



MERLIN LEGEND™

Communications System

Release 2.0

MLX Queued Call Console
Operator's Guide

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Notice

Every effort was made to ensure that the Information in this book was complete and accurate at the time of printing. However, Information is subject to change.

Federal Communications Commission (FCC) Electromagnetic Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Present Appareil Numerique n'emet pas de bruits radioelectriques depassant les limites applicable aux appareils numeriques de la class A prescribes clans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electrical shock, and injury to you and damage to the equipment.

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

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- Do not use the telephone during electrical storms in your immediate area. There is a remote risk of electrical shock from lightning.
 - Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the telephone.
 - Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
 - Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
 - To reduce the risk of electrical shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electrical shock when the telephone is used.
 - Call your sales representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS

About This Guide

MERLIN LEGEND™ Communications System supports the MLX Queued Call Console. This guide is for operators using the MLX Queued Call Console to perform operator tasks. Some features are customized for your particular system, therefore, if you have any questions about your system, contact your system manager. He or she is a co-worker responsible for managing the system.

Conventions

The following typographical conventions are used in this guide:

- **Bold type** is used for telephone buttons.
Press **Hold**.
- *Italic type* is used for emphasis and as a substitute for information for which you must supply a specific value.
Dial *feature code*.
- `Constant width` type is used for information on telephone display screens.
Select `Camp On` from the display.
- **Bold constant width** type indicates information that you enter exactly as shown.
Dial **##**.
- A smaller italic font is used for additional information provided after the step of a procedure:
The green light flashes.

Commenting on this Guide

We welcome your feedback on this guide. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

About Your Queued Call Console

1

Your Queued Call Console (QCC) is a MERLIN LEGEND™ Communications System phone console set up for operators. It receives one call at a time in a priority sequence. Each incoming call waits in a holding place (or queue) until you or another operator can handle the call. If there are other QCC operators handling calls with you, each operator may have his or her own queue. This chapter describes the Queued Call Console and associated buttons, lights, screens and additional equipment. It also covers operator tasks and associated QCC features.

Queued Call Console

Your QCC is an MLX-20L™ telephone, which has a 7-line display. You can use the QCC alone or with one or two Direct Station Selectors (DSSs). When a DSS is attached to an MLX-20L, it adds extension buttons or other inside calling buttons to your console. The DSS buttons allow you to make direct telephone connections with your co-workers and indicate if their telephone is busy as well as Message Waiting and Do No Disturb status.

Operator Tasks

You can use your console to perform the following operator

- answer inside and outside calls
- direct inside and outside calls to an extension or an outside telephone number
- make inside and outside calls (especially for co-workers whose telephones are not set up to make outside calls)
- serve as a message center
- set up conference calls

The call handling features are described in Chapter 2 and all other features are described in Chapter 4.

Preprogrammed Buttons

All QCC buttons are preprogrammed with features. You cannot change the features on these buttons. However, additional features are available to QCC operators using the QCC's seven-line display. The QCC display is described later in this chapter.

QCC and Direct-Line Console (DLC) Differences

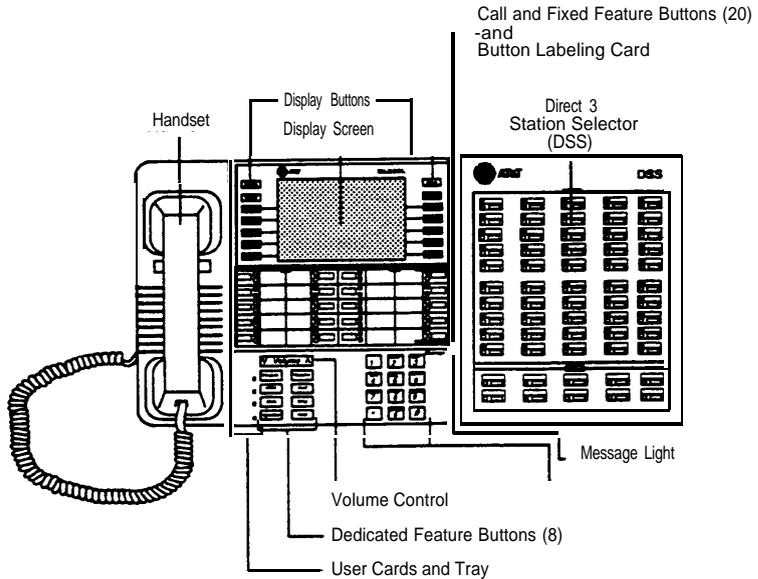
As an operator, you may work on both queued call consoles and direct-line consoles (DLCs). Two important differences between these consoles are how calls are received and the buttons on the consoles used to accommodate the calls. Because all QCC calls are sent to the console one at a time, the QCC has no individual line buttons, only **Call** buttons. Both inside and outside calls ring on **Call** buttons. Because multiple calls to a DLC ring simultaneously, the DLC has no **Call** buttons, only individual *line buttons*.

Also, feature and programming codes are not used on the QCC. All features are accessed via factory-programmed buttons or from the display.

Console Equipment

You can use your QCC with a headset. An illustration of the QCC (an MLX-20L telephone with one DSS) follows. A separate illustration and description of the DSS is included. The console's buttons are described later in this chapter.

MLX-20L Telephone with DSS



About Your Queued Call Console

Button labeling card

Card labeled with the features assigned to each button.

Contrast control (not shown)

Sliding switch used to brighten or dim the display screen.

Desk stand (not shown)

Adjustable stand on the console and on the DSS that allows a 20- or 30-degree viewing angle.

User cards and tray

Slide-out drawer with erasable cards for noting telephone numbers. (Feature and programming codes are not used on a QCC.)

Volume Control

Button to adjust the volume of the speaker, handset, headset, and ringer.

Dedicated features buttons

Imprinted buttons for these features:

Feature to view the Feature screen and select features.

HFAI (Hands Free Answer on Intercom) not used on a QCC.

Mute to turn the speakerphone's microphone on and off.

Speaker to talk on a call (through the speakerphone) without lifting the handset.

Transfer to direct calls to other users. However, Start is recommended for this function.

Conf to setup multiple-party calls.

Drop to disconnect the last person added to a conference call.

Hold to put a call on hold.

Dialpad

Area on the console used to dial telephone numbers.

Direct Station Selector (DSS)

Device that adds extension buttons or other inside and outside calling buttons to the QCC.

Display buttons

Imprinted button and eight unlabeled buttons used to view the different screens and select names, features, and options on each screen.

Display screen

The 7-line by 24-character screen that displays the Home screen, including call information, QCC queue information, the date, and the time. The Menu, Feature, and Inspect screens are also displayed.

Call and fixed features buttons

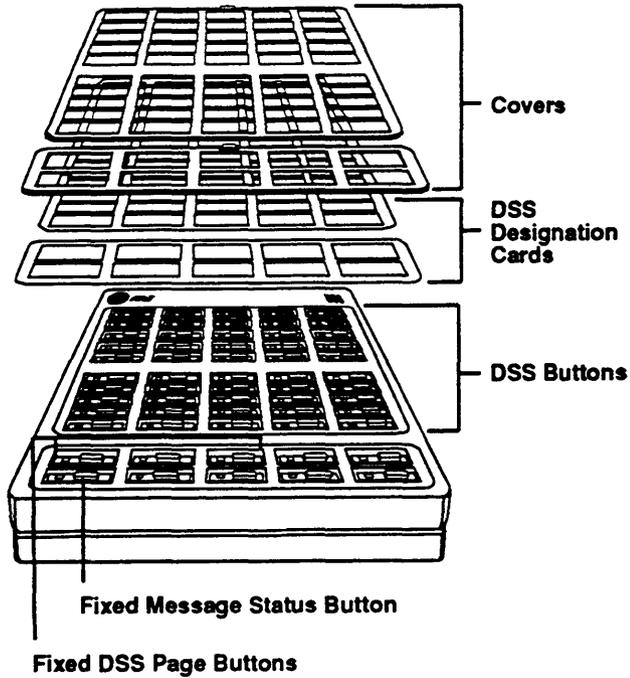
Twenty buttons, to to make and receive calls and 15 for activating features. (These buttons are preprogrammed and cannot be changed.)

Handset The hand-held part of the console you pick up, talk into, and listen from.

Message Light

Red light that goes on when a message is waiting to be displayed.

Direct Station Selector



About Your Queued Call Console

Covers

Removable plastic covers to protect button labeling cards. The top cover protects the 50 DSS button labels, and the lower cover fits over the 10 fixed feature button labels. Replace with textured side facing you .

DSS Designation Cards

Cards for labeling the extensions and features assigned to each button.

DSS buttons

50 buttons used to director place calls to extensions.

Fixed buttons

10 additional buttons, including **Message Status** and three **Page** buttons. The six remaining buttons on the first DSS are reserved for future use. If a second DSS is connected to the console, the 10 buttons at the bottom of the second DSS are also reserved for future use.

Fixed Message Status button

A button used with the **Page** buttons to view the message light status of telephones.

Fixed Page buttons

Three buttons used to select the range of extensions the DSS buttons represent.

Console Accessories

The communications system supports various headsets and headset amplifiers. This section describes these equipment options. For detailed information about the actual use of the equipment, refer to the equipment's accompanying documentation.

NOTE:

Not all consoles allow the use of headset, handset, and speakerphone at the same time. Check with your system manager before trying to use this equipment.

Headsets

Four headsets are available for use with your QCC:

- The **StarSet® Headset** has a single ear tip and is worn without a headband.
- The **Mirage® Headset** has a single disk-shaped receiver and is worn without a headband.
- The **Supra® Headset** has a single disk-shaped receiver and a headband.
- The **Supra® NC Headset** has two disk-shaped receivers and a headband.

Amplifiers

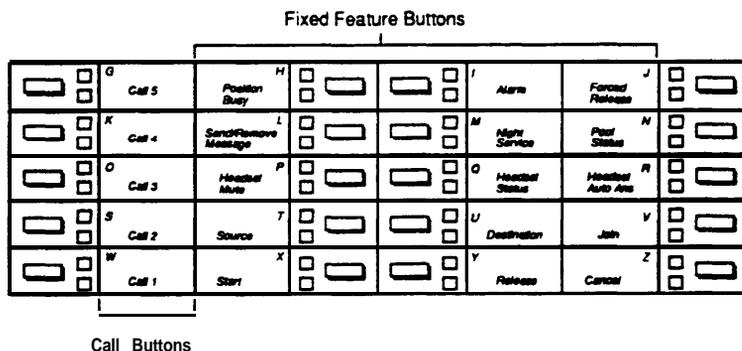
The headsets described in the previous section work with an MLX-20L telephone when combined with the Modular Amplifier. Ask your system manager for information on this amplifier.

Buttons

You use your console's **Call** buttons, fixed feature buttons, and DSS buttons to access the system's features and services.

Call and Fixed Feature Buttons

The Call and fixed feature buttons are factory-programmed and labeled for specific functions, as shown in the following illustration and described on the following page.



About Your Queued Call Console

Letters G through Z

Letters located on the corner of each **Call** and fixed feature button used to enter names into your Personal Directory. (Letters A through F appear on the display.)

Call buttons

Buttons, labeled 1 through 5, to make and receive inside and outside calls.

Fixed feature buttons

Buttons for special operator functions and basic call handling:

Start begins directing the call and puts the caller on hold at **Source**.

Source, connects you with the caller after you've begun directing the call.

Destination connects you with the person being called (when you are directing the call).

Release completes a call and frees you for the next call. It also releases you from a 3-way conference.

Headset Auto Ans (Headset Auto Answer) when you use a headset, automatically connects you to the next call each time a new call arrives at your console.

Headset Mute

(Headset/Handset Mute) temporarily turns off the headset microphone to allow you to talk to someone privately. It also turns off the handset microphone.

Headset Status allows you to switch between the handset and the headset.

Send/Remove Message turns co-workers' message lights on and off.

Position Busy temporarily prevents most calls from being sent to your console. You continue to receive calls to your extension and calls from co-workers who are using forwarding features.

Night Service turns on after-hours telephone operation.

Alarm indicates that a problem has occurred with the system.

Cancel cancels a call-directing attempt and reconnects you to the original caller held at **Source**. The system moves the call to a **Call** button.

Join connects you, the original caller (source), and the co-worker being called (destination) in a 3-way conference.

Pool Status shows you the status of the outside line groups in your system.

Forced Release drops all callers (including you) from a call and frees you for another call.

DSS Buttons

Your QCC can have one or two attached DSSs. The console's DSS buttons can be extension buttons or other types of calling buttons.

DSS Button Assignments

The DSS has 50 buttons arranged in five columns of 10 buttons. The buttons are assigned numbers in ascending order, starting with top left button in the first column. Each button can have three numbers assigned to it.

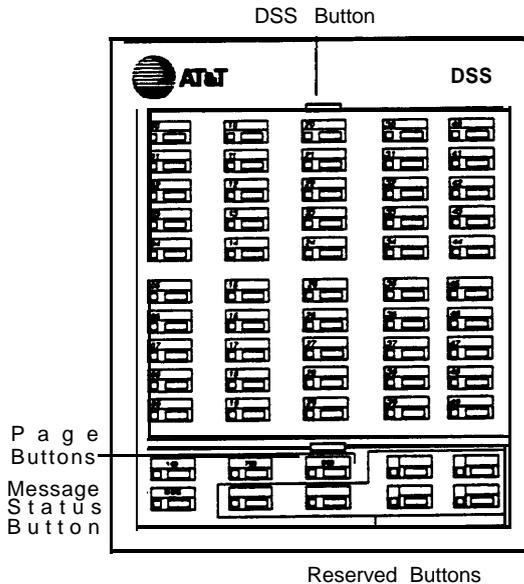
- Extension numbers or calling group numbers--for making or directing calls to individual co-workers or to a group of co-workers who handle the same types of calls.
- Extension numbers—for paging co-workers over speakerphones or loudspeaker systems (Page feature) or for parking calls. Park puts a call on hold so that it can be picked up at another extension (Park feature). See Chapter 4 for more details on these features.

About Your Queued Call Console

NOTE:

The DSS buttons and lights maybe used to show status of pools or trunks, but may not be used to access those pools or trunks.

The following illustration shows how your DSS buttons might be programmed and labeled.



About Your Queued Call Console

DSS buttons

Buttons used to place or direct calls with one-touch dialing. Each DSS button can represent three numbers. The number that the DSS button represents depends on the page selected.

Page buttons

Buttons used to reach the various telephone numbers assigned to your DSS. Page refers to the range of numbers on the DSS. In the example, **Page 1** represents the 100 range, **Page 2** represents the 700 range, and **Page 3** represents the 800 range. Therefore, a DSS button labeled 10 will represent 110, 710, or 810, depending on the page selected. (if you have two DSSs, a button on the second DSS labeled 78 represents 178, 778, or 878.) A green light next to the Page button reminds you which page you have selected.

By pressing different Page buttons (1, 2, or 3) with DSS buttons, you can select alternate ranges or pages of numbers. For example:

Page 1 selects the first 50 numbers on each DSS. This button allows you to reach extensions 10-149 with one DSS or 100-199 with two DSSs. **Page 2** selects the second 50 numbers on each DSS. This button allows you to reach extensions 700-748 with one DSS or 700-799 with two DSSs.

Page 3 selects the third 50 numbers on each DSS. This button allows you to reach extensions 800-849 with one DSS or 800-899 with two DSSs.

Message status button

Used (with Page buttons) to check the status of co-workers' message lights.

Reserved buttons

Not used.

Lights

Your console and DSS lights provide the visual cues for handling calls. You use the lights next to the buttons differently, depending on the purpose of the button and the operator function.

Console Button Lights

Each call or fixed feature button has a red light and a green light next to it. These lights provide the following important information:

About Your Queued Call Console

Light	Meaning
<i>Steady red</i>	
■ Call button	You are automatically connected to this Call button when you lift the handset or press Speaker .
■ Alarm	A system problem has occurred. See your system manager.
■ Headset/Mute	The feature is active and the microphone is muted, you may speak without the caller hearing you.
<i>Steady green</i>	
■ fixed feature button	The feature on this button is active.
<i>Steady red and green</i>	
■ Call button	You are on this Call button
<i>flashing green</i>	
■ Call button	An incoming call is on this button.
■ Night Service button	You must enter the password to turn Night Service on or off.
<i>Fast flashing green</i>	
■ call, Source Destination buttons	You have a call on hold on this button.

DSS Button Lights

The red light beside each DSS button provides information as shown in the following table. (The Message Status light must be off when you check this information.)

Red Light	Meaning
<i>Off</i>	
■ Extensions	Telephone is not in use and Do Not Disturb is not activated.
■ Pool	At least one trunk in the pool is available.
■ Trunk	Trunk is available.
■ Park Zone	Park Zone is not in use.
■ Group Page or Page All	These features are not in use.
■ Calling Group	The number of calls in the calling group queue is less than the number your system manager programmed.
<hr/>	
<i>Steady On</i>	
■ Extensions	This co-worker is on the telephone or using Do Not Disturb, the handset is off the hook, or the speakerphone is on.
■ Pool	All trunks in the pool are busy.

About Your Queued Call Console

Red Light	Meaning
<i>Steady On</i>	
■ Trunk	This trunk is in use.
■ Park Zone	A call is parked on this button.
■ Group Page and Page All	This feature is in use.
■ Calling Group	The number of calls in the calling group queue is equal to or more than the number your system manager programmed.
<hr/>	
<i>Fast Flashing</i>	
■ Extensions	This co-worker is calling you, or a parked call or a call you put on hold is
■ Trunk	A directed, parked, or held call on this trunk is returning to you.
<hr/>	
<i>Slow flashing</i>	
■ Extensions	A call you directed to this extension is returning to you.
■ Trunk	A call is ringing on this trunk at your console or somewhere else in the system.
<hr/>	

Message Status Lights

When a co-worker has a message sent from an operator, the operator uses the Send/Remove Message feature to turn on the message light on that co-worker's telephone. However, if the message light is already on because of a message sent by a co-worker, the operator does not know, and sending a subsequent Send/Remove Message turns off the message light.

To help you avoid such errors, your DSS has a fixed **Message Status** button that allows you to check the status of co-workers' message lights before you use the Send/Remove Message or Leave Message feature.

To check a co-worker's message status, press the **Message Status** button (the green light goes on). Look at the light next to the DSS button for the person's extension; if the DSS button light is on, your co-worker has an operator message.

Display

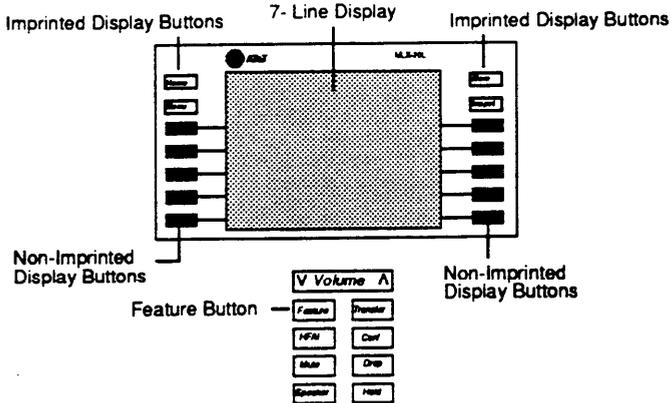
Your QCC has a 7-line by 24-character display screen and 14 display buttons (4 imprinted buttons and 10 unlabeled buttons). The display assists you in the following ways:

- provides calling information
- acts as an alarm, clock, timer, telephone book, and message center
- lists available features and prompts you as you use them

Chapter 2 explains how to use the display to identify calls. The display options are explained on the following pages.

The display examples on the following pages are general. The displays on your system may differ slightly, depending on how your company has programmed your system.

7-Line Display Screen



Imprinted Display Buttons

Used to select specific display screens: **Home**, **Menu**, **More**, and **Inspct** (Inspect).

Non-Imprinted Display Buttons

Used to select the corresponding features and options shown on each screen.

Feature Button

Used to display the Feature screen to select features you use often.

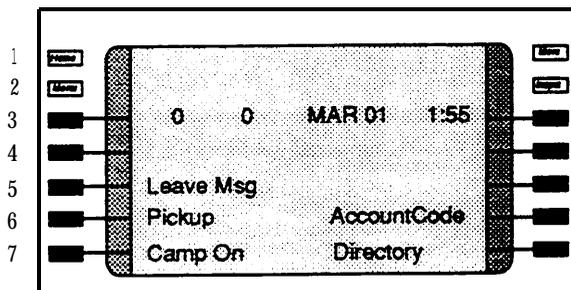
Home Screen

The Home screen, as shown in the following illustration, is displayed when you're not using your console's features. Screen information changes when you receive or make a call and use features.

To return to the Home screen at any time, simply press **Home**.

In the following illustration, the lines on the screen are numbered to help you identify information as you read the following screen line descriptions.

Home Screen



Home Screen Line Descriptions

- Lines 1 and 2 show calling information:
 - When the console is not in use, Lines 1 and 2 are blank, unless a Posted Message was used to alert others with display telephones. Then, the message appears on Line 1 as a reminder. (See “Messaging” in Chapter 4.
 - When you’re receiving a call, Lines 1 and 2 show the call type (inside, outside, forward, or returning). It also shows who made the call (name or extension for inside calls, or the trunk handling the incoming call for outside calls). If your company subscribes to the automatic number identification (ANI) service, the outside caller’s number is displayed on Line 1.

NOTE:

The availability of the caller identification information may be limited by local-serving (caller’s) jurisdiction, availability, or central office equipment.

- When you are making an inside call, Line 1 shows your coworker’s name and extension.
- When you are making an outside call, Line 1 shows the name of the trunk being used and the number being dialed.

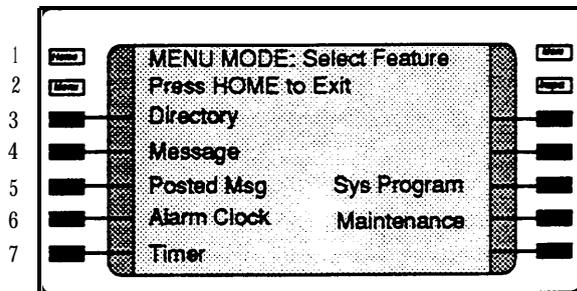
- When you are using a feature, Line 1 shows the feature name and may prompt you to enter information (depending on the feature).
- Line 3 shows the date and time and the number of calls waiting in queue:
 - The number on the left is the number of calls waiting in your personal queue. The accompanying number is the number of calls waiting in the system queue for all operators. When this number reaches a programmed limit, this area on your screen is highlighted, and you hear a beep in your handset or headset (if you're on a call). This signals that calls are stacking up, and you should handle calls as quickly as possible.
 - This line also shows reminder messages about held calls.
- Lines 4 through 7 list the features you might use most often. To use one of these features, press the unlabeled display button next to it.

Menu Screen

The Menu screen lists features and functions you can use through your display. Calling information is not shown on the Menu screen, but you can make and receive calls while in Menu mode, except when using the Alarm Clock or Personal Directory features. You can also use Menu features while you are on a call. Chapter 4 tells you how to use features.

To select a feature from the Menu screen, press the unlabeled display button next to it. To return to the Home screen, press **Home**.

Menu Screen



NOTE:

If your console is set up for system programming and maintenance, *Sys Program* and *Maintenance* are shown on the right side of the Menu screen. If you have not been trained or are not familiar with these features, see your system manager.

Inspect Screen

The Inspect screen has five functions:

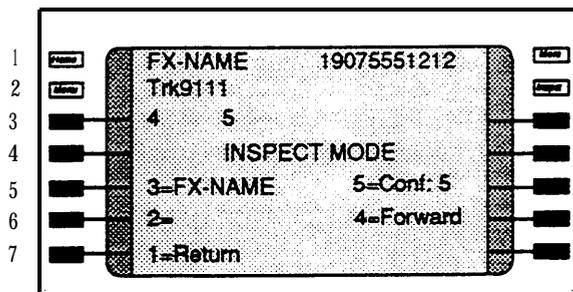
- to display information about **Call** buttons and fixed feature buttons
- to enable you to view the status of system alarms and the number of busy trunks in a pool
- to display the extension and message status of DSS buttons
- to display Busy/Do Not Disturb status using DSS buttons
- to view call handling information when you're on a call, have other calls on hold, or are on a conference.

You cannot inspect information about dedicated feature buttons, the unlabeled display buttons, or the imprinted display buttons. If you are in the Inspect mode and you press **Home**, **Menu**, or a dedicated feature button, your console is no longer in the Inspect mode.

Inspecting a Call Button

The following illustrations show examples of the Inspect screen when it is used to obtain call handling information or information about a conference call on a **Call** button. In both cases, you press **Inspect** and then the **Call** button to display the information. The lines on the illustrated screens are numbered to help you identify information as you read the screen line descriptions.

Inspect Call Button Screen



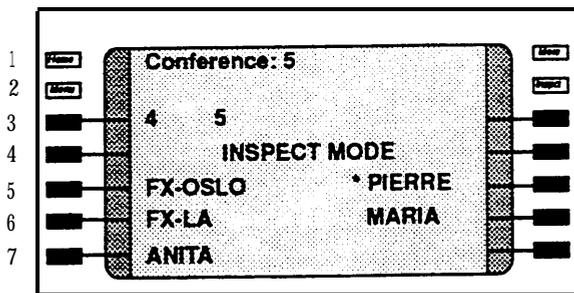
When you are inspecting a **Call** button for call handling information, the screen shows the following information:

- Lines 1 and 2 show complete calling information about the call on the specific button you're inspecting.

About Your Queued Call Console

- Line 3 shows the number of calls waiting in your queue (first number), and the number of calls waiting in the system queue (second number).
- Line 4 shows that you are in the Inspect mode.
- Lines 5 through 7 show abbreviated information about the call on each **Call** button. (The numbers correspond to the numbers on the **Call** buttons.)

Inspect Conference Screen



When you are inspecting a Call button for conference information, the screen lines show the following information:

- Line 1 shows the number of people on the conference call.
- Line 2 is blank.
- Line 3 shows the number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).
- Line 4 shows that you are in the Inspect mode.
- Lines 5 through 7 show the names of inside participants and trunk names for outside participants. The name with an asterisk shows the last person added to the conference. Pressing **D rop** drops this person from the conference.

Inspecting a Fixed Feature Button

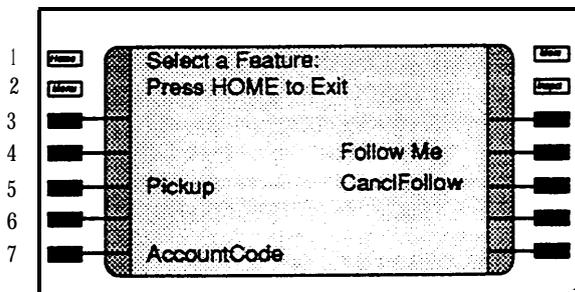
To view fixed feature button information, press **Inspct**, then press a feature button. Additional information for fixed feature buttons appear as follows.

- For **Start, Headset/Handset Mute, Send/Remove Message, Position Busy, Release, Headset Status, Night Service, Cancel, Join, Headset Auto Ans,** or **Forced Release** the feature name appears on the display.
- For either **Source** or **Destination**, when a call is on hold on the button, the button name and calling information about the held call appear (for example, a person's name or the trunk name and trunk number). If no call is on hold on **Source** or **Destination**, only the feature name appears on the display screen.
- For **Alarm**, the display shows the number of alarms in your system.
- For **Pool Status**, the number of trunks in each pool and the number of trunks in use appear. For example, `P70: 3 of 9 busy` means that 3 out of 9 trunks in pool 70 are busy.

Feature Screen

The Feature screen provides quick access to the features used most often. As you handle operator tasks, the Feature screen tells you which features are available to help you. The features on this screen change depending on your tasks.

Feature Screen



Unlike the other display buttons, the **Feature** button is under the **Volume** button.

To see the feature options, press **Feature**. To select a feature, press the display button next to the feature name. Once a feature is selected, the display returns to the Home screen. If more information is needed to activate the feature, the display prompts you.

About Your Queued Call Console

The following table lists the calling conditions, results, and the corresponding features you see on the Feature screen. Pickup Group and Loudspeaker Page appear on your display only if they are programmed for your system.

Your Console	Feature Displayed	Display
is not busy or has an inside dial tone	Group Pickup	Pickup Grp
	Pickup	Pickup
	Loudspeaker Page	Loudspkr Pg
	Account Code Entry	AccountCode
	Follow Me	Follow Me
has reached a busy extension	Cancel Follow Me	CancelFollow
	Barge In	Barge In
	Leave Message	Leave Msg
	Camp On	Camp On
	is ringing at an extension or connected to an inside call	Leave Message
Barge In		Barge In
Camp On		Camp On
is connected to an outside line	Camp On	Camp On
	AccountCode	AccountCode
	Follow Me	Follow Me
	Cancel Follow Me	CancelFollow

About Your Queued Call Console

Quick Start

2

Quick Start helps you begin using the basic features of your console immediately. To use features not addressed in this section, see Chapter 4.

NOTE:

You cannot receive or make calls on the QCC when you are programming the Alarm Clock or your Personal Directory, or when the QCC is in maintenance or testing mode or is being used for system programming. Calls may be redirected to other consoles when your console is in maintenance or system programming mode, or if Position Busy is on and a backup QCC is administered for your console.

Making Calls

A steady red light beside a **Call** button indicates a free line. When you lift the handset, you are automatically connected to this **Call** button. (If you are using a headset, press a **Call** button that has its green light off.)

To Make Inside Calls

1. Lift the handset, press **Speaker**, or use the headset.
2. Press the DSS button or dial the extension.

NOTE:

If you do not know your co-worker's extension, use the Extension Directory feature. (See "Directory" in Chapter 4.)

To Make Outside Calls

1. Lift the handset, press **Speaker**, or use the headset.
2. Dial the dial-out code or pool access code and the phone number.

NOTE:

- If you do not know the telephone number, directories are available. (See “Directory” in Chapter 4.)
- If account codes are required on your system, enter it before you make the call. (See your system manager and “Account Code Entry” in Chapter 4.)

Answering Calls

You can answer a call in two ways:

- using a handset
- using a headset

If you use a headset, make sure you have the correct headset for your console. Also, verify that your headset is setup correctly and you know how to receive calls through it. The steps you follow to handle calls using a headset are slightly different than the steps you follow to handle calls using the handset. To simplify the call answering procedures described in this chapter, the specific steps you must take to handle calls using a headset are not included here. For those steps, see Chapter 4 and your system manager.

NOTE:

The **Headset/Handset Mute** button on your console enables you to turn off your handset or headset microphone so you can have a private conversation, when necessary.

Identifying Call Types

Before you lift the handset, you can identify an incoming call as follows:

- by listening for a distinctive ring
- by scanning the lights on your console or DSS
- by looking at your display

If you're using a headset, you must press the Call button first before your display shows information about the call. You can also use the inspect feature to preview a call or to display information about calls on other Call buttons.

If you have the Headset Auto Answer feature turned on, incoming calls are sent directly to your headset.

The following table shows examples of the types of distinctive ringing you hear and the information you see on your display while you make and receive calls.

Some of the calls you may receive are *returning* calls. These are calls that you (or another operator) directed to co-workers. If the co-worker you directed the call to is unavailable (away from the telephone or busy on another call for example), the call may return to you for further handling, depending on how your system is set up.

Quick Start

In the following examples, there are four returning call types:

- directed call, a call sent to an inside or outside telephone
- directed call is “camped on” at the destination telephone
- held call
- parked call

Depending on how the system is set up, your display may show only extension or trunk numbers, or it may have names associated with extensions or trunk numbers. If names are not shown on your console, you see the extension or trunk numbers instead.

You hear..	You see...	Call Type
1 ring	Display: LINDA Ext 103 or Ext 103 Console Lights: Slow flashing green light next to Call button and fast flashing red light next to DSS button for the co-worker who is calling you	inside call to your extension

Quick Start

You hear...	You see...	Call Type
2 rings	Display: DID-01 Trk813 or OUTSIDE Trk801 Console Lights: Slow flashing green light next to Call button	outside call to your extension
2 rings	Display: FX-NY Trk801 or OUTSIDE Trk801 Console Lights: Slow flashing green light next to Call button and slow flashing red light next to DSS button for the trunk the call is on	incoming call on outside trunk

Quick Start

You hear...	You see...	Call Type
1 ring	Display: Return JACQUES Ext 111 Caller: ANITA Ext 103	inside call returning from where call was directed
	Console Lights: Slow flashing green light next to call button, slow flashing red light next to DSS button for the extension where you directed the call, and fast flashing red light next to DSS button of the inside caller	
2 rings	Display: CampRet ALAN Ext 111 Caller: FX-NY Trk801	outside call returning from camp-on at a coworker's phone
	Console Lights: Slow flashing green light next to Call button and fast flashing red light next to DSS button for the extension where you directed the call	

Quick Start

You hear... You see...	Call Type
1 ring Display: ParkRet ANITA Ext 100 Caller: LINDA Ext 103	inside call returning from where it was parked at co-workers (Anita's phone)
Console Lights: Slow flashing green light next to Call button and fast flashing red light next to DSS button for returning call	
2 rings Display: HoldRet PAT Ext 100 Caller: FX-NY Trk801	outside held call returning from hold
Console Lights: Slow flashing green light next to Call button and fast flashing red light next to DSS button for returning call	

Calls-In-Queue Alert

The Calls-In-Queue Alert causes the console to beep whenever a new call arrives in the QCC queue. This feature can be administered by your system manager so that the beep can indicate each new call arrival, every second call arrival and so forth. The feature can be enabled or disabled for each QCC by your system manager.

Queue Over Threshold

When there are more calls waiting in queue than are allowed by the programmed threshold, the number on your console display which represents the number of calls in the queue turns to reverse video. This feature can be enabled or disabled by your system manager.

When this condition occurs, you can do one of the following:

- Respond to the calls more quickly to reduce the number of calls in queue.
- Contact your backup QCC operator, if assigned, to start accepting calls.
- Notify your system manager.

To Answer a Call

1. If the red light next to the **Call** button ringing with the call is not on, press the button next to the flashing green light.

*The red light shifts to that **Call** button.*

2. Lift the handset, press **Speaker**, or use the headset.

*You are automatically connected to the **Call** button with the steady red light.*

Directing Calls

When you direct calls on the QCC (referred to as *transferring talk* on direct-line consoles), you send calls to inside and outside telephones. When a call you direct to an inside phone goes unanswered after a preset length of time (programmed by your company), the call rings back either at your console or at another QCC, (if your system is setup this way). Unanswered calls directed to outside telephones do not ring back at your console.

You can direct calls that ring at your console or calls that you dial yourself.

Start works like **Transfer**, but **Start** provides an easier method for transferring calls. Use **Start** instead of **Transfer** for all procedures where **Start** is mentioned in this guide.

There are two ways to direct calls:

- You can call a co-worker to announce the directed call.
- You can direct the call unannounced.

How you direct calls depends on the following conditions:

- How the console is set up—whether you have a DSS.
- Which features you use to handle unsuccessfully directed calls. (See “Handling Unsuccessfully Directed Calls” in this chapter.)

- Whether it's programmed to automatically or manually complete calls that were directed using DSS buttons.
 - If your system is set up with Automatic Completion, you can use an extension button on a DSS to direct a call quickly to an inside telephone (without pressing **Start** or **Release**).
 - If your system is setup with Manual Completion, you must press **Release** after pressing the DSS button. .
- Whether it's programmed to hold or release an active call automatically when another **Call** button is pressed.
 - If your system is programmed for Automatic Hold, the system automatically puts an active call on hold when you press another **Call** button.
 - If your system is programmed with Automatic Release, the system automatically releases (disconnects) an active call when you press another **Call** button.

Ask your system manager which of these features are available to you.

To Direct Unannounced Calls with a DSS

With Automatic Completion:

1. Look at the light next to the DSS button where you want to direct the call.
 - If the light is on, the co-worker is either on a call or is using the Do Not Disturb feature. You may want to take a message.
 - If the light is off, go to Step 2.
2. Press DSS button.

The call is directed automatically. You are available for the next call.

With Manual Completion:

1. Look at the light next to the DSS button where you want to direct the call.
 - If the light is on, the co-worker is either on a call or is using the Do Not Disturb feature. You may want to take a message.
 - If the light is off, go to Step 2.
2. Press DSS button.

*The caller is put on hold and the extension is dialed. **Source** shows a fast flashing green light.*
3. Press **Release**.

The call is directed.

To Direct Unannounced Calls without a DSS

1. Press **Start**.

*The caller is put on hold and you hear a dial tone on your **Call** button. **Source** shows fast flashing green light.*

2. Dial extension or outside number.

You may need to enter the dial-out code or pool access code before dialing the outside number.

3. Announce the call, if desired.

4. Hang up, press **Release**, or use the headset.

The call is directed.

To Direct Announced Calls with/without DSS

1. Press **Start**.

*The caller is put on hold and you hear a dial tone. **Source** shows fast flashing green light.*

2. Dial extension or outside number. If your console includes a DSS, you can use the DSS buttons if Manual Completion is administered, but not with Automatic Completion, since that directs the call without your speaking to the person to whom it is directed.

You may need to enter the dial-out code or pool access code before dialing the outside number.

3. Stay on the line until the person answers and announce the call.

- Press **Source** to return to the original caller, if necessary.

*The called person is put on hold, and **Destination** shows a fast flashing green light.*

- Press to return to the called person, if necessary.

*The original caller returns to hold, and **Source** button shows fast flashing green.*

- Press **Cancel** to cancel the call to the co-worker or outside number and return to the original caller (**Source**).

- Press **Join** to speak with the caller and the person being called in a 3-way conference.

4. Remove yourself from the call.

- Press **Release** or hang up to complete the call direction or to leave a 3-way conference without disconnecting the other two participants. See Notes.
- Press **Forced Release** to disconnect everyone.
- Press **Hold** to put a 4- or 5-way conference on hold so that you are free to handle other calls.

NOTE:

- Announced calls must be manually completed.
- There are never parties on **Source** and **Destination** at the same time. If a party is on hold at either button, the other party is on a Call button.
- **Release** only disconnects you from a 3-party conference. If there are more than three participants on the call, **Release** disconnects the last person called. You must use **Hold** to exit without disconnecting the remaining participants.
- If the extension is busy, use Camp-On, Barge-In, Paging, or Park and Paging. If the extension is unanswered, use Paging or Park and Paging.
- If you press **Home** before you have directed a call to its destination, the destination information disappears from the screen. To recover this information, inspect the **Destination** button.

Handling Unsuccessfully Directed Calls

Unsuccessfully directed calls occur when one of the following happens:

- The call you directed to an extension is not answered and it returns to you or another operator for further handling.
- The extension you're calling is busy.
- You dial an extension incorrectly.

If you dial incorrectly or reach an extension that is busy or unanswered, you can do one of the following:

- Press **Cancel** to return to the original caller.
- Try the call again.
- Take a message from the caller and press **Send/Remove Message** to turn on the coworker's Message light (alerting them that they have a message from you). If the extension you're calling is busy or unanswered, you can press **Leave Message** when you hear ringing or a busy signal.

- Continue trying to connect the call using one of the following features:
 - Barge-In for an emergency or if you have been instructed to interrupt.
 - Camp-On to have a directed call wait a preset length of time for the extension to become available. (If the call is unanswered, it rings back at your console or a designated backup console if your system is set up this way.)
Release also allows a call to ring on an unanswered or busy extension for a preset length of time. A camped-on call usually waits longer than a released call before it returns to an operator.
 - Paging to announce the call over a loudspeaker system or over co-workers' speakerphones.
 - Park to put a call on hold and page a co-worker to pick up the call from another telephone.

For more information on these features, see Chapter 4.

To Put a Call on Hold

Press the **Hold** button on your console to place a call on hold.

NOTE:

How your console operates while a call is on hold depends on the type of call. For example:

- When you receive a call on a **Call** button and put that call on hold, you're available to receive another call.
- When you are using a headset with the Headset Auto Answer feature turned on and you put a call on hold on a **Call** button, Headset Auto Answer is turned off. You must press the **Headset Auto Answer** button to turn it on again.

When directing calls, pressing **Start** puts the caller on hold at **Source**. If you return to the caller after you reach the person being called, the called person is put on the **Destination** button. This is known as a split condition. You cannot receive another call during this condition. There are never people on **Source** or **Destination** at the same time. If a person is on hold at either button, the other party is on a **Call** button.

Making Conference Calls

Press the **Conf** button to set up a conference between co-workers and/or outside participants.

Number of Participants

You can connect up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own. Anyone who shares a line with one of the conference participants can join the conference on the call and is counted as one of the five participants.

To Set Up a Conference

1. Make a call to an outside number or extension.
2. Press **Conf** after the person answers.
*The green light next to the **Call** button flashes, signaling that a person is on hold for the conference and an available **Call** button is selected for you.*
3. Dial the next telephone number or extension, or press the DSS button to add the next participant.
4. When the person answers, announce the conference.

5. If the person is available, press **Conf.**

*All participants, including you, are connected on the **Call** button you used to begin the conference.*

If the person is unavailable, hang up (if you are using a handset), press **Speaker** (if you are using a speakerphone), or press **Release** (if you are using a headset), and press the **Call** button to return to the conference participants.

6. To add more participants:

- a. Press **Conf.**

*The system automatically selects another **Call** button.*

- b. Repeat Steps 3, 4, and 5.

7. To end the conference (disconnecting everyone, including you), press **Forced Release**.

To Temporarily Leave a Conference

1. Press **Hold**.

Conference participants can still talk.

2. To rejoin the conference, press the **Call** button for the conference.

Dropping Last Person Called

You can also press **Drop** and then the **Call** button for the conference to drop the last person added to the conference. You can inspect the conference **Call** button to see which person is to be dropped (indicated by an asterisk next to the person's name).

NOTE:

- If you are part of a 3-way conference, you can press **Release** to drop out of the conference while the others continue to talk. You can then handle other calls.
- If you are part of a conference and drop out using **Forced Release**, the entire conference call is disconnected. Put the conference call on hold so you can get calls while the participants continue to talk.
- The transmission quality may vary when conferencing to outside lines.

Disconnecting Calls

Calls disconnect when you press **Release** or **Forced Release**.

Directed calls are completed when you press **Release** or select `camp On` from the display.

If Automatic Release is programmed for your console, calls disconnect when you press another call button.

Feature Finder

3

This section helps you find and use features for these operator tasks:

- Handling Console Basics
- Answering and Directing Calls
- Making Calls

Chapter 4 lists features alphabetically with descriptions and step-by-step instructions for programming and use.

Handling Console Basics

If you want to...	See...
Send after-hours outside calls to another telephone(s)	Night Service
Enter account codes while making or receiving an outside call	Account Code Entry
Use your console as an alarm clock	Alarm Clock
View the number of system alarms	Alarm
Page co-workers over their speakerphones or a loudspeaker system	Paging
Post a message to inform co-workers (with display telephones) that you're temporarily unavailable	Messaging (Posted Message)
Time calls, meetings, or breaks with your console	Timer
Screen calls on Call buttons or use your DSS to check if your co-worker is using Do Not Disturb	Inspect
Use a headset for hands-free call handling	Headset Features
Block calls to your console to prevent interruptions, or when leaving your console for a break, etc.	Position Busy
Speak to someone privately while handling a call	Headset Features (Headset/Handset Mute)
Have co-workers' telephones ring at your console	Follow Me
Cancel call forwarding to your console	Follow Me (cancel)

Answering and Directing Calls

If you want to...	See...
Answer a co-worker's ringing telephone from your telephone or pick up a call on hold on a co-worker's telephone	Pickup
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt	Barge-h
Enter account codes while making or receiving an outside call	Account Code Entry
Direct a call to an extension and have it wait there for a preset time	Camp-On
Page co-workers over their speakerphones or a loudspeaker system	Paging
Put a call on hold and page a co-worker to pick up the call at another telephone	Park/Paging
Notify co-workers that they have messages	Messaging
Broadcast an announcement	Paging
Signal a co-worker for meetings or visitors	Signaling

Making Calls

If you want to.. .	See...
Enter account males when making an outside call	Account Code Entry
Speak to someone privately while using a headset	Headset Features (Headset/Handset Mute)
Display or dial numbers you call frequently	Personal Directory System Directory Extension Directory

Features

4

With your system, you have many features to facilitate your operator tasks besides the various call handling features discussed in Chapter 2. This chapter lists these features alphabetically and provides instruction for using them. Before using these features, a quick review of Appendix B, “System Specifics” can help you determine which features are available for your console.

How to Use Features

There are two ways to use features:

- Select the feature from your display. Several features are offered on your display. Some features can be used from the Home screen and others from the Menu or Feature screens.

To use a feature from the display:

- Press **Home**, **Menu**, or **Feature** on your console.
- Press the unlabeled display button next to the feature you need.
- Press a fixed feature button. Features like Night Service and Send/Remove Message are preprogrammed onto console buttons.

To turn on a feature, simply press the button labeled with the feature you need.

The following table lists the features which may be available to you and their display screen abbreviations.

- The letter **F** denotes features you can select from the Feature screen.
- The letter **M** denotes features you can select from the Menu screen.

- The letter **H** denotes features you can select from the Home screen.

The display column is blank if

- a feature is factory-programmed onto a fixed feature button (for example, **Send/Remove Message**)
- you can use the feature via a dedicated feature button (for example, **Conf, Drop** etc.).
- you can dial it (for example, Group Page)
- you can use the DSS (for example, Park or Signaling).

Features

Display Screens and Feature Abbreviations

Feature	Display Screen	Display Abbreviation
Account Code Entry	FH	AccountCode
Alarm		
Alarm Clock	M	Alarm Clock
Barge-In	F	Barge In
Camp On	FH	Camp On
Cancel Follow Me	F	CancelFollow
Conference		
Directory	HM	Directory
■ Extension Directory	M	Ext Dir
■ Personal Directory	HM	Personal Dir
■ System Directory	M	System Dir
Drop		
Follow Me	F	Follow Me
Group Page		
■ Page All		
Group Pickup	FH	Pickup Grp
Headset Features		
■ Headset Auto Answer		
■ Headset/Handset Mute		
■ Headset Status		
Hold		
Inspect		
Individual Pickup	FH	Pickup
Messaging	M	Messages
■ Delete Message		Delete Msg
■ Next Message		Next Msg
■ Return Call		Return Call
Messaging		
■ Leave Message	FH	Leave Msg
■ Send/Remove Message		

Features

Feature	Display Screen	Display Abbreviation
Mute		
Night Service		
Paging		
■ Loudspeaker Paging	FH	Loudspkr Pg
■ Speakerphone Paging		
Park		
Pickup	FH	Pickup
Position Busy		
Posted Message	M	Posted Msg
Signaling		
Speaker		
Timer	M	Timer

Account Code Entry

Account codes help your company track telephone use to bill clients, and to forecast and budget costs. You can use account codes for incoming and outgoing calls, if your system is set up for both.

If your system has this feature, it can be set up either as required or optional:

- *Required.* You must enter an account code before making an outside call.
- *Optional.* If you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

If you make an error when entering an account code, you can change the code while the call is in progress. Your caller cannot hear you enter the account code.

NOTE:

You must have account codes and instructions on how and when to use them.

To Enter an Account Code Before a Call

1. Select `AccountCode` from the Home screen or press **Feature** and select `AccountCode` from the Feature screen.
2. Enter the account code, followed by a #.
3. If you're using a handset:
 - a. Press **Speaker** or lift handset.
 - b. Dial number.If you're using a headset:
 - a. Press Call button.
 - b. Dial number.

If you make an error when entering an account code, you can change the code while the call is in progress with the following procedure.

To Enter or Change Account Codes During a Call

1. Select `AccountCode` from the Home screen or press **Feature** and select `AccountCode` from the Feature screen.
2. Enter account code, followed by a #.
Previously entered account code is changed.

Alarm

If something is wrong with the system, the red light next to the **Alarm** button goes on.

Report the alarm to your system manager. The red light will stay on until the problem is cleared from your system.

If you inspect **Alarm** when there is a problem, the system shows you the number of alarms that are active.

Alarm Clock

You can use your console as an alarm clock and set it to beep at a particular time to remind you of a meeting, appointment, or other important event. Until canceled, the alarm sounds every day at the set time.

You cannot receive calls while you are setting or canceling the alarm.

To Set the Alarm

1. Press **Menu**.
2. Select **Alarm Clock**.
3. Dial 4-digit time from **0100** to **1259** if using English or use a 24-hour clock (**0000** to **2359**) if using French or Spanish.
*If you make an error, select **Reset** before entering new time.*
4. *For English only:* Select **AM/PM**.
AM appears to the right of the time. The button toggles the setting.
5. Select **On/Off**.
An on or off appears to the left of the time. The button toggles the setting.
6. Press **Home**.
A bell appears to the right of the time on the Home screen. At the set time, you hear four beeps.

To Cancel the Alarm

1. Press **Menu**.
2. Select Alarm Clock.
3. Select On/Off.
Toggle the setting to off, which appears to the left of the line.
4. Press **Home**.
The alarm is canceled and the bell disappears from the Home screen.

Barge-In

If a co-worker is on the telephone or using Do Not Disturb, use Barge-In to reach him or her in an emergency or if you have special instructions to interrupt.

If your co-worker is not on a call and is using Do Not Disturb, the coworker's telephone rings. If your coworker is on a call and is using Do Not Disturb, Barge-In connects you to the call. For telephones which have forwarded their calls by using Coverage, Forward, or Follow Me, you hear the telephone ringing at the destination which you dialed.

Barge-In is not activated under the following conditions:

- a conference call if the conference already has the maximum number of participants
- phones that have Privacy in use (you hear a fast busy signal)

To Use Barge-In

1. Press a DSS button, dial the extension, or use the Extension Directory.
2. Press **Feature** when you hear a busy signal.
3. Select `Barge In`.

Camp-On

Use Camp-On to direct a call to a busy or available inside telephone and have the call wait at the extension for a longer period of time than **Release** allows.

If the telephone is busy, the person you directed the call to hears a tone, signaling that another call is waiting. If the call remains unanswered, it returns to you or another operator for further handling. You hear one ring for a returning inside call and two rings for a returning outside call.

To Camp-On at a Busy Extension

When you are directing a call and the extension is busy, select *one* of the following:

- Select **camp on** from the Home screen
- Press **Feature** and select **Camp On**.

Selecting the Camp-on feature completes directing a call. You can only do this when manually directing a call or with manual completion. (If you have automatic completion and use the DSS, the call does not Camp-On.)

To Camp-On at an Available Extension

When you are directing a call to an available extension, you can use Camp-On to give the person more time to answer the call. Do *one* of the following:

- Select **Camp On** from the Home screen
- Press **Feature** and select **camp on**

Directory

Three types of directories are available on your console display:

- Extension Directory
- Personal Directory
- System Directory

Extension Directory

The Extension Directory is a listing of your co-workers' names and extension numbers programmed by your company. The Extension Directory is offered on the Menu screen.

To find a listing, select the directory on your display and search for a specific name. press the button next to the name, and the extension is dialed automatically.

To Use the Extension Directory

1. Press **Menu**.
2. Select **Directory**.
3. Select **Ext Dir**.
4. Select appropriate range of letters.
5. If the name you want is not displayed:
 - Select **Prev Page** to see names on previous page.
 - Select **Next Page** to see names on next page.
6. If you want to see the number before it is dialed, select **Show Number** and then select the button next to the name.
7. To exit **Show Number**, select **Show Number** again.
8. To call a co-worker, press the button next to that name.
*If you're using a headset, you must select a **Call** button before you select the directory listing.*
9. Press **Home** to exit Extension Directory.

Personal Directory

Your console has a Personal Directory that stores, displays, and automatically dials up to 50 personal phone numbers. You can enter your own listings through the Directory option.

You can include a dial-out or pool access code as part of the entry to get an outside dial tone automatically. If you do not include the dial-out code or pool access code, you must first have an outside dial tone before using your Personal Directory.

To dial your Personal Directory listings, select `Directory` from your Home screen.

To administer changes in your Personal Directory, select `Directory` from your Menu screen.

To Enter a Personal Directory Listing

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir.`
4. Select `Enter New`.
5. Type the name, up to 11 characters:

Select letters A-F from the display, and select letters G-Z from the appropriate call or fixed feature buttons.

6. Enter punctuation, if necessary:
 - **Select Punctuation.** See Note.
The word "Punctuation" is highlighted when on.
 - Press the display button next to desired character.
 - **Select Punctuation** again (turns off Punctuation).
7. Select **Enter**.
This saves the name and punctuation entered.
8. Use the dialpad to type number-up to 28 digits (include dial-out code, pool access code, long-distance carrier code, area code, or other special characters).
9. Select **Enter**.
10. Select **Yes** or **No** to see or conceal telephone number while dialing.
Your choice is highlighted on the screen.
11. Select **Enter**.
12. To enter more listings, repeat Steps 5 through 11.
13. Press **Home** or select **Exit** to exit the Personal Directory.

NOTE:

- To correct errors in typing, use `Backspace` and retype.
- You may need *special characters* in your Personal Directory entries-for accessing computers, for telephone banking, or for using certain features offered by your local telephone company. See Appendix A.
- Valid entries when punctuation is toggled on are:
() ' - . , & and <space>.

To Assign Personal Directory Listings to the Home Screen

Page 2 of your Home screen can contain up to six Personal Directory entries. To see Page 3, which can also contain up to six entries, select **Next Page** from the page 2 screen. Selecting **Next Page** from the page 3 screen, will bring you to a page with ranges of letters which will help you find the Personal Directory listings you want.

The listings you assign appear next to the unlabeled display buttons when you select **Directory** from the Home screen.

1. Press **Menu**
2. Select **Directory**.
3. Select **Personal Dir.**
4. Select **Put on Home**.
5. Select appropriate range of letters.
6. Press the button next to the name in the directory.
*If necessary, use **Prev Page** and **Next Page** to locate the name. Your selection appears on line 1 of your display.*
7. Press the button next to location you want on the Home screen.
*To move to the second page of the Directory (third page of the Home screen), select **Next Page**.*
8. To add more listings to the Home screen, select **Again** and repeat Steps 5 through 7.
9. Press **Home** to exit the Personal Directory.

NOTE:

You must enter listings before you can put them on your Home screen. See “To Enter a Personal Directory Listing” earlier in this section.

To Make a Call Using Personal Directory

1. Press **Home**.
2. Select **Directory**.
3. Locate listings.
If the listing you need is not displayed on the first page of the Directory screen, select Next Page to move to the second page of the Directory. (These listings may not be alphabetical) If you've found the listing, go to Step 4. If you still have not found the listing, select Next Page again to display range of letters. press the button next to the range. Use Prev Page or Next Page, if necessary.
4. To display the number, select **Show Number**.
 - Press the button next to the listing.
 - To exit Show Number, select **Show Number**.
5. To dial the number, press the button next to the listing.
 - If you are using a handset, the number dials automatically.
 - If you are not using a headset, you must press a **Call** button first and then press the button for the entry you want to dial.
6. Press **Home** to return to the Home screen.

To Change Personal Directory Listings

1. Press **Menu**.
2. Select `Directory`.
3. Select `Personal Dir.`
4. Select `Edit Dir.`
5. Press the button next to the alphabetical range.
6. Press the button next to the name.
If necessary, select `Prev Page` or `Next Page` to locate the listing.
7. Choose the item to be changed:
 - Select `Replace Name` to change name.
 - Select `Replace Num` to change number.
 - Select `Replace Tag` to change whether the number dialed is concealed or displayed.
 - Select `Exit` if you don't want to make changes.
8. Enter new name, number, or tag, and then select `Enter`.
9. Select `Exit`.
To edit additional listings, repeat Steps 3 through 9.
10. Press **Home** to return to the Home screen.

To Delete Personal Directory Listings

1. Press **Menu**.
2. Select **Directory**.
3. Select **Personal Dir.**
4. Select **Delete Entry**.
5. Press the button next to the alphabetical range.
6. Press the button next to the name.
*If necessary, select **Prev Page** or **Next Page** to locate the listing.*
7. Select **Delete** to delete the entry or select **Cancel** to exit without making a change.
8. Press **Home** to return to the Home screen.

System Directory

The System Directory is a telephone book stored in your console. The System Directory contains up to 130 numbers needed by your company. Branch offices, clients, and suppliers are all candidates for inclusion in the System Directory. The listings are programmed by your company and allow you to dial a number with one touch.

NOTE:

You may need an outside dial tone before dialing a number through the System Directory.

To Use the System Directory

1. Press **Menu**.
2. Select **Directory**.
3. Select **System Dir**.
4. Select appropriate range of letters.
5. If name you want is not displayed:
 - Select **Prev Page** to see previous listings.
 - Select **Next Page** to see next listings.
 - Select **Show Number** to see the number associated with the name. Select the button next to the listing. Select **Show Number** again (to exit **Show Number**).
6. If a red light is not on next to a **Call** button, press a **Call** button.
7. Press the button next to the name to make a call.

Follow Me

You can use the Follow Me feature when a co-worker is meeting with you or working at your desk or to answer incoming calls to your co-worker's extension while he or she is away. Your co-workers can also forward their calls to your console using the Forward feature from their telephones.

If several people are sending their calls to you, you can cancel Follow Me and Forward from your console. You can cancel one extension at a time or all extensions at once.

NOTE:

QCC operators cannot use this feature to send their calls to co-worker's extensions.

To Use Follow Me

1. If a red light is not on next to a **Call** button, press a **Call** button.
2. Press **Feature**.
3. Select **Follow Me**.
4. Dial the extension or press a DSS button.
Calls to co-worker's extension ring at your console.

To Cancel Follow Me

One extension at a time:

1. If a red light is not on next to a **Call** button, press a **Call** button.
2. Press **Feature**.
3. Select `CancelFollow`.
4. Dial the extension, press a DSS button, or use Extension Directory.

All extensions at once:

1. If a red light is not on next to a **Call** button, press a Call button.
2. Press **Feature**.
3. Select `CancelFollow`.
4. Press **★**.

NOTE:

The procedure to cancel Follow Me for all extensions cancels any calls that were *forwarded* to your console as well. Your co-workers can cancel Forward or Follow Me calls sent to your console by using Forward from their telephones and dialing their extensions.

Headset Features

Your console has three preprogrammed headset buttons:

- **Headset Status** turns the headset on and off. Use this button when switching between the handset and headset.
- **Headset Auto Ans** (Headset Auto Answer) automatically delivers calls to the headset, eliminating the need to press Call buttons to answer calls. As each call arrives, you'll hear a tone, and you can begin speaking immediately.
- **Headset Mute** (Headset/Handset Mute) turns off your headset microphone so that you can talk with someone in your office without being heard by a caller. Use this button to turn off the handset's microphone as well.

To Prepare the Headset and Console

1. Unplug handset.
2. Plug headset into console.
3. Adjust volume with the console **Volume** button.
4. Press **Headset Status**.
The green light goes on. You can talk and be heard through headset.
5. To turn on automatic call answering, press **Headset Auto Ans**.

To Handle Calls Using the Headset

To place a call:

1. Press an available **Call** button.
The red and green lights turn on and you hear a dial tone.
2. Dial a number, press a DSS button, or use your directories to make the call.

To answer a call, press the Call button.

To disconnect a call, press **Release** or **Forced Release**.

NOTE:

- If you are using the Headset Auto Answer feature, you don't need to press a **Call** button to answer a call.
- If you put a call on hold, automatic call answering is turned off. You must press **Headset Auto Ans** to turn it on again.

To Turn off the Headset's Microphone

You can turn off the headset's microphone during a call using one of the following buttons:

- **Headset Mute** (Headset/Handset Mute). Press once. The red light goes on, and the caller cannot hear you. Press again to resume conversation.
- **Speaker**. Press once. The call is transferred from your headset to the speakerphone. Press again to return the call to your headset.

Inspect

Use inspect when you are on a call and you want to inspect other **Call** buttons. When you press **Inspect** and a **Call** button, lines 1 and 2 of your display show detailed information about the **Call** button you pressed, and lines 5 through 7 show abbreviated information for all **Call** buttons.

Inside call information includes the caller's extension (and the caller's name if it's programmed in your system). Outside call information includes `OUTS IDE` (or the name assigned to the trunk, if it's been programmed) and the trunk number.

If your company subscribes to an automatic number identification (ANI) service, you see the outside phone number of the person calling you.

NOTE

The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.

If you inspect a **Call** button for a conference, your display shows who is connected on the conference. An asterisk appears next to the name of the last person added to the conference. This person will be dropped from the conference if you press **Drop**, then the **Call** button.

Features

Inspect also allows you to review your console's features, showing you what is programmed on your console's fixed feature buttons or the ranges for your DSS page numbers.

You can also use Inspect to view the busy status of the trunk pools in your system or to see information about extensions assigned to DSS buttons.

To Use Inspect

1. Press **Inspct.**
2. Select the button you want to inspect:
 - Press the **Call** button for a held call (fast flashing green light).
 - Press the **Call** button for conference call.
 - Press the **Call** or fixed feature button you want to check.
 - Press **Pool Status** (to view trunk pools).
 - Press a page button (**Page 1, Page 2, Page 3**) on the DSS (to view the first number in the range of numbers for that DSS page button).
 - Press the DSS button for an extension (to view extension information).
 - Press **Alarm** (to see the status of system alarms).
 - Press any other button you want to inspect.
*You cannot inspect display buttons or dedicated feature buttons. If you press a dedicated feature button (**Transfer, Conf, or Hold**) or a labeled display button (**Menu** or **Home**), your console will leave Inspect mode and turn on the feature for the button you pressed.*
3. Press **Home** to leave Inspect mode.

Messaging

You can send a message to a co-worker with either `Leave Message` on your display or **Send/Remove Message** on your console. You can also receive messages from co-workers and post messages that your co-workers will see on their display telephones when they call you. (See `Posted Message`.)

Leave Message

If you cannot reach a co-worker, you can take a message from a caller and use the `Leave Message` feature to leave a message for co-workers with display telephones.

Your co-worker's message light turns on after you leave the message. (To use `Leave Message`, you must be on the call, listening to ringing or busy signal.) If your co-worker does not have a display, you see `Cannot Send Message` on your display. In this case, use **Send/Remove Message** instead.

To Use Leave Message

When a call is unanswered or busy (you are listening to a ringing or busy signal):

1. Select `Leave msg` from the Home screen.
2. Read status of message on display:
 - `Msg Sent to` if message was delivered.
 - `Message Box Full` if message was not delivered because co-worker's message box is full.
 - `Cannot Send Message` if message was not delivered, (for example, because co-worker does not have a display telephone).

NOTE:

If you use `Leave Message` to send a second message to a co-worker who has not responded to your first message, the second message replaces the first. The message light remains on.

Posted Message

Use Posted Message to let co-workers with display phones know when you're unavailable. The message you post appears on line 1 of your display when you are not active on a call. When a co-worker calls your extension, the Posted Message you've chosen appears on his or her display.

Co-workers can also post messages from their phones—when you dial their extension, the message shows on your display. You can use the Inspect feature to see the message as well. This is especially useful when checking to see if the extension has Do Not Disturb active. If Do Not Disturb is active, the red light at that extension is on. If the Do Not Disturb message is posted, but the red light is not on, the feature is not active.

You can post 1 of 20 programmed messages. The 10 messages shown below are provided by the system. They may have been changed by the system manager or additional messages may have been programmed with the exception of message #01 which is Do Not Disturb. This posted message cannot be changed.

Features

Code	Posted Message	Code	Posted Message
01	DO NOT DISTURB	06	IN CONFERENCE
02	OUT TO LUNCH	07	WITH A CLIENT
03	AT HOME	08	WITH A CUSTOMER
04	OUT SICK	09	AWAY FROM DESK
05	IN A MEETING	10	OUT ALL DAY

Adding or changing messages requires system programming.

Blank (not yet programmed) messages are displayed as CUSTM MSG11 CUSTM MSG12, etc.

To Post a Message

1. Press **Menu**.
2. Select **Posted Msg**.
*If the message you want to post is not shown, press **More**.*
3. Press the button next to the message you want to post.
The selected message appears on line 1 of the screen.
4. Select **Post**.
The message you selected appears on callers' display telephones when they call you.
5. Press **Home** to exit Posted Message.

To Cancel a Posted Message

1. Press **Menu**.
2. Select `Posted Msg`.
The current message appears on line 1 of the screen.
3. Select `Cancel`.
The message disappears.
4. Press **Home** to exit Posted Message.

Send/Remove Message

The Send/Remove Message feature is available to operators only. Press **Send/Remove Message** on your console to turn the message light on or off for any telephone in your system. If you use the Send/Remove Message feature while on a call, an inside caller will hear touch-tones but an outside caller will not.

For co-workers with display phones, the Send/Remove Message feature turns on message lights and also delivers the message: `ATT OPERATOR(ATT means attendant)` or displays your name, if programmed, and your extension, as well as the date and time you left the message. For example:
`ATT RENEE 20:26 08/02 X14.`

If another operator has turned a co-worker's message light on with Leave Message, using Send/Remove Message feature turns that co-worker's message light off. To make sure that you don't accidentally turn off a co-worker's message light that should be on, use **Message Status** on the DSS and look-

at the light next to the button for your co-worker's extension before you use the Send/Remove Message feature. See "TO Send Messages Consoles with DSS").

The message status light on the DSS reflects the status of operator-sent messages only. If a co-worker's message light is on because a fax is waiting or another co-worker has left a message, the DSS button light is not on, and using Send/Remove Message does not turn the co-worker's message light off.

NOTE:

To check the status of your co-workers' message lights, you must have a DSS attached to your console. If you send a message, you may be turning off the message light turned on by another operator. When you cannot check message status, use Leave Message if your co-worker has a display telephone. (See "Leave Message").

To Send Messages (Consoles without a DSS)

1. Press **Send/Remove Message**.
2. Dial co-worker's extension.

To Send Messages (Consoles with a DSS)

1. Press **Message Status** on the DSS.
The green light next to Message Status goes on.
2. Check the light next to the DSS button for the person's extension.
If necessary, use Page buttons to locate the extension.
3. If the red light is on:
 - Press **Message Status** to return to call handling.
*If you use Send/Remove Message, you turn off the co-worker's message light and cancel operator-sent messages on the display.*If the red light is off:
 - Press **Send/Remove Message**.
 - Press the DSS button.
The red light next to the DSS button for the co-worker's extension goes on, and the co-worker's message light goes on.
 - Press **Message Status** to return to call handling.

To Turn Off Message Lights (Consoles with a DSS)

1. Press **Message Status** on the DSS.
*The green light next to **Message Status** goes on.*
2. Check the light next to the DSS button for the person's extension.
You can use Page buttons to locate the extension.
3. If the red light is on:
 - Press **Send/Remove Message**.
 - Press the DSS button.
The red light next to the DSS button for the co-worker's extension goes off, and the co-worker's message light goes off.
4. Press **Message Status** to return to call handling.

To Respond to Messages from Co-Workers

1. Press **Menu**.
2. Select **Messages**.
*The beginning of the first message is displayed. A "greater than" sign (>) tells you that the message is longer than one line. Press **More** to see the rest of the message.*
3. Respond to the message:
 - To return call to co-worker, select **Return Call**.
The message sender's extension is automatically dialed.
 - To delete message, select **Delete Msg**. *The message displayed on line 1 is erased.*
 - To see next message, select **Next Msg**.
4. Your message light goes off when no messages remain.

NOTE:

An asterisk (★) preceding a message means that it is a new message. **ATT** (attendant) means that the message was sent by a system operator. **FAX** means that you have a fax. **VMS** means you have a voice mail message.

Night Service

Night Service is used to send after-hours outside calls to another telephone or telephones and/or calling group. You can send incoming calls to a specific telephone, such as the security office, or these calls can ring a night bell or other alert. Also, to prevent unauthorized after-hours use of telephones, Night Service can be set up so that you have to enter a password to make an outside call.

Night Service can be set up for your system to turn on and off automatically at preset times. If your system is not set up this way, you must turn Night Service on when you leave for the night and off when you start your day.

NOTE:

Night Service must be system-programmed, and may require passwords. It may be set up for automatic on/off.

To Turn Night Service On or Off

1. Press **Night Service**.

The green light goes on when Night Service is on, and off when Night Service is off. If a password is required, the green light will flash.

2. Enter password if required.

You must enter the password within 60 seconds or start procedure again. If you make a mistake when entering the password, you must start again.

Overriding Outside Call Restriction on Night Service

Your company can program Night Service to restrict the use of telephones for outside calls when Night Service is activated. When this happens, you can override the restriction as follows.

1. Without lifting the handset, press **Hold**.
2. Dial the override password.
3. Lift the handset.
4. Dial the outside number as you would during work hours.

NOTE:

Numbers programmed as Night Service emergency numbers can be dialed without a password.

Paging

Paging is using your console to broadcast an announcement.

You can page in two ways:

- **Speakerphone Paging** is heard on all multiline telephones in the system with speakerphones, or, if programmed that way, by selected groups such as departments or work areas. Extension numbers can be assigned for paging all the speakerphones in your system (Page All) or for paging just the speakerphones in certain groups (Group Page).
- **Loudspeaker Paging** is heard by everyone in the building or a particular area (called a zone), depending on how the loudspeaker system is set up.

NOTE:

The Loudspeaker Paging feature must be system programmed, and a loudspeaker paging device must be installed.

Speakerphone Paging extension numbers and/or Loudspeaker Paging access codes are required and can be assigned to DSS buttons.

To Use Speakerphone Paging

1. Press an available **Call** button.
2. Lift handset or use the headset. See Note.
3. Dial the Group Page or Page All extension number or press the DSS button.
4. Make the announcement.

NOTE:

- Using the speakerphone for Speakerphone Paging can create a feedback tone.
- Co-workers who are using their speakerphones will not hear a speakerphone page.
- QCC operators cannot be paged through their speakerphones.

To Use Loudspeaker Paging

1. Press an available **Call** button.
2. Lift handset or use the headset.
3. Select **Loudspkr Pg** from the Home screen or press **Feature** and select **Loudspkr Pg** from the Feature screen.
4. Enter the Loudspeaker Page access code.
5. If necessary, dial assigned code for zone to be paged.
6. Make the announcement.

NOTE:

Using the speakerphone for Loudspeaker Paging can create a feedback tone.

Park

When directing a call, you may find that a co-worker can't be located. Use Park to hold the call and use the Paging feature to announce the call. (See "Paging".)

When you park a call, you put it on hold so that it can be answered from any telephone in the system. Calls can be parked at specific Park Zone extensions on a DSS button. Your co-worker can then pick up the call from the nearest telephone by using Pickup and dialing the extension you announced. If a parked call is not picked up in a time defined by the set-up of your system, the call returns to you.

NOTE:

Park Zone extensions must be programmed for your system. You must have a DSS with Park Zone extensions.

Speakerphone Paging group numbers and/or Loudspeaker Paging access codes must be programmed for your system.

To Use Park

While you're on the call, press the DSS button programmed with the Park Zone.

Call is parked. If the call is not answered in the time allowed by the system, it returns to an operator console.

To Announce a Parked Call

1. Press an available **Call** button.
2. Lift handset or use the headset.
Using the speakerphone for Loudspeaker Paging can create a feedback tone.
3. For Speakerphone Paging:
 - Dial the Group Page or the Page All extension number or press the DSS button.For Loudspeaker Paging:
 - Select Loudspkr Pg from the Home screen or press **Feature** and select Loudspkr Pg from the Feature screen.
 - Dial the Loudspeaker Page access code.
 - If necessary, dial the assigned code for zone to be paged.
4. Announce the call and the extension where the call is parked.

NOTE

Using the speakerphone for Loudspeaker Paging can create a feedback tone.

Pickup

Use Pickup for temporary call coverage. You can pick up calls ringing or held on individual extensions or trunk lines, or be part of a Pickup group and pick up ringing calls for any member of your group.

Individual Pickup

Use Individual Pickup when another operator's or a co-worker's telephone is ringing and is unanswered. To answer the call, select **Pickup** from your Home or Feature screen and dial the ringing telephone's extension or trunk number if it's an outside call.

You can also use Individual Pickup to retrieve a held or parked call-one that has been placed on hold so that it can be picked up from any telephone in the system. (See "Park".)

To Use Individual Pickup

1. Select **Pickup** from the Home screen or press the **Feature** and select **Pickup** from the Feature screen.
The display shows a prompt for the line/trunk or extension number.
2. Dial the extension number, press the DSS button for the extension, or dial the trunk number of the call you want to answer.

NOTE:

To use Pickup for a trunk, you **must** dial the trunk number. Pressing a DSS button will not work.

Group Pickup

Use Group Pickup when your company has organized co-workers into groups. When you are part of a Pickup group, select `Pickup Grp` from your Home or Feature screen to answer other telephones in your group. If you are not a part of a pickup group, you do not see `Pickup Grp` on your display.

To Use Group Pickup

Select `Pickup Grp` from the Home Screen or press **Feature** and select `pickup Grp` from the Feature screen.

NOTE:

If you are using a headset you must first press a Call button before selecting `Pickup` or `Pickup Grp`.

Position Busy

Use Position Busy when you want to prevent most calls from ringing at your console.

When you turn on Position Busy, the only calls that ring at your console are calls made directly to your extension number and calls that are sent to your extension from co-workers using the Forward and Follow Me features. All other calls go to another operator or to a telephone that is a member of a calling group programmed to be a backup position.

NOTE:

If no other operator position is available for backup and/or if there is no Position Busy backup programmed in your system, Position Busy will not work.

To Use Position Busy

1. Press **Position Busy** to turn on the feature.
The green light next to the button goes on.
2. Press **Position Busy** again to turn off the feature.
The green light next to the button goes off.

Signaling

Use Signaling to notify co-workers when they have visitors or to provide them with information or reminders. You can signal multiline telephones only.

You and your co-workers can prearrange the signals. For example, you can arrange two beeps for a visitor and three beeps for a reminder.

To Use Signaling

1. Select a **Call** button.
2. Lift the handset, press **Speaker**, or use the headset.
You hear a dial tone.
3. Press **Forced Release**.
*The light next to the selected **Call** button goes off.*
4. Press the DSS button for your co-worker.
Your co-worker hears a beep.
5. Hang up.

Timer

Your console has a built-in timer to time calls, meetings, breaks, or other activities. When activated, the timer appears on line 3 of the Home screen, in place of the date, and starts counting. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting. This feature is toggled on and off.

To Turn the Timer On/Off

1. Press **Menu**.
2. Select **Timer**.

Volume

Your phone's **Volume** button controls the volume levels for ringing, conversations you hear on the handset, and conversations you hear on the speakerphone. You can set each of these volume levels independently of the others; it will stay as you set it until you change it again.

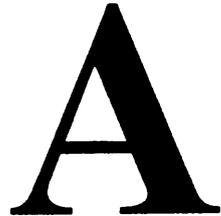
Press the side of the **Volume** button labeled ▲ to raise the volume and the side labeled ▼ to lower it, as follows:

- Change the ringing volume while the phone is ringing.
- Change the handset volume while you are on a call using the handset.
- Change the speakerphone volume while you are on a call using the speakerphone.

Features



Programming Special Characters



When you program Personal Directory listings, you are storing a sequence of numbers to be dialed automatically. Some dialing sequences need special characters. For example, you would press **Hold** to insert a pause (p) after the dial-out code in a dialing sequence so the system is allowed to seize an outside line before dialing the number. It can also be used to separate a phone number from an extension number.

The following table describes special characters. Ask your system manager which special characters are needed and when to use them.

Special Characters Table

Press...	See...	Means...
Drop	s	Stop, Halts the dialing sequence to allow the system to respond.
Hold	P	Pause. Inserts 1.5 second pause in the dialing sequence. Multiple consecutive pauses are allowed.
Conf	f	Flash. Sends a switchhook flash. Must be the first entry in the dialing sequence.
# #	#	For Extension Programming only (Ext Program [Prog]): End of Dialing. Used to signal the end of the dialing sequence or used to separate grouped digits, for example, account codes from number dialed.
#	#	End of Dialing. Used to signal the end of the dialing sequence or to separate group digits, for example. account code from number dialed.

System Specifics

B

Use the following list to verify that you have the codes and special instructions you need to use the console features. If several operators use the same console, your system manager should complete this list.

System Specifics

Account Code Entry

- Required
- Optional

Calls-In-Queue Alert

(Tone when calls enter personal queue.)

- No
- Yes

Queue Over Threshold

- No
- Yes, give number of calls _____ in queue for alert _____

Night Service

- No
- Yes

Automatic On/Off

- No
- Yes

Password

- No
- Yes

Automatic Hold/Release

- Automatic Hold

- Automatic Release

Automatic/Manual Completion

- Automatic Completion
- Manual Completion

Loudspeaker Page

- Yes, zones ____ ____

- No

Coverage

- Group Coverage Receiver

— — — —
— — — —
— — — —
— — — —

Direct Station Selector

- No
- Yes

Page 1 range _ to

Page 2 range _ to

Page 3 range _ to

System Specifics

Park Zones

- No
- Yes, list extensions

— — — —
— — — —

Group Page or Page All

- No
- Yes, on DSS

Page _____
(1, 2, or 3)

Group Page extensions
— — — —
— — — —

Calling Groups

- No
- Yes, list extensions

— — — —
— — — —
— — — —
— — — —

Pools

- No
- Yes, list access codes

— — — —
— — — —

Dial-out code

- No
- Yes, code __

Pickup Group

- No
- Yes

QCC Backup

- No
- Yes, Calling Group

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