

SX-50[®]

AUXILIARY ATTENDANT
REFERENCE
CARD

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GENERAL INFORMATION

The SX-50™ System allows a *SUPERSET 4™* position to be programmed as an enhanced sub-attendant position. The speed call keys on the set can be programmed to act as appearances of the attendant console function keys.

FOR MORE INFORMATION

This card gives brief instructions on the operation of a *SUPERSET 4* telephone as an Auxiliary Attendant.

For more details on the operation of the Auxiliary Attendant, See Chapter 5 of the Attendant Console User Guide, P/N9104-953-101-NA. For more details on the operation of the *SUPERSET 4* telephone see the User Guide P/N9174-953-003-NA.

ATTENDANT FUNCTION KEYS

The following functions may be programmed on the speed dial keys of the *SUPERSET 4* Auxiliary Attendant: Dial 0, Do Not Disturb, Recall, Hold 1, Hold 2, Hold 3, LDN 1, LDN 2, LDN 3, Message Register, Night Service, Overflow and Message Waiting.

Most Attendant Function Access Codes can also be invoked from the Auxiliary Attendant Position. To access the function:

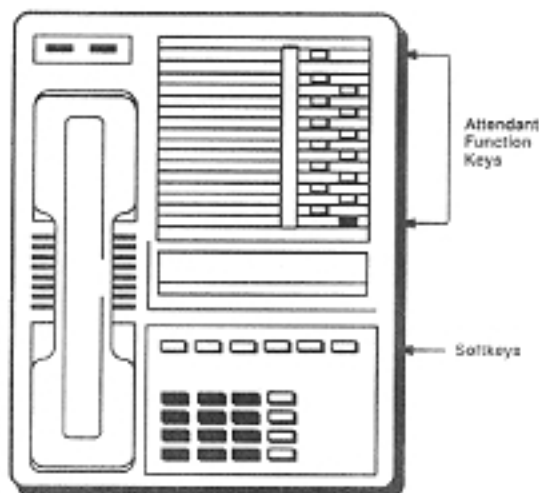
- **Press ***
- **Dial the access code**

Some of the available access codes are listed below. See the Attendant Console Guide for more details.

- 13 Identify Alarm and Clear
- 14 Set 12 hour clock
- 15 Set 24 hour clock
- 20 Night Answer Point

- 23 Call Block – on
- 24 Call Block – off
- 73 Message Register Audit
- 80 Set System Date

The *SUPERSET 4* softkeys can be used to provide the Page, Answer, Swap, Cancel and Release console functions.



The operation of function keys and the softkeys are described in the sections that follow.

To see what is programmed at the speed dial positions:

- **Press DISPLAY**
- **Press the appropriate speed dial key. The LCD display will indicate what is programmed at that position**

ANSWERING A CALL

When the set rings, the LCD display will indicate the call type i.e., Recall, LDN, Dial 0, Intercept. Also, the appropriate indicator beside the function key will flash. For example, if the indicator beside Dial 0 is flashing, an extension user has called the operator by dialing 0. The LCD on the *SUPERSET 4* telephone will read DIAL 0. If a call on a dial in trunk reached an illegal number and the Auxiliary Attendant is the intercept point the display will read Intercept.

To answer the call, press the appropriate function key (for selective answering) or press the answer (ANS) softkey. If the call is answered with the ANS softkey, the call that has been waiting the longest will be answered first. When a call is answered on LDN, DIAL 0 or RECALL, it is transferred to the Prime Line leaving room for more incoming calls. The prime line, however, will be busy.

RECEIVING A CALL WHEN BUSY

If the Auxiliary Attendant is on a call when a new call is received, the attendant will hear NEW CALL TONE, a single burst of ringing.

TRANSFERRING A CALL

After a call has been answered, to transfer to another extension:

- Press TRANS/CONF
- Dial the destination number
- Press RELEASE or replace the handset

ANNOUNCING A CALL

To introduce the caller before transferring the call:

- Press TRANS/CONF
- Dial the destination number
- Wait for the destination to answer
- Introduce the caller

To connect the caller to the extension press RELEASE or replace the handset. If the extension user does not wish to take the call, press CANCEL to reconnect to the caller.

If the extension is busy or there is no answer:

- Press CANCEL to be reconnected to the call or
- Press RELEASE to camp-on the caller to the extension

If the caller is not answered by the extension within a programmed period of time, the call will return to the auxiliary attendant as a recall.

MESSAGE WAITING

This function key allows you to set or clear Message Waiting indication on any phone within the system. To set Message Waiting on extension without calling the extension:

- Press MSG WAITING function key
- Dial the extension number
- Press ON/OFF softkey to turn ON/OFF MSG WAITING
- Press EXIT to return to normal operation

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RECALLS

The LCD display will show RECALL for a call that is returning from an extension because of a busy or no answer condition or for a call that has been on hold too long.

To answer the call:

- Press the ANS softkey or press the associated function key (RECALL) or (Hold)

After the call has been answered, the display will change to indicate that the extension was either busy or that there was no answer.

HOLD AND RETRIEVE

To place a call on hold, use one of the unused Hold function keys. (There can be up to three hold positions programmed.) When a call is on hold, the indicator will be displayed as a black square.

When a held call recalls, the associated hold indicator will flash and the display will show RECALL.

To retrieve a call on hold, press the associated function key (i.e., HOLD 1).

DO NOT DISTURB

To set Do Not Disturb on an extension:

- Press DO NOT DISTURB function key
- Dial the desired extension
- Press ON
- Press EXIT

To remove DND, repeat the above procedure but press OFF instead.

If the attendant reaches an extension with DND activated, there will be an interrupted dial tone with NO DISTB showing on the display. If the OVERRIDE softkey appears, the attendant has the option of overriding the Do Not Disturb state.

MESSAGE REGISTRATION

To show the accumulated call units made by an extension:

- Press the MSG REG function key
- Enter the desired extension number

The display will show the extension number followed by the number of units.

To clear the register:

- Dial 0

To prevent an extension from making further calls:

- Dial 9 (enables Restrictive Station Control)
- Press EXIT

NIGHT SERVICE

To activate night service:

- Press the NIGHT SERVICE function key

The display shows NIGHT and incoming calls will now ring at the night answer point. Pressing the same function key again will put the system back into day service.

OVERFLOW

To temporarily divert calls to an alternate answering point:

- Press OVERFLOW function key

Display will show OVRFL ON. Pressing the same function key again will turn the overflow off.