

MITEL

5540 IP Console

User Guide
Release 1.0

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Mitel 5540 IP Console User Guide (for Mitel Communications Director (MCD))
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Chapter 1

Getting Started

Introduction

Take a few minutes to explore this guide – it contains all the information you need to operate the 5540 IP Console.

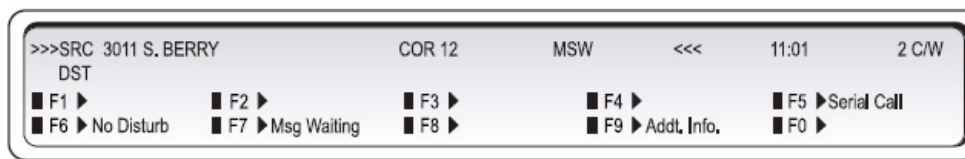
The first section introduces you to the console. You will learn what each group of keys does and how to interpret information on the console display. This section also contains information about how to use this guide.

A note about feature availability

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

Using this Guide

Some of the procedures in this guide include an illustration of the console display. The illustration shows how the display will look when you are performing the procedure.



Note the abbreviations in the upper half of the display. The following table explains the meaning of those abbreviations. For explanations of the other abbreviations, including those used in the lower half of the display, see page 69.

Abbreviation	Definition
DST	The DESTINATION (called) party
SRC	The SOURCE (calling) party
>>> <<<	Appears on either the SRC or DST line to indicate which party is currently connected to the console
COS	Shows the Class of Service assigned to the extension or trunk that is currently connected to the console
COR	Shows the Class of Restriction assigned to the extension or trunk that is currently connected to the console
C/W	Preceded by a number to indicate how many calls are waiting to be answered

Conventions

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

- Fixed keys appear in bold letters—for example, **Answer** or **Hold**.
- Softkeys appear in bold letters within brackets—for example, **[Bell On]** or **[Conference]**.

About the Console

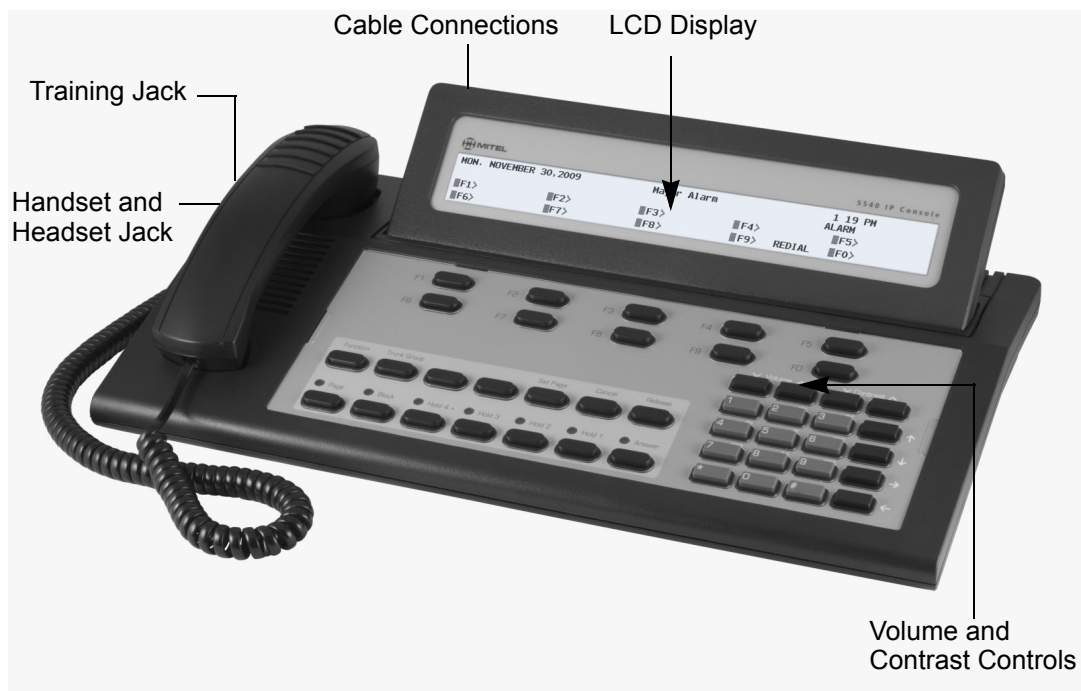
Before you begin

Before operating the console, check that the display shows [F1> through [F0> and the correct time and date. Also, make sure the handset is plugged into the side of the console.

If any problems occur, contact your communications department for assistance.

Console Components

The illustration below shows the main parts of the console.



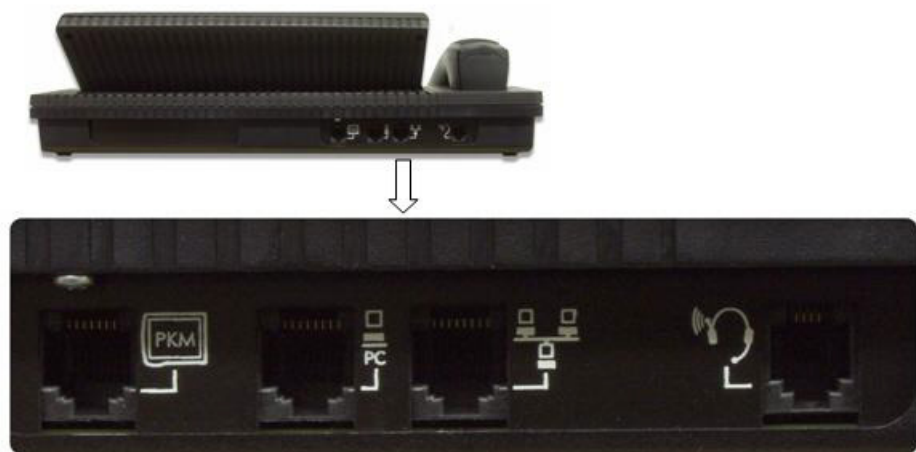
Corded Handset and Headset Ports

There are two jacks on the left side. One is for the handset or headset that you use; the other is for the handset or headset used by the person training or monitoring new attendants.



Console Rear Ports

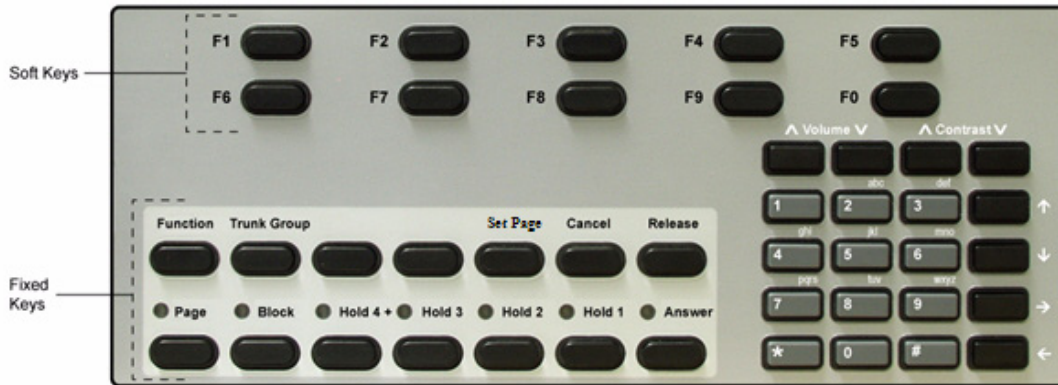
The cabling required to connect the console to the telephone system is located at the rear of the console. The cables should be connected by a qualified system installer and should not be adjusted by unauthorized personnel. The Cordless Headset port is the last port on the right side. For more information on cordless headset operation, see "Using a Cordless Headset with the Console" on page 12



Note: The PKM is currently not supported on Mitel Communications Director (MCD).

Console Keys

The console has three types of keys: Dialpad keys, Softkeys and Fixed Keys.




Dialpad keys

The dialpad on the right side of the console has 20 keys, including the standard 12 dialing keys.

Ringer Volume keys: The **Volume** ^ and **Volume** v keys increase or decrease the loudness of the console ringer and handset volume.

Contrast Control keys: The **Contrast** ^ and **Contrast** v keys increase or decrease the display contrast and brightness.

Cursor Control keys: The , ,  and  keys are used in the following circumstances:

 (**Backspace**): Press this key to correct mistakes when dialing extension or trunk numbers or when entering **Function** key information.



Note: If you enter an invalid extension, for example a Console or Hunt Group extension, you will hear a re-order tone. This indicates the entry is invalid. You can use the **[EXIT]** softkey to back out because the Backspace cursor key will not work. It only works for invalid station/set numbers.

Fixed Keys

The Fixed keys are arranged in two rows of seven keys. You use them to perform basic operations such as answering calls and placing calls on hold.

Each key in the bottom row has a lamp that indicates the status of a call or feature. For example, when you use a Hold key to place a call on hold, the lamp above the key lights.

Use this key...	When you want to...
Function	activate softkeys (explained in the next section), which are used for operations such as setting the console date and time and switching the console to Night Service.
Trunk Group	see which trunk groups are busy.
Cancel	clear misdialled information.
Set Page	page extension users using their telephone speakers.
Release	disconnect or transfer calls.
Page	make an announcement over the paging system.
Block	restrict selected extensions/guest rooms from calling each other.
Hold	place calls to the console on hold. Hold 1 through 3 are direct holds. Pressing Hold 1, Hold 2, or Hold 3 places a call on hold at that location. Pressing Hold 4+ accesses five additional hold slots.
Answer	answer incoming calls to the console on a "first-come, first- served" basis.

Softkeys

Softkeys have functions that change depending on the state of the call you are handling or the feature you are using. For example, when you call a busy extension the display will show the softkey functions that are available for handling the call. One of these functions is Override, another is Msg Waiting.

The [F1> to [F0> labels on the display correspond to the [F1> to [F0> keys on the consoles. To use a softkey function, press the [F1> to [F0> key that corresponds to the display label for that function.

Console Display

During call handling, the upper two lines identify the SOURCE or calling party [SRC] and the DESTINATION or called party [DST].

The two lower lines, labeled [F1> to [F0>, show the current softkey labels. For example, if [F8> is labeled [Override], pressing [F8> lets you override a busy extension's conversation. At another time, the same key, [F8>, could be labeled [Night 1]. Now, pressing [F8> places the console in Night 1 operation.

Adjusting the Console

Adjusting the Ringer Volume

To raise or lower the ringer volume while the console is ringing:

1. Press and release the **Volume** ^ key to increase or the **Volume** v key to decrease the volume.
2. Repeat until the ringing is at the volume you want.

Adjusting the Handset and Headset Receiver Volume

The Volume keys adjust the volume of the console ringer and the volume of the handset and headset receiver. Although you can have a handset and a headset connected to the console at the same time, the receiver volume for each is not individually adjustable; any volume adjustments you make affect both the handset and the headset.

To adjust the handset and headset receiver volume while a call is in progress and the console is not ringing, or while the console is idle:

- Press **Volume** ^ repeatedly to increase the volume or **Volume** v to decrease it.



WARNING: Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the Contrast Control

To adjust the display contrast:

1. Press the **Contrast** ^ key until you reach the desired level of contrast.
2. Press the **Contrast** v key to decrease the contrast to the desired level.

Adjusting the Display Brightness

To dim or brighten the display:

1. Press and hold **Function**.



Note: When the **Function** key is pressed, the display shows the available softkeys. These softkeys can be ignored as the display will revert to normal when the **F1** key is pressed.

2. Press the **Contrast** ^ key until you reach the desired level of brightness.
3. Press the **Contrast** v key to decrease the brightness to the desired level.
4. Press **F1** when finished.



Note: The backlight on the 5540 IP console is always on and does not dim.

Turning the Console Bell (Ringer) Off/On

When the bell is off, a flashing **Answer** key and the **C/W** indicator on the display are the only indications that calls are waiting to be answered.

To turn the bell on or off:

1. Press **Function**.
2. Press **[Bell Off]** or **[Bell On]**.

Switching to Night/Day Service

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

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

To switch to night or day service:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Chg Service]**.
4. Press **[Night 1]**, **[Night 2]**, or **[Day]** as required.

Setting the Console Language

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

To change languages:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Language]**.
4. Press the softkey that corresponds to the language you want.

Changing the Attendant Present/Absent Status

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

To change the Attendant Present/Absent status:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Att Absent]** to place the console in Attendant Absent mode or **[Att Present]** to return to Attendant Present mode.

Programming Firmkeys

You can program the Firmkeys (two unlabeled keys next to Trunk Group) to access various optional feature packages. The feature packages your company has purchased determines which of the following functions are available for you to program to a key. For more information about the features, see the cross-reference provided, or ask your communications department.

- "Phonebook" on page 29
- "Hotel/Motel Features" on page 55
- "Viewing Trunk Status" on page 51
- SMDA - Station Message Details Accounting
- Direct Page
- Autovon Trunk
- Select Opt - Selection Option (Used when you need more than four Firmkeys)

You can also program a Firmkey to provide quicker access to Alarm information, a standard feature described in "Viewing System Alarm Information" on page 37.

To program Firmkeys:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Firmkeys]**.

The display shows the current Firmkey programming.

4. Press the blank Firmkey (not the softkey) you want to program repeatedly until the desired options appears at that location.

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

5. Press **[Save]**.
6. Repeat steps 4 and 5 to program the next firmkey.
7. Press **[Exit]**.

To use the Select Options key (when more than four Firmkeys are required):

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

Using a Cordless Headset with the Console

The 5540 IP Console supports the Jabra GN9350e Cordless Headset. For details on how to operate these headsets, please refer to the manufacturer's documentation.

Connecting the Cordless Headset

The GN9350e is comprised of a base station and a cordless headset.



You can connect the GN9350e base station to the 5540 IP Console in one of two ways:

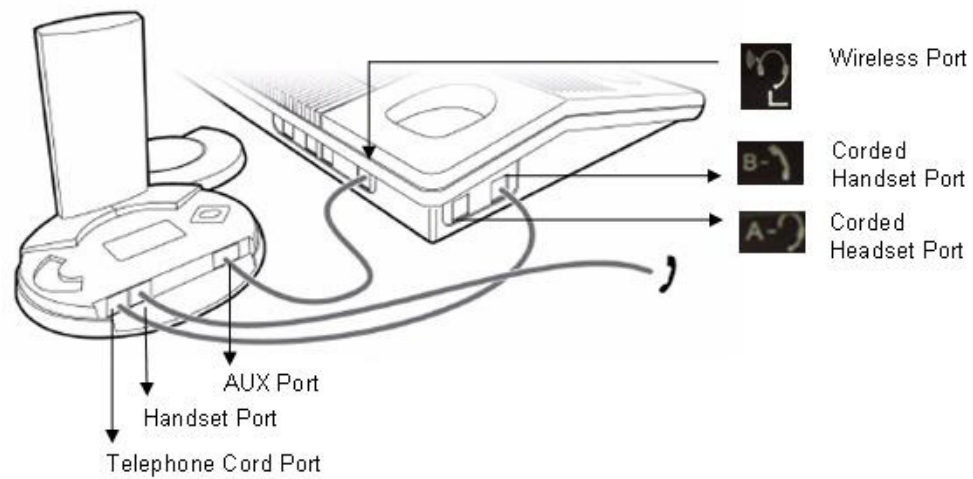
- in training mode
- in operational mode

Training mode allows a supervisor to hear the conversation via the handset or cordless headset for training purposes. Audio can be heard over both.

Operational mode allows audio only on the cordless headset or the handset.

Using the Cordless Headset for Operational Mode

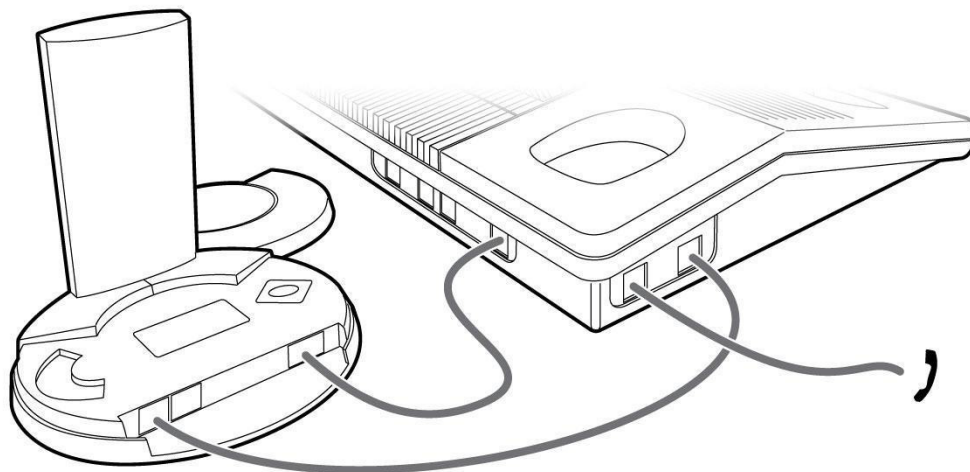
1. Unplug the handset cord from the 5540 IP Console.
2. Plug the console handset cord into the handset port of the cordless base station.
3. Plug the base's telephone cord to the handset port of the 5540 IP Console.
4. Connect the Cordless Headset cable between the AUX port of the cordless base station and the Wireless Port at the back of the 5540 IP Console.



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Using the Cordless Headset for Training Mode

1. Unplug the handset cord from the 5540 IP Console.
2. Plug the console handset cord into the headset port of the 5540 IP Console.
3. Plug the base station's telephone cord to the handset port of the 5540 IP Console.
4. Connect the Cordless Headset cable between the AUX port of the cordless base station and the Wireless Port at the back of the 5540 IP Console.



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Guidelines for Cordless Headset Operation

The guidelines below will assist you in answering and receiving calls using the Cordless Headset:

- When the headset is in the cradle, it is in the IDLE state.
- When the headset is removed from the cradle, it is in the TALK state.
- The headset must be in an IDLE state in order to hear ringing for an incoming call.
- The headset must be in the TALK state in order to hear ringback for an outgoing call.

Table 1: Cordless Headset Operation

	IDLE	TALK
Headset	BLUE LED is OFF	BLUE LED is FLASHING
Base Station	BLUE LED is SOLID	BLUE LED is FLASHING

Answering Calls Using a Cordless Headset

1. Remove the headset from its base and answer the call, or if wearing the headset, press the **Talk** button (Silver portion on top).
2. To end the call, press the **Talk** button, even if the call was terminated by the other end.



Note: If you do not press the **Talk** button to end the call, the Cordless Headset remains in the TALK state and you will not be able to hear incoming calls.

Making Calls Using a Cordless Headset

1. Press the **Talk** button (Silver portion) on the headset.
2. Place the call from the Console and hear ringback.
3. Press the **Talk** button to end the call, even if the call was terminated by the other end.

For other details on how to operate these headsets, please refer to the manufacturer's documentation.

Powering the Console

The 5540 IP Console is powered by the Power over Ethernet (POE) connection.



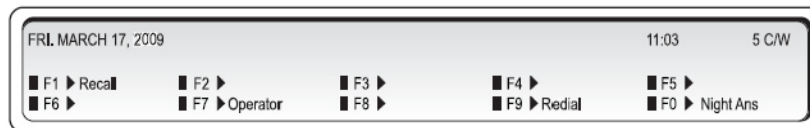
Chapter 2

Call Handling

Answering Calls

Ringing and a flashing **Answer** key indicate the arrival of a call. The number next to **C/W** in the display indicates how many calls are waiting to be answered.

The information displayed next to the softkeys [F1> to [F0> indicate the actions you can take by pressing the corresponding softkey.



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

The following softkey prompts can accompany an incoming call:

- **[Recall]**
- **[Redial]**
- **[Ldn 1], [Ldn 2], ... [Ldn 6] in positions F2-F7.**
- or any pre-programmed customer-specific information (for example, your company may choose to display [Line 1] instead of [Ldn 1].

To answer calls:

Do one of the following:

- Press **Answer** to answer the first call in the queue.
- Press a softkey (F1 – F0) to answer a specific type of call.

The first line of the display shows >>> SRC followed by an extension number and name for an internal call, or a trunk number for an external call. The DST line (the second line) remains blank until you dial a destination number.

New Call Indication

When you are engaged in a call, a single burst of ringing signals the next incoming call. Subsequent calls do not ring the console—even with the New Call Ring turned on. The only way to tell that calls are waiting is by the **C/W** indicator on the console display.

When Multiple Calls are Waiting

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

Transferring Calls

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

To transfer a call:


1. Dial the destination number.

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

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

Misdialed Numbers

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

- Press  to erase the misdialed digits, and then dial the correct number.
- or -
- Press **Cancel** to return to the Source party, and then redial the number.

Reaching a Busy Destination or an Extension with Do Not Disturb Activated

If the called destination is busy or the extension has Do Not Disturb activated, the display will show “Busy” or “DND” on the DST line.

In both cases, your options for handling the call are the same, except for the Callback option, which only applies when calling a busy destination.

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

- Press **[Source]** to return to the caller requesting the transfer.
- Press **Cancel** to disconnect the destination so that you can dial a new one.
- Press **Release** to camp the caller on to the busy destination or disconnect the source. (For an explanation of camp-on, see page 71.) If the transfer is not allowed, you will hear a beep. Press **[Source]** to retrieve the original party.
- Press **[Override]** to break into the busy extension. For more information on using Override, see page 28.

- Press **[Msg Waiting]** to send a message waiting indication to the called extension. For more information on Message Waiting, see page 28.
- Press **[Callback]** to receive notification when the destination is free.
- Press **[Addt. Info]** to display COS of Destination and Source.

If you reach a busy extension or you are placing an outside call and all of the trunks are busy, you can request an automatic Callback. The system monitors the line and rings the console when the line becomes free. When you answer a Callback at the console, the top line of the display will show "CALLBACK." Callbacks on outside calls are used when all system trunks are busy, not when the called party is busy.

Reaching an Extension with an Advisory Message

Users with a display phone can show a short message, called an Advisory Message, on other display phones or consoles that call their phone. When you call an extension with an Advisory Message, the message appears on the DST line of the console display as follows:

```
>>>DST 3070 S.BERRY  IN A MEETING RINGING<<<
```

In this example, the user has left the message "In a meeting" on his or her phone. For a list of other Advisory Messages, see page 70. See also *Setting/Clearing Advisory Messages* on page 47.

Placing Calls

To place a call:

1. Dial the destination number using the dialpad keys.

The dialed number appears on the second line of the display.

2. After completing the call, press **Release** to disconnect it from the console.

Placing a Call on Hold

You can place up to three calls on hold using the fixed Hold keys. If you need to place more calls on hold, use the Hold 4+ key in combination with the softkeys.

To place a call on hold:

1. Inform the caller that you are placing the call on hold.
2. Press **Hold 1**, **Hold 2** or **Hold 3**.

Its lamp lights indicating the call is on hold.

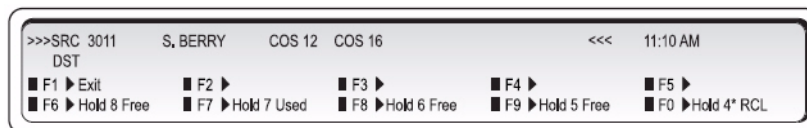
To retrieve a call on hold:

- Press **Hold** that was used to place the call on hold.

To access the five Hold slots available on the softkeys:

1. Press **Hold 4+**.

The display changes as follows:



The display shows that Hold slots 5, 6, and 8 are free, Hold 7 is in use, and Hold 4* is "recalling" the console.

2. Press a free **[Hold]** softkey.

The lamp above the **Hold 4+** key lights whenever any of the softkey hold slots are in use.

The display returns to the information that was showing before you pressed the **Hold 4+** key.

To retrieve a call at a softkey Hold slot:

1. Press **Hold 4+**.
2. Press **Hold** softkey that was used to place the call on hold.

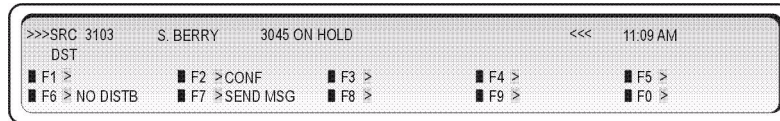
Hold Recall

If a call is left on hold longer than a specified time, it returns to the console as a recall. The lamp above the Hold key used to place the call on hold flashes and the console beeps once to indicate a recall at Hold 1, twice for Hold 2, three times for Hold 3, and four times for calls on hold at any of the softkey Hold slots.

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

Stacked Hold

When an extension has a call on hold, or is in a conference call, and dials the attendant, the display will indicate a held or conferenced call. For example, a held call would show as:



Pressing the **[Conference]** softkey establishes a conference call involving the console and extensions 3103 and 3045.

Setting up Conferences and Call Splitting

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

To conference a call:

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

To split a conference call:

- Press **[Source]** to speak privately to the first party or **[Destination]** to speak privately to the other party.

To release the console from a conference call:

Do one of the following:

- Press **Release** to connect both parties and then release them from the console.
- Press **Cancel** to release the parties from the console without first connecting them.

Answering Recalls

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

To answer a "No Answer" recall:

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

To answer a "Busy" recall:

1. Press **Answer** or **[Recall]**.
2. Inform the caller that the destination is busy.
3. Do one of the following:
 - Press **Cancel** to disconnect the Source party.
 - Press **Release** to transfer the call to the same destination again.
 - Press **[Redial Dst]** to reconnect with the busy destination.
4. If you pressed **[Redial Dst]**, do one of the following:
 - Press **[Override]** to break into the busy extension.
 - Press **[Msg Waiting]** to send a message waiting indication to the busy extension.
 - Press **[Source]** to connect to the Source party.
 - Press **[Callback]** to receive notification when the extension is free.
 - Press **Release** to camp the source on to the destination again. (See page 71 for an explanation of camp-on.)
 - Press **Cancel** to clear the destination and dial a new extension number.

Answering Intercepts to the Console

Misdialed calls from extensions, or calls to extensions with Do Not Disturb activated, could ring the console depending on system programming.

When you answer the call, the display will show the reason for the interception.

Paging from the Console

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

PA Paging

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

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

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

1. Place the Source call on hold. (See page 21.)
2. Press and hold **Page**.

The lamp above the **Page** key lights.

3. Do one of the following:
 - If you have only one paging zone, announce the Hold Pickup access code and the Hold slot number appearing on the top line of the display.
 - If you have more than one page zone, dial the two-digit paging code (dial 00 for all zones), and then announce the Hold Pickup access code and the Hold slot number.
 - If any of the paging zones are busy, the display shows “Busy” on the second line. Press **[Override]** to interrupt the page in progress.
4. Release **Page**.

Extension Paging

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

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

To page an extension:

1. Press **Set Page**.
2. Do one of the following:
 - To page a specific extension, dial the extension number.
 - To page a group of extensions, dial the page group directory number.
3. Make the page.

Call Park

To park an active call:

1. Press the Call Park softkey.
2. Dial the directory number on which to park the call.
3. To inform a user that a parked call is waiting, do one of the following:
 - If automatic paging is enabled, announce the call and the park retrieve digits shown on the display.
 - If automatic paging is disabled, press Page for loudspeaker paging or enter the Direct Page feature access code and the DN of the set. Then, announce the call and the digits required to retrieve it.

To retrieve a parked call:

1. Do one of the following:
 - Dial the Call Park – Retrieve feature access code.
 - Press a programmed ParkRetrieve firmkey.
2. Dial the directory number that the call is parked on. When prompted to enter the Parking Slot, enter the two-digit index number to retrieve a specific call or # to retrieve the longest parked call

Placing Ringing or Paging Intercom Calls

A called party can be either paged or rung when receiving an intercom call.

To place either paging or ringing intercom calls:

1. Make a call.
2. Press **Set Page**.

Setting and Canceling Do Not Disturb on an Extension

Do Not Disturb (DND) prevents calls from ringing a user's extension. You can set and cancel DND on a user's extension while you are on a call with the user.

To set or cancel DND on an extension:

1. While connected to the extension, press **[No Disturb]**.

"DND" appears next to the extension information on the display to indicate that Do Not Disturb is set.

2. Press **Release**.

You can also set and cancel DND without calling the extension. For more information, see page 46.

Setting and Canceling Message Waiting on an Extension

If an extension is busy or the user does not answer, you can send a notice to let the user know a message is waiting at the console. You can also cancel messages you left at an extension.

To set or cancel Message Waiting on a ringing or busy extension:

1. Press **[Msg Waiting]** to set Message Waiting or **[Clear Msg]** to clear it.
“MSW” appears next to the extension information on the display to indicate that Message Waiting is set.
2. Press **Release**.

Overriding Busy or Do Not Disturb

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

To use Override:

1. Press and hold **[Override]**.
If you are overriding a busy extension, both parties hear a long beep, and then you enter the conversation. You will remain connected to the conversation until you release the **[Override]** softkey.
If you are overriding an extension with DND active, you will hear ringing.
2. Press **Cancel** or **Release** to disconnect the console from the busy extension.

If the busy extension hangs up while you are pressing **[Override]**, you will hear fast busy tone and the display will show “Hung Up” instead of “Busy.”

Redialing the Last Number

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

To redial the last number:

- Press **[Redial]**.

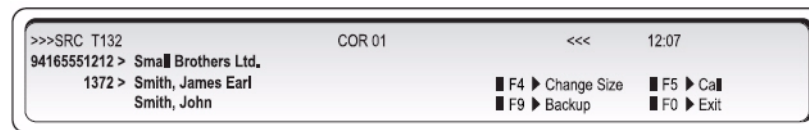
Phonebook

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

To use Phonebook to look up an extension user

1. Press the **Phone Book** firmkey.
2. Do one of the following:
 - To search by name, enter the name using the dialpad.
 - To search by department name, location, or extension, press **[Options]** and then enter the necessary information.
 - Press **[Next Field]** to move the cursor to another field, **[Clear Field]** to erase information you have entered, and **[Backup]** to return to the previous display.
3. Press **[Lookup]**.

The display show, for example:



The screenshot shows a phone console display with the following text:

```
>>>SRC T132          COR 01          <<< 12:07
94165551212 > Sma Brothers Ltd.
1372 > Smith, James Earl
      Smith, John
F4 ▶ Change Size  F5 ▶ Call
F9 ▶ Backup       F0 ▶ Exit
```

4. If no match exists, edit the original entry.
5. If the name is not unique, press \wedge or \vee (if required).
6. To call the selected extension user, press **[Call]**.
7. If a unique match is found, the console transfers the call to the desired user.

Setting up a Serial Call

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

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

1. Tell the caller to remain on the line after completing each call.
2. Press **[Serial Call]**.
3. Dial an extension number.
4. Press **Release**.

When the extension user hangs up, the outside call returns to the console as a recall.

5. When the call returns to the console, press **[Recall]**.
6. Dial the next extension number, and then press **Release**.
7. When all calls are completed, press **[Serial Call]** and then **Release**.

Using Tone Signaling

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

However, there are times when telephone equipment, either in or outside your office, needs to receive tones to complete a call. Typically, special services such as Voice mail systems (described on page 33) require information in the form of tones before allowing access.

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

1. Press **[Tones On]**.
2. Dial the required code.
3. When you complete the call, press **[Tones Off]** to turn off tone signaling.

Flashing on Trunks

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

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

To flash on a trunk for further dialing:

1. Press **[Single Flash]** or **[Double Flash]**.
2. Dial the required number.
3. Press **Release**.

Answering a Call with Night Service Enabled

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

The night answer point is programmed at the system level.

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

- Press **[Night Ans]**.

Using Directed Call Pickup

Directed Call Pickup allows you to answer a call ringing at an extension. You can also use this feature to retrieve a call that you transferred to the wrong extension.

To pick up a call ringing at an extension:

1. Dial the Directed Call Pickup code. (Your communications department can provide the code.)
2. Dial the extension number of the ringing extension.
3. Speak to the calling party.

Last Call Retrieve

This feature allows you to recover a call you transferred to the wrong extension. The call must still be ringing the original extension to be recovered.

To retrieve the last call transferred from the console:

- Press **Cancel**.

Multiple Console Operation

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

1. Independent Operation

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

2. Transparent Operation

With transparent operation, all consoles operate the same way. An incoming call rings all consoles, though, recalls return to the individual console that handled the call.

The consoles are also given privileges to read or cancel messages left at an extension by other extension users or the attendant. For more information about reading and canceling messages, see page 47.

Inter-Console Calls and Transfers

An attendant can make and transfer calls to another attendant by dialing the console's directory number, but not by dialing 0 (zero). Whether you are transferring calls to an extension or another attendant, the procedure is the same—see page 20 for instructions.



Note: Inter-console calls cannot be put on hold.

Centralized Attendant Service (CAS)

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

Voice mail

A voice mail system connected to your telephone system does not affect the operation of the console. If a call is answered by such a system, you may be prompted to enter an access code or an identification number. Before responding to the prompt, you must turn on tone signaling using the **[Tones On]** softkey. For more information, see “Using Tone Signaling” on page 31



Chapter 3

Using System Functions

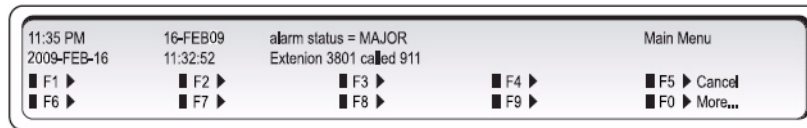
Viewing System Alarm Information

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

To read an alarm message:

1. Press **Function**.
2. Press **[Alarm]**.

The display shows, for example:



3. Record all the alarm information.
 - Press **[More...]** to display additional information or other alarms (if any).
 - The Alarm indicator will continue to flash until all alarm messages have been displayed.
 - Contact your communications department.
4. Press **[Exit]**.

Viewing 911 Call Alarms

This feature raises an alarm at the console when an extension user places a 911 (or other designated Emergency Services number) call and identifies the extension that placed the call. With this information, you can direct emergency services (for example, police or ambulance personnel) to the location from which the call was placed.

When a 911 Call alarm is raised, the console rings and the display shows “Emergency Call <Press Function Key for Details>”.



Note: Although the console alarm indicates the calling extension's location, the emergency could be somewhere else—for example, in another room or on a different floor. Therefore, it is important to get verbal confirmation from the caller about where help is needed.

To read a 911 Emergency Call alarm message:

1. Press **Function**.
2. Record the number of the extension from which the 911 call originated.

To delete the 911 alarm, press **[Clear]**.

3. Contact the appropriate emergency services.
4. Press **[Exit]**.

If an attendant console is in Attendant Console Lockout state, you can still access 911 alarm information, but you cannot clear the alarms.

Emergency Call Notification and Cordless Headsets

If you are on a cordless headset and active on a call, you will not receive Emergency Call Notification (ECN) on the cordless headset. The ECN notification is available on the console, though.

Setting System Date and Time

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

To set the time:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Date/Time]**.
4. Press **[12/24 Hr]** to select either the 12-hour or 24-hour format.

"AM" or "PM" will appear after the time in the 12-hour format.

5. Press **[Set Time]**.
6. Enter the current time using four digits (hh:mm).

For example, for 9:30 enter 0930.

7. Press **[PM]** if applicable.

[PM] appears only if the system is set to 12-hour format, and the hour entered is in the range 01 – 12.

8. Press **[Set]** (24-hour format only).

You can use the  key to make corrections.

9. Press **[Exit]**.

To set the date:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Set Date]**.
4. Enter the current date in YY/MM/DD format.

For example, for December 12, 2009, enter 091212.

5. Press **[Set]**.
6. Press **[Exit]**.

Canceling Call Forwarding

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

To set or cancel Call Forwarding on an extension:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Cncl All Fwd]**.
4. Press **[Confirm]**.
5. Press **[Exit]**.

You can also set up Call Forwarding for individual extensions from the console. See “Setting/Canceling Call Forwarding” on page 45

Canceling Do Not Disturb

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

To set or cancel DND on an extension:

1. Press **Function**.
2. Press **[Att Function]**.
3. Press **[Cncl All Dnd]**.
4. Press **[Confirm]**.
5. Press **[Exit]**.

You can also set up DND for individual extensions from the console. For more information see “Setting/Canceling Do Not Disturb” on page 46.

Displaying the Console Identity

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

Dialing the console extension number is an alternative to dialing "0" (zero) to call the attendant. The Attendant Hold ID number is part of the Attendant Hold - Remote Retrieve feature. A user can "pickup" a call on hold at the console by dialing the Attendant Hold - Remote Retrieve feature access code, followed by the Attendant Hold ID and Hold slot number. The call and the code are usually announced using page.

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

To display the console extension number and the system software version:

1. Press **Function**.
2. Press **[Identity]**.



Chapter 4

Using Extension Functions

Viewing Extension Status

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

To view the current status of an extension:

1. Press **Function**.
2. Press **[Stn Function]**.
3. Enter the extension number.
4. Press **[Enter]**.
5. Press **[Upd Status]**.

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

6. Press **[Exit]**.

Setting/Canceling Call Forwarding

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

To set or cancel Call Forwarding on an extension:

1. Press **Function**.
2. Press **[Stn Function]**.
3. Dial the number of the extension for which you want to set or cancel Call Forwarding.
If you dial an invalid number, press **[Clear No.]**.
4. Press **[Enter]**.
5. Press **[Call Fwd]**.
6. Do one of the following:
 - Press the softkey corresponding to the type of call forwarding required, for example, Always, No Answer, and so forth.
 - Press **[Cancel]** to cancel the current call forwarding.
7. If you selected **[Always]**, dial the destination and then skip to step 10.
8. If you selected an option other than Always, press **[Internal]** or **[External]** to specify which type of calls you want to forward.
9. Dial the destination or press **[Current No.]** to forward calls to previously specified destination.
10. Press **[Save]**.

Setting/Canceling Do Not Disturb

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

To set or cancel DND on an extension:

1. Press **Function**.
2. Press [**Stn Function**].
3. Dial the extension number.
4. Press [**Enter**].
5. Press [**No Disturb**].

The first line of the display shows "DND" to indicate that DND is set.

6. Press [**Exit**].

You can also set and cancel DND while on a call to an extension. For more information, see page 28.

Setting/Clearing Message Waiting

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

Use this feature if you know that the person you are trying to contact is out of the office. If you know that the person is in the office, use the Callback feature described on page 20.

To set or clear Message Waiting on an extension:

1. Press **Function**.
2. Press [**Stn Function**].
3. Press [**Stations**].
4. Dial the extension number.
5. Press [**Enter**].
6. Press [**Msg Waiting**] to set or clear message waiting.
7. Press [**Exit**].

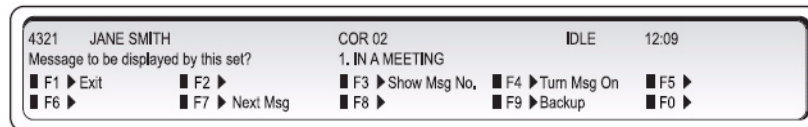
Setting/Clearing Advisory Messages

You can read Advisory Messages left on a phone and clear or change an existing message.

To read, set, or clear an Advisory Message:

1. Press **Function**.
2. Press **[Stn Function]**.
3. Dial the extension number.
4. Press **[Enter]**.
5. Press **[Set Up Msg]**.

The display shows:



6. Do one of the following:
 - Press **[Turn Msg On]** to activate the currently displayed message.
 - Press **[Next Msg]** or **[Previous Msg]** until the message you want to leave appears, and then press **[Turn Msg On]** to activate the message.

If the extension has an Advisory Message active, the message will appear on the display. You can either press **[Turn Msg Off]** to clear the message or replace it with another one by pressing **[Next Msg]** until the replacement message appears, and then pressing **[Turn Msg On]** to activate the message.

7. Press **[Exit]**.

Instead of scrolling for the message you want, you can select it by entering a number from the list in the table "Advisory Messages for Display Telephones" on page 70.

Clearing All Features

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

- Call Forwarding
- Do Not Disturb
- Callbacks
- Reminders
- Advisory Messages
- Auto-Answer

To clear all features that are currently set on an extension:

1. Press **Function**.
2. Press **[Stn Function]**.
3. Dial the extension number.
4. Press **[Enter]**.
5. Press **[Clear Feat]**.
6. Press **[Exit]**.

Taking an Extension Out of Service

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

To busy out an extension:

1. Press **Function**.
2. Press **[Stn Function]**.
3. Dial the extension number.
4. Press **[Enter]**.
5. Press **[Busy Rts]**.
6. Do one of the following:
 - Press **[Busy]** to take an idle extension out of service.
 - Press **[Courtsey Down]** to take a busy extension out of service when it becomes idle.
 - Press **[Force Down]** to take a busy extension out of service and disconnect its call.
 - Press **[Ret To Serv]** to return the extension to service.



Chapter 5

Using Trunk Functions

Viewing Trunk Status

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

To view the current status of an extension:

1. Press **Function**.
2. Press **[Trk Function]**.
3. Enter the trunk number.
4. Press **[Enter]**.
5. Press **[Upd Status]** to view information about the trunk such as its Class of Service (COS) and Class of Restriction (COR).
6. Press **[Exit]**.

Viewing Trunk Group Busy Status

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

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

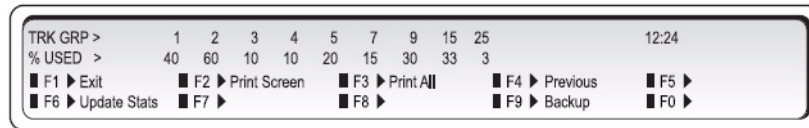
The status information can be viewed when the console is idle or while handling calls. The following softkeys are available when displaying trunk group information:

Softkey	Purpose
[Print Screen]	Prints the information currently displayed.
[Print All]	Prints information for all trunk groups.
[Update Status]	Updates information currently showing on the display.
[Next]	Displays the next series of trunk groups.
[Previous]	Displays the previous series of trunk groups.
[Exit]	Leaves the Trunk Group Busy Status Display and returns to the main display.

To check the status of trunk groups:

1. Press **Trunk Status** firmkey .
2. Press **[Trunk Groups]**.
3. Press **[Enter]**.

The display shows, for example:



The screenshot shows a console display with two main sections. The top section, titled 'TRK GRP >', lists trunk groups 1 through 25. The second section, titled '% USED >', shows the percentage of usage for each group. Below these sections are function keys F1 through F10 with their corresponding actions.

TRK GRP >	1	2	3	4	5	7	9	15	25	12:24
% USED >	40	60	10	10	20	15	30	33	3	
F1 ▶ Exit	F2 ▶ Print Screen	F3 ▶ Print All	F4 ▶ Previous	F5 ▶						
F6 ▶ Update Stats	F7 ▶	F8 ▶	F9 ▶ Backup	F0 ▶						

The top line lists the trunk groups, while the second line indicates the percentages busy for each group.

To view the status information of a specific trunk group:

1. Press **Trunk Status** firmkey .
2. Press **[Trunk Groups]**.
3. Enter the Trunk Group number.
4. Press **[Enter]**.

To view a trunk group by specifying the trunk access code:

1. Press **Trunk Status** firmkey .
1. Press **[Trunk Groups]**.
2. Enter the Trunk access code -- for example, "9".
3. Press **[Enter]**.

Accessing Specific Trunks

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

To access a specific trunk:

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

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

Taking a Trunk Out of Service

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

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

1. Press **Function**.
2. Press **[Trk Function]**.
3. Enter the trunk number.
4. Press **[Enter]**.
5. Press **[Bsy/Rts]**.
6. Do one of the following:
 - Press **[Busy]** to take an idle trunk out of service.
 - Press **[Courtsey Dwn]** to take a busy trunk out of service when it becomes idle or **[Force Busy]** to busy it out immediately.
 - Press **[Ret To Serv]** to return the trunk to service.



Chapter 6

Hotel/Motel Features

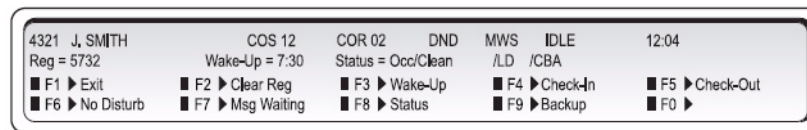
Displaying and Changing Room Data

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

To display or change data for a room:

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

The display shows, for example:



This display shows that room 4321 is occupied and clean (Occ/Clean), Do Not Disturb (DND) is set, a message is waiting (MSW), the phone is idle, a 7:30 wake-up call is set, long distance calls are allowed, and Call Block is in effect.

4. Do any of the following:
 - Press **[Clear Reg]** to clear the message register count. (See page 62.)
 - Press **[No Disturb]** to set Do Not Disturb and block incoming calls.
 - Press **[Msg Waiting]** to set or clear the message waiting indicator on the room phone.
 - Press **[Wake-Up]** to set or clear a wake-up call time. (See page 60.)
 - Press **[Status]** to change the room's Occupancy or Condition status (See "Changing Room Occupancy and Condition Status" on page 59.)
 - Press **[Check-in]** or **[Check-Out]** to check a guest in or out.

Listing/Counting Rooms by Occupancy and Condition Status

You can display a list of rooms by occupancy and condition status—for example, Vacant and Not Clean, or Occupied and Maid Present. The system also reports the total number of rooms that are in the state you specify. You can cycle through all rooms or start with a particular room number—for instance, the first room on the third floor.

To list all rooms by occupancy and condition status:

1. Press the **Guest Service** firmkey.
2. Do one of the following:
 - To list all vacant and clean rooms, press **[Vac/Clean]**.
 - To list all rooms in which a maid is present, press **[Maid]**.
 - To list all rooms in another state (for example, vacant and not clean), press **[Occupancy]** repeatedly until the state you want appears in the "Occup" field, and then **[Condition]** to select the condition state.

The display shows, for example:

Occup = Occupied	>	1200	1202	1205	1206	1208	12:01
Cond., = Not Clean		1212	1215	1225	1236	1243	
F1 ▶ Exit	F2 ▶	F3 ▶	F4 ▶ Previous	F5 ▶ Next			
F6 ▶	F7 ▶	F8 ▶	F9 ▶ Backup	F0 ▶ Select			

3. Press **[Enter]**.
4. Do any of the following optional steps:
 - To view the next 10 rooms on the list, press **[Next]**.
 - To view the previously displayed 10 rooms, press **[Previous]**.
 - To return to the main Guest Service display, press **[Backup]**.
 - To see more information about a room, use the cursor control keys to select it, and then press **[Select]**.

You can print a list of all vacant or occupied rooms. For more information, see "Printing Reports" on page 63.

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

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

Changing Room Occupancy and Condition Status

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

The occupancy and condition states are as follows:

Occupancy	Condition
Vacant	Clean
Occupied	Dirty
Reserved	Maid
Guaranteed	To Inspect
	Unavailable

To change a room's occupancy and condition status:

1. Press the **Guest Service** firmkey.
2. Dial the room number, and then press **[Enter]** (not necessary if you are already connected to the room).
3. Press **[Status]**
4. Press **[Occupancy]** repeatedly until the state you want appears in the Status field on the display.
5. Press **[Condition]** repeatedly to select the condition state.
6. Press **[Set]**.



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

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

Checking-In/Checking-Out

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

To check in or check out a guest:

1. Press the **Guest Service** firmkey.
2. Dial the room number.
3. Press **[Check-in]** or **[Check-out]**.
4. Press **[Enter]**.
5. Press **[Exit]**.

Setting/Canceling Wake-up Calls

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

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

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

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

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

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

1. Press the **Guest Service** firmkey.
2. Dial the room number.
3. Press **[Enter]**.
4. Press **[Wake-Up]**.
5. Follow steps 1-3 from the previous procedure.



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

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

Setting Room Call Restrictions

You can restrict guests from placing local or long distance calls from their room phones. The procedure you use to set call restrictions depends on whether the hotel/motel is using a Property Management System.

If the hotel/motel is NOT using a Property Management System

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

Blocking Room-to-Room Calls

You can use the **Block** key on the console to bar calls between guest rooms. Only room phones programmed with call blocking will be affected by this; ask your communications department for further information.

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

To block room-to-room calls:

- Press the **Block** firmkey.

The lamp above the **Block** key lights and stays lit until blocking is canceled.

Monitoring Guest Rooms

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

You can only monitor a room from an idle console.

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

1. Press the **Guest Service** firmkey.
2. Press **[More]**.
3. Dial the number of the room.
4. Press **[Monitor room]** or **[Enter]**.
5. Listen for three short beeps followed by audio from the room.

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

To disconnect the console from the room:

- Press **Cancel** or **Release**.

Displaying/Clearing a Message Register

The message register is a record of all external calls placed from a guest room telephone. You can display and clear a room's message register while the console is idle or while connected to the guest room.

To display or clear a room's message register:

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

Printing Reports

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

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

To print a report:

1. Press the **Guest Service** firmkey.
2. Press **[Print]**.
3. Select the report you want to print.
4. Press **[Exit]**.



Chapter 7

Reference

Telephone Directory

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Class of Service/Restriction

Each extension and trunk has a COS (Class of Service) and a COR (Class of Restriction) that defines what the user of that extension or trunk can or cannot do. The system can have up to 96 of each, although most companies use only a few.

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

COS	COS NAME	ALLOWS...

COR	COR NAME	RESTRICTS...

Console Display Abbreviations

Abb.	Meaning
ABS	Attendant Absent
ASGND	Assigned
AUTO-ANS	Auto Answer Call
AVAIL	Available
BAD TRK	Bad Trunk
BR	Baud Rate
CBA/CBU	Call Block Affected/Unaffected
CFNA	Call Forward No Answer
CLASS RST	Class Restricted
COR	Class of Restriction
COS	Class of Service
C/W	Call Waiting
DEP	Department (Phone Book)
DND	Do Not Disturb
FL/FLO	Flash Message
FTR ACT	Feature Activated
FTR CNCLD	Feature Canceled
FTR DISLD	Feature Code Disallowed
FTR DENY	Feature Not Allowed
IMM	Immediate Message
INVALID	Invalid Dialing
IC FAIL	Interconnect Failure
LOC	Local Calls Only or Location (Phone Book)
LD	Long Distance
LDN	Listed Directory Number
MNTR BUSY	Room Monitored Busy
MONITOR	Room Monitoring Active
MSG	Message

Abb.	Meaning
MSW	Message Waiting
MTCE	Maintenance
N	Network Trunk Letter - e.g., MSDN/DPNSS2
NIGHT ½	Night Service Mode 1 or 2
NOT ASGND	Not Assigned
NOT AVAIL	Not Available
NOT CLN	Not Clean
OCC	Occupied
OP1/2/3	Call Restriction Option
OUT OF SV	Out of Service
PR	Priority Message
RCL	Recall
REG	Register
RES	Reserved
RET TO SERV	Return to Service
RLS	Release
RQST DENY	Request Denied
RTN	Routine Message
RTS	Return to Service
SER	Serial
SMDA	Station Message Detail Accounting
SRC	Source
T	Trunk Letter
TRK DENY	Trunk Access Denied
TONE EXP	Tone Timer Expired
UNASSGND	Unassigned Number
UPD	Update
VAC	Vacant

Advisory Messages for Display Telephones

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

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

Authorized users can change these messages and program 12 more for system-wide use. Keep a record of any changes and additions.

For instructions on setting these messages from the console, see page 47.

Glossary

Busy out

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

Camp-on

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

Central Office (CO)

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

Class of Restriction (COR)

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

Class of Service (COS)

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

DISA (Direct Inward System Access)

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

Hardware

The physical components of the system.

Hunt Group

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

LDN Keys (Listed Directory Number)

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

PABX (Private Automatic Branch Exchange)

Telephone switching system for private use by a company.

Recall

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

Software

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

Trunk

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

Trunk Identification

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