



**MITEL**

# **Attendant** *Consoles*

## **User Guide**

*for SX-2000® Superset™ 7000*



## **Industry Canada Notice**

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

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### **WARNING**

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## Who Should Read This Guide?

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This guide is for attendants who use the SUPERSET™ 7000 Attendant Console and for technicians who install it.

### ***What you need to know***

As an attendant, you should have some experience using applications for Windows-based PCs. Technicians should know how to install software on a PC.

## Where You Can Find More Information

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### ***For attendants***

*SUPERSET 7000 Attendant Quick Start Guide* (PN 9119-953-005-NA) - describes the most frequently used *SUPERSET 7000* call-handling procedures.

*SUPERSET 7000 Attendant's Quick Reference Guide* (PN 9119-953-007-NA) - provides a keystroke summary of all console functions.

### ***For technicians***

*SUPERSET 7000 Installation Guide* (PN 9119-953-003-NA)- describes how to install the Mitel PC TALK TO® card and software.

*SX-2000® System Practices* (PN 9125-029-000-NA) - contains information on installing and programming the SX-2000.

## Conventions Used in this Guide

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This guide uses the following conventions to differentiate between the two types of console keys:

- ◆ Fixed-function keys appear in bold letters—for example, **Answer** or **Hold**.
- ◆ Variable function keys (called Softkeys) appear in bold letters within brackets—for example, **[BELL ON]** or **[CONFERENCE]**.





# Installing the ***SUPERSET 7000***





## ***SUPERSET 7000 Application Package Components***

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The *SUPERSET 7000* Application Package consists of the following items:

- ◆ One *TALK TO* BX card with installation instructions.
- ◆ A 3½-inch floppy disk containing the application software.
- ◆ Two sets of keyboard overlays and decals. The overlay identifies the keys used for call handling and fits around the keys on your keyboard. The decals serve the same purpose but are applied directly to the keys.
- ◆ One Mitel 400-series handset and cord.
- ◆ *SUPERSET 7000* Attendant Console User Guide.
- ◆ *SUPERSET 7000* Attendant Console Quick Start Guide.



*Use only a Mitel-supplied 400-series handset and cord or optional headset with the SUPERSET 7000 application.*

## ***What You Need to Run SUPERSET 7000***

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The *SUPERSET 7000* application runs on a PC that meets the following minimum requirements:

- ◆ 80486/66 MHz processor with 8MB of RAM and Windows™ 3.1. (A Pentium processor with Windows 95 and 16MB of RAM are recommended.)
- ◆ VGA monitor
- ◆ 3½-inch floppy drive
- ◆ An AT 101 enhanced keyboard
- ◆ An ISA slot for the *TALK TO* card

A sound card is optional; having one allows you to adjust the console ringer volume and cadence.



*The SUPERSET 7000 application will not run under Windows NT™.*

## PABX Programming

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The *SUPERSET 7000* requires no special PABX programming. Program the PABX as if the *SUPERSET 7000* was a SUPERCONSOLE 1000® Attendant Console.

## Installing the TALK TO Card

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The TALK TO card must be installed before the *SUPERSET 7000* application software. Refer to the documentation supplied with the card for installation instructions.

## Installing the SUPERSET 7000 Application Software

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Perform the following procedure only if you are a qualified service technician.

*To install the SUPERSET 7000 application software:*

- 1 - Verify that Windows 3.1 or later is installed on the PC. If it is not installed, install it before proceeding to the next step.
- 2 - Insert the *SUPERSET 7000* disk in the floppy drive.
- 3 - From the **Start** menu (Windows 95), or the **File** menu or Program Manager (Windows 3.1), choose the **Run** command.
- 4 - In the **Run** dialog box, type the floppy disk drive letter followed by `: \setup`  
For example, if the drive letter is A, type `A:\setup`
- 5 - Click **OK**.
- 6 - Follow the on-screen instructions.

Be sure to check the Readme file installed with the application. It contains information unavailable when the user guide was printed.



*Make a backup copy of the application software and store it in a safe place. Use the DOS Backup command or the Microsoft Backup utility (Windows 95 only) for this. For more information, consult the documentation supplied with the PC.*

# About the Console





## Introduction

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The *SUPERSET 7000* is an attendant console application for Windows-based PCs. It features a built-in telephone directory of system users and an intuitive user interface for smooth, efficient call handling.

### ***A note about feature availability***

The features available on your telephone system have been selected by your company and may not include all the features described in this guide.

## Console Components

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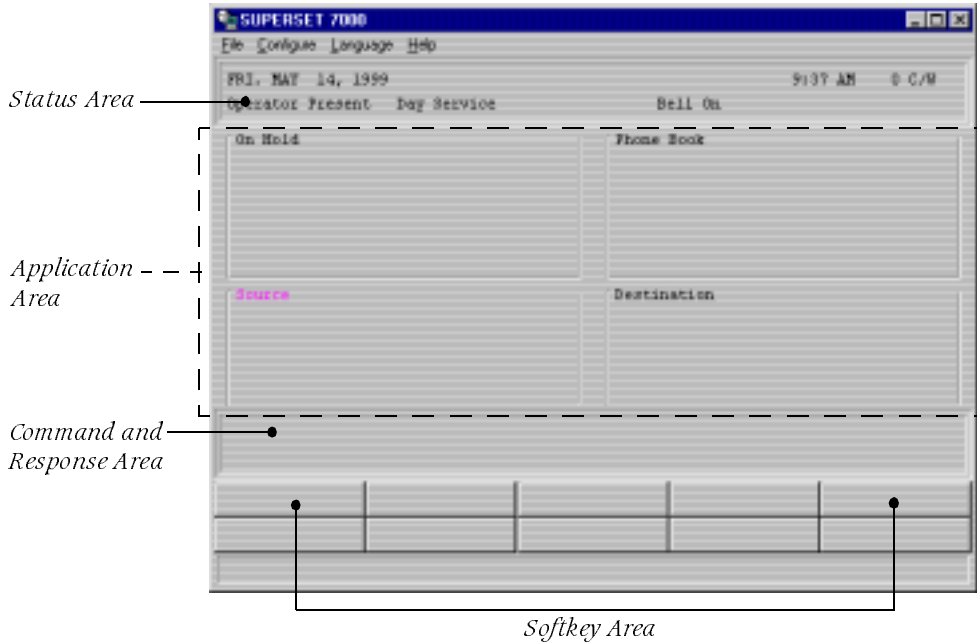
Your *SUPERSET 7000* Attendant Console consists of a personal computer (PC) with monitor and keyboard, keyboard labels, and a handset and cord.

The monitor displays call-handling prompts and call status information. Use the keyboard for all call-handling activities, including dialing. Use the handset to talk with callers.

### **CONSOLE MONITOR**

The *SUPERSET 7000* window is divided into four areas:

- ◆ The *Status area* at the top of the window displays the date and time, number of calls waiting, the console bell (ringer) status, and the Day/Night service status of the console. It also displays alarms when a problem with the system or console occurs.
- ◆ The *Application area* is divided into four sections: The top two sections display information about calls on hold and a directory of extension users in your organization. The bottom two areas indicate the “Source” (calling party) and “Destination” (called party) of all calls handled by the console.
- ◆ The *Command and Response area* displays command prompts and system messages.
- ◆ The *Softkey area* at the bottom of the screen displays the Softkey labels. The labels correspond to the Function keys F1 to F10 on your keyboard. See the next section for more information about the Softkeys.

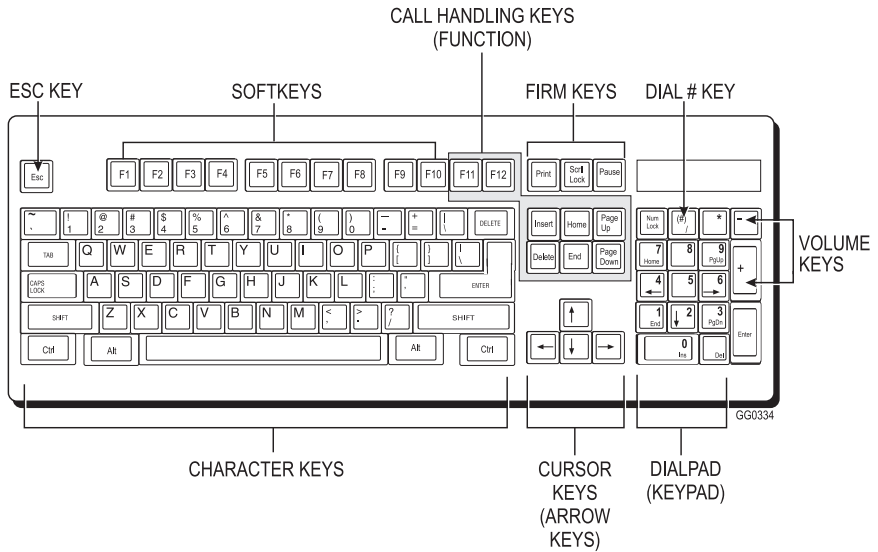


## CONSOLE KEYBOARD

The *SUPERSET 7000* keyboard is divided into groups of keys that allow quick access to attendant and PC functions.

- ◆ **Dialpad keys** - used to dial telephone numbers. (You must have Num Lock on to use the dialpad.)
- ◆ **Typing keys** - used primarily to enter names when using the Phone Book.
- ◆ **Cursor keys** - moves the bar (cursor) that is used to highlight items on the screen for selection or indicates where characters you type will appear.
- ◆ **Call-handling keys** - fixed-function keys that are used to manage calls; they include: Page, Block, Hold, Cancel, Function, Retrieve, Release and Answer.
- ◆ **Softkeys** - used to enter commands. The commands available change with the different stages of call processing. For example, if F8 is labeled Override, pressing the eighth softkey lets you override a busy extension's conversation. At another time, the same key, F8, could be labeled Night 1. Now, pressing F8 puts the console into night service.
- ◆ **Firmkeys** - programmable keys used to access features or applications.
- ◆ **Volume Adjustment keys** - used to increase or decrease the handset volume.
- ◆ **Dial # key** - used to dial the pound (#) symbol when necessary.





## ABOUT FIRMKEYS

Firmkeys are keys on your keyboard that you can program to access certain *SUPERSET 7000* features such as Phone Book or Hotel/Motel Guest Services. For more information, see page 14.

## CONSOLE HANDSET

The *SUPERSET 7000* Attendant Console is equipped with a handset and cord. A Mitel-approved headset is also available for use with the console.

## Starting and Closing the *SUPERSET 7000* Application

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*To start the SUPERSET 7000 application:*

- 1 - Start Windows.
- 2 - Do one of the following:
  - ◆ On PCs with Windows 3.1, open the Program Manager, select the *SUPERSET 7000* group icon, and then double-click the *SUPERSET 7000* application icon.
  - ◆ On PCs with Windows 95, click the **Start** button, point to **Programs**, and then to *SUPERSET 7000*, and then click *SUPERSET 7000*.

*To close the SUPERSET 7000 application:*

Do one of the following:

- ◆ On the **File** menu, click **Exit**.
- ◆ Double-click the control box in the upper-left corner of the *SUPERSET 7000* application window.

# Adjusting the Console

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## RETURNING TO THE MAIN SCREEN

The main screen is displayed during most call-handling operations. When you access an application such as Phone Book or an operation through the **Function** key, you can return to the main screen in two ways: You can back up through the previous screens one by one or return directly to the main screen with one keystroke.

### *To return to the main screen:*

Do one of the following:

- ◆ Press [**BACKUP**] repeatedly to back up through the screens and return to the main screen.
- ◆ Press [**EXIT**] to return to the main screen to cancel and re-execute an operation.

## ADJUSTING THE RINGER VOLUME AND CADENCE

If your PC has a sound card and the *SUPERSET 7000* is configured to use it, you can adjust the volume and cadence of the ringer. Use the **Options** command in the **File** menu to specify that you want to use the sound card.

### *To adjust the ringer volume while the console is ringing:*

- ◆ Use the Volume Control supplied with the sound card.

### *To adjust the ringer cadence:*

- 1 - Select **Options** from the **Configure** menu.
- 2 - Select a ringer cadence from the **Warble** list, and then click **Test** to hear your selection.
- 3 - Select **OK**.

You must restart Windows before the new ringer cadence will take effect.

## **ADJUSTING THE HANDSET VOLUME**

You can increase or decrease the audio level of the handset during a call. When you end the call, the volume returns to a default level.

*To adjust the handset volume:*

- ◆ Press the [-] key repeatedly to lower the volume or the [+] key to increase it.

## **TURNING THE CONSOLE BELL (RINGER) OFF/ON**

When the bell is off, the **C/W** indicator in the Status area is the only indication that calls are waiting to be answered.

*To turn the bell on or off:*

- 1 - Press **Function**.
- 2 - Press **[BELL OFF]** or **[BELL ON]**.

## **SWITCHING TO NIGHT/DAY SERVICE**

Incoming calls that normally ring the console during the day can ring another answering point at night. Your system may have one or two night service modes called Night 1 and Night 2. The mode you should select depends on system programming.

Any attendant can switch the system into night or day service. When the system is in night service, the night status indicator (Night 1 or Night 2) displays on all consoles.

*To switch to night or day service:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[CHG SERVICE]**.
- 4 - Press **[NIGHT 1]**, **[NIGHT 2]**, or **[DAY SERVICE]** as required.
- 5 - Press **[EXIT]**.

## SETTING THE CONSOLE LANGUAGE

The console can display call-handling information and softkey prompts in English, French or Italian. (Other languages may be available depending on system programming.)

### *To change languages:*

- 1 - Press **Function**.
- 2 - Press [**LANGUAGE**].
- 3 - Press the softkey that corresponds to the language you want.



*Use commands on the Language menu to change the language displayed in other parts of the SUPERSET 7000 application.*

*You can only change the language of the SUPERSET 7000 to match the language programmed for the PABX.*

## CHANGING THE ATTENDANT PRESENT/ABSENT STATUS

You can change the Attendant status to “Absent” when you plan to be away from your desk and want calls to the console directed to an alternate answering position.

### *To change the Attendant Present/Absent status:*

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**ATT ABSENT**] to place the console in Attendant Absent mode or [**ATT PRESENT**] to return to Attendant Present mode.



*The last available attendant cannot change the console to Attendant Absent status. If you try this as the last attendant, the console will beep and the display will show “Last Attd Disallowed.” In this situation, you must switch the console to Night Service operation. In single-console systems, changing to Attendant Absent status automatically switches the system to Night Service operation. For more information on Night Service, see page 12.*

*Depending on system programming, the console may automatically change to Absent status during periods of inactivity.*

## PROGRAMMING FIRMKEYS

You can program the Firmkeys (three keys to the right of the F12 key) to access various optional features packages. The feature packages your company has purchased determines which of the following functions are available for you to program to a key. For more information about the features, see the pages indicated.

- ◆ Phone Book (see page 31)
- ◆ Guest Srv - Hotel/Motel Features (see page 61)
- ◆ Trunk Status (see page 57)
- ◆ SMDA - Station Message Detail Accounting
- ◆ Direct Page (see page 29)
- ◆ Autovon Trunk
- ◆ Select Opt - Selection Option (Used when you need more than four Firmkeys)

You can also program a Firmkey to provide quicker access to Alarm information, a standard feature described on page 39.

### *To program Firmkeys:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[FIRMKEYS]**.
- 4 - Press the Firmkey (not the softkey) you want to program repeatedly until the desired option appears at that location.

For example, to program the Phone Book option to the third Firmkey from the left, continue pressing that key until **[PHONE BOOK]** appears at the **[F3>** location on the display.

- 5 - Press **[SAVE]**.
- 6 - Repeat steps 4 and 5 to program the next Firmkey.
- 7 - Press **[EXIT]**.

### *To use the Select Options key (when you need more than three Firmkeys):*

- 1 - Press the firmkey you programmed as the Select Opt key.
- 2 - Press the softkey that corresponds to the feature you want.

## USING AUTO ANSWER

When Auto Answer is on, you can automatically answer new calls by releasing the previous call. The Status area on the console screen indicates whether Auto Answer is on or off.

*To turn Auto Answer on or off:*

- ◆ Select **Options** on the **Configure** menu, and then click **Auto Answer**.

*To use Auto Answer:*

- ◆ Press **Release** to automatically answer the next incoming call.

*To bypass Auto Answer:*

- ◆ Press **Cancel** to avoid automatically answering the next incoming call. (The active call is released.)



*You cannot bypass Auto Answer when transferring calls. To transfer a call, you must press **Release**; pressing **Cancel** will not transfer the call.*

*Pressing **Release** when calls are waiting answers the call that has been in the queue longest.*

## RECONFIGURING THE CONSOLE

You can change the options selected during the installation of the *SUPERSET 7000* application at any time. These options allow you to specify a different IRQ setting and keyboard type and to enable or disable features such as Auto Answer.

*To reconfigure the console:*

- 1 - Choose **Options** from the **Configure** menu.
- 2 - Make the required changes to the settings. (See the online Help for information about the settings. To locate the information, click the **Search** button in the Help window, and then type Configure.)
- 3 - Choose **OK** to save the changes.





# Call Handling



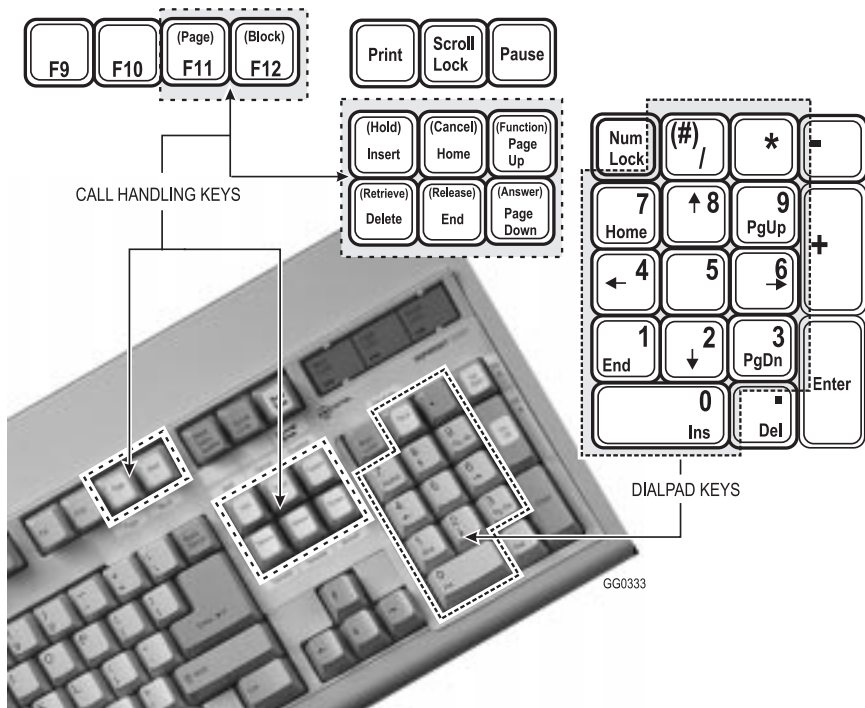


# Call-Handling Keys

The call-handling keys consist of eight fixed-function keys and the dialpad keys. A template that indicates the location of the call-handling keys is provided with your *SUPERSET 7000* application. You may also use the supplied decals and apply the key names directly to the keys.



*The forward slash [/] key on the dialpad is used to dial pound (#). You must have Num Lock on to use the dialpad.*



## Answering Calls

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Ringing and a **C/W** indicator in the upper-right corner of the screen signal the arrival of a call. The number next to the **C/W** indicator tells you how many calls are waiting to be answered.

The information displayed next to the softkey prompts F1 to F10 indicate the actions you can take by pressing the corresponding softkey.

For example, you can answer an outside (trunk) call by pressing **[LDN 1]** (Listed Directory Number 1), or an internal (extension) call by pressing **[DIAL 0]**.

The following softkey prompts can accompany an incoming call:

- ◆ **[RECALL]**
- ◆ **[INTERNAL]**
- ◆ **[DIAL 0]**
- ◆ **[PRIORITY 0]**
- ◆ **[NIGHT ANS]**
- ◆ **[LDN 1], [LDN 2], . . . [LDN 9]**
- ◆ or any pre-programmed customer-specific information (for example, your company may choose to display **[LINE 1]** instead of **[LDN 1]**).

The **[INTERNAL]** prompt indicates calls to a specific attendant made by dialing the console's internal directory number (as opposed to dialing "0"). The other prompts are explained elsewhere in the guide.

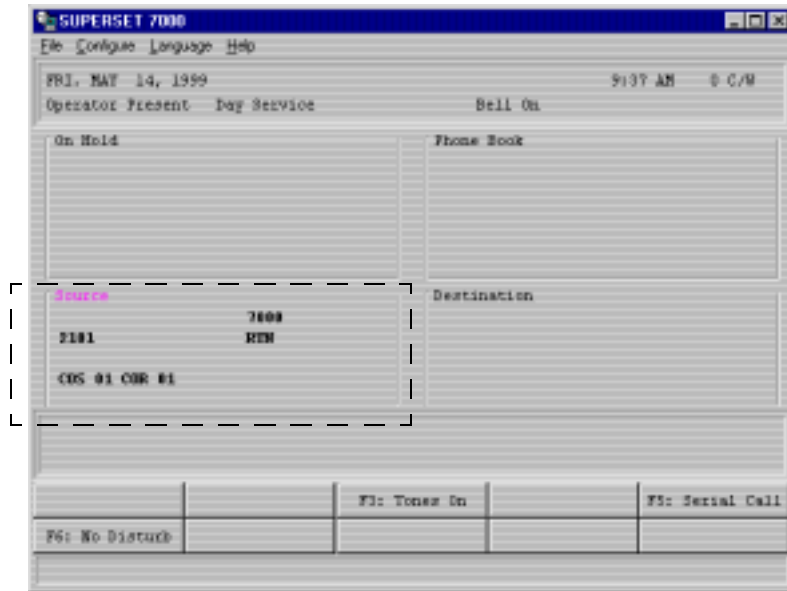
### *To answer calls:*

Do one of the following:

- ◆ Press **Answer** to answer the first call in the queue.
- ◆ Press a softkey (F2 – F7) to answer a specific type of call.

The **SOURCE** area on the screen shows the extension number and name for an internal call, or a trunk number for an external call.

The **DESTINATION** area remains blank until you dial a destination number.



## NEW CALL INDICATION

When you are engaged in a call, a single burst of ringing signals the next incoming call. Subsequent calls do not ring the console, but the **C/W** indicator on the screen lets you know that calls are waiting.



*The console can be programmed at the system level to provide a single burst of ringing at regular intervals when calls are waiting.*

## WHEN MULTIPLE CALLS ARE WAITING

You cannot answer a new call until the one you are engaged in is transferred, disconnected, or put on hold.

## Extending (Transferring) Calls

---

When a caller requests to speak to someone, ask the caller to wait a moment, and then transfer the call to the requested destination.



*The forward slash [/] key on the dialpad is used to dial pound (#). You must have Num Lock on to use the dialpad.*

### **To transfer a call:**

1 - Dial the destination number using the dialpad keys.

The caller is automatically placed on hold while you complete the transfer.

2 - When you hear ringing, press **Release** to connect the caller to the destination and release the console from the call.

## MISDIALED NUMBERS

If you do not want to complete dialing, or if you misdial a number, either

◆ Press the ← key to erase the misdial digits, and then dial the correct number.

- or -

◆ Press **Cancel** to return to the Source party, and then redial the number.

## **REACHING A BUSY DESTINATION OR AN EXTENSION WITH DO NOT DISTURB ACTIVATED**

If the called destination is busy or the extension has Do Not Disturb activated, the DESTINATION area on the screen will show “Busy” or “DND.” In both cases, your options for handling the call are the same.

### *To handle a call to a busy destination or an extension with Do Not Disturb activated:*

- ◆ Press **[SOURCE]** to return to the caller requesting the transfer.
- ◆ Press **Cancel** to disconnect the destination so that you can dial a new one.
- ◆ Press **Release** to camp the caller on to the busy destination or disconnect the Source party. (For an explanation of camp-on, see page 81.) If the transfer is not allowed, you will hear a beep and “CANT” will display on the console screen.
- ◆ Press **[OVERRIDE]** to break into the busy extension. For more information on using Override, see 30.
- ◆ Press **[MSG WAITING]** to send a message waiting indication to the called extension. For more information on Message Waiting, see page 30.

## REACHING AN EXTENSION WITH AN ADVISORY MESSAGE

Users with a *SUPERSET* display phone can show a short message, called an Advisory Message, on other display phones or consoles that call their phone. When you call an extension with an Advisory Message, the message appears in the DESTINATION area on the screen as follows:



In this example, the user has left the message “Out to Lunch” on his or her phone. For a list of other Advisory messages, see page 80. See also *Setting/Clearing Advisory Messages* on page 51.

## Placing Calls

---

### *To place a call:*

- 1 - Dial the destination number using the dialpad keys.  
The dialed number appears in the DESTINATION area on the screen.
- 2 - After you complete the call, press **Release** to disconnect it from the console.



*The forward slash [/] key on the dialpad is used to dial pound (#). You must have Num Lock on to use the dialpad.*



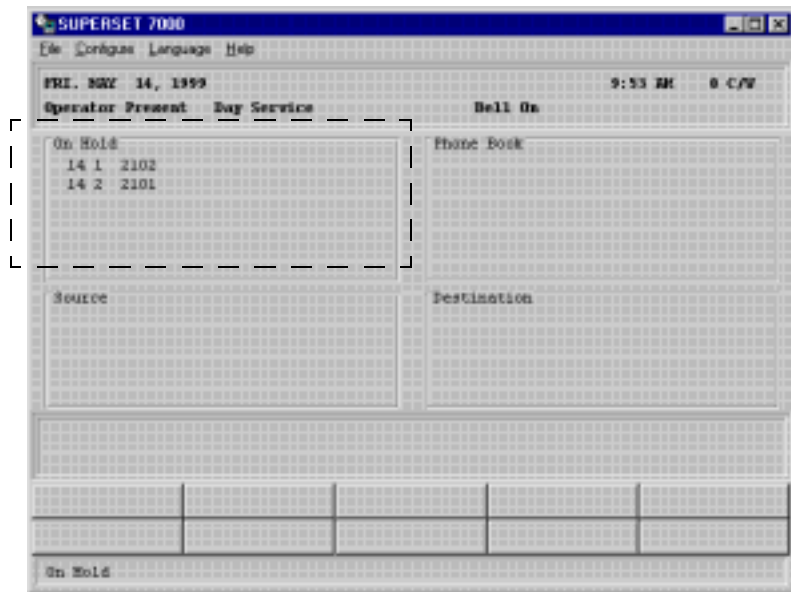
## Placing a Call on Hold

---

You can place up to six calls on hold. The On Hold area on the screen shows the Hold slot number (1-6), the name of the caller (internal calls only) and the extension or trunk number.

### *To place a call on hold:*

- 1 - Inform the caller that you are placing the call on hold.
- 2 - Press **Hold**.



### *To retrieve a call on hold:*

- 1 - Press **Retrieve**.
- 2 - Do one of the following:
  - Press the Hold slot number (1-6) of call you want to retrieve.
  - Press **Retrieve** again to retrieve the longest-held call.

## HOLD RECALL

If a call is left on hold longer than a specified time, it returns to the console as a recall. The console beeps and the Hold slot number on the screen flashes to indicate the recall.

To answer the recall, follow the procedure above for retrieving a call on hold.

## HOLD PICKUP

Extensions can pick up calls placed on hold at the console by dialing a Hold Pickup code and the hold location. The call and the code required to retrieve it are usually announced using paging. For more information, see page 28.

# Setting up Conferences and Call Splitting

---

When you are setting up a call between two parties, you may want to conference the call (speak with both parties at the same time). Once you establish the conference, you can speak privately to either party by splitting the conference.

### *To conference a call:*

- 1 - Start with a call involving one of the parties you want to include in the conference.
- 2 - Call the other party.
- 3 - Press **[CONFERENCE]**.

### *To split a conference call:*

- ◆ Press **[SOURCE]** to speak privately to the first party or **[DESTINATION]** to speak privately to the other party.

### *To exit the conference once the parties have been connected:*

- ◆ Press **Release** or **Cancel** to connect both parties, and then release them from the console.



*If system programming allows, you can add more parties to an existing conference. Follow steps 2 and 3 above to add each additional party.*

## Answering Recalls

---

When a call is transferred and the extension is busy or does not answer, the call returns to the console within a specified time or is directed to an alternate destination such as the extension user's voice mailbox (if available).

### *To answer a "No Answer" recall:*

- 1 - Press **Answer** or **[RECALL]**.
- 2 - Inform the caller that the destination is not answering.
- 3 - Do one of the following:
  - ◆ Press **[REDIAL DST]** to redial the same destination.
  - ◆ Dial a new destination, and then press **Release**.
  - ◆ Press **Cancel** to disconnect the Source party.

### *To answer a "Busy" recall:*

- 1 - Press **Answer** or **[RECALL]**.
- 2 - Inform the caller that the destination is busy.
- 3 - Do one of the following:
  - ◆ Press **Cancel** to disconnect the Source party.
  - ◆ Press **Release** to transfer the call to the same destination again.
  - ◆ Press **[REDIAL DST]** to reconnect with the busy destination.
- 4 - If you pressed **[REDIAL DST]**, do one of the following:
  - ◆ Press **[OVERRIDE]** to break into the busy extension.
  - ◆ Press **[MSG WAITING]** to send a message waiting indication to the busy extension.
  - ◆ Press **[SOURCE]** to connect to the source party.
  - ◆ Press **Release** to camp the Source on to the destination again. (See page 81 for an explanation of camp-on.)
  - ◆ Press **Cancel** to clear the destination and dial a new extension number.

## Answering Intercepts to the Console

---

Misdialed calls from extensions, or calls to extensions with Do Not Disturb activated, could ring the console depending on system programming. When you answer the call, the screen will show the reason for the interception:

- ◆ DND INT for calls to an extension with Do Not Disturb activated.
- ◆ ILL # INT for illegal number dialed.
- ◆ VAC # INT for vacant (unassigned) number dialed.

## Paging from the Console

---

Two types of paging are available from the console: Public Address (PA) Paging and Extension Paging.

### PA PAGING

If your system has external paging equipment, you can place a call on hold and then page for someone to pick up the call from the console Hold slots. You can also use PA Paging to make public announcements.

Your paging equipment may be set up to access several areas or “zones.” If so, you use the **Page** key to speak to all zones at once and access codes to speak to individual zones. These codes are available from your communications department.

*To page someone to pick up a call on hold at the console:*

- 1 - Place the Source call on hold. (See page 25.)
- 2 - Press **Page**.
- 3 - Do one of the following:
  - ◆ If you have only one paging zone, announce the Hold Pickup access code and the highlighted Hold slot number.
  - ◆ If you have more than one page zone, dial the two-digit paging code (dial 00 for all zones), and then announce the Hold Pickup access code and the Hold slot number.
  - ◆ If the paging equipment is already in use, you can press **[OVERRIDE]** to interrupt the page in progress.
- 4 - Press **Release**.

## **EXTENSION PAGING**

Extension Paging allows you to page extension users using their telephone speakers. This feature is available only for paging *SUPERSET* telephones that are programmed as key system telephones.

You can use Extension Paging to page a specific extension (Directed Page) or multiple extensions assigned to a group (Group Page).

### *To page an extension:*

- 1 - Press the **Direct Page** firmkey or dial the Direct Page feature access code.
- 2 - Do one of the following:
  - ◆ To page a specific extension, dial the extension number.
  - ◆ To page a group of extensions, dial the page group directory number.
- 3 - Speak to the paged party or parties.

## **Setting and Canceling Do Not Disturb on an Extension**

---

Do Not Disturb (DND) prevents calls from ringing a user's extension.

### *To set or cancel DND on an extension while connected to the extension:*

- 1 - Press **[NO DISTURB]**.

“DND” appears next to the extension information on the screen to indicate that Do Not Disturb is set.

- 2 - Press **Release**.

You can also set and cancel DND without calling the extension. For more information, see page 48.

## Setting and Clearing Message Waiting on an Extension

---

If an extension is busy or the user does not answer, you can activate Message Waiting on the user's extension to let the user know a message is waiting at the console.

### *To set Message Waiting on a ringing or busy extension:*

1 - Press **[MSG WAITING]**.

"MSW" appears next to the extension information on the screen to indicate that Message Waiting is set.

2 - Press **Release**.

### *To clear Message Waiting on an extension:*

1 - Dial the extension number.

2 - When the user answers, press **[MSG WAITING]**.

3 - Press **Release**.

You can also set and cancel Message Waiting without calling the extension. For more information, see page 50.

## Overriding Busy or Do Not Disturb

---

The Override feature allows you to intrude into a busy extension or an extension with Do Not Disturb (DND) activated.

### *To use Override:*

1 - Press **[OVERRIDE]**.

If you are overriding a busy extension, both parties hear a long beep, and then you enter the conversation. If you are overriding an extension with (DND) activated, you will hear ringing.

2 - Press **Cancel** or **Release** to disconnect the console from the busy extension.

If the busy extension hangs up before you press **[OVERRIDE]**, you will hear fast busy tone.

## Using the Phone Book

---

The Phone Book is an optional feature that allows you to find and call an extension user by typing the person's name, extension number, department, or location.

### *To use Phone Book to look up an extension user:*

1 - Press the **Phone Book** firmkey.

2 - Do one of the following:

- ◆ To search for a person by name, type the name or a portion of it (the portion must include the first letter).

If you use only a first name, precede it by a comma—for example: ,Bob

- ◆ To search by department name, location, or extension number, press **[OPTIONS]** and then enter the necessary information.

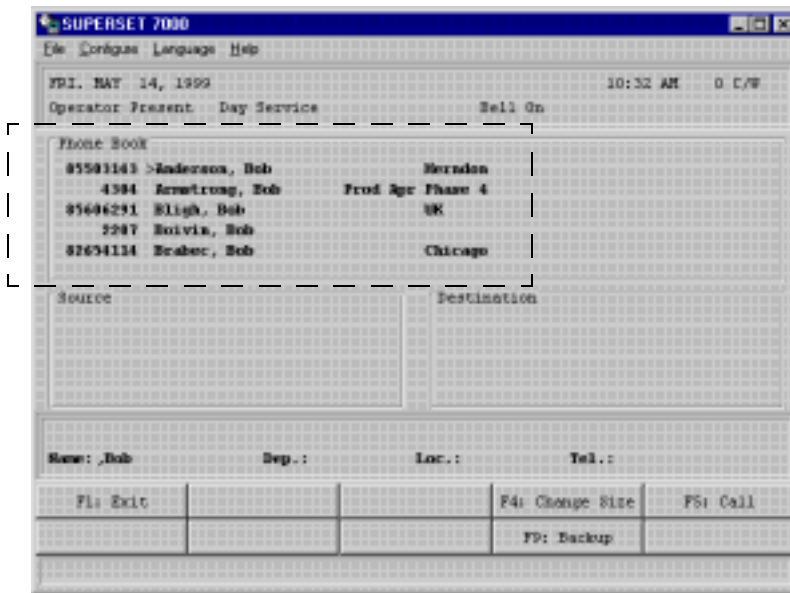
Press **[NEXT FIELD]** to move the cursor to another field; **[CLEAR FIELD]** to erase information you entered; and **[BACK UP]** to return to the previous display.

When using the Phone Book, enter numbers using the keys below the Function keys not the numeric keypad.

3 - Press **[LOOKUP]**.

If the name is not unique, use the ↑ or ↓ keys to scroll through the list until you have highlighted the one you want.

The name(s) display in the Phone Book area.



To increase the size of the Phone Book area (and display more information), press [CHANGE SIZE].

- 4 - To the call the selected extension user, press [CALL].
- 5 - Press [EXIT].

## Redialing the Last Number

---

You can redial the last manually dialed number (internal or external) by pressing a single key.

*To redial the last number:*

- ◆ Press [REDIAL].



## Setting up Serial Calls

---

The Serial Call feature allows outside callers to talk to more than one extension user in sequence without redialing the main business number each time.

### *To set up a serial call while connected to an outside call:*

- 1 - Tell the caller to remain on the line after completing each call.
- 2 - Press **[SERIAL CALL]**.  
“SER” displays in the Source area on the screen to indicate a serial call is being set up.
- 3 - Dial an extension number.
- 4 - Press **Release**.  
When the extension user hangs up, the outside call returns to the console as a recall.
- 5 - When the call returns to the console, press **[RECALL]**.
- 6 - Dial the next extension number, and then press **Release**.
- 7 - When all calls are completed, press **[SERIAL CALL]**, and then **Release**.

## Using Tone Signaling

---

You may have noticed that when you dial a number at the console, you do not hear any of the tones or pulses normally associated with telephones. This is because the console “communicates” with the rest of the telephone system using a different type of signaling.

However, there are times when telephone equipment, either in or outside your office, needs to receive tones to complete a call. Typically, special services such as Voice mail systems (described on page 36) require information in the form of tones before allowing access.

*To enable tone signaling while connected to a service requiring tones:*

- 1 - Press **[TONES ON]**.
- 2 - Dial the required code.
- 3 - When you complete the call, press **[TONES OFF]** to turn off tone signaling

Pressing **Release** or **Cancel** also turns off tone signaling.

## Flashing on Trunks

---

A trunk flash is a signal sent to another telephone system to do something such as place a call on hold. You may need to use this feature when you have a call from another PABX in your own company network, and you want to transfer it to the originating PABX or to a third one.

You can flash only when you are talking on a trunk to another trunk in a two-party call.

*To flash on a trunk for further dialing:*

- 1 - Press **[SINGLE FLASH]** or **[DOUBLE FLASH]**.
- 2 - Dial the required number.
- 3 - Press **Release**.

## **Answering a Call with Night Service Enabled**

---

When the console is in Night Service, incoming calls ring night bells or some other night answering point. These calls can still be answered from the console even though they do not ring the console bell.

*To answer a call when the console is in Night Service:*

- ◆ Press [NIGHT ANS].

## **Multiple Console Operation**

---

When more than one console is in use at the same time, they will operate in one of two ways:

### **1 - Independent Operation**

Consoles in this arrangement operate independently. Each console has unique hold slots and incoming calls ring a specific console. A recall to the attendant returns only to the console that initially handled the call.

### **2 - Transparent Operation**

With transparent operation, all consoles operate the same way. Recalls return to all consoles, not just the console that originally handled the call.

## **INTER-CONSOLE CALLS AND TRANSFERS**

An attendant can make and transfer calls to another attendant by dialing the console's directory number, but not by dialing 0 (zero). Whether you are transferring calls to an extension or another attendant, the procedure is the same—see page 22 for instructions.



*Inter-console calls cannot be put on hold.*

## **CENTRALIZED ATTENDANT SERVICE (CAS)**

CAS allows an attendant at one PABX to answer calls that arrive at another interconnected PABX. Except for recalls, CAS has no effect on the way you handle calls from the console. When a call from another PABX in a CAS system recalls the console, it appears as a “Dial 0” call. Keep this in mind when answering the recall as it may affect how you greet the caller.

## **Voice mail**

---

A voice mail system connected to your telephone system does not affect the operation of the console. If a call is answered by such a system, you may be prompted to enter an access code or an identification number. Before responding to the prompt, you must turn on tone signaling using the **[TONES ON]** softkey. For more information, see *Using Tone Signaling* on page 34.

# Using System Functions





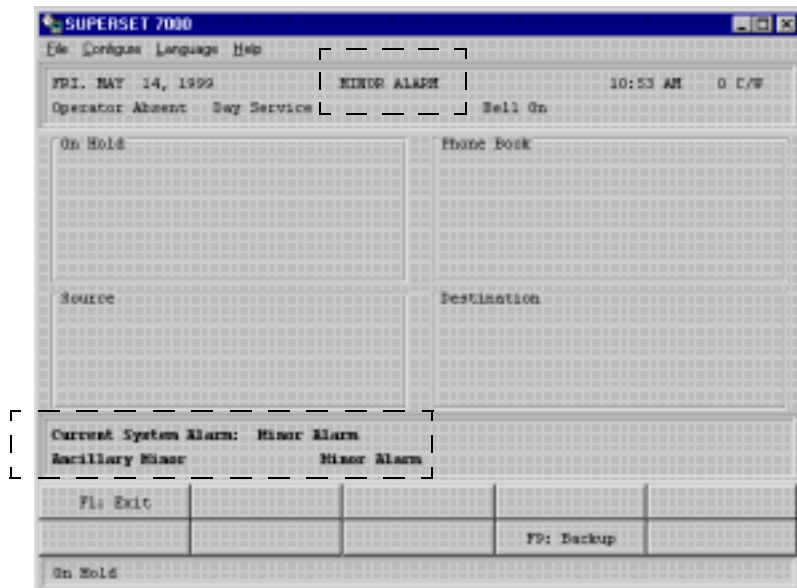
## Viewing System Alarm Information

---

An alarm indicator on the screen means a fault in the telephone system has occurred. You can read information about the nature and location of the fault from the console.

*To read an alarm message:*

- 1 - Press **Function**.
- 2 - Press **[ALARM]**. The screen shows, for example:



- 3 - Record all the alarm information.

Press **[MORE...]** to display additional information or other alarms. The Alarm indicator will continue to flash until all alarm messages have been display.

- 4 - Contact your communications department.
- 5 - Press **[EXIT]**.

## Setting System Date and Time

---

You can change the date and time appearing on the console screen. The time displays either in 12- or 24-format depending on system programming.

### *To set the time:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[DATE/TIME]**.
- 4 - Press **[12/24 HR]** to select either the 12-hour or 24-hour format.  
"AM" or "PM" will appear after the time in the 12-hour format.
- 5 - Press **[SET TIME]**.
- 6 - Enter the current time using four digits (hh:mm).  
For example, for 9:30 enter 0930.
- 7 - If you selected the 12-hour format, press **[AM]** or **[PM]** as appropriate.
- 8 - Press **[SET]** (24-hour format only).  
**[SET]** appears only if the time has been entered correctly. You can use the ← key to make corrections.
- 9 - Press **[EXIT]**.

### *To set the date:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[SET DATE]**.
- 4 - Enter the current date in year/month/day format.  
For example, for November 12, 1999, enter 991112.
- 5 - Press **[SET]**.
- 6 - Press **[EXIT]**.



## **Canceling All Call Forwarding**

---

You can cancel Call Forwarding on all extensions in the system.

*To cancel Call Forwarding on all extensions:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[CNCL ALL FWD]**.
- 4 - Press **[CONFIRM]**.
- 5 - Press **[EXIT]**.

You can also set up Call Forwarding for individual extensions from the console. For more information, see page 47.

## **Canceling All Do Not Disturb**

---

You can cancel Do Not Disturb (DND) on all extensions in the system.

*To cancel DND on all extensions:*

- 1 - Press **Function**.
- 2 - Press **[ATT FUNCTION]**.
- 3 - Press **[CNCL ALL DND]**.
- 4 - Press **[CONFIRM]**.
- 5 - Press **[EXIT]**.

You can also set up DND for individual extensions from the console. For more information, see page 49.

## Displaying the System and Console Identity

---

The system is identified by a software release and version number and the console by an extension and Call Park ID number.

Dialing the console extension number is an alternative to dialing “0” (zero) to call the attendant. The Call Park ID number is part of the Call Park feature. A user can “pickup” a call on hold at the console by dialing the Call Pickup access code followed by the Call Park ID and Hold slot number. The call and the code are usually announced using paging. For more information, see page 28.

The console has an extension number which extension users can dial instead of “0” (zero) to call you. You can display the console extension number along with the system software version.

*To display the system and console identity:*

- 1 - Press **Function**.
- 2 - Press **[IDENTITY]**.

The Status area on the screen shows, for example:



## **Accessing Applications**

---

The Application function is primarily used by maintenance personnel or someone responsible for doing Customer Data Entry (CDE). Access to these functions requires a password.

*To access the Application function:*

- 1 - Press **Function**.
- 2 - Press [**APPLICATION**].
- 3 - Press [**LOGIN**].
- 4 - Enter the username.
- 5 - Press [**ALPHA**].
- 6 - Enter the password.
- 7 - Press [**ENTER PSW**].
- 8 - Press the appropriate application softkey.

Your Communications Department will give you further instructions if you are required to do any Customer Data Entry.



# Using Extension Functions





## **Viewing Extension Status**

---

You can view extension status information to determine the current assignment of services and features at an extension.

*To view the current status of an extension:*

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Enter the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**UPD STATUS**].

The display shows the extension's Class of Service (COS), Class of Restriction (COR), and whether features such as Do Not Disturb (DND) are activated.

- 6 - Press [**EXIT**].

## Setting/Canceling Call Forwarding

---

You can set up and cancel Call Forwarding on individual extensions from the console.

*To set or cancel Call Forward on an extension:*

- 1 - Press **FUNCTION**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the number of the extension.  
If you dial an invalid number, press **[CLEAR No.]**.
- 4 - Press **[ENTER]**.
- 5 - Press **[CALL FWD]**.
- 6 - Do one of the following:
  - ◆ Press the softkey corresponding to the type of call forwarding required—for example, Always, No Answer, etc.
  - ◆ Press **[CANCEL]** to cancel the current call forwarding.
- 7 - If you selected **[ALWAYS]**, dial the destination and then skip to step 10.
- 8 - If you selected an option other than Always, press **[INTERNAL]** or **[EXTERNAL]** to specify which type of calls you want to forward.
- 9 - Dial the destination or press **[CURRENT No]** to forward calls to a previously specified destination.
- 10 - Press **[SAVE]**.



## **Setting/Canceling Do Not Disturb**

---

Do Not Disturb (DND) prevents calls from ringing an extension. You can set and cancel DND on any extension in the system.

*To set or cancel DND on an extension:*

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**NO DISTURB**].

The screen shows "DND" to indicate that DND is set.

- 6 - Press [**EXIT**].

You can also set and cancel DND while on a call to an extension. For more information, see page 29.

## **Setting/Clearing Message Waiting**

---

You can notify extension users that a message is waiting for them at the console. When the user returns and calls the console, "MSW" displays on the screen to indicate that there is a message waiting for that extension.

*To set or clear Message Waiting on an extension:*

- 1 - Press **Function**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the extension number.
- 4 - Press **[ENTER]**.
- 5 - Press **[MSG WAITING]** to set or clear message waiting.
- 6 - Press **[EXIT]**.

## **Setting and Clearing Advisory Messages**

---

You can read Advisory Messages left on a *SUPERSET* display telephone and clear or change an existing message.

*To read, set, or clear an Advisory Message:*

- 1 - Press **Function**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the extension number.
- 4 - Press **[ENTER]**.
- 5 - Press **[SET UP Msg]**.
- 6 - Do one of the following:
  - ◆ Press **[TURN MSG ON]** to activate the currently displayed message.
  - ◆ Press **[NEXT MSG]** or **[PREVIOUS MSG]** until the message you want to leave appears, and then press **[TURN MSG ON]** to activate the message.

If the extension has an Advisory Message active, the message will appear on the display. You can either press **[TURN MSG OFF]** to clear the message or replace it with another one by pressing **[NEXT MSG]** until the replacement message appears, and then pressing **[TURN MSG ON]** to activate the message.

- 7 - Press **[EXIT]**.

Instead of scrolling for the message you want, you can select it by entering a number from the list on page 80.

- ◆ Press **[SHOW MSG No.]**.
- ◆ Enter the message number.
- ◆ Press **[ENTER]**.
- ◆ Press **[TURN MSG ON]**.

## **Clearing All Features**

---

You can cancel all the following features currently set on an extension:

- ◆ Call Forwarding
- ◆ Do Not Disturb
- ◆ Callbacks
- ◆ Reminders
- ◆ Advisory Messages (*SUPERSET* display phones)
- ◆ Auto-Answer (multi-line sets only)

*To clear all features currently set on an extension:*

- 1 - Press **Function**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the extension number.
- 4 - Press **[ENTER]**.
- 5 - Press **[CLEAR FEAT]**.
- 6 - Press **[EXIT]**.

## **Taking an Extension Out of Service**

---

You can take an extension out of service (busy it out) if there is a problem with that extension or the system. An out-of-service extension can neither make nor receive calls.

### *To busy-out an extension or return it to service:*

- 1 - Press **Function**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the extension number.
- 4 - Press **[ENTER]**.
- 5 - Press **[BUSY/RTS]**.
- 6 - Do one of the following:
  - ◆ To take an idle extension out of service, press **[BUSY]**.
  - ◆ To take a busy extension out of service when it becomes idle, press **[COURTESY DWN]**.
  - ◆ To take a busy extension out of service and disconnect its call, press **[FORCE BUSY]**.
  - ◆ To return an extension to service, press **[RET TO SERV]**.



# Using Trunk Functions







## **Viewing Trunk Status**

---

You can view trunk status information to determine the current assignment of services and features on a trunk.

*To view the current status of a trunk:*

- 1 - Press **Function**.
- 2 - Press [**TRK FUNCTION**].
- 3 - Enter the trunk number.
- 4 - Press [**ENTER**].
- 5 - Press [**UPD STATUS**] to view information about the trunk such as its Class of Service (COS) and Class of Restriction (COR).
- 6 - Press [**EXIT**].

## Viewing Trunk Group Busy Status

---

If the console is programmed with a **Trunk Status** firmkey, you can check the status of trunk groups to see which ones are busy.

You can display status information for all trunk groups or for a particular group by specifying the group number or the trunk access code—for example, “9”.

The status information can be viewed when the console is idle or while handling calls. The following softkeys are available when displaying trunk group information:

Softkey	Purpose
[PRINT SCREEN]	Prints the information currently displayed.
[PRINT ALL]	Prints information for all trunk groups.
[UPDATE STATUS]	Updates information currently showing on the screen.
[NEXT]	Displays the next series of trunk groups.
[PREVIOUS]	Displays the previous series of trunk groups.
[EXIT]	Leaves the Trunk Group Busy Status Display and returns to the main screen.

### *To view status information of all trunk groups:*

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press [TRUNK GROUPS].
- 3 - Press [ENTER].

### *To view status information for a specific trunk group:*

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press [TRUNK GROUPS].
- 3 - Enter the Trunk Group number.
- 4 - Press [ENTER].

*To view the status information for a trunk group by specifying the trunk access code:*

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press [**DGTS DIALED**].
- 3 - Enter a trunk access code—for example, “9”.
- 4 - Press [**ENTER**].

## Accessing Specific Trunks

---

You can access a specific trunk and use it to make an outgoing call.

*To access a specific trunk:*

- 1 - Press **Function**.
- 2 - Press [**TRK FUNCTION**].
- 3 - Enter the trunk number.
- 4 - Press [**ENTER**].
- 5 - Press [**ATT ACCESS**].
- 6 - Do one of the following:
  - ◆ If the trunk is free (as indicated by dial tone), dial the outside number.
  - ◆ If the trunk is busy, press [**OVERRIDE**] to barge into the call. Both parties will hear a long beep before you enter the conversation.

Trunks that are designated as dictation trunks (M/MM leads), and in use, cannot be accessed.

## **Taking Trunks Out of Service**

---

If may be necessary to take a trunk out of service (busy it out) if there are problems with that trunk or the system. You can busy out an idle trunk or one that is in use. Afterwards, you can return the trunk to service.

*To busy-out a trunk or return a trunk to service:*

- 1 - Press **Function**.
- 2 - Press **[TRK FUNCTION]**.
- 3 - Enter the trunk number.
- 4 - Press **[ENTER]**.
- 5 - Press **[BUSY/RTS]**.
- 6 - Do one of the following:
  - ◆ If the trunk is idle, press **[BUSY]**.
  - ◆ If the trunk is in use, either press **[COURTESY DWN]** to busy-out the trunk when it becomes idle, or **[FORCE BUSY]** to busy it out immediately.
  - ◆ To return the trunk to service, press **[RET TO SERV]**.

# Hotel/Motel Features





## Displaying and Changing Room Data

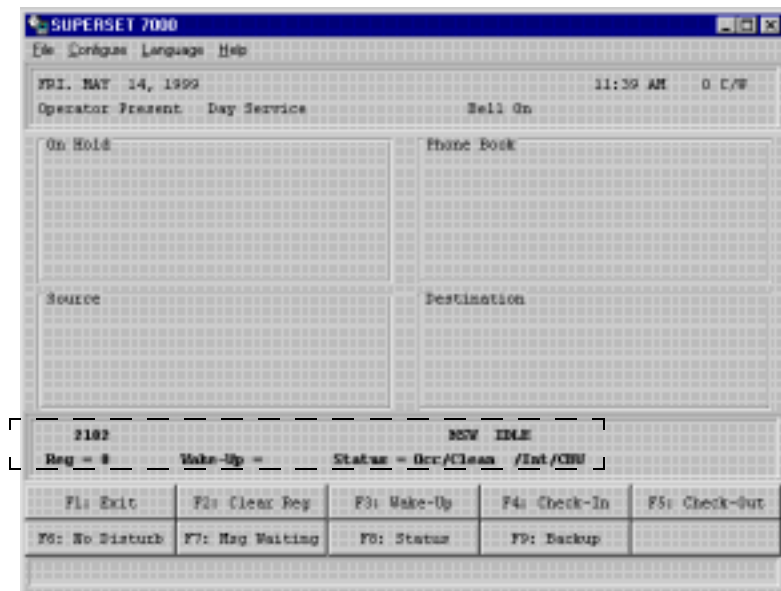
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Room data includes occupancy and condition status (Vacant, Clean, Outgoing Call Restrictions, etc.) and the status of message waiting, wake-up call, and other services. You can change room data while the console is idle, or when you are connected to the room.

### *To display or change data for a room:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial a room number (not necessary if you are already connected to the room.)
- 3 - Press **[ENTER]**.

The screen shows, for example:



In this example, room 2102 is occupied and clean, and allowed to make internal calls only.

4 - Do any of the following:

- ◆ Press **[CLEAR REG]** to clear the message register count. (See page 72.)
- ◆ Press **[NO DISTURB]** to set Do Not Disturb and block incoming calls.
- ◆ Press **[MSG WAITING]** to set or clear the message waiting indicator on the room phone.
- ◆ Press **[WAKE-UP]** to set or clear a wake-up call time. (See page 68.)
- ◆ Press **[STATUS]** to change the room's Occupancy or Condition status (See page 66.)
- ◆ Press **[CHECK-IN]** or **[CHECK-OUT]** to check a guest in or out. (For more information, see page 67.)



## 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. You can cycle through all rooms or start with a particular room number—for instance, the first room on the third floor.

### *To list all rooms by occupancy and condition status:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Do one of the following:
  - ◆ To list all vacant and clean rooms, press [**VAC/CLEAN**].
  - ◆ To list all rooms in which a maid is present, press [**MAID**].
  - ◆ To list all rooms in another state (for example, vacant and not clean), press [**OCCUPANCY**] repeatedly until the state you want appears in the “Occup” field, and then [**CONDITION**] to select the condition state.

The Status area on the screen shows, for example:



Occup = Vacant	>2201	2202	2301	2302	2401
Cond. = Clean	2402	2501	2502	2601	2602

- 3 - Press [**ENTER**] to display the first 10 rooms matching the specified states.
- 4 - Press [**MORE...**] to display the next 10 rooms matching the specified states.
- 5 - Do any of the following optional steps:
  - ◆ To view the next 10 rooms on the list, press [**NEXT**].
  - ◆ To view the previously displayed 10 rooms, press [**PREVIOUS**].
  - ◆ To return to the main Guest Service display, press [**BACKUP**].
  - ◆ To see more information about a room, use the arrow keys (↑, ↓, ←, →) to move the cursor to the desired room number, and then press [**SELECT**].

If a printer is attached to the console, you can print a list of all vacant or occupied rooms. For more information, see *Printing Reports* on page 72.

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

- 1 - Press the **Guest Service** firmkey.
- 2 - Select Occupancy and Condition states as described above.
- 3 - Enter a room number—for example, 70.
- 4 - Press **[ENTER]** to display a list of rooms beginning with room 70.

## Changing Room Occupancy and Condition Status

---

You can change the occupancy and condition status of a room while the console is idle or while you are connected to the room.

The occupancy and condition states are as follows:

Occupancy	Condition
Vacant	Clean
Occupied	Not Clean
Reserved	Maid Present
	To Inspect
	Unavaillable

*To change a room's occupancy and condition status:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number (not necessary if you are already connected to the room), and then press **[ENTER]**.
- 3 - Press **[STATUS]**.
- 4 - Press **[OCCUPANCY]** repeatedly until the state you want appears in the Status field.
- 5 - Press **[CONDITION]** repeatedly to select the condition state.
- 6 - Press **[SET]**.



*The Maid status can only be changed from the room by dialing a code.*

*Your system may be programmed to automatically change all “occupied and clean” rooms to “occupied and dirty” at a set time. Ask your communications department for information.*

## **Checking-In/Checking-Out**

---

Checking a guest into a room changes the room status to 'Occupied'; checking a guest out of a room changes the status to 'Vacant'. The Call Block and Call Restriction parameters in effect for the room also change to values determined by system programming. For example, when a guest checks in, the system might remove restrictions that would prevent the guest from dialing long distance calls.

*To check in or check out a guest:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press [**CHECK-IN**] or [**CHECK-OUT**].
- 4 - Press [**ENTER**].
- 5 - Press [**EXIT**].

## Setting and Canceling Wake-up Calls

---

Both the attendant and guest can set, change, and cancel wake-up calls for the guest room. The system does not distinguish whether a wake-up call is set, changed, or canceled from the attendant console or guest room telephone. So, for example, a guest can cancel a wake-up call that was set by the attendant and vice versa.

You can set or cancel a wake-up call while the console is idle or while connected to the guest room.

If a printer is attached to the console, a report may print each time you set, change, or cancel a wake-up call.

### *To set, change, or cancel a wake-up time while connected to the guest room:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Press **[WAKE-UP]**.
- 3 - Do one of the following:
  - ◆ To set a wake-up call time, enter the four-digit time in 12- or 24-hour format. If you entered the time in 12-hour format, press **[AM]** or **[PM]**.
  - ◆ To cancel a wake-up call time or correct an entry error, press **[CLEAR TIME]**.
  - ◆ To change a wake-up call time or correct an entry error, press **[CLEAR TIME]**, and then re-enter the time.
- 4 - Press **[SET]**.
- 5 - Press **[EXIT]**.

*To set, cancel, or change a wake-up time when NOT connected to the guest room:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press **[ENTER]**.
- 4 - Press **[WAKE-UP]**.
- 5 - Follow the steps from the previous procedure.



*Some display sets can set their own timed reminder. The above procedures will also clear or change a reminder already set by the user.*

*If the guest fails to answer the wake-up call, the system will ring the room twice more at five-minute intervals. If a third wake-up call goes unanswered or reaches a busy line, the system may generate a minor alarm at the console.*

## Setting Room Call Restrictions

---

You can control the type of telephone calls guests can place from the phones in their rooms. Several levels of call restriction are available, including Internal, Local, Long Distance and various programmable options.

You can also block guests from placing calls to other rooms. For more information, see the next section, *Blocking Room-to-Room Calls*.

### *To set call restrictions for a room:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press [**STATUS**].
- 4 - Do one or both of the following:
  - ◆ Press [**CALL REST.**] repeatedly until the desired restriction is displayed.
  - ◆ Press [**CALL BLOCK**] to prevent or allow room-to-room calling when call blocking is in effect. The display shows "Affected" when Call Block is set.
- 5 - Press [**SET**].

## Blocking Room-to-Room Calls

---

You can use the **Block** key on the console to bar calls between guest rooms. Only room phones that have Call Block set (see the previous section) will be affected by this.

The system can also be programmed to turn Call Blocking on and off for all affected rooms at certain times of the day and for individual rooms at check-in/check-out time.

### *To block room-to-room calls:*

- ◆ Press the **Block** firmkey.



*Call blocking can also apply to phones other than guest room phones; ask your communications department for further information.*

## Monitoring Guest Rooms

---

Guests can use their room phone as a listening device to monitor their room from a remote station. The remote station can be an attendant console, an extension, or an outside phone calling into the system on a DISA trunk.

You can only monitor a room from an idle console.

*To use the console to listen in on a room that has room monitoring activated:*

- 1 - Press the **Guest Service** firmkey.
- 2 - Press [**MORE**].
- 3 - Dial the number of the room.
- 4 - Press [**MONITOR ROOM**] or [**ENTER**].
- 5 - Listen for three short beeps followed by audio from the room.

If room monitoring is not activated on the room phone, the display will show "Ftr Disald." If another extension is monitoring the room, the display will show "MntrBusy."

*To disconnect the console from the room:*

- ◆ Press **Cancel** or **Release**.

## **Printing Reports**

---

If a printer is connected to the console, you can request printed reports (audits) of message registers, room status, and automatic wake-ups.

Each audit has its own format and some are printed automatically. For example, when a wake-up call is set, changed or canceled, the printer automatically records it.

***To print a report:***

- 1 - Press the **Guest Service** firmkey.
- 2 - Press **[MORE]**.
- 3 - Press **[PRINT]**.
- 4 - Select the report you want to print.
- 5 - Press **[EXIT]**.



# Reference





# Telephone Directory

---

Name	Number
POLICE:	
FIRE:	
HOSPITAL:	
TROUBLE WITH EXTENSION OR CONSOLE:	



## **Class of Service/Restriction**

---

Each extension and trunk has a COS (Class of Service) and a COR (Class of Restriction) that defines what the user of that extension or trunk can or cannot do. The system can have up to 50 of each, although most companies use only a few.

To help you answer questions from users who may be having problems with the system, you may want to record a brief description of the most common COSs and CORs. For example, COS 1 might mean, "Allows only local calls," and COR 10 might be, "No long distance calls after 6 PM." Your communications department can give you the required details.

<b>COS</b>	<b>COS NAME</b>	<b>ALLOWS...</b>

<b>COR</b>	<b>COR NAME</b>	<b>RESTRICTS...</b>

## Console Screen Abbreviations

---

Abb.	Meaning
ABS	Attendant Absent
ACK	Acknowledged
ASGND	Assigned
ATTN	Attendant
AUTO-ANS	Auto Answer Call
AVAIL	Available
BAD TRK	Invalid Trunk Number
BR	Baud Rate
CBA/CBU	Call Block Affected/ Unaffected
CDE	Customer Data Entry
CFNA	Call Forward No Answer
CLASS RST	Class Restricted
CONNECTED	Advanced Dataline Connected
COR	Class of Restriction
COS	Class of Service
C/W	Calls Waiting
DEP	Department (Phone Book)
DISCNCT	Dataline Disconnected
FL/FLO	Flash Message
DND	Do Not Disturb
FTR ACT	Feature Activated
FTR CNCLD	Feature Canceled
FTR DISLD	Feature Code Disallowed
FTR DENY	Feature Not allowed

Abb.	Meaning
MONITOR	Room Monitoring Active
MODEM OOS	Modem Out of Service
MONITOR	Room Monitoring Active
MSG	Message
MSW	Message Waiting
MTCE	Maintenance
N	Network Trunk letter—e.g., MSDN/DPNSS2
NIGHT 1/2	Night Service mode 1 or 2
NOT ASSGND	Not Assigned
NOT AVAIL	Not Available
NOT CLN	Not Clean
NOT READY	Advanced Dataline Not Ready
OCC	Occupied
OP1/2/3	Call Restriction Option
OUT OF SV	Out of Service
PR	Priority Message
PSW	Password
RCL	Recall
REG	Register
RES	Reserved
RET TO SERV	Return to Service
RLS	Release
RQST DENY	Request Denied
RTN	Routine Message

<b>Abb.</b>	<b>Meaning</b>
IMM	Immediate Message
INVALID	Invalid Dialing
IC FAIL	Interconnect Failure
LOC	Local Calls Only or Location (Phone Book)
LD	Long Distance
LDN	Listed Directory Number
MDM CALL	Modem Call
MNTR BUSY	Room Monitored Busy
MODEM BSY	Modem Busy
MODEM OOS	Modem Out of Service

<b>Abb.</b>	<b>Meaning</b>
RTS	Return to Service
SER	Serial
SMDA	Station Message Detail Accounting
SRC	Source
T	Trunk Letter
TRK DENY	Trunk Access Denied
TONE EXP	Tone Timer Expired
UNASSGND	Unassigned Number
UPD	Update
VAC	Vacant

## System Messages for *SUPERSET* Display Telephones

---

The following default messages can appear on all *SUPERSET* telephones equipped with displays.

Message Number	Message
01	IN MEETING
02	OUT OF TOWN
03	ON VACATION
04	OUT ON A CALL
05	OUT TO LUNCH
06	GONE FOR THE DAY
07	GONE HOME
08	IN TOMORROW
09	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

Authorized *SUPERSET* users can change these messages and program seven more for system-wide use. Keep a record of any changes and additions.

For instructions on setting these messages from the console, see *Setting and Clearing Advisory Messages* on page 51.



## Glossary

---

### **BUSY-OUT**

A feature allowing you to make a line or equipment indicate busy to an incoming call. In effect, you take the line or equipment out of service until it can be repaired or tested.

### **CAMP-ON**

A feature allowing the system to queue calls directed to a busy extension, and then automatically connect the waiting party when the extension becomes free. The busy extension hears a quick beep to indicate a call is waiting.

### **CENTRAL OFFICE (CO)**

A facility housing the public telephone system and related equipment which provides telephone service for customers in a geographical area.

### **CLASS OF RESTRICTION (COR)**

When the system is programmed, the extensions and trunks are assigned to different Classes of Restriction. A COR controls the outgoing call capabilities of the extension or trunk. For example, an extension can be assigned a COR that prevents it from making outside calls other than with the assistance of the operator.

### **CLASS OF SERVICE (COS)**

When your telephone system is programmed, the extensions are assigned to different Classes of Service. Each class has access to a specific set of features.

### **DISA (DIRECT INWARD SYSTEM ACCESS)**

A feature which allows callers to dial directly into the telephone system and use its features and facilities.

### **HARDWARE**

The physical components of the system.

## **HUNT GROUP**

Extensions assigned to a group with a common (pilot) telephone number as well as their own personal extension numbers. An incoming call to a hunt group will ring the first available extension.

## **LDN KEYS (LISTED DIRECTORY NUMBER)**

Call-handling keys which allow you to select the sequence in which you answer calls from outside the PABX.

## **PABX (PRIVATE AUTOMATIC BRANCH EXCHANGE)**

Telephone switching system for private use by a company.

## **RECALL**

A call which returns to the console after being transferred to a busy or unanswered extension.

## **SOFTWARE**

The routines, programs, and instructions required to run the system.

## **TRUNK**

A trunk (outside line) is the external communications link between two switching systems. This link can be between one or more telephone systems (PABXs) or the PABX and Central Office equipment.





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