



AT&T

AT&T System 75

User's Guide

Console Operations



AT&T System 75
User's Guide
Console Operations

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INTRODUCTION

This guide to the operations of the System 75 attendant console is for use by console attendants after training is completed. It provides detailed step-by-step instructions for each operation accompanied by descriptions of the possible system responses.

Note: This guide does not cover operations associated with Hospitality Services and Automatic Call Distribution (ACD). Information on these groups of features can be found in the following documents:

- *AT&T System 75 User's Guide—Hospitality Operation, 555-200-723*
- *AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions, 555-200-722*
- *AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions, 555-200-724*

This issue replaces all previous issues of this document. Reasons for reissue include the following:

- To include information on Release 1 Version 3 (R1V3) of the system in addition to R1V1 and R1V2.
- To remove redundant equipment descriptions.
- To add a Feature Summary section to the document. This section contains additional information on Call Coverage, Leave Word Calling, Message Retrieval, and Integrated Directory.
- To add a section on using the console to troubleshoot the system.
- To update the Attendant Console Feature Buttons Table.
- To provide additional display information.
- To present buttons in distinctive blocks that contain actual nomenclature.
- To change the format of step-by-step procedures so that they are more logical and easier to use.
- To eliminate redundant and repetitious steps from procedures.

This guide contains terms that specifically apply to the System 75 attendant console; they are defined in the text where they are first used and are also entered in the Glossary. Terms associated with communications systems in general are listed and defined in the Glossary.

The information contained in this guide applies to Versions 1, 2, and 3 of System 75 unless otherwise noted. Features specified as V2 and V3 or as V3 are not operational with earlier versions.

The rest of this guide is divided into twelve sections:

- **DESCRIPTION**—Describes and illustrates the basic console and the optional selector console. Also describes the information presented on the console's alphanumeric display and the tones heard at the console.
- **BASIC OPERATING PROCEDURES**—Contains step-by-step instructions for answering and originate calls at the console.

- **CALL EXTENDING PROCEDURES**—Contains step-by-step instructions for connecting incoming calls to inside extension numbers and outside numbers.
- **FEATURES**—Contains descriptions of features associated with the console and, where applicable, the procedures for activating and using them. The features are arranged alphabetically.
- **DISTRIBUTED COMMUNICATIONS SYSTEM**—Provides an alphabetical listing of attendant features that operate transparently in a Distributed Communications System environment.
- **ROUTINE MAINTENANCE**—Describes a routine procedure that the attendant can use to check the console; contains information on the effect of commercial power failure on the console.
- **TROUBLESHOOTING THE SYSTEM FROM THE CONSOLE**—Contains useful information on using attendant features to isolate and analyze system troubles; also provides trouble reporting guidelines.
- **FEATURE SUMMARY**—Provides a summary of several of the more complex system features. This section may be read independently of the other sections.
- **SYSTEM SUMMARY**—Provides a listing of feature access codes that the attendant can dial and lists intervals and limits set for the system that the attendant needs to know.
- **REFERENCES**—Lists other System 75 documents.
- **GLOSSARY**—Provides an alphabetical listing and brief definitions of words and terms used with the attendant console and communications systems.
- **INDEX**—Provides an alphabetical listing of the information within this guide. For ease of use, all key words within a title or term are listed.

DESCRIPTION

This section provides a description of the System 75 attendant console, which consists of the basic console (Figure 1) and the optional selector console (Figure 2). The call information displays and tones associated with console functions are also covered.

The attendant console is used to answer and extend incoming calls, to place outgoing calls, to provide information and assistance to inside and outside parties, and to manage and monitor some system operations.

BASIC ATTENDANT CONSOLE

This desk-top unit is a digital call-handling position with push-button controls and lamps grouped in functional areas as shown in Figure 1. It can be used alone or with the selector console.

The console has jacks on each side for use with the handset supplied with the console or with a headset. The handset cradle, which is not a switchhook, can be mounted on either side.

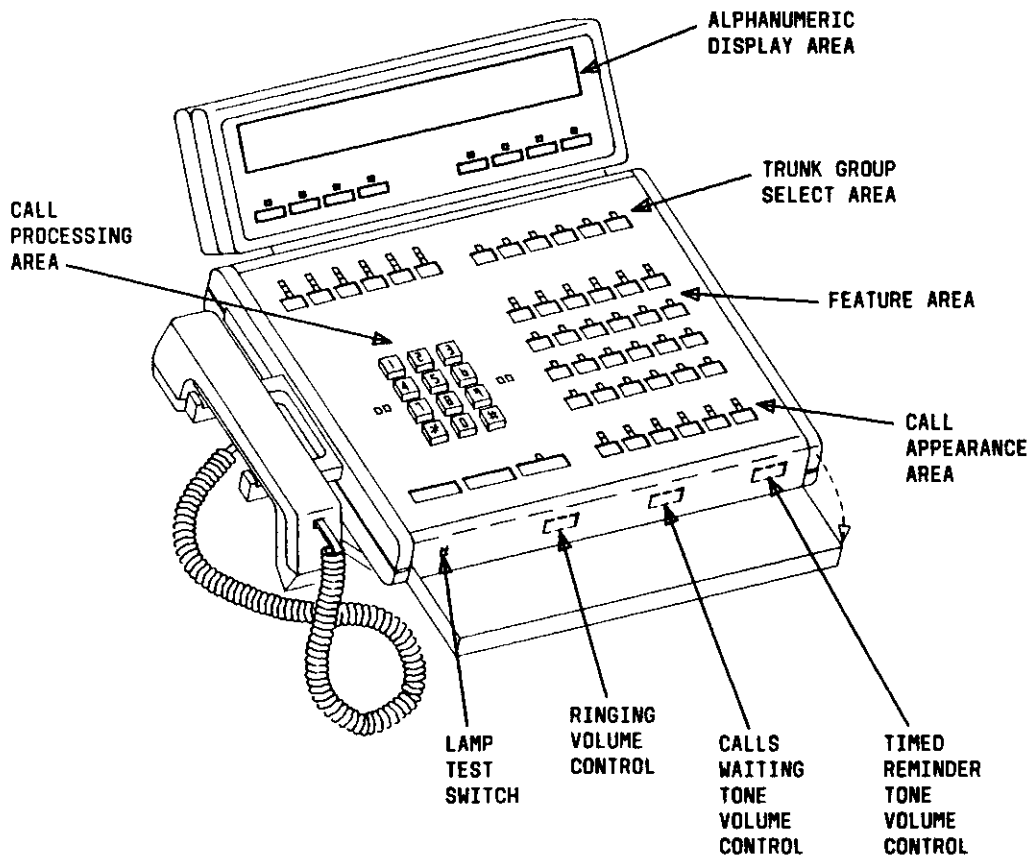


Figure 1. Basic Attendant Console

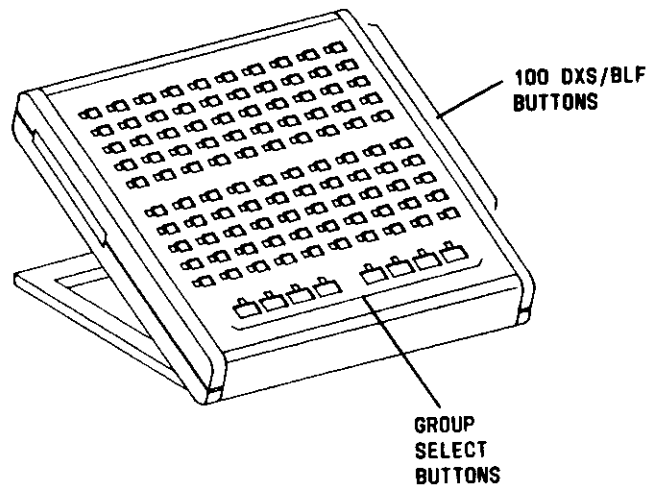


Figure 2. Selector Console

SELECTOR CONSOLE

The selector console is an adjunct to the basic attendant console. It provides the Direct Extension Selection (DXS) With Busy Lamp Field (BLF) feature. This feature provides a visual indication of the busy or idle status of the extension numbers assigned to the system. Calls are placed by pressing a Group Select button and a DXS button.

FUNCTIONAL AREAS

The next part of this section contains descriptions of the following attendant console functional areas:

- Trunk Group Select Area
- Call Appearance Area
- Call Processing Area
- Feature Area
- Alphanumeric Display Area
- Selector Console Area (optional)

Trunk Group Select Area

The Trunk Group Select buttons and associated lamps (see Figure 3) function as follows:

- **Trunk Group Select Button**

Provides direct selection of an outgoing trunk group. Each button can be labeled to show the assigned trunk group. A Trunk Group Select button can also be used for direct selection of a code calling or loudspeaker paging zone.

- **Busy Lamp**

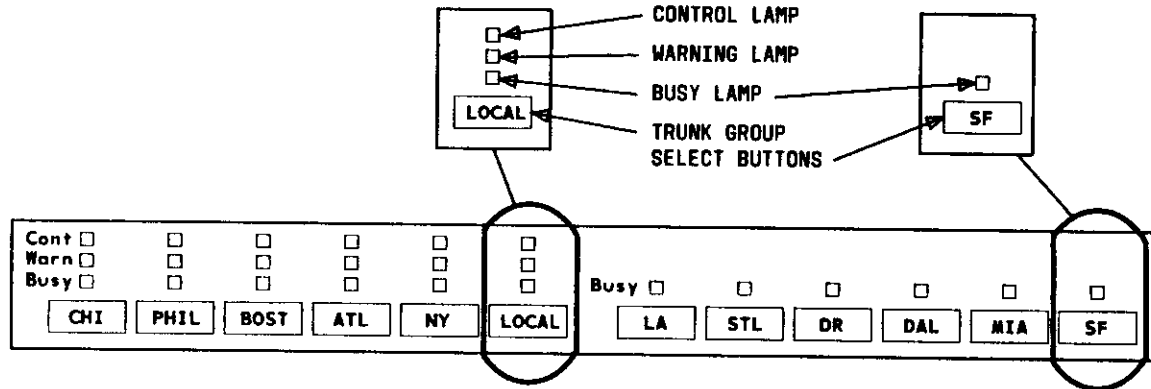
Lights when all trunks in the associated trunk group are busy.

- **Warn (Warning) Lamp**

Lights when a preset (by the System Manager) number of trunks are busy in the associated trunk group.

- **Cont (Control) Lamp**

Lights when the Attendant Control of Trunk Group Access feature is activated for the associated trunk group.



NOTE: BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

Figure 3. Trunk Group Select Buttons/Lamps

Call Appearance Area

The call appearance buttons and associated lamps (see Figure 4) function as follows:

- **Call Appearance Button**

Pressed to answer and originate calls.

Calls always come in on the leftmost idle call appearance button.

The call appearance is idle when both status lamps are dark.

- **Atnd (Attendant) Lamp**

Lights when the attendant is using the associated call appearance.

Flashes when an incoming call needs answering or when an attendant-extended call was not answered and has returned to the console for further assistance.

- **Hold Lamp**

Lights when a call is held on the associated call appearance.

Flashes when the time expires for the following held calls, and the call returns to the console for further assistance:

- Single-party call
- Attendant-extended call that was not answered

The attendant can reenter a single-party held call at any time; however, a multiple-party held call cannot be reentered if the Attendant Lockout feature is active unless a voice terminal user recalls the attendant. The System Manager will advise if the Attendant Lockout feature is active.

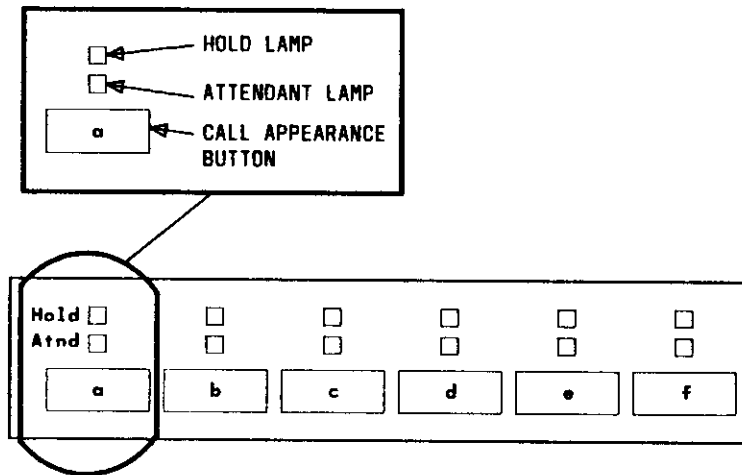


Figure 4. Call Appearance Buttons/Lamps

Call Processing Area

This area (see Figure 5) has buttons, lamps, and a touch-tone dial. The **Cancel**, **Start**, and **Release** buttons are used to process calls and activate features. The lamps show console status and system alarm status.

The buttons and lamps function as follows:

Buttons

- **Cancel**

Cancels an attempt to extend a call to a busy or misdialed extension number or trunk, silences the tone, and automatically reconnects any parties that had been split (separated) from the connection. If only the attendant is active on the call, dial tone is returned after **Cancel** is pressed.

Disconnects the last party the attendant added to a conference call or the only party on a connection.

- **Start**

Obtains dial tone automatically and allows a call to be originated or extended.

When **Start** is pressed, any parties on the call are split from the connection, and the **Split** lamp lights. To reconnect the split parties, refer to **Split** button in the Feature Buttons section.

- **Release**

Releases the attendant from a call and readies the console for the next call. Any other parties on the call remain connected.

Lamps

- **Alm-Ack** (Alarm-Acknowledge)

The **Alm** lamp (left lamp) lights when a system alarm is detected. Both lamps light when the remote maintenance center is notified. The **Ack** lamp flashes if the system was unable to notify the remote maintenance center. Both lamps are dark when the alarm condition is clear or when an alarm does not exist.

- **Calls Waiting**

Lights when calls made to the attendant group number (0) or the listed directory number are waiting in the attendant group queue to be answered. The left lamp lights when at least one call is waiting to be answered. The right lamp lights when the calls waiting exceed the limit preset (by the System Manager) for the system.

Calls waiting in the queue of the attendant's individual extension number are indicated by the top lamp over the **Forced Release** button (Versions 2 and 3).

- **Pos Avail** (Position Available)

Lights when the console is available for calls to the attendant group. This lamp does not indicate whether or not the console is available for individual attendant (Version 2 and Version 3) calls.

Is dark when the attendant is active on a call, when a call is ringing the console, when the handset or headset is unplugged, when the attendant presses the **Pos Busy** (Position Busy) button, or when the system is in a mode other than that for which the console is assigned (night service, for example). **Pos Busy** button is discussed in the Feature Buttons section.

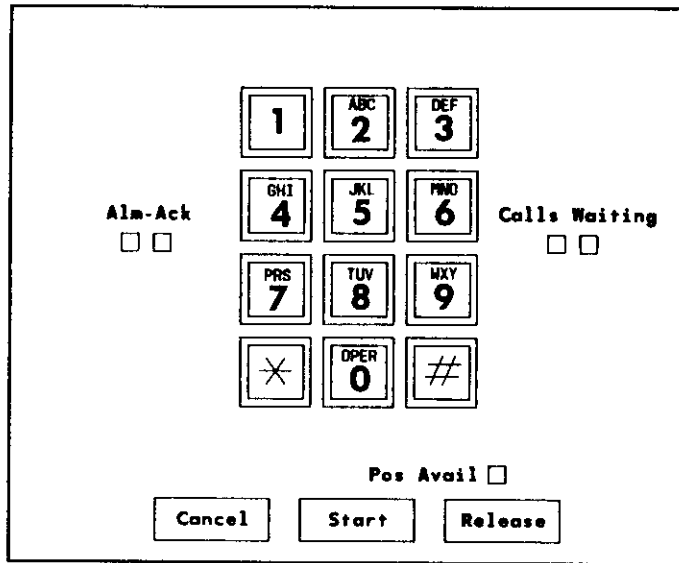


Figure 5. Call Processing Area

Feature Area

Feature buttons provide access to many of the system's features and make call handling easier. Five of the buttons are preset for specific functions and cannot be changed. The remaining buttons are assigned to optional features by the System Manager, based on the needs of the individual attendant.

The buttons and associated lamps (see Figure 6) function as follows:

Preset Buttons

- **Split**

Reconnects the attendant to a call that was split from the console and turns off the **Split** lamp. Calls are split from the console when the attendant, active on a call, wants to talk to another party and presses the desired button to originate another call on the same call appearance.

After the call is placed, the attendant presses the **Split** button and is reconnected to the split party.

- **Hold**

Places a call on hold. The **Hold** lamp associated with the call appearance button lights steadily. The **Hold** lamp is discussed in the Call Appearance Button section.

- **Forced Release**

Releases the attendant and disconnects all parties on an active trunk-to-trunk connection established by the attendant.

With Version 2 and Version 3, the top lamp associated with the **Forced Release** button is used to indicate that a call is in the attendant's individual queue.

- **Night**

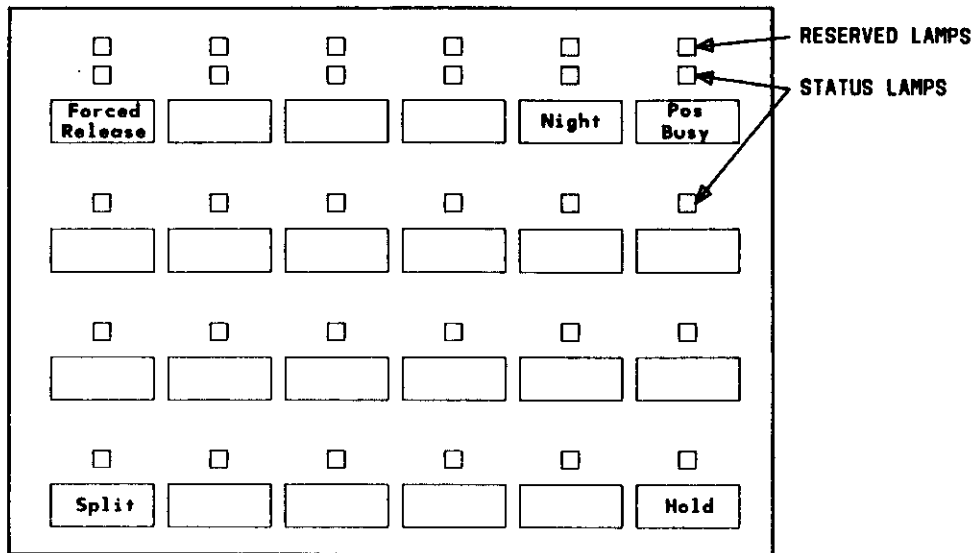
Places the primary and daytime consoles in the Night Service mode when the attendants go off duty and makes the night console available for calls, if a night console is activated.

When the daytime attendants return to duty, the **Night** button is pressed to deactivate the Night Service mode. The **Night** button must be activated/deactivated at the primary console.

The lamp associated with the **Night** button lights at all consoles (except the night console, if provided) when the Night Service feature is activated and goes dark when the feature is deactivated.

- **Pos Busy (Position Busy)**

Places the console in a busy mode. Incoming calls to the attendant group cannot be received; however, calls can be originated. With Version 1, **Pos Busy** is denied if all other attendant positions are in the busy mode. With Version 2 and Version 3, all attendants can be **Pos Busy** simultaneously. If all other attendants are **Pos Busy** and the last available attendant activates **Pos Busy**, the top lamp of the **Pos Busy** button at that attendant console flashes. The attendant should press **Pos Busy** if he/she will be away from the console. This prevents calls routing to the unattended console.



NOTE: LABELED BUTTONS ARE FIXED POSITIONS. OTHER BUTTONS ARE ASSIGNED PER CONSOLE.

Figure 6. Feature Buttons

Assigned Feature Buttons

Table A provides a list of feature buttons that can be assigned to the attendant console and a brief description of what each button does. The buttons used with Hospitality Services and Automatic Call Distribution (ACD) operations are listed although the procedures used with these features are not covered in this manual. The lamp associated with an assigned button flashes momentarily if the button is pressed but the feature is not available at that time.

TABLE A. Attendant Console Feature Buttons

TYPICAL BUTTON LABEL	WHAT THE BUTTON DOES
ACA	Activates Automatic Circuit Assurance referral
AD(name)	Provides Abbreviated Dialing of a number or an access code
After Call Work	Allows an ACD agent to enter the After Call Work mode.

TABLE A. Attendant Console Feature Buttons (Contd.)

TYPICAL BUTTON LABEL	WHAT THE BUTTON DOES
AQC	Lamp flashes when the number of Attendant Queued Calls for the attendant group reaches an administered threshold; pressing the button displays the queue status
AQT	Lamp flashes when the oldest call in the attendant group reaches an administered Attendant Queued Time threshold; pressing the button displays the queue status
Assist	Allows an ACD agent to request assistance from the split supervisor.
Auto In	Allows an ACD agent to enter the Auto-In mode
Auto Wakeup	Allows the attendant to enter a wakeup call for a guest (Hospitality Services feature)
Auxiliary Work	Makes the console in a hunt group unavailable to incoming calls to the group (V3 systems only)
Busy	Lamp shows busy/idle status of the assigned trunk or extension number; button places a call to that facility (Facility Busy Indication feature)
Busy Verify	Activates Busy Verification of Terminals and Trunks
CAS Backup	Associated lamp indicates that backup service is in effect
Check In	Cancels outward calling restriction for the voice terminal of a guest room when the room is occupied (Hospitality Services feature)
Check Out	Activates outward calling restriction for the voice terminal of a guest room when the room is vacated (Hospitality Services feature)
Class (COR)	Displays an internal caller's Class of Restriction
Consult	Connects the covering party to the called party (principal) for private consultation (Call Coverage feature)
Cont Act	Activates Attendant Control of Trunk Group Access
Cont Deact	Deactivates Attendant Control of Trunk Group Access





TABLE A. Attendant Console Feature Buttons (Contd.)

TYPICAL BUTTON LABEL	WHAT THE BUTTON DOES
Coverage	Associated lamp identifies an incoming call directed to a Coverage Answer Group
Cover Cback	Leaves a message for the principal to call the calling party
Cover Msg Rt	Displays messages left for system users
CW Aud Off	Silences Call Waiting ringback tone
Date Time	Displays the current date and time of day
Delete Msg	Deletes currently displayed message
Do Not Disturb Ext	Allows the attendant to activate Do Not Disturb for an extension number (Hospitality Services feature)
Do Not Disturb Grp	Allows attendant to activate Do Not Disturb for a group of extension numbers (Hospitality Services feature)
Emergency	Associated lamp identifies an incoming Emergency Access to the Attendant call
Go to Cover	Sends a call directly to coverage
Identify Trunk	Identifies a specific trunk being used on a call
In Aud Off	Silences ringing associated with incoming calls
Inspect Mode	Displays call related information for a call on hold
Intgrid Directory	Accesses the Integrated Directory
LWC	Activates Leave Word Calling; leaves a message for a called party to return a call
LWC Cancel	Cancels an LWC message
Link Failure	Associated lamp indicates that the assigned System Communication Interface link has failed
Major Alarm	Associated lamp indicates that a major alarm in the system is active

TABLE A. Attendant Console Feature Buttons (Contd.)

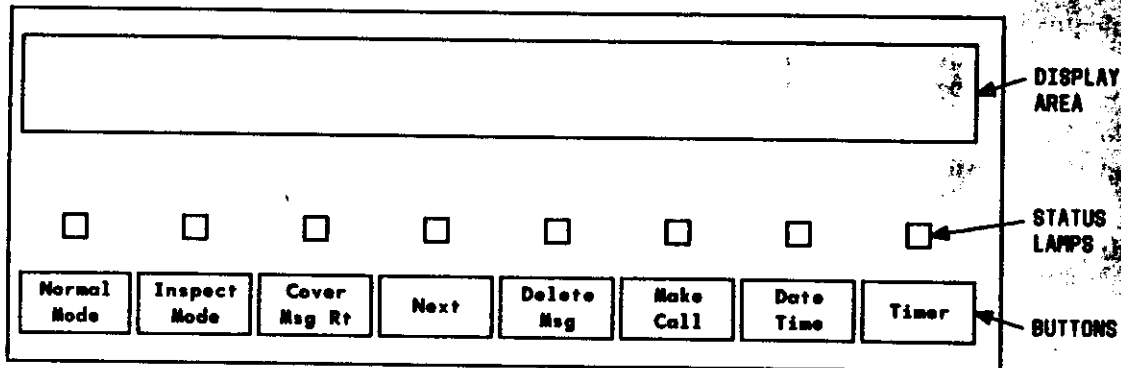
TYPICAL BUTTON LABEL	WHAT THE BUTTON DOES
Make Busy	Makes the console in a hunt group unavailable to incoming calls to the group (V1 and V2 systems only)
Make Call	Places a call to an extension number associated with a displayed message
Manual-In	Allows the ACD agent to enter the Manual-In mode
Msg	Associated lamp indicates that a message is left for another user
Msg Waiting Act	Turns on the message indicator at a specified voice terminal (Hospitality Services feature)
Msg Waiting Deact	Turns off the message indicator at a specified voice terminal (Hospitality Services feature)
Next	Displays the next message or next name in directory
Night Serv Hunt Grp	Puts hunt group in night service
Night Serv Trunk Grp	Puts trunk group in night service
Normal Mode	Displays call related information for the active call appearance
PMS Alarm	Associated lamp indicates that the PMS link has failed
Print Msgs	Activates AP Demand Print
Priority Call	Associated lamp indicates a priority call
Queue Calls	Lamp flashes when the number of calls in a hunt group queue reaches an administered threshold; pressing the button displays the queue status (ACD feature)
Queue Time	Lamp flashes when the time-based warning level in a hunt group queue reaches an administered threshold; pressing the button displays the queue status (ACD feature)

TABLE A. Attendant Console Feature Buttons (Contd.)

TYPICAL BUTTON LABEL	WHAT THE BUTTON DOES
	Silences the Timed Reminder tone
	Releases the ACD agent from a call
	Displays the number assigned to a button administered through the Facility Busy Indication feature
	Displays elapsed time

Alphanumeric Display Area

The alphanumeric display area (see Figure 7) contains a 40-character display and eight control buttons with associated lamps.



NOTE: BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

Figure 7. Alphanumeric Display

Display Area

The 40-character display shows call-related information. Other information, such as messages left for voice terminal users, can also be displayed.

Call-related information includes the following:

- Call Appearance Identification

The six attendant call appearance buttons are labeled **a** through **f**. The display shows, for example, **a=** for a call incoming on the first call appearance button, **b=** for a call incoming on the second call appearance button, and so on.

- Calling Party Identification

- Version 1

When the call is from a system user, the display shows the caller's extension number, the caller's name, or a unique identification administered for the voice terminal being used. When the call is from outside the system, the display shows the trunk identification, such as **CHICAGO**, assigned to the trunk group used for the call.

- Version 2 and Version 3

When the call is from a system user, the display shows the caller's name, or a unique identification administered for the voice terminal being used, along with the calling party's extension number. When the call is from outside the system, the display shows the trunk identification, such as **CHICAGO**, and the trunk access code assigned to the trunk group used for the call.

- Called Party Identification

- Version 1

On calls to a system user, the display shows the digits as they are dialed. After the dialing is complete, the display shows the called party's name. If no name is assigned, the called party's extension number is displayed.

On outgoing trunk calls, the display shows the digits as they are dialed, followed by the name assigned to the trunk group being used. The System Manager can suppress the name of any trunk group. If such a trunk group is accessed, the called party portion of the display is blank.

— Version 2 and Version 3

On calls to a system user, the display shows the digits as they are dialed. After the dialing is complete, the display shows the called party's name and extension number. If no name is assigned, only the called party's extension number is displayed.

On outgoing trunk calls, the display shows the digits as they are dialed, followed by the name and trunk access code assigned to the trunk group being used. The System Manager can suppress the name of any trunk group. If such a trunk group is accessed, the name portion of the display is blank.

• System User's Class of Restriction (COR)

All system users have a COR to define their calling privileges. The COR is a 2-digit number followed immediately by a hyphen and a 4-character identifier. With Version 1, the display shows a user's COR whenever the attendant makes or answers an internal call. With Version 2 and Version 3, a COR button must be pressed to display a user's COR. The COR information can be obtained from the System Manager. The restriction identifiers are as follows:

ORIG—Origination restriction

OTWD—Outward restriction

TOLL—Toll restriction

CODE—Code restriction

NONE—No restriction

• Call Purpose

This refers to calls that are directed, redirected, or returning to the console through an interaction with a feature. The call purpose identifiers are as follows:

co—Controlled Outward Restriction Call (V3)—Indicates that a call from an internal user has been redirected to the attendant because the user has Controlled Outward Restriction and has attempted to make an outgoing call.

ct—Controlled Termination Restriction Call (V3)—Indicates that a call has been redirected to the attendant because a user has Controlled Termination Restriction and the calling party has tried to call that user.

cs—Controlled Station-to-Station Restriction Call (V3)—Indicates that a call from an internal user has been redirected to the attendant because the user has Controlled Station-to-Station Restriction and has tried to make a station-to-station call.

ic—Intercept Call—Indicates that the incoming call has been redirected to the attendant as a result of Intercept Treatment.

ld—DID LDN Call—Indicates that the incoming call is a Listed Directory Number (LDN) call on a Direct Inward Dialing (DID) trunk.

rt—Return Call—Shows that an attendant-extended call was not answered within the preset time and has returned to the console.

rc—Recall Call—Shows that a system user, active on a call held on the console, is requesting attendant assistance.

tc—Trunk Control—Shows that a system user tried to place an outgoing call, the Attendant Control of Trunk Group Access feature is active for that particular trunk group, and the call has been redirected to the console.

f—Call Forwarding—Shows that a system user has forwarded his or her incoming calls to the attendant.

When the Call Coverage feature is active and the attendant is a covering user, the following call purpose identifiers will be displayed:

s—Send All Calls—Shows that the called system user is temporarily sending all calls to coverage.

b—Busy—Shows that the called voice terminal is active.

d—Don't Answer or Cover—Indicates that the called voice terminal was not answered or that the calling system user has sent the call to coverage, or the called voice terminal user is not available. This identifier also indicates that the called voice terminal has a temporary bridged appearance of the call.

b—Busy—Indicates that the called voice terminal user is active on a call, and the called voice terminal user has a temporary bridged appearance of the call.

B—Busy—Indicates that the called voice terminal user is active on a call, and the called voice terminal user does not have a temporary bridged appearance of the call.

Some typical displays are as follows:

- Internal call originated by the attendant (V1):

a=3602

then

a= TOM BROWN 04-NONE

or

a= EXT 3602 04-OTWD

- Internal call originated by the attendant (V2 and V3):

a=3602

then

a= TOM BROWN 3062

or

a= EXT 3602 3602

- Outgoing trunk call originated by the attendant (V1):

b=87843541

Where 8 is the trunk access code and 784-3541 is the number dialed.

then

b= OUTSIDE CALL

or

b= WATS

- Outgoing trunk call originated by the attendant (V2 and V3):

b=87843541

Where 8 is the trunk access code and 784-3541 is the number dialed.

then

b= OUTSIDE CALL 8

or

b= WATS 101

Where 101 is the trunk access code of the outgoing trunk group.

- Incoming trunk call to the attendant (V1):

a= OUTSIDE CALL

- Incoming trunk call to the attendant (V2 and V3):

a= OUTSIDE CALL 102

Where 102 is the trunk access code of the incoming trunk group.

- Call from an inside user to the attendant (V1)

a= PEARSON 04-OTWD

Where the calling user has Class of Restriction 04 and cannot place outgoing calls.

- Call from an inside user to the attendant (V2 and V3)

a= PEARSON 5402

- Incoming trunk call extended to an inside voice terminal, now returning to the console:

e= OUTSIDE CALL to EXT 4328 rt

- Conference call originated by the attendant:

b= CONFERENCE 4

Where 4 is the number of conferees, not including the attendant.

- Internal call redirected to coverage:

b= EXT 3174 to EXT 3077 d

or

b= BOB SMITH to JOYCE THOMAS d

Where d indicates that Go to Cover was activated by the calling voice terminal user.

- Incoming trunk call redirected to coverage:

b= OUTSIDE CALL to DON SMITH s

Where s indicates that Send All Calls was activated by the called voice terminal user.

- Coverage Message Retrieval

IN PROGRESS

then

MESSAGES FOR BETTY R. SIMS

then

JOE JONES 10/16 11:40a 2 CALL 3124

This display means that Joe Jones called Betty R. Sims the morning of October 16. The second message was stored at 11:40 a.m. Joe wants Betty to call his extension number, 3124.

- Integrated Directory mode:

CARTER, ANN 3408 3

This display shows the name and extension number as administered in the system. The 3 indicates that three buttons were pressed to reach this particular display.

Buttons and Lamps

The eight buttons and associated status lamps indicate the display mode. When the status lamp associated with the **Normal Mode** button is lighted, the alphanumeric display is in the Normal mode. When the **Inspect Mode** button is pressed, the **Inspect Mode** button status lamp lights, the **Normal Mode** button status lamp goes dark, and the alphanumeric display is in the Inspect mode. To return to the Normal mode, the attendant presses the **Normal Mode** button again.

The following display functions are available on the buttons. The function of each button may be changed by the System Manager.

- **Normal Mode**

Displays call-related information for an active incoming call and attendant-originated call. A detailed description of this information is discussed under the Alphanumeric Display section.

- **Inspect Mode**

Displays call-related information on held calls when the attendant is active on a call. The attendant can press this button at any time. For example, the attendant is active on call appearance button **b** and a call is held on call appearance button **a**.

The attendant can press the **Inspect Mode** button and call appearance button **a** to display the information associated with the call on button **a**.

- **Date Time**

Displays the current time of day and date. For example, the attendant presses the button, the display shows the following:

10:23 am FRIDAY MAY 6, 1985

- **Timer (Elapsed Time)**

Displays elapsed time in hours, minutes, and seconds. The timing starts when the button is pressed and stops when the button is pressed again. The **Timer** button can be used any time the attendant wants to record the time spent on a particular call or operation. An example of the display is as follows:

a= OUTSIDE CALL : 1:03

This example shows that the attendant has been active on an outside call on call appearance button **a** for 1 minute and 3 seconds.

- **Cover Msg Rt (Coverage Message Retrieval)**

Retrieves Leave Word Calling (LWC) messages for voice terminal users.

- **Next**

Displays the next stored LWC message or displays END OF MESSAGES, NEXT TO REPEAT, when in the Cover Msg Rt mode. Displays the next name in the directory when in the Intgrd Directory mode.

- **Delete Msg (Message)**

Deletes the displayed message.

- **Make Call**

Automatically returns the call requested by the currently displayed LWC message or calls the currently displayed Integrated Directory listing.

- **Intgrtd Directory (Integrated Directory)**

Displays names and extension numbers from system directory.

- **Stored Number**

Displays the trunk access code or the extension number of the facility being monitored by a **Busy** (Facility Busy Indication) button. This is accomplished by pressing the **Stored Number** button followed by the **Busy** button.

Selector Console Area

The selector console (see Figure 8) consists of:

- **Group Select Buttons and Associated Lamps**

The eight Group Select buttons are labeled with up to eight different hundreds group numbers used for the system. For example, for a 4-digit extension number system, these buttons could be labeled 2100, 2200, 3400, and so on. On the other hand, these buttons could be labeled 100, 200, 300, and so on for a 3-digit system. (These numbers, however, if assigned by the local telephone company, may not be consecutive.) The lamp associated with the Group Select button lights when the button is pressed and remains lighted until a different Group Select button is pressed.

- **Direct Extension Selection (DXS) With Busy Lamp Field (BLF)**

The 100 DXS buttons are labeled 00 to 99. Each DXS button, when combined with one of the eight Group Select buttons, represents a particular extension number. This extension number may be assigned to a voice terminal, data module, paging zone, terminating extension group, Uniform Call Distribution (UCD) group, or Direct Department Calling (DDC) group. In addition, a DXS button could represent a particular trunk group. The lamp associated with each DXS button is used to determine the status of the facility associated with the button.

Using the DXS Buttons

The attendant presses the appropriate Group Select and DXS buttons to extend and originate calls to system users.

An extension number has two, three, four, or five digits.

A 5-digit extension number has a 5-digit group select number and a 2-digit DXS number. For example, the extension number 54321 has a **54300** group select number and a **21** DXS number.

A 4-digit extension number has a 4-digit group select number and a 2-digit DXS number. For example, the extension number 4321 has a **4300** group select number and a **21** DXS number.

A 3-digit extension number has a 3-digit group select number and a 2-digit DXS number. For example, the extension number 321 has a **300** group select number and a **21** DXS number.

A 2-digit extension number has a 0 group select number and a 2-digit DXS number. For example, the extension number 21 has a **0** group select number and a **21** DXS number.

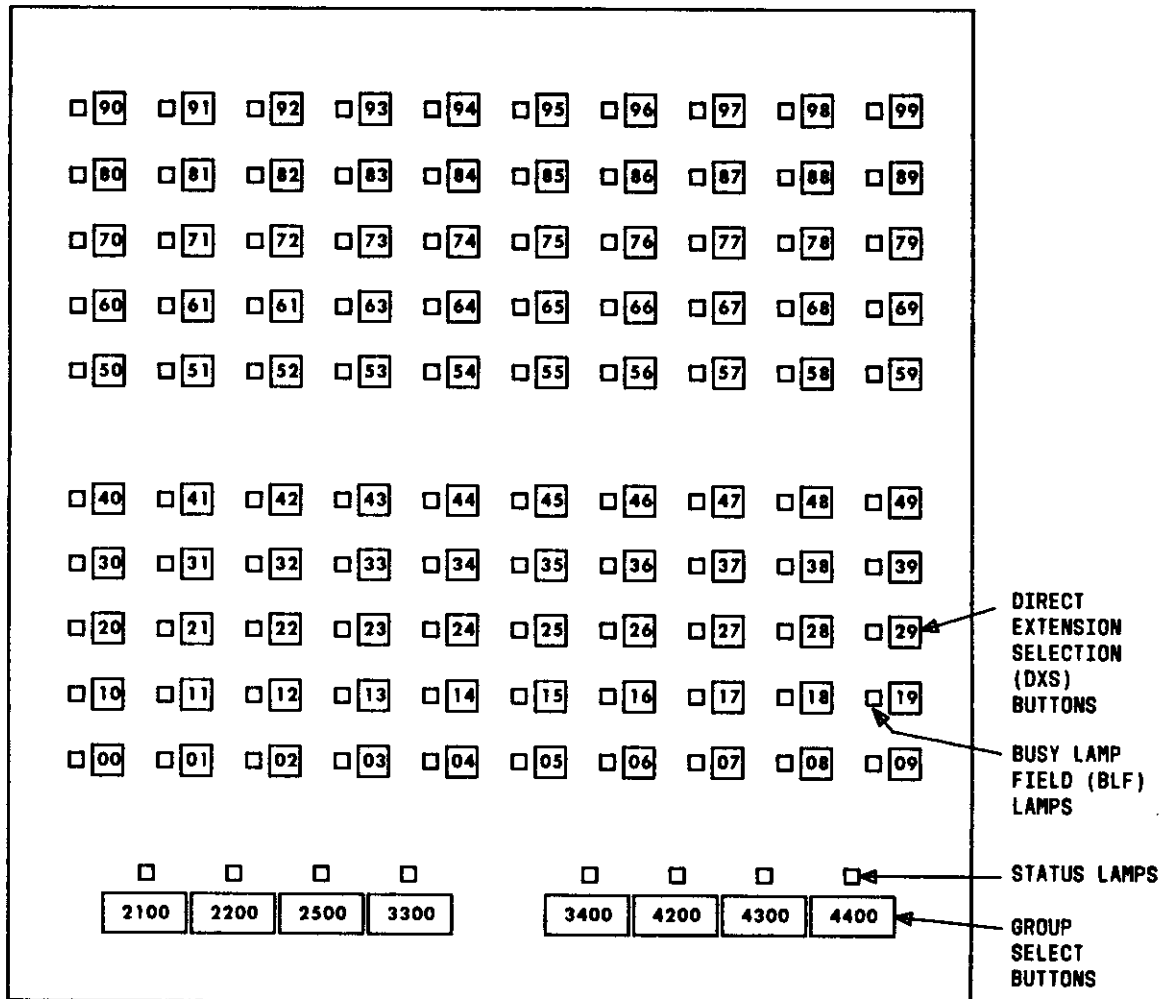
Determining Extension Number Status

The attendant determines the idle or active status of extension 4321 or 321 by pressing Group Select button **4300** or **300** and looking at the lamp to the left of DXS button **21**. If the lamp is dark, the extension is idle and a call can be extended or originated to that number.

If the lamp is lighted, the call can still be extended. The extension number may be active, but another answering group member may be available or another call appearance may be idle on a multi-appearance voice terminal. Also, the Attendant Call Waiting feature can be activated for a single-line voice terminal.

When the number represented by the DXS button is assigned to a group, such as a terminating extension group or trunk group, the lamp lights only when all members of the group are busy and the queue, if provided, is full.

If all available call appearances on a multi-appearance voice terminal are active, or if the Attendant Call Waiting feature cannot be activated, the attendant hears busy tone.



NOTE: GROUP SELECT BUTTONS ARE LABELED AS AN EXAMPLE ONLY.

Figure 8. Selector Console Area

ATTENDANT CONSOLE TONES

Tones Heard Through Handset or Headset

While operating the console, the following tones may be heard through the handset or headset:

Ringback Tone

A low-pitched tone repeated 15 times a minute; the electronic version of the conventional ringing heard when the number dialed is being rung.

Busy Tone

A low-pitched tone repeated 60 times a minute; indicates that the extension number dialed is active (busy).

Confirmation Tone

Three short bursts of tone; indicates that the feature operation requested (activated or deactivated) has been accepted.

Coverage Tone

One short burst of tone; indicates that a call to an extension number will be answered at another extension number by a covering user.

Dial Tone

A continuous steady tone; indicates that the system will accept dialing or that a feature can be activated.

Intercept Tone

An alternating high and low siren-type tone; indicates either that the number was dialed incorrectly or that a feature request is denied.

Reorder Tone

A fast busy tone repeated 120 times a minute; indicates either that all trunks within a particular trunk group are busy or that the feature requested is not currently available. After hearing reorder tone, the call or feature request can be attempted again later.

Call Waiting Ringback Tone

A low-pitched tone identical to the ringback tone except the volume decreases during the last 0.2 second of tone. Indicates that the Attendant Call Waiting feature is activated and that the called voice terminal user is aware of the waiting call.

Tones Generated at Console

The attendant console also generates the following tones that are not heard through the handset:

Ringling

An on-off, low-pitched tone; indicates that an incoming call is connected to a console call appearance button and is waiting to be answered.

Calls Waiting Tone

An on-off, low-pitched tone; indicates that one or more incoming calls are waiting in queue to be answered.

Timed Reminder Tone

A high-pitched tone, on for about 1/3 second and off for about 1 second; indicates that a single-party call has been on hold at the console for longer than the preset time. This tone is also heard when the Attendant Recall feature is activated and when an unanswered attendant-extended call returns to the console.

Emergency Access Tone (V3)

A special tone that indicates there is an Emergency Access call to the attendant. This tone is heard only on specially equipped consoles.

BASIC OPERATING PROCEDURES

This section contains the procedures that you must use to answer and originate calls. You can also apply these procedures, in whole or in part, to other call handling tasks such as extending calls and activating some of the attendant features.

ACTIVATING AND DEACTIVATING THE CONSOLE

Activate (turn on) the console by plugging in the handset or the headset. If the **Night** lamp is lighted, press to put the console into normal day service. Deactivate the console by unplugging the handset or the headset.

ANSWERING INCOMING CALLS

An incoming call is identified by 1-burst repetitive ringing, a dark **Pos Avail** lamp, and a flashing **Atnd** lamp above one of the six call appearance buttons. Calls come in on the leftmost idle call appearance button.

The console's alphanumeric display provides calling party information as described earlier in this guide. The display clearly distinguishes between calls from users inside the system and calls from outside.

A special kind of incoming call that requires immediate attention is the emergency call from an inside voice terminal user (V3 systems only).

Always answer emergency calls as soon as they come in.

You will be alerted to an emergency call by the following special indications:

- The **Emergency** lamp in the assigned features area lights.
- A special emergency tone sounds (normal ringing on older consoles).
- The display contains the abbreviated word **EMRG** in addition to calling party identification (display flashes on older consoles).

To answer an incoming call:

1. Press the call appearance button associated with the flashing **Atnd** lamp
 - Ringing stops
 - **Atnd** lamp lights steadily
 - **Pos Avail** lamp remains dark
 - Console is connected to the caller
2. Answer the call and assist the caller as necessary
 - The incoming call can now be extended (see Call Extending Procedures), held (see Holding a Call), or ended (step 3)

3. To end the call, press **Release**
 - Console is disconnected from the caller
 - Display and **Atnd** lamp go dark
 - **Pos Avail** lamp lights
 - Console is now ready to answer or place another call

ORIGINATING CALLS

You can originate calls to extension numbers inside your system and calls to outside numbers via trunks. The steps for placing these types of calls are distinctly different and are covered in the following two procedures. The console's alphanumeric display provides called party information as described earlier in this guide.

Calls to Inside Extension Numbers

You can place a call to any extension number in the system. Use the selector console if one is provided with the basic console; otherwise, select an idle call appearance and dial the number.

To call an extension number inside the system:

1. If a selector console is provided, place the call using steps 2 and 3. If a selector console is not provided, place the call using steps 4 and 5.
2. Press the Group Select button for the desired extension number; observe the lamp of the DXS button for the extension.
 - If the DXS lamp is dark, the extension is idle; go to step 3
 - If the DXS lamp is lighted, the extension is active; the call can still be placed but it may wait or go to a covering party
3. Press the DXS button for the desired extension number; observe the lamps and listen for call progress tone
 - DXS lamp and **Atnd** lamp of idle call appearance button light
 - **Pos Avail** lamp goes dark
 - Ringback; if call is answered, go to step 6; if call is not answered, go to step 7 or 8
 - Call waiting ringback; wait for answer, go to step 6
 - Busy tone; go to step 7 or 8
 - Intercept tone—unassigned number dialed; go to step 7 or 8
4. Press **Start**
 - Dial tone
 - **Atnd** lamp of idle call appearance lights
 - **Pos Avail** lamp goes dark

5. Dial the desired extension number and listen for call progress tone
 - Tones same as step 3
6. Talk to the called party; when the conversation is finished, press **Release**
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - Procedure complete
7. To try to call the same number again or place another call immediately, press **Cancel** and return to step 1
 - Call progress tone stops
 - Dial tone starts
8. To abandon the call attempt, press **Release**
 - Call progress tones stop
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - Procedure complete

Calls to Outside Numbers

An outside call requires an outgoing trunk as well as dialing of the distant number. Two ways can be used to get access to a trunk:

- By dialing an access code for a Private Network, Automatic Alternate Routing (Version 2 and 3), Automatic Route Selection, or a specific trunk group.
- By pressing the Trunk Group Select button for the desired trunk.

To call an outside number:

1. Decide whether to access an outgoing trunk by dialing a code (steps 2 and 3) or by using a Trunk Group Select button (steps 4 and 5)
2. Press **Start**
 - Dial tone
 - **Atnd** lamp of idle call appearance button lights
 - **Pos Avail** lamp goes dark
3. Dial the trunk access code and listen for call progress tone
 - Second dial tone—valid code; go to step 6
 - Reorder tone—no outgoing trunk available; go to step 8 or 9
 - Intercept tone—invalid code; go to step 8 or 9
4. Check the status of the Trunk Group Select lamps
 - No lamps lighted—trunk available; go to step 5

- **Busy** lamp lighted—all trunks in the group are busy; try again later
 - **Warn** lamp lighted—some trunks are busy; select an alternate trunk group if possible or go ahead and use this group per step 5
5. Press Trunk Group Select button
 - **Atnd** lamp of idle call appearance button lights
 - **Pos Avail** lamp goes dark
 - Dial tone; go to step 6
 6. Dial the outside number and listen for call progress tone
 - Ringback; if call is answered, go to step 7; if call is not answered, go to step 8 or 9
 - Busy tone; go to step 8 or 9
 - Intercept tone—call cannot be completed as dialed; go to step 8 or 9
 7. Talk to the called party; when the conversation is finished, press
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - Procedure complete
 8. To try to call the same number again or place another call immediately, press and return to step 1
 - Call progress tone stops
 - Dial tone starts
 9. To abandon the call attempt, press
 - Call progress tone stops
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - Procedure complete

RELEASING A CALL

As the previous procedures have shown, you press to end a call. The following results always occur:

- Console is disconnected from the called or calling party (or both if they are connected together)
- Display and **Atnd** lamp go dark
- **Pos Avail** lamp lights (unless another call is coming into the console)
- Call progress tones stop
- No dial tone heard
- Console is ready for answering or placing another call

In the rest of this guide, the normal results of releasing a call listed above will not be specified again.

SPLITTING A CALL

Attendant Auto-Manual Splitting is a feature that enables you to temporarily disconnect from a caller in order to place a call to another party prior to connecting the two parties together. It is a procedure you must always perform when extending any incoming call to an inside extension number or an outside number. Splitting allows you to take the following steps:

- Either talk with the second party to announce the waiting call or drop out of the call before the second party answers.
- Connect the two calls together.
- Join the calling and called parties in a 3-way connection from which you can later drop out.
- Return to the split caller if the called party does not answer or declines to enter the call.

This feature is activated automatically when you perform one of the following actions after answering an incoming call:

- Press the Start button.
- Call an extension number using the Selector Console.
- Press a Trunk Group Select button.

While the caller is split from the console, the Split lamp is lighted. The split condition is canceled and the Split lamp is turned off when you do one of the following procedures:

- Press the Release button; this connects the split party to the called party and disconnects the console.
- Press the Split button; this establishes a 3-way connection among you, the caller, and the called party; if the called party has dropped off, pressing the Split button simply returns you to the caller.
- Press the Cancel button; this cancels the outgoing call attempt and reconnects you to the caller.

All the steps for activating and deactivating the split condition are integrated into the procedures for extending calls.

HOLDING A CALL

Single-party and multi-party calls can be put on hold at the console. The maximum possible number of held calls is six. You should hold a call if the party (or parties) may need assistance later or if you expect to reenter the call with information.

To hold a call on the console:

1. With the call active on a call appearance, press Hold
 - **Hold** lamp associated with call appearance button lights
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - You can now place and receive calls on the other call appearances

To reenter a single-party call held on the console:

1. Press the call appearance button where the call is on hold
 - **Hold** lamp goes dark
 - **Atnd** lamp lights
 - **Pos Avail** lamp goes dark
 - Held party is reconnected to the console
2. Talk to the other party

You can manually reenter a single-party held call at any time using the last procedure. However, a single-party call on hold returns to the console automatically when the preset timed reminder interval expires. (Refer to Timed Reminder in the Features section.)

When the timed reminder interval has expired for a call, the **Hold** lamp associated with the call appearance button flashes, timed reminder tone sounds, and the alphanumeric display shows the call identification. Answer the call in the same way as any incoming call and assist the caller as necessary.

If the held call has two or more parties, the Attendant Lockout feature prevents you from directly reentering the call; one of the parties on the call must call you if they need assistance (the Attendant Recall feature). Multi-party calls held at the console are not timed; therefore, timed reminder does not apply to them.

CALL EXTENDING PROCEDURES

Extending a call consists of answering an incoming call, splitting, and placing another call, either to an inside extension number or an outside number by way of a trunk, then connecting the two calls together. You can release from the calls or remain connected. The following procedures for extending calls combine the basic call handling steps already presented in the previous section. In all cases, calls that have been extended can be held at the console rather than released.

You will extend calls for the following reasons:

- A party on an incoming call requests to be connected to an extension number inside the system; the incoming call is normally a trunk call from outside but can be from another inside extension
- An inside extension user in your own system requests to be connected to an outside number via a trunk
- A party on an incoming trunk call requests to be connected to an outside number on another trunk.

To extend any incoming call to an inside extension number:

1. After answering the incoming call, tell the caller that you are going to break the connection temporarily (split) while you call the other party
2. Call the desired party using the normal procedures for placing a call to an inside extension number
 - **Split** lamp lights
3. Use one of the following steps, 4 through 7, to complete the call
4. If you are not going to announce the call, press **Release** as soon as the call starts ringing
 - Calling party is connected to the ringing line
 - **Split** lamp goes dark
 - Procedure complete (unless the call is unanswered and returns to the console; refer to the subsection on Timed Reminder for details)
5. If you are going to announce the call, wait for the called party to answer
If the called party accepts the call, press **Release**
 - Caller is connected to the called party
 - **Split** goes dark
 - Procedure complete
If the called party declines to talk to the caller, press **Split** after the called party hangs up
 - Console is connected to the caller again
 - **Split** lamp goes dark

Explain to the caller that the called party is not available; take a message or ask the caller to try again later; then press

- Procedure complete

6. If the called party is busy or does not answer, press

- Outgoing call is canceled
- Call progress tone stops
- Console is connected to the caller again
- **Split** lamp goes dark

Explain to the caller that the called party cannot be reached; take a message or ask the caller to try again later; then press

- Procedure complete

7. To set up a 3-way connection, press before or after the called party answers

- Console, caller, and called party are connected together
- **Split** lamp goes dark

To drop out of a 3-way connection, press

- Procedure complete

To extend a call from an inside extension to an outside number:

1. After answering the incoming call:
 - Determine whether the outgoing call can be allowed
 - Find out whether the caller wants to dial the outside number after you access a trunk or wants you to dial the entire call
2. Tell the caller that you are going to break the connection temporarily (split) while you start the outgoing call
3. Access an outgoing trunk using a trunk access code or a Trunk Group Select button
 - **Split** lamp lights
 - Dial tone

If a trunk is not available, press and ask the caller to try again later

4. If the caller wants to dial the outside number, press
 - Caller hears dial tone and can now dial the outside number
 - **Split** lamp goes dark
 - Procedure complete
5. If the caller wants you to complete the entire call, dial the outside number
6. Use one of the following steps, 7 through 10, to complete the call
7. If you are not going to announce the call, press as soon as the call starts ringing

- Calling party is connected to the ringing line
 - **Split** lamp goes dark
 - Procedure complete
8. If you are going to announce the call, wait for the called party to answer
- If the called party accepts the call, press
- Caller is connected to the called party
 - **Split** lamp goes dark
 - Procedure complete
- If the called party declines to talk to the caller, press after the called party hangs up
- Console is connected to the caller again
 - **Split** lamp goes dark
- Explain to the caller that the called party is not available; take a message or ask the caller to try again later; then press
- Procedure complete
9. If the called party is busy or does not answer press
- Outgoing call is canceled
 - Call progress tone stops
 - Console is connected to the caller again
 - **Split** lamp goes dark
- Explain to the caller that the called party cannot be reached; take a message or ask the caller to try again later; then press
- Procedure complete
10. To set up a 3-way connection, press before or after the called party answers
- Console, caller, and called party are connected together
 - **Split** lamp goes dark
- To drop out of a 3-way connection, press
- Procedure complete

To extend an incoming trunk call to an outside number:

1. After answering the incoming call, tell the caller that you are going to break the connection temporarily (split) while you call the other party
2. Call the desired party using the normal procedures for placing an outgoing trunk call
 - **Split** lamp lights
 - If a trunk is not available, press to reconnect to the caller and ask the caller to try again later

3. Use one of the following steps, 4 through 7, to complete the call
4. If you are not going to announce the call, press as soon as the call starts ringing
 - Calling party is connected to the ringing line
 - **Split** lamp goes dark
 - Procedure complete
5. If you are going to announce the call, wait for the called party to answer
If the called party accepts the call, press
 - Caller is connected to the called party
 - **Split** lamp goes dark
 - Procedure complete

If the called party declines to talk to the caller, press after the called party hangs up

 - Console is connected to the caller again
 - **Split** lamp goes dark

Explain to the caller that the called party is not available; take a message or ask the caller to try again later; then press

 - Procedure complete
6. If the called party is busy or does not answer, press
 - Outgoing call is canceled
 - Call progress tone stops
 - Console is connected to the caller again
 - **Split** lamp goes dark

Explain to the caller that the called party cannot be reached; take a message or ask the caller to try again later; then press

 - Procedure complete
7. To set up a 3-way connection, press before or after the called party answers
 - Console, caller, and called party are connected together
 - **Split** lamp goes dark

To drop out of a 3-way connection, press

 - Procedure complete

FEATURES

This section provides brief descriptions and step-by-step operating procedures for the System 75 features (except those associated with Hospitality Services and Automatic Call Distribution) that you can use at the attendant console. The features are presented alphabetically.

For detailed discussions of all the attendant features, refer to *AT&T System 75 Reference Manual—Feature Description*, 555-200-201.

Procedures for Hospitality and Automatic Call Distribution features are in the following documents:

- *AT&T System 75 User's Guide—Hospitality Operation*, 555-200-723
- *AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions*, 555-200-722
- *AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions*, 555-200-724

ABBREVIATED DIALING (V2 and V3)

Abbreviated Dialing (AD) provides up to 3 lists of stored numbers that the attendant can access for placing calls and activating features. This feature reduces the number of button strokes required for dialing and makes calling more error-free. The attendant console abbreviated dialing lists are programmed by the System Manager, who can also assign feature buttons to some positions on the lists to allow one-button dialing of selected numbers. Multi-digit numbers can be called by dialing a list code followed by an entry number on the list or, even more quickly, by pressing a button associated with a list position. (List codes can also be stored on buttons for easier access.)

Having frequently used feature access codes stored on AD buttons in the feature area is especially convenient for the attendant. AD feature buttons can also be used for storing long-distance and international numbers and, if no selector console is provided, inside extension numbers.

To activate a feature or place a call using the AD feature:

1. Press
 - Dial tone
 - **Atnd** lamp of idle call appearance button lights
 - **Pos Avail** lamp goes dark
2. If the feature access code or telephone number is stored on an AD button, press the button

If the feature access code or telephone number is on a list assigned to the console but not stored on an AD button, access the list, then dial the list entry number
3. Continue the call in the normal way

ATTENDANT AUTO-MANUAL SPLITTING

This feature allows the attendant to disconnect from a calling party temporarily (split) in order to call another party prior to connecting the two parties together. It is not an independent procedure, but is used in connection with other call-handling steps. Attendant Auto-Manual Splitting is described in detail in the section on Basic Operating Procedures. The steps involved in splitting are incorporated into the procedures for Call Extending.

ATTENDANT CALL WAITING

This feature allows a call extended from the console to a busy single-line voice terminal inside the system to wait at the called terminal. Call Waiting is automatic. The attendant hears Call Waiting ringback tone, and the busy voice terminal user hears a 2-burst tone.

When you put a call in call waiting and press the **Release** button, the call is off the console and other calls can be handled.

If the call is not answered before a preset time expires, the call returns to a console. The **Atnd** lamp associated with an idle call appearance flashes, timed reminder tone is heard, and the alphanumeric display shows the call identification and call purpose. Answer the call in the same way as any other incoming call. (Refer to the Timed Reminder feature for more information on handling a returned call.)

The calling party, for whom the call is extended, must be informed that the call is waiting.

To tell a caller that the extended call is waiting:

1. Press
 - Console is reconnected to the caller
 - **Split** lamp goes dark
 - Call waiting ringback tone is now heard by caller
2. Tell the caller that the call is waiting
3. Press
 - Procedure complete (unless waiting call returns to the console)

ATTENDANT CONFERENCE

This feature allows the attendant to arrange a conference call with as many as five other conferees.

If you attempt to add a sixth internal party or a third outside trunk party to the conference call, the attempt is denied. The **Split** lamp flutters for about 2 seconds to indicate the denial.

After the conference call is arranged and all conferees are added, either release the call or hold it on the console. If the call is held and a conferee activates the Attendant Recall feature, handle the call as described under the feature description later in this section.

To set up a conference, starting with an established call:

1. Call the new party to be added to the conference
 - **Split** lamp lights
2. After contacting the new party, press to connect the new party and the console to the original party
 - **Split** lamp goes dark
 - All parties, including the console, are connected together
3. To add more parties to the conference, repeat steps 1 and 2
4. If a called party cannot be reached, press to end the attempt and rejoin the existing conference
5. After the conference is established, release it from the console (step 6) or hold it at the console (step 7)
6. Press
 - Console is no longer associated with the conference
 - **Atnd** lamp of call appearance where conference was set up goes dark
 - Display goes dark
 - **Pos Avail** lamp lights
 - Procedure complete
7. Press
 - **Hold** lamp of call appearance where conference was set up lights
 - Display and **Atnd** lamp go dark
 - **Pos Avail** lamp lights
 - Conferees who are inside the system can recall the attendant for assistance
 - Procedure complete

ATTENDANT CONTROL OF TRUNK GROUP ACCESS

This feature allows attendants to control access to as many as six trunk groups per console. Calls from system users to the trunk group under attendant control redirect to an attendant console. Typically, this feature is used when the trunk group **Warn** lamp lights. Your System Manager will inform you how this feature should be used.

The alphanumeric display identifies the following:

- Call appearance; for example, c=
- Calling party and trunk that the calling party tried to access
- Call purpose—tc

To activate attendant control of trunk group access:

1. Press
 - **Cont Act** lamp lights steadily
2. Press the Trunk Group Select button of the trunk group to be controlled while observing the **Cont Act** lamp and the **Cont** lamp for the specified Trunk Group Select button
 - **Cont Act** lamp goes dark and **Cont** lamp for the specified Trunk Group Select button lights—operation allowed
 - **Cont Act** lamp flutters, then goes dark, and **Cont** lamp for the specified Trunk Group Select button remains dark—operation denied; return to step 1

To deactivate attendant control of trunk group access:

1. Press
 - **Cont Deact** lamp lights steadily
2. Press Trunk Group Select button of the trunk group for which control is to be deactivated while observing the **Cont Deact** lamp and the **Cont** lamp for the specified Trunk Group Select button
 - **Cont Deact** lamp goes dark and **Cont** lamp for the specified Trunk Group Select button goes dark—operation allowed
 - **Cont Deact** lamp flutters, then goes dark, and **Cont** lamp for the specified Trunk Group Select button remains lighted—operation denied; return to step 1

ATTENDANT DIRECT TRUNK GROUP SELECTION

This feature allows the attendant to directly select a trunk group for an outgoing call by pressing a Trunk Group Select button. It is incorporated into all the calling procedures that require trunk access. Each attendant console has 12 Trunk Group Select buttons. Lamps associated with the buttons are discussed under the TRUNK GROUP BUSY/WARNING INDICATORS TO ATTENDANT feature.

ATTENDANT LOCKOUT

This feature prevents the attendant from reentering a multi-party call held on the console unless recalled by a system user on the call. If an attempt to reenter a held call is denied, the **Hold** lamp associated with the call appearance button flutters for about 2 seconds and then returns to a steadily lighted condition. This means that the Attendant Lockout feature is active for all attendant consoles. Attendant Lockout does not apply to Individual Attendant Access (Versions 2 and 3) calls which are held on the console.

ATTENDANT RECALL

Allows a system user on a 2-party call or a conference call held on the console to recall the attendant for assistance. When an attendant is recalled, the call purpose, **rc** (attendant recall), appears on the alphanumeric display indicating that a user is requesting assistance. The **Pos Avail** lamp goes dark, the **Hold** lamp associated with a call appearance button flashes, and the attendant hears ringing.

If a hunt group call to an individual attendant (Versions 2 and 3) is being held on the console, a system user, active on the call, cannot recall the attendant. However, this user can transfer calls or make conference calls.

To answer the recall:

1. Press the call appearance button associated with the flashing **Hold** lamp
 - **Hold** lamp goes dark
 - **Atnd** lamp lights
 - Ringing stops
2. Answer the call and assist the caller as necessary

AUTOMATIC ALTERNATE ROUTING (V2 and V3) AND AUTOMATIC ROUTE SELECTION

Automatic Alternate Routing (AAR) selects the most-preferred route (normally, most-direct route) for private network calls.

Automatic Route Selection (ARS) selects the most-preferred route (normally the least-expensive route) for long-distance calls.

AAR/ARS calls are extended or originated in the same way as other calls, except that you dial the AAR/ARS access code and the outside number instead of dialing a trunk access code or pressing a Trunk Group Select button and dialing the number.

If intercept tone is heard after dialing, the call is not authorized. If reorder tone (fast busy) is heard or if the called party is busy, try the call later.

AUTOMATIC CIRCUIT ASSURANCE (V2 and V3)

Refer to the description of this feature in the section on Troubleshooting the System From the Console.

BUSY VERIFICATION OF TERMINALS AND TRUNKS (V2 and V3)

Refer to the description of this feature in the section on Troubleshooting the System From the Console.

CALL COVERAGE

This feature allows the attendant to be a covering user for voice terminal users whose incoming calls are redirected to the console. When a call is redirected to the console, the alphanumeric display identifies the call as discussed under Alphanumeric Display Area in the DESCRIPTION section.

Handle a redirected call according to the type of call it is. The following options, Coverage Callback and Consult, are available with the Call Coverage feature.

Coverage Callback

Internal Call

After you answer the call and before you release it, press the (Coverage Callback) button. This automatically leaves a message for the called party to call the internal calling party.

If you need to relay the message for the calling party, press the (Leave Word Calling) button. This automatically leaves a message for the called party to call you.

External Call

After you answer the call and before you release it, take a message and press the button. This automatically leaves a message for the called party to call you.

Consult

This feature allows you to talk with the called party after you answer the redirected call. The following procedure presents the use of the Consult feature.

To consult with the called party:

1. After answering the redirected call, press
 - Dial tone heard
 - **Split** lamp lights
 - Calling party is separated from the connection
2. Press
 - Called party receives priority ringback tone
3. Talk with called party and determine if call will be accepted
 - Called party does not want to talk with the calling party; go to step 4
 - Called party wants to talk with you and the calling party; go to step 6
 - Called party wants to talk with the calling party only; go to step 7
4. If the called party does not want to talk with the caller, press after the called party hangs up
 - **Split** lamp goes dark
 - You are reconnected with calling party
5. Report to caller
 - Procedure complete
6. If the called party wants to talk with you and calling party, press
 - **Split** lamp goes dark
 - 3-way connection established between you, called party, and calling party
7. When called party wants to talk with calling party only, press
 - **Split** lamp goes dark
 - **Pos Avail** lamp lights
 - Called and calling parties connected

CALL FORWARDING ALL CALLS (V2 and V3)

This feature allows an attendant to activate and deactivate Call Forwarding All Calls any extension number in the system. An attendant's calls cannot be forwarded.

To activate Call Forwarding All Calls for a particular extension:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with an idle call appearance button lights
 - **Pos Avail** lamp goes dark
2. Dial the Call Forwarding All Calls activation access code
 - Second dial tone heard
3. Dial the extension number of the user whose calls are to be forwarded (the forwarding extension)
 - Third dial tone heard
4. Dial the forwarded-to number and listen for call progress tones
 - Confirmation tone—Call Forwarding All Calls activated
 - Intercept tone—Call Forwarding arrangement cannot be activated due to restrictions assigned to forwarding or forwarded-to numbers; go to step 6
5. Press
 - Display and **Atnd** lamp go dark
 - **Pos Avail** lamp lights
 - Procedure complete
6. To try again or place another call immediately, press
 - Dial tone heard
 - Return to step 2
7. To abandon the call attempt, press
 - Display and **Atnd** lamp go dark
 - **Pos Avail** lamp lights
 - Procedure complete

To deactivate Call Forwarding All Calls for a particular extension:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with an idle call appearance button lights
 - **Pos Avail** lamp goes dark

2. Dial the Call Forwarding All Calls deactivation access code
 - Second dial tone heard
3. Dial extension for which the feature is being deactivated (forwarding extension)
 - Confirmation tone heard—feature deactivated
4. Press Release
 - Display and **Atnd** lamp go dark
 - **Pos Avail** lamp lights
 - Procedure complete

CALL PARK

This feature allows an incoming call to be put on hold at an extension number and then be retrieved from any voice terminal in the system. It is particularly useful to an attendant who is asked by a caller to page another party.

You can park a call on any extension number, but the console group can have up to ten extension numbers used exclusively for Call Park. These extension numbers are not assigned to voice terminals. They are used only by attendants to park calls and can be assigned to the selector console for quick access. The Busy Lamp Field (BLF) lamp associated with the number will light to show when a call is parked.

You can use Call Park with the Loudspeaker Paging Access feature. After parking an incoming call, page the desired party and announce the extension number where the caller is parked. When the paged party dials the Call Park Answer-Back code and the parked extension number, the two parties are connected.

If a parked call is not answered within a preset time, the call returns to an attendant console for assistance. Such calls may have been originally parked by an attendant, the system, or a voice terminal user. The alphanumeric display identifies the returned call.

To park a call:

1. Press
 - Dial tone heard
 - **Split** lamp lights
 - Caller is separated from the connection
2. Dial the Call Park access code
 - Dial tone heard
3. Use the pushbutton dial or the selector console to access the extension number where the call is to be parked. Listen for call progress tone
 - Confirmation tone—the call is parked; go to step 4
 - Busy tone—a call is already parked at the dialed extension number; go to step 5
4. Press
 - Display, **Atnd** and **Split** lamps go dark
 - **Pos Avail** lamp lights
 - Call is now parked at the dialed extension number and you can page the other party
5. To try another extension number, press and return to step 1
 - Busy tone stops
 - You are reconnected to the caller

CODE CALLING ACCESS

This feature allows attendants to page a called party with coded chime signals in up to nine areas (zones). In addition, one zone can be provided to activate all zones at the same time. An access code is provided for each zone and for all zones.

When you dial the Code Calling Access code and the extension number assigned to the paged party, the system translates the number to a chime code and plays the chimes over loudspeakers. The call is automatically parked (by the Call Park feature) on the paged party's extension number. The paged party answers the call by dialing a Call Park Answer-Back code and his or her own extension number.

You can combine call extending procedures and code calling to connect an incoming call to a system user. You have the standard options of releasing the call, waiting for the paged party to answer, or holding the call on the console.

To extend a call using Code Calling Access:

1. After answering an incoming call, tell the caller that you are going to break the connection temporarily (split), then press **Start**
 - Dial tone heard
 - **Split** lamp lights
 - Caller is separated from the connection
2. Dial the desired Code Calling Access code
 - Dial tone heard
3. Dial the extension number assigned to the person being paged and listen for call progress tone
 - Confirmation tone—call is parked on paged party's extension number and paged party is paged (chime signals)
 - Busy tone heard—Go to step 7 and 8
4. To drop out of the call before the paged and calling parties are connected, press **Release**
 - **Split** lamp goes dark
 - Procedure is complete
5. To establish a 3-way call, wait for the called party to answer, then press **Split**
 - **Split** lamp goes dark
 - 3-way conversation established
6. To hold the call on the console, press **Hold**
 - **Hold** lamp associated with call appearance used for call lights steadily
 - **Pos Avail** lamp lights

7. If busy tone is heard, press
 - Busy tone stops
 - You are reconnected to the caller
8. Report to caller. Press
 - Procedure complete

CONTROLLED RESTRICTIONS

Allows attendants to activate or deactivate the following restrictions for individual voice terminals or groups of voice terminals (on a Class of Restriction basis):

- **Outward**—The voice terminal(s) cannot be used for placing calls to the public network. Such call attempts receive intercept treatment.
- **Total**—The voice terminal(s) cannot be used for placing or receiving calls. Direct Inward Dialing calls are routed to an attendant or a recorded announcement (as specified for the system). All other calls receive intercept treatment.
- **Station-to-Station (V3)**—The voice terminal(s) cannot receive or place station-to-station calls. Such call attempts receive intercept treatment.
- **Termination (V3)**—The voice terminal(s) cannot receive any calls. Incoming calls are routed to the attendant, are redirected via Call Coverage, or receive intercept treatment.

These restrictions override restrictions assigned via Class of Restriction. Feature access codes are assigned for individual and group restrictions. The attendant activates the desired restriction by dialing the restriction activation code followed by a 1 for outward, 2 for total, 3 for termination, or 4 for station-to station, and then dialing the extension number to restrict one voice terminal or the Class of Restriction number to restrict a group of voice terminals.

Feature deactivation codes are also assigned. Deactivation procedures are the same as the procedures for activation.

All voice terminals with the same Class of Restriction are affected by a group restriction. For example, if the attendant dials the restriction activation code, 2 (for total restriction), and 12 (a Class of Restriction number), all voice terminals with Class of Restriction 12 would be restricted from placing or receiving calls.

To activate a restriction:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with idle call appearance button lights
 - **Pos Avail** lamp goes dark
2. Dial the restriction activation code followed by the restriction code number (1 for outward, 2 for total, 3 for termination, or 4 for station-to-station)
 - Dial tone heard
3. Dial the extension number or the 2-digit Class of Restriction number to be restricted and listen for tone
 - Confirmation tone—restriction activated
 - Intercept tone—extension number or group already restricted or an invalid code was dialed; go to step 5
4. Press
 - Procedure complete

5. Press
 - Intercept tone stops; return to step 2

To deactivate a restriction:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with idle call appearance button lights
 - **Pos Avail** lamp goes dark
2. Dial the restriction deactivation code followed by the restriction code number (1 for outward, 2 for total, 3 for termination, or 4 for station-to-station)
 - Dial tone heard
3. Dial the extension number or the 2-digit Class of Restriction number that is no longer to be restricted and listen for tone
 - Confirmation tone—restriction deactivated
 - Intercept tone—invalid code dialed; go to step 5
4. Press
 - Procedure complete
5. Press
 - Intercept tone stops; return to step 2

EMERGENCY ACCESS TO THE ATTENDANT (V3)

This feature provides for emergency calls to be placed to the attendants automatically by the system or dialed by system users, and allows such calls to receive priority handling by the attendants.

When an emergency call is placed, all available attendant consoles receive visual and audible notification of the call. Any available attendant can answer the call. However, if all attendants are busy, the call enters a unique queue for emergency calls. This queue allows attendants to handle emergency calls separately from other calls.

An emergency call causes the following to occur:

- The lamp associated with the **Emergency** button, if assigned, lights at all attendant consoles.
- The Emergency tone alerts all attendants not active on an emergency call. On older consoles, normal ringing is heard.
- The system selects the first available console to receive the call, even if the call first entered the emergency queue.
- When the call arrives at an available console, the attendant display identifies it with the abbreviation **EMRG** and shows the following information:
 - The call appearance that received the call
 - The calling party identification
 - The number of emergency calls remaining in queue
- On older consoles, the display flashes.

A typical emergency call has this display format:

a= TOM ROBERTS EXT 3041 00 in EMRG Q

The attendant should respond to the call immediately.

FACILITY BUSY INDICATION

When the Facility Busy Indication feature is assigned to a button, the lamp associated with that **Busy** button provides a visible indication of the active/busy status of a particular trunk group or extension number. (The button is also labeled with the trunk group or extension being monitored.) The lamp is lighted when the facility is active or busy and is dark when the facility is idle; it flashes when there is an incoming call from a monitored extension number. The button can also be used for calling the monitored facility.

A **Stored Number** button may be used along with the **Busy** button to display the number of the facility being monitored. This is accomplished by pressing the **Stored Number** button followed by the **Busy** button.

To use the Facility Busy Indication feature:

1. Observe lamp associated with the desired button
 - Lamp dark—monitored facility idle and can be called now; go to step 2
 - Lamp lighted—facility busy (Even though the facility is busy, it may still be called. Another call appearance may be idle on a multi-appearance voice terminal, or the Attendant Call Waiting feature may be activated for a single-line voice terminal.)
2. Press button associated with monitored facility
 - **Atnd** lamp associated with idle call appearance button lights
 - **Pos Avail** lamp goes dark
 - Lamp associated with button lights steadily
 - Normal call progress tones heard
3. Continue call in normal way

Refer to the section on Troubleshooting the System From the Console for another application of the Facility Busy Indication feature.

FACILITY TEST CALL

This feature allows test calls to be made from an attendant console to access specific trunks, touch-tone receivers, time slots, and system tones.

Only the System Manager or other authorized maintenance personnel should make facility test calls. For detailed information on using this feature, refer to the Facilities Access Test subsection in *AT&T System 75 Service Manual—Maintenance*, 555-200-105.

INDIVIDUAL ATTENDANT ACCESS (V2 and V3)

This feature allows users to access a specific attendant console in a system that has more than one console. Each attendant console can be assigned an individual extension number to provide individual attendant access.

A system user calls an individual attendant by dialing the individual attendant extension number rather than 0, which is the attendant group number. If Direct Inward Dialing is provided, an individual attendant can be called directly from outside the system.

Calls to individual attendants are answered using the same operations as required for incoming calls to the attendant group. In addition to being able to receive individual calls, an individual attendant can have up to two individual calls waiting in a queue. The top lamp of the **Forced Release** button lights whenever there is a call in the individual attendant's queue.

The **Pos Avail** lamp and the **Pos Busy** button on the console apply only to calls directed to the attendant group. They do not indicate whether or not individual attendant calls can be accepted.

An individual attendant can be a member of a hunt group (Direct Department Calling or Uniform Call Distribution group). Hunt group calls can route to the attendant console as long as the attendant is not already active on a call or already has a call to that hunt group held on the console or split from the console.

An individual attendant can have an assigned status lamp to indicate an incoming hunt group call. This lamp flashes when an incoming call is directed to the hunt group. The button associated with this lamp can be pressed to answer the call.

An attendant can activate and deactivate the Make Busy (or Auxiliary Work) function associated with hunt groups. Make Busy activation temporarily removes the console from the hunt group.

If an **Auxiliary Work** button (V3 systems) or a **Make Busy** button (V2 systems) is located on the top row of the programmable feature buttons, the top lamp of the button lights when at least one call is in the hunt group queue and flashes when the queue warning threshold is reached. The bottom lamp indicates the Make Busy status of the console.

To activate Make Busy function:

1. Press or associated with hunt group
 - Bottom lamp flashes—attendant is last active member in group and there are still calls in hunt group queue; cannot activate Make Busy
 - Bottom lamp lights steadily—console is temporarily removed from hunt group

To deactivate Make Busy function:

1. Press or again
 - Bottom lamp goes dark—console active in hunt group again

INTEGRATED DIRECTORY

This feature enables attendants to retrieve extension numbers from the system directory. The touch-tone buttons of the console are used to enter the name corresponding to the desired extension. The directory contains an alphabetical listing of up to 400 (Version 1) or 500 (Version 2 or Version 3) names and numbers of people within the system.

The following conditions apply to the use of the touch-tone buttons:

- Button # is not used.
- Button * is used for a space and a comma.
- Button 7 (PRS) is also used for a Q.
- Button 9 (WXY) is also used for a Z.

While a console is in the Integrated Directory mode, the dial cannot be used for placing a call. However, calls that do not require dialing can be made, and calls can be received.

The user of Integrated Directory can enter names in any of the following formats:

- last name, first name
- first name last name
- single name (such as an organization or group)

Initials can be entered if desired. The maximum length of a name in the directory is 15 characters, including spaces and commas. The extension number cannot exceed four digits (Version 1) or five digits (Version 2 and Version 3).

To search for an extension number corresponding to a known name:

1. Press
 - **Intgrtd Direct** lamp lights steadily
 - Console enters Integrated Directory mode
 - **DIRECTORY—PLEASE ENTER NAME** displayed
2. Using dialing buttons, start entering letters of desired name
 - Names (with extension numbers) that match entered letters are displayed
 - Display may change as more letters are entered
 - Number of characters entered is displayed on right side
3. Continue entering letters of name until desired name is displayed
or
Press button repeatedly to advance display from current name
 - Desired name and extension number are displayed
 - Number of characters display is updated
4. To call displayed number, press
 - Dial tone
 - Normal call progress tones

5. If entered name is not in directory
 - **NO MATCH—TRY AGAIN** displayed; go to step 6 or 7
6. To search for another name, repeat steps 1 through 3
7. To exit Integrated Directory mode, press another display mode button, such as

Normal
Mode

INTER-PBX ATTENDANT CALLS (V2 and V3)

This feature allows attendant positions for more than one branch location to be concentrated at one central, or main, location.

Inter-PBX Attendant Calls follow the same operations as normal attendant calls. Local attendants at the branch locations can be accessed via the Individual Attendant Access feature.

LEAVE WORD CALLING

This feature allows the attendant to leave messages for system users. Messages cannot be left for the attendant group or individual attendants.

In addition, the attendant may be a systemwide message retriever. This allows the attendant to retrieve messages for other system users. The attendant can retrieve messages, delete messages, and connect the requesting user with the person who left the message.

System users call the attendant when they want their messages retrieved.

A **Msg** button, also labeled with a name or number, may be assigned to the console in order to enable you to observe the message waiting status of some remote extension number. Such an extension number may be an individual terminal or a hunt group where a single extension number is assigned to all voice terminals.

The attendant can use Leave Word Calling during the call extending procedure. If the called party is busy or does not answer, the attendant can return to the caller, take a message, then activate LWC at the called terminal.

To store a message for a system user after a call extended to the user's terminal returns busy tone or is unanswered:

1. Press
 - Dial tone heard
 - **Split** lamp lights
 - Caller is separated from the connection
2. Dial the desired extension number
 - Called voice terminal is busy or unanswered
3. Press
 - Message lamp at the called voice terminal lights

To cancel a message you left for a system user:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with idle call appearance button lights
 - **Pos Avail** lamp goes dark

2. Press
 - Second dial tone heard
3. Dial extension number where message was left and listen for tone
 - Confirmation tone—message canceled; go to step 4
 - Reorder tone—message not canceled; go to step 5
4. Press
 - Procedure complete
5. Press
 - Tone stops
 - Dial tone heard
 - To try again, return to step 2

To retrieve a message for a system user:

1. Acknowledge request and press
 - Dial tone heard
 - **Split** lamp lights
 - Disconnected from caller
2. Press
 - Alphanumeric display shows **WHOSE MESSAGES?**
3. Dial extension number assigned to requesting user
 - Alphanumeric display shows **MESSAGES FOR** and the name of the person whose messages are being retrieved
4. Press
 - Reconnected to caller
5. Press (In Version 1 systems, this button may be labeled Next Message.)
 - Alphanumeric display shows the message; relay the message to the caller
6. To retrieve additional messages, continue to press and observe display
 - Alphanumeric display shows the message; relay the message to the caller
 - Alphanumeric display shows **END OF MESSAGES (NEXT TO REPEAT)** (Version 2 and Version 3) or **END OF FILE, PUSH Next Message TO REPEAT** (Version 1)—there are no more messages; report to caller

To connect the user to the person who left the displayed message:

1. Press if provided, or press and dial displayed extension number
 - Split lamp lights
 - Disconnected from caller
 - Ringing heard
2. Press
 - Requesting caller is connected to person who left message

To delete a message:

1. While a message is being displayed, press
 - Displayed message deleted
2. To delete additional messages, continue to press then
 - When all messages are deleted, alphanumeric display shows **NO MESSAGES**

LOUDSPEAKER PAGING ACCESS

This feature allows attendants to access loudspeaker paging equipment. Nine paging zones and a paging zone to activate all nine paging zones at the same time can be provided. Attendants can page individuals by pressing the **Page 1** through **Page 9** or **Page All** buttons, if provided, or by dialing an access code. The allowable paging time is preset for the system. If the preset time expires, intercept tone sounds to warn the user.

You can combine loudspeaker paging with the Call Park feature to connect a caller with an inside party. The paged party can retrieve the call by dialing the Answer Back code and the parked-on extension.

To page using a Page button:

1. Check status of lamp associated with desired paging zone button
 - Lamp dark—paging zone idle; go to step 2
 - Lamp lighted—paging zone in use; wait for lamp to go dark, then go to step 2
2. Press the desired paging zone button
 - Lamp associated with button pressed and lamp associated with **Page All** button (if provided) light
 - If **Page All** button is pressed, all lamps associated with a page button light
3. Speak into handset to make the announcement
 - Announcement heard in desired paging zone; go to step 4
 - Intercept tone—announcement was too long; try again
4. Press
 - Procedure complete

To page by dialing an access code:

1. Press
 - Dial tone heard
 - **Atnd** lamp associated with idle call appearance button lights
2. Dial desired Loudspeaker Paging Access code and listen for tone
 - Confirmation tone—paging zone available; go to step 3
 - Busy tone—paging zone in use; go to step 4
3. Speak into handset to make announcement
 - Announcement heard in desired paging zone; go to step 5
 - Intercept tone—announcement was too long; try again

4. If paging zone is in use, press **Cancel**
 - Busy tone stops
 - Return to step 1 to try again or go to step 5
5. Press **Release**
 - Procedure complete

MULTIPLE LISTED DIRECTORY NUMBERS

This feature provides as many as 50 publicly published numbers for the system. Calls incoming to these numbers are routed to the attendant console(s) to be extended to the requested person or department. The alphanumeric display shows the trunk identification of the trunk group used on the call.

NETWORK ACCESS—PRIVATE

This feature allows calls to be connected to networks such as Common Control Switching Arrangement (CCSA), Electronic Tandem Network (ETN), and Enhanced Private Switched Communications Service (EPSCS). A private network is dedicated to a company and is accessed by dialing the Private Network access code (usually 8). After accessing the private network, the attendant or the calling party can dial the desired number to complete the call.

If intercept tone is heard, the call is not authorized. If reorder tone is heard or if the called party is busy, try the call later.

NETWORK ACCESS—PUBLIC

For outgoing calls to the public network, the Automatic Route Selection (ARS) feature, if available, can be used to select the best route available at the time the call is placed. For manual route selection, dial access codes can be assigned to outgoing routes. Attendants dial the assigned access code or press an assigned Trunk Group Select button to access local central office trunks, foreign exchange trunks, and wide area telecommunications service (WATS) trunks. After second dial tone is heard, the attendant dials the desired number or presses **Release** to allow the calling party to dial.

NIGHT SERVICE

This feature directs all attendant group calls for the primary and daytime attendant consoles to a night console, if provided. With Version 2 or Version 3, primary and daytime consoles can still receive individual attendant calls. The night console is identical to the primary console. Operating procedures are the same for the primary and night consoles.

If a night console is not provided, incoming calls either direct to designated extension numbers (Night Station Service), when provided, or activate a gong, a bell, or chimes; these calls can be answered by undesignated voice terminal users (Trunk Answer From Any Station).

To activate Night Service:

1. Press
 - Lamp associated with **Night** button lights at all attendant consoles (except the night console)
 - **Pos Avail** lamp goes dark at all attendant consoles (except the night console)

To deactivate Night Service:

1. Press
 - Lamp associated with **Night** button goes dark
 - **Pos Avail** lamp lights at all attendant consoles (except the night console)

SMDR ACCOUNT CODE DIALING

Station Message Detail Recording (SMDR) Account Code Dialing is a System 75 feature that collects call details on selected incoming and outgoing trunk calls. It creates call records that contain calling and called numbers, call duration, and information on facility usage. Internal calls do not activate SMDR.

An SMDR option enables attendants to associate a specific trunk call with its project billing account by dialing the SMDR access code and the assigned account code as part of the called number. After answering an incoming trunk call, but before extending the call, the attendant can dial the SMDR access code and account code. The SMDR access code is used on a systemwide basis, while account codes are assigned to individual users. The system SMDR printout will show the call charged to the account code that was dialed.

To assign a call to a specific account in SMDR:

1. Press
 - Dial tone
2. Dial SMDR access code followed by account code
 - Second dial tone
3. Continue call in normal way, dialing trunk access code, dialing destination number, extending call, etc.

STRAIGHTFORWARD OUTWARD COMPLETION

This feature allows the attendant to complete an outgoing trunk call for a voice terminal user by selecting a trunk and dialing the outside number. The attendant first determines if the call should be allowed.

Straightforward Outward Completion is incorporated into the steps of the procedure for extending calls from system voice terminal users to outgoing trunks. Refer to the Call Extending Procedures section for details.

THROUGH DIALING

This feature enables the attendant to select an outgoing trunk for a voice terminal user, then release from the call and allow the user to dial the rest of the desired number.

Through Dialing is incorporated into the steps of the procedure for extending calls from system voice terminal users to outgoing trunks. Refer to the Call Extending Procedures section for details.

TIMED REMINDER

This feature sends a special ringing tone to the attendant under the following conditions:

- A call has been on hold at the console longer than a preset length of time and needs attention
- An extended call has not been answered within a preset length of time and has returned to the console.

when a call has been on hold longer than a preset time and The timed reminder expiration times are administered separately for held calls and unanswered extended calls.

When the time for a held call expires, the **Hold** lamp associated with the call appearance button flashes and the attendant hears timed reminder tone. When an extended call is not answered before the time expires, the **Atnd** lamp associated with an idle call appearance button flashes and the attendant hears timed reminder tone. An extended call can also be held. If this is the case, the returning call causes the **Hold** lamp to flash.

To answer the timed reminder call:

1. Press the call appearance button below the flashing **Hold** or **Atnd** lamp
 - **Atnd** lamp lights
 - **Hold** lamp goes dark
 - **Pos Avail** lamp goes dark
 - Display identifies the call and the call purpose (**rt** for an returned extended call)
2. Report to the caller and determine what type of service the caller wants
 - Caller wants to continue waiting; extend or place call on hold again
 - Caller does not want to continue waiting; go to step 3
3. Press
 - Procedure complete

TRUNK GROUP BUSY/WARNING INDICATORS TO ATTENDANT

Refer to the description of this feature in the section on Troubleshooting the System From the Console.

TRUNK IDENTIFICATION (V2 and V3)

Refer to the description of this feature in the section on Troubleshooting the System From the Console.

TRUNK-TO-TRUNK TRANSFER

This feature allows the attendant to originate two outgoing trunk calls and connect them together. For example, two company employees may be on business trips in different cities and need to talk to each other; the attendant may be asked to make this connection.

The Attendant Lockout feature, if available, will not be active when a trunk-to-trunk call is originated. Also, when the Trunk-to-Trunk Transfer feature is used for two outgoing trunks, you must hold the call on the console. The system will not allow you to release from such a call. If you press the **Forced Release** button, the call is disconnected.

The Automatic Route Selection feature, if available, can be used with the Trunk-to-Trunk Transfer feature.

(Extending an incoming trunk call to an outgoing trunk is described in the section on Call Extending Procedures.)

To arrange a Trunk-to-Trunk Transfer:

1. Call the first outside party
2. When the first party answers, explain the purpose of the call and ask the party to wait to be connected
 - Go to step 4 to call the second party
3. If the first party does not answer, press **Release** and try again later
4. Call the second outside party
 - First party is split from the connection as soon as **Start** or a Trunk Group Select button is pressed to make the second call
 - **Start** lamp lights
5. When the second party answers, explain the purpose of the call and ask the party to wait to be connected
6. Press **Hold** to connect the two parties together and hold the call at the console
 - **Hold** lamp of call appearance button lights and stays on as long as both parties are connected
 - **Atnd** lamp goes dark

- **Pos Avail** lamp lights
 - Procedure complete
7. If the second party does not answer, press to end the attempt and return to the first party
- Call to the second party is canceled
 - Console is reconnected to the first party
8. Tell the first party that the call cannot be set up at this time, then press
- First party and the console are released from the call
 - **Atnd** lamp and the display go dark
 - **Pos Avail** lamp lights
 - Procedure complete

DISTRIBUTED COMMUNICATIONS SYSTEM (V2 and V3)

This section provides an alphabetical list of attendant features which operate transparently in a Distributed Communications System (DCS) environment. Transparency is the ability, from the user's standpoint, to operate features across several switches as if there was just one switch. The degree of transparency and the unique aspects pertaining to the operating procedures of each feature when the system is in a DCS are given below.

DCS ATTENDANT CALL WAITING (V2 and V3)

Operates the same as when the system is not in a DCS environment.

DCS ATTENDANT CONTROL OF TRUNK GROUP ACCESS (V2 and V3)

The operating procedures required to activate control of a trunk group at another switch (remote trunk group) are the same as those required when the trunk group is at the local switch.

DCS ATTENDANT DISPLAY (V2 and V3)

In a DCS environment, the Attendant Display feature has some transparency with respect to Calling Party Identification, Called Party Identification, Class of Restriction display, and Class of Service display.

On a DCS call, the calling party's Class of Restriction (COR) is shown on the attendant display, unless the call was redirected by another feature such as Call Coverage. The called party's COR is displayed only if the called party is located at another System 75. If the called party is located at a DIMENSION® PBX or System 85, the called party's Class of Service (COS) is displayed. In both cases (calling and called party identification) only the COR number is displayed. The restriction identifiers (TOLL, CODE, NONE, ORIG, and OTWD) are not displayed.

On outgoing calls, the display of called party information may be delayed a few seconds until the required information arrives from the remote switch.

DCS AUTOMATIC CIRCUIT ASSURANCE (V2 and V3)

Transparency of the Automatic Circuit Assurance (ACA) feature in a DCS environment allows an attendant at a System 75 branch location to activate or deactivate ACA referral calls for the entire DCS network. This transparency also allows the referral calls to be generated at a switch other than the switch that detects the trunk problem. Referral calls are handled the same way as in a non-DCS environment.

DCS BUSY VERIFICATION OF TERMINALS AND TRUNKS (V2 and V3)

Attendants can busy verify voice terminals at a remote location. This is done by first pressing the **Verify** button and then entering the desired Uniform Dial Plan extension number. The verification then continues the same as if the voice terminal being verified was on the same switch.

Attendants can busy verify a trunk at a remote location by first accessing the tie trunk to the remote switch. The attendant presses **Verify**, accesses the tie trunk, either by trunk access code or Trunk Group Select button, then proceeds with the normal operating procedures.

DCS CALL FORWARDING ALL CALLS (V2 and V3)

The operating procedures required to activate and deactivate the feature for another extension at a remote switch are the same as those required at the local switch.

DCS DIRECT TRUNK GROUP SELECTION (V2 and V3)

The operating procedures required to directly access a remote trunk are the same as those required to directly access a trunk in the local switch.

DCS TRUNK GROUP BUSY/WARNING INDICATORS (V2 and V3)

The Busy/Warning indicators provide the same indications for trunk groups at a remote switch as they do for those in the local switch.

ROUTINE MAINTENANCE

TESTING

The only routine maintenance required for the attendant console is a test of the alphanumeric display and the console lamps. Perform this procedure often (at least weekly) and notify the System Manager if the console does not pass.

To test the alphanumeric display and the lamps:

1. Open the cover on the front edge of the console (see Figure 1)
2. Press and hold the Lamp Test switch (located at the left front of the console)
 - All lamps in the alphanumeric display should light
 - Each row of lamps on the basic console and the selector console should light and go dark in sequence from top to bottom
 - Timed reminder tone heard
3. Release the Lamp Test switch
 - Lamps return to same status condition as shown before testing began
 - Timed reminder tone stops
4. Close the cover.

CARE AND CLEANING

To clean the console, use a slightly dampened paper towel or soft cloth. In most cases, this should be sufficient. Oily substances on the console may require a fair amount of rubbing or even the use of a mild cleaner, such as window cleaner or desk and office cleaner. However, if a cleaner is used, it should not be applied directly to the console, but should be applied to the cloth and then rubbed onto the console.

Take care not to spill any type of liquid on the console. Liquids, if spilled on the console, could leak inside the console and damage the electronic components.

POWER FAILURE

If commercial power fails, the Power Failure Transfer feature will automatically activate, and the attendant console will not operate. When power is restored, all consoles are restored to normal operation.

When power fails, all active calls and all calls on hold will be lost. Also, a power failure affects the following features and requires corrective action:

- Attendant Control of Trunk Group Access—reestablish control of desired trunk groups.
- Call Forwarding All Calls—reactivate Call Forwarding All Calls for desired extension numbers.

- **Controlled Restrictions**—reestablish control of desired voice terminals or groups of voice terminals.
- **Night Service**—reactivate Night Service as desired.

TROUBLESHOOTING THE SYSTEM FROM THE CONSOLE

The attendant console provides access to several features and facilities that can be used for troubleshooting system problems. This section presents some procedures and suggestions for isolating and analyzing troubles before calling for higher level maintenance.

TROUBLE REPORTING

Each System 75 site should have a well defined policy for collecting and responding to system alarms and user-generated trouble reports. System-alarmed troubles produce visible signals at the attendant console(s) and at selected voice terminals as well as on the system equipment cabinet. If the system has a link to a remote maintenance center, alarms are sent to that location automatically. Otherwise, system-alarmed troubles must be reported immediately to the System Manager, who is responsible for clearing them or calling a designated maintenance organization.

Troubles detected by system users must be reported to some central position such as an attendant or the System Manager who in turn either resolves the troubles or requests help from a remote maintenance center.

ALARM INDICATORS

The console has built-in alarm lamps that indicate major or minor troubles in the system switch. In addition, feature button lamps on the console can be administered as alarm indicators for more specific conditions.

Alm-Ack Lamps

The basic alarm indicator of the attendant console is the **Alm-Ack** pair of lamps to the left of the pushbutton dial (see Figure 5). The **Alm** lamp lights when a system trouble is detected and stays on until the trouble is cleared. If the system has the remote maintenance option, the adjacent **Ack** lamp soon lights steadily, showing that the maintenance center has been automatically alerted. At this point, the center assumes responsibility for clearing the trouble.

An **Ack** lamp that flashes for any extended length of time after the **Alm** comes on means that the system is unable to notify the maintenance center. You, the attendant, must alert the System Manager to the unresolved alarm condition.

If the system does not have the remote maintenance option, the **Ack** lamp stays dark when the **Alm** lamp lights for an alarm. In this case, you must notify the System Manager whenever an alarm condition exists.

Optional Alarm Lamps

The **Alm** lamp on the console does not distinguish between major and minor alarms. If such information is required, a feature button is administered as a **Major Alarm** indicator in V3 systems. The green lamp lights steadily when a major alarm trouble occurs.

If both the **Alm** and the **Major Alarm** lamps light, the alarm is major. If only the **Alm** lamp lights, then the alarm is minor.

In V3 systems, other feature buttons are administered as trouble indicators for links between the system and peripheral support equipment or other sites. The **Link Failure** lamps light for major, minor, and warning alarms. (In systems having the Hospitality Services package, the **PMS Link Failure** lamp indicates trouble in the link between System 75 and the customer-supplied Property Management System.)

You can turn off a green alarm lamp by pressing the associated feature button. If the trouble is cleared before system maintenance detects it again, the lamp will remain off.

In V1 and V2 systems, as well as V3, buttons administered for the Facility Busy Indication feature are used to provide alarm lamps for links. The lamps on these buttons remain lighted as long as the links are active but go dark if a link failure occurs.

The system does not report link failures to the remote maintenance center. You must notify the System Manager immediately of any indication of link trouble.

FEATURES USED IN TROUBLESHOOTING

The following features, listed earlier in the Features section, can be used by the console attendant for simple trouble isolation and analysis. Step-by-step procedures for each feature are provided.

- Automatic Circuit Assurance (V2 and V3)—used for monitoring possible trunk failures.
- Busy Verification of Terminals and Trunks (V2 and V3)—used for making test calls.
- Trunk Group Busy/Warning Indicators to Attendant—used to provide an indication of trunk usage.
- Trunk Identification (V2 and V3)—used to specifically identify a trunk where trouble is encountered.

Automatic Circuit Assurance (ACA)

This feature assists attendants in identifying possible trunk malfunctions. The system maintains a record of the performance of individual trunks relative to short and long holding time calls. The system automatically initiates a referral call when a possible failure is detected. The attendant group or an individual attendant can be assigned as the referral call destination.

If you receive a referral call, it arrives on an idle call appearance. When you press the call appearance button, the display identifies the call as an ACA call, identifies the trunk group access code and the trunk group member number, and shows the reason for referral (short or long holding time). This information remains displayed until you release the call. You can then use the Busy Verification of Terminals and Trunks feature to check the trunk.

The ACA feature provides better service through early detection of faulty trunks and consequently reduces out-of-service time. Some types of trunk failures cause people to shorten their calls. For example, an excessive number of short calls may indicate a noisy trunk. Similarly, a trunk that remains busy for an abnormally long time may be permanently busy due to a trunk fault. The ACA feature takes advantage of these characteristics to identify possibly defective trunks.

ACA must be enabled by the System Manager. Once this is done, one attendant console per system can be assigned an ACA button to activate and deactivate ACA referrals. As long as a system has ACA enabled, it should remain activated at all times.

To activate ACA referrals:

1. Press
 - ACA lamp lights steadily
 - ACA activated

To deactivate ACA referrals:

1. Press
 - ACA lamp goes dark
 - ACA deactivated

Busy Verification of Terminals and Trunks

This feature allows attendants to make test calls to trunks, voice terminals, and hunt groups (Direct Department Calling and Uniform Call Distribution groups). It provides an easy method of checking the condition of these facilities. You can distinguish between a voice terminal or trunk that is truly busy and one that only appears busy because of some trouble condition.

The results of busy verification tests are presented in the form of displays, tones, and conversations with the called facilities. In all of the following procedures, a successful verification tells you that the facility is probably working properly; a failure tells you that the facility should be reported for maintenance.

To busy verify a voice terminal:

1. Press
 - **Busy Verify** lamp lights steadily
2. Dial the desired extension number
 - **INVALID** displayed and intercept tone heard—invalid extension; press and try again
 - **TERMINATED** displayed and ringback heard—called extension is idle and being rung, and verification is successful; talk to called party or release from the call
 - **BRIDGED** displayed, your call bridged onto an active call, and initial warning tone heard—verification successful; talk to bridged parties or release from the call
 - **OUT OF SERVICE** displayed and reorder tone heard; press and report the out of service condition to appropriate personnel

To busy verify a hunt group:

1. Press
 - **Busy Verify** lamp lights steadily
2. Dial desired hunt group extension number
 - **INVALID** displayed and intercept tone heard—invalid extension; press and try again
 - **TERMINATED** displayed and ringback heard—called extension is idle and being rung and, verification is successful; talk to called party or release from the call
 - **ALL MADE BUSY** displayed and reorder tone heard—all hunt group members have activated make busy; release from the call and try again later
 - **DENIED** displayed and reorder tone heard—all hunt group members active on a call; release from the call and try again later
 - **OUT OF SERVICE** displayed and reorder tone heard; press and report the out of service condition to appropriate personnel

To busy verify a trunk:

1. Press
 - **Busy Verify** lamp lights steadily
2. Dial desired trunk access code or press desired **Trunk Group Select** button
 - Dial tone—Go to step 3
 - **DENIED** displayed and intercept tone heard—invalid trunk access code or PCOL trunk group; press and try again
3. Dial desired trunk group member number
 - **INVALID** displayed and intercept tone heard—invalid trunk group member number; press and try again
 - **VERIFIED** displayed and confirmation tone heard—trunk is idle and one-way incoming, and verification is successful; release from the call
 - Ringback heard—trunk is idle automatic tie trunk or release link trunk, and verification is successful; release from the call
 - Dial tone heard—trunk is idle and can be used to make a test call; verification successful; make test call or release from the call
 - **BRIDGED** displayed, bridged onto active call, and initial warning tone heard—verification successful; talk to bridged parties or release from the call
 - **OUT OF SERVICE** displayed and reorder tone heard; press and report the out of service condition to appropriate personnel


Trunk Identification

When a voice terminal user in the system experiences noise or poor transmission on a trunk, the user can conference the attendant into the call. The attendant can then use the Trunk Identification feature to identify the specific trunk that is faulty and report it for maintenance. The feature can also be used on trunk calls originated or received by the attendant.

The trunk identification (access code and group number) is displayed when you press the **Identify Trunk** button during a call. If two trunks are used on the call, the identification of the last trunk added to the call is displayed. Trunk Identification is denied if there are more than two trunks on a call.

The operation given here assumes that you are on an active call; however, the **Identify Trunk** button can be used while a trunk is being accessed, while digits are being outpulsed on a trunk, or during intervals between digit outpulsing.

To identify a specific trunk being used on a call:

1. Press 
 - Trunk access code and trunk group member number are displayed
2. Report the trunk problem and the identification information to the System Manager or other appropriate maintenance personnel

Trunk Group Busy/Warning Indicators to Attendant

This feature provides the attendant with a visual indication of the trunk group status for each of the 12 Trunk Group Select buttons located on the console.

Six of the Trunk Group Select buttons have associated Warning and Busy lamps. The other six buttons have only associated Busy lamps. The lamps function as follows:

- **Busy Lamps**
 - Lights when all trunks in the associated trunk group are busy.
- **Warn (Warning) Lamps**
 - Lights when a preset number of trunks in the associated trunk group are busy.

Observing these indicators can alert you to unusual or suspicious conditions such as groups that are always busy or never busy. Knowing what hours of the day are the most busy and the least busy in terms of trunk usage is also useful in analyzing possible trunk problems. For example, if the **Busy** lamp for a particular group stays on during a normally slack period, you should check the possibility that one or more trunks are out of service but appearing to be busy. On the other hand, a trunk group whose lamps never light should also be checked. Use the Busy Verification feature to test suspected faulty trunks.

OTHER MAINTENANCE TIPS

If your console is in the active mode but does not receive any calls, be sure to check the **Night** button and status lamp (see Figure 6). If the lamp is lighted, the console is in night service and no calls can terminate on it. Press the **Night** button to extinguish the lamp and restore the console to normal service.

Complaints from system users that they are not receiving calls sometimes result from accidental operation of Call Forward or Send All Calls buttons on their voice terminals. In response to such a complaint, call the terminal back and check your display for "f" or "s". If either of these codes is displayed, tell the user to deactivate the feature.

FEATURE SUMMARY

This section of the manual is designed to help provide a better understanding of certain features that may be difficult to understand. A general overview of these features is provided rather than step-by-step instructions, which are given elsewhere in this manual. The following features are discussed in this section:

- Call Coverage and Leave Word Calling
- Message Retrieval
- Integrated Directory

CALL COVERAGE AND LEAVE WORD CALLING

Call Coverage is a feature that redirects unanswered internal and/or Direct Inward Dialing (DID) calls to an alternate answering position. (DID calls are calls made by an outside caller that go directly to the called extension without your assistance.) The console can be one of the alternate answering positions. The alphanumeric display informs you when a call is redirected to you by Call Coverage. A code on the right side of the console shows you why the call has come to the console. The codes associated with Call Coverage, and their meanings are as follows:

- **s**—Send All Calls—All calls to this number are temporarily being sent to coverage.
- **d**—Doesn't Answer—Reasons for the no-answer may be the called party did not answer the call within a preset number of rings, or the system always sends calls to this extension to coverage. The most common reason for always sending calls to coverage is that the person who normally answers the calls is unavailable for an extended period of time (perhaps due to vacation or illness). With immediate coverage, the called voice terminal doesn't ring. This minimizes the time the calling party has to wait.
- **b**—Busy—The called party is already handling at least one call.

The left portion of the display identifies the source of the call by showing a name, number, or some other identification, and identifies the destination of the call by showing a name or number. For example:

```
tom smith to bill jones  s
```

The above display indicates an inside call from Tom Smith to Bill Jones, who is temporarily sending all calls to Coverage. Proper names (Smith and Jones) or extension numbers indicate an inside party.

Outside calls are identified by the name assigned to the trunk group that the call comes in on. For example:

local to bill jones d

The above call indicates an outside call on trunk group "local" to Bill Jones and one of the Doesn't Answer criteria is met.

On a call such as this, you can answer with Mr. Jones' name, give a reason why he didn't answer the call and provide other assistance, as required. Other assistance normally means one of the following:

- If Mr. Jones is in and the caller indicates that the call is important, determine if Mr. Jones wants to accept the call. If so extend the call back to Mr. Jones. This involves **Consult** button operation, which is fully described elsewhere in this manual.
- If someone else can help the calling party, extend the call to that person.
- If the calling party wants to leave a message for Mr. Jones, take a message and later relay the message to Mr. Jones. Pressing the **LWC** button leaves an electronic "call me" message for Mr. Jones. When he calls, you can relay the message.
- If the calling party is an inside party and the message is simply to return the call, the **Cover Cback** button can be pressed to leave a message for Mr. Jones to call the calling party. You do not have to verbally relay the message. The message does not indicate that you were ever on the call.

With all coverage calls that you answer, the called party may pick up the call before you disconnect. That is, a three-way call can exist. Unless instructed otherwise, simply release from the call, leaving the calling and called parties to talk with each other.

MESSAGE RETRIEVAL

The console can be used to retrieve Leave Word Calling and Call Coverage messages for other system users. Other system users may or may not be able to retrieve their own messages. If they cannot retrieve their own messages, other users may call upon you to do so. Messages can be retrieved by using the display and associated buttons.

When the display is used to retrieve messages, the display-related feature buttons are pressed to display the desired information. These feature buttons, listed below, are discussed in the Description section of this manual.

- Cover Msg Rt
- Next
- Delete Msg
- Make Call

When a user calls and requests that you see if he or she has any messages, simply look to see if the user has any messages (for details on how to do this, see the Operating Procedures section of this manual) and relay the information. After relaying a message, you can delete that message if desired. Also, if the person who left the message is internal to the system, you can connect the requesting caller to the person who left the message. This can be done by simply pushing the **Make Call** button while the message is displayed.

INTEGRATED DIRECTORY

With Integrated Directory, you can use the touch-tone buttons on the console to key in a name and retrieve the extension number assigned to that name. The names and extension numbers are stored in the system directory. Instead of shuffling through a lot of paperwork trying to find someone's extension number, you just key in their name and their extension number appears on the console display. The Integrated Directory mode can be entered whether you are active on a call or not. Also, calls can be received while the Integrated Directory mode is active.

Integrated Directory is really very simple to use. To enter the Integrated Directory mode, simply press the **Intgrtd Directory** button. When this button is pressed, the tones that you normally hear when pressing the touch-tone buttons are silenced. The buttons are now used exclusively for keying in names. They cannot be used to dial extension numbers or access codes. (You can, however, place calls or activate features if dialing is not required.)

To find a specific person's extension number, enter their name by pressing the required buttons. Press the touch-tone buttons that spell the desired person's name. Always spell the last name first followed by the first name or initial, unless you are trying to find the extension for a group, organization, etc., that may only be assigned one name (Personnel, for example).

When a button is pressed, the display shows the first name that matches the first letter on the button. For example, if you are searching for the name Ann Carter and press button 2 to key in the letter C, the display might show Abbott,Lynn A and an extension number. (Button 2 matches A before it matches C.) If you press button 2 again to key in the letter A, the display will stay the same. (Again, AB is matched before CA.) If you now press button 7 to key in an R, the display might show Carr,Danny and an extension number.

At this point, you can press button 8 to key in the letter T or press the **Next** button on the alphanumeric display. Pressing **Next** displays the next name in the directory and, in this case, might be Ann Carter. Each press of the **Next** button displays the next name in the directory in alphabetical order.

When the desired name and extension number are displayed, you can automatically place a call to that person by pressing the **Make Call** button.

If a name is entered but not found in the directory, the display will show **NO MATCH—TRY AGAIN**. To search for another name, the user presses the **Intgrtd Directory** button again, and the feature is reactivated.

To exit the Integrated Directory mode, you can press one of the other mode buttons assigned to the alphanumeric display module, for example, the **Normal Mode** button.

SYSTEM SUMMARY

LIST OF DIAL CODES

The console has 19 programmable feature buttons. However, some features may not be assigned to a button, but can be accessed by dial code. The following is a list of the feature activate and deactivate codes. The System Manager will fill in the codes.

Feature	Code
Answerback (Answer a parked call)	_____
Automatic Alternate Routing (V2 and V3)	_____
Automatic Route Selection	_____
Call Forwarding All Calls - Activate (V2 and V3)	_____
Call Forwarding All Calls - Deactivate (V2 and V3)	_____
Call Park	_____
Code Calling Access:	
Zone 1	_____
Zone 2	_____
Zone 3	_____
Zone 4	_____
Zone 5	_____
Zone 6	_____
Zone 7	_____
Zone 8	_____
Zone 9	_____
All Zones	_____

Controlled Restrictions:

Group of Voice Terminals - Activate _____
Group of Voice Terminals - Deactivate _____
Single Voice Terminal - Activate _____
Single Voice Terminal - Deactivate _____

Hunt Group Busy Activation (Make Busy) _____

Leave Word Calling, Send a Message _____

Leave Word Calling, Cancel a Message _____

Loudspeaker Paging Access:

	Location	
Zone 1	_____	_____
Zone 2	_____	_____
Zone 3	_____	_____
Zone 4	_____	_____
Zone 5	_____	_____
Zone 6	_____	_____
Zone 7	_____	_____
Zone 8	_____	_____
Zone 9	_____	_____
All Zones		_____

Voice Coverage Message Retrieval _____

Voice Principle Message Retrieval _____

SMDR Account Code _____

SYSTEM PARAMETERS

Some preset system parameters—that is, limits, intervals, and Class of Restriction (COR) numbers—pertain to the operation of the attendant console. For convenience, these parameters are listed here. (Up to 64 COR numbers are available. However, space is left here for only 12 numbers.) The System Manager will supply the information needed to fill in the blanks.

Attendant Lockout Active Yes ___ No ___

Call Park--Extension Numbers
 Assigned to Console

Calls Waiting--Warning Limit of Calls in Queue _____

Centralized Attendant Service (CAS)
(V2 and V3)

Yes ___ No ___

Class of Restriction Numbers

Code Calling Playing Cycle

Individual Attendant Access (V2 and V3)

Yes ___ No ___

Loudspeaker Paging Timeout Interval

Timed Reminder Interval:

Held Call

No Answer Return Call

Trunk Group Warning Limits:

Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___
Trunks in Group (Type/No.)	___	Warning Limit	___

REFERENCES

The following is an abbreviated listing of System 75 documents. Included is a brief description of each document in the list. For a complete listing of System 75 documents, refer to the *AT&T System 75—Documentation Guide, 555-200-010*.

AT&T System 75 and System 85—Reference Manual—Terminals and Adjuncts 555-015-021

Provides concise physical and functional descriptions of the peripheral equipment that can be used with System 75 and System 85. It is intended as an aid for both AT&T and customer personnel in selecting appropriate components for these systems and in training and management.

AT&T System 75—Administration Manual 555-200-500

Describes the management of the system's administration and operation. Includes the guidelines for initialization, reconfiguration, backup procedures, monitoring system performance, and maintaining system security. Includes a description of the tasks that can be performed via the System Access Terminal and the prerequisites for completion.

AT&T System 75—Reference Manual—Feature Description 555-200-201

Provides a technical description of the Release 1 Version 1, Release 1 Version 2, and Release 1 Version 3 system features and parameters.

AT&T System 75—Reference Manual—System Description 555-200-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

AT&T System 75—Planning/Configuration Manual 555-200-600

Provides a method for defining the customer's system requirements and for collecting the information used to estimate System 75 hardware requirements.

AT&T System 75—Implementation Manual—Release 1 Version 1* 555-200-650

AT&T System 75—Implementation Manual—Release 1 Version 2* 555-200-651

AT&T System 75—Implementation Manual—Release 1 Version 3* 555-200-652

* Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal. Each document supports the version system indicated in the title.

- AT&T System 75—Service Manual—Switch Installation and Test 555-200-104
Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.
- AT&T System 75—Service Manual—System Upgrades and Additions 555-200-106
Provides procedures and information required to upgrade a R1V1 System 75 to a R1V2 or R1V3 System 75, to upgrade a R1V2 System 75 to a R1V3 System 75, and to make additions to an operational System 75, after the initial switch installation.
- AT&T System 75—Service Manual—System Maintenance 555-200-105
Provides the information necessary for monitoring, testing, and maintaining the AT&T System 75. It is intended to cover many of the faults and troubles that can occur in the system.
- AT&T System 75—Reference Manual—Wiring Guide 555-200-111
Provides the information necessary for installing inside wiring for the AT&T System 75.
- AT&T System 75—User's Guide—Voice Terminal Operations 555-200-701
Describes all the voice features and provides the "how-to-operate" instructions for each voice terminal. Serves as a reference when defining user requirements.
- AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions 555-200-722
Provides information for use by agents after training is completed. The various ACD features are described and the procedures for using them are provided in this document. The information in this document applies only to Release 1 Version 3 systems.
- AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions 555-200-724
Provides information for use by supervisors after training is completed. The various ACD features are described and the procedures for using them are provided in this document. The information in this document applies only to Release 1 Version 3 systems.
- AT&T System 75—User's Guide—Hospitality Operations 555-200-723
Contains the procedures for using the Hospitality Services of AT&T System 75, Release 1 Version 3. These services include a group of System 75-based features that support the lodging industry. Hotels and motels use the features to improve their property management and to provide assistance to their employees and clients.

AT&T Telecommunication Electrical Protection

350-060

Provides practical, functional information and application detail combined with training material for telecommunication engineers in the electrical protection field.

User instructions are also available for all terminals.

GLOSSARY

Access Code

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature or access an outgoing trunk. The star (*) and pound (#) can be used as the first digit of an access code.

Administer

To access and change the parameters associated with the services or features of the system.

Answer-Back Code

A code dialed to retrieve a parked call.

Appearance

See Call Appearance.

Attendant

The operator of the console.

Attendant Console

An electronic call-handling position with pushbutton control. Used by attendants to answer and place calls and to manage and monitor some of the system operations.

Call Appearance, Attendant Console

Six buttons, labeled a through f, used to originate, receive, and hold calls. Each button has two associated lamps to show the status of the call appearance.

Call Appearance, Voice Terminal

A button labeled with an extension number used to place outgoing calls, receive incoming calls, or hold calls. Two lamps next to the button show the status of the call appearance or status of the call.

Callback Call

A call that is automatically returned to a voice terminal user who activated the Automatic Callback or Ringback Queuing feature.

Call Waiting Ringback Tone

A low-pitched tone identical to the ringback tone except the tone decreases the last 0.2 second. This tone notifies the attendant that the Attendant Call Waiting feature has been activated and that the called user is aware of the waiting call.

Central Office

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

Central Office Codes

The first three digits of a 7-digit public network telephone number. These codes are numbered from 200 through 999.

Central Office Trunk

A telecommunications channel that provides access from the system to the public network through the local central office.

Class of Restriction (COR)

A number (0 through 63) that specifies the restrictions assigned to voice terminals, voice terminal groups, data modules, and trunk groups.

Confirmation Tone

Three short bursts of tone followed by silence; indicates that the feature activated, deactivated, or canceled has been accepted.

Console

See Attendant Console.

Coverage Answer Group

A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

Coverage Call

A call that is automatically redirected from the called party's extension number to an alternate answering position when certain coverage criteria are met.

Coverage Path

The order in which calls are redirected to alternate answering positions.

Coverage Point

The attendant positions (as a group), Direct Department Calling group, Uniform Call Distribution group, Coverage Answer Group, a voice terminal extension, or Message Center Hunt Group designated as an alternate answering position in a coverage path.

Covering User

The person at an alternate answering position who answers a coverage call.

Designated Voice Terminal

The specific voice terminal to which calls, originally directed to a certain extension number, are redirected. Commonly used to mean the "forwarded-to" terminal when Call Forwarding All Calls is active.

Distributed Communications System (DCS)

A network of two or more switches, each with its terminals and trunks, configured to function as a single large system.

Direct Extension Selection (DXS)

An option at the attendant console that allows an attendant direct access to voice terminals by pressing a Group Select button and a DXS button.

Extension Number

A 1 to 5-digit number assigned to each voice terminal, certain system groups, data modules, 510 Personal Terminal, or 515 Business Communications Terminal within the system. A 1- or a 5-digit extension number is available for Version 2 and Version 3 only.

External Call

A connection between a system user and a party on the public telephone network or on a tie trunk; also referred to as an outside call.

Feature

A specifically defined function or service provided by the system.

Feature Button

A labeled button on a voice terminal or attendant console designating a specific feature.

Intercept Tone

An alternating high and low tone; indicates a dialing error or denial of the service requested.

Interface

A common boundary between two systems or pieces of equipment.

Internal Call

A connection between two users within the system; also referred to as an inside call.

Link

A transmitter-receiver channel or system that connects two locations.

Principal (User)

In terms of Call Coverage, a person for whom a call was originally intended.

Private Network

A network used exclusively for handling the telecommunications needs of a particular customer.

Public Network

The network that can be openly accessed by all customers for local or long-distance calling.

Queue

An ordered sequence of calls waiting to be processed.

Queuing

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

Recall Dial Tone

Three short bursts of tone followed by steady dial tone; indicates the system has completed some action (such as holding a call) and is ready to accept dialing.

Redirection Criteria

The information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

Reorder Tone

A fast-busy tone repeated 120 times a minute; indicates that at least one of the facilities, such as a trunk or a digit transmitter, required for the call was not available at the time the call was placed.

Split

A condition whereby a caller is temporarily separated from a connection with the attendant. This split condition automatically occurs when the attendant, active on a call, presses the Start button.

Status Lamp

A green lamp that shows the status of a call appearance or a feature button by the state of the lamp (lighted, flashing, fluttering, broken flutter, or dark).

Switchhook

The button(s) on a voice terminal located under the receiver.

System Manager

A person responsible for specifying and administering features and services for the system.

Tone Ringer

A device with a speaker, used in electronic voice terminals to alert the user.

Trunk

A telecommunications channel between two switching systems.

Trunk Group

Telecommunications channels assigned as a group for certain functions.

Voice Terminal

A single-line or multi-appearance voice instrument (telephone).

Wide Area Telecommunications Service (WATS)

A service that allows calls to a certain area or areas for a flat-rate charge based on expected usage.

800 Service

A service that allows incoming calls from a certain area or areas to an assigned number for a flat-rate charge based on usage.

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