Login Functions

Launch PC Console:

1. Double-click on **Console Operation** icon

Login as different attendant:

- 1. Select Attendant-Login from Menu Bar
- 2. Enter login name and password
- 3. Click OK

Exit PC Console:

1. Select Attendant-Exit from Menu Bar

Copyright ⁶ 1999, Lucent Technologies All Rights Reserved Printed in USA

Notice. While reasonable efforts were made to ensure that the information in this book was complete and accurate at the time of printing, Lucent Technologies can assume no responsibility for any errors. Changes and corrections to the information contained in this document may be incorporated into future reissues.

Warranty. Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

Federal Communication Commission (FCC) Statement: Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Acknowledgment. This document was prepared by the Product Documentation Development group, Lucent Technologies, Holmdel, NJ 07733-3030.

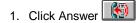


DEFINITY[®] PC Console Release 2.5 Quick Reference Guide



Basic Call Handling

Answer call:



Place call to extension:

- 1. Either:
 - ⇒ Click Hundreds Group button, then Busy Lamp Field
 - \Rightarrow Click Call icon then dial extension using telephone or keyboard
 - ⇒ Search and dial in PC Directory

Place call to outside number:

1. Click Call

- 2. Either:
 - ⇒ Click Trunk Group button and dial as usual
 - \Rightarrow Dial complete number using telephone or keyboard

Hold current call:



Retrieve held call:

1. Click Retrieve

Release call:



Transferring Calls

Transfer incoming call to extension:



- Place call to extension 2. (If Auto Transfer enabled, call transfers automatically)
- 3. Either:

1

- ⇒ Transfer call without announcing it; click before party answers Transfer
- \Rightarrow Set up 3-way connection that includes console; click Split before or after party answers
- \Rightarrow Transfer call after announcing it; wait until party answers then:
 - . ₽€ • If party accepts; click Transfer
 - If party declines, is busy, or no answer;

click Cancel

Transfer extension to outside number:

- 1. Click Trunk Group button or dial access code for outgoing trunk
- 2. Dial number
- 3. Either:
 - \Rightarrow Transfer call without announcing it; click Transfer before party answers
 - \Rightarrow Set up 3-way connection that includes console; click Split before or after party answers
 - \Rightarrow Transfer call after announcing it; wait until party answers then:
 - If party accepts; click Transfer
 - ◆ If party declines; click Cancel reconnect to caller
 - If busy or no answer, click Cancel to reconnect to caller

Transfer incoming trunk call to outside number:

(Trunk-to-Trunk Transfer must be enabled on the switch)

- 1. Click Trunk Group button or dial access code for outgoing trunk
- 2. Dial number (If Auto Transfer enabled, call transfers automatically)
- 3. Either:
 - \Rightarrow Transfer call without announcing it; click

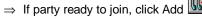
Transfer before party answers

- \Rightarrow Set up 3-way connection that includes console; click Split before or after party answers
- \Rightarrow Transfer call after announcing it; wait until party answers then:
 - ◆ If party accepts; click Transfer
 - If party declines, is busy, or no answer; Ito reconnect to caller click Cancel

Conferencing Calls

Set up conference:

- 1. Answer or place originating call
- 2. Click Conference
- 3. Click Call
- 4. Dial next number



- \Rightarrow If party not available, click Cancel
- 5. To add next person, go to Step 3

Drop self from conference:



End conference:



2. Click Yes to confirm

- Ito reconnect to caller