

Using the Features

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You might find yourself working at an organization that requires you to know more than the standard operating procedures outlined in the previous chapter. For example, you may be the guardian of your company's long distance calls.

This chapter covers features available at your console. You may not have every feature described in this chapter. To obtain a list of your company's features and their associated access codes, check with your system manager.

Information for each feature discussed in this chapter includes a brief feature description, an example that illustrates the feature, the feature's official name, and step-by-step procedures for using the feature.

The examples in this chapter are based on a fictitious company, Widgets, Inc., that produces self-cleaning bathtubs. The console operator for Widgets, Inc., Pat, manages calls for this 500-employee company.

Speeding Up the Console

Your system manager can program features described in this section to save time in a fast-paced environment. Features in this section reduce the number of buttons you must press to complete an operation.

Using Auto Start

You can initiate a calling procedure by pressing any button on your dial keypad without pressing the START button.

Example

Phone calls to Widgets, Inc. exceed 300 per day. Pat scrambles constantly to meet the demands of incoming calls. The system manager, Kelly Ratliffe, programs Auto Start to save Pat precious seconds.

Feature Name

Auto Start

Procedures

Your system manager programs this feature into your console to occur automatically.

Speed Dialing

With speed dialing, you can dial a frequently-used number by entering a code or pressing a button. You can use it to:

- Place local, long-distance, or international calls
- Activate features
- Access computer equipment at another location

Example

Pat orders office supplies for the executive offices. She purchases all Widget, Inc. supplies from the same vendor. So, Pat asks the system manager Kelly Ratliffe to add the vendor's number to the abbreviated dialing list. Kelly programs the new number and gives Pat the code assigned to the vendor's number. Now, Pat dials *12 every time she wants to call the office supply vendor.

Feature Name

Abbreviated Dialing

Procedures

To use speed dialing:

1. Obtain an abbreviated dialing list from your system manager.
2. Press the code or button assigned by your system manager to reach a desired number.

Holding Calls Automatically

Your console automatically places a call on hold when you answer another call.

Example

Widgets, Inc. is conducting an infomercial on their self-cleaning bathtubs. Pat's console is unusually busy. So, the system manager, Kelly Ratliffe, programs Pat's console to place calls on hold automatically when Pat answers another call. Pat answers the first incoming call and asks the party to hold. Then she presses the CALL APPEARANCE button for the next incoming call, placing the first caller on hold.

Feature Name

Hold-Automatic

Procedures

Your system manager programs hold-automatic to work on all consoles in your system.

Handling Multiple-Party Calls

This section covers features associated with connecting 2 to 5 callers on one call. It includes connecting callers, parking callers, locking the console operator out of multi-party calls, accessing operators from a conference call, and paging system users to add them to an existing conference call.

Connecting Multiple Callers

You can connect up to five callers on a single call.

Example

Two bathtub distributors want identical contract upgrades with Widgets, Inc. Company president Randy Foxworthy commissions Pat to set up a conference call with him, two sales representatives, and the two distributors. Pat uses the procedures listed below to connect all five callers.

Feature Name

Attendant Conference

Procedures

To place a conference call:

1. Call internal or external party number 1.
2. Press the START button.
3. Call the internal or external party number 2.
4. Press the SPLIT button. Both parties are connected.
5. Repeat steps 2 through 4 for additional parties.
6. Press the HOLD button.

Locking Out the Console Operator

Your system manager programs the console to prevent you from reentering a multi-party call that you initiated. Parties on these calls, however, can contact you.

Example

Widgets Inc. is undergoing a merger. Company president Randy Foxworthy requests numerous conference calls to discuss highly confidential information. To protect the confidentiality of the conversations, the system manager, Kelly Ratliffe, programs the console with Attendant Lockout. Because no one can enter the conference call, Randy can conduct his calls with guaranteed privacy.

Feature Name

Attendant Lockout

Procedures

Your system manager programs this feature into your console to work automatically. If you try to reenter the call, the Hold lamp for this call:

1. Flutters for 2 seconds
2. Returns to a solid, lighted state

Recalling the Console Operator

System users who are on multi-party calls that are held at the console can recall you for assistance.

Example

Robert Planter, vice president of public relations, is on a conference call with musician, Larry Browning, and stand-up comedian, Cindy Wittner, to plan for a community fund-raising event. Robert wants Larry and Cindy to present their ideas to coworker Jay Winstead so Robert calls Pat to add Jay to the call.

Feature Name

Attendant Recall

Procedures

To recall the operator from multi-party calls from a phone with one line:

- Press the RECALL button.

or

- Flash the switch hook.

To recall the operator from multi-party calls from a phone with more than one line:

- Press the CONFERENCE button.

or

- Press the TRANSFER button.

Paging with Deluxe Voice Paging

This feature combines Call Park and Loudspeaker Paging features. With deluxe loudspeaker paging, you can page a system user to call the extension where their call is parked or have them call you. If the system user calls you, you can add them to an existing conference call.

You can page called parties in up to nine locations or use a single, designated access code or button to page the called party in all 9 locations at once. Your system manager designates codes for each paging zone by assigning:

- Outside line buttons (see [Table 1 on page 6](#) or [Table 2 on page 7](#) for more information) to function as paging buttons

or

- A sequence of numbers on your dial keypad that serves as the paging access code

Example

Robert Planter, vice president of public relations, is on a conference call with musician, Larry Browning, and stand-up comedian, Cindy Wittner, to plan for an upcoming community fund-raising event. Robert wants Larry and Cindy to present their ideas to executive vice president Cathi Henrique. Pat pages Cathi. When Cathi answers her page, Pat adds her to the existing conference call.

Feature Name

Loudspeaker Paging Access — Deluxe

Procedures

To page individuals:

1. Tell the caller that you are going to page the called party.
2. Press one of the following:
 - PAGE 1 through PAGE 9
 - PAGE ALL, if provided
 - Keypad buttons to dial an access code
3. Page the called party, telling them which extension to call to get their call.

If you plan to connect the paged party to an existing conference call:

1. Tell them to call your extension.
2. Press the line where the conference call resides.
3. Press the SPLIT button.
4. Press the HOLD button.

Unanswered pages return to you for further assistance. If the allotted time for paging announcements expires during the page, the call disconnects and you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone).

Answering Calls for Another Party

This section covers ways to answer calls from your phone when they ring to a different phone. It includes features that your system manager sets up to operate automatically and features that you must set up each time you use them.

Backing Up the Console Operator

Your system manager can program your overflow calls to ring to one or more designated phone.

Example

The marketing department just launched an infomercial about Widget, Inc.'s self-cleaning bathtubs. Consequently, the phones are "ringing off the hook". Chris answers Pat's overflow calls at his own phone.

Feature Name

Attendant Backup

Procedures

Your system manager programs this information into your console to occur automatically.

Routing Calls Through the Console Operator

Your system manager can designate up to 50 listed directory numbers to come directly to you.

Example

Widgets, Inc. president Randy Foxworthy wants Pat to screen all calls for him. Kelly Ratliffe, system manager, programs all of Randy's calls to come directly to Pat. When a salesman calls, Pat takes a message. When Randy's wife calls, Pat sends the call through to Randy.

Feature Name

Multiple Listed Directory Numbers

Procedures

Your system manager programs this information into your console to occur automatically.

Covering Calls from the Console

Your system manager designates unanswered calls to specified phones to ring through to you.

Example

Widgets, Inc. takes great pride in providing human contact for all persons calling customer service representatives. The system manager, Kelly Ratliffe, has programmed all customer service representative phones to go to coverage. When Suzanne Jones, customer service representative, is busy on a call, an incoming call routes to Pat.

Feature Name

Call Coverage

Procedures

[Table 6](#) describes the information that displays on your display when call coverage calls come to your console.

Table 6. Call Coverage Display Information

Display	Meaning
B or b	The called party is already on a call. Your console displays the caller's number and the unanswered phone's number.
d	Nobody answered this phone or the calling party sent the call to coverage. Your console displays the caller's number and the unanswered phone's number.
s	All calls that come to this number are sent temporarily to coverage.

Forwarding All Calls

You can forward all calls or remove forwarding for all calls for any extension in the system except the console.

Exception:

Ask your system manager if you work in a Distributed Communications System (DCS) environment. If you do, the forwarded-to telephone number must not:

- Be longer than 10 digits. The 10 digits can include a 3-digit access code followed by a typical 7-digit telephone number.
- Include authorization codes. Authorization codes cannot be in the forwarded-to telephone number.

Example

Bob Sisterkey, quality assurance specialist at Widgets, Inc., had to leave the office in a hurry for a personal emergency. He is expecting an important phone call, so he calls Pat and asks her to forward his calls to another member of his team. Pat uses the call forwarding all calls procedures to forward his calls to his team member.

Feature Name

Call Forwarding All Calls

Procedures

To forward all calls for an extension:

1. Press the **START** button.
2. Dial the forwarding all calls access code.
3. Dial the extension of the phone to be forwarded.
4. Dial the forwarded-to number.
5. Select one of the following options:
 - If you hear a confirmation tone (3 short bursts of tone) indicating that the procedure is successful, press the **RELEASE** button.
 - If you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone) indicating that the procedure is unsuccessful, press the **CANCEL** button to try again.

To deactivate call forwarding all calls for a particular extension:

1. Press the **START** button.
2. Dial the forwarding all calls access code.
3. Dial the extension you want to deactivate.
4. Press the **RELEASE** button.

Parking Calls

You can put an incoming call on hold at one extension, then retrieve it from any other phone in the system. Your console has up to 10 dedicated extensions for parking calls.

Example

Rick Foylund, company arbitrator, is away from his desk when a call comes in for him. Pat pages Rick to tell him that he can call extension 5432 to answer his call. Rick dials his company's call park feature access code then 5432 to answer his call.

Feature Name

Call Park

Procedures

To park a call:

1. Press the **START** button.
2. Select one of the following options:
 - Dial the Call Park access code.or
 - Press the button your system administrator assigned to call park.
3. Use the dial keypad or the selector console to dial the extension where you want to park the call.
4. Select one of the following options:
 - If you hear a confirmation tone (3 short bursts of tone), the call is parked. Press the **RELEASE** button.
 - If you hear a busy tone, a call is already parked at the dialed extension. Press the **CANCEL** button to try again.

Paging for Called Parties

This section covers 3 methods for paging system users and includes Call Park information necessary for 2 of these methods.

Parking Calls

You can put an incoming call on hold at one extension then retrieve it from any other phone in the system. Your console has up to 10 extensions dedicated for parking calls.

Example

Rick Foylund, company arbitrator, is away from his desk when a call comes in for him. Pat places the call on hold at one of her 10 call park extensions. Pat pages Rick to tell him the number to dial to answer his call.

Feature Name

Call Park

Procedures

To park a call:

1. Press the **START** button.
2. Select one of the following options:
 - Dial the Call Park access code.or
 - Press the button your system administrator assigned to call park.
3. Use the dial keypad or the selector console to dial the extension where you want to park the call.
4. Select one of the following options:
 - If you hear a confirmation tone (3 short bursts of tone), the call is parked. Press the **RELEASE** button.
 - If you hear a busy tone, a call is already parked at the dialed extension. Press the **CANCEL** button to try again.

Chime Paging

When called parties are not at their phones, you can page them with coded chime signals. The chimes coincide with the paged party's extension. For example, paging someone from extension 113 generates chimes that:

1. Chime once followed by a pause
2. Chime once again followed by a pause
3. Chime three successive times followed by a pause

The chime sequence repeats up to 3 times. If the paged party does not answer, the call returns to you for further assistance.

You can page called parties in up to 9 locations or use a single, designated access code or button to page the called party in all 9 locations at once. Your system manager designates codes for each paging zone by assigning:

- The outside line buttons to function as paging buttons

or

- A sequence of numbers on your dial keypad that serves as the paging access code

Example

Rick Foylund, company arbitrator, is away from his desk when a call comes in for him. Pat pages Rick with code calling access. Rick hears his extension, 113, chimed and calls Pat to answer the page.

Feature Name

Code Calling Access

Procedures

To page using chimes:

1. Tell the caller that you are going to page the called party.
2. Press the **START** button.
3. Dial the code calling access code.
4. Dial the paged party's extension.
5. Select one of the following options:
 - If you hear a confirmation tone (3 short bursts of tone), the call parks on paged party's extension, and the system pages the called party.
 - To drop out of the call before the paged and calling parties are connected, press the **RELEASE** button.
 - To establish a 3-way call, wait for the called party to answer; then press **Split**.
 - To hold the call on the console, press the **HOLD** button.

or

- If you hear a busy tone, press the **CANCEL** button.
 - Report that the line is busy to the caller.
 - Take a message.
 - Press the **RELEASE** button.

Paging with Voice Paging

When called parties are away from their phones, you can page them with loudspeaker paging by parking their call then voice paging them to the extension where you parked their call. If called parties do not answer their pages, their calls automatically return to you for further assistance.

You can page called parties in up to 9 locations or use a single, designated access code or button to page the called party in all 9 locations. Your system manager designates codes for each paging zone by assigning:

- Outside line buttons to function as paging buttons

or

- A sequence of numbers on your dial keypad that serves as the paging access code

Example

Rick Foylund, company arbitrator, is away from his desk when a call comes in for him. Pat parks the call for Rick and pages him to let him know which extension he needs to call to answer the page.

Feature Name

Loudspeaker Paging Access

Procedures

To page individuals:

1. Tell the caller that you are going to page the called party.
2. Press one of the following:
 - PAGE buttons
 - PAGE ALL button, if provided
 - Keypad buttons to dial an access code
3. Page the called party, to tell them which extension to call to answer their call.

Unanswered pages return to you for further assistance. If the allotted time for paging announcements expires during the page, the call disconnects and you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone).

Paging with Deluxe Voice Paging

This feature combines call park and loudspeaker paging. You can page a caller to call an extension or call you. You also can add a paged party to an existing conference call.

You can page called parties in up to 9 locations or use a single, designated access code or button to page the called party in all 9 locations. Your system manager designates codes for each paging zone by assigning:

- Outside line buttons to function as paging buttons

or

- A sequence of numbers on your dial keypad

Example

Robert Planter, vice president of public relations, is on a conference call with musician, Larry Browning, and stand-up comedian, Cindy Wittner, to plan for an upcoming community fund-raising event. Robert wants Larry and Cindy to present their ideas to executive vice president Cathi Henrique. Pat pages Cathi. When Cathi answers her page, Pat adds her to the existing conference call.

Feature Name

Loudspeaker Paging Access — Deluxe

Procedures

To page individuals:

1. Tell the caller that you are going to page the called party.
2. Press one of the following:
 - PAGE
 - PAGE ALL, if provided
 - Keypad buttons to dial an access code
3. Page the called party and tell them which extension to call to answer their call.

If you plan to connect the paged party to an existing conference call:

1. Tell them to call your extension.
2. Press the line where the conference call resides.

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3. Press the SPLIT button.
4. Press the HOLD button.

Unanswered pages return to you for further assistance. If the allotted time for paging announcements expires during the page, the call disconnects and you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone).

Assisting Callers with Special Tools

This section covers features that allow you to provide special assistance to callers. It includes ways to hold callers on the line, interrupt an existing call, override existing features designed to block incoming calls, assist callers who need to reach a series of system users, or manage emergency calls.

Using Call Waiting

When you transfer a call to a busy line, the call returns to the console until the busy line becomes available. When the busy line becomes available, the call automatically rings through. If the line does not become available, the call rings back to you for further attention.

Example

A customer, John Steele, places a call to customer service representative Leah Hoffguard. Leah is serving another client, but hears a beep in her ear indicating that she just received an incoming call. Pat notifies the caller that Leah's line is busy. Leah brings her current call to closure and John's call automatically rings through to her extension.

Feature Name

Attendant Call Waiting

Procedures

To notify callers that the party they called is busy:

1. Press the SPLIT button. The called party hears a call-waiting ringback tone.
2. Inform the caller that the called extension is busy, and that their call is waiting to be answered.
3. Press the RELEASE button.

4. One of the following options occurs:
 - The call automatically rings through when the busy line becomes available.
 - If the line does not become available within the time preset by your system manager, the call rings back to you. To try to transfer again, repeat steps 1 through 3.

Split-Swap

You can alternate between active and split calls by pressing the SPLIT-SWAP button. This operation happens only if you have a split call and an active call, and both calls are in the talking state. If you press the SPLIT-SWAP button during non-talking states (for example, dialing, ringing states, and so forth), then the split-swap operation is denied. For outgoing trunk calls, the state of the trunk is considered to be in talking state once the trunk is cut-through or the trunk answer supervision timer times out.

The SPLIT button lamp remains lit during the split-swap operation and the SPLIT button lamp flutters if the split-swap operation is denied. The Split-Swap lamp stays off during the split-swap operation.

During the split-swap operation, if you:

- press the SPLIT button, then all parties are joined in conference and further presses of the SPLIT button or the SPLIT-SWAP button are denied.
- press the RELEASE button, then the active call and the split call are connected.
- press the HOLD button, then the active call and the split call are connected, and the connected call is put on hold.
- press the CANCEL button, then the active will drops and the split away party joins with you as the active call.

Example

George calls you and you press the START button and dial Harry, who answers. At this point, George is split away, and Harry and you are in conversation. If you wish to consult with George, but do not want Harry on the same call with George, then you can press the SPLIT-SWAP button which will split Harry away and George is in conversation with you. If you press the SPLIT-SWAP button again, then Harry will be active with you and George is split away.

Feature Name

Split-Swap

Procedures

To activate split-swap:

1. Press the SPLIT-SWAP button.

To deactivate split-swap, do one of the following:

1. Press the SPLIT button and all parties are joined in conference.
2. Press the RELEASE button and the active call and the split call are connected.
3. Press the HOLD button and the active call and the split call are connected and the connected call is put on hold.
4. Press the CANCEL button and the active call drops and the split away party joins with you as the active call.

Interrupting a Call

You can interrupt someone who is on a call.

Example

Telemarketer Sara Adams has a son, Rob, who just broke his leg. Rob's high school coach calls Sara to let her know that they are taking Rob to the hospital. Pat assists Rob's coach by interrupting Sara's existing call. Now Rob's coach can talk to Sara.

Feature Name

Attendant Intrusion

Procedures

To interrupt a call:

1. Dial the desired busy party.
2. Press the INTRUSION button.
3. Give message to called party.
4. Press the RELEASE button.

Exception:

If you interrupt a call with a caller on your line:

- Dial the desired busy party.
- Press the INTRUSION button.

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- Press the SPLIT button.
- Press the RELEASE button.

Overriding Diversion Features

Sometimes system users divert their incoming calls to another phone. For example, a user might forward calls to another extension for a lunch break. With this feature, you can bypass a diversion feature to access a desired party. Diversion features include Send All Calls, Call Coverage, Call Forward, and Busy Don't Answer.

Example

The vice president of design and development, Renee Gebner, is working on a tight deadline. She needs uninterrupted time to complete her project, so she forwards all incoming calls to her voice mail. Pat receives an urgent call for Renee and overrides the call forwarding that Renee implemented to reach her at her extension.

Feature Name

Attendant Override of Diversion Features

Procedures

To override diversion features:

1. Press the OVERRIDE button.
2. Dial the desired number.
3. Proceed with your current operation.

Emergency Notification to Digital Telephones

Your system manager dedicates one or more digital telephones to serve as emergency numbers. When system users dial an emergency number (for example, 911), these telephones get notified that an emergency call was made.

Example

Edward Murrow, Widgets, Inc. salesman, just fell down a flight of stairs breaking his leg. Tom Bronaw, who was nearby, calls the emergency extension. As soon as the call is made, all digital telephones with an assigned CRSS-ALERT button are notified with a continuous ring. The following information appears on Pat's display:

```
e= TOM ROBERTS 3041 EMRGENCY
```

Feature Name

Crisis Alert — Every User Responds

Procedures

If you work for a company that has more than one digital telephone and you receive an emergency call, the following occurs at all digital telephones and the attendant console:

1. The CRSS-ALERT button flashes and a continuous ring alerts the designated digital station. The display shows the current crisis alert, overwriting any current display.
2. Because each digital station must acknowledge each alert, each user pushes the CRSS-ALERT button, turning off the ringing and changing the lamp to a steady state.
3. The user records the crisis alert information.
4. The user pushes the NORMAL DISPLAY MODE button and the lamp turns off and the display clears.

Feature Name

Crisis Alert — Single User Responds

Procedures

If you work for a company that has more than one digital telephone and you receive an emergency call, the following occurs at all digital telephones and the attendant console:

1. The CRSS-ALERT button flashes and a continuous ring alerts the designated digital station. The display shows the current crisis alert, overwriting any current display.
2. Because each digital station receives the alert, one user pushes the CRSS-ALERT button, turning off the ringing and clearing the alert from all other stations.

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3. The user records the crisis alert information.
4. The user pushes the NORMAL DISPLAY MODE button and the lamp turns off and the display clears.

Providing Emergency Notification to the Operator

Your system manager dedicates an attendant consoles to service emergency calls. When system users dial an emergency number (for example, 911), the console is notified that an emergency call was made.

Example

Jeff Springer, Widgets, Inc. salesman, has just suffered from a heart attack. Bill O'Connor, who works nearby, dials 911. As soon as the call is made, the following information appears on Pat's display:

a= TOM ROBERTS 3041 EMRGNCY

She also hears a siren-like tone.

Feature Name

Crisis Alert to Attendant Console

Procedures

If the attendant receives an emergency call, the following occurs:

1. The CRSS-ALERT button flashes and a continuous ring alerts the attendant console. The display shows the current crisis alert, overwriting any current display.
2. The attendant pushes the CRSS-ALERT button, turning off the ringing.
3. The attendant records the crisis alert information.
4. The attendant pushes the CRSS-ALERT button, changing the lamp to a steady state.
5. The attendant pushes the CRSS-ALERT button and the lamp turns off and the display clears.

Providing Emergency Access to the Operator

Your system manager can administer the switch to allow emergency access calls to the attendant console operator.

Example

Linda Mahoney, Widgets, Inc. spokesperson, has just suffered from a heart attack. Tom Roberts, who works nearby, calls the company's emergency access to attendant feature access code (FAC). As soon as the call is made, the following information appears on Pat's display:

```
a=<Name>           Ext<ext>  00 in EMRG Q
```

She also hears a siren-like tone.

Feature Name

Emergency Access to Attendant

Procedures

If you work for a company that has more than one console and you receive an emergency call, the following occurs at all consoles:

1. A user takes the handset off-hook or dials the feature access code.
 - If the user took the handset off-hook, the call automatically rings at the attendant console after a predetermined amount of time (usually 10 seconds after dial tone stops). The call rings at the console with a louder-than-normal volume. If the guest dialed the feature access code, the call rings immediately at the attendant console.
 - The following displays:

```
a=<Name>           Ext<ext>  00 in EMRG Q
```

2. Follow your local procedures for handling emergencies.

NOTE:

Even if the attendant console is in night service, the call still rings at the attendant console, but it can be answered at the backup telephone with Trunk Answer Any Station, or from a designated emergency redirection telephone.

Placing a Series of Calls

You can manage serial calls for parties who call you from outside lines, needing to speak to a series of system users without hanging up. With this feature, the caller returns to you when the first called party hangs up. You then can transfer the caller to the next party and continue the process until all calls are complete.

Examples

Widgets, Inc. researcher Susan Bealan is in a remote part of the world locating natural resources for manufacturing environmentally-safe bathtub cleanser. She needs to talk to several people at Widgets, Inc. and wants to ensure that she does not lose contact with the company's phone system. Pat uses serial calling to connect Susan on multiple calls.

Feature Name

Attendant Serial Calling

Procedures

To manage a serial call:

1. Answer the call.
2. Press the SERIAL button.
3. Press the START button.
4. Dial the desired extension.
5. Press the RELEASE button.
When the call is complete, it returns to the console.
6. Repeat steps 1 through 5 until all calls are made.
7. Press the SERIAL button to terminate a serial call.

Managing Outside Lines

This section provides feature information for managing outside lines. It describes two types of networks and includes ways to control outside line access, ways to view outside line calling information, and ways to record outside-call information.

Controlling Access to Outside Lines

You can control system users' access to 6 (basic console) or 12 (enhanced console) outside lines. If a user attempts to use one of these outside lines, they automatically redirect to you.

Example

In an effort to increase their profit margins, Widgets, Inc. institutes a controlled long-distance calling plan. Only three customer service representatives may use long distance service and they may only call Widget, Inc. distributors. Pat screens all outgoing customer service calls and when appropriate dials the long-distance numbers for the representatives.

Feature Name

Attendant Control of Trunk Group Access

Procedures

Your system manager programs this information into your console to occur automatically. When a controlled trunk group access call occurs, the display provides you with the following information:

```
a= LINDA WAGNER LOCAL tc
```

- The name of the calling line (a=)
- The calling party's name (Linda Wagner)
- The type of outside line that the calling party tried to access (Local)
- The type of call purpose in use (tc = you have control of outside lines for this call)

Displaying Outside Line Information

This feature provides call information about outside calls. This information appears on your display. When parties on the other end of the call do not have this feature, or faulty transmission causes information to be lost, information may not appear as you expect.

With this feature, the following information appears on your display:

- Calling party's number
The full number, including the area code, of the calling party
- Calling party's name
The name associated with the calling party's phone
- Called party's number
The full number, including the area code, of the called party
- Called party's name
The name associated with the called party's number

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- Special call status information (designated by MISCID in this chapter)

Information about the changing status of a call

NOTE:

Sometimes a billing number displays for a calling or called number. For example, the billing number for a pay phone might display rather than the pay phone number.

Choosing Outside Lines

You can select a specific group of outside lines for an outgoing call.

Example

Widgets, Inc. frequently communicates with its parent company, Widgets International, located in Chicago. The system manager, Kelly Ratliffe, assigns one of the buttons in the outside lines select area to Widgets International. To call someone in Widgets International, Pat presses the outside line button labeled Chicago and dials the 7-digit phone number, without having to dial 1 and the area code.

Feature Name

Attendant Direct Trunk Group Selection

Procedures

To select an outside line:

1. Press the desired outside line button.
2. Dial the desired number.

Using Features for Internal Use

This section covers features that you might use internally for a variety of reasons. These reasons may range from restricting calls, to providing system user telephone lists, to testing your equipment. It also includes information specific to accessing console operators and working with non-phone equipment.

Restricting Calls

You can activate or deactivate calling restrictions for individual phones or groups of phones. [Table 7](#) lists the restrictions you can control:

Table 7. Calling Restrictions

Call Type	Users Cannot Do the Following:
Outbound calls	Place outside calls from these phones.
All Calls	Place or receive any calls from these phones.
Station-to-Station	Receive or place internal calls from these phones.
Termination	Receive calls on these phones.
Toll	Place toll calls, but they can place free local calls on these phones.

These restrictions override user privileges established by your system manager. Toll restriction can be substituted for outbound or station-to-station restrictions by your system manager.

Example

Lynn Johnston, telemarketing manager, is starting a special marketing push for out-of-state business. He schedules 3 of his finest telemarketers to place long-distance calls for 4 days. Rather than change the system setup for phone calls, he asks Pat to deactivate outbound call restrictions for these three telemarketers.

Feature Name

Controlled Restrictions

Procedures

To manually activate a restriction:

1. Press the **START** button.
2. Dial the feature access code for controlled restrictions.
3. Dial one of the following restriction code numbers:
 - 1 = Outbound calls/toll calls
 - 2 = All calls
 - 3 = Termination
 - 4 = Phone-to-phone/toll calls
4. Dial the extension you wish to restrict.

5. Select one of the following options:

- If you hear a confirmation tone (3 short bursts of tone), press the RELEASE button.
- If you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone), the extension is already restricted, or you dialed an incorrect code. Press the CANCEL button to retry.

To deactivate a restriction:

1. Press the START button.
2. Dial the restriction deactivation code.
3. Dial one of the following restriction code numbers:

- 1 = Outbound calls/toll calls
- 2 = All calls
- 3 = Termination
- 4 = Phone-to-phone/toll calls

4. Dial the extension that is no longer to be restricted.

5. Select one of the following options:

- If you hear a confirmation tone (3 short bursts of tone), press the RELEASE button.
- If you hear an intercept tone (alternating high-low, siren-like tone or fast busy tone), the extension is already restricted, or you dialed an incorrect code. Press the CANCEL button to retry.

Activating Don't Split

You can disable auto start by pressing the DONT SPLIT button. Don't split allows the system to send dialed touch-tone digits. Some telecommunications equipment requires touch-tone digits to function properly.

Example

Pat needs to call home to retrieve messages from her answering machine. To retrieve these messages, she must press the DONT SPLIT button, disabling auto start. Now, she can access messages from her answering machine.

Feature Name

Don't Split

Procedures

To use don't split:

1. Press the DONT SPLIT button.
2. Dial the desired number.

To deactivate don't split:

1. Press the CANCEL button.

Testing Phone System Components

You can place calls to test 4 components of your phone system:

- Outside lines
- Touch-tone phones
- Time slots
- System tones

Example

System manager Kelly Ratliffe is organizing a department move for accounting. To ensure that all phones are working properly, Kelly asks Pat to test the phones involved in the move. Pat uses facility test call procedures to verify that the phones are functioning properly.

Feature Name

Facility Test Call

Procedures

If you are authorized to perform these 4 tests, your system manager can provide detailed procedures located in the maintenance manuals for your switch.

Accessing Individual Console Operators

Your system manager assigns a personal extension to each console in your system, so that users can dial console operators directly. If you have this feature you can also:

- Be a member of a hunt group (when one line is busy, the system searches for the next available line)

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- Activate and deactivate functions associated with hunt groups. (Ask your system manager for more information.)
- Have two calls waiting in your individual call waiting queue

Example

Widgets, Inc. is consolidating telecommunications with parent company, Widgets International. Since the companies are located in different cities, system manager Kelly Ratliffe assigns personal extensions to each console operator. Jonathan Livingston, a telemarketer, has a question specific to Widgets, Inc., so he calls Pat directly.

Feature Name

Individual Attendant Access

Procedures

Your system manager programs console operator extensions to work the same as all other extensions in the system.

Using the Internal Directory

You can retrieve names and their associated extensions from your console. The number of names and extension depends on your switch type and release.

Example

New Widgets, Inc. employee Linda Cassanov needs to find the extension for president Randy Foxworthy but she has not yet received a company telephone directory. She uses the procedures outlined for Integrated Directory to find Randy's number.

Feature Name

Integrated Directory

Procedures

To search for an extension corresponding to a known name:

1. Press the INTGRTD DIRECT button.

appears

2. Press the letters of the desired name on your keypad.

Names with their corresponding extensions appear.

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3. Press the NEXT button to advance to the next name.
4. Select one of the following options:
 - Press the MAKE CALL button to call the displayed number.
 - If entered name is not in directory,
 appears.
5. Press another display mode button to exit Integrated Directory mode.

Assigning Main Console Operators

Your system manager designates a console operator from a multi-branch system to answer calls from more than one branch location. Console operators, located at each branch, can answer calls for their branch, but not another branch.

Example

Since Widgets, Inc. combined operations with Widgets International, system manager Kelly Ratliffe programs the console at Widgets International with the capability to answer calls at Widgets, Inc. too. Pat can still answer calls from Widgets, Inc., but cannot answer calls that go to Widgets International. On the other hand, Lee Miller, Widgets International operator, can answer calls for both sites.

Feature Name

Inter-PBX Attendant Calls

Procedures

Follow normal calling procedures.

Leaving Messages

Internal users can leave short, preprogrammed “call me” messages for other internal users. When the system stores a message, the Message Waiting lamp on the called party’s phone lights.

Example

At Widgets, Inc. Pat receives numerous calls for president Randy Foxworthy that require personal attention. When Randy is unavailable to take these calls, Pat uses leave word calling to notify Randy that he has a call that she must discuss with him.

Feature Name

Leave Word Calling

Procedures

To store a message when a phone is busy or a call goes unanswered:

1. Press the START button.
2. Dial the desired extension.
Called party's phone is busy or goes unanswered.
3. Press the LWC button. This leave a preprogrammed "call me" message.
4. Hang up.

To cancel a message you left for a system user:

1. Press the START button.
 2. Press the LWC CANCEL button.
 3. Dial extension number where message was left.
 4. Select one of the following options:
 - If you hear a confirmation tone (3 short bursts of tone), press the RELEASE button.
- or
- If you hear a reorder tone (fast busy tone), press the CANCEL button to try again.

Retrieving Messages

You can retrieve messages for other system users. Other system users may or may not be able to retrieve their own messages.

Example

Rich Winston, manager of Widgets, Inc. self-cleaning bathtub manufacturing, needs to retrieve leave word calling messages left for him on his assembly line phone. He calls Pat and Pat sees the following information on her display:

CARTER ANN 2/7 10:45a 2 CALL 3124

Pat tells Rich that Ann Carter called him two times; the last time she called was at 10:45 on February 7; and Ann wants Rich to call her back at extension 3124.

Feature Name

Message Retrieval

Procedures

To retrieve messages:

1. Press the COVER MSG RT button.
Messages display on the display.
2. Read messages, if any, to the system user.
3. Press one of the following buttons for more options:
 - NEXT — Displays the next stored message or displays **END OF MESSAGES**
 - DELETE MSG (Delete Message) — Deletes the displayed message
 - MAKE CALL — Automatically returns the call requested by the currently displayed message

Using Night Service

Your console can automatically answer incoming calls without your assistance.

Example

Widgets, Inc. has a prerecorded message for people who call after hours. When Pat leaves work each night, she places the console in night service and callers hear the after hours message.

Feature Name

Night Service

Procedures

To activate Night Service:

1. Press the NIGHT button.

To deactivate Night Service:

1. Press the NIGHT button.

Routing Calls Economically

Your system can route outgoing calls in the most economical way based on the time of day and the day of the week. Your system manager designates one of up to eight routing plans as the standard routing plan for each day of the week. Your system manager, however, may alter the routing plan with manual or clocked manual override.

Manual Override

When you activate Manual Override, the currently-active routing plan changes immediately to a new plan. The new plan remains in effect until you manually deactivate the override or until the next scheduled routing plan takes effect.

Clocked Manual Override

This option lets your system manager specify the day and time to override the scheduled time-of-day routing plan. Your system manager can also specify a deactivate day and time, or can manually deactivate clocked manual override.

Example

System manager Kelly Ratliffe saves considerable money for Widgets, Inc. by designing automated paths for calls to follow at certain times of the day on certain days of the week. She programs calls placed before 10:00 a.m. from Maine to route through the Los Angeles outside line, and calls placed after 3:00 p.m. from Los Angeles to route through the Portland, Maine line. Widgets, Inc. receives night rates for Portland, Maine calls made before 10:00 a.m. and evening rates for Los Angeles calls made after 3:00 p.m.

Feature Name

Time-of-Day Routing

Procedures

Your system manager programs this information into your console to occur automatically. However, your system manager may ask you to change the normal routing plan. This plan can be changed up to 6 times each day for each day of the week. The two options available for changing the daily routing plan are:

- Immediate Manual Override
- Clocked Manual Override

Your system manager can tell you which option(s) you have and when the option(s) should be activated.

Immediate Manual Override

When you activate this option, the currently active routing plan is changed immediately to a new plan. The new plan remains in effect until the override is deactivated manually or until the next scheduled routing plan takes effect.

To activate Immediate Manual Override:

NOTE:

The Immediate Override lamp is lit if this option is already active.

1. Press the Immediate Override button.
 - The Immediate Override lamp lights.
 - The first line of display shows:
OLD ROUT PLAN: x ENTER NEW PLAN:

(Where x is a number from 1 through 8 that identifies the routing plan currently in effect.)
2. Use the touch-tone buttons to enter the number (from 1 through 8) of the new routing plan.
 - The Immediate Override lamp remains steadily lighted
 - Display updates to:
OLD ROUTE PLAN: x ENTER NEW PLAN: y

(Where y is the number you just entered.)

NOTE:

If you pressed any button other than the 1 through 8 buttons on the dialpad, the Immediate Manual Override attempt is denied; the display returns to the Normal mode. You must repeat step 1 to try again.

3. Press the Immediate Override or Normal Mode button.
 - The Immediate Override lamp remains steadily lighted.
 - Immediate Manual Override is active.

To deactivate Immediate Manual Override:

1. Press the Immediate Override button.
 - The Immediate Override lamp goes out.
 - Scheduled daily routing plan goes into effect immediately.

Clocked Manual Override

This option lets you specify the day and time to override the scheduled Time-of-Day routing plan. You also can specify a deactivate day and time, or you can manually deactivate Clocked Manual Override.

In the following procedure, a number from 1 through 8 specifies the desired routing plan; a number from 1 through 7 specifies the day (1 is for Sunday and 7 is for Saturday). The time is specified in military hours (0000 for 1:00 a.m. and 2359 for midnight).

To activate Clocked Manual Override:

NOTE:

The Clocked Override lamp is lit if this option is already active.

1. Press the Clocked Override button.
 - The Clocked Override lamp lights.
 - First line of display shows:
ENTER ACTIVATE ROUTE PLAN, DAY & TIME
2. Use the touch-tone dialpad to enter the following in the order shown:
Press the 1 through 8 button (to specify the routing plan) and the 1 through 7 button (to specify the day) 0000 through 2359 (to specify the hour).
 - The Clocked Override lamp remains steadily lighted.
 - Display shows:
ROUTE PLAN: x FOR: yyy ACT-TIME: zz:zz

(Where x is the routing plan number, yyy is the 3-letter abbreviation for the day of the week, and zz:zz is the activation hour.)

NOTE:

If you enter any invalid information, the Clocked Manual Override attempt is denied; the display returns to the Normal mode. You must repeat step 1 to try again.

To enter a deactivate date:

1. Press the Clocked Override to confirm activation input data and to enter deactivation time.
 - The Clocked Override lamp remains steadily lighted.
 - Display shows:
ENTER DEACTIVATION DATE & TIME

2. Enter the following in the order shown:
1 through 7 (to specify the day)
0000 through 2359 (to specify the hour)
 - Display shows:
ROUTE PLAN: x FOR: yyy DEACT-TIME: zz:zz
(Where x is the routing plan number, yyy is the 3-letter abbreviation for the day of the week, and zz:zz is the activation hour.)
3. Press the Clocked Override or Normal Mode button.
 - The Clocked Override lamp remains steadily lighted.
 - Clocked Manual Override is active.

To manually deactivate Clocked Manual Override:

1. Press the Clocked Override button.
 - The Clocked Override lamp goes out.
 - Scheduled daily routing plan goes into effect immediately.

Using Visually Impaired Attendant Service

Your console provides 8 buttons for voiced feedback for visually-impaired console-operators. [Table 8](#) lists the 8 buttons and their function:

Table 8. Using VIAS Buttons

Button Name	Voiced Function
ACTIVATION/DEACTIVATION	Tells how to activate or deactivate this feature.
CONSOLE STATUS	Console's current status
DISPLAY STATUS	Display information
LAST OPERATION	Last completed operation
LAST VOICED MESSAGE	Last message or digit sent to the console
DIRECT TRUNK GROUP SELECTION STATUS	Available outside lines
CLASS OF RESTRICTION	Current caller's calling privileges
INSPECT	Tells what features are assigned to other buttons

⇒ NOTE:

This feature requires at least one speech processor circuit pack to be installed into a system port carrier, since you can perform VIAS capabilities with speech synthesis messages that system users voice to you.

The HELP number for visually impaired users is 1-800-233-1222.

Example

Pat is taking a leave of absence from Widgets, Inc. Her replacement, Lindsey Buller, is visually impaired. Kelly Ratliffe, system manager, programs her console with VIAS, and acquaints her with the location of each VIAS button. Lindsey must ensure that she activates the VIAS feature each day. A call comes in for president Randy Foxworthy and unfortunately, Lindsey forgets who just called. Lindsey simply presses the LAST VOICED MESSAGE button to find out who just called.

Feature Name

VIAS

Procedures

To use visually impaired services:

1. Press the ACTIVATION/DEACTIVATION button to activate the service for the console.
2. Press one of the buttons listed above.
3. Press the ACTIVATION/DEACTIVATION button to deactivate the service.

⇒ NOTE:

System initialization, does not automatically activate VIAS. After a warm RESTART button operation, VIAS remains activated.

RECOVERY and cold RESTART button operations do not automatically activate VIAS even if it was activated before the RECOVERY or RESTART button attempt.

When the attendant console busyouts and VIAS is active, VIAS automatically deactivates.

