

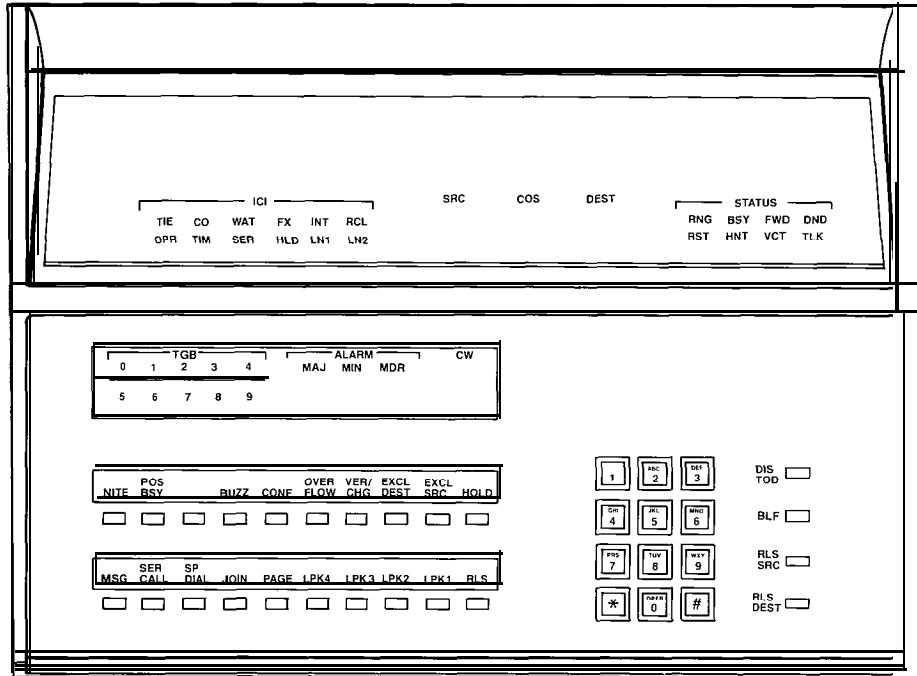
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**SYSTEM DIRECTORY**



***Perception***™

**ATTENDANT CONSOLE  
USER GUIDE**



ATTENDANT CONSOLE

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Phone Number

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SYSTEM DIRECTORY

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## INTRODUCTION

Your **PERCEPTION** attendant console has been designed to provide easy access to the wide range of features offered by your Toshiba telephone system. The console is equipped with a Display Panel, Keyboard, Volume Control, and either a handset or headset. A detailed description of the console features and operations is found in the following text.

---

## CONSOLE DISPLAY PANEL

The console display panel includes a Busy Lamp Field and the following displays: Incoming Call Identification, Calling Source Number, Class of Service, Call Destination Number, and Call Destination Status.

### BUSY LAMP FIELD

The Busy Lamp Field (BLF) displays 100 2-digit numbers (00–99), and is equipped with a “hundreds group” identifier that shows which group is currently being displayed. The display alternates between groups in response to operations of the **BLF** key (located on the face of the console).

(continued)

## EMERGENCYTRANSFER

If the system goes completely out of service and the MAJOR ALARM lamp is not on, the Emergency Transfer switch (located on the underside of the console on the side nearest the dial pad) can be used to manually set the system into Emergency Transfer operation. Operating the switch will disconnect existing calls and connect the designated stations directly to the outside lines.

### TO OPERATE THE EMERGENCY TRANSFER

DEPRESS THE **EMT** BUTTON

- MAJOR ALARM LED lights

### TO RESTORE NORMAL OPERATION

DEPRESS THE **EMT** BUTTON

- MAJOR ALARM LED goes off

## CANCEL ALL CALL FORWARDING

It is possible for the Attendant Console to cancel all Call Forwarding arrangements set up by station users.

### TO CANCEL ALL CALL FORWARDING

1. DEPRESS AN IDLE  LPK KEY
  - R LS LED goes off
  - LPK LED lights
2. DIAL THE CALL FORWARDING CANCEL CODE \_\_\_\_\_
  - All CFD arrangements are cancelled
3. DEPRESS THE  RLS KEY
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle

## SYSTEM INITIALIZE

The Initialize (INT) switch located on the underside of the console is used to reset system logic in the event of a system malfunction. This switch should be used prior to resorting to the Emergency Transfer switch.

### WARNING:

*This switch should be used only in extreme situations as it will cause all calls in the system to be dropped.*

### TO INITIALIZE THE SYSTEM

1. DEPRESS THE INT SWITCH
  - MAJ LED lights momentarily
  - RLS LED goes off
  - NITE & POS BSY LEDs light
  - MIN LED lights
2. DEPRESS THE  NITE KEY
  - System switches to DAY operation
3. SET SYSTEM TIME & DATE
  - MIN LED goes off
4. PROCEED WITH NORMAL SYSTEM OPERATIONS

## CONSOLE DISPLAY PANEL (continued)

### INCOMING CALL IDENTIFICATION

The Incoming Call Identification (ICI) display is a backlighted panel that indicates the type of call that is currently connected to a console Loop  LPK key. Twelve different displays are possible:

- TIE - Tie Trunk
- CO - CO trunk
- WAT- WATS trunk
- FX - Foreign exchange trunk
- OPR - Dial "0" call
- RCL - Recall
- SER - Serial call
- HLD- Held call recall
- TIM - Timed reminder (Camp-on, RNA, etc.)
- LN1 - DID call to listed directory number 1
- LN2 - DID call to listed directory number 2
- INT - Intercept

### CALLING SOURCE NUMBER

The Source (SRC) display is a 3-character, 7-segment LED display that gives the attendant the number of the calling station or trunk.

### CLASS OF SERVICE

Class of Service (COS) is displayed as a 2-character, 7-segment LED display, giving the attendant the Class of Service of the calling station or trunk.

### CALL DESTINATION NUMBER

The Destination (DEST) display is a 3-character, 7-segment LED display showing the station or trunk called by the attendant.

(continued)

## CONSOLE DISPLAY PANEL (continued)

### CALL DESTINATION STATUS

The status (STATUS) display is a backlighted panel which indicates the status of the called station or trunk. Eight different displays are possible:

- RNG — Called station is ringing
- BSY — Called station is busy
- DND — Called station is in Do Not Disturb mode
- FWD — Called station is forwarded to the number now displayed as DEST
- RST — Attempted connection is not allowed
- HNT — Called station was busy and hunting has occurred to the number now displayed as DEST
- VCT — Called number does not exist or is disabled
- TLK — Attendant is in a voice connection with the called party

## CONSOLE KEYBOARD

The console keyboard design includes a display window, two horizontal rows of 10 keys each, a 12-key dial pad, and a vertical row of four keys. The faceplate display window houses the following displays:

Trunk Group Busy (TGB) provides 10 numbered LEDs to indicate the status of trunk groups 0-9.

ALARM LEDs for MAJOR, MINOR and TAPE:

MAJOR: Alarm occurs when the system is not functional and is accompanied by an emergency transfer.

MI NOR : Alarm indicates system clock is not set or ringing power failure

MDR: Alarm indicates a problem with external SMDR equipment.

Call Waiting (CW) LED indicates that an unanswered call is waiting for the attendant.

(continued)

## DISPLAY and SET DATE/TIME

Your telephone system has an internal clock that must be set to the correct date and time in order for features such as Traffic Measurement and Station Message Detail Recording to be effective.

### TO DISPLAY DATE

DEPRESSTHE  KEY

- The date is then displayed:

SRC	cos	DEST
Month	Day	Year

### TO SET DATE

ENTER THE 6-DIGIT DATE (via the dial pad) IN THE FOLLOWING FORMAT: MMDDYY

e.g. For January 1, 1983, enter 010183

- The new date will appear in the display

### TO DISPLAY TIME

DEPRESSTHE  KEY A SECOND TIME

- The time is then displayed:

SRC	cos	DEST
Hours	Minutes	Seconds

### TO SET TIME

ENTER THE 6-DIGIT TIME (via the dial pad) IN THE FOLLOWING FORMAT: HHMMSS

e.g. For 9:30 AM, enter 093000

- The new time will appear in the display

***The time is displayed and 'entered in the 24-hour clock form (for any hour after 12 noon, add 12)***

***e.g. 9:30 AM is 0930***

***9:30 PM is 2130***

### TO START THE CLOCK AND CLEAR THE DISPLAY

DEPRESSTHE  KEY A THIRD TIME

- Display clears

## MESSAGE WAITING

If your console is designated as the Message Center, you may indicate to the called station that a message is waiting.

### TO LEAVE A MESSAGE WAITING SIGNAL

1. PROCESS THE CALL IN THE NORMAL MANNER
2. IF BUSY OR NO ANSWER:
  - DEPRESS THE **MSG** KEY
    - MSG LED lights
    - MW indication is set
  - DEPRESS THE **RLS DEST** KEY
    - DEST & STATUS displays go off
3. PROCEED AS NORMAL CALL

### TO CANCEL MESSAGE WAITING

1. DEPRESS AN IDLE **LPK** KEY
  - RLS LED goes off
  - LPK LED lights
2. DIAL STATION DIRECTORY NUMBER
  - DEST is displayed as digits are dialed
  - MSG LED shows status of MW of called station (i.e., if MW is active on that station, the LED will be on)
3. DEPRESS THE **MSG** KEY
  - MSG LED goes off (if it was on)
  - MW condition is cleared at called station

### TO CANCEL & MESSAGE WAITING SIGNALS

1. DEPRESS AN IDLE **LPK** KEY
  - RLS LED goes off
  - LPK LED goes on
2. DIAL "ALL CLEAR" ACCESS CODE \_\_\_\_\_
  - All MW conditions in the system are cancelled
3. DEPRESS THE **RLS** KEY
  - LPK LED goes off
  - RLS LED lights

## CONSOLE KEYBOARD (continued)

The lower horizontal row of keys are all equipped with **LEDs** and (reading from left to right) are labeled:

- MSG**: Activates Message Waiting feature if console is designated as Message Center
- SER CALL**: Activates the Serial Call feature
- SP DIAL**: Activates the Speed Dial-System feature
- JOIN**: Connects two parties which have reached the attendant on two different **LPK** keys
- PAGE**: Provides the attendant with a direct, push-to-talk access to one paging zone or All Page
- LPK 1-4**: The four Loop Keys are used for answering and originating calls
- RLS**: Releases the console from any connection

The upper horizontal row of keys, with the exception of the **HOLD** key, are all equipped with **LEDs** and (reading from left to right) are labeled:

- NITE**: Activates the Fixed, Flexible and Universal Night Answering features
- POS BSY**: Used to "busy out" one position of a 2-console system
- SPARE**: Reserved for future use
- BUZZ**: Allows the attendant to select whether or not a signal tone will be heard during a Call Waiting condition
- CONF**: Activates an attendant conference (up to six parties including the attendant console)
- OVERFLOW**: Transfers waiting calls to an alternate answering point
- VER/CRG**: Overrides a busy station, trunk or a Do Not Disturb condition. It is also used to record an account number when extending a call
- EXCL DEST**: Excludes the destination party from a 3-way conversation
- EXCL SRC**: Excludes the source party from a 3-way conversation
- HOLD**: Holds calls connected to Loop keys

(continued)

## CONSOLE KEYBOARD (continued)

The dial pad is of the standard 1 Z-key alpha-numeric configuration and is used to dial both internal and outgoing calls from the console.

The four keys in the vertical row on the right of the console are not equipped with LEDs, and are labeled (from top to bottom) :

- DIS TOD: Displays the time and date from the system clock. While being displayed the clock can be corrected
- BLF: Used to alternate between the "hundreds groups" displayed on the console
- RLS SRC: Disconnects the source party from a Loop key
- RLS DEST: Disconnects the destination party from a Loop key

## VOLUME CONTROL

A volume control for the console tone signal is located on the rear of the console below the Busy Lamp Field housing.

## HANDSET/HEADSET

Your console may be used with either a handset or headset (whichever is the most comfortable and convenient for you to use), which may be plugged in on either side of the unit. Also, the handset cradle may be mounted on either side of the console.

## ACCOUNT NUMBER RECORDING

Your system automatically records the details of some or all of the calls you make to or receive from outside the system. Recorded calls may be assigned account numbers for billing purposes (\_\_\_\_\_digits). Perform the following before extending the call:

### TO RECORD AN ACCOUNT NUMBER

1. START FROM A NORMAL VOICE CONNECTION
  - LPK LED on
  - ICI, SRC displays on
2. DEPRESS THE VER/CRG KEY
  - Connection on hold
  - VER/CRG LED lights
3. DIAL ACCOUNT NUMBER ON THE DIAL PAD (\_\_\_\_\_digits)
  - When number is complete:
    - VER/CRG LED goes off
    - Talking connection reestablished
4. PROCESS THE CALL NORMALLY



## TRUNK CONTROL (continued)

### TO PASS A TRUNK TO A STATION

1. DEPRESS AN IDLE  LPK KEY
  - RLS LED goes off
  - LPK LED lights
2. DIAL STATION NUMBER
  - DEST displays station number
  - STATUS displays RNG
3. STATION ANSWERS
  - STATUS changes to TLK
4. DIAL THE TRUNK ACCESS CODE
  - SRC displays station number
  - COS displays station COS
  - DEST displays trunk access code and number
  - EXCL SRC lights
  - Receive trunk dial tone
5. DEPRESSTHE  RLS KEY
  - RLS LED lights
  - LPK & EXCL SRC LEDs and all displays go off
  - Station is free to dial on trunk

### TO RELEASE TRUNK CONTROL (TGB LED is on)

1. DEPRESS AN IDLE (KEY)
  - RLS LED goes off
  - LPK LED lights
2. DIAL  #  #  # , FOLLOWED BY THE TRUNK ACCESS CODE
  - TGB LED goes off
  - Control is released
3. DEPRESSTHE  RLS KEY
  - RLS LED lights
  - LPK LED goes off

## EMERGENCY SWITCHES

Two switches are located on the underside of the console. These switches are for emergency use only and are labeled as follows:

**EMT:** The Emergency Transfer switch allows the attendant to set the EMT circuits manually in the event of a system malfunction.

**INT:** The Initialize switch is used to reset the system logic in the event of a system malfunction.

---

## CONSOLE OPERATION

### ANSWERING AN INCOMING CALL

1. YOU WILL HEAR AN INCOMING CALL SIGNAL
  - ICI lights and SRC is displayed
  - LPK LED flashes
2. DEPRESS THE APPROPRIATE  LPK KEY
  - LPK LED lights
  - Signalling stops
3. YOU ARE CONNECTED TO THE CALL
  - Make an appropriate response

## EXTENDING A CALL TO AN IDLE DIRECTORY NUMBER

1. DIAL THE DIRECTORY NUMBER
  - EXCL SRC LED lights steadily when first digit is dialed
  - Voice path to caller is broken
  - DEST is displayed as digits are dialed
  - STATUS displays RNG
  - You hear ring tone
2. DEPRESS  RLS KEY
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle
  - Caller hears ring tone

### NOTE:

- 1) *If you wish to announce the call, wait for the called party to answer before depressing the  RLS key.*
- 2) *If the call remains unanswered after ( \_\_\_\_\_ ) seconds, the call will be returned to your console as a Timed Recall.*

## EXTENDING A CALL TO A BUSY DIRECTORY NUMBER

(With Camp-on/Call Waiting)

1. DIAL THE DIRECTORY NUMBER
  - EXCL SRC LED lights steadily when first digit is dialed
  - Voice path to the caller is broken
  - DEST is displayed as digits are dialed
  - STATUS displays BSY
  - If you hear nothing (Camp-on), go to Step 2
  - If you hear ring tone (Call Waiting), go to Step 4A
  - If you hear busy tone, go to Step 3B (it indicates that Camp-on/Call Waiting is not possible for one of the following reasons) :

(continued)

## TRUNK CONTROL

Your console allows you to control access to any trunk group for the purpose of allocating special facilities. When you have taken control of a trunk group, a station user trying to access that group will be routed to your console (ICI displays OPR). (In some systems a few executive stations will be allowed to override your control.) The caller's name should be listed to be called when a trunk is available.

### TO TAKE CONTROL OF A TRUNK GROUP

1. DEPRESS AN IDLE  LPK KEY
  - LPK LED lights
  - RLS LED goes off
2. DIAL  \*  \*  \* , FOLLOWED BY THE TRUNK ACCESS CODE
  - TGB (trunk group busy) LED lights
  - Control is in effect
3. DEPRESS THE  RLS KEY
  - RLS LED lights
  - LPK LED, all displays go off

### IF A STATION USER CALLS A CONTROLLED TRUNK

1. STATION DIALS ACCESS CODE
  - Console signals
  - LPK LED flashes
  - ICI lights
  - SRC and COS are displayed
2. DEPRESS THE APPROPRIATE  LPK KEY
  - LPK LED lights
  - Voice connection is established with caller

***If a trunk is available, proceed as in "Through Dialing". If no trunk is available, take the caller's name and station for a callback and then release.***

(continued)

## SPEED DIALING-SYSTEM

Speed dialing allows you and other extension users to use a 2 • digit code in place of a full telephone number when making calls. The Speed Dial-System list of telephone numbers must be stored via the attendant console, but, once stored, all numbers are accessible to all extensions. A maximum of 90 telephone numbers may be stored.

### TO MAKE A CALL WITH SPEED DIAL-SYSTEM

1. DEPRESS AN IDLE  LPK KEY
  - RLS LED goes off
  - LPK LED lights
2. DEPRESSTHE  SP DIAL KEY
3. DIAL THE 2-DIGIT ADDRESS CODE FOR THE TELEPHONE NUMBER YOU WISH TO CALL
  - The system will dial the number for you

### TO STORE A NUMBER

1. DEPRESS THE  SP DIAL KEY (do not depress an  LPK key)
  - The SP DIAL LED flashes
2. DIAL:
  - a) The 2 • digit code (10 through 99) you wish to associate with the telephone number
  - b) The trunk access code
  - c) The  key (this inserts a 3-second pause to allow time for trunk dial tone to appear)
  - d) The telephone number
3. DEPRESS THE  SP DIAL KEY AGAIN
 

The SP DIAL LED goes off  
The code and telephone number are stored

## EXTENDING A CALL TO A BUSY DIRECTORY NUMBER (continued)

- a) Another call is previously in Camp-on/Call Waiting (only one is allowed per station).
  - b) Camp-on/Call Waiting is not permitted due to system restrictions (called station is dialing or in a conference call).
2. DEPRESSTHE  EXCL DEST KEY
    - EXCL DEST LED lights
    - EXCL SRC LED goes off
    - You have a voice connection with the caller
  - 3A. IF THE CALLER WISHES TO WAIT
  - 4A. DEPRESS THE  RLS KEY
    - LPK LED, all displays go off
    - RLS LED lights
    - Console becomes idle

*If the call remains unanswered for (.) seconds, the call will be returned to your console as a Timed Recall.*
  - 3B. IF THE CALLER DOES NOT WISH TO WAIT OR IF NO CAMP-ON IS ALLOWED
  - 4B. DEPRESSTHE  RLS DEST KEY
    - Called station is released from console
    - DEST display is cleared
    - Another DN can be dialed if requested
  - 5B. DEPRESSTHE  RLS KEY
    - LPK LED, all displays go off
    - RLS LED lights
    - Console becomes idle ,

## TIMED RECALL

If an extended call remains unanswered for (\_\_\_\_\_) seconds, the call will be returned to your console.

1. YOU WILL HEAR AN INCOMING CALL SIGNAL
  - ICI lights (TIM); SRC and DEST are displayed
  - LPK LED flashes
  - STATUS is displayed:
    - RNG for ring — no answer
    - BSY for Camp-on, Call Waiting
2. DEPRESS THE APPROPRIATE  LPK KEY
  - LPK LED lights
  - Signalling stops
3. YOU ARE CONNECTED TO THE CALL
  - Make an appropriate response
- 4A. IF THE CALLING PARTY (SRC) WISHES TO WAIT
- 5A. DEPRESS THE  RLS KEY
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle
- 4B. IF THE CALLING PARTY (SRC) DOES NOT WISH TO WAIT
- 5B. DEPRESSTHE  RLS DEST KEY
  - DEST, STATUS displays go off
  - Called station is released
  - Another DN can be dialed, if requested
- 6B. DEPRESSTHE  RLS KEY
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle

## REMOTE ACCESS TO SYSTEM SERVICES

This feature allows a user outside of your system to access the system services via an exchange network connection. The user dials a preselected exchange number to connect to your system and then dials a 3-digit authorization code. The user may then make a call just as it is done from inside the system normally.

The authorization code used by the outside user is controlled by the Attendant Console and may be changed anytime.

The trunk(s) used for this service (and, therefore, the exchange number dialed by the outside user) may be permanently fixed or may be assigned by your console each time it is needed (it is a programmable option). In addition, the trunks may be arranged (by system programming) to operate in the Remote Access mode in both DAY and NITE service or N ITE service only.

### TO ASSIGN OR CHANGE THE AUTHORIZATION CODE

1. DEPRESS AN IDLE  LPK KEY
  - RLS LED goes off
  - LPK LED lights
2. DIAL THE ACCESS CODE \_\_\_\_\_
3. DIAL THE AUTHORIZATION CODE \_\_\_\_\_
4. DEPRESS THE  RLS KEY
  - LPK LED goes off
  - RLS LED lights
  - Console becomes idle

### TO SELECT TRUNK(S) TO BE USED WITH REMOTE ACCESS TO SYSTEM

Process as in Night Answer Connections using the number \_\_\_\_\_ as the directory number. All trunks assigned to this number will function in the Remote Access to System mode. System programming will determine if Remote Access is functional in both DAY and NITE service or NITE service only.

## NIGHT ANSWERING CONNECTIONS

(continued)

### UNIVERSAL NIGHT ANSWERING

1. DEPRESS AN IDLE  LPK  KEY
  - LPK LED lights
  - RLS LED goes off
2. DEPRESS THE  NITE  KEY
  - NITE LED flashes
  - Receive dial tone
3. DIAL THE TRUNK ACCESS CODE FOLLOWED BY ITS EQUIPMENT NUMBER
  - Dial tone stops when the first digit is dialed
  - First two digits are displayed as DEST, but shift to SRC when the number is completed
  - LPK LED goes dark and dial tone returns when the number is completed

*If a non-existent access code or trunk equipment number is dialed, you will hear the overflow tone.*

*Depress the  RLS SRC  key and redial.*

4. DEPRESS THE  RLS  KEY
  - RLS LED lights
  - NITE, LPK LEDs go off

*Repeat above steps to make additional assignments.*

## ATTENDANT RECALL

A station user, while talking to another party, may recall the console for the purpose of asking the attendant to take a message or to "park" the call on a busy station.

1. YOU WILL HEAR AN INCOMING CALL SIGNAL
  - ICI lights (RCL), SRC, COS, DEST are displayed
  - LPK LED flashes
2. DEPRESS THE APPROPRIATE  LPK  KEY
  - LPK LED lights steadily
  - EXCL SRC LED lights
  - Signal stops
  - STATUS displays TLK
  - You have a voice connection with the DEST party, SRC party is separated from the conversation
3. DEPRESS THE  RLS DEST  KEY
  - The DEST party (recalling party) is disconnected
  - You have a voice connection with the SRC party
4. PROCESS IN THE SAME MANNER AS A NEWLY ANSWERED CALL

## CALLING AN OUTSIDE NUMBER

1. DEPRESS AN IDLE  LPK  KEY
  - RLS LED goes off
  - LPK LED lights
2. DIAL THE DESIRED TRUNK ACCESS CODE
  - DEST displays trunk number, STATUS displays TLK
  - Receive trunk dial tone
3. DIAL THE DESIRED NUMBER
4. DEPRESS THE  RLS  KEY TO TERMINATE THE CALL
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle

### NOTE:

*To extend the call to a station, depress the  LPK  and proceed to dial the station DN in the usual way.*

## CALLING A DIRECTORY NUMBER

1. DEPRESS AN IDLE  LPK KEY
  - RLS LED goes off
  - LPK LED lights
2. DIAL THE DIRECTORY NUMBER
  - DEST is displayed as the digits are dialed
- 3A. IF THE DIRECTORY NUMBER IS BUSY
  - STATUS displays BSY
  - You hear busy tone
- 3B. IF THE DIRECTORY NUMBER IS IDLE
  - STATUS displays RNG
  - You hear ring tone
  - Party answers
  - STATUS changes to TLK
  - You have a voice connection with called party
4. DEPRESS THE  RLS KEY TO TERMINATE THE CALL
  - LPK LED, all displays go off
  - RLS LED lights
  - Console becomes idle

## HOLDING A CALL ON AN LPK KEY

In some cases you may wish to hold a call on an  LPK key while you gather more information or page someone.

DEPRESS THE  HOLD KEY

- LPK LED winks
- RLS LED lights
- All displays off
- Calling/Called party on hold hears MOH, if equipped
- You are free to originate or answer calls on other  LPK keys

### TO RECONNECT

DEPRESS THE APPROPRIATE  LPK KEY

- LPK LED lights
- RLS LED goes off
- ICI, SRC, COS, DEST, STATUS displays on
- You have a voice connection with the SRC (DEST) party

## NIGHT ANSWERING CONNECTIONS

Night connection assignments are stored in system memory. Set-up is required only upon initial installation or when changes are required. Flexible night answering allows any number of trunks to be assigned to the same station. Any trunks not assigned a night station will cause the Universal Night Answer (UNA) signal to be activated.

### FLEXIBLE NIGHT ANSWER

1. DEPRESS AN IDLE  LPK KEY
  - LPK LED lights
  - R LS LED goes off
2. DEPRESSTHE  NITE KEY
  - NITE LED flashes
  - Receive dial tone
3. DIALTHETRUNKACCESSCODE FOLLOWED BY ITS EQUIPMENT NUMBER
  - Dial tone stops when the first digit is dialed
  - First two digits are displayed as DEST, but shift to SRC when the number is completed
  - LPK LED goes dark and dial tone returns when the number is completed

***If a non-existent access code or trunk equipment number is dialed, you will hear the overflow tone. Depress the  RLS SRC key and redial.***

4. DIAL THE DIRECTORY NUMBER (DN)
  - Dial tone stops after the first digit
  - DN is displayed as DEST
  - LPK LED lights
  - Receive dial tone
5. REPEAT STEPS 3 and 4 to make additional assignments
6. DEPRESSTHE  RLS KEY
  - RLS LED lights
  - NITE, LPK LEDs go off

***If a non-existent DN is dialed, you will hear the overflow tone. Depress the  RLS DEST key and redial.***

(continued)

## ACTIVATING NIGHT SERVICE

All LPK keys must be idle before activating this feature; use single or multiple console instructions (depending upon your system's design).

### SINGLE CONSOLE TO ACTIVATE NIGHT SERVICE

1. DEPRESS EITHER THE  NITE  OR  POS BSY  KEY
  - NITE and POS BSY LEDs light
  - All existing Night Service selections are activated
  - RLS LED goes off
2. UNPLUG THE HANDSET/HEADSET
  - Console keyboard is removed from service

### TO CANCEL NIGHT SERVICE

1. PLUG IN THE HANDSET/HEADSET
  - Console keyboard is activated
  - NITE and POS BSY LEDs go off
  - RLS LED lights
  - System is in Day Service

### MULTIPLE CONSOLES TO ACTIVATE NIGHT SERVICE

1. DEPRESS EITHER THE  NITE  OR  POS BSY  KEY
  - a) If the other console is still active:
    - POS BSY LED lights
    - Your console is removed from service
  - b) If the other console is already in POS BSY:
    - NITE and POS BSY LEDs light
    - System is in Night Service, all existing Night Service selections are activated
2. UNPLUG THE HANDSET/HEADSET
  - Console keyboard is removed from service

### TO CANCEL NIGHT SERVICE

1. PLUG IN HANDSET/HEADSET
  - Console keyboard is activated
  - NITE and POS BSY LEDs go off
  - RLS LED lights
  - System is in Day Service

## THROUGH DIALING

Requests may be received from stations or tie line users for dialing access to numbers or trunks from which they are restricted.

1. YOU WILL HEAR AN INCOMING CALL SIGNAL
  - ICI lights (OPR), SRC, COS are displayed
  - LPK LED flashes
2. DEPRESS THE APPROPRIATE  LPK  KEY
  - LPK LED lights steadily
  - Signal stops
  - You have a voice connection with the calling (S RC) party
3. DIAL THE DESIRED TRUNK ACCESS CODE
  - EXCL SRC LED lights steadily
  - STATUS displays TLK
  - Voice connection with the calling party is broken
  - Receive trunk dial tone
4. DEPRESS THE  RLS  KEY TO TERMINATE THE CALL
  - RLS LED lights
  - The calling (SRC) station may dial on the selected trunk

## TRUNK-TO-TRUNK CALL

A call from outside the system that has been answered at your console can be connected to an outgoing line.

1. DIAL THE DESIRED TRUNK ACCESS CODE
  - EXCL SRC LED lights
  - Outgoing trunk number is displayed as DEST
  - STATUS displays TLK
  - Receive trunk dial tone
2. DIAL THE DIRECTORY NUMBER

(continued)

## TRUNK-TO-TRUNK CALL (continued)

### 3. DEPRESSTHE RLS KEY

- RLS LED lights
- All displays go off
- LPK LED goes off or winks (LPK on hold) depending on the type of trunk involved in the connection

***Some types of trunk lines give no signal when the distant party disconnects, and this makes automatic release of a trunk-to-trunk connection impossible. If you attempt to establish a connection between two such trunks, the connection will be made but the call will remain on the LPK in a "hold" condition. You will be required to enter the call periodically to verify its status and, ultimately, to disconnect it.***

### 4. TO RE-ENTER A TRUNK-TO-TRUNK CALL

#### 5. DEPRESSTHE LPK KEY

- LPK LED lights steadily
- ICI, SRC, DEST, STATUS displays on
- A 3-way conversation is established

#### 6A. IF THE CONVERSATION IS STILL IN PROGRESS

#### 7A. DEPRESS THE RLS KEY

- RLS LED lights
- All displays go off
- LPK LED winks (LPK on hold)

#### 6B. IF THE CALL HAS BEEN COMPLETED

#### 7B. DEPRESSTHE RLS DEST KEY

- DEST is disconnected
- DEST, STATUS displays go off

#### 8B. DEPRESS THE RLS KEY TO TERMINATE THE CALL

- LPK LED, all displays go off
- RLS LED lights
- Console becomes idle

## JOIN KEY

The  JOIN key allows you to connect one LPK line with another LPK line. In a typical operation; a call has returned to your console unanswered on LPK #1, and the called party must be paged.

### 1. DEPRESS THE HOLD KEY

- LPK #1 LED winks
- Caller is put on hold
- RLS LED lights

### 2. PAGE CALLED PARTY

### 3. CALLED PARTY CALLS ATTENDANT

- LPK #2 LED flashes
- RLS LED goes off
- ICI, STATUS, COS are displayed

### 4. DEPRESS LPK KEY #2 TO ANSWER THE CALL

- LPK #2 LED lights

### 5. INFORM PARTY #2 OF THE CALL ON LPK #1

### 6. DEPRESS THE JOIN KEY

- ICI, STATUS, COS displays go off
- LPK #2 goes on hold

### 7. DEPRESS LPK KEY #1

- LPK #2 LED goes off
- LPK #1 LED changes from wink to steady
- ICI, SRC, COS LEDs light and identify the original call on LPK #1
- DEST displays DN from LPK #2
- STATUS displays TLK
- A 3-way conversation is established

### 8. DEPRESSTHE RLS KEY

- LPK #1 LED, all displays go off
- RLS LED lights
- The two parties remain connected



## OVERFLOW

When your console becomes very busy, it is possible to divert calls that have been waiting unanswered for over (\_\_\_\_\_) seconds to an alternate answering point. Substituting "0" for the trunk access code and equipment number, designate the alternate answering point using the Night Answering Connections instructions.

### TO ENGAGE OVERFLOW

- DEPRESSTHE  OVFL KEY
- OVFL LED lights
  - Overflow is engaged

### TO RELEASE OVERFLOW

- DEPRESSTHE  OVFL KEY
- OVFL LED goes off
  - Overflow is disengaged

## POSITION BUSY

The  POS BSY key allows you to make your console "busy", preventing additional incoming calls from being assigned to your console. Calls will be diverted to the second console in the system.

*If only one console is equipped in your system, the  POS BSY key will have the same effect as the  NITE key.*

### TO USE POSITION BUSY

- DEPRESSTHE  POS BSY KEY
- If only one console is in the system (or the other console is in POS BSY), the POS BSY and NITE LEDs light (system is in Night Service)
  - If the other console is active in the system, POS BSY LED lights

### TO RELEASE POSITION BUSY

- DEPRESSTHE  POS BSY KEY
- POS BSY LED goes off
  - NITE LED goes off (if it was on)
  - Your console is now active

## SERIAL CALL

FOR AN INCOMING CALL THAT REQUESTS TWO OR MORE STATIONS

1. DEPRESSTHE  SER CALL KEY
2. DIAL THE FIRST STATION NUMBER AND EXTEND CALL USING NORMAL PROCEDURES

When the call is completed and the station user hangs up, the call will be returned to your console with an ICI display of SER. Repeat above steps if a third station is required, otherwise process as a normal call.

## EXCLUSION KEYS (SPLITTING)

Use of the Exclusion ( EXCL SRC and  EXCL DEST) keys enables you to split a three-way connection and allows you to converse privately with either the "source" or "destination" party. When you are involved in a 3-way connection, it is possible to:

- a) Talk privately with the called party (DEST)
- b) Talk privately with the calling party (SRC)
- c) Form a 3-way voice connection consisting of yourself, and both the calling and called parties

### TO TALK TO THE CALLED PARTY PRIVATELY

- DEPRESSTHE  EXCL SRC (Exclude Source) KEY
- EXCL SRC LED lights
  - You may talk to the called party privately, the calling party cannot hear you

*The Exclude Source condition activates automatically when you start dialing to extend a call*

(continued)

## EXCLUSION KEYS (SPLITTING)

(continued)

### TO TALK TO THE CALLING PARTY PRIVATELY

DEPRESS THE **EXCL DEST** (Exclude Destination) Key

- EXCL DEST LED lights
- You may talk to the calling party privately, the called party cannot hear you

### TO FORM A 3-WAY CONVERSATION FROM EITHER AN EXCL SRC OR EXCL DEST CONDITION

DEPRESS THE APPROPRIATE **LPK** KEY

- EXCL SRC or EXCL DEST LED will go off
- You and the other two parties may converse freely

### TO RELEASE A CALL WHILE IN ANY OF THE ABOVE CONDITIONS (connecting the calling and called parties)

DEPRESS THE **RLS** KEY

- LPK LED, all displays go off
- RLS LED lights
- SRC and DEST parties are connected

## VERIFY

The Verify feature enables you to ascertain the status of a station or trunk to determine if a problem exists or to interrupt a call in an emergency situation.

### TO VERIFY STATION STATUS

1. DEPRESS AN IDLE **LPK** KEY
  - LPK LED lights
2. DEPRESS THE **VER/CRG** KEY
  - VER/CRG LED lights
3. DIAL THE STATION NUMBER
  - DEST displays the station number

(continued)

## ATTENDANT CONFERENCE (continued)

### TO RELEASE FROM CONFERENCE

6. DEPRESS THE **RLS** KEY

- CONF LED changes to steady
- LPK LED goes off
- RLS LED lights
- Console is idle
- Conference continues

### TO RECALL THE CONSOLE BY A CONFeree (station user)

7. STATION USER FLASHES THE HOOKSWITCH OR DEPRESSES **CONF** KEY ON EKT

- Console signals
- LPK LED flashes
- CONF LED flashes

8. DEPRESS THE APPROPRIATE **LPK** KEY

- Signal stops
- LPK and CONF LEDs change to steady
- \*Console and recalling party have a voice connection
- Remaining conferees continue to conference

9. PROCEED FROM STEP 4

### TO REENTER THE CONFERENCE

You can reenter the existing conference, if required. A warning tone will be inserted into the conference before you are connected.

10. DEPRESS AN IDLE **LPK** KEY

- RLS LED goes off
- LPK LED lights

11. PROCEED FROM STEP 1

## ATTENDANT CONFERENCE

You can set up a conference call for as many as five people (including a maximum of two trunk lines) plus yourself, at the request of either a station user or an outside caller. The starting point for a conference can be any of the following conditions:

- a) Console has answered an incoming call from a station or trunk and that party is to be the first member of the conference
- b) Console dials the first conference member on an **LPK** key in the normal manner.
- c) Due to an Attendant Recall, the console has a 3-way connection on an **LPK** key. The attendant must establish a 3-way voice connection through a second operation of the **LPK** key prior to proceeding to Step # 1.

### TO CONFERENCE

1. DEPRESSTHE **CONF** KEY
  - CONF LED winks
  - Voice connection between the console and existing connection(s) continues
  - COS displays number of conferees
2. DIAL THE NEXT CONFERENCE MEMBER
  - Console voice connection is split when first digit is dialed → voice connection between any existing conference members continues
  - CONF LED changes to steady
  - Dialed number appears in DEST
  - STATUS displays RING
  - You will hear ringing tone
3. CALLED PARTY ANSWERS
  - Console has a voice connection with called party
4. DEPRESSTHE **CONF** KEY
  - CONF LED changes to wink
  - Console and new party are conferenced with existing connection(s)
  - COS displays number of conferees not including the console
5. REPEAT STEPS 2 THROUGH 4 TO ADD ANOTHER PARTY

(continued)

## VERIFY (continued)

- 4A. IF THE STATION IS BUSY
  - A 2-second warning tone is injected into the conversation on the called station
  - A 3-way conversation is established at the end of the warning tone
  - A ½-second warning tone is repeated every 15 seconds for the duration of the 3-way connection

*At this point it is possible to release either party from the conversation by depressing either the **RLS DEST** or **RLS SRC** key.*

- 5A. DEPRESSTHE **RLS** KEY
  - VER/CRG and LPK LEDs, all displays go off
  - RLS LED lights
  - Console is idle
  - Existing conversation continues
- 4B. IF THE STATION IS IDLE
  - Station rings
  - VER/CRG LED goes off
  - STATUS displays RNG
- 5B. PROCEED AS IN A NORMAL CALL

### TO VERIFY A TRUNK

1. DEPRESS AN IDLE **LPK** KEY
  - LPK LED lights
2. DEPRESSTHE **VER/CRG** KEY
  - VER/CRG LED lights
3. DIALTHETRUNKACCESSCODE FOLLOWED BY THE TRUNK EQUIPMENT NUMBER
  - DEST displays the trunk code and number
- 4A. IF THE TRUNK IS BUSY
  - A 2-second warning tone is injected into the conversation
  - A 3-way conversation is established at the end of the warning tone
  - A ½-second warning tone is repeated every 15 seconds for the duration of the 3-way connection

(continued)

## VERIFY (continued)

**At this point it is possible to release either party from the conversation by depressing either the  or  key.**

- 5A. DEPRESS THE  KEY
  - VER/CRG and LPK LEDs, all displays go off
  - RLS LED lights
  - Console is idle
  - Existing conversation continues
- 4B. IF THE TRUNK IS IDLE
  - Trunk is seized
  - VER/CRG LED goes dark
  - STATUS display TLK
  - Receive trunk dial tone
- 5B. PROCEED AS WITH A NORMAL CALL

## PAGING

Your console provides for direct push-to-talk access to one paging zone (or All Page) via the  key. Additional paging zones (if equipped) can be accessed by depressing an idle  key and dialing the proper access code.

**The PAGE LED lights steadily when the page zone (or All Page) is being used by you or a station user.**

**Your  key gives you preemption capability. Any page in progress when you operate the  key will be cut off and you will be connected. It is important, therefore, to observe the LED status when you cannot hear that paging is in progress.**

TO PAGE FROM AN IDLE CONSOLE

1. DEPRESS AND HOLD THE  KEY
  - PAGE LED lights
  - RLS LED goes off
  - Idle LPK LED lights
  - PAGE ACCESS code is displayed as DEST
  - STATUS displays TLK
2. MAKE YOUR ANNOUNCEMENT
3. RELEASE THE  KEY
  - PAGE, LPK LEDs go off
  - RLS LED lights
  - DEST, STATUS go off

(continued)

## PAGING (continued)

TO PAGE FROM AN ACTIVE  KEY

1. DEPRESS AND HOLD THE  KEY
  - PAGE LED lights
  - EXCL SRC LED lights
2. MAKE YOUR ANNOUNCEMENT
3. RELEASE THE  KEY
  - PAGE LED goes off
  - EXCL SRC LED goes off
  - LPK LED winks
  - RLS LED lights

The paging assignments in your system are:

ZONE	ACCESS CODE	LOCATION
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
All Page	_____	_____
<input type="text" value="PAGE"/> key =	_____	

## MEET-ME-PAGE

This feature will allow you to "park" a call while you page the called party. The called party can then pick up the call automatically by dialing the access code from any station in the system.

TO PARK A CALL

1. DIALTHEMEET-MEPAGEACCESSCODE (\_\_\_\_).
2. DEPRESS THE  KEY
3. USING THE PAGE SYSTEM, INSTRUCT THE CALLED PARTY TO DIAL ACCESS CODE \_\_\_\_.