

# Meridian/Succession Attendant PC Unit Quick Reference Guide

This quick reference guide describes the basic components of the Meridian/Succession Attendant PC as well as what you should do if your PC power fails or the Attendant PC does not work properly.

**IMPORTANT:** The attendant cannot receive calls until the Attendant PC application is up and running.

## The Front Panel

The front of the Meridian/Succession Attendant PC contains the following:

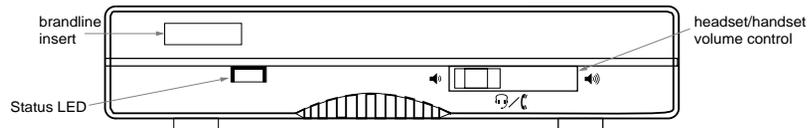
The **brandline insert**, which you can replace with your own company's logo.

The **alerter speaker**, which lets you know when you have an incoming call.

The **volume control**, which enables you to adjust the headset or handset volume.

The **status LED**, which indicates the current operating status of the Attendant PC:

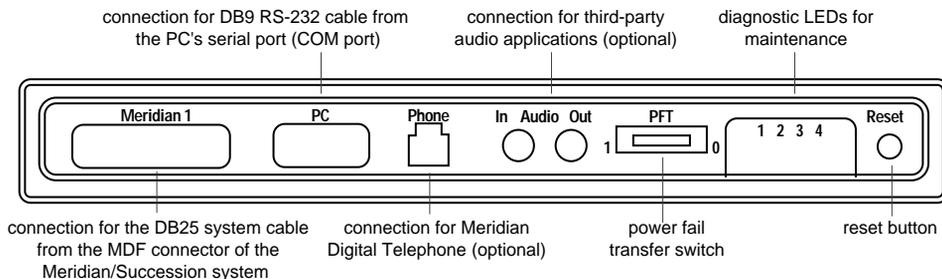
- **Solid Green** indicates that the Attendant PC is operating normally.
- **Off** indicates that there is no power going to the Attendant PC. Contact your system administrator.
- **Flashing red** is a major alarm indicating that a system-related error has occurred at the Meridian/Succession system. Contact your system administrator.
- **Flashing green** indicates that the Attendant PC is in Night Service or Position Busy, the Power Fail Transfer Switch Transfer Switch is in the incorrect position (it should be off), or the headset or handset is not connected properly.
- **Solid Red** indicates that the Attendant PC is not communicating properly with the PC. Contact your system administrator.
- **Solid Yellow** indicates that a failure occurred during the Attendant PC unit's self-test diagnostic routine. Contact your Meridian/Succession authorized distributor to report the problem.



Front Panel

## The Rear Panel

The rear panel of the Attendant PC contains the **Power Fail Transfer switch (PFT)**, which enables you to answer calls directly from a Meridian Digital Telephone if your PC power fails. (See "Answering Calls During a PC or Power Failure" for more information.) The Rear Panel also contains components used to install and troubleshoot the Attendant PC.



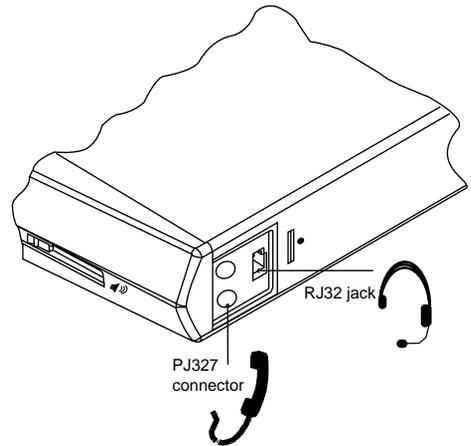
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## The Side Panel

A headset is attached to the RJ32 jack or a handset to the PJ327 2-prong connector jack on either side of the Attendant PC.

**Note 1:** The Attendant PC supports both amplified and non-amplified headsets.

**Note 2:** The Attendant PC does not support carbon type headsets or handsets. Contact your distributor for further information on headsets and handsets.



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## Night/Busy

To remove the attendant console from service:

Remove the headset or handset from the Attendant PC (incoming calls are then directed to other consoles in the customer group).

**Note:** Attaching the headset or handset to the Attendant PC will not change the status to IDLE mode.

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## Idle

To place the Attendant PC in IDLE mode:

Launch the Attendant PC application and press the BUSY/IDLE key (the Attendant PC status LED will be lit steadily when call processing may begin).

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## Answering Calls During a PC or Power Failure

If your PC power fails, switch the PFT switch at the rear of the Attendant PC from the I (on) to the 0 (off) position. This places your Attendant PC in Position Busy status so calls will not be presented to your console, but will be sent to another console.

When your PC regains power, switch the PFT back to the I (on) position and exit the Night/Busy position through the Attendant PC software.

If you experience other problems with the Attendant PC, contact your system administrator.

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