consoles, plug in at least one handset or headset.  When all consoles but one are in Position Busy mode and the attendant at the only active console clicks on the Busy key, the system is automatically placed in Night Service.

—End—

### Enhanced Secrecy

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

Use [Procedure 91 "Using Enhanced Secrecy"](#) (page 141) to use Enhanced Secrecy.

#### Procedure 91

##### Using Enhanced Secrecy

Step	Action
1	Dial the requested extension.  The Excl Src indicator goes on during dialing. You hear ringing. The LCD indicator flashes slowly.  When the called party answers, the Destination indicator goes on steadily. The caller cannot hear conversation between you and the called party.
2	Click on the loop key beside the slowly flashing Source indicator to establish a three-way connection. You, the caller, and the called party hear a warning tone.

- 3 Click the **Release** button or an idle loop key to release the call from the console.

You cannot reenter the call. The caller and the called party remain connected. The Release indicator and all other indicators go off.

If you want to be able to reenter the call later, click on the **Hold** button, then the **Release** button. This step will exclude you from the call, but keep it on hold at the console. The caller and the called party remain connected. The loop key flashes slowly.

- 4 To reenter the call, possible only if you follow the process outlined in the second paragraph of step 3, click on the loop key beside the slowly flashing Source indicator. You, the caller, and the called party hear a warning tone.

**Note 1:** In Step 1, click on Excl Dst to talk to the caller while the called party's extension is being rung. The called party is excluded from the connection when the call is answered. The caller hears ringing if you click on the Release button while the called party is being rung.

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

**Note 3:** To establish yourself, the caller, and the called party in a connection that allows the called party to make another call, click on Conference in the Feature List after Step 4.

---

—End—

---

### Malicious Call Trace

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

Use [Procedure 92 "Tracing nuisance calls" \(page 142\)](#) to trace nuisance calls.

#### Procedure 92 Tracing nuisance calls

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click Call Trace from the Feature List while the call is in progress.<br>The loop indicator is on. The Source or Destination indicator is on. |
|---|---|

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

---

—End—

---

## Night Service

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

Use [Procedure 93 "Using Night Service" \(page 143\)](#) to use Night Service.

### Procedure 93 Using Night Service

Step	Action
1	Click on an idle loop key.
2	Click the Busy key. You hear dial tone. The loop indicator goes on.
3	Dial the desired trunk access code and member number, followed by the pound key (#).
4	Click on Display Source to check the display. If the display is clear, no night-service extension has been assigned to the trunk. If the display shows an extension number, it is the night-service extension assigned to the trunk.
5	To <b>set up</b> a Night Service connection, dial the Night Service extension number to which the trunk is to be routed, followed by #.
6	To <b>cancel</b> an existing Night Service connection, press the star key (*), then the pound key (#). Trunk Answer From Any Station (TAFAS) is now allowed.

---

—End—

---

## Turning Night Service on and off

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

Use [Procedure 94 "Turning Night Service on and off for a single console"](#) (page 144) to turn Night Service on and off for a single console.

**Procedure 94**  
**Turning Night Service on and off**  
**for a single console**

---

**Step Action**

---

- 1 Click on the **Busy** button.
- 2 Unplug the handset or headset.
- 3 To cancel Night Service for a single console, plug in the handset or headset.

---

—End—

---

Use [Procedure 95 "Turning Night Service on and off for multiple consoles"](#) (page 144) to turn Night Service on and off for multiple consoles.

**Procedure 95**  
**Turning Night Service on and off**  
**for multiple consoles**

---

**Step Action**

---

- 1 Click the **Busy** button at any console.
- 2 Unplug all handsets and headsets.
- 3 To cancel Night Service for multiple consoles, plug in at least one handset or headset.

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

---

—End—

---

**Displaying and changing the Night Service option number**

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

Use [Procedure 96 "Displaying the Night Service option number"](#) (page 145) to display the Night Service option number.

**Procedure 96**  
**Displaying the Night Service**  
**option number**

---

**Step Action**

---

- 1 Click on an idle loop key.
- 2 Click the **Busy** button.  
 You hear dial tone. The loop indicator goes on.

---

—End—

---

Use [Procedure 97 "Changing the Night Service option number"](#) (page 145) to change the Night Service option number.

**Procedure 97**  
**Changing the Night Service**  
**option number**

---

**Step Action**

---

- 1 Dial a one-digit option number (0 to 9).  
 The dial tone stops. The old and new Night Service option numbers, separated by a hyphen, are displayed.
- 2 Click the **Release** button.  
 The loop indicator goes off.

---

—End—

---

## Paging

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

Use [Procedure 98 "Using Paging"](#) (page 145) to use Paging.

**Procedure 98**  
**Using Paging**

---

**Step Action**

---

- 1 Click on an idle loop key.  
 The loop indicator goes on.
- 2 Click on the **Page** key and make the announcement.

- 3 Click the **Release** button to end the procedure.  
The loop indicator goes off. The Release indicator goes on, indicating that you are now free to take other calls.

---

—End—

---

### Position Busy

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

Use [Procedure 99 "Using Position Busy" \(page 146\)](#) to use Position Busy.

#### Procedure 99 Using Position Busy

Step	Action
1	To activate Position Busy, click the <b>Busy</b> button when your console is idle (all loop indicators off).  You will receive no further calls.
2	To cancel Position Busy, click the <b>Busy</b> button when your console is in Position Busy mode.  You will now receive calls.
<b>Note:</b> In a single-console set-up, clicking on Busy places the System in Night Service. In a multiple-console setup, the System is placed in Night Service when all consoles are put into Position Busy.	

---

—End—

---

### Radio Paging

Use [Procedure 100 "Using Automatic pre-selection" \(page 146\)](#) to use Automatic pre-selection.

#### Procedure 100 Using Automatic pre-selection

Step	Action
1	Lift handset.  The telephone receives a dial tone.
2	Enter the RPAC (FFC) for initiating RPA.

The telephone receives the following:

- paging tone if FFC is valid
- CTVN treatment if FFC is invalid
- congestion tone (as configured) if no trunk is available in a single System

**3** Enter the DN of the part to be paged.

The telephone receives the following:

- ringback tone, call progress tones or silence (as configured) if paging was successful
- no tone from the System if speech path is provided
- CTVN treatment if DN is invalid
- congestion tone if no paging trunk is available
- busy tone if absence signal is received

---

—End—

---

Use [Procedure 101 "Using Automatic post-selection" \(page 147\)](#) to use Automatic post-selection.

**Procedure 101**  
**Using Automatic post-selection**

Step	Action
1	Lift the handset.  The telephone receives a dial tone.
2	Enter the DN of the party to be paged.  The telephone receives ringback or busy tone if DN is valid. It receives CTVN treatment if DN is invalid.
3	Click on the RPAG key (for RPA).  The telephone receives ringback tone, call progress tones or silence (as configured) if paging was successful. If the paging call recalls, the attendant can extend the call again. <ul style="list-style-type: none"> <li>• The telephone receives CTVN treatment if FFC or DN is invalid.</li> <li>• The telephone receives congestion tone if no paging trunks are available.</li> </ul>

- The telephone receives busy tone if absence signal is received.

---

—End—

---

Use [Procedure 102 "Using Manual pre-selection"](#) (page 148) to use Manual pre-selection.

**Procedure 102**  
**Using Manual pre-selection**

---

<b>Step</b>	<b>Action</b>
-------------	---------------

---

- |          |  |
|----------|--|
| <b>1</b> | Lift the handset.<br>The telephone receives a dial tone.   |
| <b>2</b> | Enter the RPAC (FFC) for initiating RPA.<br>The telephone receives: <ul style="list-style-type: none"><li>• paging tone if FFC is valid</li><li>• DTVN treatment if FFC is invalid</li><li>• congestion tone (as configured) if no paging trunk is available</li></ul> |
| <b>3</b> | Enter the DN of party you wish to reach.<br>The telephone receives ringback or busy tone if DN is valid. The telephone receives CTVN treatment if DN is invalid.   |
| <b>4</b> | Enter mode digit.  |
| <b>5</b> | Enter information to be sent.  |
| <b>6</b> | Press the pound key (#).<br>The telephone receives ringback tone, call progress tones or silence (as configured) if paging was successful.<br>The telephone receives busy tone if absence signal is received.  |

---

—End—

---

Use [Procedure 103 "Using Manual post-selection"](#) (page 149) to use Manual post-selection.

**Procedure 103**  
**Using Manual post-selection**

<b>Step</b>	<b>Action</b>
1	Lift the handset. The telephone receives a dial tone.
2	Enter the DN of the party to be paged. The telephone receives ringback or busy tone if DN is valid. The telephone receives CTVN treatment if DN is invalid.
3	Click on the RPAG key (for RPA). The telephone receives: <ul style="list-style-type: none"> <li>• ringback tone, call progress tones or silence (as configured) if paging was successful</li> <li>• CTVN treatment if FFC or DN is invalid</li> <li>• congestion tone if no paging trunks are available</li> </ul>

---

—End—

---

**Semi-automatic Camp On**

When an attendant extends a call to a desired party who is busy, the attendant can activate Semi-automatic Camp-On.

Use [Procedure 104 "Activating Semi-automatic Camp-On" \(page 149\)](#) to activate Semi-automatic Camp-On.

**Procedure 104**  
**Activating Semi-automatic Camp-On**

<b>Step</b>	<b>Action</b>
1	Click Semi-automatic Camp-On in the Feature List. The call is camped on the desired party. The display shows the calling party's DN, and the party to which the call is camped on (the desired party).
2	The desired party becomes idle. The call is recalled to the attendant.
3	To ring the desired party after receiving the recall, click Semi-Automatic Camp-On in the Feature List again.

---

—End—

---

### Series Call

The attendant designates the source call as a Series Call by clicking Series Call (SECL) from the Feature List. Series Call may be clicked by the attendant while dialing, talking to the destination party, or while a call is ringing. The associated indicator remains lit until the Series Call is cancelled. If the attendant tries to extend a call to an external station, the SECL indicator flashes. The attendant has to click Series Call to cancel the Series Call, and extend the call as a standard call extension.

### Speaking privately (Splitting)

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

Use [Procedure 105 "Speaking privately" \(page 150\)](#) to speak privately.

#### Procedure 105

#### Speaking privately

Step	Action
<i>A caller requests an extension.</i>	
1	To exclude the caller from the connection, click on Excl Src in the Feature List.  The Excl Src indicator goes on.
2	Dial the requested extension.  The called party answers. Talk privately with the called party. You hear ringing but the caller does not. The Destination indicator flashes slowly. Upon answer, ringing stops and the LCD indicator goes on steadily.
3	To exclude the called party from the connection, click on Excl Dst.  You and the caller are reconnected. Talk privately. The Excl Src indicator goes off. The Excl Dst indicator goes on.
4	To connect yourself, the caller, and the called party, click on the loop key. The Excl Dst indicator goes off.
5	To end your connection in the call, click the <b>Release</b> button. The Release indicator goes on, indicating that you are now free to take other calls.

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

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

---

—End—

---

## Speed Call

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

Use [Procedure 106 "Calling a Speed Call number" \(page 151\)](#) to call a Speed Call number.

### Procedure 106 Calling a Speed Call number

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click on an idle loop key.<br>The loop indicator goes on.   |
| 2 | Click on Speed Call.  |
| 3 | Dial the one-, two-, or three-digit access code associated with the desired number.<br><br>The Speed Call indicator goes off; the system automatically dials the full number. |

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

**Note 2:** If you wish to display the number stored against a speed-call access code, click on Disp Src after dialing the code.

---

—End—

---

## Storing a Speed Call number

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

Use [Procedure 107 "Storing a Speed Call number" \(page 152\)](#) to store a Speed Call number.

**Procedure 107**  
**Storing a Speed Call number**

---

**Step Action**

---

- 1** When all loop indicators are off, click on Speed Call.  
The Speed Call indicator flashes.
- 2** Dial the one-, two-, or three-digit code to be associated with the phone number.
- 3** To see if a number is already associated with the dialed code, click on Disp Src from the Feature List.  
The current speed-call list entry (if any) is displayed.
- 4** Dial the number to be stored. Click on the star key (\*) after every trunk access code to ensure a pause for dialtone.
- 5** Click on Speed Call again.  
The Speed Call indicator goes off; the access code and phone number you dialed are stored together for speed-calling.
- 6** To cancel a number stored against a code, click Speed Call, enter the code, and press the star key (\*).  
Regarding Speed Call access codes:
  - A one-digit access code (0 through 9) allows a Speed Call list of up to 10 numbers.
  - A two-digit access code (00 through 99) allows a Speed Call list of up to 100 numbers.
  - A three-digit access code (000 through 999) allows a Speed Call list of up to 1000 numbers.

**Note:** The phone numbers assigned to Speed Call access codes can be 4, 8, 12, 16, 20, 24, 28 or 31 digits long (including any asterisks inserted for dial-tone pauses).

---

—End—

---

## Stored Number Redial

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

Use [Procedure 108 "Using SNR" \(page 153\)](#) to use Stored Number Redial (SNR)

### Procedure 108

#### Using SNR

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | Click on an idle loop key.<br>The loop indicator goes on.   |
| 2 | Click on Stored Number Redial to redial the stored number.<br>The stored digits are automatically dialed. |
| 3 | Dial further digits now, if needed.   |
- 

—End—

---

Use [Procedure 109 "Storing an SNR number ahead of time" \(page 153\)](#) to store an SNR number ahead of time.

### Procedure 109

#### Storing an SNR number ahead of time

---

Step	Action
------	--------

---

*You can store one number of up to 31 digits for later use.*

- |   |  |
|---|--|
| 1 | Click on Stored Number Redial.<br>The Stored Number Redial indicator flashes.  |
| 2 | Dial the number to be stored.  |
| 3 | Click on Stored Number Redial again.<br>The Stored Number Redial indicator goes off; the previously stored number is erased. |

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

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

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

---

—End—

---

Use [Procedure 110 "Storing an SNR number during a call" \(page 154\)](#) to store an SNR number during a call.

**Procedure 110**  
**Storing an SNR number during a call**

---

**Step Action**

---

*You can use SNR while trying to establish a call (when the other end is ringing or busy), or during an established call (when you are talking to someone at the other end). If you are on an established call, go to Step 3.*

- 1 Click on an idle loop key.  
The loop indicator goes on.
- 2 Dial the required number.
- 3 Click on Stored Number Redial from the Feature List.

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

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

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

---

—End—

---

### System Speed Call

You can make a System Speed Call from a Meridian 1 proprietary telephone or an Attendant Console (user).

Use [Procedure 111 "Making a System Speed Call" \(page 155\)](#) to make a System Speed Call.

---

**Procedure 111**  
**Making a System Speed Call**

---

**Step Action**

---

- 1 Click an idle loop key.
- 2 Click System Speed Call from the Feature List.
- 3 Dial the Speed Call code.

If the Speed Call number is accepted, the telephone number represented by the Speed Call code is dialed automatically. No confirmation tone is given unless Flexible Feature Code (FFC) is implemented.

If the Speed Call number is not accepted, a fast busy signal indicates the number was rejected.

---

—End—

---



---

# Attendant PC network features

---

## Contents

- "Features" (page 157)
  - "Centralized Attendant Service" (page 157)
  - "Network Attendant Service" (page 162)
  - "Networking (ESN, ISDN) features" (page 166)

## Features

This section defines the Attendant PC network features that are available for attendant operations. The network features described are divided into three groups:

- Centralized Attendant Service (CAS)
- Network Attendant Service (NAS)
- Networking (ESN, ISDN)

### Centralized Attendant Service

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

Use [Procedure 112 "Answering a call to a remote console" \(page 157\)](#) to answer a call to a remote console.

#### Procedure 112

#### Answering a call to a remote console

Step	Action
1	Click on the loop key beside the flashing Source indicator (or remote ICI) to answer the call.

*You receive a call intended for a remote console.*

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

- 2 Respond to the caller's request.
  - 3 If no further action is needed, click the **Release** button to end the call.
- The Release indicator goes on; you can now take other calls.

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

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

---

—End—

---

### Extending a call to an idle extension

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

Use [Procedure 113 "Extending a call to an idle extension" \(page 158\)](#) to extend a call to an idle extension.

#### Procedure 113

#### Extending a call to an idle extension

Step	Action
<i>The caller requests an extension at the remote location.</i>	
1	Click on the key that forwards calls from other sites to the main location.  You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on.
2	Dial the requested extension.  You hear ringing at the remote location.
3	If you wish to release before the called party answers, click the <b>Release</b> button.

You are recalled if the called party does not answer within a set time after you release from the call. The Release indicator goes on; you can now take other calls.

If you wish to ensure that the called party is present, wait for an answer before releasing. When answered, the ringing stops; you can talk to the called party.

- 4 Once you have ensured that the called party is present, click the **Release** button to end your connection in the call.

---

—End—

---

### Extending a call to a busy remote extension

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

Use [Procedure 114 "Extending a call to a busy remote extension" \(page 159\)](#) to extend a call to a busy remote extension.

#### Procedure 114

#### Extending a call to a busy remote extension

Step	Action
<i>The caller requests an extension at the remote location.</i>	
1	Click on the key that forwards calls from a remote location to the main location.  You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on.
2	Dial the requested extension.  If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.
3	If the caller does not wish to wait, click the <b>RIs Dst</b> button, then the <b>Release</b> button to end the call.  The Release indicator goes on; you can take other calls.  If the caller wishes to be camped on to the busy extension, click the <b>Release</b> button. If recall occurs, either click the <b>Release</b> button to reextend the call or click the <b>RIs Dst</b> button, then the <b>Release</b> button to end the call. The Release indicator goes on; you can take other calls.

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

---

—End—

---

### Putting a call on silent hold

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

Use [Procedure 115 "Putting a call on silent hold" \(page 160\)](#) to put a call on silent hold.

#### Procedure 115

#### Putting a call on silent hold

---

Step	Action
------	--------

---

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

- |   |   |
|---|---|
| 1 | Click on the key that forwards calls from a remote location to the main location.<br><br>You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on. |
| 2 | Dial the silent hold code.<br><br>You hear four to six beeps.   |
| 3 | Click the <b>Release</b> button to put the call on silent hold.<br><br>The Release indicator goes on; you can take other calls.   |
| 4 | When recall occurs, check if camp-on is possible. If not, either put the call back on silent hold (Steps 2 and 3) or end it by clicking the <b>Rls Dst</b> button and then the <b>Release</b> button.               |

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

---

—End—

---

## Remote recall

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

Use [Procedure 116 "Using Remote recall" \(page 161\)](#) to use remote recall.

### Procedure 116

#### Using Remote recall

Step	Action
------	--------

*You receive a recall from a remote location.*

- 1 Click on the loop key beside the flashing Source indicator (or remote) to answer the call.

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

- 2 Click the **RI** **Dst** button. Ringing at the called extension stops.

- 3 If the caller wishes to end the call, click the **Release** button.

The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the **Release** button. The Release indicator goes on; you can now take other calls.

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

---

—End—

---

## Transferring a recall to another remote extension

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

Use [Procedure 117 "Transferring a recall to another remote extension" \(page 161\)](#) to transfer a recall to another remote extension.

### Procedure 117

#### Transferring a recall to another remote extension

Step	Action
------	--------

*You receive a recall from a remote location.*

- 1 Click on the loop key beside the flashing Source indicator (or remote) to answer the call.  
The tone stops and the loop and Source indicators go on steadily; you hear two beeps before you are connected to the called party. The remote ICI indicator is on.
- 2 The called party asks to have the caller transferred back to you. Click the **Rls Dst** button to release the called party from the call.  
You are connected to the caller.
- 3 If the caller wishes to end the call, click the **Release** button.  
The Release indicator goes on; you can now take other calls.  
If the caller wishes to speak to another party, dial the new number, then click the **Release** button. The Release indicator goes on; you can now take other calls.

---

—End—

---

### Network Attendant Service

The following NAS features are processed the same as for local calls. You can find these features elsewhere in this section:

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

The next five features apply specifically to NAS situations. Clicking the NAS key on your screen console makes you available for calls from all locations in the network.

### Answering a call from a remote console

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

Use [Procedure 118 "Answering a call from a remote console"](#) (page 163) to answer a call from a remote console.

### Procedure 118

#### Answering a call from a remote console

---

Step	Action
------	--------

---

*You receive a call intended for a remote console.*

- 1 Click on the loop key beside the flashing remote ICI to answer the call. The tone stops and you are connected to the caller. The appropriate ICI indicator is on.
- 2 Respond to the caller's request. If no further action is needed, click the **Release** button to end the call. The Release indicator goes on; you can now take other calls.

**Note 1:** Calls from remote locations travel over Integrated Service Digital Network (ISDN) trunks. Calling Line ID is supplied, to indicate the source of the call.

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

---

—End—

---

### Extending a call to a busy remote extension

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

Use [Procedure 119 "Extending a call to a busy remote extension"](#) (page 163) to extend a call to a busy remote extension.

### Procedure 119

#### Extending a call to a busy remote extension

---

Step	Action
------	--------

---

*You receive a call intended for a remote console.*

- 1 Click on the loop key beside the flashing ICI key to answer the call. The appropriate ICI indicator is on.

- 2** The caller requests an extension at the remote location. Dial the requested location.
- The appropriate ICI indicators are on. If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.
- 3** If the caller does not wish to wait, click the **Rls Dst** button, then the **Release** button to end the call.
- The Release indicator goes on; you can now take other calls.
- If the caller wishes to be camped onto the busy extension, click the **Release** button. If recall occurs, either click the **Release** button or click the **Rls Dst** button, then the **Release** button to end the call. The Release indicator goes on; you can take other calls.
- Note:** If you dial the requested number at the remote location and hear only a busy signal (with no beep), then a call is already camped onto that extension. If the caller wishes to wait, put the call on hold. Otherwise, release the call.

---

—End—

---

### Extending a call to an idle remote extension

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

Use [Procedure 120 "Extending a call to an idle remote extension"](#) (page 164) to extend a call to an idle remote extension.

#### Procedure 120

#### Extending a call to an idle remote extension

Step	Action
------	--------

*You receive a call intended for a remote console.*

- |          |   |
|----------|---|
| <b>1</b> | Click on the loop key beside the flashing ICI key to answer the call. The appropriate ICI indicator is on.  |
| <b>2</b> | Dial the requested extension.<br>You hear ringing at the remote location.   |
| <b>3</b> | If you wish to release before the called party answers click the <b>Release</b> button.<br>The Release indicator goes on; you can now take other calls. |

To ensure that the called party is present, wait for an answer before releasing. When call is answered, the ringing stops; you can talk to the called party.

- 4 Once you have ensured that the called party is present, click the **Release** button to end your connection in the call.

The caller and called party are connected. The Release indicator goes on; you can now take other calls.

---

—End—

---

### Remote recall

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

Use [Procedure 121 "Using Remote recall" \(page 165\)](#) to use Remote recall.

#### Procedure 121

##### Using Remote recall

Step	Action
<i>You receive a recall from a remote location.</i>	
1	Click on the loop key beside the flashing ICI indicator. The appropriate ICI indicator is on.
2	Click the <b>Rls Dst</b> button. The ringing at the called extension stops.
3	If the caller wishes to end the call, click the <b>Release</b> button. The Release indicator goes on; you can now take other calls.  If the caller wishes to speak to another party, dial the new number, then click the <b>Release</b> button. The Release indicator goes on; you can now take other calls.
<b>Note:</b> Calling Line ID supplies the information regarding the source of the recall.	

- 1 Click on the loop key beside the flashing ICI indicator.

The appropriate ICI indicator is on.

- 2 Click the **Rls Dst** button. The ringing at the called extension stops.

- 3 If the caller wishes to end the call, click the **Release** button.

The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the **Release** button. The Release indicator goes on; you can now take other calls.

**Note:** Calling Line ID supplies the information regarding the source of the recall.

---

—End—

---

### Transferring a call to another remote extension

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

Use [Procedure 122 "Transferring a call to another remote extension"](#) (page 166) to transfer a call to another remote extension.

### Procedure 122

#### Transferring a call to another remote extension

---

Step	Action
------	--------

---

*You receive a call from a remote location.*

- |   |   |
|---|---|
| 1 | Click on the loop key beside the flashing ICI indicator to answer the call.<br><br>The appropriate ICI indicator is on.   |
| 2 | The called party asks to have the caller transferred back to you. Click the <b>RI</b> <b>Dst</b> button to release the called party from the call. You are connected to the caller.   |
| 3 | If the caller wishes to end the call, click the <b>Release</b> button.<br><br>The Release indicator goes on; you can now take other calls.<br><br>If the caller wishes to speak to another party, dial the new number, then click the <b>Release</b> button. The Release indicator goes on; you can now take other calls. |

---

—End—

---

## Networking (ESN, ISDN) features

When an extension user requests an ESN location, you may have to enter an authorization code to override the access restrictions assigned to the user's extension. Authorization codes are issued to extension users with special calling needs.

Use [Procedure 123 "Overriding access restrictions"](#) (page 166) to override access restrictions.

### Procedure 123

#### Overriding access restrictions

---

Step	Action
------	--------

---

*A caller requests an extension at a distant ESN location and provides an authorization code.*

- |   |  |
|---|--|
| 1 | Dial the requested number. The Excl Src indicator goes on. You may hear the authorization-code prompt: <ul style="list-style-type: none"> <li>• a recorded message followed by three beeps, or</li> <li>• ten beeps followed by dial tone</li> </ul> |
|---|--|

- 2 Dial the user's authorization code. The call is completed.
- 3 Click the **Release** button to end your connection in the call.  
The Release indicator goes on; you can now take other calls.

---

—End—

---

### Charge Account

If your console has a Charge key, you can assign a charge account number to a call about to be extended to an ESN location.

Use [Procedure 124 "Assigning a charge account number to a call"](#) (page 167) to assign a charge account number to a call.

#### Procedure 124

##### Assigning a charge account number to a call

Step	Action
------	--------

*A caller requests an extension at a distant ESN location and wishes to charge the call to an account number.*

- |   |   |
|---|---|
| 1 | Click on <b>Charge</b> .<br>The Charge indicator goes on. The Destination indicator flashes.  |
| 2 | Dial the charge account code.<br>The Charge and Destination indicators go off when the last digit of the charge account code is entered.  |
| 3 | Dial the call as usual and click the <b>Release</b> button.<br>A charge record is produced when the trunk is accessed. The Release indicator goes on; you can now take other calls. |

---

—End—

---

### Expensive Route Warning Tone

When an extension user requests an ESN location, you may be signaled that only an expensive route is available. The caller can accept the expensive route (direct distance dialing, or DDD) or try again later.

Use [Procedure 125 "Accepting or rejecting an expensive route"](#) (page 168) to accept or reject an expensive route.

**Procedure 125**  
**Accepting or rejecting an expensive route**

---

**Step Action**

---

*A caller requests an extension at a distant ESN location.*

- 1 Dial the requested number.  
 The Excl Src indicator goes lights. You hear three beeps if the only available route is the most expensive one.
- 2 Do one of the following:
  - a. To accept the expensive route, company policy permitting, stay on the line. The call is completed.
  - b. To reject the expensive route, click the **Release** button. The Excl Src indicator goes off; you and the caller are reconnected.
- 3 Click the **Release** button to end your connection in the call.  
 The Release indicator goes on; you can now take other calls.

---

—End—

---

**Extending a call: off-hook queueing**

When an extension user requests an ESN location for which a trunk is not immediately available, you can:

- wait off-hook until a trunk becomes available
- release the connection and allow the caller to wait for the trunk

Use [Procedure 126 "Using off-hook queueing" \(page 168\)](#) to use off-hook queueing.

**Procedure 126**  
**Using off-hook queueing**

---

**Step Action**

---

*A caller requests an extension at a distant ESN location.*

- 1 Dial the requested number.  
 The Excl Src indicator goes on during dialing. you hear a beep if a route is not immediately available.
- 2 Inform the caller that there will be a brief wait.
- 3 Click the **Release** button to end your connection in the call.

The Release indicator goes on; you can now take other calls.

---

—End—

---

### Network Speed Call

With Network Speed Call, you can extend calls to a selected number at an ESN location by dialing a one-, two-, or three-digit code.

Use [Procedure 127 "Using Network Speed Call" \(page 169\)](#) to use Network Speed Call.

#### Procedure 127

##### Using Network Speed Call

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Click on a loop key.<br><br>The loop indicator goes on steadily.  |
| 2 | Dial the network access code, the Network Speed Call list access number, and the one- to three-digit code for the desired number.<br><br>The Source indicator goes on steadily. The number is automatically dialed. |

---

—End—

---

### Routing control

You can use ESN routing control to modify extension user's network access. When routing control is on, each extension usually has more restrictions. Turning routing control off restores the Network Class of Service (NCOS) assigned to each ESN user.

Use [Procedure 128 "Using routing control" \(page 169\)](#) to use routing control.

#### Procedure 128

##### Using routing control

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | To turn routing control on, click on <b>Routing Controls</b> in the Feature List.<br><br>The Routing Controls indicator goes on. |
| 2 | To cancel routing control, click on <b>Routing Controls</b> .<br><br>The Routing Controls indicator goes off.                    |

---

—End—

---

---

# Using the Attendant PC Help Facility

---

## Contents

- "Description" (page 171)
- "About the Help facility" (page 171)
- "The Help menu" (page 172)
  - "Console Help F1" (page 172)
  - "Options menu" (page 175)
- "Glossary descriptions of console features" (page 176)
- "About the Attendant PC software" (page 176)

## Description

Online Help is essential to learning and using the Attendant PC. There are two kinds of Help: Help about a specific procedure and Help that gives you information about what you see on your screen.



## About the Help facility

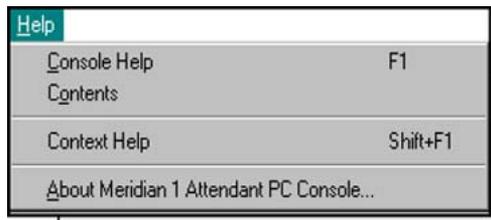
The Help facility provides the following three functions:

- describes the toolbar menu and console keys, such as fixed keys, loop keys and lamps
- provides definitions of call processing features, such as Barge In, Call Waiting, Call Park, and Malicious Call Trace
- gives setup instructions for feature keys, trunk group busy keys (TGB), and incoming call indication (ICI) keys.

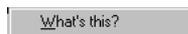
## The Help menu

This section describes the Help facility and the options you can access to select Attendant PC topics of interest ranging from "Creating a Virtual Feature" to understanding basic loop key operation. The next section provides examples of object and topical information contained within the Help facility.

Select a Help menu on your Console screen from the following options:



You can also access Help for a dialog box object by using any of the following means:



- Click the right mouse button on a Attendant PC object to display a "What's This?" message
- Click the icon in the dialog box title bar to display a Help cursor, then click the object



- Press the key to get Help on the selected object



- Use the key to close the current Help window.



### Console Help F1

When you press the function key on your keyboard, your terminal displays the Help Console window shown in [Figure 62 "Console Help window" \(page 173\)](#).



This window contains an image of your console, including its menu, and also has its own four-item menu bar displayed at the top:

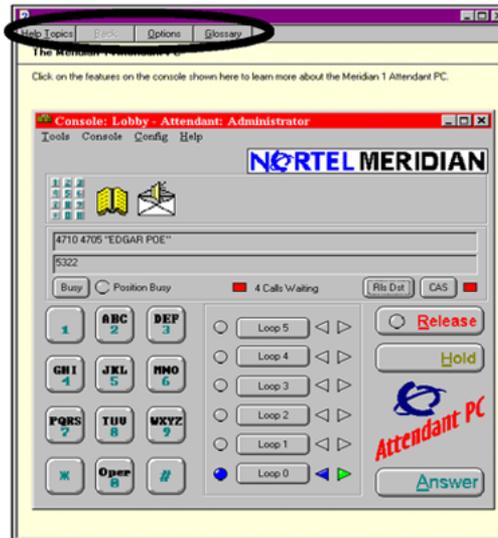
The Help topics menu bar contains the following selections:

- Help Topics
- Back

- Options
- Glossary

**Figure 62**  
**Console Help window**

Help Topics menu bar



### Contents tab

Use the **Contents** tab from Help Topics to assist you in finding Attendant PC information quickly (Figure 63 "Contents tab window" (page 174)) to provide step-by-step procedures as well as set up instructions for "Using the PC console screen", for example:

Contents



- Building an attendant's toolbox
- Extending a call to voice mail
- Adding an attendant
- Headset and handset operation
- Sizing a PC console screen

**Figure 63**  
Contents tab window



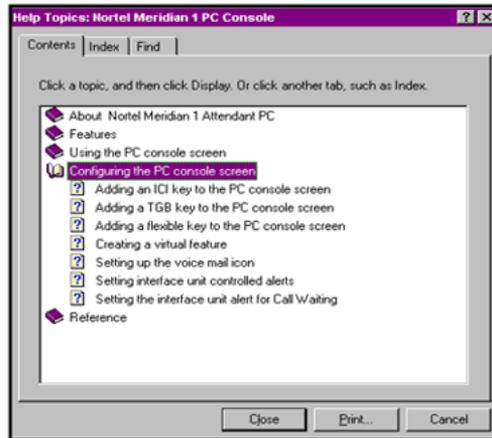
Tip

Some Help topics contain **green underlined text**. You can click the green text to see a definition of the term.

Represents a category of topics 

Reveals book contents 

A page represents an individual topic 



**Index tab**

Use the **Index** tab to search console keywords for **Help** on a specific topic. The Index serves as a traditional book index, listing keywords and phrases alphabetically.



See Figure 64 "Index tab window" (page 174).

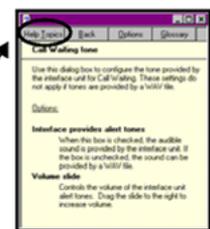
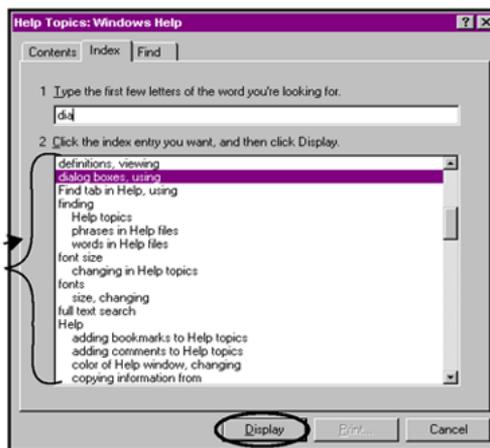
**Figure 64**  
Index tab window



Tip

To scroll through the Help Index, type the first few letters of the word you want to search for.

Double click on a console topic or click the Display button.



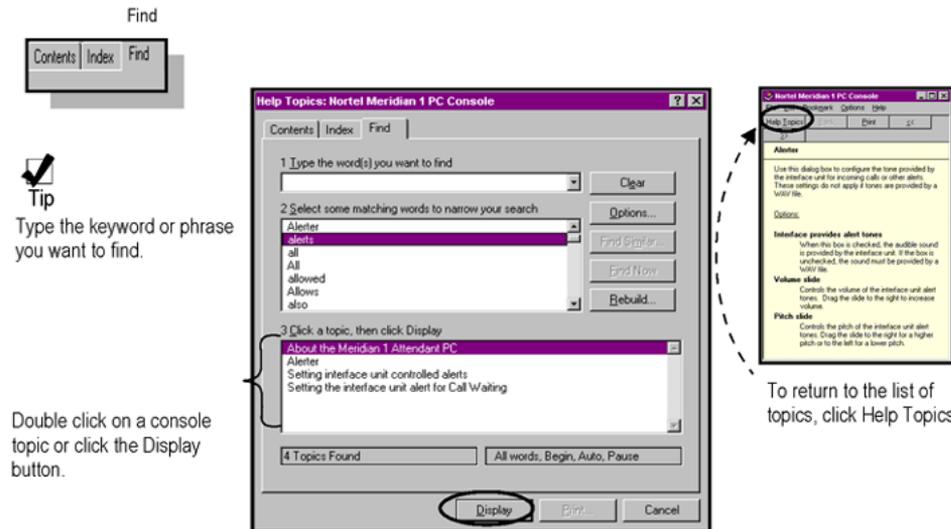
To return to the list of topics, click Help Topics.

## Find tab

Use the Find tab to initiate a full-text search for any Attendant PC keyword or phrase in the Help facility.

See Figure 65 "Find tab window" (page 175).

**Figure 65**  
Find tab window

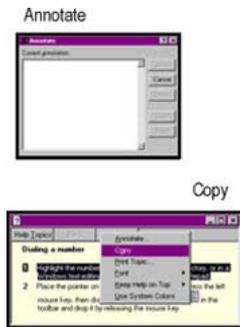


## Options menu

Use the **Options** menu to access enhanced console Help functions. The menu contains the following selections:



- **Annotate** - Allows you to add notes to a topic.
- **Copy** - Allows you to copy all or some selected topic text.
- **Print Topic** - Allows you to print selected topic.
- **Keep Help on Top** - Allows the Help window on top, or in a default position.

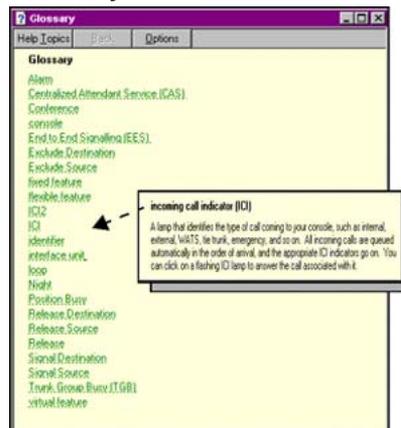


- **Font** - Allows you to specify small, normal or large font.
- **Use System Colors** - Allows you to display the Help system using specified colors.

### Glossary descriptions of console features

The Glossary window (Figure 66 "Glossary window" (page 176)) provides a reference for reading about console features. Click on any Attendant PC entry of interest to display a popup description for that feature.

**Figure 66**  
**Glossary window**



### About the Attendant PC software

This Help menu displays the current software version of the Attendant PC application that you are presently using, for example; Version 1.1. Copyright © 1996-1997, Nortel. All rights reserved."

**Note:** Not every feature is available on every Attendant PC application. Features available for the release of software on your System are described in the NTP *Features and Services Fundamentals* (NN43001-106).

---

# Installing the Attendant PC Software

---

## Contents

- "Overview" (page 177)
- "System requirements" (page 178)
- "Installing the software" (page 178)
- "Registering the Attendant PC software" (page 188)
- "Configuring voicemail" (page 188)
- "Programming a Call Park Virtual Feature" (page 189)
- "Accessing the CPLUS Directory" (page 191)
- "Changing database location" (page 193)
- "Exporting Directory numbers" (page 195)
- "Importing Directory dialing numbers" (page 196)
- "Installing the PC Console Interface Unit" (page 197)
  - "Required Hardware" (page 197)
  - "Self Test and Diagnostics" (page 203)
  - "Troubleshooting the Status LED" (page 204)
  - "Stand-alone test procedure" (page 204)
  - "Audio In/Out" (page 205)
  - "Alarm or event notification" (page 205)

## Overview

This section provides instructions for installing the Attendant PC software application.

**Note:** After you have completed the software installation that follows, refer to "Installing the PC Console Interface Unit" (page 197) and follow the procedures that describe how to install the PC Console Interface Unit (PCCIU).

## System requirements

To use the Attendant PC software application, you need the following equipment:

- PC compatible computer system containing:
  - Pentium processor, 100 MHz or higher
  - 16 MB RAM available memory
  - Hard disk with at least 10 MB of free disk space
  - 17" SVGA color monitor (1024 by 768 resolution, 256 colors)
  - 16-bit sound board (recommended)
  - Printer (optional)
  - Network interface adapter (for LAN applications)
  - Windows 95<sup>®</sup>, Windows 98<sup>®</sup>, Windows 2000<sup>®</sup>, Windows NT<sup>®</sup> or Windows XP<sup>®</sup> operating systems
  - RS232 serial port

## Installing the software

**Note:** Before you set up the Attendant PC software turn off any virus protection programs you may have running. Virus protection programs can interfere with the set up process.

The disk set in your package includes an InstallShield Wizard to help you quickly install your copy of the Attendant PC software.

Use [Procedure 129 "Installing the Attendant PC software" \(page 178\)](#) to install the Attendant PC software.

### Procedure 129

#### Installing the Attendant PC software

Step	Action
1	Make sure that no applications are running.
2	Make a written note of the serial number printed on the disks. This number will be requested later during the installation.
3	Insert disk 1 into the drive from which you want to install.
4	Double-click the <b>My Computer</b> icon on your Windows desktop.

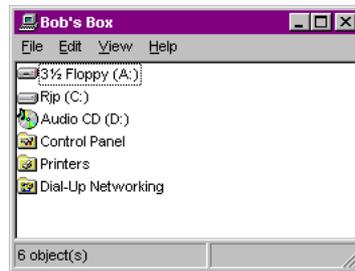


- 5 Double-click the **Control Panel** icon shown in [Figure 67 "Accessing the Add/Remove Programs Control Panel"](#) (page 179).

The "Control Panel" dialog window displays.

- 6 Double-click on **Add/Remove Programs** icon shown in [Figure 67 "Accessing the Add/Remove Programs Control Panel"](#) (page 179).

**Figure 67**  
**Accessing the Add/Remove Programs Control Panel**



The Install/Uninstall property page from the Add/Remove Program Properties sheet is displayed.

[Figure 68 "Install/Uninstall property page"](#) (page 180) shows the Install/Uninstall property page.

**Figure 68**  
**Install/Uninstall property page**



7 Click **Install**.

Figure 69 "Install Program from Floppy Disk window" (page 180) shows the **Install Program from Floppy Disk** window.

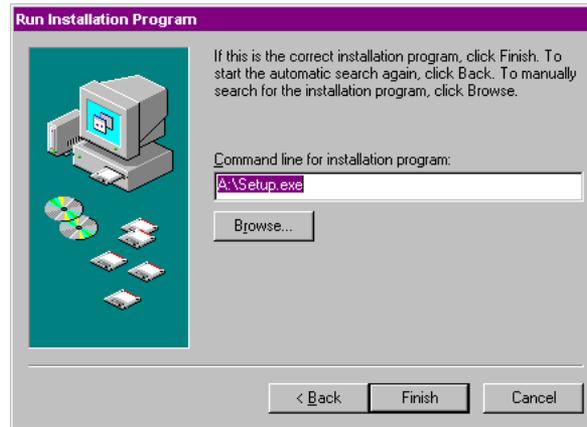
**Figure 69**  
**Install Program from Floppy Disk window**



8 Click **Next**.

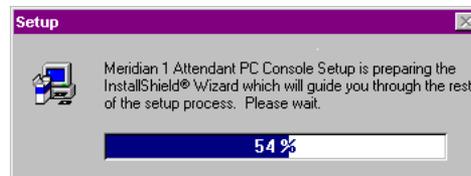
Figure 70 "Run Installation Program window" (page 181) shows the **Run Installation Program** window.

**Figure 70**  
**Run Installation Program window**



**9** Click **Finish**.

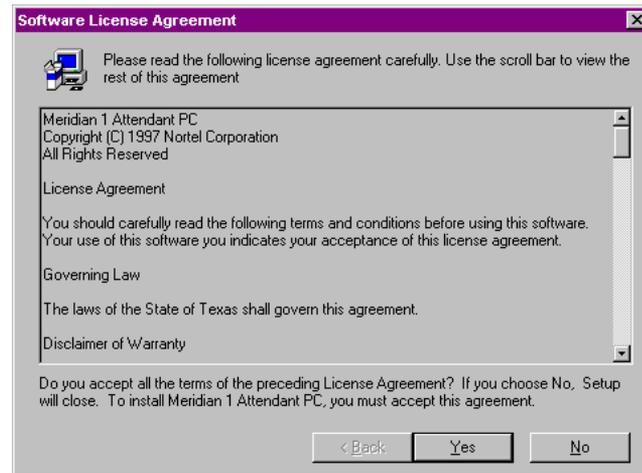
The Attendant PC Console setup prepares the "InstallShield Wizard" to assist you in the set up process.



The next window displays the software license agreement. Before you click **YES**, make sure you read carefully all of the terms of the license agreement.

[Figure 71 "Software license agreement" \(page 182\)](#) shows the Software license agreement window.

**Figure 71**  
**Software license agreement**



The installation process continues with the Welcome display.

Figure 72 "Welcome display" (page 182) shows the Welcome display window.

**Figure 72**  
**Welcome display**



10 Click Next to display the User Information window.

11 Enter your name and company and click **Next**.

Figure 73 "User information display" (page 183) shows the User Information window.

**Figure 73**  
User information display

The "Setup Type" window prompts you to indicate the setup you prefer for the Attendant PC console (Figure 74 "Setup type" (page 183)).

- 12 Choose "Standalone", or, if you will be connecting more than one attendant together via a LAN, choose "Network - Initial" or "Network - Additional Workstation" as appropriate. See "Installing the LAN Interface Software" (page 209) for more information.
- 13 Click **Next** to continue.

Figure 74 "Setup type" (page 183) shows the Setup type window.

**Figure 74**  
Setup type

- 14 Click **Next** to choose the **Destination Folder** of the Attendant PC, or browse to select another folder.

Figure 75 "Choose Destination Location window" (page 184) shows the Choose Destination Location window.

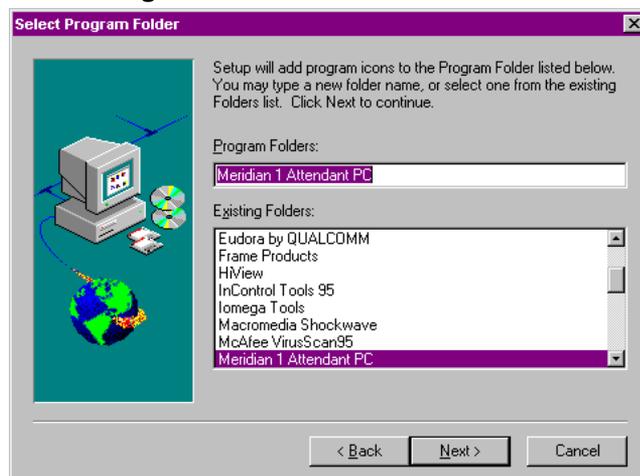
**Figure 75**  
**Choose Destination Location window**



- 15 When the Select Program Folder window appears, click **Next** to continue.

Figure 76 "Select Program Folder window" (page 184) shows the Select Program Folder window.

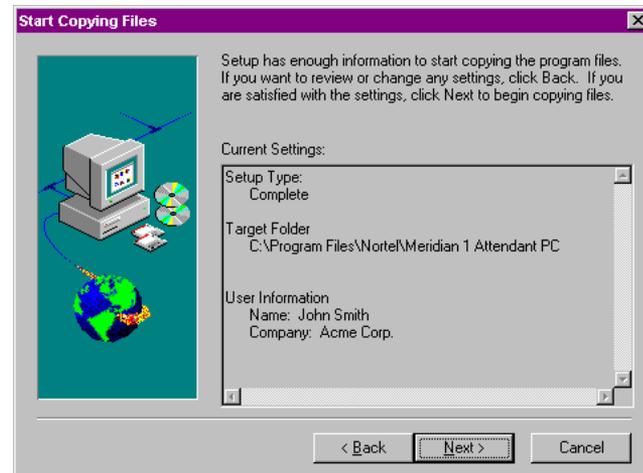
**Figure 76**  
**Select Program Folder window**



- 16 When the "Start Copying Files" window appears, click **Next** to continue.

Figure 77 "Start Copying Files window" (page 185) shows the Start Copying Files window.

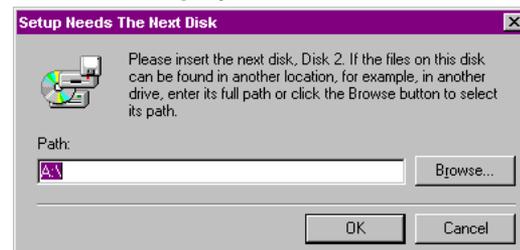
**Figure 77**  
**Start Copying Files window**



- 17 When prompted, insert the Attendant PC disk 2 or disk 3 into drive A:\ and click **OK**.

Figure 78 "Next disk display" (page 185) shows the Next disk display window.

**Figure 78**  
**Next disk display**

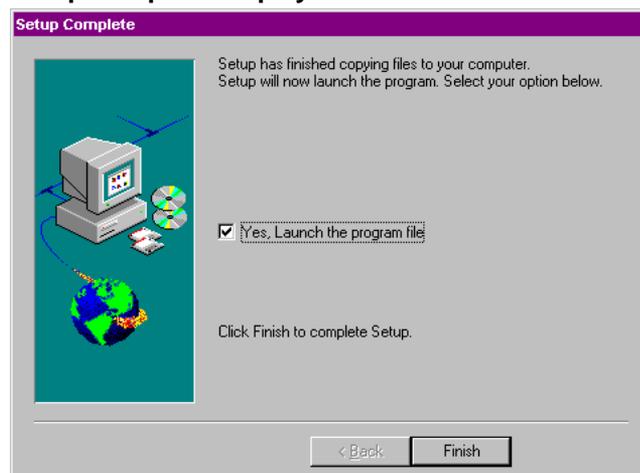


A status gauge reports the final copying progress of the set up program.

After a short time, the **Setup Complete** window displays (Figure 79 "Setup complete display" (page 186)) indicating that the Attendant PC software installation has succeeded.

Figure 79 "Setup complete display" (page 186) shows the Setup complete window.

**Figure 79**  
Setup complete display



- 18** Click **Finish** to restart your computer.

Now that your Attendant PC software is installed, you may wish to create a shortcut "console icon" to display on your desktop, to allow you easy access to the application.



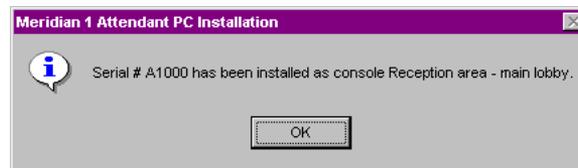
See your Windows User Guide or online Windows Help to assist you in creating a shortcut.

- 19** Once you've created your shortcut, double click on it to register your serial number and console name (Figure 80 "Attendant PC Serial number" (page 187)).
- 20** Enter the serial number that is printed on the diskette label into the "Serial Number" box.
- 21** In the "Console Identification" box, enter text which readily identifies the console to the users of the Attendant PC system.
- For example:  
"Reception Area - East Wing" or "Reception Area - Main Lobby"
- This information will be displayed on the top status bar after the word "Console."
- 22** Enter the serial number found on the installation diskettes, then click **OK** to confirm your serial number is correct and launch the Attendant PC console.

**Note:** Entering the serial number is not the same as registering the software. Please refer to "Registering the Attendant PC software" (page 188).

Figure 80 "Attendant PC Serial number" (page 187) shows the Attendant PC Serial number window

**Figure 80**  
**Attendant PC Serial number**



The Main Screen appears. This is the screen that the attendant will use to perform basic call processing functions and use features.

Figure 81 "Attendant PC Main Screen" (page 187) shows the Attendant PC Main Screen window.

**Figure 81**  
**Attendant PC Main Screen**



When the Main Screen appears, the Attendant PC will be in position busy or night and must be removed from that state before it can receive calls.

---

—End—

---

## Registering the Attendant PC software

The Attendant PC software has now been installed, however this software will expire in 30 days unless it is made permanent by the following registration process.

**Note 1:** If the Attendant PC software has not been registered within 30 days after installation, you will be unable to access the application and you will be prompted to enter a registration number before you can use the software.

**Note 2:** Completing registration before the 30 day period ends is highly recommended, since some information, such as the "Installation code", which is requested when you are obtaining the registration code through the registration process, is available only within the Attendant PC application.

Use [Procedure 130 "Registering your copy of Attendant PC software" \(page 188\)](#) to register your copy of Attendant PC software.

### Procedure 130 Registering your copy of Attendant PC software

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | Choose <b>Console Configuration</b> from the <b>Configuration</b> menu, then click the <b>Consoles</b> tab. |
| 2 | Click the <b>Register</b> tab.  |
| 3 | Call the number provided on the dialog box and provide the information requested by the technical staff.    |
| 4 | Type the registration number provided by the technical staff into the text box and click <b>OK</b> .        |

---

—End—

---

## Configuring voicemail

Before the attendant can extend calls to voice mail, the voice mail access number must be configured in the Attendant PC.

Use [Procedure 131 "Configuring voicemail" \(page 189\)](#) to configure voicemail.

**Procedure 131**  
**Configuring voicemail**

Step	Action
1	Choose <b>Console Configuration</b> from the <b>Configuration</b> menu, then click the <b>General</b> tab.
2	Enter the access number for voicemail in the appropriate text box.
3	Enter the voicemail number termination flag in the appropriate text box.
4	Click the <b>General</b> tab.
5	Select a default WAV file for audible signalling (optional).
6	Select the length of time delay (in milliseconds) when a comma is encountered during dialing.
	
7	Click the <b>Flex Keys</b> tab.
8	Assign <b>End to End Signalling (EES)</b> to a Flexible Feature key.
9	Click <b>OK</b> to return to the main screen.
	The Voicemail icon now appears on the Main Screen to the right of the Directory icon.

—End—

## Programming a Call Park Virtual Feature

Before the attendant can activate the Call Park feature, it must be programmed as a Virtual Feature.

Use [Procedure 132 "Creating a Virtual Feature for Call Park" \(page 190\)](#) to create a Virtual Feature for Call Park.

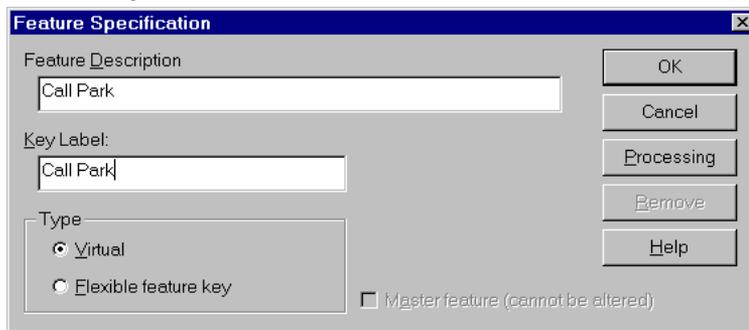
**Procedure 132**  
**Creating a Virtual Feature for Call Park**

Step	Action
------	--------

- |   |   |
|---|---|
| 1 | Select <b>Console Configuration</b> from the <b>Configuration</b> menu. |
| 2 | Click the <b>Features</b> tab.  |
| 3 | Click <b>New</b> .  |
| 4 | Enter the "Feature Description" and "Key Label."                        |

Figure 82 "Feature Specification window" (page 190) shows the Feature Specification window.

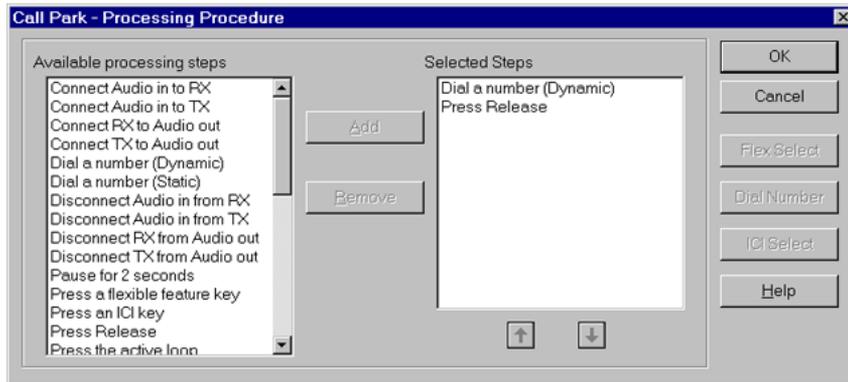
**Figure 82**  
**Feature Specification window**



- |   |   |
|---|---|
| 5 | Make sure that the <b>Virtual</b> radio button is selected in the Type box.   |
| 6 | Click <b>Processing</b> .   |
| 7 | Select each of the following steps in the left column and click <b>Add</b> : <ul style="list-style-type: none"> <li>• Dial a number (Dynamic)</li> <li>• Press Release</li> </ul> |

Figure 83 "Call Park - Processing Procedure window" (page 191) shows the Call Park - Processing Procedure window.

**Figure 83**  
**Call Park - Processing Procedure window**



- 8 Click **OK** until you return to the Main Screen.

The Call Park Virtual Feature will appear in the Feature List with the name you entered as the "Key Label." Virtual Features are distinguished by light blue icons.

Now you can activate the Call Park Virtual Feature by clicking it from the Feature List and entering the extension where the call will be parked.

---

—End—

---

## Accessing the CPLUS Directory

Procedure 133 "Use CPLUS Directory to upload CPLUSDIR.BTR" (page 191) shows you how to use the CPLUS Directory function to upload CPLUSDIR.BTR dialing numbers from a diskette to the Attendant PC Data folder. These dialing numbers can then be transferred to your personal Directory.

Use Procedure 133 "Use CPLUS Directory to upload CPLUSDIR.BTR" (page 191) to use CPLUS Directory to upload CPLUSDIR.BTR.

### Procedure 133

#### Use CPLUS Directory to upload CPLUSDIR.BTR

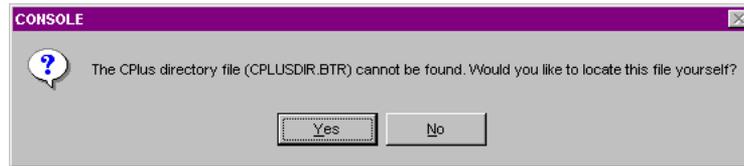
Step	Action
------	--------

- 1 Select **CPLUS Directory** from the **Tools** menu.

A dialog displays prompting you that the CPLUS directory file CPLUSDIR.BTR cannot be found.

Figure 84 "CPLUS Directory dialog box" (page 192) shows the CPLUS Directory dialog box.

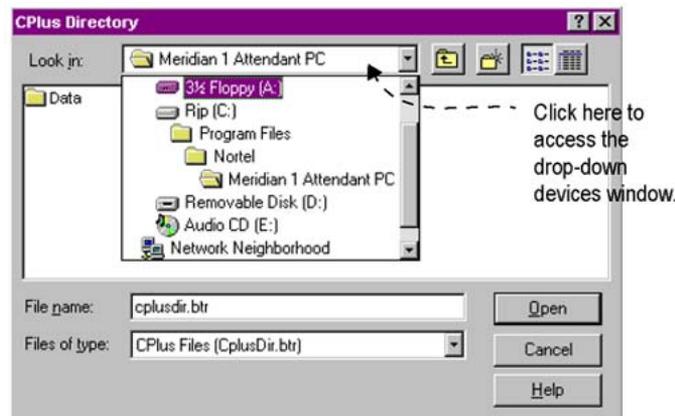
**Figure 84**  
**CPLUS Directory dialog box**



- 2 Click **Yes** to locate the CPLUS file.  
 The CPLUS Directory "Look in" window is displayed.
- 3 Click the  to display the 3 1/2 Floppy (A:) drive icon.

Figure 85 "CPLUS Directory Look in display window" (page 192) shows the CPLUS Directory Look in window.

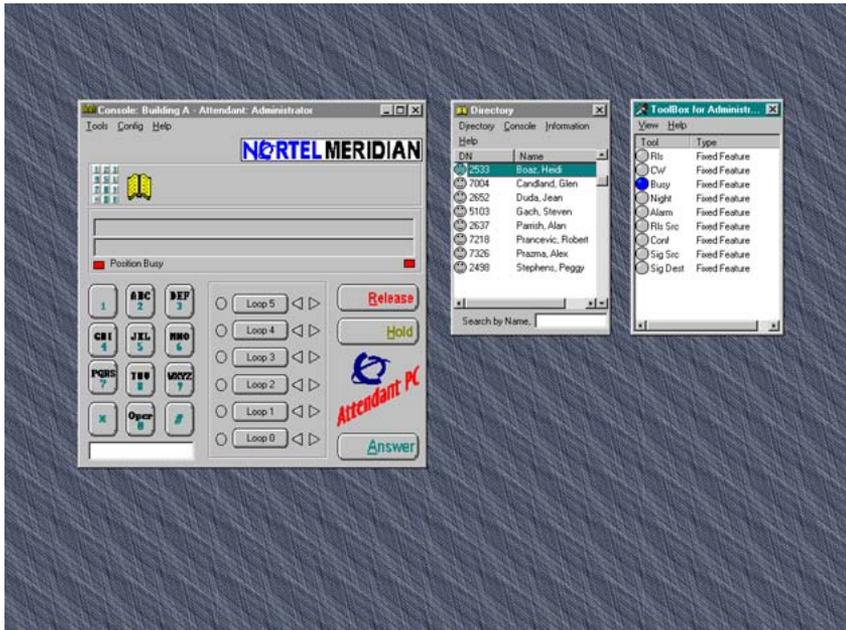
**Figure 85**  
**CPLUS Directory Look in display window**



- 4 Select the CPLUSDIR.BTR file and click **Open**.  
 The CPLUSDIR.BTR file is uploaded to the Attendant PC Data folder.

Figure 86 "Customized Toolbox display" (page 193) shows a view of a console desktop with populated Toolbox and Directory windows. All features, ICIs, and TGBs are now easily accessible in one central location.

**Figure 86**  
**Customized Toolbox display**



—End—

## Changing database location

The default database and configuration files reside in the Data folder within the Attendant PC folder.

In the event of a network failure, the directory information on the network will be unavailable to the attendant. For this reason, attendants should periodically copy the network database files to the Data folder in the Attendant PC folder on their hard drive.

Use [Procedure 134 "Backing up network database files to another location" \(page 193\)](#) to back up the network database files to another location.

### Procedure 134

#### Backing up network database files to another location

Step	Action
1	Locate the Data folder located on the network.
2	Double click the folder.
Three files are displayed: Config.dat, Directory.dat, and Information.dat.	

- 3 Press **Ctrl + A** to select all three files.
- 4 Press **Ctrl + C** to copy the three files.
- 5 Locate and double click the Data folder within the Attendant PC folder on your hard drive (C: drive).
- 6 Press **Ctrl + V** to paste the three files into the Data folder on your hard drive.

Frequent copying of these files from the network to the local hard drive will ensure that the local directory files contains accurate directory information.

---

—End—

---

Use [Procedure 135 "Configuring the Attendant PC to use directory information on the hard drive"](#) (page 194) to configure the Attendant PC to use the directory information on your hard drive rather than the network directory information.

#### **Procedure 135**

#### **Configuring the Attendant PC to use directory information on the hard drive**

---

<b>Step</b>	<b>Action</b>
-------------	---------------

---

- |   |  |
|---|--|
| 1 | Click on the <b>Configuration</b> menu and select <b>Change Database Location</b> .  |
| 2 | Select the Config.dat file located in the Data folder in the Attendant PC folder on the hard drive (C: drive).   |
| 3 | Click <b>Open</b> .<br><br>The Attendant PC software restarts and accesses the directory information on your hard drive.<br><br>When the network becomes operational, you should perform the Change Database Location command again to access the network directory information: |
| 4 | Click on the <b>Configuration</b> menu and select <b>Change Database Location</b> .  |
| 5 | Select the Config.dat file located in the Data folder on the network.  |
| 6 | Click <b>Open</b> .<br><br>The Attendant PC software restarts and accesses the network directory information.  |

—End—

## Exporting Directory numbers

Use Procedure 135 "Configuring the Attendant PC to use directory information on the hard drive" (page 194) to export Directory numbers.

### Procedure 136

#### Exporting Directory numbers

Step	Action
1	Click Directory to select Export.

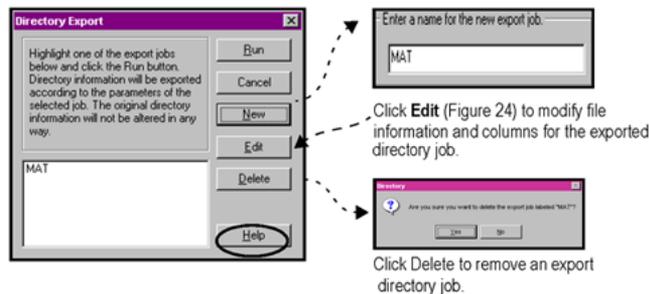


Figure 87 "Export display window" (page 195) shows the Export display window.

**Figure 87**  
Export display window



Click the Help button to see information on Exporting jobs using the Contents, Index, and Find tabs.

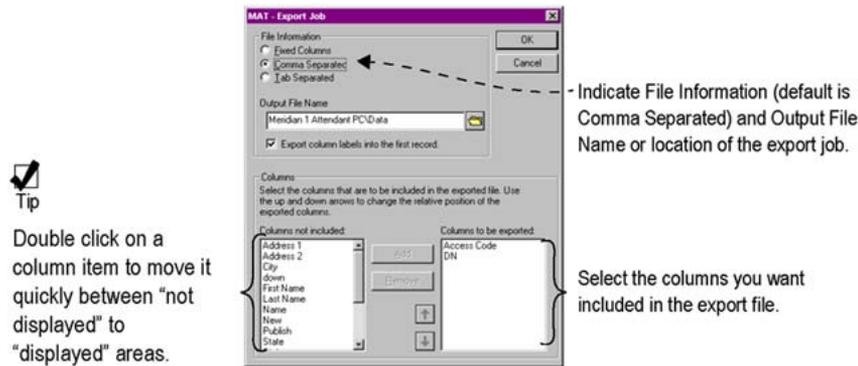


2 Click **New** to enter a name for the new export job.

The Export Job window displays.

Figure 88 "Export Job display window" (page 196) shows the Export Job display window.

**Figure 88**  
Export Job display window



**3** Click **OK**.

—End—

## Importing Directory dialing numbers

Use [Procedure 137 "Importing Directory sources"](#) (page 196) to import Directory sources.

### Procedure 137 Importing Directory sources

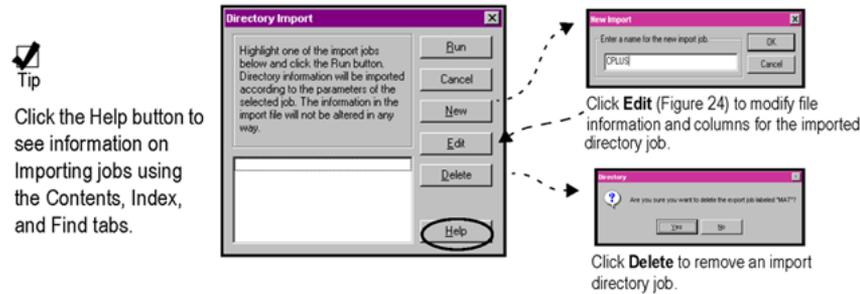
Step	Action
------	--------

1	Click <b>Directory</b> to select <b>Import</b> .
---	--



Figure 89 "Import display window" (page 197) shows the Import display window.

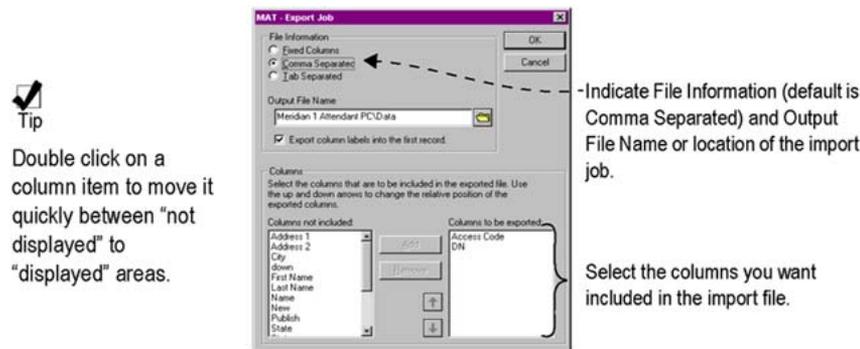
**Figure 89**  
Import display window



- 2 Click **New** to enter a name for the new import job.  
The Import Job window displays.

Figure 90 "Import Job display window." (page 197) shows the Import Job display window.

**Figure 90**  
Import Job display window.



- 3 Click **OK**.

—End—

## Installing the PC Console Interface Unit

**Note:** The Attendant PC software must be installed before the PC Console Interface Unit (PCCIU) is installed.

### Required Hardware

- PC Console Interface Unit (PCCIU)
- one DB25 system cable
- one DB9 RS-232 serial cable that connects the "Installing the PC Console Interface Unit" (page 197) to the PC

Nortel Communication Server 1000  
Attendant PC Console Fundamentals  
NN43001-520 01.01 Standard  
Release 5.0 30 May 2007

- Adapter (may be required to connect the PCCIU to the PC with the DB9 RS-232 serial cable)
- Handset
- Headset (optional)

Use [Procedure 138 "Installing the PCCIU"](#) (page 198) to install the PCCIU.

**Procedure 138**  
**Installing the PCCIU**

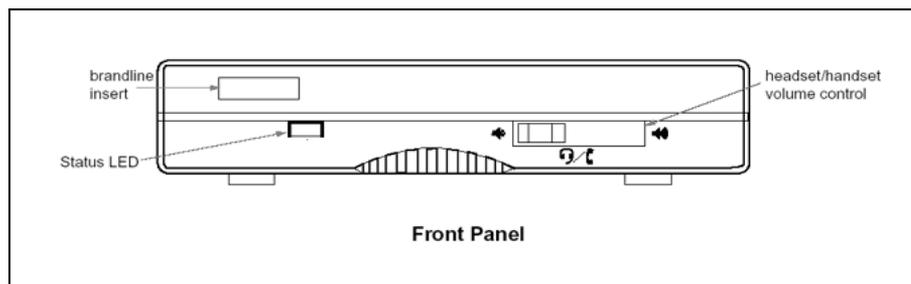
---

**Step Action**

---

- 1 Nortel recommends that you place the Attendant PC flat under the PC monitor with the front panel facing forward.

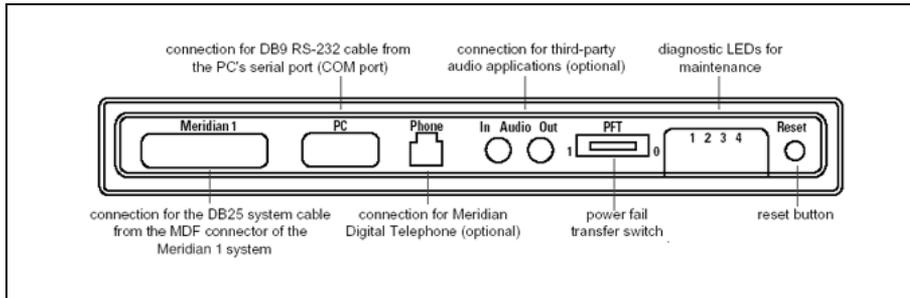
**Figure 91**  
**PC Console Interface Unit front panel**



- 2 Connect one end of the DB25 system cable to the Meridian 1 connector on the rear of the Attendant PC.
- 3 Connect the other end of the DB25 system cable to the MDF connector.
- 4 Attach the DB9 connector from the DB9 RS-232 serial cable to the PC port on the Attendant PC.
- 5 Connect the other end of the DB9 RS-232 serial cable to the serial port (COM port) on the PC.

**Note:** An adapter may be required to connect the DB9 RS-232 serial cable from the PCCIU to the PC.

**Figure 92**  
PCCIU back panel

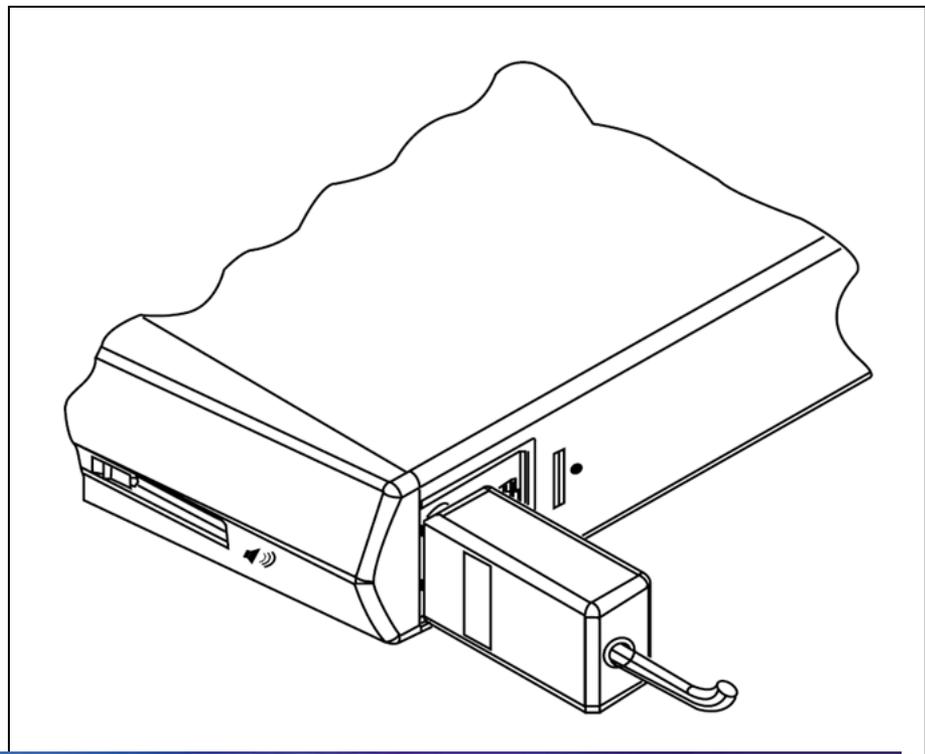


- 6** Attach a headset to the RJ32 jack or a handset to the PJ327 two-prong connector jack on either side of the PCCIU. Ensure that the brandline plate on the handset connector jack faces forward. See [Figure 93 "Correct PJ327 insertion" \(page 199\)](#) for the correct PJ327 two-prong connector jack insertion.

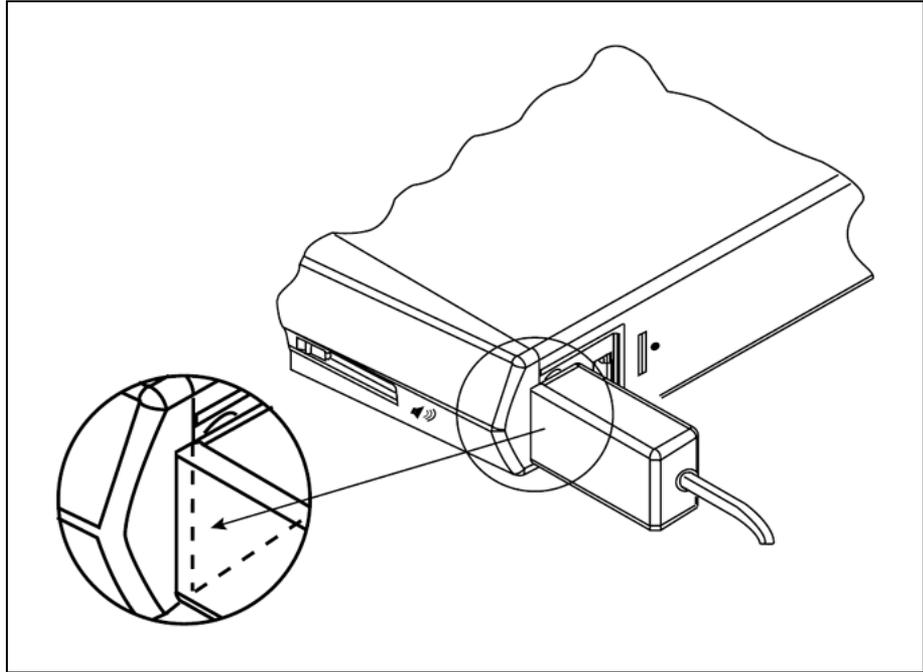
**Note 1:** The PCCIU supports both amplified and non-amplified headsets.

**Note 2:** The PCCIU does not support carbon type headsets or handsets. Contact your Nortel distributor for further information on headsets and handsets.

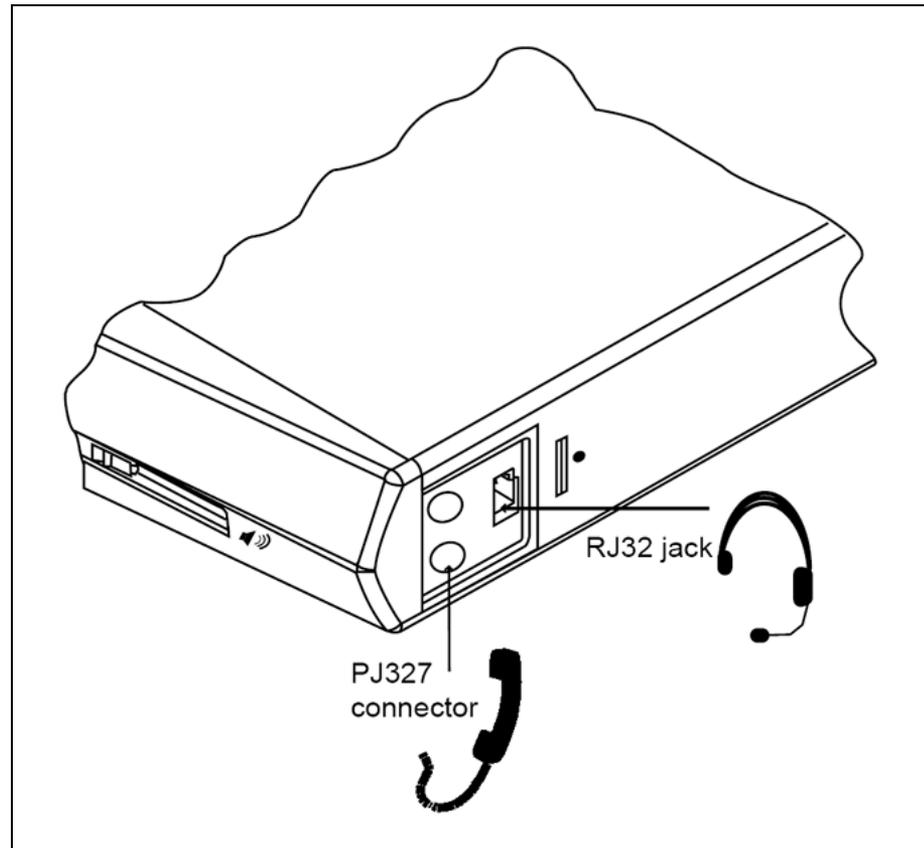
**Figure 93**  
Correct PJ327 insertion



**Figure 94**  
**Incorrect PJ327 insertion**



**Figure 95**  
**Connector usage**



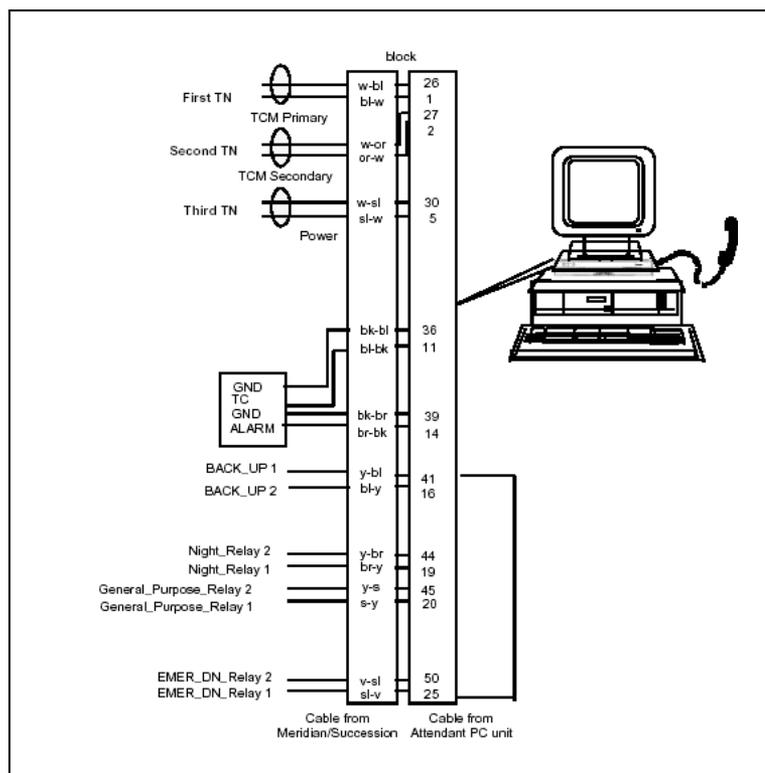
- 7 If a Power Fail Transfer Unit (PFTU) is available, connect the Power Fail Transfer pair (11 and 36 in [Figure 96 "PCCIU system wiring to the MDF block"](#) (page 202)) from the MDF block to the PFTU.
- 8 If desired, install a M3900 Series Digital Telephone through the teledapt PHONE connector at the rear of the PCCIU using a two-wire pair on the MDF block (BACK\_UP 1 and BACK\_UP 2 in [Figure 96 "PCCIU system wiring to the MDF block"](#) (page 202)).
 

**Note:** The M3900 Series Digital Telephone can be used as a Night DN, or if the PC fails.
- 9 Connect the General\_Purpose relay to the MDF block as shown in [Figure 96 "PCCIU system wiring to the MDF block"](#) (page 202).
 

**Note:** LDN0 must be configured with EMER\_DN for this relay to work properly.
- 10 Use the Audio Input/Output jacks to connect third-party audio applications, for example, a sound card. Refer to the third-party audio applications user manual for instructions.

—End—

**Figure 96**  
PCCIU system wiring to the MDF block



Use [Procedure 139 "Configuring the PC Console Interface Unit"](#) (page 202) to configure the PCCIU.

### Procedure 139 Configuring the PC Console Interface Unit

Step	Action
------	--------

- 1 Make sure that there are three available ports on the digital line card (or four free units if you installed an M3900 Series Digital Telephone in [Step 8 of Procedure 138 "Installing the PCCIU"](#) (page 198)).
- 2 In LD 12, configure the first two ports as the primary and secondary TNs using the same setup as the M2250.

Refer to *Software Input Output Administration (NN43001-611)*. At the `TYPE` prompt, enter 2250.

Then configure the third unit as a power unit.

- 3 In LD 11, configure the fourth unit as a NIGHT\_DN if you installed an M3900 Series Digital Telephone in Step [step 8 of Procedure 138 "Installing the PCCIU"](#) (page 198).
- 4 If you are using a PFTU, configure a TN in LD 10 using the same setup as the analog (500/2500-type) telephone. Refer to *Software Input Output Administration (NN43001-611)*.
- 5 Place the PFT in the OFF position (1 = On, 0 = Off).
- 6 Ensure all system cross-connects to the PCCIU are wired at the MDF block. See [Figure 96 "PCCIU system wiring to the MDF block"](#) (page 202).
- 7 Connect the DB25 system cable to the MDF block.
- 8 Connect the DB9 RS-232 serial cable to the PC serial port (COM port).
- 9 Launch the Attendant PC software application.

**Note:** If you experience a one way speech path, check all cross-connections, and make sure all connections are secure.

---

—End—

---

### Self Test and Diagnostics

When the PCCIU powers up, it performs a self-test diagnostic routine. The Status LED on the front of the PCCIU should turn red for 2 seconds and then turn solid green, and the Diagnostics LEDs on the rear of the PCCIU should flash once and then turn off.

If a failure occurs during the PCCIU self-test diagnostic routine, the Status LED will change to yellow and the error will be indicated by which Diagnostics LEDs are illuminated. Contact your authorized distributor to report the problem.

**Note:** Only one error can be indicated at a time, in priority-order from highest (1) to lowest (7).

**Table 6**  
LED number, description, and priority PCCIU Status LEDs

LED#				Description	Priority
1	2	3	4		
Off	Off	Off	Off	Self-test passed	

LED#				Description	Priority
1	2	3	4		
On	Off	Off	Off	EEPROM failure	7
Off	On	Off	Off	Alerter micro failure	6
On	On	Off	Off	Port expander failure	5
Off	Off	On	Off	Loopback test failure	4
On	On	On	Off	RAM failure	1

### Troubleshooting the Status LED

The Status LED indicates the current status of the PCCIU as follows:

- **Solid green** indicates that the PCCIU is operating normally.
- **Off** indicates that there is no power going to the PCCIU. Contact your system administrator.
- **Flashing red** is a major alarm indicating that a System-related error has occurred. Contact your system administrator to report the problem.
- **Flashing green** indicates one of the following:
  1. PCCIU is in Night Service or Position Busy
  2. Power Fail Transfer (PFT) switch is in the incorrect position (Off)
  3. handset or headset is not connected properly
- **Solid red** indicates that the PCCIU is not communicating properly with the PC. Contact your system administrator to report the problem.
- **Solid yellow** indicates that a failure occurred during the PCCIU self-test diagnostic routine. Contact your Nortel authorized distributor to report the problem.

### Stand-alone test procedure

Use [Procedure 140 "Performing the stand-alone test procedure"](#) (page 204) to perform the stand-alone test procedure.

#### Procedure 140

#### Performing the stand-alone test procedure

Step	Action
1	Disconnect the DB25 system cable to power down the PCCIU and then disconnect the DB9 RS-232 serial cable.
2	Make a connection between pins 2 and 3 on the PC port at the rear of the PCCIU. Nortel recommends you to use a DB9 connector with pins 2 and 3 jumpered (shorted).

- 3 Power up the PCCIU by reconnecting the system cable and pressing the reset button at the rear of the unit.

**ATTENTION****IMPORTANT!**

The reset button should only be used when performing this stand-alone test procedure with pins 2 and 3 on the PC port connected (as described in step 2). The PCCIU runs its self-test diagnostics and goes into run mode. (If the PCCIU fails the self-test, the Status LED will turn yellow and the Diagnostics LEDs will indicate what is wrong, as previously described in "Self-Test and Diagnostics.")

- 4 Disconnect the DB25 system cable to power down the PCCIU, reconnect the DB9 RS-232 serial cable, and then reconnect the system cable.
- 5 If the PCCIU still fails to communicate with the PC, check the DB9 RS-232 serial cable and the PC communication port settings.

---

—End—

---

**Audio In/Out**

The audio input/output jacks (3.5mm) are located on the rear panel. The input and output impedances are 600  $\Omega$ . These ports can be used to connect the PCCIU audio paths to external audio applications, under control of the PC application.

**Alarm or event notification**

In the event of PC failure, or loss of synchronization/communication between the PC or PC-based Console application software and the PCCIU, there is no alarm or event indication. The PCCIU Status LED will still show solid green and calls will still present to the console.

To remove the console from service until the PC function is restored, activate the Power Fail Transfer (PFT) switch or remove the headset or handset. For further information, refer to the *Meridian 1 PC Console Interface Unit Quick Reference Guide*.



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## Using Attendant PC Help Facility

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The Attendant PC Help Facility gives you instant information about the console application. Whenever you press, you get information related to what you're doing at that time; and then when you press (cancel), you're returned exactly to where you were before.

 F1

 Esc

And there's more to help than that—there's linking to related topics, a help index, information on keys and start up tips. It's really a built-in manual that is always within easy reach by accessing the Help menu Contents tab using your mouse.

[Figure 97 "Attendant PC Help Facility" \(page 208\)](#) shows Attendant PC Help Facility window.

**Figure 97**  
**Attendant PC Help Facility**

**About the Nortel Meridian 1**

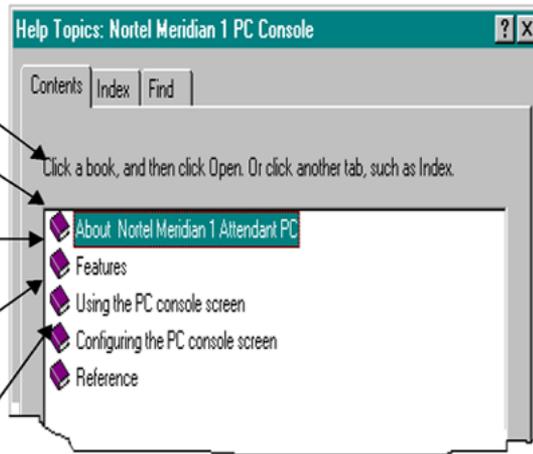
**Attendant PC** provides an overview of console features and describes how to register your software.

**Features** describes the Attendant PC's ICI, TGB, flexible and virtual features.

**Using the PC console screen** details how to administer the console's screen.

**Configuring the PC console screen** describes how to set up or manage console functions such as ICI, TGB, voice mail, and virtual features.

**Reference** provides quick access to glossary and troubleshooting information.



**Note:** The Help facility is described in more detail in the section "[Using the Attendant PC online help](#)" (page 21).

---

# Installing the LAN Interface Software

---

## Contents

- "Overview" (page 209)
- "Requirements" (page 209)
- "Installing the LAN Interface Software" (page 210)
- "Configuring Access Privileges" (page 217)

## Overview

This section provides instructions for installing the Attendant PC LAN Interface software.

## Requirements

Each workstation which will use the Attendant PC LAN Interface must already have the Attendant PC software installed and have met these requirements as described in *CS 1000/Meridian PC Console Interface Unit Installation Guide* (P0944090).

- PC compatible computer system containing:
  - Pentium processor, 100 MHz or higher
  - 16 MB RAM available memory
  - Hard disk with at least 10 MB of free disk space
  - 17" SVGA color monitor (set for 1024 by 768 resolution, 256 colors)
  - 16-bit sound board (recommended)
  - Printer (optional)
  - Network interface adapter
  - Windows 95<sup>®</sup>, Windows 98<sup>®</sup>, Windows 2000<sup>®</sup>, Windows NT<sup>®</sup> or Windows XP<sup>®</sup> operating systems
  - RS232 serial port

Additionally, a workstation that will be part of the Attendant PC LAN requires the following:

- One copy of the LAN Interface software
- Connection to a Windows 95®, Windows 98®, Windows 2000®, Windows NT® or Windows XP® compatible network

## Installing the LAN Interface Software

**Note:** Before you set up the software, turn off any virus protection programs you may have running. Virus protection programs can interfere with the set up process.

The disk set in your package includes an InstallShield Wizard to help you quickly install your copy of the Attendant PC LAN Interface software.

Use [Procedure 141 "Installing the LAN Interface software" \(page 210\)](#) to install the LAN Interface software.

### Procedure 141 Installing the LAN Interface software

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | Make sure that no applications are running.   |
| 2 | Make a written note of the serial number printed on the disks. This number will be requested later during the installation. |
| 3 | Insert Disk 1 into the drive from which you want to install.  |
| 4 | Double-click the <b>My Computer</b> icon on your Windows desktop.   |



- |   |  |
|---|--|
| 5 | Double-click the <b>Control Panel</b> icon.      |
| 6 | Double-click on <b>Add/Remove Programs</b> icon. |

[Figure 98 "Accessing the Control Panel" \(page 211\)](#) shows how to access the Control Panel and Add/Remove Programs.

**Figure 98**  
**Accessing the Control Panel**

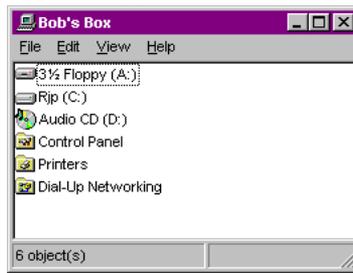


Figure 99 "Install/Uninstall property sheet from Add/Remove Programs properties page" (page 211) shows the Add/Remove Programs properties display window.

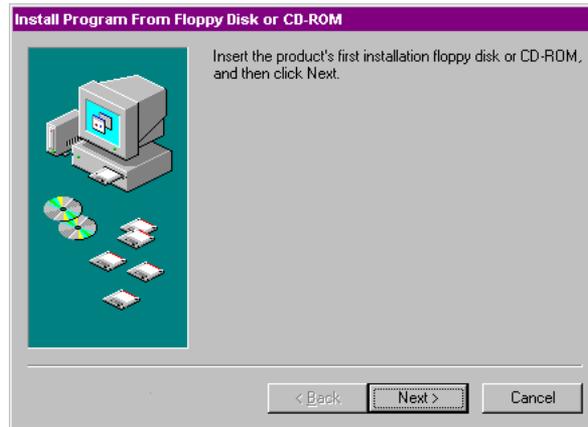
**Figure 99**  
**Install/Uninstall property sheet from Add/Remove Programs properties page**



7 Click **Install**.

Figure 100 "Install Program from Floppy Disk or CD-ROM window" (page 212) shows the Install Program from Floppy Disk window.

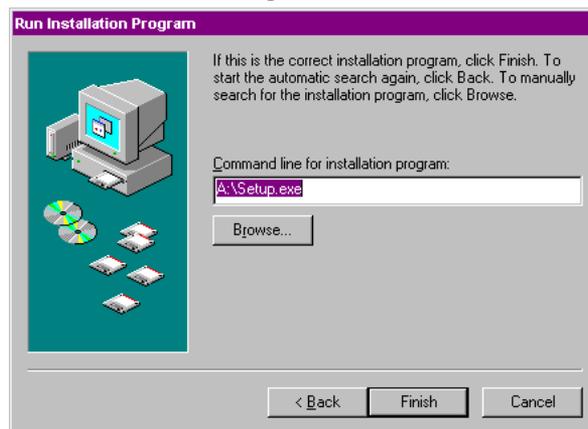
**Figure 100**  
**Install Program from Floppy Disk or CD-ROM window**



- 8 Click **Next**.

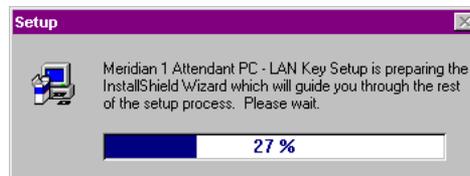
Figure 101 "Run Installation Program window" (page 212) shows the Run Installation Program window.

**Figure 101**  
**Run Installation Program window**



- 9 Click **Finish**.

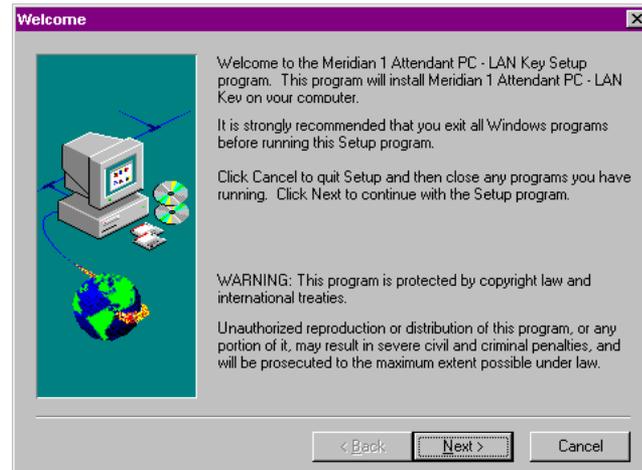
The Attendant PC LAN Interface setup prepares the "InstallShield Wizard" to assist you in the set up process.



The installation process continues with the Attendant PC LAN Interface set up program or Welcome display.

Figure 102 "Welcome window" (page 213) shows the Welcome window.

**Figure 102**  
**Welcome window**



- 10 Click **Next** to display the User Information window.

Figure 103 "User Information window" (page 213) shows the User Information window.

- 11 Supply the appropriate information and click **Next**.

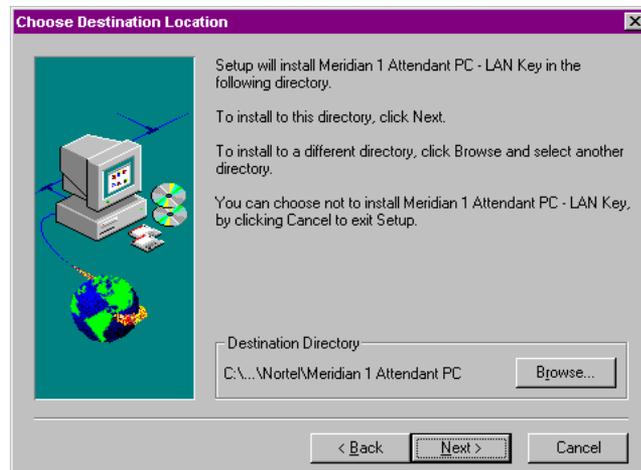
**Figure 103**  
**User Information window**



- 12 Click **Next** to choose the **Destination Folder** for the Attendant PC, or browse to select another folder.

Figure 104 "Choose Destination Location window" (page 214) shows the Choose Destination Folder window.

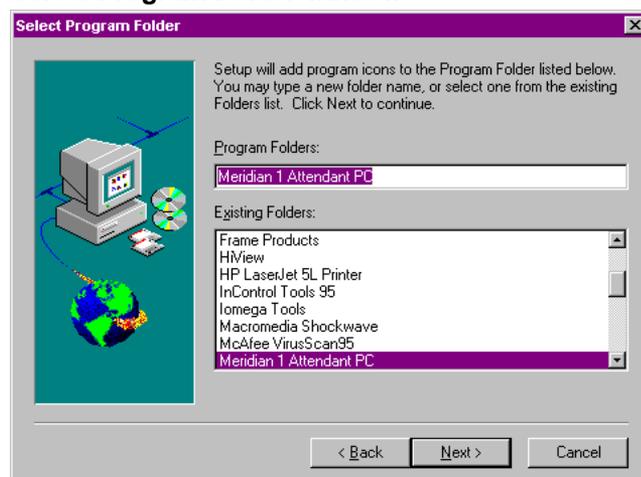
**Figure 104**  
**Choose Destination Location window**



- 13 Click **Next** to add icon programs to a Program Folder or type a new program folder.

Figure 105 "Select Program Folder window" (page 214) shows the Select Program Folder window.

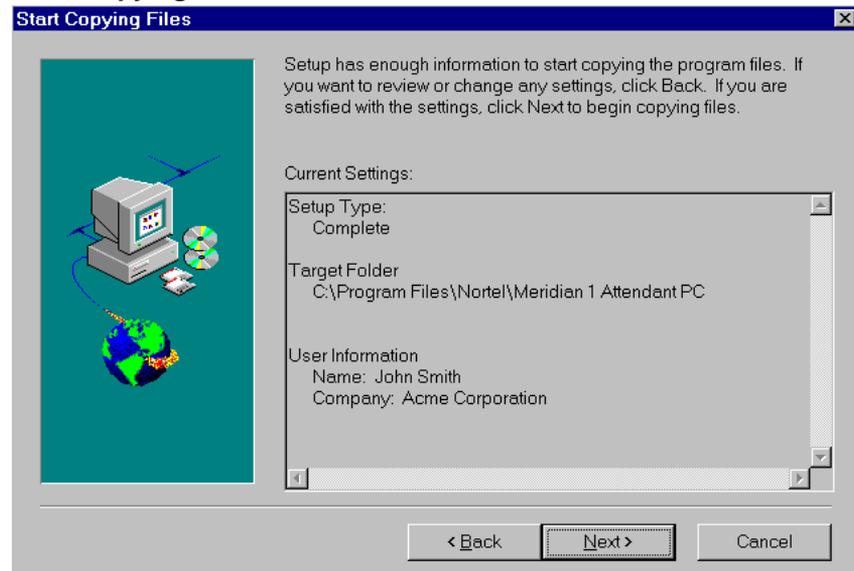
**Figure 105**  
**Select Program Folder window**



- 14 Click **Next** to accept the current settings. Click **Back** to change a setting.

Figure 106 "Start Copying Files window" (page 215) shows the Start Copying Files window.

**Figure 106**  
**Start Copying Files window**

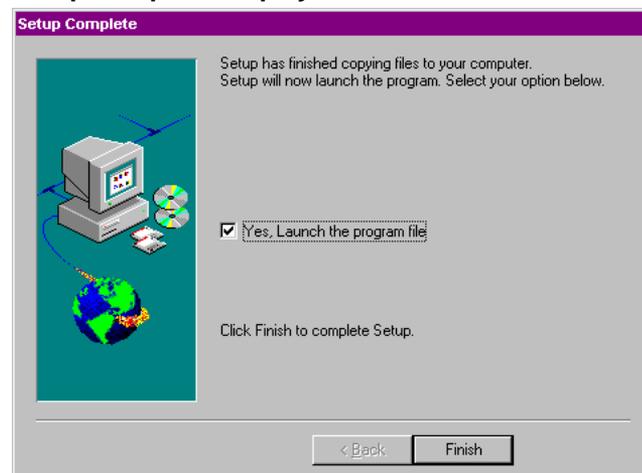


A status gauge reports the final copying progress of the Attendant PC LAN Interface set up program.

The **Setup Complete** window is displayed indicating that the Attendant PC LAN Interface software installation has been completed.

Figure 107 "Setup complete display" (page 215) shows the Setup Complete window.

**Figure 107**  
**Setup complete display**

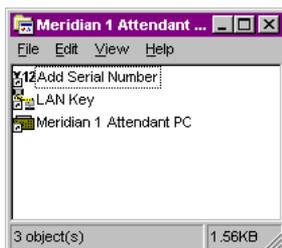


15 Indicate a to launch the program icons.



Figure 108 "Attendant PC LAN Interface program icons" (page 216) shows the program icons.

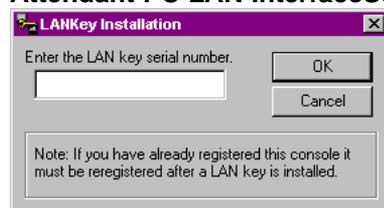
**Figure 108**  
Attendant PC LAN Interface program icons



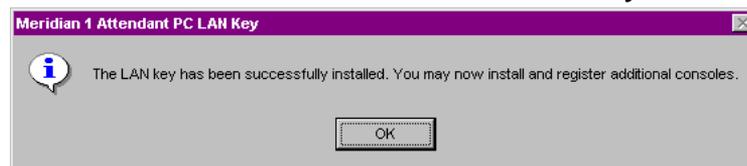
- 16 Click **Finish** to complete the Attendant PC LAN Interface installation.
- 17 Enter the serial number found on the installation diskette, then click **OK** to confirm your serial number is correct.

Figure 109 "Attendant PC LAN Interface Serial number" (page 216) shows the Attendant PC LAN Interface Serial number window.

**Figure 109**  
Attendant PC LAN Interface Serial number



**Figure 110**  
PC LAN Interface software has been successfully installed



Installation of the LAN Interface software allows the sharing of directory information among workstations. When a workstation makes an entry in the directory, all workstations will be updated, including any information screens.

—End—

## Configuring Access Privileges

Access privileges, which determine whether a given workstation can perform certain actions, such as make changes to the directory, are located under the Configuration menu "Attendants" tab.

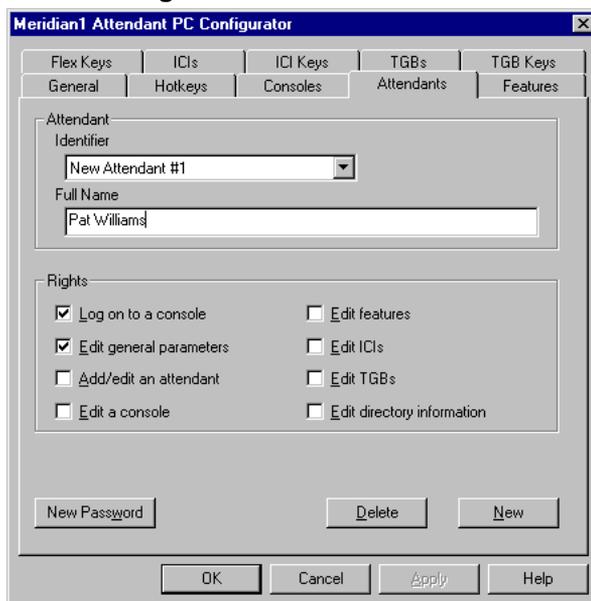
The "Rights" box lists privileges that can be configured for each attendant. A check in a box indicates that the attendant has the privilege to perform the specified function.

For example, the attendant with the "New Attendant #1" identifier has the privileges to "Log on to a Console" and "Edit general parameters." However, the absence of check marks in other boxes indicates that no other privileges are available to this attendant. This means that "New Attendant #1" could not, for instance, "Add/edit an attendant" or "Edit Directory Information."

**Note:** You must register at least one Attendant PC and the LAN interface module before attempting to add additional workstations.

Figure 111 "Attendant rights" (page 217) shows the Meridian 1 Attendant PC Configurator window.

**Figure 111**  
Attendant rights





---

## List of terms

---

### **Alarm**

Also called off-hook alarm security. Enables any call to be intercepted by a customer-defined extension; for example, by security's extension.

### **Auto Dial**

A dialing feature available on a programmable feature key in which the telephone user programs the number into the Auto Dial key, which will thereafter dial the number whenever the user presses the key.

### **Automatic Wake-up**

A hospitality flexible feature which allows an overnight guest to state the time he/she wants to be awakened. The telephone system will ring the guest at the specified time.

### **Barge In**

This flexible feature key enables you to verify the status (idle or busy) of any trunk or special service access line.

### **Break In**

A programmable feature key that enables you to enter an existing connection to offer a call or relay an important message (international use only).

### **Busy Verify**

A flexible feature key that enables the attendant to verify the status (idle or busy) or any extension.

### **Call Forward Busy**

An ICI key that allows a call at a busy extension to be automatically routed to you because the extension was programmed this way.

### **Call Forward No Answer**

An ICI key that allows a call to an extension that does not answer to be automatically routed to you because it was programmed to do so.

### **Call Park**

A flexible feature key that enables you to place a call on hold without occupying a loop key on your console.

### **Call Waiting**

This light on the console indicates the number of calls in queue to be answered. If no calls are waiting, the light is off. If 1-3 calls are waiting, the light is green. If more than three calls are waiting, the light is red, and the number of calls waiting appears beside the light.

### **Calling Party Number**

A programmable feature key that enables you to record the calling party number on an incoming collect call or to assign a special billing code to an incoming collect call.

### **Camp-on**

Routes one additional external call to a busy DN. Applies only to attendant-extended calls. If the called party is not free within a specified time, the caller is routed back to the attendant as a recall.

### **Centralized Attendant Service (CAS)**

One group of operators or attendants answers all telephone calls coming into a company's Media Gateway 1000B (MG 1000B) within an assigned region. Enables the attendant at a remote location to automatically reroute calls to a CAS attendant at the main location. In addition, this feature enables the CAS attendant at the main location to get a dial tone from a remote location to extend a call there.

### **Charge Account**

A flexible feature key that enables you to enter a charge account number for a call going out through your console.

### **Codes**

These codes permit you to temporarily override the access restrictions assigned to an on-site caller's extension.

### **Communication Server for Enterprise 1000 (CSE 1000)**

For CSE Release 2.0 (also known as "X21"), the term "*CSE 1000*" referred to an IP-based PBX. For Succession Release 3.0, the term "*CSE 1000*" was replaced by "*Succession 1000*". For CS 1000 Release 4.0, the term "*Succession 1000*" was replaced by "*Communication Server 1000S*".

Table 7 "Terminology changes: Communication Server for Enterprise (CSE)" (page 221) shows how this change has been implemented in product names.

**Table 7**  
**Terminology changes: Communication Server for Enterprise (CSE)**

Succession 3.0	CS 1000 Release 4.0
CSE 1000	Communication Server 1000S
CSE 2000	Communication Server 2000
CSE MX	Multimedia Communication Server 5100 (MCS 5100)

### Conference

Allows you to establish a conference with up to six parties (on two trunks), including yourself.

### Console

A telephone receiver that can perform operations on incoming and outgoing calls, such as the large unit used by telephone attendants.

### Controlled COS

Controlled Class of Service. A flexible feature key that enables the attendant to alter line restrictions for a group of users that all have the same Class of Service.

### Call Waiting Indication

One or more incoming calls are waiting to be answered; a key/lamp pair and a tone provide a warning. One waiting call can be answered when current call is released.

### Destination

In telephony, the destination of a call is the called party.

### DID trunks

Direct Inward Dial trunks; trunks on which outside calls are presented.

### DID Route Control

A programmable feature key that enables you to direct calls coming in on DID trunks either to either to a set of extensions considered to be night destinations, or to normal extensions.

### Display Calls Waiting

A flexible feature key that enables you to display the number of calls waiting to be answered at the console.

**Display Destination**

A programmable feature key that enables you to display the phone number of a called party.

**Display Source**

A programmable feature key that enables you to display stored numbers associated with Auto Dial, Speed Call, and Night Service.

**Do-Not-Disturb Group**

A programmable feature key that enables you to place a predefined group of extensions in the Do-Not-Disturb mode.

**Do-Not-Disturb-Individual**

A programmable feature key that enables you to place an individual extension or a predefined group of extensions in Do-Not-Disturb mode.

**DRC**

See DID Route Control.

**DTMF**

Dual-Tone Multi-Frequency. Tones generated when the keys on a telephone keypad are struck that enables the switch to signal the desired telephone that a caller wants to be connected.

**Electronic Switched Network**

See *ESN*.

**Emergency transfer switch**

This feature, accessible from your Attendant PC interface unit, will present incoming calls from selected trunks to preselected telephones instead of to your console. Use this feature only during an emergency when these telephones must have direct access to dedicated trunks.

**End-to-End Signaling (EES)**

This flexible feature that you program on the "Flex Keys" sheet from the Config menu, enables voice messaging (Voice Mail) and paging from the attendant.

**ESN**

Electronic Switched Network. A telephone system that uses electronics to perform call switching and associated billing.

**Exclude Destination**

An attendant presses the **Excl Des** button on the console so that he/she can have a private conversation with the calling party (source).

**Exclude Source**

An attendant presses the **Excl Src** button on the console so that he/she can have a private conversation with the called party (destination).

**Fixed feature**

A fixed feature appears in all installations of the Attendant PC and cannot be edited or removed. Fixed features include alarm, call waiting, CAS, conference, night service, position busy, release destination, release source, signal destination (source), and exclude destination (source).

**Flexible Feature**

A console feature assigned in the System by an engineer and given a key label and definition in the console.

**Foreign Exchange**

See *FX*.

**Fully Restricted**

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

**FX**

Foreign Exchange, type of trunk. Fx is the label on an ICI key which receives calls from Foreign Exchange trunks.

**ICI**

Incoming Call Indicator. A key on the Attendant PC interface unit that flashes to inform the attendant that an incoming call on a particular trunk is waiting to be answered. An ICI "key" indicates the first call; later calls light up the message waiting indication until the first call is released.

May also refer to the light that identifies the type of call coming to your console (ICI), such as internal external, WATS, tie trunk, emergency, and so on. All incoming calls are queued automatically in the order of arrival, and the appropriate ICI indicators go on. You can click on a flashing ICI light to answer the call associated with it. Set up your ICI keys from the ICI keys page on the Config Console menu.

**Incoming Call Indicator**

See *ICI*.

**Intercept**

The call that activates this button may be from a caller who dialed the access code for a busy trunk group, or from a caller encountering equipment or dialing irregularities, such as a caller who dialed an extension in Do-Not-Disturb mode. Finally, this call may be from a restricted or semi-restricted extension attempting to make a call that is not allowed.

**Interpositional Call**

Interpositional Call. This ICI key indicates an incoming call from another attendant at your location.

**LDN**

Listed Directory Number. This is an ICI key that indicates a call to a number for your organization that is found in the public telephone directory. When the feature Network Attendant Services is enabled, the LDNs are recognized across the network.

**Listed Directory Number**

See *LDN*.

**Loop**

A line that comes into the console, over which the attendant can assign an outgoing call or answer an incoming call.

**Malicious Call Trace**

A flexible feature key that enables you to identify an internal obscene or otherwise objectionable call. This feature can also trace static on the line.

**Meridian**

The term "*Meridian*" represents a Nortel product family. For CS 1000 Release 4.0, the term "*Meridian*" has been removed from several product names. [Table 8 "Terminology changes: Meridian" \(page 224\)](#) shows how this change has been implemented.

**Table 8**  
**Terminology changes: Meridian**

<b>Succession 3.0</b>	<b>CS 1000 Release 4.0</b>
Meridian Integrated Call Assistant (MICA)	Integrated Call Assistant
Meridian Integrated Conference Bridge (MICB)	Integrated Conference Bridge
Meridian Integrated Personal Call Director (MIPCD)	Integrated Call Director

Succession 3.0	CS 1000 Release 4.0
Meridian Integrated Recorded Announcement (MIRAN)	Integrated Recorded Announcer
Meridian Integrated Voice Service (MIVS)	Hospitality Integrated Voice Services

### Message Cancellation

A flexible feature key that enables you to turn off the message waiting signal at an extension after you have delivered the message for that extension.

### Message Center

This ICI key indicates that a caller wants to leave or retrieve a message. This indicator appears only on Attendant PCs programmed to handle message center features.

### Message Indication

A flexible feature key that enables you to turn on the message waiting signal at an extension for which a message has been taken.

### NAS

Network Attendant Services. This feature allows attendant console positions to be dispersed in multiple locations within the network. Pressing the NAS key on your console makes you available for calls from all network locations.

### Night (Service)

The System goes into night service when all consoles are unattended. Then, all incoming calls are routed to a destination other than the consoles (such as to a security representative), or to a Night Service Extension (where callers may hear a recorded message).

### Paging

A programmable feature key that enables you to connect to your organization's paging equipment. Press the key for the duration of your announcement.

### Peripheral Equipment (PE)

On CS 1000 systems, Intelligent Peripheral Equipment (IPE) is supported, but Peripheral Equipment (PE) is not supported.

### Position busy

When an attendant will be leaving the console, he/she presses this button. As a result, the System transfers all calls incoming to the departing attendant's console to other attendants.

**Recall**

This ICI key indicates the return to you of a call that you have put through to an extension that is busy or does not answer within a set time (usually 30 seconds). This ICI can also indicate a call from an extension user who has activated the Attendant Recall feature.

**Release**

Mouse-operated key on the right side of the Attendant PC Software screen display. Enables the attendant to release a connection from the console.

**Release destination**

A Fixed Feature key on the console which allows the attendant to disconnect the called party (destination) from a call.

**Release Line Trunk**

Telecommunications line used with Centralized Attendant Service to connect callers from a remote location desiring an attendant at a main location.

**Release source**

A Fixed Feature key on the console which allows the attendant to disconnect the calling party (source) from a call.

**Remote**

A key on systems equipped for CAS (Centralized Attendant Service) that indicates a call from a remote location, routed over a release link trunk.

**Restricted "0"**

Key turns on when a call is from a fully restricted extensions, which is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who can then extend them.

**RLT**

See *Release Line Trunk*.

**Route access codes**

Directs a call over a certain route to reach a specific destination. The code may represent a specific line for a call (Tie, WATS, or public trunk) or an attendant console for placing or transferring a call.

**Signal destination**

The attendant pushes a key that signals a called party that he/she is connected to the attendant.

**Signal source**

The attendant pushes a key that signals a caller that he/she is connected to the attendant.

**Source**

In telephony, the source of a call is the calling party.

**Speed Call**

A dialing feature available on a programmable feature key that enables you to dial any number stored by the Speed Call Controller. As an alternative you can enter the Speed Call SPRE code, and then enter the code assigned to the desired number.

**Speed Call codes**

A feature available on a programmable feature key that uses a code to dial a programmed number automatically. The Speed Call Controller assigns codes to the list of telephone numbers for dialing by the Speed Call feature key.

**SPRE codes**

Special PREFIX code, one to four digits long, that is assigned by your System administrator. You use the code to operate a feature for which your console has no dedicated (programmed) feature key.

**Stored number redial**

Pressing the correct flexible feature key allows a number to be stored after it has been dialed, either before or during the connection, for later automatic dialing.

**Succession**

The term "*Succession*" represents a Nortel product family. Within this family, the term "*Succession 1000*" represents the name of an IP-based PBX, while "*Succession Call Server*" represents the name of a component.

For CS 1000 Release 4.0, the family name "*Succession*" has been replaced by "*CS 1000*", while the product name "*Succession 1000*" has been replaced by "*CS 1000S*".

In addition, the term "*Succession*" has been removed from the name of several components in CS 1000 systems (CS 1000E, CS 1000M, and CS 1000S).

Table 9 "Terminology changes: Succession" (page 228) shows how this change has been implemented in product names.

**Table 9**  
**Terminology changes: Succession**

<b>Succession 3.0</b>	<b>CS 1000 Release 4.0</b>
Succession 1000	Communication Server 1000S
Succession 2000	Communication Server 2000
Succession Branch Office	Media Gateway 1000B
Succession Call Server	Call Server
Succession Element Manager	Element Manager
Succession Media Card	Media Card
Succession Signaling Server	Signaling Server
Succession System Controller	Small System Controller

### **Supervisory mode**

Selecting the Make Set Busy key when your set is idle enables you to monitor other attendants, call an attendant, transfer a call to another attendant, and receive a call from another attendant.

### **System Speed Call Controller**

A flexible feature key that can overcome restrictions on individual telephones via programming so that the users can call out to a specific set of numbers, such as for emergencies (ambulance, fire department, 911) or to a company out-of-area MG 1000B, etc.

### **Through-dialing**

Extension or tie-line users may request access to a number which requires use of a trunk which they are not allowed to access. Access the trunk for the user. Then the user can then dial out (except onto fully restricted trunks).

### **Tie trunk**

A dedicated circuit linking two PBX's.

### **Trunk group**

A set of telephone lines of a particular type, such as WATS, TIE, public, or Foreign exchange.

### **Trunk group busy (TGB) keys**

Your console may have up to ten trunk groups, but only if ICI2 is provisioned on the System. Press a Trunk Group Busy key to deny users access to that trunk group. Configure TGB keys from the TGB page from the Console Config choice on the Config menu.

**Trunk-to-trunk call**

A user, while outside the system, may call to request access to an outgoing trunk. You dial the trunk access code, than the requested number. Press RLS to connect the calling and called parties.

**Unanswered wake-up calls**

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

**Unrestricted or Semi-restricted**

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

**VIP wake-up**

A hospitality feature that extends a VIP wake-up call to your console. Press an idle loop key, followed by the Auto Wake-up key. If the DN is busy or the guest does not answer, press the RLS key. If the guest answers, deliver a personal wake-up message to the guest.

**Virtual feature**

A console feature created entirely using software commands.

**WATS**

Wide Area Telecommunications Service. A discounted long-distance service provided by all telephone companies. Also, a label on one or more of your Loop Pickup keys.

To refer to the hardware platform that supports a Branch Office configuration, the term *Media Gateway 1000B (MG 1000B)* is used.

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Nortel Communication Server 1000

## Attendant PC Console Fundamentals

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