# DEFINITY® Communications System Generic 1 and System 75

## Console Operation

**Addendum 1, Dated**
**November 1990 for**
**555-200-700**
**Issue 5, June 1990**

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# CHAPTER 1. INTRODUCTION

This guide to the operations of the system attendant console is for use by console attendants after training is completed. It provides detailed step-by-step instructions for each operation accompanied by descriptions of the possible system responses.

**Note:** This guide does not cover operations associated with Hospitality Services and Automatic Call Distribution (ACD). Information on these groups of features can be found in the following documents:

- DEFINITY® Communications System Generic 1 and System 75—Hospitality Operations, 555-200-723
- AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions, 555-200-722
- AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions, 555-200-724.

This issue replaces all previous issues of this document. Reasons for reissue include the following:

- To include information on enhanced DEFINITY Communications System Generic 1
- To include information on an additional attendant console model called the enhanced attendant console
- To include information on an additional selector console model called the enhanced selector console
- To include the Loudspeaker Paging Access—Deluxe feature
- To include information on hundreds group numbers for systems that handle more than 800 lines
- To clarify some existing information to make the guide easier to use.

This guide contains terms that specifically apply to the system attendant console; they are defined in the text where they are first used and are also entered in the Glossary. Terms associated with communications systems in general are listed and defined in the Glossary.

The information contained in this guide applies to:

- DEFINITY Communications System Generic 1 (single and multi-carrier cabinet)
- System 75 (Version 1, Version 2, and Version 3)
- System 75 XE (Version 2 and Version 3)

The following should be noted:

- The abbreviation Generic 1, or G1, shown in the remainder of the document refers to DEFINITY Communications System Generic 1 multi-carrier and single-carrier cabinets.
- The abbreviation V1 shown in the remainder of the document refers to System 75 Version 1.
- The abbreviations V2 and V3 shown in the remainder of the document refer to System 75 and System 75 XE Version 2 and Version 3.

  Features specified as V2 or V3 are not operational with earlier versions. For example, V2 features are not operational with V1 systems but are operational with V2 and later systems, and V3 features are not operational with V1 and V2 systems but are operational with V3 and Generic 1 systems.

The rest of this guide is divided as follows:

- Chapter 2. Description—Describes and illustrates the two console models and the two optional selector console models. Also describes the information presented on the console's alphanumeric display and the tones heard at the console.
- Chapter 3. Operating the Console—Contains step-by-step instructions on how to place, release, split, hold, and extend calls.
- Chapter 4. Using the Features—Contains descriptions of features associated with the console and, where applicable, the procedures for activating and using them. The features are listed alphabetically.
- Chapter 5. Using the DCS Features (V2, V3, and Generic 1 Systems)—Provides an alphabetical listing of attendant features that operate transparently in a Distributed Communications System (DCS) environment.
- Chapter 6. Centralized Attendant Service (CAS) (V3 and Generic 1 Systems)—Describes the CAS features and provides the procedures for handling CAS calls; also describes CAS night service backup procedures used at a voice terminal.
- Chapter 7. Routine Maintenance—Describes a routine procedure that the attendant can use to check the console; also contains information on the effect of commercial power failure on the console.
- Chapter 8. Using the Console To Troubleshoot the System—Contains useful information on using attendant features to isolate and analyze system troubles; also provides trouble reporting guidelines.
- Chapter 9. System Summary—Provides a listing of feature access codes that the attendant can dial and lists intervals and limits set for the system that the attendant needs to know.

- Chapter 10. References—Lists other switch documents.
- Chapter 11. Glossary—Provides an alphabetical listing and brief definitions of words and terms used with the attendant console and communications systems.
- Chapter 12. Index—Provides an alphabetical listing of the information within this guide. For ease of use, all key words within a title or term are listed.

# CHAPTER 2. DESCRIPTION

This chapter describes the two attendant console models: the Basic Attendant Console (Figure 2-1 ) and the Enhanced Attendant Console (Figure 2-2), and the two models of the optional selector console (Figures 2-3 and 2-4). The call information displays and tones associated with console functions are also defined.

The attendant console is used to answer and extend incoming calls, to place outgoing calls, to provide information and assistance to inside and outside parties, and to manage and monitor some system operations.

## Attendant Console

This desk-top unit is a digital call-handling position with push-button controls and lamps grouped in functional areas as shown in Figures 2-1 and 2-2. The differences in the functional areas between the models are described later in this chapter. The attendant console can be used alone or with the selector console.

The attendant console has jacks on each side for use with the handset supplied with the console or with a headset. The handset cradle, which is not a switchhook, can be mounted on either side. The K-type handset provided with the Enhanced Attendant Console can also be used with the Basic Attendant Console but the R-type handset provided with the Basic Attendant Console cannot be used with the Enhanced Attendant Console. Also, any headset that currently works with the Basic Attendant Console will work with the Enhanced Attendant Console.

## Selector Console

Two selector console models are available: Basic Selector Console and Enhanced Selector Console. The Basic Selector Console, if used, can be paired with either the Basic Attendant Console or the Enhanced Attendant Console. The Enhanced Selector Console, if used, can be paired with either the Basic Attendant Console or the Enhanced Attendant Console.

The selector console is an adjunct to the attendant console. It provides the Direct Extension Selection (DXS) With Busy Lamp Field (BLF) feature. This feature provides a visual indication of the busy or idle status of the extension numbers assigned to the system. Calls are placed by pressing a Group Select button and a DXS button.

The Basic Selector Console has 8 Group Select buttons while the Enhanced Selector Console has 20 Group Select buttons.

## Functional Areas

This part contains descriptions of the following attendant console functional areas:

- Trunk Group Select Area
- Call Appearance Area
- Call Processing Area
- Feature Area
- Alphanumeric Display Area
- Ringer Volume Control Area (Enhanced Console Only)
- Selector Console Area.

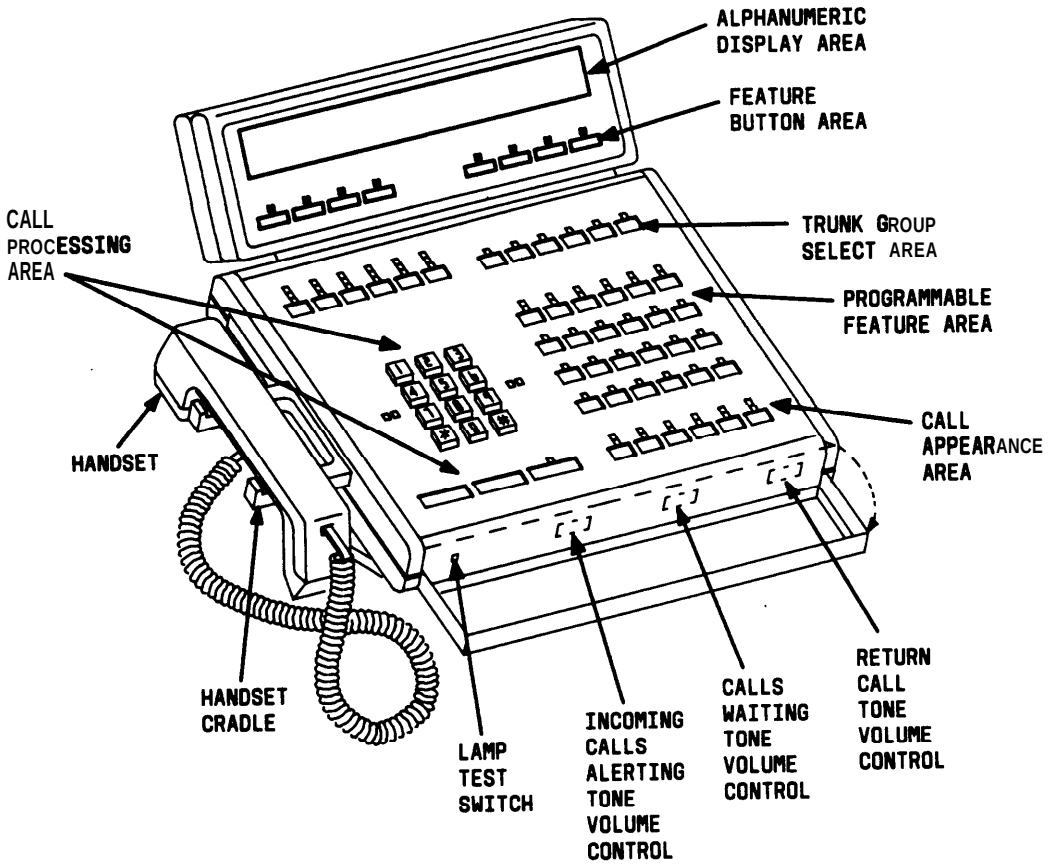



**Figure 2-1. Basic Attendant Console (301A1-A-003)**

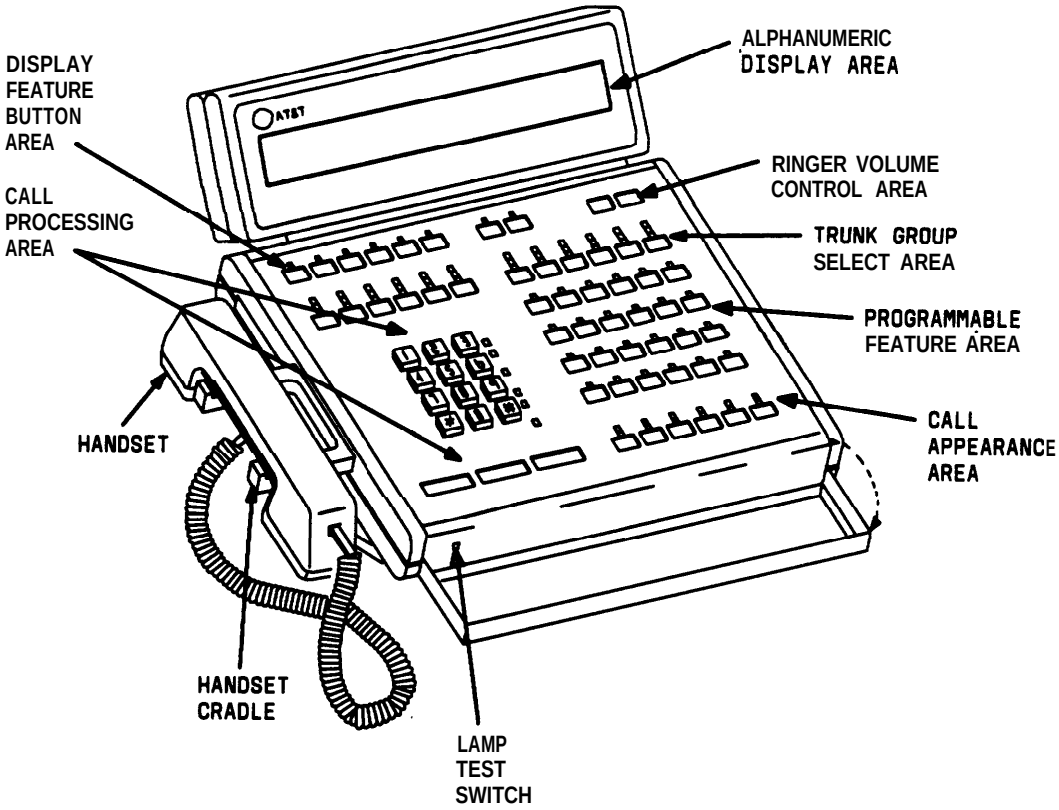



**Figure 2-2. Enhanced Attendant Console (302A1-A-003)**

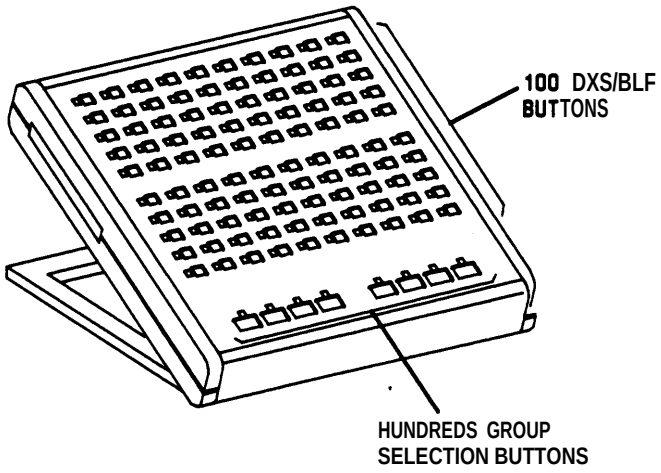



**Figure 2-3. Basic Selector Console (26A1-A-03)**

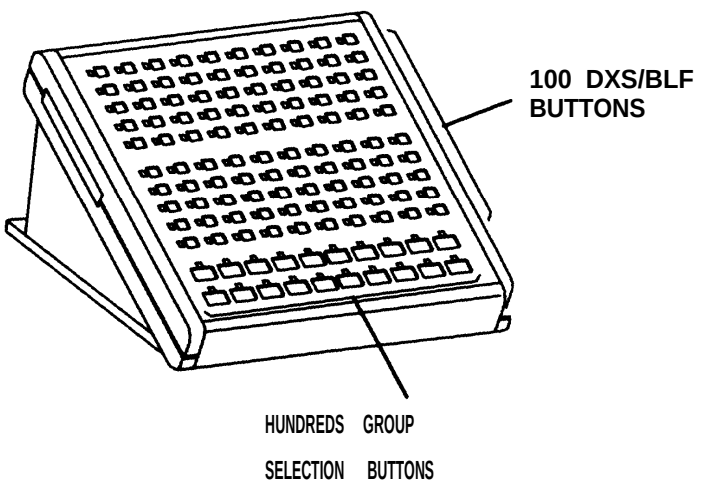



**Figure 2-4. Enhanced Selector Console (27A1-A-03)**

### Trunk Group Select Area

The Trunk Group Select buttons and associated lamps (see Figure 2-5, Basic Console, and Figure 2-6, Enhanced Console) function as follows:

- Trunk Group Select Button

  Provides direct selection of an outgoing trunk group. Each button can be labeled to show the assigned trunk group. A Trunk Group Select button can also be used for direct selection of a code calling or loudspeaker paging zone.

- **Busy** Lamp

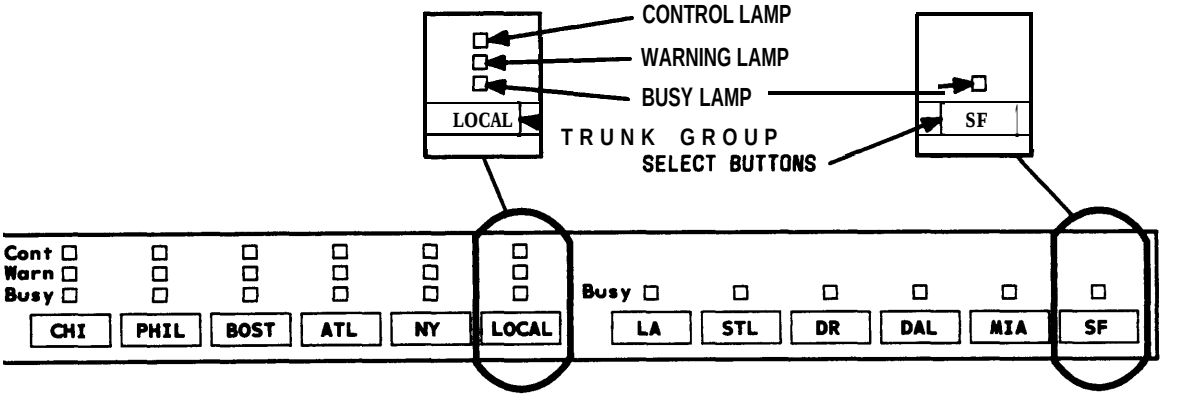
  Lights when all trunks in the associated trunk group are busy.

- **Warn** (Warning) Lamp

  Lights when a preset (by the System Manager) number of trunks are busy in the associated trunk group.

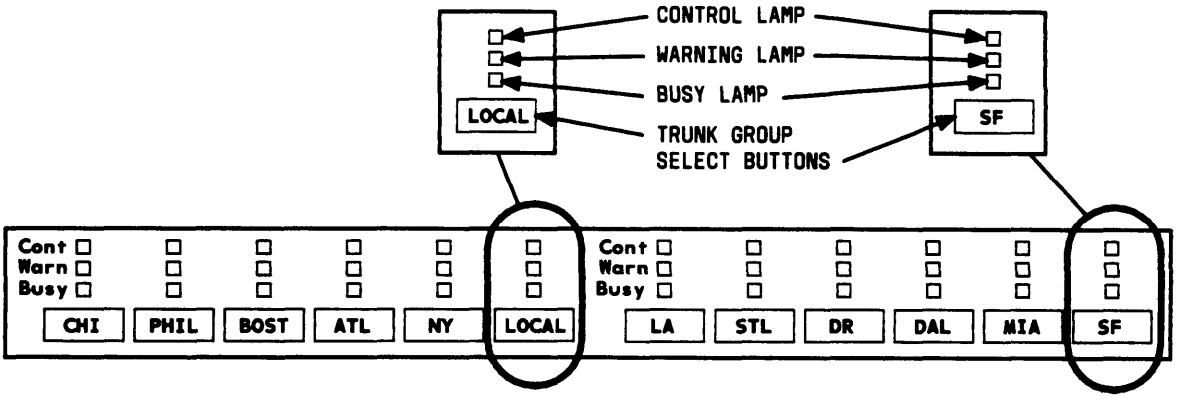
- **Cont** (Control) Lamp

  Lights when the Attendant Control of Trunk Group Access feature is activated for the associated trunk group.




NOTE : BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

**Figure 2-5. Trunk Group Select Buttons and Lamps, Basic Console**




NOTE: BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

**Figure 2-6. Trunk Group Select Buttons and Lamps, Enhanced Console**

## Call Appearance Area

The call appearance buttons and associated lamps (see Figure 2-7) function as follows:

- Call Appearance Button

  Press to answer and originate calls.

  Calls always come in on the leftmost idle call appearance button.

  The call appearance is idle when both status lamps are dark.

- **Atnd** (Attendant) Lamp

  Lights when the attendant is using the associated call appearance.

  **Flashes when an incoming call needs answering or when an attendant-extended call was not answered and has returned to the console for further assistance.**

- **Hold** Lamp

  Lights when a call is held on the associated call appearance

  Flashes when time expires for the following held calls, and the call returns to the console for further assistance:

  — Single-party call

  — Attendant-extended call that was not answered.

  The attendant can reenter a single-party held call at any time; however, a multiple-party held call cannot be reentered if the Attendant Lockout feature is active unless a voice terminal user recalls the attendant. The System Manager will advise if the Attendant Lockout feature is active.

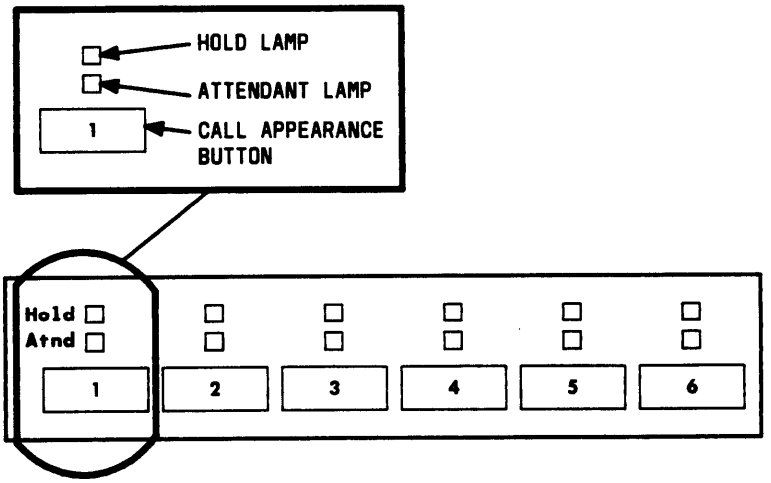



**Figure 2-7. Call Appearance Buttons and Lamps**

## Call Processing Area

This area (see Figure 2-8, Basic Console, or Figure 2-9, Enhanced Console) has buttons, lamps, and a touch-tone dial. The **Cancel, Start,** and **Release** buttons are used to process calls and activate features. The lamps show console status and system alarm status.

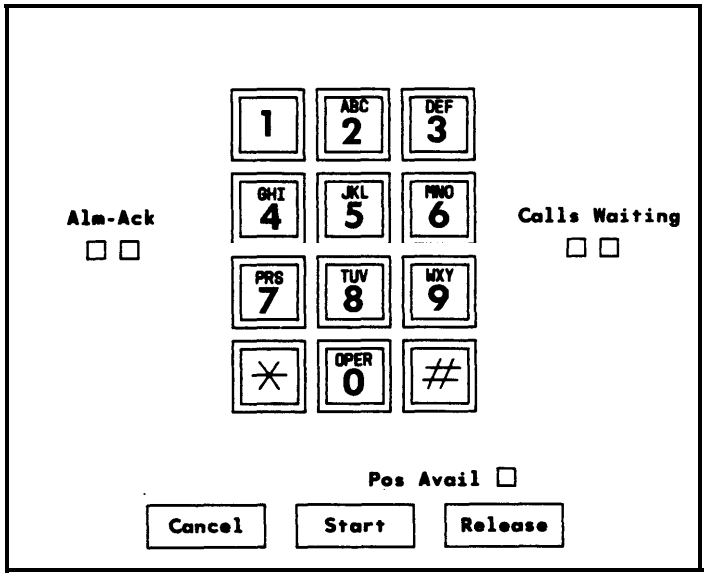



**Figure 2-8. Call Processing Area, Basic Console**

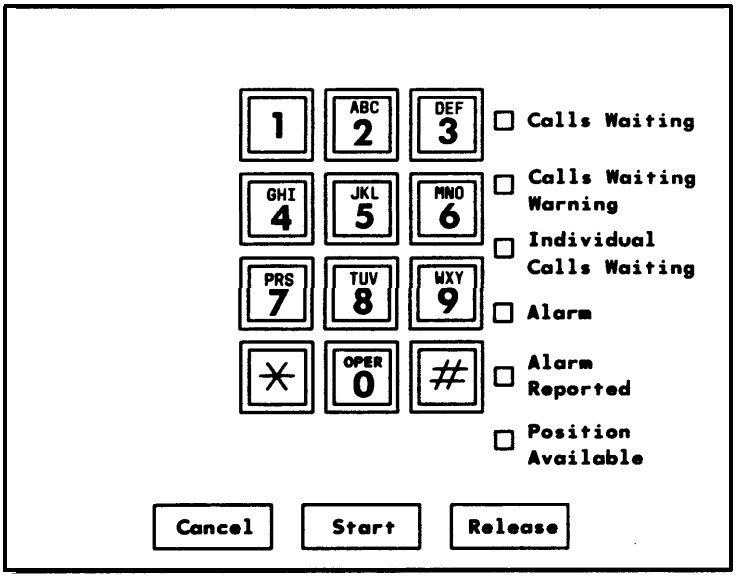



**Figure 2-9. Call Processing Area, Enhanced Console**

**The buttons and lamps function as follows:**

## Buttons

- **Cancel**

  Cancels an attempt to extend a call to a busy or misdialed extension number or trunk, silences the tone, and automatically reconnects any parties that have been split (separated) from the connection. If only the attendant is active on the call, dial tone is returned after Cancel is pressed.

  Disconnects the last party the attendant added to a conference call or the only party on a connection.

- **Start**

  Obtains dial tone automatically and allows a call to be originated or extended.

  When **Start** is pressed, any parties on the call are split from the connection, and the **Split** lamp lights. To reconnect the split parties, refer to the **Split** button in "Feature Buttons."

- **Release**

  Releases the attendant from a call and readies the console for the next call. Any other parties on the call remain connected.

## Lamps

- **Alarm** and **Alarm Reported** (Enhanced) or **Alm-Ack** (Alarm-Acknowledge) (Basic).

  The **Alarm** or **Alm** lamp (left lamp) lights when a system alarm is detected. Both lamps light when the Customer Support Service Organization (CSSO) is notified. The **Alarm Reported** lamp or the **Ack** lamp flashes if the system was unable to notify the remote maintenance center. Both lamps go dark when the alarm condition is cleared or when there is no alarm.

- **Calls Waiting** (Enhanced and Basic) and **Calls Waiting Warning** (Enhanced)

  The **Calls Waiting** lamp lights when calls made to the attendant group number (0) or the listed directory number are waiting in the attendant group queue to be answered. The **Calls Waiting** (Enhanced) lamp and the lamp on the left (on the Basic) lights when at least one call is waiting to be answered. The **Calls Waiting Warning** (Enhanced) lamp and the lamp on the right (on the Basic) lights when the calls waiting exceed the limit preset (by the System Manager) for the system.

  Calls waiting in the queue of the attendant's individual extension number are indicated by the top lamp over the **Forced Release** button (all system versions of basic console except V1) or the **Individual Calls Waiting** lamp (enhanced console only).

- **Individual Calls Waiting** (Enhanced Console Only)

  The **Individual Calls Waiting** lamp lights when calls made to the attendant's individual extension number are waiting in queue to be answered. The **Individual Calls Waiting** lamp lights when at least one call is waiting to be answered.

- **Pos Avail** (Position Available)

  **The Pos Avail lamp lights when the console is available for calls to the attendant group. This lamp does not indicate whether or not the console is available for individual attendant (Version 2, Version 3, and Generic 1 ) calls.**

  This lamp is dark when the attendant is active on a call, when a call is ringing the console, when the handset or headset is unplugged, when the attendant presses the **Pos Busy** (Position Busy) button, or when the system is in a mode other than that for which the console is assigned (night service, for example). The **Pos Busy** button is described in "Feature Buttons."

## Feature Area

Feature buttons provide access to many of the system's features and make call handling easier. Five buttons, one each for Split, Hold, Forced Release, Night, and Position Busy appear on every attendant console. The location of these feature buttons is the same on the attendant consoles used in V1, V2, and V3 systems. For Generic 1 systems only, the location of Split and Forced Release is the same. The location of the Hold, Night, and Position Busy buttons can be changed; however, they must appear in the Feature Area of the attendant console of ail Generic 1 systems. The System Manager can assign the remaining 19 buttons as optional feature buttons on attendant consoles used in all systems or as Hundreds Group Select (HGS) buttons in Generic 1 systems only, based on the needs of the individual attendant.

The location of the fixed feature buttons within the Feature Area of the attendant console is shown in Figure 2-10. Figure 2-10 also shows where the software locates the Night, Position Busy, and Hold buttons on the attendant console. The buttons and associated lamps function as follows:

### Feature Buttons

- **Split**

  Calls are split from the console when the attendant, active on a call, wants to talk to another party privately and presses the desired button to originate another call on the same call appearance. The original party is split away and the attendant can talk to the new party without the original party hearing the conversation. If the attendant presses the **Split** button, the original party and the attendant are conference together.

- **Hold**

  Places a call on hold. The **Hold** lamp associated with the call appearance button lights steadily. The **Hold** lamp is described in "Call Appearance Button Area. "

- **Forced Release**

  Releases the attendant and disconnects all parties on an active trunk-to-trunk connection established by the attendant.

  With all system versions except V1, the top lamp associated with the **Forced Release** button (Basic Console only) lights when a call is waiting in the attendant's individual queue. For Enhanced Consoles, the **Individual Calls Waiting** lamp located in the Call Processing Area lights.

- **Night**

  Places switch in night service. Then only the console administered as the "night" console will receive calls to the attendant group. Also, trunk group calls (other than calls on trunk groups with individual Trunk Group Night Service) will go to their assigned night destination.

  The primary and daytime consoles are placed in the Night Service mode when the attendants go off duty. This makes the night console available for calls.

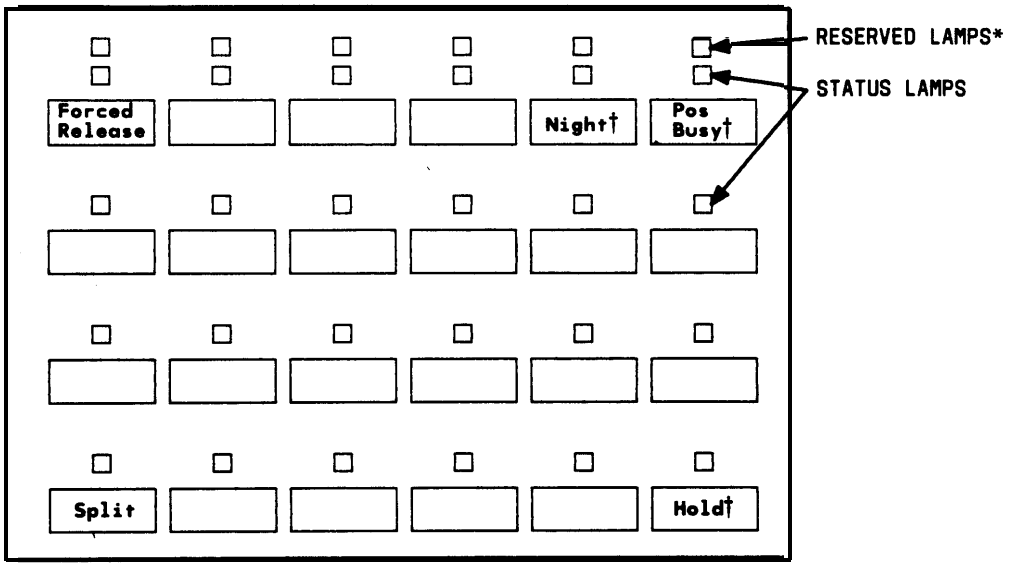
  When the daytime attendants return to duty, the **Night** button is pressed to deactivate the Night Service mode. The **Night** button must be activated/deactivated at the principal's console.

  The lamp associated with the **Night** button lights at all consoles and voice terminals when the Night Service feature is activated and goes dark when the feature is deactivated.

- **Pos Busy** (Position Busy)

  Places the console in a busy mode. Incoming calls to the attendant group cannot be received; however, calls can be originated. With V1 systems, Position Busy is denied if all other attendant positions are in the busy mode. With all other system versions, all attendants can be in the Position Busy mode at the same time. If all other attendants are in the Position Busy mode and the last available attendant activates **Pos Busy,** the top lamp (or the only lamp of a single-lamp button) of the **Pos Busy** button will flash at all the in-service attendant consoles in the attendant group.

  The attendant should press **Pos Busy** if the console will be unattended to prevent calls from routing to the console. To get the console out of the busy state, press **Pos Busy** again.




* RESERVED LAMPS ARE ON BASIC CONSOLE ONLY.

† LOCATION SHOWN APPLIES TO VI, V2, AND V3 SYSTEMS ONLY.

NOTE: UNLABELED BUTTONS ARE AVAILABLE FOR ASSIGNMENT.

**Figure 2-10. Fixed Feature Buttons**

## Assigned Hundreds Group Select (HGS) Buttons (Generic 1 Only)

Should your console handle calls for an 800 line or greater system or a system with more than 8 hundreds groups and you do not have the Enhanced Selector Console, the System Manager may assign as many as 12 HGS buttons on the Feature Area of the Basic Attendant Console used with the Generic 1 system (Figure 2-1 O). The HGS buttons work the same way on the attendant console as they do on the selector console. Regardless of the location of the HGS buttons, a selector console must be used.

**Note:** With the Basic Attendant Console, 12 HGS buttons are located on the attendant console and 8 are located on the selector console. With the Enhanced Selector Console, all HGS buttons should be located on the selector console to make the feature buttons free for other features. All HGS buttons are assigned on the Attendant Console form.

The HGS buttons are labeled with the hundreds numbers used for the system dial plan. For example, for a 4-digit extension number system, these buttons can be labeled **21, 22, 34,** and so on. On the other hand, these buttons can be labeled **1, 2, 3,** and so on for a 3-digit system. The lamp associated with the HGS button lights when the button is pressed and remains lighted until a different HGS button is pressed. To use the Direct Extension Selection (DXS) buttons on the selector console, see “Using the DXS Buttons” in this chapter.

## Assigned Feature Buttons

Table 2-A provides a list of feature buttons that can be assigned to the attendant console and a brief description of what each button does. The buttons used with Hospitality Services operations are listed, although the procedures used with these features are not covered in this manual. The lamp associated with an assigned button flashes momentarily if the button is pressed, but the feature is not available at that time.

**Table 2-A. Attendant Console Feature Buttons**

| TYPICAL BUTTON LABEL | WHAT THE BUTTON DOES |
|---|---|
| ACA | Activates Automatic Circuit Assurance referral. |
| AD(name) | Provides Abbreviated Dialing of a number or an access code. |
| After Call Work | Removes an agent from ACD call distribution in order for the agent to complete ACD-related activities such as forms completion. |
| AQC | Lamp flashes when the number of Attendant Queued Calls for the attendant group reaches an administered threshold; pressing the button displays the queue status. |
| AQT | Lamp flashes when the oldest call in the attendant group reaches an administered Attendant Queued Time threshold; pressing the button displays the queue status. |
| Assist | Places a call to a split supervisor. |
| Auto In | Makes the user automatically available for new ACD calls upon completion of an ACD call. |
| Auto Wakeup | Allows the attendant to enter a wakeup call for a guest (Hospitality Services feature) (V3 and G1). |
| AuxWork | Makes the console in a hunt group unavailable to incoming calls to the group (V3 and G1). |
| Busy | Lamp shows busy/idle status of the assigned trunk or extension number; button places a call to that facility (Facility Busy Indication feature). |
| Busy Verify | Activates Busy Verification of Terminals and Trunks. |
| CAS Backup | Associated lamp indicates that backup service is in effect. For V2, V3, and G1 only. |
| Check In | Cancels outward calling restriction for the voice terminal of a guest room when the room is occupied (Hospitality Services feature) (V3 and G1). |

**Table 2-Attendant Console Feature Buttons (Contd)**

| TYPICAL BUTTON LABEL | WHAT THE BUTTON DOES |
|---|---|
| Check Out | Activates outward calling restriction for the voice terminal of a guest room when the room is vacated (Hospitality Services feature) (V3 and G1). |
| Class (COR) | Displays an internal caller's Class of Restriction. |
| Clocked Override | Changes the active routing plan to another routing plan on a specified day and time (Time-of-Day Routing feature, Generic 1 systems only). |
| Consult | Connects the covering party to the called party (principal) for private consultation (Call Coverage feature). |
| Cont Act | Activates Attendant Control of Trunk Group Access. |
| Cont Deact | Deactivates Attendant Control of Trunk Group Access. |
| Coverage | Associated lamp identifies an incoming call directed to a Coverage Answer Group. |
| Cover Cback | Leaves a message for the principal to call the calling party. |
| Cover Msg Rt | Displays messages left for system users. |
| CW Aud Off | Silences Call Waiting ringback tone. |
| Date Time | Displays the current date and time of day. |
| Delete Msg | Deletes currently displayed message. |
| Do Not Disturb Ext | Allows the attendant to activate Do Not Disturb for an extension number (Hospitality Services feature) (V3 and G1). |
| Do Not Disturb Grp | Allows attendant to activate Do Not Disturb for a group of extension numbers (Hospitality Services feature). For V3 and G1 only. |

**Table 2-A. Attendant Console Feature Buttons (Contd)**

| TYPICAL BUTTON LABEL | WHAT THE BUTTON DOES |
|---|---|
| DS1 Alarm | Associated status lamp lights if an off-board major, minor, or warning alarm is active on a DS1 circuit pack. |
| Emergency | Associated lamp identifies an incoming Emergency Access to the Attendant call. For V3 and G1 only. |
| FTC Alarm | Associated status lights when a successful Facility Test Call (FTC) has occurred. |
| Go to Cover | Sends a call directly to coverage. |
| Identify Trunk | Identifies a specific trunk being used on a call. |
| Immediate Override | Immediately changes the currently active routing plan to another routing plan (Time-of-Day Routing feature, G1 systems only). |
| In Aud Off | Silences ringing associated with incoming calls. |
| Inspect Mode | Displays call-related information for a call on hold. |
| Intgrtd Directory | Accesses the Integrated Directory. |
| Local-tgs | Allows the attendant to access local trunk groups on system (G1 only). |
| LWC | Activates Leave Word Calling; leaves a message for a called party to return a call. |
| LWC Cancel | Cancels a LWC message. |
| Link Failure | Associated lamp indicates that the assigned System Communication Interface link has failed. |
| Major Alarm | Associated lamp indicates that a major alarm in the system is active. |
| Make Busy | Makes the console in a hunt group unavailable to incoming calls to the group (V1 and V2). |

**Table 2-A. Attendant Console Feature Buttons (Contd)**

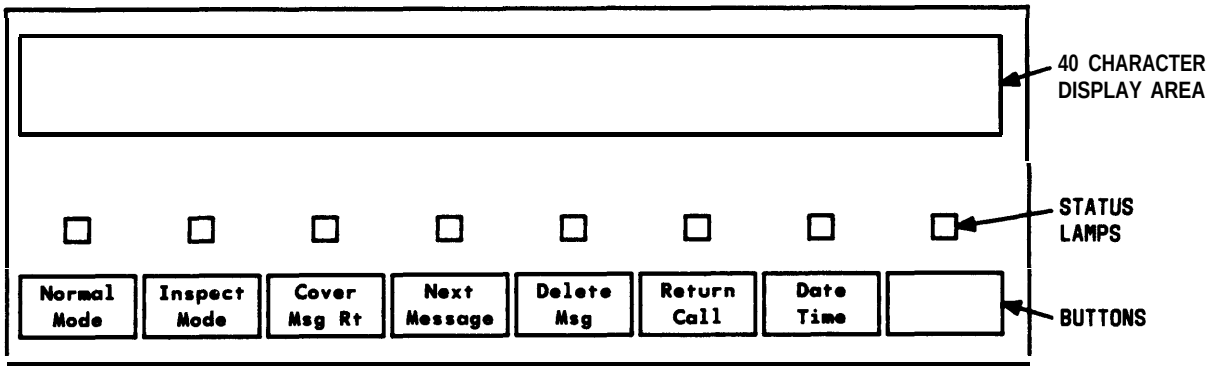
| TYPICAL BUTTON LABEL | WHAT THE BUTTON DOES |
|---|---|
| Return Call | Places a call to an extension number associated with a displayed message or Integrated Directory listing. |
| Manual In | Prevents the user from becoming available for new ACD calls upon completion of an ACD call by automatically placing the agent in the after call work mode. |
| Msg | Associated lamp indicates that a message is left for another user and also turns on Msg Waiting lamp at another voice terminal. |
| Msg Waiting Act | Turns on the message indicator at a specified voice terminal (Hospitality Services feature) (V3 and G1). |
| Msg Waiting Deact | Turns off the message indicator at a specified voice terminal (Hospitality Services feature) (V3 and G1). |
| Next | Displays the next message or next name in directory. |
| Night Serv Hunt Grp | Puts hunt group in night service. |
| Night Serv Trunk Grp | Puts trunk group in night service. |
| Normal Mode | Displays call-related information for the active call appearance; pressing the button causes the user to exit the Message Retrieval, the Directory mode, or all other display modes and completes the Immediate Manual Override and Clocked Manual Override procedures. |
| NQC | Associated status lamp flashes if a call warning threshold has been reached. |
| OQT | Associated status lamp flashes if a time warning threshold has been reached. |
| PMS Alarm | Associated lamp indicates that the PMS link has failed (V3 and G1). |

**Table 2-A. Attendant Console Feature Buttons (Contd)**

| TYPICAL BUTTON LABEL | WHAT THE BUTTON DOES |
|---|---|
| Print Msgs | Activates AP Demand Print. |
| Priority Call | Associated lamp indicates a priority call. |
| RC Aud Off | Silences the Timed Reminder tone. |
| Release | Releases an agent from an ACD call. |
| Remote-tgs | Allows the attendant to access trunk groups on remote system (G1 only). |
| Stored Number | Displays the number assigned to a button administered through the Facility Busy Indication feature. |
| System Reset Alert | Associated status lamp lights if the System has a problem that escalates beyond a warm start. |
| Timer | Displays elapsed time. |
| Trunk Name | Displays the name of the trunk group being used on a CAS call and can also display the name of a trunk group (administered for “no outgoing display”) used for an outgoing call (V3 and G1). |
| SMDR 1 Failure-In | Lights when the interface to the primary SMDR output device has a problem. |
| SMDR 2 Failure-In | Lights when the interface to the secondary SMDR output device has a problem (V3 and G1). |
| Sys Ptr Alarm | Associated status lamp is used to indicate that a System Printer interface failure has occurred. |
| Auto Wakeup Alarm | Lights when the interface to the PMS Auto Wake printer has a problem (V3 and G1). |
| PMS Printer Alarm | Lights when the PMS printer interface has a problem (V3 and G1). |

### Alphanumeric Display Area

The alphanumeric display area (Figure 2-11, Basic Console and Figure 2-12, Enhanced Console) contains a 40-character display. The Basic Console also has eight control buttons with their associated lamps located just below the display. The enhanced console has the equivalent buttons located at the top of the main faceplate.




NOTE : BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

**Figure 2-11. Alphanumeric Display, Basic Console**


**Figure 2-12. Alphanumeric Display, Enhanced Console**

***Display Area***

The 40-character display shows call-related information. Other information, such as messages left for voice terminal users, can also be displayed. The displayed information is described below.

**Note:** If your system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to Chapter 4 for a description of the display information associated with the ISDN-PRI feature.

Call-related information includes the following:

- Call Appearance Identification

  The six attendant call appearance buttons are labeled **a** through **f.** The display shows, for example, **a=** for a call incoming on the first call appearance button, **b=** for a call incoming on the second call appearance button, and so on.

- Calling Party Identification

  — V1 Systems

  When the call is from a system user, the display shows the caller's extension number, the caller's name, or a unique identification administered for the voice terminal being used. When the call is from outside the system, the display shows the trunk identification, such as **CHICAGO,** assigned to the trunk group used for the call.

  — Generic 1, V2, and V3 Systems

  When the call is from a system user, the display shows the caller's name or a unique identification administered for the voice terminal being used, along with the calling party's extension number. When the call is from outside the system, the display shows the trunk identification, such as CHICAGO, and the trunk access code assigned to the trunk group used for the call.

- Called Party Identification

  — V1 Systems

  On calls to a system user, the display shows the digits as they are dialed. After the dialing is complete, the display shows the called party's name. If no name is assigned, the called party's extension number is displayed.

  On outgoing trunk calls, the display shows the digits as they are dialed, followed by the name assigned to the trunk group being used. The System Manager can suppress the name of any trunk group. If such a trunk group is accessed, the called party portion of the display is blank.

— Generic 1, V2, and V3 Systems

On calls to a system user, the display shows the digits as they are dialed. After the dialing is complete, the display shows the called party's name and extension number. If no name is assigned, only the called party's extension number is displayed.

On outgoing trunk calls, the display shows the digits as they are dialed, followed by the name and trunk access code assigned to the trunk group being used. The System Manager can suppress the name of any trunk group. If such a trunk group is accessed, the name portion of the display is blank.

• System User's Class of Restriction (COR)

All system users have a COR to define their calling privileges. The COR is a 2-digit number followed immediately by a hyphen and a 4-character identifier.

With V1 systems, the display shows a user's COR whenever the attendant places or answers an internal call. With all other system versions, the attendant must press the COR button to display a user's COR. The COR information can be obtained from the System Manager.

**The restriction identifiers are as follows:**

**ORIG—Origination restriction**

**OTWD—Outward** restriction

**TOLL—Toll restriction**

**CODE—Code restriction**

**NONE—No restriction.**

• Call Purpose

This refers to calls that are directed, redirected, or returning to the console through an interaction with a feature. The call purpose identifiers are as follows:

co—Controlled Outward Restriction Call (V3 and Generic 1 systems)—Indicates that a call from an internal user has been redirected to the attendant because the user has Controlled Outward Restriction and has attempted to **make an outgoing call.**

**es—Controlled Station-to-Station Restriction Call (V3 and Generic 1 systems)—indicates that a call from an internal user has been redirected to the attendant because the user has Controlled Station-to-Station Restriction and has tried to make a station-to-station call.**

**ct—Controlled** Termination Restriction Call (V3 and Generic 1 systems)—Indicates that a call has been redirected to the attendant because a user has Controlled Termination Restriction and the calling party has tried to call that user.

**f—Call** Forwarding —Shows that a system user has forwarded his or her incoming calls to the attendant.

**hc—Held** Call—Indicates that the preset time limit has expired for a call on hold at the console (applies only to V1).

**ic—intercept** Call—Indicates that the incoming call has been redirected to the attendant as a result of Intercept Treatment.

**ld—DID** LDN Call—Indicates that the incoming call is a Listed Directory Number (LDN) call on a Direct Inward Dialing (DID) trunk.

**rc—Recall** Call—Shows that a system user, active on a call held on the console, is requesting attendant assistance.

**rt—Return** Call—Shows that an attendant-extended call was not answered within the preset time and has returned to the console.

**tc—Trunk** Control—Shows that a system user tried to place an outgoing call, the Attendant Control of Trunk Group Access feature is active for that particular trunk group, and the call has been redirected to the console.

When the Call Coverage feature is active and the attendant is a covering user, the following call purpose identifiers will be displayed:

**b—Busy—** Indicates that the called voice terminal user is active on a call, and the called voice terminal user has a temporary bridged appearance of the call.

**B—Busy—** Indicates that the called voice terminal user is active on a call, and the called voice terminal user does not have a temporary bridged appearance of the call.

**d—Don't** Answer or Cover—Indicates that the called voice terminal was not answered or that the calling system user has sent the call to coverage, or the called voice terminal user is not available. This identifier also indicates that the called voice terminal has a temporary bridged appearance of the call.

**s—Send** All Calls—Shows that the called system user is temporarily sending all calls to coverage.

Some typical displays are as follows:

- internal call originated by the attendant (VI systems):

```
a=3602
```

then

```
a=    TOM BROWN        04-NONE
```

or

```
a=    EXT 3602         04-OTWD
```

- Internal call originated by the attendant (V2, V3, and Generic 1 systems):

```
a=3602
```

then

```
a= TOM BROWN           3602
```

or

```
a=    EXT 3602         3602
```

- Outgoing trunk call originated by the attendant (V1 systems):

```
b=87843541
```

Where 8 is the trunk access code and 784-3541 is the number dialed.

then

```
b= OUTSIDE CALL
```

or

```
b=    WATS
```

- Outgoing trunk call originated by the attendant (V2, V3, and Generic 1 systems):


Where 8 is the trunk access code and 784-3541 is the number dialed.

then


**or**


Where 101 is the trunk access code of the outgoing trunk group.

- Incoming trunk call to the attendant (VI systems):


- Incoming trunk call to the attendant (V2, V3, and Generic 1 systems):


Where 102 is the trunk access code of the incoming trunk group.

- Call from an inside user to the attendant (V1l systems)


Where the calling user has Class of Restriction 04 and cannot place outgoing calls.

• Call from an inside user to the attendant (V2, V3, and Generic 1 systems)

```
a=    PEARSON          5402
```

• Incoming trunk call extended to an inside voice terminal, now returning to the console:

```
e=  OUTSIDE CALL to EXT 4328  r t
```

• Conference call originated by the attendant:

```
b=  CONFERENCE 4
```

Where 4 is the number of conferees, not including the attendant.

• Internal call redirected to coverage:

```
b=    EXT3174 to EXT 3077 d
```

or

```
b=    BOB SMITH to ANN JONES d
```

Where d indicates that the call was not answered and was redirected due to the Don't Answer criterion of the Call Coverage feature.

• Incoming trunk call redirected to coverage:

```
b= OUTSIDE CALL to DON SMITH s
```

Where s indicates that Send All Calls was activated by the called voice terminal user.

• Coverage Message Retrieval

| IN PROGRESS |
|---|

then

| MESSAGES FOR BETTY R. SIMS |
|---|

then

| JOE JONES 10/16 11:40a 2 CALL 3124 |
|---|

This display means that Joe Jones called Betty R. Sims the morning of October 16. The second message was stored at 11:40 a.m. Joe wants Betty to call his extension number, 3124.

• Integrated Directory mode:

| CARTER, ANN 3408 3 |
|---|

This display shows the name and extension number as administered in the system. The 3 indicates that three buttons were pressed to search for and display this particular directory listing.

***Buttons and Lamps (Basic and Enhanced Consoles)***

The eight buttons and associated status lamps on the Basic and Enhanced Consoles indicate the display mode. On the Basic Attendant Console, these buttons and lamps are located on the display module. On the Enhanced Attendant Console, these buttons and lamps are located on the main console. When the status lamp associated with the **Normal Mode** button is lighted, the alphanumeric display is in the Normal mode. When the **Inspect Mode** button is pressed, the **Inspect Mode** button status lamp lights, the **Normal Mode** button status lamp goes dark, and the alphanumeric display is in the Inspect mode. To return to the Normal mode, the attendant presses the **Normal Mode** button again.

The following display functions are available on the buttons. The function of each button may be changed by the System Manager.

- **Normal Mode** (Required Button)

  Displays call-related information for an active incoming call and attendant-originated call. A detailed description of this information is discussed in the Alphanumeric Display section.

- **Inspect Mode**

  Displays call-related information on held calls when the attendant is active on a call. The attendant can press this button at any time. For example, the attendant is active on call appearance button **b,** and **a** call is held on call appearance button **a.** The attendant can press the **Inspect Mode** button and call appearance button a to display the information associated with the call on button **a.**

- **Date Time**

  Displays the current time of day and date. The display will return to the previous information after 5 seconds. For example, the attendant presses the button, and the display shows the following:

  **10:23 am FRIDAY NOVEMBER 30, 1989**

- **Timer** (Elapsed Time)

  Displays elapsed time in hours, minutes, and seconds. The timing starts when the button is pressed and stops when the button is pressed again. The second button press also removes the elapsed time from the display.

  The **Timer** button can be used any time the attendant wants to record the time spent on a particular call or operation. An example of the display is as follows:

  **a= OUTSIDE CALL :1:03**

  This example shows that the attendant has been active on an outside call on call appearance button **a** for 1 minute and 3 seconds.

- **Cover Msg Rt** (Coverage Message Retrieval)

  Retrieves Leave Word Calling (LWC) messages for voice terminal users.

- **Next**

  Displays the next stored LWC message or displays END OF MESSAGES, NEXT TO REPEAT when in the Cover Msg Rt mode. Displays the next name in the directory when in the Integrated Directory mode.

- **Delete Msg** (Message)

  Deletes the displayed message.

- **Make Call**

  Automatically returns the call requested by the currently displayed LWC message or calls the currently displayed Integrated Directory listing.

- **Intgrtd Directory** (integrated Directory)

  Displays names and extension numbers from system directory.

- **Stored Number**

  Displays the trunk access code or the extension number of the facility being monitored by a Busy (Facility Busy Indication) button. This is accomplished by pressing the Stored Number button followed by the Busy button.

## Ringer Volume Control Area (Enhanced Console Only)

The ringer volume control area on the Enhanced Attendant Console is shown in Figure 2-12a. This area consists of an **Up** button (labeled with an up arrow), a **Down** button (labeled with a down arrow), and a **Select** button. Three different ringer volumes can be adjusted. These are the incoming calls, calls waiting, and timed reminder tone volumes. These are the same volumes that are adjusted by the three slide switches located on the front panel of the Basic Attendant Console. Ringer volume can be adjusted for each of these tones in either of the following two conditions:

- While the ringer is on (tone is present).

  Pressing and releasing the **Up** or **Down** button, while the appropriate tone is present, varies the volume of the tone. When this is done, a bar graph appears on the attendant display, along with the name of the tone. The bar graph shows the volume level of the tone being heard. To change a tone volume, push one of the volume control buttons several times while the tone is present. As this is done, the volume and the bar graph will change. Holding the button after pushing does not affect tone volume any more than a quick push and release.

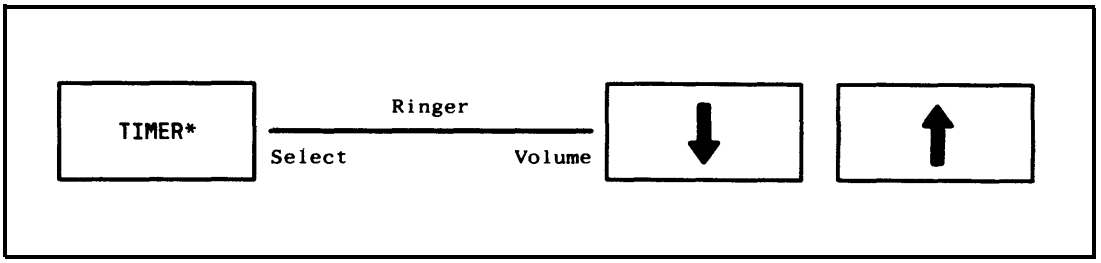
- While the ringer is off.

  To change the ringer volume while a tone is not present, simply press and release the **Up** or **Down** button. When this is done, a bar graph appears on the attendant display, along with the name of the tone. The bar graph shows the volume level of the tone indicated on the display. The volume of that tone can be changed by pressing and releasing the **Up** or **Down** button the required number of times. As this is done, the bar graph will change.

  The first ringer volume that is displayed when the **Up** or **Down** button is pressed is the “incoming calls” ringer volume. The display will show “incoming call volume” along with the bar graph. While the incoming calls volume is displayed, the volume of the other two tones may be changed by first pressing the **Select** button (once for the Timed Reminder tone or twice for the the Call Waiting tone) and then pressing the **Up** or **Down** button the appropriate number of times.

  The **Select** button is used to select the tone for which you wish to change the volume. As this button is pressed, the display is updated with the tone name and the volume level bar graph. However, this button only functions as the **Select** button while ringer volume information is displayed. Otherwise, the **Select** button serves as

one of the eight display buttons. When one of the **Up** or **Down** buttons is pressed, the volume level information is displayed for 5 seconds. It is during this time that the **Select** button can be used. The volume adjust mode can be deactivated before the 5-second time limit expires, by pressing any other button on the console.




*** "TIMER" IS THE DEFAULT VALUE FOR THIS BUTTON. HOWEVER, THIS VALUE MAY BE CHANGED VIA SYSTEM ADMINISTRATION , RESULTING IN A DIFFERENT BUTTON NAME.**

**Figure 2-1 2a. Ringer Volume Control Area**

**Selector Console Area**

The selector console consists of:

- Hundreds Group Select (HGS) Buttons and Associated Lamps

  The HGS buttons (8 buttons on the Basic model [Figure 2-13] and 20 buttons on the Enhanced model [Figure 2-14]) are labeled with different hundreds group numbers used for the system. For example, for a 4-digit extension number system, these buttons can be labeled **21, 22, 34,** and so on. On the other hand, these buttons can be labeled **1, 2, 3,** and so on for a 3-digit system. The lamp associated with the HGS button lights when the button is pressed and remains lighted until a different HGS button is pressed.

  Additional group select buttons may be assigned to feature buttons. This allows a console with a Basic Selector Console to access 20 hundreds groups.

- Direct Extension Selection (DXS) With Busy Lamp Field (BLF)

  The 100 DXS buttons are labeled **00** through **99.** Each DXS button, when combined with one of the eight HGS buttons on the Basic Selector Console or 12 HGS buttons on the Basic Attendant Console, represents a particular extension number. This extension number may be assigned to a voice terminal, data module, paging zone, Terminating Extension Group (TEG), Uniform Call Distribution (UCD) group, or Direct Department Calling (DDC) group. In addition, a DXS button can represent a particular trunk group. The lamp associated with each DXS button is used to determine the status of the facility associated with the button.

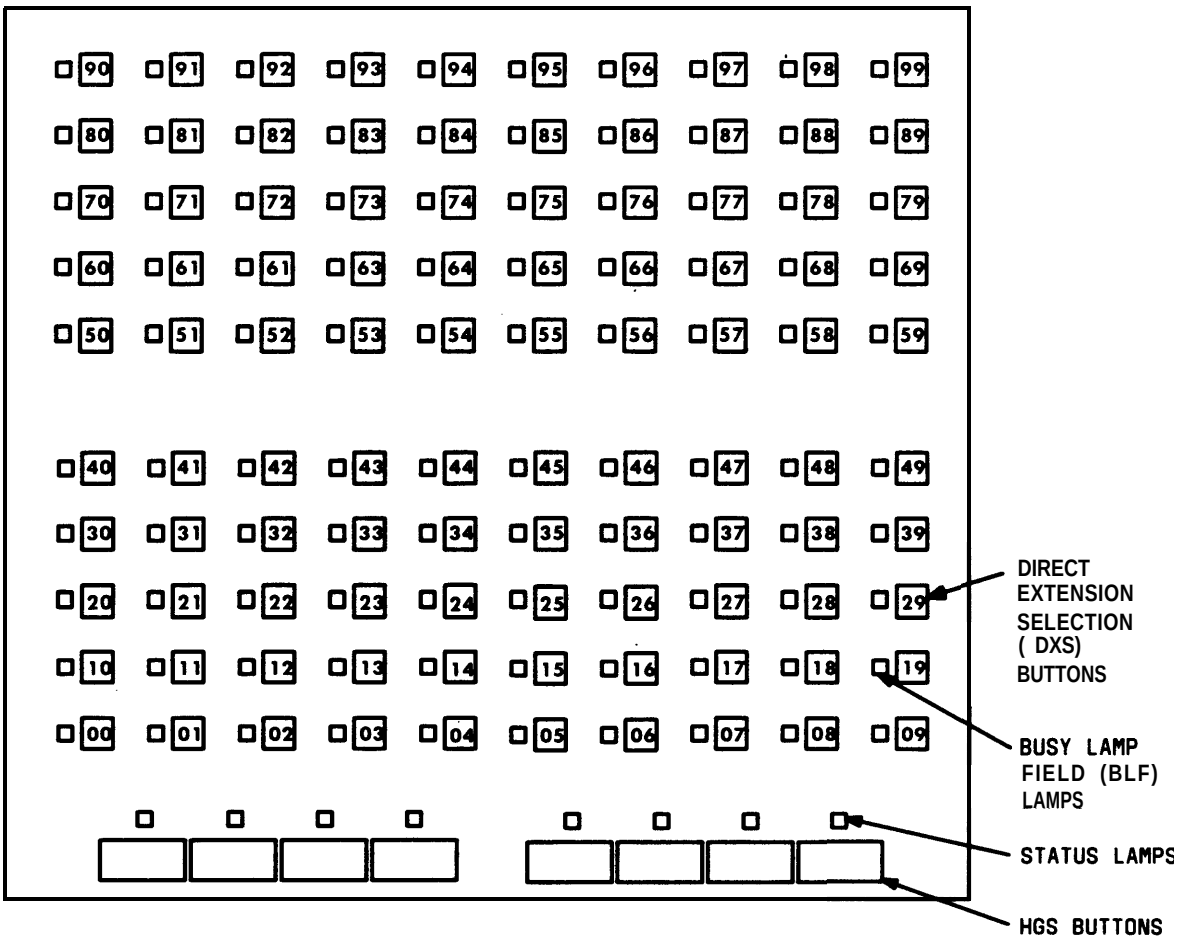
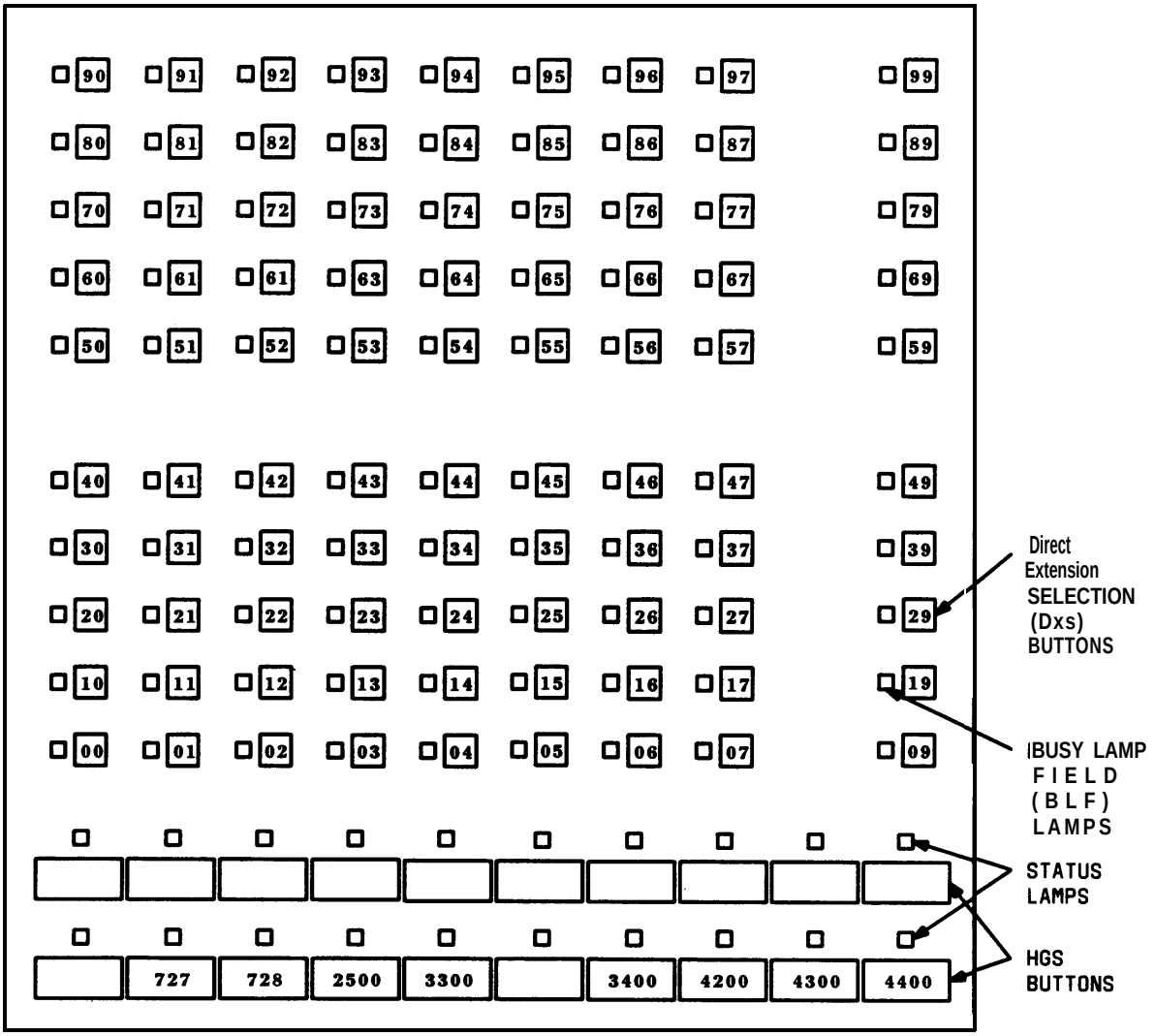



Figure 2-13. Basic Selector Console Area




NOTE: GROUP SELECT BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

**Figure 2-14. Enhanced Selector Console Area**

***Using the DXS Buttons***

The attendant presses the appropriate HGS and DXS buttons to extend and originate calls to system users.

An extension number has two, three, four, or five digits:

- A 2-digit extension number has a 2-digit DXS number but does not have a group select number. For example, the extension number 21 has a 21 DXS number.

- A 3-digit extension number has a 1-digit group select number and a 2-digit DXS number. For example, the extension number 321 has a **3** group select number and a **21** DXS number.
- A 4-digit extension number has a 2-digit group select number and a 2-digit DXS number. For example, the extension number 4321 has a **43** group select number and a **21** DXS number.
- A 5-digit extension number has a 3-digit group select number and a 2-digit DXS number. For example, the extension number 54321 has a **543** group select number and a 21 DXS number.

***Determining Extension Number Status***

The attendant determines the idle or active status of extension 4321 or 321 by pressing Group Select button **43** or **3** and looking at the lamp to the left of DXS button **21.** If the lamp is dark, the extension is idle. A call can be extended or originated to that number.

If the lamp is lighted, the call can still be extended. The extension number may be active, but another answering group member may be available or another call appearance may be idle on a multi-appearance voice terminal. Also, the Attendant Call Waiting feature can be activated for a single-line voice terminal. (Attendant Call Waiting is described in Chapter 4.)

When the number represented by the DXS button is assigned to a group, such as a terminating extension group or trunk group, the lamp lights only when all members of the group are busy and the queue, if provided, is full.

If all available call appearances on a multi-appearance voice terminal are active or if the Attendant Call Waiting feature cannot be activated, the attendant hears busy tone.

# Attendant Console Tones

## Tones Heard Through Handset or Headset

While operating the console, the following tones may be heard through the handset or headset:

**Ringback Tone**

A low-pitched tone repeated 15 times a minute; the electronic version of the conventional ringing heard when the number dialed is being rung.

**Busy Tone**

A low-pitched tone repeated 60 times a minute; indicates that the extension number dialed is active (busy).

**Confirmation Tone**

Three short bursts of tone; indicates that the feature operation requested (activated or deactivated) has been accepted.

**Coverage Tone**

One short burst of tone; indicates that a call to an extension number will be answered at another extension number by a covering user.

**Dial Tone**

A continuous steady tone; indicates that the system will accept dialing or that a feature can be activated.

**Intercept Tone**

An alternating high and low siren-type tone; indicates either that the number was dialed incorrectly or that a feature request is denied.

**Reorder Tone**

A fast busy tone repeated 120 times a minute; indicates either that all trunks within a particular trunk group are busy or that the feature requested is not currently available. After hearing reorder tone, the call or feature request can be attempted again later.

**Call Waiting Ringback Tone**

A low-pitched tone identical to the ringback tone except that the volume decreases during the last 0.2 second of tone. Indicates that the Attendant Call Waiting feature is activated and that the called voice terminal user is aware of the waiting call.

## Tones Generated at Console

The attendant console also generates the following tones that are not heard through the handset:

**Ringing**

An on-off, low-pitched tone; indicates that an incoming call is connected to a console call appearance button and is waiting to be answered.

**Calls Waiting Tone**

An on-off, medium-pitched tone; indicates that one or more incoming calls are waiting in queue to be answered.

**Timed Reminder Tone**

A high-pitched tone, on for about 1/3 second and off for about 1 second; indicates that a single-party call has been on hold at the console for longer than the preset time. This tone is also heard when the Attendant Recall feature is activated and when an unanswered attendant-extended call returns to the console.

**Emergency Access Tone** (V3 and Generic 1)

A special tone that indicates there is an Emergency Access call to the attendant. This tone is heard only on the latest models of the Basic Console and all models of the Enhanced Console.

# CHAPTER 3. OPERATING THE CONSOLE

This chapter contains the procedures that you must use to answer, place, release, split, extend, and hold calls. You will also apply these procedures, in whole or in part, to other call-handling tasks such as activating some of the attendant and system features.

## Activating and Deactivating the Console

Activate (turn on) the console by plugging in the handset or the headset. If the **Night** lamp is lighted and you are the primary attendant, press **(Night)** to put the primary console and any other daytime consoles into normal day service.

Deactivate (turn off) the console by pressing **(Night)** or by unplugging the handset or the headset. (Night Service is described in Chapter 4.)

## Answering Calls

An incoming call is identified by 1-burst repetitive ringing, a dark **Pos Avail** lamp, and a flashing **Atnd** lamp above one of the six call appearance buttons. Calls come in on the leftmost idle call appearance button.

The console's alphanumeric display provides calling party information as described in "Alphanumeric Display Area" in Chapter 2. The display clearly distinguishes between calls from users inside the system and calls from outside.

### Emergency Calls

A special type of incoming call that requires immediate attention is an emergency call from an inside voice terminal user (Generic 1 and V3 systems).

**Always answer an emergency call as soon as it arrives.**

You will be alerted to an emergency call by the following special indications:

- The **Emergency** lamp in the assigned feature button area flashes.
- A special emergency tone sounds (normal ringing on older consoles).
- The display identifies the calling party and shows the abbreviated word **EMRG.**

The procedures for answering an emergency call are the same as those used to answer all other incoming calls.

**To answer an incoming call:**

1. Press the call appearance button where the **Atnd** lamp is flashing.

   - Ringing stops.
   - **Atnd** lamp lights steadily.
   - **Pos Avail** lamp remains dark.
   - Console is connected to the caller.

2. Answer the call and assist the caller as necessary.

   - The incoming call can now be extended (see Extending Calls), held (see Holding Calls), or ended (Step 3).

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

   - Console is disconnected from the caller.
   - Display and the **Atnd** lamp go dark.
   - **Pos Avail** lamp lights.
   - Console is now ready to answer or place another call.

## Placing Calls

You can place calls to extension numbers inside your system and calls to outside numbers through trunks. The steps for placing these types of calls are distinctly different and are described in the following two procedures. Called party information is displayed as described in Chapter 2.

### Calls to Inside Extension Numbers

You can place a call to any extension number in the system. You may use the selector console if you have one; otherwise, select an idle call appearance and dial the number.

**To call an extension number inside the system:**

1. If you have a selector console, place the call using Steps 2 and 3 or Steps 4 and 5. If you do not have a selector console, place the call using Steps 4 and 5.
2. Press the Group Select button for the desired extension number; observe the lamp of the DXS button for the extension.

- If the DXS lamp is dark, the extension is idle; go to Step 3.
- If the DXS lamp is lighted, the extension is active; you can still place the call, but it may wait or go to a covering party.

**3.** Press the DXS button for the desired extension number; observe the lamps, and listen for call progress tone.

- The **Atnd** lamp at the idle call appearance button lights.
- **Pos Avail** lamp goes dark.
- Ringback; if call is answered, go to Step 6. If call is not answered, go to Step 7 or 8.

Ž Call waiting ringback; wait for answer, go to Step 6.

- Busy tone; go to Step 7 or 8.
- Intercept tone—unassigned number dialed; go to Step 7 or 8.

**4.** Press (Start).

- Dial tone.
- Atnd lamp at idle call appearance lights.
- **Pos Avail** lamp goes dark.

**5.** Dial the desired extension number and listen for call progress tone.

- Tones same as Step 3.

**6.** Talk to the called party; when the conversation is finished, press **(Release).**

- **Atnd** lamp and the display go dark.
- **Pos Avail** lamp lights.
- Procedure complete.

**7.** To try to call the same number again or place another call immediately, press **(Cancel);** return to Step 1.

- Call progress tone stops.
- Dial tone starts.

**8.** To abandon the call attempt, press **(Release).**

- Call progress tones stop.
- **Atnd** lamp and the display go dark.
- **Pos Avail** lamp lights.
- Procedure complete.

## Calls to Outside Numbers

An outside call requires an outgoing trunk as well as dialing of the distant number. You can access a trunk in two ways:

1. Dial an access code for a Private Network, Automatic Alternate Routing (V2, V3, and Generic 1 systems), Automatic Route Selection, or a specific trunk group.
2. Press the Trunk Group Select button for the desired trunk.

**To call an outside number:**

1. Decide whether to access an outgoing trunk by dialing a code (Steps 2 and 3) or by using a Trunk Group Select button (Steps 4 and 5).
2. Press **(Start).**
   - Dial tone.
   - **Atnd** lamp at idle call appearance button lights.
   - **Pos Avail** lamp goes dark.
3. Dial the trunk access code, and listen for call progress tone.
   - Second dial tone—valid code; go to Step 6.
   - Reorder tone—no outgoing trunk available; go to Step 8 or 9.
   - Intercept tone—invalid code; go to Step 8 or 9.
4. Check the status of the Trunk Group Select lamps.
   - No lamps lighted—trunk available; go to Step 5.
   - **Busy** lamp lighted—all trunks in the group are busy; try again later.
   - **Warn** lamp lighted—some trunks are busy; select an alternate trunk group if possible, or go ahead and use this group per Step 5.

**5.** Press Trunk Group Select button.

- **Atnd** lamp at idle call appearance button lights.
- **Pos Avail** lamp goes dark.
- Dial tone; go to Step 6.

**6.** Dial the outside number, and listen for call progress tone.

- Ringback; if call is answered, go to Step 7. If call is not answered, go to Step 8 or 9.
- Busytone; go to Step 8 or 9.
- Intercept tone—call cannot be completed as dialed; go to Step 8 or 9.

**7.** Talk to the called party; when the conversation is finished, press **(Release).**

- **Atnd** lamp and the display go dark.
- **Pos Avail** lamp lights.
- Procedure complete.

**8.** To try to call the same number again or place another call immediately, press **(Cancel);** return to Step 1.

- Call progress tone stops.
- Dial tone starts.

**9.** To abandon the call attempt, press **(Release.)**

- Call progress tone stops.
- **Atnd** lamp and the display go dark.
- **Pos Avail** lamp lights.
- Procedure complete.

## Releasing Calls

As the previous procedures have shown, you press **(Release)** to end a call. The following results always occur:

- Console is disconnected from the called or calling party (or both if they are connected together).
- **Atnd** lamp and the display go dark.
- **Pos Avail** lamp lights (unless another call is coming to the console).
- Call progress tones stop.
- No dial tone heard.
- Console is ready for answering or placing another call.

In the rest of this guide, the normal results of releasing a call listed above will not be specified again.

## Holding Calls

Single-party and multi-party calls can be put on hold at the console. It is possible to have a held call at each of the six call appearances. You should hold a call if the party (or parties) may need assistance later or if you expect to reenter the call with information.

**To hold a call on the console:**

1. With the call active on a call appearance, press **(Hold).**
   - **Hold** lamp at the hold button lights.
   - **Hold** lamp at the call appearance button lights.
   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - You can now place and receive calls on the other call appearances.

**To reenter a single-party call held on the console:**

1. Press the call appearance button where the call is on hold.
   - **Hold** lamp goes dark.
   - **Atnd** lamp lights.
   - **Pos Avail** lamp goes dark.
   - Held party is reconnected to the console.
2. Talk to the other party.

You can manually reenter a single-party held call at any time using the last procedure. However, a single-party call on hold returns to the console automatically when the preset timed reminder interval expires. (Refer to Timed Reminder feature in Chapter 4.)

When the timed reminder interval expires for a call, the **Hold** lamp at the call appearance button flashes, timed reminder tone sounds, and the alphanumeric display identifies the call. Answer the returning call in the same way that you answer any incoming call, and assist the caller as necessary.

If the held call has two or more parties, the Attendant Lockout feature prevents you from directly reentering the call. One of the parties on the call must call you for assistance (the Attendant Recall feature). Multi-party calls held at the console are not timed; therefore, timed reminder does not apply to them. (Attendant Lockout and Attendant Recall are described in Chapter 4.)

## Splitting Calls

The Attendant Auto-Manual Splitting feature lets you temporarily disconnect from a caller, place a call to another party, and then connect the two parties together. Splitting is a procedure that you must always perform in order to extend an incoming call to an inside or outside number. Splitting allows you to take the following steps:

1. Either talk with the second party to announce the waiting call or drop out of the call before the second party answers.
2. Connect the two calls together.
3. Join the calling and called parties in a 3-way connection from which you can later drop out.
4. Return to the split caller if the called party does not answer or declines to enter the call.

This feature is activated automatically when you perform any one of the following actions after answering an incoming call:

1. Press the **Start** button.
2. Call an extension number using the Selector Console.
3. Call an extension number using **Start** and dialing.
4. Press a Trunk Group Select button.

While the caller is split from the console, the **Split** lamp is lighted. The split condition is canceled, and the **Split** lamp goes dark when you do one of the following procedures:

1. Press the **Release** button to connect the split party to the called party and disconnect the console.
2. Press the **Split** button to establish a 3-way connection with you, the caller, and the called party. If the called party has dropped off, pressing the **Split** button simply returns you to the caller.
3. Press the **Cancel** button to cancel the outgoing call attempt and reconnect you to the caller.

All the steps for activating and deactivating the split condition are integrated into the next procedure, "Extending Calls."

## Extending Calls

Extending a call means, basically, to transfer a call from the console to another destination. Calls can be extended to an inside extension number or to an outside number through a trunk. Extending a call consists of answering an incoming call, splitting, placing another call, and then connecting the two calls together. Once a call is extended, you can release from the call or remain connected.

The following procedures for extending calls combine the basic call-handling steps already presented in this chapter. In all cases, calls that have been extended can be held at the console rather than released.

You will extend calls for the following reasons:

- A party on an incoming call requests to be connected to an extension number inside the system. The incoming call will normally be a trunk call from outside the system, but it can be from an inside extension number.
- An inside extension user in your own system requests to be connected to an outside number through a trunk.

- A party on an incoming trunk call requests to be connected to an outside number on another trunk.

**To extend an incoming call to an inside extension number:**

1. After answering the incoming call, tell the caller that you are going to break the connection temporarily (split) while you call the other party.
2. Call the desired party using the normal procedures for placing a call to an inside extension number.
   - **Split** lamp lights.
3. Use one of the following steps, 4 through 7, to complete the call.
4. If you are not going to announce the call, press **(Release)** as soon as the call starts ringing.
   - Calling party is connected to the ringing line.
   - **Split** lamp goes dark.
   - Procedure complete (unless the call is unanswered and returns to the console; refer to Timed Reminder feature in Chapter 4 for details).
5. If you are going to announce the call, wait for the called party to answer.

   If the called party accepts the call, press **(Release).**
   - Caller is connected to the called party.
   - **Split** lamp goes dark.
   - Procedure complete.

   If the called party declines to talk to the caller, press **(Split)** after the called party hangs up.
   - Console is connected to the caller again.
   - **Split** lamp goes dark.

   Explain to the caller that the called party is not available. Take a message, or ask the caller to try again later; then press **(Release).**
   - Procedure complete.

**6.** If the called party is busy or does not answer, press **(Cancel).**

- Outgoing call is canceled.
- Call progress tone stops.
- Console is connected to the caller again.
- **Split** lamp goes dark.

Explain to the caller that the called party cannot be reached. Take a message, or ask the caller to try again later; then press **(Release).**

- Procedure complete.

**7.** To set up a 3-way connection, press **(Split)** before or after the called party answers.

- Console, caller, and called party are connected together.
- **Split** lamp goes dark.

To drop out of a 3-way connection, press **(Release).**

- Procedure complete.

**To extend a call from an inside extension to an outside number:**

**1.** After answering the incoming call:

- Determine whether the outgoing call can be allowed.
- Find out whether the caller wants to dial the outside number after you access a trunk or wants you to dial the entire call.

**2.** Tell the caller that you are going to break the connection temporarily (split) while you start the outgoing call.

**3.** Access an outgoing trunk using a trunk access code or a Trunk Group Select button.

- **Split** lamp lights.
- Dial tone.

If a trunk is not available, reorder tone is heard; press **(Split).** Ask the caller to try again later.

**4.** If the caller wants to dial the outside number, press **(Release).**

- Caller hears dial tone and can now dial the outside number.
- **Split** lamp goes dark.
- Procedure complete.

**5.** If the caller wants you to complete the entire call, dial the outside number.

**6.** Use one of the following steps, 7 through 10, to complete the call.

**7.** If you are not going to announce the call, press **(Release)** as soon as the call starts ringing.

- Calling party is connected to the ringing line.
- **Split** lamp goes dark.
- Procedure complete.

**8.** If you are going to announce the call, wait for the called party to answer.

If the called party accepts the call, press **(Release).**

- Caller is connected to the called party.
- **Split** lamp goes dark.
- Procedure complete.

If the called party declines to talk to the caller, press **(Cancel).**

- Console is connected to the caller again.
- **Split** lamp goes dark.

Explain to the caller that the called party is not available. Take a message, or ask the caller to try again later; then press(Release).

- Procedure complete.

**9.** If the called party is busy or does not answer, press **(Cancel).**

- Outgoing call is canceled.
- Call progress tone stops.
- Console is connected to the caller again.
- **Split** lamp goes dark.

Explain to the caller that the called party cannot be reached. Take a message, or ask the caller to try again later; then press **(Release).**

- Procedure complete.

**10.** To set up a 3-way connection, press **(Split)** before or after the called party answers.

- Console, caller, and called party are connected together.
- **Split** lamp goes dark.

- Procedure complete.

**To extend an incoming trunk call to an outside number:**

**1.** After answering the incoming call, tell the caller that you are going to break the connection temporarily (split) while you call the other party.

**2.** Call the desired party using the normal procedures for placing an outgoing trunk call.

- **Split** lamp lights.
- If a trunk is not available, reorder tone is heard; press **(Split)** to reconnect to the caller. Ask the caller to try again later.

**3.** Use one of the following steps, 4 through 7, to complete the call.

**4.** If you are not going to announce the call, press **(Release)** as soon as the call starts ringing.

- Calling party is connected to the ringing line.
- **Split** lamp goes dark.
- Procedure complete.

**5.** If you are going the announce the call, wait for the called party to answer.

If the called party accepts the call, press **(Release).**

- Caller is connected to the called party.
- **Split** lamp goes dark.
- Procedure complete.

If the called party declines to talk to the caller, press **(Split)** after the called party hangs up.

- Console is connected to the caller again.
- **Split** lamp goes dark.

Explain to the caller that the called party is not available. Take a message, or ask the caller to try again later; then press **(Release).**

- Procedure complete.

**6.** If the called party is busy or does not answer, press **(Cancel).**

- Outgoing call is canceled.
- Call progress tone stops.
- Console is connected to the caller again.
- **Split** lamp goes dark.

Explain to the caller that the called party cannot be reached. Take a message, or ask the caller to try again later; then press **(Release).**

- Procedure complete.

**7.** To set up a 3-way connection, press **(Split)** before or after the called party answers.

- Console, caller, and called party are connected together.
- **Split** lamp goes dark.

To drop out of a 3-way connection, press **(Release).**

- Procedure complete.

# CHAPTER 4. USING THE FEATURES

This chapter provides brief descriptions and step-by-step operating procedures for the Switch features (except those associated with Hospitality Services and Automatic Call Distribution) that you can use at the attendant console. The features are presented alphabetically.

For detailed discussions of all the attendant features, refer to DEFINITY® *Communications System Generic 1 and System* 75*— Feature Description,* 555-200-201.

Procedures for Hospitality and Automatic Call Distribution features are in the following documents:

- *DEFINITY® Communications System Generic 1 and System 75—Hospitality Operations, 555-200-723*
- *AT&T System 75—Automatic Call Distribution (ACD) —Agent Instructions, 555-200-722*
- *AT&T System 75—Automatic Call Distribution (ACD) —Supervisor Instructions, 555-200-724.*

## Abbreviated Dialing (V2, V3, and Generic 1 Systems)

Abbreviated Dialing (AD) provides up to three lists of stored numbers that any attendant can access for placing calls and activating features. This feature reduces the number of button strokes required for dialing and makes calling more error-free.

The attendant console AD lists are programmed by the System Manager, who can also assign feature buttons to some positions on the lists to allow one-button dialing of selected numbers. Multi-digit numbers can be called by dialing a list code followed by an entry number on the list or, even more quickly, by pressing a button associated with a list position. (List codes can also be stored on buttons for easier access.)

Having frequently used feature access codes stored on AD buttons in the feature area is especially convenient for the attendant. The AD feature buttons can also be used for storing long-distance and international numbers and, if a selector console is not provided, inside extension numbers.

**To activate a feature or place a call using the AD feature:**

1. Press **(Start).**
   - Dial tone.
   - **Atnd** lamp at idle call appearance button lights.
   - **Pos Avail** lamp goes dark.
2. If the feature access code or telephone number is stored on an AD button, press the button.

   If the feature access code or telephone number is on a list assigned to the console but not stored on an AD button, access the list; then dial the list entry number.
3. Continue the call in the normal way.

## Attendant Auto-Manual Splitting

This feature allows the attendant to disconnect from a calling party temporarily (split) in order to call another party prior to connecting the two parties together. It is not an independent procedure, but is used in connection with other call-handling steps.

The procedures for using the Attendant Auto-Manual Splitting feature are described in detail under “Splitting Calls” in Chapter 3. The steps involved in splitting are incorporated into the procedures for Extending Calls (also described in Chapter 3).

## Attendant Call Waiting

This feature allows a call extended from the console to a busy single-line voice terminal inside the system to wait at the called terminal. Call Waiting is automatic. After the extension number is dialed, the attendant hears Call Waiting ringback tone, and the busy voice terminal user hears a 2-burst tone.

You must tell the calling party that the extension is busy and the call is waiting before pressing the **Release** button, not after call returns.

When you put a call in call waiting and press the **Release** button, the call is off the console; other calls can be handled.

If the call is not answered before a preset time expires, the call returns to a console. The **Atnd** lamp at an idle call appearance flashes, timed-reminder tone is heard, and the call identification and call purpose are displayed. Answer the returning call the same way that you answer any incoming call. (Refer to “Timed Reminder” for more information on handling a returned call.)

**To tell a caller that the extended call is waiting:**

1. Press **(Split).**
   - Console is reconnected to the caller.
   - **Split** lamp goes dark.
   - Call waiting ringback tone is now heard by caller.
2. Tell the caller that the call is waiting.
3. Press **(Release).**
   - Procedure complete (unless waiting call returns to the console).

## Attendant Conference

This feature allows the attendant to arrange a conference call with as many as five other conferees.

If you attempt to add a sixth internal party or a third outside trunk party to the conference call, the attempt is denied. The Split lamp flutters for about 2 seconds to indicate the denial.

After the conference call is arranged and all conferees are added, either release the call or hold it on the console. If the call is held and a conferee recalls you, handle the call as described under “Attendant Recall.”

**To set up a conference, starting with an established call:**

1. Press **(Start).**
2. Call the new party to be added to the conference.
   - **Split** lamp lights.
3. After contacting the new party, press **(Split)** to connect the new party and the console to the original party.
   - **Split** lamp goes dark.
   - All parties, including the console, are connected together.
4. To add more parties to the conference, repeat Steps 1, 2, and 3.
5. If a called party cannot be reached, press **(Cancel)** to end the attempt and rejoin the existing conference.

6. After the conference is established, release it from the console (Step 7); or hold it at the console (Step 8).

7. Press **(Release).**

   - Console is no longer associated with the conference.
   - **Atnd** lamp at call appearance where conference was set up goes dark.
   - Display goes dark.
   - **Pos Avail** lamp lights.
   - Procedure complete.

8. Press **(Hold)**

   - **Hold** lamp at call appearance where conference was set up lights.
   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - Conferees who are inside the system can recall the attendant for assistance.
   - Procedure complete.

## Attendant Control of Trunk Group Access

This feature allows attendants to control access to as many as six (12 if the console is Enhanced and the system is Generic 1) trunk groups, loudspeaker paging zones, or code calling zones per console. Calls from system users to the trunk group under attendant control redirect to an attendant console.

The Attendant Control of Trunk Group Access feature is normally activated when the trunk group **Warn** lamp lights. Your System Manager will tell you when and how to use this feature.

When the call is redirected, the alphanumeric display identifies the following:

- Call appearance; for example, **c=**
- Calling party and trunk that the calling party tried to access
- Call purpose, **tc.**

**To activate attendant control of trunk group access:**

1. Press **(Cont Act).**

   - **Cont Act** lamp lights steadily.

2. Press the Trunk Group Select button of the trunk group to be controlled while observing the **Cont Act** lamp and the **Cont** lamp for the specified Trunk Group Select button.

   - **Cont Act** lamp goes dark; **Cont** lamp for the specified Trunk Group Select button lights—operation allowed.

   - **Cont Act** lamp flutters, then goes dark; **Cont** lamp for the specified Trunk Group Select button remains dark—operation denied; return to Step 1.

**To deactivate attendant control of trunk group access:**

1. Press **(Cont Deact).**

   - **Cont Deact** lamp lights steadily.

2. Press Trunk Group Select button of the trunk group for which control is to be deactivated while observing the **Cont Deact** lamp and the **Cont** lamp for the specified Trunk Group Select button.

   - **Cont Deact** lamp goes dark; **Cont** lamp for the specified Trunk Group Select button goes dark—operation allowed.

   - **Cont Deact** lamp flutters, then goes dark; **Cont** lamp for the specified Trunk Group Select button remains lighted—operation denied; return to Step 1.

## Attendant Direct Trunk Group Selection

This feature allows the attendant to select a trunk group for an outgoing call, loudspeaker paging zone, or code calling zone by pressing a Trunk Group Select button. The procedures for activating this feature are incorporated into all the calling procedures that require trunk access. Each attendant console has 12 Trunk Group Select buttons. (In Generic 1 only, feature buttons may also be used as Trunk Group Select buttons. This allows up to 24 Trunk Group Select buttons on a console.) In a Generic 1 system, up to 12 feature buttons may be used as additional Trunk Group Select buttons on each console, limit 24 per console.

## Attendant Lockout

This feature prevents the attendant from reentering a multi-party call held on the console unless recalled by a system user on the call. If an attempt to reenter a held call is denied, the Hold lamp at the call appearance button flutters for about 2 seconds and then returns to steadily lighted. This means that the Attendant Lockout feature is active for all attendant consoles. Attendant Lockout does not apply to Individual Attendant Access (V2, V3, and Generic 1 systems) calls that are held on the console.

## Attendant Recall

This feature allows a system user on a 2-party call or a conference call held on the console to recall the attendant for assistance. When an attendant is recalled, the call purpose, **rc** (attendant recall), appears on the alphanumeric display, indicating that a user is requesting assistance. The **Pos Avail** lamp goes dark, the Hold lamp at a call appearance button flashes, and the attendant hears ringing.

If a hunt group call to an individual attendant (V2, V3, and Generic 1 systems) is being held on the console, a system user who is active on the call cannot recall the attendant. However, this user can transfer calls or make conference calls.

**To answer the recall:**

1. Press the call appearance button where Hold lamp is flashing.
   - **Hold** lamp goes dark.
   - **Atnd** lamp lights.
   - Ringing stops.
2. Answer the call, and assist the caller as necessary.

## Automatic Alternate Routing (V2, V3, and Generic 1 Systems) and Automatic Route Selection

Automatic Alternate Routing (AAR) selects the most-preferred route (normally, the most-direct route) for private network calls.

Automatic Route Selection (ARS) selects the most-preferred route (normally, the least-expensive route) for long-distance calls.

You will place or extend AAR/ARS calls the same way that you place or extend other calls, except that you dial the AAR/ARS access code and the outside number instead of dialing a trunk access code or pressing a Trunk Group Select button and dialing the number.

If intercept tone is heard after dialing, the call is not authorized. If reorder tone (fast busy) is heard or if the called party is busy, try the call later.

## Automatic Circuit Assurance (V2, V3, and Generic 1 Systems)

Refer to the description of this feature in Chapter 8, “Using The Console To Troubleshoot the System. ”

## Busy Verification of Terminals and Trunks (V2, V3, and Generic 1 Systems)

Refer to the description of this feature in Chapter 8, “Using The Console To Troubleshoot the System.”

## Call Coverage

The Call Coverage feature redirects unanswered internal and/or Direct Inward Dialing (DID) calls to an alternate answering position. (The DID calls are placed by an outside caller and go directly to the called extension without your assistance.) The console can be an alternate answering position.

When a call is redirected through the Call Coverage feature to the console, the alphanumeric display identifies the calling and called parties and shows a call purpose identifier (code). (The call purpose codes are explained under “Alphanumeric Display Area” in Chapter 2 and are repeated here.) The call purpose code tells you why the call was redirected. The call purpose codes associated with Call Coverage and their meanings are as follows:

- **b** —Busy—The called voice terminal user is active on a call, and the called voice terminal has a temporarily bridged appearance of the call.
- **d** —Doesn’t Answer or Cover—The called voice terminal was not answered or the calling system user sent the call to coverage. This code also” means that the called voice terminal has a temporarily bridged appearance of the call.
- **s** —Send All Calls—All calls to this number are being sent temporarily to coverage.

  The most common reason for sending all calls to coverage is that the person who normally answers the calls is unavailable for an extended period of time (perhaps due to vacation or illness). When Send All Calls is activated at a voice terminal, all incoming calls to that terminal will immediately redirect to coverage. This redirection means that the voice terminal doesn’t ring, and the calling party doesn’t have to wait so long for the call to be answered.

When a redirected call arrives at the console, the left portion of the display identifies the source of the call by showing a name, number, or some other identification; and identifies the destination of the call by showing a name or number. The right portion of the display shows the call purpose code. For example:

| | |
|---|---|
| **TOM SMITH to BILL JONES** | **s** |

The above display identifies an inside call from Tom Smith to Bill Jones. Mr. Jones has activated Send All Calls and all of his calls are temporarily being redirected to coverage. Proper names (Smith and Jones) or extension numbers indicate inside calls.

Outside calls are identified by the name assigned to the trunk group that the call comes in on. For example:

| | |
|---|---|
| **LOCAL to BILL JONES** | **b** |

The above display identifies an outside call on trunk group “local” to Bill Jones. He is busy on another call, so this call has redirected to coverage.

On a call such as this, you can answer with Mr. Jones’ name, give a reason why he didn’t answer the call, and provide other assistance, as required. Other assistance normally means one of the following:

- If the calling party indicates that the call is important, determine if Mr. Jones wants to accept the call. You can talk to Mr. Jones privately by pressing the **Consult** button. If Mr. Jones wants to accept the call, extend it back to him.
- If someone else can help the calling party, extend the call to that person.
- If the calling party wants to leave a message for Mr. Jones, take the message and then press the **LWC** button. This operation leaves an electronic message for Mr. Jones to call you. When he calls, you can relay the message.
- If the calling party is an internal system user and the message is simply to return the call, you can press the **Cover Cback** (Coverage Callback) button to leave a message for Mr. Jones to call the calling party. You do not have to verbally relay the message, and the electronic message does not indicate that you were ever on the call.

On any coverage call that you answer, the called party may pick up the call before you disconnect. That is, a 3-way call can exist. If this occurs, you can simply release from the call; the calling and called parties will remain connected.

Handle a redirected call according to the type of call it is. The following options, Coverage Callback and Consult, are available with the Call Coverage feature.

## Coverage Callback

### *Internal Call*

After you answer the call and before you release it, press the **(Cover Cback)** (Coverage Callback) button. This operation automatically leaves a message for the called party to call the internal calling party.

If you need to relay the message for the calling party, press the **(LWC)** (Leave Word Calling) button. This operation automatically leaves a message for the called party to call you.

### *External Call*

After you answer the call and before you release it, take a message; press the **(LWC)** button. This operation automatically leaves a message for the called party to call you.

## Consult

This feature option allows you to talk with the called party after you answer the redirected call. The following procedure presents the use of the Consult feature.

**To consult with the called party:**

1. After answering the redirected call, press **(Start).**
   - Dial tone heard.
   - **Split** lamp lights.
   - Calling party is separated from the connection.
2. Press **(Consult).**
   - Called party receives priority ringback tone.
3. Talk with called party, and determine if call will be accepted.
   - Called party wants to talk with you and the calling party; go to Step 4.
   - Called party wants to talk with you and the calling party; go to Step 6.
   - Called party wants to talk with the calling party only; go to Step 7.

4. If the called party does not want to talk with the caller, press **(Split)** after the called party hangs up.
   - **Split** lamp goes dark.
   - You are reconnected with calling party.
5. Report to caller.
   - Procedure complete.
6. If the called party wants to talk with you and calling party, press **(Split).**
   - **Split** lamp goes dark.
   - Three-way connection established between you, called party, and calling party.
7. When called party wants to talk with calling party only, press **(Release).**
   - **Split** lamp goes dark.
   - **Pos Avail** lamp lights.
   - Called and calling parties connected.

## Call Forwarding All Calls (V2, V3, and Generic 1 Systems)

This feature allows an attendant to activate and deactivate Call Forwarding All Calls for any extension number in the system. An attendant's calls cannot be forwarded.

**To activate Call Forwarding All Calls for a particular extension:**

1. Press **(Start).**
   - Dial tone heard.
   - **Atnd** lamp at an idle call appearance button lights.
   - **Pos Avail** lamp goes dark.
2. Dial the Call Forwarding All Calls activation access code.
   - Second dial tone heard.
3. Dial the extension number of the user whose calls are to be forwarded (the forwarding extension).
   - Third dial tone heard.

4. Dial the forwarded-to number, and listen for call progress tones.
   - Confirmation tone—Call Forwarding All Calls activated.
   - Intercept tone—Call Forwarding arrangement cannot be activated due to restrictions assigned to forwarding or forwarded-to numbers; go to Step 6 or 7.

5. Press **(Release).**
   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - Procedure complete.

6. To try again or place another call immediately, press **(Cancel).**
   - Dial tone heard.
   - Return to Step 2.

7. To abandon the call attempt, press **(Release).**
   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - Procedure complete.

**To deactivate Call Forwarding All Calls for a particular extension:**

1. Press **(Start).**
   - Dial tone heard.
   - **Atnd** lamp at an idle call appearance button lights.
   - **Pos Avail** lamp goes dark.

2. Dial the Call Forwarding All Calls deactivation access code.
   - Second dial tone heard.

3. Dial extension for which the feature is being deactivated (forwarding extension).
   - Confirmation tone heard—feature deactivated.

4. Press **(Release).**

   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - Procedure complete.

## Call Park

This feature allows an incoming call to be put on hold at an extension number and then be retrieved from any voice terminal in the system. It is particularly useful to an attendant who is asked by a caller to page another party.

You can park a call on any extension number in the system. In addition, the console group can have up to ten extension numbers that are used exclusively for Call Park. These extension numbers are not assigned to voice terminals. They are used only by attendants to park calls and can be assigned to the selector console for quick access. The Busy Lamp Field (BLF) lamp associated with the number will light to show when a call is parked.

You can use Call Park with the Loudspeaker Paging Access feature. After parking an incoming call, page the desired party and announce the extension number where the call is parked. When the paged party dials the Call Park Answer-Back code and the parked extension number, the two parties are connected.

If a parked call is not answered within a preset time, the call returns to an attendant console for assistance. Such calls may have been originally parked by an attendant, the system, or a voice terminal user. When a parked call returns to the console, call identification is displayed.

**To park a call:**

1. Press **(Start).**

   - Dial tone heard.
   - **Split** lamp lights.
   - Caller is separated from the connection.

2. Dial the Call Park access code.

   - Dial tone heard.

3. Use the touch-tone dial or the selector console to access the extension number where the call is to be parked. Listen for call progress tone.

   - Confirmation tone—the call is parked; go to Step 4.
   - Busy tone-a call is already parked at the dialed extension number; go to Step 5.

4. Press **(Release).**

   - **Atnd** and **Split** lamps and the display go dark.
   - **Pos Avail** lamp lights.
   - Call is now parked at the dialed extension number, and you can page the other party.

5. To try another extension number, press **(Cancel).** Return to Step 1.

   - Busy tone stops.
   - You are reconnected to the caller.

## Code Calling Access

This feature allows attendants to page a called party with coded chime signals in up to nine areas (zones). In addition, one zone can be provided to activate all zones at the same time. An access code is provided for each zone and for all zones.

When you dial the Code Calling Access code and the extension number assigned to the paged party, the system translates the number to a chime code and plays the chimes over loudspeakers. The call is automatically parked (by the Call Park feature) on the paged party's extension number. The paged party answers the call by dialing a Call Park Answer-Back code and his or her own extension number.

You can combine call extending procedures and code calling to connect an incoming call to a system user. You have the standard options of releasing the call, waiting for the paged party to answer, or holding the call on the console.

**To extend a call using Code Calling Access:**

1. After answering an incoming call, tell the caller that you are going to break the connection temporarily (split); then press **[Start].**

   - Dial tone heard.
   - **Split** lamp lights.
   - Caller is separated from the connection.

2. Dial the desired Code Calling Access code.

   - Dial tone heard.

3. Dial the extension number assigned to the person being paged, and listen for call progress tone.

   - Confirmation tone—call is parked on paged party's extension number, and paged party is paged (chime signals play at once and can play up to three times while attendant remains connected to the call).
   - Busy tone heard—go to Steps 7 and 8.

4. To drop out of the call before the paged and calling parties are connected, press **[Release]** (chime signals play once).

   - **Split** lamp goes dark.
   - Procedure is complete.

5. To establish a 3-way call, wait for the called party to answer; then press **[Split]** (chime signals play up to three times).

   - **Split** lamp goes dark.
   - Three-way conversation established.

6. To hold the call on the console, press **[Hold].**

   - **Hold** lamp at call appearance used for call lights steadily.
   - **Pos Avail** lamp lights.

7. If busy tone is heard, press **[Cancel].**

   - Busy tone stops.
   - You are reconnected to the caller.

8. Report to caller, and then press **[Release].**

   - Procedure complete.

## Controlled Restrictions

This feature allows attendants to activate or deactivate the following restrictions for individual voice terminals or groups of voice terminals (on a Class of Restriction basis):

- Outward-The voice terminal(s) cannot be used for placing calls to the public network. Such call attempts receive intercept treatment.
- Total—The voice terminal(s) cannot be used for placing or receiving calls. Direct Inward Dialing calls are routed to an attendant or a recorded announcement (as specified for the system). All other calls receive intercept treatment.
- Station-to-Station (V3 and Generic 1 systems)—The voice terminal(s) cannot receive or place station-to-station calls. Such call attempts receive intercept treatment.
- Termination (V3 and Generic 1 systems)—The voice terminal(s) cannot receive any calls. Incoming calls are routed to the attendant, are redirected through the Call Coverage feature, or receive intercept treatment.

These restrictions override restrictions assigned by the Class of Restriction (COR). Feature access codes are assigned for individual and group restrictions. The attendant activates the desired restriction by dialing the restriction activation code followed by a 1 for outward, 2 for total, 3 for termination, or 4 for station-to station, and then dialing the extension number to restrict one voice terminal or dialing the COR number to restrict a group of voice terminals. Activation codes for voice terminals must be different from the COR number.

Feature deactivation codes are also assigned. Deactivation procedures are the same as the procedures for activation.

All voice terminals with the same COR are affected by a group restriction. For example, if the attendant dials the restriction activation code 2 (for total restriction) and 12 (a COR number), all voice terminals with COR 12 would be restricted from placing or receiving calls.

**To activate a restriction:**

1. Press **[Start].**

   - Dial tone heard.
   - **Atnd** lamp at idle call appearance button lights.
   - **Pos Avail** lamp goes dark.

2. Dial the restriction activation code followed by the restriction code number (1 for outward, 2 for total, 3 for termination, or 4 for station-to-station).

   Ž Dial tone heard.

3. Dial the extension number or the 2-digit COR number to be restricted; listen for tone.

   • Confirmation tone—restriction activated.

   • Intercept tone—extension number or group already restricted or an invalid code was dialed; go to Step 5.

4. Press **[Release].**

   . Procedure complete.

5. Press **[Cancel].**

   . Intercept tone stops; return to Step 2.

**To deactivate a restriction:**

1. Press **[Start]**

   • Dial tone heard.

   • **Atnd** lamp at idle call appearance button lights.

   • **Pos Avail** lamp goes dark.

2. Dial the restriction deactivation code followed by the restriction code number (1 for outward, 2 for total, 3 for termination, or 4 for station-to-station).

   Ž Dial tone heard.

3. Dial the extension number or the 2-digit COR number that is no longer to be restricted; listen for tone.

   ŽConfirmation tone—restriction deactivated.

   • Intercept tone—invalid code dialed; go to Step 5.

4. Press **[Release].**

   Ž Procedure complete.

5. Press **[Cancel].**

   • Intercept tone stops; return to Step 2.

## Emergency Access to the Attendant (V3 and Generic 1 Systems)

This feature provides for emergency calls to be placed to the attendants automatically by the system or dialed by system users, and allows such calls to receive priority handling by the attendants.

When an emergency call is placed, the call will terminate at an available attendant console. The attendant will receive visual and audible notification of the emergency call.

If all attendants are busy when an emergency call is placed, the call enters a unique queue for emergency calls. This queue allows attendants to handle emergency calls separately from other calls, and attendants should immediately respond to an emergency call.

When an emergency call enters the Emergency queue, the following occur:

- At all consoles not active on an emergency call, the **Emergency** lamp, if assigned, flashes; the Emergency tone sounds. (On older consoles, normal ringing is heard.)

Ž Any one of the attendants can end the current call (or put it on hold) and receive the call from the Emergency queue.

Ž As soon as the attendant answers, the Emergency tone is silenced (if no other calls are in the Emergency queue).

- The attendant display identifies the call with the abbreviation **EMRG** and shows the following information:

  — The call appearance that received the call

  — The calling party identification

  — The number of emergency calls remaining in queue.

Ž A typical emergency call has this display format:

```
a= TOM ROBERTS EXT 3041 00 in EMRG Q
```

## Facility Busy Indication

When the Facility Busy Indication feature is assigned to a button, the lamp associated with that **Busy** button provides a visible indication of the active/busy status of a particular trunk group or extension number. (The button is also labeled with the trunk group or extension being monitored.) The lamp is lighted when the facility is active or busy and is dark when the facility is idle; it flashes when an incoming call is received from the monitored extension number. The button can also be used for calling the monitored facility.

A **Stored Number** button may be used along with the **Busy** button to display the number of the facility being monitored. This display is accomplished by pressing the **Stored Number** button followed by the Busy button.

**To use the Facility Busy Indication feature:**

1. Observe lamp associated with the desired **[Busy]** button.

   - Lamp dark—monitored facility idle and can be called now; go to Step 2.

   Ž Lamp lighted—facility busy. (Even though the facility is busy, it may still be called. Another call appearance may be idle on a multi-appearance voice terminal, or the Attendant Call Waiting feature may be activated for a single-line voice terminal.)

   ŽLamp lighted—if station is a phantom extension number (administered without hardware translation).

2. Press **[Busy]** button associated with monitored facility.

   Ž **Atnd** lamp at idle call appearance button lights.

   - **Pos Avail** lamp goes dark.

   Ž Lamp at **[Busy]** button lights steadily.

   - Normal call progress tones heard.

3. Continue call in normal way.

Facility Busy Indication lamps may also be used as alarm indicators at the console. Refer to “Console Alarm Indicators” in Chapter 8.

## Facility Test Call

This feature allows authorized personnel to place test calls to specific trunks, touch-tone receivers, time slots, and system tones.

Your System Manager will tell you if you are authorized to use this feature. Detailed information on using this feature can be found in the "Trouble-Clearing Aids" section in *AT&T System 75—Maintenance,* 555-200-105, and in *DEFINITY® Communications System Generic 1—Maintenance,* 555-204-105.

## Individual Attendant Access (V2, V3, and Generic 1 Systems)

This feature allows users to access a specific attendant console in a system that has more than one console. Each attendant console can be assigned an individual extension number to provide individual attendant access.

To call a specific attendant, a system user dials the individual attendant extension number rather than dialing 0 (the attendant group number). If Direct Inward Dialing is provided, an individual attendant can be called directly from outside the system.

Calls to individual attendants are answered using the" same operations as those used for answering any incoming call to the attendant group. In addition to receiving individual calls, each attendant in the system can have up to two calls waiting in an individual attendant queue. When a call is waiting in an individual attendant's queue, the top lamp at the **Forced Release** button at the attendant console lights if this is a Basic console. If it is an Enhanced console, the **Personal** lamp lights.

The **Pos Avail** lamp and the **Pos Busy** button and lamp on the console apply only to calls directed to the attendant group (dial O calls). These lamps do not indicate whether or not individual attendant calls can be accepted.

An individual attendant can be a member of a hunt group (Direct Department Calling or Uniform Call Distribution group). Hunt group calls can route to the attendant console as long as the attendant is not already active on a call or already has a call to that hunt group held on the console or split from the console.

An individual attendant can have a feature button assigned for the hunt group. When an incoming hunt group call arrives, the status lamp at that feature button will flash. When this occurs, the button can be pressed to answer the call.

An attendant can activate and deactivate the Auxiliary Work (V3 and Generic 1 systems) or Make Busy (V2 systems) function associated with hunt groups. Activation of either feature temporarily removes the console from the hunt group.

On a Basic console, if **Auxiliary Work** (V3 and Generic 1 systems) or **Make Busy** (V2 systems) is located on the top row of the programmable feature buttons, the top lamp at the button lights when at least one call is in the hunt group queue and flashes when the queue warning threshold is reached. The bottom lamp indicates the Make Busy status of the console.

Calls to an attendant console are answered in the following priority; individual attendant extension number calls, followed by "0" dialed calls, and then hunt group calls. When calls are waiting in the "0" dialed calls queue, the call waiting tone is heard.

**To activate Auxiliary Work or Make Busy function:**

1. Press **[AuxWork]** or **[Make Busy]** again.

   - Bottom lamp flashes—attendant is last active member in group and there are still calls in hunt group queue; cannot activate Auxiliary Work or Make Busy.

   Ž Bottom lamp lights steadily—console is temporarily removed from hunt group.

**To deactivate Auxiliary Work or Make Busy function:**

1. Press **[AuxWork]** or **[Make Busy]** again.

   Ž Bottom lamp goes dark—console active in hunt group again.

## Integrated Directory

This feature enables attendants to retrieve extension numbers from the system directory. The directory contains an alphabetical listing of up to 400 (V1 systems) or 800 (V2, V3, and Generic 1 systems) names and numbers of people within the system.

With Integrated Directory, you can use the touch-tone buttons on the console to key in a name and retrieve the extension number assigned to that name. Instead of shuffling through a lot of papers trying to find an extension number, you just key in that person's name, and the extension number assigned will appear on the alphanumeric display.

You can enter the Integrated Directory mode whether or not you are active on a call. Also, calls can come in to the console while the Integrated Directory mode is active.

Integrated Directory is really quite simple to use. To enter the Integrated Directory mode, simply press the **Intgrtd Directory** button. After this button is pressed, the tones that you normally hear when you press the touch-tone buttons are silenced. The buttons are now used exclusively for keying in names. They cannot be used to dial extension numbers or access codes. (You can, however, place calls or activate features if dialing is not required.)

To find a specific person's extension number, press the touch-tone buttons to spell the name. The formats listed below are acceptable; however, it is faster to enter the last name first:

- last name, first name (for example, Carter,Ann)
- first name last name (for example, Danny Carr)
- single name (such as an organization or group; for example, Purchasing).

Initials can be entered if desired. The maximum length of a name in the directory is 15 characters, including spaces and commas. The extension number cannot exceed four digits (VI systems) or five digits (V2, V3, and Generic 1 systems).

When a button is pressed, the display shows the first name that matches the first letter on the button. For example, if you are searching for the name Ann Carter, you will enter Carter first. Press button 2 to key in the letter C. The display might show Abbott,Lynn A and an extension number. (Button 2 matches A before it matches C.) If you press button 2 again to key in the letter A, the display will stay the same. (Again, AB is matched before CA.) If you now press button 7 to key in an R, the display might show Carr, Danny and an extension number.

At this point, you can press button 8 to key in the letter T; or you can press the **Next** feature button. Pressing **Next** displays the next name in the directory and, in this case, might be Ann Carter. Each press of the **Next** button displays the next name in the directory in alphabetical order.

When the desired name and extension number are displayed, you can press the **Make Call** button to place a call to that person.

If you enter a name that is not found in the directory, the display will show **NO MATCH—TRY AGAIN.** To search for another name, press the **Intgrtd Directory** button again.

To exit the Integrated Directory mode, press another display mode button, such as **Normal Mode.**

The following conditions apply to the use of the touch-tone buttons:

- Button # is not used.
- Button * is used for a space and a comma.
- Button 7 (PRS) is also used for a Q.
- Button 9 (WXY) is also used for a Z.

**To search for an extension number corresponding to a known name:**

1. Press **[Intgrtd Direct].**

   - **Intgrtd Direct** lamp lights steadily.

   Ž Console enters Integrated Directory mode.

   - **DIRECTORY—PLEASE ENTER NAME** displayed.

2. Using the touch-tone buttons, start entering letters of desired name.

   - Names (with extension numbers) that match entered letters are displayed.
   - Display may change as more letters are entered.

   Ž Number of characters entered is displayed on right side.

3. Continue entering letters of name until desired name is displayed.
   or
   Press **[Next]** button repeatedly to advance display from current name.

   Desired name and extension number are displayed.

   - Number of characters displayed is updated.

4. To call displayed number, press **[Make Call].**

   - Dial tone.
   - Normal call progress tones.

5. If entered name is not in directory—

   Ž NO MATCH—TRY AGAIN displayed; go to Step 6 or 7.

6. To search for another name, repeat Steps 1 through 3.

7. To exit Integrated Directory mode, press another display mode button, such as [Normal Mode].

## Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) (Generic 1)

This feature provides display information in addition to the normal display information described in Chapter 2 under “Display Area.”

The following terms are associated with ISDN-PRI display information:

- Station Identification (SID) Number: This is the 10-digit number associated with each voice terminal. The SID number includes the area code, the office code, and the local extension number (for example, 201-772-41 68).

- Automatic Number Identification (ANI): This is the calling party’s billing number used by the inter-exchange carrier through Equal Access.

  If the SID number is not available on an incoming ISDN call, the ANI will be displayed.

ISDN-PRI display information will be shown on the first line of the display and includes the following:

Ž Calling Party’s Number

When an incoming ISDN-PRI call that was originated at a Generic 1 system is received and assuming the SID was sent, the calling party’s SID number will be displayed. On other calls, either the SID number or the AN I will be displayed. A 10-digit number display will include a dash between the area code (if shown), the office code, and the local number. Extension numbers and 12-digit international numbers are displayed without dashes.

- Calling Party’s Name

When an incoming ISDN-PRI call that was originated at a Generic 1 system is received and assuming the name was sent, the calling party’s name will be displayed. Calls originated from the public or other private networks may not provide the calling party’s name. If the caller’s name is not available, CALL FROM followed by the calling party’s number will be displayed.

Ž Called Party’s Number

When a call is placed over ISDN-PRI facilities, the called number will be displayed as it is dialed. When the call is answered, the display will show the 10-digit number of the voice terminal where the call was answered. (This display may not be the same number that was dialed.)

- Called Party’s Name

On incoming ISDN-PRI calls, the Generic 1 system, if administered correctly, can provide the called party’s name to the calling party. The calling party’s display will always show the name of the person who answers the call. (This display may not be the name of the person that was actually called.)

- Miscellaneous identification (MISCID)

  When a call is placed over ISDN-PRI facilities, additional information about the call (such as to indicate the call going to coverage) can be displayed on the voice terminal.

The following are examples of ISDN-PRI displays.

### Basic ISDN-PRI Call

A basic ISDN-PRI call has both a calling and a called party, and the called party answers the call. When the calling party places the call, the digits are displayed as they are dialed. The display of dialed digits may be overwritten by the trunk group name (depending on how the system is administered). Once the call is connected, the displays for the calling and called parties are as described below.

If both the name and number information are available, the displays are as follows. The MISCID is not always provided.

- Calling Party Display

| a= CALLED NAME CALLED NUMBER MISCID |
|---|

- Called Party Display

| a= CALLING NAME CALLING NUMBER MISCID |
|---|

If **only the name information is available,** the displays are as follows:

- Called Party Display

| a= CALLED NAME MISCID |
|---|

- Called Party Display

| a= CALLING NAME MISCID |
|---|

If only the number information is available, the displays are as follows:

- Calling Party Display

```
a= ANSWERED BY CALLED NUMBER MISCID
```

- Called Party Display

```
a= CALL FROM    CALLING NUMBER MISCID
```

If neither the name nor number information is available, the displays are as follows:

- Calling Party Display

```
a= DIALED NUMBER                MISCID
```

or

```
a= TRUNK NAME                   MISCID
```

- Called Party Display

```
a= TRUNK NAME                   MISCID
```

**Redirected ISDN-PRI Call**

Redirected ISDN-PRI calls are those that have been redirected from the called party's extension through features such as Call Coverage and Call Forwarding All Calls. Once the call is connected, the displays are as follows:

- Calling Party Display

```
a= CONNECTED NAME CONNECTED NUMBER MISCID
```

Ž Called Party Display

The following information is displayed if the called party bridges on to the redirected call after it has been answered.

```
a= CONFERENCE 2
```

• Connected Party Display

The connected party is the person who answered the redirected call. The “CP” in the following example indicates the call purpose. (Call Purpose is explained in Chapter 2 under “Display Area.”)

```
a= CALLING ID to CALLED ID      CP
```

## inter-PBX Attendant Calls (V2, V3, and Generic 1 Systems)

This feature allows attendant positions for more than one branch location to be concentrated at one central, or main, location.

inter-PBX Attendant Service (IAS) calls follow the same operations as normal attendant calls. Local attendants at the branch locations can be accessed through the Individual Attendant Access feature. Listed directory number and listed directory number on direct inward dialing calls directed to the branch system are routed to an IAS attendant when IAS is in effect.

When an IAS call is received by the system at the main location, it is routed to an IAS attendant or put in the attendant queue if an attendant is not available. When an IAS main attendant extends an IAS call, the routing of the extended call is done by the main system. When the attendant releases the call, the IAS trunk of the system is occupied until the call is dropped.

**Attendant Control and DCS Attendant Control of Trunk Group Access**

On a branch system with IAS in effect, an attendant-seeking call is routed first to a local attendant and then to an IAS attendant if a local attendant is not available. If the call is routed to an IAS attendant and the attendant extends the call back to the trunk group, the following occurs: In a Distributed Communications System (DCS) environment, the call is recognized as an attendant-originated call and is not redirected again; in a non-DCS environment the call is redirected by the branch system again because the call is recognized as an incoming call.

**Attendant Console Display**

In a non-DCS environment when a call is routed to an IAS attendant console by IAS, the attendant console displays the call as an incoming tie trunk call. In a DCS environment, when a call is routed to an IAS attendant console from a branch system and the IAS trunk group is translated as a DCS trunk group, the attendant console displays the caller’s information.

**Attendant Recall Call**

When a call is held by a local attendant at a branch system and one party of the call uses the Attendant Recall Call feature, the call always alerts the local attendant console where the call is held regardless of whether IAS is in effect.

If an IAS attendant holds an IAS call, the calling parties on the branch system cannot recall the attendant.

**Attendant Return Call**

On a branch system with IAS in effect, if a local attendant extends a call and the call goes unanswered after an administered time, the call is routed to a local attendant console, not the IAS attendant.

If an IAS attendant extends an IAS call to an extension on the main system and the call goes unanswered after an administered time, the call is routed to the IAS attendant by the main system.

If an IAS attendant extends an IAS call to an extension on a branch system and the call goes unanswered after an administered time, the call is not returned to the IAS attendant.

**Call Coverage**

On a branch system with IAS in effect, a call skips a coverage point that is the attendant group ("0").

**Night Service**

The IAS is deactivated when the branch system is put into night service, and is reactivated when the branch system is put into day service.

**Special Treatment**

On a branch system, the direct inward dialing and advanced private line termination calls that cannot be completed are routed to an IAS attendant if the attendant group is administered as the “DID Intercept Treatment” destination and IAS is in effect.

Calls from advanced private line termination trunks with first digit "0" are routed to an IAS attendant.

**Timed Reminder of One-Party Held Call**

On a branch system, when the held-time for a local-attendant-held call (a call that is held by a local attendant) expires, the timed reminder goes to the local attendant console where the call is held regardless of whether IAS is in effect.

If an IAS attendant holds an IAS call, the main system routes the timed reminder to the IAS attendant when held-time expires.

## Leave Word Calling

This feature allows the attendant to leave messages for system users. Messages cannot be left for the attendant group or individual attendants. The attendant cannot activate Leave Word Calling via Distributed Communications System connections.

In addition, the attendant may be a systemwide message retriever and can retrieve messages for other system users. (Refer to "Message Retrieval" for the procedures on retrieving messages.) The attendant can retrieve messages, delete messages, and connect the requesting user with the person who left the message.

System users call the attendant when they want their messages retrieved.

A **Msg** button, also labeled with a name or number, may be assigned to the console so that you can observe the message waiting status of a remote extension number. Such an extension number may be an individual terminal or a hunt group where a single extension number is assigned to all voice terminals.

The attendant can use Leave Word Calling during the call extending procedure. If the called party is busy or does not answer, the attendant can return to the caller, take a message, then activate LWC at the called terminal.

**To store a message for a system user after a call extended to the user's terminal returns busy tone or is unanswered:**

1. Press **[Start].**

   ŽDial tone heard.

   • **Split** lamp lights.

   ŽCaller is separated from the connection.

2. Dial the desired extension number.

   ŽCalled voice terminal is busy or unanswered.

3. Press **[LWC].**

   ŽMessage lamp at the called voice terminal lights.

**To cancel a message you left for a system user:**

1. Press **[Start].**

   - Dial tone heard.
   - **Atnd** lamp at idle call appearance button lights.
   - **Pos Avail** lamp goes dark.

2. Press **[LWC Cancel].**

   - Second dial tone heard.

3. Dial extension number where message was left, and listen for tone.

   Ž Confirmation tone—message canceled; go to Step 4.

   - Reorder tone—message not canceled; go to Step 5.

4. Press **[Release].**

   ŽProcedure complete.

5. Press **[Cancel].**

   ŽTone stops.

   - Dial tone heard.

   Ž To try again; return to Step 2.

## Loudspeaker Paging Access (V1, V2, V3, and Generic 1 Systems)

This feature allows attendants to access loudspeaker paging equipment. Nine paging zones and a paging zone to activate all nine paging zones at the same time can be provided. Attendants can page individuals by pressing the **Page 1** through **Page 9** or **Page All** buttons, if provided, or by dialing an access code. The allowable paging time is preset for the system. (The System Manager will provide this information.) if the preset time interval expires while an announcement is being made, the call is disconnected; intercept tone is heard.

**Note:** The attendant cannot extend calls to a loudspeaker paging device.

You can combine loudspeaker paging with the Call Park feature to connect a caller with an inside party. The paged party can retrieve the call by dialing the Answer-Back code and the parked-on extension.

**To page using a Page button:**

1. Check status of lamp associated with desired paging zone button.
   - Lamp dark—paging zone idle; go to Step 2.
   - Lamp lighted—paging zone in use; wait for lamp to go dark; then go to Step 2.
2. Press the desired paging zone button.
   - Lamp associated with button pressed and lamp associated with **Page All** button (if provided) light.
   - If **Page All** button is pressed, all lamps associated with a page button light.
3. Speak into handset to make the announcement.
   - Announcement heard in desired paging zone; go to Step 4.
   - Intercept tone—announcement was too long; try again.
4. Press **[Release].**
   - Procedure complete.

**To page by dialing an access code:**

1. Press **[Start].**
   - Dial tone heard.
   - **Atnd** lamp at idle call appearance button lights.
2. Dial desired Loudspeaker Paging Access code, and listen for tone.
   - Confirmation tone—paging zone available; go to Step 3.
   - Busy tone—paging zone in use; go to Step 4.
3. Speak into handset to make announcement.
   - Announcement heard in desired paging zone; go to Step 5.
   - Intercept tone—announcement was too long; try again.

4. If paging zone is in use, press **[Cancel]** .

   ŽBusy tone stops.

   • Return to Step 1 to try again, or go to Step 5.

5. Press **[Release].**

   • Procedure complete.

## Loudspeaker Paging Access—Deluxe (Generic 1 Only)

**Note:** Loudspeaker Paging Access—Deluxe is a system option. Ask your System Manager if Loudspeaker Paging Access—Deluxe is available on your system.

This feature combines the traditional Call Park and Loudspeaker Paging Access features into one feature. The feature allows attendants to access loudspeaker paging equipment and to park calls with the activation of only one feature. Also, this feature allows you to page for yourself or a caller and to specify which extension number the paged party is to use.

You can park a call on any extension number in the system. If you select your individual attendant extension number as the answer-back or call park number, you can simply press the # (pound) key on the dial instead of entering the station's extension number. In addition, the console group can have up to ten extension numbers that are used exclusively for Call Park. These extension numbers are not assigned to voice terminals. They are used only by attendants to park calls and can be assigned to the selector console for quick access. The Busy Lamp Field (BLF) lamp associated with the number will light to show when a call is parked.

After parking an incoming call, page the desired party and announce the extension number where the call is parked. When the paged party dials the Call Park Answer-Back code and the parked extension number, the two parties are connected.

If a parked call is not answered within a preset time, the call returns to the party who parked the call. When a parked call returns to the console, the original call identification is displayed.

Nine paging zones and a paging zone to activate all nine paging zones can be provided. A paging zone is the location of the speakers and is selected based on the likelihood that the paged party will be within the sound of the loudspeaker. Attendants can page individuals by pressing the **Page 1** through **Page 9** or **Page All** buttons, if provided on the Trunk Group Select area of the attendant console, or by dialing a trunk access code.

In addition to, or instead of, the system loudspeaker paging equipment, a variety of PagePac* paging systems can be used. The largest of these supports 39 paging zones. Your System Manager will inform you if your system includes this equipment and its associated 1- or 2-digit selection code.

The allowable paging time is preset for the system. (The System Manager will provide this information.) If the preset time interval expires while an announcement is being made, the call is disconnected; intercept tone is heard.

**Note:** The attendant cannot extend calls to a loudspeaker paging device.

**To Page for a caller:**

1. Press **[Start].**
   - Dial tone heard.
   - **Split** lamp lights.
   - Caller is separated from the connection.
2. Dial the page zone or PagePac paging system's trunk access code.
   - Dial tone heard.
3. Use the touch-tone dial or the selector console to dial the extension number where the call is to be parked. Listen for call progress tone.
   - Confirmation tone—the call is temporarily parked; go to Step 4.
   - Steady tone—enter the digits of the selected PagePac paging system zone; go to Step 4.
   - Busy tone—a call is already parked at the dialed extension number; go to Step 6.
4. Speak into the handset to make the announcement.
   - Announcement heard in desired paging zone; go to Step 5.
   - Confirmation tone—call is automatically and permanently parked on parking party.
5. Press **[Release].**

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- Ž Atnd and Split lamps and the display go dark.
- Ž Pos Avail lamp lights.
- Call is now parked at the dialed extension number waiting for the paged party to respond.

6. To try another extension number, press **[Cancel].** Return to Step 1.
   - Busy tone stops.
   - Ž You are reconnected to the caller.
7. May wait for the paged party to respond, then press **[Split]**

**To page for self:**

1. Press **[Call Appearance].**
   - Dial tone heard.
   - Atnd lamp lights.
2. Dial the page zone or PagePac paging system's trunk access code.
   - ŽDial tone heard.
3. Use the touch-tone dial or the selector console to dial # (pound sign on dial) or dial extension number on remote system followed by a #. Listen for call progress tone.
   - Ž Confirmation tone—the call is parked; go to Step 4.
   - Steady tone—enter the digits of the selected PagePac paging system zone; go to Step 4.
   - Ž Busy tone—a call is already parked at the dialed extension number; go to Step 6.
4. Speak into the handset to make the announcement.
   - Ž Announcement heard in desired paging zone; go to Step 5.
   - Ž Confirmation tone—call is automatically and permanently parked on parking party.
5. Press **[Release].**
   - Atnd lamp goes dark.
   - ŽPos Avail lamp lights.

- Call is now parked at the dialed extension number waiting for the paged party to respond.

6. To try another extension number, press **[Cancel].** Return to Step 1.

## Message Retrieval

The console can be used to retrieve Leave Word Calling and Call Coverage messages for other system users. Other system users may or may not be able to retrieve their own messages. The users who cannot retrieve their own messages will ask you to retrieve them. The display and its associated buttons are used for retrieving messages.

When you are retrieving messages, you will press certain display-related feature buttons to obtain the desired information. The display-related feature buttons are described in "Alphanumeric Display Area" in Chapter 2. The display-related feature buttons used with message retrieval are repeated here:

Ž **Cover Msg Rt** (Coverage Message Retrieval)

Retrieves Leave Word Calling (LWC) and Call Coverage messages for voice terminal users.

Ž **Next** (In V1 systems, this button may be labeled Next Message.)

Displays the next stored message or displays END OF MESSAGES, NEXT TO REPEAT (V2, V3, and Generic 1 systems) or END OF FILE, PUSH Next Message TO REPEAT (V1 systems).

Ž **Delete Msg** (Delete Message)

Deletes the displayed message.

Ž **Make Call**

Automatically returns the call requested by the currently displayed message.

When a user calls and asks you to see if any messages have been left, simply enter the Message Retrieval mode and check. Read the messages to the user if there are any. After reading a message, you can delete it if the user wants you to. Also, if the person who left the message is an internal system user, you can connect the caller whose messages are being retrieved to the person who left the message.

**To retrieve a message for a system user:**

1. Press **[Cover Msg Rt].**

   - Display shows **WHOSE MESSAGES?**

2. Dial extension number assigned to requesting user.

   Ž Display shows **MESSAGES FOR** and the name of the person whose messages are being retrieved.

3. Press **[Next]** or **[Next Messages].**

   - Display shows the message.

4. Read the message to the caller.

5. To retrieve additional messages, continue to press [Next] or [Next **Msg]** observe display.

   - The message is displayed and can be read to the caller.

   Ž Display shows **END OF MESSAGES (NEXT TO REPEAT)** or **END OF FILE, PUSH Next Message TO REPEAT—** All messages have been retrieved and read to the caller.

**To connect the user to the person who left the displayed message:**

1. Press **[Make Call]** if provided, or press **[Start];** dial displayed extension number.

   - Split lamp lights.
   - Disconnected from caller.

   Ž Ringing heard.

2. Press **[Release].**

   Ž Requesting caller is connected to person who left message.

**To delete a message:**

1. While a message is being displayed, press **[Delete Msg].**

   - Displayed message deleted.

2. To delete additional messages, continue to press [Next] or [Next Msg], then [Delete Msg].

   Ž When all messages are deleted, display shows **NO MESSAGES.**

3. Press **[Normal Mode].**

   Ž Procedure complete.

## Multiple Listed Directory Numbers

This feature provides access to the system over a maximum of 50 listed directory numbers. Calls incoming to these numbers are routed to the attendant console(s) to be extended to the requested person or department. The alphanumeric display shows the trunk identification of the trunk group used on the call.

## Network Access—Private

This feature allows calls to be connected to networks such as Common Control Switching Arrangement (CCSA), Electronic Tandem Network (ETN), and Enhanced Private Switched Communications Service (EPSCS). A private network is dedicated to a company and is accessed by dialing the Private Network access code (usually 8). After accessing the private network, the attendant or the calling party can dial the desired number to complete the call.

If intercept tone is heard, the call is not authorized. If reorder tone is heard or if the called party is busy, try the call later.

## Network Access—Public

For outgoing calls to the public network, the Automatic Route Selection (ARS) feature, if available, can be used to select the best route available at the time the call is placed. For manual route selection, dial access codes can be assigned to outgoing routes. Attendants dial the assigned access code or press an assigned Trunk Group Select button to access local central office trunks, foreign exchange trunks, and wide area telecommunications service (WATS) trunks. After second dial tone is heard, the attendant dials the desired number or presses Release to allow the calling party to dial.

## Night Service

This feature directs all attendant group calls for the principal and daytime attendant consoles to a night console, if provided. With Generic 1, V2, and V3 systems, principal and daytime consoles can still receive individual attendant calls. The night console is identical to the principal console, and operating procedures are the same for both consoles.

If a night console is not provided, incoming calls either direct to designated extension numbers (Night Station Service feature), when provided, or activate a gong, a bell, or chimes; these calls can be answered by any voice terminal user (Trunk Answer From Any Station feature).

**To activate Night Service:**

1. Press **[Night].**

   Ž Lamp at the Night button lights at ail attendant consoles.

   • Pos Avail lamp goes dark at all attendant consoles except the night console.

**To deactivate Night Service:**

1. Press **[Night].**

   • Lamp at the Night button goes dark.

   • Pos Avail lamp lights at all attendant consoles except the night console.

## SMDR Account Code Dialing

The Station Message Detail Recording (SMDR) Account Code Dialing feature collects call details on selected incoming and outgoing trunk calls. It creates call records that contain calling and called numbers, call duration, and information on facility usage. Internal calls do not activate SMDR.

An SMDR option enables attendants to associate a specific trunk call with its project billing account by dialing the SMDR access code and the assigned account code as part of the called number. After answering an incoming trunk call, but before extending the call, the attendant can dial the SMDR access code and account code. The SMDR access code is used by everyone in the system, and account codes are assigned to individual users. The system SMDR printout will show the call charged to the account code that was dialed.

**To assign a call to a specific account in SMDR:**

1. Press **[Start].**

   • Dial tone.

2. Dial SMDR access code, and then dial the account code.

   Ž Second dial tone.

3. Continue call in normal way, dialing trunk access code, dialing destination number, extending call, and so forth.

## Straightforward Outward Completion

This feature allows the attendant to complete an outgoing trunk call for a voice terminal user by selecting a trunk and dialing the outside number. The attendant first determines if the call should be allowed.

Straightforward Outward Completion is incorporated into the steps of the procedure for extending calls from system voice terminal users to outgoing trunks. For details, refer to "Extending Calls" in Chapter 3.

## Time-of-Day Routing (Generic 1 Only)

This feature allows outgoing calls to be placed over the most economical route based on the time of day and day of week. The system can have up to eight routing plans, and one of these plans will be designated as the standard routing plan for each day of the week.

The Time-of-Day Routing feature allows the normal routing plan to be changed up to six times each day for each day of the week. Two options are available for changing the daily routing plan: Immediate Manual Override and Clocked Manual Override. Your System Manager will tell you which option(s) you have and when the option(s) should be activated.

### Immediate Manual Override Option

When this option is activated, the currently active routing plan is changed immediately to a new plan. The new plan remains in effect until the override is manually deactivated or until the next scheduled routing plan takes effect.

**To activate immediate Manual Override:**

**Note:** The green lamp at the **Immediate Override** button will be lighted if this option is already active. However, you can press the **Immediate Override** button to deactivate the option.

1. Press [Immediate Override].

   - Lamp at **[Immediate Override]** lights.
   - First line of display shows:

     OLD ROUTE PLAN: x ENTER NEW PLAN:

     (Where x is a number from 1 through 8 that identifies the routing plan currently in effect).

1 through 8) of the new routing plan.

- Ž Lamp at **[Immediate Override]** remains steadily lighted.
- Ž Display updates to:

  OLD ROUTE PLAN: x ENTER NEW PLAN: y

  (Where y is the number you just entered).

**Note:** If you pressed any button other than 1 through 8 on the dialpad, the Immediate Manual Override attempt is denied; the display will return to the Normal mode. You must repeat Step 1 to try again.

3. Press **[Immediate Override]** or **[Normal Mode].**

   • Lamp at **[Immediate Override]** remains steadily lighted.

   ŽImmediate Manual Override is active.

**To deactivate Immediate Manual Override:**

1. Press **[Immediate Override]**

   • Lamp at **[Immediate Override]** goes dark.

   • Scheduled daily routing plan goes into effect immediately.

### Clocked Manual Override

This option lets you specify the day and time to override the scheduled Time-of-Day Routing plan. You can also specify a deactivate day and time, or you can manually deactivate Clocked Manual Override.

In the following procedure, a number from 1 through 8 will specify the desired routing plan; a number from 1 through 7 will specify the day (1 is for Sunday and 7 is for Saturday). The time is specified in military hours (0000 for 1:00 a.m. and 2359 for midnight).

**To activate Clocked Manual Override:**

**Note:** The green lamp at the **Clocked Override** button will be lighted if the option is already active. However, you can press the **Clocked Override** button to deactivate the option.

1. Press [Clocked Override].

   - Lamp at **[Clocked Override]** lights.
   - First line of display shows:

     ENTER ACTIVATION ROUTE PLAN, DAY & TIME

2. Use the touch-tone dialpad to enter the following in the order shown:

   1 through 8 (to specify the routing plan)
   1 through 7 (to specify the day)
   0000 through 2359 (to specify the hour)

   Ž Lamp at **[Clocked Override]** remains steadily lighted.

   Ž Display shows:

   ROUTE PLAN: x FOR: yyy ACT-TIME: zz:zz

   (Where x is the routing plan number, yyy is the 3-letter abbreviation for the day of the week, and zz:zz is the activation time).

   **Note:** If any invalid information is entered, the Clocked Manual Override attempt is denied; the display will return to the Normal mode. You must repeat Step 1 to try again.

3. If you wish to enter a deactivate date, go to Step 4.

4. Press **[Clocked Override]** to confirm activation input data and to enter deactivation time.

   - Lamp at [Clocked Override] remains steadily lighted.

   ŽDisplay shows:

   ENTER DEACTIVATION DAY & TIME

5. Enter the following in the order shown:

   1 through 7 (to specify the day)
   0000 through 2359 (to specify the hour)

   - Display shows:

     ROUTE PLAN: x FOR: yyy DEACT-TIME: zz:zz

     (Where x is the routing plan number, yyy is the 3-letter abbreviation for the day of the week, and zz:zz is the deactivation time).

6. Press **[Clocked Override]** or **[Normal Mode].**

   Ž Lamp at **[Clocked Override]** remains steadily lighted.

   ŽClocked Manual Override is active.

**To manually deactivate Clocked Manual Override:**

1. Press **[Clocked Override].**

   - Lamp at **[Clocked Override]** goes dark.
   - Scheduled daily routing plan goes into effect immediately.

## Timed Reminder

This feature sends a special ringing tone to the attendant under the following conditions:

- A call has been on hold at the console longer than a preset length of time and needs attention.

Ž An extended call has not been answered within a preset length of time and has returned to the console.

The timed-reminder expiration times are administered separately for held calls and unanswered extended calls.

When the time for a held call expires, the **Hold** lamp at the call appearance button flashes; the attendant hears timed-reminder tone. When an extended call is not answered before the time expires, the **Atnd** lamp at an idle call appearance button flashes; the attendant hears timed reminder tone. An extended call can also be held. If this is the case, the returning call causes the **Hold** lamp to flash.

**To answer the timed-reminder call:**

1. Press the call appearance button where the Hold or Atnd lamp is flashing:

   - **Atnd** lamp lights.
   - **Hold** lamp goes dark.
   - **Pos Avail** lamp goes dark.
   - Display identifies the call and the call purpose **(rt** for a returned extended call).

2. Report to the caller, and determine what type of service the caller wants.

   - Caller wants to continue waiting; extend or place call on hold again.
   - Caller does not want to continue waiting; go to Step 3.

3. Press **[Release].**

   - Procedure complete.

## Through Dialing

This feature enables the attendant to select an outgoing trunk for a voice terminal user, then release from the call, and allow the user to dial the rest of the desired number.

Through Dialing is incorporated into the steps of the procedure for extending calls from the system voice terminal users to outgoing trunks. Refer to “Extending Calls” in Chapter 3 for details.

## Trunk Group Busy/Warning Indicators to Attendant

Refer to the description of this feature in Chapter 8, “Using the Console To Troubleshoot the System.”

## Trunk Identification (V2, V3, and Generic 1 Systems)

Refer to the description of this feature in Chapter 8, “Using the Console To Troubleshoot the System.”

## Trunk-to-Trunk Transfer

This feature allows the attendant to originate two outgoing trunk calls and connect them together. For example, two company employees may be on business trips in different cities and need to talk to each other; the attendant may be asked to make this connection.

The Attendant Lockout feature, if available, will not be active when a trunk-to-trunk call is placed. Also, when the Trunk-to-Trunk Transfer feature is used for two outgoing trunks, you must hold the call on the console. The system will not allow you to release from such a call. If you press the **Forced Release** button, the call is disconnected.

The Automatic Route Selection feature, if available, can be used with the Trunk-to-Trunk Transfer feature.

Extending an incoming trunk call to an outgoing trunk is described in “Extending Calls” in Chapter 3.

**To arrange a Trunk-to-Trunk Transfer:**

1. Call the first outside party.
2. When the first party answers, explain the purpose of the call. Ask the party to wait to be connected.
   - Ž If the first party does not answer, press **[Release];** try again later.
3. Call the second outside party.
   - Ž First party is split from the connection as soon as **[Start]** or a Trunk Group Select button is pressed to place the second call.
   - • **Start** lamp lights.
4. When the second party answers, explain the purpose of the call. Ask the party to wait to be connected.
   - Ž If the second party does not answer, go to Step 6.
5. Press **[Hold]** to connect the two parties together and hold the call at the console.
   - Ž **Hold** lamp at call appearance button lights and remains lighted as long as both parties are connected.
   - Ž **Atnd** lamp goes dark.
   - • **Pos Avail** lamp lights.
   - • Procedure complete.

6. Press **[Cancel]** to end the attempt and return to the first party.
   - Call to the second party is canceled.
   - Console is reconnected to the first party.
7. Tell the first party that the call cannot be set up at this time; then press **[Forced Release].**
   - First party and the console are released from the call.
   - **Atnd** lamp and the display go dark.
   - **Pos Avail** lamp lights.
   - Procedure complete.

# CHAPTER 5. USING THE DCS FEATURES (V2, V3, AND GENERIC 1 SYSTEMS)

This chapter provides an alphabetical list of attendant features that operate transparently in a Distributed Communications System (DCS) environment. A feature is transparent if it works the same (from the user's standpoint) whether the consoles and terminals involved are located at the same switch or on different switches. The degree of transparency and the unique aspects pertaining to the operating procedures of each feature when the system is in a DCS follow.

## DCS Attendant Call Waiting

Operates the same as when the system is not in a DCS environment.

## DCS Attendant Control of Trunk Group Access

The operating procedures required to activate control of a trunk group at another switch (remote trunk group) are the same as those required when the trunk group is at the local switch.

If a trunk is controlled, callers who attempt to use the trunk get Intercept Treatment from the switch where the trunk is located, not necessarily from the switch that activated the Attendant Control of Trunk Group Access (ACTGA). Thus, an attendant activating ACTGA for a trunk on a remote switch causes intercepted calls to route to the attendants on the remote switch (assuming the remote switch uses its own attendants).

Attempts to activate ACTGA for a remote trunk group that has a different trunk access code (TAC) than the local switch causes the control lamp of the Trunk Group Select button to flutter for a couple of seconds. Contact the system Administrator if this problem occurs.

## DCS Attendant Display

In a DCS environment, the Attendant Display feature has the same transparency with respect to Calling Party Identification, Called Party Identification, Class of Restriction (COR) display, and Class of Service (COS) display.

On V1 systems or when using the COR button for V2 systems, the called party's COR is displayed only if the called party is located on another system. The called party's COR is displayed only if the called party is located at another V2, V3, or Generic 1. If the called party is located at a DIMENSION® PBX or System 85, the called party's COS is displayed. In both cases (calling and called party identification), only the COR number is displayed. The restriction identifiers (TOLL, CODE, NONE, ORIG, and OTWD) are not displayed.

On outgoing calls, the display of called party information may be delayed a few seconds until the required information arrives from the remote switch.

## DCS Automatic Circuit Assurance

Transparency of the Automatic Circuit Assurance (ACA) feature in a DCS environment allows an attendant at a V2, V3, or Generic 1 end-point node to activate or deactivate ACA referral calls for the entire DCS network. This transparency also allows the referral calls to be generated at a switch other than the switch that detects the trunk problem. Referral calls are handled the same way as in a non-DCS environment. When a referral call is generated from a remote DCS node, the display associated with that call indicates the PBX ID of the remote node that originated the alarm.

## DCS Busy Verification of Terminals and Trunks

Attendants can busy verify voice terminals at a remote location by first pressing the **Verify** button and then entering the desired Uniform Dial Plan extension number. The verification then continues the same as if the voice terminal being verified is on the local switch.

Attendants can also busy verify a trunk at a remote location using two different methods. In the first method the attendant presses **Verify,** accesses the DCS tie trunk to the remote switch either by trunk access code or Trunk Group Select button, presses **Verify** again, and then proceeds as if the trunk were on the local switch.

The second method requires a Trunk Group Select button administered for remote trunk group. With this method the attendant presses **Verify** and the trunk group select button for the remote trunk group followed by the desired member number.

The display for DCS busy verification does not indicate the status of the attempt (i.e., “INVALID”, “TERMINATED”, “BRIDGED”, “OUT OF SERVICE”).

Procedures for activating the Busy Verification of Terminals and Remote Trunks feature are described in Chapter 8.

## DCS Call Forwarding All Calls

The operating procedures required to activate and deactivate this feature for an extension at a remote switch are the same as those required at the local switch. However, there are some restrictions on length of the forwarded-to number. When using the console to forward the calls of a remote extension in a DCS environment, the forwarded-to telephone number must not be longer than 10 digits. The 10 digits can include a 3-digit Facility Access Code followed by a typical 7-digit telephone number. Also, no authorization codes can be included in the forwarded-to telephone number.

## DCS Direct Trunk Group Selection

The operating procedures for this feature are the same as those required at the local switch.

## DCS Trunk Group Busy/Warning Indicators

The Busy/Warning indicators provide the same indications for trunk groups at a remote switch as they do for those at the local switch.

# CHAPTER 6. CENTRALIZED ATTENDANT SERVICE (CAS) (V3 AND GENERIC 1 SYSTEMS)

## Description

The CAS feature allows system users served by separate switches at two or more locations to concentrate the attendant positions at one location. This location is called the CAS main. The other locations, typically without attendants, are called CAS branches. All locations within the CAS environment have separate Listed Directory Numbers (LDNs).

Incoming calls to the CAS main are handled as if the switch is a stand-alone system. Any attendant-seeking calls at a CAS branch are routed to the attendant consoles at the CAS main over Release Link Trunks (RLTs). The RLTs are special trunks that are used only for attendant-seeking calls from the CAS branches. The CAS attendant cannot originate a call over an RLT.

The CAS calls may be any calls that would normally go to the local attendant console. The CAS attendant answers these calls and then extends them (over the same RLT) to the requested extension or external number at the branch. When the CAS attendant releases, the RLT is free for another call. The extended call will return to a CAS console if it is not answered within a preset time.

The CAS calls can also be held at the console, placed on Remote Hold, or released (ended). The CAS calls can be held on the console the same as any other call. Remote Hold is a feature used by CAS attendants that allows a call to be held at the branch location. This feature frees the console and the RLT for other calls. As with extended calls, a call on Hold or on Remote Hold will return to a CAS console if it is not answered within a preset time.

To speed the dialing procedure when extending a CAS call, the CAS attendant can use the following features:

- Abbreviated Dialing
- Attendant Direct Trunk Group Selection
- Direct Extension Selection (DXS) With Busy Lamp Field (BLF) (if a selector console is provided)

  **Note:** The DXS does not indicate busy extension numbers at the branch locations.
- Facility Busy Indication.

Also, when extending a CAS call, the attendant can use some of the branch features such as Code Calling Access and Loudspeaker Paging Access.

The following features do not function on CAS calls:

- Attendant Auto-Manual Splitting
- Attendant Conference.

## Tones Associated With CAS Calls

In addition to the normal attendant console tones, the following call identification tones are associated with CAS calls:

- LDN (incoming trunk) call—three short bursts of low-pitched tone

  **Note:** Branch locations served by 770A or 812A PBX switches do not send LDN call identification tone.

- Dial 0 call from branch (voice terminal to console)—an on-off low-pitched tone
- Recall on Call Waiting—a short burst of low-pitched tone
- Remote Hold Recall—a series of four through six cycles of an on-off low-pitched tone
- Recall on Don't Answer—normal ringback tone for about 1/4 second followed by connection to normal ringing.

Attendants who are authorized to use the Facility Test Call feature (see Chapter 4) can access and listen to the tones associated with CAS calls. To access these tones, perform the following procedure:

1. Dial the Facility Test Call access code.
   - Dial tone heard.
2. Dial ***** and one of the following 2-digit tone numbers:

| Tone Number | Type of Call |
|---|---|
| 32 | Listed Directory Number (LDN) |
| 33 | Dial 0 |
| 36 | Recall on Don't Answer |
| 38 | Recall on Call Waiting Tone |
| 40 | Remote Hold Recall Tone |

## Display

When an incoming attendant-seeking call for ‘a branch location arrives at the CAS console, the display will identify the call. For example, the display might show PARKWAY. “PARKWAY” tells you that the call is intended for the Parkway location of your company. You can answer the call with the name of that location. If the system is part of a Distributed Communications System (DCS), the display will show the following information for CAS calls:

| Type of Call | Display Will Show |
|---|---|
| LDN | Incoming Trunk Name |
| Dial O | Caller’s Name and Extension |
| Recall on Don’t Answer (V3) | RLT Name and Trunk Access Code |
| Recall on Don’t Answer (Generic 1) | Caller’s Name and Extension |
| Recall on Call Waiting (V3) | RLT Name and Trunk Access Code |
| Recall on Call Waiting (Generic 1) | Caller’s Name and Extension |
| Remote Hold Recall (V3) | RLT Name and Trunk Access Code |
| Remote Hold Recall (Generic 1) | Caller’s Name and Extension |
| Others (including Coverage Calls) | RLT Name and Trunk Access Code |

The console may have a **Trunk Name** button that is useful in a DCS environment. Since the normal DCS display from a system user is name and extension number, you may not know which branch location originated the call. However, if you press **Trunk Name** while on an active call from a system user, the RLT name will be displayed.

The **Trunk Name** button can also be pressed to display the name of an outgoing trunk group that is administered for no outgoing display.

## Operating Procedures

**To answer an incoming CAS call:**

1. Press the call appearance button where the Atnd lamp is flashing.

   Ž Ringing stops.

   Ž **Atnd** lamp lights steadily.

   • **Pos Avail** lamp remains dark.

   Ž Listen for call identification tone (if provided by the branch).

   Ž Display identifies the originating branch location.

   • Console is connected to the caller.

2. Answer the call, and assist the caller as necessary.

   Ž The call can now be extended, held at the console, placed on Remote Hold, or ended.

**To extend a CAS call to the originating branch:**

1. Press **[Start].**

   • Caller is separated from the connection.

   **Note:** The split function does not work on CAS calls.

   . Listen for dial tone from the branch location.

   **Note:** Do not go to Step 2 until you hear dial tone. The call will not go through if you dial the number before you hear dial tone.

2. Dial the requested internal or external number.

3. Use Step 4, 5, or 6 to complete the call.

4. If you are not going to announce the call, press **[Release]** as soon as the call starts ringing.

   • Calling party is connected to the ringing line.

   Ž Procedure complete (unless the call is unanswered and returns to the console).

5. If you are going to announce the call, wait for the called party to answer.

   If the called party accepts the call, press **[Release].**

   - Caller is connected to the called party.

   If the called party declines to talk to the caller, press **[Cancel].**

   - Console is connected to the caller again.

   Explain to the caller that the called art is not available; take a message or ask the caller to try again later; then press **[Release].**

6. If the called party is busy or does not answer, press **[Cancel].**

   Ž Call attempt is canceled.

   Ž Call progress tone stops.

   - Console is connected to the caller again.

   Explain to the caller that the called party cannot be reached. If the caller wants to wait, extend the call again; then press **[Release].**

   If the caller does not want to wait, take a message. Ask the caller to try again later; then press **[Release].**

**To extend a CAS call to a branch other than the originating branch:**

1. Press **[Start].**

   - Caller is separated from the console (on hold at the branch).

     **Note:** The split function does not work on CAS calls.

   - Listen for dial tone from the branch location.

     **Note:** Do not go to Step 2 until you hear dial tone. The call will not go through if you dial the number before you hear dial tone.

2. If your company locations have a Uniform Dial Plan, go to Step 4; otherwise, “go to Step 3.

3. Dial the trunk access code for the requested other branch location (as administered at the originating branch).

4. Dial the desired extension number of the other branch location.

5. To complete the call, use Step 4, 5, or 6 in the above procedure **(To extend a CAS call to the originating branch).**

**To put a CAS call on Remote Hold at the originating branch location:**

**Note:** When a CAS caller wishes to wait, the call should be put on Remote Hold (not Hold) to free the console and the RLT for other calls.

1. Press **[Start].**
2. Dial the Remote Hold feature access code as administered at the originating branch location.
   - Listen for Remote Hold confirmation tone.
3. Press **[Release].**
   - Ž Call is on Remote Hold.
   - Procedure complete (unless the call returns to the console).

**To answer a returning call that was previously extended or put on Remote Hold:**

1. Press the call appearance button where the Atnd lamp is flashing.
   - Listen for recall tone from the branch location.
   - Ž Console is connected to the returning call (and to the ringing line if the call was previously extended).
2. Report to the caller.
   - If caller still wants to wait and call was previously extended, go to Step 3.
   - If caller wants to be connected to another extension, go to Step 4.
   - Ž If caller wants to continue to hold, reactivate Remote Hold.
3. Press **[Release].**
   - Ž Call is re-extended (dialing is not necessary).

   **Note:** You need to re-extend (dial again) if the previously extended call was extended to a single-line voice terminal or if Remote Hold was reactivated.

4. Press **[Cancel].**

   Ž Ringing line is dropped from the connection, only if previously extended.

   Ž You may now extend the call to another extension.

## CAS Backup Service

The CAS Backup Service provides for CAS attendant-seeking calls to terminate at an extension number at the CAS branch location. This extension number may be assigned to an attendant or a voice terminal user. The CAS backup position will have a **CAS Backup** button and, when CAS Backup Service is active, the lamp at the **CAS Backup** button will light.

The CAS Backup Service can be activated:

- Manually by the user at the CAS backup position.

  When CAS Backup Service is manually activated, it can also be manually deactivated.

- Automatically by the system when the RLTs are maintenance busy or are out of service.

  When the system activates CAS Backup Service, the system will also deactivate it when the RLTs are available again. The user at the CAS backup position **cannot** deactivate CAS Backup Service if it was activated by the system.

When CAS Backup Service is active, all attendant-seeking CAS calls for the branch location will terminate at the backup position. The backup position can then extend or transfer calls the same as any other incoming call.

**To activate CAS Backup Service:**

1. Press **[CAS Backup]**

   - Lamp associated with button lights.

**To deactivate CAS Backup Service:**

1. Press **[CAS Backup]**

   Ž Lamp associated with button goes dark.

## CAS Night Service Operations

When the CAS attendant activates Night Service for the CAS main location, CAS calls will terminate at the CAS main night service destination. If the night destination is not a console, CAS calls will be answered at a voice terminal.

When a CAS call is extended by a Night Service voice terminal user, that call will return to the Night Service terminal if it is not answered. The Night Service voice terminal user can then put the call on Remote Hold (if the caller wishes to wait) or can ask the caller to call again later.

### Multi-Appearance Voice Terminal Operations

If a multi-appearance voice terminal is the Night Service answering position, the terminal may be assigned a Flash button, which is used to extend CAS calls. If a Flash button is not provided, the Conference or Transfer button may be used; however, the button functions are not the same as for the normal conference or transfer operation. Descriptions of the procedures follow.

The CAS calls can be put on Remote Hold any time a caller wishes to wait. (The CAS calls should not be put on hold at the voice terminal because it ties up the RLT.)

If the terminal has a display, it may also be assigned a Trunk Name button. This button is useful in a Distributed Communications System (DCS) environment. Since the normal DCS display from a system user is name and extension number, the branch location originating the CAS call is not identified. However, pressing Trunk Name while on an active CAS call with a system user will display the RLT name.

The Trunk Name button can also be pressed to display the name of an outgoing trunk group that is administered for no outgoing display.

The Trunk Name button can also be used by the attendant.

**To answer an incoming CAS call:**

1. Press the call appearance button where the green lamp is flashing.

   Ž Listen for call identification tone (if provided by the branch).

   • Display (if provided) identifies the branch location or DCS calling information.

2. Answer the call, and assist the caller as necessary.

   Ž The call can now be extended, ended, or put on Remote Hold.

**To extend a CAS call to the originating branch using the Flash button:**

1. Press **[Flash].**

   Ž Flash lamp lights for 2 seconds.

2. Dial the requested extension number.

3. End the call by going on-hook or by pressing another call appearance button, the Disconnect button, or the Drop button.

   - Calling party is connected to the ringing line.
   - RLT is dropped.

**To extend a CAS call to the originating branch using the Conference or Transfer button:**

1. Press **[Conference]** or **[Transfer].**

2. Dial the requested extension number.

3. End the call by going on-hook or by pressing another call appearance button, the Disconnect button, or the Drop button.

   - Calling party is connected to the ringing line.
   - RLT is dropped.

**To put a CAS call on Remote Hold:**

1. Press **[Flash]** or **[Conference]** or **[Transfer].**

2. Dial the Remote Hold feature access code as administered at the originating location.

   Ž Listen for Remote Hold confirmation tone.

3. End the call by going on-hook or by pressing another call appearance button, the Disconnect button, or the Drop button.

   ŽCall is on Remote Hold.

   - RLT is dropped.

**To cancel a CAS call:**

1. Press **[Flash]** or **[Conference]** or **[Transfer].**

   Ž The extended call is dropped, or Remote Hold attempt is deactivated.

## Single-Line Voice Terminal Operations

If a single-line voice terminal is the Night Service answering position, the user will flash the switchhook to extend a CAS call to the originating branch location. The CAS calls can be put on Remote Hold any time a caller wishes to wait. However,. CAS calls cannot be put on hold at a single-line voice terminal.

**To answer an incoming CAS call:**

1. Lift the handset, and listen for call identification tone from the branch location.
2. Answer the call, and assist the caller as necessary.

   Ž The call can now be extended or ended.

**To extend a CAS call to the originating branch:**

1. Flash the switchhook.
2. Dial the requested extension number.
3. Go on-hook.

   - Caller is connected to the ringing line.
   - RLT is dropped.

**To put a CAS call on Remote Hold:**

1. Flash the switchhook.
2. Dial the Remote Hold feature access code as administered at the originating location.

   Ž Listen for Remote Hold confirmation tone.
3. Go on-hook.

   Ž Call is on Remote Hold.

   - RLT is dropped.

# CHAPTER 7. ROUTINE MAINTENANCE

## Testing

The only routine maintenance required for the attendant console is a test of the alphanumeric display and the console lamps. Perform this procedure often (at least weekly) and notify the System Manager if the console does not operate properly.

**To test the alphanumeric display and the lamps:**

1. Open the panel on the front of the console (see Figure 2-1 or 2-2).
2. Press and hold the Lamp Test switch (located at the left front of the console).
   - All lamps in the alphanumeric display should light.
   - Each row of lamps on the console and the selector console should light and go dark in sequence from top to bottom.
   - Timed-reminder tone heard.
3. Release the Lamp Test switch.
   - Lamps return to their former state.
   - Timed-reminder tone stops.
4. Close the panel.

## Care and Cleaning

To clean the console, use a slightly dampened paper towel or soft cloth. In most cases, this procedure should be sufficient. Oily substances on the console may require a fair amount of rubbing or even the use of a mild cleaner, such as window cleaner or desk and office cleaner. However, if a cleaner is used, it should not be applied directly to the console, but should be applied to the cloth and then rubbed onto the console.

Be careful not to spill any type of liquid on the console. Liquids spilled on the console will leak inside and damage the electronic components.

## Power Failure

If commercial power fails, the system's battery backup will keep the attendant console operating for a short time. When this time expires, the Power Failure Transfer feature will automatically activate, and the console will not operate. When power is restored, " all consoles are restored to normal operation.

When power fails, all active calls and all calls on hold will be lost. Also, a power failure affects the following features and requires corrective action:

- Attendant Control of Trunk Group Access—reestablish control of desired trunk groups.
- Call Forwarding All Calls—reactivate Call Forwarding All Calls for desired extension numbers.
- Controlled Restrictions—reestablish control of desired voice terminals or groups of voice terminals.
- Night Service—reactivate Night Service as desired.

# CHAPTER 8. USING THE CONSOLE TO TROUBLESHOOT THE SYSTEM

The attendant console provides access to several features and facilities that can be used to troubleshoot system problems. This chapter presents some procedures and suggestions for isolating and analyzing troubles before calling for higher-level maintenance.

## Trouble Reporting

Each system site should have a well-defined policy for collecting and responding to system alarms and user-generated trouble reports. System-alarmed troubles produce visible signals at the attendant console(s) and at selected voice terminals as well as on the system equipment cabinet.

If the system has a link to a remote maintenance center, alarms are sent to that location automatically. Otherwise, system-alarmed troubles must be reported immediately to the System Manager, who is responsible for clearing them or calling a designated maintenance organization.

Troubles detected by system users must be reported to some central position such as an attendant or the System Manager, who either resolves the troubles or requests help from a remote maintenance center.

## Console Alarm Indicators

The console has built-in alarm lamps that indicate major or minor troubles in the system switch. In addition, feature button lamps on the console can be administered as alarm indicators for more specific conditions.

### Alarm/Alarm Reported (Enhanced) and Alm-Ack (Basic) Lamps

The basic alarm indicator of the attendant console is the **Alm-Ack** pair of lamps to the left of the touch-tone dial on the Basic Console (Figure 2-8) and the **Alarm** and **Alarm Reported** lamps to the right of the touch-tone dial on the Enhanced Console (Figure 2-9). The **Alarm** and **Alm** lamps light when a system trouble is detected and remains lighted until the trouble is cleared. If the system has the remote maintenance option, the **Alarm Reported** and adjacent **Ack** lamps soon light steadily, showing that the maintenance center has been automatically alerted. At this point, the center assumes responsibility for clearing the trouble.

An **Alarm Reported** or **Ack** lamp that flashes for any extended length of time after the **Alarm** or **Alm** lamp lights means that the system is unable to notify the maintenance center. You, the attendant, must alert the System Manager to the unresolved alarm condition.

If the system does not have the remote maintenance option, the **Alarm Reported** or **Ack** lamp remains dark when the **Alarm** or **Alm** lamp lights for an alarm. In this case, you must notify the System Manager when an alarm condition exists.

### Optional Alarm Lamps

The **Alarm** or **Alm** lamp on the console does not distinguish between major and minor alarms. If such information is required, a feature button is administered as a **Major Alarm** indicator in V3 and Generic 1 systems. The lamp lights steadily when a major alar-m trouble occurs.

If both the **Alarm** or **Alm** and the **Major Alarm** lamps light, the alarm is major. If only the **Alarm** or **Alm** lamp lights, then the alarm is minor.

In V3 and Generic 1 systems, other feature buttons are administered as trouble indicators for links between the system and peripheral support equipment or other sites. The **Link Failure** lamps light for major, minor, and warning alarms. (In systems with the Hospitality Services package, the **PMS Link Failure** lamp indicates trouble in the link between the system and the customer-supplied Property Management System.)

You can cause an alarm lamp to go dark by pressing the associated feature button. If the trouble is cleared before system maintenance detects it again, the lamp will remain dark.

Buttons administered for the Facility Busy Indication feature provide alarm lamps for links. The lamps on these buttons remain lighted as long as the links are active but go dark if a link fails.

The system does not report link failures to the remote maintenance center. You must notify the System Manager immediately of any indication of link trouble.

In Generic 1 systems, four hardware alarm indicators can be assigned to users associated with system maintenance and users who monitor system performance. The **PMS Printer Alarm** lamp lights when the PMS printer interface has a problem, and the **Auto Wakeup Alm** lamp lights when the interface to the PMS Auto Wake printer has a problem. The **SMDR 1 Failure-In** and **SMDR 2 Failure-In** lamps light when the interface to the primary and secondary SMDR output device, respectively, has a problem.

## Features Used in Troubleshooting

The following features, listed earlier in Chapter 4, can be used by the console attendant for simple trouble isolation and analysis. Step-by-step procedures for each feature are provided.

- Automatic Circuit Assurance (V2, V3, Generic 1 systems)—used for monitoring possible trunk failures.
- Busy Verification of Terminals and Trunks (V2, V3, Generic 1 systems)—used for placing test calls.

- Trunk Group Busy/Warning indicators to Attendant —used to provide an indication of trunk usage.
- Trunk Identification (V2, V3, and Generic 1 systems)—used to specifically identify a trunk where trouble is encountered.

## Automatic Circuit Assurance (ACA)

This feature helps the attendants to identify possible faulty trunks. The system maintains a record of individual trunk activity relative to short- and long-holding time calls. The system automatically initiates a referral call when it detects a possible failure. The attendant group or an individual attendant can be assigned as the referral call destination.

A referral call will arrive on an idle call appearance. When you press that call appearance button, the display identifies the call as an ACA call, identifies the trunk group access code and the trunk group member number, and shows the reason for referral (short- or long-holding time). This information remains displayed until you release the call. You can then use the Busy Verification of Terminals and Trunks feature to check the trunk.

The ACA feature provides better service through early detection of faulty trunks and, consequently, reduces out-of-service time. Some types of trunk failures cause people to shorten their calls. For example, an excessive number of short calls may indicate a noisy trunk. Similarly, a trunk that remains busy for an abnormally long time may be permanently busy due to a trunk fault. The ACA feature takes advantage of these characteristics to identify possibly defective trunks.

The ACA must be enabled by the System Manager. Once this is done, one attendant console per system. can be assigned an ACA button to activate and deactivate the ACA referrals. The ACA should remain activated at all times if it is enabled at your system.

**To activate ACA referrals:**

1. Press **(ACA).**
   - **ACA** lamp lights steadily.
   - ACA activated.

**To deactivate ACA referrals:**

1. Press **(ACA).**
   - **ACA** lamp goes dark.
   - ACA deactivated.

### Busy Verification of Terminals and Trunks

This feature allows attendants to place test calls to trunks, voice terminals, and hunt groups (Direct Department Calling and Uniform Call Distribution groups). Busy Verification provides an easy method of checking the condition of these facilities. When the feature is activated, you can distinguish between a voice terminal or trunk that is truly busy and one that only appears busy because of some trouble condition or because it was administered without hardware.

The result of a busy verification test may be a display, tone, or conversation with the called facility. In the following procedures, a successful verification tells you that the facility is probably working properly; a failure tells you that the facility should be reported for maintenance.

**To busy verify a voice terminal:**

1. Press **(Busy Verify).**
   - **Busy Verify** lamp lights steadily.
2. Dial the desired extension number.
   - **INVALID** displayed, and intercept tone heard—invalid extension. Press **(Cancel),** and try again.
   - **TERMINATED** displayed, and ringback heard—called extension is idle and ringing—verification is successful. Talk to the called party, or release from the call.
   - **BRIDGED** displayed—your call bridged onto an active call, and initial warning tone was applied to the call—verification successful. Talk to the bridged parties, or release from the call.
   - **OUT OF SERVICE** displayed, and reorder tone heard—a trouble condition exists at the terminal or it may apply to a terminal administered without hardware and not be a trouble condition. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

**To busy verify a hunt group:**

1. Press **(Busy Verify).**
   - **Busy Verify** lamp lights steadily.
2. Dial desired hunt group extension number.
   - **INVALID** displayed, and intercept tone heard—invalid extension. Press **(Cancel),** and try again.

- **TERMINATED** displayed, and ringback heard—called extension is idle and ringing—verification is successful. Talk to the called party, or release from the call.
- **ALL MADE BUSY** displayed, and reorder tone heard—all hunt group members have activated make busy. Release from the call, and try again later.
- **DENIED** displayed, and reorder tone heard—all hunt group members active on a call. Release from the call, and try again later.
- **OUT OF SERVICE** displayed, and reorder tone heard—a trouble condition exists at the hunt group. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

**To busy verify a trunk:**

1. Press **(Busy Verify).**
   - **Busy Verify** lamp lights steadily.
2. Dial desired trunk access code, or press desired **Trunk Group Select** button.
   - Dial tone—go to Step 3.
   - **DENIED** displayed, and intercept tone heard—invalid trunk access code or Personal Central Office Line trunk group. Press **(Cancel),** and try again.
3. Dial desired trunk group member number.
   - **INVALID** displayed, and intercept tone heard—invalid trunk group member number. Press **(Cancel),** and try again.
   - **VERIFIED** displayed, and confirmation tone heard—trunk is idle and 1-way incoming—verification is successful. Release from the call.
   - Ringback heard—trunk is idle automatic tie trunk or release link trunk—verification is successful. Release from the call.
   - Dial tone heard—trunk is idle and can be used to place a test call—verification successful. Place a test call, or release from the call.
   - **BRIDGED** displayed—you are bridged onto an active call, and initial warning tone has been applied to call—verification successful. Talk to the bridged parties, or release from the call.
   - **OUT OF SERVICE** displayed, and reorder tone heard—a trouble condition exists on the trunk. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

## DCS Busy Verification of Terminals and Remote Trunks

This feature allows attendants to place test calls to trunks and voice terminals at a remote location within the same DCS network. Busy Verification provides an easy method of checking the condition of these facilities. When the feature is activated, you can distinguish between a voice terminal or trunk that is truly busy and one that only appears busy because of some trouble condition.

The result of a busy verification test may be an intercept tone, display, or conversation with the called facility. In the following procedures, a successful verification tells you that the facility is probably working properly; a failure tells you that the facility should be reported for maintenance.

### To busy verify a voice terminal in DCS environment

1. Press **(Busy Verify).**
   - **Busy Verify** lamp lights steadily.
2. Dial the desired extension number.
   - Intercept tone heard—invalid extension. Press **(Cancel),** and try again.
   - **DENIED** displayed, and reorder tone heard—a trouble condition exists on the DCS link. Press **(Cancel),** and report the out-of-service condition to the appropriate personnel.
   - Ringback is heard—called extension is idle and ringing—verification is successful. Talk to the called party, or release from the call.
   - Your call is bridged onto an active call, and initial warning tone was applied to the call—verification successful. Talk to the bridged parties, or release from the call.
   - Reorder tone heard—a trouble condition exists at the terminal or it may apply to a terminal administered without hardware and not be a trouble condition. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

### To busy verify a remote trunk in a DCS environment (Simple Verification Method):

1. Press **(Busy Verify).**
   - **Busy Verify** lamp lights steadily.
2. Press desired **Trunk Group Select** button.
   - Dial tone—go to Step 3.

- Intercept tone heard—invalid trunk access code or Personal Central Office Line trunk group. Press **(Cancel),** and try again.

3. Dial desired trunk group member number.

   - **DENIED** displayed, and reorder tone heard—a trouble condition exists on the DCS link. Press **(Cancel),** and report the out-of-service condition to the appropriate personnel.
   - Confirmation tone heard—trunk is idle and 1-way incoming—verification is successful. Release from the call.
   - Ringback heard— trunk is idle automatic tie trunk or release link trunk—verification is successful. Release from the call.
   - Dial tone heard — trunk is idle and can be used to place a test call—verification successful. Place a test call, or release from the call.
   - Your call is bridged onto an active call, and initial warning tone has been applied to call—verification successful. Talk to the bridged parties, or release from the call.
   - Reorder tone heard—a trouble condition exists on the trunk. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

**To busy verify a remote trunk in a DCS environment (Two Button Push Verification Method):**

**1.** Press **(Busy Verify).**

- **Busy Verify** lamp lights steadily.

**2.** Dial desired trunk access code.

**3.** Press **(Busy Verify).**

- **Busy Verify** lamp lights steadily.
- Dial tone heard—go to Step 4.
- Intercept tone heard—invalid trunk access code or Personal Central Office Line trunk group. Press **(Cancel),** and try again.

**4.** Dial desired trunk group access member number.

- **DENIED** displayed, and intercept tone heard—invalid trunk access code. Press **(Cancel)** , and try again.
- **DENIED** displayed, and reorder tone heard—a trouble condition exists on the DCS link. Press **(Cancel),** and report the out-of-service condition to the appropriate personnel.

**5.** Dial a trunk access code member number pair.

- Confirmation tone heard—trunk is idle and 1-way incoming—verification is successful. Release from the call.
- Ringback heard—trunk is idle automatic tie trunk or release link trunk—verification is successful. Release from the call.
- Dial tone heard—trunk is idle and can be used to place a test call—verification successful. Place a test call, or release from the call.
- Your call is bridged onto an active call, and initial warning tone has been applied to call—verification successful. Talk to the bridged parties, or release from the call.
- Reorder tone heard—a trouble condition exists on the trunk. Press **(Cancel),** and report the out-of-service condition to appropriate personnel.

## Trunk Group Busy/Warning Indicators to Attendant

This feature provides the attendant with a visual indication of the trunk group status for each of the Trunk Group Select buttons located on the console.

Six of the Trunk Group Select buttons on the Basic Console have associated Warning and Busy lamps. The other six buttons have only associated Busy lamps. The lamps function as follows:

- **Busy** Lamps

  Light when all trunks in the associated trunk group are busy.

- **Warn** (Warning) Lamps

  Light when a preset number of trunks in the associated trunk group are busy.

All 12 of the Trunk Group Select buttons on the Enhanced Console have 3 lamps associated with each button. The **Busy** and **Warn** lamps function the same as on the Basic Console. In G1, Basic and Enhanced attendants may have feature buttons administered as **(Local-tgs)** and **(Remote-tgs)** for up to 12 additional trunk group select buttons. The lamp on a local-tgs or remote-tgs button lights when all trunks in its associated trunk group are busy. If the local-tgs or remote-tgs button has two lamps, the top lamp is not used and the bottom lamp lights when all trunks in its trunk group are busy.

Observing these indicators can alert you to unusual or suspicious conditions such as groups that are always busy or never busy. Knowing what hours of the day are the “most busy” and the “least busy” in terms of trunk usage is also useful in analyzing possible trunk problems. For example, if the Busy lamp for a particular group remains lighted during a normally slack period, it is possible that one or more trunks are out-of-service but appear to be busy. On the other hand, a trunk group with lamps that never light may also have a trouble condition. Use the Busy Verification feature to test suspected faulty trunks.

**Note:** DCS is required for remote trunk group select buttons busy and warning indicators, but the buttons themselves will work without DCS.

### Trunk Identification

When a voice terminal user in the system experiences noise or poor transmission on a trunk, the user can conference the attendant into the call. The attendant can then use the Trunk Identification feature to identify the specific trunk that is faulty and report it for maintenance. The feature can also be used on trunk calls originated or received by the attendant.

The trunk identification (access code and group member number) is displayed when you press the **Identify Trunk** button during a call. If two trunks are used on the call, the identification of the last trunk added to the call is displayed. Trunk Identification is denied if more than two trunks are on a call.

The operation given here assumes that you are on an active call; however, the **Identify Trunk** button can be used while a trunk is being accessed, while digits are being outpulsed on a trunk, or during intervals between digit outpulsing.

**To identify a specific trunk being used on a call:**

1. Press **(Identify Trunk).**
   - Trunk access code and trunk group member number are displayed.
2. Report the trunk problem and the identification information to the System Manager or other appropriate maintenance personnel.

## Other Maintenance Tips

If your console is in the active mode but does not receive any calls, be sure to check the **Night** button and status lamp (Figure 2-10). If the lamp is lighted, the system is in night service; no calls can terminate on day-only or principal consoles. Press the **Night** button on the principal console to extinguish the lamp and restore the console to normal service.

If other status lamps are lighted, verify that they are not caused by stations administered without hardware (AWOH) translations before pursuing other causes of trouble.

Complaints from system users that they are not receiving calls may mean that they have inadvertently activated the Call Forwarding All Calls or Send All Calls feature. In response to such a complaint, place a call to the terminal; check your display for an “f” or “s” call purpose code. If either of these codes is displayed, tell the user to deactivate the feature.

# CHAPTER 9. SYSTEM SUMMARY

## List of Dial Codes

The Basic and Enhanced Consoles have 19 programmable feature buttons. However, some features may not be assigned to a button, but can be accessed by dial code. The following is a list of the feature activate and deactivate codes. The System Manager will fill in the codes.

| Feature | Code |
|---|---|
| **Announcement Access Code** | ____ |
| **Answer-Back (Answer a Parked Call)** | ____ |
| **Automatic Alternate Routing (V2, V3, and G1)** | ____ |
| **Automatic Route Selection** | ____ |
| **Automatic Callback Activation** | ____ |
| **Call Forwarding All Calls - Activate (V2, V3, and G1)** | ____ |
| **Call Forwarding All Calls - Deactivate (V2, V3, and G1)** | ____ |
| **Call Park** | ____ |
| **Call Pickup Access** | ____ |
| **CAS Remote Hold/Answer Hold-Unhold Access** | ____ |
| **Code Calling Access:** | |
| **Zone 1** | ____ |
| **Zone 2** | ____ |
| **Zone 3** | ____ |
| **Zone 4** | ____ |
| **Zone 5** | ____ |
| **Zone 6** | ____ |
| **Zone 7** | ____ |

Zone 8 ____

Zone 9 ____

All Zones ____

Controlled Restrictions:

Group of Voice Terminals - Activate ____

Group of Voice Terminals - Deactivate ____

Single Voice Terminal - Activate ____

Single Voice Terminal - Deactivate ____

Facility Test Calls ____

Hunt Group Busy Activation (Make Busy) ____

Last Number Dialed ____

Leave Word Calling Message Retrieval Lock ____

Leave Word Calling Message Retrieval Unlock ____

Leave Word Calling, Send a Message ____

Leave Word Calling, Cancel a Message ____

Loudspeaker Paging Access:

| | Location | |
|---|---|---|
| Zone 1 | _____ | ____ |
| Zone 2 | _____ | ____ |
| Zone 3 | _____ | ____ |
| Zone 4 | _____ | ____ |
| Zone 5 | _____ | ____ |
| Zone 6 | _____ | ____ |
| Zone 7 | _____ | ____ |
| Zone 8 | _____ | ____ |

| | | |
|---|---|---|
| Zone 9 | _____ | ____ |
| All Zones | | ____ |
| Print Messages | | ____ |
| Priority Call | | ____ |
| Program Access | | ____ |
| SMDR Account Code | | ____ |
| Transfer into AUDIX (G1) | | ____ |
| Trunk Answer Any Station | | ____ |
| Voice Coverage Message Retrieval | | ____ |
| Voice Principle Message Retrieval | | ____ |

## System and Console Parameters

Some preset system parameters—that is, limits, intervals, and Class of Restriction (COR) numbers—pertain to the operation of the attendant console. For convenience, these parameters are listed here. (Up to 64 COR numbers are available. However, space is left here for only 12 numbers.) The System Manager will supply the information needed to fill in the blanks.

**Attendant Lockout Active** Yes ____ No ____

**Call Park--Extension Numbers Assigned to Console**

____

____

____

____

____

____

____

____

____

____

**Calls Waiting- -Warning Limit of Calls in Queue** ____

**Time in Queue Warning** ____

**Centralized Attendant Service (CAS) (V2, V3, and G1)** Yes ____ No ____

**Class of Restriction Numbers** ____

**Notes:** _____ ____

_____ ____

_____ ____

_____ ____

_____ ____

_____ ____

_____ ____

_____ ____

_____ ____

_____ ____

**Code Calling Playing Cycle** ____

**Individual Attendant Access (V2 and later systems)** **Yes** ____ **No** ____

| | Name | Extension |
|---|---|---|
| **Attendant** | _____ | ____ |
| **Attendant** | _____ | ____ |
| **Attendant** | _____ | ____ |
| **Attendant** | _____ | ____ |
| **Attendant** | _____ | ____ |
| **Attendant** | _____ | ____ |
| **Night Attendant** | _____ | ____ |

**Loudspeaker Paging Timeout Interval** ____

**Timed-Reminder Interval:**

**Held Call** ____

**No Answer Return Call** ____

**Trunk Group Warning Limits:**

| | |
|---|---|
| **Trunks in Group (Type/No.) ____** | **Warning Limit ____** |
| **Trunks in Group (Type/No.) ____** | **Warning Limit ____** |
| **Trunks in Group (Type/No.) ____** | **Warning Limit ____** |
| **Trunks in Group (Type/No.)** | **Warning Limit ____** |
| **Trunks in Group (Type/No.) ____** | **Warning Limit ____** |
| **Trunks in Group (Type/No.)** | **Warning Limit ____** |

# CHAPTER 10. REFERENCES

The following is unabbreviated listing of Generic 1 and System 75 documents. Included is a brief description of each document in the list. For a complete listing of documents, refer to the *DEFINITY® Communications System Generic 1 and System 75—Documentation Guide, 555-200-010.*

To order copies of any of these documents, refer to the address on the back of the title page.

AT&T Telecommunication Electrical Protection 350-060

Provides practical, functional information and application detail combined with training material for telecommunication engineers in the electrical protection field.

Business Communications Systems Publications Catalog 555-000-010

Provides a list of publications that support AT&T business communications systems. Also provides a brief description of each publication listed.

DEFINITY® Communications System and System 75 and System 85—Terminals and Adjuncts Installation and Test 555-015-104

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

DEFINITY® Communications System and System 75 and System 85—Terminals and Adjuncts Reference Manual 555-015-201

Provides concise physical and functional descriptions of the peripheral equipment that can be used with DEFINITY Communications Systems Generic 1 and Generic 2 and System 75 and System 85. It is intended as an aid for both AT&T and customer personnel in selecting appropriate components for these systems and in training and management.

DEFINITY® Communications System and System 75 and System 85—DS1/DM1/lSDN-PRl Interface Reference 555-025-101

Provides both a broad and detailed description of the DEFINITY Communications Systems Generic 1 and Generic 2 and System 75 and System 85 DS1/DM1/lSDN-PRl Interface. Introduces and defines concepts and terminology unique to DS1/DM1/lSDN-PRl. Also includes applications, engineering procedures and considerations, cabling and connection arrangements, administration requirements, restrictions and limitations, etc.

AT&T System 75—Installation and Test 555-200-104

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment. Information in this document applies to both System 75 and System 75 XE.

AT&T System 75—System Maintenance 555-200-105

Provides the information necessary for monitoring, testing, and maintaining the System 75 and System 75 XE. It is intended to cover many of the faults and troubles that can occur in the system.

AT&T System 75—Upgrades and Additions 555-200-106

Provides procedures and information required for upgrading or making additions to an operational System 75 or System 75 XE after the initial switch configuration. The information in this manual applies to System 75 R1V1, RIV2, R1V3, XEV2, and XEV3.

AT&T System 75—Wiring 555-200-111
or
DEFINITY® Communications System Generic 1—Wiring 555-204-111

Provides the information necessary for installing inside wiring.

AT&T System 75 Electrical Protection, Grounding, and Exposure Checklists 555-200-120

Provides coverage of the conditions that must be met before adequate electrical protection can be assured for a System 75 installation. It reflects the requirements of AT&T and the National Electrical Code for protecting equipment against electrical disturbances or exposures including lightning, power contact, power induction, and ground potential rise.

AT&T System 75—System Description 555-200-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

DEFINITY® Communications System Generic 1 and System 75—Feature Description 555-200-201

Provides a technical description of system features and parameters.

DEFINITY® Communications System Generic 1 and System 75—Administration and Measurement Reports 555-200-500

Describes the management of the system administration and operation. Includes the guidelines for initialization, reconfiguration, backup procedures, monitoring system performance, and maintaining system security. Includes a description of the tasks that can be performed and the prerequisites for completion.

DEFINITY® Communications System Generic 1 and System 75—Planning/Configuration 555-200-600

Provides a method for defining the customer's system requirements and for collecting the information used to estimate system hardware requirements.

AT&T System 75—Implementation—Release 1 Version 1 555-200-650

Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal.

AT&T System 75—Implementation—Release 1 Version 2 555-200-651

Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the AT&T System 75 and System 75 XE using the System Access Terminal.

AT&T System 75—Implementation—Release 1 Version 3 555-200-652

Provides the procedures and associated forms for collecting system and voice terminal features. This information is used with the Administration manual to initialize the AT&T System 75 and System 75 XE using the System Access Terminal.

DEFINITY® Communications System Generic 1 and System 75—Voice Terminal Operation 555-200-701

Describes all the voice features and provides the "how-to-operate" instructions for each voice terminal. Serves as a reference when defining user requirements.

AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions 555-200-722

Provides information for use by agents after training is completed. The various ACD features are described and the procedures for using them are provided in this document. The information in this document applies to Release 1 Version 3 and Generic 1 systems.

DEFINITY® Communications System Generic 1 and System 75—Hospitality Operations 555-200-723

Contains the procedures for using the system's hospitality services. These services include a group of system-based features that support the lodging industry. Hotels and motels use the features to improve their property management and to provide assistance to their employees and clients.

AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions 555-200-724

Provides information for use by supervisors after training is completed. The various ACD features are described, and the procedures for using them are provided in this document. The information in this document applies only to Release 1 Version 3 and Generic 1 systems.

AT&T System 75 XE—System Description 555-201-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

DEFINITY® Communications System Generic 1—Installation and Test 555-204-104

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

DEFINITY® Communications System Generic 1—Maintenance 555-204-105

Provides the information necessary for monitoring, testing, and maintaining the system. It is intended to cover many of the faults and troubles that can occur in the system.

DEFINITY® Communications System Generic 1—Upgrades and Additions 555-204-106

Provides procedures and information for upgrading or making additions to an operational system after the initial switch installation.

DEFINITY® Communications System Generic 1—System Description 555-204-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

DEFINITY® Communications System Generic 1—Implementation 555-204-654

Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal.

User instruction booklets are also available for all terminals used with the systems.

# CHAPTER 11. GLOSSARY

**Access Code**

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature or access an outgoing trunk. The star (*) and pound (#) can be used as the first digit of an access code.

**Administer**

To access and change the parameters associated with the services or features of the system.

**Answer-Back Code**

A code dialed to retrieve a parked call.

**Appearance**

See Call Appearance.

**Attendant**

The operator of the console.

**Attendant Console**

An electronic call-handling position with pushbutton control. Used by attendants to answer and place calls and to manage and monitor some of the system operations. Available in two models: Basic Attendant Console and Enhanced Attendant Console.

**Basic Attendant Console**

The original Attendant Console device. See Enhanced Attendant Console for comparison.

**Call Appearance, Attendant Console**

Six buttons, labeled **a** through **f,** used to originate, receive, and hold calls. Each button has two associated lamps to show the status of the call appearance.

**Call Appearance, Voice Terminal**

On all multi-appearance voice terminals except the 7401 D, button labeled with an extension number used to place outgoing calls, receive incoming calls, or hold calls. Two lamps next to the button show the status of the call appearance or status of the call. (The 7401 D has two call appearances but does not have call appearance buttons with status lamps.)

**Callback Call**

A call that is automatically returned to a voice terminal user who activated the Automatic Callback or Ringback Queuing feature.

**Call Waiting Ringback Tone**

A low-pitched tone identical to the ringback tone except the tone decreases the last 0.2 second. This tone notifies the attendant that the Attendant Call Waiting feature has been activated and that the called user is aware of the waiting call.

**Central Office**

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

**Central Office Codes**

The first three digits of a 7-digit public network telephone number. These codes are numbered from 200 through 999.

**Central Office Trunk**

A telecommunications channel that provides access from the system to the public network through the local central office.

**Class of Restriction (COR)**

A number (O through 63) that specifies the restrictions assigned to voice terminals, voice terminal groups, data modules, and trunk groups.

**Confirmation Tone**

Three short bursts of tone followed by silence; indicates that the feature activated, deactivated, or canceled has been accepted.

**Console**

See Attendant Console.

**Coverage Answer Group**

A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

**Coverage Call**

A call that is automatically redirected from the called party's extension number to an alternate answering position when certain coverage criteria are met.

**Coverage Path**

The order in which calls are redirected to alternate answering positions.

**Coverage Point**

The attendant positions (as a group), Direct Department Calling group, Uniform Call Distribution group, Coverage Answer Group, a voice terminal extension, or Message Center Hunt Group designated as an alternate answering position in a coverage path.

**Covering User**

The person at an alternate answering position who answers a coverage call.

**Designated Voice Terminal**

The specific voice terminal to which calls, originally directed to a certain extension number, are redirected. Commonly used to mean the "forwarded-to" terminal when Call Forwarding All Calls is active.

**Distributed Communications System (DCS)**

A cluster of from 2 through 20 private communications switches interconnected among several geographic locations. An attribute of a DCS configuration that distinguishes it from other networks is that it appears as a single switch with respect to certain system features.

**Direct Extension Selection (DXS)**

An option at the attendant console that allows an attendant direct access to voice terminals by pressing a Group Select button and a DXS button.

**Enhanced Attendant Console**

This model has warning and control lamps on 12 of its trunk group select buttons (versus 6 for the basic console). The Enhanced Console may be used with V1, V2, V3, and G1; but in V1, V2, and V3, only the left six trunk group select buttons use the warning and control lamps.

**Extension Number**

A 1 through 5-digit number assigned to each voice terminal, certain system groups, data modules, 510 Personal Terminal, or 515 Business Communications Terminal within the system. A 1- or a 5-digit extension number is available for Version 2 and Version 3 only.

**External Call**

A connection between a system user and a party on the public telephone network or on a tie trunk; also referred to as an outside call.

**Feature**

A specifically defined function or service provided by the system.

**Feature Button**

A labeled button on a voice terminal or attendant console designating a specific feature.

**Intercept Tone**

An alternating high and low tone; indicates a dialing error or denial of the service requested.

**Interface**

A common boundary between two systems or pieces of equipment.

**Internal Call**

A connection between two users within the system; also referred to as an inside call.

**Link**

A transmitter-receiver channel or system that connects two locations (for example, the link between the System and the customer-supplied Property Management System).

**Principal (User)**

In terms of Call Coverage or Bridging, a person for whom a call was originally intended.

**Private Network**

A network used exclusively for handling the telecommunications needs of a particular customer.

**Public Network**

The network that can be openly accessed by all customers for local or long-distance calling.

**Queue**

An ordered sequence of calls waiting to be processed.

**Queuing**

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

**Recall Dial Tone**

Three short bursts of tone followed by steady dial tone; indicates the system has completed some action (such as holding a call) and is ready to accept dialing.

**Redirection Criteria**

The information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

**Reorder Tone**

A fast-busy tone repeated 120 times a minute; indicates that at least one of the facilities, such as a trunk or a digit transmitter, required for the call was not available at the time the call was placed.

**Selector Console**

An optional device attached to the Attendant Console. The Selector Console gives a visual indication of the status of the extension numbers assigned to the system. Available, in two models; Basic Selector Console and Enhanced Selector Console. The Enhanced Selector Console has 20 Hundreds Group Select buttons, the Basic Selector Console has 8.

**Split**

A condition whereby a caller is temporarily separated from a connection with the attendant. This split condition automatically occurs when the attendant, active on a call, presses the Start button.

**Status Lamp**

A green lamp that shows the status of a call appearance or a feature button by the state of the lamp (lighted, flashing, fluttering, broken flutter, wink, or dark).

**Switchhook**

The button(s) on a voice terminal located under the receiver. The attendant console does not have a switchhook.

**System Manager**

A person responsible for specifying and administering features and services for the system.

**Tone Ringer**

A device with a speaker, used in electronic voice terminals to alert the user.

**Trunk**

A telecommunications channel between two switching systems.

**Trunk Group**

Telecommunications channels assigned as a group for certain functions.

**Uniform Dial Plan (UDP)**

A feature that allows a unique 4- or 5-digit extension number for each terminal in a Distributed Communications System (DCS) or Main/Satellite/Tributary configuration.

**Voice Terminal**

A single-line or multi-appearance voice instrument (telephone).

**Wide Area Telecommunications Service (WATS)**

A service that allows calls to a certain area or areas for a flat-rate charge based on expected usage.

**800 Service**

A service that allows incoming calls from a certain area or areas to an assigned number for a flat-rate charge based on usage.

# CHAPTER 12. INDEX


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