NEC

i-Series

PC Attendant Console User Guide

92600ATTY3
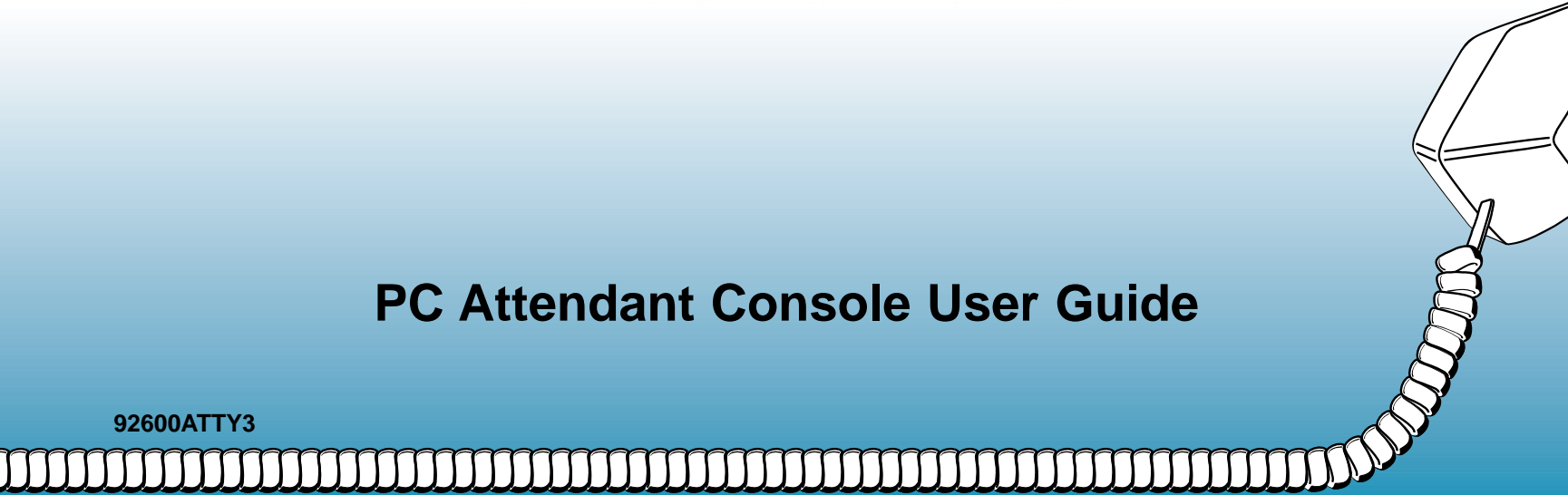
Connecting Your PC Attendant Console

Power Switch
(Turn ON [1] to start console)

Monitor Video

Mouse

Line Cord to DSTU Port

Monitor Power

AC Power
(Dedicated Outlet)

Keyboard

Memo Plug
(*Must* be installed)

Handset

175 - 44Z
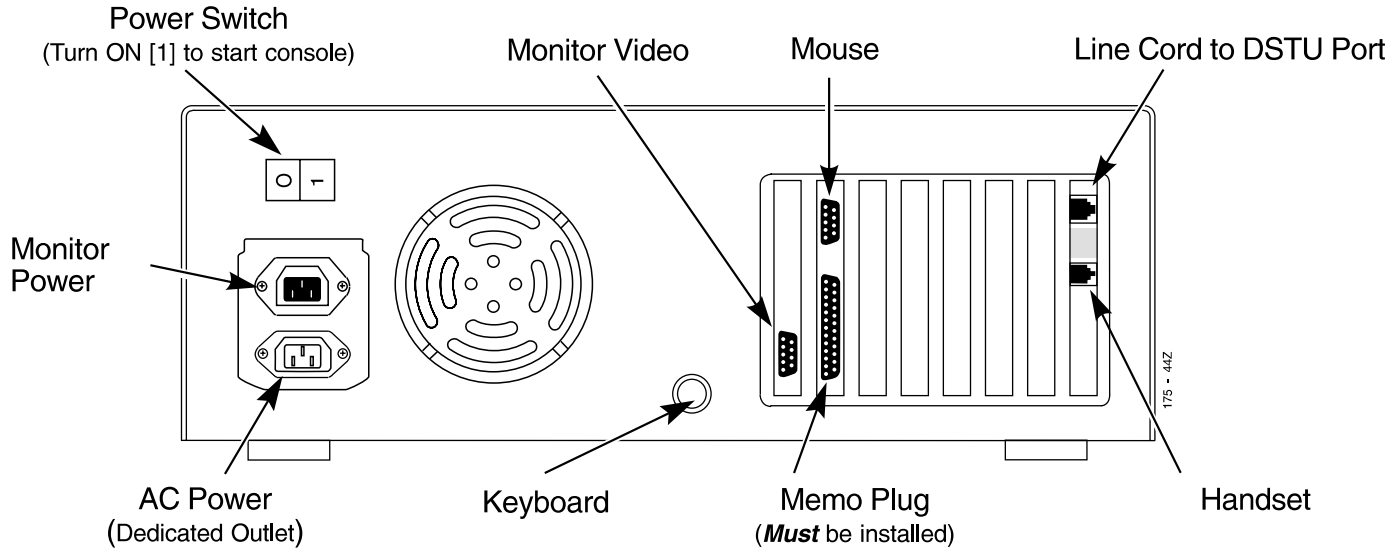
Note: See inside back cover for telephone system programming details.

Table of Contents

Table of Contents (cont'd)

Programming Notes (Inside Back Cover)

Understanding the PC Attendant Console Layout

Menu Bar
Use the Menu Bar to set the console's options. See *Directory Setup* and *Using Function Keys* sections along with *Using the Menu Bar* later in this section for more.

Status Window
Look at the Status Window to find out important information about your call.

Loop Keys
Loop Keys display your new calls, calls on Hold and Parked calls. See *Loop Keys* in *The Basics* section for more.
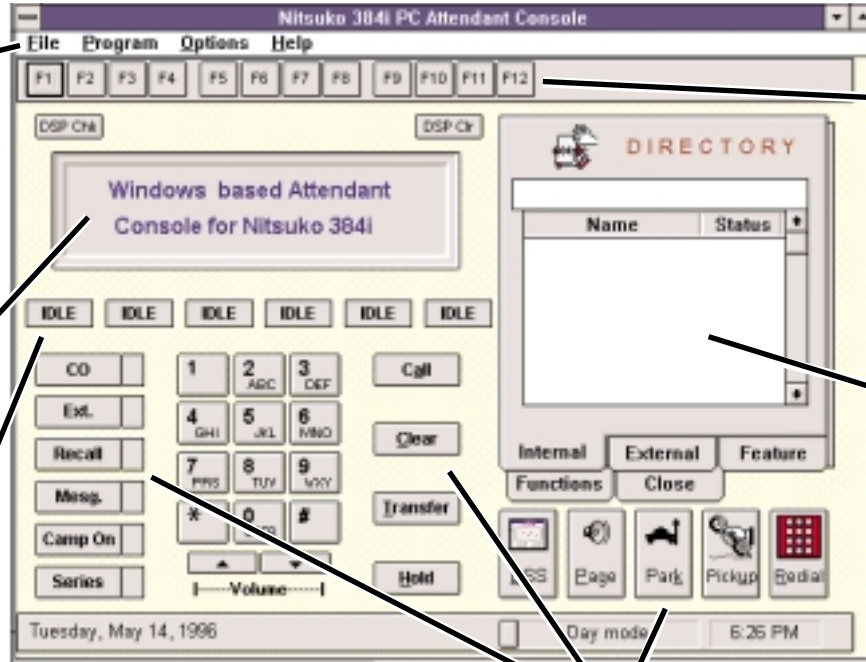
Function Keys
Function Keys give you one-touch access to your choice of features.

See the *Using Function Keys* section for more.

Directory
Use the Directory for quick access to:
● Internal extensions (i.e., co-workers)
● External (Speed Dial) numbers
● Selected Features
● Programmable Keys (Functions)

See the *Directory Setup* section for more.

Dial Pad and Volume Controls
Directly dial number from the dial pad – and use Volume Control to adjust your speaker's volume. See *Dialing Numbers* and *Volume Controls* later in this section for more.

Feature Keys
Feature Keys give you quick access to the most common call processing features. See *Selecting a Feature Key* later on in this section for more.

1

Using the Feature Keys and Dial Pad

Selecting Feature Keys with the Mouse

Choosing a Feature Key is as easy as clicking the mouse.

To Page into Internal Paging Zone 1:

1. Click on [Page]

Selecting Feature Keys from the Keyboard

If you are a touch typist, quickly select a feature key by typing the underlined letter in the keys name.

To page into Internal Paging Zone 1:
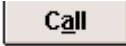
1. Type **P** for [Page]

Dialing Numbers with the Mouse

You can dial numbers (such as extension numbers and feature codes) by clicking on the dial pad.

To dial extension 302 with the mouse:

1. Click [Call] then [3] [0] [2].
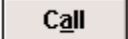
   Your call will either ring or voice-announce extension 302.

Dialing Numbers from the Keyboard

If you are familiar with touch typing or data entry, you may find that entering numbers is easier from the keyboard or numeric keypad rather than the dial pad. The number keys along the top row of the keyboard are always active. The numeric keypad is active only after you press **NUM LOCK**.

To dial extension 302 from the keyboard:

1. Type A (for [Call]) then **3 0 2**.

   Your call will either ring or voice-announce extension 302.

2

Using the Feature Keys

How to Use Each Feature Key

For more on each of the features listed below, refer to *The Basics* and the *Advanced Features* sections. When a key is highlighted (active), just press **Enter** to select it.

For answering outside (CO) calls. When active, this key also shows the total number of ringing CO calls. The total includes the ringing call *plus* those "stacked up" (i.e., waiting in queue) behind it. For example, the example at left (**1**) shows that there is only one call ringing – with none in queue behind it.
See also: Outside Calls in *The Basics*
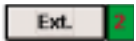
For answering Intercom calls. When active, this key also shows the total number of ringing Intercom calls. The total includes the ringing call *plus* those "stacked up" (i.e., waiting in queue) behind it. For example, the example at left (**2**) shows that there is one ringing call and another waiting in queue behind it.
See also: Intercom in *The Basics*

This key lest you answer Hold, Transfer and Park recalls. These are calls you processed that were not picked up by your co-workers. When active, this key also shows the total number of calls recalling. The total includes the ringing call *plus* those "stacked up" (i.e., waiting in queue) behind it. For example, the example at left (**2**) shows that there is one call recalling and another recall waiting in queue behind it.
See also: Hold and Transfer in *The Basics*; Park in *Advanced Features*

Allows you to leave and retrieve Messages Waiting through the Message Pad. Click on this key to pop up the Message Pad. When active, this key also shows the number of messages you left at an extension.
See also: Message Waiting in *Advanced Features*

3

Using the Feature Keys

How to Use Each Feature Key (cont'd)

Camp On — With this key, place and answer Camp On requests at busy extensions and trunks.
See also: Camp On in ***Advanced Features***

Series — Make a Department Step Call.
See also: Department Step Calling in **Advanced Features**

Call — Provides Intercom dial tone for dialing co-workers, features and outside lines. Selecting this key automatically selects the first available **Loop Key**. Typing **+** on the numeric keypad is the same as pressing **Call**.

Clear — Cancels your current action and returns the console to the idle mode. For example, if you select **Call** for Intercom dial tone, you can select **Clear** to return to idle without making a call. Typing **-** on the numeric keypad is the same as pressing **Clear**.

Transfer — One of your most important call processing keys, use **Transfer** along with **Call** to transfer (extend) calls to co-workers.
See also: Transfer in ***The Basics***.

Hold — Any time you want to put a call in a temporary waiting state, select **Hold**. This places your active call on Hold at the first available loop key.
See also: Hold in ***The Basics.***

Volume — Use the **Volume** keys to adjust the volume in your headset receiver. Click ▲ to increase the volume; click ▼ to decrease the volume. The volume you set will say in force until you change it.

DSS — Selecting **DSS** accesses the DSS Console screen. This screen provides you with one-click access to extensions.
See also: Direct Station Selection in ***Advanced Features***.

4

Using the Feature Keys

Using the Directory

How to Use Each Feature Key (cont'd)

 Automatically pages into Paging Zone 1.
See also: Paging in *Advanced Features.*

 Select this key when you want to Park your active call in a system Park Orbit. (Use **Pickup** below to pick up the parked calls.)
See also: Park in *Advanced Features*.

 Used to pick up a call waiting in a Park Orbit. (Use Park above to park the call.)
See also: Park in *Advanced Features*.

 Automatically redials the last outside number you dialed.
See also: Last Number Redial in *Advanced Features*

Using the Directory

The **Directory** provides you access co-workers, outside numbers and features by selecting names instead of dialing codes. For example, to call Pats Pizza, go to the **External Directory**, type *Pats Pizza* and press **Enter**. There is no need to look up the number or dial any digits.

In addition, the Directory lets you program and use up to 21 Programmable Function Keys. Use these keys for one-button access to outside lines, features (such as Park Orbits) and co-workers (via Hotlines).

To find out more about the Directory, go to the *Directory Setup* section later in this guide.

5

The Loop Keys

Function Keys and the Menu Bar

Understanding Loop Keys

IDLE	IDLE	IDLE	IDLE	IDLE	IDLE

The six **Loop Keys** provide a visual indication of the calls you process. For example, if your console is idle and you answer an outside call, it uses loop key 1. If you place the call on Hold and answer a second call, the second call uses loop key 2. (The first call goes on Hold on loop key 1.)

Your console selects loop keys from left to right. For example, if you have calls on loop keys 2 and 3 and you answer a third call, it uses loop key 1 (provided it was available). A third call you answer uses loop key 3.

The Loop Keys also show you the status of each call:

|		
HOLD	—	The loop key call is on Hold.
RECALL	—	The loop key call is recalling your console.
LIVE	—	The loop key call is your current active call.
TxFER	—	You have transferred this loop key call to a co-worker.

Using Function Keys

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12

Assign **Function Keys** to give you one-button access to features not normally on your console. If you find, for example, that you are frequently dialing up an External Paging Zone in your warehouse, program a function key for that feature. Instead of selection **Call** and dialing the zone's code, just press the key. *See also*: *Using the Function Keys* later in this guide.

Accessing Options Through Menus

—				Nitsuko
<u>F</u>ile	<u>P</u>rogram	<u>O</u>ptions	<u>H</u>elp	
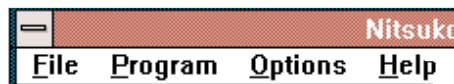
Use the menus to select additional console functions. Menus permit you to program the Directory, Feature Codes, Function Keys and additional System Options.

In this guide, selecting options off the menus uses the syntax **Menu ⇨ Option ⇨ Option.** For example, **Program ⇨ Function Keys ⇨ F1** means choose *Function Keys* from the *Program* menu and press *F1*.

6

Understanding the System Programming Screen

Setting the System Programming Screen Options

Use the System Programming Screen to change selected options for your console, including:

- **Attendant Extension Number**
  This is the extension number of your console. Normally, your console connects to port 1 and uses extension 301. If your console uses a different port — or your system has revised extension numbering — you'll have to change this number.

- **Attendant Ringing Frequency**
  Calls ring your console at this frequency (defaulted to 488 Hz). For calls to ring at a higher pitch, increase this number (e.g., 600 Hz). For calls to ring at a lower pitch, decrease this number (e.g., 300 Hz).

- **Dialing Pause Time (mS)**
  If you program a pause in a dial string (by entering ,), the system waits this interval before outdialing the digits after the pause. The default is 500 mS (.5 second). Enter a larger number (e.g., 1000 = 1 second) to increase the pause; a smaller number to decrease the pause (e.g., 250 = 1/4 second).

- **Page Dial String**
  When you select the Page key to make a paging announcement, the console selects the zone based on the codes entered in this field. The default entry is +,8011 (page internal zone 1). You can change the entry to any other internal, external or combined paging zone. Refer to *Using Function Keys* for more on entering dial strings.

- **Idle Display Message**
  Use these fields to enter the message your console displays when it is idle. Enter any message you choose (up to 35 characters).

- **Balloon Help**
  Balloon Help is available for the function keys and feature keys (except for DSS, Page, Park, Pickup and Redial). When you place the mouse cursor above the key, the key's function displays in the window just to the right of **F12**. You can selectively enable Balloon Help for function keys, feature keys or both.

To set the System Programming options:
1. **Program ⇨ System**
2. Select the field you want to modify and change the data.

3. Select [OK] when you are done.

7

Setting up the Directories

Understanding the Directories

The console Directory gives you quick access to co-workers, outside lines (Speed Dial), selected features and 21 Programmable Function keys. There are four types of directories:

● **Internal**
The Internal Directory consists of your co-worker's names and extension numbers. You can call a co-worker by typing their name or clicking on their name with the mouse. See *Using the Directories* later in this section for more.

● **External**
Use the External Directory to place outside calls by selecting names instead of dialing manually. This Directory is similar to Speed Dial — except that you dial by name instead of selecting a bin. See *Using the Directories* later in this section for more.

● **Feature**
The Feature Directory lets you implement a feature by selecting its name. For example, you can select *Sales Account Code* from the Feature Directory to automatically enter an Account Code for your call. See *Using the Directories* later in this section for more.

● **Functions**
The Functions Directory provides 21 Programmable Keys (just like the keys on a keyset). Initially, all these keys are undefined, but you can assign them to many other functions. See *Using the Directories* later in this section for more.

Directory Setup

Setting up the Internal Directory

To access the Internal Directory programming screen:
1. **Program ⇨ Internal Directory**. You see:
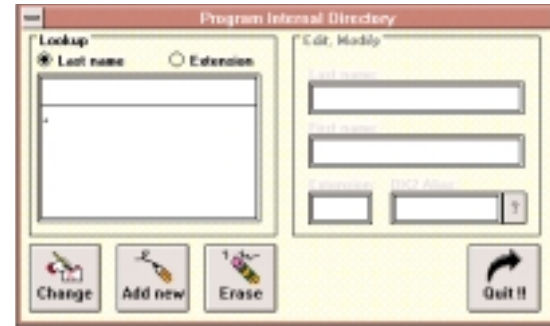
To add a new entry to the Internal Directory:

1. Select .

The cursor automatically advances to the Last Name field in the Edit, Modify window.
2. In the *Last Name* field, type in your co-worker's last name.
3. Press **Tab** and type your co-worker's first name in the *First Name* field.

9

Setting up the Directories (cont'd)

Setting up the Internal Directory (cont'd)

4. Press **Tab** and type your co-worker's extension number in the *Extension* field.
5. Double-click in the *Key Number* field and enter the DSS key number for your co-worker's extension.
    > *This entry **must** agree with the data in Program 1103 for your console. Refer to Programming Notes on the inside back cover of this guide for more.*
5. Click on **?** to the right of the *DX2 Alias* field to start the automatic setup routine.
    > *You phone system will automatically set up a communications link with the extension you are programming.*
6. After the setup completes, save your entry.
    > *You return to Internal Directory Programming.*

To change an existing entry in the Internal Directory:

1. Select the extension you want to change in the *Lookup* field.

2. Select [Change] .

    > *The cursor automatically advances to the Last Name field in the Edit, Modify window.*
3. Change the *Last Name*, *First Name*, *Extension* and *DX2 Alias* fields as required.

4. Select [Save] to save your entry.

    > *You return to the Internal Directory Programming Screen.*

To erase an existing entry in the Internal Directory:

1. Select the extension you want to erase in the *Lookup* field.

2. Select [Erase] .

    > *The console deletes the entry from the Lookup field.*

To change the way the *Lookup* field displays:

1. Click the *Last Name* radio button to have extensions display alphabetically by last name.
    OR
    Click the *Extension* radio button to have extensions display numerically (lowest number first).

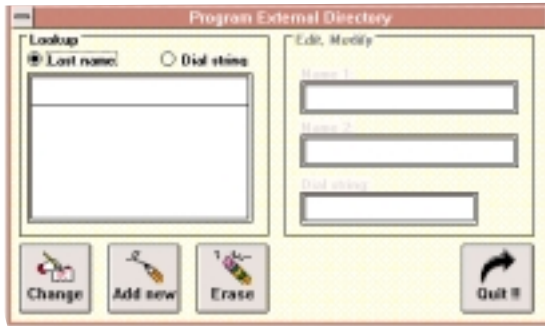### The quit the screen you are in without making any additional changes:

1. Select [Quit ▦] or [Cancel] (depending on the screen).

10

Setting up the Directories (cont'd)

Setting up the External Directory

To access the External Directory programming screen:

1. **Program ➪ External Directory**. You see:

To add a new entry to the External Directory:

1. Select [Add new] .

    The cursor automatically advances to the Last Name field in the Edit, Modify window.

2. In the *Name 1* field, type in the name of the party you want to call.

3. Press **Tab** and type the second part of the parties name (if any) in the *Name 2* field.

4. Press **Tab.** In the *Dial String* field, type the dial string that will access the party you want to call.

    *For example, entering +912039265400 will access an outside line and dial 1 203 926 5400. In most cases, you'll want to include the outside line access code in the dial string. For more on the dial strings you can enter, refer to **Feature Dial Strings** in the Using Function Keys section.*

5. Select [Save] to save your entry.

    You return to the External Directory Programming Screen.

To change an existing entry in the External Directory:

1. Select the name you want to change in the *Lookup* field.

2. Select [Change] .

    The cursor automatically advances to the Name 1 field in the Edit, Modify window.

3. Change the *Name 1*, *Name 2*, and *Dial String* fields as required.

Setting up the Directories (cont'd)

Setting up the External Directory (cont'd)

4. Select to save your entry.

> *You return External Directory Programming.*

To erase an existing entry in the External Directory:

1. Select the entry you want to erase in the *Lookup* field.

2. Select .

> *The console deletes the entry from the Lookup field.*

To change the way the *Lookup* field displays:

1. Click the *Last Name* radio button to have entries display alphabetically.
> OR
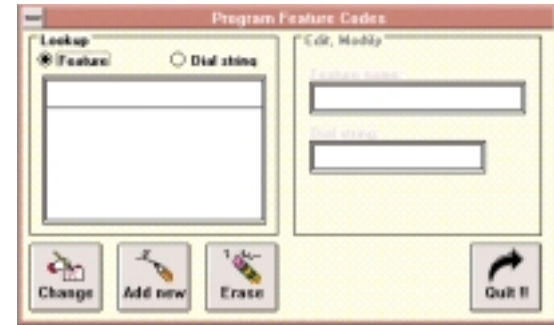> Click the *Dial String* radio button to have entries display numerically in ascending order.

The quit the screen you are in without making any additional changes:

1. Select or (depending on the screen).

Setting up the Feature Directory

To access the Feature Directory programming screen:

1. **Program ⇨ Feature Codes**. You see:

To add a new entry to the Feature Directory:

1. Select .

> *The cursor automatically advances to the Feature Name field in the Edit, Modify window.*

2. In the *Feature* field, type in the name of the feature you want to program.

12

Setting up the Directories (cont'd)

Setting up the Feature Directory (cont'd)

4. Press **Tab.** In the *Dial String* field, type the dial string that will access the feature.

> *For example, to enter Account Code 88531, enter *88531*. For more on the dial strings you can enter, refer to **Feature Dial Strings** in the Using Function Keys section.*

5. Select ![Save] to save your entry.

> *You return to the Feature Directory Programming Screen.*

To change an existing entry in the Feature Directory:

1. Select the feature's name in the *Lookup* field.

2. Select ![Change] .

> *The cursor automatically advances to the Feature Name field in the Edit, Modify window.*

3. Change the *Feature Name* and *Dial String* fields as required.

4. Select ![Save] to save your entry.

> *You return to Feature Directory Programming.*

To erase an existing entry in the Feature Directory:

1. Select the entry you want to erase in the *Lookup* field.

2. Select ![Erase] .

> *The console deletes the entry from the Lookup field.*

To change the way the *Lookup* field displays:

1. Click the *Feature* radio button to have entries display alphabetically.

> OR

Click the *Dial String* radio button to have entries display numerically in ascending order.

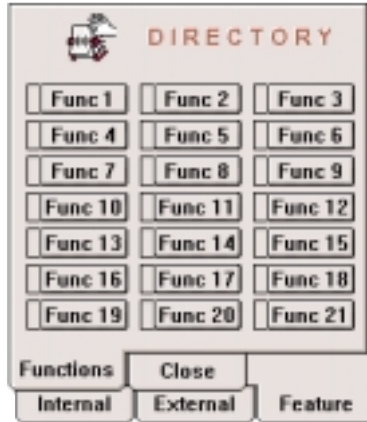### The quit the screen you are in without making any additional changes:

1. Select ![Quit] or ![Cancel] (depending on the screen).

13

Directory Setup

Unders **Setting up the Directories (cont'd)** Layout

Setting up the Functions Directory

To set up the Programmable Keys in the Functions Directory:

1. Click on **Functions** to make the Functions Directory active. You see:


1. **Call** + **8** . **5** . **1** .

2. Click on the Function Key (Func 1-21) you want to program.

3. Enter Programmable Key Code from the table on the next page.
   For example, to assign a key for Conference, enter code 1016.
   You hear confirmation tone.

4. **Clear** .

To assign text names to your Programmable Keys.

1. Place the **mouse cursor** over the Programmable Key to which you want to assign a name.

2. Press the **right mouse** button. You see:
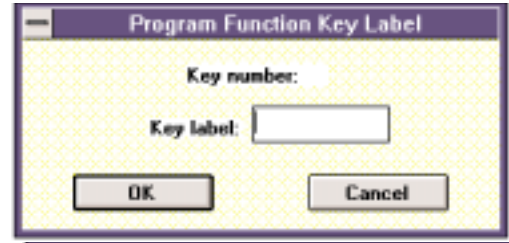
3. Enter the key name (up to 6 alphanumeric characters).

4. **OK** .

14

Setting up the Functions Directory (cont'd)

To check the functions of your Programmable Keys:

1. DSP Chk .

2. Place the **mouse cursor** over the Programmable Key you want to check.

3. Press the **left mouse** button.
   The programmed function displays.

4. DSP Clr when you are done checking.

   Your console returns to idle.

Programmable Key Codes

The following table provides the Programmable Key Codes for your console. The left column lists the features alphabetically, with the corresponding key code in the right column. Ask your communications manager if you have questions about any of the features.

Feature	Key Code
Barge In	1019
Call Forwarding/DND Override	1022
Clear Key Function	0000 (Sets key as undefined)
Conference	1016
Hotline	1058 + Destination extension
Outside Calls	0001-0128 (Setting up line keys)
Outside Trunk Groups	1012 + Trunk Group (1-9, 01-99 or 001-128)
Paging, External	1004 + Zone (1-8)
Paging, Internal	1006 + Zone (1-9 or 01-64)
	1076 (All Call)
Park	1033 + Orbit (1-9 or 01-64)
Repeat Redial	1075
Voice Mail	1059 (Calling your mailbox or leaving a message)
	1060 (Using Voice Mail Record)

15

Directory Setup

Using the Directories

Selecting a Directory

You can select a directory any time while on a call by clicking with the mouse or using a "Hot Key" combination.

To select a directory with the mouse:
1. Click on the directory's tab (i.e., **Internal**, **External, Feature** or **Functions**).
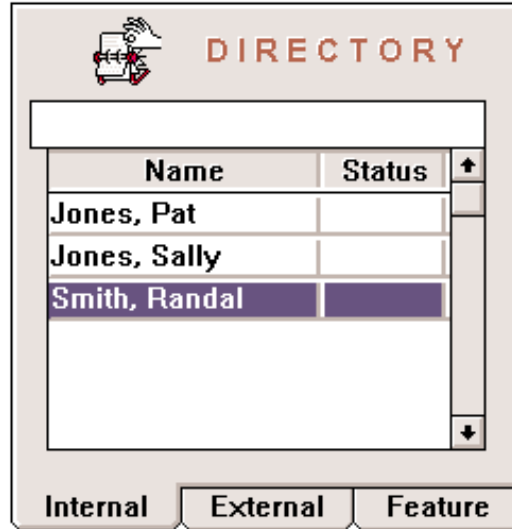   *The directory activates.*

To select a directory by using a "Hot Key":
1. Type **Ctrl I** to select the Intercom Directory.
        OR
   Type **Ctrl E** to select the External Directory.
        OR
   Type **Ctrl F** to select the Feature Directory.
        The directory activates. There is no "Hot Key" available for the Functions Directory.

Choosing a Directory Entry

You can choose a directory entry once you select the directory. There are two methods for choosing an entry:
● Double click the entry/key with the mouse.
● Type the entry name (except for Functions).

To choose an entry with the mouse:
1. Place the mouse cursor over the entry.
2. Double click the left mouse button.

To choose a directory entry by typing the entry name (except for Functions):
1. After selecting the directory, begin typing the name.
2. As soon as the console highlights the name in the directory, press **Enter**.

An Example

To Transfer an outside call to Randal Smith:
1. Place or answer an outside call.
2. Type: Ctrl I S Enter T.
        This activates the Intercom Directory, chooses the Randal Smith entry and then extends the call.

16

How to Use the Function Keys

Your console lets you use the function keys on your keyboard for one-touch access to features. There are 12 function keys along the top of the screen (F1-F12) that correspond to the function keys on your keyboard. When you assign a feature to the key on the screen, the system automatically implements the feature when you press the corresponding keyboard function key. There are two types of features you can assign to a function key:

- Permanent features already available when you first installed your console.
- Any features you may want to add that are available as dial system strings.

Permanent Features

In the following table, the left column lists the permanent features you can assign. The right column lists the corresponding action.
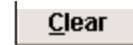
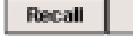| Pressing this Function Key	Is the same as
Call Key	Selecting [Call]
Camp On Key	Selecting [Camp On]
Clear Key	Selecting [Clear]
CO Key	(Not currently used)
Day Mode	Activating the *Day* Night Service Mode
Empty	Undefining a function key
Ext Key	Selecting [Ext.]
Hold Key	Selecting [Hold]
Loop 1 -6 Key	Selecting the corresponding [IDLE]
Message Key	Selecting [Mesg.]
Midnight Mode	Activating the *Midnight* Night Service Mode
Night Mode	Activating the *Night* Night Service Mode
Open External Directory	Selecting the **External Directory**
Open Feature Directory	Selecting the **Feature Directory**
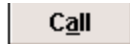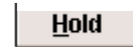
17

Permanent Features (cont'd)

Permanent Features (cont'd)

Pressing this Function Key	Is the same as
Open Internal Directory	Selecting the **Internal Directory**
Recall Key	Selecting Recall
Rest Mode	Activating the *Rest* Night Service Mode
Series Key	Selecting Series
Transfer Key	Selecting Transfer
Volume Up & Volume Down	Selecting ▲ ▼ Volume

Feature Dial Strings

The following table provides the feature dial strings that you can assign to function keys. The left column lists the feature alphabetically. The right column shows the corresponding dial string.

Feature Dial Strings

Feature	Dial String
–	Hang up
+	Go off hook (like selecting CALL)
,	Pause (wait the pause time)
Account Code	* + Code (1-8 digits) + *
Alarm	827 + 1 or 2 + Time (24 hr.)
Call Forwarding	* 2 + Type (2 = Busy or RNA, 4 = Immed., 6 = RNA, 7 = Immed. Simult., 0 = Cancel) + Dest. + Condition (2 = All Calls, 3 = Outside Calls Only)
Callback/Trunk Queuing	870 (Canceling)
Directed Call Pickup	* * + Extension
Do Not Disturb	847 + 0 (Cancel), 1 (Outside calls), 2 (Outside calls and transfers), 3 (Intercom and outside calls), or 4 (Call Forwards)
Forced Trunk Disconnect	* 3
Group Call Pickup	* # (Pick up a call in your group) 868 + 1-9 or 01-64 (Pick up a call in another group) 869 (Pick up a call in another group)

Feature Dial Strings (cont'd)

Feature	Dial String
Hold, Group	832 (Place call on Group Hold)
	862 (Pickup call on Group Hold)
Last Number Redial	876 (Clearing Last Number Redial)
Message Waiting	873 (Canceling all Messages Waiting)
Night Service	818 + Pswd (0000) + Mode # (0 = Day, 1 = Night, 2 = Midnight, 3 = Rest, 4 = Day 2, 5 = Night 2, 5 = Midnight 2, 6 = Rest 2)
Outside Calls	#9 + Line number (001-192) for a specific line
	804 + Trk grp (1-9, 01-99, 001-128)
	9 (ARS or Trunk Group Routing)
Paging, Combined	*1 + Zone (0, 1-8)
Paging, External	803 + Zone (0, 1-8)
Paging, Internal	801 + Zone (0 or 00, 1-9 or 01-64)
Selec. Display Msg	*43 + Message (01-20)
Time and Date	828 + Pswd (0000) + Year + Month + Day + Day of week (0-6) + Hour + Minutes
Voice Mail	Master Number

Assigning Function Keys

There are three steps in assigning features to function keys:
- Define the feature code (skip this step if you are using one of the permanent features)
- Assign the code to a specific key.
- Select an icon for the function key.

To define a feature code:

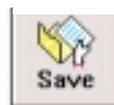1. **Program ⇨ Feature Codes ⇨** Select Add new

2. Type in the feature name and code (dial string). For example, to have a feature code page internal zone 1:
   + 801 1
   (+ = Go off hook, 801 = Internal Paging, 1 = Zone 1)
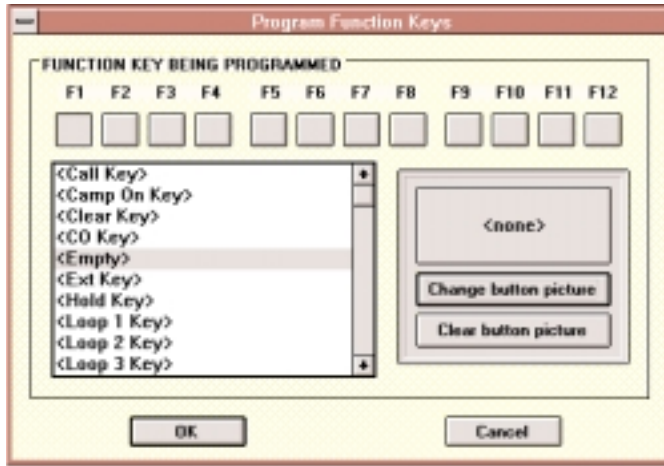   *For help on entering feature codes, refer to Directory Setup earlier in this guide.*

3. Select Save

19

Assigning Function Keys (cont'd)

Assigning Function Keys (cont'd)

To assign a feature code to a function key:

1. **Program ➭ Function Keys**. You see:

2. Click on the function key you want to assign (F1-F12).
3. From the *Permanent Features and Feature Dial Strings* scroll list, select the feature you want to assign to the function key.
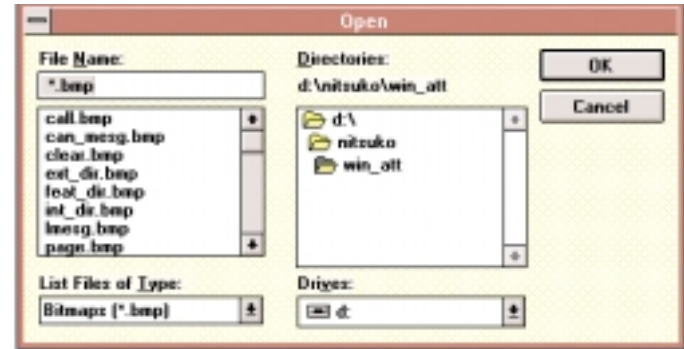   *To clear the key, select <Empty> instead.*
   Go to To Select an Icon on the next page.

To select an icon for the function key:

1. Select ⬚ Change button picture ⬚ . You see:

   To remove an icon from a key, select Clear Button Picture instead.

2. From the *File Name* scroll list, select an icon file for the key.
   The file names in the list correspond to the features you assign. For example, for the Account Code feature choose the file account.bmp.

3. Select ⬚ **OK** ⬚ twice.

   The feature and corresponding icon are assigned to the function key.

20

Outside Calls

Answering Outside Calls

Outside calls directly ringing your console activate your **CO** key. Outside calls transferred to you by a co-worker ring your console and activate your **Recall** key.

To answer an outside call directly ringing your console:

1. When you see: **CO 1** , press **Enter**.

> *Your display shows . . .*
> *Before answer: **Incoming call from ... LINE nnn***
> *After answer: **LINE nnn ANSWERED***
>
> *You automatically answer the call and it switches to the first available loop key. To answer calls out of order, click with the mouse.*

To answer a transferred call ringing your console.

1. When you see: **Recall 1** , press **Enter**.

> *Your display shows . . .*
> *Before answer: **LINE nn TRANSFER<< STA nnn***
> *After answer: **LINE nnn ANSWERED***
>
> *You automatically answer the call and it switches to the first available loop key.*
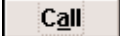
Placing Outside Calls

You can place outside calls by:
- Dialing 9 for ARS or Trunk Group Routing.
- Dialing a code for a specific line.
- Dialing a code to select the first available line in a group.
- Pressing a uniquely programmed function key.
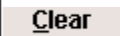- Pressing a Programmable Key set up as a line key (turn back to Directory Setup for more).

To place an outside call:

1. Type **A** to select **Call** .

2. Choose one of the following:
   - Dial **9** for ARS or Trunk Group Routing.
   - Dial **#9** and a line number (001-192) for a specific line.
   - Dial **804** and a group number (001-128) for a line group.
   - Press a function key for a line or line group.

3. Dial the outside number.
   > *You can store outside numbers under function keys.*

Clearing Outside Calls

To hang up on an outside call:

1. Type **C** to select **Clear** .

Intercom Calls

Calling a Co-worker on the Intercom

To call a co-worker:

1. Select | Call | .

2. Type your co-worker's extension number and press **Enter**.

> *Your display shows . . .*
> *Before answer: **Internal call to ... STA nnn***
> *After answer: **Talking to ...   STA nnn***
>
> *If the call voice-announces, your co-worker can speak to you without answering the call. If they lift the handset or press SPK to answer, the call switches to the first available loop key.*
>
> *If the extension you call is busy or doesn't answer, you can dial another extension number without hanging up. Or, you can press a Barge In Programmable key to get through anyway. Turn back to Directory Setup for more.*
>
> *You can also use the Directory to place Intercom calls. Refer to **Directory Setup** later in this guide.*
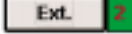
To change the ringing mode of the call you placed:

1. Type **1** before the called party answers.

> *If the call is ringing, this makes it voice-announce. If the call voice-announces, this makes it ring.*

Answering an Intercom Call

To answer an Intercom call:

1. When you hear ringing and see | Ext. | 2 | , press **Enter**.

> *Your display shows . . .*
> *Before answer: **Internal call from ... STA nnn***
> *After answer: **Talking to ...   STA nnn***
>
> *The number to the right of the key shows the number of calls on the key. This includes the active call plus any queued calls waiting in line.*

Clearing Intercom Calls

To hang up on an Intercom call:

1. Type **C** to select | Clear | .

22

Hold

Transfer

Having a Call Wait at Your Phone

Transferring a Call to a Co-Worker

Hold places a call in a temporary waiting state until you can get back to it. Your co-worker's cannot pick up calls you place on Hold.
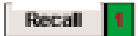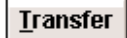
Transfer lets you quickly send the call you are on to a co-worker. You can Transfer both Intercom and outside calls.

To place your call on Hold:

1. Select **Call** .

> *Your call automatically switches to the first available loop key.*
>
> *You can place Intercom calls and outside calls on Hold. You cannot, however, place voice-announced Intercom calls on Hold.*

To retrieve your call from Hold:

1. Click on the loop key.

If you leave a call on Hold too long:

1. You hear ringing and see **Recall 1** .

2. Press **Enter** to answer the recalling held call.

> *You can click with the mouse to answer calls out of order.*

To Transfer your call:

1. Select **Call** and type your co-worker's extension.
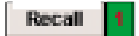
> *To screen the Transfer, wait for your co-worker to respond before going to step 2. To return to the call if your co-worker doesn't want it, select **Clear** instead of going to step 2.*
>
> *You can also use the DSS console screen to Transfer calls. Refer to Direct Station Selection (DSS) in Advanced Features.*

2. Select **Transfer** to complete the Transfer.

If your co-worker doesn't pick up your Transfer:

> *Unanswered Transfers automatically recall to you.*

1. You hear ringing and see **Recall 1** .

2. Press **Enter** to answer the recalling Transfer.

> *You can click with the mouse to answer calls out of order.*

23

Conference

Adding Callers to Your Conversation

Conference lets you add additional inside and outside callers to your conversation. With Conference, you can set up a multiple-party telephone meeting without leaving the office. You can have either four or eight parties maximum per Conference. Depending on your software version, you may be able to have up to 32 parties in the Conference with no restriction within this limit on the number of outside callers.

Note: You must have a Conference Programmable Key for this feature. Turn back to Directory Setup for more on setting up Programmable Keys.

To set up a Conference:

1. Establish an Intercom or outside call.

2. Press your **Conference** Programmable Key.

3. Dial the co-worker you want to add.
   OR
   Set up another outside call.

4. When called party answers, press your **Conference** Programmable Key again.

   You'll hear Intercom dial tone.

5. Repeat steps 3 and 4 to add additional parties.
   OR
   Press your **Conference** Programmable Key again to set up the Conference.

Account Codes

Alarm

Account Codes

Account Codes are codes you enter that help keep track of out-side calls. Your system can have Optional or Forced Account Codes. You can *choose* to enter Optional Account Codes. You *must* enter Forced Account Codes.

To enter an Account Code while on an outside call:

1. [＊] + Account Code (1-16 Digits) + [＊] .

     Your caller cannot hear you dial the codes. You can program the Feature Directory or a function key to automatically dial your Account Code.

To enter an Account Code while placing an outside call:

1. Access outside line for call.

     *Refer to Central Office Calls in **The Basics** for more on accessing a line.*

     *If your system has Forced Account Codes you see: **Enter Account Code**. You must enter an Account Code in step 2 before going to step 3.*

2. [＊] + Account Code (1-16 Digits) + [＊] .

     *To bypass Forced Account Codes, dial ** instead.*

3. Dial number you want to call.

Alarm

You can use your console like an alarm clock to remind you of appointments, meetings or special times of the day. There are two types of alarms.

● Alarm 1 — which sounds only once at the preset time.
● Alarm 2 — which sounds every day at the preset time.

To set the alarm:

1. [Call] + [8] . [2] . [7] .

2. Enter Alarm type ([1] or [2]).
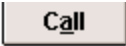
3. Enter the alarm time (24-hour clock).
     For example 2030 is 8:30 PM.
     Your display shows the time you set.
     To cancel an Alarm you already set, enter 9999.
     You can program the Feature Directory or a func-tion key to automatically set or cancel an Alarm.

To silence an alarm that is sounding:

1. [Call] .

Call Forwarding

Call Forwarding

Use Call Forwarding to redirect your calls to another extension. This lets you designate an alternate answering position when you are away from your console. As the attendant, there are four basic types of forwarding that apply to you:

- **Forward when Busy or Not Answered (Type 2)**
  All your calls forward when you are busy on the phone or don't answer and only the destination rings.
- **Forwarding Immediately (Type 4)**
  All calls to you forward immediately and only the destination rings.
- **Forward when Not Answered (Type 6)**
  All your calls forward when you don't answer and only the destination rings.
- **Forward Immediately with Simultaneous Ringing (Type 7)**
  All calls to you forward immediately and both your console and the destination ring.

To forward your calls:

> *You can program the Feature Directory or a function key to automatically set up or cancel Call Forwarding.*

1. **Call** + ***** **2** .

2. Enter a Call Forwarding Type:

2 = Forward when Busy or Not Answered

4 = Forward Immediately

6 = Forward when Not Answered

7 = Forward Immediately with Simultaneous Ringing

0 = Cancel Call Forwarding (then skip to step 5).

3. Enter the destination extension number.
   > *The destination can be a co-worker's extension (all types) or the Voice Mail Master number (except for type 7).*

4. Enter the Call Forwarding Condition:

2 = All Calls

3 = Outside Calls Only

5. **Clear** .
   > *You hear confirmation tone.*
   >
   > *If you call a co-worker who is forwarded, you can press a Call Forwarding Override Programmable Key to get through anyway. Turn back to Directory Setup for more.*

26

Callback

When you call a busy extension, you can leave a Callback request for a return call. You do not have to repeatedly call the extension back, hoping to find it idle. When you leave a Callback:

- The system rings you when the extension becomes idle.
- After you answer the Callback ring, the system then rings the formerly busy extension. (If that extension doesn't answer, the system cancels the Callback.)
- As soon as the other extension answers, the system sets up an Intercom call between you and them.

To place a Callback:

1. Call the busy extension.

2. Enter 2 .

   *You hear confirmation tone and your display shows: **Camp-On Sta nnn***

3. Select Clear

When the busy extension calls you back:

1. Select Recall 2 .

Department Calling

Groups of your co-workers that work closely may be in Department Calling Groups. Department Calling makes it easier for you to send calls into the group. This is because each Department Calling Group has a dedicated pilot number. To get a free group member, just dial the pilot number instead of one of your co-worker's extensions.

Calls into a Department Calling Group can route in two different ways: *Priority Routing* and *Circular Routing*. With Priority Routing, incoming calls route to the highest priority extension in the group first. With Circular Routing, each call rings a new extension.

To call a Department Group:
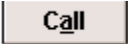
1. Select Call .

2. Enter the Department Calling Group's pilot number.
   You can program the Feature Directory or a function key to automatically dial a Department Calling Group.

27

Department Step Calling Dial Number Preview

Department Step Calling

If you place an Intercom call to a busy Department Calling Group member, Department Step Calling lets you quickly call another member in the same group. You don't have to hang up and place another Intercom call. For example, if you call a co-worker in Customer Service and they're not in, you can easily step to the next representative without even knowing their extension number.

To make a step call:
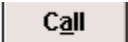
1. Select [**Call**] .

2. Place a call to a busy Department Calling Group member.
   Dial the member's extension number, not the group's pilot number.

3. Select [**#**] .

4. Repeat step 3 to cycle to other members of the group.

Dial Number Preview

Use Dial Number Preview to preview a number in your telephone's display before you dial it out. This helps you avoid dialing errors. For example, if you review the previewed number and find an error, you can cancel the number and re-enter it correctly. Dial Number Preview is available for both outside and Intercom calls.

To use Dial Number Preview to place a call:

1. Select [**⁕**] .

2. Enter the number you want to dial.
3. Select one of the following options:

   [**Call**] to place an Intercom call.

   [**F**] (Line key) to place an outside call.

   If your previewed number contains an access code for an outside line, you can select CALL instead of a function key.

   [**Hold**] to cancel Dial Number Preview.

Direct Station Selection (DSS)

The Direct Station Selection (DSS) Screen

Use the DSS Screen (shown at right) to directly select co-workers from a "virtual console", rather than by using the dial pad or Internal Directory. The DSS Screen also provides a Busy Lamp Field (BLF) for your co-worker's extensions. The color of the DSS key tells you about the phone:

If the key is	The extension is
Green	Talking to you
Red	Busy on a call
Yellow	In Do Not Disturb
Blue	Your previous call

To use the DSS Console screen:

1. Select [DSS] .

   You see the screen at right.

2. Double-click with the mouse on the extension you want to call.

Note: The DSS screen functions the same as the normal console screen — except that you don't have a dial pad or access to the Directories. For example, you can use the DSS screen to transfer by answering the call, double-clicking your co-worker and selecting **Transfer**.
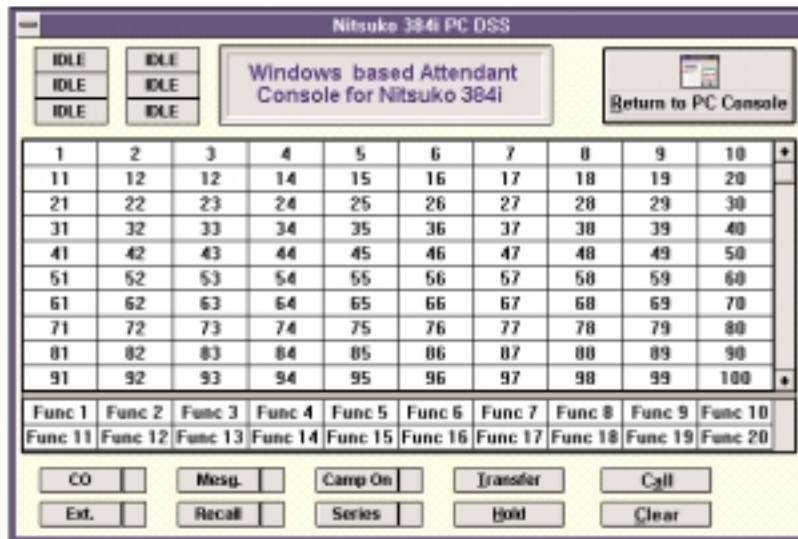
Other DSS Screen Functions

The DSS Screen also has Feature Keys, Loop Keys and Programmable Keys 1-20. These keys work identically to those on the normal console display.

29

Direct Station Selection (DSS) (cont'd)

Using DSS Names

If you prefer, you can have your DSS keys show co-worker's names instead of their extension numbers. You can enter any names you choose (up to 6 characters long) — independent of any assignments made in the Internal Directory.

To assign a name to a DSS key:
1. After selecting the DSS screen, place the mouse cursor over the DSS key you want to change.
2. Click the *right mouse button*. You see:
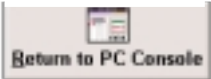
3. In the *Key Label* field, enter the name you want to assign to the DSS key (up to 6 digits long).

4. Select .

> *The DSS screen replaces the co-worker's extension number with the name you just entered.*

Returning to the Console Display

To return to the normal console display:

1. Select .
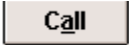
> *You see the normal console display.*

Directed Call Pickup

Do Not Disturb

Directed Call Pickup

Use Directed Call Pickup to intercept (i.e., pick up) a call ringing a co-worker's extension. This includes all types of Intercom and outside calls. If you know which extension is ringing, you can pick up the call.

To intercept a call ringing another extension

1. Select [Call] .

2. Select [*] [*] .

3. Dial the co-worker's extension number.

> *You answer the ringing call. Directed Call Pickup will not answer Transfer and Hold recalls.*

Do Not Disturb

Do Not Disturb blocks incoming incoming calls to your console. As the attendant, you should be very careful how you use this feature. Often, your console is the final answering point for incomplete calls. If you enable DND, these types of calls cannot route to you. However, certain DND options may be useful to you. They are:

- Incoming outside calls blocked (Option 1)
- Incoming Intercom calls and transferred outside calls blocked (Option 2)
- Incoming outside calls and Intercom calls blocked (Option 3)
- Transferred calls blocked (Option 4).

To activate or deactivate Do Not Disturb:

> *You can program the Feature Directory or a function key to automatically set up or cancel DND.*

1. Select [Call] .

2. Select [8] [4] [7] .

> *If you wait longer than 10 seconds before going to the next step, the system automatically enables options 3. If you have already enabled DND, waiting more than 10 seconds before the next step automatically cancels.*

31

Do Not Disturb (cont'd)   Forced Trunk Disconnect

Do Not Disturb (cont'd)

3. Select one of the following:

   1   Incoming outside calls blocked.

   2   Incoming Intercom calls and transferred outside calls blocked.

   3   Incoming outside calls and Intercom calls blocked.

   4   Transferred calls blocked.

   0   Cancel Do Not Disturb.

4. Select   **Clear**   .

   If you can an extension that is in Do Not Disturb, you can press a DND Override Programmable Key to get through anyway. Turn back to Directory Setup for more.

Forced Trunk Disconnect

Forced Trunk Disconnect enables you to disconnect (release) a co-worker's active outside call if you need to use their line. You can then place a call on the released line. Normally, you would only want to do this in an emergency when another line is not available.

> **CAUTION**
> Forced Trunk Disconnect abruptly terminates the active call on the line. You should use this feature only in an emergency when no other lines are available.

To disconnect a busy line:

1. Select   **Call**   .

2. Select   **#**   **9**   and the trunk number (001-192).

   You hear busy tone.

3. Select   **∗**   **3**   .

   You hear confirmation beeps and the system discon-nects the line. You can select the line and place a new call. 32
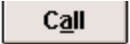
Group Call Pickup

Group Call Pickup

Co-workers that frequently work together may be programmed into a Call Pickup Group. This allows them to easily answer each other's ringing calls. As the attendant, you may be required to answer (i.e., cover) calls into Pickup Groups that go unanswered. Group Call Pickup lets you intercept the following types of calls:

- A call ringing an extension in a Pickup Group in which you are a member.
- A call ringing an extension in a Pickup Group for which you know the number — but you are not a member of it.
- A call ringing an extension in a Pickup Group but you don't know the group's number.
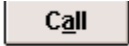
To answer a call ringing another phone in your own Pickup Group:

You can program the Feature Directory or a function key to automatically make a Group Call Pickup.

1. Select   Call   .
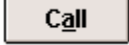
2. Select   *   #   .

To answer a call ringing a phone in another pickup group (if you know the group's number:

You can program the Feature Directory or a function key to automatically make a Group Call Pickup.

1. Select   Call   .

2. Select   8   6   8   + group's number (1-9 or 01-64).

To answer a call ringing a phone in another pickup group (if you don't know the group's number:

You can program the Feature Directory or a function key to automatically make a Group Call Pickup.

1. Select   Call   .

2. Select   8   6   9

Hotline   # Last Number Redial

Hotline (Using Function Keys)

Your console can have Programmable Keys with which you can Hotline co-workers. Hotline gives you one-button calling and Transfer for any extension in your system. It also provides a Busy Lamp Field for the associated Hotline partner.

Your Hotline key is	When your Hotline partner is
Off	Idle (not on the phone)
Red	Busy on a call
Yellow	In Do Not Disturb

To Hotline a co-worker:

1. Select the **Hotline** programmable key.

To Transfer the outside call you are on to a co-worker using Hotline:

1. Place or answer outside call.
2. Select the **Hotline** programmable key.

You can also have functions keys programmed for Hotline operation. Hotline keys use the dial string -+ followed by the extension number (e.g., -+302).

Last Number Redial

Instead of dialing a busy or unanswered outside call again, quickly redial it using Last Number Redial. Last Number Redial stores the last outside call you placed in memory so you can easily recall it. The number stored can be up to 24 digits long, using 0-9, # and *.

To redial your last call:

1. Select ⊞ **Redial** .

The system automatically selects a line from the same group as your original call.

To erase the stored number:

You might want to do this to maintain the security of a number you just dialed.

1. Select **Call** .

2. Select **8** **7** **6** .

You hear confirmation tone.

3. Select **Clear** .

34

Message Waiting

Message Waiting

Don't keep dialing a busy or unanswered co-worker. Leave them a Message Waiting request for a return call instead. The request is a flashing MW lamp at the extension you call and a flashing **Mesg.** key on your console. In addition, your console has a Message Pad that allows you to enter text messages instead of leaving a Message Waiting.

To leave a Message Waiting:
1. Call a co-worker that is busy or doesn't answer.

2. Select **0** **Clear** . (You hear confirmation tone.)

   OR

2. Select **Mesg.** . (You hear confirmation tone.)

   Go to Using the Message Pad on the next page for help on entering text in the pad

To answer a Message Waiting return call:
   You hear ringing and your Mesg. key flashes.
1. Press **Enter**.
   The Message Pad for the extension you answered pops up. Go to Using the Message Pad on the next page for help on retrieving messages from the pad.
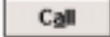
To cancel all your Messages Waiting:
   This includes messages you have left for other extensions and messages others have left for you.

1. Select **Call** .

2. Select **8** **7** **3** .
   You hear confirmation tone and the system cancels all your Messages Waiting.

To cancel Messages Waiting you left at a specific extension:
1. Select **Call** .

2. Select **8** **7** **1** .
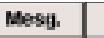3. Dial the number of the extension who's Messages Waiting you want to cancel.
   You hear confirmation tone and the system cancels the Message Waiting at the extension you dialed.

Message Waiting (cont'd)

Using the Message Pad

Use the Message Pad to enter a text message for a co-worker, and then retrieve the text when they call you back.

To call up the Message Pad:
1. After leaving a message,

   select [**Mesg.**] .

2. Click [ ] to select *Leave Messages*.

3. Select *To* and enter the message recipient's name.
4. Select *From* and enter the message sender's name.
5. Select the message area and type in the message.
5. Select *Send and Exit* to save the text message.
     OR
   Exit to quit without saving.

To review the Message Pad entries:
   The Message Pad for your caller may automatically pop up when you answer you Mesg. key.

1. Select an extension from the Internal Directory.
     Refer to the Directory Setup section to learn about the Internal Directory.

2. Select [**Mesg.**] to pop up that extension's Message Pad.

3. Select *Erase* to delete message.
     OR
   Select *Next* to jump to the next message.
     OR
   Select *Exit* to quit the Message Pad.

36
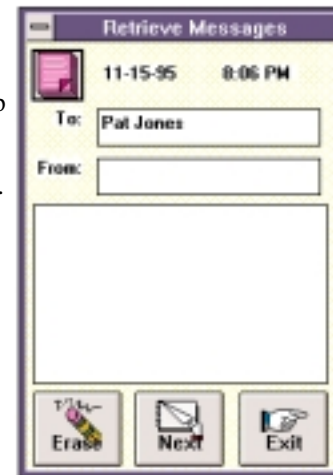
Night Service

Night Service

As the attendant, you should be able to activate Night Service for your system. Used after normal working hours, Night Service redirects your system's incoming calls to where they should ring at night. For example, when you and your co-worker's have left for the night, your system may redirect calls to the security desk.

There are eight modes of Night Service operation:
- **Day Mode / Day 2 Mode** - normal working hours
- **Night Mode / Night 2 Mode** - after hours (usually evenings)
- **Midnight Mode / Midnight 2 Mode** - late at night to early in the morning
- **Rest Mode / Rest 2 Mode** - lunch and early evening (dinner time)

To change the Night Service mode:
You can program the Feature Directory or a function key to automatically Park a call at your console.

1. Select [Day mode] to select the Night Service mode you want, then skip to step 4.

    OR

1. Select [Call].

2. Select [8] [1] [8].

3. Select the Night Service Mode:

    [0] = Day Mode   [4] = Day 2 Mode

    [1] = Night Mode   [5] = Night 2 Mode

    [2] = Midnight Mode   [6] = Midnight 2 Mode

    [3] = Rest Mode   [7] = Rest 2 Mode

    You hear confirmation tone after you select a mode.

4. Select [Clear].

To answer a Night Service call you hear ringing over the Paging system:

1. Select [Call].

2. Select [*] [0].

    You automatically intercept the ringing call.
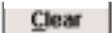
Paging

Paging

Need to locate a co-worker or make an announcement? Use Paging. Your system can have:

- Up to *64 Internal Paging Zones* (plus All Call). An extension can be in any one of the 64 zones.
- Up to *8 External Paging Zones* (plus All Call). External paging broadcasts to speakers in your building.
- Up to *8 preprogrammed Combined Paging Assignments* (plus All Call). Combined Paging broadcasts to an internal and associated external zone simultaneously.

To make an Internal Page:

1. Select [Page] to page into Internal Paging zone 1.

   This key can page into any zone you choose. See Setting the System Programming Screen Options in the Getting Started section for more.

2. Make announcement and select [Clear].

   OR

1. Select [Call].

2. Select [8] [0] [1] + Internal Paging zone number.

   Internal Paging zones are 0-9 or 00-64, where 0 and 00 are all call. You can press a Paging Programmable Key instead of using steps 1 and 2.

3. Make announcement and select [Clear].

To make an External Page:

1. Select [Call].

2. Select [8] [0] [3] + External Paging zone number.

   External Paging zones are 0-8, where 0 is all call. You can press a Paging Programmable Key instead of using steps 1 and 2.

3. Make announcement and select [Clear].

To make a Combined Page:

1. Select [Call].

2. Select [*] [1] + Combined Paging zone number.

   Combined Paging zones are 0-8, where 0 is all call.

3. Make announcement and select [Clear].

38

Park

Park

Have a call for a co-worker and can't find them? Put their call in a waiting state called a Park Orbit so they can pick it up. After you park the call in orbit, page the co-worker you want to receive the call and hang up. When your co-worker hears the Page, they dial the orbit or press a Park key to pick up the call. You can also use Personal Park to Park a call at your console — rather than using a Park Orbit.
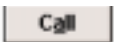
To Park a call in orbit:

1. Select [Park] and type in the orbit number (1-9 or 01-64).

2. Select [Page] and page your co-worker.

   To use a different zone, see Paging in this section.

3. Select [Clear].

To pick up a call from orbit.

1. Select [Pickup] and type in the orbit number (1-9 or 01-64).

You can have Programmable Keys for Park Orbits. Just press the key to Park or pick up a call. When the Orbit is busy with calls you parked, the key is green. For calls co-worker's parked, the key is blue. Turn back to Directory Setup for more on Programmable Keys.

To Park a call at your extension so a co-worker can pick it up:

1. Select [Call] + [8] [5] [7].

   You can program the Feature Directory or a function key to automatically Park a call at your console.

2. Select [Page] and page your co-worker.

   To use a different zone, see Paging in this section.

To pick up a call Parked at an extension:

1. Select [Call] + [*] [*] + announced extension.

   *If the call is parked at your console, select 857 instead of ** + co-worker's extension.*

39

Selectable Display Messages
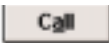
Selectable Display Messages

Activate a Selectable Display Message when you leave your console. A co-worker calling your extension will see the message you activated on their telephone's display. For example, when you leave for lunch activate the "OUT FOR LUNCH BACK AT" message (number 06) and enter the time when you will return. Your callers will know where you have gone and when you will be back. The chart below shows the available messages.
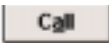
No.	Message	Appended with . . .
1	IN MEETING UNTIL	Time (when meeting done)
2	OUT UNTIL	Time (when returning)
3	OUT-PLEASE CALL	8 digits (phone number)
4	PLEASE CALL ME ON	8 digits (phone number)
5	BUSY CALL AFTER	8 digits
6	OUT FOR LUNCH BACK AT	Time (when returning)
7	BUSINESS TRIP UNTIL	Date (when returning)
8	BUSINESS TRIP CALL	8 digits (when reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL	Date (when returning)
11-20	MESSAGE 11-20	

To select a message:
> *You can program the Feature Directory or a function key to automatically select or cancel a message.*

1. Select [Call] + [＊] [4] [3] .

2. Type in the message number (01-20).
> *You can type in additional information for messages 01-08 and 10. See the chart on the previous page.*

3. Select [Clear] .

To cancel a message you have selected:

1. Select [Call] + [＊] [4] [3] [0] .

3. Select [Clear] .

40

Time and Date

You see the time and date on the lower portion of your console screen. Your co-worker's see the time and date on their telephone's displays. If you notice that the Time and Date are incorrect, you should be able to change them. Use some caution, however, since the Time and Date affects how your system routes calls and handles other features.

To set the Time and Date:

1. Select **Call** + **8** **2** **8** .

2. Type the Time and Date Password (usually 0000).
3. Type two digits for the year (e.g., 01).
4. Type two digits for the month (01-12).
5. Type two digits for the day (01-31).
6. Type a digit for the day of the week (0-6).
       0=Sunday, 6=Saturday
7. Type two digits for the hour (24 hour).
       For example, 13=1:00 PM.
8. Type two digits for the minutes (00-60).
       Your hear confirmation tone.

9. Select **Clear** .

Trunk Queuing and Camp On

When you try to place an outside call and hear busy tone from your own phone system, you don't have to hang up and try again later. Use *Trunk Queuing* to leave a request for the busy line to call you when it's free. Just answer the when *Trunk Queuing* ring you back and dial your call again. If you prefer, use *Trunk Camp On* to wait for the busy line to become free without hanging up. With *Trunk Camp On*, you'll be able to use the line the line the moment it is available.

To queue for a busy line:

1. Select **Call** .

2. Try to access the outside line (e.g., type 8041 for line group 1).
       Listen for busy tone.

3. Select **2** .

4. Select **Clear** to leave a Trunk Queuing request.
       OR
    Wait without hanging up for the line to become free.
       You'll get dial tone on the line as soon as it becomes free.

41

Trunk Queuing and Camp On   Voice Mail

Trunk Queuing and Camp On (cont'd)

To answer when Trunk Queuing calls you back:

1. Select **Recall** **2**.

To cancel a Trunk Queuing request:

1. Select **Call**.

2. Select **8** **7** **0**.

3. Select **Clear**.

Voice Mail

Tired and frustrated by missed calls, inaccurate written messages and telephone tag? End these hassles with NVM-Series Integrated Voice Mail. Voice Mail enhances your console by giving you:

● **Call Forwarding to Voice Mail**
To have your incoming calls automatically go to your mailbox, forward your calls to Voice Mail. Your callers can leave a message instead of calling back later. As the attendant, consider forwarding your calls after hours (e.g., evenings and weekends).
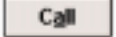
● **Leaving a Message**
When you call a co-worker and their phone is unanswered, busy or in Do Not Disturb, you can easily leave a message in their mailbox. You don't have to call back later.

● **Transferring to Voice Mail**
Transfer a call to your own or a co-worker's mailbox. After it goes through, your caller can leave a message in the mailbox.

To call your mailbox:

1. Select **Call**.

2. Select **∗** **8**.

Voice Mail may request your security code. If you have a Voice Mail Programmable Key, you can press it instead of using steps 1 and 2. Turn back to Directory Setup for more.

42

Voice Mail (cont'd)

To leave a message in an unanswered extension's mailbox:

1. $\boxed{8}$.

To forward your calls to your mailbox:

> *You can program the Feature Directory or a function key to automatically set up or cancel Call Forwarding.*

1. Select $\boxed{\text{Call}}$ + $\boxed{*}$ $\boxed{2}$.

2. Enter a Call Forwarding Type:

   $\boxed{2}$ = Forward when Busy or Not Answered

   $\boxed{4}$ = Forward Immediately

   $\boxed{6}$ = Forward when Not Answered

   $\boxed{0}$ = Cancel Call Forwarding (then skip to step 5).

3. Enter the Voice Mail master number.
4. Enter the Call Forwarding Condition:

   $\boxed{2}$ for All Calls or $\boxed{3}$ for Outside Calls Only.

5. $\boxed{\text{Clear}}$.

> *You hear confirmation tone.*

To Transfer a call to a mailbox:

1. Select $\boxed{F}$ (function key programmed with the Voice Mail master number).

   OR

   Press your **Voice Mail** Programmable Key.

2. Enter the mailbox number to receive the transfer.
   > *This number can be your mailbox number or a co-worker's mailbox number.*

3. Select $\boxed{\text{Clear}}$.

Voice Over

Voice Over

Is you need to get through to a co-worker busy on another call, use Voice Over. After the Voice Over alert tone ends you can talk to your busy associate. They can in turn respond to you without their initial caller hearing. Your co-worker can even switch back and forth between you and their initial call.

To initiate a Voice Over to a busy co-worker:

You can only leave a Voice Over if you hear two Off Hook Signaling tones.

1. **6** .

You hear the Voice Over alert tone. You can talk to your co-worker after the alert tone ends.

You can also have a Voice Over Programmable Key. Turn back to Directory Setup for more.

Programming Notes

Telephone System Programming

The programming references below provide the unique telephone system programming required to get your PC Attendant Console up and running. For more information about each program, refer to your system's *Software Manual*.

Program 1101 - DSS Console Extension Assignment
Enter the Console Number (1-64) for your PC Attendant Console's port. If you have other Console Numbers assigned, choose the next consecutive number.

Default Setting: No Console Numbers Assigned.

Program 1102 - DSS Console Key Range
For the PC Attendant Console's Console Number (1-16), verify that the default settings are in force (see below).

Default Setting: Connection Number 1 = Range 1, Connection Number 2 = Range 2 and Connection Number 3 = Range 3.

Program 1103 - DSS Console Key Assignments
If you have changed your extension/port number assignments in Program 0502, you **must** change the DSS assignments for the PC Attendant's Console Number in this program.

Default Setting: DSS keys are in consecutive order according to the standard numbering plan.

Program 1105 - Operator's Extension
If you want co-worker's to reach the PC Attendant Console when they dial 0, enter the PC Attendant's port number in this program.

Default Setting: Operator's extension is at port 1 (extension 301).

Program 2501 - PC Attendant Console Port Assignment
To have the system properly identify the PC Attendant Console, enter the console's port number. The system can have up to two PC Attendant Console's installed.

Default Setting: No consoles assigned.

Program 2502 - PC Attendant Console Tenant 384i Only
For each PC Attendant Console installed, indicate to which Tenant Groups (1-4) it is assigned. You can assign a PC Attendant Console to any combination of Tenant Groups.

Default Setting: No assignments.

Program 2503 - PC Attendant Console Options
Item 1: Attendant Camp On
Use Item 1 to enable (1) or disable (0) Attendant Camp On for each PC Attendant Console. Always set this option to 1.

Default Setting: 0 (disabled).

NEC

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