
SX-100/SX-200

**Attendant
Console
Guide**



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INTRODUCTION

This book is designed to tell you how to operate the SX-100 and SX-200 PABX consoles.

Your attendant console may be used with a handset or a headset, which may be plugged in either side of the console. While the PABX offers many advanced operating features, the basic operation is very simple:

- To answer a call:** press the Incoming Call key that is flashing, or press the ANSWER key
- To call someone:** dial the required number
- To complete calls:** press the RELEASE key

The console displays give you all the information you need to easily handle all types of calls.

NOTE:

1. In this book the attendant access code is shown as 0 and the attendant function code as *.

Codes may be defined as any dial pad symbol or number when the system access codes are assigned.

2. Your console may not have access to all the features described in this book. If you try to access a feature that is not provided, you will hear reorder tone. You must press the CANCEL key and the RELEASE key to free the console.
3. If you accidentally attempt to make a connection which is not allowed by the PABX, you will hear a distinctive "beep" tone in the handset or headset.

CONSOLE DISPLAYS

TRUNK GROUP STATUS

The lamps in this field display information on trunk groups.

BUSY Each of the 10 lamps in this field light when the associated trunk group is busy.

ATT Each of the 10 lamps in this field light when the associated trunk group is attendant access only.

(See Trunk Group Attendant Access and Trunk Group Dial Access on pages B37 and B38.)

ALARM

The lamps in this field display system alarms.

MAJ Indicates a major alarm. Emergency transfer has been activated. The 12 power fail extensions are connected to outside lines. Contact your service representative.

CON Indicates a fault inside your console.

MIN Indicates a minor alarm.

CW (Calls Waiting)

Displays the number of calls waiting to be answered.

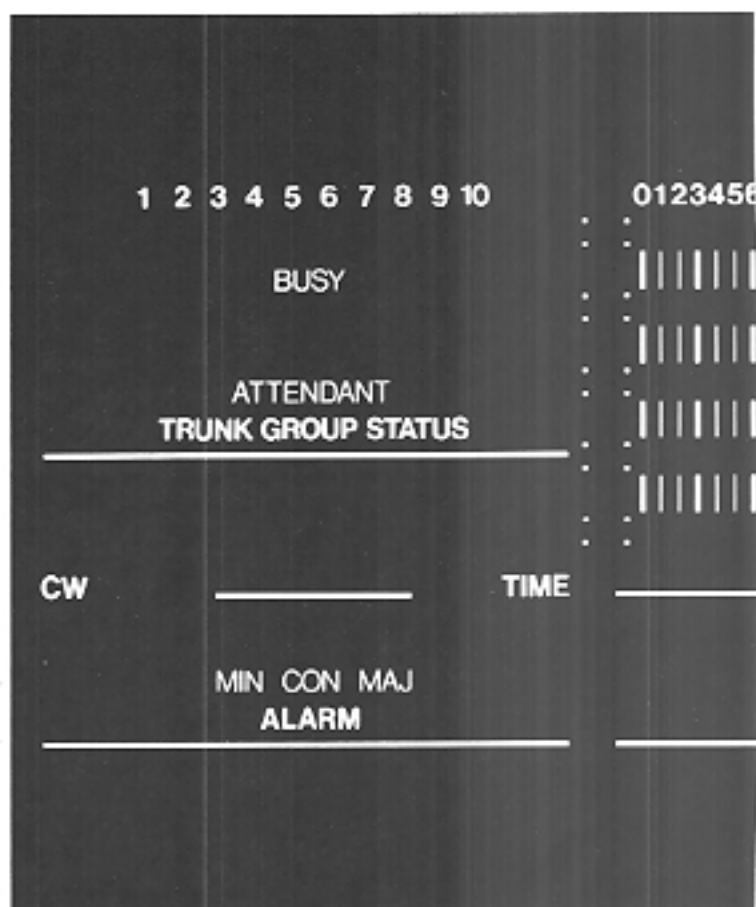
TIME

Displays the time (in hours and minutes). Displays the date when the IDENT key is pressed.

SYSTEM STATUS

This field contains a lamp for each trunk and extension on your system. A lamp lights when the associated extension or trunk is busy.

This display may also be used to display all extensions in "Do Not Disturb", in "Message Waiting" active, or in a specific Room Status.



CONSOLE DISPLAYS

SOURCE

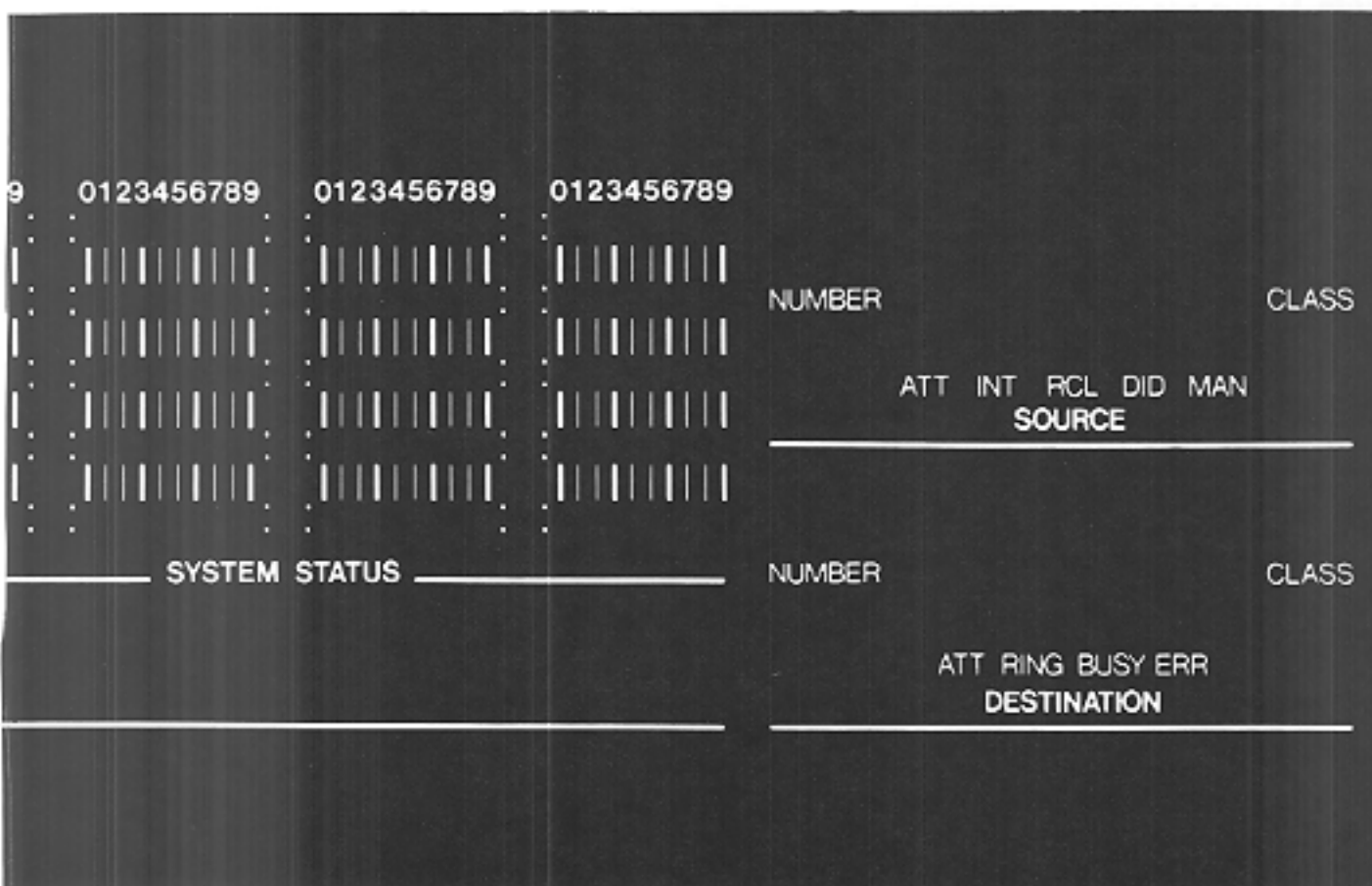
Displays calling party information.

NUMBER	Displays the calling number.
CLASS	Displays the class of service of the calling party.
ATT	Indicates that the attendant is talking to the calling party.
INT	Identifies the call as an intercept call.
RCL	Identifies the call as a recall.
DID	Identifies the call as a Direct Inward Dial call to the attendant.
MAN	Identifies the call as a manual line service call.

DESTINATION

Displays called party information.

NUMBER	Displays the number of the called party.
CLASS	Displays the class of service of the called party.
ATT	Indicates that the attendant is talking to the called party.
RING	Indicates that the called party is ringing.
BUSY	Indicates that the called party is busy.
ERR	Indicates to the attendant that an unassigned number has been dialed.



CONSOLE KEY DESCRIPTIONS



Note 1: This key may be assigned to either ROOM RESTR, ROOM STATUS or NIGHT 2 features.

Note 2: This key may be assigned to either CALL BLOCK or HOLD 4 features.

Note 3: This key may be assigned to either GUEST ROOM or SERIAL CALL features.

Note 4: This key may be assigned to either FLASH or SERIAL CALL features.

*Hotel/Motel features only

LAMP TEST

Pressing this key turns on console lamps and displays so that faulty lamps or displays can be readily detected.

ALARM RESET

Pressing this key resets alarm signal tone and identifies the type of alarm.

BELL OFF

Pressing this key disables the console ringer. The associated lamp indicates that the bell has been turned off. To reactivate this ringer, press the key again.

IDENT

If you have a "bad" connection with an extension, press this key to identify both circuits involved.

ROOM RESTR

Allows the attendant to restrict an extension from making trunk calls (Note 1).

ROOM STATUS

The ROOM STATUS key allows you to display the status of a room (Note 1).

NIGHT 1 and 2

These keys are used to switch the PABX into and out of night service. The associated lamps indicate when the PABX is in night service (Note 1).

DO NOT DSTB

Allows you to restrict an extension from receiving calls (Hotel only).

MSGE WAIT

Allows you to leave a message waiting indication at an extension.

CONSOLE KEY DESCRIPTIONS

CALLBACK

Use this key when you reach an extension that is not answered or busy. You will be recalled after the extension is used or becomes free.

CANCEL

The cancel key is used to cancel a misdialed call.

CALL BLOCK

This key allows you to inhibit selected room-to-room calling (Note 2).

HOLD 1-4

You can place a call on hold by pressing one of the HOLD keys. The associated lamp lights to indicate that there is a call on hold (Note 2).

FLASH

Press this key to flash the telephone company operator on long-distance calls (Note 4).

GUEST ROOM

Press this key to display the status of any room (Note 3).

SERIAL CALL

Press this key and incoming calls will recall to your console when the called extension releases the call (Notes 3 and 4).

CONF

By pressing this key, you can set up an attendant conference. The associated lamp flashes when there is a recall from the conference, and remains lit when a conference is underway.

PAGE

While the PAGE key is pressed down, you can access the paging device. The associated lamp indicates that the paging equipment is busy.

OVERRIDE

This key allows the attendant to override an existing conversation.

RELEASE

The RELEASE key is used to release the attendant from connections made through the console.

RECALL

The lamp associated with the RECALL key flashes to indicate a recall to the attendant.

DIAL 0

This lamp flashes to indicate a "Dial 0" call.

LDN 1-4

The lamps associated with these four keys flash to indicate up to four different types of incoming trunk calls (e.g., FX, CO, WATS, TIE).

SOURCE

Press this key to connect you to the source side of a call. The lamp indicates the connection to the source.

BOTH

This key is pressed to connect the attendant to both the source and destination parties. The associated lamp lights to indicate the 3-way connection.

DEST

The destination key is pressed to connect the attendant to the destination side of a call. The associated lamp is lit whenever you are speaking to the destination party.

ANSWER

This is a common answer key for calls appearing on the RECALL, DIAL 0, and LDN 1-4 keys. The ANSWER lamp flashes when any incoming call appears on the console, and remains in a steady on condition when the call is answered.

CONSOLE TONES

The SX-100/SX-200 operator's console tone ringer announces the arrival of calls in coded patterns for the four HOLD keys, the CONF key and the MIN ALARM LED. Until the appropriate key is pressed, the pattern is repeated as follows:


- **ALARM:** The console ringer gives a short burst immediately followed by a slightly longer one, somewhat like the pronunciation of the word "alarm".
- **CONFERENCE:** The console ringer gives a long burst immediately followed by a shorter one, somewhat like the pronunciation of the word "conference".
- **HOLD KEYS:** These are identified by one or more short blips from the console ringer – one blip for HOLD key one, two blips for HOLD key two, etc.

The operator may also identify a key whose LED is lit (i.e., function in effect). This may be done by:

- Pressing and holding down the LAMP TEST key in the silent position.
- Pressing any of the remaining keys. Any key whose LED is lit will activate the tone ringer.


CALL HANDLING

ANSWERING AN OUTSIDE CALL

- 1** ● Incoming Call lamp flashes 
● ANSWER lamp flashes
- 2** ● Press ANSWER or flashing LDN key
● Incoming Call lamp lights
● ANSWER lamp lights
● SOURCE lamp lights
● You are connected to the caller
- 3** **Source display shows:**
● Number of calling trunk
● You are connected to the caller (ATT lamp lit)

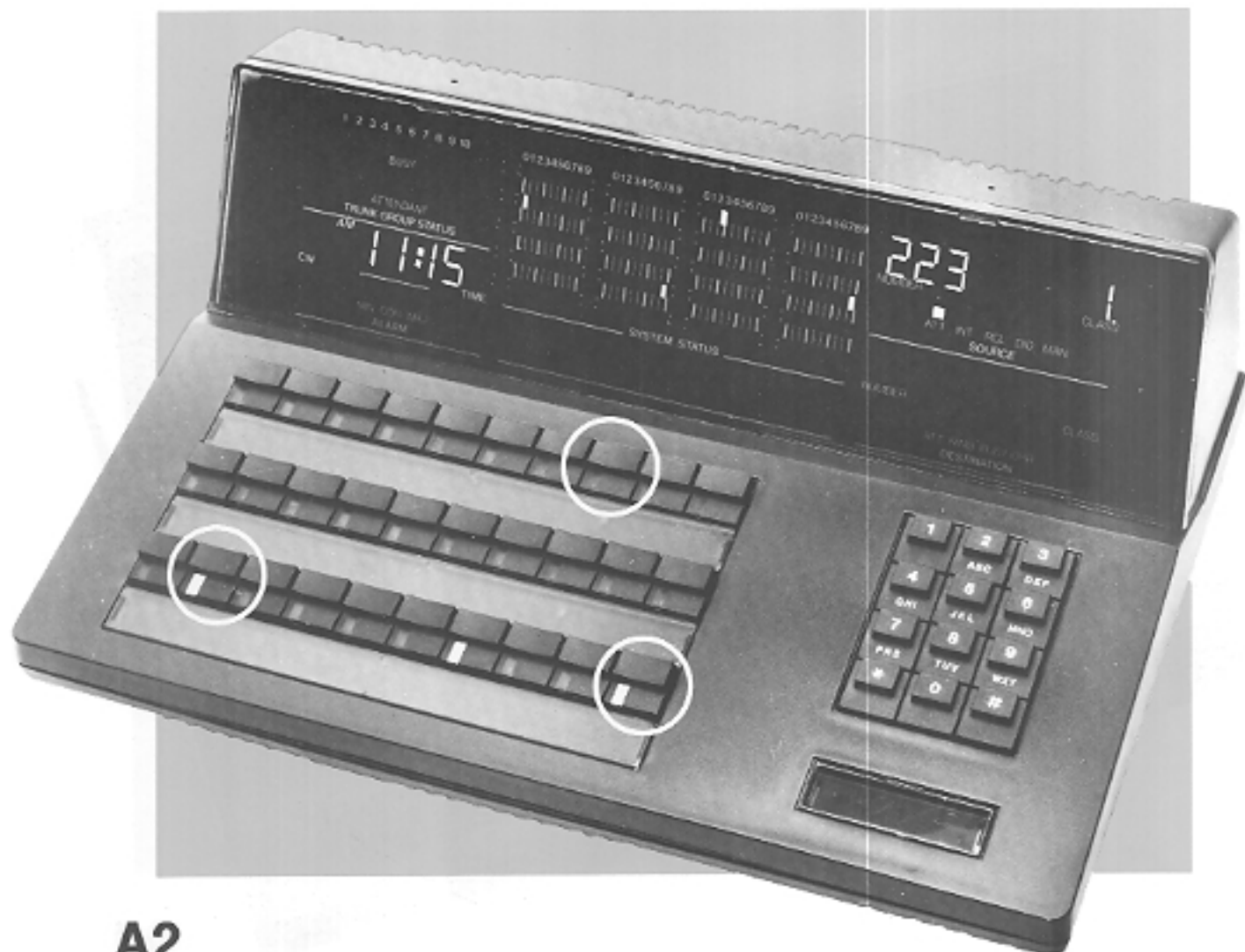


ANSWERING A DIAL 0 CALL

- 1** ● DIAL 0 lamp flashes 
● ANSWER lamp flashes
- 2** ● Press ANSWER or DIAL 0 key
● ANSWER lamp lights
● DIAL 0 lamp lights
● SOURCE lamp lights
● You are connected to the caller
● If MSGE WAIT lamp lights, the extension has a message waiting
- 3** **Source display shows:**
● Number and class of the calling extension
● You are connected to the calling extension (ATT lamp lit)

- 4** ● To cancel the message waiting, press MSGE WAIT key

NOTE: If a period appears after each digit in the class of the calling extension, the extension may not be able to make long-distance calls.




ANSWERING AN ATTENDANT RECALL

- 1** ● RECALL lamp flashes
● ANSWER lamp flashes
- 2** ● Press ANSWER or RECALL key
● ANSWER lamp lights
● RECALL lamp lights
● SOURCE lamp lights
● You are connected to the recalling extension
- 3** ● Source display shows:
● Recalling extension number and class
● You are connected to recalling extension (ATT and RCL lamps lit)
- 4** ● Destination display shows:
● Number of the party to which the recalling extension was connected




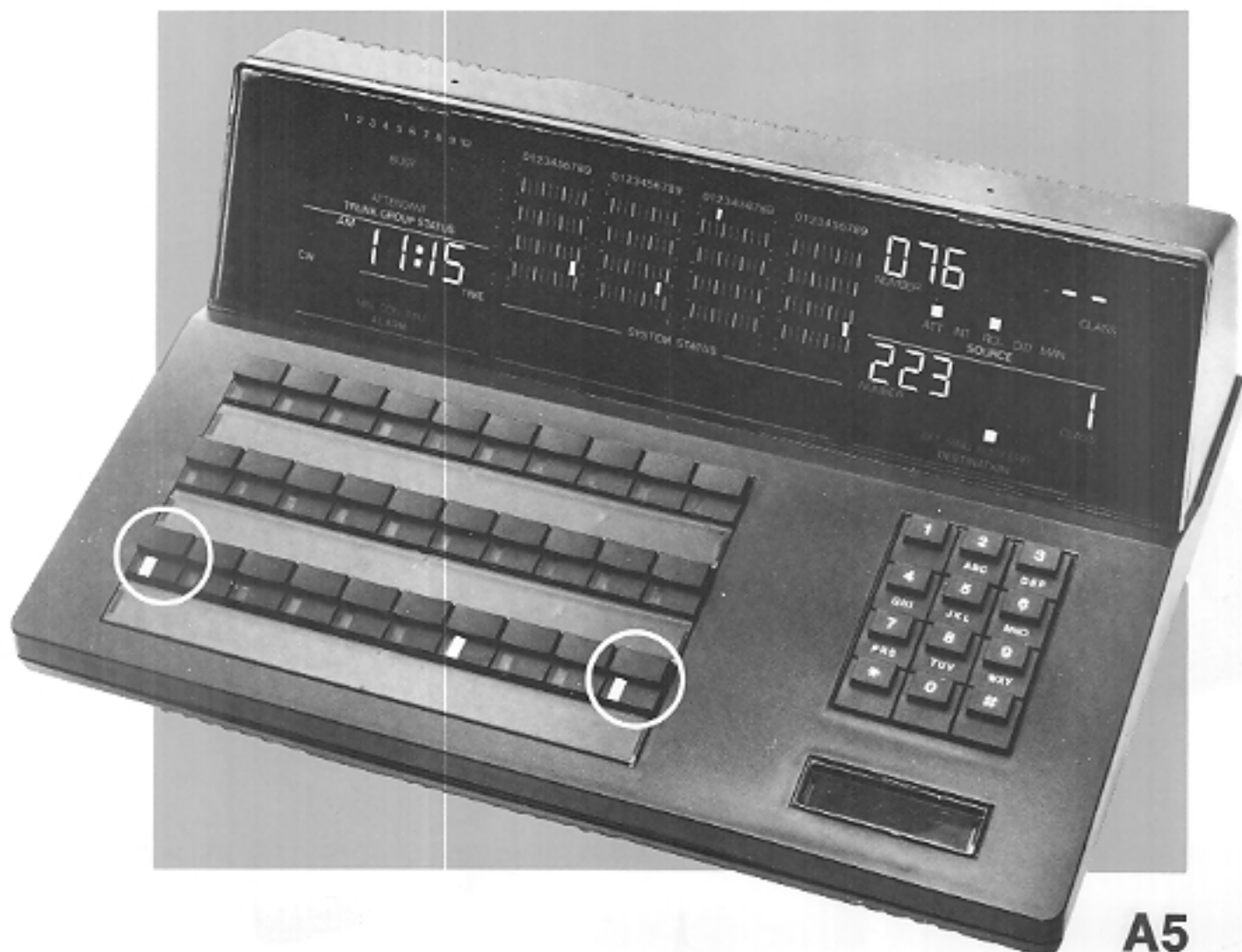
ANSWERING A DON'T ANSWER RECALL

- 1** ● RECALL lamp flashes
● ANSWER lamp flashes 
- 2** ● Press ANSWER or RECALL key
● RECALL lamp lights
● ANSWER lamp lights
● SOURCE lamp lights
● You are connected to the caller
- 3** **Source display shows:**
● Number and class of recalling party
● You are connected to recalling party (ATT lamp lit)
● This is a recall (RCL lamp lit)
- 4** **Destination display shows:**
● Number and class of called extension
● Extension is ringing (RING lamp lit)
- 5** ● Proceed as if extending the call to a new extension



ANSWERING A CAMP-ON RECALL

- 1** ● RECALL lamp flashes
● ANSWER lamp flashes 
- 2** ● Press ANSWER or RECALL key
● RECALL lamp lights
● ANSWER lamp lights
● SOURCE lamp lights
● You are connected to the caller
- 3** **Source display shows:**
● Number and class of recalling party
● You are connected to recalling party (ATT lamp lit)
● This is a recall (RCL lamp lit)
- 4** **Destination display shows:**
● Number and class of called extension
● Extension is busy (BUSY lamp lit)
- 5** ● Proceed as if extending the call to a new extension



ANSWERING A HOLD RECALL

1 ● HOLD lamp flashes

2 ● Press HOLD key
● ANSWER lamp lights
● SOURCE lamp lights
● HOLD lamp goes out
● You are connected to the recalling party

3 **Source display shows:**
● The number and class of the party who was on hold
● You are connected to the party who was on hold (ATT lamp lit)

4 ● Proceed as if extending a call to a new extension



PLACING AN OUTSIDE CALL

- 1**
- Dial trunk number
 - Dial tone returned
 - ANSWER lamp lights
 - DESTINATION lamp lights
 - Dial local directory number
 - Ringback tone returned

- 2** Destination display shows:
- Trunk number
 - ATT lamp lit

To enter an account code before dialing:

- Dial *0, followed by account code
- Dial "1", followed by Trunk Group access code
- You may now extend the trunk to an extension user



PLACING AN OUTSIDE LINE TO A DIAL 0 CALL

After answering a DIAL 0 call:

- 1**
 - Dial outside line access code
 - DESTINATION lamp lights
 - Listen for outside dial tone
- 2** Destination display shows:
 - Trunk number
 - You are connected to the outside line (ATT lamp lit)

- 3**
 - Press RELEASE key
 - Source and Destination displays clear
 - ANSWER, DESTINATION and DIAL 0 lamps go out
 - The extension user can dial the required number



CALLING AN EXTENSION

- Dial extension number
 - Listen for ringing or busy tone
 - ANSWER lamp lights
 - DESTINATION lamp lights
- Destination display shows:**
 - Number and class of called extension
 - ATT lamp lit
 - RING lamp lit if extension is ringing
 - BUSY lamp lit if extension is busy

NOTE: If an extension is dialed with Do Not Disturb in effect, the error lamp lights in the Destination display and the DO NOT DSTB lamp flashes. To override Do Not Disturb, press the DO NOT DSTB key.



CALLING AN EXTENSION (CALLBACK)

If the extension you have dialed is busy or doesn't answer, you may set up a Callback to the extension.

Having dialed the extension number:

- 1 ● Press CALLBACK key
● Destination display clears
- 2 ● Press RELEASE key
● ANSWER lamp goes out
● DESTINATION lamp goes out
● ATT lamp goes out

- 3 ● When the extension becomes available you will be called back automatically
● When you answer the call, the CALLBACK lamp will light



CALLING A LOCKED-OUT EXTENSION

If an extension user has accidentally left the phone off-hook (and is not a handsfree extension), the line will be "locked-out".

- Dial the extension number
 - ANSWER lamp lights
 - DESTINATION lamp lights
 - You hear busy tone
- Destination display shows:**

 - Extension number
 - Extension is locked-out, "LO"
 - Extension is busy (BUSY on)
 - ATT lamp lit

- Press the RELEASE key
 - ANSWER and DESTINATION lamps go out
 - Destination display clears

- Inform the extension user that the phone is off-hook

NOTE: If the ALARM RESET key is pressed and held down, the busy lamp field will show extensions and trunks that have been busied-out or are locked-out.



EXTENDING A CALL – EXTENSION

After answering the call:

- 1** ● Dial the required extension number
● Listen for ringing
● DESTINATION lamp lights
● SOURCE lamp goes out
- 2** **Destination display shows:**
● Number and class of the called extension
● You are connected to called number (ATT lamp lit)
● Called number is ringing (RING lamp lit)
- 3** ● Press RELEASE key
● Source and Destination display clear
● Incoming Call, ANSWER and DESTINATION lamps go out
● Calling party is connected to the ringing extension



EXTENDING A CALL TO A BUSY EXTENSION (DIAL NEW EXTENSION)

After dialing the busy extension:

- 1**
 - Press SOURCE key
 - SOURCE lamp lights
 - DESTINATION lamp goes out
 - You are connected to the calling party
 - Advise the calling party that the extension is busy
 - Calling party wants new extension
- 2**
 - Dial new extension
 - Listen for ringing
 - DESTINATION lamp lights
 - SOURCE lamp goes out
- 3** Destination display shows:
 - New extension number and its class
 - You are connected to the called number (ATT lamp lit)
 - Called number is ringing (RING lamp lit)
- 4**
 - Press RELEASE key
 - Source and Destination displays clear
 - Incoming Call, ANSWER and DESTINATION lamps go out
 - The calling party is connected to the ringing extension



EXTENDING A CALL TO A BUSY EXTENSION (CAMP-ON)

After answering the call:

- 1**
- Dial the required extension number
 - You will hear busy tone
 - DESTINATION lamp lights
 - SOURCE lamp goes out

- 2**
- Destination display shows:**
- Number and class of called extension
 - You are connected to the called number (ATT lamp lit)
 - The called number is busy (BUSY lamp lit)

- 3**
- Press SOURCE key
 - SOURCE lamp lights
 - DESTINATION lamp goes out
 - You are connected to the caller
 - Advise calling party that the called extension is busy
 - Caller wants to wait (Camp-on)

- 4**
- Press RELEASE key
 - Source and Destination displays clear
 - The caller is camped-on to the busy extension
 - Incoming Call, SOURCE and ANSWER lamps go out



EXTENDING A CALL TO A BUSY EXTENSION (ABANDON CALL)

After dialing a busy extension:

1

- Press SOURCE key
- SOURCE lamp lights
- DESTINATION lamp goes out
- You are connected to the caller
- Advise the caller that the extension is busy
- Caller wants to abandon the call

2

- Press CANCEL key
- Press RELEASE key
- Source and Destination displays clear
- Incoming Call, SOURCE and DESTINATION lamps go out



A15

PLACING AN INCOMING CALL ON HOLD

To answer the incoming call:

- 1**
- Press ANSWER key
 - ANSWER lamp lights
 - Incoming Call lamp lights
 - SOURCE lamp lights
 - You are connected to the caller

- 2** **Source display shows:**
- Number and class of caller
 - You are connected to caller (ATT lamp lit)

- 3**
- Press any HOLD key (unlit)
 - HOLD lamp lights
 - Incoming Call and ANSWER lamps go out
 - Source display clears
 - The caller is on hold



PLACING AN OUTGOING CALL ON HOLD

- Dial required number
 - ANSWER lamp lights
 - DESTINATION lamp lights
- 2 Destination display shows:**
 - Number and class of called party
 - You are connected to called party (ATT lamp lit)

After the called party answers:

- Press any HOLD key that is not in use (unlit)
 - HOLD lamp lights
 - ANSWER and DESTINATION lamps go out
 - Destination display clears
 - The called party is on hold



A17

RETRIEVING A CALL FROM HOLD

- Press HOLD key
 - HOLD lamp goes out
 - You are connected to the party who was on hold
 - ANSWER lamp lights
 - SOURCE lamp lights
- Source display shows:**

 - The number and class of the party who was on hold
 - You are connected to the party who was on hold (ATT lamp lit)
- Proceed as if extending a call to a new extension



CONNECTING AN INCOMING CALL TO A PARTY ON HOLD

- 1** ● Press ANSWER key
● ANSWER lamp lights
● SOURCE lamp lights
● Incoming Call lamp lights
● You are connected to the caller
- 2** ● Press desired HOLD key
● HOLD lamp goes out
● SOURCE lamp goes out
● DESTINATION lamp lights
- 3** ● **Source display shows:**
● The number and class of the caller
- 4** ● **Destination display shows:**
● The number and class of the party who was on hold
● You are connected to the party who was on hold (ATT lamp lit)
- 5** ● Press RELEASE key
● Source and Destination displays clear
● ANSWER, Incoming Call and DESTINATION lamps go out
● Caller is connected to party who was on hold



A19

CONNECTING AN OUTGOING CALL TO A PARTY ON HOLD

- 1**
- Dial the number of the required party
 - ANSWER lamp lights
 - DESTINATION lamp lights

- 2**
- Destination display shows:**
- The number and class of the called party
 - You are connected to the called party (ATT lamp lit)

After called party answers:

- 3**
- Press appropriate HOLD key
 - HOLD lamp goes out

- 4**
- Source display shows:**
- The number and class of the called party

- 5**
- Destination display shows:**
- The number and class of the party who was on hold
 - You are connected to the party who was on hold (ATT lamp lit)

- 6**
- Press RELEASE key
 - Source and Destination displays clear
 - ANSWER and DESTINATION lamps go out
 - Called party is connected to the party who was on hold



CALL SPLITTING

Whenever you have both a source party and a destination party on the console, you may talk to each party privately, or to both the source and destination parties at the same time, by pressing the SOURCE, DESTINATION or BOTH keys.

To talk to the Source party privately:

- 1 ● Press SOURCE key
● SOURCE lamp lights
● DESTINATION lamp goes out

To talk to the Destination party privately:

- 2 ● Press DESTINATION key
● DESTINATION lamp lights
● SOURCE lamp goes out

To talk to both Source and Destination parties simultaneously:

- 3 ● Press BOTH key
● BOTH lamp lights
● SOURCE and DESTINATION lamps go out
- 4 ● The ATT lamp in the Source and Destination displays will always show you the party or parties to which you are connected



A21

SINGLE DIGIT DIALING

A number of facilities in the hotel/motel (room service, restaurant, etc.) may be assigned a special single digit code. To dial any of these services:

- 1 ● Dial required single digit
● ANSWER lamp lights
● DESTINATION lamp lights
- 2 **Destination display shows:**
● The single digit number dialed
● ATT lamp lit
- 3 ● Dial #

4 **Destination display shows:**

- The digit dialed and \lrcorner
- Class of calling extension
- Called station is ringing (RING lamp lit)

- 5 ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Destination display clears



ADDITIONAL FEATURES

ACCOUNT CODES

To enter an account code (in order to place a call):

- 1 ● Dial *0, account code, #
● Dial the required number

You may connect the call to an extension.



B1

VERIFIABLE ACCOUNT CODES

Storing new codes:

- 1 ● Dial *210, class of service (if required)
● Press RELEASE key
● Or press * to enter another account code
● Or press # to delete the account code

Displaying stored codes:

- 2 ● Dial *211, account code
● Press * to display the next code
● Press # to scroll remaining digits for account codes containing more than 12 digits

To activate or deactivate account codes:

- 3 ● Dial *212, account code
● Press * to put into service
● Press # to take out of service

Class 1 = account code is in service

Class 0 = account code has been taken out of service.



AUTOMATIC ROUTE SELECTION (ARS)

- 1**
- Dial ARS code
 - ANSWER lamp lights
 - DESTINATION lamp lights

- 2**
- Dial directory number
 - Ringback tone
 - If you hear three quick beeps, all available outgoing lines are busy, EXCEPT the most expensive one.

You may:

- place the call again, later
- stay on the line; your call will be placed on the most expensive route

- 3**
- Destination display shows:**
- Trunk number
 - ATT lamp lit



CALLBACK

You may be asked to cancel all callback arrangements set up by extensions:

- 1** ● Dial *4
● ANSWER lamp lights
● DESTINATION lamp lights
- 2** Destination display shows:
● L4
● ATT lamp lit
- 3** ● Dial #
● Press RELEASE key
● ANSWER lamp goes out
● DESTINATION lamp goes out

All outstanding callbacks are cancelled.



CALL FORWARD

You have been asked to set up call forwarding for an extension:

- 1** ● Dial *11 followed by the number of the extension requesting the call forwarding
 - ANSWER lamp lights
 - DESTINATION lamp lights
- 2** **Source display shows:**
 - The number of the requesting extension and existing call forwarding code, if any
- 3** **Destination display shows:**
 - The number to which the calls are to be forwarded, if any
 - ATT lamp lit
- 4** ● Dial the required call forwarding code
 - 1 - Call Forward - Busy
 - 2 - Call Forward - Don't Answer
 - 3 - Call Forward - Follow Me

- 4 - Call Forward - Busy/ Don't Answer**
 - Dial the extension or hunt group number to which the calls are to be forwarded or Speed Call Access Code and Table Number for external call forwarding
- 5** **Source display shows:**
 - The number of the requesting extension and the selected call forwarding code
- 6** **Destination display shows:**
 - The number to which the calls are to be forwarded
 - ATT lamp lit
- 7** ● Press RELEASE key
 - ANSWER and DESTINATION lamps go out
 - Source and Destination displays clear



CALL FORWARD (CANCELLING)

You have been asked to cancel the call forwarding assigned to an extension:

- 1** ● Dial *11 followed by the number of the extension for which call forwarding is to be cancelled
 - ANSWER lamp lights
 - DESTINATION lamp lights
- 2** ● **Source display shows:**
 - The number of the requesting extension and the existing call forwarding code
- 3** ● **Destination display shows:**
 - The number to which calls are to be forwarded or E.C.F. for External Call Forwarding
 - ATT lamp lit

- 4** ● Dial #
 - Destination display clears
- 5** ● **Source display shows:**
 - Number of the requesting extension
- 6** ● Press RELEASE key
 - ANSWER and DESTINATION lamps go out
 - Source display clears



CALL FORWARD (CANCELLING ALL)

You may be asked to cancel all call forwarding arrangements set up by extensions:

- 1**
- Dial *1
 - ANSWER lamp lights
 - DESTINATION lamp lights

2 Destination display shows:

- LI
- ATT lamp lit

- 3**
- Dial #
 - Press RELEASE key
 - ANSWER and DESTINATION lamps go out

NOTE: If trunk is assigned to a busy lamp number, then that lamp lights.



CONFERENCE CALL

You have been asked to set up a conference call (maximum of six parties):

- 1 ● Dial the number of the next party in the conference. When they answer:
 - Press CONF key
 - CONF lamp lights
 - ANSWER lamp lit
 - DESTINATION lamp lit

2 Destination display shows:

- [] (conference)
- You are connected to the calling party

- 3 ● All parties hear a short burst of tone indicating that you and the called party are connected to the conference

- 4 ● Press RELEASE key
 - CONF lamp lit
 - ANSWER lamp goes out
 - DESTINATION lamp goes out
 - Destination display clears
 - You are disconnected from the conference


- 5 ● To add additional parties to the conference, repeat Steps 1, 2, 3 and 4.

The CONF lamp remains lit for as long as the conference is in use. You may enter the conference at any time by pressing the CONF key.



CONFERENCE RECALL (ANSWERING RECALL)

You have set up a conference, and one of the parties in the conference wishes to recall you (by flashing the switchhook).

- 1 ● CONF lamp flashes 
- 2 ● Press CONF key
● CONF lamp lights
● ANSWER lamp lights
● All parties in the conference hear a short tone
● You are connected to the conference
- 3 Destination display shows:
●  (conference)

After speaking with the conference:

- 4 ● Press RELEASE key
● CONF lamp lit
● ANSWER lamp goes out
● Destination display clears
● You are disconnected from the conference
- 5 ● To add additional parties to the conference, see page B8



DATE DISPLAY

- 1** ● Press and hold IDENT key
- 2** ● Time display shows:
 - Month, day and year
- 3** ● Source display shows:
 - Generic issue number
- 4** ● Destination display shows:
 - Internal software code and console number
- 5** ● Release IDENT key
 - Time display returns
 - Source and Destination displays clear



B10

DATE (SETTING)

To set the date:

- 1**
- Dial *15
 - ANSWER lamp lights
 - DESTINATION lamp lights

- 2**
- Dial the 1- or 2-digit month
 - Dial the 2-digit day
 - Dial the 2-digit year

- 3** Destination display shows:
- Month/day/year
 - ATT lamp lit

- 4**
- Press RELEASE key
 - Destination display clears



B11

DIRECT INWARD SYSTEM ACCESS (DISA)

- Dial *7 followed by the new DISA access code (up to four digits)
 - ANSWER lamp lights
 - DESTINATION lamp lights
- 2 Destination display shows:**
 - The new DISA code
 - ATT lamp lit
- Press RELEASE key
 - ANSWER and DESTINATION lamps go out
 - Destination display clears

NOTE: The DISA code must not conflict with the PABX numbering plan. If a conflicting number is entered, you will hear reorder tone, and the ERR lamp in the Destination display will light. (See also Assigning a Verifiable Account Code.)

The new DISA code is now in effect.



DO NOT DISTURB (SETTING UP)

To set up:

You are connected to a Destination –

- 1 Destination display shows:**
 - Extension number
 - Class of service
 - ATT lamp lit
- 2**
 - Press DO NOT DSTB key
 - DO NOT DSTB lamp lights
 - Busy lamp field shows extension busy

- 3**
 - Press RELEASE key
 - All displays clear
 - Busy lamp field shows extension busy



DO NOT DISTURB (CANCELLING)

To cancel:

You are connected to a Source —

- 3** ● Press RELEASE key
● All displays clear

1 Source display shows:

- Extension number
- Class of service
- ATT lamp lit

2

- DO NOT DSTB lamp lit
- Press DO NOT DSTB key
- DO NOT DSTB lamp goes out



B14

EXTENSION OUT OF SERVICE

If you have been asked to take an extension out of service temporarily:

- Dial *12
 - DESTINATION and ANSWER lamps light
- Dial the required extension number
 - Dial *
- Destination display shows:

 - Number dialed and L
 - ATT lamp lit

- Press RELEASE key
 - Destination display clears
 - DESTINATION and ANSWER lamps go out
 - Extension busy lamp lights

Extension is now out of service.

If you dial an extension that has been taken out of service, the Destination display will show a Class of Service of 00, and the ERR lamp will light.



B15

RESTORING EXTENSION SERVICE

To restore an extension to service:

- 1**
 - Dial *12
 - DESTINATION and ANSWER lamps light
- 2**
 - Dial the required extension number
 - Dial #
- 3**
 - Destination display shows:
 - Number dialed and ✓
 - ATT lamp lit
- 4**
 - Press RELEASE key
 - Destination display clears
 - DESTINATION and ANSWER lamps go out
 - Extension busy lamp goes out

Extension is restored to service

If you dial an extension that has been taken out of service, the Destination display will show a Class of Service of 00, and the ERR lamp will light.



EXTENSION FAULT FINDING

If the extension that you are connected to is faulty (e.g., noisy, no tones, etc.), you can identify the faulty circuit.

- 1 ● Press IDENT key
- 2 ● As long as the key is held down, the Source and/or Destination displays will indicate the circuit(s) being used for the connection
 - Make a note of the faulty circuit numbers and notify the repair person
 - The date will appear in the Time display




FLASHING FOR THE LONG-DISTANCE OPERATOR


If after answering an attendant recall, the extension wants to be reconnected to the long-distance operator:

- 1**
 - Press FLASH key several times
 - DESTINATION lamp lights
 - SOURCE lamp goes out
 - Wait for long-distance operator to answer
 - Advise the long-distance operator of the situation
- 2** **Source display shows:**
 - The number of the recalling extension and its class of service
 - ATT lamp lit
- 3** **Destination display shows:**
 - Trunk number
- 4**
 - Press RELEASE key
 - Source and Destination displays clear
 - DIAL 0, DESTINATION and ANSWER lamps go out

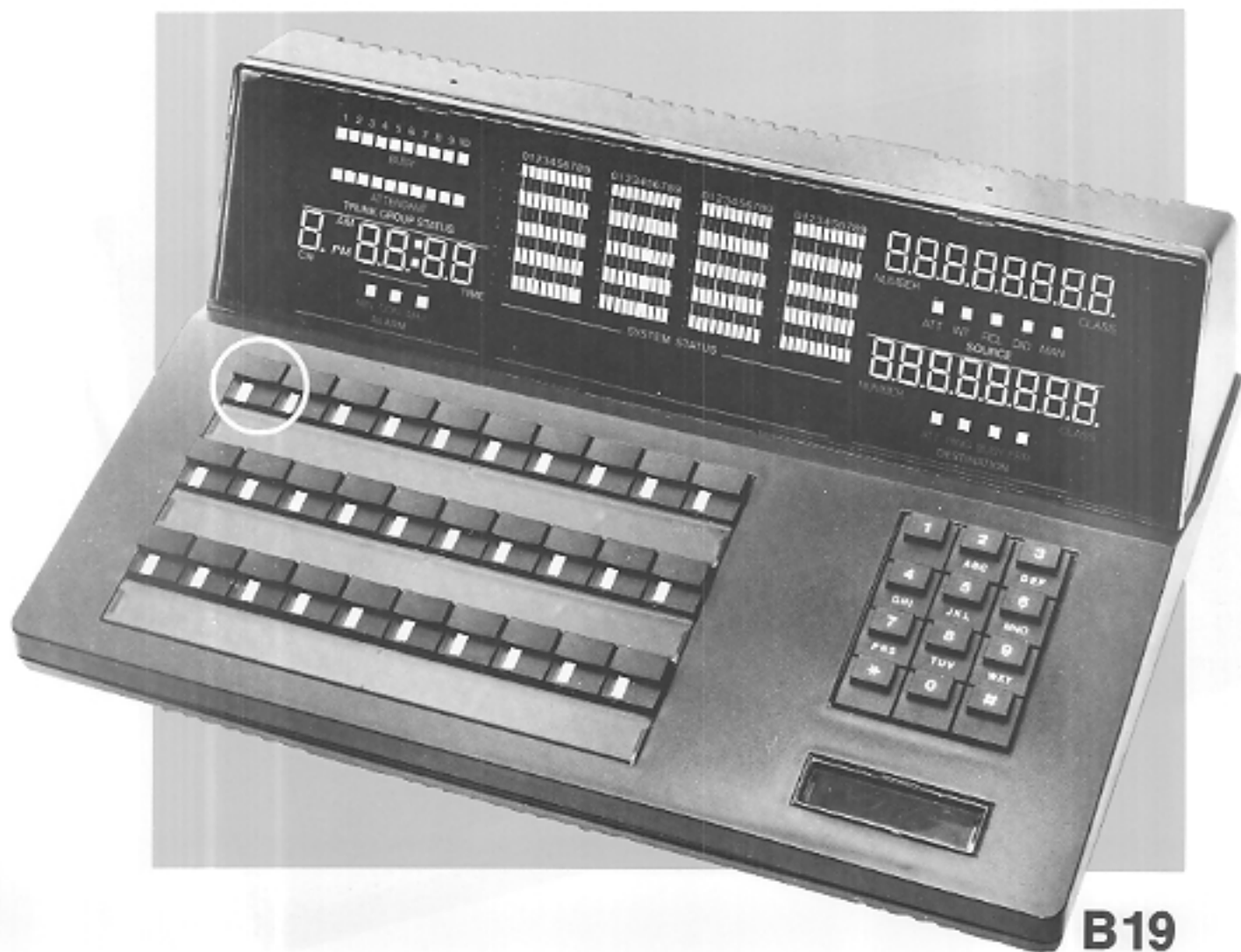


LAMP TEST

- 1**
- Press and hold LAMP TEST key
 - All console lamps light
 - The tone ringer sounds 

- 2**
- Press and hold LAMP TEST key again
 - All console displays show 

NOTE: If the LAMP TEST key is held down longer than 5 seconds the display will lock. By operating any key on the console the display will be released.



HOT LINE

A manual line can be programmed as a "Hot Line", using Call Forward.

- 1** • Dial *11, extension number
- 2** • Dial 3 (Follow-me)
- 3** • Dial the number or Speed Call Access Code and number for external call forwarding

Any time the handset of the phone is lifted, it will automatically be routed to the forwarding destination.



B20

NIGHT SERVICE

The commercial console provides two night service assignments, NIGHT 1 and NIGHT 2. Hotel/Motel consoles provide only NIGHT 1 service.

To turn on night service:

- 1 ● Press required NIGHT key

To turn off night service:

- 2 ● Press required NIGHT key again
- NIGHT lamp goes out



B21

NIGHT SERVICE (FLEXIBLE)

To assign flexible night service:

- Dial *3
 - ANSWER lamp lights
 - DESTINATION lamp lights
 - ATT lamp lit
- Dial required trunk number
 - Dial '0' for night station or #1, #2, #3 for night bell
- Destination display shows:
 - Trunk number
- Press NIGHT 1 or NIGHT 2 key
 - If trunk cannot be given a flexible night service assignment, you will hear reorder tone and ERR lamp will light
- Dial required extension number or Master Hunt Group number

- You will *not* hear ringing or busy
- You are *not* connected to the extension

- Source display shows:
 - Trunk number and night service number

- Destination display shows:
 - Extension number
 - ATT lamp lit

- Press RELEASE key
 - ANSWER lamp goes out
 - Source and Destination displays clear

NOTE: To delete night service assignment, dial *3 followed by ##.



OVERRIDE (BUSY EXTENSION OR TRUNK)

You have dialed an extension which is busy and wish to talk to the busy extension:

- 1** ● Press and hold **OVERRIDE** key
● You will hear a short tone, and will be connected to the called extension's call, for as long as you hold down the **OVERRIDE** key
- 2** ● Some extensions may have a class of service preventing override, or may be on a call which cannot be overridden. In these cases, you will not hear the short tone. When you press the **OVERRIDE** key, you will hear reorder tone



B23

B23

PAGING

You wish to page someone:

- 1** ● Press the PAGE key and hold it down
● As long as the PAGE key is down, you will be connected to the paging loudspeakers
● The PAGE lamp lights as long as the key is depressed
- 2** ● If someone else is using the paging loudspeakers, the PAGE lamp will be on
● If you press the PAGE key while someone else is using the paging loudspeakers, they will be disconnected and you will be connected to the loudspeakers for as long as the key is held down



PRINTING SYSTEM FEATURE DATA

You may wish to print all feature data for your system:

- 1** ● Dial *19*
● Press RELEASE key
- 2** ● All customer data you have access to is printed

You may wish to print Speed Call Numbers:

- 3** ● Dial *19 plus 5
● Press RELEASE key
- 4** ● Speed Call numbers are printed



B25

PRINTER – START/STOP

To start the printer:

- 1 ● Dial *14
● ANSWER and DESTINATION lamps light
- 2 Destination display shows:
● L 14
● ATT lamp lit
- 3 ● Dial #
- 4 Destination display shows:
● L
● Printer starts
- 5 ● Press RELEASE key
● Destination display clears
● Printer starts

To temporarily stop the printer:

- 1 ● Dial *14*
● DESTINATION and ANSWER lamps light
- 2 Destination display shows:
● L
● ATT lamp lit
- 3 ● Press RELEASE key
● Destination display clears
● Printer stops

NOTE: All system actions which require a print-out are stopped while the printer is stopped (e.g. Wake-up)



SERIAL CALL (SETTING UP)

After answering an incoming call:

- 1**
 - Press SERIAL CALL key
 - Dial extension number
 - SERIAL CALL lamp lights
 - DESTINATION lamp lights
- 2** Destination display shows:
 - Number and class of called extension
 - You are connected to called station (ATT lamp lit)
 - Called station is ringing (RING lamp lit)

- 3**
 - Press RELEASE key
 - Source and Destination displays clear
 - Incoming Call, ANSWER, SERIAL CALL, and DESTINATION lamps go out

NOTE: In some systems the FLASH key has been replaced with the SERIAL CALL key and GUEST ROOM features are still available.



SERIAL CALL (RECALL)

- ANSWER lamp flashes
 - RECALL lamp flashes
- Press ANSWER key
 - RECALL lamp lights
 - ANSWER lamp lights
 - SOURCE lamp lights
 - SERIAL CALL lamp lights
 - You are connected to the recalling party
- 3 Source display shows:**

 - Number of the recalling party
 - The call is a recall (RCL lamp lit)
 - You are connected to the recalling party (ATT lamp lit)
- You may cancel further serial call requests by pressing the SERIAL CALL key
 - SERIAL CALL lamp goes out
- Proceed as if extending a call to a new extension



SPEED CALL (TO STORE A NUMBER)

To store a Speed Call Number:

1 ● Update Speed Call Number Record

2 ● Dial Speed Call Access Code
● Dial 0
● Dial Speed Call Entry Code

3 ● Enter digits required as in the Speed Call Number Record
● BOTH and ANSWER lamps lit

4 **Destination display shows:**
● The digits entered (most recent on the right)
● ATT lamp lit

5 **Source display shows:**
● Speed Call Entry Code

6 ● Press RELEASE key
● All displays clear

NOTE: To receive a printout of Speed Call Numbers:

7 ● Dial *19 plus 5
● Press RELEASE key



SPEED CALL (PLACING A CALL)

Using a stored Speed Call Number:

- 1** ● Dial Speed Call Access Code
● Dial Speed Call Entry Code
● BOTH and ANSWER lamps lit
- 2** Destination display shows:
● Trunk number
● ATT lamp lit
- 3** Source display shows:
● ATT lamp lit
- 4** ● Trunk busy lamp lit
● Number outpulsed



B30

SPEED CALL (DISPLAY A STORED NUMBER)

To display a stored number:

- 1** ● Dial Speed Call Access Code
● Dial #
● Dial Speed Call Entry Code
● Dial #
- 2** ● Source display shows:
● Entry Code (ATT lamp lit)
- 3** ● Destination display shows:
● Trunk access code
● Up to the first seven digits of the number entered

- 4** ● Continue to dial #
For each # dialed, the number in the Destination display will be moved to the left one segment until all digits have been displayed

- 5** ● Press RELEASE key
● All displays clear

NOTE: To receive a printout of Speed Call numbers:

- 6** ● Dial *19*
● Press RELEASE key



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SPEED CALL (CANCEL A STORED NUMBER)

1 ● Update Speed Call Number Record

- 2** ● Dial Speed Call Access Code
● Dial 0
● Dial Speed Call Entry Code
● Dial *

- 3** **Source display shows:**
● The Speed Call Entry Code of the number to be cancelled
● ATT lamp lit

4 **Destination display shows:**

- L

- 5** ● Press RELEASE key
● All displays clear

NOTE: To receive a printout of Speed Call numbers:

- 6** ● Dial *19*
● Press RELEASE key



B32

TIME (SETTING)

To set the time:

- 1** ● Dial *5
● ANSWER lamp lights
● DESTINATION lamp lights
- 2** ● Dial hours
- 3** ● Dial minutes (must be 2 digits)
- 4** ● Dial *, if time is PM
(not required if 24-hour clock is used)
- 5** **Destination display shows:**
● Hours, minutes (and P if PM and 12-hour clock)
● ATT lamp lit
- 6** ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Time is displayed on digital clock



TRUNK ACCESS

- Dial *20
 - ANSWER lamp lights
 - DESTINATION lamp lights
- Dial trunk number
 - Dial *
 - You will hear outside dial tone if the trunk is free
 - You will hear busy tone if the trunk is busy
- Destination display shows:
 - Trunk number
 - You are connected to the trunk (ATT lamp lit)
- You may proceed normally



TRUNK BUSY-OUT

- 1** ● Dial *9 followed by the trunk number
● ANSWER lamp lights
● DESTINATION lamp lights
- 2** Destination display shows:
● Trunk number
● ATT lamp lit

- 3** ● Dial *
- 4** ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Destination display clears

Trunk is now busy.



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TRUNK NON-BUSY

- 1** ● Dial *9 followed by the trunk number
● ANSWER lamp lights
● DESTINATION lamp lights
● ATT lamp lit
- 2** **Destination display shows:**
● Trunk number
● ATT lamp lit
● You are connected to the trunk

- 3** ● Dial #
- 4** ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Destination display clears

Trunk is no longer busy

NOTE: If trunk is assigned to a busy lamp number, then that lamp goes out.




TRUNK GROUP ATTENDANT ACCESS

- 1** ● Dial *6
● ANSWER lamp lights
● DESTINATION lamp lights
● ATT lamp lit
- 2** ● Dial trunk group (1 through 12)
● Destination display shows trunk group dialed
- 3** ● Dial *
- 4** ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
- 5** Trunk group status display shows:
● Trunk group is now attendant access (Trunk Group Status ATT lamp lit)

NOTE: Trunk groups 11 and 12 are not assigned a Trunk Group Status lamp.



TRUNK GROUP DIAL ACCESS

- Dial *6
 - ANSWER lamp lights
 - DESTINATION lamp lights
 - ATT lamp lights
- Dial trunk group (1 through 12)
- Dial #
 - ATT lamp lit
- Destination display shows:
 - Trunk group (1 through 12)
 - 
- Press RELEASE key
 - ANSWER and DESTINATION lamps go out
- Trunk group status display shows:
 - Trunk group no longer attendant access (Trunk Group Status lamps dark)



VOLUME/TONE RINGER

- 1** ● To adjust the volume of the tone ringer, use the control on the back of the console
- 2** ● To turn the ringer OFF, press BELL OFF key
- 3** ● BELL OFF lamp lights; the tone ringer is now disconnected
- 4** ● To turn the ringer ON, press BELL OFF key again
● BELL OFF lamp goes out; the tone ringer is now reconnected



B39

HOTEL FEATURES

AUTOMATIC WAKE-UP (SETTING)

To set or change:

- 1** ● Press GUEST ROOM key
● Dial extension number (not required if connected to extension)
● GUEST ROOM lamp lights
- 2** Source display shows:
● Number dialed
● Message register
● ATT lamp lit
- 3** Destination display shows:
● Room status code
● Wake-up time if set
- 4** ● Dial *, wake-up time, then #
(or * if 12-hour clock for PM)
- 5** Destination display shows:
● Room status code
● Wake-up time (P if PM)

- 6** ● Press RELEASE key
● Destination display clears

NOTE: If a printer is used, a record is printed when the RELEASE key is pressed.

NOTE: If more than 10 wake-up calls are ringing at the same time or if there are only four free speech paths on the system, subsequent wake-up calls will be delayed until lines become available.

To record:

To define which recording group an automatic wake-up will be routed to –
● Dial *234, recording group access code

To delete an automatic wake-up recording –

- Dial *234#



AUTOMATIC WAKE-UP (CANCELLING)

To cancel:

- 1** ● Press GUEST ROOM key
● Dial extension number (not required if connected to extension)
● GUEST ROOM lamp lights
- 2** ● Source display shows:
● Extension number
● Message register displayed
- 3** ● Destination display shows:
● Present wake-up time (P if PM)
● Room status code
- 4** ● Press *# (or **)
● Wake-up time display clears
- 5** ● Press RELEASE key
● All displays clear

NOTE: If a printer is used a record is printed when the RELEASE key is pressed.



CALL BLOCKING/ ROOM-TO-ROOM RESTRICTION

Calls between guest rooms can be prevented by using the call blocking feature.

To set up call blocking:

- 1 ● Press CALL BLOCK key
● CALL BLOCK lamp lights

To remove call blocking:

- 2 ● Press CALL BLOCK key
● CALL BLOCK lamp goes out



DO NOT DISTURB (SET UP/DISPLAY)

To set up Do Not Disturb:

- Press GUEST ROOM key
 - GUEST ROOM lamp lights
 - Dial extension number
- 2 Source display shows:**
 - Extension number
 - Message register
 - ATT lamp lit
- Press DO NOT DSTB key
 - DO NOT DSTB lamp lights
 - Busy lamp field shows extension busy
- Press RELEASE key
 - All displays clear
 - Busy lamp field shows extension busy

Automatic Wake-up will override Do Not Disturb.

To display which guest rooms have Do Not Disturb applied:

- Press and hold down DO NOT DSTB key
 - Busy lamp field shows the extensions that have Do Not Disturb applied
- 2 Source display shows:**
 - Number of rooms with do Not Disturb set



DO NOT DISTURB (CANCEL)

To cancel Do Not Disturb:

- 1**
 - Press GUEST ROOM key
 - Dial extension number
 - GUEST ROOM lamp lights
 - DO NOT DSTB lamp lights
- 2** Source display shows:
 - Number dialed
 - Message Register
 - ATT lamp lit
- 3**
 - Press DO NOT DSTB key
 - DO NOT DSTB lamp goes out
- 3**
 - Press RELEASE key
 - Source display clears



MESSAGE REGISTER

To request a print of room call counts:

- 1**
 - Dial *16
 - ANSWER lamp lights
 - DESTINATION lamp lights
- 2** Destination display shows:
 - L 16
- 3**
 - Press RELEASE key
 - ANSWER lamp goes out
 - DESTINATION lamp goes out
 - Printout starts as soon as the printer is free. If the printer is in use when the request is made, a warning tone is heard



MESSAGE REGISTER OF AN EXTENSION

- Press GUEST ROOM key
 - GUEST ROOM lamp lights
 - Dial extension number
 - ATT lamp lit
- Source display shows:**

 - Extension number
 - The number of local call units made from the room. The display can show a value of up to 9999. After this, decimal points are lit in sequence starting from the right of the display, to indicate an increment of 10,000; e.g., a display of 43.2.8. denotes a value of 34328
- Destination display shows:**

 - Room status code followed by "d" (console) or \$ (printout) if "Deposit Paid" or * if room is not ready
- Press # key
- Source display shows:**

 - Extension number and 000
- Press RELEASE key
 - Destination and Source displays clear
 - All lamps go out

NOTE: If a printer is used the contents of the message register are printed before it is reset.



MESSAGE WAITING (SET UP)

Using the GUEST ROOM key:

- Press GUEST ROOM key
● GUEST ROOM lamp lights
● Dial extension number
- Source display shows:**
 - Number dialed
 - ATT lamp lit
 - Message Register
- Destination display shows:**
 - If MSGE WAIT lamp is lit, extension has a message waiting OR
 - If MSGE WAIT lamp is out, press MSGE WAIT key
 - MSGE WAIT lamp lit
- At extension:**
 - Extension message waiting lamp flashes or extension rings every 20 minutes
- Press RELEASE key
● All displays clear

Not using the GUEST ROOM key:

You are connected to a Source or Destination –

- Source or Destination display shows:**
 - Extension number
 - Class of service
 - ATT lamp lit
- Press MSGE WAIT key if MSGE WAIT lamp is not lit
● MSGE WAIT lamp lit
- Press RELEASE key
● All displays clear

NOTE: If a printer is used, a record is printed.



MESSAGE WAITING (CANCEL)

Using the GUEST ROOM key:

- Press GUEST ROOM key
 - GUEST ROOM lamp lights
 - Dial extension number
 - MSGE WAIT lamp lights
 - ATT lamp lit
- Source display shows:
 - Extension number
 - Message Register
- Press MSGE WAIT key
 - MSGE WAIT lamp goes out
- Press RELEASE key
 - Source display clears

NOTE: If a printer is used, a record is printed.

Not using the GUEST ROOM key:

You are connected to a Source or Destination –

- Source or Destination display shows:
 - Extension number
 - Class of service
 - ATT lamp lit
- MSGE WAIT lamp lit
- Press MSGE WAIT key
 - MSGE WAIT lamp goes out
- Press RELEASE key
 - All displays clear



MESSAGE WAITING (DISPLAY)

To check which guest rooms have a message waiting:

- 1** ● Press and hold down MSGE WAIT key
● Busy lamp field shows the extensions that have a message waiting

- 2** ● Source display shows:
● Number of rooms with a message waiting



C10

OUTGOING CALL RESTRICTION (SET UP)

- Press GUEST ROOM key
 - GUEST ROOM lamp lights
 - Dial extension number (not required if connected to extension)
- Source display shows:**

 - Extension number
 - Message register
 - ATT lamp lit
- Press ROOM RESTR key
 - ROOM RESTR lamp lights
- Press RELEASE key
 - GUEST ROOM and ROOM RESTR lamps go out
 - Source display clears



OUTGOING CALL RESTRICTION (CANCEL)

- 1**
- Press GUEST ROOM key
 - GUEST ROOM lamp lights
 - Dial extension number (not required if connected to extension)

- 2**
- Source display shows:**
- Extension number
 - Message register
 - ROOM RESTR lamp lights
 - ATT lamp lit

- 3**
- Press ROOM RESTR key
 - ROOM RESTR lamp goes out

- 4**
- Press RELEASE key
 - GUEST ROOM lamp goes out
 - Source display clears

The extension may now make outgoing calls.



ROOM STATUS (CHANGING)

To change the status of a room:

- 1** ● Press GUEST ROOM key
● GUEST ROOM lamp lights
- 2** ● Dial extension number (not required if connected to extension)
- 3** ● **Source display shows:**
 - Extension number
 - ATT lamp lit
 - Message register
- 4** ● **Destination display shows:**
 - Room status code
- 5** ● Dial new status code 1-4
- 6** ● Press RELEASE key (when wishing to release connection with extension)
 - All lamps go out
 - Source and Destination displays clear



C13

ROOM STATUS (DISPLAY BY ROOM)

You wish to display guest room status:

- 1** ● Press GUEST ROOM key
● GUEST ROOM lamp lights
 - 2** ● Dial extension number (not required if connected to the extension)
● ROOM RESTR lamp lights if the room has outgoing restriction applied (see Page C11)
● DO NOT DSTB lamp lights if the room has Do Not Disturb assigned (see Page C4)
● MSGE WAIT lamp lights if the room has a message waiting (see Page C8)
 - 3** **Source display shows:**
● Extension number
● Message register
● ATT lamp lit
 - 4** **Destination display shows:**
● Room status code (see Page C13)
- 1** – Room vacant and clean
 - 2** – Room occupied and clean
 - 3** – Room vacant but not clean
 - 4** – Room is occupied and needs cleaning
 - d** – Deposit has been paid for room
- Extensions with a status code of 1 or 3 may be arranged to be automatically restricted from making outgoing calls
 - If the maid is in the room a "." is displayed after the Room Status code
 - Wake-up time in hours and minutes (see Page C1)
 - If "d" is assigned, the extension is automatically restricted
- 5** ● Press RELEASE key
● All lamps go out
● Source and Destination displays clear



ROOM STATUS (CHANGE – ALL EXTENSIONS)

To change the status of all occupied clean rooms, to rooms occupied and need cleaning:

- 1 ● Dial *10
● ANSWER lamp lights
● DESTINATION lamp lights
- 2 Destination display shows:
● L 10
● ATT lamp lit
- 3 ● Dial #
● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Destination display clears

To change the status of all occupied rooms that need cleaning, to rooms occupied and clean:

- 1 ● Dial *10
● ANSWER lamp lights
● DESTINATION lamp lights
- 2 Destination display shows:
● L
● ATT lamp lit
- 3 ● Press RELEASE key
● ANSWER and DESTINATION lamps go out
● Destination display clears



ROOM STATUS (PRINT – ALL EXTENSIONS)

To print room status for all extensions:

1 ● Dial *18

2 ● Destination display shows:

● L 18

3 ● Press RELEASE key
● Printer starts printout in the format:
room number followed by the Room
Status, separated by a dash



C16

ROOM STATUS CODE

- Press ROOM STATUS key
 - Room Status lamp lit
- Dial, and hold down, selected room status code digit
 - 0 – Maid in rooms
 - 1 – Rooms vacant and clean
 - 2 – Rooms occupied and clean
 - 3 – Rooms vacant but not clean
 - 4 – Rooms occupied and need cleaning
 - Busy lamp display shows all rooms with the selected status
- To assign "Deposit Paid" to a room, dial "0"
- Source display shows:
 - The number of rooms with specified room status, followed by "d" if deposit has been paid

The ROOM STATUS key must be pressed before each status code is dialed.

NOTE: The status of each room can be changed from 4 to 2 and from 3 to 1 by the maid. This is accomplished by dialing special codes from the room phone.

NOTE: Any status may have "Deposit Paid".

NOTE: When all extensions with Room Status code 1 are displayed, extensions which have "Deposit Paid" will be excluded. Pressing the * key after the ROOM STATUS key shows the number of rooms which are vacant but which require cleaning.



UNIFORM CALL DISTRIBUTION

UNIFORM CALL DISTRIBUTION

Uniform Call Distribution allows incoming calls to be directed to a group of extensions. If all agents are busy, the caller can listen to recorded announcements until an agent becomes available. A caller can also be directed to an overflow position, another group of extensions, an extension or console.

To assign an equipment number to a tape recorder or player:

- Dial *230/equipment number/* (to move on to the next group)

To assign an equipment number to a recorded announcement card channel:

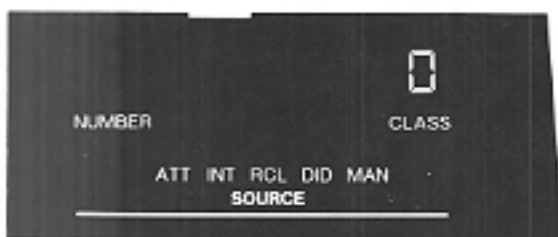
- Installation Note: assign two equipment numbers for each message; i.e., the second and sixth port of the appropriate card slot
- Dial *231/equipment number/* (to move on to the next group)/# (to delete announcement equipment number)

RECORDED ANNOUNCEMENTS

To review all recordings:

- Dial *232* (to move on to the next group)

Sample Display:



where 0 = tape recorder or player
1 = recorded announcement group

To assign a DID intercept recording:

- Dial *233/recording group access code

To delete a DID intercept recording:

- Dial *233*

RECORDED ANNOUNCEMENTS

To record an announcement:

- Dial *240/recorded announcement card equipment number/*
- Wait until you hear a short beep. Record announcement by speaking into your handset

NOTE: You may not be able to record over an existing announcement. Contact your service representative.

To playback an announcement:

- Dial *241/recorded announcement card equipment number/*
- Listen for announcement through the console handset
- If you hear busy tone, the recording is in use
- To record an announcement on a tape recorder, refer to the manufacturer's instructions

To set how long a customer listens to an announcement in a recording group:

- Dial *242/recording group access code/listening time

Sample Display:



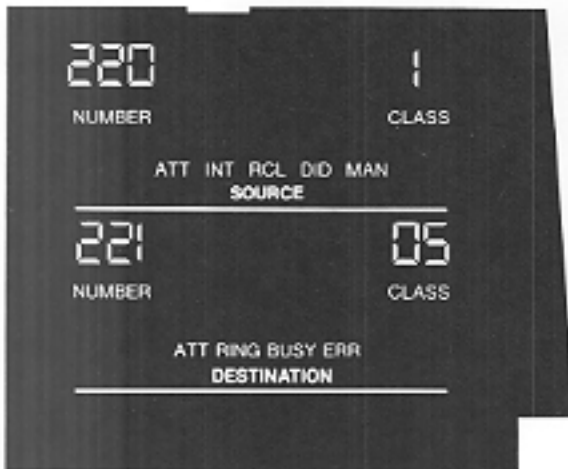
where 220 – recording group access code
08 – listening time (0-99 seconds)

RECORDED ANNOUNCEMENTS

To set the order for the recorded announcements and the delay between the messages, provided to customers who call an agent group:

- Dial *243/agent group access code/announcement playing order (1)/recorded announcement access code/listening time before recording starts (01-99 seconds)

Sample Display



where 220 = agent group access code
1 = announcement playing order
221 = overflow position access code
05 = listening time before recording

To store additional announcements:

- Dial * (to move on to the next announcement)/announcement playing order (2)/overflow position access code/listening time before recording starts (0-99 seconds) (optional)

To store announcements 3 and 4:

- Dial *3 (or *4)/overflow position access code/listening time before recording starts (0-99 seconds) (optional)

NOTE: If the time between announcements is set as "00" or not specified, the time will be determined automatically. The last overflow position for an agent group may be a recording, another group, an attendant or an extension.

RECORDED ANNOUNCEMENTS

To display recorded announcements assigned to an agent group:

- Dial *244/agent group access code/recorded announcement number (1-4)/*(to review next announcement in the chain).

To delete all data associated with an agent group (for example, Maximum Mean Time to Answer, overflow position, recording group number and delay between announcements):

- Dial *243/agent group access code/ #

ALARMS

ALARMS

Whenever an alarm is detected, one of the following alarm lamps will flash:



MAJ CON MIN
ALARM

- 1 ● Press and hold ALARM RESET key
● Alarm lamp lights
- 2 ● Source and Destination displays show codes which identify the alarm condition

3 ● The busy lamp field display changes to show the extensions that are locked-out and the trunks that have been made outgoing busy.

4 ● Make a note of the alarm identity code and inform the repair person

If a major (MAJ) alarm appears on your console, power fail transfer has occurred. Call your service representative immediately, then notify users assigned to emergency transfer extensions.



AUTOMATIC WAKE-UP NO ANSWER ALARM

If an extension fails to answer its wake-up call, the console will present a minor alarm.

- 1**
- MIN alarm lamp lit
 - Console ringer sounds

- 2**
- Press ALARM RESET key and hold down

- 3**
- Source display shows:
● E088 and equipment number

- 4**
- Destination display shows:
● Extension number and nA

- 5**
- Release ALARM RESET
 - Dial *8#
 - All displays clear



EMERGENCY TRANSFER

If the PABX goes completely out of service and the MAJ Alarm lamp is not on, the EMERGENCY TRANSFER switch, located on the back of the console, can be used to manually set the PABX into emergency transfer operation.

NOTE: Operation of the switch will disconnect existing calls and connect up to 12 extensions directly to outside lines.

To operate the emergency transfer:

- 1 ● Push the switch to the TRANSFER position

To restore normal operation:

- 2 ● Push the switch to the NORMAL position



LOCKOUT ALARM

If an extension is left off-hook, the console will present a minor alarm.

- MIN alarm lamp lit
 - Console ringer sounds
 - Extension busy lamp lit
- Press ALARM RESET key and hold down
- 3 Source display shows:**
 - **E099** and equipment number

4 Destination display shows:

- Extension number and **Lo**

5

- Release ALARM RESET key
- Dial *8#
- Press RELEASE key
- All displays clear



MESSAGE REGISTER ALARM

If an extension's message register overflows, the console will present a minor alarm.

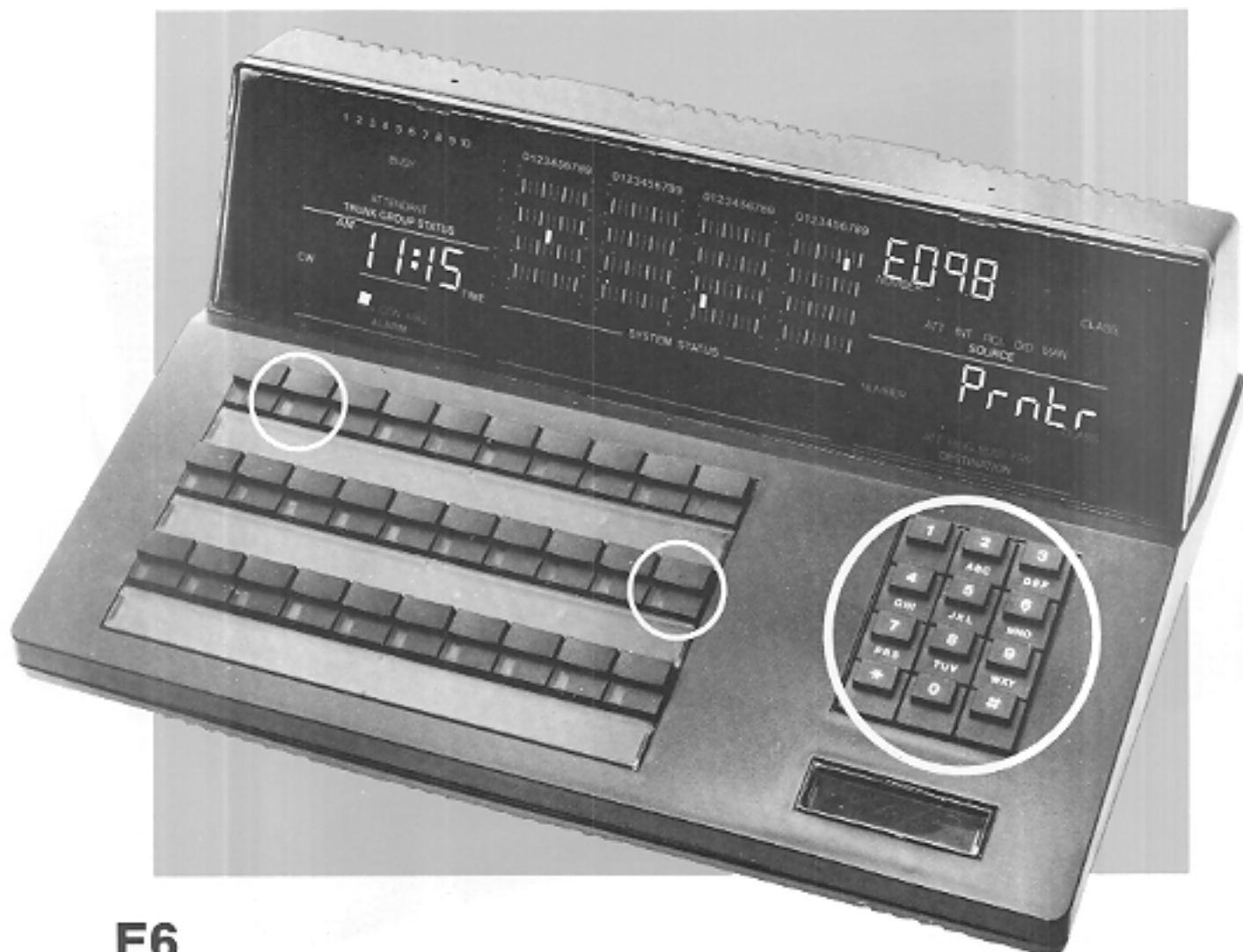
- 1** ● MIN alarm lamp lit
● Console ringer sounds
● Extension busy lamp lit
- 2** ● Press ALARM RESET key and hold down
- 3** ● Source display shows:
● E097 and equipment number
- 4** ● Destination display shows:
● Extension number and \square
- 5** ● Release ALARM RESET key
● Dial *8#
● Press RELEASE
● All displays clear
- 6** ● Refer to Page C7 to clear the Message Register



PRINTER ALARM

If the printer is suspended (*14*) for an extended period of time a minor alarm may occur.

- MIN alarm lamp lit
● Console ringer sounds
- Press ALARM RESET key and hold down
- Source display shows:
● E098
- Destination display shows:
● Prntr
- Release ALARM RESET key
● Dial *8#
● Press RELEASE key
● All displays clear
● Enable the printer
- Dial *14#
● Press RELEASE key



SECURITY ALARM

Some extension lines may be connected to alarm circuits (fire, smoke, burglar, etc.), which require special treatment.

- 1** ● DIAL 0 lamp flashes
● ANSWER lamp flashes
- 2** ● Press ANSWER key
● ANSWER lamp lights
● DIAL 0 lamp lights
● SOURCE lamp lights

- 3** Source display shows:
 - Number of alarm circuit
 - AL indicating it is an alarm
- 4** ● Take established alarm-reporting procedure



SUPERSET 4 SECURITY ALARM

If the modular jack of a Superset set is disconnected, a minor alarm will be presented at the console.

- 1** ● MIN alarm lamp lit
● Console ringer sounds
● Extension busy lamp lit
- 2** ● Press ALARM RESET key and hold down
- 3** ● Source display shows:
● E096 and equipment number
- 4** ● Destination display shows:
● Extension number and R6
- 5** ● Release ALARM RESET key
● Dial *8#
● Press RELEASE key
● All displays clear
- 6** ● Ensure Superset set has been legitimately disconnected



REFERENCE SECTION

TABLE 2 – CLASS OF SERVICE DEFINITIONS

Extension Options	Class of Service																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
Automatic Callback																	
Call Forwarding – Busy																	
Call Forwarding – Don't Answer																	
Call Forwarding – Follow Me																	
Call Park																	
Never a Forwardee																	
Directed Call Pickup																	
Executive Busy Override																	
Data Security																	
Station Override Security																	
Inward Restriction (DID)																	
Originate Only																	
Receive Only																	
Flash Disable																	
Never a Consultee																	
Broker's Call																	
Station Conference																	
Meet-Me Conference																	
Camp-On																	
Do Not Overflow																	
Paging Access																	
TAFAS Access																	
Hold Pickup																	
Account Code Access																	
Manual Line																	
Contact Monitor																	
Non-CO Trunks Via Attendant Inhibit																	
CO Trunks Via Attendant Inhibit																	
No Dial Tone																	
Flash for Attendant																	
H/M Stn-Stn Restrict Applies																	
Message Register																	
Trunk Group 1 Access																	
Trunk Group 2 Access																	
Trunk Group 3 Access																	
Trunk Group 4 Access																	
Trunk Group 5 Access																	
Trunk Group 6 Access																	
Trunk Group 7 Access																	
Trunk Group 8 Access																	
Trunk Group 9 Access																	
Trunk Group 10 Access																	
Trunk Group 11 Access																	
Trunk Group 12 Access																	
Message Waiting Applies																	
Room Do Not Disturb Enable																	
Call Hold and Retrieve Access																	
Room Status Applies																	
Call Forward System Inhibit																	
Alarm Call Enable																	
Forced Account Code Entry																	
No SMDR Record Applies																	
Speed Call Table 1 & 2 Access																	
Speed Call Table 3 & 4 Access																	
Speed Call Table 5 & 6 Access																	
Speed Call Table 7 & 8 Access																	
Speed Call Table 9 & 10 Access																	
Speed Call Table 11 & 12 Access																	
Speed Call Table 13 & 14 Access																	
Speed Call Table 15 & 16 Access																	
Speed Call Table 17 & 18 Access																	
Cannot Dial a Trunk after Flashing																	
Hands-free Station																	
ARS Restricted																	
External Call Forward Enable																	
Transfer With Privacy																	
Incoming Trunk Rotary Dial Only																	
ARS Forced																	

PROBLEM LOG

Dealer Name: _____ Phone Number: _____

Address: _____

Date	Time	Alarm Status	Error Code	Comments

SPEED CALL LIST

Telephone Number of	Memory Position	Speed Call Number								1	2	3	4	5	6
		1	5	10	15	20	25	30	35						
	10														
	11														
	12														
	13														
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	37														
	38														
	39														

SPEED CALL LIST

Telephone Number of	Memory Position	Speed Call Number										1	2	3	4	5	6
		1	5	10	15	20	25										
	40																
	41																
	42																
	43																
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