Lucent Technologies
Bell Labs Innovations

SPIRIT®
Communications System

SPIRIT Attendant
User's Guide

AT&T

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Section 1: Overview

Introduction

This User's Guide explains how the SPIRIT Attendant works and how to change initial settings. To use the SPIRIT Attendant:

❑ Consult the SPIRIT Attendant Planning Configurator Form that your AT&T representative completed for your SPIRIT system.

❑ Have the SPIRIT Attendant installed by an AT&T-authorized technician who has administered a station port on the control unit for each SPIRIT Attendant.

❑ Have the SPIRIT Attendant administered by an AT&T-authorized implementor who has completed these two procedures:

   • Programmed your business schedule and route plans

   • Recorded your announcements

❑ Be sure you know your authorized caller code. See "Changing the Authorized Caller Code" in Section 2, "Changing the Current Settings," for more information about this code.

The SPIRIT Attendant

The SPIRIT Attendant answers incoming calls on designated lines with a prerecorded message and directs the calls to the appropriate extension in your SPIRIT Communications System. The SPIRIT Attendant can help your business by answering calls immediately or after a delay to assist a busy receptionist. It can also answer calls when your company is closed for holidays and weekends, and after normal business hours.

NOTE: To avoid confusion between a human attendant and the SPIRIT Attendant, this document refers to the human attendant as the receptionist.

A prerecorded announcement can provide callers with information on how to reach certain departments or people within your company. Generally, a list of one-digit numbers, known as routes, is provided so that callers can dial the department they need with the touch of a button. If appropriate, the announcement can also give callers the option to enter extension numbers to reach employees directly.

For example, during normal business hours a car dealership directs customer calls to the SPIRIT Attendant so that callers hear the day announcement, which offers the following options:

> *"Thank you for calling ABC Motors. If you are calling from a*
> *rotary dial phone, please hold for assistance.*
> *For Sales, dial 1...*
> *For Service, dial 2...*
> *For Parts, dial 3...*
> *For the receptionist, dial 0...*
> *For a specific employee, dial the extension number*
> *or dial 0 for operator assistance."*

NOTE: In the above example, the numbers 1, 2, 3, and 0 are routes. To minimize errors, you should provide no more than five routes.

After the car dealership closes, calls are answered immediately by the SPIRIT Attendant and the night announcement plays:

> *"Thank you for calling ABC Motors.*
> *Our sales hours are 10:00 a.m. to 6:00 p.m. Monday through Saturday.*
> *If you are calling our Service Department, dial 1 now.*
> *If you know the extension number of the person you are*
> *calling, dial that number now."*

If a caller does not enter a route or extension number because he or she is calling from a rotary phone or does not know the extension number, the call is automatically directed to the receptionist after a specified number of seconds (2 to 5). You can select the number of seconds by using the "Call Processing Options" described in Section 2, "Changing the Current Settings."

Callers using Touch-Tone phones can also bypass the announcement by dialing the route or extension they want at any time during the message. Their calls are transferred immediately to the route or extension number they have selected.

Day and Night Announcements

You can choose from two different announcements (day or night) to play to callers when the SPIRIT Attendant answers incoming calls. Both the day announcement and the night announcement can direct calls to up to nine different routes (1 through 9, 0 is reserved for the receptionist). Additionally, these announcements can offer callers the option to dial individual extension numbers.

Depending on your business hours, you can allow callers to dial a route or an extension number when your business is open (day announcement), then provide information such as business hours when your business is closed (night announcement). If your business operates 24 hours a day, you can use just the day announcement. Here are two examples:

Using Both Day and Night Announcements
ABC Company office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. Callers who dial the company's toll free number hear the day announcement when the SPIRIT Attendant answers. The day announcement instructs callers to enter a route number (1 through 9) to reach a specific department or an extension number to contact a particular individual. Callers who call after 5:00 p.m. or on the weekends hear the night announcement when the SPIRIT Attendant answers. The night announcement provides the regular office hours and allows callers to dial extension numbers to connect with employees who are working after hours.

Using the Day Announcement Only
XYZ Company has 24-hour sales and customer service departments. Callers on lines answered by the SPIRIT Attendant hear the day announcement no matter what time they call. The day announcement offers callers a choice between entering the route number for sales (1) or for customer service (2).

Call Handling

Three types of call handling are available with the SPIRIT Attendant:

- **Immediate Call Handling (See Figure 1-1)**
  Immediate call handling can be setup so that the SPIRIT Attendant answers these kinds of calls

  — *All* incoming calls on *all* lines. The receptionist is required to help callers who have a rotary telephone, or who need assistance, and to act as a backup for the SPIRIT Attendant to answer calls if the SPIRIT Attendant is busy.

  — *All* incoming calls on *specified* lines.

- **Backup Call Handling (See Figure 1-1)**
  Calls are answered by the SPIRIT Attendant only when the receptionist is unable to answer within a specified number of rings (4 to 10). To set the number of rings, see "Call Processing Options" in Section 2, "Changing the Current Settings."

- **After-Hours Call Handling**
  You can set the clock on the SPIRIT Attendant so that the night announcement plays whenever you indicate that your business is closed. After-hours callers can be given the option to dial a route number, an extension number, or leave a message on an answering machine.

Another option is to have the night announcement simply provide your company's normal operating hours and disconnect without giving callers the opportunity to dial a route. Customers can dial an extension number while this announcement is playing.
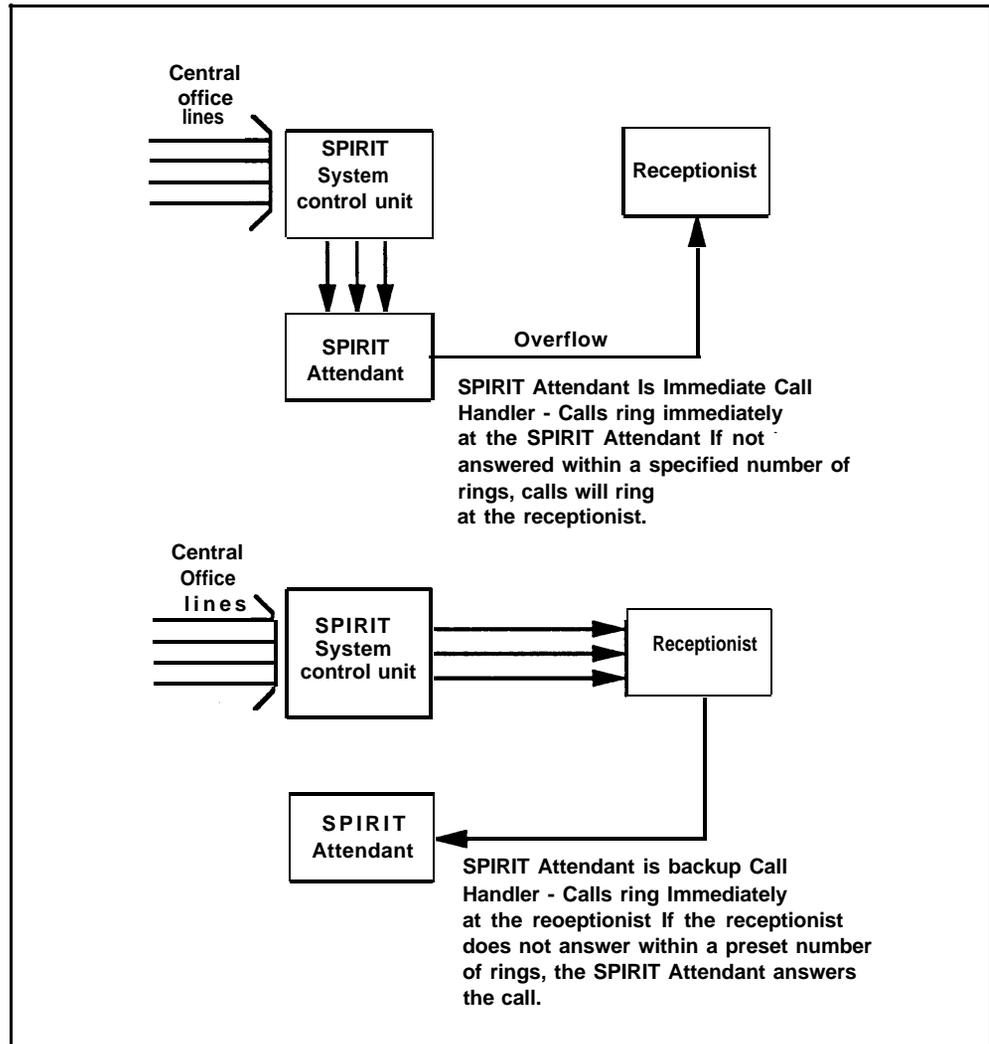

FIGURE 1-1 Immediate and Backup Call Handling.

Call Transfer

In the SPIRIT system, all calls handled by the SPIRIT Attendant are blind transfers. In a blind transfer, the SPIRIT system *control unit* monitors the call after the SPIRIT Attendant transfers the caller to the route or extension number dialed. If the extension number is invalid, the call is transferred to the receptionist. If the call is unanswered after a specified number of rings, the call returns to the SPIRIT Attendant and the caller can choose another route or extension, such as the receptionist.

	NOTE: To ensure service for all callers, the SPIRIT Attendant must automaticallly direct callers who do not enter a route or extension number to the receptionist. If a caller-hangs Up during a transfer, the SPIRIT Attendant may transfer the call to the receptionist, who will hear silence or a dial tone upon answering the call.
Hold Announcement	Informs callers to hold until the call transfer is completed. Because unanswered calls return to the SPIRIT Attendant, you must include information about what to do if the call transfer fails.
	Example: *"Please hold during silence while your call is being transferred. If you hear the greeting again, please dial zero for assistance."*
Receptionist	The receptionist answers calls that cannot be handled entirely by the SPIRIT Attendant.
Using an Answering Machine	You may use an answering machine with your SPIRIT Attendant for backup message handling whenever you are not available to answer your calls. Use of an answering machine with a telephone connected to the SPIRIT system requires a SPIRIT Attendant ConnecT/R (118A).
	NOTE: The SPIRIT Attendant ConnecT/R (118B) connects the SPIRIT Attendant to the SPIRIT Communications System.
	See the user information enclosed with your answering machine and ConnecT/R (118A), as well as the SPIRIT Communications Sytem Administration Manual, for complete information on installing and administering your answering machine.
	NOTE: Your answering machine's tollsaver feature works differently in combination with the SPIRIT Attendant. You will not hear your telephone ring when you call in for your messages. You can, however, determine if you have messages by counting the seconds after you are switched to your telephone by the SPIRIT Attendant. Because each ring lasts approximately three seconds, you can safely assume that you have no messages on your answering machine if it does not answer within 9 seconds (approximately three rings).
The SPIRIT Attendant Unit	There are three lights on the front of the SPIRIT Attendant unit (Figure 1-2):

- **power**
  This light indicates that the unit is powered on.

- **battery**
  Table 1-1 describes the meaning of the diffferent light combinations when ac power is connected to the SPIRIT Attendant:

TABLE 1-1 SPIRIT Attendant Front Panel Lights.

Power Light	Battery Light	Description
On	Off	Battery charging
On	On	Battery fully charged
Off	On	Unit operating on battery power
Off	Off	Unit not operating; refer to "Troubleshooting"
On	Blinking	Out-of-Service code; refer to Table 3-1 on page 3-1

The battery is fully charged after 18 hours of continuous ac powered operation.

● **talking**
    Lights when the SPIRIT Attendant answers and monitors a call.
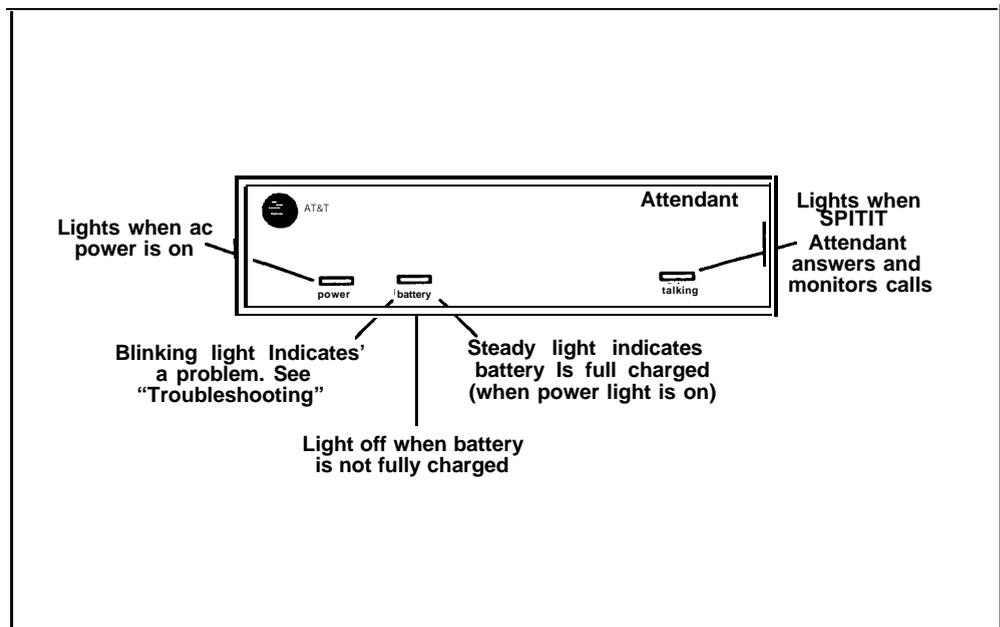

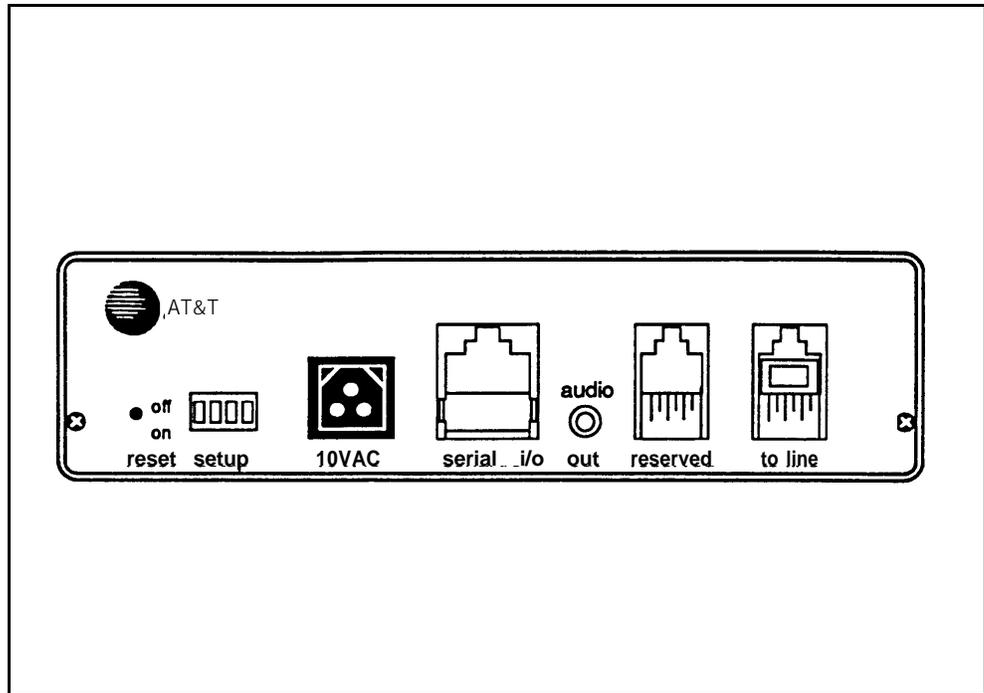**FIGURE 1-2 Front View of the SPIRIT Attendant.**

FIGURE 1-3 Back View of the SPIRIT Attendant.

Refer to Figure 1-3 for a diagram of the back of the SPIRIT Attendant unit and to the following paragraphs for its description.

●**reset**
This recessed button resets the SPIRIT Attendant. See "Troubleshooting" for details.

●**setup switches**
There are four setup switches. Switches 1,2, and 3 control the
SPIRIT Attendant's response to a power outage; switch 4 is not used:

TABLE 1-2 Setup Switches.

Switch	On (Down)	Off (Up)
1	Recorded announcements are retained up to three hours during a power outage	Recorded announcements are erased when a power outage occurs
2	Routes and other programming parameters are retained during a power outage	Routes and other programming parameters are reset to defaults when a power outage occurs
3	The SPIRIT Attendant continues to answer calls during a power outage	The SPIRIT Attendant does not answer calls during a power outage
4	Not Used	Not Used

CAUTION: Before disconnecting ac power from the SPIRIT Attendant, be sure that switches 1 and 2 are *on* (down). With this setting, the SPIRIT Attendant is placed on battery power so that your recorded announcements are saved up to three hours during a power outage (assuming the battery is fully charged) and routing plans and programming parameters are retained up to eight weeks.

- **10 VAC**
  This is the power connection.

- **serial i/o**
  This is for diagnostic tests by an authorized AT&T technician.

- **audio out**
  Not used

- **reserved**
  Not used

- **to line**
  This connects the SPIRIT Attendant with the SPIRIT Attendant ConnecT/R (118B) on the SPIRIT system control unit.

Number of Attendants

If you use the SPIRIT Attendant only for backup call handling or after hours, you need only one Attendant unless call traffic is heavy, as shown in Table 1-3. When call traffic is heavy, the number of SPIRIT Attendants required depends on the number of calls you receive during peak hours. If you know how many calls you receive per hour during peak hours, use Table 1-3 to estimate how many Attendants you need. If you don't know how many calls you receive per hour, use Table 1-4 to estimate how many SPIRIT Attendants you need based on how many incoming lines your business has. Contact your authorized AT&T representative to order and install additional SPIRIT Attendants.

TABLE 1-3 Calls Per Hour Table.

Calls Per Hour	Number of Units Needed
15	1
15-30	2
30-45	3
more than 45	4

TABLE 1-4 Incoming Lines Table.

Number of Lines	Number of Units Needed
3 or fewer	1
4-6	2
6-8	3
8-10	4

Section 2: Changing the Current Settings

Changing the Current Settings

You may need to change one or more of the current settings for the SPIRIT Attendant if, for example, your business hours change or you need to reset the clock for daylight saving time. Changes can be made from a SPIRIT system telephone. Changes can also be made from a remote location using a standard Touch-Tone telephone.

If you have more than one SPIRIT Attendant in your SPIRIT system, all their settings must be exactly the same. You must change settings on all SPIRIT Attendants whenevcr you change the settings on one.

NOTE: The settings should be the same except for number of rings to answer.

Confirmation and Error Tones When you program a feature correctly, you hear a two-beep confirmation tone. You hear a three-beep error tone if you enter a command incorrectly.

On-Site Programming All programming for the SPIRIT Attendant must be done via a Central Office call, not an intercom connection.

NOTE: If the C.O. lines on the SPIRIT controller are administered for pulse dialing, you must press ✳ on your SPIRIT set to switch the controller to touch tone after the SPIRIT Attendant answers the call.

Remote Programming All off-site programming must be done from a Touch-Tone phone. Procedures for remote programming are the same as on-site programming procedures.

**Reference Table for
Changing Settings**

Table 2-1 shows you where to find the appropriate information in this section.

TABLE 2-1 Reference Table for Changing Settings.

In case of	Refer to
Office closings and holidays	"Changing Your Business Days"
Unexpected closings and extended business hours	"Changing Business Hours for Early/Late Closings"
Daylight saving time	"Resetting the Clock for Daylight Saving Time"
A change in business hours	"Changing Your Business Hours"
A new announcement	"Changing Your Recorded Announcements"
A change in the number of times an incoming call rings before the SPIRIT Attendant picks up	"Changing Call Processing Options"
A change in the length of a recorded announcement or all new recorded announcements	"Erasing Announcements and Reallocating Announcement Times"
A new authorized caller code	"Changing the Authorized Caller Code"
A change in how the SPIRIT Attendant handles incoming calls	"Changing the Routing Plan"'
Resetting the day, date, and time	"Setting the Current Day, Date, and Time"

**Changing the Authorized
Caller Code**

To prevent unauthorized changes to recorded announcements or programmed settings, an authorized caller code must be entered before any changes can be made to the programming of the SPIRIT Attendant. The default code number is 789, but it can be changed to any sequence of numbers from one to 20 digits in length. Follow the procedure below to change the code:

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed by the current authorized caller code and #.
    The two-beep confirmation tone sounds.

4. Dial ✳ 6 followed by the new authorized caller code you have chosen.

5. Dial #.

6. Enter ✳ followed by the new authorized caller code again.

7. Dial # to confirm the new authorized caller code.
   The two-beep confirmation tone sounds.

8. Continue programming or exit authorized caller mode by dialing ✳ #.

   NOTE: If you have more than one SPIRIT Attendant, you must follow
   the procedures in this section to program every
   SPIRIT Attendant identically. Number of rings to answer must
   not be identical for all SPIRIT Attendants.

9. To disconnect, dial #.

Setting the Current Day, Date, and Time

Refer to the following instructions to set the current day, date, and time for the SPIRIT Attendant clock.

NOTE: If you never set the SPIRIT Attendant clock or if you lose your
programming due to an extended power failure, the date is set to
01/01 /80, the time is set to zero, and the SPIRIT Attendant remains in
day mode (day announcement with day routing plan) until the clock is
reset.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately with your authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✳ 71 followed by a code for the current day of the week.

   > 1 = *Sunday*
   > 2 = *Monday*
   > 3 = *Tuesday*
   > 4 = *Wednesday*
   > 5 = *Thursday*
   > 6 = *Friday*
   > 7 = *Saturday*

5. Dial two digits for the month (01 through 12).

6. Dial two digits for the day (01 through 31).

7. Dial two digits for the year (00 through 99).

8. Dial two digits for the hour (00 through 23) using 24-hour time
   (00 is midnight).

9. Dial two digits for the minute (00 through 59).

10. Dial two digits for the seconds (00 through 59). (OPTIONAL)

11. Dial # to set the clock with the current day, date and time.
    The two-beep confirmation tone sounds.

12. Continue programming or exit authorized caller mode by dialing ✳ #.

    NOTE: If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

13. To disconnect, dial #.

Changing Your Business Hours

The SPIRIT Attendant maintains an opening and closing time for each day of the week, even if your business is closed one or more days of the week. See "Changing Your Business Days" for information about holidays.

Business hours are entered in 24-hour format (hours and minutes) and are preset to be open 8:30 a.m. to 5:00 p.m. Monday through Friday. Whenever you designate that your business is open, the SPIRIT Attendant answers with the day announcement. Likewise, whenever you designate that your business is closed, the SPIRIT Attendant answers with the night announcement.

NOTE: If your business is normally open on Saturday and Sunday, be sure to indicate those days as "open" as described under "Changing Your Business Days."

To change the business hours, follow the instructions below:

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller code and #.
    The two-beep confirmation tone sounds.

4. Dial ✳ 73 followed by a code for the day of the week.

> 1 = *Sunday*
> 2 = *Monday*
> 3 = *Tuesday*
> 4 = *Wednesday*
> 5 = *Thursday*
> 6 = *Friday*
> 7 = *Saturday*
> 9 = *entire week*

5. Dial two digits for the opening hour (00 through 23) using 24-hour time (00 is midnight).

6. Dial two digits for the opening minute (00 through 59).

7. Dial two digits for the closing hour (00 through 23) using 24-hour time (00 is midnight).

8. Dial two digits for the closing minute (00 through 59).
   The two-beep confirmation tone sounds.

9. Repeat steps 4 through 8 of this procedure for each additional day as needed.

10. Continue programming or exit authorized caller mode by dialing ✳ #.

   NOTE: If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

11. To disconnect, dial #.

Changing Business Hours for Early/Late Closings

If you are extending your normal business hours or closing early, use this command so that the SPIRIT Attendant plays the appropriate day or night announcement.

For example, if your store is having a special sale and is extending hours until 11:00 p.m. instead of closing at 930 p.m., use this command to make the SPIRIT Attendant continue to answer with the day announcement until you indicate otherwise. Likewise, if your office is closing early, use this command at the time your office closes to turn on the night announcement. To resume your normal schedule, you must cancel this command.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✳ 75 followed by the appropriate option:

0	=	*resume normal schedule*
1	=	*open*
2	=	*closed*

   The two-beep confirmation sounds.

5. Continue programming or exit authorized caller mode by dialing ✳ #.

   NOTE: lf you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

6. To disconnect, dial #.

**Changing Your
Business Days**

If you schedule a day as "open" for business, the SPIRIT Attendant plays the day announcement during business hours and switches to the night announcement after closing. If you schedule a day as "closed," the -night announcement plays.

To schedule for a holiday or business closing on a day that your business is usually open, use this command to enter the day as "closed" *up to six days before the closing.* If you choose the "holiday" closing, the SPIRIT Attendant automatically resumes your normal schedule at midnight without additional programming.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller code and ##.
    The two-beep confirmation tone sounds.

4. Dial ✳ 74 followed by a code for the day of the week.

    > 1 = *Sunday*
    > 2 = *Monday*
    > 3 = *Tuesday*
    > 4 = *Wednesday*
    > 5 = *Thursday*
    > 6 = *Friday*
    > 7 = *Saturday*

5. Dial one digit to indicate whether the business is open or closed for the day entered or if it is closed for a holiday.

    > 1 = *Open*
    > 2 = *Closed*
    > 3 = *Holiday*

    The two-beep confirmation tone sounds.

6. Repeat steps 4 and 5 of this procedure for each day of the week, as needed.

7. Continue programming or exit authorized caller mode by dialing ✳ #.

    NOTE: If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

8. To disconnect, dial #.

Resetting the Clock for Daylight Saving Time

To adjust the SPIRIT Attendant's clock by one hour (for daylight saving time), use the following instructions.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✳ 72.

5. Perform the appropriate procedure:

   — Dial 1 to *add* one hour to the current time (normally used in the spring to begin daylight saving time).

   — Dial 2 to *subtract* one hour from the current time (normally used in the fall to cancel daylight saving time).
      The two-beep confirmation tone sounds.

6. Continue programming or exit authorized caller mode by dialing ✳ #.

   NOTE: If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

7. To disconnect, dial #.

Changing Your Recorded Announcements

Three types of recorded announcements are available with the SPIRIT Attendant: Day, Night, and Hold.

The total duration for all recorded announcements for the SPIRIT Attendant *must equal 64 seconds.* Each recorded announcement has a maximum duration in seconds as follows:

TABLE 2-2 Time Allocations for Recorded Announcements.

Announcement	Duration (Seconds)
Day	25
Night	25
Hold	14
Total	64

When recording announcements be sure to speak clearly, using a normal tone of voice. When providing route numbers, pause between each one so that when the message is played the caller has an opportunity to hear the number he or she needs to enter. If you are transferring your announcements from a tape recorder, make sure the volume is not set too high.

NOTE: At the end of the time allocation to each message, you will hear a beep. If you exceed the allocated time when recording your announcement, you will hear the beep while you are talking. If time is allocated to a message, a message *must* be recorded. You should always provide a hold announcement to inform callers what to do if the call transfer fails. Always play back your announcements as indicated instep 7 to be sure they are recorded.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✶ followed immediately by the authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✶ 4 followed by a code for the announcement you want to record.

> *1 = Day*
> *2 = Night*
> *4 = Hold*

5. Record the appropriate announcement.

6. When you are finished, dial #.
   The two-beep confirmation tone sounds.

   NOTE: A delay between the time you dial # and the confirmation tone means there is additional time allocated for this announcement. To change the duration for an announcement, refer to the information under "Erasing Announcements and Reallocating Announcement Times."

7. To playback any recorded announcement, dial ✶ 5 followed by the code for the announcement you want to playback.

> *1 = Day*
> *2 = Night*
> *4 = Hold*

   NOTE: If you fail to record an announcement for which time has been allocated, your SPIRIT Attendant may not operate properly.

8. Continue programming or exit authorized caller mode by dialing ✶ #.

   NOTE: If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

9. To disconnect, dial #.

Erasing Announcements and Reallocating Announcement Times

You can decrease the time allocated for one announcement to lengthen the time for another *provided the total time for all announcements equals 64 seconds.* For example, you can add 25 seconds to the day announcement if you are not using the night announcement To do this, you would use the procedure below to allocate 50 seconds to the day announcement and 00 seconds to the night announcement.

> **CAUTION:** Whenever you reallocate time to any announcement, you erase all announcements that are already recorded.

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✶ followed immediately by your authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✶ 49.

   > **NOTE:** If you want to erase the announcements without reallocating time, skip to step 6.

5. Perform all the steps below even if you are not using all the announcements. For example, if you do not use the night announcement, enter 00. Be sure the total time allocated for *all* announcements *equals 64 seconds.*

   a. Dial two digits representing the maximum length in seconds for the day announcement.

   b. Dial two digits representing the maximum length in seconds for the night announcement.

   c. Dial 00 to represent the maximum setting for the transfer announcement. (This announcement is never used with the SPIRIT system.)

   d. Dial two digits representing the maximum length in seconds for the hold announcement.

6. Dial #.
   The two-beep confirmation tone sounds.

7. Continue programming or exit authorized caller mode by dialing ✶ #.

   > **NOTE:** If you have more than one SPIRIT Attendant, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

8. To disconnect, dial #.

Changing the Routing Plan   The routing plan determines how your SPIRIT Attendant handles incoming calls, including where and when calls are transferred. You must establish separate routing plans for both your day announcement and night announcement, if applicable.

To change the routing plan, you must identify the business function of each route number (such as sales, customer service, accounting) and the route (0 through *9)* the caller dials to reach an extension.

NOTE: To minimize dialing errors, a maximum of five routes is recommended. Route 0 is reserved for the receptionist.

Once you have established the route numbers and functions, you need to identify how the SPIRIT Attendant processes calls. Your choices are:

● **Blind Transfer**
Calls that are answered by the SPIRIT Attendant are transferred to the route or extension number dialed by the caller.

— If the number is busy, the call is returned to the SPIRIT Attendant.

— If the number is an invalid route, it is transferred to the receptionist.

— If the number is an invalid extension, and the first digit does not match the first digit of any valid extension, the Attendant treats the first digit as a route request and ignores the second digit. If the first digit of the invalid number matches a valid extension, the Attendant will transfer the call to route 0. For example, if the lowest extension is set to 10 and the highest extension is set to 17, the number 19 will be sent to route 0, and the number 22 will be interpreted as route 2.

— If the number is a valid extension, but there is no telephone installed, the calling party will be placed on hold indefinitely. The call must be released from hold manually.

To prevent this on SPIRIT 1224/2448 systems, all unused station ports should have call forwarding activated to forward the call to the receptionist. If the customer has a 48-button adjunct installed, its station port should also be forwarded.

● Disconnect
Generally used with the night announcement when a business is closed. Callers on lines answered by the SPIRIT Attendant hear the night announcement but are not allowed to enter a route number. This transfer code should be programmed for route 0, so that after the announcement plays, calls are disconnected automatically without requiring an entry from the caller. However, callers may be allowed to enter valid extension numbers before being disconnected.

For example, callers who call the ABC Company after business hours hear this night announcement:

"Thank you for calling ABC Company.
Our office hours are 9:00 a.m. to 4:00 p.m. Monday through Saturday.
Please call back during those hours."

Follow the instructions below to change, erase, or add a route:

Important: Whenever changing, erasing, or adding a route, be sure to rerecord
your greeting to reflect the change.

Changing an Existing Route

Follow the steps below to make changes to an existing route:

1. Select an outside line and dial a telephone number that is answered by your
SPIRIT Attendant.

2. Wait for an answer.

3. Dial* followed immediately by your authorized caller code and #.
The two-beep confirmation tone sounds.

4. Dial ✳ 8.

5. Dial the route number (0 through 9).

6. Dial the route code.

> *11 = Day Route*
> *21 = Night Route*

7. Dial the transfer code.

> *2 = Blind Transfer*
> *5 = Disconnect*

8. Dial the extension number where the caller will be connected.

9. Dial # #.
The two-beep confirmation tone sounds.

10. Continue programming or exit authorized caller mode by dialing ✳ #.

> **NOTE:** If you have more than one SPIRIT Attendant answering the
> same lines, you must follow the procedures in this section to
> program every SPIRIT Attendant identically. Number of rings
> to answer must not be identical for all SPIRIT Attendants.

11. To disconnect, dial #.

Erasing an Existing Route

If you need to eliminate a route you previously programmed, follow the
procedure below:

1. Select an outside line and dial a telephone number that is answered by your
SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller code and #.
The two-beep confirmation tone sounds.

4. Dial ✶ 8.

5. Dial the route number (0 through 9) you want to erase.

6. Dial the route code of the route you want to erase.

> 22 = *Day Route*
> 21 = *Night Route*

7. Dial 0, the transfer code for "No Operation."

8. Dial # #.
   The two-beep confirmation tone sounds.

9. Continue programming or exit authorized caller mode by dialing ✶ #.

   NOTE: If you have more than one SPIRIT Attendant answering the same lines, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

10. To disconnect, dial #.

Programming a New Route for Blind Transferor Disconnect

Follow the steps below to program a blind transfer:

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✶ followed immediately by your authorized caller code and #.
   The two-beep confirmation tone sounds.

4. Dial ✶ 8 followed immediately by the route number (0 through 9).

5. Dial the route code:

> 11 = *Day Route*
> 22 = *Night Route*

6. Dial the transfer code:

> 2 = *Blind Transfer*
> 5 = *Disconnect*

7. Dial the extension number where the caller will be connected.

8. Dial ##.
   The two-beep confirmation tone sounds.

9. Continue programming or exit authorized caller mode by dialing ✶ #.

   NOTE: If you have more than one SPIRIT Attendant answering the same lines, you must follow the procedures in this section to program every SPIRIT Attendant identically. Number of rings to answer must not be identical for all SPIRIT Attendants.

10. To disconnect, dial #.

Changing Call Processing Options

This section contains a list of ringing options and time delays that you can adjust for your needs. It also provides an option to identify the valid extension numbers in the system to improve call processing.

If you offer callers the option to enter individual extension numbers so that they can be connected to employees' telephones directly without being transferred by the receptionist, these commands can improve the processing of those calls. Call transfers to extensions can be expedited when the SPIRIT Attendant knows which extension numbers are valid in your SPIRIT system. For example, if you indicate that extension numbers range from 10 to 17, once a caller enters two numbers, the SPIRIT Attendant quickly determines if the extension number is valid and immediately transfers the call without waiting for further input from the caller.

NOTE: If the caller requests the SPIRIT Attendant to transfer a call to an extension number that is between the valid programed lowest and highest extension but there is no station set plugged into that station port, the caller will be placed on hold and the SPIRIT Attendant will not be able to retrieve the call. To help prevent this from occurring, careful attention should be given to setting the lowest/highest extension numbers.

Table 2-3 gives a description of the call processing options, the default setting for each one, and the possible settings you can use. The last column can be used to record the current setting. Refer to the programming instructions following the table to change any of the values listed.

TABLE 2-3 Call Processing Options.

Program Code	Option/ Description	Default Setting	Possible Settings	Current Setting
2901	**Day Answer Delay** *** In day mode, number of rings before the SPIRIT Attendant answers an incoming call.	1	1 – 25*	
2902	**Night Answer Delay** *** In night mode, number of rings before the SPIRIT Attendant answers an incoming call. If not using night mode, set to 15.	1	1 – 25*	
2903	**Dialing Delay** Number of seconds after an announcement that a caller has to dial a route or extension before the call is transferred to the receptionist.	2	2 – 5	
9709	**Lowest Extension** Identifies the lowest valid extension number in the range available in your system.	10	10–57	
9710	**Highest Extension** Identifies the highest valid extension number in the range available in your system.	57	10 – 57**	

* Use only odd numbers to indicate the Answer delay.

** For SPIRIT 308 change to 25 or whatever is appropriate.

*** Common lines should be programmed for "delayed ring" for 3-ring cycles before passing ringing to the SPIRIT Attendant.

NOTE: SPIRIT telephone alerts with a "ring-ring" cadence: a two-burst ring followed by a pause and then another two-burst ring and so on. The SPIRIT Attendant counts each "burst." Thus, the Attendant counts twice as many rings as a person would. For the SPIRIT Attendant to answer on the second ring cycle, set it to answer on 3 rings.

To change any of these Call Processing Options:

1. Select an outside line and dial a telephone number that is answered by your SPIRIT Attendant.

2. Wait for an answer.

3. Dial ✳ followed immediately by your authorized caller number and #.
   The two-beep confirmation tone sounds.

4. Dial ✳ followed by "Program Code" shown in Table 2-3.

   > *2901 = Day Answer Delay*
   > *2902 = Night Answer Delay*
   > *2903 = Dialing Delay*
   > *9709= Lowest Extension*
   > *9710= Highest Extension*

5. Dial the number you have entered under "Current Setting."

6. Dial #.
   The two-beep confirmation tone sounds.

   NOTE: Commands 9709 and 9710 require an additional pound sign (#) to enter (# #).

7. Continue programming or exit authorized caller mode by dialing ✳ #.

8. To disconnect, dial #.

Section 3: Troubleshooting

Troubleshooting

Out-of-Service Codes

When the SPIRIT Attendant detects a problem, the unit enters an out-of-service state and will not answer calls. The light labeled "battery" on the front of the unit blinks up to ten times, pauses, then repeats the pattern. Refer to Table 3-1 for a list of the Out-of-Service codes.

TABLE 3-1 Out-of-Service Codes.

Number of Blinks	Problem
1	Announcements were not recorded or were erased (slow blink) or cannot compute battery level (fast blink).
2	Unable to turn Voice Recorder off.
3	Unable to turn Voice Recorder on.
4	Unable to turn Voice Playback off.
5	Unable to turn Voice Playback on.
6	Announcement detected with no time allocation.
7	Attempt made to play an unrecorded announcement.
8	RAM constants pool corruption detected.
9	ROM check-sum error detected.
10	Invalid value read from Real-Time Clock.

NOTE: A single blink indicates that time is allocated for announcements but that either no announcements have been recorded or they have been erased.

To restore normal operation, use a straightened paper clip to press the recessed RESET button on the back panel of the SPIRIT Attendant. This procedure *does not result in any loss of programmed options or recorded announcements.* If the problem reoccurs, count the number of times (one to ten) that the battery light blinks, then call your AT&T-authorized technician.

> **CAUTION:** *Do not* attempt to reset your SPIRIT Attendant by adjusting the setup switches. Doing so can result in loss of programming or recorded announcements.

Power Failures

When setup switches 1 and 2 on the back of your SPIRIT Attendant are set to *on* (down), *the* SPIRIT Attendant can maintain all of its programming information up to eight weeks after interruption of power. However, recorded announcements remain only up to three hours during a power failure (provided

the battery is fully charged at the time of the power outage and setup switches 1 and 2 are down).

If power is interrupted for more than three hours, you must rerecord all of your announcements once power is restored.

Lost Authorized Caller Code   If the default authorized caller code (789) is changed and the new code is lost or forgotten, call the Helpline at 1 800 628-2888.

Callers Not Transferred   If callers dialing into the SPIRIT system hear the SPIRIT Attendant greeting message but are disconnected instead of being transferred, one or more required announcements may not have been recorded. To verify that this is the problem:

1. Select an outside line and call the SPIRIT Attendant by dialing the main number of your business.

2. Listen to the greeting message.

3. Dial a valid extension number for your SPIRIT system. If you hear a series of Touch-Tones as you dial, you have verified that the recording is missing. (During normal operation, this process is silent.)

To correct this problem, follow the procedure "Changing Your Recorded Announcements" in Section 2, "Changing the Current Settings," to record a day announcement, night announcement, or hold announcement.

Receptionist Hears Silence or Dial Tone Upon Answering   If a caller hangs up before the SPIRIT Attendant has completed a transfer, the call may be transferred to the receptionist even though no caller is present. The receptionist will hear silence or a dial tone upon answering the call.

Other Problems and Repairs   Call the AT&T National Service Assistance Center at 1 800 628-2888 for more assistance.

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FCC Notification Information

Interference Information

Federal Communications Commission (FCC) Rules require that you be notified of the following:

- This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions in this manual, may cause interference to radio communications.

- This equipment has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

- Operating this equipment in a residential area is likely to cause interference with radio communications, in which case the user, at his or her own expense, will be required to do whatever is necessary to correct the interference.

- The SPIRIT Attendant is designed to be connected to the SPIRIT system control unit using a SPIRIT Attendant ConnecT/R. The SPIRIT Attendant is not intended to be connected directly to the network.

- The SPIRIT Attendant is a separately registered device.

  — FCC registration number: GRM3U8-19187-CIE

Problems and Repairs

If you have a problem with the SPIRIT Attendant, or if you need repair information that is not provided in the "Troubleshooting Section" of this guide, please call the AT&T National Service Assistance Center at 1 800 628-2888.

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