Call Source
Call Destination
(>>> indicates active call)

```
SRC T30        COR 10                        11:30 AM   2  C/W
>>>DST 3001   S. BERRY    COR 12        Busy  <<<
▌F1 ▶ Source      ▌F2 ▶          ▌F3 ▶          ▌F4 ▶          ▌F5 ▶
▌F6 ▶              ▌F7 ▶Msg Waiting  ▌F8 ▶Override  ▌F9 ▶Addt. Info.  ▌F0 ▶
```

Call Waiting indicator
Softkey Labels

Softkeys
Dialpad keys

Fixed
Function Keys
and
Firmkeys

Keyboard

Softkeys (▌F1 ▶ - ▌F0 ▶)

Softkeys have functions that change with the different stages of call processing or feature usage. For example, when you call a busy extension, one of the softkeys becomes an Override key for barging into the user's call. The bottom half of the display shows the functions currently available from the softkeys.

Fixed Function Keys

Press...	To...
ANSWER	answer calls on a "first come, first serve" basis.
RELEASE	complete a call transfer.
CANCEL	clear misdialed numbers.
FUNCTION	mute the console ringer, switch to Night service or perform other console functions.
PAGE	access paging equipment (if available).
HOLD	put a call on hold.
HOLD4+	access additional Hold slots.
BLOCK	disallow room-to-room calls in a Hotel/Motel system.

Firmkeys

Firmkeys are keys that you can program to access optional features such as Phone Book, Guest Service and Trunk Status. The firmkeys are located between the [FUNCTION] and [CANCEL] keys.
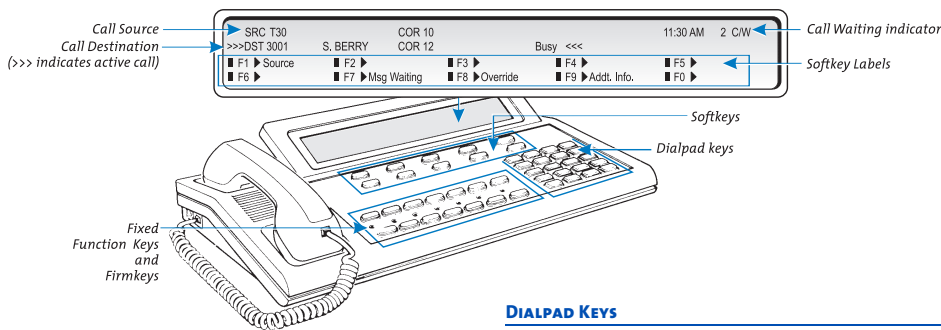
Dialpad Keys

Dialing keys: Use these keys to dial telephone numbers.

Ringer Volume Adjustment: Press the keys while the console is ringing to raise (∧) or lower (∨) the ringer volume.

Cursor Control keys: Press the [←] to erase digits when dialing telephone numbers or entering [FUNCTION] key information.

The other cursor control keys, along with the [←] key, are used for Customer Data Entry and Maintenance only.

Display

Call Identification

The top line of the display identifies the *Source* (SRC), or calling party; the second line, the *Destination* (DST), or called party.

When you answer a call... For internal calls, the display shows the name and number of the extension user and the system services and restrictions (COS and COR) enabled for that extension. For external calls, the display shows the name of the trunk and its COS and COR assignments.

When you make a call... Along with the digits dialed, you'll see the same information that accompanies an incoming call. For internal calls, you'll also see the status of the extension (ringing or busy), and whether the extension has Do Not Disturb (DND) activated or messages waiting (MSW).

Softkey Labels

Display the features and call-handling functions accessible from the [F1] through [F10] keys on your keyboard.

Call Waiting Indicator - C/W

The C/W indicator appears on the display when you have calls waiting to be answered. The number of calls waiting displays next to the indicator.

Answering a Call

♦ Lift the handset.

♦ Press the [ANSWER] key

OR

♦ Press the [F1] to [F0] softkey to answer a specific call.

Multiple incoming calls

The C/W indicator on the screen tells you additional calls are waiting. You must transfer or disconnect the current call, or put it on hold, before answering a new call.

> Pressing the [ANSWER] key automatically transfers the current call to the dialed destination and answers the first call in the call waiting queue.

Transferring a Call

♦ Dial the destination number.

♦ Press the [RELEASE] key to complete the transfer and disconnect the call from the console.

Putting Calls On Hold

♦ Inform the caller that you are placing him or her on hold.

♦ Press the [HOLD] key.

If you need more Hold keys, press the [HOLD4+] key, and then a free Hold softkey.

Retrieving Held Calls

♦ Press the [HOLD] key used to put the call on hold.

For calls put on hold using the softkeys, press the [HOLD4+] key, and then the appropriate Hold softkey.

Using Voice Mail (or other systems requiring tones)

The console does not automatically send the tones voice mail systems require. You must turn on the tones each time you want to use the system.

♦ Dial the voice mail access code.

♦ Press the [Tones On] softkey.

♦ When you are finished with the system, press the [Tones Off] softkey.

Pressing the [RELEASE] or [CANCEL] keys also turns off tones.

Handling Recalls

Calls transferred to an extension but not answered within a specified time return to the console.

To answer a recall:

♦ Press the [ANSWER] or [Recall] softkey.

♦ Inform the caller that the extension is busy or not answering.

♦ Do one of the following:

— Press the [CANCEL] key to disconnect the caller.

— Press the [Redial DST] softkey to redial the same destination or to obtain the [Msg Waiting] softkey. Pressing [Msg Waiting] sends a message waiting notification to the busy extension.

— Dial a new destination, and press the [RELEASE] key.

Correcting a Misdialed Number

♦ Press the [←] key to erase the misdialed digits, and then dial the correct number.

OR

♦ Press the [CANCEL] key, and then redial the number.

Setting up a Conference Call

♦ Start with a two-party call.

♦ Call a third party.

♦ Press the [Conference] softkey.

To speak privately with one party (split the conference):

♦ Press the [Source] softkey to speak to the first party or [Dest] to speak to the other party.

To connect the two parties and drop out of the conference:

♦ Press the [RELEASE] or [CANCEL] key.

> If system programming allows, you can add more parties to an existing conference. Follow steps 2 and 3 for setting up a conference to add each additional party.

Feature	Keystrokes
Advisory Msg — Set/Clear	[FUNCTION] + [F3] + Extension No. + [F10] + [F3] + [F3] or [F4] or [F7] + [F1]
Alarm Messages — Read	[FUNCTION] + [F7] + [F1]
Answer a Call	Lift handset + [ANSWER] or [F1] to [F10] ▶ Speak to caller
Answer a Call While on a Call	[ANSWER] or [RELEASE] to end current call and answer first call waiting OR [F1] to [F10] to answer specific call OR Place current call on Hold, then [ANSWER] or [F1] to [F10]
Attendant Absent/Present	[FUNCTION] + [F2] + [F6] + [F1]
Busy out Extension	
Idle Extension	[FUNCTION] + [F3] + Extension No. + [F10] + [F4] + [F3] + [F1]
Busy Extension	[FUNCTION] + [F3] + Extension No. + [F10] + [F2] or [F3] + [F1]
Return Extension to Service	[FUNCTION] + [F3] + Extension No. + [F10] + [F4] + [F4] + [F1]
Call Fwd — Cancel on All Ext.	[FUNCTION] + [F2] + [F5] + [F7] + [F1]
Call Fwd — Set/Cancel on Ext.	
Always	[FUNCTION] + [F3] + Extension No. + [F10] + [F2] + [F2] + Fowarding No. + [F10]
Busy	[FUNCTION] + [F3] + Extension No. + [F10] + [F2] + [F3] + [F2] or [F7] + Fowarding No. + [F10]
No Answer	[FUNCTION] + [F3] + Extension No. + [F10] + [F2] + [F4] + [F2] or [F7] + Fowarding No. + [F10]
Conference — Initiate	Call third party + [F2]
Conference — Split	[F1] to speak privately to SOURCE party or [F3] to speak privately to DESTINATION party
Conference — Release	[RELEASE] or [CANCEL]
Console Bell — On/Off	[FUNCTION] + [F10] + [F1]
Date — Set	[FUNCTION] + [F2] + [F2] + [F2] + Enter date + [F2] + [F1]
Day/Night Service — Change	[FUNCTION] + [F2] + [F7] + [F2] or [F3] or [F4] + [F1]
DND — Clear on all Extensions	[FUNCTION] + [F2] + [F4] + [F7] + [F1]
DND — Set/Clear on Extension	
While connected to an extension	[F6] + [RELEASE]
From idle console	[FUNCTION] + [F3] + Extension No. + [F10] + [F6] + [F1]
Extension Status — View	[FUNCTION] + [F3] + Extension No. + [F10] + [F5] + [F1]
Features — Clear All on an Extension	[FUNCTION] + [F3] + Extension No. + [F10] + [F8] + [F1]
Firmkeys — Programs	[FUNCTION] + [F2] + [F8] + Firmkey repeatedly until desired feature appears on display + [F10] + [F1]
Function — Exit	[F9] repeatedly or [F1]
Hold — Place	[HOLD 1] , [HOLD 2] , [HOLD 3] OR [HOLD4+] + Free Hold softkey
Hold — Retrieve	[HOLD] key where call is being held
Language — Change	[FUNCTION] + [F2] + [F3] + [F2] or [F3] or [F4] + [F1]
Message — Send to Extension	Extension No. + [F7] + [RELEASE]
Night Service — Call Answer	[F10]
Override — Busy Extension	[F8] + [F1]
Override — Extension with DND	[F8] + [RELEASE] or [CANCEL]

Feature	Keystrokes
Paging — PA	Hold down [PAGE] or [PAGE] plus 2-digit zone code ⊕ Announce ⊕ [RELEASE]
Paging — Extension	**Direct Page** firmkey ⊕ Extension No. ⊕ Announce ⊕ [RELEASE]
Paging — Group	**Direct Page** firmkey ⊕ Page group no. ⊕ Announce ⊕ [RELEASE]
Phone Book — Find an Ext.	**Phone Book** firmkey ⊕ [F3] ⊕ [F2] ⊕ Enter search criteria ⊕ [F8]
Phone Book — Find a Name	**Phone Book** firmkey ⊕ Enter name ⊕ [F8]
Phone Book — Place Call	**Phone Book** firmkey ⊕ [F3] ⊕ Enter search criteria ⊕ [F8] ⊕ [F5]
Recall — Busy	[ANSWER] or [F1] ⊕ [CANCEL] or [F8] or [F7] or [F1] or [RELEASE]
Recall — No Answer	[ANSWER] or [F1] ⊕ [F8] or Extension No. ⊕ [RELEASE] or [CANCEL]
Redial	[F9]
Serial Call — Setup	While connected to requesting party. [F1] ⊕ Extension No. ⊕ [RELEASE]
Serial Call — Terminate	[F5] ⊕ [RELEASE]
System Identity — View	[FUNCTION] ⊕ [F8]
Time — Set (12-hour format)	[FUNCTION] ⊕ [F2] ⊕ [F2] ⊕ [F4] ⊕ [F3] , Enter time ⊕ [F2] or [F3] ⊕ [F1]
Time — Set (24-hour format)	[FUNCTION] ⊕ [F2] ⊕ [F2] ⊕ [F4] ⊕ [F3] , Enter time ⊕ [F2] ⊕ [F1]
Tone Signaling — On	Dial number ⊕ [F3] ⊕ Complete call
Tone Signaling — Off	[F3] or [RELEASE] or [CANCEL]
Transfer Call	Dial destination number ⊕ [RELEASE]
Trunk — Access	[FUNCTION] ⊕ [F4] ⊕ Trunk No. ⊕ [F10] ⊕ [F3] ⊕ Dial outside number or [F8]
Trunk — Busy Out Idle Trunk	[FUNCTION] ⊕ [F4] ⊕ Trunk No. ⊕ [F10] ⊕ [F4] ⊕ [F3] ⊕ [F1]
Trunk — Busy Out Busy Trunk	[FUNCTION] ⊕ [F4] ⊕ Trunk No. ⊕ [F10] ⊕ [F4] ⊕ [F2] or [F3] ⊕ [F1]
Trunk — Return Trunk to Serv.	[FUNCTION] ⊕ [F4] ⊕ Trunk No. ⊕ [F10] ⊕ [F4] ⊕ [F4] ⊕ [F1]
Trunk — View Trunk Status	[FUNCTION] ⊕ [F4] ⊕ Trunk No. ⊕ [F10] ⊕ [F5] ⊕ [F1]
Trunk — View Trunk Usage	**Trunk Status** firmkey ⊕ [F7] ⊕ Trunk access code ⊕ [F10]
Trunk — View Trunk Group Status	**Trunk Status** firmkey ⊕ [F10]
Trunk — View Specific Trunk Group Status	**Trunk Status** firmkey ⊕ [F6] ⊕ Trunk Group No. ⊕ [F10]

Abbreviations

Abb.	Meaning
ABS	Attendant Absent
ATTN	Auto Answer Call
BAD TRK	Invalid Trunk Number
C/W	Calls Waiting
CBA/CBU	Call Block Affected/Unaffected
CDE	Customer Data Entry
CFNA	Call Forward No Answer
CLASS RST	Class Restricted
COR	Class of Restriction
COS	Class of Service
DND	Do Not Disturb
FTR ACT	Feature Activated

Abb.	Meaning
FTR CNCLD	Feature Canceled
FTR DENY	Feature Not Allowed
FTR DISLD	Feature Code Disabled
LD	Long Distance
LDN	Listed Directory Number
LOC	Local Calls Only
MSG	Message
MSW	Message Waiting
NIGHT 1/2	Night Service mode 1 or 2
NOT ASSGND	Not Assigned
NOT AVAIL	Not Available
NOT CLN	Not Clean

Abb.	Meaning
OCC	Occupied
RCL	Recall
REG	Register
RES	Reserved
RLS	Release
RTS/RET TO SERV	Return to Service
SER	Serial Call
SMDA	Station Message Detail Accounting
SRC	Source
T	Trunk
TRK DENY	Trunk Access Denied
VAC	Vacant

Hotel/Motel Features

You can do all of the following from an idle console or while connected to a guest room.

IF THE CONSOLE IS IDLE, START HERE…	**IF THE CONSOLE IS CONNECTED TO THE ROOM, START HERE…**
♦ Press the **Guest Service** firmkey. ♦ Dial the room number.	

CHECKING IN AND CHECKING OUT GUESTS

To check in or check out a guest:

♦ Press the **Guest Service** firmkey and dial the room number.

♦ Press the **[Check-in]** or **[Check-Out]** softkey.

♦ Press the **[Enter]** softkey, and then the **[Exit]** softkey.

LISTING ROOMS BY OCCUPANCY AND CONDITION STATUS

You can display a list of rooms by occupancy and condition status—for example, Vacant and Not Clean, or Occupied and Maid Present.

To list all rooms by occupancy and condition status:

♦ Press the [FUNCTION] key.

♦ Press the **Guest Service** firmkey.

♦ Do one of the following:

— To list all vacant/clean rooms, press the **[Vac/Clean Rm]** softkey.

— To list all rooms in which a maid is present, press **[Maid]** softkey.

— To list all rooms in another state (for example, vacant and not clean), press the **[Occupancy]** softkey repeatedly until the state you want appears on the display, and then press the **[Condition]** softkey to select the condition state.

♦ Press the **[Enter]** softkey to display the first 10 rooms in the state you specified.

To see more information about a room, use the cursor control keys to select it, and then press the **[Select]** softkey.

To display a list of rooms beginning with a particular room number:

♦ Press the **Guest Service** firmkey.

♦ Select **Occupancy** and **Condition** states as described above.

♦ Enter a room number—for example, 70.

♦ Press the **[Enter]** softkey to display a list of rooms beginning with room 70.

Changing Room Occupancy and Condition Status

♦ Press the **[Status]** softkey.

♦ Press the **[Occupancy]** softkey repeatedly until the occupancy state you want appears on the display.

♦ Press the **[Condition]** softkey repeatedly to select the condition state.

♦ Press the **[Exit]** softkey.

Setting and Canceling Wake-up Calls

♦ Press the **[Wake-up]** softkey.

♦ Do one of the following:

— To set a wake-up call time, enter the four-digit time in 12- or 24-hour format. Press the **[AM]** or **[PM]** softkey if you entered the time in 12-hour format.

— To cancel a wake-up call time, press the **[Clear Time]** softkey.

— To change a wake-up call time or correct an entry error, press the **[Clear Time]** softkey, and then re-enter the time.

♦ Press the **[Set]** softkey.

♦ Press the **[Exit]** softkey.

Setting and Canceling Do Not Disturb

♦ Press the **[No Disturb]** softkey to set or clear Do Not Disturb.

Setting and Clearing Message Waiting

♦ Press the **[Msg Waiting]** softkey to set or clear the message waiting indicator on the room phone.

Setting Room Call Restrictions

♦ Press the **[Status]** softkey.

♦ Do one of the following:

— Press the **[Call Rest.]** softkey repeatedly until the desired restriction is displayed.

— Press the **[Call Block]** softkey to prevent or allow room-to-room calling when call blocking is in effect. The display shows "Affected" when Call Block is set.

♦ Press the **[Exit]** softkey.

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