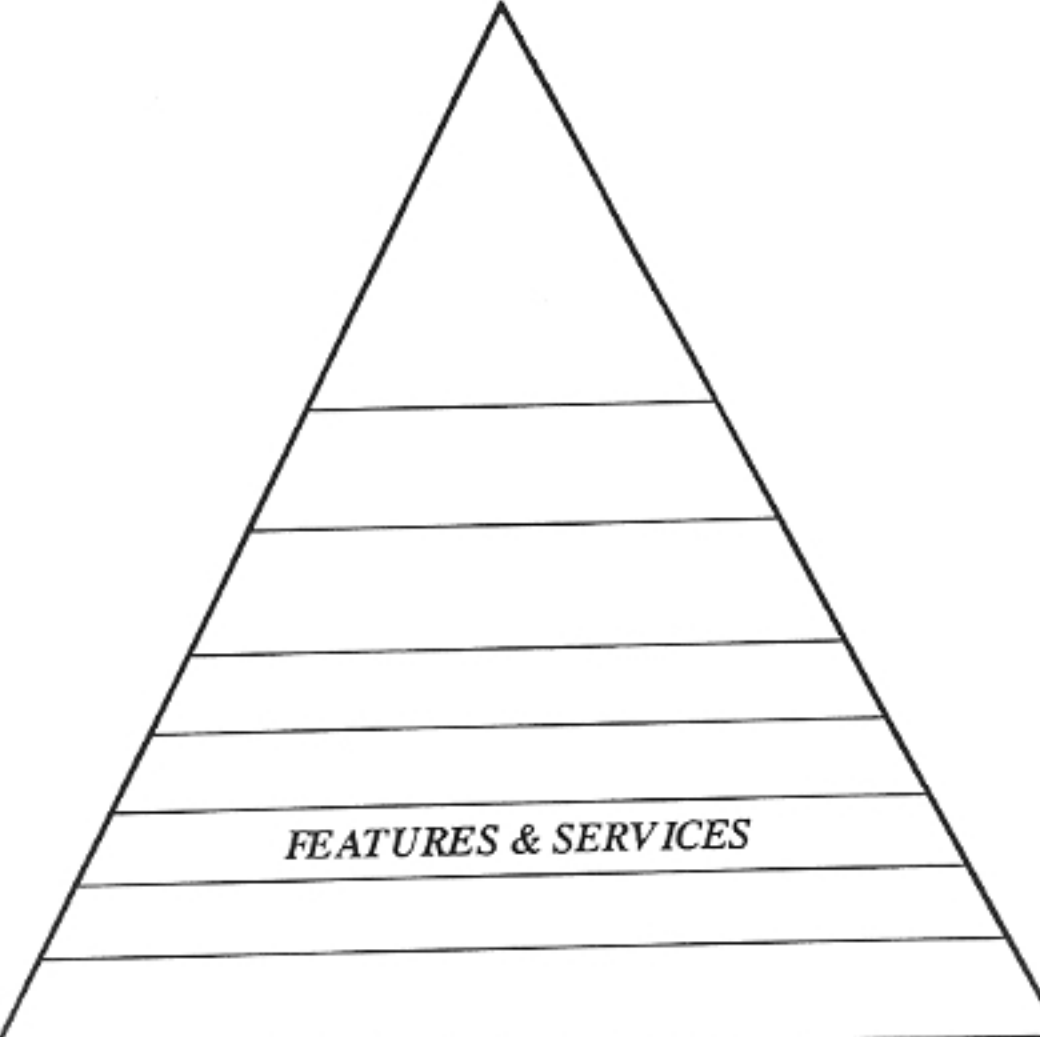


Panther[®] II

SYSTEM MANUAL



FEATURES & SERVICES

91-0472-1B



TRILLIUM
telephone systems

Panther[®] II

SYSTEM MANUAL

91-0471	General Information
91-0472	Features & Services
91-0473	Programming
91-0474	Installation & Commissioning
91-0475	Maintenance & Troubleshooting
91-0500	Door Answer Unit
91-0501	Power Fail Transfer Unit
91-0502	Station Message Detail Recording
91-0513	FAX Interface Unit
91-0514	6-Line Expander Unit
91-0542	Off-Premises Extension Unit

**This document is for Panther II 820, Panther II 1032,
Panther II 2064 Systems and for Panther II
Proprietary Peripherals**

This document is for Panther II 820, Panther II 1000,
Panther II 1004 Systems and for Panther II
Proprietary Peripherals

Panther® II 820/1032/2064-105
Electronic Key Telephone System

FEATURES AND SERVICES

TABLE OF CONTENTS

	PAGE
1. GENERAL	1
Introduction	1
Reason For Issue	1
2. PANTHER TELEPHONE SETS	2
3. AUDIO AND VISUAL INDICATORS	6
4. SYSTEM FEATURES	9
Auto Hold	9
Auto Line Select / Auto Intercom / Manual Select	9
Battery Backup Capability	10
Block Programming	10
Camp-On	10
Discriminating Ringing	11
Flash/Cancel/Transfer	11
Flexible Master Station Numbering	12
Flexible Ringing Assignment	13
Hold Recall	13
Incoming Line Only	13
Intercom on Hold	14
Intercom Tenanting	14
Line Pools	14
Loud Bell Dry Contact	15
Multiple Attendants	16
Night Transfer Groups	17
Night Transfer (Manual and Auto)	17
On-Line Programming	18
PBX/Centrex Compatible	18
Pickup Groups	19
Private Lines	19
Programmable Relay	20
Ringing Line Preference (Ringing Line Pickup)	20
Ringing Over Paging	21
Set Migration	21
Station Hunting Groups	22
System Clear	22
Tenant Types	23
Toll Restriction by Line	23

TABLE OF CONTENTS	PAGE
Toll Restriction by Station	25
Toll Restriction Exception Tables	25
Station Security	26
Zone Paging Groups	27
5. STATION FEATURES	28
Account Codes (Forced and Manual)	28
Alarm Reminders	28
All Call Page	29
Background Music	29
Busy Override	30
Callback	30
Call Hold / Hold Recall	31
Call Hold Retrieve	31
Call Park	32
Call Pickup - Local	32
Call Pickup - Remote	32
Calling the Attendant	33
Call Transfer - Voice	33
Common Speed Call - Dialing	34
Common Speed Call - Storing	34
Conference Call - External	35
Conference Call - Internal	35
Conference Call - Mixed	35
Dial Signal Conversion	36
Do Not Disturb	36
Do Not Disturb Override	37
Exclusive Call Hold	37
Executive Override	37
External Loudspeaker Paging	38
Handset / Handsfree	38
Handsfree Answerback	39
Incoming Calls	39
Intercom Paging - To An Individual Station	40
Internal Call Forwarding	40
Last Number Redial	41
Line Pool Access	41
Line Queuing	42
Meet-Me Answer	43
Message Waiting	43
Music on Hold	44
Music Through External Page	44
Night Pickup	44
Off-Hook Voice Announce	45
On Hold Access	46
On-Hook Dialing	46

TABLE OF CONTENTS	PAGE
Outgoing Calls	46
Preprogrammed Messages	47
Prime Line Select / Prime Line Preference	48
Private Speed Call - Dialing	48
Private Speed Call - Storing	49
Programmable C.O. Lines	50
Programmable DSS/Speed	50
Programmable Feature Keys	51
Programmable User Names	51
Saved Number Redial	52
Set Feature Clear	52
Station to Station Calling	53
Transfer of Master Attendant Capability	53
Transfer Ringing / Transfer Ringing Return	54
Zone Paging	54
6. PANTHER II DISPLAY SET FEATURES	55
32-character Liquid Crystal Display (LCD)	55
Alarm Reminder Messages	55
Calling Party Identification	56
Call Timer Display	56
Call Transfer Display	57
Camp-on Display	57
C.O. Line Ringing Display	57
Conference Display	57
Dialed Number Display	58
Display Key	58
Feature Key	59
Hold Display	59
Hold Recall Display	59
LCD Intensity Control	60
Message Key	60
Message Waiting Display	60
Paging Display	60
Personalized Messages	61
Program Key	61
Saved Number Redial Key	61
Secure Number Display	61
Speed Dial Display	61
System Time / Date Setting and Display	62
Transfer Ringing Display	62

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TABLE OF CONTENTS

46	Language Only
47	Registration Message
48	Line Line Speed (L) and Line
49	Line Speed (L) and Line
50	Line Speed (L) and Line
51	Line Speed (L) and Line
52	Line Speed (L) and Line
53	Line Speed (L) and Line
54	Line Speed (L) and Line
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1. GENERAL

Introduction

1.01 This Practice provides a description of the features and services offered by the Panther II 820, 1032 and 2064 Electronic Key Telephone Systems. The Practice is arranged such that the features and services are presented in alphabetical order, under the following three categories:

- **System Features** - includes features that may require some programming, and are available on a systemwide basis.
- **Station Features** - includes features that may require some programming, and are available on a set-by-set basis.
- **Panther II Display Set Features** - includes special or added capabilities of this particular Set.

1.02 Each feature listing in Sections 4 and 5 provide: a brief description of the feature or service; any conditions that may affect operation of the feature or service; and programming codes that are required to perform the feature or service. Refer to *Panther II 820/1032/2064-205, Programming* for further programming details. Section 6 provides only a description of the feature or service as it applies to the Panther II Display Set.

1.03 Optional add-on modules are not discussed in this Practice. Refer to the following Sections for details on these peripherals:

- Door Answer Unit and Module - *Panther II 820/1032/2064-290*.
- Power Fail Transfer Unit - *Panther II 820/1032/2064-291*.
- SMDR Unit - *Panther II 820/1032/2064-292*.

Reason For Issue

1.04 This is the second issue of this Practice. It is one of the set of Practices written to assist a craftsperson install, operate and maintain the system in the field.

2. PANTHER TELEPHONE SETS

2.01 Features are selected using the keys and indicators of the Panther Telephone Sets. Although similar in appearance, the various Panther Sets which may be installed in a system, differ in the number of keys and indicators they contain. All models of Panther telephone Sets can be connected to the three Panther II systems.

They are:

- The Panther 306 Non-Handsfree (NHF) Telephone Set
- The Panther 306 Handsfree/Busy Lamp Field (HF/BLF) Telephone Set
- The Panther 612 Standard Telephone Set
- The Panther 612 Attendant (HF/BLF) Telephone Set
- The Panther 1032 NHF Telephone Set
- The Panther 1032 HF Telephone Set
- The Panther 1032 Direct Station Select/Busy Lamp Field (DSS/BLF) Console
- The Panther 2064 NHF Telephone Set
- The Panther 2064 HF Telephone Set
- The Panther 2064 DSS/BLF Console
- The Panther II Set (may be referred to, as the Basic Set)
- The Panther II Display Set.

2.02 The keys and indicators of various Sets are shown in Figures 2-1 through 2-7.

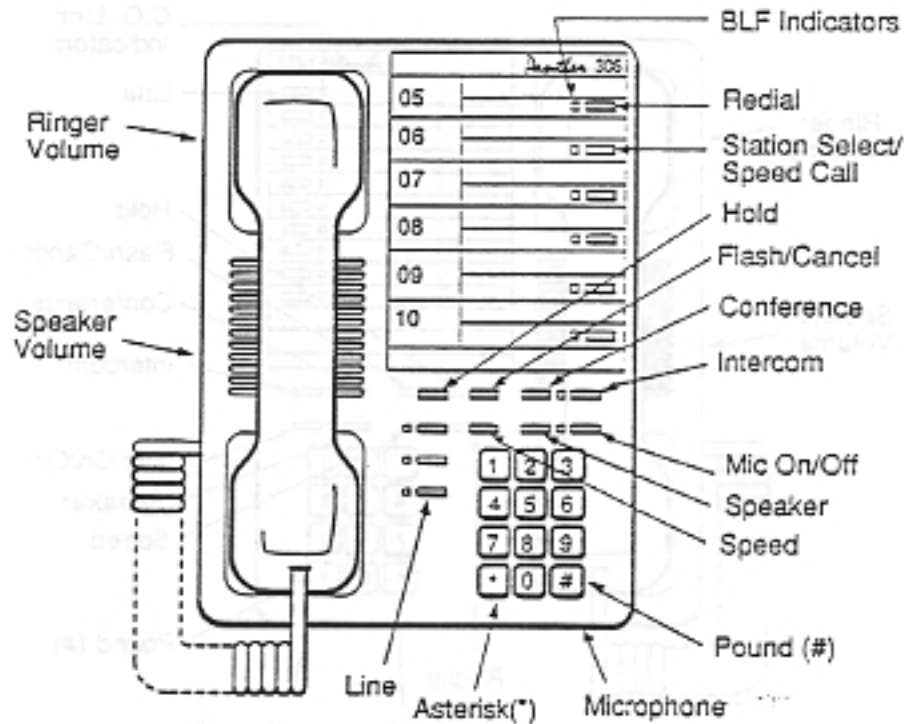


FIGURE 2-1 PANTHER 306 HF/BLF TELEPHONE SET

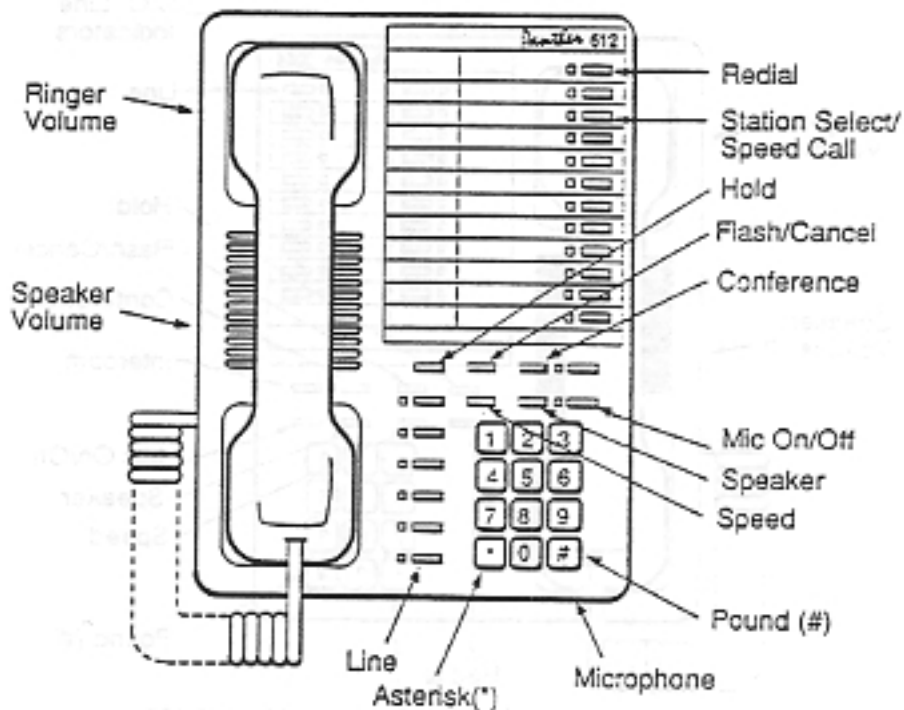


FIGURE 2-2 PANTHER 612 ATTENDANT TELEPHONE SET

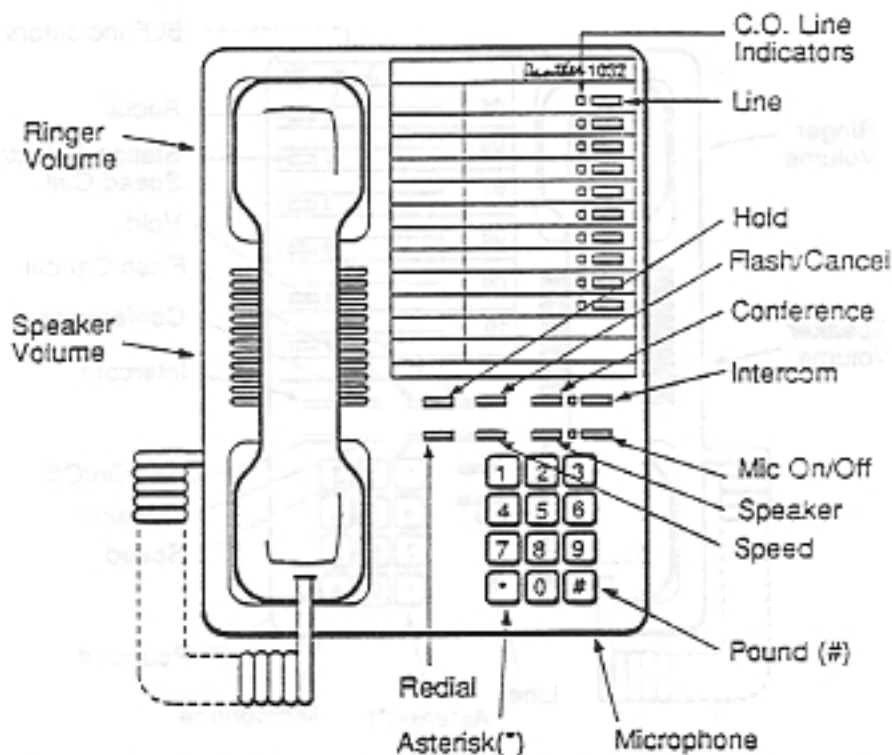


FIGURE 2-3 PANTHER 1032 HF TELEPHONE SET

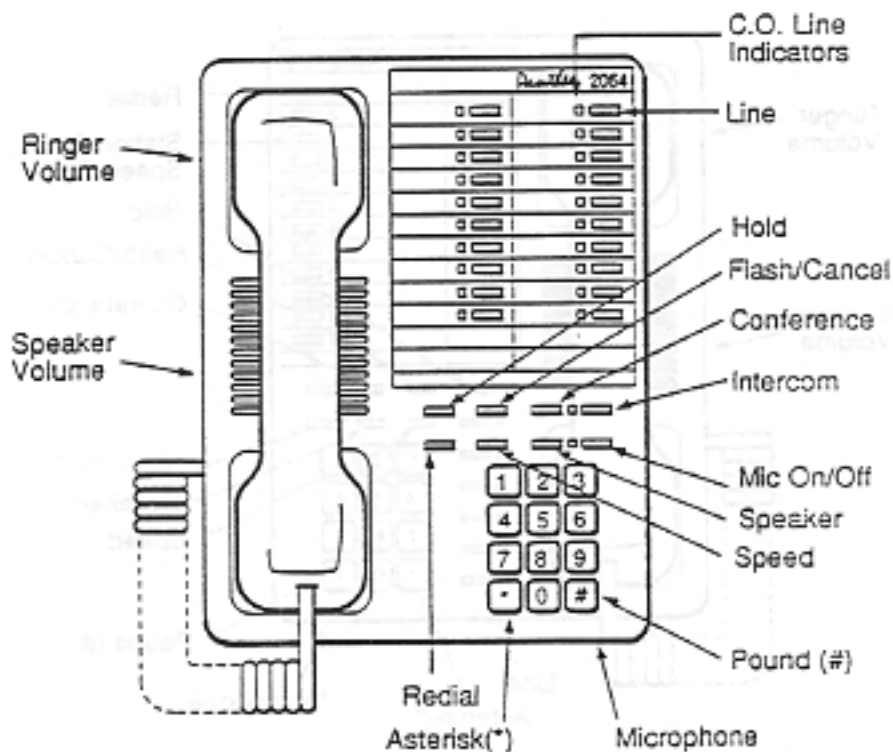


FIGURE 2-4 PANTHER 2064 HF TELEPHONE SET

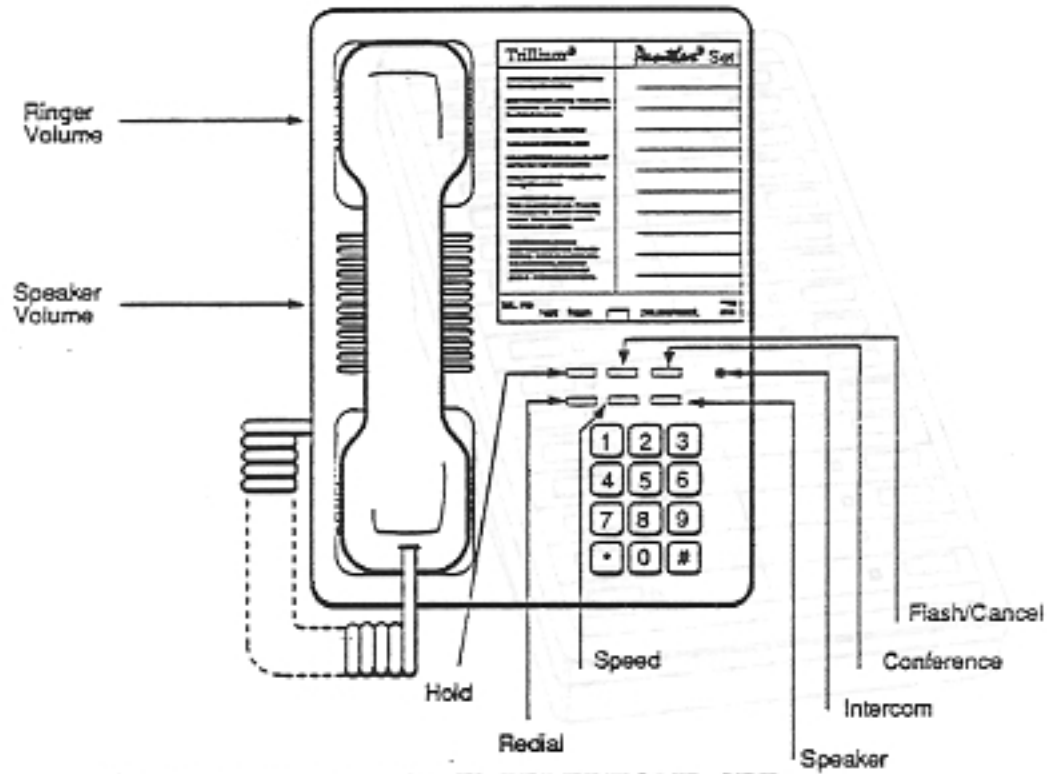


FIGURE 2-5 PANTHER II TELEPHONE SET

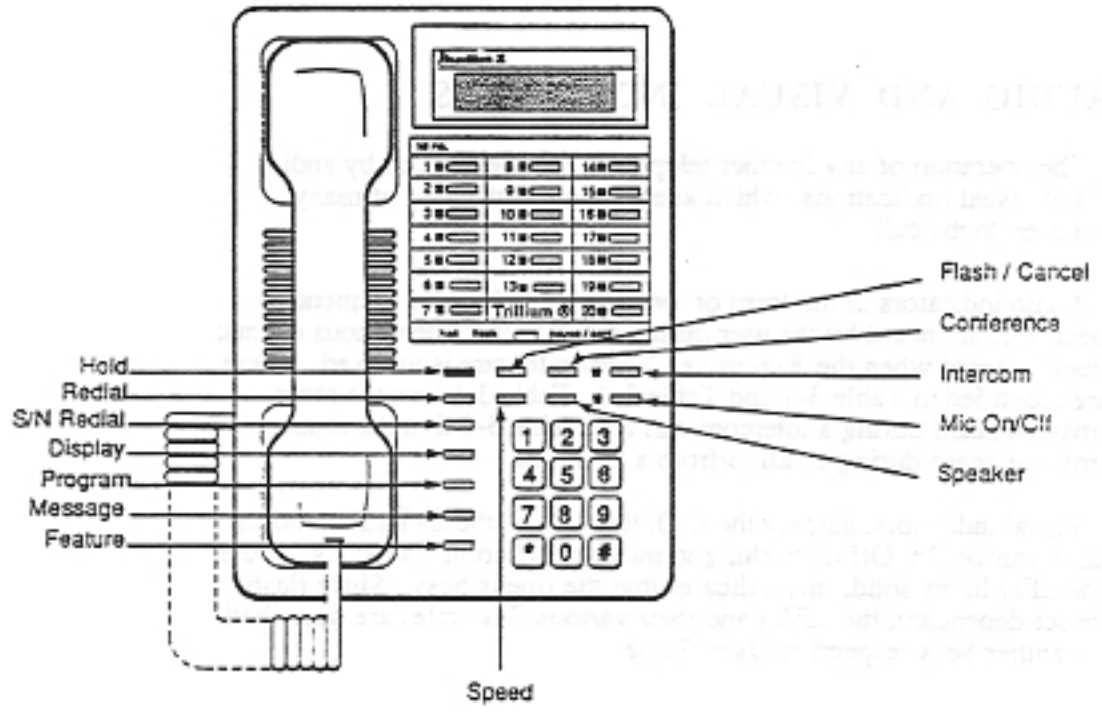


FIGURE 2-6 PANTHER II DISPLAY TELEPHONE SET



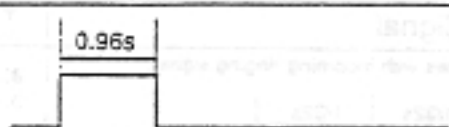
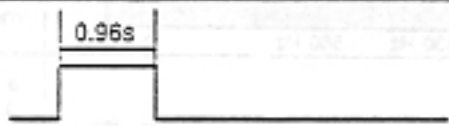

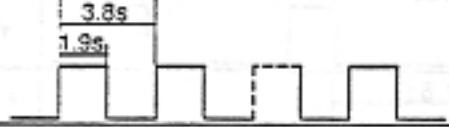
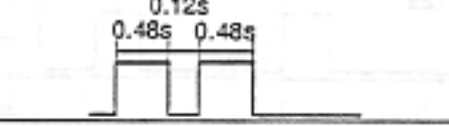
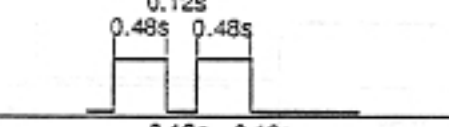
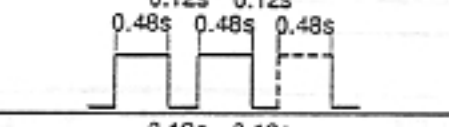
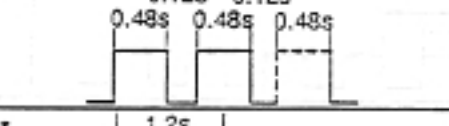
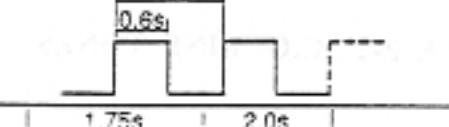

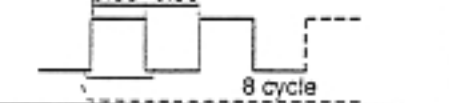
FIGURE 2-7 PANTHER 1032 DSS/BLF CONSOLE

3. AUDIO AND VISUAL INDICATORS

3.01 The operation of any Panther telephone Set is enhanced by audio (tones) and visual (indications) which keep the user informed of many factors related to the call.



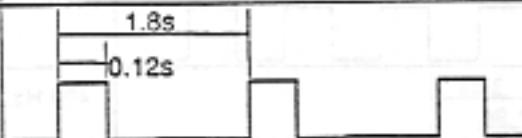

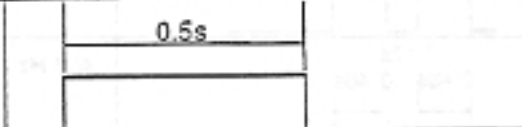
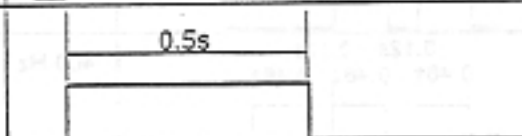
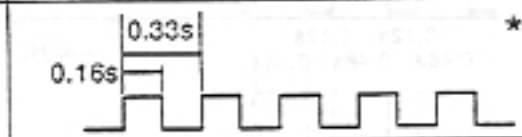
3.02 Audio indicators in the form of tones having different frequencies and repeat rates are heard by the user during a call to indicate various events; e.g., a tone is heard when the Executive Override feature is invoked. These tones are identified in Table 3-1 and Table 3-2. Table 3-1 lists the tones which may be heard during an intercom call and Table 3-2 lists the tones which may be heard during a call to/from a C.O. line.

3.03 Visual indicators, namely the C.O. line LEDs, the INT LED and the MIC LED, can be On, Off or flashing to indicate different status; e.g., if the C.O. line LED lights solid, this indicates that the line is busy. Since flash rates are set-dependant, the LEDs and their various flash rates are described in each Panther Set's respective User Guide.

No	Status	Tone Signal	Tone Frequency
1	Call arrive (voice)		400 Hz
	Back Tone		400 Hz
2	Call arrive (tone)		400 Hz
	Back Tone		400 Hz
3	Paging Tone (All call) (External)		400 Hz
	Back Tone		400 Hz
4	Paging Tone (Zone)		400 Hz
	Back Tone		400 Hz
5	Busy Tone		400 Hz
6	Door Phone 1		a: 430 Hz b: 580 Hz modulated 16 Hz
	Door Phone 2		a: 430 Hz b: 580 Hz modulated 16 Hz

* Continuous

TABLE 3-1 INTERCOM CALL TONES

No	Status	Tone Signal	Tone Frequency
1	Call arrive	Synchronizes with incoming ringing signal. 	a: 430 Hz b: 580 Hz modulated 16 Hz
2	Hold Recall		a: 430 Hz b: 580 Hz modulated 16 Hz
3	Busy Override		a: 430 Hz b: 580 Hz modulated 16 Hz
	Back Tone		a: 430 Hz b: 580 Hz modulated 16 Hz
4	Barge in		400 Hz
	Back Tone		400 Hz
5	The restricted outgoing call	 *	400 Hz

* Continuous

TABLE 3-2 C.O. LINE TONES

4. SYSTEM FEATURES

AUTO HOLD

Description

This feature allows you to place an external call on hold simply by pressing a DSS key and then transfer the call by announcing to the person at the station to pick up the line that the call is on. This capability is assigned on a set-by-set basis. If Auto Hold is not programmed, you will have One Touch Speed Dial capability, where speed dialing is available by pressing a DSS key.

Conditions

- Auto Hold is programmable for each Set.

Programming Required

- Access Code 110 - One Touch Speed Dial / Auto Line Hold

AUTO LINE SELECT / AUTO INTERCOM / MANUAL SELECT

Description

Each Set may be programmed for one of the following: Auto Line Select, Auto Intercom, or Manual Select. The system is preprogrammed with all Sets in Auto Intercom Mode.

Auto Line Select - automatically selects an outside line (the last line used) when the handset is lifted or the SPEAKER key is pressed. The user still needs to press the INTERCOM key or # key to select an internal (intercom) line.

Auto Intercom - automatically selects one of the internal intercom lines when the handset is lifted or the SPEAKER key is pressed. The user still needs to press a Line key or dial 9 to select an outside line. All Sets are preprogrammed with this choice.

Manual Select - when the handset is lifted or the SPEAKER key is pressed, a Line key must be pressed to select an outside line, or the INTERCOM or # key must be pressed to obtain an internal (intercom) line.

Conditions

- Auto Line Select will be affected if Forced Account Codes or Toll Security are enabled at a Set.
- If Auto Line Select and Prime Line Select are programmed, Prime Line Select has priority.

Programming Required

- Access Code 113 - Manual Select / Auto Intercom / Auto Line Select.

BATTERY BACKUP CAPABILITY

Description

Each Panther II Key Service Unit has an interface for an external 24 Volt dc battery backup unit (optional) in order to maintain full system operation during an electrical power failure. With a 24 Vdc battery backup unit connected, when the power fails, the system will automatically switch over to battery operation for the duration of the power failure, and no calls will be lost.

Conditions

- It is recommended that the KSU power be disconnected, prior to connection of a Battery Backup Unit.

Programming Required

None

BLOCK PROGRAMMING

Description

Allows the system programming selections for a particular station to be automatically copied to a block of other stations.

Conditions

- All stations in the block will have the same programming characteristics.
- After block programming is completed, a station may be reprogrammed on an individual basis.

Programming Required

- Access Code 118 - Block Programming.

CAMP-ON

Description

This is an automatic feature when transfer ringing is sent to a busy station. When busy tone is heard, the user simply replaces the handset, and the call is camped-on. If the user does not wish to camp the call onto the busy party, they have three options at this point. They can perform a Busy Override, an Executive Override (if enabled) or return to the caller.

When a caller is camped-on, the busy station will hear a single 1-second beep through their Set's speaker, at preprogrammed intervals (Camp-On Tone Interval) to alert them that a call is waiting. After a preprogrammed length of time (Camp-On Duration), ringing returns either to the originator or to the attendant (or sub-attendant), depending on Transfer Ringing Return programming. The originator of the Camp-On also has the capability of retrieving the call at any point before the Camp-On Duration has expired.

Conditions

Automatic

Programming Required

- Access Code 050 - Camp-On Duration
- Access Code 051 - Camp-On Tone Interval
- Access Code 104 - Transfer Ringing Return

DISCRIMINATING RINGING**Description**

Three different ringing signals are inherent in the system to distinguish between internal, external and transferred calls. For added flexibility, when the system is placed behind PBX/Centrex, simultaneous or serial ringing may be programmed. The preprogrammed choice, serial ringing, is used for stand-alone systems (one ringing line will be heard at a time), whereas simultaneous ringing is typically used behind PBX/Centrex (and all ringing signals will be heard simultaneously).

Conditions

- Discriminating Ringing will apply to the programmed Flexible Ringing assignment.

Programming Required

- Access Code 047 - Simultaneous / Serial Ringing

FLASH/CANCEL/TRANSFER**Description**

Defines the function of the FLASH/CANCEL key to be one of the following on a systemwide basis:

Flash - simulates the rapid pressing and releasing of the hookswitch and provides access to PABX and custom-calling features. The recommended signal is 500 milliseconds in duration.

Cancel - terminates an external call and returns dial tone without hanging up the handset. This is the Panther II system's preprogrammed choice and is 1 second in duration.

Transfer - transfers an outside call to another station.

Conditions

- The duration of the Flash or Cancel signal must be properly set to ensure correct operation.
- If the Panther II system is placed behind PBX/Centrex, the programming should be set to FLASH capability.
- Only one choice (Flash, Cancel or Transfer) is allowed per system.

Programming Required

- Access Code 005 - Flash / Cancel / Transfer
- Access Code 011 - Flash / Cancel Timing

FLEXIBLE MASTER STATION NUMBERING

Description

The Master Station is typically allocated to an attendant or receptionist, and has access to features and services not available at other stations. The Panther II System is preprogrammed with Station 10 as the Master Station, but flexible programming allows any station to be given the Master Station's capabilities. These capabilities include:

- Control of Common Speed Call programming
- Night Transfer Control
- Control of music over an external paging system
- Setting system time and date
- Clearing Set features
- Setting up Toll Security
- Programming a user's name to appear on the LCD of each Panther II Display Set
- Preprogrammed Transfer Ringing Return
- Transfer of Attendant capability
- Preprogrammed Do Not Disturb Override capability
- Preprogrammed ringing during an incoming call on any line
- Preprogrammed Relay Control and Door Answering capability.

NOTE: Station 10 is also used as the Programming Station. This capability CANNOT be given to another station.

Conditions

- If extensive programming is necessary, it is recommended that the Master station number be changed.

Programming Required

- Access Code 053 - Flexible Master Station Programming

FLEXIBLE RINGING ASSIGNMENT**Description**

Used to program ringing for each station. Except for Station 10, each station is preprogrammed NOT to ring during an incoming call on any line. Lines are programmed individually and may, or may not appear at a Set.

Conditions

None

Programming Required

- Access Code 119 - Flexible Ringing Assignment

HOLD RECALL**Description**

If a call was placed on hold and is not retrieved within a predetermined length of time, the user hears four short tones, repeated at regular intervals through the Set's speaker, to remind them that a call is on hold.

Conditions

- Hold Recall Time is a systemwide feature that must be set up in system programming.

Programming Required

- Access Code 000 - Hold Recall Time

INCOMING LINE ONLY**Description**

Lines can be programmed to receive incoming calls only; no outgoing calls can be made on these lines at any Set.

Conditions

- Class A (the preprogrammed value), must be changed to Class C to restrict outgoing calls on a line.

Programming Required

- Access Code 065 - Toll Restriction by Line

INTERCOM ON HOLD

Description

An intercom (internal) call can be placed on hold, and the calling party will hear music if it is wired to the system. Intercom on Hold is programmed during system programming and is a systemwide feature that allows an internal call to be placed on hold temporarily and an external party to be added to an existing internal call to create a conference call.

Conditions

- Each station can only put one intercom call on hold at a time.

Programming Required

- Access Code 040 - Intercom on Hold

INTERCOM TENANTING

Description

Stations can be placed in one of four tenant groups to restrict other users in the system from accessing the lines in the tenant group.

Conditions

- Users in different groups will be unable to contact each other unless Tenant Type programming is changed from its preprogrammed value - No Access.

Programming Required

- Access Code 121 - Tenant Groups
- Access Code 006 - Tenant Types
- Access Code 201 - Tenant Group Assignment
- Access Code 054 - Private/Non-Private Tenanting
- Access Code 124 - Intercom Tenanting/Station Hunt Groups

LINE POOLS

Description

This feature allows a standard line key to be used to access a group of "like" lines for outgoing calls. The benefit of this feature is to free up keys on the

telephone Sets. There is one primary line pool with an unlimited number of lines, and three other pool groups with an unlimited number of lines per group.

If a line pool key is not available, a code can be dialed to select the line pool. This allows Sets such as the Panther II Set (Basic Set) to access line pools. The codes for selecting line pools are as follows:

Line Pool	Code
1	401
2	402
3	403
4	404

When the line pool key is pressed, the system selects the first available line in the pool group. If all lines are busy, the user can queue for the first available line in the pool group.

NOTE: It is recommended that a key be programmed for the primary line pool, and that the primary line pool be made up of local lines. The programmer decides which C.O. line key on each station Set will be "replaced" by a line pool.

Conditions

- Only "like" lines should go into a line pool (e.g., a pool is made up of all "same area" WATS lines, FX lines, Local lines, and so on).
- The same line will not be in more than one line pool group, however a line can be both a line and a line pool on individual Sets.

Programming Required

- Access Code 204 - Line Pooling Groups
- Line Pool keys must be designated at each Set

LOUD BELL DRY CONTACTS

Description

An optional external ringer can be connected to the KSU by means of the last cable pair on the 50-pin station connector (stations 10 to 17). This feature provides a dry contact closure (no voltage) when there is an incoming call. The system can be programmed for any or all lines to activate the ringer, in both Day and Night mode.

Conditions

- Since the same closure is used for Loud Bell and Relay Control, the system must be programmed for one or the other.

Programming Required

- Access Code 018 - Loud Bell / Relay Control

- Access Code 063 - Loud Bell Ringing/Ringing Over Paging by Line (Day Mode)
- Access Code 064 - Loud Bell Ringing/Ringing Over Paging by Line (Night Mode)

MULTIPLE ATTENDANTS

Description

A Master Attendant and up to three additional sub-attendants can be designated per Panther II system (in conjunction with the four possible Intercom Tenanting / Station Hunt Groups). The Master Attendant is preprogrammed as Station 10 but may be changed through "Flexible Master Station Programming" to be any other Set. The Master Attendant has added capability that other Sets do not have (see Section 4, FLEXIBLE MASTER STATION PROGRAMMING).

Three sub-attendants can be designated. For example, various autonomous groups or departments in a company, can provide their own customer service, and leave the Master Attendant free to perform more efficient call processing. The Master Attendant simply transfers an incoming call to the appropriate department's sub-attendant. The sub-attendant can then route the call to the appropriate (or available) person, take a message, perform transfer ringing, etc. All Transfer Ringing Returns, Callbacks, Hold Recall Return, Dialing "0" for Operator, etc., will go to the group's sub-attendant.

The Master Attendant can also dial a code to transfer its capabilities to one of the sub-attendants, for instance, during a lunch break. If the Attendant cancels the code, all capabilities will be returned.

Conditions

- Sub-attendants should be the LOWEST numbered station in each Intercom Tenanting / Station Hunt Group.
- Multiple Attendants should be set up only after Intercom Tenanting / Station Hunt Groups have been programmed, if applicable.
- There can only be one attendant (or sub-attendant) per Intercom Tenanting / Station Hunt Group.

Programming Required

- Access Code 124 - Intercom Tenanting / Station Hunt Groups
- Access Codes 0370, 0371, 0372 and 0373 - Multiple Attendants
- Access Code 054 - Private / Non-Private Tenanting

NIGHT TRANSFER GROUPS

Description

In Night Transfer, all of the lines are put into one of four "Night Transfer Line Groups", and then each of the stations are put into one of the four "Night Transfer Station Groups". This flexible programming tells the system which lines will ring at which stations when the system is operating in Night Mode; for example, Group 1 may be programmed to ring certain lines in Night Transfer mode, while Groups 2, 3, and 4 are programmed to ring other lines. This service can be used to allow more than one business in a building to share minimal night security or night reception duties.

Conditions

- Lines can be put into more than one "Night Transfer Line Groups", but each station can only be assigned to one of the four "Night Transfer Station Groups".
- Night Transfer overrides the normal ringing assignments at each Set.
- This capability should be assigned to at least one station in the system.
- If "Day Level Privilege" or "Low Level Privilege" Station Security is programmed at a Set, you won't be able to access an outgoing line from that set without first entering a 4-digit security code.

Programming Required

- Access Code 203 - Night Transfer Line Groups
- Access Code 101 - Night Transfer Station Groups
- Station Security

NIGHT TRANSFER (MANUAL AND AUTO)

Description

The Panther II system has the capability of being switched into Day or Night mode from the Master Attendant station, either automatically or manually.

Auto Switching - For example, if a business has a normal routine (e.g., every afternoon at 5 p.m. the system goes into Night Mode, and every morning at 8 a.m. it returns to Day Mode), the system can be set up to automatically switch at these times.

Even with automatic switching, the Master Attendant still has the capability of overriding the preprogrammed switching time by dialing a code (e.g., on weekends if the business wishes to remain in Night Mode throughout the day).

Manual Switching - If a business does not have a normal routine, the Panther II system can be manually switched between Day and Night mode whenever necessary (by dialing a code from the Master Attendant station).

Conditions

None

Programming Required

- All programming for this feature is done from the Master Attendant station.
- When you are programming automatic switching, you must enter the time using a 24-hour clock.

ON-LINE PROGRAMMING

Description

Programming selections can be changed directly from Station 10, while the system is operational. All telephones except Station 10 can be used during the programming process, and no calls will be lost.

Conditions

- If the Master Attendant is also Station 10, it is recommended that Attendant functioning be moved to another station number for the duration of on-line programming (see Section 5, TRANSFER OF ATTENDANT CAPABILITY).

Programming Required

None. On-line programming is an automatic service provided by the Panther II system.

PBX/CENTREX COMPATIBLE

Description

The Panther II system can be used in stand-alone mode, behind a Private Branch Exchange (PBX), or with Centrex. There are a number of added features which can be programmed when the system is behind PBX. The FLASH/CANCEL key can be programmed to simulate the rapid pressing and releasing of the hookswitch, which is required by most PBXs to provide access to PBX access codes and custom-calling features.

To allow time for a second dial tone to be returned when behind PBX, a pause can be inserted in Speed Call storing, or the PAUSE ON NUMBER feature can be utilized to tell the system to pause after a specific number is dialed after the first digit. More than one number can be selected to activate a pause.

If the system is connected to a PBX, ringing can be programmed to follow the C.O./PBX ringing cadence (see Section 4, DISCRIMINATING RINGING).

Conditions

- "Type of Line" programming must be set to PBX/CENTREX lines.
- Only one of: FLASH, CANCEL or TRANSFER is allowed per system.

- If the system is behind PBX/CENTREX, FLASH will be required.
- Available choices for PAUSE ON NUMBER are: 7, 8, 9, and/or 0.

Programming Required

Any or all of the following:

- Access Code 061 - Type of Line
- Access Codes 0120, 0121, 0122, 0123 - Pause on Number
- Access Code 013 - Pause Time
- Access Code 005 - Flash / Cancel / Transfer
- Access Code 011 - Flash / Cancel Timing
- Access Code 047 - Simultaneous / Serial Ringing (Discriminating Ringing)

PICKUP GROUPS**Description**

In order to perform the Call Pickup - Local feature on the Panther II system, each station must be assigned to one of the fifteen pickup groups (01 to 15). The pickup groups should be organized so that stations in close physical proximity to each other are placed in the same pickup group. Pickup Group assignment allows a user to answer any incoming or transferred call on a line that does not appear (or ring) at their Set, as long as it appears on at least one Set in the group.

Conditions

- Calls will be answered in the following order of priority, when the Call Pickup -Local code is dialed from a Set:
 1. Incoming C.O. calls
 2. Transfer Ringing calls
 3. Incoming Intercom (internal) calls.
- The oldest (first) ringing call of each of the above three types will be answered first.

Programming Required

- Access Code 125 - Pickup Groups

PRIVATE LINES**Description**

This feature allows any line to be programmed to be exclusive to any one Set or groups of Sets. The private line cannot be answered or accessed from any other station.

Conditions

- To program the Private Line, one station must be assigned to one group, and that group must be assigned to one line. All other lines must be placed in other groups.

Programming Required

- Access Code 201 - Tenant Group Assignment
- Access Code 121 - Tenant Groups
- Access Code 006 - Tenant Types

PROGRAMMABLE RELAY

Description

The Dry Contacts can be programmed to activate the Loud Bell equipment, or optional equipment such as electronic doors, security systems, etc., using a programmable relay (Loud Bell / Relay Control). All users can be programmed on a set-by-set basis to have access to the programmable relay (Relay Control Capability). The programmable relay can operate in Automatic or Manual mode (Automatic / Manual Return To Off).

Automatic Mode should be selected if the relay activates motorized equipment (e.g., a motorized gate), which only requires a signal to start the gate's motor. If Automatic mode is selected, the relay control will turn off automatically after a programmable length of time (Automatic Return To Off Timing).

If the relay contact will be used for equipment which requires both a start (ON) and stop (OFF) code (e.g., to open a door and close it after the person has entered), then Manual Mode should be selected.

Conditions

- Relay Control equipment is customer-supplied.
- Since the same closure is used for Loud Bell and Relay Control, the system must be programmed for one or the other.

Programming Required

- Access Code 018 - Loud Bell / Relay Control
- Access Code 019 - Automatic / Manual Return to OFF
- Access Code 052 - Automatic Return to OFF Timing
- Access Code 111 - Relay Control Capability

RINGING LINE PREFERENCE (Ringing Line Pickup)

Description

This feature allows a station user to pick up a ringing line, simply by lifting the handset (or pressing the SPEAKER key if handsfree). The feature is