

MITEL

Attendant *Consoles*



User Guide

for SX-2000® SUPERCONSOLE 1000®



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Getting Started



Introduction

Take a few minutes to explore this guide – it contains all the information you need to operate the SUPERCONSOLE 1000® Attendant Console.

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

A note about feature availability

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

About the Console

BEFORE YOU BEGIN

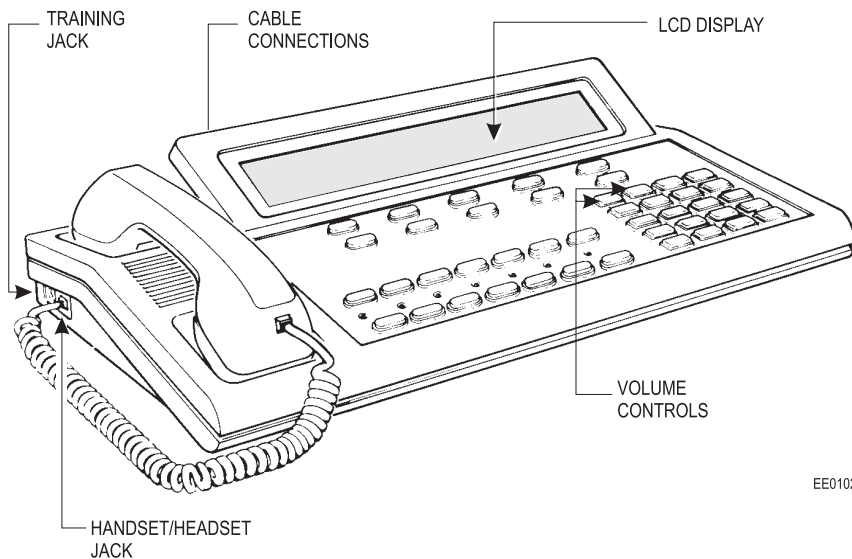
Before operating the console, check that the display shows [F1> through [F0> and the correct time and date. Also, make sure the handset is plugged into the side of the console.

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

CONSOLE COMPONENTS

The illustration below shows the main parts of the console. Note the two jacks on the left side. One is for the handset or headset that you use; the other is for the handset or headset used by the person training or monitoring new attendants.

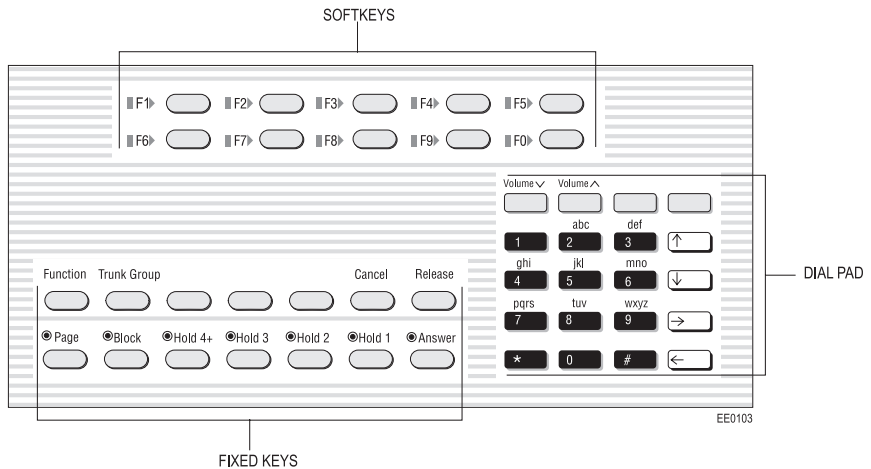
The cabling required to connect the console to the telephone system is located at the rear of the console. The cables should be connected by a qualified system installer and should not be adjusted by unauthorized personnel.



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Console Keys

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



Dialpad keys

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

Ringer Volume keys: The **Volume** \wedge and **Volume** \vee keys increase or decrease the loudness of the console ringer.



The two unlabeled keys next to the Volume keys are reserved for future system enhancements.

Cursor Control keys: The \leftarrow , \rightarrow , \uparrow and \downarrow keys are used in the following circumstances:

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

The other cursor control keys are used along with the \leftarrow key for applications such as Hotel/Motel Guest Service and Customer Data Entry.

Fixed Keys

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

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

The unlabeled keys in the top row are programmable keys called Firmkeys. You can program these keys to access features such as Phone Book, Hotel/Motel Guest Services, and Trunk Status. For more information, see page 11.

Use this key...	When you want to...
Function	activate softkeys (explained in the next section), which are used for operations such as setting the console date and time and switching the console to Night Service.
Cancel	clear misdialed information.
Release	disconnect or transfer calls.
Page	make an announcement over the paging system.
Block	restrict selected guest rooms from calling each other. This key is functional only if the Guest Service option (for Hotel/Motel applications) is available on your system.
Hold	place calls to the console on hold. Hold 1 through 3 are direct holds. Pressing Hold 1, Hold 2, or Hold 3 places a call on hold at that location. Pressing Hold 4+ accesses five additional hold slots.
Answer	answer incoming calls to the console on a "first-come, first-served" basis.



The unlabeled keys next to the Trunk Group key are reserved for future system enhancements.

Softkeys

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

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

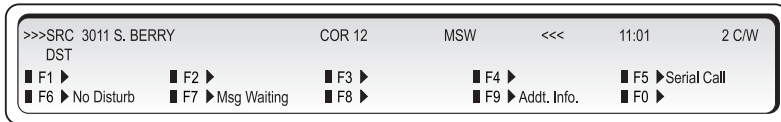
Console Display

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

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

Using this Guide

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



Note the abbreviations in the upper half of the display. The following table explains the meaning of those abbreviations. For explanations of the other abbreviations, including those used in the lower half of the display, see page 74.

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

CONVENTIONS

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

- ◆ Fixed keys appear in bold letters—for example, **Answer** or **Hold**.
- ◆ Softkeys appear in bold letters within brackets—for example, **[BELL ON]** or **[CONFERENCE]**.

Adjusting the Console

ADJUSTING THE RINGER VOLUME

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

- 1 - Press and release the **Volume** \wedge key to increase or the **Volume** \vee key to decrease the volume.
- 2 - Repeat until the ringing is at the volume you want.

TURNING THE CONSOLE BELL (RINGER) OFF/ON

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

To turn the bell on or off:

- 1 - Press **Function**.
- 2 - Press [**BELL OFF**] or [**BELL ON**].

SWITCHING TO NIGHT/DAY SERVICE

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

Any attendant can switch the system into night or day service. When the system is in night service, the night status indicator (Night1 or Night2) displays on all consoles.

To switch to night or day service:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**CHG SERVICE**].
- 4 - Press [**NIGHT1**], [**NIGHT2**], or [**DAY**] as required.

SETTING THE CONSOLE LANGUAGE

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

To change languages:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**LANGUAGE**].
- 4 - Press the softkey that corresponds to the language you want.

CHANGING THE ATTENDANT PRESENT/ABSENT STATUS

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

To change the Attendant Present/Absent status:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**ATT ABSENT**] to place the console in Attendant Absent mode or [**ATT PRESENT**] to return to Attendant Present mode.



The last available attendant cannot change the console to Attendant Absent status. If you try this as the last attendant, the console will beep and the display will show “Last Attd Disallowed.” In this situation, you must switch the console to Night Service operation. In single-console systems, changing to Attendant Absent status automatically switches the system to Night Service operation. For more information on Night Service, see page 9.

Depending on system programming, the console may automatically change to Absent status during periods of inactivity.

PROGRAMMING FIRMKEYS

You can program the Firmkeys (four blank keys next to the Function key) to access various optional features packages. The feature packages your company has purchased determines which of the following functions are available for you to program to a key. For more information about the features, see the pages indicated, or ask your communications department.

- ◆ Phone Book (see page 26)
- ◆ Guest Serv - Hotel/Motel Features (see page 57)
- ◆ Trunk Status (see page 53)
- ◆ SMDA - Station Message Detail Accounting
- ◆ Direct Page (see page 23)
- ◆ Autovon Trunk
- ◆ Select Opt - Selection Option (Used when you need more than four Firmkeys)

You can also program a Firmkey to provide quicker access to Alarm information, a standard feature described on page 35.

To program Firmkeys:

- 1 - Press **FUNCTION**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**FIRMKEYS**].

The display shows the current Firmkey programming.

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

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

- 5 - Press [**SAVE**].
- 6 - Repeat steps 4 and 5 to program the next Firmkey.
- 7 - Press [**EXIT**].

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

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

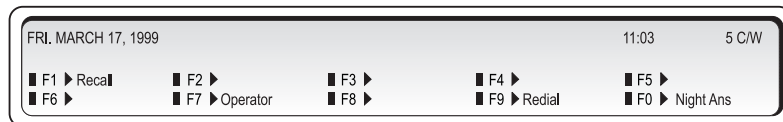
Call Handling



Answering Calls

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

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



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

The following softkey prompts can accompany an incoming call:

- ◆ **[RECALL]**
- ◆ **[INTERNAL]**
- ◆ **[DIAL 0]**
- ◆ **[PRIORITY 0]**
- ◆ **[NIGHT ANS]**
- ◆ **[LDN 1], [LDN 2], ... [LDN 9]**
- ◆ or any pre-programmed customer-specific information (for example, your company may choose to display **[LINE 1]** instead of **[LDN 1]**).

The **[INTERNAL]** softkey indicates calls to a specific attendant made by dialing the console's internal directory number (as opposed to dialing "0"). The other prompts are explained elsewhere in the guide.

To answer calls:

Do one of the following:

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

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

NEW CALL INDICATION

When you are engaged in a call, a single burst of ringing signals the next incoming call. Subsequent calls do not ring the console, but the **C/W** indicator on the display lets you know that calls are waiting.

The console can be programmed at the system level to provide a single burst of tone at regular intervals when calls are waiting.

WHEN MULTIPLE CALLS ARE WAITING

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

Extending (Transferring) Calls

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

To extend a call:


1 - Dial the destination number.

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

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

MISDIALED NUMBERS

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

◆ Press  to erase the misdialed digits, and then dial the correct number.

- or -

◆ Press **Cancel** to return to the Source party, and then redial the number.

REACHING A BUSY DESTINATION OR AN EXTENSION WITH DO NOT DISTURB ACTIVATED

If the called destination is busy or the extension has Do Not Disturb activated, the display will show “Busy” or “DND” on the DST line. In both cases, your options for handling the call are the same.

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

- ◆ Press **[SOURCE]** to return to the caller requesting the transfer.
- ◆ Press **Cancel** to disconnect the destination so that you can dial a new one.
- ◆ Press **Release** to camp the caller on to the busy destination or disconnect the Source party. (For an explanation of camp-on, see page 77.) If the transfer is not allowed, you will hear a beep and “CANT” will appear on the display.
- ◆ Press **[OVERRIDE]** to break into the busy extension. For more information on using Override, see page 25.
- ◆ Press **[MSG WAITING]** to send a message waiting indication to the called extension. For more information on Message Waiting, see page 24.

REACHING AN EXTENSION WITH AN ADVISORY MESSAGE

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

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

In this example, the user has left the message “In a meeting” on his or her phone. For a list of other Advisory Messages, see page 76. See also *Setting/Clearing Advisory Messages* on page 46.

Placing Calls

To place a call:

- 1 - Dial the destination number using the dialpad keys.
The dialed number appears on the second line of the display.
- 2 - After you complete the call, press **Release** to disconnect it from the console.

Placing a Call on Hold

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

To place a call on hold:

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

Its lamp lights indicating the call is on hold.

To retrieve a call on hold:

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

To access the five Hold slots available on the softkeys:

- 1 - Press **Hold 4+**.

The display changes as follows:



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

- 2 - Press a free **Hold** softkey.

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

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

To retrieve a call at a softkey Hold slot:

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

HOLD RECALL

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

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

HOLD PICKUP

Extensions can pick up calls placed on hold at the console by dialing a Hold Pickup code and the Hold slot number. The call and the code required to retrieve it are usually announced using paging. For more information, see page 22.

Setting up Conferences and Call Splitting

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

To conference a call:

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

To split a conference call:

- ◆ Press **[SOURCE]** to speak privately to the first party or **[DEST]** to speak privately to the other party.

To release the console from a conference call:

- ◆ Press **Release** or **Cancel** to connect both parties, and then release them from the console.



If system programming allows, you can add more parties to an existing conference. Follow steps 2 and 3 above to add each additional party.

Answering Recalls

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

To answer a "No Answer" recall:

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

To answer a "Busy" recall:

- 1 - Press **Answer** or **[RECALL]**.
- 2 - Inform the caller that the destination is busy.
- 3 - Do one of the following:
 - ◆ Press **Cancel** to disconnect the Source party.
 - ◆ Press **Release** to transfer the call to the same destination again.
 - ◆ Press **[REDIAL DST]** to reconnect with the busy destination.
- 4 - If you pressed **[REDIAL DST]**, do one of the following:
 - ◆ Press **[OVERRIDE]** to break into the busy extension.
 - ◆ Press **[MSG WAITING]** to send a message waiting indication to the busy extension.
 - ◆ Press **[SOURCE]** to connect to the Source party.
 - ◆ Press **Release** to camp the source on to the destination again.
(See page 77 for an explanation of camp-on.)
 - ◆ Press **Cancel** to clear the destination and dial a new extension number.

Answering Intercepts to the Console

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

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

- ◆ DND INT for calls to an extension with Do Not Disturb activated.
- ◆ ILL # INT for illegal number dialed.
- ◆ VAC # INT for vacant (unassigned) number dialed.

Paging from the Console

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

PA PAGING

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

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

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

- 1 - Place the Source call on hold. (See page 18.)
- 2 - Press **Page**.

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

3 - Do one of the following:

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

4 - Press **Release**.

EXTENSION PAGING

Extension Paging allows you to page extension users using their telephone speakers. You can use Extension Paging to page a specific extension (Directed Page) or multiple extensions assigned to a group (Group Page).

To page an extension:

1 - Press the **Direct Page** firmkey or dial the Direct Page feature access code.

2 - Do one of the following:

- ◆ To page a specific extension, dial the extension number.
- ◆ To page a group of extensions, dial the page group directory number.

3 - Speak to the paged party or parties.

Setting and Canceling Do Not Disturb on an Extension

Do Not Disturb (DND) prevents calls from ringing a user's extension.

To set or cancel DND on an extension while connected to the extension:

1 - Press **[No DISTURB]**.

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

2 - Press **Release**.

You can also set and cancel DND without calling the extension. For more information, see page 45.

Setting and Clearing Message Waiting on an Extension

If an extension is busy or the user does not answer, you can activate Message Waiting on the user's extension to let the user know a message is waiting at the console.

To set Message Waiting on a ringing or busy extension:

1 - Press **[MSG WAITING]**.

"MSW" appears next to the extension information on the screen to indicate that Message Waiting is set.

2 - Press **Release**.

To clear Message Waiting on an extension:

1 - Dial the extension number.

2 - When the user answers, press **[MSG WAITING]**.

3 - Press **Release**.

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

Overriding Busy or Do Not Disturb

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

To use Override:

1 - Press **[OVERRIDE]**.

If you are overriding a busy extension, both parties hear a long beep, and then you enter the conversation. If you are overriding an extension with DND active, you will hear ringing.

2 - Press **Cancel** or **Release** to disconnect the console from the busy extension.

If the busy extension hangs up before you press **[OVERRIDE]**, you will hear fast busy tone.

Redialing the Last Number

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

To redial the last number:

◆ Press **[REDIAL]**.

Using the Phone Book

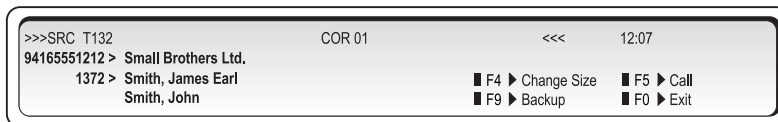
The Phone Book is an optional feature that allows you to find and call an extension user by typing the person's name, extension number, department, or location.

To use Phone Book to look up an extension user:

- 1 - Press the **Phone Book** firmkey.
- 2 - Do one of the following:
 - ◆ To search by name, enter the name using the dialpad keys. See *Entry Format* below.
 - ◆ To search by department name, location, or extension, press [**OPTIONS**] and then enter the necessary information.

Press [**NEXT FIELD**] to move the cursor to another field; [**CLEAR FIELD**] to erase information you entered; and [**BACKUP**] to return to the previous display.
- 3 - Press [**LOOKUP**].

The display shows, for example:



- 4 - If no match exists, edit the original entry.
- 5 - If the name is not unique, press **Λ** or **∨** (if required). See *Identical Names* below.
- 6 - To call the selected extension user, press [**CALL**].

ENTRY FORMAT

To find a listing quickly, you only need to enter the person's initials, or the first few letters of the department name or location. You use the keys on the dialpad to enter the letters and numbers.

The following table shows the letters, numbers and symbols that correspond to the dialpad keys.

To enter	Press	To enter	Press
! ? % 1	1	P Q R S 7	7
A B C 2	2	T U V 8	8
D E F 3	3	W X Y Z 9	9
G H I 4	4	@ & \$ 0	0
J K L 5	5	' " - _ *	*
M N O 6	6	. , / #	#

The name “TOM SMITH” for example, would be entered as follows:

- ◆ Press the digit 8 for the letter “T”.
- ◆ Press the digit 6 three times for the letter “O” (three presses because “O” is the third letter on the 6 key).

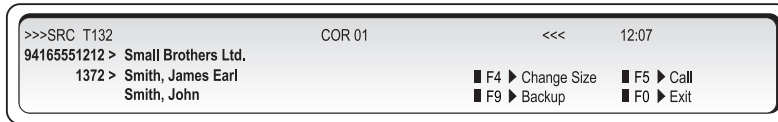
Because the letter “M” is on the same key as the letter “O”,

- ◆ Press > to move the cursor before entering the letter “M”.
- ◆ Press the digit 6 once to enter the letter “O”.
- ◆ Press > twice to enter the space between TOM and SMITH.

Continue entering letters until the name is displayed. Or, to find a listing quickly, enter just the first initials of the name—for example “T” and “S” for Tom Smith. When entering initials, make sure to enter a period after each initial by pressing the # key.

IDENTICAL NAMES

Often, especially in large offices, people share the same initials, or even the same name. When you press **[LOOKUP]** the display will list all names matching the letters you enter as shown in the following example.



To locate the name you want, scroll through the list using the **Λ** or **∇** keys. The **>** arrow on the left side of the display moves up and down as you scroll. Stop scrolling when the **>** is pointing to the name you want.

Notice the display shows only the first and last name, along with the extension number for each entry. If necessary, you can press **[Change Size]** to display additional information for each entry (i.e., department and location).



Although extension numbers do not show on the larger display, you can still use the **[CALL]** softkey to dial the selected person's number.

Setting up a Serial Call

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

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

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

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

- 5 - When the call returns to the console, press [**RECALL**].
- 6 - Dial the next extension number, and then press **Release**.
- 7 - When all calls are completed, press [**SERIAL CALL**] and then **Release**.

Using Tone Signaling

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

However, there are times when telephone equipment, either in or outside your office, needs to receive tones to complete a call. Typically, special services such as Voice mail systems (described on page 32) require information in the form of tones before allowing access.

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

- 1 - Press [**TONES ON**].
- 2 - Dial the required code.
- 3 - When you complete the call, press [**TONES OFF**] to turn off tone signaling. Pressing **Release** or **Cancel** also turns off tone signaling.

Flashing on Trunks

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

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

To flash on a trunk for further dialing:

- 1 - Press **[SINGLE FLASH]** or **[DOUBLE FLASH]**.
- 2 - Dial the required number.
- 3 - Press **Release**.

Answering a Call with Night Service Enabled

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

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

- ◆ Press **[NIGHT ANS]**.

Multiple Console Operation

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

1 - Independent Operation

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

2 - Transparent Operation

With transparent operation, all consoles operate the same way. Recalls return to all consoles, not just to the console that originally handled the call.

INTER-CONSOLE CALLS AND TRANSFERS

An attendant can make and transfer calls to another attendant by dialing the console's directory number, but not by dialing 0 (zero). Whether you are transferring calls to an extension or another attendant, the procedure is the same—see page 16 for instructions.



Inter-console calls cannot be put on hold.

Centralized Attendant Service (CAS)

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

Voice mail

A voice mail system connected to your telephone system does not affect the operation of the console. If a call is answered by such a system, you may be prompted to enter an access code or an identification number. Before responding to the prompt, you must turn on tone signaling using the **[TONES ON]** softkey. For more information, see *Using Tone Signaling* on page 29.

Using System Functions



Viewing System Alarm Information

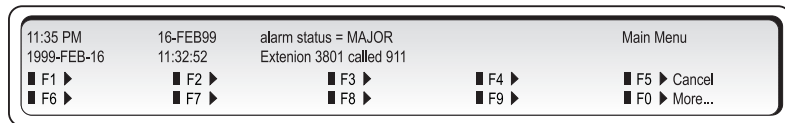
An alarm indicator on the display means a fault in the telephone system has occurred. You can read information about the nature and location of the fault from the console.

To read an alarm message:

1 - Press **Function**.

2 - Press [**ALARM**].

The display shows, for example:



3 - Record the alarm information.


4 - Contact your communications department.

5 - Press [**EXIT**].

Setting System Date and Time

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

To set the time:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**DATE/TIME**].
- 4 - Press [**12/24 HR**] to select either the 12-hour or 24-hour format.
“AM” or “PM” will appear after the time in the 12-hour format.
- 5 - Press [**SET TIME**].
- 6 - Enter the current time using four digits (hh:mm).
For example, for 9:30 enter 0930.
- 7 - If you selected the 12-hour format, press [**AM**] or [**PM**] as appropriate.
- 8 - Press [**SET**] (24-hour format only).
[**SET**] appears only if the time has been entered correctly. You can use the  key to make corrections.
- 9 - Press [**EXIT**].

To set the date:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**SET DATE**].
- 4 - Enter the current date in year/month/day format.
For example, for November 12, 1999, enter 991112.
- 5 - Press [**SET**].
- 6 - Press [**EXIT**].

Canceling All Call Forwarding

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

To cancel Call Forwarding on all extensions:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**CNCL ALL FWD**].
- 4 - Press [**CONFIRM**].
- 5 - Press [**EXIT**].

You can also set up Call Forwarding for individual extensions from the console. For more information, see page 44.

Canceling All Do Not Disturb

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

To cancel DND on all extensions:

- 1 - Press **Function**.
- 2 - Press [**ATT FUNCTION**].
- 3 - Press [**CNCL ALL DND**].
- 4 - Press [**CONFIRM**].
- 5 - Press [**EXIT**].

You can also set up DND for individual extensions from the console. For more information, see page 46.

Displaying the System and Console Identity

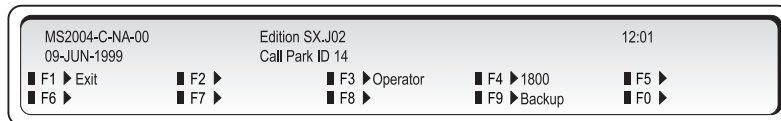
The system is identified by a software release and version number and the console by an extension and Call Park ID number.

Dialing the console extension number is an alternative to dialing “0” (zero) to call the attendant. The Call Park ID number is part of the Call Park feature. A user can “pickup” a call on hold at the console by dialing the Call Pickup access code, followed by the Call Park ID and Hold slot number. The call and the code are usually announced using paging. For more information, see page 23.

To display the system and console identity:

- 1 - Press **Function**.
- 2 - Press [**IDENTITY**].

The displays shows, for example:



Accessing Applications

The Application function is primarily used by maintenance personnel or someone responsible for doing Customer Data Entry (CDE). Access to these functions requires a password.

To access the Application function:

- 1 - Press **Function**.
- 2 - Press [**APPLICATION**].
- 3 - Press [**LOGIN**].
- 4 - Enter the username.
- 5 - Press [**EXIT ALPHA**].
- 6 - Press [**ALPHA**].
- 7 - Enter the password.
- 8 - Press [**ENTER Psw**].
- 9 - Press the appropriate application softkey.

Your Communications Department will give you further instructions if you are required to do any Customer Data Entry.

Using Extension Functions



Viewing Extension Status

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

To view the current status of an extension:

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Enter the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**UPD STATUS**].

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

- 6 - Press [**EXIT**].

Setting/Canceling Call Forwarding

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

To set or cancel Call Forward on an extension:

- 1 - Press **Function**.
- 2 - Press **[STN FUNCTION]**.
- 3 - Dial the number of the extension.
If you dial an invalid number, press **[CLEAR NO.]**.
- 4 - Press **[ENTER]**.
- 5 - Press **[CALL FWD]**.
- 6 - Do one of the following:
 - ◆ Press the softkey corresponding to the type of call forwarding required—for example, Always, No Answer, etc.
 - ◆ Press **[CANCEL]** to cancel the current call forwarding.
- 7 - If you selected **[ALWAYS]**, dial the destination and then skip to step 10.
- 8 - If you selected an option other than Always, press **[INTERNAL]** or **[EXTERNAL]** to specify which type of calls you want to forward.
- 9 - Dial the destination or press **[CURRENT No]** to forward calls to a previously specified destination.
- 10 - Press **[SAVE]**.

Setting/Canceling Do Not Disturb

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

To set or cancel DND on an extension:

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**NO DISTURB**].

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

- 6 - Press [**EXIT**].

You can also set and cancel DND while on a call to an extension. For more information, see page 25.

Setting/Clearing Message Waiting

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

Use this feature if you know that the person you are trying to contact is out of the office. If you know that the person is in the office, use the Callback feature described on page 25.

To set or clear Message Waiting on an extension:

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**MSG WAITING**] to set or clear message waiting.
- 6 - Press [**EXIT**].

Setting/Clearing Advisory Messages

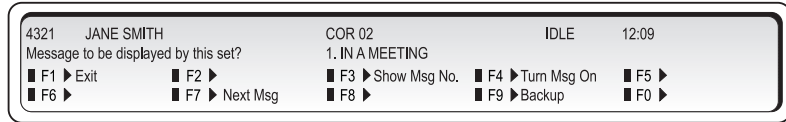
You can read Advisory Messages left on a *SUPERSET* display telephone and clear or change an existing message.

To read, set, or clear an Advisory Message:

- 1 - Press **Function**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].

5 - Press [**SET UP MSG**].

The display shows:



6 - Do one of the following:

- ◆ Press [**TURN MSG ON**] to activate the currently displayed message.
- ◆ Press [**NEXT MSG**] or [**PREVIOUS MSG**] until the message you want to leave appears, and then press [**TURN MSG ON**] to activate the message.

If the extension has an Advisory Message active, the message will appear on the display. You can either press [**TURN MSG OFF**] to clear the message or replace it with another one by pressing [**NEXT MSG**] until the replacement message appears, and then pressing [**TURN MSG ON**] to activate the message.

7 - Press [**EXIT**].

Instead of scrolling for the message you want, you can select it by entering a number from the list on page 79.

- ◆ Press [**SHOW MSG No.**].
- ◆ Enter the message number.
- ◆ Press [**ENTER**].
- ◆ Press [**TURN MSG ON**].

Clearing All Features

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

- ◆ Call Forwarding
- ◆ Do Not Disturb
- ◆ Callbacks
- ◆ Reminders
- ◆ Advisory Messages (*SUPERSET* display phones)
- ◆ Auto-Answer (multi-line sets only)

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

- 1 - Press **FUNCTION**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**CLEAR FEAT**].
- 6 - Press [**EXIT**].

Taking an Extension Out of Service

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

To busy-out an extension or return it to service:

- 1 - Press **FUNCTION**.
- 2 - Press [**STN FUNCTION**].
- 3 - Dial the extension number.
- 4 - Press [**ENTER**].
- 5 - Press [**BUSY/RTS**].
- 6 - Do one of the following:
 - ◆ To take an idle extension out of service, press [**BUSY**].
 - ◆ To take a busy extension out of service when it becomes idle, press [**COURTESY DWN**].
 - ◆ To take a busy extension out of service and disconnect its call, press [**FORCE DWN**].
 - ◆ To return an extension to service, press [**RET TO SERV**].

Using Trunk Functions



Viewing Trunk Status

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

To view the current status of an extension:

- 1 - Press **Function**.
- 2 - Press [**TRK FUNCTION**].
- 3 - Enter the trunk number.
- 4 - Press [**ENTER**].
- 5 - Press [**UPD STATUS**] to view information about the trunk such as its Class of Service (COS) and Class of Restriction (COR).
- 6 - Press [**EXIT**].

Viewing Trunk Group Busy Status

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

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

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

Softkey	Purpose
[PRINT SCREEN]	Prints the information currently displayed.
[PRINT ALL]	Prints information for all trunk groups.
[UPDATE STATUS]	Updates information currently showing on the display.
[NEXT]	Displays the next series of trunk groups.
[PREVIOUS]	Displays the previous series of trunk groups.
[EXIT]	Leaves the Trunk Group Busy Status Display and returns to the main display.

To view the status of all trunk groups:

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press **[TRUNK GROUPS]**.
- 3 - Press **[ENTER]**.

The display shows, for example:

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

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

To view status information of a specific trunk group:

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press [**TRUNK GROUPS**].
- 3 - Enter the Trunk Group number.
- 4 - Press [**ENTER**].

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

- 1 - Press the **Trunk Status** firmkey.
- 2 - Press [**DIGITS DIALED**].
- 3 - Enter the trunk access code—for example “9”.
- 4 - Press [**ENTER**].

Accessing Specific Trunks

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

To access a specific trunk:

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

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

Taking a Trunk Out of Service

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

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

- 1 - Press **Function**.
- 2 - Press [**TRK FUNCTION**].
- 3 - Enter the trunk number.
- 4 - Press [**ENTER**].
- 5 - Press [**BUSY/RTS**].
- 6 - Do one of the following:
 - ◆ If the trunk is idle, press [**BUSY**].
 - ◆ If the trunk is in use, either press [**COURTESY DWN**] to busy-out the trunk when it becomes idle, or [**FORCE BUSY**] to busy it out immediately.
 - ◆ To return the trunk to service, press [**RET TO SERV**].

Hotel/Motel Features

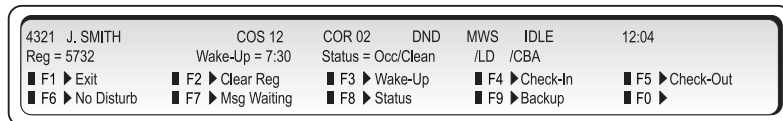


Displaying and Changing Room Data

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

To display or change data for a room:

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



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

- 4 - Do any of the following:
 - ◆ Press **[CLEAR REG]** to clear the message register count. (See page 67.)
 - ◆ Press **[NO DISTURB]** to set Do Not Disturb and block incoming calls.
 - ◆ Press **[MSG WAITING]** to set or clear the message waiting indicator on the room phone.
 - ◆ Press **[WAKE-UP]** to set or clear a wake-up call time. (See page 63.)
 - ◆ Press **[STATUS]** to change the room's Occupancy or Condition status (See *Changing Room Occupancy and Condition Status* on page 61.)
 - ◆ Press **[CHECK-IN]** or **[CHECK-OUT]** to check a guest in or out. (For more information, see page 62.)

Listing Rooms by Occupancy and Condition Status

You can display a list of rooms by occupancy and condition status—for example, Vacant and Not Clean, or Occupied and Maid Present. You can cycle through all rooms or start with a particular room number—for instance, the first room on the third floor.

To list all rooms by occupancy and condition status:

- 1 - Press the **Guest Service** firmkey.
- 2 - Do one of the following:
 - ◆ To list all vacant and clean rooms, press [**VAC/CLEAN**].
 - ◆ To list all rooms in which a maid is present, press [**MAID**].
 - ◆ To list all rooms in another state (for example, vacant and not clean), press [**OCCUPANCY**] repeatedly until the state you want appears in the “Occup” field, and then [**CONDITION**] to select the condition state.

The display shows, for example:

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

- 3 - Press [**ENTER**] to display the first 10 rooms matching the specified states.
- 4 - Do any of the following optional steps:
 - ◆ To view the next 10 rooms on the list, press [**NEXT**].
 - ◆ To view the previously displayed 10 rooms, press [**PREVIOUS**].
 - ◆ To return to the main Guest Service display, press [**BACKUP**].
 - ◆ To see more information about a room, use the cursor control keys to select it, and then press [**SELECT**].

If a printer is attached to the console, you can print a list of all vacant or occupied rooms. For more information, see *Printing Reports* on page 67.

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

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

Changing Room Occupancy and Condition Status

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

Occupancy	Condition
Vacant	Clean
Occupied	Not Clean
Reserved	Maid Present
	To Inspect
	Unavailable

To change a room's occupancy and condition status:

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



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

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

Checking-In/Checking-Out

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

To check in or check out a guest:

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press [**CHECK-IN**] or [**CHECK-OUT**].
- 4 - Press [**ENTER**].
- 5 - Press [**EXIT**].

Setting/Canceling Wake-up Calls

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

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

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

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

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

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

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press [**ENTER**].
- 4 - Press [**WAKE-UP**].
- 5 - Follow steps 1-3 from the previous procedure.



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

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

Setting Room Call Restrictions

You can control the type of telephone calls guests can place from the phones in their rooms. Several levels of call restriction are available, including Internal, Local, Long Distance and various programmable options.

You can also block guests from placing calls to other rooms. For more information, see the next section, *Blocking Room-to-Room Calls*.

To set call restrictions for a room:

- 1 - Press the **Guest Service** firmkey.
- 2 - Dial the room number.
- 3 - Press [**STATUS**].
- 4 - Do one or both of the following:
 - ◆ Press [**CALL REST.**] repeatedly until the desired restriction is displayed.
 - ◆ Press [**CALL BLOCK**] to prevent or allow room-to-room calling when call blocking is in effect. The display shows “Affected” when Call Block is set.
- 5 - Press [**SET**].

Blocking Room-to-Room Calls

You can use the **Block** key on the console to bar calls between guest rooms. Only room phones that have Call Block set (see the previous section) will be affected by this.

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

To block room-to-room calls:

- ◆ Press the **Block** firmkey.

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



Call blocking can also apply to phones other than guest room phones; ask your communications department for further information.

Monitoring Guest Rooms

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

You can only monitor a room from an idle console.

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

- 1 - Press the **Guest Service** firmkey.
- 2 - Press **[MORE]**.
- 3 - Dial the number of the room.
- 4 - Press **[MONITOR ROOM]** or **[ENTER]**.
- 5 - Listen for three short beeps followed by audio from the room.

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

To disconnect the console from the room:

- ◆ Press **Cancel** or **Release**.

Printing Reports

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

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

To print a report:

- 1 - Press the **Guest Service** firmkey.
- 2 - Press **[PRINT]**.
- 3 - Select the report you want to print.
- 4 - Press **[EXIT]**.

Reference



Telephone Directory

Name	Number
POLICE:	
FIRE:	
HOSPITAL:	
TROUBLE WITH EXTENSION OR CONSOLE:	

Class of Service/Restriction

Each extension and trunk has a COS (Class of Service) and a COR (Class of Restriction) that defines what the user of that extension or trunk can or cannot do. The system can have up to 50 of each, although most companies use only a few.

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

COS	COS NAME	ALLOWS...

COR	COR NAME	RESTRICTS...

Console Display Abbreviations

Abb.	Meaning
ABS	Attendant Absent
ACK	Acknowledged
ASGND	Assigned
ATTN	Attendant
AUTO-ANS	Auto Answer Call
AVAIL	Available
BAD TRK	Invalid Trunk Number
BR	Baud Rate
CBA/CBU	Call Block Affected/ Unaffected
CDE	Customer Data Entry
CFNA	Call Forward No Answer
CLASS RST	Class Restricted
CONNECTED	Advanced Dataline Connected
COR	Class of Restriction
COS	Class of Service
C/W	Calls Waiting
DEP	Department (Phone Book)
DISCNCT	Dataline Disconnected
FL/FLO	Flash Message
DND	Do Not Disturb
FTR ACT	Feature Activated
FTR CNCLD	Feature Canceled
FTR DISLD	Feature Code Disallowed
FTR DENY	Feature Not allowed
IMM	Immediate Message

Abb.	Meaning
MONITOR	Room Monitoring Active
MODEM OOS	Modem Out of Service
MONITOR	Room Monitoring Active
MSG	Message
MSW	Message Waiting
MTCE	Maintenance
N	Network Trunk letter—e.g., MSDN/DPNSS2
NIGHT 1/2	Night Service mode 1 or 2
NOT ASSGND	Not Assigned
NOT AVAIL	Not Available
NOT CLN	Not Clean
NOT READY	Advanced Dataline Not Ready
OCC	Occupied
OP1/2/3	Call Restriction Option
OUT OF SV	Out of Service
PR	Priority Message
PSW	Password
RCL	Recall
REG	Register
RES	Reserved
RET TO SERV	Return to Service
RLS	Release
RQST DENY	Request Denied
RTN	Routine Message
RTS	Return to Service

Abb.	Meaning
INVALID	Invalid Dialing
IC FAIL	Interconnect Failure
LOC	Local Calls Only or Location (Phone Book)
LD	Long Distance
LDN	Listed Directory Number
MDM CALL	Modem Call
MNTR BUSY	Room Monitored Busy
MODEM BSY	Modem Busy
MODEM OOS	Modem Out of Service

Abb.	Meaning
SER	Serial
SMDA	Station Message Detail Accounting
SRC	Source
T	Trunk Letter
TRK DENY	Trunk Access Denied
TONE EXP	Tone Timer Expired
UNASSGND	Unassigned Number
UPD	Update
VAC	Vacant

Advisory Messages for *SUPERSET* Display Telephones

The following default messages can appear on all *SUPERSET* telephones that have displays.

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

Authorized *SUPERSET* users can change these messages and program seven more for system-wide use. Keep a record of any changes and additions. For instructions on setting these messages from the console, see page 46.

Glossary

BUSY OUT

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

CAMP-ON

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

CENTRAL OFFICE (CO)

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

CLASS OF RESTRICTION (COR)

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

CLASS OF SERVICE (COS)

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

DISA (DIRECT INWARD SYSTEM ACCESS)

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

HARDWARE

The physical components of the system.

HUNT GROUP

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

LDN KEYS (LISTED DIRECTORY NUMBER)

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

PABX (PRIVATE AUTOMATIC BRANCH EXCHANGE)

Telephone switching system for private use by a company.

RECALL

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

SOFTWARE

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

TRUNK

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

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