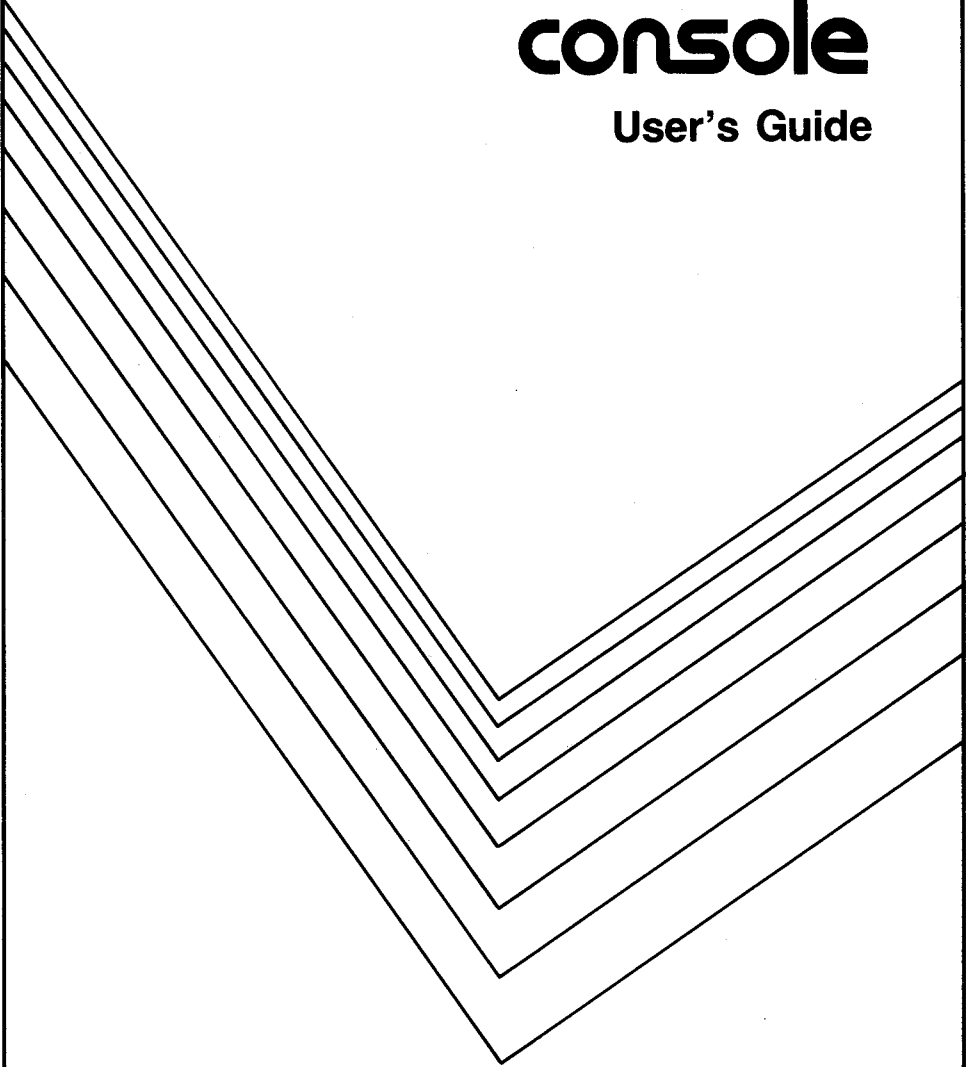


***SBCS***  
**attendant  
console**

**User's Guide**





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# YOUR ATTENDANT CONSOLE

---

The Attendant Console provides you with a variety of features. You may place, answer, transfer and process calls using fixed and programmable feature buttons and access codes. In addition, two add-on modules are available to supplement the operation of your console: a Direct Station Selection (DSS) Module and a Room Status Indicator Module.

The first line of the four-line, twenty-character display indicates time and date, elapsed time and other information about the call with which you are currently engaged. The remaining three lines allow you to monitor calls that are in a "supervised hold" position. You may return to these calls by using the six display buttons located next to the display screen. The fourth line of the display shows the number of calls waiting to be answered.

You may access Front Desk Console features by using a programmable feature button, FRONT DESK. For example, you may implement and cancel a Wake-Up call or Do Not Disturb, indicate a waiting message, send a Silent Message, change the status of a room and record telephone Call Charges, in addition to using all of the business features available.

You may operate your console with the handset or an optional headset module.

The access codes used in this user's guide are the standard SBCS system codes. However, the access codes required to implement the features in your system may differ. Consult with your Communications Coordinator for further information.










# FEATURE BUTTONS AND LAMPS

---

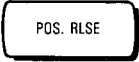


## BASIC BUTTONS

These buttons implement the basic functions of the Attendant Console. They are grey, permanently labeled, and divided into three main groups.

**Answer Group** – used to answer calls

<u>BUTTON LABEL</u>	<u>FEATURE</u>	<u>DESCRIPTION</u>
	Station	Answer a call from an internal station.
	Incoming	Answer an outside call.
	Recall	Answer a Recall. A call which is parked, held, or camped on to a station or an outside line but is not answered or retrieved within a predetermined period of time returns to you as a Recall.

**Extend Group** – used to process calls after answering

	Position Release	Releases the console from a call which is still connected to another station in the system. Compare with DROP/CNCL which disconnects or "hangs up" a call.
	Supervised Hold	Allows the status of a call on hold to be monitored on the display.
	Series/Lock	A dual purpose button which may be used either to process a call as a series call or to cancel the automatic recall of a "locked-out" station.









# FEATURE BUTTONS AND LAMPS



(Continued)

**Function Group** – Provides information on the status or options available for processing a call.

## FIXED FEATURE BUTTONS

<u>BUTTON LABEL</u>	<u>FEATURE</u>	<u>DESCRIPTION</u>
	Source	Selects or indicates the source (calling) party.
	Destination	Selects or indicates the destination (called) party.
	Conference/Join	Joins two parties into a Three-Party Conference call with you.
	Camp-On	Allows you to place a call in a waiting queue for a busy station.
	Drop/Cancel	Allows you to disconnect a call or cancel a feature.
	Position Busy	Allows you to put your console in an inactive mode. Outside calls are routed to the Incoming Call Overflow position.

## PROGRAMMABLE FEATURE BUTTONS










	Break-In	Allows you to break into an existing conversation between two parties.
	Save/Repeat	Saves a number for later automatic dialing, or if no number has been saved, repeats the last number called.



# FEATURE BUTTONS AND LAMPS

(Continued)

## PROGRAMMABLE FEATURE BUTTONS (Continued)








<u>BUTTON LABEL</u>	<u>FEATURE</u>	<u>DESCRIPTION</u>
	Station Page	Transmits announcements over telephones equipped with internal speakers.
	External Page	Transmits announcements over customer-supplied amplifier and speakers.
	Message Leaving	Allows you to turn on the Message Waiting lamp at a station.
	Trunk Camp-On	Places you or a requesting station in a waiting queue for a busy trunk line.
	Park	Allows you to place a call on "hold" so that it can be picked up by any station in the system.
	Station Pick-Up	Allows you to answer a call which is ringing at a station.
	Account Code/Client Billing	Allows you to enter an account code for billing purposes.
	Automatic Intercom	Allows you to call a programmed station by depressing one button.
	Flash/ New Call	A dual purpose button which may be used as FLASH to access features in a PABX or as NEW CALL to disconnect then reconnect a line so that you may answer or place another outside call.




# FEATURE BUTTONS AND LAMPS

(Continued)

## PROGRAMMABLE FEATURE BUTTONS (Continued)

<u>BUTTON LABEL</u>	<u>FEATURE</u>	<u>DESCRIPTION</u>
	Call Announce	Allows you, when placing or transferring a call to a station, to replace the standard ringing tone with a voice announcement.
	Alarm	A lamp indicating a malfunction of station lines or trunks.
	Night Answer Mode	Forwards calls to a preprogrammed alternate destination, such as a Night bell, when the console is unattended.
	Class of Service/Class of Restriction	Displays the restrictions programmed for a station.
	Do Not Disturb Override	Overrides Do Not Disturb in effect at a station.
	Trunk Access	Provides you with an outside line over which you may place an outside call.
	Recorded Voice	Allows you to record a voice announcement at your console.

## FRONT DESK CONSOLE FEATURES

	Front Desk	Allows the Attendant Console to function as a Front Desk Console in order to implement Front Desk Console features.
---	------------	---




# CONTROLS

---

<u>LABEL</u>	<u>FEATURE</u>	<u>DESCRIPTION</u>
RING VOLUME	Ringer Volume	Controls the volume of ringing from incoming calls at your console.
VOL	Handset/ Headset Volume	Controls the volume of tones heard through the handset/headset.

# SYSTEM TONES

---

<b>Busy Tone</b>	Continuous standard busy signal with tones of equal length.
<b>Dial Tone</b>	Continuous signal obtained after lifting your handset and keying in an access code - usually 9 - to access an outside telephone network. Dial Tone indicates that you can place an outside call. However, in some cases Dial Tone is not provided by the local telephone network.
<b>Distinctive Busy Tone</b>	Continuous short-long busy signal that sounds when you have reached a busy station or outside line and are allowed to camp on or break in.
<b>Error Tone</b>	<p>Fast busy tone accompanied by RETRY display. The Error Tone may sound if:</p> <ul style="list-style-type: none"><li>• You are not allowed to implement the feature you requested.</li><li>• You keyed in an incorrect access code or number.</li></ul> <p>After receiving the Error Tone, depress  and try again or, to return to a holding party, depress  or  button, if required.</p>
<b>Override Tone</b>	Burst of tone heard by you and the conversing parties when you break in to an ongoing conversation.
<b>Recording Tone</b>	An extended burst of tone indicating that an announcement is being recorded from your station.
<b>Ringback Tone</b>	Standard ringing tone heard when a called telephone is idle.
<b>Success Tone</b>	A burst of three or four tones which sounds to indicate that a feature has been successfully implemented.

# **DISTINCTIVE CALL RINGING**

---

**Station Calls  
and Tie Line  
Calls** (including  
Forwarded Calls)

Slow ringing. A repetitive one-second ring followed by a three-second pause.

**Incoming  
Outside Calls**

Slow double ringing. A repetitive double ring followed by a three-second pause.

**Recall Tone**

Rapid ringing. A repetitive one-half second ring followed by a one-half second pause.

**Call Announce  
Calls**

Two brief bursts of tone immediately followed by a voice announcement.

# VISUAL INDICATORS

---

**Steady Light**

Shows that the feature is in use. If you have a DSS module, that station is in use.

**Slowly  
Flashing Light**

Indicates either an incoming call or an available option.

**Rapidly  
Flashing Light**

Shows that you are receiving a Recall.

**Interrupted Flashing  
Light** (an extended  
flash interrupted by  
a brief pause)

On a DSS module, indicates that a station has Do Not Disturb in effect.



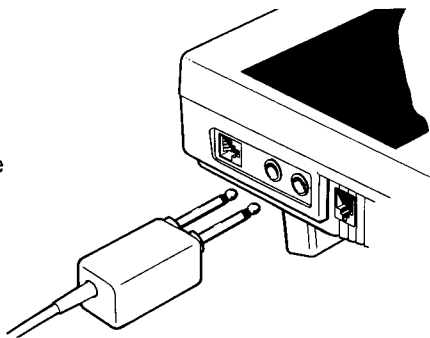
# HEADSET INSTALLATION AND OPERATION

---

The headset allows hands-free operation of your console. The headset adapter permits your console to accept any of the standard headsets commercially available.

**To install the headset:**

**PLUG IN:** Headset to headset jack(s)  
on left side of your console



Your console will operate in the normal manner. However, you will not need to lift the handset when this step is part of the operational instructions in this user's guide.

Proceed with normal telephone operations.



# PLACING A CALL

## STATION CALLS

To place a call to another station:

### BASIC OPERATION



+ Station Number

#### ACTION

#### RESULTS

**LIFT:** Handset

**KEY IN:** Desired station number

4:30PM SAT DEC 12

236



lamp lights steadily.

236

BUSY

If you reach a busy station and the Distinctive Busy Tone sounds, you may break in or camp on to that station. See Break-In on page 68 or Station Camp-On on page 61 for details.

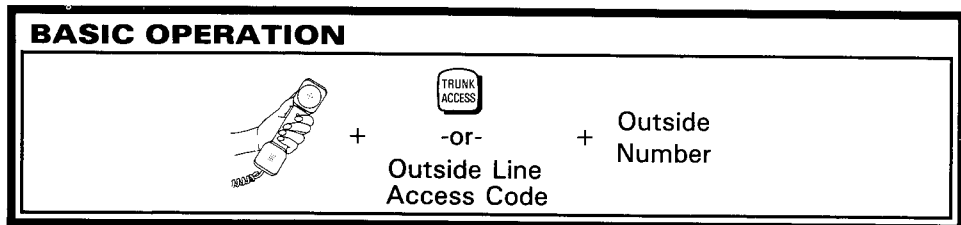


# PLACING A CALL

(Continued)

## OUTSIDE CALLS

To place an outside call:



### ACTION

### RESULTS

9:30AM MON JUN 04

**LIFT:** Handset

If you have a button:

**DEPRESS:** †

COT1111

lamp lights steadily.

-or-

### NOTE:

You may access an outside line for a station with which you are in conversation by following the steps above and depressing immediately upon receiving an External Dial Tone.


You may place an outside call for a station with which you are in conversation by following the steps above and, after receiving an External Dial Tone, keying in the desired outside number and depressing .



† If all trunks in the group accessed by the button are busy, the button will light steadily, in which case you may camp on to a trunk. Refer to Trunk Camp-On on page 64 for further information.



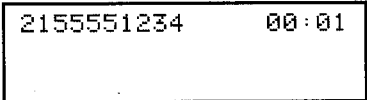
# PLACING A CALL

(Continued)

If you do not have a  button:

	<u>ACTION</u>	<u>RESULTS</u>
<b>KEY IN:</b>	Appropriate Outside Line Access Code	  lamp lights steadily.

-then-


<b>KEY IN:</b>	Desired outside number	
----------------	------------------------	---

After a predetermined period of time, the duration of the call will be displayed in minutes and seconds on the far right of the first line of the display.

## Outside Line Access Codes:

LOCAL \_\_\_\_\_ LONG DISTANCE \_\_\_\_\_ WATS \_\_\_\_\_

FX \_\_\_\_\_ TIE LINES \_\_\_\_\_

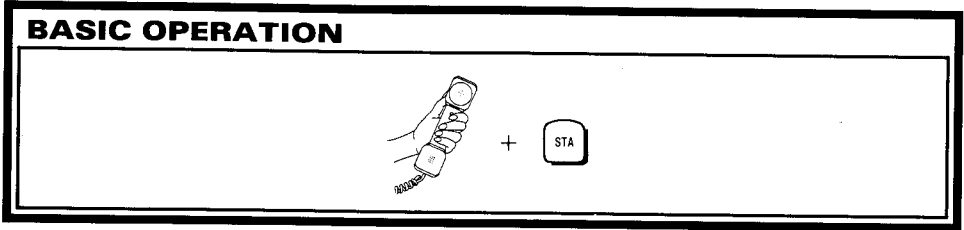
If you hear Distinctive Busy Tone after depressing the  button or keying in an outside line access code, you may implement Trunk Camp-On. Refer to Trunk Camp-On on page 64 for further information.



# ANSWERING A CALL

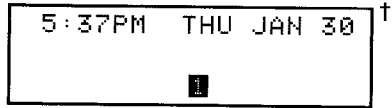
## STATION CALLS

To answer a call from a station:




### ACTION

### RESULTS



Station ringing sounds.


 lamp flashes.

**LIFT:** Handset

**DEPRESS:** 

You are now connected to the calling party.



 lamp goes dark.

 lamp lights steadily.

Call Waiting Indicator goes blank.

† In this example, the Call Waiting Indicator shows that you have one call waiting.



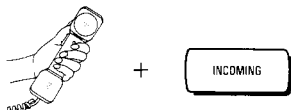
# ANSWERING A CALL

(Continued)

## OUTSIDE CALLS

To answer an incoming outside call:

### BASIC OPERATION



#### ACTION

#### RESULTS

10:45AM THU JAN 30<sup>†</sup>



Outside ringing sounds.

INCOMING

lamp flashes.

**LIFT:** Handset

**DEPRESS:**

INCOMING

You are now connected to the calling party.

COT1122



INCOMING

lamp goes dark.

SRCE

lamp lights steadily.

<sup>†</sup> In this example, the Call Waiting Indicator shows that you have two calls waiting.

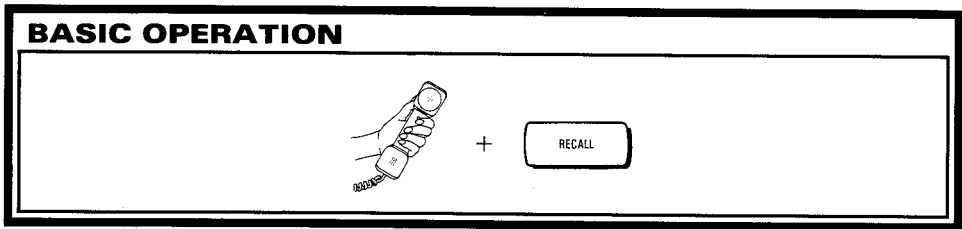


# ANSWERING A CALL

(Continued)

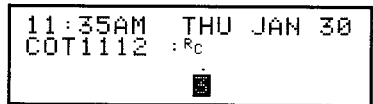
## RECALLS

To answer a recall:

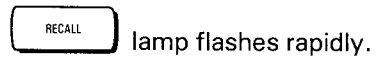


### ACTION

### RESULTS



Recall Tone sounds.




**LIFT:** Handset

**DEPRESS:** <sup>†</sup>



Proceed with normal telephone operations.


<sup>†</sup> If you depress and hold the  button, your display will show the type of call that is being recalled to you. See the following page for further information.







# ANSWERING A CALL

(Continued)

If you depress and hold the  button when answering a recall, the display will indicate the type of call that is being recalled to you. Below is an example.

To view the type of recall that is returning to you:

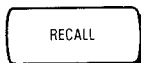
## BASIC OPERATION


Depress & Hold  + Release 

### ACTION

### RESULTS

**DEPRESS  
& HOLD:**



COT1112                      PARK  


 lamp goes dark.


 lamp lights steadily.

**RELEASE:**



COT1112                      00:59

### NOTE:

If a station transfers a station or outside call to you, the  lamp will flash rapidly and the Recall Tone will sound.

# INCOMING LINE RINGING . . . When Busy

If another call is received at your console while you are engaged in a conversation, your telephone will not ring. The appropriate answer button will flash to indicate a waiting call.

To receive the appropriate ringing tone when a call arrives while you are engaged in another call:

**BASIC OPERATION**

5
7
1
+
DROP/  
CNCL

## ACTION

## RESULTS

**KEY IN:**



You will now hear the appropriate ringing tone when a call arrives while you are engaged in another call.

3:45PM MON NOV 13

571
DONE

Success Tone sounds.

SRCE lamp lights steadily.

**DEPRESS:**



3:46PM MON NOV 13

SRCE lamp goes dark.



# INCOMING LINE RINGING . . . When Busy

(Continued)

To cancel this feature:

## BASIC OPERATION:

5 7 0 + DROP/ CNCL

### ACTION

### RESULTS

KEY IN:

5 7 0

Your telephone now will not ring when a call arrives while you are engaged in another call.

DEPRESS:

DROP/ CNCL

4:30PM MON NOV 13

570 DONE

Success Tone sounds.

SRCE lamp lights steadily.

4:31PM MON NOV 13

SRCE lamp goes dark.

# TRANSFERRING A CALL

When you key in the number to which a party wishes to be transferred, that original party is automatically put on hold.

To transfer a call to its destination:

**BASIC OPERATION**

Station Number +

## ACTION

## RESULTS

COT1122 00:25

-or-

209 TALK

lamp lights steadily.

Ask the party to wait.

**KEY IN:** Desired station number

200 RING

lamp goes dark.

lamp lights steadily.

The waiting call is automatically placed on hold.



# TRANSFERRING A CALL

(Continued)

## ACTION

When the called station answers, announce the call privately.

## RESULTS

COT1122 200 TALK

-or-

209 200 TALK

DEPRESS:

POS. RLSE

12:52PM FRI JAN 24

DEST

lamp goes dark.

To return to the original call if you make a dialing error or reach a station which is busy or does not answer:

## BASIC OPERATION

DROP/ CNCL + SRCE

COT1122 208 BUSY







DEST

lamp lights steadily.



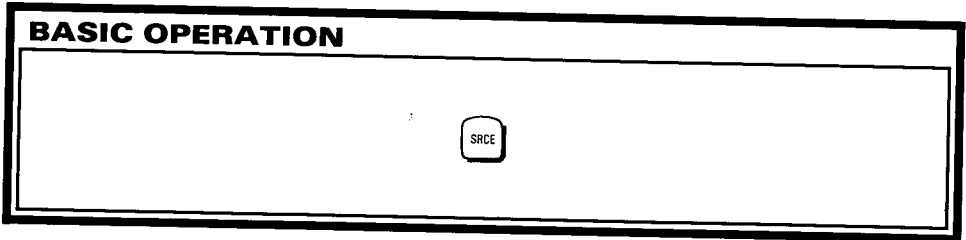
# TRANSFERRING A CALL



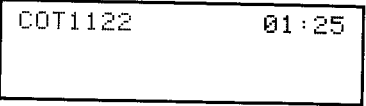


(Continued)

	<u>ACTION</u>	<u>RESULTS</u>
DEPRESS:		
DEPRESS:	 You are now reconnected to the calling party.	  lamp lights steadily.  lamp goes dark.

To return to the original call if the transferred-to party prefers not to take the call:

**BASIC OPERATION**



	Allow the called party to hang up.	
DEPRESS:	 You are now reconnected to the calling party.	  lamp lights steadily.  lamp goes dark.

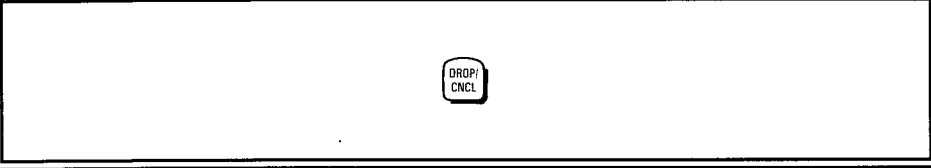


# TRANSFERRING A CALL

(Continued)

To disconnect from the call:

**BASIC OPERATION**



## ACTION

## RESULTS

DEPRESS:



12:55PM FRI JAN 24



lamp goes dark.

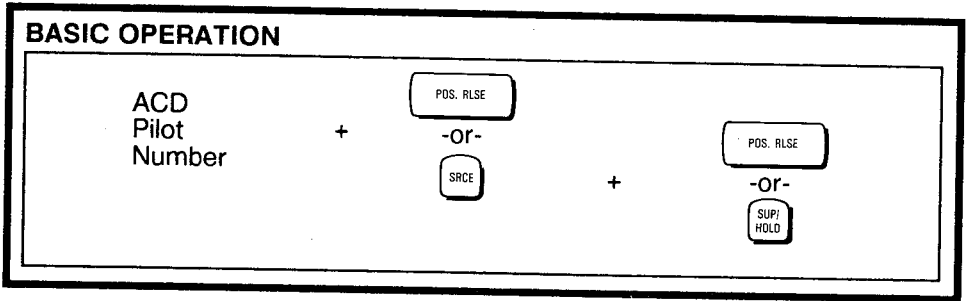
## NOTE:

If a Call Forwarding feature is in effect at the called station, the number of the station actually reached is displayed along with the keyed-in station number.

# TRANSFERRING TO ACD

This feature allows you to transfer a call to an ACD group.

To transfer a call to an ACD group:



## ACTION

## RESULTS

COT1122 00:05

SRCE lamp lights steadily.

**KEY IN:** ACD pilot number

If an agent is available in the ACD group:

200 212 RING

Answering Agent Pilot Station

Ringback Tone sounds.

SRCE lamp goes dark.

DEST lamp lights steadily.

The waiting call is automatically placed on hold.





# TRANSFERRING TO ACD

(Continued)

	ACTION	RESULTS
DEPRESS:	<input type="button" value="POS. RLSE"/>	<input type="text" value="12:52PM FRI JAN 24"/>

lamp goes dark.

-or-

If there is no available agent in the ACD group:

COT1122	212	ACD
---------	-----	-----

Calling Party                  Pilot Station

Success Tone sounds.

DEPRESS:

Announce to the calling party that all of the agents in the ACD group are busy and ask if the party wishes to wait for the ACD group.

COT1122	212	00:30
---------	-----	-------

Calling Party                  Pilot Station

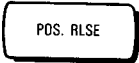
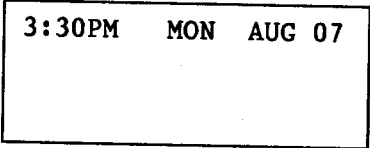

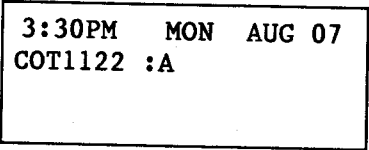
-then-



# TRANSFERRING TO ACD

(Continued)

If the calling party wishes to wait for the ACD group:

	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>		
	-or-	-or-
		

You are now disconnected from the call and the calling party is placed in an ACD queue.

The calling party hears ACD music.

# DISC DO NOT DISTURB OVERRIDE


To disc

If a station has Do Not Disturb in effect, you may override this feature from console with the DND OVRD feature button.†

**BASI**

To override Do Not Disturb at a station after you have placed a call to the station, with or without a held call, and have received the Distinctive Busy Tone

**BASIC OPERATION**



DEPRES

DEPRES


**DEPRESS:**



## ACTION

## RESULTS


217 B

 lamp flashes.

 or  lamp lights steadily.

Distinctive Busy Tone so

217 R


 lamp goes dark.

The Do Not Disturb feature is overridden for the duration of this call.

Depend  
produce

A New  
may pla

† If your console is equipped with a DSS Module, Do Not Disturb implementation is indicated by an interrupted flashing light and may be overridden by depressing the flashing light button. See DSS Do Not Disturb Override on page 212 for details.

† If you v  
the 


# DO

# DISCONNECTING FROM A CALL

(Con


To disconnect from an outside call and place another outside call using the Call feature with the  button:

**BASIC OPERATION**



**NOTE:**

When station

ACTION	RESULTS
	COT1211 00
	 lamp lights steadily
	COT1211

**DEPRESS:**



You may now place another outside call using the same outside line.

**NOTE:**

In some systems, the FLASH button may be used only for FLASH, not New


# POSITION BUSY

---

The Position Busy feature allows you to place your console in an inactive mode. Incoming and outgoing calls are blocked; however, you must process any remaining calls on your display.

You may implement Position Busy at any time, but if you do so while any calls – such as parked calls, held calls or your own outside or station call – remain in progress, the Position Busy lamp will flash. When all remaining calls have been processed and cleared from your display, your console will automatically enter the Position Busy mode, as indicated by the steadily lit POS. BUSY lamp.

To put your console into the Position Busy Mode:

BASIC OPERATION	
	

## ACTION

---

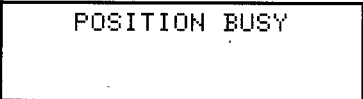
DEPRESS:



## RESULTS

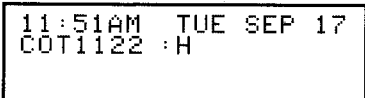
---






 lamp lights steadily.

-or-



 lamp flashes if calls remain on your display.



# POSITION BUSY

(Continued)

## ACTION

When these calls are cleared,  
your console enters the  
Position Busy mode.

## RESULTS

POSITION BUSY

**POS. BUSY** lamp lights steadily.

To return to normal telephone operations:

### **BASIC OPERATION**

**POS. BUSY**

**DEPRESS:**

**POS. BUSY**

Calls may now be processed  
in the normal manner again.

12:55PM TUE SEP 17

**POS. BUSY** lamp goes dark.

**NOTE:**

Incoming outside calls received while your console is in the Position Busy mode are routed to the preprogrammed Incoming Call Overflow position.

If a call from a station arrives while your console is in the Position Busy Mode, that station will receive the Error Tone.

# **INCOMING CALL OVERFLOW**

---

When an incoming outside call waits to be answered beyond a predetermined period of time, it is automatically routed to an Incoming Call Overflow position. Station calls are not routed to the Incoming Call Overflow position.

Calls will ring simultaneously at your console and at the Incoming Call Overflow position after the predetermined period of time. When a call rings at the Incoming Call Overflow position, its display will show: ATT OVFL.

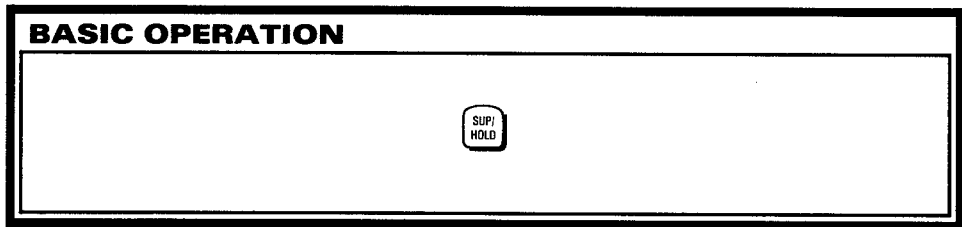
The Call Waiting Indicator shows the number of calls waiting to be answered. If a call is answered at an Incoming Call Overflow position, the Call Waiting Indicator on your display will show a decrease by one for each call that is answered at that position.

# SUPERVISED HOLD

You can place any outside call that is held, camped-on or parked on Supervised Hold.

Calls placed on Supervised Hold appear on the second, third and/or fourth lines of the display so that their progress may be visually monitored. Up to six calls may be monitored at a time. You may return to a call by depressing the display button next to the specific call.

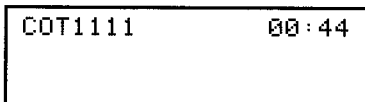
To place an outside call on Supervised Hold:



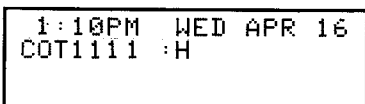
## ACTION

## RESULTS

DEPRESS:



lamp lights steadily.



lamp goes dark.





# SUPERVISED HOLD

(Continued)

To reconnect to the call:

<b>BASIC OPERATION</b>
Appropriate <input type="button" value="Display"/>

## ACTION

## RESULTS

**LIFT:** Handset

```
1:11PM WED APR 16  
COT1111 :H
```

**DEPRESS:** Display button next to the desired monitored call

```
COT1111 01:04
```

Proceed with normal telephone operations.



lamp lights steadily.



# SUPERVISED HOLD

(Continued)


You may also use this feature to supplement the existing Call Park and Station Camp-On features by depressing the SUP/HOLD button after the normal feature operation. Your display will show the following displays.

<b>ACTION</b>	<b>RESULTS</b>
If you implemented Park:	<pre>9:45AM THU NOV 14 COT1111 :H</pre>
-or-	-or-
If you implemented Station Camp-On:	<pre>9:45AM THU NOV 14 COT1111 :C</pre>

When the parked call is retrieved or the camped-on call is answered, the display will show:

```
9:46AM THU NOV 14
COT1111 :T
```

### NOTE:

When a held call is not handled within a predetermined period of time, the Recall Tone sounds, the  button will flash, and the display will show:

```
9:47AM THU NOV 14
COT1112 :Rc
```

When you depress the  button, your display will read:


```
COT1112           02:03
```

# SERIES CALLING

An outside caller may wish to converse with several stations individually and sequentially. The SER/LOCK feature button automatically returns the outside caller to your console after the transferred-to party hangs up.

To implement Series Calling while in conversation with an outside caller requesting a series of calls:

## BASIC OPERATION

Station  
Number + 

### ACTION


### RESULTS

**KEY IN:** First desired station number

COT1221 00:10

 lamp lights steadily.

227 RING


 lamp goes dark.

 lamp lights steadily.

**DEPRESS:**



10:45PM TUE JUL 21

 lamp goes dark.



# SERIES CALLING

(Continued)

## ACTION

## RESULTS

When the first party hangs up, the call will recall to you.



Recall Tone Sounds.

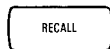
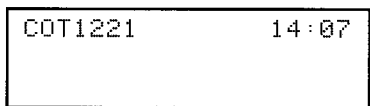
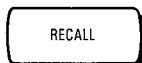


lamps flashes.

**LIFT:**

Handset

**DEPRESS:**



lamp goes dark.



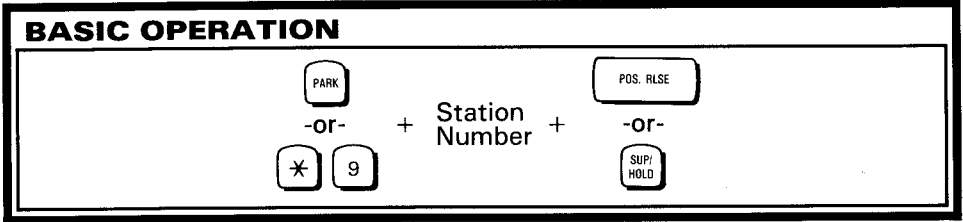
lamp lights steadily.

Continue the steps above until the outside party has completed all desired station calls.

# PARK

After answering an incoming call, you may Park the call so that it can be answered from any station. If no one answers the call within a predetermined period of time, it will return to your console.

To park a call while in conversation with a party:



## ACTION

## RESULTS

COT1112 00:25

SRCE lamp lights steadily.

If you have a PARK button:

DEPRESS: PARK

PARK

PARK lamp lights steadily.

SRCE lamp goes dark.

DEST lamp lights steadily.

-or-



# PARK

(Continued)

## ACTION

## RESULTS


If you do not have a  button:

DEPRESS:



-then-



 lamp goes dark.

 lamp lights steadily.

-then-

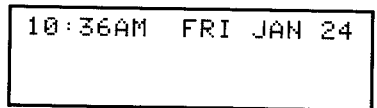
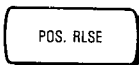
KEY IN: Desired station number †





Success Tone sounds.

If you wish to release from the call:


DEPRESS:



 lamp goes dark.

 lamp goes dark.

-or-

† If you wish to cancel the Park operation and return to the call, depress  after receiving the DONE display.



# PARK

(Continued)

## ACTION

## RESULTS

If you wish to monitor the call:

DEPRESS:



```
10:36AM FRI JAN 24  
COT1112 :H
```



lamp goes dark.

If the parked call is not retrieved within a predetermined period of time, it will recall to your console.

```
10:40AM FRI JAN 04  
COT1112 : R0  
|
```

Recall Tone sounds.

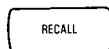


lamp flashes.

DEPRESS:



```
COT1112 00:01
```



lamp goes dark.



lamp lights steadily.

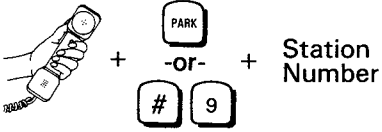


# PARK

(Continued)

To retrieve a parked call that is not monitored:

**BASIC OPERATION**



A diagram illustrating the basic operation. It shows a handset on the left, followed by a plus sign, a button labeled 'PARK', another plus sign, the text '-or-', a plus sign, two buttons labeled '#' and '9', another plus sign, and the text 'Station Number'.

## ACTION

## RESULTS

3:30PM TUE FEB 04

**LIFT:** Handset

If you have a  button:

**DEPRESS:** 

 PARK

 lamp lights steadily.

 lamp lights steadily.

-or-






# PARK

(Continued)

## ACTION

## RESULTS

If you do not have a  button:

KEY IN:



#9



lamp lights steadily.

-then-

PARK

-then-

KEY IN:

Station number on which you parked the call

265

PARK

-then-

COT1112

00:01



lamp goes dark.

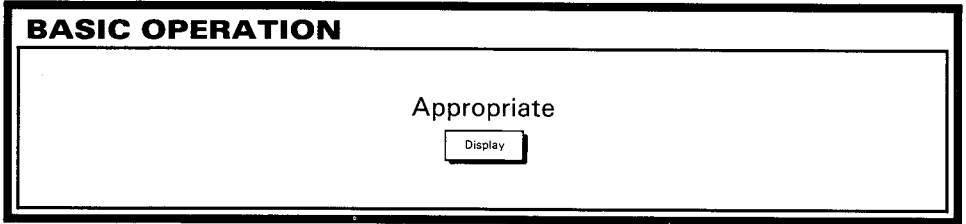
Proceed with normal telephone operations.



# PARK

(Continued)

To retrieve a monitored, parked call prior to automatic recall:



## ACTION

## RESULTS

**LIFT:**

Handset

**DEPRESS:**

Display button next to desired  
monitored call

8:55AM TUE APR 13 COT1212 :H
---------------------------------

COT1212	01:25
---------	-------



lamp lights steadily.

Proceed with normal  
telephone operations.

# THREE-PARTY CONFERENCE

When engaged in a two-way conversation, you may add one additional station or outside party to your conversation.

To set up a Three-Party Conference when you have a held call on the line:

## BASIC OPERATION:

Station  
Number + 

### ACTION

### RESULTS

COT1211 00:20



lamp lights steadily.

### KEY IN:

Desired station number

215 RING



lamp goes dark.



lamp lights steadily.

When the called party answers, announce the conference privately.

COT1211 215 TALK



# THREE-PARTY CONFERENCE

(Continued)

## ACTION

DEPRESS:



You now are in a Three-Party Conference.

If either of the two parties disconnects from the Three-Party Conference, you will be in a two-way conversation with the remaining party.

## RESULTS

```
COT1211 215 CONF
```



lamp lights steadily.



lamp goes dark.



lamp goes dark.

```
COT1211 01:25
```



lamp goes dark.



lamp lights steadily.



# THREE-PARTY CONFERENCE

(Continued)

To release from the Three-Party Conference:

**BASIC OPERATION**

POS. RLSE

## ACTION

## RESULTS

DEPRESS:

POS. RLSE

4:07PM FRI JAN 31

CONF/JOIN

lamp goes dark.

To disconnect all parties:

**BASIC OPERATION:**

DROP/ CNCL

DEPRESS:

DROP/ CNCL

4:07PM FRI JAN 31

CONF/JOIN

lamp goes dark.





# THREE-PARTY CONFERENCE

(Continued)

To establish a Three-Party Conference with a call on Supervised Hold and the party with whom you are in conversation:

**BASIC OPERATION**

 + Appropriate 

## ACTION

## RESULTS

**DEPRESS:**



**DEPRESS:**

Display button next to the desired monitored call

```
215          TALK
COT1121 :H
```



lamp lights steadily.



lamp flashes.

```
COT1121 215  CONF
```



lamp lights steadily.



lamp goes dark.



# THREE-PARTY CONFERENCE

(Continued)

To release from the call:

<b>BASIC OPERATION</b>
POS. RLSE

## ACTION

## RESULTS

DEPRESS:

POS. RLSE

8:50AM FRI JUN 20

CONF  
JOIN

lamp goes dark.

-or-

To disconnect all parties:

<b>BASIC OPERATION</b>
DROP/ CNCL

DEPRESS:

DROP/  
CNCL

8:50AM FRI JUN 20

CONF  
JOIN

lamp goes dark.

### NOTE:

You may consult privately with either of the two parties by using Call Splitting. See Call Splitting on page 53 for details.



# THREE-PARTY CONFERENCE

(Continued)

To enter into a Three-Party Conference if a party or another station wishes to transfer a call to you:

**BASIC OPERATION**

RECALL + CONF/JOIN

## ACTION

## RESULTS

LIFT: Handset

DEPRESS:



DEPRESS:



9:08AM TUE AUG 30  
█

Recall Tone sounds.



lamp flashes.

COT1121 251 TALK



lamp goes dark.



lamp lights steadily.

COT1121 251 CONF



lamp lights steadily.



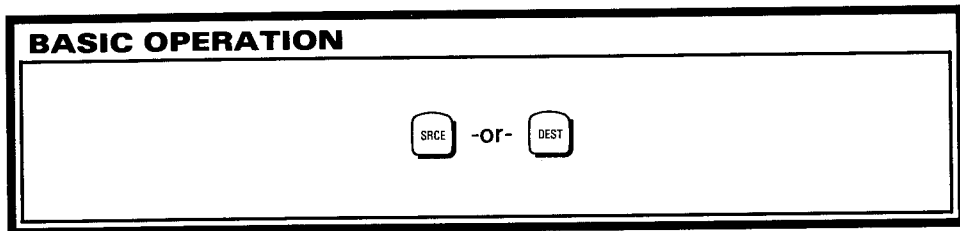
lamp goes dark.



# CALL SPLITTING

This feature permits you to consult privately or alternate between two parties. While you are consulting with one party, the other party is on "hold." The first number appearing on the display is always associated with the SRCE button and the second number is always associated with the DEST button.


To alternate conversation between two parties:



## ACTION

## RESULTS

DEPRESS:

 to consult with the source of the call


You may continue to alternate between parties indefinitely.

COT1221 215 TALK




 lamp lights steadily.

COT1221 215 02:57

 lamp lights steadily.

 lamp goes dark.


The lamp associated with the consulting party lights steadily.

To disconnect from the consulting party, depress  and, if you disconnected the  party, depress the  button to return to the remaining party. Proceed with normal telephone operations.

# CALL ANNOUNCE

Call Announce allows you to transfer or place a call to a station and announce the call over the speaker on the called party's telephone. The called party will hear the distinctive Call Announce Tone instead of Ringback Tone.

To transfer a call using Call Announce:

BASIC OPERATION	
Station Number	+ 

## ACTION

## RESULTS

Ask the party to wait.


KEY IN:

Desired station number

COT1221	00:15
---------	-------

 lamp lights steadily.

227	RING
-----	------




 lamp goes dark.

 lamp lights steadily.



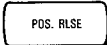
# CALL ANNOUNCE

(Continued)


ACTION	RESULTS
<b>DEPRESS:</b> 	 Success Tone sounds.  lamp lights steadily. The called party hears the Call Announce Tone.
Announce the call.	

To release from the call:

**BASIC OPERATION**



<b>DEPRESS:</b>  †	  lamp goes dark.  lamp goes dark.
---	---

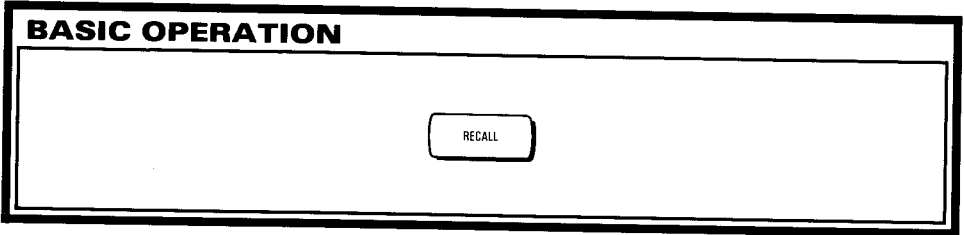
† If the called party answers before you release from the call, the  lamp will go dark and you will be in conversation with the called party.



# CALL ANNOUNCE

(Continued)

To answer a recall if a called party does not answer within a predetermined period of time:

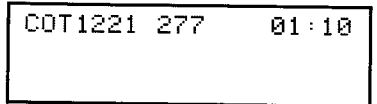


## ACTION

## RESULTS

Recall Tone sounds.

 lamp flashes.



A rectangular display box containing the text "COT1221 277 01:10".

**DEPRESS:**



You are now reconnected to the calling party.

 lamp goes dark.

 lamp lights steadily.

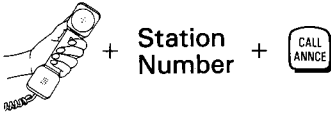


# CALL ANNOUNCE

(Continued)

To place a call using Call Announce:

**BASIC OPERATION**



Handset + Station Number + CALL ANNCE

## ACTION

## RESULTS

**LIFT:** Handset

8:50AM FRI JAN 24

**KEY IN:** Desired station number

279 RING

 lamp lights steadily.



# CALL ANNOUNCE

(Continued)

## ACTION

## RESULTS

DEPRESS:



279

VOICE

Success Tone sounds.



lamp lights steadily.

The called party hears a Call Announce Tone.

Announce the call.

When the called party answers, you may converse.


279

TALK



lamp goes dark.

### NOTE:

You may only announce the call while the  lamp is lit steadily.

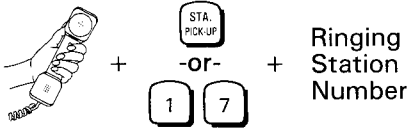
You cannot announce calls to stations equipped with single-line telephones.

# STATION PICK-UP

Station Pick-Up allows you to answer any ringing telephone if you know its station number.

To pick up another ringing telephone:

## BASIC OPERATION



### ACTION

### RESULTS

11:15PM MON JAN 30

**LIFT:** Handset

If you have a  button:

**DEPRESS:**



PK UP



lamp lights steadily.




lamp lights steadily.

-or-



# STATION PICK-UP

(Continued)

If you do not have a  button:

## ACTION

KEY IN:

## RESULTS

17

 lamp lights steadily.

-then-


PK UP

-then-

KEY IN:

Desired ringing station number

223 PK UP

 lamp goes dark.

-then-

You are now connected to the calling party.

COT1111 233 00:01

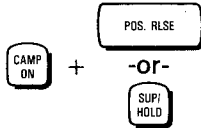


# STATION CAMP-ON . . . with Callback

You may implement Station Camp-On if, when you attempt to transfer a call to a station, the Distinctive Busy Tone sounds and the CAMP-ON lamp flashes. This feature places the calling party in a waiting queue to be answered by the camped-on station when that telephone is idle. The camped-on station is alerted that another call is waiting by a single brief burst of tone. However, if the call is not answered within a predetermined period of time, it will return to your console on the RECALL button.

To implement Station Camp-On after calling a station to transfer a call:

## BASIC OPERATION



### ACTION


### RESULTS

DEPRESS:



COT1112 201 BUSY

Distinctive Busy Tone sounds.


 lamp flashes.

 lamp lights steadily.

COT1112 201 CAMP

Success Tone sounds.

 lamp lights steadily.

† If the  lamp flashes, you may break into the conversation. See Break-In on page 68 for details.

‡ You may cancel the Camp-On by depressing  before releasing from the call.



# STATION CAMP-ON . . . with Callback (Continued)

If you wish to release from the call:

## ACTION

## RESULTS

DEPRESS:

POS. RLSE

4:23PM FRI JAN 31

CAMP  
ON

lamp goes dark.

DEST

lamp goes dark.

-or-

If you wish to monitor a camped-on outside call:

COT1112 288 CAMP

DEPRESS:

SUP/  
HOLD

4:24PM FRI JAN 31  
COT1112 :C



# STATION CAMP-ON . . . with Callback (Continued)

To return to a call which is being monitored on the display prior to automatic recall:

<b>BASIC OPERATION</b>
Appropriate <input type="button" value="Display"/>

ACTION	RESULTS
	4:52PM FRI JAN 31 COT1112: C

**DEPRESS:** Display button next to the desired monitored call

COT1112 288	1:56
-------------	------

You are now reconnected to the outside call.

- lamp lights steadily.
- lamp flashes.

**NOTE:**




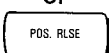
If, after you answer a Camp-On recall, the  lamp flashes, you may implement the  feature again if you wish.

# TRUNK CAMP-ON

To eliminate the need for repeated attempts to access a busy outside line, you may use Trunk Camp-On to enter a waiting queue for a busy trunk. You may remain on the line until an outside line is free or you may release from the call, in which case you will receive a recall when an outside line is free.


To camp on to a busy trunk after attempting to place an outside call:

**BASIC OPERATION**



 -or-
 

 +
 Wait
 -or-
 

## ACTION

## RESULTS

 BUSY

Distinctive Busy Tone sounds.

 lamp flashes.

 lamp lights steadily.

If you have a  button:

DEPRESS:



 CAMP

Success Tone sounds.


 lamp lights steadily.

-or-



# TRUNK CAMP-ON

(Continued)

If you do not have a  button:

## ACTION

## RESULTS

KEY IN:



\*7

-then-

CAMP

Success Tone sounds.

-then-

When an outside line is free,  
you are connected to it.

COT1222

Dial Tone sounds.



lamp goes dark.

Place your call in the normal  
manner.


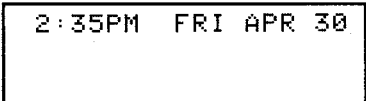











-or-



# TRUNK CAMP-ON


(Continued)

If you wish to release from the call and receive a recall when an outside line is free:

ACTION	RESULTS
DEPRESS: 	  lamp goes dark.  lamp goes dark.
When an outside line is free, you will receive a recall.	 
DEPRESS: 	Recall Tone sounds.  lamp flashes.  lamp flashes. 
Place your call in the normal manner.	Dial Tone sounds.  lamp goes dark.  lamp goes dark.  lamp lights steadily.

## NOTE:

You may camp on to only one trunk at a time.

If the station requests an outside line, you may transfer a Trunk Camp-On to a station by depressing .



# TRUNK CAMP-ON

(Continued)

To cancel a Trunk Camp-On after releasing from the call:

**BASIC OPERATION**

# 7 + DROP/ CNCL

## ACTION

## RESULTS

KEY IN:

# 7

2:37PM FRI APR 30

#7 CNCL

Success Tone sounds.

SRCE lamp lights steadily.

DEPRESS:

DROP/ CNCL

2:38PM FRI APR 30

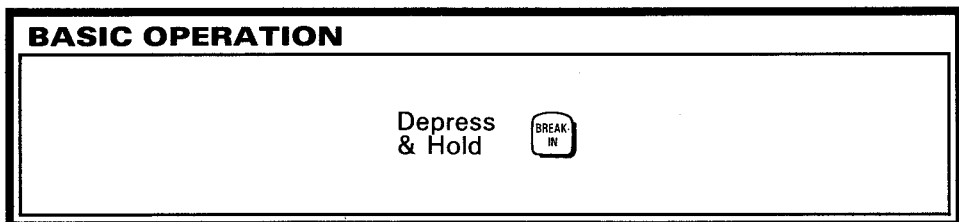
SRCE lamp goes dark.

# BREAK-IN

---

The Break-In button allows you to "break in" to an existing conversation after placing a call to a station and receiving the Distinctive Busy Tone. Before you are admitted to the call, a brief burst of tone will be heard by both parties in the existing call.

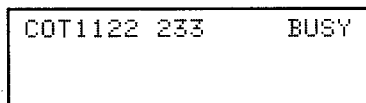
To break in to an existing call, with or without a held call:




## RESULTS

---

COT1122 233 BUSY



Distinctive Busy Tone sounds.

 lamp flashes. †

 or  lamp lights steadily.

† If the Camp-On lamp flashes, you may camp on to the called station. See Station Camp-On on page 61 for details.





# BREAK-IN

(Continued)


## ACTION

## RESULTS

**DEPRESS  
& HOLD:**



You now are in a Three-Party Conference with the two other parties.

You may converse with both parties only while the  button is depressed.

COT1122 233 OVRD

Override Tone sounds.



lamp lights steadily.

To exit from the conversation when you have completed your conversation:

### BASIC OPERATION:

Release 

**RELEASE:**




COT1122 233 BUSY



lamp flashes.†

Proceed with normal telephone operations.

### NOTE:

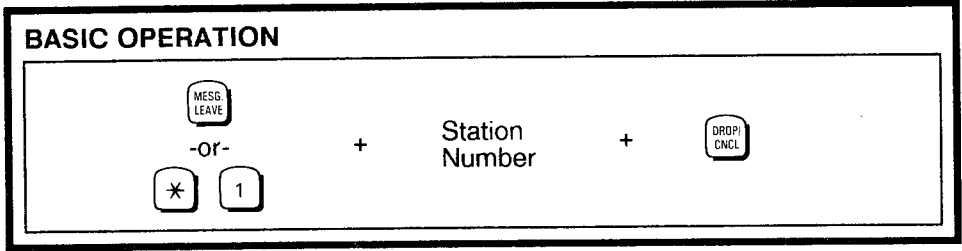
If one of the parties in the conversation hangs up while you are breaking in, the  lamp will go dark and you will be in a two-way conversation with the remaining party.

† If the Camp-On lamp flashes, you may camp on to the called station. See Station Camp-On on page 61 for details.


# MESSAGE LEAVING


The Message Leaving feature allows you to turn on the Message Waiting lamp at a station to alert that station that a message is waiting. If your system has the Silent Message Using Message Leaving feature, see page 76 for instructions.

To turn on the Message Waiting lamp at a station:



ACTION	RESULTS
	11:02AM SAT FEB 28

If you have a  button:

**DEPRESS:** 




 lamp lights steadily.

-or-



# MESSAGE LEAVING

(Continued)

If you do not have a  button:

## ACTION

## RESULTS

KEY IN:



\*1

-then-

MSG

-then-

KEY IN:

Desired station number

223

MSG

-then-

223

DONE


Success Tone sounds.

The Message Waiting lamp is on at the specified station.

DEPRESS:



11:30PM SAT FEB 28

 lamp goes dark.

NOTE:

You may activate Message Leaving at a station that has Do Not Disturb in effect.

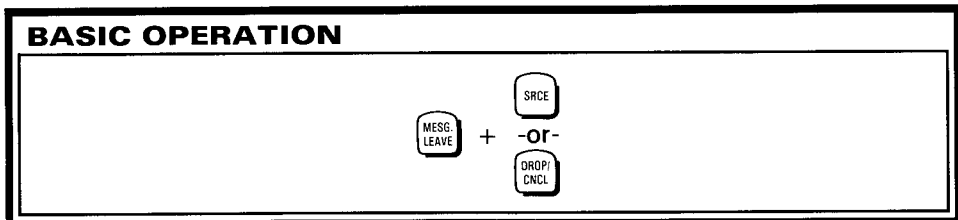
If you activate Message Leaving for a station that has Call Forwarding in effect, the Message Waiting lamp will turn on at the called station, not at the forwarded-to destination.



# MESSAGE LEAVING

(Continued)

To turn on the Message Waiting lamp at a station after placing a call, with or without a held call, and receiving a Busy Tone or no answer:



## ACTION

## RESULTS

If you placed the call for a party that is on hold:

255 RING

DEST lamp lights steadily.

COT1212 255 MSG

Success Tone sounds.

The Message Waiting lamp is on at the specified station.

DEPRESS:



† If you wish to cancel the message before returning to the holding party, depress and the Message Waiting lamp will be turned off at the specified station. You will be automatically returned to conversation with the other party.



# MESSAGE LEAVING

(Continued)

## ACTION

## RESULTS

DEPRESS:



COT1212 255 00:50



lamp lights steadily.



lamp goes dark.

You are reconnected with the held party.

-or-

If you placed the call when you were not engaged in another call:

266 RING



lamp lights steadily.

DEPRESS:



266 MSG

Success Tone sounds.

The Message Waiting lamp is on at the specified station.

DEPRESS:



10:30AM SUN NOV 27



lamp goes dark.

(See following page for NOTE)



# MESSAGE LEAVING

(Continued)

## NOTE:

You may leave a message at a station that has Do Not Disturb in effect.

If you leave a message at a station that has Call Forwarding in effect, the Message Waiting lamp will turn on at the station you called, not at the forwarded-to destination.

To cancel a message left at a station:

BASIC OPERATION	
#	1 + Station Number + DROP/ CNCL

### ACTION

### RESULTS

KEY IN:

# 1

1:30PM SAT FEB 28

#1

SRCE lamp lights steadily.

-then-

MSG



# MESSAGE LEAVING

(Continued)

## ACTION

## RESULTS

**KEY IN:**

Desired station number

223

MSG

-then-

223

CNCL

Success Tone sounds.

The Message Waiting lamp is off at the specified station.

**DEPRESS:**

DROP/  
CNCL

1:31PM SAT FEB 28

SRCE


lamp goes dark.

# SILENT MESSAGE . . . Using Message Leaving

The Silent Message...Using Message Leaving feature allows you to leave a Silent Message at a CS-20 or a CSD. Silent Messages may be left without interruption of the telephone conversation. Up to fifty-one programmed messages, no longer than 15 characters each, may be left. A called station may receive up to four messages. If the called station does not have a MESSG. LEAVE button or has already received four messages, an Error Tone sounds at your console.<sup>†</sup>

To turn on a Message Waiting lamp and leave a Silent Message at a station:

**BASIC OPERATION**

  
 -or-  

\*

1


+

Station  
Number

+

Silent  
Message  
ID ‡

+



## ACTION

## RESULTS

11:02AM SAT FEB 28

If you have a  button:

**DEPRESS:**



MSG



lamp lights steadily.

-or-

<sup>†</sup> If the called station has a Message Waiting lamp, the lamp will be turned on. See Message Leaving, page 70.


<sup>‡</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.








# SILENT MESSAGE . . . Using Message Leaving

(Continued)

If you do not have a  button:

	<u>ACTION</u>	<u>RESULTS</u>
KEY IN:	 	<div style="border: 1px solid black; padding: 5px; min-height: 80px;">*1</div> <p style="text-align: center;">-then-</p> <div style="border: 1px solid black; padding: 5px; min-height: 80px; text-align: right;">MSG</div> <p> lamp lights steadily.</p>
-then-		
KEY IN:	Desired station number	<div style="border: 1px solid black; padding: 5px; min-height: 80px;">210</div> <p style="text-align: center;">-then-</p> <div style="border: 1px solid black; padding: 5px; min-height: 80px; text-align: right;">S.MSG</div>
KEY IN:	Silent Message ID <sup>†</sup>	<div style="border: 1px solid black; padding: 5px; min-height: 80px;">03 S.MSG</div> <p style="text-align: center;">-then-</p>

<sup>†</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.



# SILENT MESSAGE . . . Using Message Leaving

(Continued)

## ACTION


## RESULTS

210

URGENT

Success Tone sounds.

A brief burst of tone sounds at the specified station.

The Message Waiting lamp or  lamp is on at the specified station.

DEPRESS:



11:30PM

SAT

FEB 28



lamp goes dark.

## NOTE:

You may leave a Silent Message at a station that has Do Not Disturb in effect.

If you activate a Silent Message for a station that has Call Forwarding in effect, the Message Waiting lamp will turn on and the Silent Message will be left at the called station, not at the forwarded-to destination.







# SILENT MESSAGE . . . Using Message Leaving

(Continued)

To turn on the Message Waiting lamp and leave a Silent Message at a station after placing a call, with or without a held call, and receiving a Busy Tone or no answer:

**BASIC OPERATION**


 + Silent Message ID<sup>†</sup> +  -or-  + Silent Message ID<sup>†</sup> + 

ACTION	RESULTS
--------	---------

If you have placed the call for a party that is on hold:

210	RING
-----	------

 lamp lights steadily.

**DEPRESS:** 

	S .MSG
--	--------

**KEY IN:** Silent Message ID<sup>†</sup>

03	S .MSG
----	--------

-then-

<sup>†</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.



# SILENT MESSAGE . . . Using Message Leaving

(Continued)


## ACTION

## RESULTS

210	URGENT
-----	--------

Success Tone sounds.

A brief burst of tone sounds at the specified station.


The Message Waiting lamp or  lamp is on at the specified station.

DEPRESS:



211	210	TALK
-----	-----	------

 lamp lights steadily.

 lamp goes dark.

You are reconnected with the held party.

-or-


If you have placed the call when you are not engaged in another call:

266	RING
-----	------

 lamp lights steadily.


# SILENT MESSAGE . . . Using Message Leaving

(Continued)


	ACTION	RESULTS
DEPRESS:		S.MSG
KEY IN:	Silent Message ID <sup>†</sup>	03 S.MSG
		-then-
		210 URGENT

Success Tone sounds.

A brief burst of tone sounds at the specified station.

The Message Waiting lamp or  lamp is on at the specified station.

DEPRESS:		10:30AM SUN NOV 27
----------	---	--------------------

 lamp goes dark.

(See following page for NOTE)

<sup>†</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.



# SILENT MESSAGE . . . Using Message Leaving




(Continued)

## NOTE:

You may leave a Silent Message at a station that has Do Not Disturb in effect.

If you leave a Silent Message at a station that has Call Forwarding in effect, the Message Waiting lamp will turn on and the Silent Message will be left at the station you called, not at the forwarded-to destination.

To cancel a message left at a station:

<b>BASIC OPERATION</b>
  + Station Number + 

### ACTION

### RESULTS

KEY IN:

1:30PM SAT FEB 28

#1

 lamp lights steadily.

-then-




# SILENT MESSAGE . . . Using Message Leaving


(Continued)

ACTION	RESULTS
	MSG
KEY IN: Desired station number	210 MSG
	-then-
	210 CNCL


Success Tone sounds.

The Silent Message is cancelled at the specified station.

The Message Waiting lamp or  lamp is off at the specified station.

DEPRESS: 

1:31PM SAT FEB 28

 lamp goes dark.



# SILENT MESSAGE . . . Using Message Leaving

(Continued)

## SILENT MESSAGE IDs

ID	SILENT MESSAGE	ID	SILENT MESSAGE
00	-----	26	-----
01	-----	27	-----
02	-----	28	-----
03	-----	29	-----
04	-----	30	-----
05	-----	31	-----
06	-----	32	-----
07	-----	33	-----
08	-----	34	-----
09	-----	35	-----
10	-----	36	-----
11	-----	37	-----
12	-----	38	-----
13	-----	39	-----
14	-----	40	-----
15	-----	41	-----
16	-----	42	-----
17	-----	43	-----
18	-----	44	-----
19	-----	45	-----
20	-----	46	-----
21	-----	47	-----
22	-----	48	-----
23	-----	49	-----
24	-----	50	-----
25	-----		

### NOTE:

The first ten Silent Messages have been programmed into your system.

If the Silent Message with Do Not Disturb feature (see page 170) is implemented and ID 00 is chosen, the calling party receives a Busy Tone and a BUSY display. There will be no message on the display of the telephone which registered this feature.

If, when using a Silent Message feature, you do not enter an ID code within a predetermined time period, Silent Message ID 00 will be entered automatically.



# AUTOMATIC INTERCOM

Automatic Intercom allows you to place internal calls to a frequently called station number by depressing only one feature button.

To change the station number programmed for Automatic Intercom:

**BASIC OPERATION**

# 4 + AUTO ICOM + Station Number + DROP/ CNCL

## ACTION

## RESULTS

KEY IN:



6:34PM MON AUG 07

#4

SRCE lamp lights steadily.

DEPRESS:



AIA

AUTO ICOM lamp lights steadily.

KEY IN:

Desired station number

251 AIA

-then-



# AUTOMATIC INTERCOM

(Continued)

## ACTION

## RESULTS

DEPRESS:



251 DONE

Success Tone sounds



lamp goes dark.

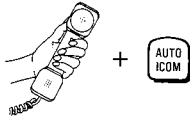
6:35PM MON AUG 07



lamp goes dark.

To place a call to the programmed Automatic Intercom station:

### BASIC OPERATION



8:30AM TUE AUG 08

LIFT:

Handset

DEPRESS:



251 RING



lamp lights steadily.

Proceed with normal telephone operations.

# SAVE NUMBER AND REPEAT LAST NUMBER

The Save Number feature saves any called number for later use. Repeat Last Number saves the last number dialed. Since both features occupy the same feature button, when Save Number is in effect, as indicated by a steadily lit SAVE/REPEAT lamp, you may not use Repeat Last Number.

## SAVE NUMBER

You can save a number any time during a call until you have disconnected from the call.

To save a number for later use:

### BASIC OPERATION



#### ACTION

#### RESULTS

DEPRESS:




2125553322 00:12

 lamp lights steadily.

2125553322 00:13

 lamp lights steadily.

The number is saved and may be redialed at any time until you save another number.

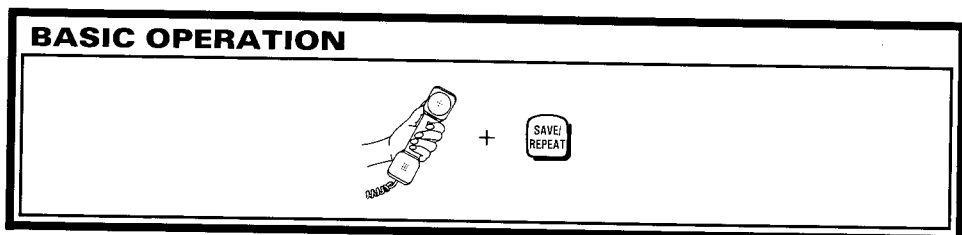
The  lamp will remain lit and the number stored until it is deleted.



# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

To place a call to the number you have saved:



## ACTION

## RESULTS

LIFT:

Handset

10:38AM FRI APR 07

DEPRESS:



2125553322 SAVE



lamp lights steadily.

-then-

2125553322



lamp remains lit.

The number is automatically dialed for you.

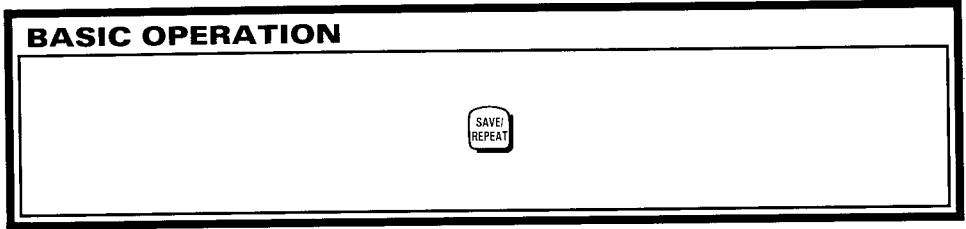


# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

You may delete the Saved Number at any time during a call to that number until you have disconnected from that call.

To delete a Saved Number:



## ACTION

DEPRESS:




## RESULTS



lamp goes dark.

## NOTE:

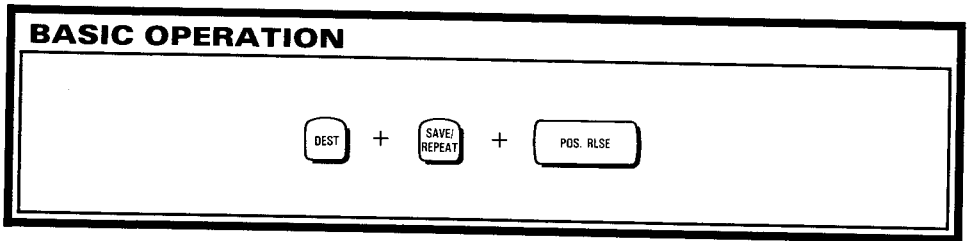
When a number has been saved, as indicated by a steadily lit  lamp, you cannot use the Repeat Last Number feature.



# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

To transfer a call to the number you have saved:



## ACTION

## RESULTS

267

TALK

SAVE/REPEAT

lamp lights steadily.

SRCE

lamp lights steadily.

Ask the party to wait.

DEPRESS:

DEST

SRCE

lamp goes dark.


DEST

lamp lights steadily.



# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

ACTION	RESULTS			
DEPRESS: 	<table><tr><td data-bbox="657 348 827 378">2125553322</td><td data-bbox="923 348 990 378">SAVE</td></tr></table>	2125553322	SAVE	
2125553322	SAVE			
	-then-			
	<table><tr><td data-bbox="657 541 827 571">2125553322</td></tr></table>	2125553322		
2125553322				
When the called party answers, proceed with normal telephone operations.	<table><tr><td data-bbox="657 723 713 753">267</td><td data-bbox="753 723 866 753">COT0221</td><td data-bbox="908 723 990 753">00:01</td></tr></table>	267	COT0221	00:01
267	COT0221	00:01		

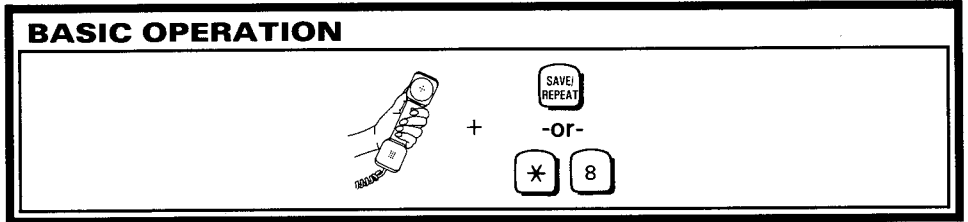


# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

## REPEAT LAST NUMBER

This feature allows you to automatically redial the last number that you called. You cannot use Repeat Last Number if a number is saved, as indicated by a steadily lit SAVE/REPEAT lamp.




### ACTION

### RESULTS

**LIFT:** Handset

11:25AM THU SEP 30

If you have a  button:

**DEPRESS:**



5554411 SAVE



lamp lights steadily.


-or-

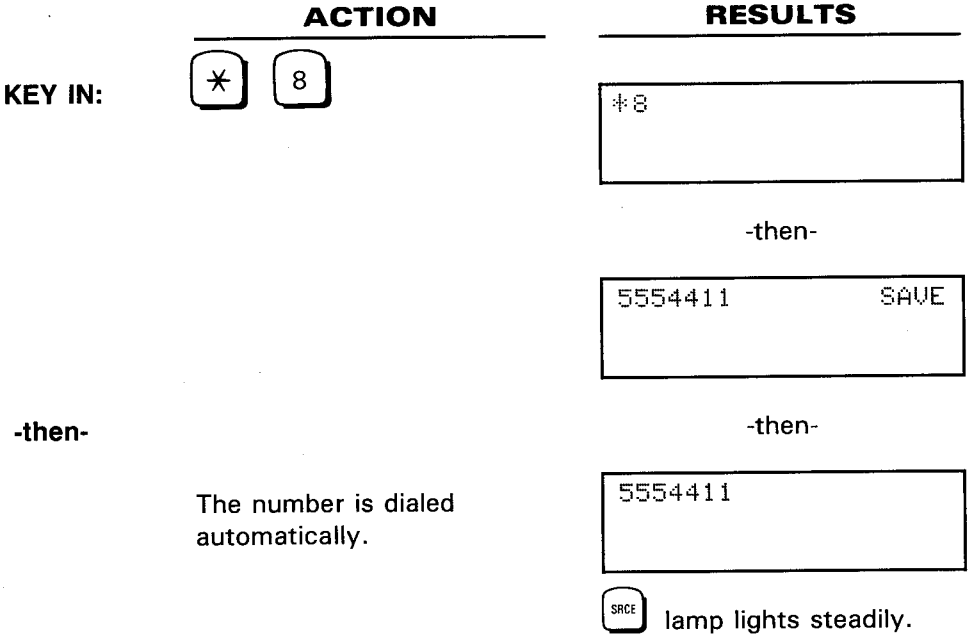




# SAVE NUMBER AND REPEAT LAST NUMBER

(Continued)

If you do not have a  button:



# STATION SPEED CALLING

Station Speed Calling permits you to establish a personal directory of up to ten frequently called numbers consisting of up to 20 digits each. A single digit code (0-9) is assigned to each entry in the ten-number list. This digit is the Entry Code.

To program or change a number in your Station Speed Call Directory:

**BASIC OPERATION**

# 0 + Entry Code + Outside Line Access Code and Number + SRCE + DROP/ CNCL

## ACTION

Refer to your directory for the desired Entry Code.

KEY IN:



## RESULTS

10:23AM MON JUL 23

#0

-then-

SPD

SRCE lamp lights steadily.

KEY IN:

Desired Entry Code (0-9)

0 SPD



# STATION SPEED CALLING

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>
<b>KEY IN:</b>	Outside Line Access Code + number <sup>†</sup>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">097035554321      SPD</div>
<b>DEPRESS:</b>	<div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">SRCE</div>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">7035554321      DONE</div> Success Tone sounds.
<b>DEPRESS:</b>	<div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">DROP/ CNCL</div>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">10:24AM    MON JUL 23</div> <div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">SRCE</div> lamp goes dark.

Repeat the above steps, substituting 1-9 for each of the remaining Entry Codes, until all numbers are programmed.

<sup>†</sup> If a pause is required anywhere within the number for return dial tone, enter a 

#

 for each pause needed.

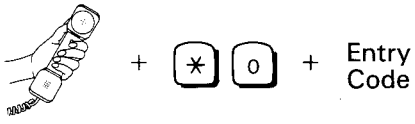


# STATION SPEED CALLING

(Continued)

To place a call using Station Speed Call, with or without a held call:

**BASIC OPERATION**



## ACTION

Refer to your directory for the desired Entry Code.

## RESULTS

10:31AM MON JUL 23

LIFT: Handset

KEY IN:



\*0



lamp lights steadily.



# STATION SPEED CALLING

(Continued)

## ACTION

## RESULTS

**KEY IN:**

Desired Entry Code (0-9)

+00

-then-

Your call is now being processed.

7035554321

SPD



-then-

7035554321

00:01

### NOTE:

If you wish to call a single preprogrammed Station Speed Call entry by depressing only one button, you may use your  button.

You may transfer a call to a Station Speed Call Entry by keying in   and the desired Entry Code instead of keying in the desired number. See Transferring a Call on page 22 for details.



# STATION SPEED CALL DIRECTORY


<u>ENTRY</u> <u>CODE</u>	<u>DESTINATION</u>	<u>ENTRY</u> <u>CODE</u>	<u>DESTINATION</u>
0	_____	5	_____
1	_____	6	_____
2	_____	7	_____
3	_____	8	_____
4	_____	9	_____

# SYSTEM SPEED CALLING

Up to 100 frequently called business numbers can be stored in your System Speed Call Directory. A two-digit Entry Code (00-99) is assigned to each entry in the System Speed Call Directory. These codes may be shared by all stations in the system which have proper system authorization.

To place a call using System Speed Call:

**BASIC OPERATION:**



<b>ACTION</b>	<b>RESULTS</b>
---------------	----------------

Refer to the System Speed Call directory for the desired entry code.

10:31AM MON JUL 23

**LIFT:** Handset

**KEY IN:** # #

##

SRCE lamp lights steadily.

**KEY IN:** Desired Entry Code (00-99)

##00

-then-





# SYSTEM SPEED CALLING

(Continued)

<u>ACTION</u>	<u>RESULTS</u>
Your call is now being processed.	7035551234      SPD
	-then-
	7035551234

## NOTE:

If you wish to call a single preprogrammed System Speed Call entry by depressing only one button, you may use your  button.

You may transfer a call to a System Speed Call entry by keying in   and the desired Entry Code instead of keying in the desired number. See Transferring a Call on page 22 for details.





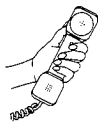


# SPECIALIZED COMMON CARRIER (SCC) ACCESS

SCC Access allows you to use an abbreviated dialing sequence to connect to a Specialized Common Carrier to place a long distance call. The dialing sequence which accesses the SCC is preprogrammed in the system.

To place an outside call using SCC Access:

**BASIC OPERATION**



+ SCC  
Access  
Code + Number

## ACTION

## RESULTS

9:35AM TUE APR 15

**LIFT:** Handset

**KEY IN:** Access code for the desired  
common carrier

40

SRCE

lamp lights steadily.

-then-

SCC



# SPECIALIZED COMMON CARRIER (SCC) ACCESS (Continued)

---

**ACTION**

---

**RESULTS**

---

**KEY IN:**      Desired outside number

3025557543	SCC
------------	-----

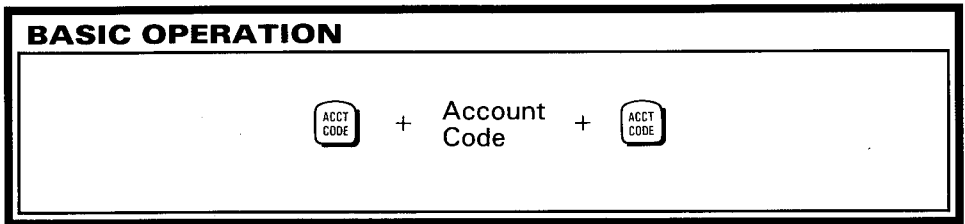
The SCC Access telephone number and authorization code are automatically dialed for you.



# ACCOUNT CODE/CLIENT BILLING

The Account Code/Client Billing feature permits you to enter a client's account code during an outgoing call, if the system is equipped with Message Detail Recording (MDR). This information is used to keep track of calls for billing purposes. The duration of the call, the number dialed and the account code are recorded with other MDR information.

To enter an account code using the  button:



## ACTION

## RESULTS

DEPRESS:



3125557400 02:31



lamp lights steadily.

ACCT



lamp lights steadily.



# ACCOUNT CODE/CLIENT BILLING

(Continued)

## ACTION

## RESULTS

**KEY IN:** Desired account code  
(Up to 15 digits)

7654321	ACCT
---------	------

There is no interruption of the conversation.

**DEPRESS:**

ACCT  
CODE

COT1212	02:39
---------	-------

ACCT  
CODE lamp goes dark.

To cancel an account code before any or all account code digits have been entered:

### BASIC OPERATION

DRP/  
CNCL

**DEPRESS:**

DRP/  
CNCL

COT1212	02:33
---------	-------

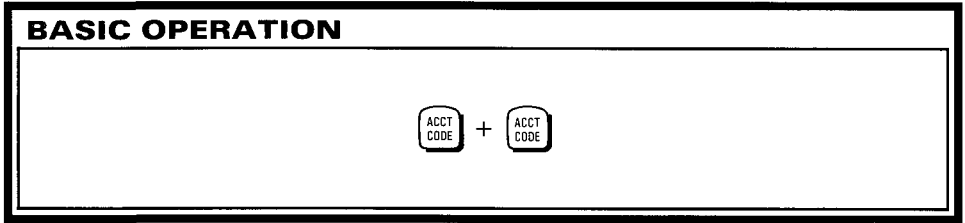
ACCT  
CODE lamp goes dark.









# ACCOUNT CODE/CLIENT BILLING

(Continued)

To cancel an account code after it has been entered:




	<b>ACTION</b>	<b>RESULTS</b>
<b>DEPRESS:</b>		  lamp lights steadily.
<b>DEPRESS:</b>		  lamp goes dark.

## NOTE:

If the account code entered is more than 15 digits, only the first 15 digits will be stored.

You may modify the account code by repeating the above steps before disconnecting from the call.


If more than one account code is entered during a call, the last one entered will be stored.

There is no interruption to your conversation when you enter an account code using the  feature button.





# ACCOUNT CODE/CLIENT BILLING

(Continued)

To enter an account code if you do not have an  feature button:

**BASIC OPERATION**

  + Account Code

## ACTION

## RESULTS

Ask the party to wait.

KEY IN:


COT1112 03:52

 lamp lights steadily.

56

-then-

ACCT

 lamp goes dark.

 lamp lights steadily.





# ACCOUNT CODE/CLIENT BILLING

(Continued)

## ACTION

## RESULTS

**KEY IN:**

Desired account code

```
000000007654321 ACCT
```

You must enter the maximum number of digits (1-15) required by your system.

```
000000007654321 DONE
```

Success Tone sounds.

-then-

You are now automatically reconnected to your call.

```
COT1212 02:33
```



lamp lights steadily.




lamp goes dark.






# ACCOUNT CODE/CLIENT BILLING

(Continued)

To cancel an account code before any or all account code digits have been entered:

BASIC OPERATION	
	

ACTION		RESULTS		
DEPRESS:		<table border="1"><tr><td>COT1212</td><td>02:33</td></tr></table>	COT1212	02:33
COT1212	02:33			
		 lamp lights steadily.		
		 lamp goes dark.		



# ACCOUNT CODE/CLIENT BILLING

(Continued)

To cancel an account code after it has been entered:

## BASIC OPERATION

+ Number of zeros  
equal to account  
code digits

### ACTION

### RESULTS

KEY IN:

56

-then-

ACCT



lamp goes dark.

lamp lights steadily.



# ACCOUNT CODE/CLIENT BILLING

(Continued)

<b>ACTION</b>	<b>RESULTS</b>
<b>KEY IN:</b> Number of zeros equal to the number of digits (1-15) required by your system.	<pre>0000000000000000 DONE</pre>
You are now automatically reconnected to your call.	<p>Success Tone sounds.</p> <pre>COT1212 02:49</pre>
	<p> lamp lights steadily.</p> <p> lamp goes dark.</p>

## NOTE:

If the account code entered is more than 15 digits, only the first 15 digits will be stored.

You may modify the account code by repeating the above steps before disconnecting from the call.

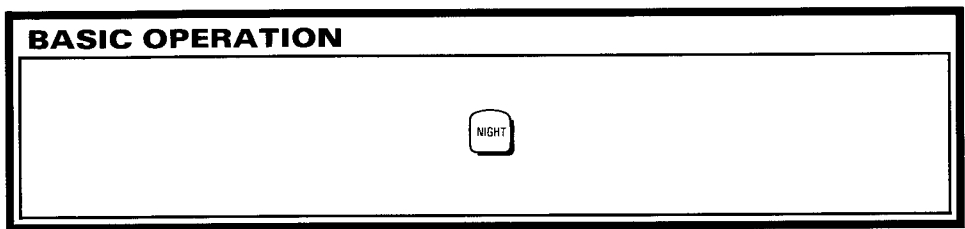
If more than one account code is entered during a call, the last one entered will be stored.




# NIGHT ANSWER

---

The Night Answer feature permits you to divert calls to other designated destinations and also allows you to know immediately if Night Answer is in effect.

To activate Night Answer:



<b>ACTION</b>	<b>RESULTS</b>
<b>DEPRESS:</b> 	  lamp lights steadily.

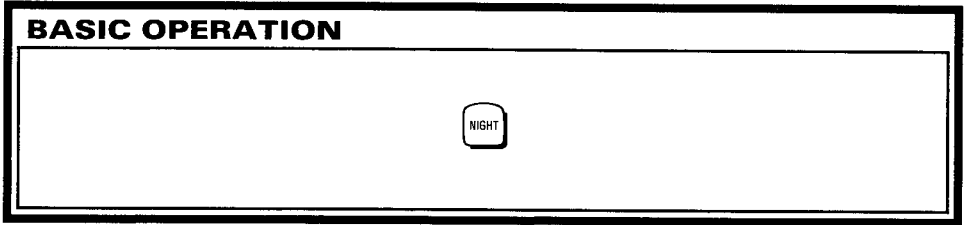
All incoming calls will now be diverted to the designated Night Answer destinations.



# NIGHT ANSWER

(Continued)

To cancel Night Answer and revert to normal daytime operations:



## ACTION

## RESULTS

7:55AM MON APR 20

**DEPRESS:**



lamp goes dark.

Normal telephone operations  
are resumed.

## NOTE:

You may still place and answer calls from your console while it is in the Night Answer mode. However, if you put your console in the Position Busy mode, no calls can be received or placed. See Position Busy on page 33 for details.


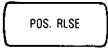


Night Answer mode may also be implemented through a DSS Night Answer feature button. See DSS Night Answer on page 214 for details.

# STATION PAGING

Station Paging allows you to transmit a verbal announcement over the speakers of the telephones in your system. Busy telephones will not receive the page.

To page a party for another party with whom you are in conversation:

### BASIC OPERATION

  
-or- + Zone Digit (0-9) + Announce Message +   
 


## ACTION

## RESULTS

COT111200:35

 lamp lights steadily.

Ask the party to wait.


If you have a  button:

**DEPRESS:**



PAGE

 lamp lights steadily.

 lamp goes dark.

 lamp lights steadily.

-or-




# STATION PAGING

(Continued)

## ACTION

## RESULTS

If you do not have a  button:

KEY IN:



-then-



-then-

KEY IN:

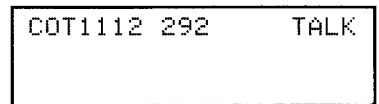
Zone Digit (0-9)



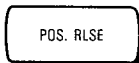
Success Tone sounds.

Announce your message twice, providing the Station Page Answer Number, 87.

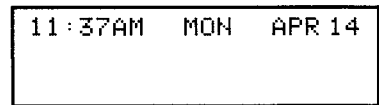
When the paged party answers, you are connected to the paged party.



DEPRESS:



to release from the call and connect the two parties



lamp goes dark.



lamp goes dark.

NOTE:

All Zone Paging is implemented with Zone Digit 0.




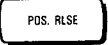








# STATION PAGING

(Continued)

To park an incoming call while paging a party:

**BASIC OPERATION**

 -or- + Station Number +  + -or- +  + Zone Digit (0-9) + Announce Message + 


## ACTION

## RESULTS

COT1112 00:45

 lamp lights steadily.

Ask the party to wait.


If you have a  button:

DEPRESS:



PARK

 lamp lights steadily.

 lamp goes dark.

 lamp lights steadily.

-or-




# STATION PAGING

(Continued)

## ACTION

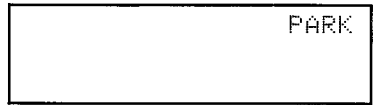
## RESULTS


If you do not have a  button:

KEY IN:  



-then-



 lamp goes dark.

 lamp lights steadily.

-then-


KEY IN: Station number on which you wish to park the call

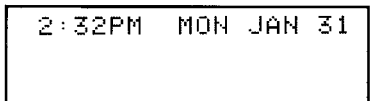



-then-




Success Tone sounds.

DEPRESS: 



 lamp goes dark.

 lamp goes dark.

-then-



# STATION PAGING

(Continued)

## ACTION

## RESULTS

If you have a  button:


**DEPRESS:** 



 lamp lights steadily.

 lamp lights steadily.

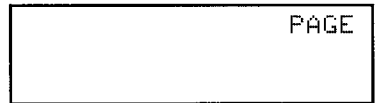
-or-


If you do not have a  button:

**KEY IN:**  



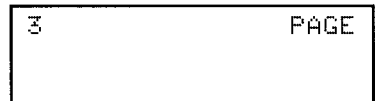
-then-



 lamp lights steadily.

-then-

**KEY IN:** Zone Digit (0-9)



Success Tone sounds.

### NOTE:

All Zone Paging is implemented with Zone Digit 0.



# STATION PAGING

(Continued)

## ACTION

## RESULTS

Announce your message twice, providing the Park Answer Access Code, #9, and the station on which the call is parked.

DEPRESS:



2:34PM MON JAN 31



lamp goes dark.



lamp goes dark.

When the paged party keys in the Park Answer Access Code and the correct station, the paged party will be connected to the parked call.

To page a party when you do not have a held call:

### BASIC OPERATION



+



-or-



+

Zone Digit  
(0-9)

+

Announce  
Message

+

Wait  
-or-




# STATION PAGING


(Continued)

## ACTION

## RESULTS

**LIFT:** Handset

If you have a  button:

**DEPRESS:** 


8:35AM MON OCT 27



PAGE

 lamp lights steadily.

 lamp lights steadily.

**-or-**

If you do not have a  button:

**KEY IN:**  

77

-then-

PAGE

 lamp lights steadily.



# STATION PAGING

(Continued)

## ACTION

## RESULTS

KEY IN:

Zone Digit (0-9)

Announce your message twice, providing the Station Page Answer Number, 87.†  
When the paged party answers, you are connected to the paged party.

0	PAGE
---	------

Success Tone sounds.


290	TALK
-----	------



lamp goes dark.

### NOTE:

All Zone Paging is implemented with Zone Digit 0.




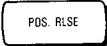
† You may depress  at this time to release from the page. The paged party may answer the page by calling you directly.

# EXTERNAL PAGING

External Paging allows you to transmit a verbal announcement over customer-provided paging amplifier and speakers. Busy stations will not receive the page.

To page a party for another party with whom you are in conversation:

**BASIC OPERATION**

 -or-   + Zone Digit (0-9) + Announce Message + 


## ACTION

## RESULTS

COT1112 00:35

 lamp lights steadily.


Ask the party to wait.

If you have an  button:

**DEPRESS:** 

PAGE

 lamp lights steadily.

 lamp goes dark.

 lamp lights steadily.

-or-




# EXTERNAL PAGING

(Continued)

## ACTION

## RESULTS

If you do not have an  button:

KEY IN:




78
----

-then-

PAGE
------

-then-

 lamp goes dark.

 lamp lights steadily.

KEY IN:

Zone Digit (0-9)

0	PAGE
---	------

Success Tone sounds.

Announce your message twice, providing the External Page Answer Number, 88.

When the paged party answers, you are connected to the paged party.

COT1112 209	TALK
-------------	------

### NOTE:

All Zone Paging is implemented with Zone Digit 0.





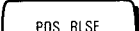
# EXTERNAL PAGING

(Continued)


## ACTION

## RESULTS

DEPRESS:

 to release  
from the call and connect  
the two parties









1:15PM THU JUL 13

 lamp goes dark.

 lamp goes dark.


To park an incoming call while paging a party:

### BASIC OPERATION

 -or- + Station Number +  + -or- +  + Zone Digit (0-9) + Announce Message +   
   

COT1112 00:45

 lamp lights steadily.

If you have a  button:

DEPRESS:



PARK

 lamp lights steadily.

-or-




# EXTERNAL PAGING

(Continued)

## ACTION

## RESULTS


If you do not have a  button:

KEY IN:



-then-



 lamp goes dark.

 lamp lights steadily.

-then-



# EXTERNAL PAGING

(Continued)

## ACTION

## RESULTS

**KEY IN:** Station number on which you wish to park the call

278	PARK
-----	------

-then-


278	DONE
-----	------


Success Tone sounds.

**DEPRESS:**


POS. RLSE

4:01PM THU MAR 31
-------------------

 lamp goes dark.

 lamp goes dark.

-then-

If you have an  button:

**DEPRESS:**

EXTRNL PAGE

PAGE
------

 lamp lights steadily.

 lamp lights steadily.

-or-




# EXTERNAL PAGING

(Continued)

## ACTION

## RESULTS

If you do not have an  button:

KEY IN:  

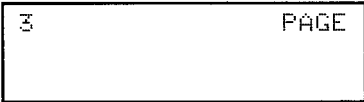


-or-




 lamp lights steadily.


KEY IN: Zone Digit (0-9)





Success Tone sounds.

Announce your message twice, providing the Park Answer Access Number, #9, and the station on which the call is parked.

DEPRESS: 



 lamp goes dark.

 lamp goes dark.

### NOTE:

All Zone Paging is implemented with Zone Digit 0.



# EXTERNAL PAGING

(Continued)

## ACTION

## RESULTS

When the paged party keys in the Park Answer Access Code and the correct station number, the paged party is connected to the parked call.

To page a party when you do not have a held call:

**BASIC OPERATION**

Handset + EXTRNL PAGE + -or- + Zone Digit (0-9) + Announce Message + Wait -or- DROP/CNCL

9:32AM TUE DEC 24

**LIFT:** Handset

If you have an EXTRNL PAGE button:

**DEPRESS:** EXTRNL PAGE

PAGE

EXTRNL PAGE lamp lights steadily.

SRCE lamp lights steadily.

-or-

### NOTE:


All Zone Paging is implemented with Zone Digit 0.



# EXTERNAL PAGING

(Continued)

## ACTION

If you do not have an  button:

KEY IN:





## RESULTS



-then-



 lamp lights steadily.

KEY IN:

Zone Digit (0-9)




Success Tone sounds.

Announce your message twice, providing the External Page Answer Number, 88.†

When the paged party answers, you are connected to the paged party.

### NOTE:

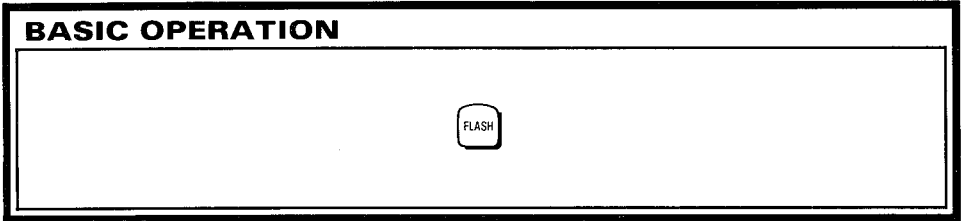
All Zone Paging is implemented with Zone Digit 0.

† You may depress  at this time to release from the paging operation. The paged party may answer the page by calling you directly.

# ACCESSING FEATURES IN A PABX

Your telephone system may operate behind a larger telephone system known as a PABX. The PABX has many features similar to those in your system; however, any features which require a FLASH can be activated only by using the FLASH feature button.†

To access a PABX feature when a  is required:



## ACTION

## RESULTS

DEPRESS:



COT1111 01:20

A distinctive PABX tone sounds.

Follow the directions provided in the PABX User's Guide.

† In some systems, this button will operate as a NEW CALL feature. In this case, by depressing you will disconnect the party on the line.



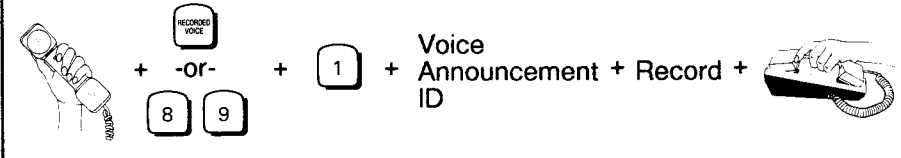
# RECORDED VOICE ANNOUNCEMENT

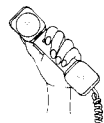



With the Recorded Voice Announcement feature, your system can provide recorded voice announcements to incoming callers. These voice announcements may be programmed into your system. In order to assign a particular voice announcement from your system, you must be authorized to use this feature. Consult with your Communications Coordinator for additional information.

If errors occur during the recording, confirmation or cancelling of a voice announcement, an Error Tone will be heard by the calling party.

To record a voice announcement to play for incoming calls at your console:

**BASIC OPERATION**




 +  -or- 
 +  + Voice Announcement + Record + ID

## ACTION

## RESULTS

**LIFT:** Handset

Internal Dial Tone sounds.

If you have a  button:

**DEPRESS:**



V.MSG


 lamp lights steadily.




-or-





# RECORDED VOICE ANNOUNCEMENT (Continued)

If you do not have a  button:

	<u>ACTION</u>	<u>RESULTS</u>
KEY IN:	 	<div style="border: 1px solid black; padding: 5px; display: inline-block;">89</div>
-then-		-then-
		<div style="border: 1px solid black; padding: 5px; display: inline-block; text-align: right;">V. MSG</div>
KEY IN:		<div style="border: 1px solid black; padding: 5px; display: inline-block;">1 V. MSG</div>
KEY IN:	Voice Announcement ID <sup>†</sup>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">151 V. MSG</div>

Recording Tone sounds indicating that the system is now ready to accept an announcement assignment.

You may now record the desired announcement.

<sup>†</sup> Consult your Communications Coordinator to obtain this two-digit code. No more than one announcement can be recorded on the same ID.



# RECORDED VOICE ANNOUNCEMENT (Continued)

ACTION	RESULTS
Your announcement will now replay if you do <u>not</u> hang up.	Success Tone sounds after a predetermined time period. <div data-bbox="666 409 1037 552" style="border: 1px solid black; padding: 5px;">151 PLAY</div>
	<div data-bbox="666 581 1037 725" style="border: 1px solid black; padding: 5px;">151 DONE</div>
Hang up	Success Tone sounds. <div data-bbox="666 824 1037 968" style="border: 1px solid black; padding: 5px;">10:01AM MON JUN 06</div> <div data-bbox="666 980 715 1027" style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-top: 5px;"><small>RECORDED VOICE</small></div> lamp goes dark.



# RECORDED VOICE ANNOUNCEMENT (Continued)

To correct an error made during the recording of an announcement or to rerecord that announcement after confirmation:

## BASIC OPERATION

 + Record

### ACTION

### RESULTS

KEY IN:



Recording Tone sounds indicating that the system is now ready to accept announcement assignment again.

### NOTE:

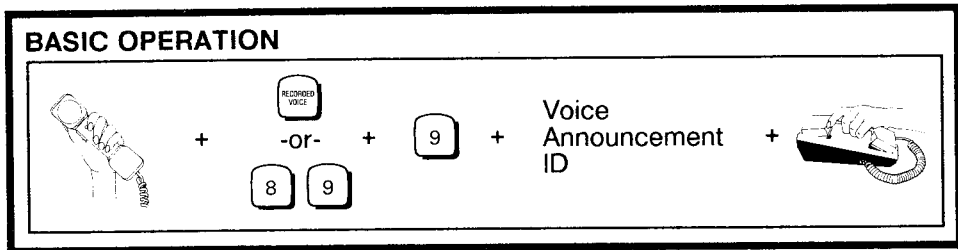
After completion of procedure, the protect mode for the Voice Announcement ID must be released and the designated announcement must be canceled. See your Communications Coordinator for details.

† This operation does not work on a single-line telephone.



# RECORDED VOICE ANNOUNCEMENT (Continued)

To confirm that the desired Voice Announcement has been recorded:



## ACTION

## RESULTS

3:37PM WED MAY 28

**LIFT:** Handset

Internal Dial Tone sounds.

If you have a **RECORDED VOICE** button:

**DEPRESS:** **RECORDED VOICE**

V.MSG

**RECORDED VOICE** lamp lights steadily.

-or-

If you do not have a **RECORDED VOICE** button:

**KEY IN:** 8 9

89

-then-

V.MSG



# RECORDED VOICE ANNOUNCEMENT (Continued)

## ACTION

## RESULTS

KEY IN:

9

9

V.MSG

KEY IN:

Voice Announcement ID

951

V.MSG

-then-

951

PLAY

Recorded Voice Announcement plays twice.

951

DONE

Success Tone sounds.

Hang up

3:39PM WED MAY 28

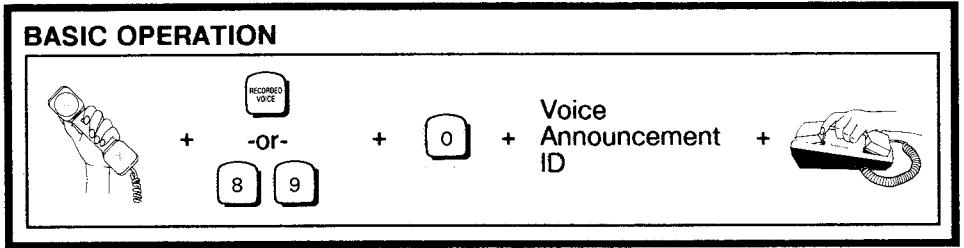


lamp goes dark.



# RECORDED VOICE ANNOUNCEMENT (Continued)

To cancel a Recorded Voice Announcement:



## ACTION

## RESULTS

**LIFT:** Handset

Internal Dial Tone sounds.

If you have a [RECORDED VOICE] button:

**DEPRESS:**



V.MSG

[RECORDED VOICE] lamp lights steadily.

-or-

If you do not have a [RECORDED VOICE] button:

**KEY IN:**





89

-then-

-then-



# RECORDED VOICE ANNOUNCEMENT (Continued)

ACTION		RESULTS
		V.MSG
KEY IN:		0 V.MSG
KEY IN:	Voice Announcement ID	031 V.MSG
		031 CNCL
		Success Tone sounds.
		 lamp goes dark.
	Hang up	5:01PM WED MAY 28

# ALARM

---

You may have an ALARM button on your console which will alert you to any problems which occur in the system. If a problem occurs, the ALARM lamp will light.

If the ALARM lamp lights, place a few test calls to stations and to an outside number to determine the extent of the problem.

- If all or most of the test calls can be completed, there is a minor system failure. Call the repair service and report the condition as a MINOR ALARM.
- If all or most of the calls cannot be completed, there is a major system failure. Use an emergency telephone to call the repair service and report the condition as a MAJOR ALARM.

## NOTE:

You may also have a DSS Alarm button on your DSS module, if your console is so equipped.

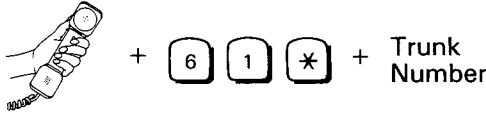


# DIRECT TRUNK ACCESS

This feature allows you to access a specific trunk to place an outside call.

To access a specific trunk:

**BASIC OPERATION**



## ACTION

## RESULTS

**LIFT:**

Handset

11:49AM TUE FEB 07

**KEY IN:**



61\*



lamp lights steadily.

**KEY IN:**

Desired Trunk Directory  
Number

61\*1212

-then-

COT1212

Dial Tone sounds.

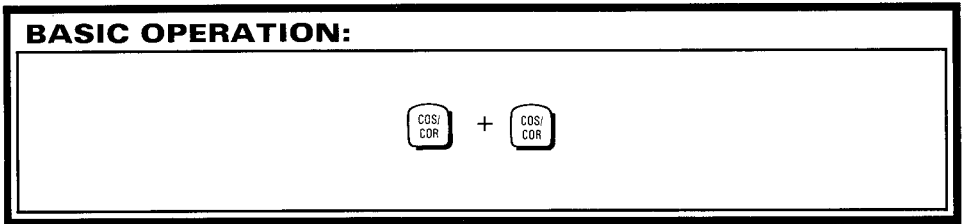
Place your call in the normal  
manner.

# CLASS OF SERVICE/ CLASS OF RESTRICTION

---

The COS/COR feature button allows you to display the programmed Class of Service/Class of Restriction for any station. However, you cannot change these categories. Consult with your Communications Coordinator for further information.

To display the Class of Service/Class of Restriction of a station while engaged in conversation:



## ACTION

---

## RESULTS

---

DEPRESS:



221 TALK



lamp lights steadily.

221 0101

The first two digits of the number on the far right of the display indicate the Class of Service and the last two digits indicate the Class of Restriction for the station.

There is no interruption of your conversation.



# CLASS OF SERVICE/ CLASS OF RESTRICTION

(Continued)

## ACTION

## RESULTS

DEPRESS:



221	TALK
-----	------

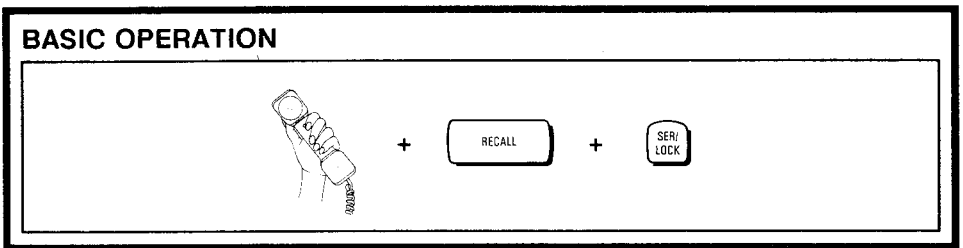
Proceed with normal call operations.




# FORCED LOCK-OUT

With this feature, you are permitted to lock out a station when its handset has been left off the hook for a predetermined time period. The Lock-Out feature prevents the periodic automatic recall to the attendant which occurs when a telephone handset is left off the hook.

When it is locked out, a station is disabled until the receiver is replaced.

To force Lock-Out status at a station:



	<u>ACTION</u>	<u>RESULTS</u>
<b>LIFT:</b>	Handset	12:00PM WED JUN 06
<b>DEPRESS &amp; HOLD:</b>		201 ALERT
		lamp goes dark.
		lamp lights steadily.



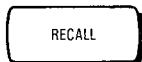
# FORCED LOCK-OUT

(Continued)

## ACTION

## RESULTS

**RELEASE:**



201	TALK
-----	------

**DEPRESS:**



12:01PM	WED	JUN 06
---------	-----	--------

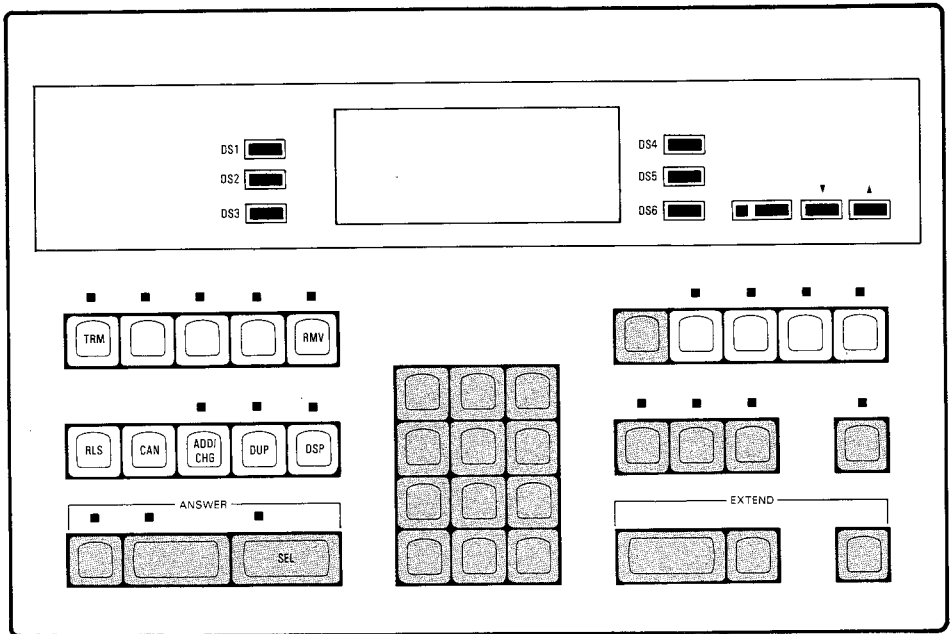
Contact the appropriate personnel to replace the handset at the locked-out station and allow the station to resume normal call operations.

# MASTER CONTROL TELEPHONE

Your Attendant Console may be programmed in the original SBCS system to function as a Master Control Telephone. A Master Control Telephone allows designated personnel to perform maintenance, administrative and programming procedures for the system directly from your Console without any other adjunct equipment.

A maximum of two Attendant Consoles may be programmed in each system as Master Control Telephones. In order for your Console to operate as a Master Control Telephone, it must first be put into the Position Busy mode and then a security code must be entered. Only one Console can function as a Master Control Telephone at any one time.

Consult with your Sales or Service Representative for specific operational procedures.



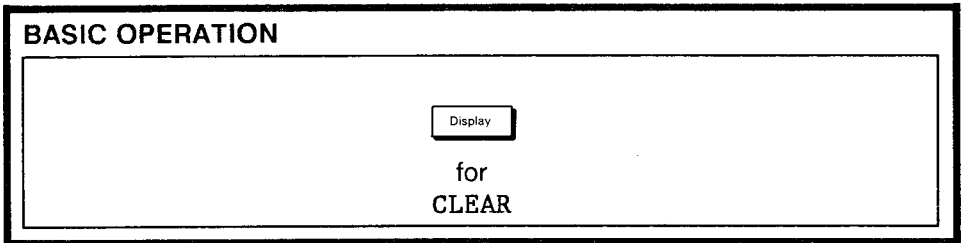
# FRONT DESK CONSOLE - INTRODUCTION

The FRONT DESK feature allows you to implement the following Front Desk Console operations for other stations or rooms from your console: Room Status Change, Do Not Disturb, Silent Message with Do Not Disturb, Wake-Up, Message Waiting and Call Charges. You may select from "menu" options on your display through the use of display buttons. Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.

Your console may be equipped with a Room Status Indicator Add-On Module which provides you with visual information on the status of each room.

When you depress the FRONT DESK button to access Front Desk Console capabilities, you cannot place or answer calls. Incoming outside calls, not answered within a predetermined time period, will be routed to Incoming Call Overflow positions. To return your console to normal call processing operations, depress the FRONT DESK button again or depress the DROP/CNCL button.

To clear an invalid entry while accessing Front Desk Console capabilities:



	ACTION	RESULTS																		
<b>DEPRESS:</b>	Display button next to CLEAR	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">417</td> <td style="width: 40%;">ERROR</td> <td style="width: 30%;">STT</td> </tr> <tr> <td colspan="3">← CLEAR</td> </tr> <tr> <td colspan="3" style="text-align: right;">MENU →</td> </tr> </table> </div> <div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 40%;"></td> <td style="width: 30%;">STT</td> </tr> <tr> <td colspan="3">← CLEAR</td> </tr> <tr> <td colspan="3" style="text-align: right;">MENU →</td> </tr> </table> </div>	417	ERROR	STT	← CLEAR			MENU →					STT	← CLEAR			MENU →		
417	ERROR	STT																		
← CLEAR																				
MENU →																				
		STT																		
← CLEAR																				
MENU →																				

Enter the correct information.

# ROOM STATUS INDICATOR ADD-ON MODULE

---

Your console may be equipped with an optional Room Status Indicator Add-On Module. It is identical to the DSS Add-On Module but may not be used to place or answer calls. This piece of equipment indicates current room status as vacant, occupied, or in need of clean-up. It also monitors room telephones for unanswered Wake-Up calls and "locked-out" lines.

<u>Visual Pattern</u>	<u>Description</u>	<u>Display</u>
No Light	The room is vacant.	VACANT
Steady Light	The room is occupied.	OCCUPIED
Flashing Light	The room did not answer the requested Wake-Up call.	WK-UP NA
Double-Interrupted Flashing Light <sup>†</sup>	1. The room needs cleaning before the status can be changed to VACANT.	NEED CLN-UP
	2. The room is occupied and needs cleaning.	ND CLN UP O
	3. The room is vacant and needs cleaning.	ND CLN UP V
Rapidly Flashing Light	The handset of the room telephone is off the hook and the line has been locked-out.	LOCK-OUT
Interrupted Flashing Light	The room has Do Not Disturb in effect.	DND

## NOTE:

Only one status can be displayed for each room.

Do Not Disturb may not appear on the Room Status Indicator Add-On Module. However, if your instrument is equipped with a DSS Module, the lamp pattern described above will appear there.

<sup>†</sup> Depending on your system, this light pattern will signify either Description 1 or Descriptions 2 and 3.



# ROOM STATUS CHANGE

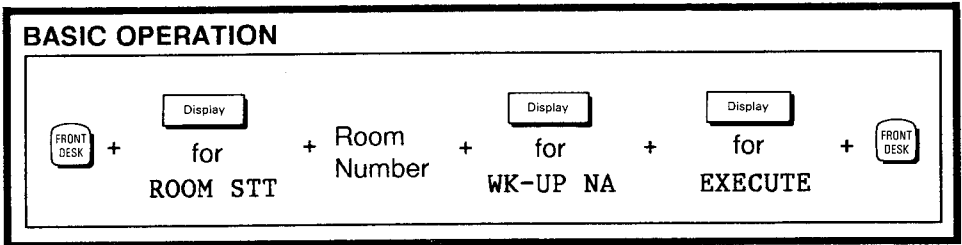
The Room Status Change feature allows you to verify or change the status of a room. If your system is equipped with a Room Status Indicator Add-On Module, the status of each room is provided visually through a variety of lamp patterns which are described on page 148.

Rooms may be registered as Vacant, Occupied, Needs Clean-Up, Needs Clean-Up/Vacant, or Needs Clean-Up/Occupied. In addition, the system monitors room telephones for "locked-out" lines, unanswered Wake-Up calls and Do Not Disturb implementation.

If the handset of a room telephone is left off the hook, that line is locked-out. This status, which is shown on your display by LOCK-OUT, overrides any other status for that room. However, you cannot clear a locked-out line from your console. Contact the appropriate personnel to replace the handset in that room. The telephone in that room will then return to normal call operation (see Forced Lock-Out, page 144).

An unanswered Wake-Up call will override any other room status, with the exception of a locked-out line. You can, however, clear an unanswered Wake-Up call from your console. When the status of a room is changed from Occupied to Needs Clean-Up or Needs Clean-Up/Occupied, any previously implemented Wake-Up call should be cancelled.

**To clear an unanswered Wake-Up call from a room:**






## NOTE:

Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.



# ROOM STATUS CHANGE

(Continued)

ACTION	RESULTS
DEPRESS:	
	<pre>11:35AM  MON JUN 28</pre>
	<pre>FRONT DESK CONSOLE &lt;ROOM STT          DND&gt; &lt;MSG REG          MSG WAIT&gt; &lt;WAKE-UP</pre>
	
	lamp lights steadily.
	
	lamp lights steadily.
DEPRESS:	Display button next to ROOM STT
	<pre>&lt;CLEAR          STT MENU&gt;</pre>
KEY IN:	Desired room number
	<pre>273  RETRY WK-UP STT &lt;VACANT  CLEAN-UP&gt; &lt;OCCUPIED WK-UP NA&gt; &lt;NEXT RM          MENU&gt;</pre>
	Appropriate room status lamp flashes.
DEPRESS:	Display button next to WK-UP NA
	<pre>273  WK-UP NA  STT &lt;EXECUTE MENU&gt;</pre>
DEPRESS:	Display button next to EXECUTE
	<pre>273  OCCUPIED  STT &lt;VACANT  CLEAN-UP&gt; &lt;OCCUPIED WK-UP NA&gt; &lt;NEXT RM          MENU&gt;</pre>
	Appropriate room status lamp lights steadily.



# ROOM STATUS CHANGE

(Continued)

## ACTION

## RESULTS

DEPRESS:



You may now resume normal telephone operations.

10:10AM TUE OCT 14



lamp goes dark.



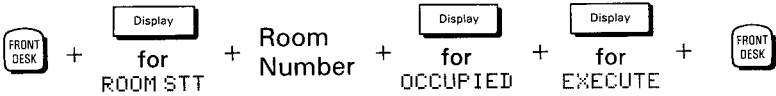
lamp goes dark.

### NOTE:

If your instrument is equipped with a printer, you may print out the status of all rooms. Follow the procedure outlined in the user's manual provided with your printer.

To change the status of a room from Vacant to Occupied using the button:

### BASIC OPERATION



10:00AM TUE OCT 14

DEPRESS:



FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←MSG REG MSG WAIT→  
 ←WAKE-UP



lamp lights steadily.



lamp lights steadily.



# ROOM STATUS CHANGE

(Continued)

## ACTION

## RESULTS

**DEPRESS:** Display button next to ROOM STT

```
                STT
←CLEAR
                MENU→
```

**KEY IN:** Desired room number

```
201 VACANT STT
←VACANT CLEAN-UP→
←OCCUPIED WK-UP→
←NEXT RM MENU→
```

Appropriate room status lamp goes dark.


**DEPRESS:** Display button next to OCCUPIED

```
201 OCCUPIED STT
←EXECUTE
                MENU→
```

**DEPRESS:** Display button next to EXECUTE

```
201 OCCUPIED STT
←VACANT CLEAN-UP→
←OCCUPIED WK-UP NA→
←NEXT RM MENU→
```

Appropriate room status lamp lights steadily.

You now have several options available to you while you are still in the Front Desk Console mode. However, you may resume normal telephone operations at any time by depressing the  button.

If you wish to verify the status of a room, follow the steps outlined on page 150 until the room number and status appear on the display.

-or-



# ROOM STATUS CHANGE

(Continued)

## ACTION

## RESULTS

If you wish to change the status of the next room in numerical order:

**DEPRESS:** Display button next to  
NEXT ROOM

```
202 OCCUPIED STT
←VACANT CLEAN-UP→
←OCCUPIED WK-UP NA→
←NEXT RM MENU→
```

-or-

If you wish to return to the Front Desk Console menu:

**DEPRESS:** Display button next to  
MENU

```
FRONT DESK CONSOLE
←ROOM STT IND→
←MSG REG MSG WAIT→
←WAKE-UP
```

-then-

If you wish to resume normal telephone operations:

**DEPRESS:**



```
10:03AM TUE OCT 14
```



lamp goes dark.



lamp goes dark.

### NOTE:

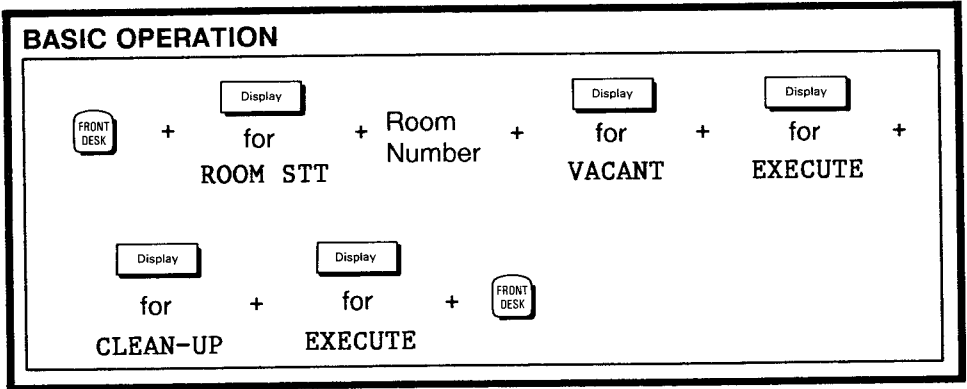
When a room status is changed to Occupied, any previously implemented Front Desk Console features for that room are cancelled.



# ROOM STATUS CHANGE

(Continued)

To change the status of a room from Occupied to Vacant:



## ACTION

## RESULTS

DEPRESS:



11:00AM WED APR 04

FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←CHARGE MSG WAIT→  
 ←WAKE-UP



lamp lights steadily.



lamp lights steadily.

DEPRESS:

Display button next to  
ROOM STT

←CLEAR STT  
 MENU→




# ROOM STATUS CHANGE

(Continued)

ACTION		RESULTS
<b>KEY IN:</b>	Desired room number	<div style="border: 1px solid black; padding: 5px;"><p>217 OCCUPIED STT ←VACANT CLEAN-UP→ ←ND CLEAN WK-UP NA→ ←NEXT RM MENU→</p></div> <p>Appropriate room status lamp lights steadily.</p>
<b>DEPRESS:</b>	Display button next to VACANT	<div style="border: 1px solid black; padding: 5px;"><p>217 VACANT STT ←EXECUTE  MENU→</p></div>
<b>DEPRESS:</b>	Display button next to EXECUTE	<div style="border: 1px solid black; padding: 5px;"><p>217 NEED CLN-UP STT ←VACANT CLEAN-UP→ ←OCCUPIED WK-UP NA→ ←NEXT RM MENU→</p></div> <p style="text-align: center;">-or-</p> <div style="border: 1px solid black; padding: 5px;"><p>217 ND CLN UP V STT ←VACANT CLEAN-UP→ ←OCCUPIED WK-UP NA→ ←NEXT RM MENU→</p></div> <p>Appropriate room status lamp flashes in a double-interrupted pattern.</p>
<b>DEPRESS:</b>	Display button next to CLEAN-UP <sup>‡</sup>	<div style="border: 1px solid black; padding: 5px;"><p>217 CLEAN-UP STT ←EXECUTE  MENU→</p></div>

<sup>†</sup> Your system may not automatically produce this display.

<sup>‡</sup> If you need to leave the room in the Needs Clean-Up status, depress  or display button next to **MENU** to exit. When the room has been cleaned, you may change the room status from Needs Clean-Up to Vacant. This step may also be implemented from the room by using an access code.



# ROOM STATUS CHANGE

(Continued)

	ACTION	RESULTS												
<b>DEPRESS:</b>	Display button next to EXECUTE	<table border="1"><tr><td>217</td><td>VACANT</td><td>STT</td></tr><tr><td>-VACANT</td><td></td><td>CLEAN-UP-</td></tr><tr><td>-OCCUPIED</td><td></td><td>WK-UP NA-</td></tr><tr><td>-NEXT RM</td><td></td><td>MENU-</td></tr></table>	217	VACANT	STT	-VACANT		CLEAN-UP-	-OCCUPIED		WK-UP NA-	-NEXT RM		MENU-
217	VACANT	STT												
-VACANT		CLEAN-UP-												
-OCCUPIED		WK-UP NA-												
-NEXT RM		MENU-												

Appropriate room status lamp goes dark.

**DEPRESS:**



You may now resume normal telephone operations.

11:17AM	WED	APR 04
---------	-----	--------



lamp goes dark.



lamp goes dark.

## NOTE:

Your system may not allow you to change room status from Occupied to Needs Clean-Up directly. In this case, the system will automatically change the room status to Needs Clean-Up when you change the room status from Occupied to Vacant.

If a guest has placed an outside call, you cannot change the room status to Vacant until the call is terminated.

Calls may not be able to be placed or received by a caller from a Vacant room.

If your system is equipped with a printer, when room status is changed to Vacant all Call Charges entered for that room are printed out automatically.

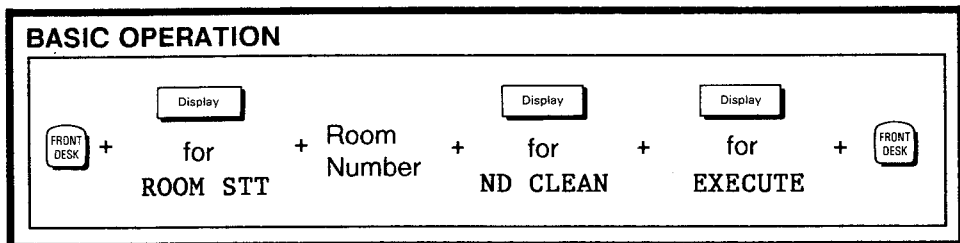




# ROOM STATUS CHANGE

(Continued)

To assign Needs Clean-Up status when a room is in the Occupied state:†



ACTION		RESULTS
		11:00AM THU APR 27
DEPRESS:		FRONT DESK CONSOLE ←ROOM STT DND→ ←CHARGE MSG WAIT→ ←WAKE-UP
		lamp lights steadily.
		lamp lights steadily.
DEPRESS:	Display button next to ROOM STT	STT ←CLEAR MENU→
KEY IN:	Desired room number	201 OCCUPIED STT ←VACANT CLEAN-UP→ ←ND CLEAN WK-UP NA→ ←NEXT RM MENU→

† Your system may not allow you to do this. See following page for NOTE.



# ROOM STATUS CHANGE

(Continued)

	ACTION	RESULTS
DEPRESS:	Display button next to ND CLEAN	<div style="border: 1px solid black; padding: 5px;"> <p>201 ND CLN UP 0 STT            ←EXECUTE</p> <p style="text-align: right;">MENU→</p> </div>
DEPRESS:	Display button next to EXECUTE	<div style="border: 1px solid black; padding: 5px;"> <p>201 ND CLN UP 0 STT            ←VACANT CLEAN-UP→            ←OCCUPIED WK-UP NA→            ←NEXT RM MENU→</p> </div> <p>Appropriate room status lamp flashes in a double-interrupted pattern.</p>
DEPRESS:	<div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block;">FRONT DESK</div> <p>You may now resume normal telephone operations.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>11:02AM THU APR 27</p> </div> <p><div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block;">FRONT DESK</div> lamp goes dark.</p> <p><div style="border: 1px solid black; border-radius: 10px; padding: 2px; display: inline-block;">SRCE</div> lamp goes dark.</p>

## NOTE:

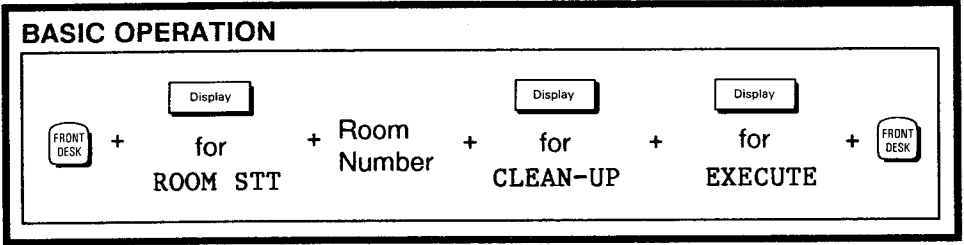
Your system may not allow you to change room status from Occupied to Needs Clean-Up directly. In this case, the system will automatically change the room status to Needs Clean-Up when you change the room status from Occupied to Vacant.



# ROOM STATUS CHANGE

(Continued)

To cancel Needs Clean-Up status when a room is in the Occupied state:<sup>†</sup>



## ACTION

## RESULTS

**DEPRESS:**



10:50AM MON DEC 26

FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←CHARGE MSG WAIT→  
 ←WAKE-UP



lamp lights steadily.



lamp lights steadily.

**DEPRESS:**

Display button next to ROOM STT

STT  
 ←CLEAR  
 MENU→

**KEY IN:**

Desired room number

201 ND CLN UP O STT  
 ←VACANT CLEAN-UP→  
 ←OCCUPIED WK-UP NA→  
 ←NEXT RM MENU→




Appropriate room status lamp lights in a double-interrupted pattern.

<sup>†</sup> This step can also be implemented from the room with an access code.



# ROOM STATUS CHANGE

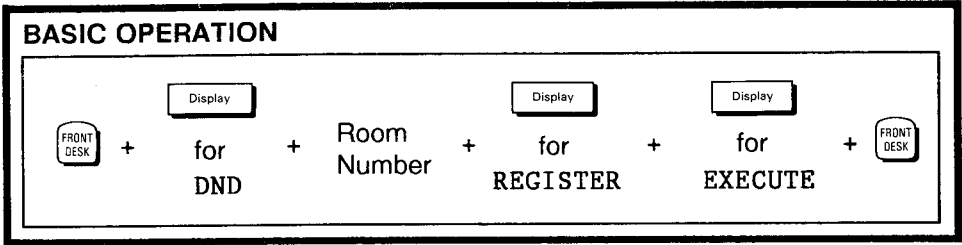
(Continued)

	ACTION	RESULTS
DEPRESS:	Display button next to CLEAN-UP	<div style="border: 1px solid black; padding: 5px;"><p>201 CLEAN-UP STT ←EXECUTE</p><p style="text-align: right;">MENU→</p></div>
DEPRESS:	Display button next to EXECUTE	<div style="border: 1px solid black; padding: 5px;"><p>201 OCCUPIED STT ←VACANT CLEAN-UP→ ←ND CLEAN WK-UP NA→ ←NEXT RM MENU→</p></div> <p>Appropriate room status lamp lights steadily.</p>
DEPRESS:		<div style="border: 1px solid black; padding: 5px;"><p>10:52AM MON DEC 27</p></div> <p> lamp goes dark.</p> <p> lamp goes dark.</p>

# DO NOT DISTURB . . . for Another Telephone


Do Not Disturb allows you to make the telephone in a room appear busy to incoming calls but permits outgoing calls. You may implement Do Not Disturb while speaking to a room occupant without any interruption to your conversation. If your system has the Silent Message with Do Not Disturb feature, see page 170 for instructions.

To implement Do Not Disturb using the  button:




**ACTION**

**RESULTS**

DEPRESS: 

9:35PM MON JAN 20

FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←MSG REG MSG WAIT→  
 ←WAKE-UP

 lamp lights steadily.

 lamp lights steadily.

DEPRESS: Display button next to DND

DND  
 ← CLEAR  
 MENU →

**NOTE:**


Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.



# DO NOT DISTURB . . . for Another Telephone

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>
<b>KEY IN:</b>	Desired room number	<pre>211 OFF DND ←REGISTER ←CANCEL ←NEXT RM MENU→</pre>
<b>DEPRESS:</b>	Display button next to REGISTER	<pre>211 REGISTER DND ←EXECUTE MENU→</pre>
<b>DEPRESS:</b>	Display button next to EXECUTE  Do Not Disturb is now in effect for the specified room.	<pre>211 ON DND ←REGISTER ←CANCEL ←NEXT RM MENU→</pre>

You now have several options available to you while you are still in the Front Desk Console mode. However, you may resume normal telephone operations at any time by depressing the  button.

If you wish to verify if Do Not Disturb is implemented for a room, follow the steps outlined on pages 161 - 162 until the room number and either ON or OFF are displayed.

-or-

If you wish to implement or cancel Do Not Disturb for the next room in numerical order:

<b>DEPRESS:</b>	Display button next to NEXT ROOM	<pre>212 OFF IND ←REGISTER ←CANCEL ←NEXT RM MENU→</pre>
-----------------	----------------------------------	---

-or-



# DO NOT DISTURB . . . for Another Telephone

(Continued)

## ACTION

## RESULTS

If you wish to return to the Front Desk Console menu:

**DEPRESS:** Display button next to  
MENU

```
FRONT DESK CONSOLE
<ROOM STT           DND>
<MSG REG           MSG WAIT>
<WAKE-UP
```

-then-

If you wish to resume normal telephone operations:

**DEPRESS:**



```
9:37AM MON JAN 20
```



lamp goes dark.




lamp goes dark.

### NOTE:

Wake-Up calls will ring at a room where Do Not Disturb is in effect.

You may leave a message at a room where Do Not Disturb is in effect.

To override Do No Disturb from a DSS Module-equipped console, see DSS Do Not Disturb Override on page 212 . You may also override Do Not Disturb directly from your console with a  button. See Do Not Disturb Override on page 29 for details.

You may implement or cancel Do Not Disturb with any of the methods available. You may implement with one operation and cancel with another.

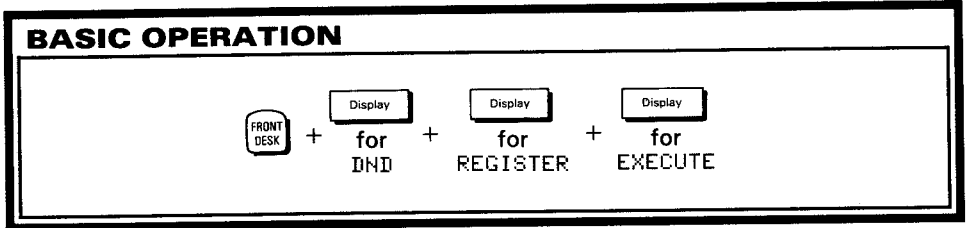
Do Not Disturb may be implemented or cancelled from a room telephone by using an access code.



# DO NOT DISTURB . . . for Another Telephone

(Continued)

To implement Do Not Disturb while in conversation with a room occupant:



**ACTION**

**RESULTS**

**DEPRESS:**



```

    211 TALK
  
```

**SRCE** lamp lights steadily.

```

    FRONT DESK CONSOLE
    ←WAKE-UP
    ←DND
  
```

**FRONT DESK** lamp lights steadily.

**SRCE** lamp goes dark.

**DEST** lamp lights steadily.

There is no interruption of your conversation.

**DEPRESS:** Display button next to DND

```






    211 OFF DND
    ←REGISTER
    ←CANCEL MENU→
  
```





# DO NOT DISTURB . . . for Another Telephone


(Continued)

<u>ACTION</u>	<u>RESULTS</u>
<p><b>DEPRESS:</b> Display button next to REGISTER</p>	
<p><b>DEPRESS:</b> Display button next to EXECUTE</p> <p>Do Not Disturb is now in effect at this room.</p>	 <p> lamp goes dark.</p> <p> lamp lights steadily.</p> <p> lamp goes dark.</p>

**NOTE:**

Wake-Up calls will ring at a room where Do Not Disturb is in effect.

You may leave a message at a room where Do Not Disturb is in effect.

To override Do No Disturb from a DSS Module-equipped console, see DSS Do Not Disturb Override on page 212 . You may also override Do Not Disturb directly from your console with a  button. See Do Not Disturb Override on page 29 for details.

You may implement or cancel Do Not Disturb with any of the methods available. You may implement with one operation and cancel with another.

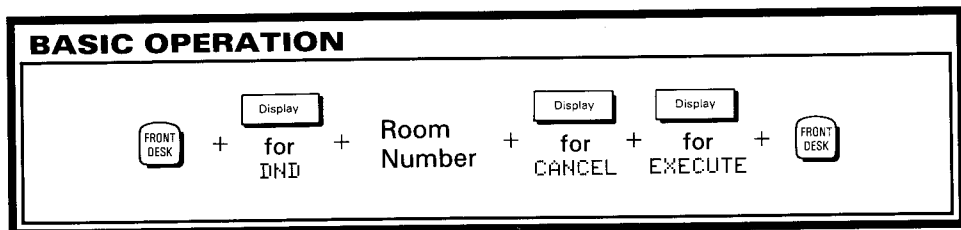
Do Not Disturb may be implemented or cancelled from a room telephone by using an access code.



# DO NOT DISTURB . . . for Another Telephone

(Continued)

To cancel Do Not Disturb using the  button:



## ACTION

## RESULTS

DEPRESS:



```
3:30PM WED JAN 22
```

```
FRONT DESK CONSOLE
<ROOM STT      IND>
<MSG REG      MSG WAIT>
<WAKE-UP
```



lamp lights steadily.



lamp lights steadily.

DEPRESS: Display button next to IND

```
<CLEAR      IND
MENU>
```



# DO NOT DISTURB . . . for Another Telephone

(Continued)

## ACTION

## RESULTS

**KEY IN:**

Desired room number

```
211 ON DND
<REGISTER
<CANCEL
<NEXT RM MENU>
```

**DEPRESS:**

Display button next to  
CANCEL

```
211 CANCEL DND
<EXECUTE
MENU>
```

**DEPRESS:**

Display button next to  
EXECUTE

Do Not Disturb is now  
cancelled for the specified  
room.

```
211 OFF DND
<REGISTER
<CANCEL
<NEXT RM MENU>
```

**DEPRESS:**



You may now resume normal  
telephone operations.

```
9:37AM MON JAN 20
```



lamp goes dark.



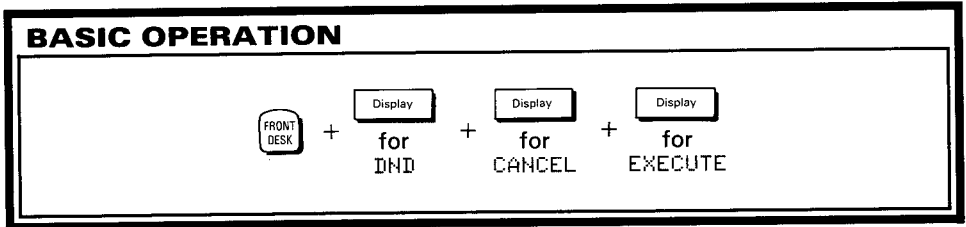
lamp goes dark.



# DO NOT DISTURB . . . for Another Telephone

(Continued)

To cancel Do Not Disturb while in conversation with a room occupant:



## ACTION

## RESULTS

**DEPRESS:**



```

211 TALK
  
```



lamp lights steadily.

```

FRONT DESK CONSOLE
<WAKE-UP
<DND
  
```



lamp lights steadily.



lamp goes dark.



lamp lights steadily.

There is no interruption of your conversation.

**DEPRESS:** Display button next to DND

```

211 ON IND
<REGISTER
<CANCEL MENU>
  
```



# DO NOT DISTURB . . . for Another Telephone

(Continued)

## ACTION

## RESULTS

**DEPRESS:** Display button next to  
CANCEL

211	CANCEL	DND
←	EXECUTE	
		MENU→

**DEPRESS:** Display button next to  
EXECUTE

211	TALK
-----	------

Do Not Disturb is now cancelled at this room.



lamp goes dark.



lamp lights steadily.

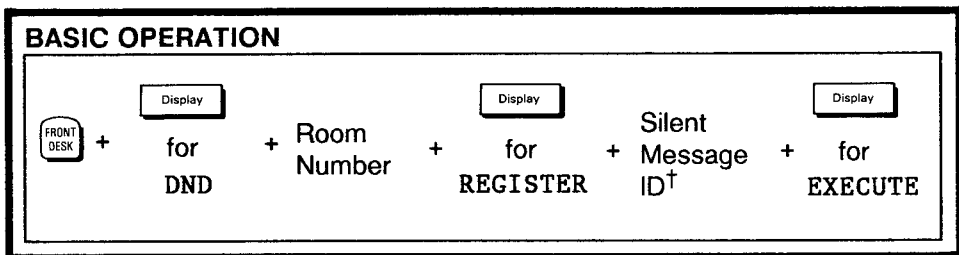


lamp goes dark.

# SILENT MESSAGE . . . with Do Not Disturb

This feature allows you to use the Do Not Disturb feature to leave a Silent Message at a guest room telephone, which is a CS-20 or a CSD, as a response to incoming calls. While this feature is implemented, the guest telephone appears busy to incoming calls but the guest may still place outside calls. Up to fifty-one programmed messages no longer than 15 characters each may be left (see page 84 for a list of programmed messages).

To leave a Silent Message for incoming calls at a guest room telephone with a display using the Do Not Disturb feature:



## ACTION

## RESULTS

11:44AM MON DEC 16

DEPRESS:



FRONT DESK CONSOLE

←ROOM STT DND→

←CHARGE MSG WAIT→

←WAKE-UP



lamp lights steadily.



lamp lights steadily.

## NOTE:

Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.

<sup>†</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.



# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

	ACTION	RESULTS
<b>DEPRESS:</b>	Display button next to DND	<div style="text-align: right;">DND</div> ←CLEAR  <div style="text-align: right;">MENU→</div>
<b>KEY IN:</b>	Desired room number	201    OFF            DND ←REGISTER ←CANCEL ←NEXT RM            MENU→
<b>DEPRESS:</b>	Display button next to REGISTER	<div style="text-align: right;">S.MSG</div> ←NO MSG  <div style="text-align: right;">MENU→</div>
<b>KEY IN:</b>	Silent Message ID <sup>†‡</sup>	09
		-then-
<b>DEPRESS:</b>	Display button next to EXECUTE	201            ON VACATION ←EXECUTE  <div style="text-align: right;">MENU→</div>

<sup>†</sup> If you do not wish to leave a Silent Message depress display button next to **NO MSG** at this step.

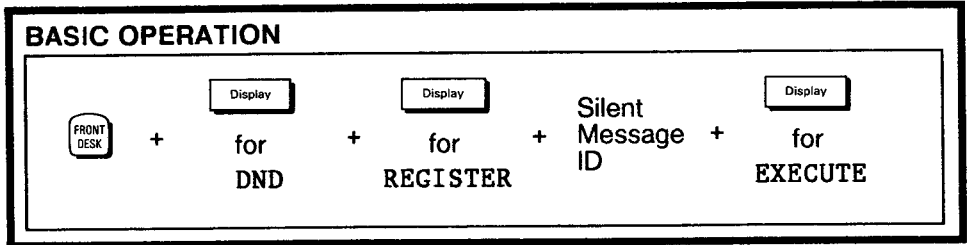
<sup>‡</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.



# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

To leave a Silent Message while in conversation with a room occupant:



**ACTION**

**RESULTS**

**DEPRESS:**



201 TALK

lamp lights steadily.

FRONT DESK CONSOLE  
 ← WAKE-UP  
 ← DND

lamp lights steadily.

lamp goes dark.

lamp lights steadily.

**DEPRESS:** Display button next to DND

201 OFF DND  
 ← REGISTER  
 ← CANCEL  
 MENU →

**DEPRESS:** Display button next to REGISTER<sup>†</sup>

← NO MSG S .MSG  
 MENU →

<sup>†</sup> If you do not wish to leave a Silent Message depress display button next to **NO MSG** at this step.





# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

## ACTION

## RESULTS

**KEY IN:**

Silent Message ID<sup>†</sup>

09

-then-

**DEPRESS:**

Display button next to EXECUTE

201 ON VACATION  
← EXECUTE  
MENU →

201 TALK



lamp goes dark.



lamp lights steadily.



lamp goes dark.

All callers from other stations will receive a Busy Tone and, if their telephone is a CS-20 or a CSD, the Silent Message.

<sup>†</sup> This Silent Message ID is a two-digit number programmed into your system. See page 84 for a list of programmed messages and their Silent Message IDs.








# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

To cancel Silent Message with Do Not Disturb:

**BASIC OPERATION**

 +  for + Room +  for +  for +  EXECUTE

**ACTION**

**RESULTS**

DEPRESS:



10:30AM MON DEC 27

FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←CHARGE MSG WAIT→  
 ←WAKE-UP



lamp lights steadily.



lamp lights steadily.

DEPRESS:




Display button next to DND

DND  
 ←CLEAR  
 MENU→



# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

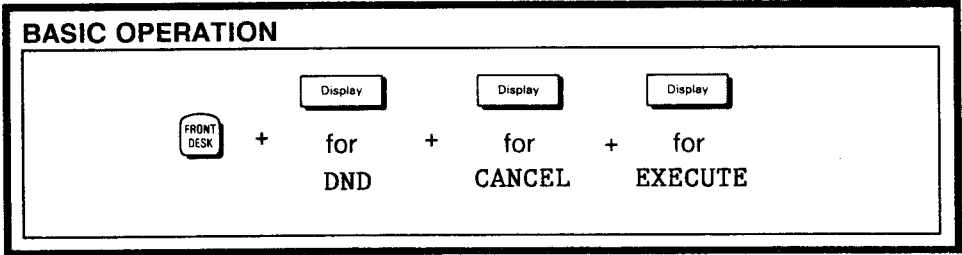
ACTION		RESULTS
<b>KEY IN:</b>	Desired room number	<div style="border: 1px solid black; padding: 5px;">                     201            ON VACATION                      ←REGISTER                      ←CANCEL                      ←NEXT RM            MENU→                 </div>
<b>DEPRESS:</b>	Display button next to CANCEL	<div style="border: 1px solid black; padding: 5px;">                     201            CANCEL            DND                      ←EXECUTE                           MENU→                 </div>
<b>DEPRESS:</b>	Display button next to EXECUTE	<div style="border: 1px solid black; padding: 5px;">                     201            OFF                    DND                      ←REGISTER                      ←CANCEL                      ←NEXT RM            MENU→                 </div>
	The Silent Message is now cancelled for the specified room.	
<b>DEPRESS:</b>		<div style="border: 1px solid black; padding: 5px;">                     10:32AM    MON    DEC 27                 </div>  lamp goes dark.   lamp goes dark.
	You may now resume normal telephone operations.	



# SILENT MESSAGE . . . with Do Not Disturb

(Continued)

To cancel Silent Message with Do Not Disturb while in conversation with a room occupant:



**ACTION**

**RESULTS**

201 TALK

SRCE lamp lights steadily.

DEPRESS:



FRONT DESK CONSOLE  
 ← WAKE-UP  
 ← DND

FRONT DESK lamp lights steadily.

SRCE lamp goes dark.




DEST lamp lights steadily.

There is no interruption of your conversation.



# SILENT MESSAGE . . . with Do Not Disturb

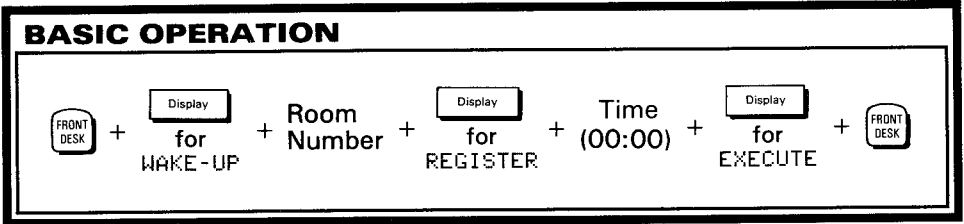
(Continued)

	ACTION	RESULTS
<b>DEPRESS:</b>	Display button next to DND	<div style="display: flex; justify-content: space-between;"> <span>201</span> <span>ON VACATION</span> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>←REGISTER</span> <span></span> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>←CANCEL</span> <span></span> </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> <span>MENU→</span> </div>
<b>DEPRESS:</b>	Display button next to CANCEL	<div style="display: flex; justify-content: space-between;"> <span>201</span> <span>CANCEL</span> <span>DND</span> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>←EXECUTE</span> <span></span> </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> <span>MENU→</span> </div>
<b>DEPRESS:</b>	Display button next to EXECUTE	<div style="display: flex; justify-content: space-between;"> <span>201</span> <span>TALK</span> </div>
	The Silent Message with Do Not Disturb is now cancelled at this room.	<div style="margin-bottom: 10px;">  lamp goes dark.         </div> <div style="margin-bottom: 10px;">  lamp lights steadily.         </div> <div>  lamp goes dark.         </div>

# WAKE-UP . . . for Another Telephone

The Wake-Up feature allows you to enter a Wake-Up call which will ring the desired room within five minutes of the requested time. You may enter a Wake-Up call while speaking with a room occupant without interrupting your conversation.

To enter a Wake-Up call for a room using the  button:



## ACTION

## RESULTS

DEPRESS:



```
6:35PM THU FEB 21
```

```
FRONT DESK CONSOLE
<ROOM SIT DND>
<MSG REG MSG WAIT>
<WAKE-UP
```



lamp lights steadily.



lamp lights steadily.

DEPRESS: Display button next to WAKE-UP<sup>†</sup>

```
<PRINT ALL WK-UP
<CLEAR MENU>
```

KEY IN: Desired room number

```
220 WK-UP
<REGISTER
<CANCEL
<NEXT RM MENU>
```

NOTE:

Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.

<sup>†</sup> If your instrument is equipped with a printer, you may depress the display button next to PRINT ALL to print out all Wake-Up times. Follow the procedure outlined in the user's manual provided with your printer.



# WAKE-UP . . . for Another Telephone

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>												
<b>DEPRESS:</b>	Display button next to REGISTER	<table border="1"><tr><td>←CLEAR</td><td>WK-UP</td></tr><tr><td></td><td>MENU→</td></tr></table>	←CLEAR	WK-UP		MENU→								
←CLEAR	WK-UP													
	MENU→													
<b>KEY IN:</b>	Desired Wake-Up time in 24-hour format†	<table border="1"><tr><td>0700</td><td>WK-UP</td></tr><tr><td>←CLEAR</td><td></td></tr><tr><td></td><td>MENU→</td></tr></table> <p>-then-</p> <table border="1"><tr><td>220 07:00</td><td>WK-UP</td></tr><tr><td>←EXECUTE</td><td></td></tr><tr><td></td><td>MENU→</td></tr></table>	0700	WK-UP	←CLEAR			MENU→	220 07:00	WK-UP	←EXECUTE			MENU→
0700	WK-UP													
←CLEAR														
	MENU→													
220 07:00	WK-UP													
←EXECUTE														
	MENU→													
<b>DEPRESS:</b>	Display button next to EXECUTE‡	<table border="1"><tr><td>220 07:00</td><td>WK-UP</td></tr><tr><td>←REGISTER</td><td></td></tr><tr><td>←CANCEL</td><td></td></tr><tr><td>←NEXT RM</td><td>MENU→</td></tr></table>	220 07:00	WK-UP	←REGISTER		←CANCEL		←NEXT RM	MENU→				
220 07:00	WK-UP													
←REGISTER														
←CANCEL														
←NEXT RM	MENU→													
	The Wake-Up call is now implemented for the specified room.	When the Wake-Up call rings and is answered, a continuous Success Tone will sound or music will be heard.												

† For example, a 6:30 AM Wake-Up time is entered by keying in 

0	6	3	0
---	---	---	---

. A Wake-Up time for 6:30 PM is entered by keying in 

1	8	3	0
---	---	---	---


.

‡ If you wish to change the Wake-Up call time, depress the display button next to REGISTER and repeat the steps above.



# WAKE-UP . . . for Another Telephone

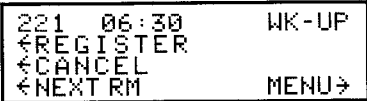
(Continued)

You now have several options available to you while you are still in the Front Desk Console mode. However, you may resume normal telephone operations at any time by depressing the  button.

If you wish to verify a Wake-Up call and time for a room, follow the steps outlined on pages 178 - 179 until the room number and the Wake-Up time, if entered, appear on the display.


-or-

If you wish to implement, cancel, or change a Wake-Up call for the next room in numerical order:

	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>	Display button next to NEXT ROOM	

-or-


If you wish to return to the Front Desk Console menu:


<b>DEPRESS:</b>	Display button next to MENU	
-----------------	-----------------------------	--

-then-

If you wish to resume normal telephone operations:

<b>DEPRESS:</b>		
-----------------	---	--

 lamp goes dark.

 lamp goes dark.

(See following page for NOTE)





# WAKE-UP . . . for Another Telephone

---

(Continued)

## NOTE:

A Wake-Up call may be implemented or cancelled from a room telephone by using an access code.

A Wake-Up call will ring at a room where Do Not Disturb is in effect.

A Wake-Up call will ring at the specified room within five minutes of the designated time. If it is not answered, the Wake-Up call will ring again in approximately three minutes. If it is not answered on the second attempt, the Wake-Up call is cancelled. The appropriate room status lamp on the Room Status Indicator Module will flash. See Room Status Change on page 149 for information on clearing an unanswered Wake-Up call from a room.

If a room telephone is busy when a Wake-Up call is attempted, the system will check the station every 25 seconds for the next 2.5 minutes. If the telephone becomes idle, the Wake-Up call will ring. If it is not answered on this attempt or if the telephone remains busy, the Wake-Up call is cancelled.

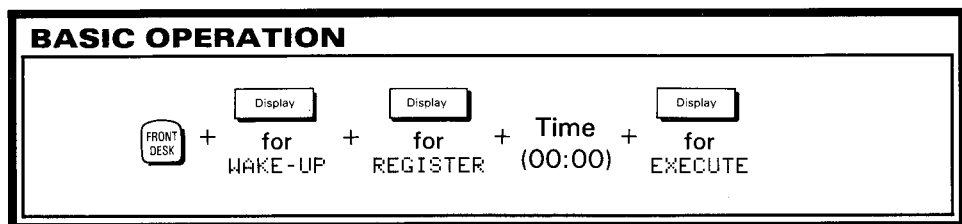
A Wake-Up call time is entered within a five-minute time frame of the requested time. If the maximum number of Wake-Up calls has been entered for a given time frame, the Error Tone will sound after you enter the Wake-Up time. You must clear the invalid Wake-Up time and enter a new Wake-Up time within the immediately preceding or following five-minute time frame.



# WAKE-UP . . . for Another Telephone

(Continued)

To enter a Wake-Up call while in conversation with a room occupant:



## ACTION

## RESULTS

DEPRESS:



```
251 TALK
```

SRCE lamp lights steadily.

```
FRONT DESK CONSOLE
←WAKE-UP
←IND
```

FRONT DESK lamp lights steadily.

SRCE lamp goes dark.

DEST lamp lights steadily.

There is no interruption in your conversation.

DEPRESS: Display button next to WAKE-UP

```
251 WK-UP
←REGISTER
←CANCEL MENU→
```



# WAKE-UP . . . for Another Telephone

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>												
<b>DEPRESS:</b>	Display button next to REGISTER	<table border="1"><tr><td>←CLEAR</td><td>WK-UP</td></tr><tr><td></td><td>MENU→</td></tr></table>	←CLEAR	WK-UP		MENU→								
←CLEAR	WK-UP													
	MENU→													
<b>KEY IN:</b>	Desired Wake-Up time in 24-hour format <sup>†</sup>	<table border="1"><tr><td>0930</td><td>WK-UP</td></tr><tr><td>←CLEAR</td><td></td></tr><tr><td></td><td>MENU→</td></tr></table> <p>-then-</p> <table border="1"><tr><td>251 09:30</td><td>WK-UP</td></tr><tr><td>←EXECUTE</td><td></td></tr><tr><td></td><td>MENU→</td></tr></table>	0930	WK-UP	←CLEAR			MENU→	251 09:30	WK-UP	←EXECUTE			MENU→
0930	WK-UP													
←CLEAR														
	MENU→													
251 09:30	WK-UP													
←EXECUTE														
	MENU→													
<b>DEPRESS:</b>	Display button next to EXECUTE	<table border="1"><tr><td>251</td><td>TALK</td></tr></table>	251	TALK										
251	TALK													
	The Wake-Up call is now in effect for this room.	<table border="1"><tr><td>FRONT DESK</td><td>lamp goes dark.</td></tr><tr><td>SRCE</td><td>lamp lights steadily.</td></tr><tr><td>DEST</td><td>lamp light goes dark.</td></tr></table> <p>When the Wake-Up call rings and is answered, a continuous Success Tone will sound or music will be heard.</p> <p>(See following page for NOTE)</p>	FRONT DESK	lamp goes dark.	SRCE	lamp lights steadily.	DEST	lamp light goes dark.						
FRONT DESK	lamp goes dark.													
SRCE	lamp lights steadily.													
DEST	lamp light goes dark.													

<sup>†</sup> For example, a 6:30 AM Wake-Up time is entered by keying in 

0	6	3	0
---	---	---	---

. A Wake-Up time for 6:30 PM is entered by keying in 

1	8	3	0
---	---	---	---

.



## NOTE:

A Wake-Up call may be implemented or cancelled from a room telephone by using an access code.

A Wake-Up call will ring at a room where Do Not Disturb is in effect.

A Wake-Up call will ring at the specified room within five minutes of the designated time. If it is not answered, the Wake-Up call will ring again in approximately three minutes. If it is not answered on the second attempt, the Wake-Up call is cancelled. The appropriate room status lamp on the Room Status Indicator Module will flash. See Room Status Change on page 149 for information on clearing an unanswered Wake-Up call from a room.

If a room telephone is busy when a Wake-Up call is attempted, the system will check the station every 25 seconds for the next 2.5 minutes. If the telephone becomes idle, the Wake-Up call will ring. If it is not answered on this attempt or if the telephone remains busy, the Wake-Up call is cancelled.

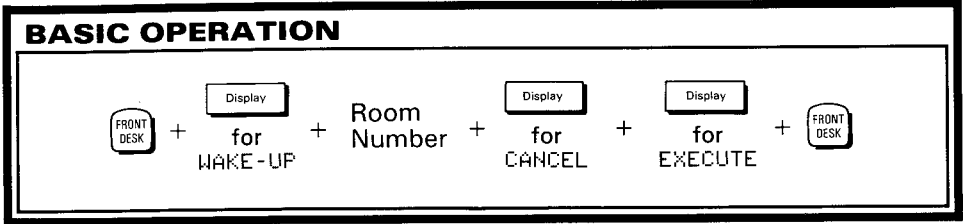
A Wake-Up call time is entered within a five-minute time frame of the requested time. If the maximum number of Wake-Up calls has been entered for a given time frame, the Error Tone will sound after you enter the Wake-Up time. You must clear the invalid Wake-Up time and enter a new Wake-Up time within the immediately preceding or following five-minute time frame.



# WAKE-UP . . . for Another Telephone

(Continued)

To cancel a Wake-Up call using the  button:



## ACTION

## RESULTS

**DEPRESS:**



```
11:30PM  FRI FEB 21
```

```
FRONT DESK CONSOLE
<ROOM STT           DND>
<MSG REG           MSG WAIT>
<WAKE-UP
```



lamp lights steadily.



lamp lights steadily.

**DEPRESS:** Display button next to WAKE-UP

```
<PRINT ALL           WK-UP
<CLEAR                MENU>
```



lamp lights steadily.

**KEY IN:** Desired room number

```
220 07:00  WK-UP
<REGISTER
<CANCEL
<NEXT RM           MENU>
```



# WAKE-UP . . . for Another Telephone

(Continued)

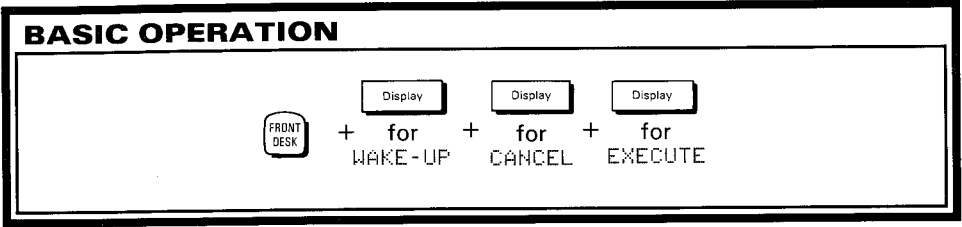
	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>	Display button next to CANCEL	<div style="border: 1px solid black; padding: 5px; display: inline-block;">220 CANCEL WK-UP ←EXECUTE  MENU→</div>
<b>DEPRESS:</b>	Display button next to EXECUTE	<div style="border: 1px solid black; padding: 5px; display: inline-block;">210 WK-UP ←REGISTER ←CANCEL ←NEXT RM MENU→</div>
	The Wake-Up call is now cancelled for this room.	
<b>DEPRESS:</b>	<div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">FRONT DESK</div> You may now resume normal telephone operations.	<div style="border: 1px solid black; padding: 5px; display: inline-block;">11:32PM FRI FEB 21</div> <div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">FRONT DESK</div> lamp goes dark.  <div style="border: 1px solid black; border-radius: 10px; padding: 2px 5px; display: inline-block;">SRCE</div> lamp goes dark.



# WAKE-UP . . . for Another Telephone

(Continued)

To cancel a Wake-Up call while in conversation with a room occupant:



## ACTION

## RESULTS

DEPRESS:



```
251 TALK
```



lamp lights steadily.

```
FRONT DESK CONSOLE  
←WAKE-UP  
←DND
```



lamp lights steadily.



lamp goes dark.



lamp lights steadily.

DEPRESS:

Display button next to  
WAKE-UP

```
251 09:30 WK-UP  
←REGISTER  
←CANCEL  
MENU→
```



# WAKE-UP . . . for Another Telephone


(Continued)

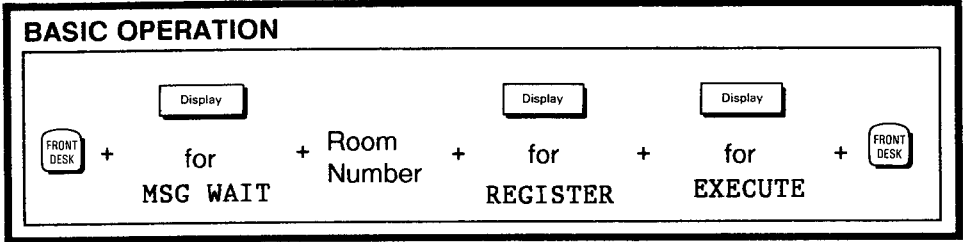
<b>ACTION</b>	<b>RESULTS</b>						
<b>DEPRESS:</b> Display button next to CANCEL	<table border="1"><tr><td data-bbox="668 309 802 355">251 ←EXECUTE</td><td data-bbox="915 309 1002 335">WK-UP</td></tr><tr><td></td><td data-bbox="915 369 1002 395">MENU→</td></tr></table>	251 ←EXECUTE	WK-UP		MENU→		
251 ←EXECUTE	WK-UP						
	MENU→						
<b>DEPRESS:</b> Display button next to EXECUTE	<table border="1"><tr><td data-bbox="668 472 718 498">251</td><td data-bbox="931 472 1002 498">TALK</td></tr></table>	251	TALK				
251	TALK						
The Wake-Up call is now cancelled for this room.	<table><tr><td data-bbox="655 581 698 624">FRONT DESK</td><td data-bbox="715 598 917 624">lamp goes dark.</td></tr><tr><td data-bbox="655 642 698 685">SRCE</td><td data-bbox="715 659 966 685">lamp lights steadily.</td></tr><tr><td data-bbox="655 703 698 746">DEST</td><td data-bbox="715 720 917 746">lamp goes dark.</td></tr></table>	FRONT DESK	lamp goes dark.	SRCE	lamp lights steadily.	DEST	lamp goes dark.
FRONT DESK	lamp goes dark.						
SRCE	lamp lights steadily.						
DEST	lamp goes dark.						



# MESSAGE WAITING

The Message Waiting feature allows you to turn on the Message Waiting lamp at a guest room telephone.

To turn on the Message Waiting lamp at a room by using the  button:



## ACTION

## RESULTS

DEPRESS:



2:25PM FRI MAY 21

FRONT DESK CONSOLE  
 ←ROOM STT DND→  
 ←MSG REG MSG WAIT→  
 ←WAKE-UP

 lamp lights steadily.

 lamp lights steadily.

DEPRESS: Display button next to MSG WAIT

MSG WT  
 ←CLEAR  
 MENU→

NOTE:

Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.



# MESSAGE WAITING

(Continued)


	<u>ACTION</u>	<u>RESULTS</u>
<b>KEY IN:</b>	Desired room number	<pre>210 OFF          MSG WT ←REGISTER ←CANCEL ←NEXT RM        MENU→</pre>
<b>DEPRESS:</b>	Display button for REGISTER	<pre>210 REGISTER MSG WT ←EXECUTE MENU→</pre>
<b>DEPRESS:</b>	Display button for EXECUTE	<pre>210 ON          MSG WT ←REGISTER ←CANCEL ←NEXT RM        MENU→</pre>

The Message Waiting lamp is now on at the specified room.



# MESSAGE WAITING


(Continued)

You now have several options available to you while you are still in the Front Desk Console mode. However, you may resume normal telephone operations at any time by depressing the  button.

If you wish to verify if a message has been left at a room, follow the steps outlined on pages 189-190 until the room number and either ON or OFF appear on the display.


-or-

If you wish to turn the Message Waiting lamp on or off at the next room in numerical order:

	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>	Display button next to NEXT ROOM	

-or-


If you wish to return to the Front Desk Console menu:


<b>DEPRESS:</b>	Display button next to MENU	
-----------------	--------------------------------	---

-then-

If you wish to resume normal telephone operations:

<b>DEPRESS:</b>		
-----------------	---	--

 lamp goes dark.

 lamp goes dark.

## NOTE:

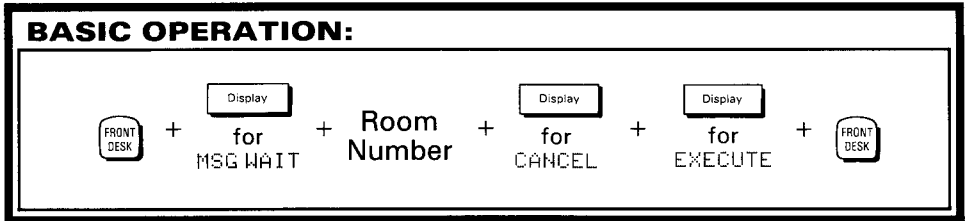
You may turn on the Message Waiting lamp at a station where Do Not Disturb is in effect.



# MESSAGE WAITING

(Continued)

To turn off the Message Waiting lamp at a room by using the  button:



## ACTION

## RESULTS

DEPRESS:



```
4:30PM  FRI MAY 21
```

```
FRONT DESK CONSOLE  
←ROOM STT      DND→  
←MSG REC      MSG WAIT→  
←WAKE-UP
```



lamp lights steadily.






lamp lights steadily.



# MESSAGE WAITING

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>	Display button next to MSG WAIT	<pre>←CLEAR      MSG WT                                      MENU→</pre>
<b>KEY IN:</b>	Desired room number	<pre>210 ON      MSG WT ←REGISTER ←CANCEL ←NEXT RM    MENU→</pre>
<b>DEPRESS:</b>	Display button next to CANCEL	<pre>210 CANCEL  MSG WT ←EXECUTE                                      MENU→</pre>
<b>DEPRESS:</b>	Display button next to EXECUTE	<pre>210 OFF     MSG WT ←REGISTER ←CANCEL ←NEXT RM</pre>
		The Message Waiting lamp is now off at the specified room.
<b>DEPRESS:</b>	 You may now resume normal telephone operations.	<pre>4:32PM  FRI MAY 21</pre>
	 lamp goes dark.	
	 lamp goes dark.	

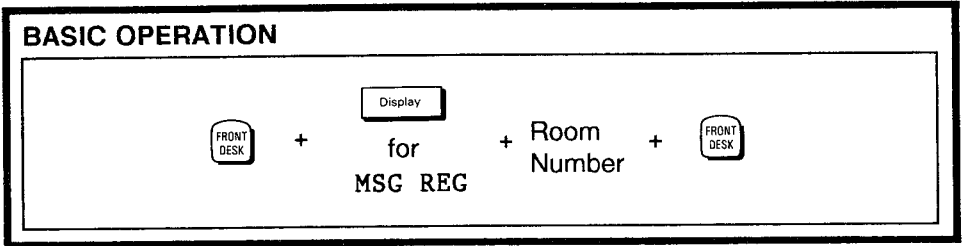
# CALL CHARGES

The Call Charges feature provides accounting information on the telephone calls placed from stations in the system. When a room occupant places a local telephone call, the charge is entered automatically to the appropriate room. You may verify all local charges from your console.

In addition, your system may be equipped with a long-distance Call Charges service, such as HOBIC. You may add long-distance charges obtained from this service to the local charges to provide one complete record for a room.

You may also cancel all charges, entered automatically and/or manually, from your console.

To verify local charges for a room using the  button:



## ACTION

## RESULTS

DEPRESS:



10:25AM MON JAN 20

FRONT DESK CONSOLE  
 <ROOM SIT DND>  
 <MSG REG MSG WAIT>  
 <WAKE-UP



lamp lights steadily.



lamp lights steadily.

## NOTE:


Depending on your system, the Front Desk Console menu display will show either CHARGE or MSG REG as one of the selections.



# CALL CHARGES

(Continued)

	<b>ACTION</b>	<b>RESULTS</b>
<b>DEPRESS:</b>	Display button next to MSG REG <sup>†</sup>	<pre>MSG REG ←PRINT ALL ←CLEAR MENU→</pre>
<b>KEY IN:</b>	Desired room number	<pre>211 \$001.25 MSG REG ←ADD ←CANCEL ←NEXT RM MENU→</pre>

You now have several options available to you while you are still in the Front Desk Console mode. However, you may resume normal telephone operations at any time by depressing the  button.

If you wish to verify the status of a room, follow the steps outlined on pages 194 - 195 until the room number and status appear on the display.

-or-

If you wish to change the status of the next room in numerical order:

<b>DEPRESS:</b>	Display button next to NEXT RM	<pre>212 \$8.59 MSG REG ←ADD ←CANCEL ←NEXT RM MENU→</pre>
-----------------	--------------------------------	---

-or-

<sup>†</sup> If your instrument is equipped with a printer, you may depress the display button next to PRINT ALL to print out all Call Charges that were entered automatically and/or manually. Follow the procedure outlined in the user's manual provided with the printer.



# CALL CHARGES

(Continued)

## ACTION

## RESULTS

If you wish to return to the Front Desk Console menu:

**DEPRESS:** Display button next to  
EXECUTE

```
FRONT DESK CONSOLE
←ROOM STT      DND→
←MSG REG      MSG WAIT→
←WAKE-UP
```

-then-

If you wish to resume normal telephone operations:

**DEPRESS:**



You may resume normal  
telephone operations.

```
10:27AM  MON JAN 20
```



lamp goes dark.




lamp goes dark.

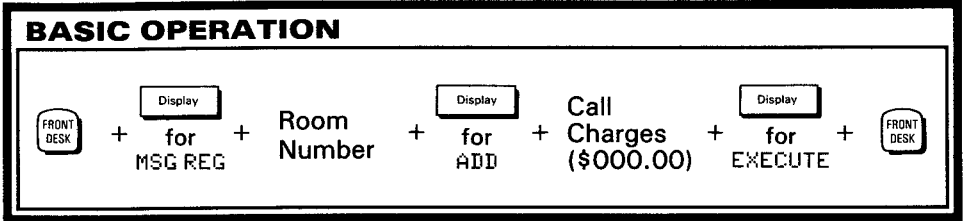




# CALL CHARGES

(Continued)

To add long distance Call Charges to the local call charges for a room by using the  button:



## ACTION

## RESULTS

**DEPRESS:**



```
12:25PM  FRI JUL 21
```

```
FRONT DESK CONSOLE
<ROOM STT      IND>
<MSG REG      MSG WAIT>
<WAKE-UP
```



lamp lights steadily.



lamp lights steadily.

**DEPRESS:**

Display button next to  
MSG REG

```
<PRINT ALL      MSG REG
<CLEAR                      MENU>
```

**KEY IN:**

Desired room number

```
211  $3.55  MSG REG
<ADD
<CANCEL
<NEXT RM      MENU>
```



# CALL CHARGES

(Continued)

	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>	Display button next to ADD	<pre>←CLEAR      MSG REG                                      MENU→</pre>
<b>KEY IN:</b>	Call Charges to be added <sup>†</sup>	<pre>00125      MSG REG ←CLEAR                                      MENU→</pre>
		-then-
		<pre>211  \$1.25  MSG REG ←EXECUTE                                      MENU→</pre>
<b>DEPRESS:</b>	Display button next to EXECUTE	<pre>211  \$4.80  MSG REG ←ADD ←CANCEL ←NEXT RM    MENU→</pre>

The Call Charge has been added and the new Call Charge total is displayed.

## NOTE:

The maximum dollar amount for all Call Charges that can be entered, automatically and/or manually, for a room is \$650.00. If you attempt to enter Call Charges that exceed this amount, you will receive an error display. Clear the display and contact your Communications Coordinator for the correct procedure to follow.

<sup>†</sup> Call Charges are entered using a five-digit format. The first three digits represent dollars and the last two digits represent cents. For example, a Call Charge of \$1.25 is entered by keying in

0 0 1 2 5 .



# CALL CHARGES

(Continued)

<u><b>ACTION</b></u>	<u><b>RESULTS</b></u>
----------------------	-----------------------

**DEPRESS:**



12:27PM FRI JUL 21

You may now resume normal telephone operations.



lamp goes dark.



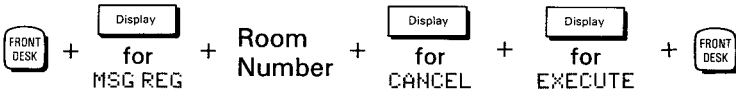
lamp goes dark.

To cancel all Call Charges, entered automatically and/or manually, using the



button:

### BASIC OPERATION:



### **ACTION**

### **RESULTS**

**DEPRESS:**



2:25PM FRI JUL 21

FRONT DESK CONSOLE  
<ROOM SIT           DND>  
<MSG REG       MSG WAIT>  
<WAKE-UP



lamp lights steadily.



lamp lights steadily.



# CALL CHARGES

(Continued)


ACTION	RESULTS
<b>DEPRESS:</b> Display button next to MSG REG	<pre>MSG REG &lt;PRINT ALL &lt;CLEAR MENU&gt;</pre>
<b>KEY IN:</b> Desired room number	<pre>211 \$004.80 MSG REG &lt;ADD &lt;CANCEL &lt;NEXT RM MENU&gt;</pre>
<b>DEPRESS:</b> Display button next to CANCEL	<pre>211 CANCEL MSG REG &lt;EXECUTE MENU&gt;</pre>
<b>DEPRESS:</b> Display button next to EXECUTE	<pre>211 \$0.00 MSG REG &lt;ADD &lt;CANCEL &lt;NEXT RM MENU&gt;</pre>


All Call Charges have been cancelled and the Call Charge total has returned to \$0.00 for the specified room.

**DEPRESS:** 

```
2:27PM FRI JUL 21
```

You may now resume normal telephone operations.

 lamp goes dark.

 lamp goes dark.

**NOTE:**

If your system is equipped with a printer, when a room status is changed to Vacant, all call charges entered for that room are printed out automatically.

# **CALL RESTRICTION**

---

The CALL RESTRICT feature button permits you to change the categories of calls that can be placed and/or received from a room telephone. However, additional data regarding how each room has been programmed in the system is required.

For further information, contact your Communications Coordinator or your Service Representative.



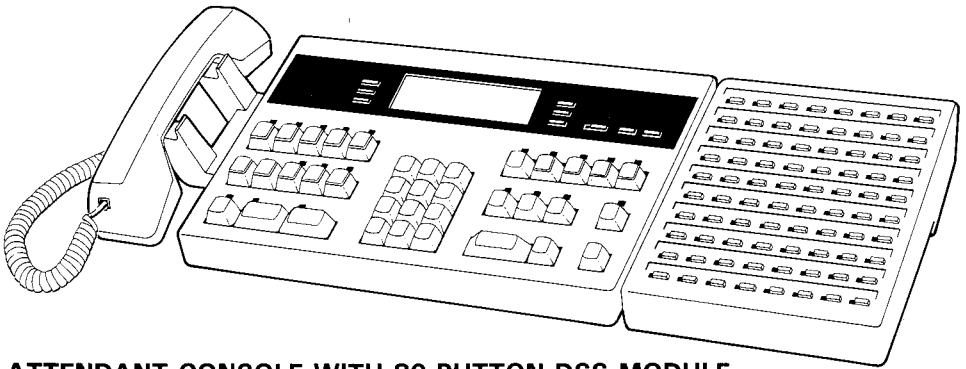
# **DIRECT STATION SELECTION**

---

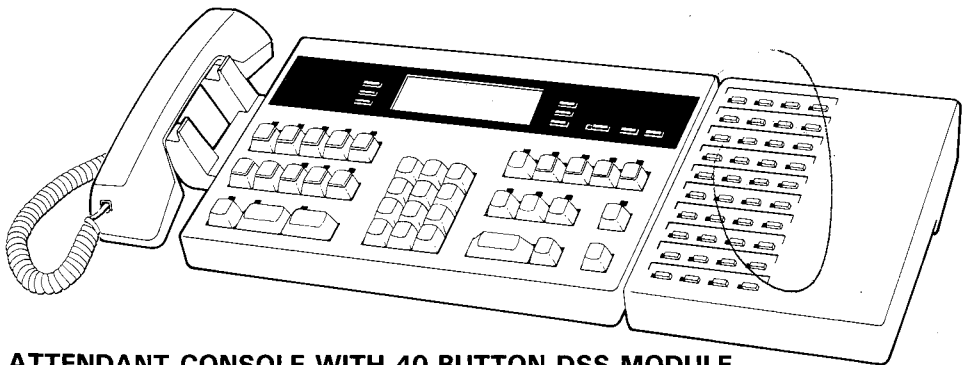
Your console may be equipped with a DSS (Direct Station Selection) Add-On Module which provides visual indicators that show you the status of the other lines in the system. This module can be equipped with 40 or 80 DSS buttons which provide single-button access to each of the stations appearing on the module and with additional features accessible only through the use of this additional piece of equipment. Up to two DSS Modules may be associated with your console.

The console may also be equipped with a Room Status Indicator Add-On Module which is used in conjunction with the Front Desk Console capabilities. This instrument is used only to monitor room status. While it is identical in appearance to the DSS Module, the Room Status Indicator Module cannot be used to place calls.

The DSS features are described in the following pages.



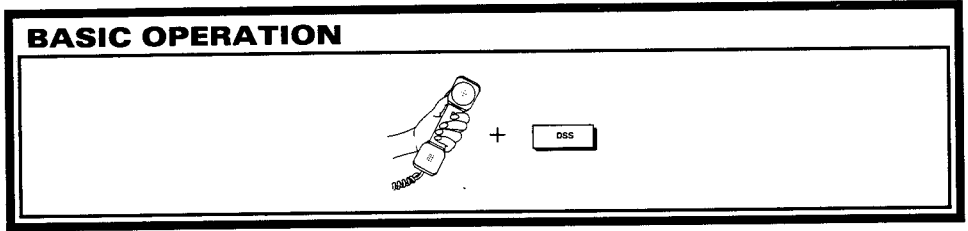
**ATTENDANT CONSOLE WITH 80-BUTTON DSS MODULE**



**ATTENDANT CONSOLE WITH 40-BUTTON DSS MODULE**

# PLACING A CALL TO A STATION

To place a call using the DSS module:



## ACTION

## RESULTS

**LIFT:**

Handset

9:15AM MON JUN 04

**DEPRESS:**

Desired DSS button

211 RING

Appropriate DSS lamp flashes.



lamp lights steadily.

When the called station answers, you may proceed with normal call operations.

211 TALK

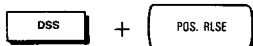
DSS lamp lights steadily.



# TRANSFERRING AN INCOMING CALL TO ANOTHER STATION

To transfer a call using a DSS button:

## BASIC OPERATION



### ACTION

Ask the party on the line to wait.

**DEPRESS:** Desired DSS button<sup>†</sup>

When the called party answers, announce the call privately.


### RESULTS

COT1111 00:27

 lamp lights steadily.

246 RING


Appropriate DSS lamp lights steadily.

 lamp goes dark.

 lamp lights steadily.

COT1111 246 TALK

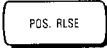
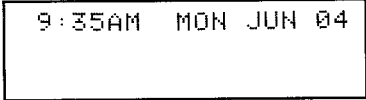

Appropriate DSS lamp lights steadily.

<sup>†</sup> You may depress the  button at this time to release from the call if you do not need to announce the call.



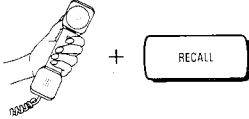
# TRANSFERRING AN INCOMING CALL TO ANOTHER STATION

(Continued)


	<u>ACTION</u>	<u>RESULTS</u>
<b>DEPRESS:</b>		  lamp goes dark.
	Proceed with normal telephone operations.	

To return to the call, if the called party does not answer within a predetermined period of time:

**BASIC OPERATION**



Recall Tone sounds.

 lamp flashes.

**LIFT:** Handset

Appropriate DSS lamp flashes rapidly.



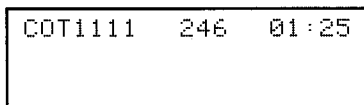
# TRANSFERRING AN INCOMING CALL TO ANOTHER STATION

(Continued)

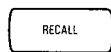
## ACTION

## RESULTS

DEPRESS:



You are now reconnected to the calling party.



lamp goes dark.

Appropriate DSS lamp goes dark.



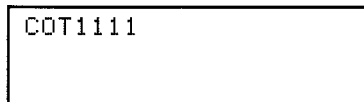
lamp lights steadily.

To return to the original call if the party at the called station answers but prefers not to take the call:

## BASIC OPERATION

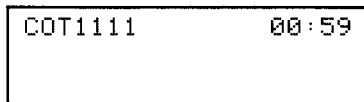


Allow the called party to hang up.



Appropriate DSS lamp goes dark.

DEPRESS:



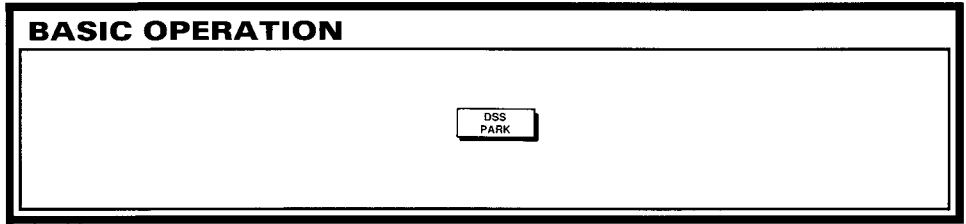
lamp lights steadily.

# DSS PARK

---

After answering an incoming call, you may “park” the call on the DSS so that the call can then be answered by any station. This eliminates the need to place a call on Hold before transferring it to the desired station.

To park a call on the DSS:



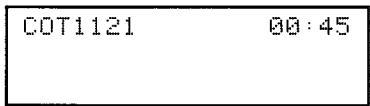
**ACTION**

---

**RESULTS**

---

Ask the party to wait.



 lamp lights steadily.



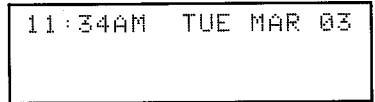
## ACTION

## RESULTS

DEPRESS:



-then-




lamp goes dark.




lamp lights steadily.

The call is parked and you may now answer another call, hang up, or call or page the party for whom the call is parked. When the called party responds, provide the Park Answer Number<sup>†</sup> to answer the parked call.

<sup>†</sup> The Park Answer Number is a three-digit number determined by the attendant from the DSS Number (1-8) and the location of the  button on the DSS Module (01-80).

For example: Park Answer Number 135

1 = DSS Number

35 = DSS button to which  is assigned

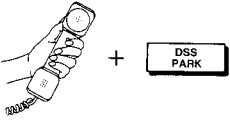


# DSS PARK

(Continued)

To return to a parked call from the DSS prior to automatic recall:

**BASIC OPERATION**



The diagram illustrates the basic operation. On the left, a hand is shown holding a telephone handset. To the right of the handset is a plus sign (+) followed by a rectangular button labeled 'DSS PARK'.

## ACTION

## RESULTS

11:35AM TUE MAR 03

**LIFT:** Handset

**DEPRESS:**



COT1121 01:15

You are now reconnected to the parked call. Proceed with normal telephone operation.



lamp goes dark.









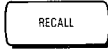

lamp lights steadily.



# DSS PARK

(Continued)

To retrieve the parked call if you do not return it within a predetermined period of time:

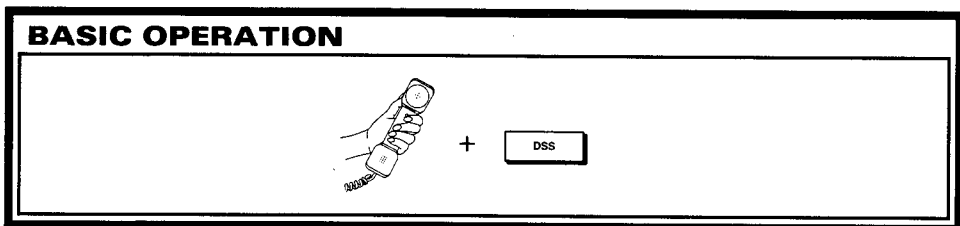
ACTION	RESULTS
	<div data-bbox="625 388 989 491" style="border: 1px solid black; padding: 5px;">11:38AM TUE MAR 03 </div>
	Recall Tone sounds.
DEPRESS: 	 lamp flashes rapidly.
-Or-	 lamp flashes rapidly.
	<div data-bbox="625 696 989 795" style="border: 1px solid black; padding: 5px;">COT1121 01:45</div>
	 lamp goes dark.
	 lamp goes dark.
	 lamp lights steadily.

You are now reconnected with the parked call.

# DSS DO NOT DISTURB OVERRIDE

In an emergency, you may need to override Do Not Disturb at a station.

To override Do Not Disturb:



## ACTION

## RESULTS



10:02AM MON FEB 10

Appropriate DSS lamp flashes in an interrupted pattern.

**LIFT:** Handset

**DEPRESS:** Desired DSS button



217 RING

Appropriate DSS lamp flashes.

 lamp lights steadily.

The Do Not Disturb feature is overridden for the duration of the call.





# **DSS DO NOT DISTURB OVERRIDE** (Continued)

---

## **ACTION**

---

When the called party answers, you may proceed with normal call operations.

When the call is completed, the Do Not Disturb feature is again implemented at the station until it is cancelled.

## **RESULTS**

---

217	TALK
-----	------

Appropriate DSS lamp lights steadily.

### **NOTE:**

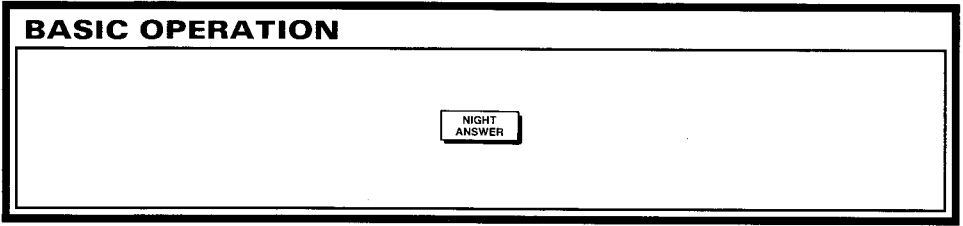
You cannot use this feature to transfer a call to a station that has Do Not Disturb in effect. See Do Not Disturb Override on page 29 for details.

# DSS NIGHT ANSWER

---

The DSS Night Answer feature button permits you to divert calls to other preprogrammed destinations and also allows you to know immediately whether or not Night Answer is in effect.

To activate Night Answer:



**ACTION**

**RESULTS**

5:00PM MON JUL 23

NIGHT ANSWER

lamp lights steadily.

**DEPRESS:**

NIGHT ANSWER

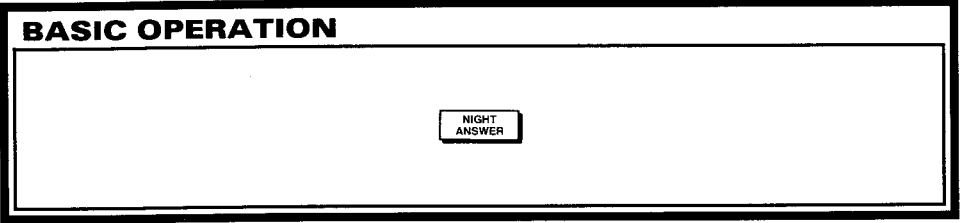
All incoming calls will now be diverted to the designated Night Answer destinations.



# DSS NIGHT ANSWER

(Continued)


To cancel Night Answer and revert to normal daytime operations:



## ACTION

## RESULTS

9:00AM TUE JUL 24

 lamp goes dark.


DEPRESS:



Your console is returned to normal daytime operations.

## NOTE:


Depending upon the system configuration, Night Answer may be controlled by any station or DSS Module so designated.

You may have a  feature button on your console. See Night Answer on page 113 for details.

# DSS EXTERNAL PAGING

This feature allows you to broadcast an announcement over customer-provided paging amplifier and external speakers.

To page a party while an incoming call is "holding" for that party:

<b>BASIC OPERATION</b>
 + Announce Message + Wait

## ACTION

## RESULTS

DEPRESS:



COT1121	00:22
---------	-------



lamp lights steadily.

PAGE
------

Success Tone sounds.



lamp lights steadily.




lamp goes dark.



lamp lights steadily.

Announce your message twice, providing the External Page Answer Number, 88.†

† You may cancel the page and return to the waiting call by depressing .



# DSS EXTERNAL PAGING

(Continued)

## ACTION

When the paged party answers by keying in the External Page Answer Number, you may announce the call privately.

**DEPRESS:** POS. RLSE to release from the call and connect the two parties.

## RESULTS

COT1121 202 TALK

DSS EXTRNL PAGE lamp goes dark.

1:35PM WED APR 27

DEST lamp goes dark.

## NOTE:

When this method is used, you must stay on the line until the page is answered.






# DSS EXTERNAL PAGING

(Continued)

To park an incoming call while paging a party:

**BASIC OPERATION**

 +  + Announce Message + 

## ACTION

Ask the calling party to wait.

DEPRESS:



## RESULTS

COT1212 00:42



lamp lights steadily.

COT1212 PARK

-then-

12:24PM FRI JUN 22



lamp lights steadily.



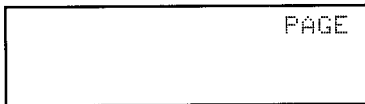
lamp goes dark.



# DSS EXTERNAL PAGING

(Continued)

DEPRESS:



Success Tone sounds.



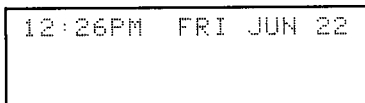
lamp lights steadily.



lamp lights steadily.

Announce your message twice, providing the DSS Park Access Code, 18, and the Park Answer Number.<sup>†</sup>

DEPRESS:




lamp goes dark.

When the paged party answers by keying in the DSS Park Access Code and the Park Answer Number, the paged party and the waiting party are connected.

## NOTE:

When the above method is used, you may release from the call since the paged party will directly retrieve the parked call.

<sup>†</sup> The Park Answer Number is a three-digit number determined by you from the DSS Number (1-8) and the location of the  button on the DSS Module (1-80).

For example: Park Answer = 135

1 = DSS Number

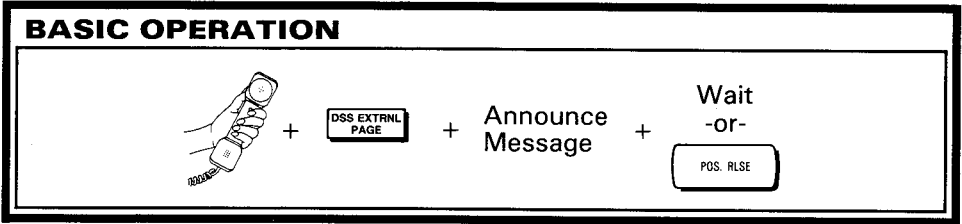
35 = DSS button to which  is assigned






# DSS EXTERNAL PAGING

(Continued)

To page a party directly, when you do not have a held call:



	<u>ACTION</u>	<u>RESULTS</u>
<b>LIFT:</b>	Handset	12:45PM FRI JUN 22
<b>DEPRESS:</b>		PAGE
		Success Tone sounds.
		 lamp lights steadily.
		 lamp lights steadily.
	Announce your message twice, providing the External Page Answer Number, 88. <sup>†</sup>	
	When the called party answers the page by keying in the External Page Answer Number, you are connected to the paged party.	222 TALK
	Proceed with normal call operations.	

<sup>†</sup> If you wish to release from the call, the paged party may answer the page by calling you directly.



# DSS SPEED CALLING

This feature allows you to place calls to frequently dialed outside numbers of up to twenty digits by depressing only one button.

To add or change an outside number for DSS Speed Calling:

**BASIC OPERATION**

5 2 + DSS SPEED CALL + Outside Line Access Code and Outside Number + SRCE + DROP/ CNCL

## ACTION

## RESULTS

KEY IN:

5 2

9:15AM MON JAN 05

52

-then-

SPD

SRCE lamp lights steadily.

DEPRESS:

DSS SPEED CALL

DSS SPEED CALL lamp lights steadily.



# DSS SPEED CALLING

(Continued)

## ACTION

## RESULTS

**KEY IN:** Appropriate Outside Line  
Access Code

9

-then-

9 SPD

**KEY IN:** Desired outside number

94045554321 SPD

**DEPRESS:**

SRCE

4045554321 DONE

Success Tone sounds.

DSS SPEED  
CALL

lamp goes dark.

**DEPRESS:**

DROP/  
CNCL

9:16AM MON JAN 05

SRCE

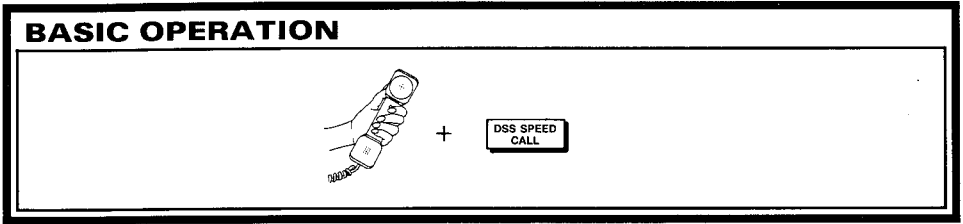
lamp lights steadily.



# DSS SPEED CALLING

(Continued)

To place a call using DSS Speed Calling:



## ACTION

## RESULTS

**LIFT:** Handset

12:10PM TUE MAY 21

**DEPRESS:**



4045554321 SPD

-then-

4045554321



lamp lights steadily.

Proceed with normal telephone operations.

## **NOTE:**

You may have up to 40  buttons on your DSS Module.

# DSS ALARM

---

You may have an ALARM button on your DSS which will alert you to any problems which occur in the system.

If the ALARM lamp lights, place a few test calls to stations and to an outside number to determine the extent of the trouble.

- If all or most of the test calls can be completed, there is a minor system failure. Call the repair service and report the condition as a MINOR ALARM.
- If all or most of the calls cannot be completed, there is a major system failure. Use an emergency telephone to call the repair service and report the condition as a MAJOR ALARM.

# FEATURE LISTING BY PACKAGE

---

FEATURE	FEATURE PACKAGE	
	C	D
Accessing Features in a PABX	X	X
Account Code/Client Billing	X	X
Alarm	X	X
Automatic Intercom	X	X
Break-In	X	X
Call Announce	X	X
Call Charges	X	X
Call Restriction	X	X
Call Splitting	X	X
Class of Service/Class of Restriction	X	X
Direct Station Selection (DSS)	X	X
Direct Trunk Access	X	X
Do Not Disturb	X	X
Do Not Disturb Override	X	X
DSS Alarm	X	X
DSS Do Not Disturb Override	X	X
DSS External Page	X	X
DSS Night Answer	X	X
DSS Park	X	X
DSS Speed Calling	X	X
External Paging	X	X
Flash/New Call	X	X
Forced Lock-Out	X	X
Incoming Call Overflow	X	X
Incoming Line Ringing	X	X



# FEATURE LISTING BY PACKAGE

(Continued)

FEATURE	FEATURE PACKAGE	
	C	D
Message Waiting	X	X
Message Leaving	X	X
Night Answer	X	X
Park	X	X
Position Busy	X	X
Recall	X	X
Room Status Change	X	X
Room Status Indicator Add-On Module	X	X
Save Number and Repeat Last Number	X	X
Series Calling	X	X
Silent Message Using Message Leaving		X
Silent Message With Do Not Disturb		X
Specialized Common Carrier (SCC) Access	X	X
Station Camp-On	X	X
Station Paging	X	X
Station Pick-Up	X	X
Station Speed Calling	X	X
Supervised Hold	X	X
System Speed Calling	X	X
Three-Party Conference	X	X
Transferring To ACD		X
Trunk Camp-On	X	X
Wake-Up	X	X

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