

# **SATURN<sup>®</sup> EPABX**

## **OC1E**

### **ATTENDANT CONSOLE DESCRIPTION AND OPERATING INSTRUCTIONS**

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Siemens Communication Systems, Inc.-

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* TRUNK ACTIVITY AUDIT REPORT *										
TRUNK GROUP NUMBER 3										
TRK NUM	INC ATTEMPT	INC CCS	INC HT/A	OUT ATTEMPT	OUT CCS	OUT HT/A	FAIL ATTEMPT	GLARE ATTEMPT		
0	66	91.1	138	0	1.9	****	0	0		
1	50	65.6	131	0	1.0	****	0	0		
2	30	41.0	136	0	0.6	60	0	0		
3	12	27.3	227	0	0.7	70	0	0		
4	4	2.0	50	0	0.0	0	0	0		
* DATA RESOURCE USAGE (IN CCS) *										
MODM PL 1 USAGE			6	MODM PL 2 USAGE			1			
MODM PL 1 QUEUE			0	MODM PL 2 QUEUE			0			
* DATA EVENT PEG COUNTERS *										
DATA CALL BUSY			0	DATA CALL ATTEMPT			19			
DATA CALL COMPLETE			97	DATA CALL FAILURE			2			
MODM PL 1 ATTEMPTS			4	MODM PL 2 ATTEMPTS			2			
MODM PL 1 BUSY			1	MODM PL 2 BUSY			0			
MODM PL 1 Q STANDBY			1	MODM PL 2 Q STANDBY			0			
* DATA TRUNK GROUP REPORT *										
TG	INC DATA CALLS			OUT DATA CALLS			DATA STANDBY QUEUING			
	PEGS	USAGE	HT/A	PEGS	USAGE	HT/A	PEGS	USAGE	HT/A	ATB
1	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0
REPORT COMPLETE										
NOTES: The above sample report indicates the traffic data was accumulated from 08:00 to 12:00 hours on November 15, 1984.										
HT/A is the total usage in seconds divided by the total number of pegs. When "****" is printed, one or more trunk calls were established when the traffic metering session began but no trunk calls were originated during the traffic metering period.										
%OCC (Percent of Occupancy) - The percent of time in use of the trunks in a particular trunk group during the traffic metering period.										

Figure 7.00 Traffic Metering Report Sample (Continued)

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## SECTION 1.00 INTRODUCTION

**1.01 Purpose of Practice.** This practice is designed as an aid in the operation of the SATURN Electronic Private Automatic Branch Exchange (EPABX) Attendant Console. The SATURN System is designed to support multiple-console operation. This practice contains a general description on the operation and physical characteristics of the console, as well as the use of all controls and indicators. Included are step-by-step operating instructions for all call processing and special function procedures. Table 1.00 lists the mnemonics, and their definitions, used in this practice.

**1.02 Purpose of Equipment.** The console is designed to improve speed of service and efficiency by combining call han-

dling flexibility and simplicity of operation. The console is used primarily to answer external system calls (i.e.; incoming trunk calls) and to extend them to the appropriate internal stations. The console may also be used to assist in placing outgoing calls and handling special functions such as paging and establishing conference calls.

**1.03 Siemens SATURN Practices.** A number of Siemens practices are available pertaining to the SATURN System. Use either SATURN II EPABX Practices Documentation Index, A30808-X5049-A190-B987 or SATURN III EPABX Practices Documentation Index, A30808-X5050-A190-B987 depending upon the applicable system used.

Table 1.00 Mnemonics Used In This Practice

MNEMONIC	DEFINITION
ACCT	Account
ACOF	Attendant Control Of Facility
ACOF-TG	Attendant Control Of Facility — Trunk Group
ANA	Assigned Night Answering
ANS	Answer
ATT	Attendant
ATT RLS	Attendant Release
AUD ON/OFF	Audible On/Off
BY-OV	Busy Override
CMU	Customer Memory Update
CO	Central Office
CONF	Conference
CW	Call Waiting
DEST	Destination
DID	Direct Inward Dialing
DISA	Direct Inward System Access
DIT	Dedicated Incoming Trunk
DPI	Digital Premium Instrument
EPABX	Electronic Private Automatic Branch Exchange
EXC	Exclude
INC	Incoming
IPM	Intervals Per Minute
LCR	Least Cost Routing
LDN	Listed Directory Number
LED	Light Emitting Diode
MAJ ALM	Major Alarm
MDF	Main Distribution Frame
MIN ALM	Minor Alarm
MSG CANCEL	Message Cancel
MSG SET	Message Set
NAK	Negative Acknowledgement
OPR	Operator
PC	Printed Circuit
RCL	Recall
RLS	Release
SCC	Specialized Common Carrier
SMDR	Station Message Detail Recording
SMX	Signal Multiplexer
SNAP	Special Night Answering Position
SOAP	Special Overflow Answering Position
SRC	Source
TRK GRP	Trunk Group
UNA	Universal Night Answering

## SECTION 2.00 GENERAL DESCRIPTION

**2.01 Operational Characteristics.** The console, for local applications, can operate efficiently up to 2000 feet (610 meters) away from the system while deriving power directly from the system's power. For remote applications, the console can also operate efficiently up to 4000 feet (1219 meters) away from the system by deriving power from an optional AC-to-DC adapter externally located from the console housing. The cabling from the Main Distribution Frame (MDF) to the console location is accomplished by a single 2-pair (24AWG wire) cable.

**2.02 Physical Characteristics.** The console's circuitry is packaged in a modern-style plastic housing measuring 18.50 inches (46.99 centimeters) in length, 10.42 inches (26.47 centimeters) in width, and 5.15 inches (13.08 centimeters) in height. The console consists of three major assemblies which are briefly described below and shown in Figure 2.00.

- a. **Handset Assembly.** The console comes equipped with a light-weight handset assembly containing the attendant's receiving and transmitting circuits. The handset is attached to a six-foot cord terminated with a dual switchboard plug which inserts into the connecting jacks. For convenience, one set of jacks is provided on the left and right side of the console housing. The two sets of jacks can also accept a headset assembly. When a headset assembly is required, the following types (or other electrically equivalent) are recommended:
  1. Plantronics: STARSET — Hy Gain Model.
  2. Roanwell: RS70 and RS71 Models.
  3. Northern Electric: VENTURA I (equipped with adjustable gain) Model.
- b. **Display Assembly.** The upper portion of the console contains the display assembly which provides the necessary information on calls, as well as the ability to monitor system and console conditions. The display assembly is mounted on a single printed circuit (PC) module which is located behind a smoked-gray panel. This panel conceals the display indicators, except when illuminated, to permit indications to be more easily recognized. This assembly consists of one 40-character alphanumeric display unit and 30 Light-Emitting-Diode (LED) indicators.
- c. **Keyboard Assembly.** The lower portion of the console contains the keyboard assembly which allows processing of calls and accessing of a number of special function features. The keyboard assembly is mounted on a single PC module, located behind the console's faceplate, and positioned in a slanting angle to reduce any glare which might be caused by high ambient lighting conditions. The keyboard assembly consists of one digital 12-button keypad and 34 non-locking function-type keys containing one internal red LED each. The audio tone speaker and volume control knob for the console's audible signal are also included in the keyboard assembly.

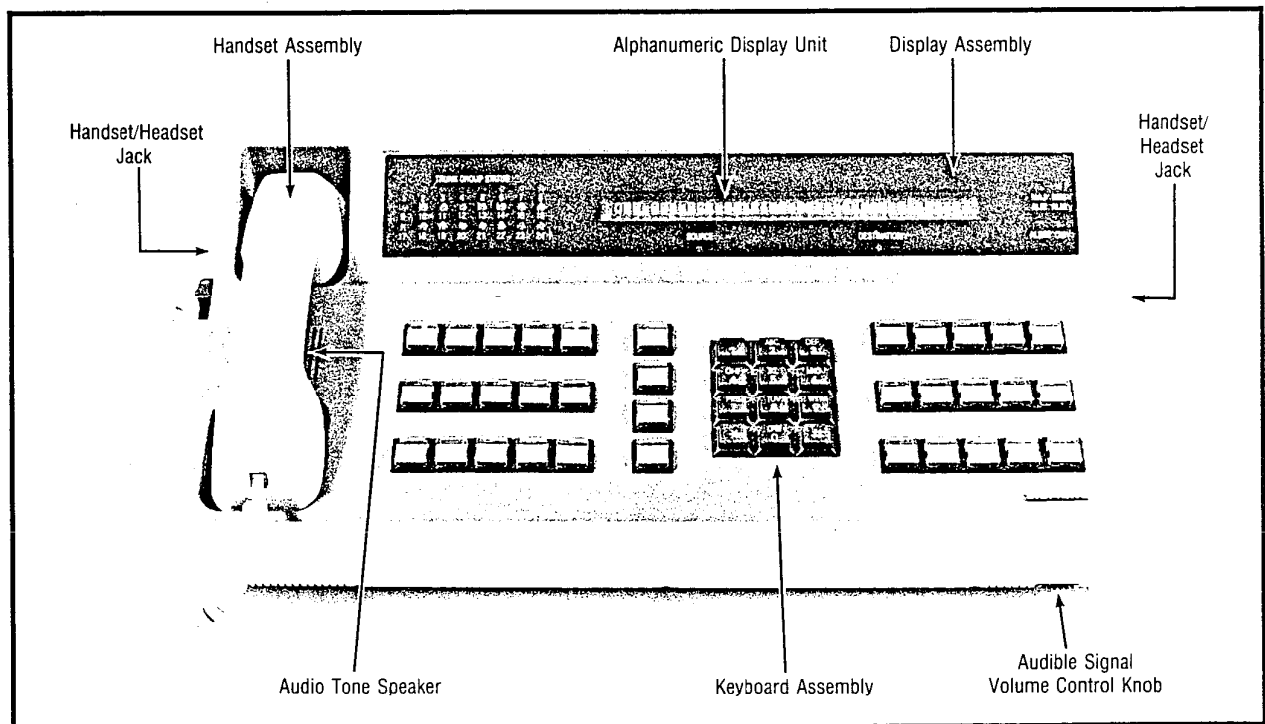


Figure 2.00 Basic Assembly of Attendant Console

## SECTION 3.00 CONTROLS AND INDICATORS

**3.01 General.** Figure 3.00 shows a typical console layout of the standard factory-assigned controls and indicators. The illustrated controls and indicators are described in the following subparagraphs according to their categorization.

**3.02 Console and System Indicators.** The Console and System Indicators, shown in Figure 3.00, are used to monitor system and console conditions. The indicators are described below according to their classification.

- a. **TRUNK GROUP STATUS Indicators.** Each attendant console is equipped with a total of 24 trunk busy LED indicators which provide visual indication on the status condition of trunks in a particular trunk group. These LED indicators represent trunk groups 1 through 24 in the system. Trunk groups 0 and 25 through 31 may not be assigned to the trunk group busy LED indicators; therefore, trunk groups that require a busy LED indicator on the console(s) should be assigned to trunk groups 1 through 24. The TRUNK GROUP STATUS indicators provide three illumination states to indicate the following conditions:
  1. LED extinguished — Indicates that the number of idle trunks remaining in that particular trunk group are greater than the customer-set threshold value.
  2. LED flashing (@ 60-IPM) — Indicates that the number of idle trunks remaining in that particular trunk group have reached or exceeded the customer-set threshold value.
  3. LED steadily lit — Indicates that all trunks in that particular trunk group are busy.

**NOTE:** The customer-set threshold value for each trunk group is entered as an absolute number of idle trunks remaining in the trunk group.)

- b. **MAJ ALM (Major Alarm) Indicator.** The MAJ ALM indicator is a single red LED which, when steadily lit, provides visual indication that the SATURN System is in a non-operative state and the system's failure transfer relay subsystem, if equipped, is active. Immediate maintenance personnel attention is required when the MAJ ALM indicator is steadily lit. Note that certain major alarm conditions could prevent the MAJ ALM indicator from being steadily lit. Refer to the applicable SATURN II or III EPABX Maintenance and Trouble-shooting practice for descriptions of the major alarm conditions. After the major alarm condition is cleared, the MAJ ALM indicator is extinguished and the power failure transfer feature returns to an idle state.
- c. **MIN ALM (Minor Alarm) Indicator.** The MIN ALM indicator is a single LED which, when steadily lit, provides visual indication that a minor alarm condition(s) has occurred and/or is present in the system and may require maintenance personnel attention. Malfunctions causing minor alarm conditions can be shown in the Call Information Display by depressing the optional customer-assignable MIN ALM key.

- d. **ALERT Indicator.** The ALERT indicator is a single LED which, when flashing, provides visual indication when the console has received a call on one of the Call Answer Keys.
- e. **CW (Call Waiting) Indicator.** The CW indicator is a single LED which provides visual indication when calls are waiting for service by the attendant. The CW indicator provides three illumination states to indicate the following conditions:
  1. LED extinguished — Indicates no calls waiting for service.
  2. LED flashing (@ 60-IPM) — Indicates between one and less than the customer-set threshold value of calls waiting for service.
  3. LED steadily lit — Indicates that the customer-set threshold value of calls waiting for service has either been equaled or exceeded.

**3.03 Call Information Display.** The Call Information Display, shown in Figure 3.00, provides visual information on calls, as well as pertinent system conditions. This visual information is accomplished via a single 40-character alphanumeric display unit with two associated LED indicators, SOURCE and DESTINATION. The Call Information Display shows the following information:

1. Call waiting condition, plus present date and time of day in standard or military time form. (Note: This call waiting display is shown when the console is in an idle state.)
2. Call type (i.e.; INC, OPR, or RCL).
3. Source (calling party) identity.
4. Destination (attendant-dialed party) identity.
5. Status condition of source and destination parties.
6. Minor alarm conditions.
7. Special feature functions.
8. Standby Common Control Failure Display (SATURN III only)

The associated SOURCE and DESTINATION LED indicators, via various illumination combinations, indicate how the information being shown in the alphanumeric display unit has been partitioned for display purposes. These illumination combinations and their meanings are as follows:

1. SOURCE-LED OFF and DESTINATION-LED OFF — Indicates all 40 characters display general system information.
2. SOURCE-LED ON and DESTINATION-LED OFF — Indicates all 40 characters display source party information.

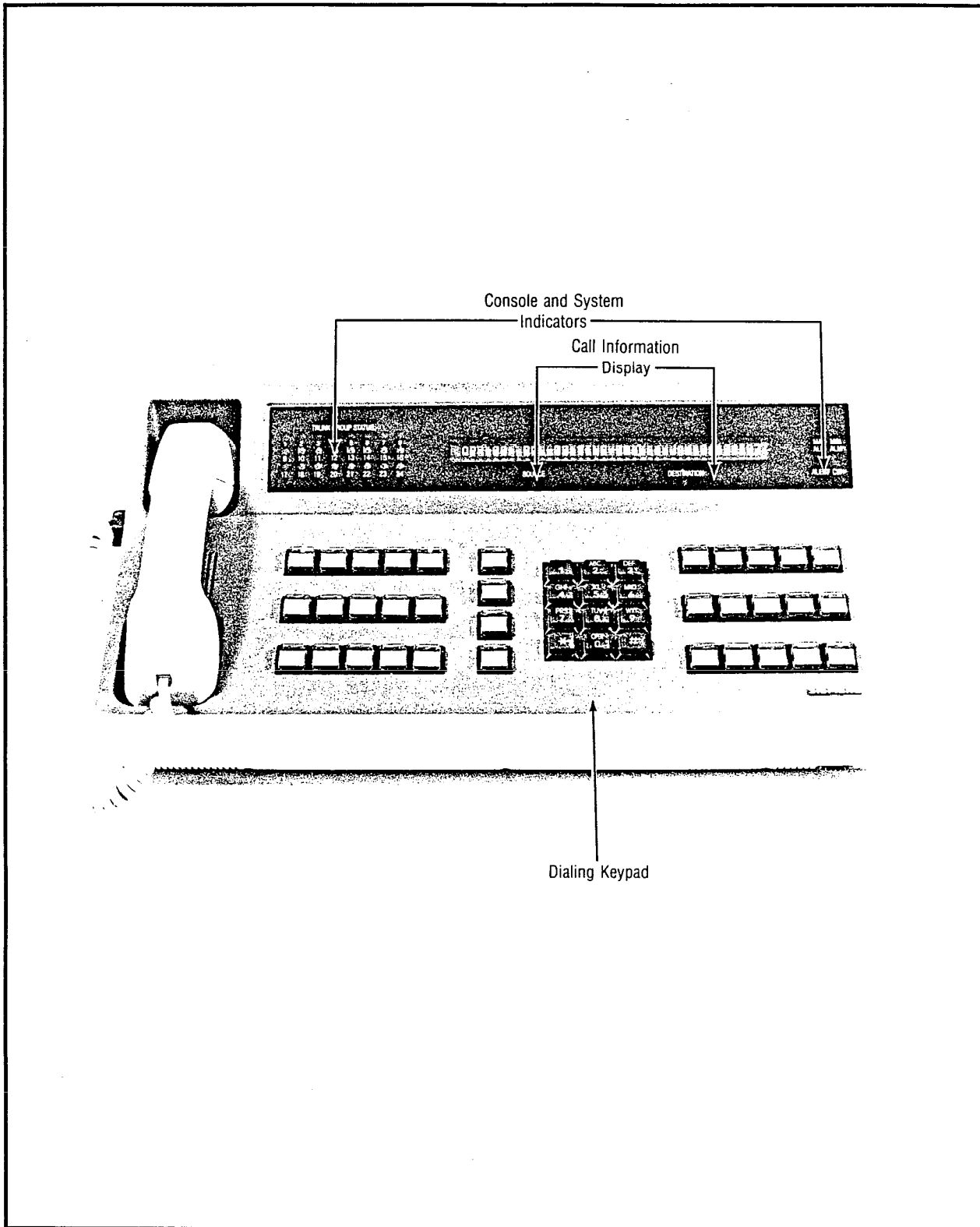


Figure 3.00 Console and System Indicators, Call Information Display, and Dialing Keypad



3. SOURCE-LED OFF and DESTINATION-LED ON — Indicates all 40 characters display destination party information.
4. SOURCE-LED ON and DESTINATION-LED ON — Indicates that the 20 characters on the left side display source party information and the 20 characters on the right side display destination party information.

**3.04 Audible Signal Volume Control Knob.** The Audible Signal Volume Control Knob, shown in Figure 2.00, is used to control the level of loudness of the audible signal emitted from the audio tone speaker. The audio tone speaker is used to announce the presence of calls on the Call Answer Keys.

**3.05 Dialing Keypad.** The Dialing Keypad, shown in Figure 3.00, is a digital 12-button keypad containing the digits 0 through 9 and the symbols \* and #. The Dialing Keypad is used to dial internal station numbers, outside telephone numbers, and customer-assigned feature access codes.

**3.06 Call Answer Keys.** The Call Answer Keys, shown in Figure 3.01, are four keys used to answer calls placed on the particular console by the system. These four keys are described below according to their classification.

- a. INC (Incoming) Key. The INC key is used to answer the following types of incoming calls:

1. Incoming Central Office (CO) trunk call, automatic tie trunk call, or Direct Inward Dialing (DID) trunk call to Listed Directory Number (LDN) of the EPABX.
2. Dedicated Incoming Trunk (DIT) call or DID trunk call, forwarded to attendant.
3. DID trunk call to a vacant station or code intercept number.

The INC key contains one internal LED indicator that provides three illumination states to indicate the following conditions:

1. LED extinguished — Indicates no incoming-type calls to answer.
2. LED flashing (@ 60-IPM) — Indicates one or more incoming-type call(s) to answer.
3. LED steadily lit — Indicates the incoming-type call answered and presently connected.

- b. OPR (Operator) Key. The OPR key is used to answer the following types of operator calls:

1. Station user dials 0.
2. Station user dials for a specific attendant.
3. Tie or Direct Inward System Access (DISA) trunk user dials 0.
4. DID, tie, or DISA trunk user dials for a specific attendant.

5. Call from a direct attendant signaling line (i.e.; hotline).
6. Call transferred from another console.
7. Internal station call forwarded to attendant.
8. Call transferred to attendant.
9. Call transferred to a specific attendant.
10. Call resulting from a special overflow answering position that is out-of-service.
11. Call from a station-controlled conference master.

The OPR key contains one internal LED indicator that provides three illumination states to indicate the following conditions:

1. LED extinguished — Indicates no operator-type calls to answer.
  2. LED flashing (@ 60-IPM) — Indicates one or more operator-type call(s) to answer.
  3. LED steadily lit — Indicates the operator-type call presently connected.
- c. RCL (Recall) Key. The RCL key is used to answer the following types of recalls:
    1. Timeout from an incoming trunk call previously camped-on by the attendant.
    2. Unanswered incoming trunk call previously extended to a station.
    3. Timeout from a call placed on hold by the attendant.
    4. Recall from a call placed in a locked loop mode by the attendant.
    5. Timeout from a call placed in call park mode by the attendant.
    6. Timeout from a call placed in call park mode by a station user.
    7. Intercepted call to facility under attendant control.
    8. Recall from an incoming DID or DIT trunk call to a dialed station number class-marked as a data line.
    9. Recall from a station resulting from a message waiting callback.
    10. Recall from an attendant-controlled conference circuit.
    11. Recall resulting from a line lockout intercept.
    12. Recall from a DID or DIT trunk to a dialed out-of-service station number.

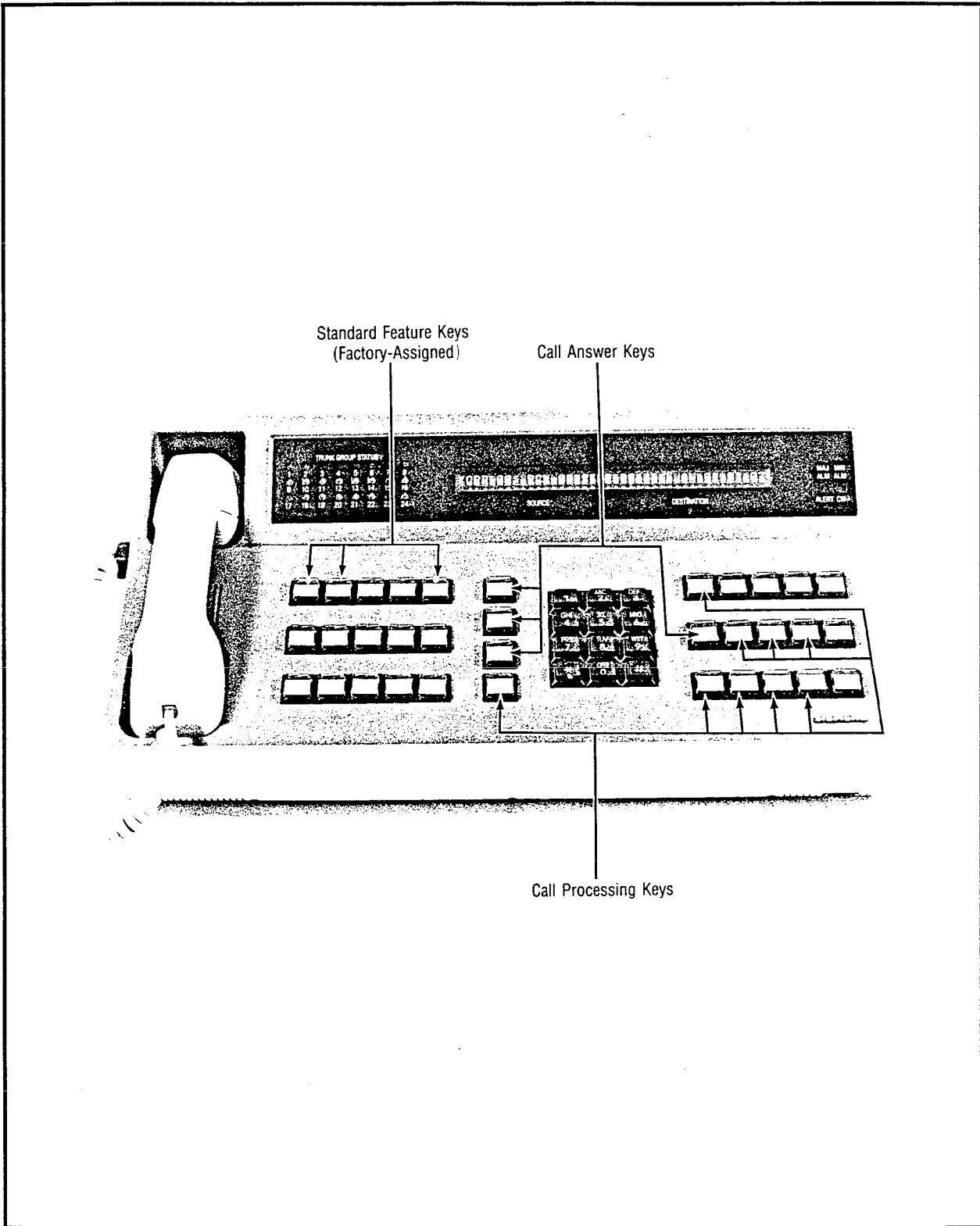


Figure 3.01 Call Answer, Call Processing, and Standard Feature Keys

13. Recall resulting from an attendant trunk queuing callback.
14. Recall resulting from an attendant LCR trunk queuing callback.
15. Intercepted call resulting from a station dial restriction or toll diversion.
16. Recall from an incoming trunk call placed in a locked loop mode by attendant for serial calling.
17. Timeout from an incoming trunk call placed on hold by a station user.
18. Recall resulting from an unsuccessful transfer attempt of an incoming trunk call by a station user.
19. Recall from a DID or DIT trunk to a vacant station or code intercept number which was routed to an out-of-service recording announcement facility.

The RCL key contains one internal LED indicator that provides three illumination states to indicate the following conditions:

1. LED extinguished — Indicates no recall-type calls to answer.
  2. LED flashing (@ 60-IPM) — Indicates one or more recall-type call(s) to answer.
  3. LED steadily lit — Indicates the recall-type call presently connected.
- d. **ANS (Answer) Key.** The ANS key is used to answer the next call queued from either the incoming, operator, or recall call queues according to the Attendant Answering Priority feature. The ANS key contains one internal LED indicator that provides two illumination states to indicate the following conditions:
1. LED extinguished — Indicates no incoming, operator-, or recall-type calls to answer.
  2. LED flashing (@ 60-IPM) — Indicates one or more incoming-, operator-, or recall-type call(s) to answer.

**3.07 Call Processing Keys.** The Call Processing Keys, shown in Figure 3.01, are used to process calls, as well as to initiate features. These keys are described below according to their classification.

- a. **SRC (Source) Key.** The SRC key contains one internal LED indicator that, when steadily lit, indicates when the connection is established between the attendant and the calling party. When the calling party is released from the console, the internal LED indicator is extinguished.

The SRC key may also be used to perform the following functions:

1. To select the source party for an attendant-initiated call or access code to a feature. Depressing the SRC key when the console is in an idle state

causes its internal LED to be steadily lit and allows initiation of a call or access to a feature. This function is released by depressing either the RLS key, or the ATT RLS key or a flashing Call Answer key after completion of call or feature access. When this function is released, the internal LED in the SRC key is extinguished. Note that source selection occurs automatically if dialing is begun from a console in an idle state without first depressing the SRC key.

2. To perform a splitting function on a connected source-attendant-destination call. Depressing the SRC key when both source and destination parties are being shown on the Call Information Display causes its internal LED to be steadily lit and performs a splitting function on the call. The attendant is then connected to the source party in a private conversation, while the destination party is split away from the call. This function is released by depressing, as required, one of the following keys (which extinguishes the internal LED in the SRC key):
  - a) ATT RLS key or a flashing Call Answer key — To cancel the splitting function, release the attendant from the call, and establish a source-destination connection.
  - b) RLS key — To release the source party from the call and establish an attendant destination connection.
  - c) BOTH key — To restore the original source-attendant-destination connection.
  - d) DEST key — To split-away the source party and establish an attendant-destination connection.
3. To release the source party. The sequence of depressing the SRC key, followed by the RLS key, releases the source party from either a source-attendant-destination or source-attendant connection. In a source-attendant connection, the same release effect is obtained by depressing the ATT RLS key or a flashing Call Answer key.
- b. **DEST (Destination) Key.** The DEST key contains one internal LED that, when steadily lit, indicates when the connection is established between the attendant and the attendant-dialed party. The Call Information Display provides the identity and status condition of the attendant-dialed party. When the attendant-dialed party is released from the console, the internal LED in the DEST key is extinguished.

The DEST key may also be used to perform the following functions:

1. To select the destination party for a call currently active on the console. Depressing the DEST key when a source party is being shown on the Call Information Display causes its internal LED to be steadily lit and allows the attendant to dial the desired destination party. This function is released by depressing either the RLS key, or the ATT RLS

key or any of the Call Answer keys. When this function is released, the internal LED in the DEST key is extinguished. Note that destination selection occurs automatically if dialing is begun without first depressing the DEST key and source party is being shown on the Call Information Display.

2. To perform a splitting function on a connected source-attendant-destination call. Depressing the DEST key when both source and destination parties are being shown on the Call Information Display causes its internal LED to be steadily lit and performs a splitting function on the call. The destination party is now engaged in a private conversation, while the source party is split away from the call. This function is released by depressing, as required, one of the following keys (which extinguishes the internal LED in the DEST key):
    - a) ATT RLS key or a flashing Call Answer key — To cancel the splitting function, release the attendant from the call, and establish a source-destination connection.
    - b) RLS key — To release the destination party from the call and establish a source-attendant connection.
    - c) BOTH key — To restore the original source-attendant-destination connection.
    - d) SRC key — To split-away the destination party and establish a source-attendant connection.
  3. To release the destination party. The sequence of depressing the DEST key, followed by the RLS key, releases the destination party from either a source-attendant-destination or attendant-destination connection. In an attendant-destination connection, the same release effect is obtained by depressing the ATT RLS key or a flashing Call Answer key.
- c. BOTH Key. The BOTH key is used to unsplit the source and destination parties during a split source-attendant-destination connection. Depressing the BOTH key when both source and destination parties are shown in the Call Information Display causes its internal LED to be steadily lit and a source-attendant-destination connection to be established. This function is released by depressing one of the following keys (which extinguishes the internal LED in the BOTH key):
    - a) ATT RLS key — To release the attendant from the call and establish a source-destination connection.
    - b) RLS key — To release both the source and destination parties from the call.
    - c) SRC or DEST key — To resplit the call as applicable.
  - d. RLS (Release) Key. The RLS key is used primarily to release either the source party or destination party, or both source and destination parties from the established connection. Depressing the RLS key when either

the SRC, DEST, or BOTH key is steadily lit disconnects the applicable party or parties from the attendant console connection.

The RLS key may also be used to perform the following functions:

1. To release a source-attendant or attendant-destination connection, depress the RLS key. This action releases the applicable party from the call. This same release effect is obtained by depressing the ATT RLS key or a flashing Call Answer key.
2. To restore the console to an idle state, after completion of an attendant-initiated call or feature access, depress the RLS key. This same effect is obtained by depressing the ATT RLS key or a flashing Call Answer key.
3. To cancel digits already dialed, depress the RLS key while dialing on the Dialing Keypad. This action cancels the digits already dialed.

Note that the RLS key contains one internal LED which is used for maintenance purposes only.

- e. ATT RLS (Attendant Release) Key. The ATT RLS key is used primarily to release the attendant from a connected source-attendant-destination call. Depressing the ATT RLS key, when both source and destination-parties are shown on the Call Information Display, releases the attendant from the call and establishes a source-destination connection. In the event the connected source-attendant-destination call is undergoing a splitting function, depressing the ATT RLS key cancels the splitting function, releases the attendant from the call, and establishes a source-destination connection. In both cases, this same effect is obtained by depressing any flashing Call Answer key.

The ATT RLS key may also be used to perform the following functions:

1. To release a source-attendant or attendant-destination connection, depress the ATT RLS key. This action releases the applicable party from the call. This same release effect is obtained by depressing the RLS key or a flashing Call Answer key.
2. To restore the console to an idle state after completion of an attendant-initiated call or feature access, depress the ATT RLS key. This same effect is obtained by depressing the RLS key or a flashing Call Answer key.

Note that the ATT RLS key contains one internal LED which is used for maintenance purposes only.

- f. FLASH Key. The FLASH Key is used to simulate a hookswitch flash to request operator assistance on outgoing calls via tie and toll connecting trunks.
- g. LOOP Keys. The LOOP keys, numbered 1 through 4, are simulated loop circuits which act as private console hold locations for placing calls on hold. Depressing

a LOOP key places the party or parties shown on the Call Information Display in a holding state. This holding functions is released by depressing the appropriate LOOP key which reconnects the held party or parties. Each of the LOOP keys contains one internal LED that provides four illumination states which indicate the following conditions:

1. LED extinguished — Indicates that the particular LOOP key is idle.
2. LED winking (@ 125-IPM) — Indicates that the particular LOOP key is busy with a party or parties on hold.
3. LED flashing (@ 60-IPM) —
  - a) When a single party is being held — indicates that the holding time has exceeded the customer-set value for such and automatic recall to the attendant has been initiated.
  - b) When dual parties are being held (i.e., locked loop connection) — indicates that either a station user is manually recalling the attendant; or an incoming trunk call involved in a series call is automatically recalling the attendant.

4. LED steadily lit — Indicates that the attendant is now reconnected to a party or parties on that loop.

Single party calls held on attendant hold loops shall be available for direct pick-up by stations in a manner similar to a parked call.

To retrieve an attendant held call, the station user with the proper class-of-service goes off hook, keys the Attendant Call Hold Retrieve access code followed by the Attendant Call Hold location numbers where the held call exists. The Call Hold location numbers are shown in Table 3.00.

**3.08 Standard Feature Keys.** The Standard Feature keys, shown in Figure 3.01 are three keys containing the standard factory-assigned feature equipped with each console. These feature keys are described below according to their classification.

- a. NIGHT Key. The NIGHT key is used to place the console in the "night service mode of operation" at the end of a business day. Depressing the NIGHT key causes its single internal LED to be steadily lit. All new and pending calls are automatically distributed to the UNA feature and ANA or SNAP position(s) as required or to another active console in the system.

Table 3.00 Held Call Hold Locations

ATT. #	LOOP #	NUMBER DIALED TO RETRIEVE HELD CALL
0	1	Access Code + 01
0	2	Access Code + 02
0	3	Access Code + 03
0	4	Access Code + 04
1	1	Access Code + 11
1	2	Access Code + 12
1	3	Access Code + 13
1	4	Access Code + 14
2	1	Access Code + 21
2	2	Access Code + 22
2	3	Access Code + 23
2	4	Access Code + 24
3	1	Access Code + 31
3	2	Access Code + 32
3	3	Access Code + 33
3	4	Access Code + 34
4	1	Access Code + 41
4	2	Access Code + 42
4	3	Access Code + 43
4	4	Access Code + 44
5	1	Access Code + 51
5	2	Access Code + 52
5	3	Access Code + 53
5	4	Access Code + 54
6	1	Access Code + 61
6	2	Access Code + 62
6	3	Access Code + 63
6	4	Access Code + 64
7	1	Access Code + 71
7	2	Access Code + 72
7	3	Access Code + 73
7	4	Access Code + 74

- b. **TIME (Display Time) Key.** The TIME key is used to show the time-of-day (i.e., hours and minutes in standard 12-hour AM/PM or 24-hour time) on the Call Information Display. Although the Call Information Display provides the current date and time-of-day when the console is in an idle state or in between calls, depressing the TIME key when connected to a call prompts the time-of-day for three seconds. When the three seconds expire, the call data previously shown on the Call Information Display is redisplayed unchanged or updated as required.

Note that the TIME key contains one internal LED which is used for maintenance purposes only.

- c. **AUD ON/OFF (Audible On/Off) Key.** The AUD ON/OFF key is used to activate or deactivate the audio tone speaker. This speaker emits the console's audible signal that announces the presence of calls on the Call Answer keys. Depressing the AUD ON/OFF key causes its single internal LED to be extinguished and deactivates the console's audible signal. To activate the audible signal, redepres the AUD ON/OFF key. This action causes the key's internal LED to be steadily lit.

**3.09 Optional Feature Keys.** The Optional Feature keys, shown in Figure 3.02, are a group of 18 vacant keys which may be assigned, via CMU procedures. These optional feature keys are described below according to their classification.

- a. **ACCT (Account) Key.** The ACCT key relates to the Station Message Detail Recording (SMDR) account code feature. The ACCT key is used to either display the current standard (or default) account code or to enter a new account code for both incoming and outgoing calls. The account code is cost accounting or client billing code information in numerical digits variable in length, up to a maximum of 11 digits, as per customer option via CMU procedures.

A new account code is entered by depressing the ACCT key. This action causes the Call Information Display to show the current standard account code associated with the connected call that has an associated SMDR call record. The system is then ready to accept the new account code as dialed on the Dialing Keypad. When the required digits of the new account code are dialed, the current standard account code being displayed is blanked and the dialed digits are shown on the Call Information Display. Depressing any other console key (e.g., RLS, BOTH) applies the dialed new account code to the call. This action causes the appropriate Call Information Display data to be restored. If no digits are dialed, the current standard account code is retained and applied to the call after depressing any other console key. This action allows the attendant to display the current standard account code associated with a call without having to enter a special account code. If a mistake is made while dialing a new account code, redepres the ACCT key to cancel the dialed digits and allow redialing of the new account code. Also, if the ACCT key is depressed to display or enter an account code for a call that has no associated SMDR call record, Negative Acknowledgement (NAK) tone is heard. Note that if more than one special account code is dialed by either the attendant,

station/keyset user, or both, the last special account code dialed is applied to the call.

Note that the ACCT key contains one internal LED which is used for maintenance purposes only.

- b. **ACOF (Attendant Control of Facility) Key(s).** The Optional Feature keys can be assigned to provide attendant control of certain facilities available through the system. Assignment of the ACOF key(s) is by individual console. By using the ACOF key(s), the following facilities may be restricted:

1. Paging access
2. Dial dictation access
3. Conference circuits
4. Code call access.

Depressing an ACOF key causes its single internal LED to be steadily lit and restricts access to that particular facility. When a station user dials the access code or a Digital Premium Instrument (DPI) user activates the feature button for the facility under attendant control, the call is routed to the console as a recall. Once the recall is answered, the Call Information Display shows the access code of the controlled facility and the source party (i.e., calling party) attempting to access that particular facility. At this point, the attendant can extend the controlled facility to the calling party by dialing the displayed access code. To release this function, redepres the applicable ACOF key. This action extinguishes its internal LED and allows station/keyset users to again access that particular facility.

- c. **ACOF-TG (Attendant Control of Facility — Trunk Group) Key(s).** The ACOF-TG key(s) can be assigned to provide attendant control of trunk groups. Depressing the ACOF-TG key(s) causes its internal LED indicator to be steadily lit and restricts access to that particular trunk group. When a station user dials the access code of or seizes a trunk from the controlled trunk group, the call is routed to the console as a recall. Once the recall is answered, the Call Information Display shows the access code of the controlled trunk group and the source party (i.e., calling party) attempting to access the particular trunk group. At this point, the attendant can extend the controlled trunk group to the calling party by dialing the displayed access code digits. To release this function, redepres the applicable ACOF-TG key. This action extinguishes the LED and allows station users to gain access to the particular trunk group.
- d. **CONF (Conference) Key(s).** The Attendant Conference feature allows the attendant to establish a conference connection between a combination of up to seven parties, six of which may be trunks, by using the CONF key. The attendant maintains control of this conference until it is released.

An LED is associated with each CONF key and provides four illumination states which indicate following conditions:

1. LED extinguished — Indicates the CONF key is idle and may be used to establish an attendant-controlled conference.

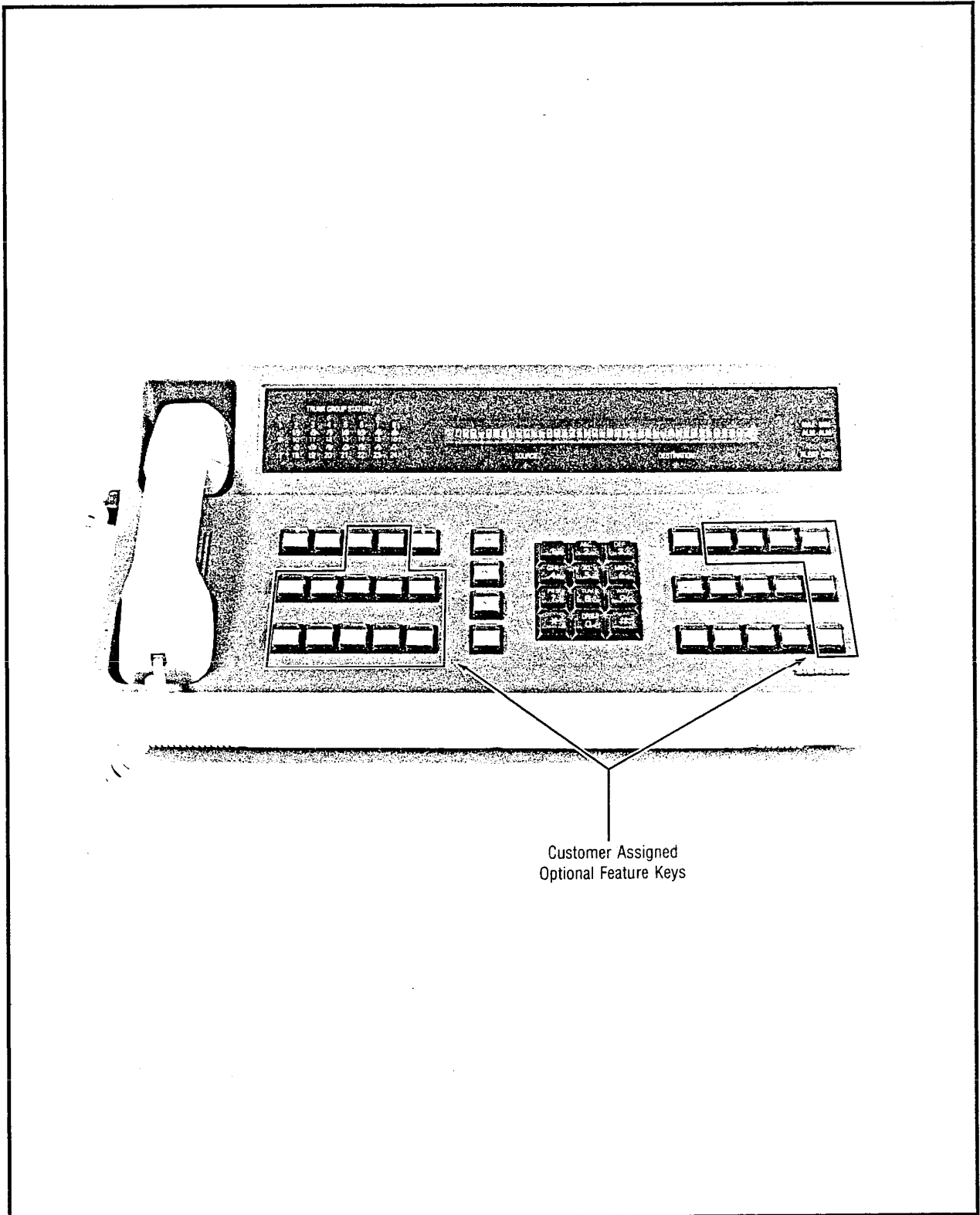


Figure 3.02 Optional Feature Keys

2. LED steadily lit — Indicates the CONF key is associated with an Attendant Controlled Conference to which the attendant is presently connected.
3. LED winking — Indicates the CONF key is associated with an Attendant Controlled conference that is controlled by this console but the attendant is not connected and actively involved with the conference at this time.
4. LED flashing — Indicates the attendant is being recalled by a conferee.

There are two cases when the attendant is requested to set up a conference: A station user dials the attendant and requests a conference circuit at a certain time; and a station or incoming trunk user immediately requests a conference circuit.

For the first situation, at the requested conference time, the attendant dials the desired number for the first conferee. Upon answer by the called party and after announcing the conference, the attendant depresses an idle CONF key to connect this party and the attendant to the conference circuit. The CONF key LED lights steadily indicating that the attendant is in the conference.

In the second situation, the attendant has an incoming station or trunk call on the console. The attendant dials the desired number for the second conferee. Upon answer by the called party and after announcing the conference, the attendant depresses the CONF key. At this time, both parties and the attendant are simultaneously connected to the conference circuit. The CONF LED lights steadily indicating that the attendant is in the conference.

The attendant can add parties to an existing conference by performing the following operations. The party added can either be an incoming station or trunk user. (The attendant can also depress the SRC key and dial a trunk or station call.) The party is added by depressing the CONF key associated with the desired conference. The CONF key's LED lights steadily to indicate that the attendant is in the conference. The Call Information Display provides a visual verification that a party has been added to a conference by prompting "ATT-CONF ENTERED".

If more parties are to be added, the attendant dials the next desired number and depresses the CONF key to add that party.

When no more parties are to be added, the attendant depresses the ATT RLS key to be removed from the conference circuit. The CONF key's LED winks and SRC key's LED is extinguished.

Only the attendant can reenter an existing conference by depressing the CONF key associated with the desired conference. This action may be done when no source or destination party exists, since a party(ies) also enters the conference as described earlier. The CONF key's LED lights steadily to indicate that the attendant is in the conference.

Each time the attendant and/or conferee is added to an attendant conference, conference tone is applied to the conference. If a conferee cannot be added because the conference is full or the maximum number of trunks have already been entered, the attendant receives timed NAK tone and is automatically reconnected to the disallowed party at the conclusion of the NAK tone.

Attendant Conference Recall Functions are listed below:

1. When a conferee hookswitch flashes, the associated CONF key LED flashes at the serving attendant console and that conferee is split from the conference, connected to audible ring tone, and placed in the specific recall queue for the serving attendant. When the attendant depresses the flashing CONF, RCL, or ANS key, a talking path is established between the station and attendant and the CONF key's LED lights steadily. The conference remains split from the connection while the attendant talks privately to the recalling conferee.
2. If the conferee requests to return to the conference, activation of the ANS, OPR, RCL, INC, or ATT RLS key by the attendant reconnects the split party to the associated conference and releases the attendant. The conference remains active on the associated CONF key and the CONF key's LED resumes winking.
3. If the conferee requests to be released from the conference, the attendant depresses the RLS key. The conference continues with the remaining conferees and the CONF key LED resumes winking provided at least one conferee remains in the conference. If no conferees remain, the conference is released and the CONF key's LED is extinguished.
4. If the attendant controlling the conference is not active (i.e. unstaffed, or out-of-service) and a recall is attempted, the station performing the hookflash takes control of the conference as in a station-controlled conference.

The attendant may also gain control of a station-controlled conference, changing it to an Attendant Conference by depressing an idle CONF key while connected to a station-controlled conference. The CONF key's LED is steadily lit.

The attendant may release an Attendant Conference and all its members by depressing the RLS key while connected to conference. The CONF key's LED is extinguished. The Attendant Conference is automatically released when all conferees disconnect. The CONF key's LED is then extinguished.

NOTE: An attendant conference may contain trunks that do not provide disconnect supervision, in which case the attendant is responsible for occasionally entering the conference and monitoring for activity. When no activity exists (i.e., the conference is completed) the attendant must manually release the conference by depressing the RLS key.



- e. **EXC INC (Exclusion Incoming) Key.** The EXC INC key is used to exclude incoming trunk calls from being answered at a particular console. The EXC INC key is a push-on/push-off type key which contains one internal LED that, when steadily lit, indicates that the exclusion of incoming trunk calls feature is activated. When the EXC INC key is activated, the numerical call waiting display for incoming CO trunk calls is followed by the letter "X" (e.g., IN-03X).
- f. **EXC OPR (Exclusion Operator) Key.** The EXC OPR key is used to exclude operator type calls from being answered at a particular console. The EXC OPR key is a push-on/push-off type key which contains one internal LED that, when steadily lit, indicates that the exclusion of operator type calls feature is activated. When the EXC OPR key is activated, the numerical call waiting display for operator type calls is followed by the letter "X" (e.g., OP-01X).
- g. **EXC RCL (Exclusion Recall) Key.** The EXC RCL key is used to exclude recalls from being answered at a particular console. The EXC RCL key is a push-on/push-off type key which contains one internal LED that, when steadily lit, indicates that the exclusion of recalls feature is activated. When the EXC RCL key is activated, the numerical call waiting display for recalls is followed by the letter "X" (e.g., RC-01X).
- h. **FLASH Key.** The FLASH key is used to simulate a hook-switch flash to request operator assistance on outgoing calls. This function is mainly used with tie trunks and toll connecting trunks.  
  
Note that the FLASH key contains one internal LED which does not activate when the key is depressed.
- i. **MIN ALM (Minor Alarm) Key.** The MIN ALM key is used to request data on malfunctions that cause minor alarm conditions in the system to be shown on the Call Information Display. The MIN ALM key contains one internal LED that provides two illumination states to indicate the following conditions:
  - 1. LED extinguished — Indicates that minor alarm causes, if any, have been shown on the Call Information Display.
  - 2. LED steadily lit — Indicates that an additional minor alarm cause still exists aside from the minor alarm cause being shown on the Call Information Display.

When a new minor alarm cause exists that has not been previously shown on the Call Information Display and the console is in an idle state (e.g., no active calls being shown on the Call Information Display), the MIN ALM key should be depressed. This action sequentially shows the minor alarm causes, on the Call Information Display, without repeating a cause that was previously displayed. Keep depressing the MIN ALM key until the last minor alarm cause is displayed. To restore the console to normal operation, depress the ATT RLS key or a flashing Call Answer key.

- j. **MSG CANCEL (Message Cancel) Key.** The MSG CANCEL key allows the attendant to cancel the message

waiting indicator for a given station. To cancel the message waiting indication without calling the station, the attendant depressed the MSG CANCEL key when the console is in an idle state. The SRC internal LED is steadily lit. The Call Information Display prompts "CANCEL MSG TO?" and the attendant dials the station number for which the message waiting cancellation indication is to be cancelled. After the desired station number is dialed, confirmation tone is heard and the internal LED of the SRC key is extinguished to indicate message waiting cancellation has been accomplished. If the dialed station number is not assigned the message waiting feature, intercept tone is heard.

The attendant is allowed to exit from this function at any time by simply depressing either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key. After one of these keys is depressed the internal LED of the MSG CANCEL key is extinguished.

The attendant is also allowed to cancel a station's message waiting indication while connected to the station in either a ringing, busy, camp-on or talking state. The station must be connected to the console as the source party. While connected, the attendant cancels the station's message waiting indication by simply depressing the MSG CANCEL key. After the MSG CANCEL key is depressed confirmation tone is heard to indicate message waiting cancellation has been accomplished. If the MSG CANCEL key is depressed and the station is not assigned the message waiting feature, a timed NAK tone (i.e., reorder tone) is heard. After receipt of confirmation or NAK tones, the attendant is automatically reconnected to the source station party.

Note that the MSG CANCEL key contains one internal LED which is used for maintenance purposes only.

- k. **MSG SET (Message Set) Key.** The MSG SET key allows the attendant to activate the message waiting indicator for a given station.

To activate the message waiting indicator without calling the station, the attendant depresses the MSG SET key when the console is in an idle state. The SRC key's internal LED is steadily lit. The Call Information Display prompts "MSG TO?" and the attendant dials the station number for which the message waiting indication is desired. After the desired station number is dialed, confirmation tone is heard and the internal LED of the SRC key is extinguished to indicate message waiting activation has been accomplished. If the dialed station number is not assigned the message waiting feature, intercept tone is heard.

The attendant is allowed to exit from this function at any time by simply depressing either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key.

The attendant is also allowed to activate a station's message waiting indicator while connected to the station in either a ringing, busy, camp-on or talking state. The station must be connected to the console as the source party. While connected, the attendant activates the station's message waiting indicator by simply depressing the MSG SET key. After the MSG SET key

is depressed confirmation tone is heard to indicate message waiting activation has been accomplished. If the MSG SET key is depressed and the station is not assigned the message waiting feature, a timed NAK tone is heard. After receipt of confirmation or NAK tone, the attendant is automatically reconnected to the source station party or idle state.

Note that the MSG SET key contains one internal LED which is used for maintenance purposes only.

- I. **OVERFLOW Key.** The OVERFLOW key works in conjunction with the Automatic Timed Diversion of Incoming Calls feature and allows the attendant to depress the OVERFLOW key when there is an extreme amount of incoming calls. An OVERFLOW key depression diverts an excess of calls to the Special Overflow Answering Position (SOAP). The assignment of the overflow destination is performed via a CMU procedure on a per system basis and is independent of the night answering arrangements.

A customer set (via CMU procedure) threshold value is applied to the incoming call queue. When the number of incoming calls is equal to or greater than the threshold value, and the attendant has activated the attendant overflow feature by depressing the OVERFLOW key (causing its internal LED to be steadily lit), the overflow of calls is routed to the assigned overflow destination. The attendant releases this function by redepressing the OVERFLOW key. This action extinguishes its internal LED.

- m. **OVERRIDE Key.** The OVERRIDE key allows the attendant to enter into an existing busy station-to-station or station-to-trunk connection. It is generally used to announce high priority or emergency calls.

Before the attendant enters the existing connection, busy override tone is applied to the talking parties. After this action occurs, the attendant is in a conference with both parties on the existing connection and busy override injection tone applied to the connection for as long as the attendant remains connected to the overridden parties. The OVERRIDE key's LED is steadily lit. The two attendant override situations are discussed below:

1. **Attendant Override With Source Party Present.** After break-in the characters "BY-OV" appear in the destination status field of the Call Information Display. This indicates that the busy override feature has been invoked.

Splitting of the source party is maintained when an attendant uses the override feature to protect the privacy of the established connection. The attendant is not allowed to bridge a source party onto an existing connection.

Having broken-into the existing connection, the attendant must wait for either one of the parties to go on hook before being permitted to connect the split source to the connection.

If the keyed party on the broken-into-call goes on

hook, the broken-into-destination is released from the console and the attendant is automatically reconnected to the source party. At this point, the OVERRIDE key's LED is extinguished and the attendant may proceed to connect the two parties as in a normal call.

If the party connected to the dialed party on the broken-into-call goes on hook, busy override injection tone is removed from the connection, the OVERRIDE key's LED is extinguished, and the attendant remains connected to the overridden party (with the source party still split). At this point, the attendant is in control of the call in the same manner as any normal call, with both source and destination parties present.

If the attendant depresses the ATT RLS key before either of the parties in the broken-into-call go on hook, the source party is camped-on to the keyed station. Busy override injection tone is removed from the connection and the OVERRIDE key's LED is extinguished. If other camp on positions are already in use for the called station, the source party is placed at the top of the camp on queue. If all camp on positions were already in use, the camp on at the bottom of the queue is sent back to the attendant as a recall type call requiring further assistance.

If the attendant depresses the RLS key before either of the parties in the broken-into-call go on hook, busy override injection tone is removed from the connection, the OVERRIDE key's LED is extinguished, and the attendant is disconnected from the broken-into-call.

If the attendant depresses the SRC key, the attendant is split away from the broken-into-call and reconnected to the source party (i.e., the party seeking connection to one of the parties involved in the broken-into-call). The broken-into-call remains connected to the attendant console (i.e., as the destination party). However, since the broken-into-call is still busy overridden, busy override injection tone continues to indicate that the attendant, although split away, has not yet released the override condition and can reenter the connection by depressing the DEST key.

2. **Attendant Override Without Source Party Present.** Once the attendant overrides a connection without a split party present, the attendant assumes control of the call in the same manner as any normal call with source and destination parties present. The dialed party appears as the source and the other party appears as the destination.

The OVERRIDE key's LED is steadily lit and busy override injection tone continues for as long as the attendant remains connected to both parties. If the attendant releases, splits either party, or if either party goes on hook, the LED is extinguished and the tone is removed.

Only one attendant is permitted to override a given

connection at any one time. The attendant is permitted to break into any stable two party call, providing no feature restricting attendant override is active (e.g., Attendant Break-In Security or Data Privacy) on either party's station. The four-port conference circuit which is reserved for that attendant is utilized in this particular type of attendant override situation.

The attendant reserved port on the conference circuit already being used for the conference call is utilized in this particular type of attendant override situation.

The attendant is permitted to override an idle station in the "Do Not Disturb" mode providing no feature restricting attendant override is also active (e.g., Attendant Break-in Security or Data Privacy) on the station. Operation of attendant override in this case causes the overridden station to ring and the call to be completed as if the Do Not Disturb feature was not active.

Call transfer and consultation hold are actually transient sequences which terminate in either a three-way conference or a two party call. Consequently, break in during call transfer or consultation hold is denied until a stable two-party call or three-way conference call state is reached.

Call Forwarding does not alter the capabilities of attendant break-in. The only difference is that the attendant is connected to the forwarded-to station rather than the station originally keyed. This action is indicated by the attendant Call Information Display prior to invoking override as a call forwarding-busy "CF/BY" verification indication.

An attendant that attempts to override an existing conversation when the Attendant Break-In Security or Data Line Security feature is active, receives reorder tone, and the word DATA PRIVACY is shown on the Call Information Display.

- n. PAGE Key(s). Up to four of the Optional Feature Keys can be assigned to gain direct access to the customer-provided paging facility without having to dial a particular paging access code. A particular PAGE key can be assigned to page a combination of zones in a four-zone paging arrangement. The attendant gains direct access to the paging facility by depressing the PAGE key of interest from an idle console. The Call Information Display prompts "PAGE ZONES XXXX" and confirmation tone is heard to indicate the page zone(s) has been accessed. If the paging facility is busy, the Call Information Display prompts "PAGE BUSY". The attendant completes the paging announcement and exits from this function by depressing either the RLS, or ATT RLS key or a flashing Call Answer Key.

If a source party is presently connected to the console and paging is desired, the attendant must first place the source party on hold (via a LOOP key), and continue with the above procedure. Once the paged party responds, the attendant can connect both parties together by first depressing the DEST key followed by the appropriate LOOP key (where the call is being held), and depressing either the ATT RLS key or a flashing Call Answer Key.

Note that the PAGE key contains one internal LED which is used for maintenance purposes only.

- o. PARK Key. The PARK key allows the attendant to place a party in a park (hold) condition. The attendant parks a call by depressing the PARK key during destination selection. The parking code and park location are shown in the destination field on the Call Information Display. The party is placed in a parked condition when the ATT RLS, ANS, OPR, INC, or RCL key is depressed. If there are no idle park locations available, busy tone is returned to the attendant and the Call Information Display prompts "BUSY". The attendant may return to the source by depressing the RLS key.

To retrieve a parked call, the attendant keys the desired access code and park location for that particular call.

Note that the PARK key contains one internal LED indicator which is used for maintenance purposes only.

- p. TRK GRP Key. The Trunk Group (TRK GRP) key provides the attendant with direct access to an idle outgoing trunk circuit in a given trunk group. The attendant depresses the TRK GRP key during either source or destination selection. When depressed, an idle trunk, within the trunk group assigned to that key, is selected and connected to the attendant in the same manner as if the attendant had dialed the trunk group access code. The Call Information Display indicates outgoing trunk group and trunk information, and CO dial tone is heard once the trunk circuit is accessed. If all outgoing trunks in the particular trunk group are busy, busy tone is heard and the Call Information Display indicates "BUSY".

Note that the TRK GRP key's internal LED is only used for maintenance purposes.

- q. VOLUME Key. The VOLUME key provides a fixed gain of 6dB on the receive portion of the attendant console voice connections. This function is activated by depressing the VOLUME key while a trunk call is connected to the console. This fixed gain is provided for the duration of the existing call. The gain is automatically cancelled when the call is released from the console. The attendant may cancel the fixed gain before releasing the call by redepressing the VOLUME key. The VOLUME key contains one internal LED that is steadily lit when this fixed gain function is active, and extinguished when inactive.

**3.10 Programmable Features.** The SATURN software feature package allows the user to program the SATURN System with the following attendant related features.

- a. Alert Attendant on Busy. When this option is enabled, via CMU procedure, attendants are given a single burst of tone indicating that an incoming trunk call is waiting and no idle console is available to process it.
- b. Programmed Class of Call Exclusions. The SATURN System software is capable of distributing traffic to, or excluding traffic from designated attendant consoles based on the type of the call (i.e., incoming trunk calls, operator calls, or recalls). This distribution of traffic is accomplished via CMU procedures rather than specific keys on the console as previously discussed.

## SECTION 4.00 OPERATING INSTRUCTIONS

**4.01 General.** The operating instructions for the attendant console are presented as a series of indications and actions contained in categorized diagrams. The LEDs associated with the various keys are represented by rectangular blocks as follows:





- a.  Indicates the LED associated with the key is flashing.
- b.  Indicates the LED associated with the key is winking.
- c.  Indicates the LED associated with the key is steadily lit.
- d.  Indicates the LED associated with the key is extinguished.

Table 4.00 lists the Supervisory Audible Tones heard by the attendant during call processing and special feature functions. It is important to note that whenever an invalid digit is dialed, intercept tone is heard and the Call Information Display prompts "VACANT NO". The RLS key should be depressed to clear this condition or whenever a mistake is made during dialing. If, during normal operation of the console, the Call Information Display prompts "PROCESSOR SWITCH", the standby processor has been activated due to a malfunction or a maintenance function, and some of the calls on the console might have been dropped. Note that such indication only occurs when the attendant is actually connected to a call in a duplex common control system.

**4.02 Unstaffed Mode.** When the dual switchboard plug of the handset/headset assembly is removed from the handset/headset jacks, the console is automatically placed in the "unstaffed mode of operation" after 10 seconds (typical) have elapsed. This 10-second delay, customer-changeable via Customer Memory Update (CMU) procedures, is provided to allow shift changes by attendants when each is provided with a separate handset/headset assembly or to avoid an accidental unstaffed condition on a console due to the attendant inadvertently removing the handset/headset dual switchboard plug from the handset/headset jacks. Once the console is placed in the "unstaffed mode of operation" the internal LED in the NIGHT key is steadily lit and the remaining display LEDs on the console are extinguished indicating that new and pending calls are being processed as follows:

1. All pending and new incoming trunk calls are automatically distributed to the UNA feature and the Assigned Night Answering (ANA) or Special Night Answering Position (SNAP) as required or to another active console in the system.
2. All pending operator-type calls receiving ringback tone are automatically connected to busy tone or transferred to another active console in the system. New operator-type calls are automatically connected to reorder tone or distributed to another active console in the system.
3. All pending trunk recalls receiving ringback tone and new automatic recalls are automatically trans-

ferred or distributed to the UNA feature and the ANA or SNAP position(s) as required, or to another active console in the system.

4. All calls held on console Loop keys are disconnected.

**4.03 Answering and Processing Calls.** The following indications occur when a call is present at the console:

- a. If activated, an idle console's audible tone signal sounds at repeated intervals.
- b. The ALERT indicator flashes.
- c. The Calls Waiting (CW) indicator either flashes or is steadily lit depending on the number of calls waiting for service.
- d. The ANS key's LED flashes along with the INC, OPR and/or RCL key's LED.
- e. The Call Information Display indicates the number of call-types waiting for service (refer to diagram numbered with a 2 for display example).

Examples of typical call situations are listed in Table 4.01. The step-by-step sequences that occur during the typical call situations are shown in the accompanying diagrams.

**4.04 Attendant-Initiated Calls.** Examples of typical attendant-initiated call situations are listed in Table 4.02. The step-by-step sequences that occur during the typical attendant-initiated call situations are shown in the accompanying diagrams.

**4.05 Attendant-Initiated Feature Functions.** Examples of the available features which the attendant can initiate from the console are listed in Table 4.03. The step-by-step sequences that occur during the attendant-initiated feature functions are shown in the accompanying diagrams.

**4.06 Call Types.** To assist the attendant in becoming familiarized with the identity of the various call-types, Table 4.04 defines the call-type information displays available. Refer to the SATURN Installation Test Procedures practice for the console testing procedures.

**Table 4.00 Supervisory Audible Tones**

Dial Tone	Invalid Camp-On Tone
Reorder Tone	Conference Tone
Busy Tone	Quiet Tone
Audible Ring Tone	Busy Override Injection Tone
Recall Dial Tone	(also, Privacy Tone)
Special Audible Ring Tone	Route Advance Tone (for Least
Intercept Tone	Cost Routing — LCR)
Call Waiting Tone(s)	Warning Tone (also, Expensive
Busy Override Tone (also	Facility Tone LCR)
Attendant Override Tone)	Test Tone
Executive Override Tone	Negative Acknowledgement
Confirmation Tone	(NAK)Tone
Camp-On Tone (also, Low Tone	
or Uninterrupted Busy Tone)	

**Table 4.01 Typical Call Situations**

DIAGRAM NUMBER SERIES	PROCEDURES
1	Answering calls.
2	Releasing an answered call when no connection is required.
3	Extending an answered call to a station.
4	Overriding a busy or do not disturb station when requested by calling source party.
5	Extending an answered call to an outgoing trunk.
6	Establishing serial calling (i.e.; locked loop operation feature) when requested by an incoming trunk party.
7	Placing and retrieving a party on hold.
8	Establishing and reentering a locked loop connection between two parties.
9	Placing and retrieving a party on call park.
10	Splitting and unsplitting a call.

**Table 4.02 Attendant-Initiated Call Situations**

DIAGRAM NUMBER SERIES	PROCEDURES
11	Calling a station.
12	Overriding a busy or do not disturb station.
13	Making an outgoing call.

**Table 4.03 Attendant-Initiated Feature Functions**

DIAGRAM NUMBER SERIES	PROCEDURES
14	Activating and deactivating the ACOF feature.
15	Activating and cancelling the Call Forwarding feature for a particular station.
16	Accessing customer-provided paging equipment.
17	Accessing customer-provided code calling equipment with or without a source party present.
18	Accessing customer-provided dictation equipment with or without a source party present.
19	Enabling and disabling the Least Cost Routing (LCR) feature access to a particular Specialized Common Carrier (SCC).
20	Activating and cancelling the Message Waiting feature for a particular station with or without being connected to the station.
21	Placing the console in the unstaffed mode of operation, as well as restoring it to normal operation from the unstaffed mode.
22	Activating and cancelling the SMDR feature for a particular trunk group.
23	Displaying and entering the SMDR account code associated with a particular incoming or outgoing trunk call.
24	Updating the date and time shown on the Call Information Display.
25	Showing minor alarm conditions on the Call Information Display.
26	Testing individual outgoing trunks.
27	Establishing and reentering an attendant-controlled conference with or without a source party present.
28	Extending an answered call or reentering a meet-me conference bridge.
29	Excluding class of calls to a console via Exclusion Key(s).

SATURN EPABX  
 Attendant Console General Description and Operating Instructions

#	40-Character Alphanumeric Display Unit																																	
1	I	N	C	F	X	a/n	a/n	a/n	a/n	a/n																								
2	I	N	C	I	N	W	A	T	S																									
3	I	N	C	L	O	C	A	L			n	n																						
4	I	N	C	T	I	E	a/n	a/n	a/n	a/n	a/n																							
5	I	N	C	a	a	a	a	W	A	T	S																							
6	I	N	C	W	A	T	S	1/2																										
7	I	N	C	V	A	C	N	O	.																									
8	I	N	C	V	I	A	C	F	W	D																								
9	O	P	R	A	T	T	A	S	S	T	n	n	n	n	/	n	n	n	n															
10	O	P	R	A	T	T	A	S	S	T	n	n	n	n	/	n	n	n	n															
11	O	P	R	D	I	A	L	-	0			n	n	n	n	/	n	n	n	n														
12	O	P	R	H	O	T	L	I	N	E	n	n	n	n	n	n	n	n																
13	O	P	R	S	O	A	P	O	O	S																								
14a	O	P	R	S	T	A	-	C	O	N	F	n	n	n	n	n	n	n	n															
NOTES: a/n = Alphanumeric value a = Alphabetical letter n = Numerical digit ☉ = Attendant-dialed numerical digit (i.e.; station, trunk and/or access code number) nn/nn = Trunk group number (00 to 31) and trunk number (00 to 99) nn nnnn = Station class-of-service (00 to 31) and station number (0000 to 9999)																																		

NOTE: Screened areas denote typical displays since such incoming trunk identifications are customer-defined via CMI

**Table 4.04 Call-Type Information Displays**

	<b>SRC LED</b>	<b>DEST LED</b>	<b>Display Definition</b>
	on	off	Answered and connected to an incoming foreign exchange trunk (source) party.
	on	off	Answered and connected to an incoming inward-type WATS trunk (source) party.
	on	off	Answered and connected to an incoming local CO trunk (source) party.
	on	off	Answered and connected to an incoming automatic tie trunk (source) party.
	on	off	Answered and connected to an incoming WATS trunk (source) party.
	on	off	Answered and connected to an incoming band 1 or 2 WATS trunk (source) party.
	on	off	Answered and connected to an incoming DID trunk (source) party that was automatically rerouted to console since it extended to a vacant station or code intercept number.
	on	off	Answered and connected to an incoming DID or DIT trunk (source) party that was automatically rerouted to console since it extended to a station number which has the call forwarding feature activated to the attendant console.
	on	off	Answered and connected to an incoming trunk or station (source) party that was transferred to console by another console.
T n	on	off	Answered an incoming trunk or station (source) party that is being transferred to console by another console and presently connected to the indicated transferring attendant (destination) party.
	on	off	Answered and connected to an incoming tie or DISA trunk or station (source) party that extended (dialed) 0.
	on	off	Answered and connected to a station (source) party that is classmarked as a direct attendant signaling line.
	on	off	Answered and connected to an incoming trunk (source) party that was previously diverted from console (automatically by the system or manually via the OVERFLOW key in the console) to a special overflow answering position which is out-of-service.
	on	off	Answered and connected to a station-controlled conference master (source) party.

cedures.

SATURN EPABX  
Attendant Console General Description and Operating Instructions

#	40-Character Alphanumeric Display Unit																													
14b	S	T	A	-	C	O	N	F		E	N	T	E	R	E	D														
15	O	P	R		T	O		A	T	T		n		n	n	n	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>									
16	O	P	R		T	O		A	T	T		n		n	n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>									
17	O	P	R		T	R	A	N	S	F	E	R		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								
18	O	P	R		T	R	A	N	S	F	E	R		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								
19	O	P	R		V	I	A		C	F	W	D		n		n														
20	R	C	L		A	C	O	F	-	n	n	n		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								
21	R	C	L		A	T	T	-	C	O	N	F		n		n														
22	R	C	L		A	T	T		H	O	L	D		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								
23	R	C	L		A	T	T		L	O	O	P		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								
24	R	C	L		C	A	L	L		P	R	K		n		n	<sup>n</sup>	<sup>n</sup>	/	<sup>n</sup>	<sup>n</sup>	<sup>n</sup>								

NOTES: a/n = Alphanumeric value  
 a = Alphabetical letter  
 n = Numerical digit  
 ⓐ = Attendant-dialed numerical digit (i.e.; station, trunk and/or access code numl  
 nn/nn = Trunk group number (00 to 31) and trunk number (00 to 99)  
 nn nnnn = Station class-of-service (00 to 31) and station number (0000 to 9999)

NOTE: Screened areas denote typical displays since such incoming trunk identifications are customer-defined



**Table 4.04 Call-Type Information Displays  
 (Continued)**

					SRC LED	DEST LED	Display Definition
					on	on	Connected to the previously answered station-controlled conference call itself (Note; This display only occurs if the station-controlled conference master adds attendant into the conference call after attendant has answered original call).
					on	off	Answered and connected to an incoming trunk or station (source) party that was transferred by a station user to the indicated attendant.
	n	n	n	n	on	on	Answered an incoming trunk or station (source) party that is being transferred to the indicated attendant and presently connected to the indicated transferring station (destination) party.
					on	off	Answered and connected to an incoming trunk or station (source) party that was transferred to console by a station user.
	n	n	n	n	on	on	Answered an incoming trunk or station (source) party that is being transferred to console and presently connected to the indicated transferring station (destination) party.
					on	off	Answered and connected to a station (source) party that was automatically rerouted to console since it extended to a station number which has the call forwarding feature activated to the attendant console.
					on	off	Answered and connected to an incoming trunk or station (source) party that was automatically rerouted to console since it extended to a facility under attendant control.
					on	off	Answered and connected to a manually recalling station (source) party that is involved in an attendant-controlled conference call.
					on	off	Answered and connected to an automatic recalling trunk or station (source) party that was previously placed by the attendant in a hold mode (via a LOOP key in the console) and subsequently timed-out.
	n	n	n	n	on	on	Answered an incoming trunk or station (source) party and presently connected to the manually recalling station (destination) party. Both source and destination parties were previously placed by the attendant in a locked loop mode (via a LOOP key in the console).
					on	off	Answered and connected to an incoming trunk or station (source) party that was previously placed by the attendant in a park (hold) condition (via the call park access code or the PARK key in the console).

CMU procedures.

SATURN EPABX  
Attendant Console General Description and Operating Instructions

#	40-Character Alphanumeric Display Unit																																																	
25	R	C	L	C	A	L	L	P	R	K	n	n	<sup>n</sup>	n	/	n	n																																	
26	R	C	L	C	A	M	P	-	O	N			n	n	/	n	n																																	
27	R	C	L	D	A	T	A	P	R	I	V			n	n	/	n	n																																
28	R	C	L	M	S	G	W	A	I	T			n	n			n	n	n	n																														
29	R	C	L	N	O	-	A	N	S	W	E	R			n	n	/	n	n																															
30	R	C	L	O	F	F	-	H	O	O	K			n	n			n	n	n	n																													
31	R	C	L	O	O	S									n	n	/	n	n																															
32	R	C	L	Q	'	D	T	R	U	N	K			n	n	/	n	n																																

NOTES: a/n = Alphanumerical value  
a = Alphabetical letter  
n = Numerical digit  
Ⓞ = Attendant-dialed numerical digit (i.e.; station, trunk and/or access code number)  
nn/nn = Trunk group number (00 to 31) and trunk number (00 to 99)  
nn nnnn = Station class-of-service (00 to 31) and station number (0000 to 9999)

NOTE: Screened areas denote typical displays since such incoming trunk identifications are customer-defined v

**Table 4.04 Call-Type Information Displays  
 (Continued)**

	SRC LED	DEST LED	Display Definition
n n n n	on	on	Answered and connected to an incoming trunk or station (source) party that was previously placed by the indicated station (destination) party in a park (hold) condition which subsequently timed-out and automatically rerouted to console for service.
n n n n	on	on	Answered and connected to an incoming trunk (source) party that was previously and automatically placed by the attendant console in a camp-on (waiting) mode to the indicated busy station (destination) party which subsequently timed-out and automatically rerouted to console for service.
	on	off	Answered and connected to an incoming DID or DIT trunk (source) party that was automatically rerouted to console since it extended to a station number which is class-marked as a data line.
	on	off	Answered and connected to a station (source) party that is manually recalling the attendant which previously activated the message waiting feature (via the message waiting access code or MSG SET key in the console) for such indicated station number.
n n n n	on	on	Answered and connected to an incoming trunk (source) party that was previously extended to the indicated station (destination) party which did not answer after a predetermined number of rings and automatically rerouted to console for service.
	on	off	Answered and connected to a station (source) party that is class-marked with the supervised release feature. A station class-marked with such a feature and remains off-hook without dialing or connected to a busy number for more than a predetermined time, is automatically rerouted to console on an intercept treatment basis.
	on	off	Answered and connected to an incoming DID or DIT trunk (source) that was automatically rerouted to console since it extended to a station number which is out-of-service.
	on	off	Answered and connected to an outgoing trunk (source) that was previously busy when attendant attempted to access it to place an outgoing trunk call and consequently activated the outgoing call queuing feature to automatically callback the console when an outgoing trunk is idle.

MU procedures.

SATURN EPABX  
Attendant Console General Description and Operating Instructions

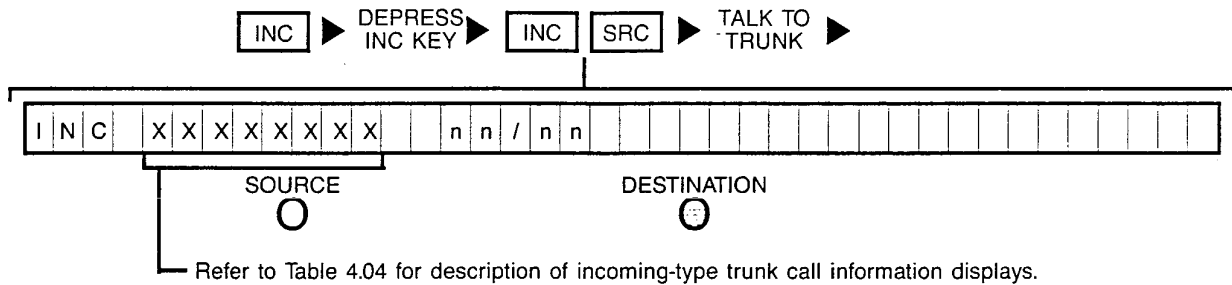
#	40-Character Alphanumeric Display Unit																																													
33	R	C	L	Q	'	D	T	R	U	N	K	n	n	/	n	n	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	
34	R	C	L	R	E	S	T	R	C	T	D	n	n		n	n	n	n							n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	r						
35	R	C	L	S	E	R	I	E	S			n	n	/	n	n																														
36	R	C	L	S	T	A	H	O	L	D		n	n	/	n	n																										n	n			
37	R	C	L	T	R	A	N	S	F	E	R		n	n	/	n	n																												n	n
38	R	C	L	V	A	C	N	O	.			n	n	/	n	n																														

- NOTES:
- a/n = Alphanumeric value
  - a = Alphabetical letter
  - n = Numerical digit
  - Ⓢ = Attendant-dialed numerical digit (i.e.; station, trunk and/or access code number)
  - nn/nn = Trunk group number (00 to 31) and trunk number (00 to 99)
  - nn nnn = Station class-of-service (00 to 31) and station number (0000 to 9999)

**Table 4.04 Call-Type Information Displays  
 (Continued)**

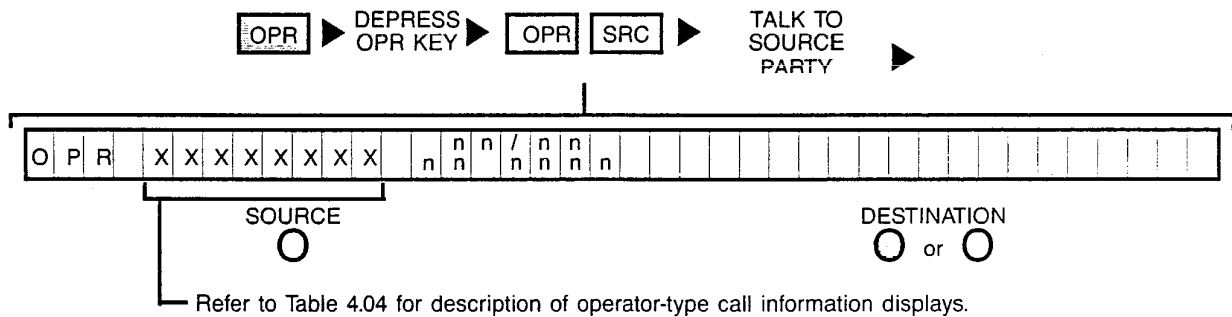
	<b>SRC LED</b>	<b>DEST LED</b>	<b>Display Definition</b>
	on	off	Answered and connected to an outgoing trunk (source) that was previously busy when attendant attempted to access it to place an outgoing trunk call via the least cost route and consequently activated the outgoing call queuing feature to automatically callback the console and out-pulse the indicated stored trunk number (previously dialed by the attendant) when an outgoing trunk is idle.
n n n	on	off	Answered and connected to a station (source) party that was automatically rerouted to console since it extended to the indicated trunk number which is restricted for usage by such station because of its marked class-of-service
	on	off	Answered and connected to an automatic recalling incoming trunk (source) party that was previously placed by the attendant in a locked loop mode (via a LOOP key in the console) along with a station (destination) party which has disconnected from the call. This display indicates to the attendant that the incoming trunk (source) party originally requested a serial call, whereby it allows the trunk party to make a series of calls through the attendant without the need to hang-up and call back into the EPABX.
n n n	on	on	Answered and connected to an incoming trunk (source) party that was previously placed by the indicated station (destination) party in a hold mode which subsequently timed-out and automatically rerouted to console for service.
n n n	on	on	Answered and connected to an incoming trunk (source) party that was previously extended to the indicated station (destination) party which attempted to transfer the incoming trunk party to another destination party but the transferring process failed and the trunk party was automatically rerouted to console for service.
	on	off	Answered and connected to an incoming DID or DIT trunk (source) party that extended to a vacant station or code intercept number and automatically rerouted to a vacant number recording announcement (via customer-provided equipment) which was not available, and consequently rerouted to console for service.

# 1A ANSWERING INCOMING-TYPE TRUNK CALLS VIA "INC" KEY:

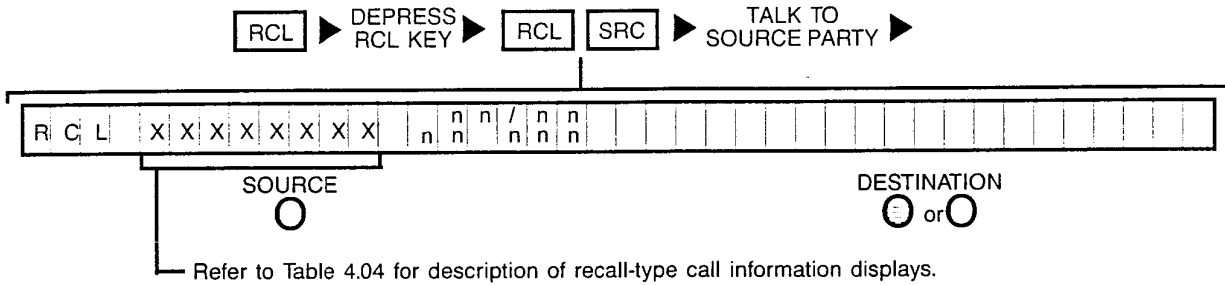



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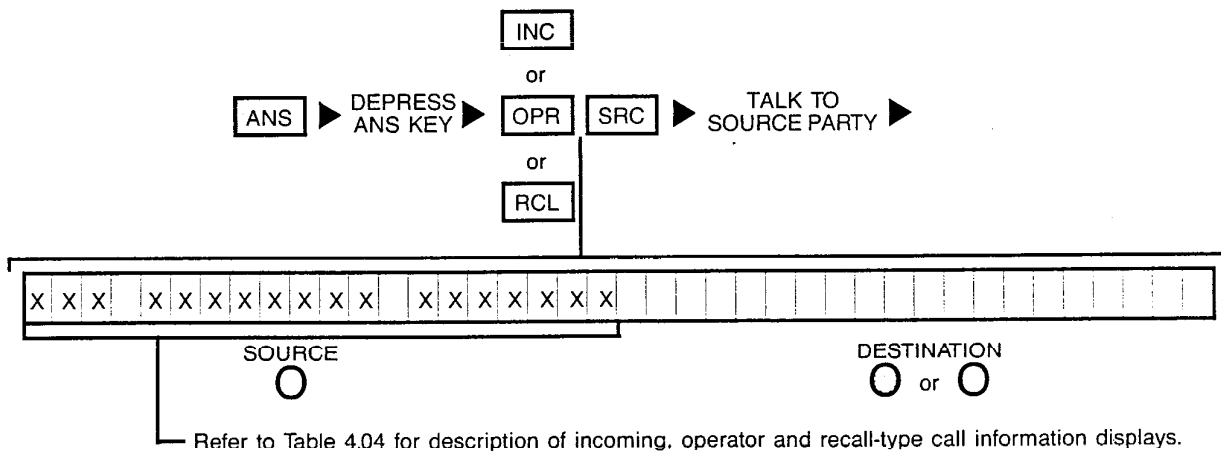
# 1B ANSWERING OPERATOR-TYPE CALLS VIA "OPR" KEY:



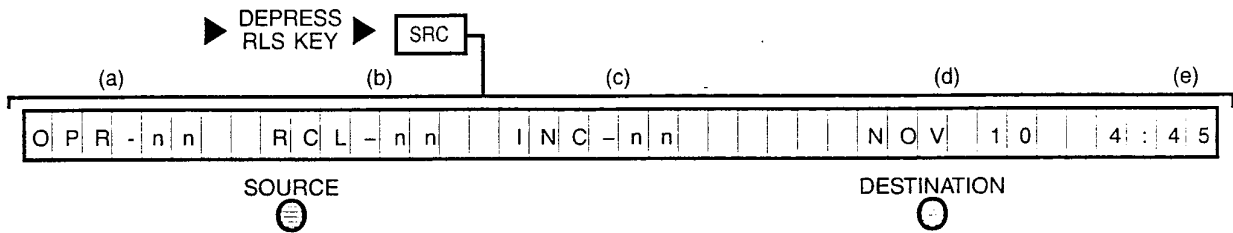
# 1C ANSWERING RECALL-TYPE CALLS VIA "RCL" KEY:



# 1D ANSWERING EITHER INCOMING, OPERATOR OR RECALL-TYPE CALLS VIA "ANS" KEY:



## 2 NO CONNECTION REQUESTED:

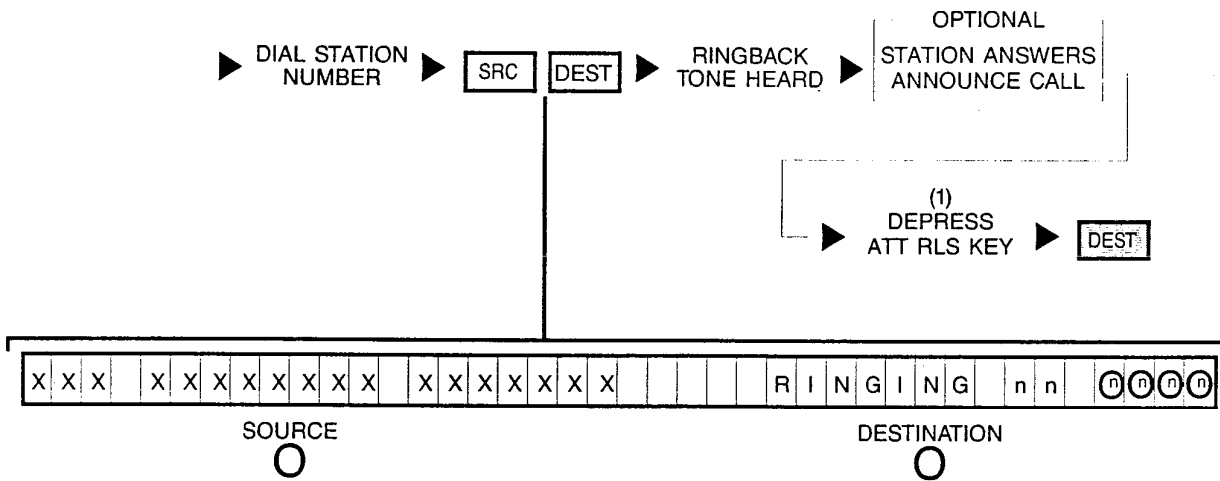


NOTE: This display is prompted whenever the console is in an idle state and provides the following information:

- (a) Number of operator-type calls waiting for service.
- (b) Number of recall-type calls waiting for service.
- (c) Number of incoming-type trunk calls waiting for service.
- (d) Current date.
- (e) Time of day.

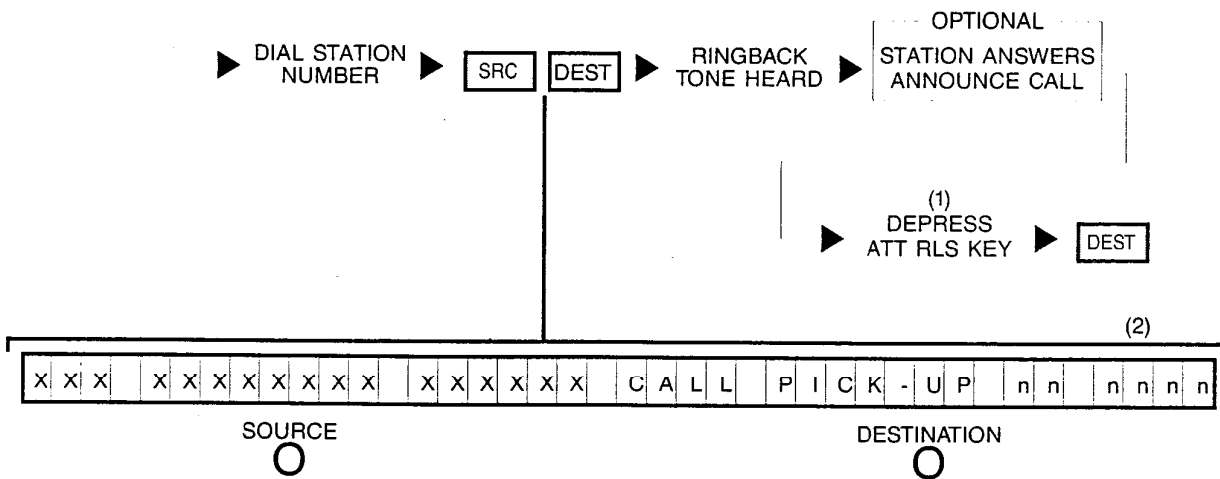


### 3A REQUESTS CONNECTION TO STATION (STATION IDLE):



NOTE: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing

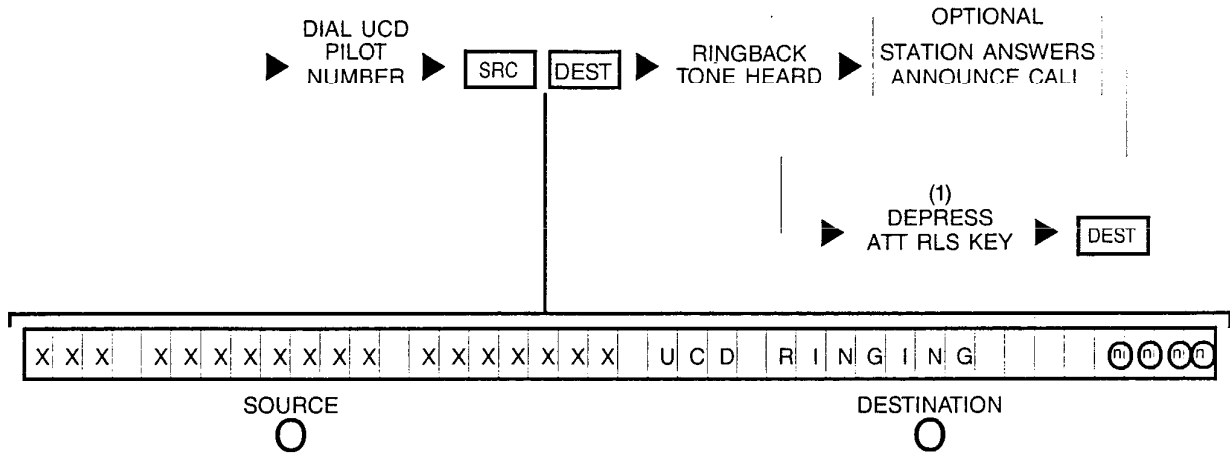
### 3B REQUESTS CONNECTION TO STATION (STATION WAS RINGING BUT CALL ANSWERED BY ANOTHER STATION):



NOTES: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

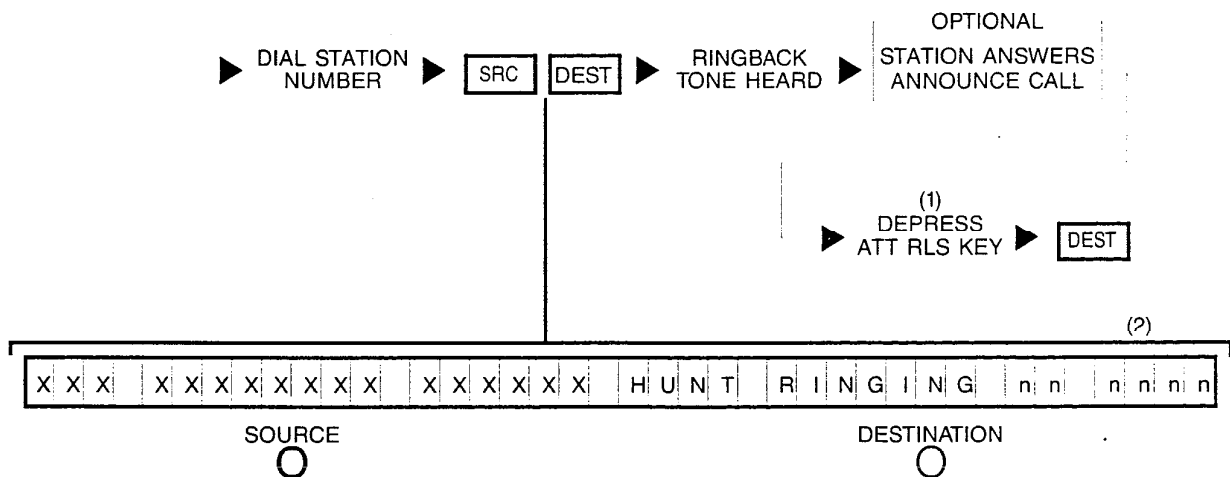
(2) Dialed station number is displayed first, then the station number which picked up (answered) the call.

### 3C REQUESTS CONNECTION TO A UCD GROUP



NOTE: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

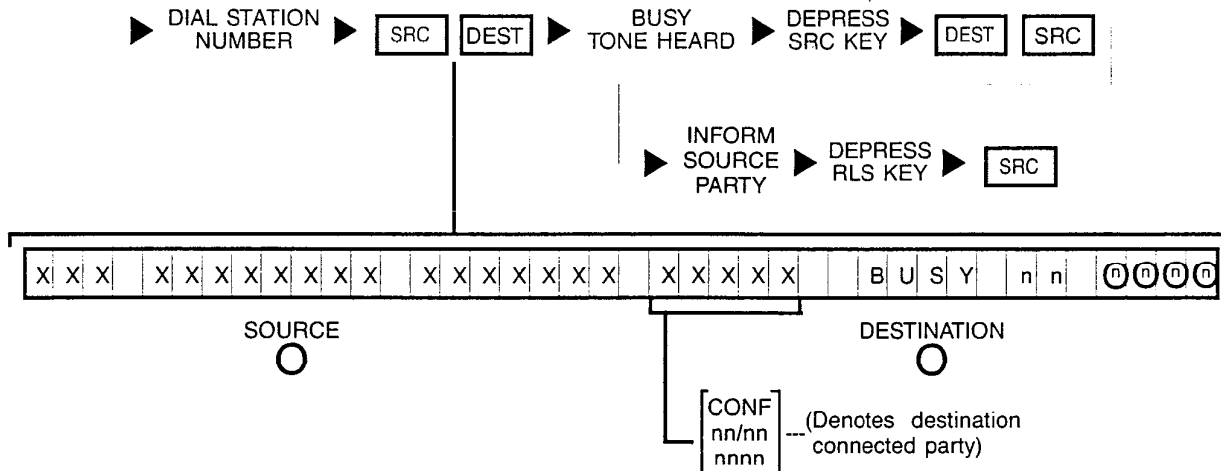
### 3D REQUESTS CONNECTION TO STATION (STATION BUSY BUT A "HUNT" GROUP MEMBER):



NOTES: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

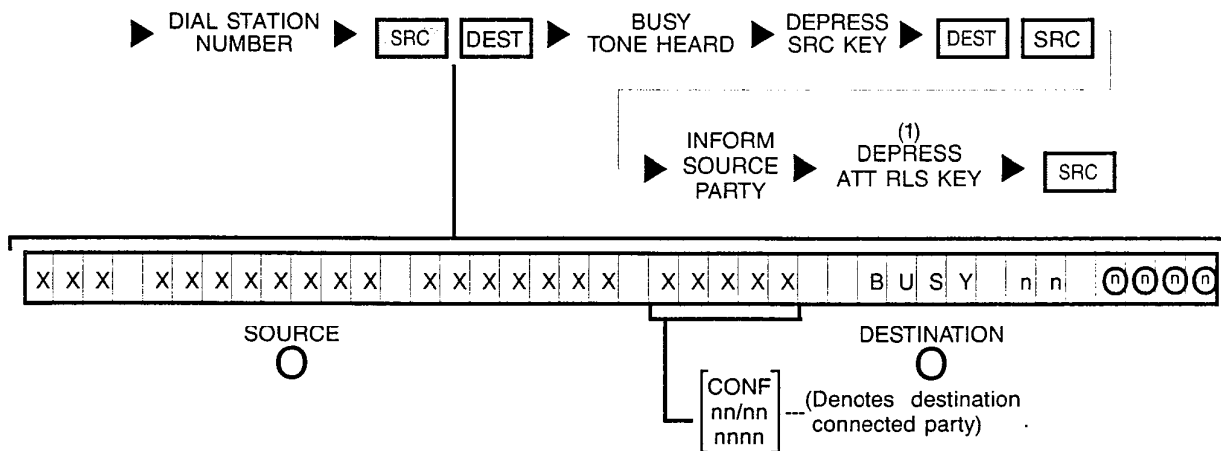
(2) Dialed station number is displayed first, then changes to the hunted-to station number.

### 3E1 REQUESTS CONNECTION TO STATION (STATION BUSY — NO CAMP-ON REQUESTED):



NOTE: Busy override can be performed on this condition if not connected to a conference.

### 3E2 REQUESTS CONNECTION TO STATION (STATION BUSY — CAMP-ON REQUESTED):

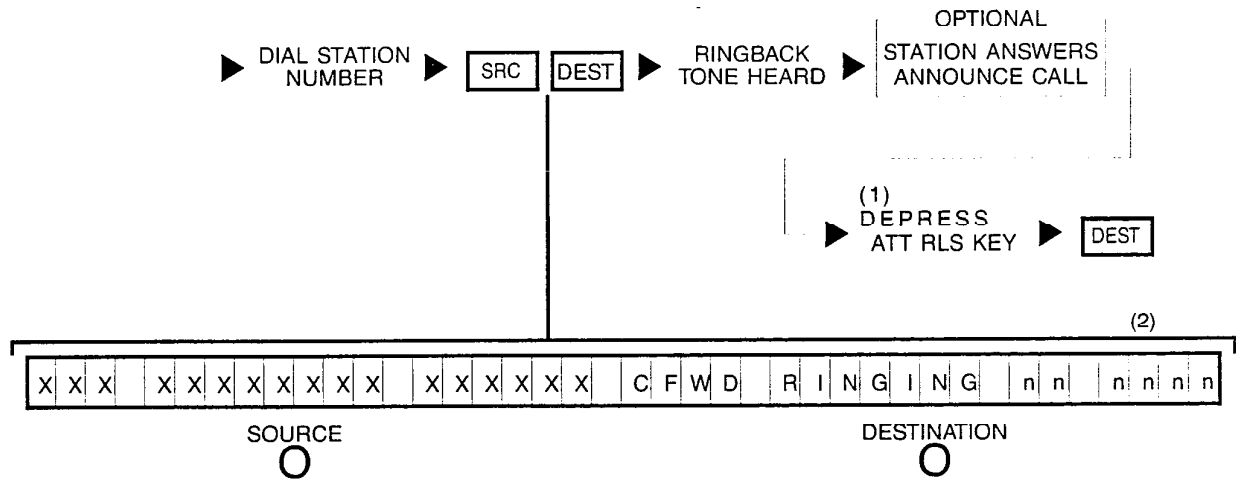


NOTES: (1) Depressing a flashing INC, OPR, RCL, or ANS key performs the same function in addition to connecting the next call for processing.

Up to two incoming trunk calls can be camped on to a single station; if attendant attempts to camp on a third incoming trunk call, invalid camp-on tone is heard.

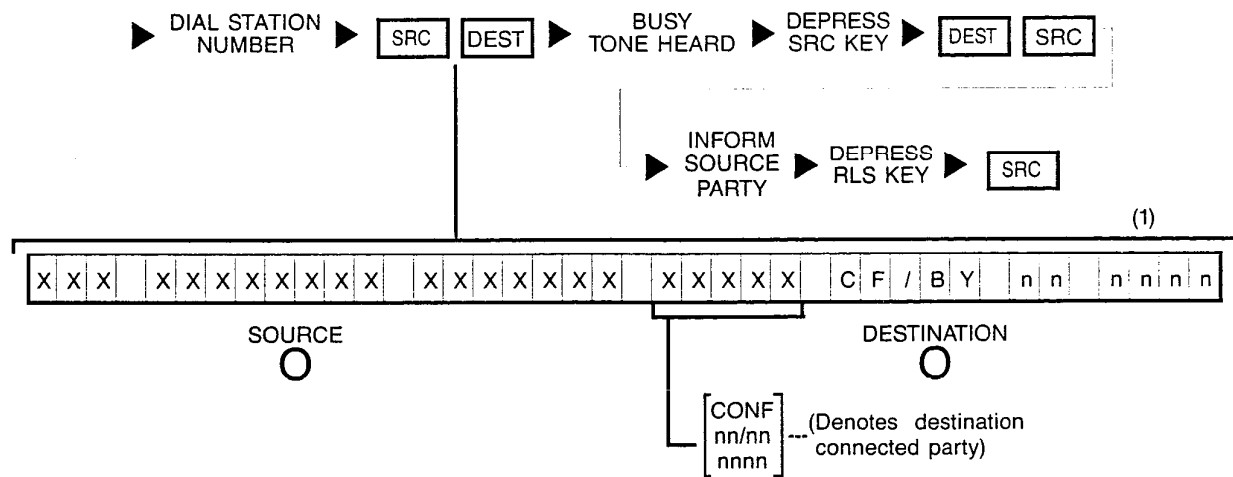
Busy override can be performed on this condition if not connected to a conference.

### 3F REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO AN IDLE STATION):



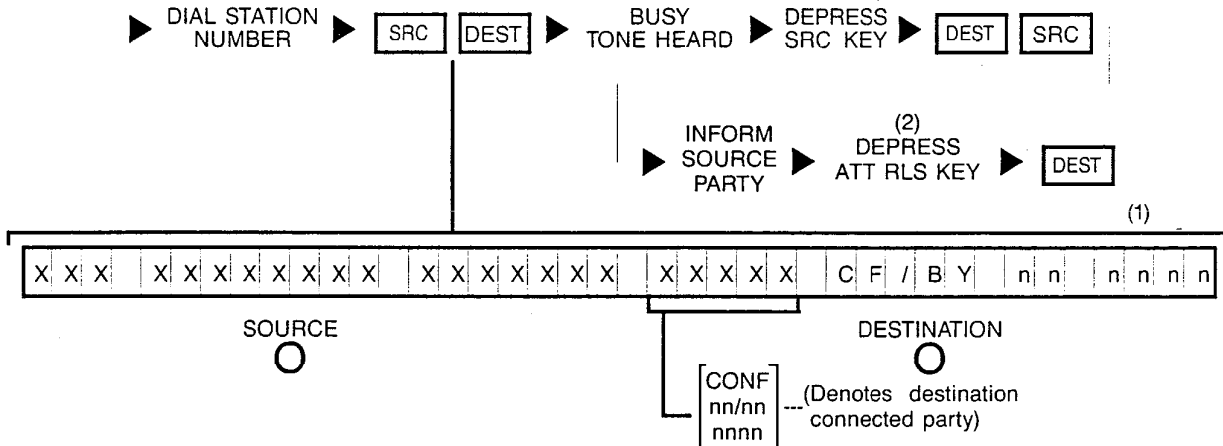
- NOTES: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.  
(2) Dialed station number is displayed first, then changes to the forwarded-to station number.

### 3G1 REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO A BUSY STATION — NO CAMP-ON REQUESTED):



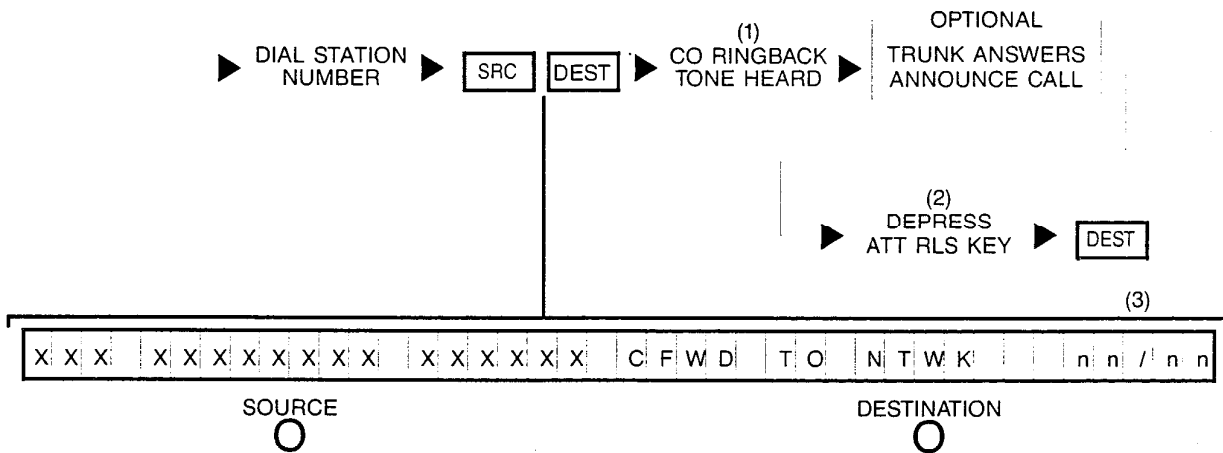
- NOTES: (1) Dialed station number is displayed first, then changes to the forwarded-to station number.  
Busy override can be performed on this condition if not connected to a conference.

### 3G2 REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO A BUSY STATION — CAMP-ON REQUESTED):



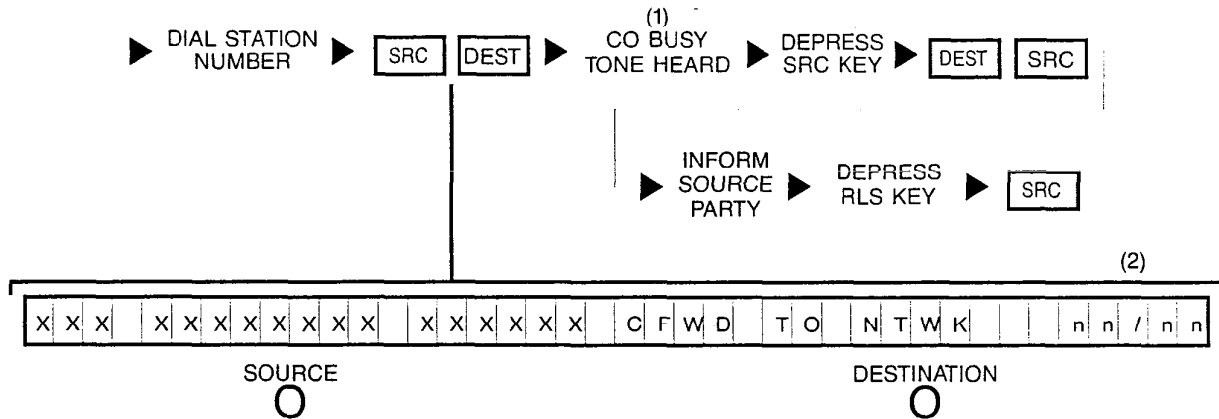
- NOTES: (1) Dialed station number is displayed first, then changes to the forwarded-to station number.
- (2) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- Busy override can be performed on this condition if not connected to a conference.

### 3H1 REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTSIDE TRUNK NUMBER IDLE):



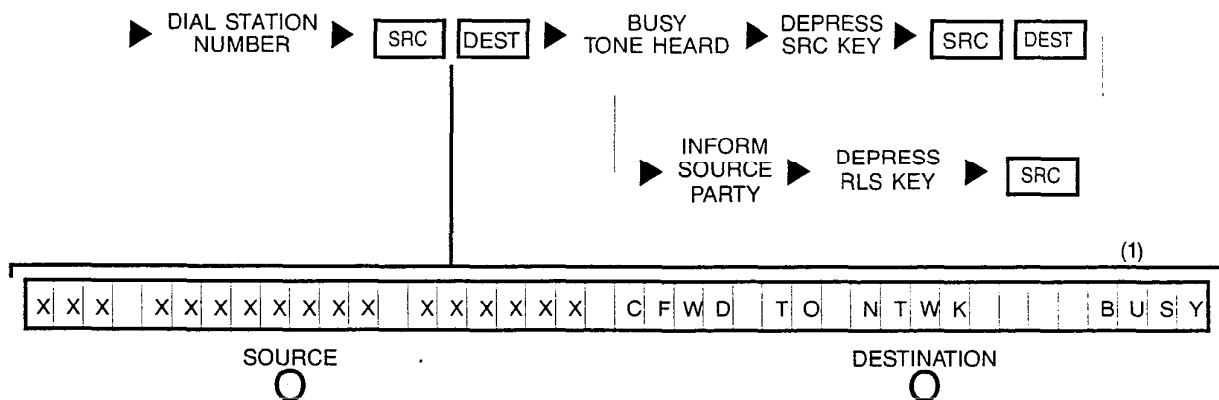
- NOTES: (1) Two loop start trunks cannot be connected together; if this condition exists, reorder tone is heard and the calling trunk party is informed of this condition.
- (2) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- (3) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.

### 3H2 REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTSIDE TRUNK NUMBER BUSY):



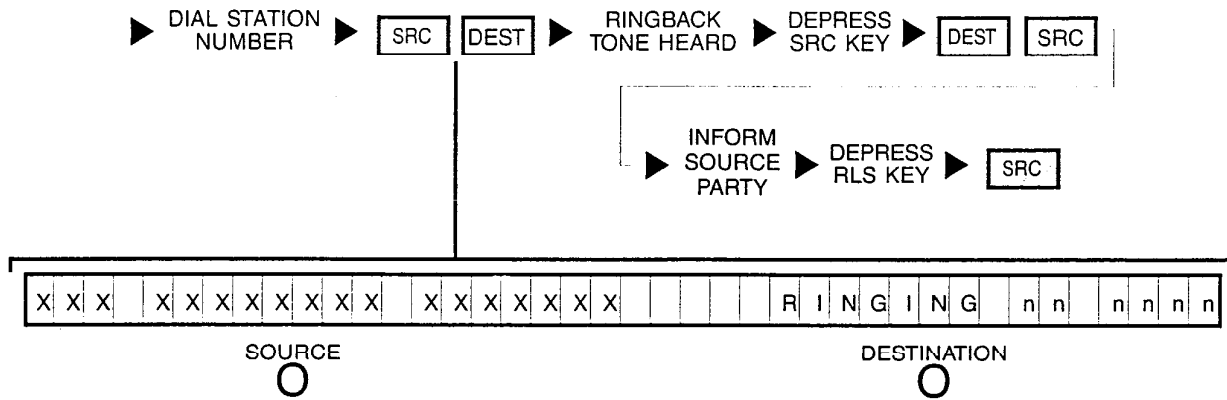
- NOTES: (1) Two loop start trunks cannot be connected together; if this condition exists, reorder tone is heard and the calling trunk party is informed of this condition.  
(2) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.  
No busy override can be performed on this condition.

### 3I REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTGOING TRUNK GROUPS BUSY):

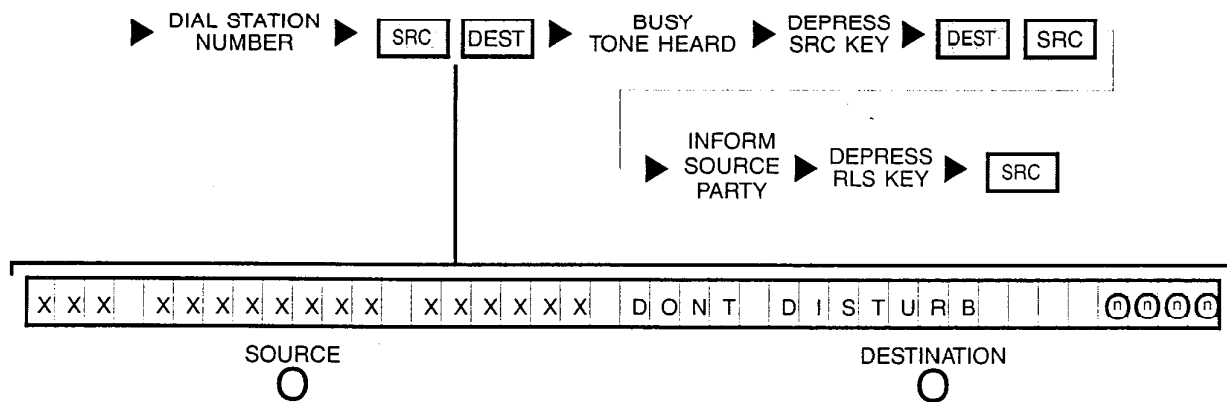


- NOTES: (1) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.  
No camp on is allowed under this condition.

### 3J REQUESTS CONNECTION TO STATION (STATION IN "CALL FORWARDING" MODE TO ATTENDANT):

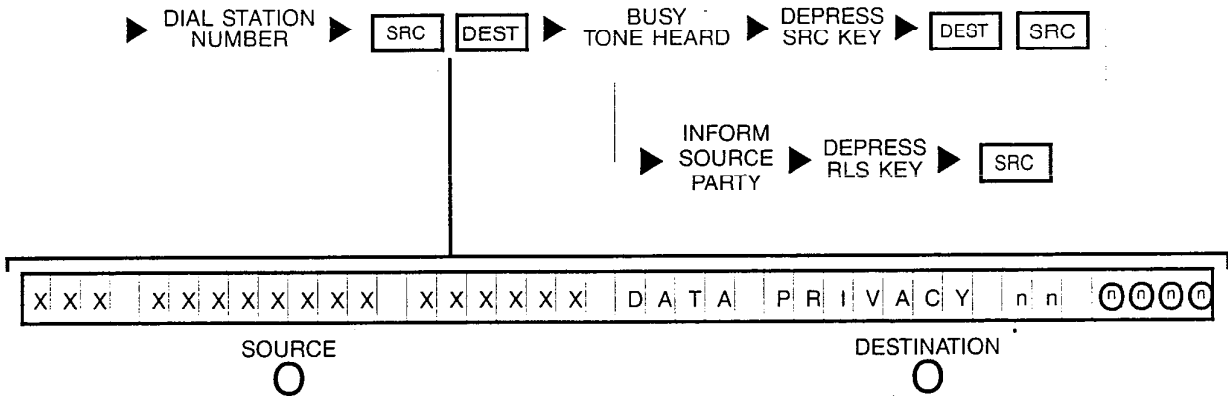


### 3K REQUESTS CONNECTION TO STATION (STATION IN A "DO NOT DISTURB" MODE):



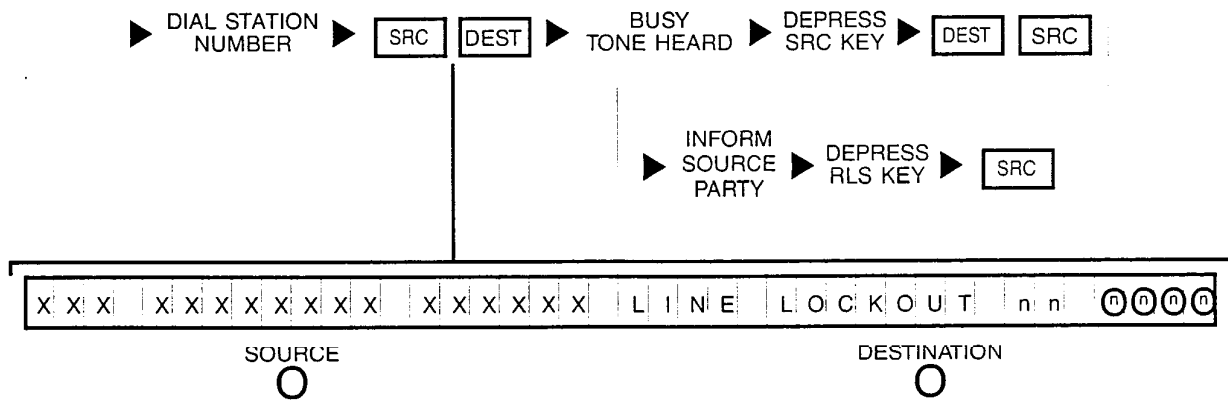
NOTE: Busy override can be performed on this condition (refer to Diagram Series No. 4).

### 3L REQUESTS CONNECTION TO STATION (STATION IS CLASS-MARKED AS A DATA LINE):



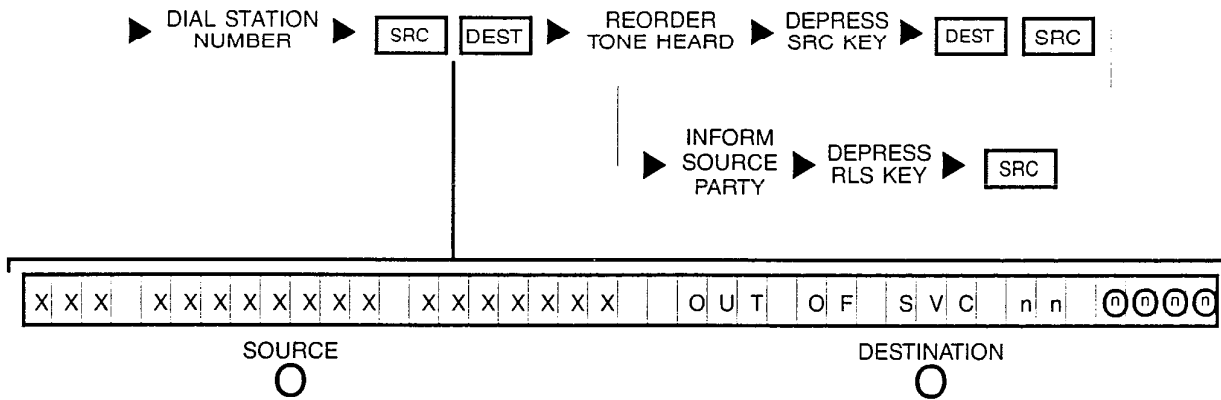
NOTE: No busy override can be performed on this condition.

### 3M REQUESTS CONNECTION TO STATION (STATION IN A "LINE LOCKOUT" MODE):

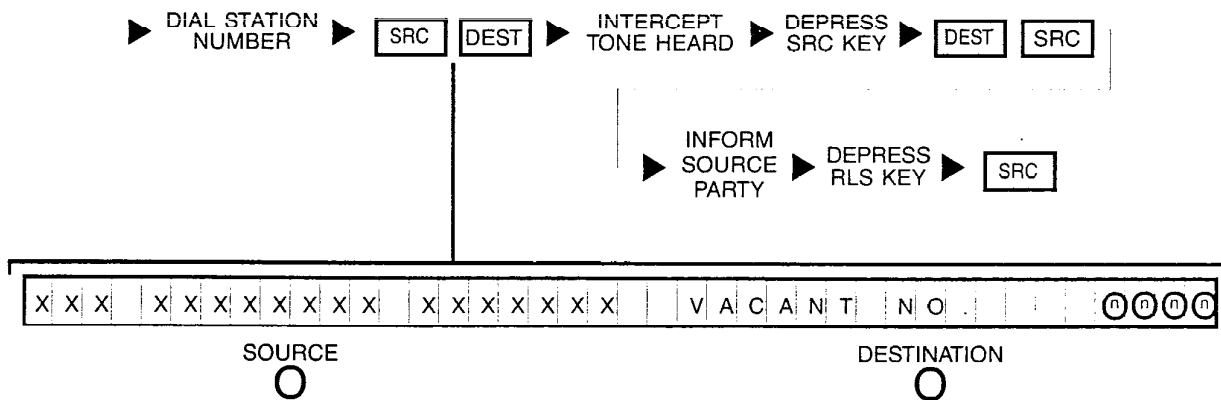




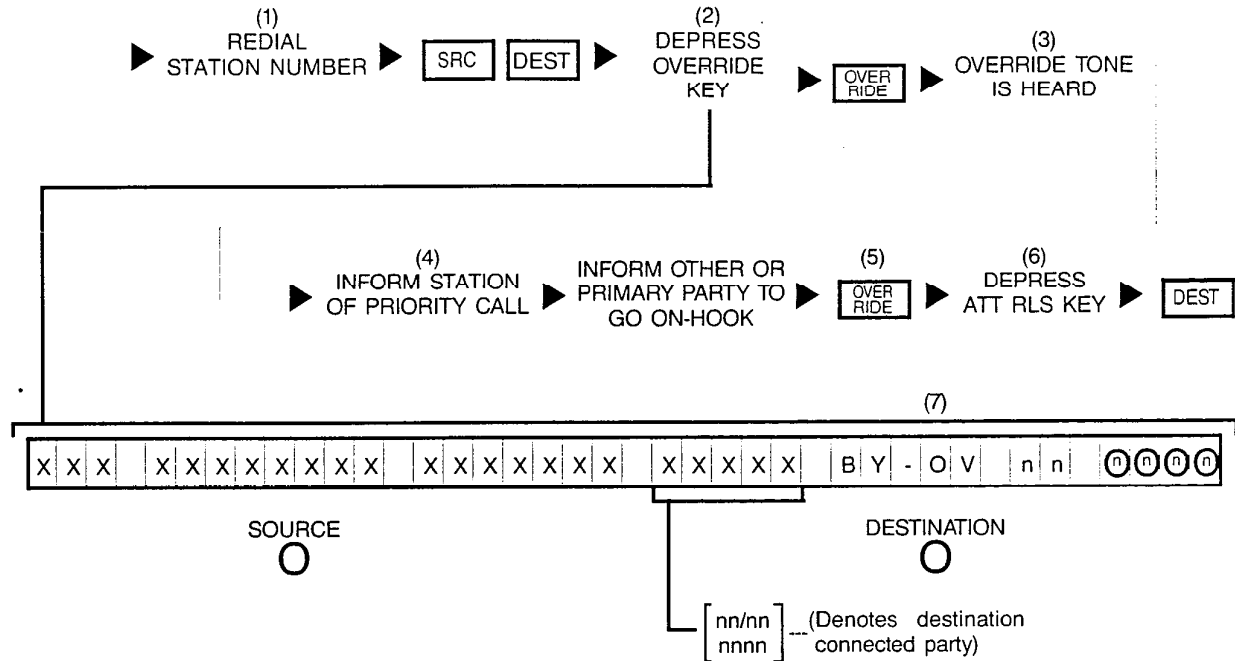
### 3N REQUESTS CONNECTION TO STATION (STATION IS OUT-OF-SERVICE):



### 30 REQUESTS CONNECTION TO STATION (VACANT STATION OR CODE INTERCEPT NUMBER):



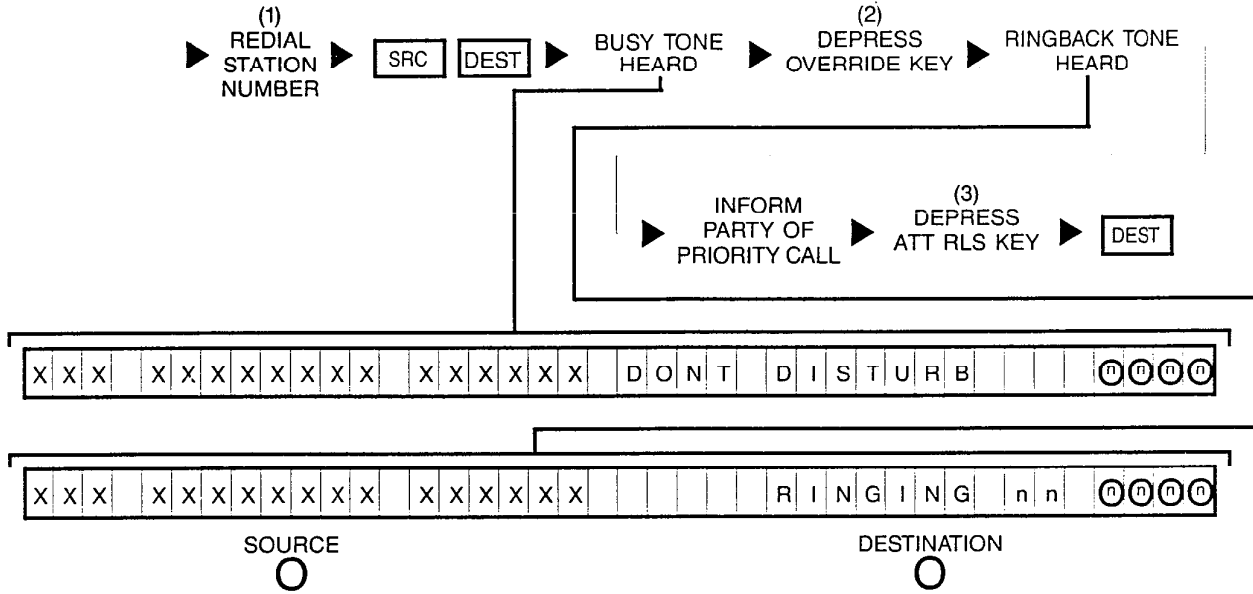
## 4A REQUESTS OVERRIDE (STATION BUSY):



- NOTES: (1) Number displayed when dialed.  
 (2) Optional key.  
 (3) Override tone applied to connection.  
 (4) Both destination parties can hear attendant.  
 (5) OVERRIDE key LED extinguishes when either of the destination parties goes on-hook and allows attendant to extend call.  
 (6) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.  
 (7) "BY-OV" is displayed after attendant has actually broken-in to the connection; if "PRVCY" is displayed instead, the Attendant Break-In Security or Data Privacy feature is active in either of the destination parties and connection cannot be overridden.

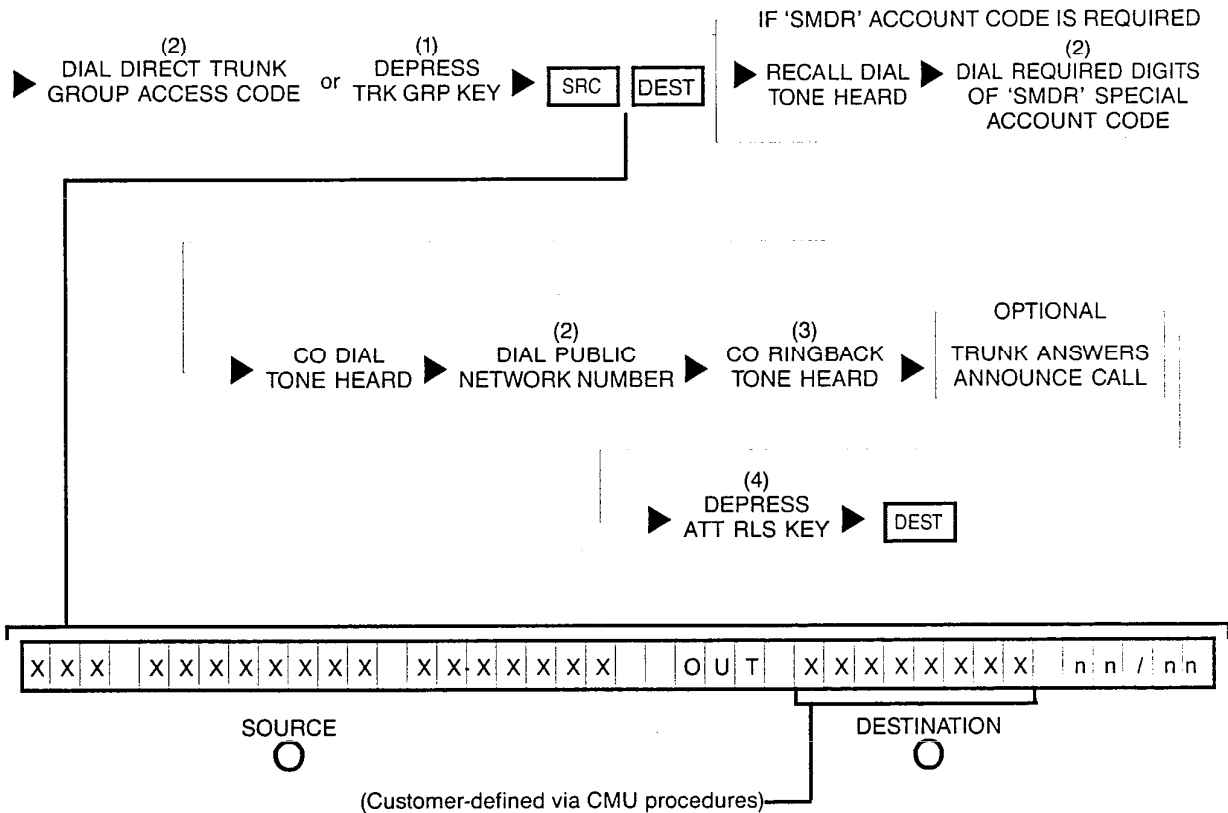
A station involved in a conference cannot be overridden at any time.

## 4B REQUESTS OVERRIDE (STATION IN A "DO NOT DISTURB" MODE):



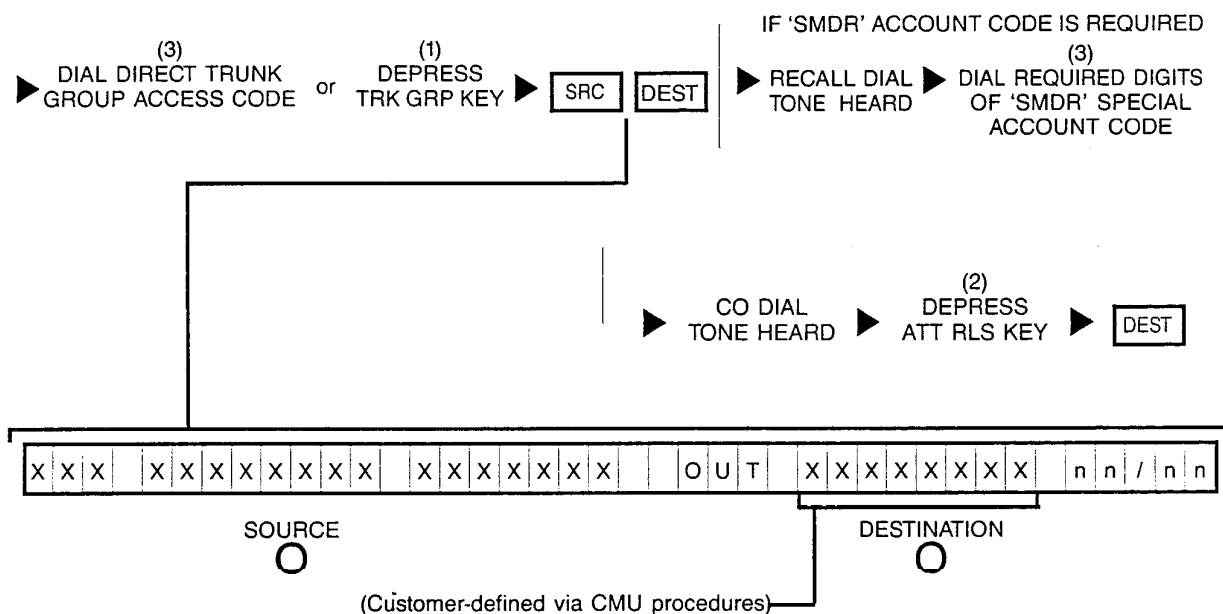
- NOTES: (1) Number displayed when dialed.  
 (2) OVERRIDE key's LED remains extinguished.  
 (3) Depressing a flashing INC, OPR, RCL, or ANS key performs the same function in addition to connecting the next call for processing.

## 5A REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES AN IDLE OUTGOING TRUNK — ATTENDANT DIALS PUBLIC NETWORK NUMBER):



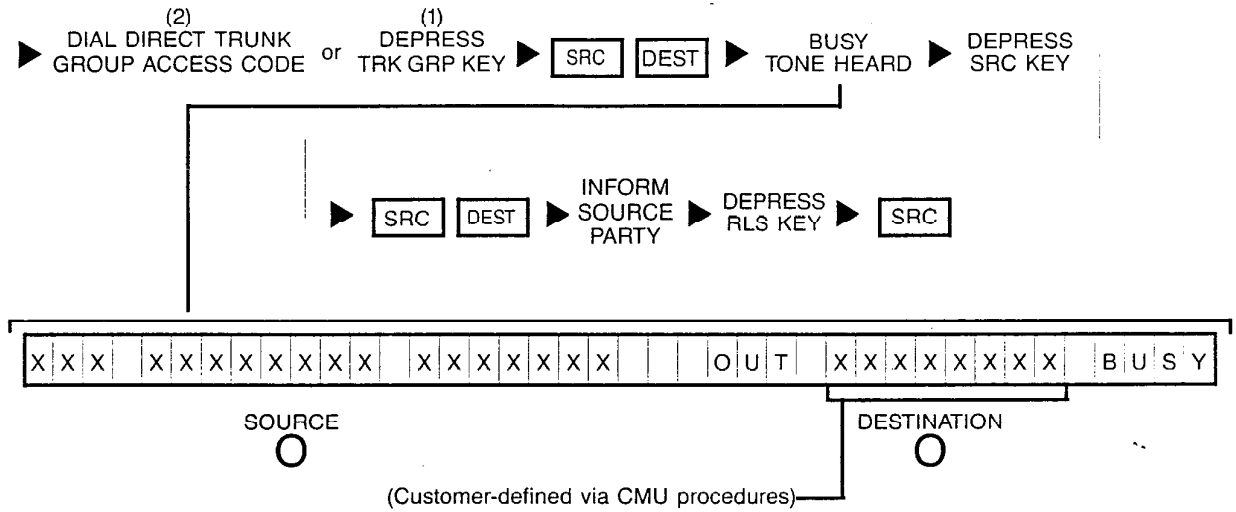
- NOTES:
- (1) Optional key.
  - (2) Number is displayed when dialed.
  - (3) Two loop start trunks cannot be connected together; if this condition exists, re-order tone is heard. Depending on the procedures established by company policy, either dial an alternate trunk access code or inform the calling trunk party that the connection cannot be made.
  - (4) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

## 5B REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES AN IDLE OUTGOING TRUNK — SOURCE PARTY DIALS PUBLIC NETWORK NUMBER):



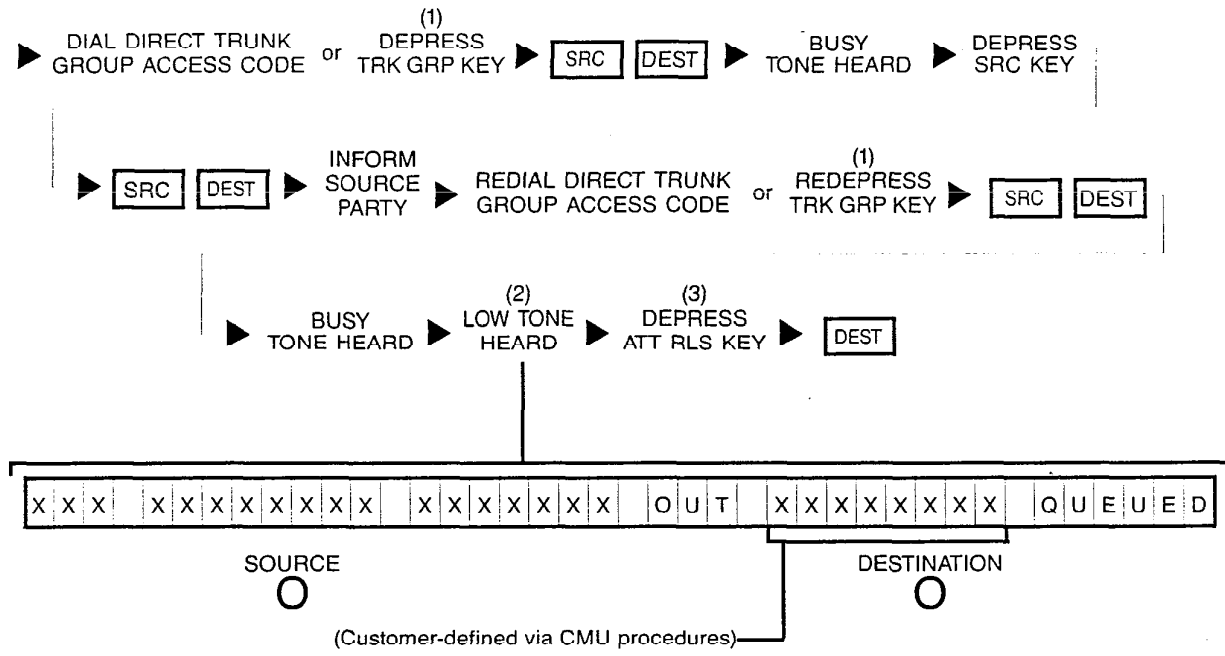
- NOTES: (1) Optional key.  
 (2) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.  
 (3) Number is displayed when dialed.

## 5C1 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP — NO QUEUING REQUESTED):



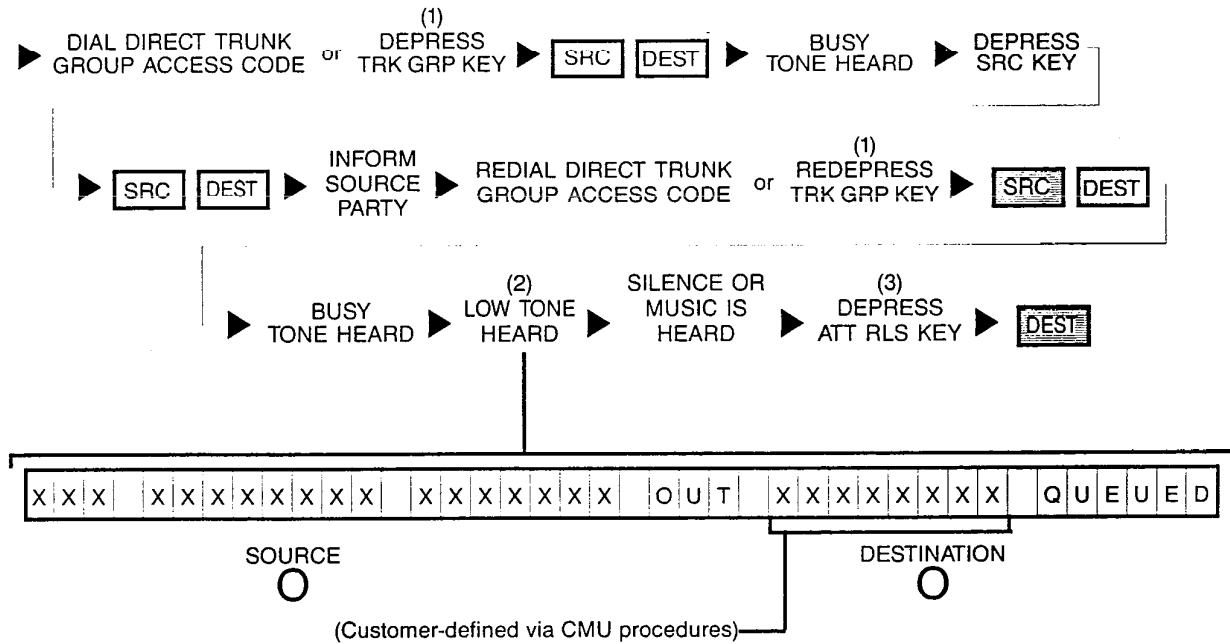
- NOTES: (1) Optional key.  
 (2) Number is displayed when dialed.

## 5C2 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP — CALLBACK QUEUING REQUESTED):



- NOTES: (1) Optional key.  
 (2) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.  
 (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

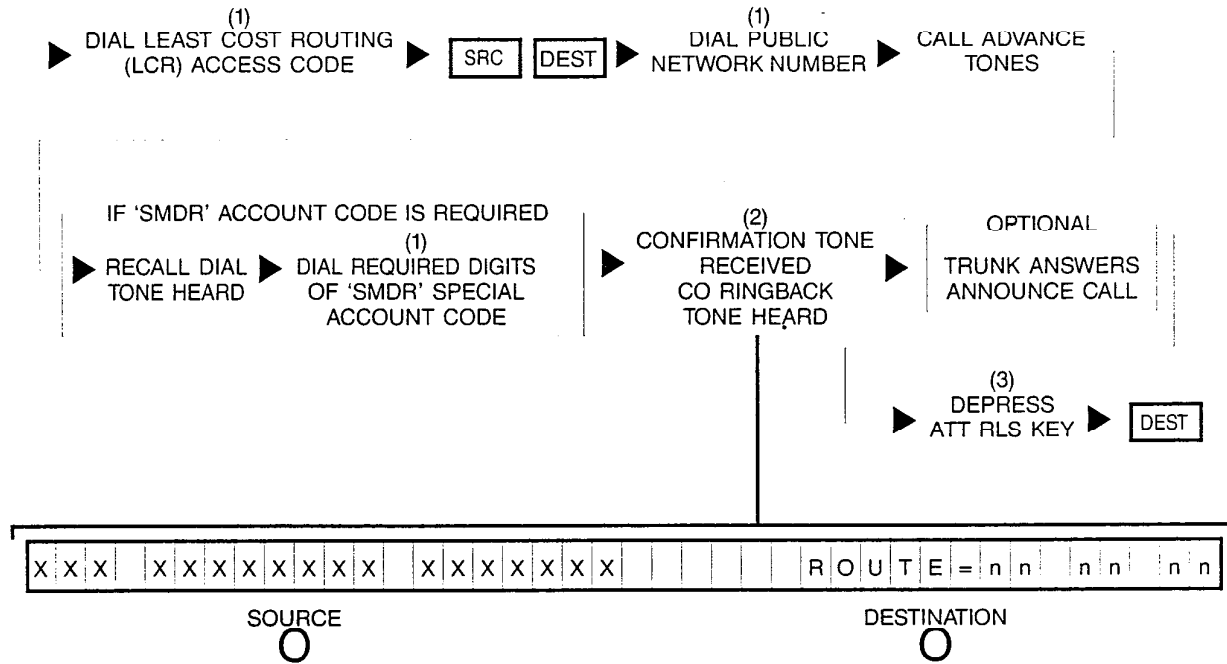
## 5C3 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP — STANDBY QUEUING REQUESTED):



- NOTES:
- (1) Optional key.
  - (2) If busy tone continues and "O-FULL" is displayed instead, retry later since all facilities are presently busy.
  - (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

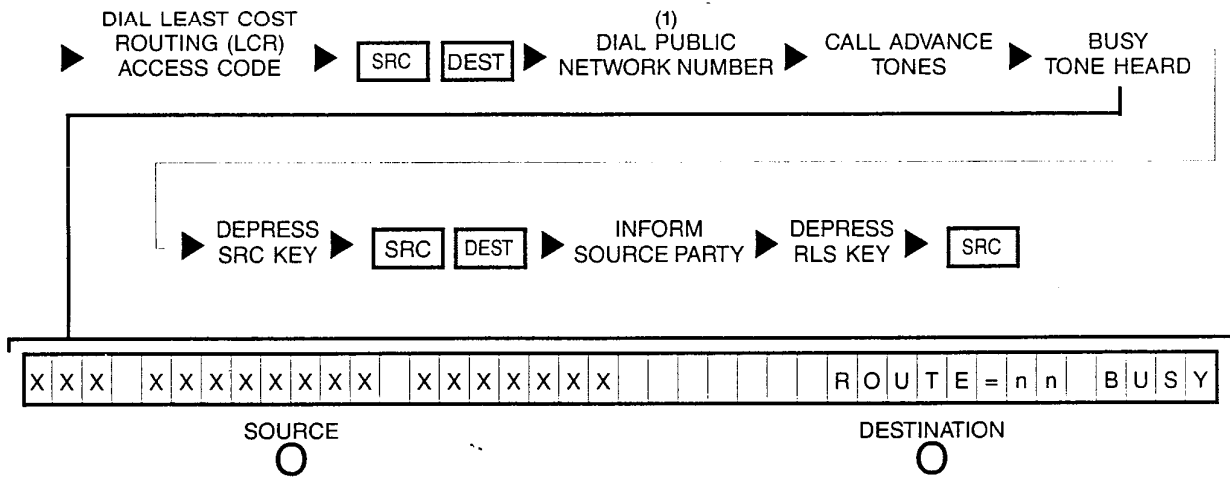


# 5D REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES AN IDLE OUTGOING TRUNK WITH 'LCR'):



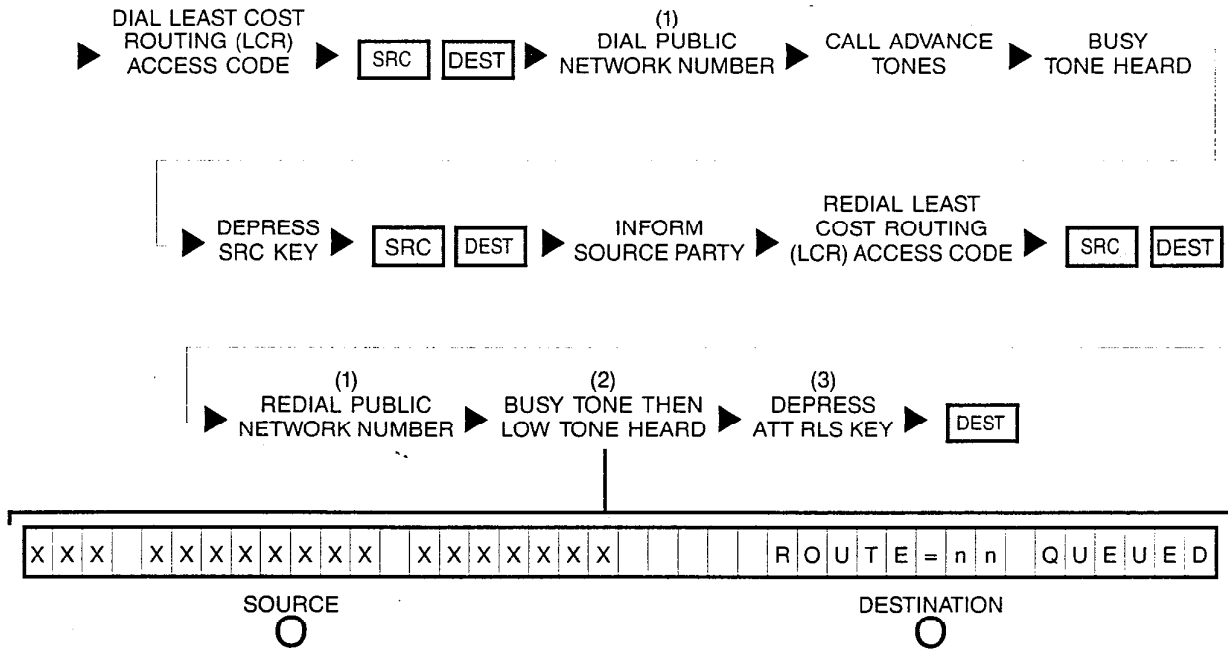
- NOTES:
- (1) Number is displayed when dialed.
  - (2) Two loop start trunks cannot be connected together; if this condition exists, re-order tone is heard. Depending on the procedures established by company policy, either dial an alternate trunk access code or inform calling trunk that the connection cannot be made.
  - (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

## 5E1 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP WITH 'LCR' — NO QUEUING REQUESTED):



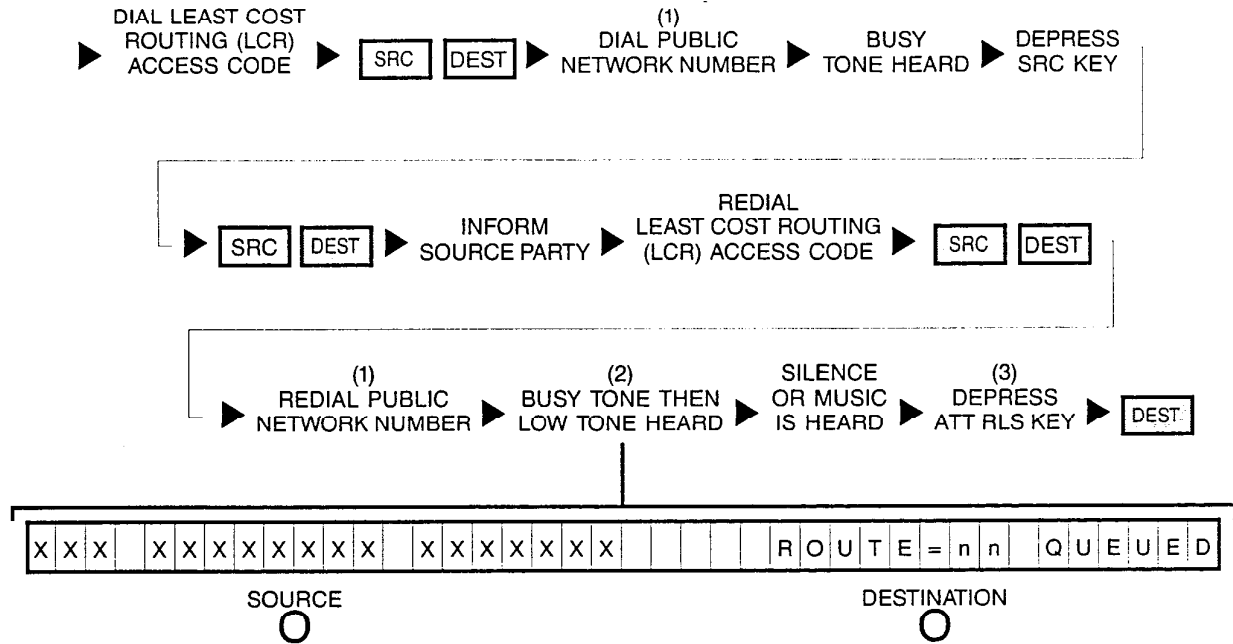
NOTE: (1) Trunk number is displayed when dialed.

## 5E2 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP WITH 'LCR' — CALLBACK QUEUING REQUESTED):



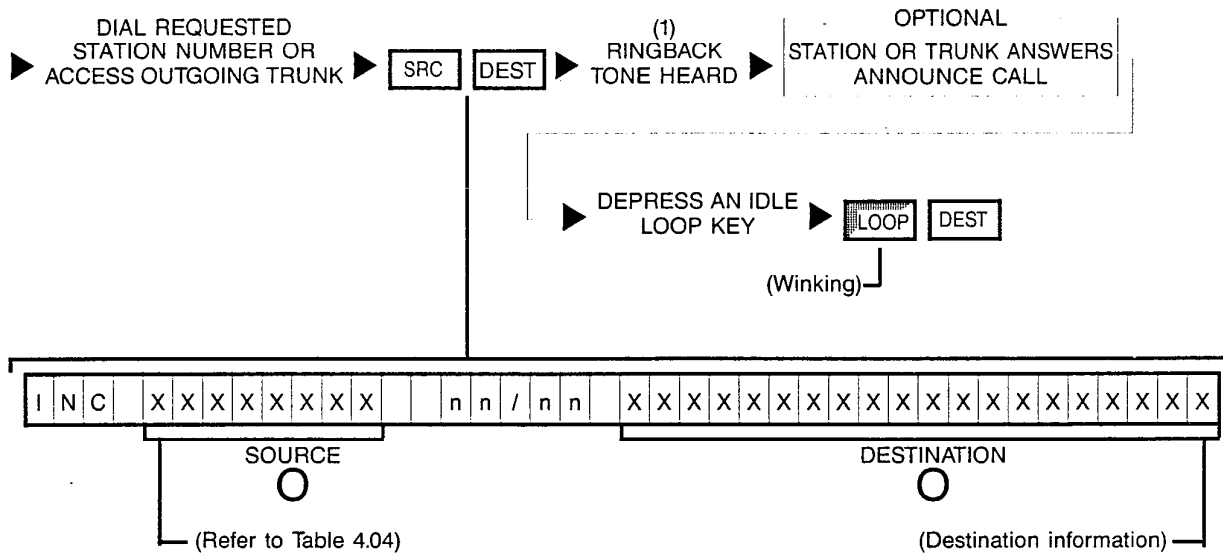
- NOTES:
- (1) Trunk number is displayed when dialed.
  - (2) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.
  - (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

## 5E3 REQUESTS CONNECTION TO TRUNK (ATTENDANT ACCESSES BUSY TRUNK GROUP WITH 'LCR' — STANDBY QUEUING REQUESTED):



- NOTES:
- (1) Trunk number is displayed when dialed.
  - (2) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.
  - (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

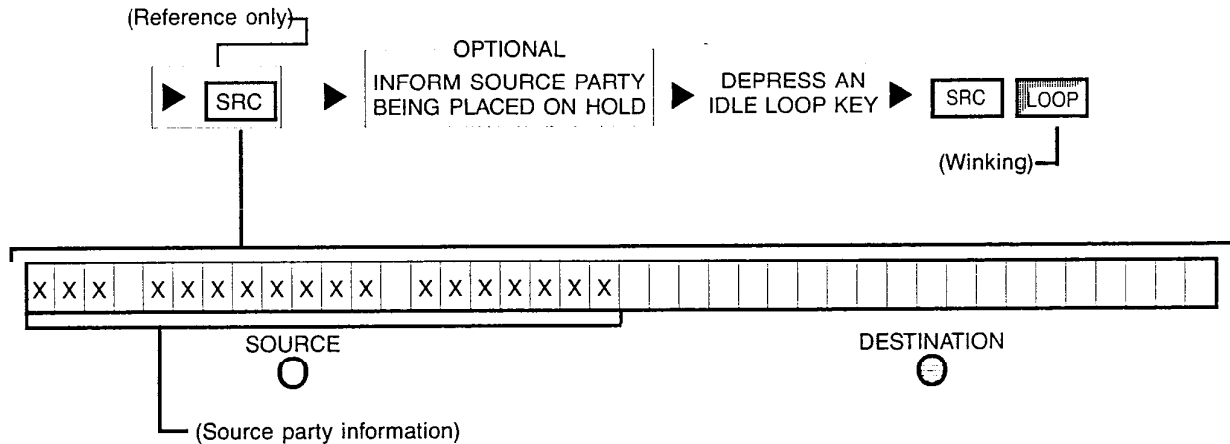
## 6 INCOMING TRUNK SOURCE PARTY REQUESTS SERIAL CALLING (I.E.: ATTENDANT LOCKED LOOP OPERATION FEATURE):



NOTES: (1) Two loop start trunks cannot be connected together; if this condition exists, reorder tone is heard. Depending on the procedures established by company policy, either dial an alternate trunk access code or inform the calling trunk party that the connection cannot be made.

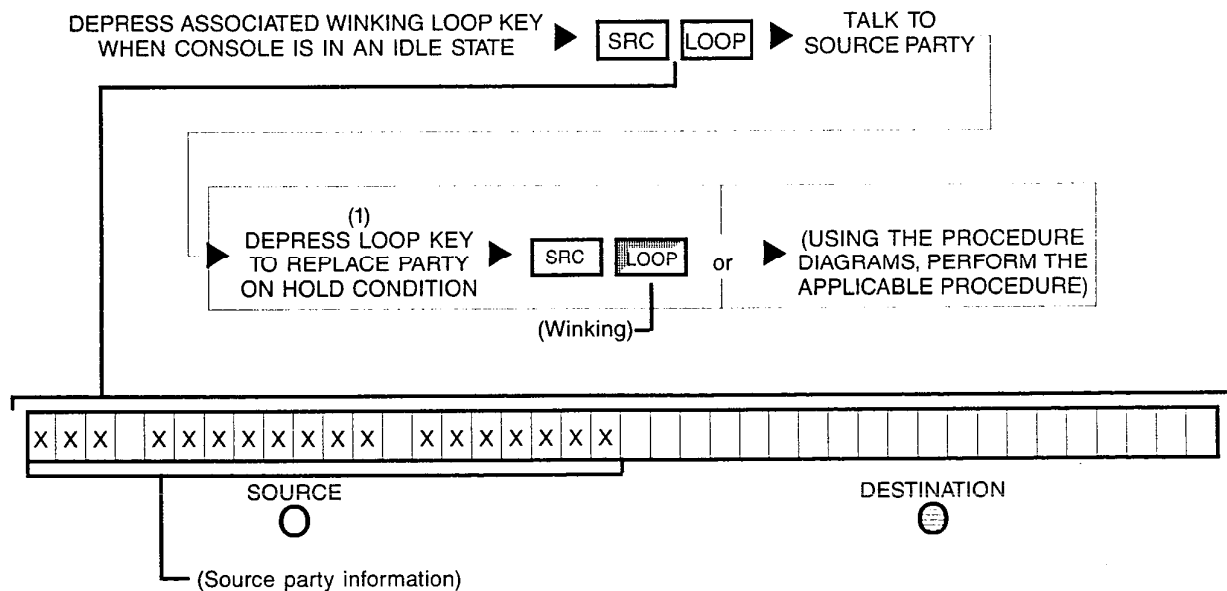
When the attendant-dialed destination party releases from the call, calling trunk party automatically recalls attendant. The associated LOOP key flashes.

## 7A PLACING A PARTY ON HOLD:



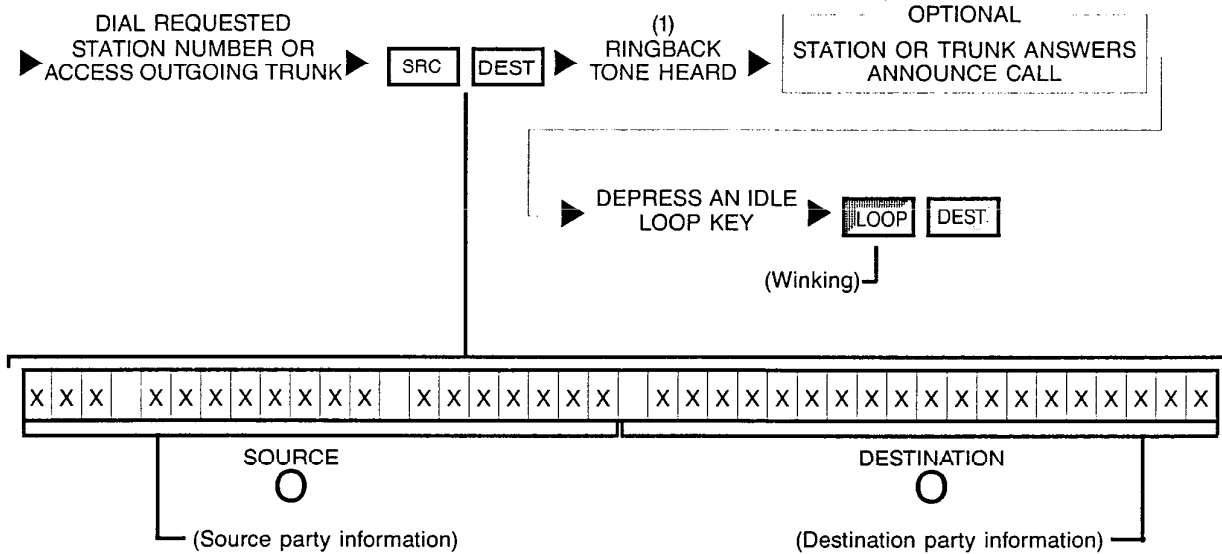
NOTE: After placing call on hold and in the event that the hold condition times out, the source party automatically recalls attendant and the LOOP key flashes.

## 7B RETRIEVING A PARTY ON HOLD:



NOTE: (1) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

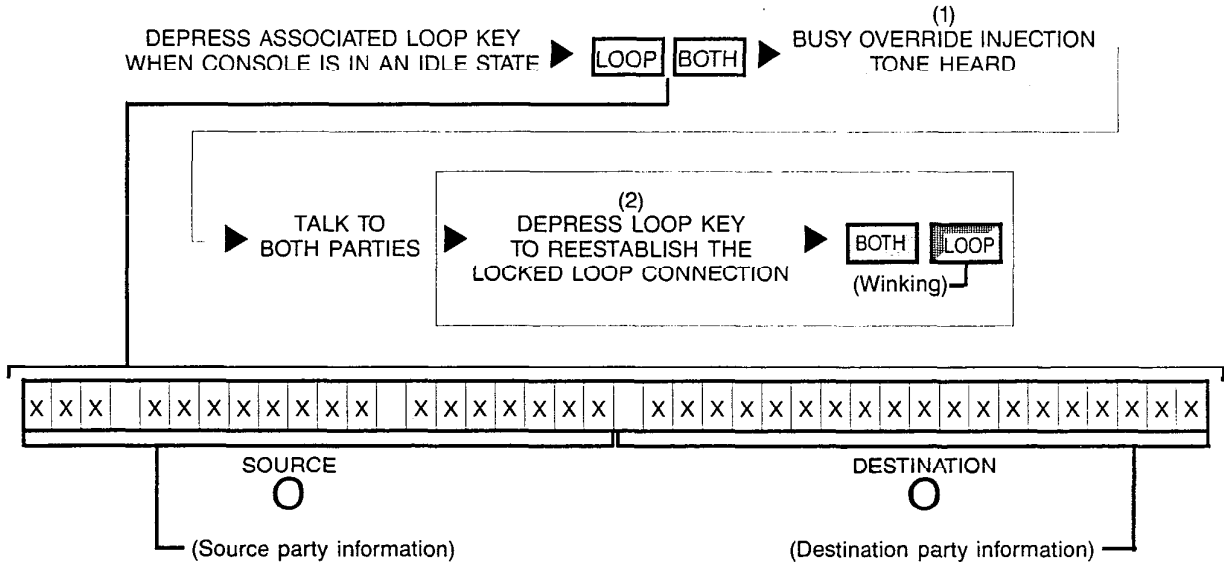
# 8A ESTABLISHING A LOCKED LOOP CONNECTION:



NOTES: (1) Two loop start trunks cannot be connected together; if this condition exists, reorder tone is heard. Depending on the procedures established by company policy, either dial an alternate trunk access code or inform calling trunk party that the connection cannot be made.

After placing both source and destination parties on hold, only a station can manually recall attendant. The associated LOOP key flashes.

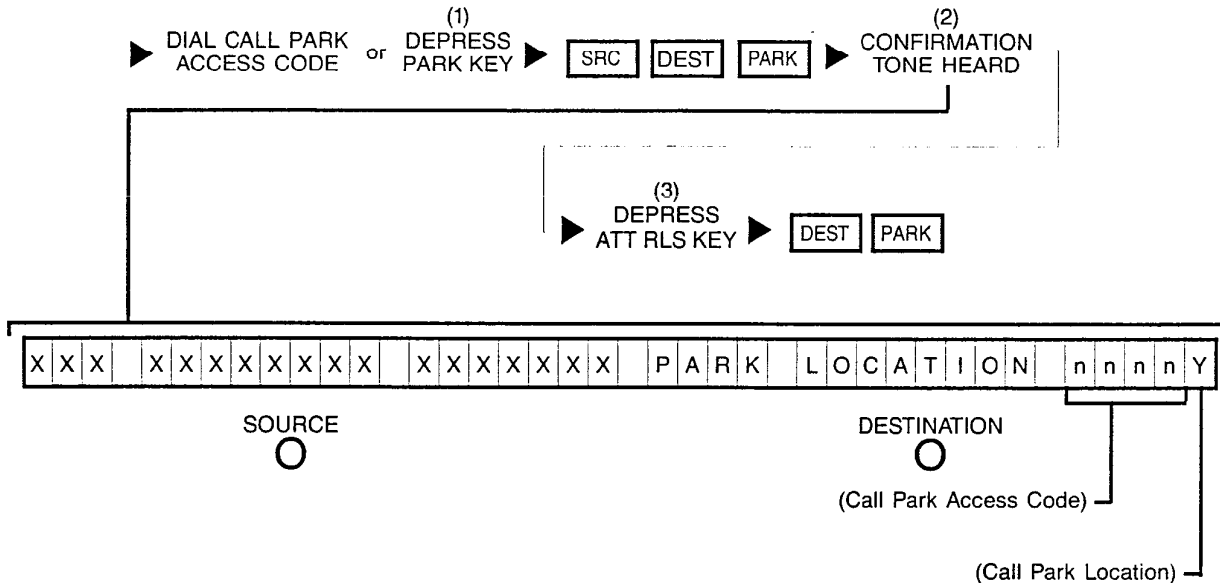
## 8B RE-ENTERING A LOCKED LOOP CONNECTION:



- NOTES: (1) If no tone (silence) is heard and "ATT LOCKOUT" is displayed instead, one of the parties has the Lockout with Secrecy feature activated and attendant cannot enter connection.
- (2) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

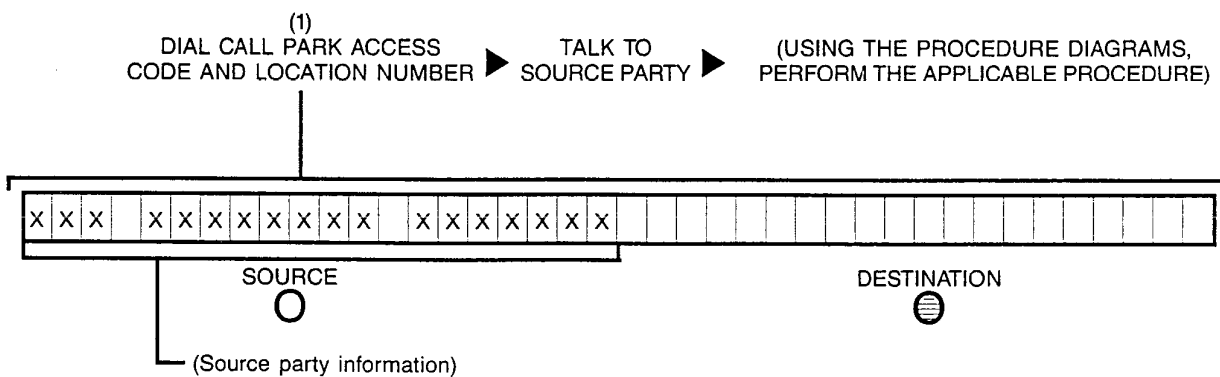


## 9A PLACING A PARTY IN CALL PARK:



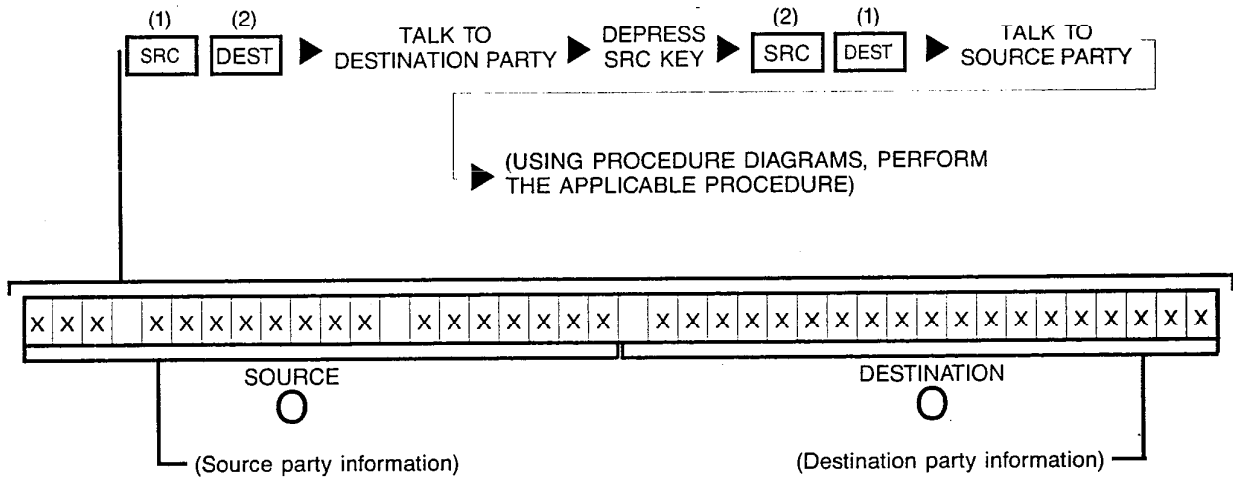
- NOTES: (1) Optional key.  
 (2) If busy tone is heard and "PARK LOCATION BUSY" is displayed instead, depress RLS key to release from function and connect back to source party to inform that the park facilities are busy.  
 (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- After placing call in park and in the event that the park condition times out, the source party automatically recalls attendant.

## 9B RETRIEVING A PARKED CALL:



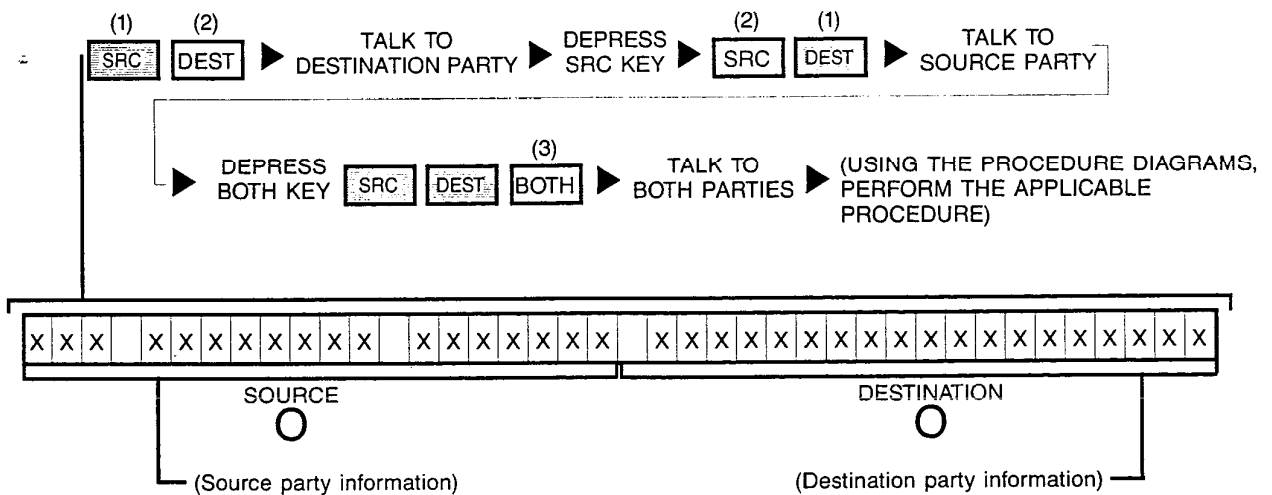
NOTE: (1) Number displayed when dialed.

# 10A CALL SPLITTING BETWEEN ATTENDANT AND SOURCE OR DESTINATION PARTY:



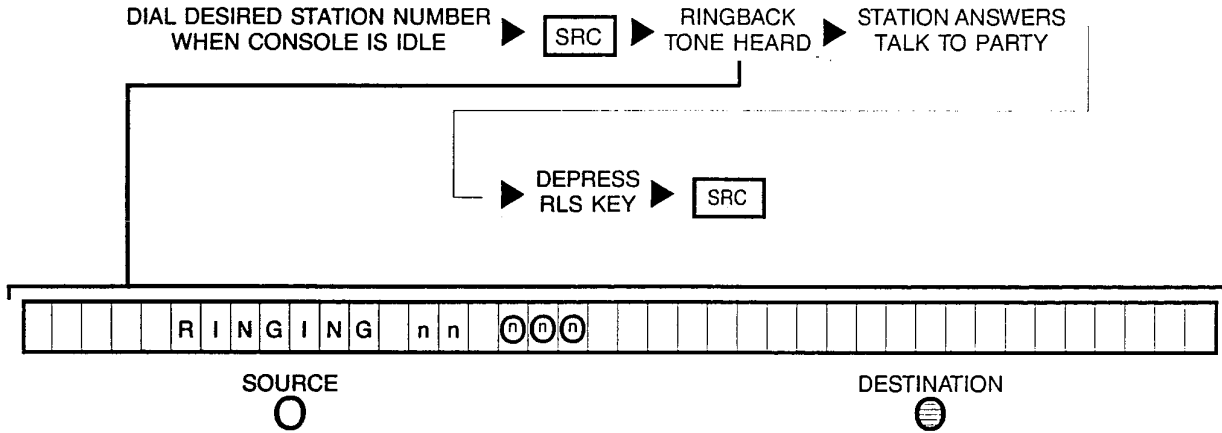
- NOTES: (1) Splitted party.  
(2) Connected party.

# 10B CALL UNSPLITTING BETWEEN ATTENDANT, SOURCE AND DESTINATION PARTIES:

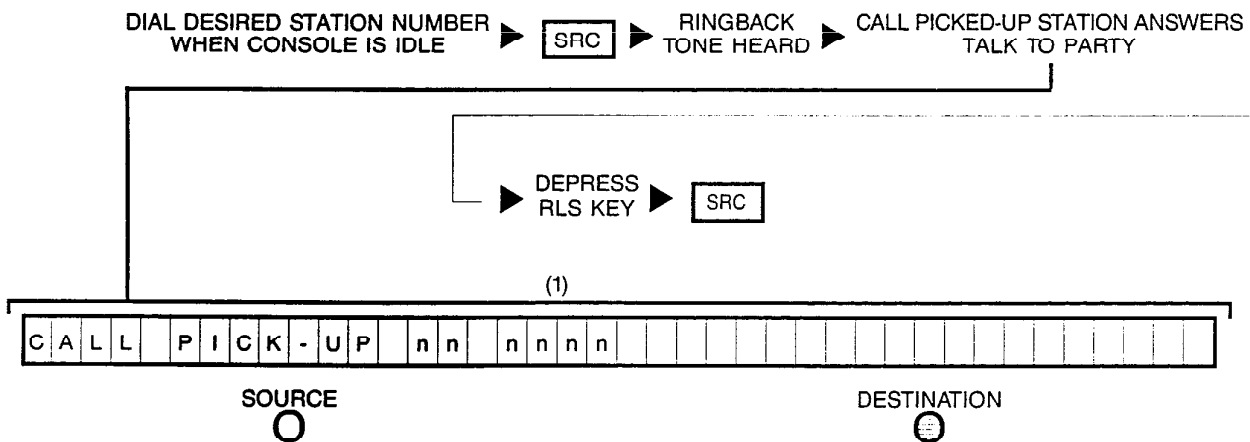


- NOTES: (1) Splitted party.  
(2) Connected party.  
(3) Unsplitted 3-way connection established (i.e.; source-attendant-destination).

# 11A CALLING A STATION (STATION IDLE):

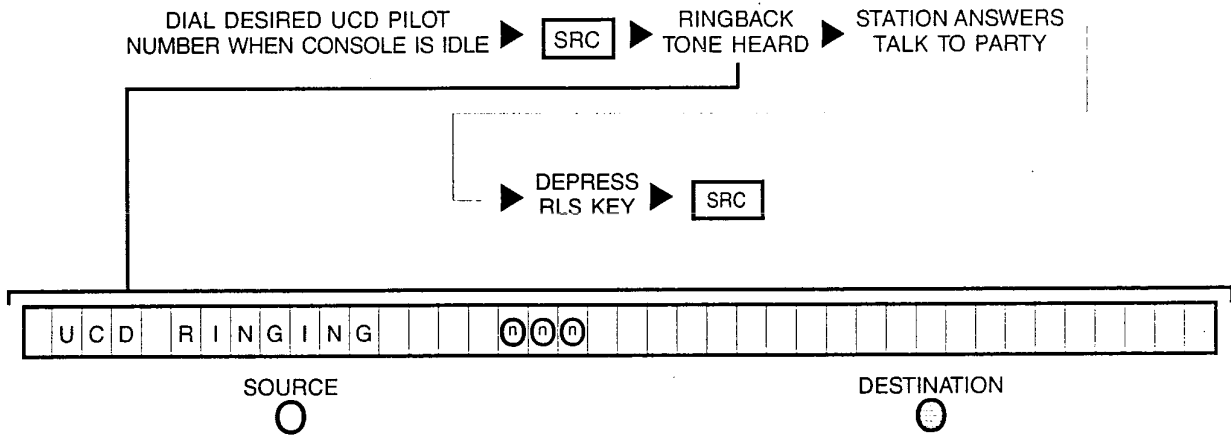


# 11B CALLING A STATION (STATION WAS RINGING BUT CALL ANSWERED BY ANOTHER STATION):

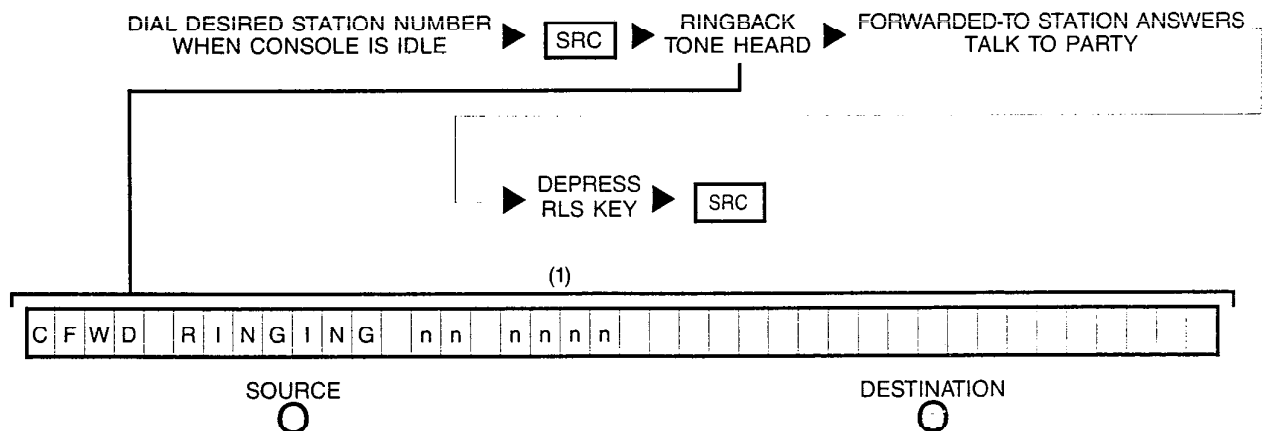


NOTE: (1) Dialed station number is displayed first, then the station number which picked-up (answered) the call.

## 11C CALLING A UCD GROUP:

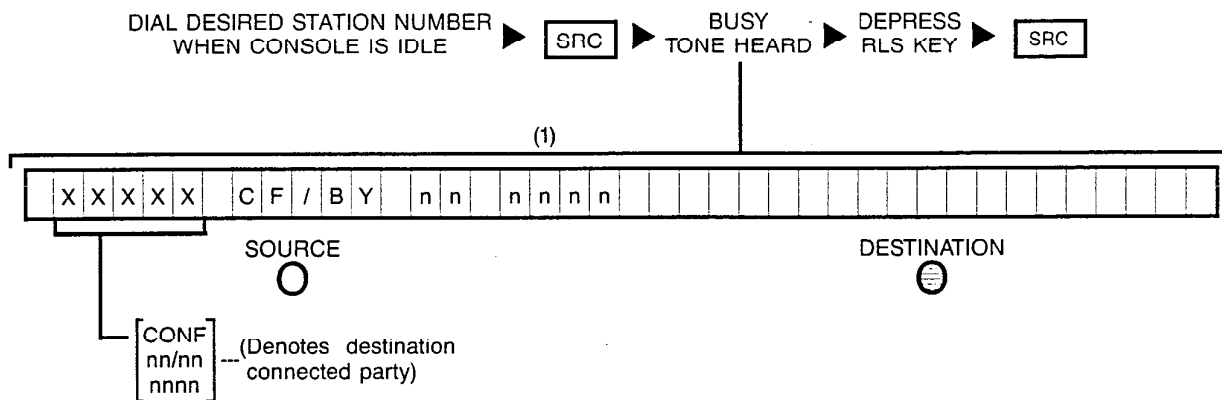


## 11D CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO AN IDLE STATION):



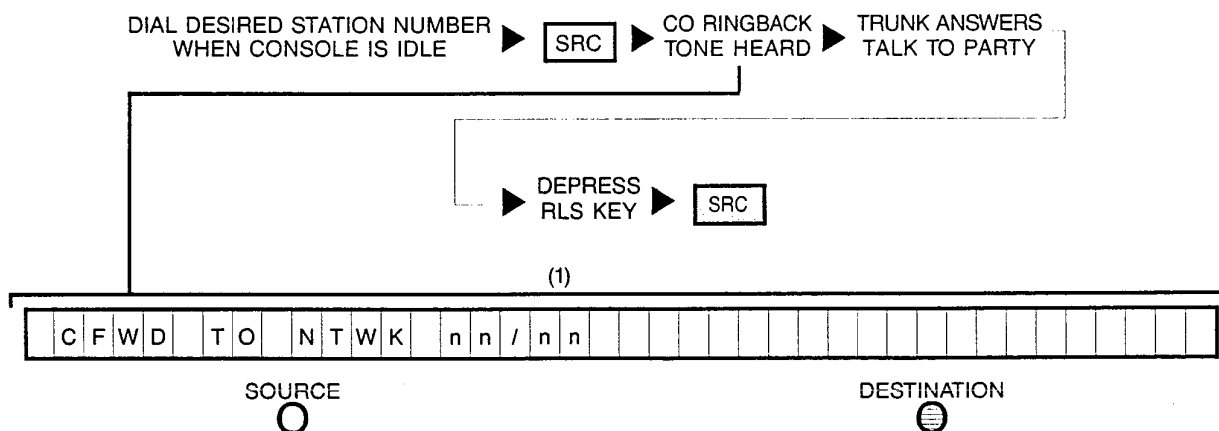
NOTE: (1) Dialed station number is displayed first, then changes to the forwarded-to station number.

## 11E CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO A BUSY STATION):



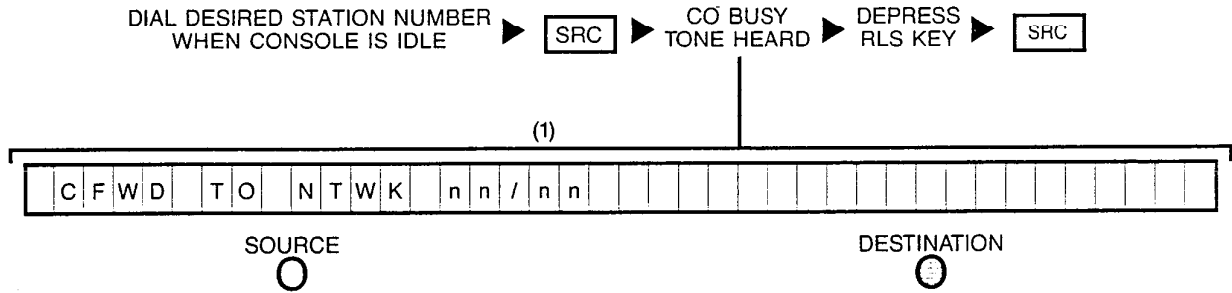
NOTES: (1) Dialed station number is displayed first, then changes to the forwarded-to station number.  
Busy override can be performed on this condition if not connected to a conference.

## 11F1 CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTSIDE TRUNK NUMBER IDLE):



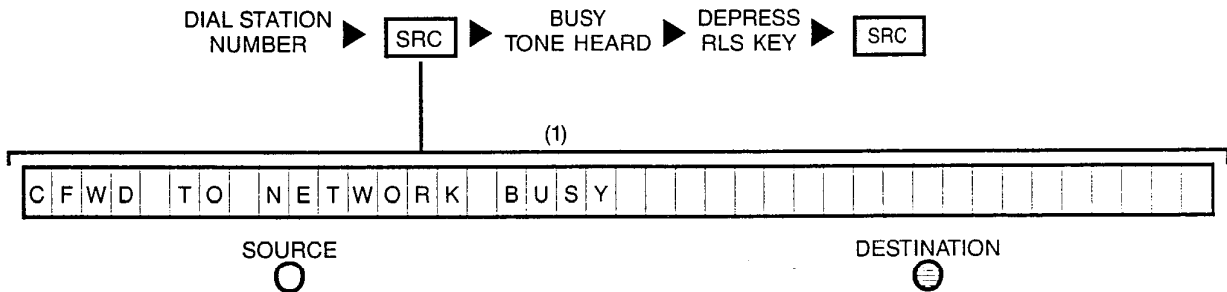
NOTE: (1) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.

## 11F2 CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTSIDE TRUNK NUMBER BUSY):



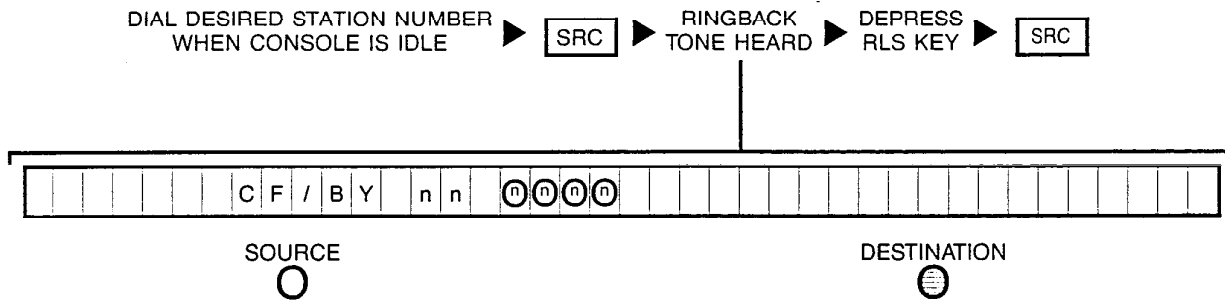
NOTES: (1) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.  
Busy override cannot be performed on this condition.

## 11G CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO NETWORK — OUTGOING TRUNK GROUPS BUSY):

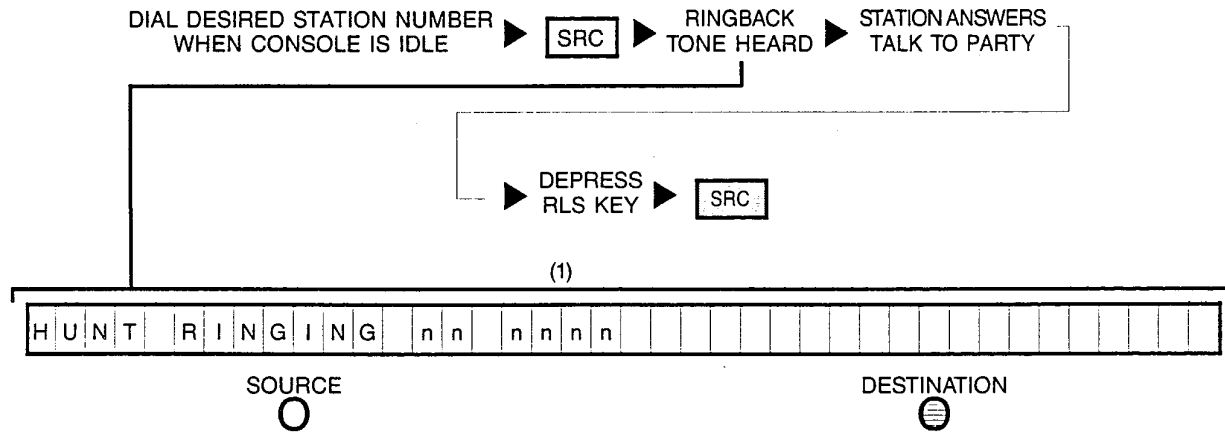


NOTE: (1) Dialed station number is displayed first, then changes to the forwarded-to trunk group and trunk circuit numbers.

## 11H CALLING A STATION (STATION IN "CALL FORWARDING" MODE TO ATTENDANT):

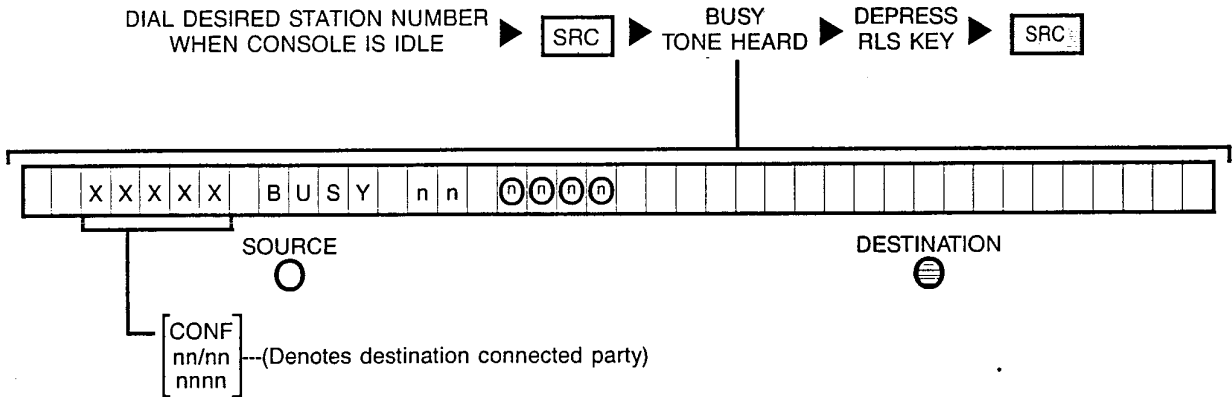


## 11I CALLING A STATION (STATION BUSY BUT A "HUNT" GROUP MEMBER):



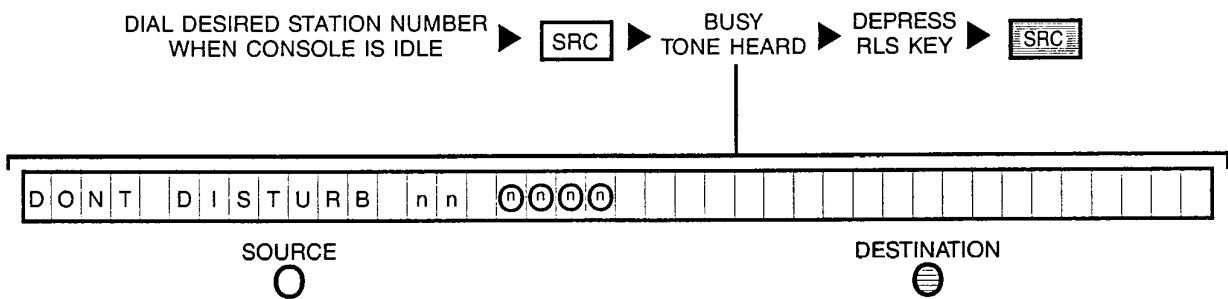
NOTE: (1) Dialed station number is displayed first, then changes to the hunted-to station number.

## 11J CALLING A STATION (STATION BUSY):



NOTE: Busy override can be performed on this condition if not connected to a conference.

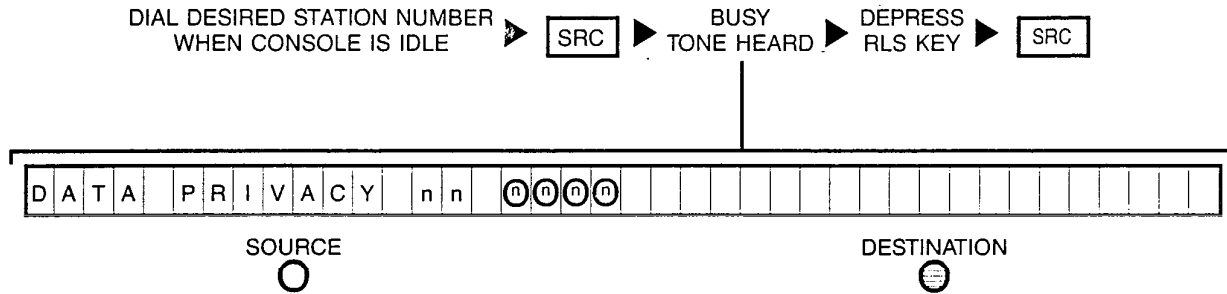
## 11K CALLING A STATION (STATION IN A "DO NOT DISTURB" MODE):



NOTE: Busy override can be performed on this condition.



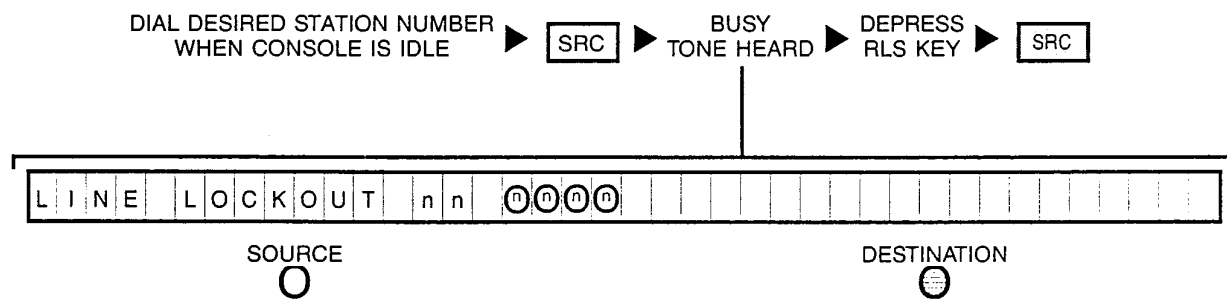
## 11L CALLING A STATION (STATION CLASS-MARKED AS A DATA LINE):



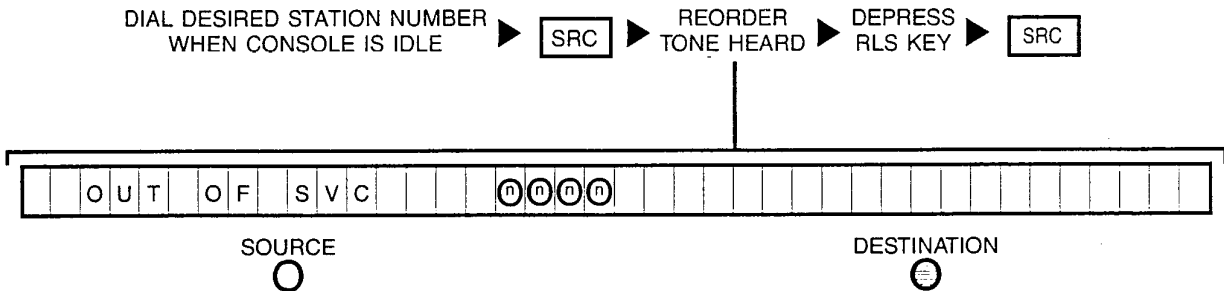
NOTE: Busy override cannot be performed on this condition.

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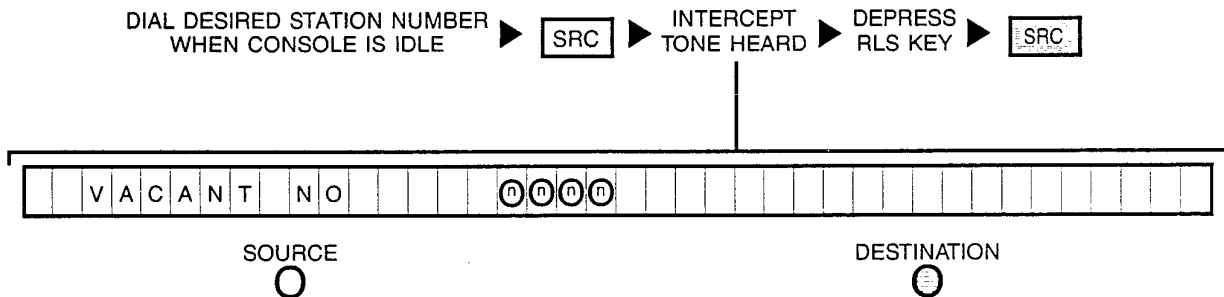
## 11M CALLING A STATION (STATION IN A "LINE LOCKOUT" MODE):



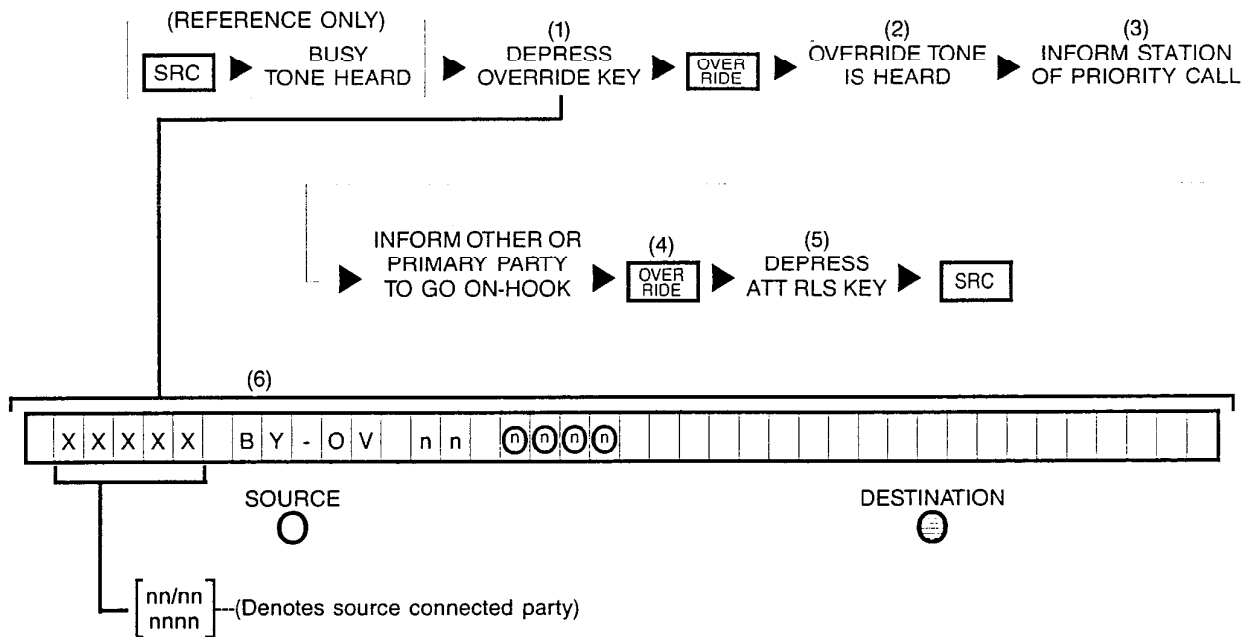
## 11N CALLING A STATION (STATION IS OUT-OF-SERVICE):



## 11O CALLING A STATION (VACANT STATION OR CODE INTERCEPT NUMBER):



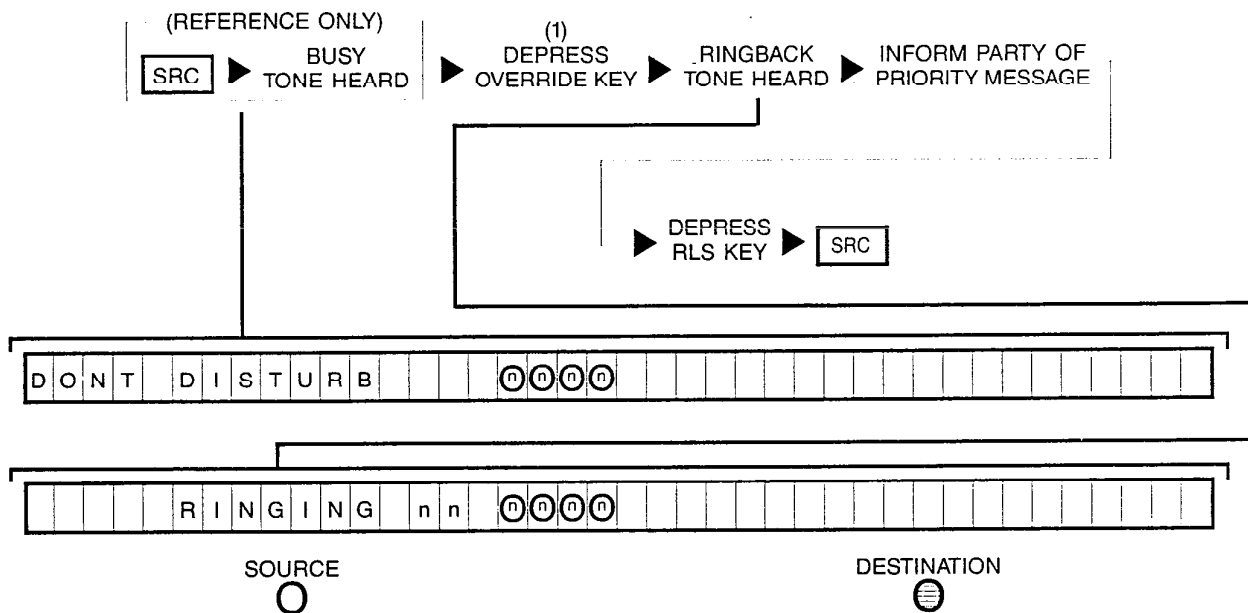
## 12A OVERRIDING (STATION BUSY):



- NOTES: (1) Optional key.
- (2) Override tone applied to connection.
- (3) Both destination parties can hear attendant.
- (4) OVERRIDE key LED extinguishes when either of the destination parties goes on-hook and allows attendant to extend call.
- (5) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- (6) "BY-OV" is displayed after attendant has actually broken-in to the connection; if "PRVCY" is displayed instead, the Attendant Break-In Security or Data Privacy feature is active in either of the destination parties and connection cannot be overridden.

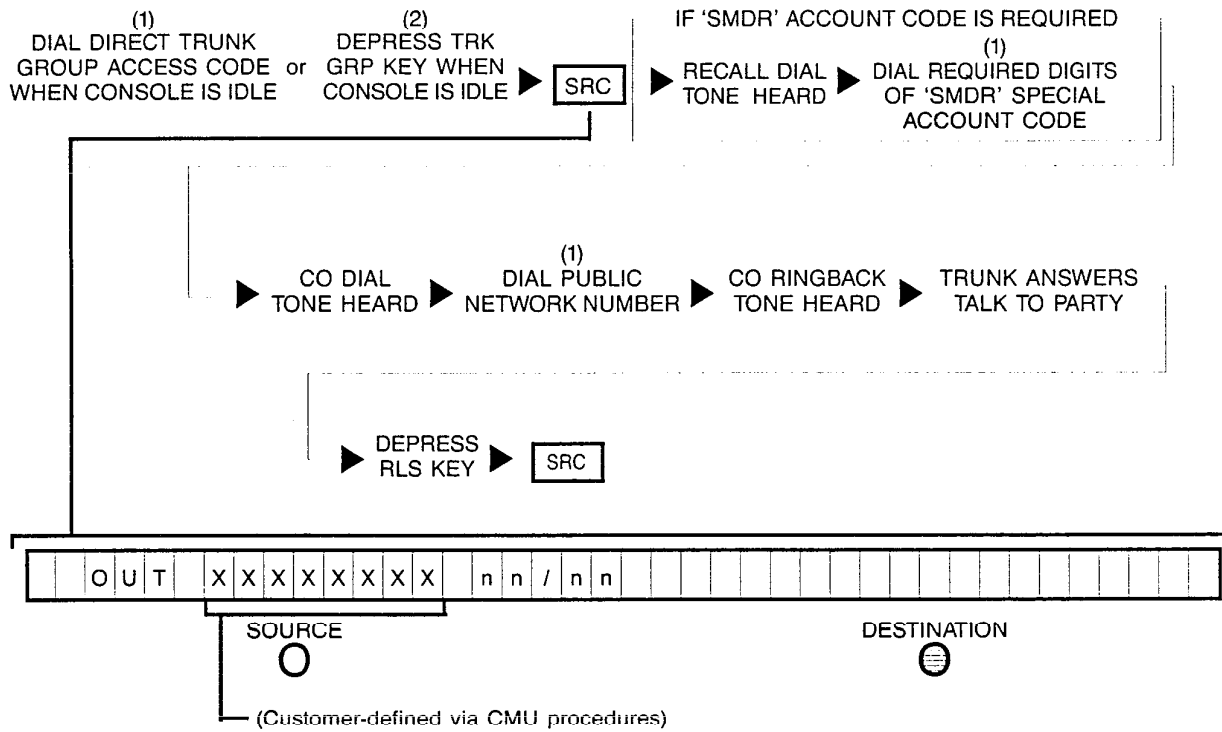
A station involved in a conference cannot be overridden at any time.

## 12B OVERRIDING (STATION IN A "DO NOT DISTURB" MODE):



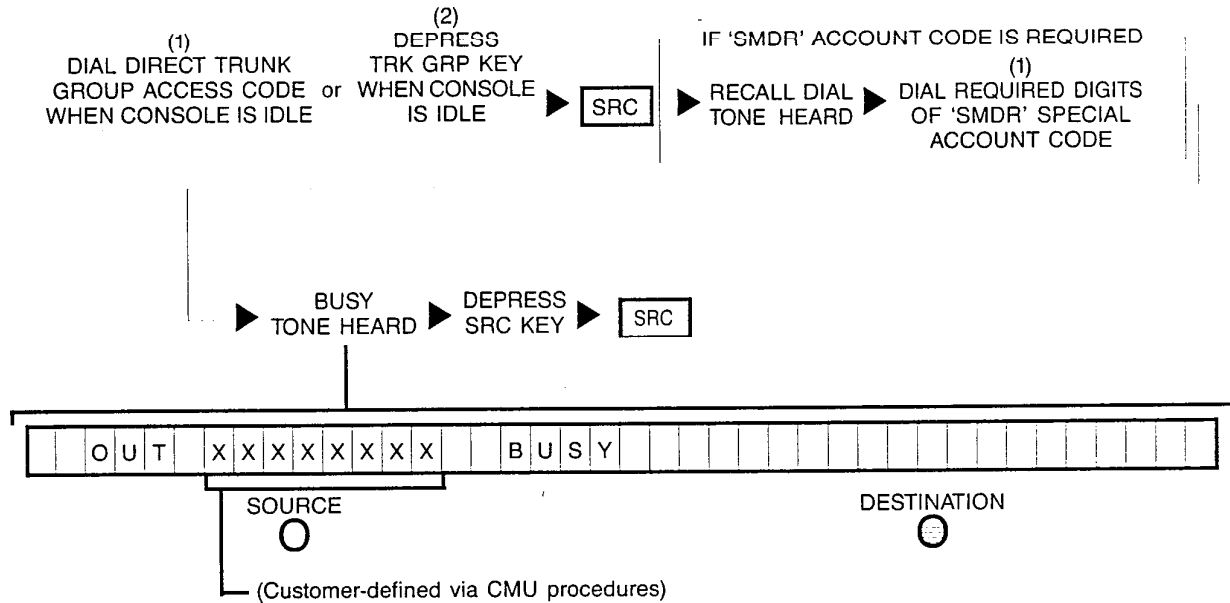
Note: (1) OVERRIDE key's LED remains extinguished.

# 13A CALLING A PUBLIC NETWORK NUMBER (OUTGOING TRUNK IDLE):



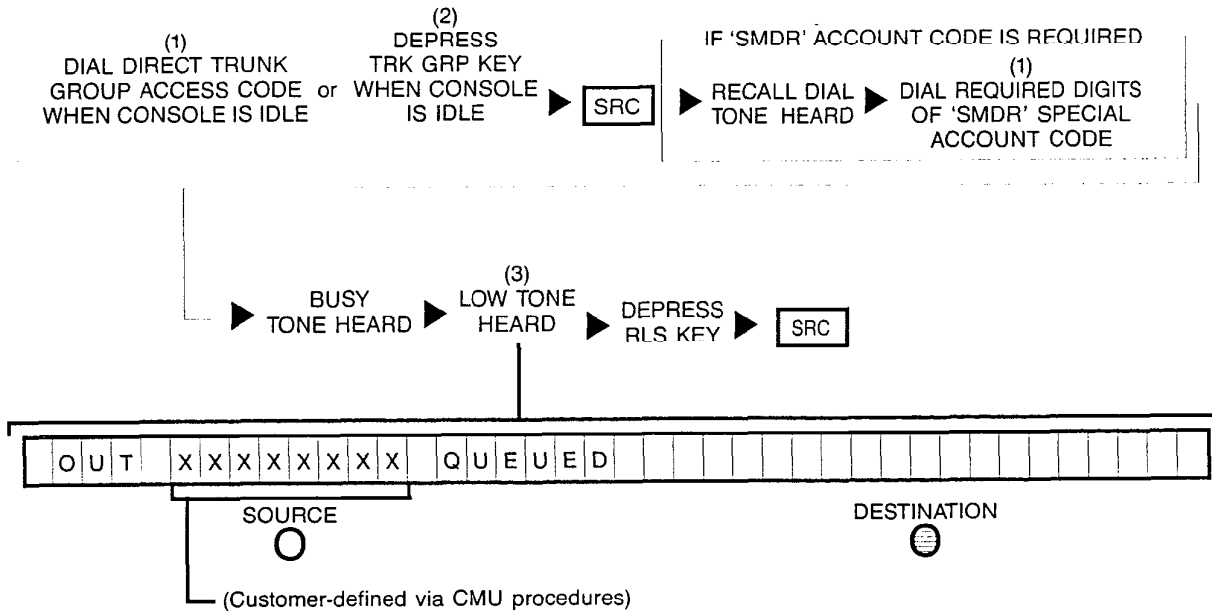
NOTES: (1) Number is displayed when dialed.  
 (2) Optional key.

# 13B1 CALLING A PUBLIC NETWORK NUMBER (OUTGOING TRUNK GROUP BUSY — NO QUEUING DESIRED):



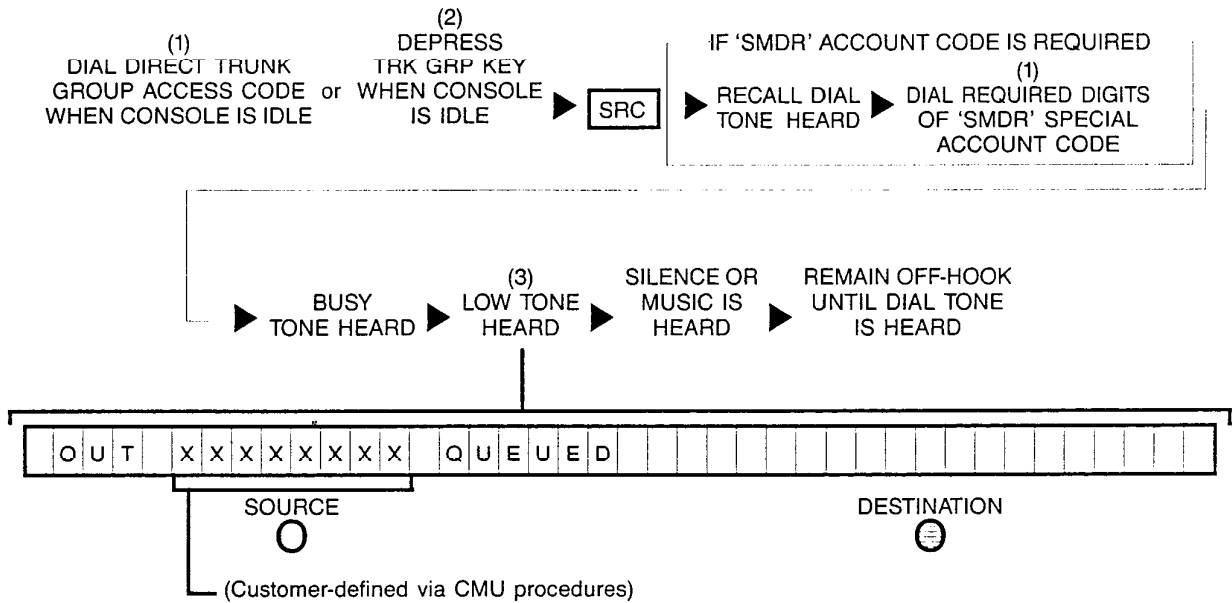
NOTES: (1) Number is displayed when dialed.  
(2) Optional key.

# 13B2 CALLING A PUBLIC NETWORK NUMBER (OUTGOING TRUNK GROUP BUSY — CALLBACK QUEUING DESIRED):



- NOTES: (1) Number is displayed when dialed.  
 (2) Optional key.  
 (3) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.  
 When trunk is free, queuing feature recalls attendant.

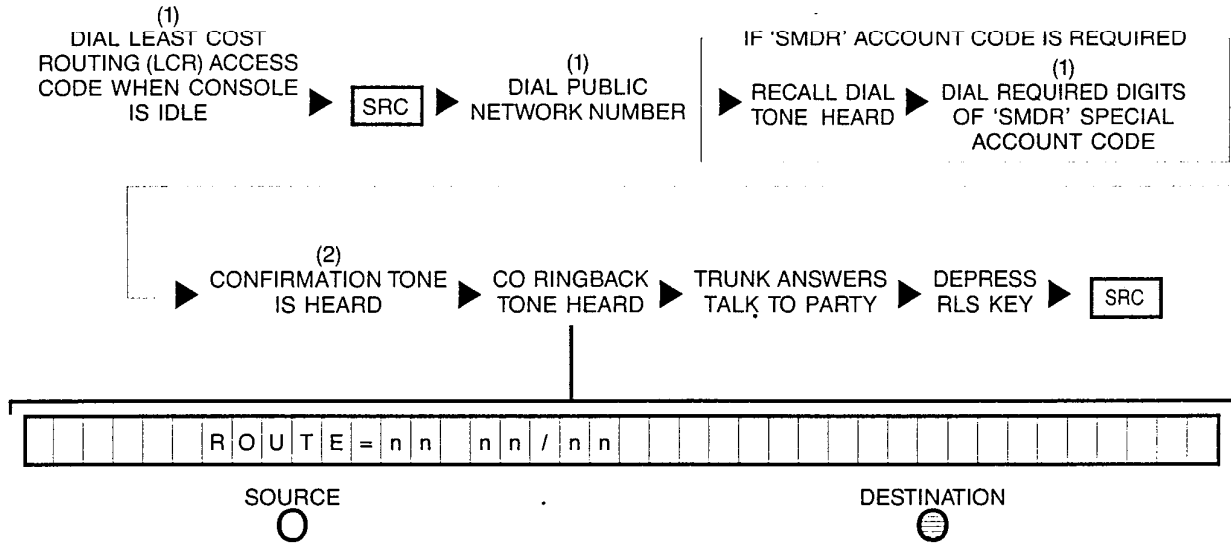
## 13B3 CALLING A PUBLIC NETWORK NUMBER (OUTGOING TRUNK GROUP BUSY — STANDBY QUEUING DESIRED):



- NOTES: (1) Number displayed when dialed.  
 (2) Optional key.  
 (3) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.

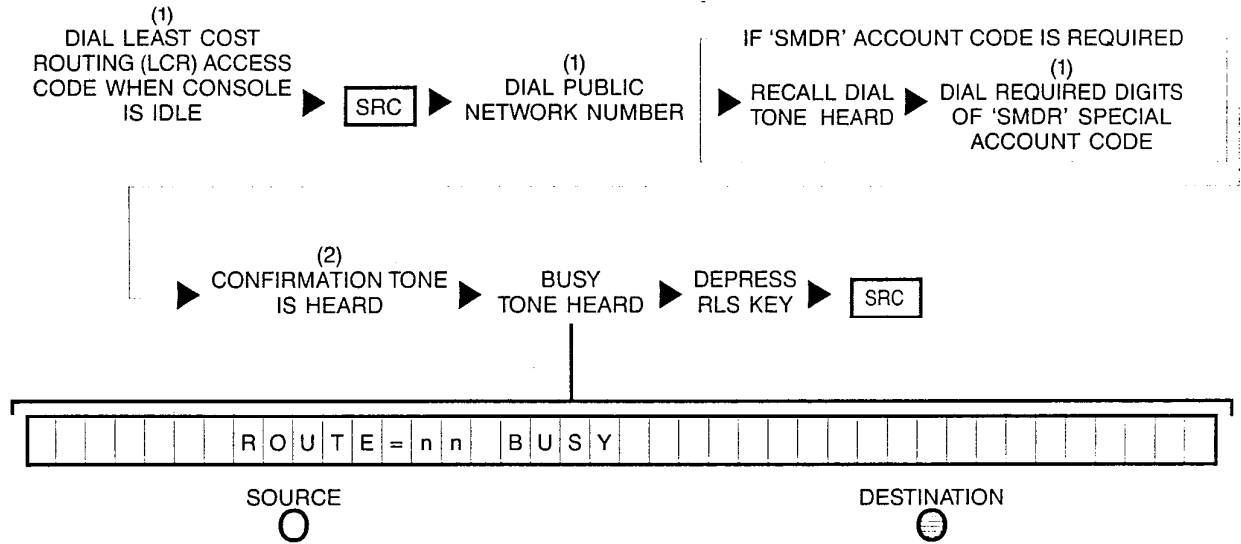


# 13C CALLING A PUBLIC NETWORK NUMBER WITH 'LCR' (OUTGOING TRUNK WITH 'LCR' IDLE):



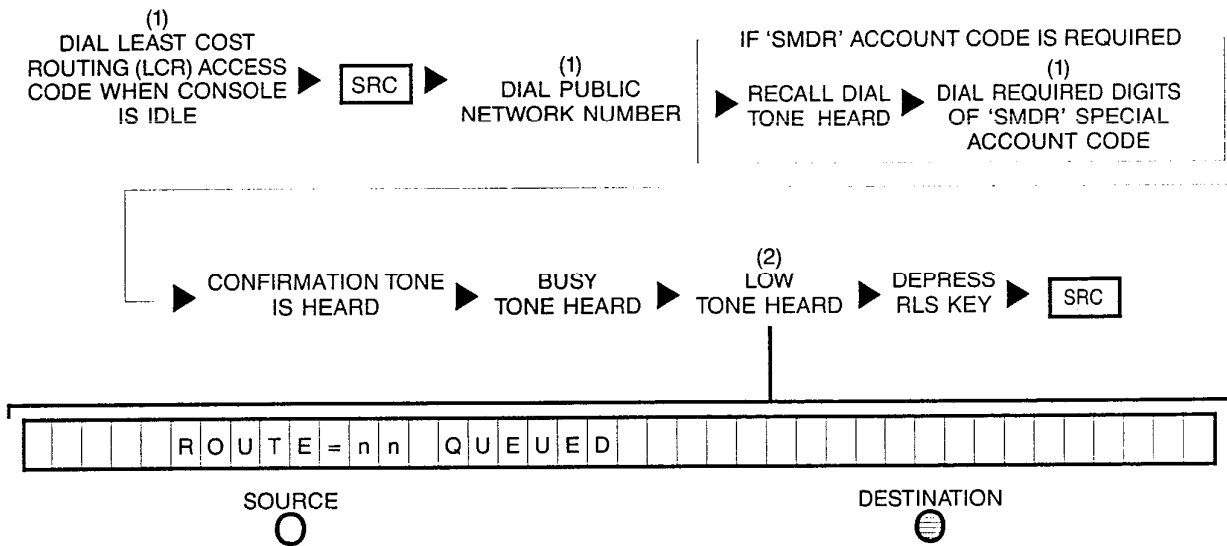
NOTES: (1) Number displayed when dialed.  
(2) Confirmation tone heard if SMDR special account code was dialed.

# 13D1 CALLING A PUBLIC NETWORK NUMBER (OUTGOING TRUNK GROUP WITH 'LCR' BUSY — NO QUEUING DESIRED):



- NOTES: (1) Number displayed when dialed.  
(2) Confirmation tone heard if SMDR special account code was dialed.

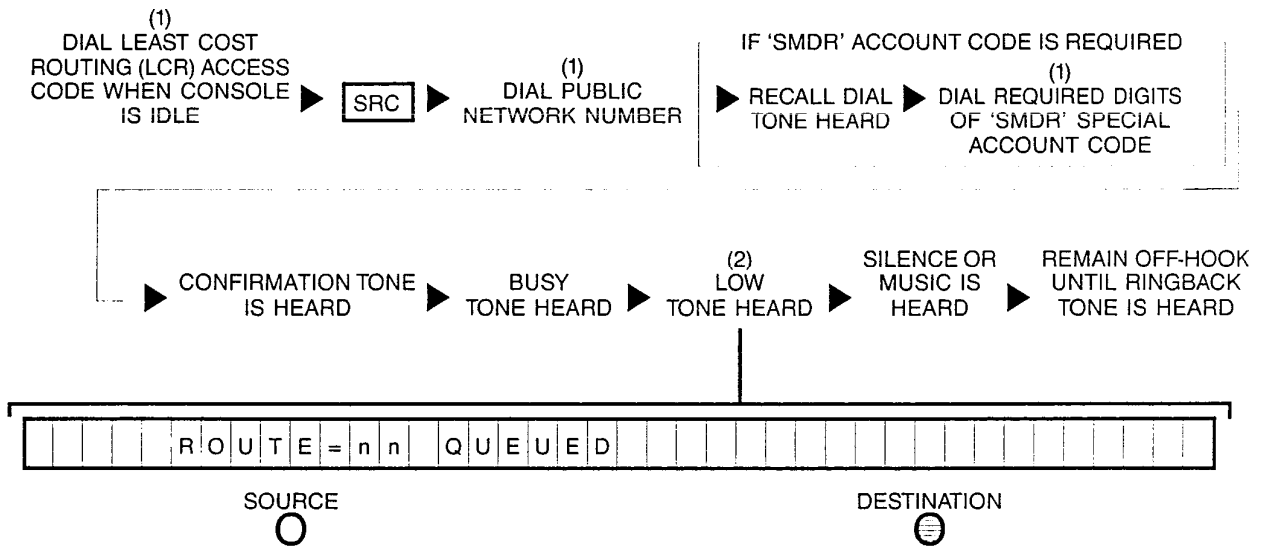
## 13D2 CALLING A PUBLIC NETWORK NUMBER WITH 'LCR' (OUTGOING TRUNK GROUP WITH 'LCR' BUSY — CALLBACK QUEUING DESIRED):



NOTES: (1) Number displayed when dialed.

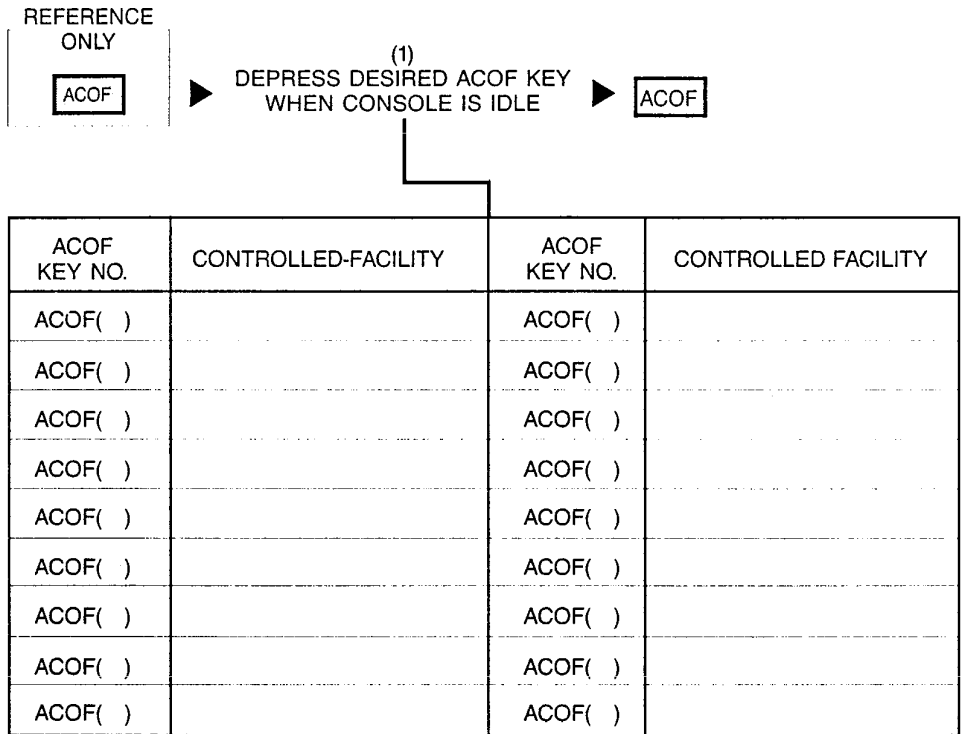
(2) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.

# 13D3 CALLING A PUBLIC NETWORK NUMBER WITH 'LCR' (OUTGOING TRUNK GROUP WITH 'LCR' BUSY — STANDBY QUEUING DESIRED):



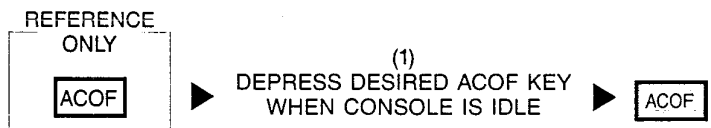
- NOTES: (1) Number displayed when dialed.  
 (2) If busy tone continues and "Q-FULL" is displayed instead, retry later since all facilities are presently busy.

# 14A ACTIVATING ATTENDANT CONTROL OF FACILITY (ACOF) FEATURE:

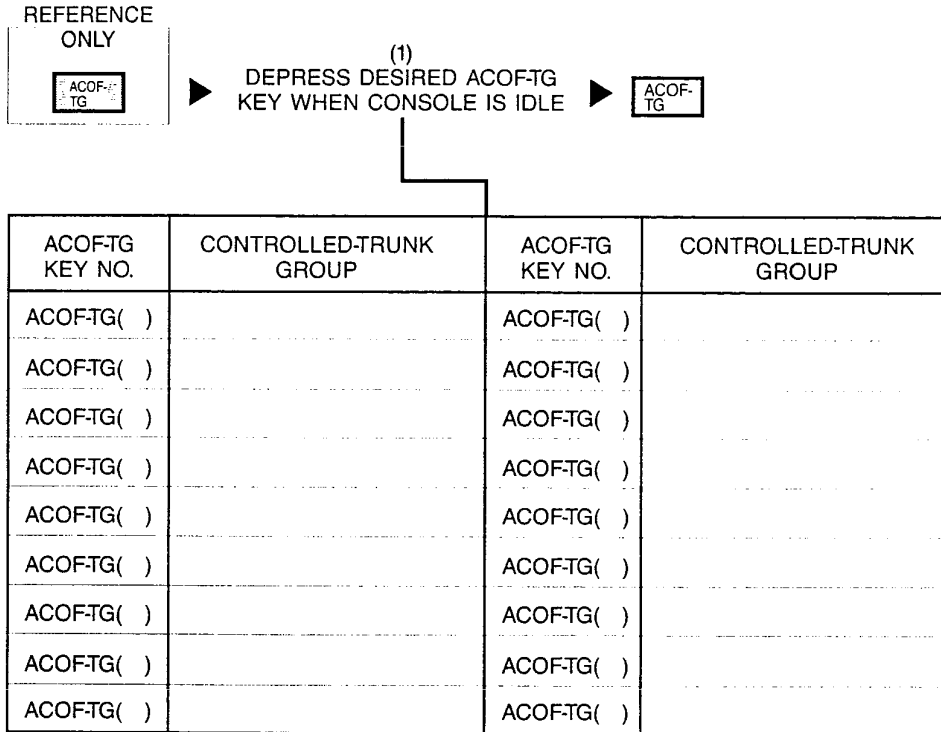


NOTES: (1) Optional key.  
 When activating and deactivating the ACOF feature, the Call Information Display remains in the idle state display.

# 14B DE-ACTIVATING ATTENDANT CONTROL OF FACILITY (ACOF) FEATURE:

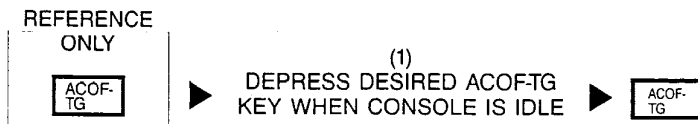


# 14C ACTIVATING ATTENDANT CONTROL OF FACILITY FOR TRUNK GROUPS (ACOF-TG) FEATURE:

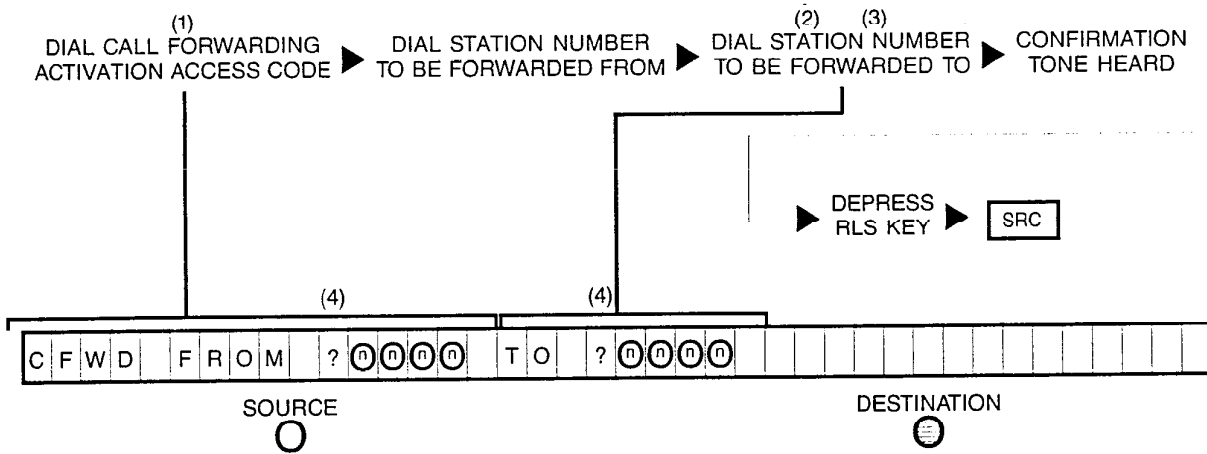


NOTES: (1) Optional key.  
 When activating and deactivating the ACOF-TG feature, the Call Information Display remains in the idle state display.

# 14D DE-ACTIVATING ATTENDANT CONTROL OF FACILITY FOR TRUNK GROUPS (ACOF-TG) FEATURE:



# 15A ACTIVATING CALL FORWARDING FEATURE FOR A PARTICULAR STATION:



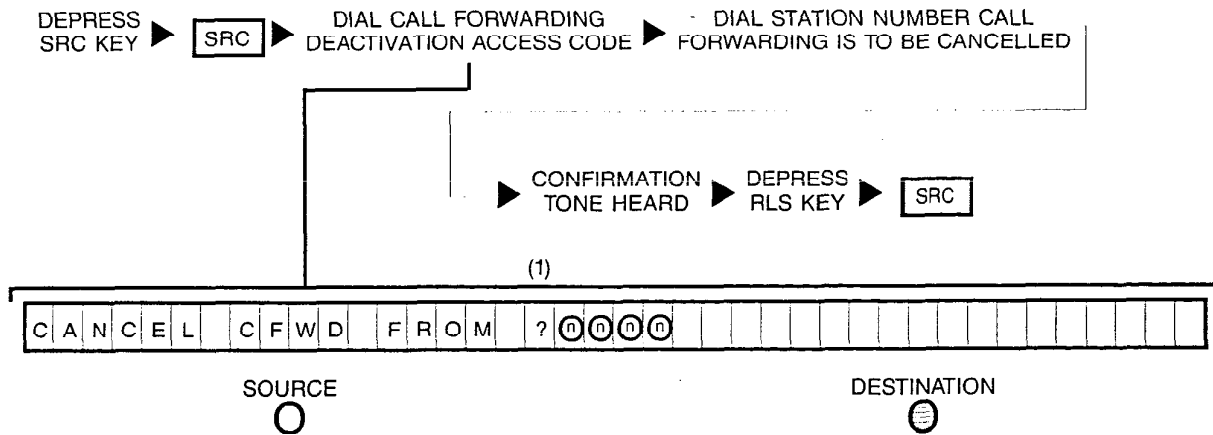
- NOTES: (1) Attendant cannot call forward to public network.  
 (2) Dial '0' required to forward calls to console.  
 (3) Not required for Secretarial Call Forwarding.  
 (4) Station numbers overwrite question marks.

Activation of call forwarding feature depends on the station's call forwarding class-mark.

If attendant makes an error in dialing the access code or selects an unassigned or invalid station number, reorder tone will be heard and attendant must depress the RLS key and attempt the procedure again.

If the attendant successfully completes the call forwarding procedure for a station already in call forwarding mode, the original call forwarding is cancelled and the new call forwarding takes effect.

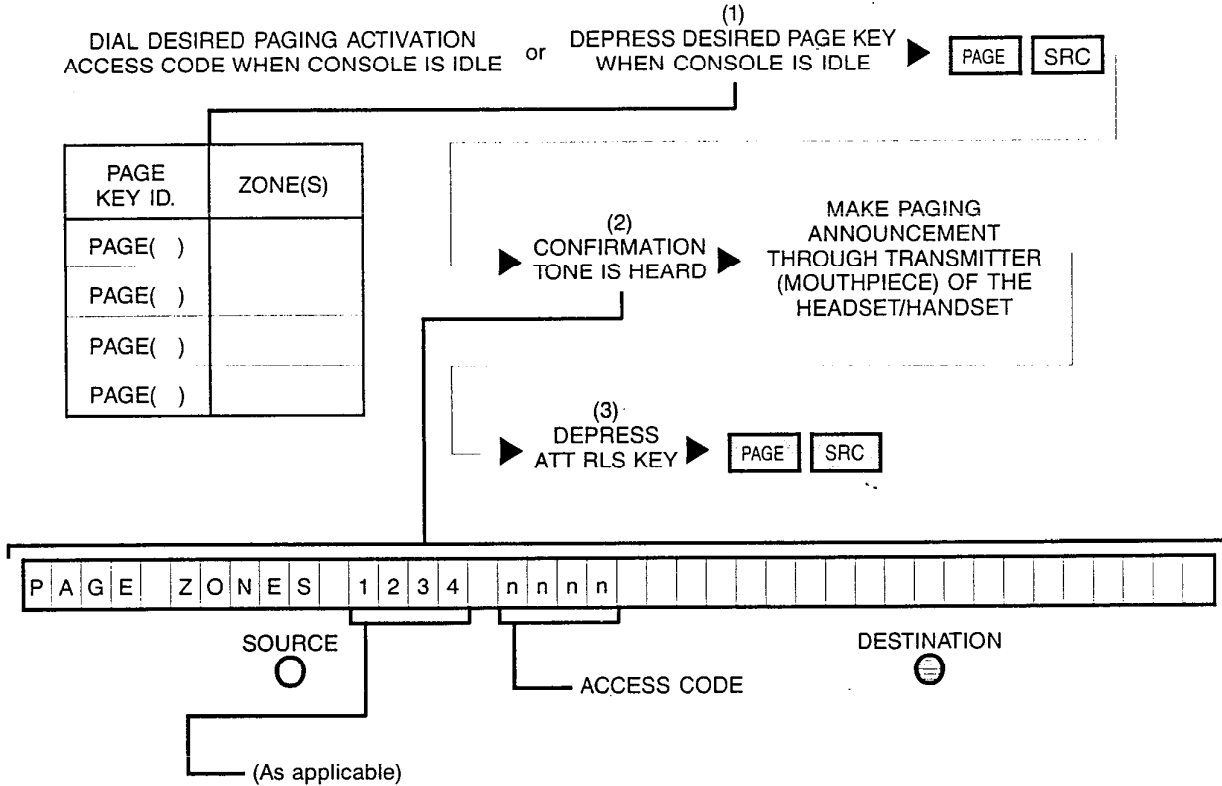
# 15B CANCELLING CALL FORWARDING FEATURE FOR A PARTICULAR STATION:



- NOTES: (1) Station number overwrites question mark.
- Deactivation of call forwarding feature depends on the station's call forwarding class-mark.
- If attendant makes an error in dialing the access code or selects an unassigned or invalid number, reorder tone is heard and attendant must depress RLS key and attempt the procedure again.
- If attendant successfully completes the call forwarding deactivation procedure for a station already in call forwarding mode, the original call forwarding is cancelled.



# 16 ACCESSING CUSTOMER-PROVIDED PAGING EQUIPMENT:



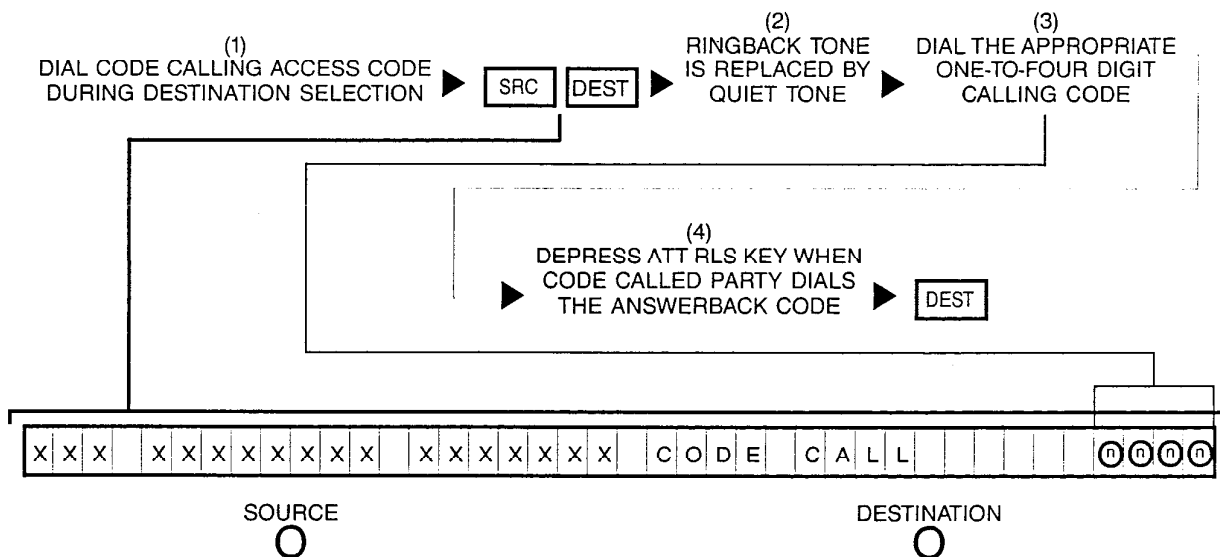
NOTES: (1) Optional key.

(2) If Busy Tone is heard and Call Information Display prompts "PAGE BUSY" instead; retry later since paging facilities are presently busy.

(3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

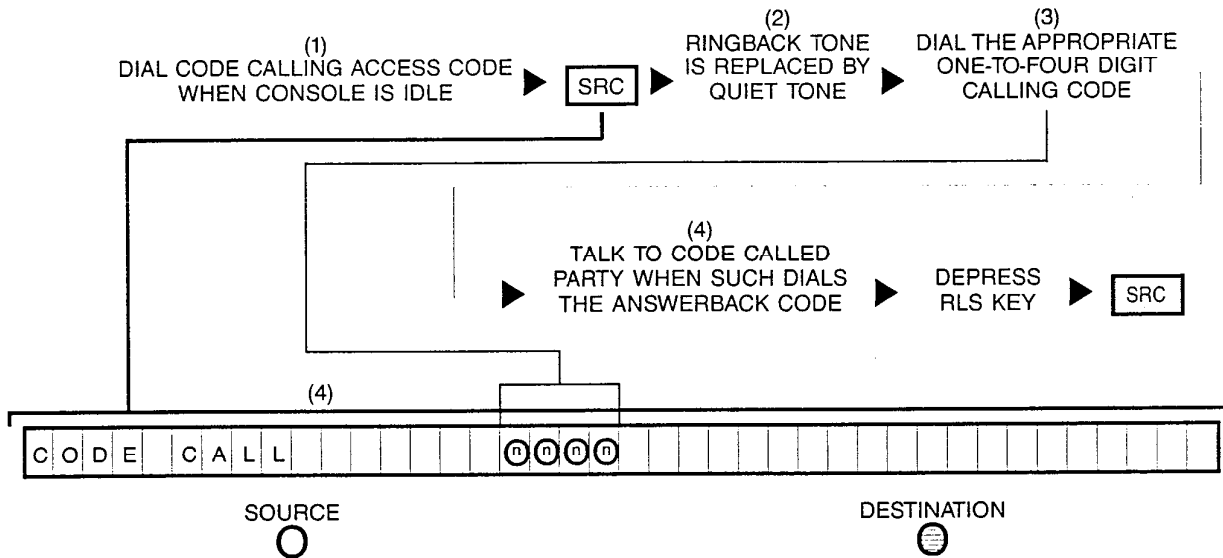
If a source party is present and paging is desired, attendant must first place the source party on hold (via LOOP key) and proceed with procedure.

# 17A ACCESSING CUSTOMER-PROVIDED CODE CALLING EQUIPMENT (SOURCE PARTY PRESENT):



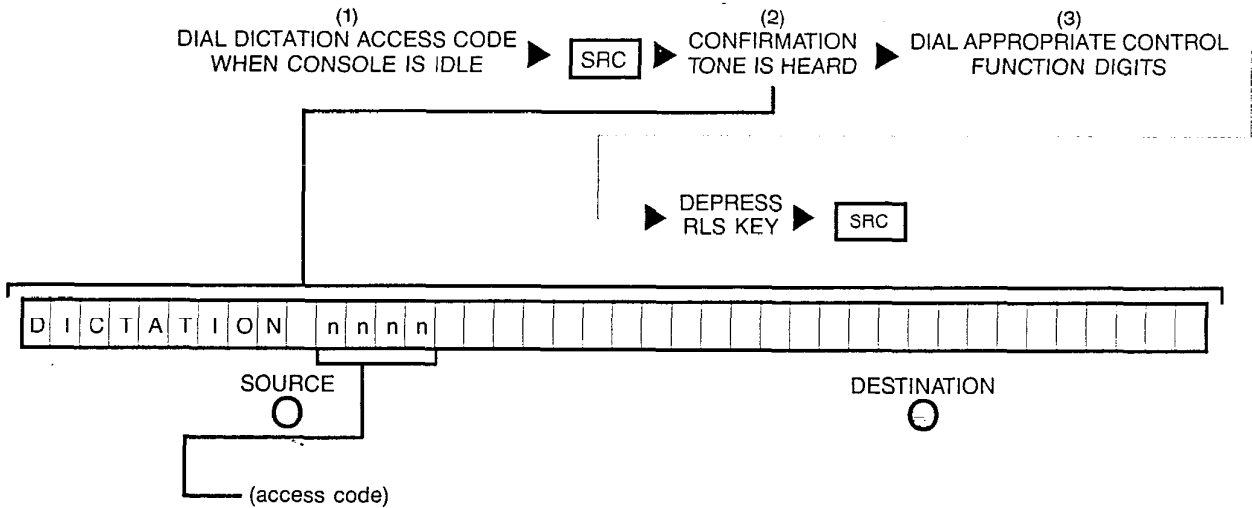
- NOTES:
- (1) Access code is displayed when dialed.
  - (2) The access code is cleared from the Call Information Display at this time. If Busy Tone is heard and the Call Information Display prompts "CODE CALL BUSY" instead, retry later since the code calling facility is presently being used.
  - (3) The one-to-four digit calling code is customer-defined via CMU procedures. Also, the ATT RLS key may be depressed at this time to allow the source party to dial the calling code. If the Call Information Display prompts "NO RCVR: RETRY" when the ATT RLS key is depressed, this indicates there is no DTMF receiver available and attendant must dial the calling code before extending the code calling facility to the source party.
  - (4) The destination information changes to display the identity of the answering party when the code called party dials the Answerback Code. Also, depressing a flashing INC, OPR, RCL, or ANS key performs the same function in addition to connecting the next call for processing.

## 17B ACCESSING CUSTOMER-PROVIDED CODE CALLING EQUIPMENT (SOURCE PARTY NOT PRESENT):



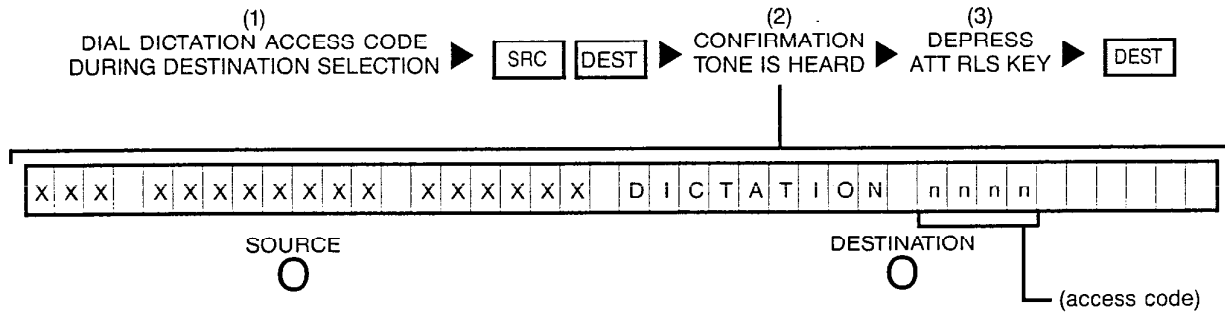
- NOTES: (1) Access code is displayed when dialed.
- (2) The access code is cleared from the Call Information Display at this time. If Busy Tone is heard and the Call Information Display prompts "CODE CALL BUSY" instead, retry later since the code calling facility is presently being used.
- (3) The one-to-four digit calling code is customer-defined via CMU procedures.
- (4) Attendant identifies when the code called party dials the Answerback Code when the Call Information Display changes the displayed source information with the information on the answering party.

# 18A ACCESSING CUSTOMER-PROVIDED DICTATION EQUIPMENT (SOURCE PARTY NOT PRESENT):



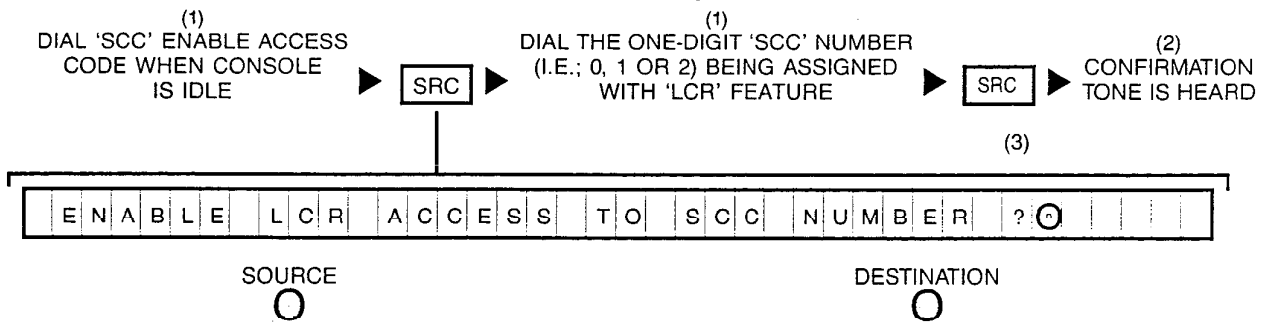
- NOTES: (1) Number displayed when dialed.  
(2) If Busy Tone is heard and the Call Information Display prompts "DICTATION BUSY" instead; retry later since dictation facility is presently busy. Also the dial dictation access code is cleared from the Call Information Display.  
(3) The last control digit dialed is displayed in the Call Information Display.

# 18B ACCESSING CUSTOMER-PROVIDED DICTATION EQUIPMENT (SOURCE PARTY PRESENT):



- NOTES: (1) Number displayed when dialed.
- (2) If Busy Tone is heard and the Call Information Display prompts "DICTATION BUSY" instead, retry later since dictation facility is presently busy. Also, the dial dictation access code is cleared from the Call Information Display.
- (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- Attendant is not permitted to unsplit a connection to the dictation equipment when a split party exists.

## 19A ENABLING 'LCR' FEATURE ACCESS TO A PARTICULAR SPECIALIZED COMMON CARRIER (SCC):



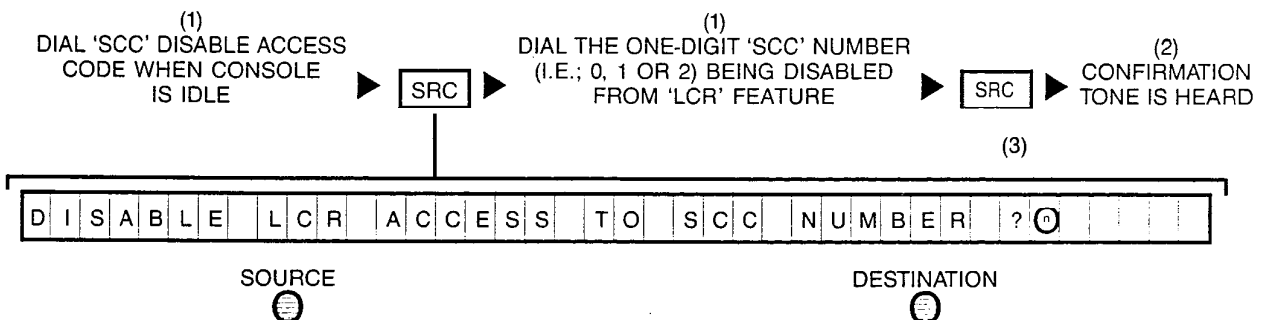
NOTES: (1) Number displayed when dialed.

(2) If intercept tone is heard and "INVALID SCC NUMBER" is displayed instead, it indicates an invalid or unassigned SCC number was dialed; check for accuracy and reattempt procedure.

(3) Question mark is overwritten when the SCC number is dialed.

Attendant can exit from this procedure at any time by depressing either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key which causes the SRC key to be extinguished and the Call Information Display to restore idle state display.

## 19B DISABLING 'LCR' FEATURE ACCESS TO A SPECIALIZED COMMON CARRIER (SCC):



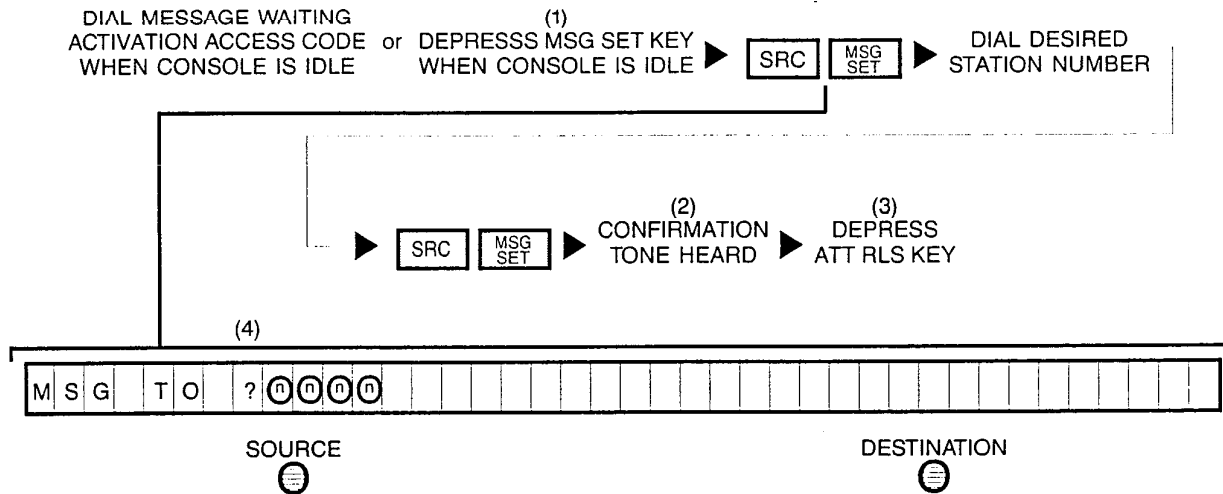
NOTES: (1) Number displayed when dialed.

(2) If intercept tone is heard and "INVALID SCC NUMBER" is displayed instead, it indicates an invalid or unassigned SCC number was dialed; check for accuracy and reattempt procedure.

(3) Question mark is overwritten when the SCC number is dialed.

Attendant can exit from this procedure at any time by depressing either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key which causes the SRC key to be extinguished and the Call Information Display to restore idle state display.

## 20A1 ACTIVATING MESSAGE WAITING LAMP FEATURE WITHOUT BEING CONNECTED TO STATION:



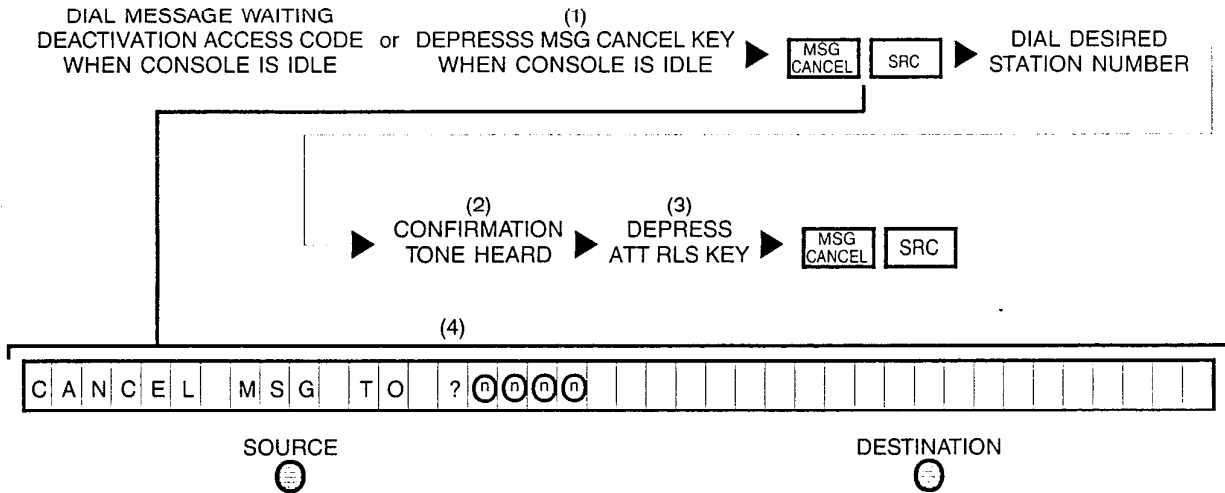
NOTES: (1) Optional key.

(2) If intercept tone is heard instead, and the display shows 'NOT EQUIPPED', the dialed station is not equipped with the Message Waiting Lamp feature. If reorder tone is heard instead, and the display shows 'NO SPACE', it indicates there is no space in the message waiting buffer; retry later.

(3) Depressing at any time either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key allows the attendant to exit from this function.

(4) The question mark is overwritten when the station number is dialed.

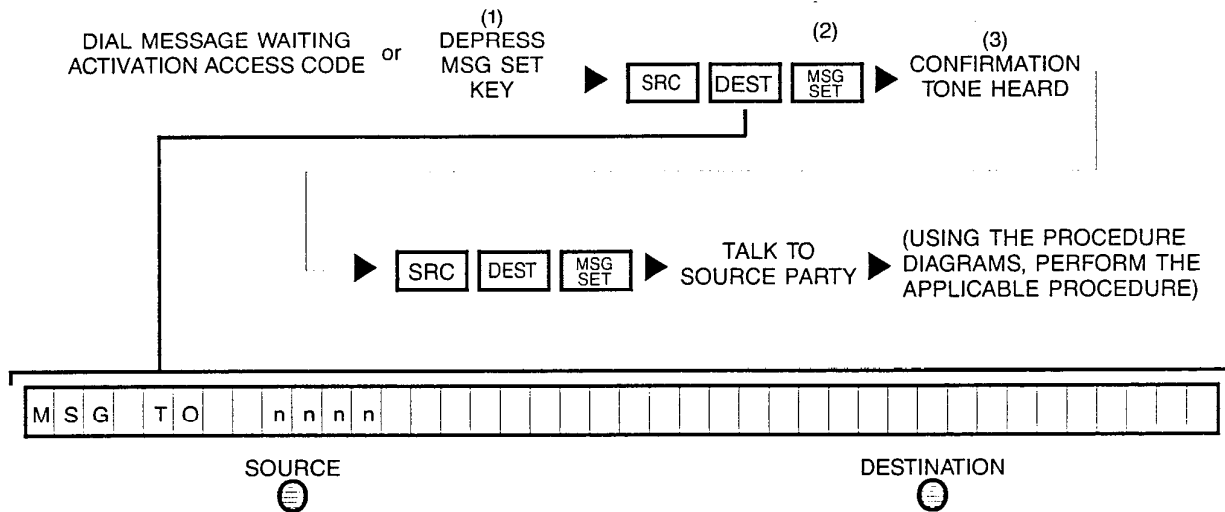
## 20A2 CANCELLING MESSAGE WAITING LAMP FEATURE WITHOUT BEING CONNECTED TO STATION:



- NOTES: (1) Optional key.
- (2) If intercept tone is heard instead, and display shows 'NOT EQUIPPED', the dialed station is not equipped with the Message Waiting Lamp feature.
- (3) Depressing at any time either the RLS or ATT RLS key, or a flashing INC, OPR, RCL or ANS key allows the attendant to exit from this function.
- (4) The question mark is overwritten when the station number is dialed.



## 20B1 ACTIVATING MESSAGE WAITING LAMP FEATURE WHILE RINGING A STATION:



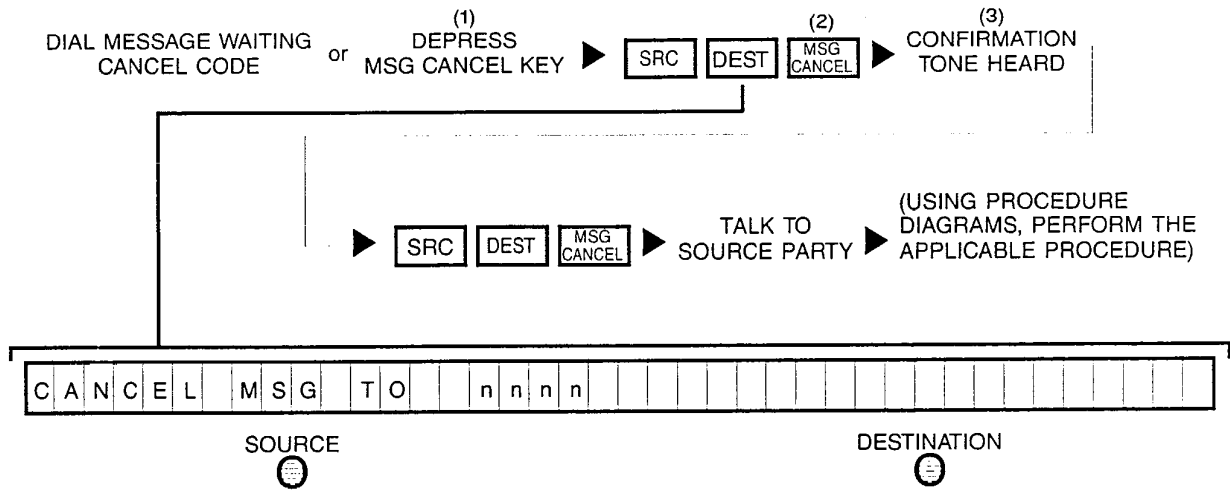
NOTES: (1) Optional key.

(2) MSG SET key is steadily lit for only 1½ seconds.

(3) If a timed NAK tone is heard, it indicates the dialed station is not equipped with the Message Waiting Lamp feature. If reorder tone is heard instead, it indicates there is no space in the message waiting buffer; retry later. After any tone is heard, the attendant is automatically reconnected to source party and Call Information Display prompts source party information.


Activation of this feature can be performed while connected to station in either a busy, ringing or talking state.

## 20B2 CANCELLING MESSAGE WAITING LAMP FEATURE WHILE CONNECTED TO STATION:



- NOTES: (1) Optional key.  
(2) MSG CANCEL key is steadily lit for only 1½ seconds.  
(3) If a timed NAK tone is heard, it indicates the dialed station is not equipped with the Message Waiting Lamp feature. After either tone is heard, the attendant is automatically reconnected to source party and Call Information Display prompts source party information.
- Cancellation of this feature can be performed while connected to station in either a busy, ringing or talking state.

## 21A PLACING CONSOLE IN THE "UNSTAFFED" MODE OF OPERATION:

UNPLUG HANDSET OR HEADSET ASSEMBLY ►  REMAINING CONSOLE DISPLAY INDICATORS ARE EXTINGUISHED AFTER 10 SECONDS<sup>(1)</sup>

NOTES: (1) The stated "10 seconds" is a typical time parameter; such time parameter is customer-set via CMU procedures.

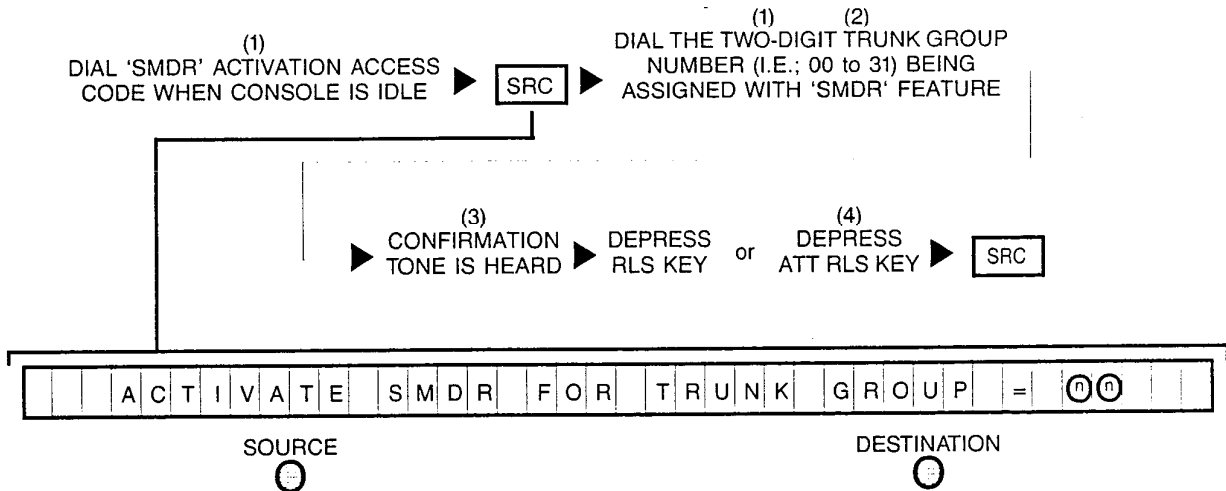
When the console is in the "unstaffed" mode of operation, no incoming calls are routed to console and no calls or special functions can be performed (e.g.; console is completely inoperative).

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## 21B RESTORING CONSOLE TO NORMAL OPERATION FROM "UNSTAFFED" MODE:

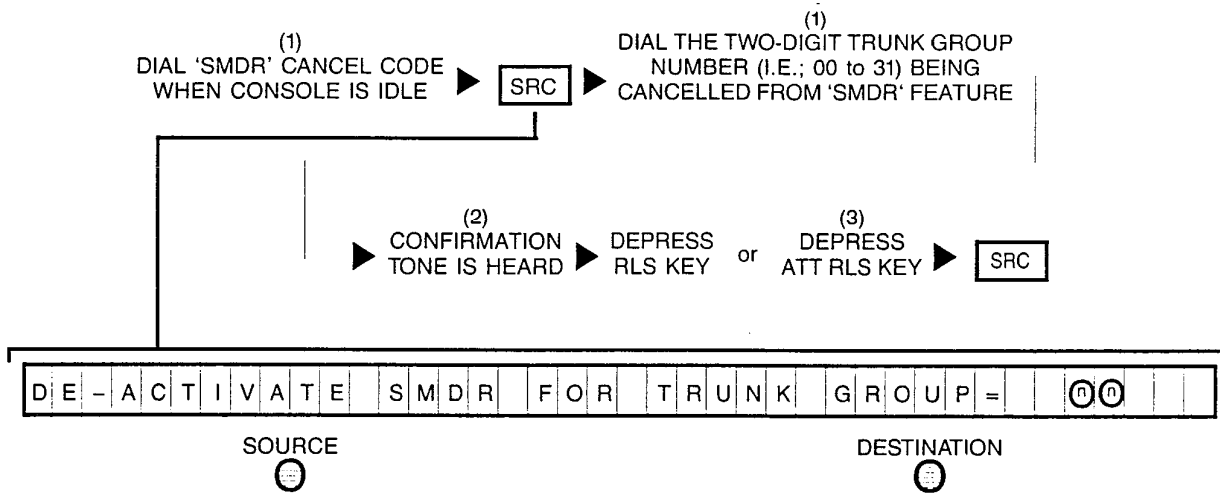
PLUG IN HANDSET OR HEADSET ASSEMBLY ►  CONSOLE DISPLAY INDICATORS ARE EITHER FLASHING, STEADILY LIT OR EXTINGUISHED, CALL INFORMATION DISPLAY PROMPTS THE IDLE STATE DISPLAY.

## 22A ACTIVATING 'SMDR' FEATURE FOR A PARTICULAR TRUNK GROUP:



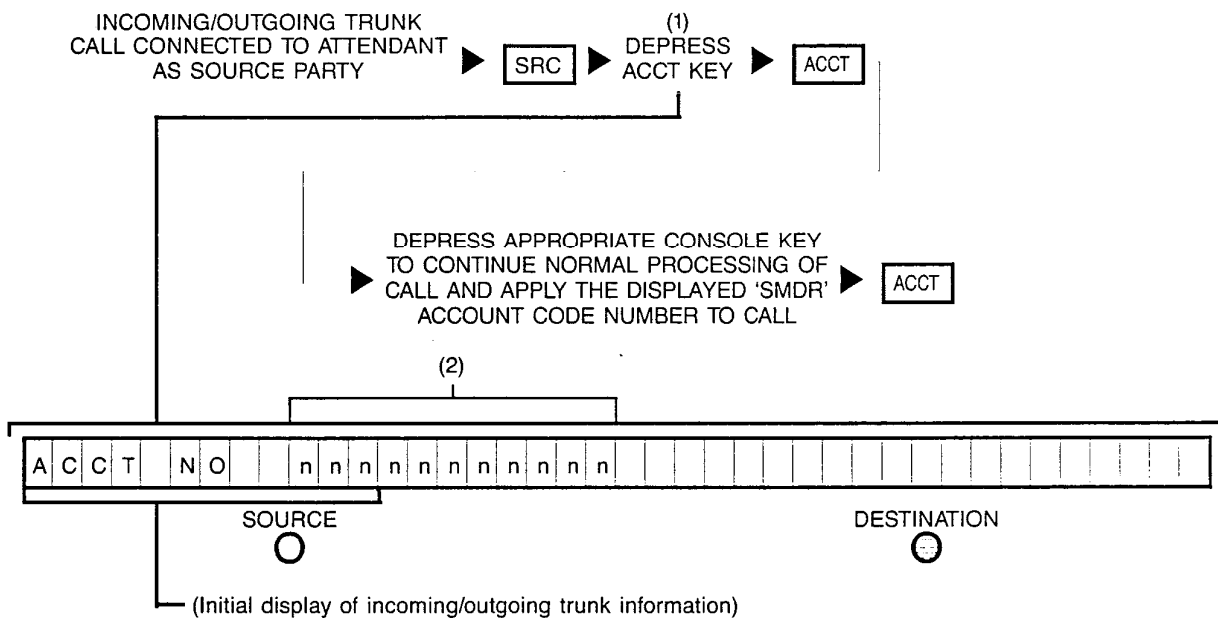
- NOTES: (1) Number displayed when dialed.
- (2) If the dialed trunk group number is valid, the 'SMDR' feature is immediately activated for incoming, outgoing or all calls according to the trunk group's static data base assignment after confirmation tone is heard.
- (3) If intercept tone is heard instead, it indicates the dialed trunk group number is invalid; check for accuracy and retry procedure.
- (4) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

## 22B CANCELLING 'SMDR' FEATURE FOR A PARTICULAR TRUNK GROUP:



- NOTES: (1) Number displayed when dialed.
- (2) If intercept tone is heard instead, it indicates the dialed trunk group number is invalid; check for accuracy and retry procedure.
- (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

## 23A DISPLAYING CURRENT STANDARD (OR DEFAULT) 'SMDR' ACCOUNT CODE ASSOCIATED WITH A PARTICULAR INCOMING OR OUTGOING TRUNK CALL:



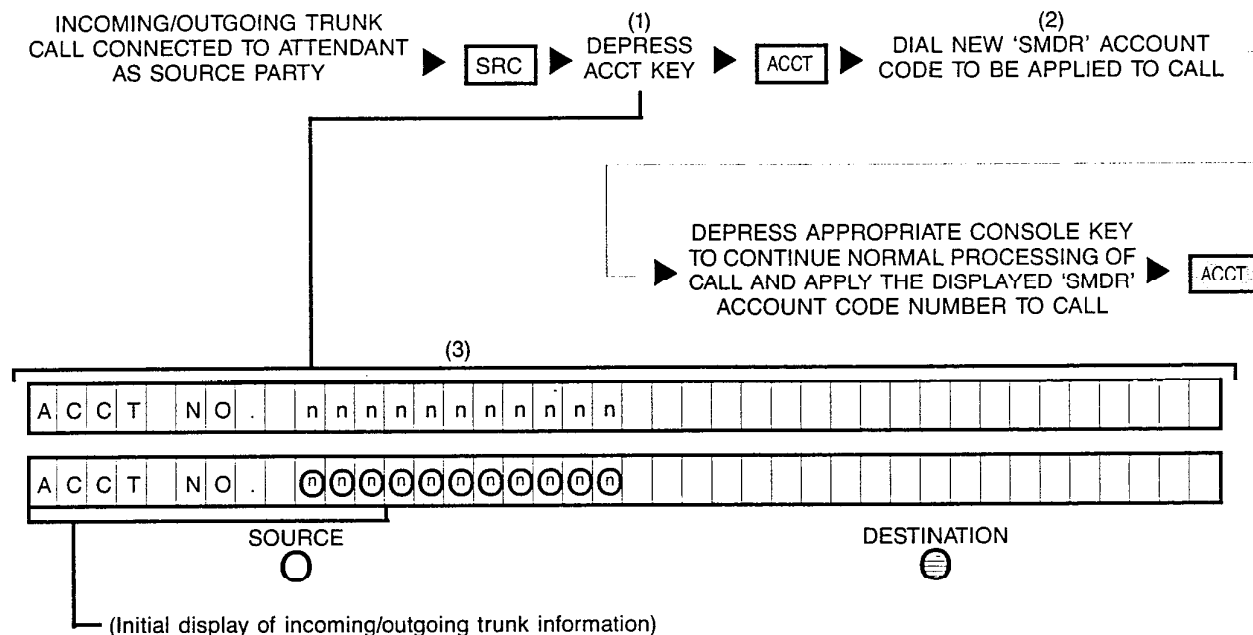
NOTES: (1) Optional key; also, if Intercept Tone is heard after depressing ACCT key, it indicates connected call has no associated 'SMDR' Account.

'SMDR' Account Codes are customer-defined via CMU Procedures.

(2) 'SMDR' Account Code may not yet be associated with call, in which case the numerical digits are not prompted.

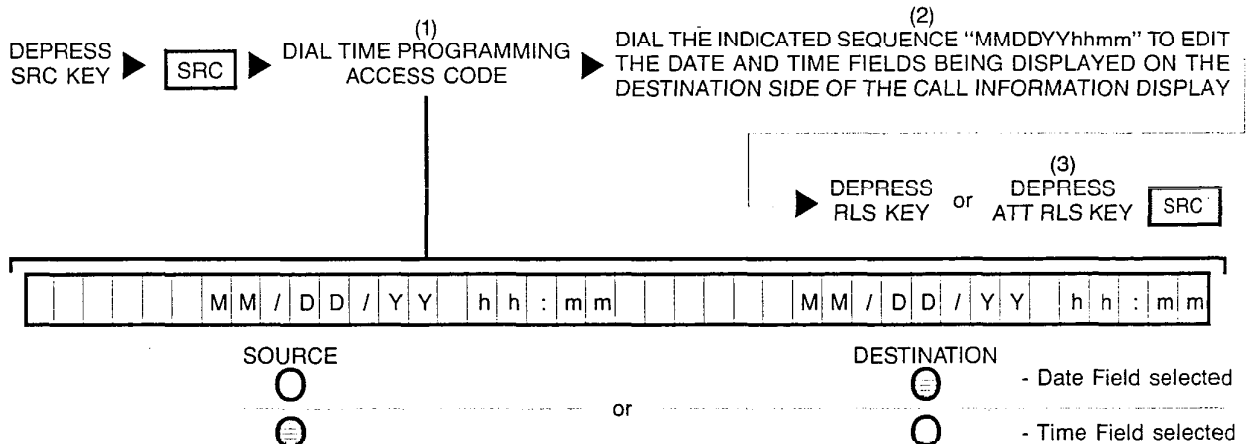
The 'SMDR' Account Code overlays the source field.

## 23B ENTERING A SPECIAL 'SMDR' ACCOUNT CODE FOR A PARTICULAR INCOMING OR OUTGOING TRUNK CALL:



- NOTES: (1) Optional key; also, if Intercept Tone is heard after depressing ACCT key, it indicates the connected call has no associated 'SMDR' Account.
- (2) Number displayed when dialed.
- 'SMDR' Account Codes are customer-defined via CMU procedures.
- (3) The 'SMDR' Account Code overlays the source field.

## 24 UPDATING THE DATE AND TIME DISPLAYED ON THE CALL INFORMATION DISPLAY:



- NOTES: (1) Number displayed when dialed. Also, if after the Time Programming Access Code is dialed and the Call Information Display prompts "CLOCK BUSY", retry later, if necessary since it indicates that the clock update mode is presently being used.
- (2) MM = two digit month number; DD = two digit day number; YY = two digit year number; hh = two digit hour number; and mm = two digit minute number. Note that when updating the time field for either a 12 or 24-hour time plan, a 24-hour input time plan is used (refer to chart for valid entry codes).

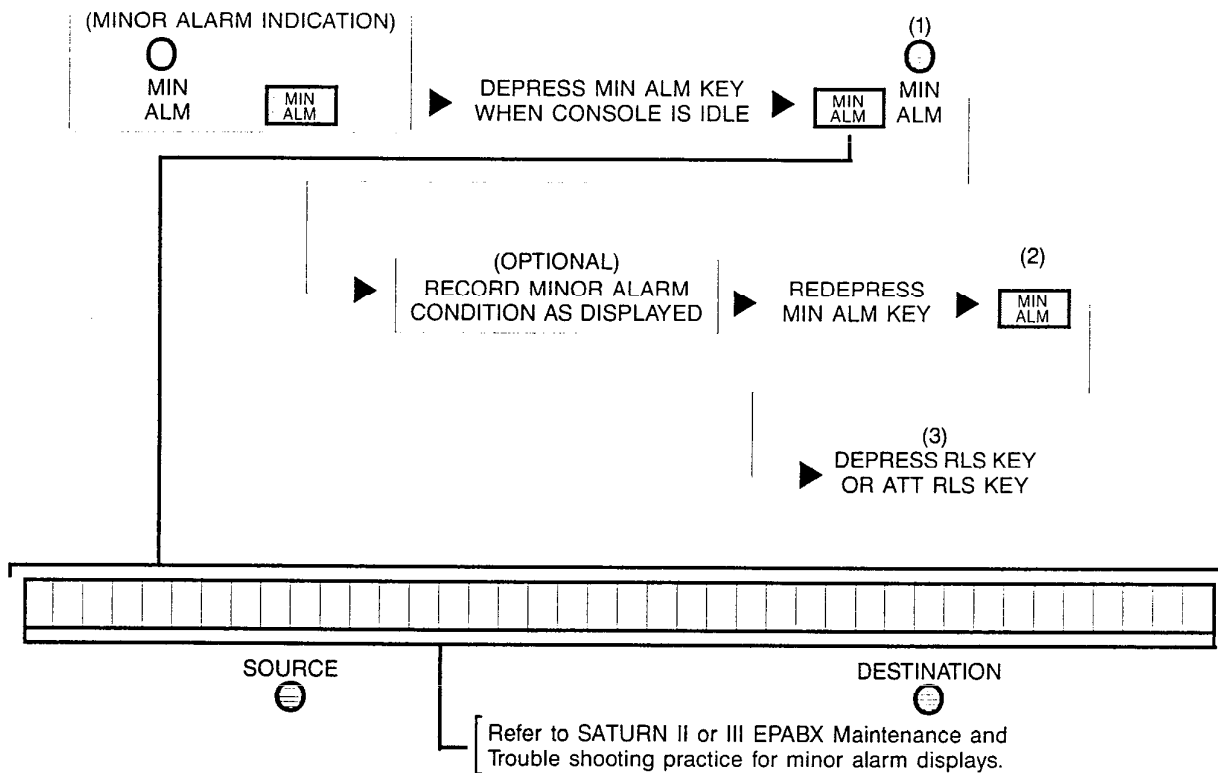
24-HOUR CLOCK VALID ENTRY CODES	12-HOUR CLOCK
0000 to 0059	12:00 Midnite thru 12:59 AM
0100 to 0159	1:00 AM thru 1:59 AM
0200 to 0259	2:00 AM thru 2:59 AM
0300 to 0359	3:00 AM thru 3:59 AM
0400 to 0459	4:00 AM thru 4:59 AM
0500 to 0559	5:00 AM thru 5:59 AM
0600 to 0659	6:00 AM thru 6:59 AM
0700 to 0759	7:00 AM thru 7:59 AM
0800 to 0859	8:00 AM thru 8:59 AM
0900 to 0959	9:00 AM thru 9:59 AM
1000 to 1059	10:00 AM thru 10:59 AM
1100 to 1159	11:00 AM thru 11:59 AM
1200 to 1259	12:00 Noon thru 12:59 PM
1300 to 1359	1:00 PM thru 1:59 PM
1400 to 1459	2:00 PM thru 2:59 PM
1500 to 1559	3:00 PM thru 3:59 PM
1600 to 1659	4:00 PM thru 4:59 PM
1700 to 1759	5:00 PM thru 5:59 PM
1800 to 1859	6:00 PM thru 6:59 PM
1900 to 1959	7:00 PM thru 7:59 PM
2000 to 2059	8:00 PM thru 8:59 PM
2100 to 2159	9:00 PM thru 9:59 PM
2200 to 2259	10:00 PM thru 10:59 PM
2300 to 2359	11:00 PM thru 11:59 PM

- (3) Depressing a flashing INC, OPR, RCL, or ANS key performs the same function in addition to connecting the next call for processing.

The date field (i.e.; MMDDYY) can be specifically selected (or reselected) by depressing the SRC key (represented by a steadily lit SOURCE indicator). The time field (i.e.; hhmm) can be specifically selected (or reselected) by depressing the DEST key (represented by a steadily lit DESTINATION indicator).

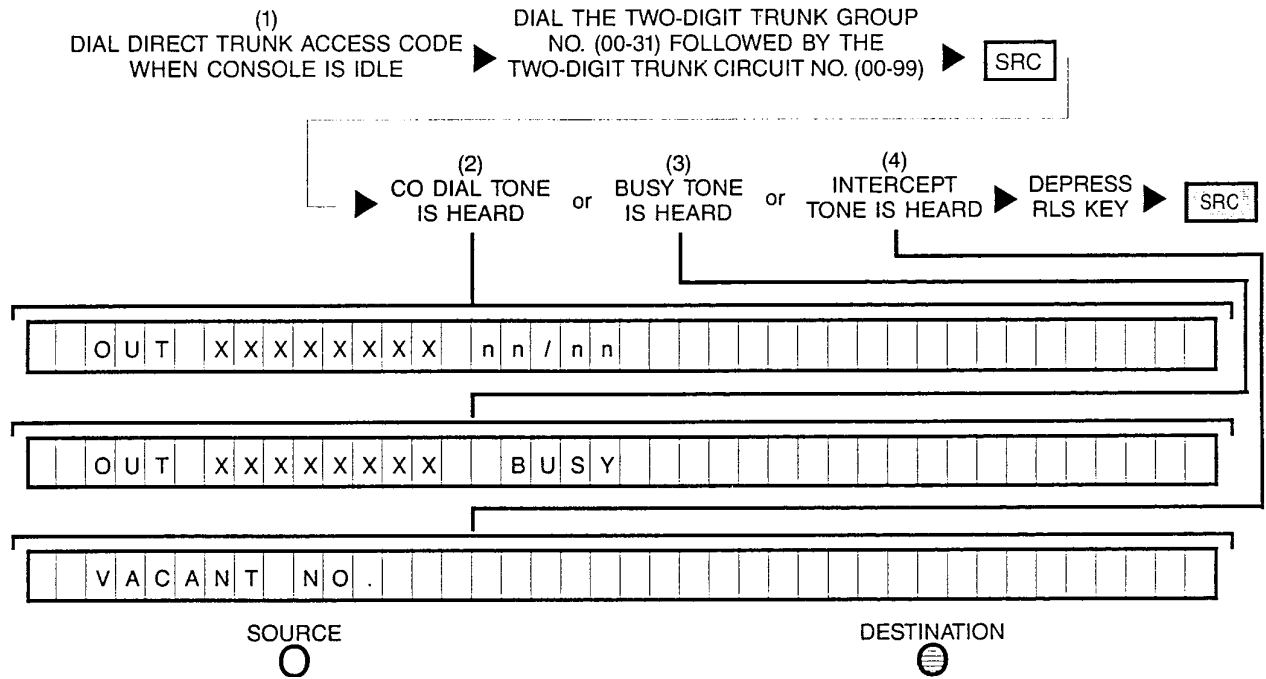


## 25 DISPLAYING MINOR ALARM CONDITIONS ON THE CALL INFORMATION DISPLAY:



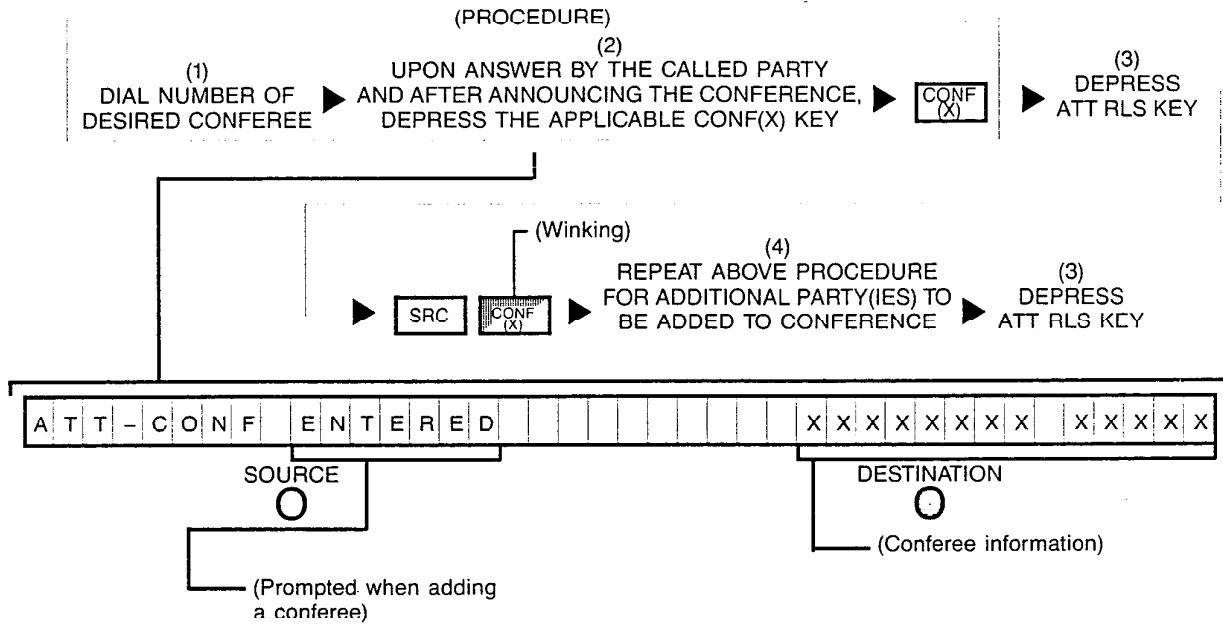
- NOTES: (1) If the MIN ALM indicator remains steadily lit, it indicates additional minor alarm condition(s) to be displayed.
- (2) If the LED in the MIN ALM key remains steadily lit, it indicates that an additional minor alarm condition still exists aside from the minor alarm condition being shown in the Call Information Display. Redepress the MIN ALM key until all minor alarm conditions are displayed and the LED in the MIN ALM key is extinguished.
- (3) Depressing a flashing INC, OPR, RCL, or ANS key performs the same function in addition to connecting the next call for processing. Also, if the attendant depresses either of these keys before all the minor alarm conditions have been displayed, the LED in the MIN ALM key is extinguished and the MIN ALM indicator remains steadily lit.

## 26 TRUNK TESTING:



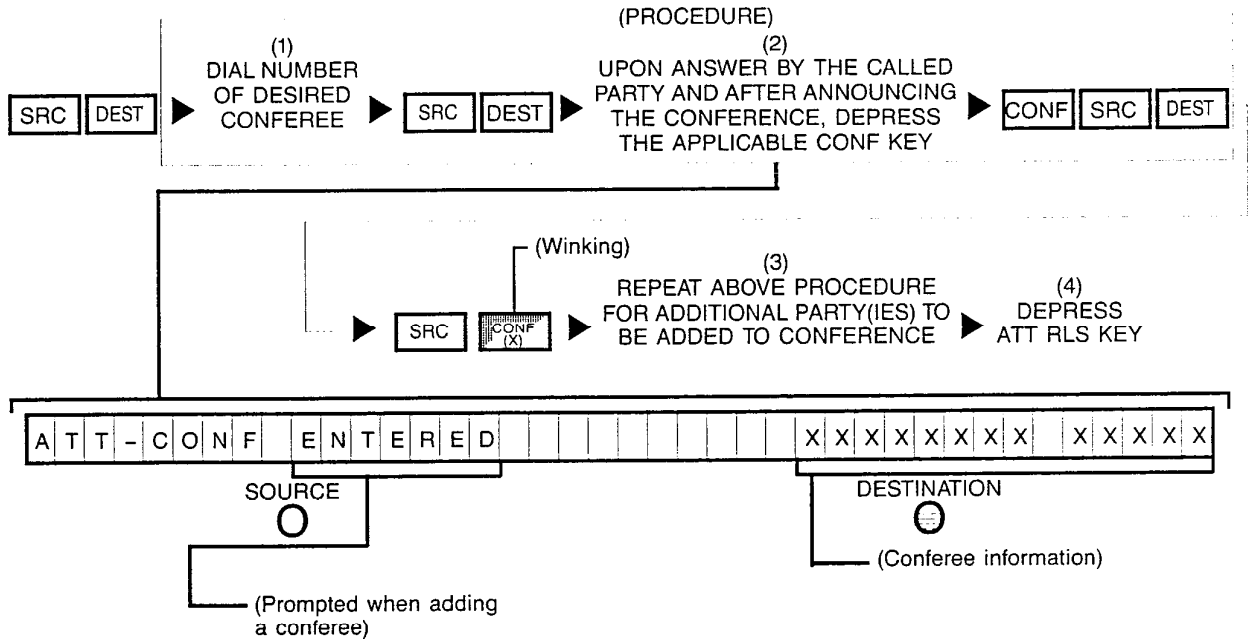
- NOTES: (1) Number displayed when dialed.  
 (2) Idle state indication.  
 (3) Busy state indication.  
 (4) Invalid or unassigned digits; check dialed numbers for accuracy and retry.
- This procedure can also be used to access a particular trunk directly with or without a source party present.

## 27A ESTABLISHING AN ATTENDANT-CONTROLLED CONFERENCE (SOURCE PARTY NOT PRESENT):



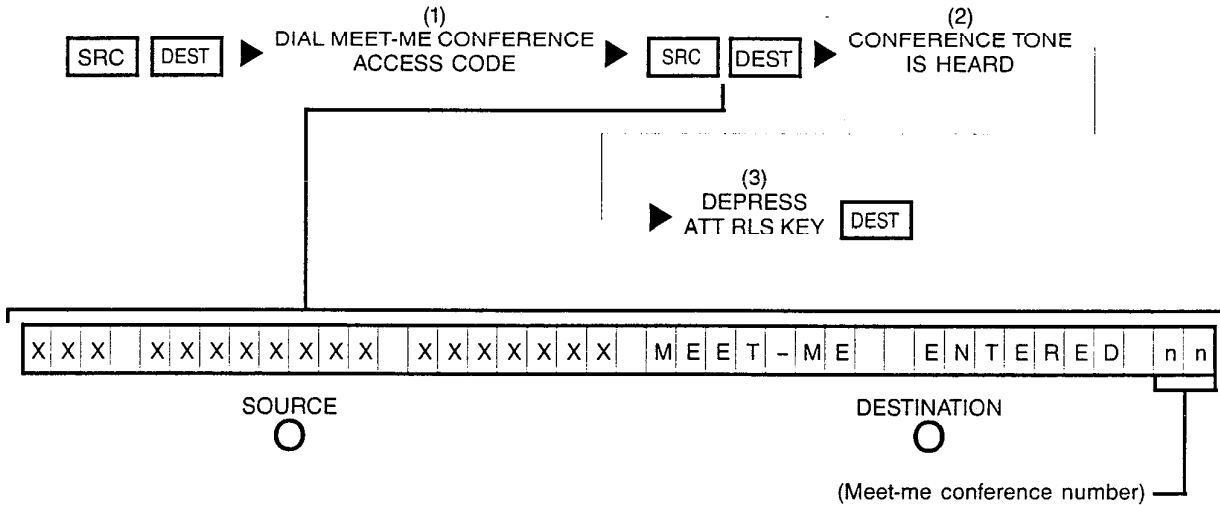
- NOTES: (1) Number displayed when dialed.
- (2) When initially establishing an attendant-controlled conference, CONF(X) key used must be idle (e.g.; extinguished). When adding a party to an existing attendant-controlled conference, related CONF(X) key is winking.
- (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.
- (4) Up to seven parties can be connected to an attendant-controlled conference circuit.

## 27B ESTABLISHING AN ATTENDANT-CONTROLLED CONFERENCE (SOURCE PARTY PRESENT):



- NOTES:
- (1) Number displayed when dialed.
  - (2) When initially establishing an attendant-controlled conference, CONF key used must be idle (e.g.; extinguished). When adding a party to an existing attendant-controlled conference, related CONF key is winking.
  - (3) Up to seven parties can be connected to an attendant-controlled conference circuit.
  - (4) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

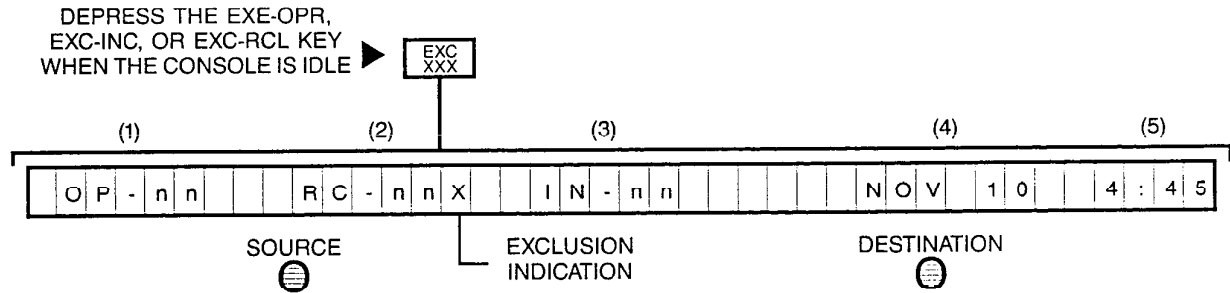
## 28 EXTENDING AN ANSWERED CALL TO A MEET-ME CONFERENCE BRIDGE:



- NOTES: (1) Number displayed when dialed.
- (2) If the Call Information Display prompts "MEET-ME FULL" or "MEET-ME DISALLOW", and NAK tone is returned, the conference bridge is either full or not allowed at the moment; retry later.
- (3) Depressing a flashing INC, OPR, RCL or ANS key performs the same function in addition to connecting the next call for processing.

Meet-me conference is a prearranged conference call whereby station users dial a special access code at a specific time to be connected to the conference circuit.

## 29 EXCLUDING CLASS OF CALLS TO A CONSOLE VIA EXCLUSION KEY(S):



NOTES: To cancel the exclusion for a particular call-type, perform the reverse operation. This reverse operation will extinguish the internal LED indicator of the particular call-type exclusion key.

After activating the exclusion key, an "X" will be prompted after the call waiting condition for the call-type on the Call Information Display.

Call Information Display, as follows:

- (1) Number of operator-type calls waiting for service
- (2) Number of recalls waiting for service
- (3) Number of incoming-type calls waiting for service
- (4) Present date
- (5) Present time