

COMDIAL

Executech Hybrid/Key System Attendant's Guide

For use with the following hybrid/key system models:

- 1432 series
- 22xx series

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OVERVIEW

The DSS/BLF Console complements an Executech II multiline telephone by providing a more efficient means of completing a high volume of calls. The Console offers a station select key and a status lamp (LED) for each monitored telephone.

- The station select keys provide Direct Station Selection (DSS) via the system intercom.
- The LEDs, arranged as a Busy Lamp Field (BLF), indicate station status.

The Attendant Station provides certain system operating features that are not available for use from other system stations.

When the attendant station, with the special operating features, is paired with the DSS/BLF Console, a convenient attendant position is created.

This publication provides DSS/BLF console operating instructions. It also provides instructions for operating the special features available only to the attendant station. Instructions for operating the features available to all system stations are provided in the station user's guide.

DSS/BLF CONSOLE OPERATION

The BLF lights that are adjacent to the DSS keys indicate the status of the station available for selection at each of those keys. Status conditions are as follows:

BLF STATUS	STATION STATUS
LED Status	Station Status
Light Off	Station Idle
Light Flashing	Station calling you on intercom line
Light On Steady	Station busy
	Station in do not disturb mode
Light Winks	Message waiting reminder
Light Flutters	Station has left attendant a call-back message

Transfer Call To An Idle Station

If BLF indicates station is idle,

- Press DSS key on console corresponding to station to be called. (Outside call will be placed on hold.)
- Announce call and line number.
- Hang up handset or answer another call.

Note: If voice blocking is enabled at station, tone signaling will occur automatically.

Transfer Call To A Busy Station

If BLF shows station is busy (steady on), station can be signalled with subdued ringing:

- Press that station's **DSS** key. (Outside call will be placed on hold.)
- Wait for station to answer. (Station user can dispose of his call and answer this intercom call.)

If station answers,

- Announce call and line number.
- Hang up handset or answer another call.

If station does not answer,

- Press flashing line key or press **RECALL** key to return to outside call.

Transfer Call To Station Without Line Appearance

- Press **DSS** key. (Outside call will be placed on hold.)
- Announce call and ask station user to pick up his handset.
- Press **RECALL** key. (Station immediately has call.)
- Hang up handset.

Unscreened Transfer (Transferring a call without announcing it.)

- Press **DSS** key. (Outside call will be placed on hold.)
- Press **RECALL** key.
- Hang up handset. (Call begins ringing at called station. Call will re-ring at transferring station if not answered within 20 seconds.)

All-Call Paging

- Lift handset.
- Press console **ALL-CALL** key. (A paging path to idle stations is enabled.)
- Announce your message.
- Hang up handset.

ATTENDANT STATION OPERATION

Setting The System Clock

To set the clock/calendar,

- Press ITCM.
- Dial * # .
- Dial clock date (xx xx xx xx xx).
(YEAR-MONTH-DAY-HOUR-MINUTE)
Clock date will be printed if data printer is present.

Note: Values less than 10 must be dialed as 0x. Hours must be expressed in 24-hour format.

To set the clock,

- Press ITCM * # .
- Dial new hour digits.
- Dial new minutes digits.
- Press # .

Note: New clock date will be printed if data printer is present.

To obtain a printing of the current clock date,

- Press ITCM * # # .

Auto Wake-Up

To activate,

- Press ITCM.
- Dial * 1.
- Dial station number.
- Dial wake-up time. (four digits 0000-2359).

To cancel,

- Press ITCM * 1.
- Dial station number.
- Dial 9999.

To obtain verification printout,

- Press ITCM * 2.

- Dial station number.

Note: Station number and wakeup time will be printed if data printer is provided with system.

Outgoing Call Control

To disable trunk access to a Single-Line Keypad,

- Press **ITCM**.
- Dial * **3**.
- Dial station number.

To re-enable trunk access,

- Press **ITCM**.
- Dial * **4**.
- Dial station number.

Message Waiting Control

To turn on MW light,

- Press **ITCM**.
- Dial **42**.
- Dial station number. (The MW light of called station will flash.)

To turn off MW light,

- Press **ITCM**.
- Dial **43**.
- Dial station number. (The MW light of called station will turn off.)

To turn off MW light while delivering message,

- Press **HOLD**.

System Speed Dial

To program numbers,

- Press **ITCM**. Listen for tone.
- Press *. Tone will stop.
- Press **SAVE**.
- Press desired keys to identify location (**10-59**).
- Listen for fast tone burst.

- Press **1-4** for line group (if available), or press line key for line.
- or-
- Press **0** for none. (System will pick prime line or last line used.)
- Dial the number to be stored. (Up to thirty-two digits.)
 - Press **HOLD** to store pause (if required).
 - Press **RECALL** to store flash (if required).
- Press **SAVE** and repeat procedure from that point for each number to be stored.
- Press **MONITOR** key to end programming.

Night Transfer

To activate,

- Press **ITCM**. Listen for tone.
- Press **#**. (Tone will stop and ITCM light will flutter.)

To cancel,

- Press **ITCM #**. (ITCM light will extinguish.)

Programming Of Call Messaging Displays

Custom messages can be created and programmed from the attendant station for display at LCD Speakerphones. The call messaging display messages can be enabled from any station in the system.

To program messages,

- Press **ITCM** key.
- Dial **57**.
- Dial the message location (**1 - 0**).
- Enter two-digit character code from Table 1 and press **#**. Repeat as required to completely form message (16 characters maximum).
For example, dialing **23#63#61#31#43#21#53** programs the word **COMDIAL** as a call messaging display for system use.
- Press **SAVE** then dial next message location and message code.
- or-
- Press **MONITOR** to end programming.

Table 1. Custom Messages

Custom call messaging displays of up to sixteen characters per message can be formed by dialing codes from this chart for allowed characters.

Character Code		Character Code		Character Code	
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76	Back At	10
T	81	t	84	Call	20
U	82	u	85	All other	
V	83	v	86	codes =	SPACE
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

Application Note: The operations covered in this manual reflect the latest KSU software revisions. When using this manual to operate a station connected to a KSU with an earlier software release, there may be conflicting feature operations. Contact your equipment supplier for additional information.

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The information contained herein does not purport to cover all details or variations in equipment nor to provide for every possible contingency to be met in connection with installation, operation, or maintenance. Should further information be desired, or should particular problems arise which are not covered sufficiently for the purchaser's purposes, contact Comdial, Dealer Support Services, Charlottesville, Virginia 22906.

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COMUG-041

GCA 70-066.03
June, 1988