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DEFINITY™ Communications System Generic 2 and System 85

Attendant Console User's Guide

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CHAPTER 1. INTRODUCTION

General

This guide on the operation of DEFINITY™ Communications System Generic 2 and System 85 consoles equipped with Direct Extension Selection (DXS) and Busy Lamp Field (BLF). is intended for use by console attendants who have completed training.

Use of This Guide

To make the best use of this guide, you must become familiar with its contents and organization. The operating procedures are written to “walk you through” each procedure, step-by-step, and to tell you what the various system responses are.

This guide will answer most of the questions on the use of the console. If you should need more information than this guide contains, ask your System Manager for help.

Organization of This Guide

The rest of this guide is divided into nine chapters:

- DESCRIPTION — This chapter defines certain terms associated with the console, and describes the tones that you will hear while operating the console. For easy reference, the terms and tones are listed alphabetically. This chapter also describes and illustrates both the basic console and the DXS/BLF console.
- FACTORY-PROVIDED SPECIAL FEATURES — This chapter provides information on factory-provided special features.
- OPERATING PROCEDURES — This chapter contains step-by-step instructions for using the console. Instructions are provided for the DXS/BLF console only. No instructions are provided for the basic console. The instructions for the most common procedures, such as handling incoming or outgoing calls, or handling calls you originate at the console, are located in the front of this chapter. The procedures for using specific features of the system follow and are arranged alphabetically by feature name. The last part of the chapter gives instructions for Centralized Attendant Service (CAS). (The Table of Contents gives the exact location for each set of instructions.)
- REFERENCE CONSOLE ILLUSTRATION AND LEGEND — This detailed illustration and accompanying legend identify the attendant console.

- LIST OF DIAL CODES
- REFERENCES
- TROUBLESHOOTING PROCEDURES — This chapter provides instructions for isolating, diagnosing, and correcting console troubles before calling for outside help. It is intended for voice terminal and console users, and the System Manager. In general, the troubles covered are simple and limited to small equipment areas. Understanding the information in this chapter requires no specialized maintenance knowledge beyond what a System Manager is expected to have. Most of the procedures can be done at the users station. . The troubles that cause alarms are beyond the scope of this chapter. Alarm troubles are the responsibility of trained maintenance technicians at remote locations or on site. The information in this chapter is divided into the following parts:

    1. Simple failures—How to troubleshoot simple voice terminal failures
    2. Testing—How to test lamps and ringing
    3. Alarms—How to interpret alarm lamps
    4. Maintenance features—How to troubleshoot using special features
    5. System parameters—How to monitor the system parameters using the System Management Terminal (SMT) (System 85) or the DEFINITY Manager™ II (Generic 2).

- GLOSSARY
- INDEX.

CHAPTER 2. DESCRIPTION

Terms You Need To Know

Certain terms used in this guide have meanings unique to DEFINITY Generic 2 and System 85 console operation. For your convenience, these terms are defined here.

Audible Ring— The ring you hear at the console when an incoming call has been connected to an idle loop and the call is waiting to be answered.

Extension Number— The number assigned to a voice terminal within the system.

Feature— A specifically defined function or service provided by the system.

Loop— An appearance button on the console. An idle loop button must be depressed to answer or originate calls. A loop gets you "into the system."

Console— A voice terminal equipped with several appearance buttons for the same extension number. This terminal allows the user to handle more than one call, on that extension number, at the same time.

Queue— An ordered sequence of calls waiting to be processed.

Trunk Group— Telecommunications channels assigned as a group for certain functions.

Tones

You will hear the following tones when you are operating the console:

ATTENDANT RELEASE LOOP (ARL) TIMED-REMINDER TONE

A high-pitched tone, on for about 1/3 second and off for about 1 second—an ARL call has been held off the console for longer than the timed interval established for your system.

RINGBACK TONE

A low-pitched tone repeated 15 times a minute—the electronic version of the conventional signal you hear when the telephone you have dialed is ringing.

AUTOMATIC ROUTE SELECTION (ARS) WARNING TONE

A short burst of tone—the call is being completed on a toll trunk.

BUSY TONE

A low-pitched tone repeated 60 times a minute —the extension number you dialed is in use.

CALL WAITING TONE

An on-off, high-pitched tone—the number of incoming calls waiting equals or exceeds the limit set for the attendant console.

CONFIRMATION TONE

Three short bursts of tone—the action you took to activate or cancel a feature has been accepted by the system.

DIAL TONE

A continuous steady tone—you may begin dialing or may activate a feature.

INTERCEPT TONE

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

RECALL DIAL TONE

Three short bursts of tone followed by dial tone —the feature you requested has been accepted and you may begin dialing.

REORDER TONE

A fast busy tone repeated 120 times a minute—all trunks or other facilities are busy.

TIMED REMINDER TONE

A high-pitched tone, on for about 1/3 second and off for about 1 second—a call has been on hold at the console for 30 seconds or an Attendant Release Loop (ARL) call has been held on the console for longer than a preestablished interval.

Attendant Console

The attendant console is an electronic device used to handle incoming and outgoing calls. You can also use the console to manage your communications network. Any one system can support up to 40 attendant consoles.

The attendant console is available in two models:

- Basic console
- Direct Extension Selection (DXS) With Busy Lamp Field (BLF) console.

The models are identical except for the DXS/BLF option.

Basic Console

The basic console (Figure 2-1) is designed for "switched loop" operation; that is, the calls are put in a queue and automatically switched to the first available idle loop. The basic console includes the following:

- Two handset/headset jacks—Located on the right and left sides of the console. To move the handset cradle from one side to the other, unscrew the knurled knob, and move the cradle to the opposite side. When the handset or headset is disconnected, power is removed from the console, taking it out of service. If a continuous audible tone occurs when the handset or headset is connected, operate the **TEST** switch located in front of the console to turn off the tone.
- Touch-tone dial
- 6 loop buttons and 30 status lights (five for each loop)— **HOLD, ATND** (attendant), **BUSY, RING,** and **ANS** (answer). The loop buttons are used to process or originate calls.
- 24 trunk group select buttons (and indicator lights)—Customer-designated buttons that provide direct trunk access by pressing a button.
- Test-reminder tone switch—Used to test console lights and to turn off audible signals.
- Volume control wheel—Adjusts the level of audible signals on the console.
- Receive level control wheel—Adjusts the volume in the earpiece as an aid for hearing-impaired attendants.
- Storage area—Contains a plastic card for you to write codes or other reference information that might be needed quickly.

You can complete calls to extension numbers on the basic console by pressing an idle loop button, pressing **[START]** and dialing the extension number.

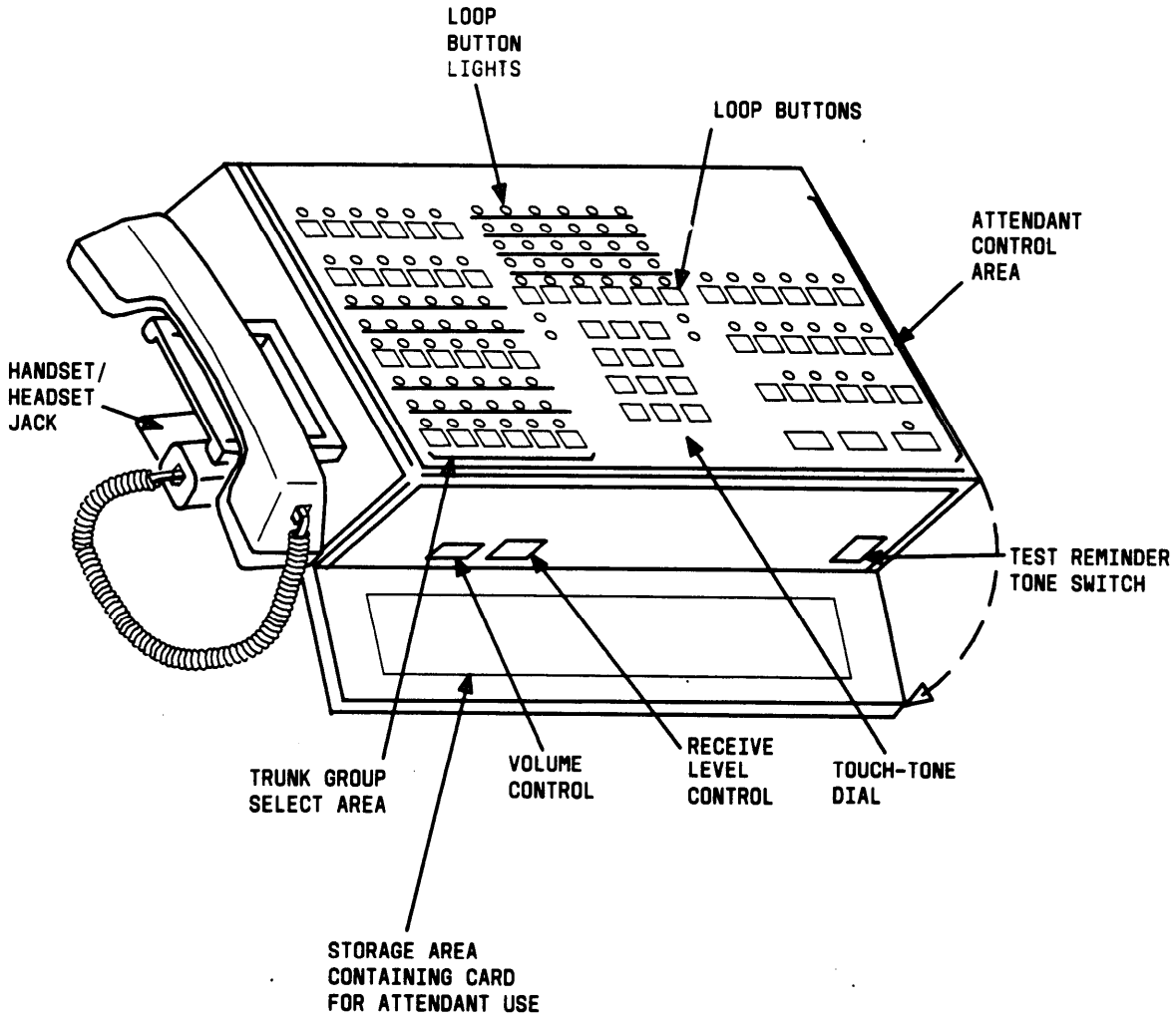


Figure 2-1. Basic Console

DXS/BLFConsole

The DXS/BLF console (Figure 2-2) is identical to the basic console except for the DXS/BLF option and the hundreds group select buttons.

You can complete calls to extension numbers on the DXS/BLF console by pressing the appropriate hundreds group select button, an idle loop button, and the desired DXS button.

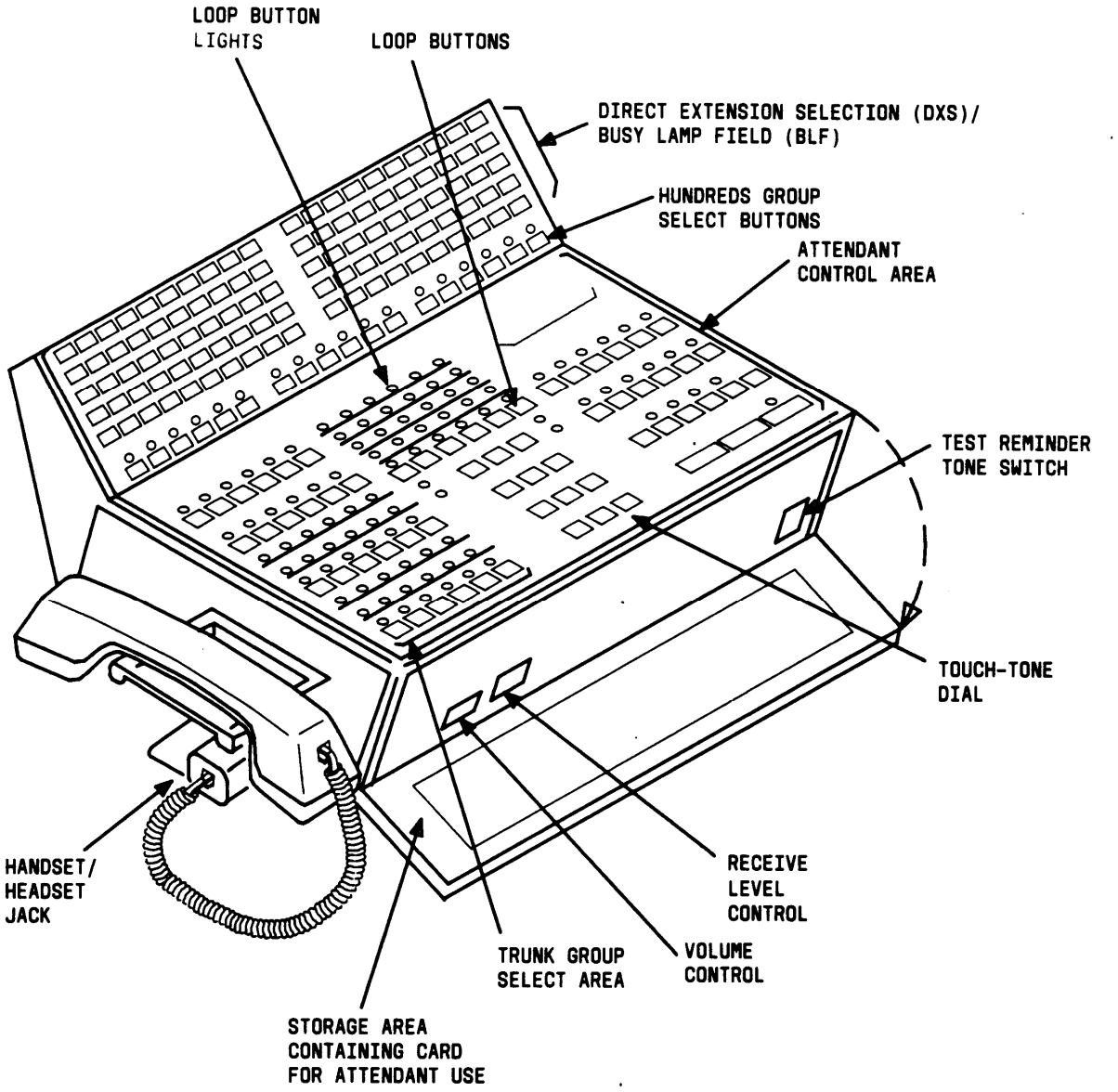


Figure 2-2. Direct Extension Selection (DXS) With Busy Lamp Field (BLF) Console

Attendant Console Functional Areas

Both console models have three identical functional areas:

- Trunk group select area
- Touch-tone dial and loop button and light area
- Attendant control area.

Trunk Group Select Area

This area (Figure 2-3) contains 24 trunk group buttons and associated lights. A trunk group may be assigned to each button. Twelve trunk group buttons have control, warning, and busy lights; the other 12 have only busy lights. These lights indicate the status of each trunk group assigned. The functions of the buttons and lights are as follows:

- Direct group select buttons— Provide a way to directly select an outgoing trunk group for an outgoing call. The buttons are labeled to indicate the assigned trunk group.
- **BUSY** lights— Indicate that all the trunks in a trunk group are busy.
- **CONT** (control) lights— Indicate that a feature has been activated to control a trunk group.
- **WARN** (warning) lights—indicate that a preestablished number of trunks are busy in the associated trunk group.

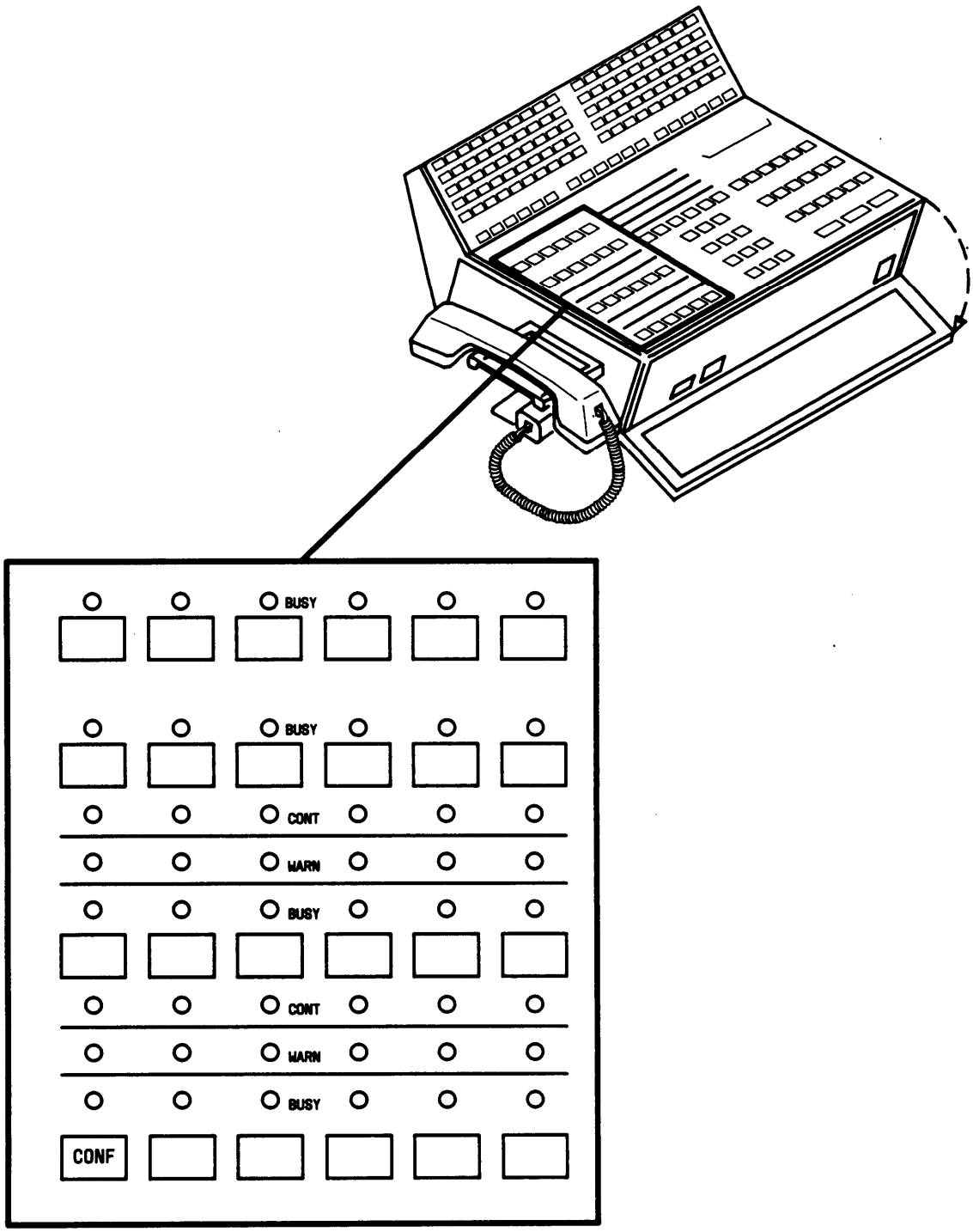


Figure 2-3. Trunk Group Select Area

Touch-Tone Dial and Loop Button and Lamp Area

This area (Figure 2-4) contains a touch-tone dial, 6 loop buttons, and 5 status lights associated with each of the loop buttons. The loop buttons are numbered **1** through **6** (from left to right). Incoming calls are switched to loop button number **1,** if it is idle. Otherwise, calls are switched sequentially to loop button numbers **2** through **6.**

Incoming calls, including calls in queue, are uniformly distributed to all of the active consoles.

The functions of the loop buttons and associated lights are as follows:

- Loop button—Processes or originates calls.
- **HOLD** light (when lighted steadily)—A call on the associated loop is on hold. When flashing, it reminds you that a call has been held for at least 30 seconds.
- **ATND** (attendant) light (when lighted steadily)—You are busy on the loop. When flashing, it indicates that an incoming call is on the loop waiting to be answered.
- **BUSY** light (when on)—The called number is busy, or that you have placed a call to a busy extension with call waiting assigned. When flashing, it indicates that the caller has been waiting for at least 30 seconds.
- **RING** light (when on)—The called number is being rung. When flashing, it indicates a timed reminder on a call waiting call or an attendant recall.
- **ANS** (answer) light (when on)—A called party has answered or a trunk has been connected. When flashing, it indicates a recall from a 2-party connection.

The following four lights are not associated with specific loop buttons:

- **ALM** (alarm) light (when on)—A trouble condition has been detected in the switch.
- **ACK** (acknowledge) light (when on)—A trouble condition exists and has been acknowledged by a maintenance center. When flashing, it indicates a trouble condition that has not been acknowledged. The attendant should report the trouble.

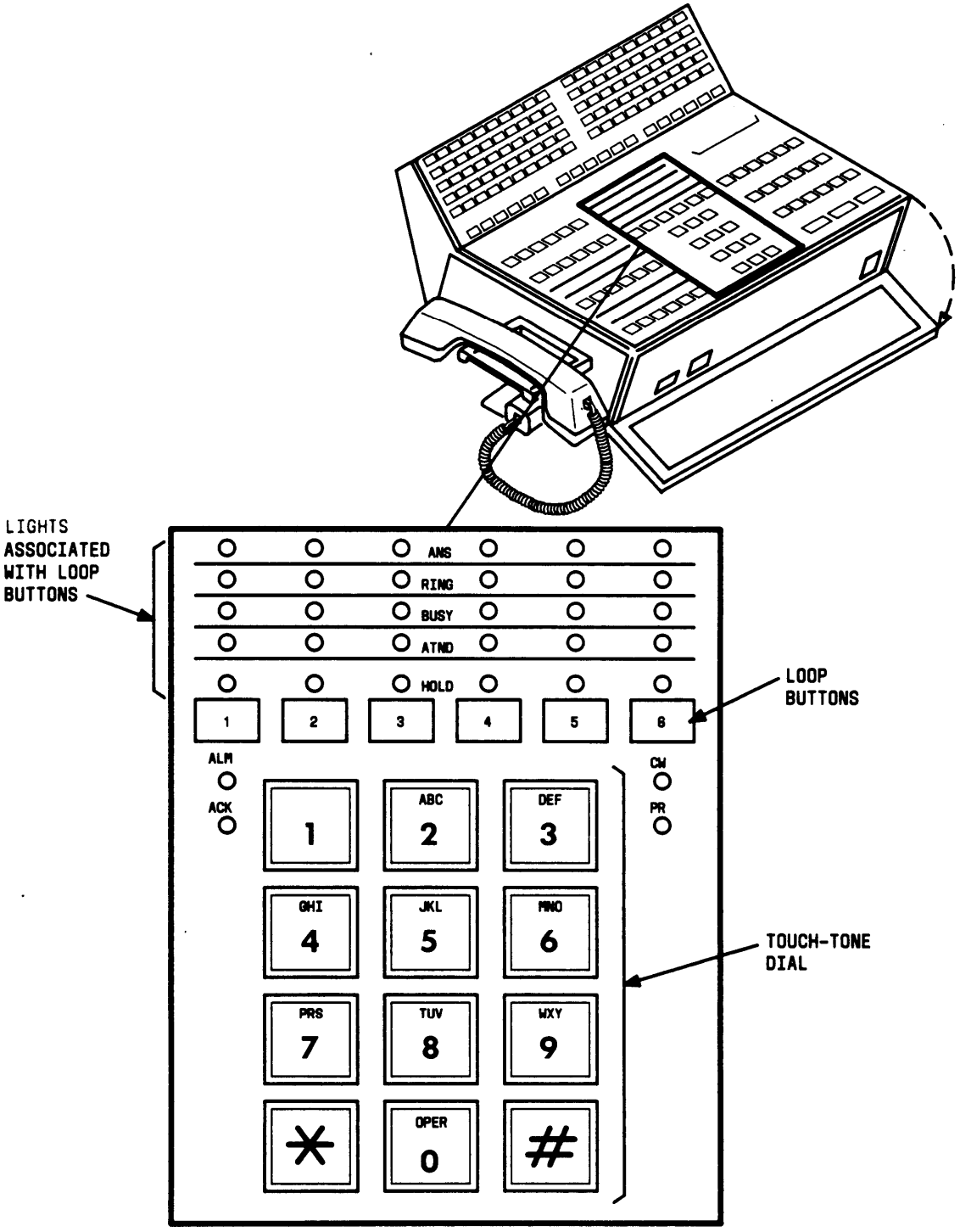


Figure 2-4. Touch-Tone Dialing and Loop Button and Lamp Area

- **CW** (calls waiting) light (when on)—One or more calls are waiting to be switched to an idle loop on the console. When flashing, it indicates that the number of calls waiting equals or exceeds the established limit set for the console.
- **PR** (priority) light (when on)—A call from another attendant is waiting or an Automatic Circuit Assurance (ACA) referral call is waiting.

Attendant Control Area

This area (Figure 2-5) contains buttons, lights, and an 8-character alphanumeric display. The buttons are used to process calls and activate features. Each light indicates the status of its associated button.

Three of the buttons **(START, ANSWER,** and **RELEASE)** are always assigned as shown in Figure 2-5. The **CANCL** (cancel) and HOLD buttons are usually assigned to the two buttons without lights. The **AD OFF, PBSY, CLASS, UNA, VERFY, CANCL,** and **TERM ID** buttons are assigned to the locations shown in Figure 2-5. The remaining buttons and their locations are customer designated.

The alphanumeric display provides call identification and class-of-service (COS) information.

Buttons and Lamps

A description of the functions of the various buttons and the **PA** (position available) light follows:

- **AD OFF** (audible off)—Controls the console audible signal.
- **PAGE ALL—** Provides access to loudspeaker paging equipment in all zones.
- **MCT EMERG—** Activates the malicious call trace feature.
- **MCT CONT—** Traces a malicious call.
- **UNA** (unattended)—Places the console in the unattended console service mode. Calls are then routed to telephones/voice terminals designated for answering incoming calls.
- **PBSY** (position busy)—Places the console in a busy mode so incoming calls cannot be received. You can, however, originate calls.
- **CLASS—** Shows the COS of an incoming call (from an extension number) on the alphanumeric display.

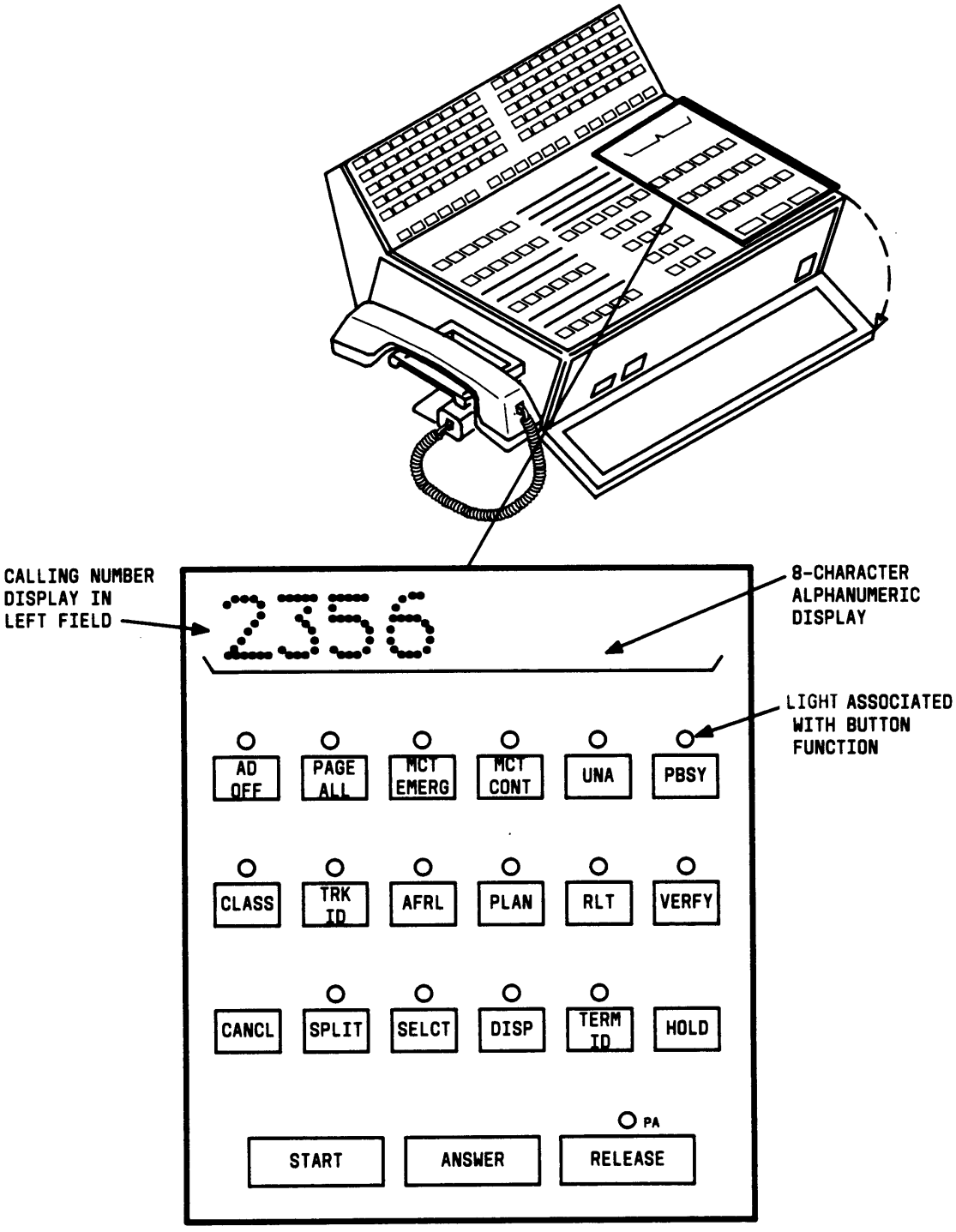


Figure 2-5. Attendant Control Area

- **TRK ID** (trunk identification)—Identifies a specific trunk used on an incoming or outgoing call. Also used to identify a faulty trunk.
- **AFRL** (alternate facilities restriction level)—Activates alternate FRL.
- **PLAN—** Displays or changes the plan for ARS.
- **RLT** (release link trunk)—Releases the Centralized Attendant Service (CAS) position from a RLT.
- **VERFY** (verify)—Allows you to check a busy line. To safeguard their privacy, telephone/voice terminal users will hear a tone before you can check the line.
- **CANCL** (cancel)—Releases a called extension number or trunk. Also, used to silence a tone or deactivate a feature.
- **SPLIT—** Temporarily separates a caller from the connection.
- **SELCT—** Selects the hundreds group (first two digits of an extension number) when extended DXS is used to call an extension user.
- **DISP—** Displays the last selected hundreds group in the alphanumeric display when extended DXS is used to call an extension number.
- **TERM ID** (terminal identification)—Shows the called extension number on the alphanumeric display when a timed-reminder call is returned to the console. Used only when the attendant release loop feature is active.
- **HOLD—** Puts a call on hold.
- **START—** Obtains dial tone.
- **ANSWER—** Automatically connects an incoming call to the console.
- **RELEASE—** Releases the console from a call, readying it for the next call.
- **PA** (position available) light (when on)—The console is available for calls.

Alphanumeric Display

The alphanumeric display shows up to eight letters or numbers to identify the following types of calls or COS.

a. *Incoming Call Identification (ICI)*— Up to 63 different displays show the type of call, as in the following examples:

- INC (Incoming)—incoming call from a trunk group.
- ATND (Attendant)-intercepted incoming call that has been routed to the console.
- RCL (Recall)—A recall by a system user.
- WATS (Wide Area Telecommunications Service)—Incoming call from a WATS trunk group.
- ACTG (Attendant Control of Trunk Group)—Incoming call intercepted by you because you have activated control of trunk groups.
- CONF (Conference)—A recall by a conferee active on a conference.
- TIME—incoming call that has exceeded a preestablished time limit. Your System Administrator can designate other letters or numbers, if desired, for this type of call.

b. *Calling Number Display—Shows the extension number of the calling party.*

c. *COS Display—Shows the COS of the calling extension number. Some examples and meanings are:*

- *NON-Unrestricted terminal.*
- *TOLL—Toll-restricted terminal.*
- *REST (Restricted)—Outward-restricted terminal.*
- *FULL— Fully restricted terminal.*
- *1 - 63—Number displayed denotes COS. Consult records to determine users privileges.*

d. *CAS Display—Displays up to 40 branch location codes. The customer selects these codes.*

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

This area (Figure 2-6) contains the hundreds group select buttons, the DXS buttons, and the BLF.

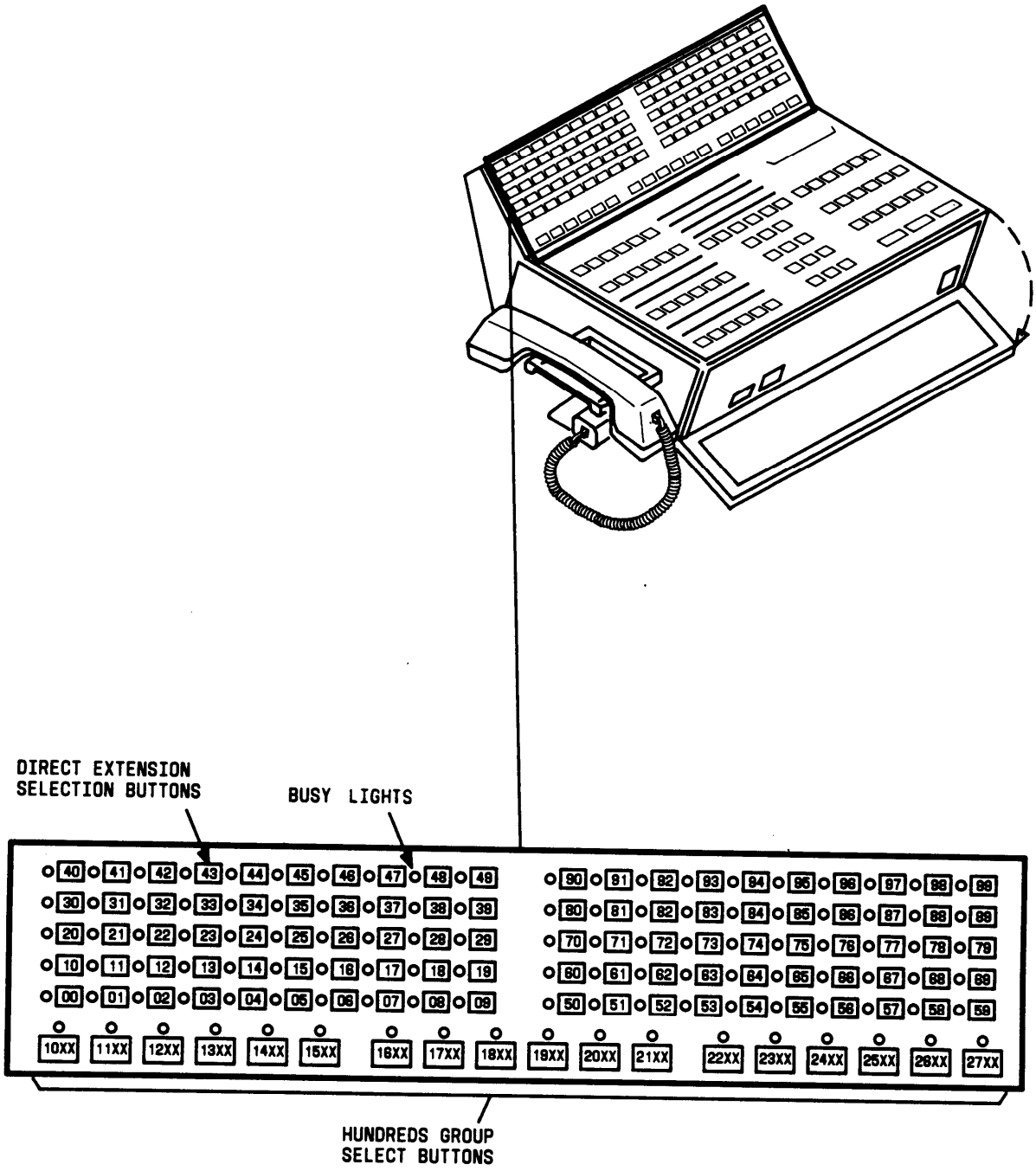


Figure 2-6. Direct Extension Selection (DXS) With Busy Lamp Field (BLF)

A 4-digit extension number contains two pairs of numbers, a hundreds pair and a tens and unit pair. For example, the extension number 4321 contains a ***43*** hundreds pair and a ***21*** tens and unit pair.

The 18 group select buttons on the console are labeled with up to 18 different hundreds pairs. if the system has more than 1800 different hundreds pairs (1800 lines), refer to the operational procedure entitled “Extended Direct Extension Selection (DXS)" that is listed under the feature “Attendant DXS With BLF” for step-by-step instructions on how to call extension numbers by pressing DXS buttons.

The 100 buttons in the DXS/BLF are labeled **00** to **99.**

To determine the idle/busy status of extension 1121, press the group select button labeled **11xx.** Then, look at the light to the left of the DXS button labeled **21.** If the light is dark, the extension is idle. Now, you can extend or complete a call to extension number 1121.

If the BLF is lighted and extension number 1121 is assigned to a multi-appearance voice terminal, you can still forward the call by pressing the appropriate DXS button. Extension number 1121, in this case, may be active, but another call appearance of extension number 1121 may be idle.

The DXS buttons and the BLF are inoperative in a Distributed Communication System (DCS) except when the attendant originates or extends calls within the local system.

RECORDING CALL INFORMATION

If the Call Detail Recording and Reporting (CDRR) feature or the Station Message Detail Recording (SMDR) feature is assigned on a trunk group basis in your system, you may be required to charge outgoing calls on certain trunks to an account number. You can charge to an account number by dialing a CDRR or SMDR account number access code and an account charge number. The procedure is the same for either feature.

Instructions in this guide are written for CDRR.

CHAPTER 3. FACTORY-PROVIDED SPECIAL FEATURES

Privacy

The console comes equipped with the Privacy feature. This feature prevents you from entering an established connection being held on the console unless you are recalled by a telephone/voice terminal user. Attendant Recall Privacy prevents an incoming trunk caller from hearing your conversation with an extension user; for example, when you are announcing a call. Your System Manager can consult with the service representative to remove the Privacy feature if your company so desires. This guide is written to include processing of calls and operation of features with and without the Privacy feature.

Attendant Release Loop (ARL)

The console comes equipped with the ARL feature. This feature allows calls to be held off the console (releasing the loop) until the timed-reminder interval expires or the call is answered. Such calls may be those you have extended and released to busy telphones/voice terminals or telphones/voice terminals with Call Waiting assigned. This feature benefits customers with a high volume of incoming calls to the attendant. Your System Manager can consult with the service representative to deactivate the ARL feature if your company so desires, or your System Manager can deactivate the ARL using the System Management Terminal (SMT) (System 85) or DEFINITY Manager™ II (DEFINITY Generic 2) if your company is administering your own system. When the feature is deactivated, calls you have extended and released to busy telphones/voice terminals or telphones/voice terminals with Call Waiting assigned are held on the console loop until the timed-reminder interval expires or the call is answered. This guide includes the processing of calls both with and without the ARL feature.

Note: With the Call Coverage feature, the ARL feature is disabled on attendant-extended calls to telphones/voice terminals with a coverage path assigned where the coverage criteria applies to that call. When the attendant extends such a call, and releases from the loop, the call follows the coverage path to Message Center or Audio Information Exchange (AUDIX) and does not return to the attendant queue when the ARL timed-reminder interval expires.

CHAPTER 4. OPERATING PROCEDURES

The operating instructions in this guide are written for the DXS/BLF console only.

Incoming Calls

An incoming call is indicated by an audible ring, a dark **PA** (position available) light, and a flashing **ATND** (attendant) light above one of the loop buttons. Calls may come in on any of the six loops.

If the call is placed from within the system, the alphanumeric display shows the extension number of the caller.

If the call is placed from outside the system, the alphanumeric display will show INC (incoming), the city of origin, or some other identification code.

Answering an Incoming Call

To answer a call:

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on.

2. Answer the call in accordance with your company policy.

3. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Extending an Incoming Trunk Call to an Extension Number

Incoming trunk calls can be extended to a multi-appearance telephone/voice terminal even though the BLF light for the requested extension number is lighted. To determine if a call can be extended to an extension number when the BLF light for that number is lighted, you must know that the requested extension number is assigned to a multi-appearance telephone/voice terminal.

To extend a call:

1. Press the appropriate hundreds group select button.

Group select light goes on.

2. Check the BLF to see if the desired extension light is off.

3. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 4 and 5; if not assigned, go to Step 6.

4. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. Press the DXS button for the requested extension number.

   Listen for ringback tone, and check that BLF (requested extension number) and **RING** lights go on.

7. Press **[RELEASE]** .

   Display, **ATND, RING,** and **SPLIT** lights go off, **PA** light goes on. Extension number on BLF remains lighted for duration of the call.

Handling an Extended Call to an Extension Number That Does Not Answer When Attendant Release Loop (ARL) Feature Is Activated

If the call you extended is not answered and you have pressed the **RELEASE** button, the ARL feature allows the call to be held off the console (releasing the loop). The call remains off-loop until the ARL timed reminder interval expires or until the call is answered. The interval can be set using the System Management Terminal (SMT). The **RING** light goes off when you press the **RELEASE** button.

If the call is not answered before the ARL timed-reminder interval expires, the call goes to the first available console. The **RING** light flashes, and you hear timed-reminder tone.

To answer a call:

1. Press the loop button below the flashing **RING** light.

   Display shows call identification. **ATND** light goes on. **RING** light goes on. **PA** light goes off.

2. Press TERM ID button if you need to identify the called extension number. The original call may have been answered by another attendant.

Display shows the called extension number.

3. Report to the caller over the ringback tone,

   or

   Press **[CANCL]** to silence the tone and report to the caller.

4. If the caller wishes to wait and you did not press the **CANCL** button, press **[RELEASE]** .

   Display, **ATND,** and **RING** lights go off. **PA** light goes on.

   If the caller wishes to wait and you pressed the **CANCL** button, you must make the connection again for the caller before pressing the **RELEASE** button.

5. If the caller does not wish to wait, press **[RELEASE] .**

   Display, **ATND,** and **RING** lights go off. **PA** light goes on.

At the end of every ARL timed-reminder interval, the **RING** light flashes and ARL timed-reminder tone sounds. This sequence continues until the caller is connected unless the call is for a voice terminal with a coverage path assigned. Refer to Note under "Factory-Provided Special Features," Section 3.

Handling an Extended Call to an Extension Number That Does Not Answer When Attendant Release Loop (ARL) Feature Is Not Activated

If the call you extended is not answered and you have pressed the **RELEASE** button, the call is held on the console. The call remains on the loop until the timed-reminder interval (30 seconds) expires or until the call is answered. The **RING** light stays on when you press the **RELEASE** button.

If the call is not answered before the timed-reminder interval expires, the **RING** light flashes. You hear timed-reminder tone.

To answer a call:

1. Press the loop button below the flashing **RING** light.

   Display shows call identification. **ATND** light goes on. **RING** light goes on. **PA** light goes off.

2. Report to the caller over ringback tone,

   or

   Press **[CANCL]** to silence the tone and report to the caller.

3. If the caller wishes to wait and you did not press the **CANCL** button, press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

4. If the caller wishes to wait and you pressed the **CANCL** button, you must make the connection again for the caller before you press the **RELEASE** button.

5. If the caller does not wish to wait, press **[RELEASE]** .

   Display, **ATND,** and **RING** lights go off. **PA** light goes on.

At the end of every timed-reminder interval (30 seconds), the **RING** light flashes and timed-reminder tone sounds. This sequence continues until the caller is connected.

Placing a Caller in Call Waiting

When the extension number requested is busy, you can place a caller in call waiting. However, an extension number assigned to a multi-appearance telephone/voice terminal cannot be placed in call waiting; these call must be extended.

To place a caller in call waiting:

1. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3. If CDRR is not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

3. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

4. Press DXS button for the desired extension.

   Listen for tone:

   Confirmation tone— **BUSY** light goes on. Caller is reconnected.

   Busy tone—call waiting is denied. Go to Step 7.

5. Press **[RELEASE]** .

   PA light goes off. The called party hears two beeps of tone when the attendant presses the **RELEASE** button. The caller waits to be connected.

6. Refer to “Handling a Call Placed to a Busy Extension Number With Call Waiting Assigned When ARL Is or Is Not Activated” for information on how to handle *Call Waiting Recall* calls.

7. Press **[CANCL]** .

   Busy tone stops. **BUSY** light goes off.

8. Tell the caller that the extension number is busy.

9. If the caller wishes to wait, press **[HOLD]** .

   HOLD light goes on.

10. After 30 seconds, the **HOLD** light flashes as a reminder that the caller is waiting. Do Step 11.

11. Press the loop button below the flashing **HOLD** light, and try the number again.

    Every 30 seconds the **HOLD** light flashes and timed-reminder tone sounds. This sequence continues until the caller is connected.

12. If the caller does not wish to wait, press **[RELEASE]** .

    PA light goes on. **RING** light goes off when the caller hangs up.

Handling a Call Placed to a Busy Extension Number With Call Waiting. Assigned When Attendant Release Loop (ARL) Feature Is Activated

The ARL feature allows a call that you have placed in call waiting (after pressing the **RELEASE** button) to be held off the console (releasing the loop) until the ARL timed-reminder interval expires or until the call is answered. The **BUSY** light goes off when you press the **RELEASE** button.

If the call is not answered before the ARL timed-reminder interval expires, the call is routed , to the first available console. The **BUSY** light flashes, and you hear timed-reminder tone.

To answer a call:

1. Press the loop button below the flashing **BUSY** light.

   Display shows call identification. **ATND** light goes on. **BUSY** light goes on. **PA** light goes off.

2. Press TERM ID if you want to identify the called extension number. The original call may have been placed in call waiting by another attendant.

   Display shows the called extension number.

3. Tell the caller that the extension number is busy.

4. If the caller wishes to wait, press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on. The called party hears two beeps of tone as a reminder that the call is still waiting.

5. If the caller does not wish to wait, press **[CANCL]** , **[RELEASE]** .

   Display, **ATND,** and **BUSY** lights go off. **PA** light goes on.

At the end of every ARL timed-reminder interval, the **RING** light flashes and ARL timed-reminder tone sounds. This sequence continues until the caller is connected unless the call is for a telephone/voice terminal with a coverage path assigned. Refer to Note under "Factory-Provided Special Features," Section 3.

Handling a Call Placed to a Busy Extension Number With Call Waiting Assigned When Attendant Release Loop (ARL) Feature Is Not Activated

When you have placed a call in call waiting (after pressing the **RELEASE** button), the call remains on the loop until the timed-reminder interval (30 seconds) expires or the call is answered. The **BUSY** light stays on when you press the **RELEASE** button."

If the call is not answered before the timed-reminder interval expires, the **BUSY** light flashes. You hear timed reminder tone.

To answer a call:

1. Press the loop button below the flashing **BUSY** light,

   Display shows call identification. **ATND** light goes on. **BUSY** light goes on. **PA** light goes off.

2. Tell the caller that the extension number is busy.

3. If the caller wishes to wait, press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on. The called party hears two beeps of tone as a reminder that the call is still waiting.

At the end of every timed-reminder interval (30 second), the **RING** light flashes and timed-reminder tone sounds. This sequence continues until the caller is connected.

Holding a Call on the Console

If an extension number is busy and call waiting is not available, you can hold a call on the console. Every 30 seconds the timed-reminder tone sounds. Then, check to see if the caller wishes to continue holding.

To hold a call:

1. Press **[HOLD]** .

   HOLD and **PA** lights go on. Display and **ATND** lights go dark.

2. After 30 seconds, you hear timed-reminder tone. **HOLD** light flashes.

3. Press the loop button below the flashing **HOLD** light to reenter the connection.

   Display and **ATND** lights go on. **PA** light goes off.

4. Press **[CANCL]** to stop the tone while you are talking with the caller on hold.

   At the end of every timed-reminder interval (30 second), the **HOLD** light flashes and timed-reminder tone sounds. This sequence continues until the caller is connected.

5. Press **[RELEASE]** when the caller is connected, or if the caller wishes to call back later.

   Display and **ATND** lights go off. **PA** light goes on.

Transferring an Incoming Trunk Call

When a voice terminal user recalls you to request that you transfer an incoming call to another extension number, you will hear an audible ring. Then, the alphanumeric display identifies the calling extension. **ATND** light above the associated loop button flashes. **PA** light goes off.

To answer a recall:

1. Press the loop button below the flashing **ATND** light.

   Audible ring stops. **ANS** light goes on. **ATND** light goes on.

2. Acknowledge the request to transfer the call.

   User who requests the transfer and the incoming caller can hear you. User who requests the transfer hangs up. **ANS** light and associated BLF light goes off.

To transfer a call:

1. Press the appropriate hundreds group select button.

   Group select light goes on.

2. Check the BLF to see if the requested extension number light is off. If the associated BLF light is on but the extension number is assigned to a multi-appearance telephone/voice terminal, go to Step 3.

3. If Call Detail Recording and Reporting (CDRR) is assigned, do Steps 4 and 5; if not assigned, go to Step 6.

4. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. Press DXS button for the desired extension number.

   Listen for ringback tone. Associated BLF and **RING** lights go on.

7. Press **[RELEASE]** .

   Display, **ATND,** and **SPLIT** lights go off. **PA** light lights. When the called extension answers, **RING** light goes off. Caller is transferred.

Announcing an Incoming Trunk Call

To screen calls, you may be asked to announce calls to certain system users.

To announce a call:

1. Press the appropriate hundreds group select button.

   Group select light goes on.

2. Check the BLF to see if the requested extension light is off. If the associated BLF light is on and the extension number is assigned to a multi-appearance telephone/voice terminal, go to Step 3.

3. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 4 and 5; if not assigned, go to Step 6.

4. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. Press DXS button for the desired extension number.

   Listen for ringback tone. Associated BLF and **RING** lights go on.

7. When the called party answers, announce the call.

   ANS light goes on. **RING** light goes off.

8. If the called party wishes to talk to the caller, press **[RELEASE]** .

   Display, **ANS, ATND,** and **SPLIT** lights go off. **PA** light goes on. Caller and called party are connected.

9. If the called party does not wish to talk with the caller, press **[CANCL]** .

   ANS and **SPLIT** lights go off. BLF light goes off when called party hangs up.

10. Report to the caller.

11. Press **[RELEASE]** .

    Display and **ATND** lights go off. **PA** light goes on.

Extending an Incoming Trunk Call to an Outside Number

To reach an outside number, you must connect the incoming trunk to an outgoing trunk. You can make this connection in one of three ways, depending on what features are available in your system.

To make a private network call, dial an access code. Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) features, if available, automatically route calls over the most desirable trunks and the least expensive routes.

To make a public network call when you have the Direct Trunk Group Select feature, press the proper trunk group select button. To make a public network call when you do not have the Direct Trunk Group Select feature, dial a Trunk Group access code.

To extend a call:

1. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3; if not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone, and check that **SPLIT** light goes on.

3. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

4. If the call is to be placed on a private network and AAR and/or ARS features are active, do Step 5 to connect a trunk; if ARS/AAR is not active, go to Step 6.

5. Press **[START]** , and dial AAR/ARS access code.

   Listen for dial tone or audio.

   Dial tone—trunk is connected. Go to Step 9.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

6. If you use direct trunk group selection to select a trunk, do Step 7. If you do not use direct trunk group selection, go to Step 8.

7. Press direct trunk group select button.

   Listen for dial tone or audio.

   Dial tone—trunk is connected. **ANS** light goes on. Go to Step 9.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

8. Press **[START]** , and dial Trunk Group access Code.

   Listen for dial tone or audio.

   Dial tone—trunk is connected. **ANS** light goes on.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

9. Dial the outside number.

   Listen for ringback tone. **ANS** light goes on at this point if you used AAR/ARS to connect a trunk.

10. Press **[RELEASE]** .

    Display light goes off. **PA** light goes on. Caller is connected to the outside number.

Extending an Incoming Trunk Call to an Automatic Call Distribution (ACD) Queue

If your company has a high volume of incoming calls, ACD can give your company balanced distribution of calls. This feature allows incoming calls to be routed directly to specific groups of voice terminals called splits. You may be asked to extend a call to an ACD group. Calls to an ACD group are queued until an agent in the group is available to answer.

To extend a call:

1. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3; if CDRR is not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

3. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

4. Press appropriate hundreds group select button.

   Group select light goes on.

5. Press DXS button for the extension number assigned to the ACD group if it is not in a 5-digit dial plan. Dial the extension number if the ACD group is in a 5-digit dial plan.

   You will hear ringback tone until the call is answered or busy tone after 4 seconds.

   If your hear busy tone, all terminals in the ACD group are busy. Go to Step 7.

6. If you release within 4 seconds—

   Display, **ATND,** and **SPLIT** lights go off. **PA** light goes on. The caller is placed in the ACD queue.

7. Press **[CANCL]** **,** and report to the caller.

8. If the caller does not wish to wait, press **[RELEASE]** **.**

   Display, **ATND,** and **SPLIT** lights go off. **PA** light goes on.

9. If the caller wishes to wait, press **[HOLD]** **.**

   HOLD light goes on.

At the end of every timed-reminder interval (30 second), the **HOLD** light flashes and timed-reminder tone sounds. This sequence continues until the caller is connected.

Note: Call Vectoring, available with System 85 R2V4 and DEFINITY Generic 2, is a highly flexible way of processing incoming ACD calls (and other calls). Calls terminating at vectors use VDNs.

To extend a call:

1. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3; if CDRR is not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

3. Dial CDRR account number access code and Account Charge" Number.

   Listen for dial tone.

4. Press appropriate hundreds group select button.

   Group select light goes on.

5. In a 3- or 4- digit dialing plan, press the DXS button for the VDN.

   Associated BLF light does not go on.

   in a 5-digit dialing plan, dial the VDN.

6. Within 4 seconds, press **[RELEASE]** . Calling party commences vector processing.

7. Stay on connection after 4 seconds.

   Listen for tone:

   Ringing—attendant ringing available ACD agent. Release caller to connect with agent.

   Busy tone—no ACD agent is available. Go to Step 7 of previous procedure.

8. Press **[CANCL]** , and report to the caller.

9. If the caller does not wish to wait, press **[RELEASE]** .

   Display, **ATND,** and **SPLIT** lights go off. **PA** light goes on.

10. If the caller wishes to wait, press **[HOLD]** .

    HOLD light goes on.

At the end of every timed-reminder interval (30 second), the **HOLD** light flashes, and timed-reminder tone sounds. This sequence continues until the caller is connected.

Extending a Call to a Data Communications Access (DCA) Port

You may be requested to extend a call to a DCA port if you are controlling trunks assigned to DCA ports.

To extend a call:

1. If you use direct trunk group selection to select trunks, do Step 2. If you do not use direct trunk group selection, go to Step 3.

2. Press direct trunk group select button.

   Listen for dial tone or audio:

   Dial tone— **SPLIT** and **RING** lights go on. Caller is separated from the connection. Go to Step 4.

   Busy tone—no trunk available, and queuing is not available. Go to Step 5.

   Audio (music or recorded announcement)—call is placed in off-hook queue. Go to Step 7.

3. Press **[START]** , and dial the Trunk Group access code.

   Listen for dial tone or audio:

   Dial tone— **SPLIT** and **RING** lights go on. Caller is separated from the connection.

   Busy tone—no trunk available, and queuing is not available. Go to Step 5.

   Audio (music or recorded announcement)—call is placed in off-hook queue. Go to Step 7.

4. Press **[RELEASE]** .

   ATND, SPLIT, and **RING** lights go off. Caller hears ringback tone followed by "computer ready" indication.

5. Press **[CANCL]** , and tell the caller to place the call again later.

6. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

7. Press **[SPLIT]** .

   SPLIT light goes on. Caller is added to the queue.

8. Press **[RELEASE]** .

   Display, **ATND,** and **SPLIT** lights go off. **PA** light goes on.

Outgoing Calls

You can place two types of outgoing calls:

Outgoing calls from system users who request connection to a trunk (outside line) so they can dial an outside number.

Outgoing calls from system users who request that you complete an outside call" for them. The procedure consists of connecting to a trunk, then dialing the requested outside number. This type of call handling assists users who are not allowed to make outgoing calls, or users with very busy schedules.

When you receive either request, the calling number is displayed. You hear an audible ring. **ATND** light flashes, and **PA** light goes off.

To answer a caller:

1. Press **[ANSWER]** . Ask the caller to stay on the line.

   Ringing stops. **ATND** light goes on.

2. Ask the caller for instructions.

3. If it is necessary to determine if a caller has permission to make outgoing calls (local or toll), do Step 4.

4. Press **[CLASS]** . Restrictions, if any, will be displayed. Press **[CLASS]** again to restore the calling number.

Connecting a Voice Terminal User to a Trunk

To connect a caller to a trunk:

1. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3; if CDRR is not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

3. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

4. If the call is to be placed on a private network and Automatic Alternate Routing (AAR) and/or Automatic Route Selection (ARS) features are active, do Step 5 to connect a trunk; if AAR/ARS is not active, go to Step 6.

5. Press **[START]** , and dial AAR/ARS access code.

   Listen for dial tone, busy tone, or audio:

   Dial tone—trunk is connected. Go to Step 9.

   Busy tone—no trunk available, and queuing is not available. Go to Step 10.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

6. If you use direct trunk group selection to select a trunk, do Step 7. If you do not use direct trunk group selection, go to Step 8.

7. Press direct trunk group select button.

   Listen for dial tone, busy tone, or audio.

   Dial tone—trunk is connected. **ANS** light goes on. Go to Step 9.

   Busy tone—no trunk available, and queuing is not available. Go to Step 10.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

8. Press **[START]** , and dial the Trunk Group access code.

   Listen for dial tone, busy tone, or audio:

   Dial tone—trunk is connected. **ANS** light goes on. Go to Step 9.

   Busy tone—no trunk available, and queuing is not available. Go to Step 10.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Refer to "Queuing" under "Outgoing Calls" for information on how to handle the call.

9. Press **[RELEASE]** .

   Display, **ANS, ATND,** and **SPLIT** lights go off. **PA** light goes on. Caller is connected to the trunk, and dials the outside number to complete the call.

10. Press **[CANCL]** .

    Busy tone stops. **ANS** and **SPLIT** lights go off.

11. Report to the caller.

12. If the caller wishes to cancel the call, press **[RELEASE]** .

    Display, **ANS, ATND,** and **SPLIT** lights go off. **PA** light goes on.

Completing an Outgoing Call

Once a voice terminal user is connected to an outgoing trunk, complete the call by doing the following steps:

1. Dial the outside number.

   Listen for ringback tone.

2. Press **[RELEASE]** .

   Display, **ANS, ATND,** and **SPLIT** lights go off. **PA** light goes on. User is connected to the outside number.

Queuing

All trunks may be busy when you are attempting to connect to an outgoing trunk. If queuing is available, the call will be placed in queue. Then, you will hear music or a recorded announcement, depending on the choice your company has made. You can put a queued call on hold so you can process other calls rather than stay off-hook until a trunk becomes idle.

To let a caller know when a call is placed in queue:

1. Press **[SPLIT]** .

   SPLIT light goes off. Audio stops. Caller is connected.

2. If the caller wishes to wait, press **[SPLIT]** . Remain off-hook until a trunk becomes idle, or go to Step 1 under “To put a queued call on hold. ” If the caller does not wish to wait, go to Step 5.

   Listen for music or recorded announcement. **SPLIT** light goes on.

3. When audio stops and dial tone starts, dial the desired number.

   Listen for ringback tone.

4. Press **[RELEASE]** .

   PA light goes on. Caller is connected to the outside number.

5. If the caller does not wish to wait, press **[RELEASE]**.

   Display, **ATND,** and **SPLIT** lights go off. **PA** light goes on.

To put a queued call on hold:

1. Press **[HOLD]**.

   HOLD light goes on. **ATND** light goes off. Audio stops.

2. When **RING** light flashes and audible ring starts, press the loop button below the flashing **RING** light.

   HOLD light goes off. **ATND** light goes on. **RING** light continues to flash. Press **[HOLD]**.

   Listen for dial tone. **RING** light goes off. **ATND** light goes on.

3. Dial the desired number.

   Listen for ringback tone.

4. Press **[RELEASE]**.

   PA light goes on. Caller is connected to the outside number.

Attendant-Originated Calls

You can originate calls from the console to extension numbers and to numbers outside the system; and you can make trunk-to-trunk connections.

Attendant Call to an Extension Number

To originate a call to any extension number within the system:

1. Press the appropriate hundreds group select button.

   Group select light goes on.

2. Check the associated BLF light to see if the desired extension light is off or if the associated BLF light is on and the extension number is assigned to a multi-appearance telephone/voice terminal.

3. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

4. Press DXS button for the desired extension number.

   Listen for ringback tone. **RING** light and associated BLF light goes on (if not already on for multi-appearance telephone/voice terminals). When extension answers, **ANS** light goes on. **RING** light goes off.

5. At the end of the conversation, press **[RELEASE]** .

   ANS and **ATND** lights go off. **PA** light goes on. BLF light goes off when extension user hangs up.

Attendant Call to an Outside Number

To originate an outgoing call:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 3 and 4; if CDRR is not assigned, go to Step 5.

3. Press **[START]** .

   Listen for dial tone.

4. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

5. If the call is to be placed on a private network and Automatic Alternate Routing (AAR) and/or Automatic Route Selection (ARS) features are active, do Step 6 to connect a trunk; if not active, go to Step 7.

6. Press **[START]** , and dial AAR/ARS access code.

   Listen for dial tone, busy tone, or audio:

   Dial tone—trunk is connected. Go to Step 10.

   Busy tone—no trunk available, and queuing is not available. Go to Step 13.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Go to Step 12; do a, b, or c.

7. If you use direct trunk group selection to select trunks, do Step 8. If you do not use direct trunk group selection, go to Step 9.

8. Press direct trunk group select button.

   Listen for dial tone, busy tone, or audio:

   Dial tone—trunk is connected. **ANS** light goes on. Go to Step 10.

   Busy tone—no trunk available, and queuing is not available. Go to Step 13.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Go to Step 12; do a, b, or c.

9. Press **[START]** , and dial Trunk Group access code.

   Listen for dial tone, busy tone, or audio:

   Dial tone—trunk is connected. **ANS** light goes on. Go to Step 10.

   Busy tone—no trunk available, and queuing is not available. Go to Step 13.

   Audio (music or recorded announcement)—call is placed in queue because no outgoing trunks are available. Go to Step 12; do a, b, or c.

10. Dial the outside number.

    Listen for ringback tone until called party answers. **ANS** light goes on at this point if you used AAR/ARS to connect a trunk.

11. At the end of the conversation, press **[RELEASE]** .

    ANS and **ATND** lights go off. **PA** light goes on.

12. Do a, b, or c.

    a. Stay on the line, and wait for a trunk.

    b. press **[CANCL]** to cancel the queued call. Press **[START]** , and place the call again.

    c. Press **[RELEASE]** .

       ATND and **ANS** ligths go off. **PA** light goes on.

    d. Press **[HOLD]** to put the queued call on hold.

13. Press **[RELEASE]** .

    ATND and **ANS** lights go off. **PA** light goes on.

Attendant Trunk-to-Trunk Connection

You can connect one outside number to another outside number by connecting two outgoing trunks. The Privacy feature, if available, is automatically disabled so you can monitor calls for disconnect. A warning tone is applied to the trunk to alert the talking parties before you can monitor the call. The tone (1/2 second duration) is heard by all parties every 15 seconds while you remain on the connection.

To originate a call:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 3 and 4; if CDRR is not assigned, go to Step 5.

3. Press **[START]** **.**

   Listen for dial tone.

4. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

5. If the call is to be placed on a private network and Automatic Alternate Routing (AAR)/Automatic Route Selection (ARS) feature is active, do Step 6 to connect a trunk; if AAR/ARS is not active, go to Step 7.

6. Press **[START]** **,** and dial AAR/ARS access code.

   Listen for dial tone.

7. If you use direct trunk group selection to select trunks, do Step 8. If you do not use direct trunk group selection, go to Step 9.

8. Press direct trunk group select button.

   Listen for dial tone. **ANS** light goes on. Go to Step 10.

9. Press **[START]** **,** and dial Trunk Group access code.

   Listen for dial tone. **ANS** light goes on.

10. Dial the outside number.

    Listen for ringback tone until called party answers. **ANS** light goes on at this point if you used AAR/ARS to connect a trunk.

11. Ask the called party to wait to be connected.

To connect the second outgoing trunk:

1. If the call is to be placed on a private network and AAR/ARS feature is active, do Step 2 to connect a trunk; if AAR/ARS is not active, go to Step 3.
2. Press **[START]** , and dial AAR/ARS access code.

   Listen for dial tone. **SPLIT** light goes on. First called party is split from the connection.

3. If you use direct trunk group selection to select trunks, do Step 4. If you do not use direct trunk group selection, go to Step 5.
4. Press direct trunk group select button.

   Listen for dial tone. **ANS** light goes on. **SPLIT** light goes on. First called party is separated from the connection. Go to Step 6.

5. Press **[START]** , and dial Trunk Group access code.

   Listen for dial tone. **ANS** light goes on. **SPLIT** light goes on. First called party is split from the connection.

6. Dial the outside number.

   Listen for ringback tone until called party answers.

7. Ask the second called party to wait to be connected.
8. Press **[HOLD]** .

   HOLD and **PA** lights go on. **ATND** and **SPLIT** lights go off. Both outside parties are connected.

9. Periodically press the loop button (on which the call is held) to check if both trunks are still in use.
10. When both parties have disconnected, press **[CANCL]** , **[RELEASE]** .

    Display and **ATND** lights go off. **PA** light goes on.

Operation of Features

This part of the "Operating Procedures" section provides an alphabetical listing of console features. These features can be activated or cancelled by pressing the designated buttons in the attendant control area of the console or by dialing certain access codes.

Alphanumeric Display for Attendant Position

Allows you to identify incoming trunk calls from outside the system, or incoming calls from extension users inside the system.

Incoming trunk call identification may be displayed by:

- Trunk Group

  WATS, CCSA

  NY, WASH, PHIL (geographic source for tie or Foreign Exchange calls)

- Call Type

  LDN 1—Telephone directory number of the company

  ATND—intercepted incoming call that has been routed to your console.

Incoming calls from extension users are displayed by the calling number.

To check the class of service (COS) of the calling number:

1. Press **[CLASS]** .

   The COS information is displayed.

2. Press **[CLASS]** .

   The COS information is removed. Calling number is displayed.

Alphanumeric Display for Attendant Position in a Distributed Communication System (DCS) Environment

Allows you to identify incoming DCS calls from a distant system. The trunk group identification of the tie trunk used for the call is displayed. If the call was routed to your console because of an intercept condition, the intercept message is displayed.

If the call is an intercept call:

1. Press **[CLASS]** .

   Incoming tie trunk group is displayed to identify the distant system.

2. Press **[CLASS]** .

   Calling number is displayed if the call is from a voice terminal in a distant system. Trunk group number is displayed for a trunk call.

3. Press **[CLASS]** .

   The COS is displayed if the call is from a voice terminal in a distant system. Trunk number within the trunk group is displayed for a trunk call.

If the call is not an intercept call:

1. Press **[CLASS]** .

   Calling number is displayed if the call is from a voice terminal in a distant system. Trunk group number is displayed for a trunk call.

2. Press **[CLASS]** .

   The COS is displayed if the call is from a voice terminal in a distant system. Trunk number within the trunk group is displayed for a trunk call.

Attendant Auto-Manual Splitting

Allows you to announce calls privately and identify callers to voice terminal users. This gives them the option of accepting or not accepting the call.

To extend an incoming call to an idle telephone/voice terminal:

1. Press DXS button for the desired extension number.

   Listen for ringback tone. Caller is separated from the connection. **SPLIT, BLF,** and **RING** lights go on. **ANS** light goes on. **RING** light goes off when terminal user answers. See Note.

   Note: If you activate Malicious Call Trace while a caller is split from the console, the split condition is disabled. **SPLIT** light goes off. The internal caller hears dial tone. The outside caller is disconnected.

2. Announce the call.

3. Press **[SPLIT]** .

   SPLIT light goes off.

4. Report to the caller.

5. Press **[RELEASE]** .

   Display, **ATND,** and **ANS** lights go off. **PA** light goes on. Caller and called party are connected.

To place an outgoing trunk call at the request of a voice terminal user:

If you use direct trunk group selection to select trunks, press direct trunk group select button. Listen for dial tone. Go to Step 3.

1. Press **[START]** .

   Listen for dial tone. Voice terminal user is separated from the connection. SPLIT light goes on. See Note.

   Note: If you activate Malicious Call Trace while a caller is split from the console, the split condition is disabled. SPLIT light goes off. The internal caller hears dial tone. The outside caller is disconnected.

2. Dial Trunk Group dial code.

   Listen for dial tone. **ANS** light goes on.

3. Dial the outside number.

   Listen for ringback tone. Called party answers.

4. Announce the call.

5. Press **[SPLIT]** .

   SPLIT light goes off (3-way connection).

6. Tell the caller that the called party is on the line.

7. Press **[RELEASE]** .

   Display, **ATND,** and **ANS** lights go off. **PA** light goes on. Caller and called party are connected.

Attendant Control of Trunk Group Access

Allows you to control access to a maximum of 12 trunk groups. Calls from voice terminal users to the trunk groups under your control are routed to your console. Alphanumeric display shows ACTG (Attendant Control of Trunk Group).

To activate Attendant Control of Trunk Group Access:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** , and dial Activate Code.

   Listen for dial tone.

3. If you use direct trunk group selection to select trunks, do Step 4. If you do not use direct trunk group selection, go to Step 5.

4. Press direct trunk group select button of trunk group to be controlled.

   Listen for tone:

   Confirmation tone—you control the trunk group. **CONT** light goes on four the specified trunk group. Go to Step 6.

   Intercept tone—trunk group is already controlled by you. Go to Step 6.

5. Dial Trunk Group access code of trunk group to be controlled.

   Listen for tone:

   Confirmation tone—you control the trunk group. **CONT** light goes on for specified trunk group.

   Intercept tone—trunk group is already controlled by you.

6. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on. **CONT** light goes on as long as you have control of the trunk group access.

To cancel Attendant Control of Trunk Group Access:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** , and dial Cancel Code.

   Listen for dial tone.

3. If you use direct trunk group selection to select trunks, do Step 4. If you do not use direct trunk group selection, go to Step 5.

4. Press direct trunk group select button of trunk group for which control is to be canceled.

   Listen for tone:

   Confirmation tone—control of trunk group is canceled. **CONT** light for the specified trunk group goes off. Go to Step 6.

   Intercept tone—incorrect dialing or control of trunk group is already canceled. Go to Step 6.

5. Dial Trunk Group access code of trunk group for which control is to be canceled.

   Listen for tone:

   Confirmation tone—control of trunk group is canceled. **CONT** light for the specified trunk group goes off.

   Intercept tone—incorrect dialing or control of trunk group is already canceled.

6. Press **[RELEASE]** .

   PA light goes on. **ATND** light goes off.

Attendant Control of Trunk Group Access in a Distributed Communication System (DCS) Environment

Access to trunk groups used at one system in a DCS environment may be controlled at a distant system by the attendant.

Feature operation is the same as previously described except for the following:

- A direct trunk group select button must be assigned on your console and on the console at the distant system for any trunk groups you are controlling at the distant system.
- When busy or warning levels are exceeded for a trunk group with a direct trunk group select button assigned, the **BUSY** or **WARN** lights on all consoles, in the DCS with an appearance of that trunk group, go on.

Attendant Direct Extension Selection (DXS) With Busy Lamp Field (BLF)

Allows you to extend calls to voice terminal users by pressing a hundreds group select button and a tens and units (DXS) button. See Figure 2-6 for the location of these buttons on the console.

To answer and extend an incoming call using attendant DXS with BLF:

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. **PA** light goes off.

2. Press group select button for the requested hundreds group (first two digits of the extension number).

   Group select light goes on.

3. Check the BLF to see if the telephone/voice terminal is idle (associated light is off).

4. Press the DXS button for the tens and units digits (second two digits of the extension number).

   Listen for ringback tone. **SPLIT,** BLF, and **RING** lights go on. **ANS** light goes on, and **RING** light goes off when called party answers.

5. Press **[RELEASE]** .

   ATND, ANS, and **SPLIT** lights go off. On BLF, associated light stays on for the duration of the call.

Extended DXS

Allows you to extend calls to voice terminal users when the system has more than 1800 hundreds pairs (1800 lines). Even though the hundreds group select buttons are inactive on your console, this feature gives you the capability of extending calls by using the hundreds group select **(SELCT)** and display **(DISP)** buttons and the DXS button.

To answer and extend an incoming call to a voice terminal using extended DXS:

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. **SELCT** light lights. **PA** light goes off.

2. Press **[SELECT]** , and dial the first two digits of the extension number (hundreds group).

   SELCT light goes off. Lamps to the left of the DXS buttons light for all busy voice terminals in the hundreds group selected. Alphanumeric display shows the hundreds group dialed followed by two asterisks (example: 11** for extension number 1121).

3. Check the BLF to see if the telephone/voice terminal is idle (associated light is off).

4. Press the DXS button for the tens and units digits.

   Listen for ringback tone. **SPLIT,** BLF, and **RING** lights go on. Caller is split from the connection. Alphanumeric display shows a repeat of the display (hundreds group followed by two asterisks). **ANS** light goes on, and **RING** light goes off when voice terminal user answers.

5. Press **[ANSWER]** .

   ATND, ANS, and **SPLIT** lights go off. **PA** light goes on. Associated BLF light stays on for the duration of the call.

If it is necessary to display the last hundreds group selected, press **[DISP]** .

Attendant Interposition Calling and Transfer

Allows you to place calls to, and receive calls from, other attendants. If you are in a Tenant Services environment, you can only place calls to attendants in the same partition or in partition 0 (zero).

When you are called, and if you are busy on another call, the interposition call is held waiting in a priority queue. The **PR** (priority) light on your console lights. When your console becomes available, the interposition call takes precedence over the other calls in queue, and is switched to the first idle loop. You can make interposition calls when no call is connected to your console, or when a call is connected and the caller wishes to have the call transferred to another attendant.

To consult with another attendant when you have a call on your console and you want to transfer the call:

1. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection. Display shows incoming call identification.

2. Dial Interposition Calling access code.

   Listen for dial tone.

3. Dial Console Position Number.

   Listen for ringback tone. **RING** light goes on.

4. Consult with the other attendant.

5. Press **[RELEASE]** .

   Display, **ATND,** and **SPLIT** lights go off. You are released, and caller is connected to the other attendant console.

To consult with another attendant when you do not have a call on your console:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Interposition Calling access code.

   Listen for dial tone.

4. Dial Console Position Number.

   Listen for ringback tone.

5. Consult with the other attendant.

6. Press **[RELEASE]** .

   ATND and **ANS** lights go off. **PA** light goes on. You and the other attendant are released from the call.

To answer an interposition call:

When you are called by another attendant, **ATND** light flashes. **PR** light goes on (priority call). You hear an audible ring. Alphanumeric display shows INTP . If you are the controlling attendant on a malicious call trace, you will not receive a display. Trace information is displayed.

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. **PR** light goes off.

2. Consult with the calling attendant.

   If a call is transferred, display changes from INTP to incoming call identification.

Attendant Release Loop (ARL) Timed-Reminder Interval Change

Allows you to change the ARL timed-reminder interval. The interval can be set, using the System Management Terminal (SMT) (System 85) or the Manager II terminal (Generic 2), from 2 through 98 seconds. You can change the length of the interval in 2-second increments.

To change the ARL timed-reminder interval:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Timed-Reminder Interval Change Code.

   Listen for dial tone. Display shows the current timed-reminder interval.

4. If interval is less than 10 seconds, dial new timed-reminder interval (leading zero must be entered).

   Listen for confirmation tone. Display shows the new timed-reminder interval.

5. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Automatic Call Distribution (ACD)—Attendant

Attendant Release Loop (ARL) feature is disabled on attendant-extended calls to voice terminals with coverage path assigned where the coverage criteria applies to the call.

When ACD is the coverage point and the attendant does not release a call within 4 seconds, the attendant is connected to an idle agent position (with the proper connect message). The call will not queue to the split if all positions are busy. Attendant Call Waiting will wait on the supervisor position (position 0). If the attendant releases a call within 4 seconds, the call is placed in queue.

An attendant may be designated as a system supervisor. The system supervisor can activate/deactivate Call Forwarding on the console for any split (group) of ACD agents.

Automatic Circuit Assurance (ACA)

Provides you with better service through early detection of faulty trunks. You can activate ACA by dialing the ACA Start Code. Once you have activated ACA; the system begins to measure the duration of calls on the trunk groups assigned to the ACA feature. If you are in a Tenant Services environment and you are an attendant in any partition other than partition 0 (zero), you are not allowed to activate, deactivate, or answer ACA referral calls.

When a large number of very short calls are made, due perhaps to callers hanging up because of a noisy trunk, a referral call is made to your console. Alphanumeric display shows TBLS (trouble short holding).

When a trunk remains busy for a long period, a referral call is made to your console. Alphanumeric display shows TBLL (trouble long holding).

You can immediately identify the faulty trunk by pressing TRK ID during a referral call.

To activate ACA:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial ACA Start Code.

   Listen for confirmation tone.

4. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To cancel ACA:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial ACA Stop Code.

   Listen for confirmation tone.

4. Press **[START]** .

   ATND light goes off. **PA** light goes on.

To answer a referral call and identify the faulty trunk using TRK ID button:

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on.

2. Press [TRK ID]

   Display shows Trunk Dial access code.

3. Press [TRK ID]

   Display shows the trunk number.

4. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on. Refer the trunk number in question to someone who can test the trunk. Remove the faulty trunk from service using the Trunk Verification by Voice Terminal feature.

Automatic Circuit Assurance (ACA) in a Distributed Communication System (DCS) Environment

In a DCS environment, all consoles may be at one system location. When an attendant at this location activates or deactivates the ACA feature, the feature is activated or deactivated for all systems in the DCS. Each system in a DCS can arrange for referral calls to be routed to the attendant at the" Centralized Attendant Service (CAS) main location when CAS is active in the system. In a DCS with multiple systems (each system having attendants), any attendant can activate or deactivate ACA for the local system and at customer option receive referral calls. Operation of ACA in a DCS environment is similar to ACA in a non-DCS environment except that the initial alphanumeric display is different. The display initially shows the trunk dial access code of the tie trunk used for calling between the systems. When the **TRK ID** button is pressed, the faulty trunk data is displayed.

Automatic Route Selection (ARS) (With Time of Day Routing)

Provides routing of long distance calls over the most economical route available based on the time of day and day of week.

The ARS provides you with three different preestablished plans of call routing. You can place any one of these three plans in operation by pressing the **PLAN** button or by dialing an ARS Network Change Code.

Display the ARS plan first to see what the current route plan is. **PLAN** light is always lighted when the ARS plan is under your control.

To display ARS plan:

1. Press, and hold **[PLAN]** .

   Display shows current route plan.

2. Release **[PLAN]** .

   Display goes off.

To place ARS route plan under your control or to change ARS route plan:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[PLAN]** , or **[START]** . Dial ARS Network Change Code.

   Listen for dial tone. Display shows current route plan.

3. Dial 1, 2, or 3.

   Listen for confirmation tone.

   Display shows A1, A2, or A3. The letter A indicates attendant control.

4. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

To return ARS route plan to automatic control:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[PLAN]** , or **[START]** . Dial ARS Network Change Code.

   Listen for dial tone. Display shows current route plan.

3. Dial **0**

   Listen for confirmation tone.

   ARS returns to automatic control. Display shows 1, 2, or 3. **PLAN** light goes off.

4. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Busy Verification of Lines

Allows you to check a busy extension number to determine if the extension is really busy or appears busy because of a trouble condition. On multi-appearance telephone/voice terminals, the verification attempt is directed toward the in-use appearance on the primary voice terminal associated with the extension. Primary means the first voice terminal to which an extension number is assigned. When Privacy is provided, you are prevented from checking busy lines. When you are in a Tenant Services environment, you can only verify extensions in your partition or partition 0 (zero). If you attempt to verify extensions in other partitions, intercept tone is returned.

To busy verify an extension number of a single-line telephone/voice terminal:

1. Place the caller requesting verification on hold.
2. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

3. Press **[VERFY]** **.**

   VERFY light goes on.

4. Press appropriate hundreds group select button.

   Group select light goes on.

5. Press DXS button for the extension number.

   Listen for tone:

   Warning tone—starts before connection to a busy extension to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order or holding a call if you do not hear conversation after the tone.

   Ringback tone—extension is idle and is being rung. Busy verification is canceled. **VERFY** light goes off.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied because a call is being held or the telephone/voice terminal is in some other transient state.

   Intercept tone—feature is permanently denied, or the extension number is a Vector Directory Number (VDN).

6. Report to the caller.
7. Press **[RELEASE]** .

   ATND and **VERFY** lights go off. **PA** light goes on.

To busy verify an extension number of a multi-appearance telephone/voice terminal:

1. Put the caller requesting verification on hold.
2. Press an idle loop button.

   ATND light goes on. **PA** light goes off.
3. Press appropriate hundreds group select button.

   Group select light goes on.
4. Press the DXS button for the extension number.

   Listen for tone:

   Warning tone—all appearances are busy (extension busy). Tone starts before connection to the busy in-use appearance to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order or holding a call if you do not hear conversation after the tone.

   3-Burst ringing—one or more but not all appearances of the extension are busy (extension active), and an idle appearance is receiving priority ringing.

   Ringback tone—all appearances of the extension are idle, and an idle appearance is being rung.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied

   Intercept tone—feature is permanently denied.

Busy Verification of Lines in a Distributed Communication System (DCS) Environment

Allows you to check a busy extension number within the DCS cluster to determine if the extension is really busy or appears busy because of a trouble condition.

To busy verify an extension number of a single-line telephone/voice terminal in a local or distant system using 5-digit dialing:

1. Put the caller requesting verification on hold.

2. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

3. Press **[VERFY]** .

   VERFY light goes on.

4. Press **[START]** .

   Listen for dial tone.

5. Dial the 5-digit extension number,

   Listen for tone:

   Warning tone—starts before connection to a busy extension to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order if you do not hear conversation after the tone. If station is on hold by another station, the attendant may hear music and can busy verify.

   Ringback tone—extension is idle and is being rung. Busy verification is canceled. **VERFY** light goes off.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied because a call is being held or the telephone/voice terminal is in some other transient state.

   Intercept tone—feature is permanently denied.

6. Report to the caller.

7. Press **[RELEASE]** .

   ATND and **VERFY** lights go off. **PA** light goes on.

To busy verify an extension number of a multi-appearance telephone/voice terminal in a local or distant system using 5-digit dialing:

1. Place the caller on hold.

2. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

3. Press **[VERFY]** .

   VERFY light goes on.

4. Press **[START]** .

   Listen for dial tone.

5. Dial the 5-digit extension number.

   Listen for tone:

   Warning tone—all appearances are busy (extension busy). Tone starts before connection to the busy in-use appearance to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order or holding a call if you do not hear conversation after the tone.

   3-Burst ringing—one or more but not all appearances of the extension are busy (extension active), and an idle appearance is receiving priority ringing.

   Ringback tone—all appearances of the extension are idle, and an idle appearance is being rung.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied.

   Intercept tone—feature is permanently denied.

To busy verify an extension number of a single-line telephone/voice terminal in a distant system using a specific route (tie trunk access code and extension number):

1. Put the caller on hold.
2. Press **[VERFY]** .

   VERFY light goes on.
3. Press **[START]** .

   Listen for dial tone.
4. Dial the tie trunk access code for the distant system.
5. Press **[VERFY]** .

   Listen for recall dial tone (three short bursts of tone followed by dial tone).
6. Dial the 5-digit extension number.

   Listen for tone:

   Warning tone—starts before connection to a busy extension to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order or holding a call if you do not hear conversation after the tone.

   Ringback tone—extension is idle and is being rung. Busy verification is canceled. **VERFY** light goes off.

Reorder tone— **BUSY** light goes on. Feature is temporarily denied because a call is being held or the teiephone/voice terminal is in some other transient state.

Intercept tone—feature is permanently denied.

7. Report to the caller.

8. Press **[RELEASE]** .

ATND and **VERFY** lights go off. **PA** light goes on.

To busy verify an extension number of a multi-appearance telephone/voice terminal in a distant system using a specific route (tie trunk access code and extension number):.

1. Put the caller on hold.

2. Press **[VERFY]** .

VERFY light goes on.

3. Press **[START]** .

Listen for dial tone.

4. Dial the tie trunk access code for the distant system.

5. Press **[VERFY]** .

Listen for recall dial tone (three short bursts of tone followed by dial tone).

6. Dial the 5-digit extension number.

Listen for tone:

Warning, tone—all appearances are busy (extension busy). Tone starts before connection to the busy in-use appearance to ensure user privacy. Extension is busy if you hear conversation after the tone. Extension may be out of order or holding a call if you do not hear conversation after the tone.

3-Burst ringing—one or more but not all appearances of the extension are busy (extension active), and an idle appearance is receiving priority alerting.

Ringback tone—all appearances of the extension are idle, and an idle appearance is being rung.

Reorder tone— **BUSY** light goes on. Feature is temporarily denied.

Intercept tone—feature is permanently denied.

Call Forwarding-Follow Me

Allows you to redirect calls for an unrestricted extension number to another unrestricted extension number.

To activate Call Forwarding—Follow Me:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Call Forwarding Activate access code.

   Listen for dial tone.

4. Press the appropriate hundreds group select button.

   Group select light goes on.

5. Press DXS button for the extension number from which calls are to be forwarded.

   Listen for dial tone.

6. Press the appropriate hundreds group select button.

   Group select light goes on.

7. Press DXS button for the extension number to which calls are to be forwarded.

   Listen for tone:

   Confirmation tone—Call Forwarding is activated.

   Intercept tone—called extension number already has Call Forwarding activated.

8. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To cancel Call Forwarding—Follow Me:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Dial Call Forwarding Cancel Code.

   Listen for dial tone.

3. Press the appropriate hundreds group select button.

   Group select light goes on.

4. Press DXS button of the extension number for which you have been forwarding calls.

   Listen for confirmation tone. Call forwarding is canceled.

5. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

Call Forwarding—Busy and Don't Answer

Allows you to redirect calls for any unrestricted extension number to another unrestricted extension number when the extension number is busy or does not answer.

To activate Call Forwarding-Busy and Don't Answer

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Call Forwarding—Busy and Don't Answer Activate access code.

   Listen for dial tone.

4. Press the appropriate hundreds group select button.

   Group select light goes on.

5. Press DXS button for the extension number from which calls are to be forwarded.

   Listen for dial tone.

6. Press the appropriate hundreds group select button.

   Group select light goes on.

7. Press DXS button for the extension number to which calls are to be forwarded.

   Listen for tone:

   Confirmation tone—Call Forwarding—Busy and Don't Answer is activated.

   Intercept tone—called extension number already has Call Forwarding activated.

8. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To cancel Call Forwarding-Busy and Don't Answer

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Dial Call Forwarding cancel code.

   Listen for dial tone.

3. Press the appropriate hundreds group select button.

   Group select light goes on.

4. Press DXS button of the extension number for which you have been forwarding calls. ,

   Listen for confirmation tone. Call Forwarding is canceled.

5. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

Call Forwarding—Follow Me and Call Forwarding Busy and Don't Answer in a Distributed Communication System (DCS) Environment

Feature operation is the same as in a non-DCS environment except that when you activate call forwarding for an extension number at a distant system, the *forwarded to* extension is not checked for restrictions unless it is in the same distant system as the *forwarding* extension number.

Code Calling Access

Allows you access to loudspeaker paging equipment by dialing an access code and a Called Party Code. The called party hears the Electronic Chime Code.

To access and page:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Code Calling access code.

   Listen for tone:

   Dial tone— **ANS** light goes on. Do Steps 4, 5, and 6.

   Busy tone—code calling circuit is busy. Go to Step 7.

4. Dial the Called Party Code.

   Listen for confirmation tone. Then listen for the Called Party Code to be repeated three times. Then listen for ringback tone (System 85 only).

5. If an answer is required, stay on the line until the called party is connected.

6. Press **[RELEASE]** .

   ANS and **ATND** lights go off. **PA** light goes on.

7. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To access and page for a caller who is on the line:

1. Ask the caller to wait for an answer.

2. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 3 and 4; if CD-RR is not assigned, press **[START]** , listen for dial tone, and go to Step 5.

3. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

4. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

5. Dial Code Calling access code.

   Listen for tone:

   Dial tone— **ANS** light goes on. Do Steps 6 and 7.

   Busy tone—code calling circuit is busy. Go to Step 8.

6. Dial Called Party Code.

   Listen for confirmation tone. Then listen for the Called Party Code to be repeated three times. Then listen for ringback tone.

7. Press **[HOLD]** .

   Display and **ATND** lights go off. **HOLD** and **PA** lights go on. Caller is connected to the paged party.

8. Remove the caller from hold, and report the busy condition.

9. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Conference—Attendant 6-Party

Allows you to arrange a conference call for up to six conferees including voice terminal users inside the system and individuals outside the system.

To stay within FCC requirements, the sum of the number of Central Office (CO) and Direct Inward Dialing (DID) trunks connected in an Attendant Conference should not be more than two. The number of tie trunks that may be added in an Attendant Conference is not restricted.

Only one **CONF** button per console is provided, but several conference circuits may be provided, depending on the size of your system.

To start a new conference, you must release from the conference on which you are active, or you can place the active conference on hold. The **BUSY** light above the **CONF** button goes on when all conference circuits are busy.

The **CONT** light above the **CONF** button goes on each time you press the **CONF** button. You may add conferees even though the **CONF BUSY** light is on. (Specific conference may not yet have six conferees active.) When you add a sixth conferee to a conference, the **WARN** light above the **CONF** button goes on.

To arrange a conference requested by a telephone/voice terminal user:

1. Acknowledge the request, and verify that the **CONF BUSY** light is off. If you are requested to add an additional conferee to an existing conference, go to Step 3.

2. Press **[CONF]** .

   Associated **CONT** light goes on. Display light goes off. Voice terminal user is connected to the conference circuit.

3. To add each conferee (voice terminal user), do a, b, and c. To add an outside party, go to Step 1 under "To add an outside party".

   a. Press the appropriate hundreds group select button,

      Group select light goes on.

   b. Check the BLF to see if desired extension is idle (associated light is off).

   c. Press DXS button for the desired extension number.

      Listen for ringback tone. **SPLIT** light, associated BLF and **RING** lights go on. When called user answers, **ANS** light goes on. **RING** light goes off.

4. Announce the conference, and do a or b.

   a. To add the conferee, press **[CONF]** .

      ANS and **SPLIT** lights go off.

   b. If unable to add the conferee, press **[CANCL]** .

      Extension is released. You have reestablished a connection with the conference. Advise the conferees.

To add an outside party:

1. If you want to add an outside party and if Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 2 and 3; if (CDRR) is not assigned, go to Step 4.

2. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Other conferees are separated from the connection.

3. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

4. If the call is to be placed on a private network and Automatic Alternate Routing (AAR)/Automatic Route Selection (ARS) feature is active, do Step 5 to connect a trunk; if AAR/ARS is not active, go to Step 6.

5. Press **[START]** , and dial AAR/ARS access code.

   Listen for dial tone. **SPLIT** light goes on. Go to Step 9.

6. If you use direct trunk group selection to select trunks, do Step 7. If you do not use direct trunk group selection, go to Step 8.

7. Press direct trunk group select button.

   Listen for dial tone. **ANS** light goes on. Go to Step 9.

8. Press **[START]** , and dial Trunk Group access code.

   Listen for dial tone. **ANS** light goes on. **SPLIT** light goes on. Other conferees are separated from the connection.

9. Dial the outside number.

   Listen for ringback tone until called party answers. If you used AAR/ARS to connect a trunk, **ANS** light goes on.

10. Announce the conference to the called party, and do a or b.

    a. To add the conferee, press **[CONF]** .

       ANS and **SPLIT** lights go off.

    b. If unable to add the conferee, press **[CANCL]** .

       Called party is released. You have established a connection with the conference. 'Advise the conferees.

11. To release from the conference, press **[RELEASE]** . However, before releasing, make sure one conferee is an extension number user and is local to the attendant. Otherwise outside parties will be disconnected.

12. If you are recalled by the conference, the **ATND** light flashes. You hear an audible ring. Press the loop button below the flashing **ATND** light.

    ATND light goes on. Audible ring stops. Display shows `CONF`.

13. Give information or assistance as necessary.

To arrange a conference requested by an outside party:

1. Acknowledge the request for a conference, and verify that conference **BUSY** light is off. **(BUSY** light is on only when all conference circuits are busy.)

2. Press **[CONF] .**

   Associated **CONT** light goes on. Display light goes off.

3. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 4 and 5; if CDRR is not assigned, go to Step 6.

4. Press **[START] .**

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. If an outside party is the first added-on conferee, you do not have to activate CDRR again. The added-on trunk will be automatically recorded. Do a, b, or c to connect a trunk:

   a. Dial AAR/ARS access code.

      Listen for dial tone.

   b. Press direct trunk group select button.

      Listen for dial tone. **ANS** light goes on.

   c. Press **[START] ,** and dial Trunk Group access code.

      Listen for dial tone. **ANS** light goes on. Other conferee is separated from the connection.

7. Dial the outside number.

   Listen for ringback tone until called party answers. If you used AAR/ARS to connect a trunk, **ANS** light goes on.

8. Announce the conference, and do a or b.

   a. To add the conferee, press **[CONF] .**

      ANS and **SPLIT** lights go off.

b. If unable to add the conferee, press **[CANCL]** .

Called party is released. You have reestablished a connection to the conference. Advise the conferees.

9. To add voice terminal users as requested, press the appropriate group select button and the DXS button for the desired extension number.

10. To release from the conference, press **[RELEASE]** . However, before releasing, make sure one conferee is an extension number user and is local to the attendant. Otherwise, outside parties will be disconnected.

11. When a conference recall occurs after. you have released, press loop button associated with the flashing **ATND** light.

ATND light goes on. Audible ring stops. Display shows CONF .

12. Give information or assistance as necessary.

To place a conference on hold:

1. Press **[HOLD]** .

ATND and conference **CONT** lights go off. **PA** and **HOLD** lights go on.

2. To reenter a conference on hold, press loop button associated with the held conference.

ATND and conference **CONT** lights go on. **PA** and **HOLD** lights go off.

3. If you are recalled by the conference that is on hold, the **HOLD** light flashes. You hear timed-reminder tone. Press the loop button below the flashing **HOLD** light.

Ringing tone stops. **ATND** and conference **CONT** lights go on. **PA** and **HOLD** lights go off.

To handle an outgoing conference call placed in queue:

If queuing is available and all outgoing trunks are in use, the system places the conference call in queue. You hear audio (music or recorded announcement).

1. To inform conferees that the trunks are busy, press **[SPLIT]** .

SPLIT light goes off. Audio stops. Connection is reestablished with conferees.

2. Give report.

3. To cancel the queued call, press **[CANCL]** .

4. To be reconnected to the conference, press **[SPLIT]** .

   SPLIT light goes on.

5. To release from the conference, press **[RELEASE].** However, before releasing, make sure one conferee is an extension number user and is local to the attendant. Otherwise outside parties will be disconnected.

6. If you are recalled by the conference, the **ATND** light flashes. You hear an audible ring. Press the loop button below the flashing **ATND** light.

   ATND light goes on. Audible ring stops. Display shows `CONF` .

7. Give information or assistance as necessary.

To arrange a conference requested by an outside party:

1. Acknowledge the request for a conference, and verify that conference **BUSY** light is off. **(BUSY** light is on only when all conference circuits are busy.)

2. Press **[CONF]** .

   Associated **CONT** light goes on. Display light goes off.

3. If CDRR is assigned and calls are to be charged to an account number, do Steps 4 and 5; if CDRR is not assigned, go to Step 6.

4. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. If an outside party is the first added-on conferee, you do not have to activate CDRR again. The added-on trunk will be automatically recorded. Do a, b, or c to connect a trunk:

   a. Dial AAR/ARS access code.

      Listen for dial tone.

   b. Press direct trunk group select button.

      Listen for dial tone. **ANS** light goes on.

   c. Press **[START]** , and dial Trunk Group access code.

      Listen for dial tone. **ANS** light goes on. Other conferee is separated from the connection.

7. Dial the outside number.

   Listen for ringback tone until called party answers. If you used AAR/ARS to connect a trunk, **ANS** light goes on.

8. Announce the conference, and do a or b.

   a. To add the conferee, press **[CONF]** .

      ANS and **SPLIT** lights go off.

   b. If unable to add the conferee, press **[CANCL]** .

      Called party is released. You have reestablished a connection to the conference. Advise the conferees.

9. To add voice terminal users as requested, press the appropriate group select button and the DXS button for the desired extension number.

10. To release from the conference, press **[RELEASE]** . However, before releasing, make sure one conferee is an extension number user and is local to the attendant. Otherwise, outside parties will be disconnected.

11. When a conference recall occurs after you have released, press loop button associated with the flashing **ATND** light.

    ATND light goes on. Audible ring stops. Display shows `CONF` .

12. Give information or assistance as necessary.

To place a conference on hold:

1. Press **[HOLD]** .

   ATND and conference **CONT** lights go off. **PA** and **HOLD** lights go on.

2. To reenter a conference on hold, press loop button associated with the held conference.

   ATND and conference **CONT** lights go on. **PA** and **HOLD** lights go off.

3. If you are recalled by the conference that is on hold, the **HOLD** light flashes. You hear timed-reminder tone. Press the loop button below the flashing **HOLD** light.

   Ringing tone stops. **ATND** and conference **CONT** lights go on. **PA** and **HOLD** lights go off.

To handle an outgoing conference call placed in queue:

If queuing is available and all outgoing trunks are in use, the system places the conference call in queue. You hear audio (music or recorded announcement).

1. To inform conferees that the trunks are busy, press **[SPLIT]** .

   SPLIT light goes off. Audio stops. Connection is reestablished with conferees.

2. Give report.

3. To cancel the queued call, press **[CANCL]** .

4. To be reconnected to the conference, press **[SPLIT]** .

   SPLIT light goes on.

Distributed Communication System (DCS)

Provides the ability to connect two or more switching systems together to operate as one large switching system. Each individual switching system is referred to as a node. The DCS environment consists of all the different nodes connected together.

Feature transparency is provided for a limited number of attendant, voice terminal, and Applications Processor (AP) features. Feature transparency means that the use of the feature is the same whether it is being activated within a node (system) or between nodes (systems).

The following attendant features are transparent in a DCS environment:

- Alphanumeric display for attendant position
- Attendant control of trunk group access
- Automatic circuit assurance (not totally transparent—ACA call from a remote switch initially displays the trunk access code of trunk connecting the two switches; then the **TRK ID** button is used to display failing trunk data)
- Busy verification of lines
- Call forwarding—follow me
- Call forwarding—busy and don't answer
- Trunk verification by attendant.

Operation of the features listed is described at the end of the specific feature operation under "Operating Procedures" in this section.

Enhanced Uniform Call Distribution (EUCD)—Attendant

Attendant Release Loop (ARL) feature is disabled on attendant-extended calls to telephones/voice terminals with coverage path assigned where the coverage criteria applies to the call.

When EUCD is the coverage point and the attendant does not release a call within 4 seconds, the attendant will be connected to an idle agent position (with the proper connect message). The call will not queue to the split if all positions are busy. Attendant Call Waiting will wait on the supervisor position (position 0). If attendant releases within 4 seconds, the call will queue.

An attendant may be designated as a system supervisor. The system supervisor can activate/deactivate Call Forwarding on the console for any split (group) of EUCD agents.

Facilities Restriction Levels (FRLs)

Allow you to determine the trunk groups that can be used by callers from specific extension numbers. You can activate alternate FRLs to change the calling privileges of a user.

To activate FRL:

1. Press **[AFRL]** .

   AFRL light goes on.

To deactivate:

1. Press **[AFRL]** .

   AFRL light goes off .

Intercept Treatment

Allows you to provide information and assistance to callers on all incoming calls that cannot be completed as dialed from public or private networks.

Calls that cannot be completed may be routed to your console. You hear an audible ring, and the alphanumeric display identifies the type of intercept call (wrong number, recent disconnect, restricted). The **ATND** light flashes, and the **PA** light goes off.

To answer

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on.

2. Consult with the caller.

3. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Attendant diversion to recording:

This option, which is part of the Intercept Treatment feature, allows you to divert all calls routed to your console to the recording specified for the 60-second special recording.

To activate diversion of all incoming calls:

1. Press an idle loop.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the feature access code.

   Listen for tone:

   Confirmation tone—all incoming calls are diverted to the recording. Alphanumeric display shows customer-designated letters assigned to indicate feature activation.

   Intercept tone—you cannot activate this feature.

4. If you place outgoing calls during diversion, the display is removed. Dial the feature access code to restore the display.

To cancel diversion of all incoming calls:

1. Press an idle loop.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the feature cancellation code.

   Listen for confirmation tone. Display is removed. Your console may now receive calls.

Loudspeaker Paging Access

Allows you access to loudspeaker paging equipment. You can page individuals by using an appropriate page zone button, if you have page zone buttons assigned on your console, or by dialing an access code. You cannot get an answer-back when you use a page button. You can get an answer when you dial an access code. When you use an access code, you must dial a Paging Zone Number and an Answer-Back Channel Number. The Answer-Back Channel Numbers that you should dial are listed as follows:

Answer-back not required—Channel number 0

Answer-back for priority paging—Channel number 1

Answer-back for paging—Channels 2 through 9.

The system provides 18 paging ports. You can access an all-paging zone to page throughout the entire system. You can access zones 1 through 6 by using a page button. Zones 7 through 18 can be accessed by dialing an access code.

To page using a page button:

1. Press, and hold appropriate page zone button. Buttons are labeled **ZONE** plus the number; for example, **ZONE 1, ZONE 2,** up through **ZONE 6.**

   Page light for selected zone goes on. All-zone light (if provided) also goes on. If **PAGE ALL** (all-zone button) is pressed, all page lights go on.

2. Speak into handset to transmit announcement.

3. Release the page button.

   Page light(s) goes off. All-zone light (if provided) also goes off.

To page by dialing an access code and waiting for an answer

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Loudspeaker Paging access code.

   Listen for dial tone.

4. Dial Paging Zone Number and appropriate Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—paging circuit is available. Answer-back channel is idle. **RING** light goes on.

   Busy tone—answer-back channel is busy. Press **[CANCL]**, and repeat the procedure using a different Answer-Back Channel Number.

5. Speak into handset to transmit announcement. Announce the Answer-Back Channel Number. If answer-back is requested, go to Step 6. If answer-back is not required, go to Step 10.

6. Press **[HOLD]**.

   HOLD and **PA** lights go on. **ATND** light goes off.

7. Listen for ringback tone.

   HOLD light flashes. Paged party answers.

8. Press loop button below the flashing **HOLD** light.

   ATND light goes on. **PA, HOLD,** and **RING** lights go off. You are connected to the paged party.

9. Talk with the paged party.

10. Press **[RELEASE]**.

    PA light goes on. **ATND** light goes off.

To connect a caller to a paged party:

1. Press **[START]**, and dial Loudspeaker Paging access code.

   Listen for dial tone. Caller is separated from the connection.

2. Dial Paging Zone Number and Paging Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—paging circuit is available. Answer-back channel is idle. **ANS** light goes on.

   Busy tone—answer-back channel is busy. Press **[CANCL]**, and repeat procedure using a different Answer-Back Channel Number.

3. Speak into handset to transmit announcement and Answer-Back Channel Number.

4. Press **[RELEASE]** .

   SPLIT, ANS, and **ATND** lights go off. **PA** light goes on. Caller hears ringback tone. Paged party can dial Answer-Back Code and Answer-Back Channel Number from any telephone/voice terminal in the system. Caller and paged party hear confirmation tone and are connected.

Malicious Call Trace (MCT)

Allows your company to obtain information that may identify the calling party of a malicious call. If the call is internal, the calling number is displayed. If the call is incoming on a trunk, equipment location is shown.

When you activate this feature on your console (available with System 85 R2V4 and DEFINITY Generic 2), every attendant console in the system is alerted to receive the call. Trace information is stored, and a voice recorder is connected to the conversation. You (as the first attendant to respond to the alert) are the "controlling attendant." You will receive trace information on the alphanumeric display of your console.

To activate Malicious Call Trace:

1. Be sure you are active on a malicious call.
2. Press MCT EMERG

   PBSY light goes on.

   Attendants are alerted to trace the call.

   Voice recorder is activated.

You have three options on how to handle the trace:

Option 1 (This is the recommended option.)

1. Have another attendant press MCT CONT to act as the "controlling attendant."

   Activating attendant has a talking connection with the malicious caller; the controlling attendant does not.

2. Continue to monitor the malicious call.
3. When the caller disconnects, press **[RELEASE]** .

Option 2

1. Press MCT CONT to act as both the activating and controlling attendant.

2. While tracing the malicious call, continue to monitor the call.
3. When the caller disconnects, press **[RELEASE]** .
4. After tracing the call, deactivate the Malicious Call Trace feature.

Option 3

1. Press **[RELEASE]** , **[PBSY]** to return to normal attendant activity.

   Caller is disconnected.

   PBSY light goes off.

To trace a malicious call:

1. Press MCT CONT

   Audible signal stops.

   MCT CONT light continues to flash.

   PBSY light goes on.

   First ICI message is displayed.

   No talking connection is made with the caller unless you are the attendant who activated the feature.

2. Record ICI display.
3. To receive each subsequent display, press MCT CONT. Record the displayed information. This process is finished when ICI display shows END .
4. If the call is an incoming trunk call, dial the central office or the distant private network node to continue the trace at that location.
5. If you are the activating attendant, put the MCT loop on hold. Press an idle loop.
6. When the trace is finished, and the information is recorded, dial the code to deactivate the MCT feature.

   Deactivating the MCT feature disconnects the voice recorder and all talking parties.

To deactivate a Malicious Call Trace (controlling attendant):

1. Press an idle loop button.

   ATND light goes on.

2. Press **[START]**.

   Listen for dial tone.

3. Dial the MCT deactivate access code.

   MCT CONT goes off.

   Voice recorder is deactivated.

   PBSY light goes off.

To deactivate a Malicious Call Trace (activating and controlling attendant):

1. Put the MCT loop on hold.
2. Press an idle loop.
3. When the trace is finished and the information is recorded, dial the code to deactivate the MCT feature.

Music-On-Hold Access

Provides music to a held party. The System Manager should select the music source. Access to only the music source is provided with the system.

When Attendant Call Waiting and Music-On-Hold Access are provided, a call extended by the attendant to a busy single-line telephone/voice terminal is connected to music until the called party answers or the attendant reconnects to the waiting call after the timed-reminder interval expires.

Refer to “Placing a Caller in Call Waiting” under “Incoming Calls” for the actual procedure.

Radio Paging Access

Allows you to page individuals carrying pocket radio receivers by dialing codes to access paging equipment and then paging individuals by voice or tone.

To access radio paging:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. If you use direct trunk group selection to select radio paging trunks, do Step 3. If you do not use direct trunk group selection, go to Step 4.

3. Press direct trunk group select button.

   Listen for dial tone. **ANS** light goes on.

4. Press **[START]** , and dial Radio Paging access code.

   Listen for dial tone. **ANS** light goes on.

5. Dial individual Page Number.

   Listen for ringback tone until paging signal has been transmitted. If voice paging is available, go to Step 6; if tone paging only is available, go to Step 10.

6. Announce paging message. If a caller is waiting to talk to the paged party, go to Step 9. If a caller is not waiting, do Steps 7 and 8.

7. If an answer is expected, stay on the line until the called party is connected.

8. At the end of conversation, press **[RELEASE]** .

   ANS and **ATND** lights go off. **PA** light goes on.

9. Press **[HOLD]** .

   HOLD and **PA** lights go on. Display and **ATND** lights go off. Caller is connected to the paged party.

10. Press **[RELEASE]** .

    Display and **ATND** lights go off. **PA** light goes on.

Remote Access

Allows users on a public network to access the services of your system by dialing a single security code (barrier code) or an individual authorization code. You may have to change the barrier code (same code for all remote access users) from time to time for security reasons.

To change the barrier code:

1. Press an idle loop button.

   PA light goes off. **ATND** light goes on.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Remote Access Change barrier code.

   Listen for dial tone.

4. Dial new barrier code.

   Listen for tone:

   Confirmation tone—barrier code is changed.

   Intercept tone—invalid code dialed. Press **[RELEASE]** , and repeat the procedure.

5. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

Restrictions—Attendant Control of Voice Terminals

You can assign any one of the following six kinds of restrictions to selected extension numbers or groups of extension numbers:

Outward: Denies direct-dialed calls to the public and private networks. Calls to the attendant, calls to other telephones/voice terminals, and incoming calls are not affected. Restricted calls will be routed to intercept tone.

Terminal-to-terminal: Denies incoming calls from other telephones/voice terminals. Origination of calls is not affected. Restricted calls are routed to intercept tone.

Outward and terminal-to-terminal: Combines both of these restrictions.

Total: Denies all service to an extension number. An attempted call origination or a call from another telephone/voice terminal will be routed to intercept tone. An incoming direct-dialed call will be routed to the attendant or to a recorded announcement, depending on your system.

Termination: Denies all received (incoming) calls to provide a form of “do-not-disturb” service. Incoming direct-dialed calls will be routed to the attendant or to a recorded announcement, depending on your system. Other restricted calls will be routed to intercept tone.

Outward and termination: Combines both of these restrictions.

You can restrict an extension number by dialing the Controlled Restriction access code for one extension number and by dialing a code number for the specific restriction to be assigned.

You can restrict a group of extension numbers by dialing the Controlled Restriction access code for the group and a code number for the specific restriction to be assigned. You can cancel restrictions by dialing 0 (zero).

You can control restrictions on telephones/voice terminals on a per-position basis when Enhanced Uniform Call Distribution (EUCD) is provided in your system.

The Controlled Restriction access codes to be dialed for each of the six types of restrictions are:

Outward restriction = 1

Terminal-to-terminal restriction = 2

Outward and terminal-to-terminal restriction = 3

Total restriction = 4

Termination restriction = 5

Outward and termination restrictions = 6.

To activate a restriction for an individual extension number

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Restriction—Attendant Control of Single Voice Terminal access code followed by the appropriate Restriction Code Number. Activate only one restriction at one time.

   Listen for dial tone.

4. Press the appropriate hundreds group select button.

   Group select light goes on.

5. Press the DXS button for the extension number to which the restriction is to be applied.

   Listen for tone:

   Confirmation tone—restriction is assigned.

Intercept tone—terminal alreadv restricted or invalid code dialed. If an invalid code was dialed, press **[RELEASE]** , and ‘repeat the procedure.

6. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To cancel a restriction for an individual extension number

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Restriction—Attendant Control of Single-Voice Terminal access code, and dial 0 (zero).

   Listen for dial tone.

4. Press the appropriate hundreds group select button.

5. Press the DXS button for the extension number for which the restriction is to be canceled.

   Listen for tone:

   Confirmation tone—restriction is canceled.

   Intercept tone—invalid code dialed. Press **[RELEASE]** , and repeat the procedure.

6. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

To activate a restriction for a group of extension numbers:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Restriction—Attendant Control of a Group of Voice Terminals access code followed by the appropriate Restriction Code Number. Activate only one restriction at a time for a group.

   Listen for dial tone.

4. Dial the group number to which the restriction is to be applied.

   Listen for tone:

   Confirmation tone—restriction assigned to the group.

   Intercept tone—group already restricted or invalid code dialed. If an invalid code was dialed, press **[RELEASE]** , and repeat the procedure.

5. Press **[RELEASE].**

   ATND light goes off. **PA** light goes on.

To cancel a restriction for a group of extension numbers:

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Restriction—Attendant Control of a Group of Voice Terminals access code, and dial 0 (zero).

   Listen for dial tone.

4. Dial the group number for which the restriction is to be canceled.

   Listen for tone:

   Confirmation tone—restriction canceled for the group. Cancel an individual restriction within the group if necessary.

   Intercept tone—invalid code dialed. Press **[RELEASE]** , and repeat the procedure.

5. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on.

Serial Calls

Allows you to extend a call to several extension numbers in succession without the outside caller having to redial your number between each call. Each called party recalls you before hanging up at the end of the call. This recall eliminates the 30-second waiting time between calls.

To place the first in a series of calls requested by an outside caller:

1. Press group select button for the appropriate hundreds group.

   Group select light goes on.

2. Check the BLF to see if the desired extension number is idle (associated light is off). If the associated light in the BLF is on and the extension number is assigned to a multi-appearance telephone/voice terminal, go to Step 3.

3. If Call Detail Recording and Reporting (CDRR) is assigned and calls are to be charged to an account number, do Steps 4 and 5; if CDRR is not assigned, go to Step 6.

4. Press **[START]** .

   Listen for dial tone. **SPLIT** light goes on. Caller is separated from the connection.

5. Dial CDRR account number access code and Account Charge Number.

   Listen for dial tone.

6. Press DXS button for the desired extension.

   Listen for ringback tone. Associated BLF and **RING** lights go on.

7. Announce the call.

   ANS light goes on. **RING** light goes off.

8. To eliminate the 30-second waiting period between calls, ask the called party before hanging up to recall you at the end of the call.

9. Press **[HOLD]** .

   Display, **ATND,** and **SPLIT** lights go off. **HOLD** and **PA** lights go on.

10. When **HOLD** light flashes, the telephone/voice terminal user (called party) has recalled you and has hung up. The outside caller is waiting for you to connect the call to the next extension number.

11. Press the loop button below the flashing **HOLD** light.

    Display and **ATND** lights go on. **HOLD** and **PA** lights go off. Outside caller is connected.

12. Connect outside caller to next extension number.

13. When last serial call has been placed, press **[RELEASE]** .

    ATND light goes off. **PA** light goes on.

Tenant Services

Allows a large Generic 2 Communications System to appear to users as many small independent systems. Such a large system, known as a partioned system, can be shared among a wide assortment of user groups referred to as “tenants.” A partitioned Generic 2 Communications System can contain as many as 40 attendant consoles numbered 0 through 40 (41 attendant partitions). An attendant in a partition is allowed to place or extend calls (using an extension number) to any telephone/voice terminal assigned to the attendant’s partition. An attendant is not allowed to place or extend calls to voice terminals in other partitions. Only the attendant in attendant partition 0 (zero) or the System Manager can place calls to any extension on the switch.

Timed Recall on Outgoing Calls

Alerts you whenever outgoing calls exceed the preestablished time interval allowed in your system for calls on certain trunk groups. Such calls are routed to your console. You hear an audible ring. The **ATND** light flashes. **PA** light goes off. Alphanumeric display shows `TIME` or some other identification designated by your System Manager. This feature is deactivated during a malicious call trace.

To respond to a timed recall:

1. Press **[ANSWER]** .

   Audible ring stops. Display goes dark. **ATND** and **ANS** lights go on. You are connected with the call in progress in a 3-way conference.

2. If the call is to be continued with timing, press **[RELEASE]** .

   ANS and **ATND** lights go off. **PA** light goes on. Call continues for another timing interval.

3. If the call is to be continued without timing, press **[HOLD]** .

   Call continues without timing. You are dropped from the connection.

4. If the call is to be terminated, press **[CANCL]** , **[RELEASE]** .

   ANS and **ATND** lights go off. **PA** light goes on.

Trunk Identification by Attendant

Allows you to identify a specific trunk that is connected by you (the attendant) “on any incoming or outgoing call. Generally, you can use this feature in conjunction with the Automatic Circuit Assurance (ACA) feature so that you can identify faulty trunks when you receive referral calls.

To determine the identity of the trunk:

1. Press TRK ID

   Display shows Trunk Group Dial access code.

2. Press TRK ID

   Display shows Trunk Index Number.

3. Press TRK ID

   Display resets to initial identification.

4. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

Trunk Verification by Attendant

Allows you to access individual trunks in a trunk group to verify status. You can determine if a trunk signals busy because of a trunk fault or if the trunk has poor transmission.

To activate the feature:

1. Press an idle loop button.

   ATND light goes on.

2. Press **[VERFY]** .

   VERFY light goes on.

3. Press **[START]** .

   Listen for dial tone.

4. Dial desired Trunk Group access code or Attendant Identification Code.

5. Dial the trunk dial access code (1-, 2-, 3-, or 4-digit) number.

   Listen for tone:

   Warning tone—starts before connection to a busy number to ensure user privacy. Trunk is busy if you hear conversation after the tone. Trunk may be out of order or holding a call if you do not hear conversation after the tone.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied because the trunk is being held or is in some other transient state.

   Intercept tone—feature is permanently denied.

6. Press **[RELEASE]** .

   ATND and **VERFY** lights go off. **PA** light goes on.

Trunk Verification by Attendant in a Distributed Communication System (DCS) Environment

Allows you to access individual trunks in a trunk group at a local or distant system to verify their status. Verification of trunks in a local system is the same as previously described. This feature can be used by an attendant to assist in tracing malicious calls from distant switches. The attendant can enter the call at the distant end using this feature and can activate Malicious Call Trace.

To verify operation of a trunk at a distant system:

1. Press an idle loop button.

   ATND light goes on.

2. Press **[VERFY]** .

   VERFY light goes on.

3. Press **[START]** , and dial the access code for the tie trunk to the distant system.

   Listen for dial tone.

   or

   Press a direct trunk group select button if one is assigned.

   Listen for dial tone.

4. Press **[VERFY]** .

   Listen for recall dial tone (three short bursts of tone, then dial tone).

5. Dial the trunk group access code for the trunk to be verified.

6. Dial the trunk number.

   VERFY light may or may not go off. **ANS** light goes on if the trunk you are connected to is other than a tie trunk. **RING** light goes on if you are connected to a tie trunk.

   Listen for tone:

   Warning tone—starts before connection to a busy number to ensure user privacy. Trunk is busy if you hear conversation after the tone. Trunk may be out of order or holding a call if you do not hear conversation after the tone.

   Reorder tone— **BUSY** light goes on. Feature is temporarily denied because the trunk is being held or is in some other transient state.

   Intercept tone—feature is permanently denied.

7. Press **[RELEASE]** .

   ATND and **VERFY** lights go off. **PA** light goes on.

Unattended Console Service

Allows you to route incoming calls to an alternate console whenever your console is unattended. Also allows you to route incoming trunk calls, intended for your console, to several designated extension numbers, or to one specific extension number.

To activate or cancel routing of calls to an alternate console:

1. Push the external alternate console switch.

   All calls are routed to the alternate console, or calls are no longer routed to the alternate console.

To set up trunk-to-telephone/voice terminal assignments:

You can route calls on an incoming trunk to a designated extension number when you set up trunk-to-telephone/voice terminal assignments.

1. Press an idle loop button.

   ATND light goes on.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Trunk-to-Voice Terminal Assignment access code.

   Listen for dial tone.

4. Press DXS button for terminal to be assigned.

   Listen for dial tone. Only one telephone/voice terminal can be assigned per trunk.

5. Dial Trunk Group access code.

   Listen for dial tone.

6. Dial the 2-digit trunk number to be assigned to the terminal.

   Listen for confirmation tone. More than one trunk can be assigned to a terminal.

7. Press **[RELEASE]** .

   ATND light goes off.

To cancel trunk-to-telephone/voice terminal assignments:

1. Press an idle loop button.

   ATND light goes on.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Trunk-to-Telephone/Voice Terminal Assignment Clear code.

   Listen for confirmation tone. Calls are no longer routed to the telephone/voice terminal.

4. Press **[RELEASE]** .

   ATND light goes off.

To activate routing of calls to a common service terminal:

You can route all calls, intended for your console, to a specific extension number when you activate the common service terminal.

1. Press an idle loop button.

   ATND light goes on.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Common Service Terminal access code.

   Listen for dial tone.

4. Press DXS button for the telephone/voice terminal to receive routed calls.

   Listen for confirmation tone. Calls are now routed to the common service terminal.

5. Press **[RELEASE]** .

   ATND light goes off.

To cancel routing of calls to a common service terminal:

1. Press an idle loop button.

   ATND light goes on.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Common Service Terminal Clear code.

   Listen for confirmation tone. Calls are no longer routed to the common service terminal.

4. Press **[RELEASE]** .

   ATND light goes off.

To override routing of calls to a common service terminal:

You can route “after hours” calls to a night security desk (default service terminal) when you override routing of calls to a common service terminal. However, only your System Manager can assign the default service terminal.

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial the Common Service Terminal Override access code.

   Listen for confirmation tone. Calls are now routed to the night security desk.

4. Press **[RELEASE]** .

   ATND light goes off. **PA** light goes on if no calls are waiting.

To activate Unattended Console Service after terminal assignments have been set up or after common or default service telephone/voice terminals have been assigned:

1. Press **[UNA]** .

   UNA light flashes. Calls are routed to common or default service telephone/voice terminals.

To cancel Unattended Console Service:

1. Press **[UNA]** .

   UNA light goes off. If no calls are waiting, **PA** light goes on. Calls are no longer routed to common or default service telephone/voice terminals.

Unattended Console Service in a Tenant Services Environment

Tenant services allows unattended console service to be divided by attendant partitions. These partitions, and not the individual consoles themselves, are marked as being in unattended console mode. When a call comes into a particular attendant partition, that is in unattended console mode, that call is routed to the night extension for that partition.

If trunk-to-voice terminal assignments are set up, the incoming call is routed to the assigned telephone/voice terminal without regard to the trunk's attendant partition (trunk-to-terminal assignments *are not* affected by partitioning).

If no direct trunk-to-terminal assignment is set up, the call routes to the common night terminal for the incoming call's particular attendant partition (set up by the attendant).

If the partition has no common night terminal, the call routes to the default night terminal for that partition (set up by System Manager). If no telephone/voice terminal is found or the voice terminal is busy with a call waiting, the call activates a common signal (gong, bell, or chime) and can be answered by any user who dials the Call Answer from Any Voice Terminal (CAAVT) access code. If none of the possibilities described are assigned, the call is placed in the attendant queue.

With Tenant Services, a specific attendant console controls the Unattended Console feature for each attendant partition except Attendant Partition 0 (zero). The controlling attendant is assigned by the System Manager. A partition can only have one "controlling" attendant.

Any console in Attendant Partition 0 can control the Unattended Console Service feature.

To activate Unattended Console Service for every partition, an attendant in partition 0 (zero) does the following:

1. Presses an idle loop button.

   PA light goes off.

2. Presses **[START]** .

   Listens for dial tone.

3. Dials the Unattended Console Service activate code.

   Listens for a second dial tone.

4. Dials the fictitious partition number "99."

   Listens for confirmation tone.

   UNA light goes on at all consoles.

5. Presses **[RELEASE]** .

To deactivate Unattended Console Service in every partition, an attendant in partition 0 does the following:

1. Presses an idle loop button.

2. Presses **[START]** .

   Listens for dial tone.

3. Dials the Unattended Console Service deactivate code.

   Listens for a second dial tone.

4. Dials the fictitious partition number ''99."

   Listens for confirmation tone.

   UNA light goes off on all consoles.

5. Presses **[RELEASE]** .

   PA light goes on.

To activate Unattended Console Service for a partition, the partition's controlling attendant does the following:

1. Presses an idle loop button.

   PA light goes off.

2. Presses **[START]** .

   Listens for dial tone.

3. Dials the Unattended Console Service activate code.

   Listens for a second dial tone.

4. Dials the appropriate 2-digit partition number.

   Listens for confirmation tone.

5. Presses **[RELEASE]** .

   PA light goes on if the attendant is associated with another attendant position.

To deactivate Unattended Console Service for a partition, that partition's controlling attendant does the following:

1. Presses an idle loop.

   PA light goes off.

2. Presses **[START]** .

   Listens for dial tone.

3. Dials the Unattended Console Service deactivate code.

   Listens for a second dial tone.

4. Dials the appropriate 2-digit partition number.

   Listens for confirmation tone.

5. Presses **[RELEASE]** .

PA light goes on.

Note: Any attendant in partition 0 can activate or deactivate Unattended Console Service for any attendant partition in the system.

To activate Unattended Console Service for a partition using the UNA button, the partition's controlling attendant (who is a member of only one attendant partition) does the following:

1. Presses **[UNA]** .

UNA light goes on.

PA light goes off.

Note: An attendant in partition 0 can do this operation for partition 0.

To deactivate Unattended Console Service for a partition using the UNA button, the partition's controlling attendant (who is a member of only one attendant partition) does the following:

1. Presses **[UNA]** .

UNA light goes off. **PA** light goes on.

Note: An attendant in partition 0 can do this operation for partition 0.

Operation of the **UNA** button is limited for consoles in a partitioned system. If the console involved is allowed to activate Unattended Console Service for more than one attendant partition, pressing the **UNA** button is ignored. In this case, an access code must be dialed for activation and deactivation of Unattended Console Service.

Centralized Attendant Service (CAS)

Allows system users, served by separate systems, at two or more locations to concentrate attendant positions at one location. Incoming trunk calls to unattended (branch) locations are routed to the centralized (main) attendant over Release Link Trunks (RLTs).

CAS Operation at the Main Location

You hear an audible ring. **ATND** light flashes. **PA** light goes off. Alphanumeric display shows the branch location of the call.

To answer a CAS call:

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. Listen for three bursts of tone identifying a public network call. Associated RLT status light on SSI goes on. Display shows the branch location calling.

To extend the CAS call to the originating branch location:

1. Press **[START]** .

   Listen for dial tone from the originating branch system. Caller is separated from the connection.

2. Dial the requested extension number.

   Listen for an immediate burst of tone followed by normal ringing at any point in the cycle.

3. Press **[RLT]** .

   Ringing stops. Caller is reconnected to the system at the originating branch location and hears ringback tone. Associated RLT status light on SSI goes off. RLT returns to idle. **ATND** light goes off. If no calls are waiting, **PA** light goes on.

To extend the CAS call to another branch location:

1. Press **[START]** .

   Listen for dial tone from the originating branch system. Caller is separated from the connection.

2. Dial the trunk access code for the branch location being called.

   Listen for dial tone from other branch location.

3. Dial the extension number of the other branch location.

   Listen for an immediate burst of tone followed by normal ringing at any point in the cycle.

4. Press **[RLT]** .

   Ringing stops. Caller is reconnected to the system at the originating branch location and hears ringback tone from the other branch location over that branch location trunk. Associated RLT status light on SSI goes off. RLT returns to idle. **ATND** light goes off. If no calls are waiting, **PA** light goes on.

To answer a recall:

1. When the **ATND** light flashes and you hear an audible ring, press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. **PA** light goes off.

2. Press **[CANCL]** , and report to the caller.

3. If the caller wishes to be connected to another extension number, press **[START]** . Dial the extension number.

4. Press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

5. If the caller does not wish to wait, press **[RELEASE]** .

   Display and **ATND** lights go off. **PA** light goes on.

To answer a terminal-to-attendant call from a branch location:

1. When the **ATND** light flashes and you hear audible ring, press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on. **PA** light goes off. Display shows branch location. Two bursts of tone identify the call as a terminal-to-attendant call.

System Status Indicators at the Main Location

At the main location, System Status Indicators (SSIs) (Figure 4-1) show the busy/idle status of up to 110 Release Link Trunks (RLTs). The table in Figure 4-1 shows the light conditions and the system status associated with each light.

To test SSI light

1. Press an idle loop button.

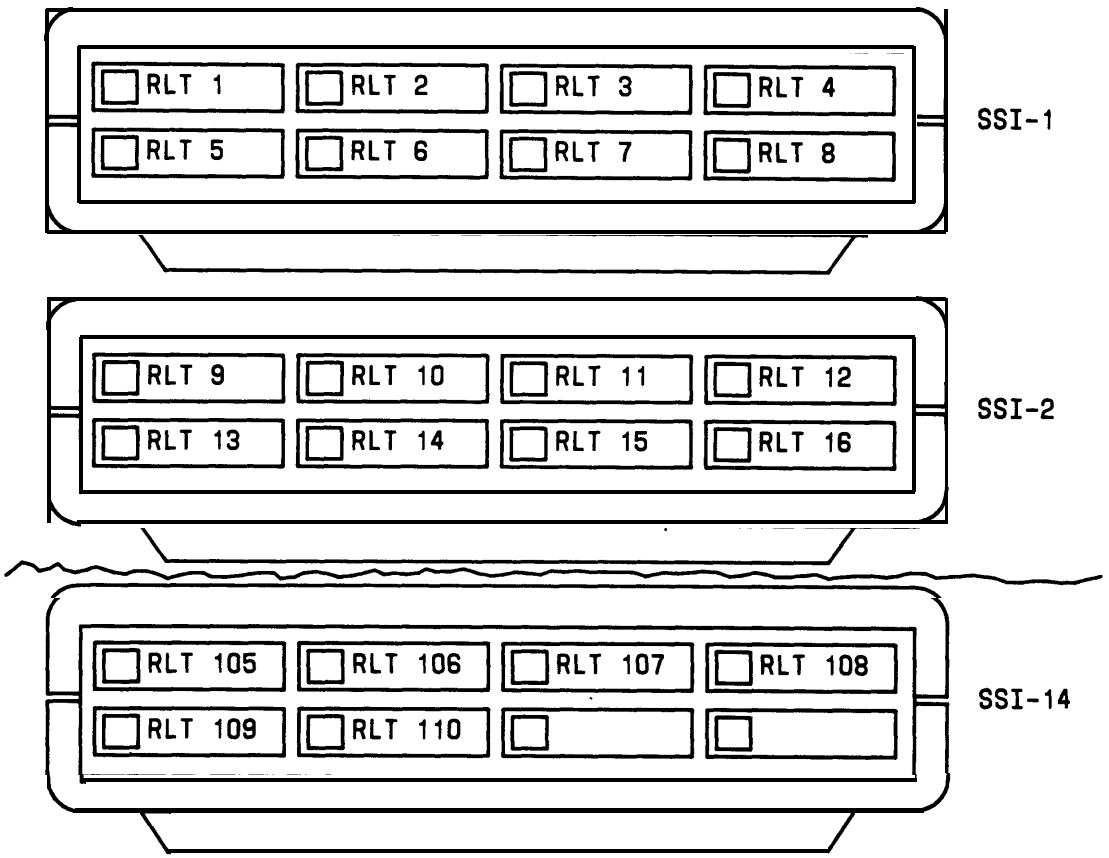
   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

   Listen for dial tone.

3. Dial Light Test code.

   Listen for confirmation tone. All lights on the SSI should go on to indicate proper operation.



LIGHT	LIGHT CONDITION	SYSTEM STATUS
RLT ( )	Off	Idle RTL
	On	Busy RL or associated backup telephone/voice terminal handling CAS call
	Winking	Maintenance busy

Figure 4-1. System Status Indicators Used at a Main Location

To cancel SSl Light Test

1. Press **[START]** .

   Listen for dial tone.

2. Dial Light Test Cancel code.

   Listen for confirmation tone. All lights on the SSI return to the normal state.

3. Press **[RELEASE]** **.**

   ATND light goes off. **PA** light goes on.

CAS Operation at Branch Locations

Backup facilities:

Two backup facilities are available to answer calls at branch locations.

a. For users at the branch, an attendant console, that provides only special services that the main CAS attendants cannot provide. Non-CAS calls from telephone/voice terminal users are the only calls routed to the special services console. The special services console is provided, optionally, in addition to backup terminals normally provided at branch locations. A branch telephone/voice terminal user can call the special services console attendant by dialing a 1-, 2-, or 3-digit code.

b. A backup telephone/voice terminal (Figure 4-2) that is used to answer calls in the backup mode when the Release Link Trunks (RLT) between the main and branch locations are out of service. These telephone/voice terminals are equipped with an auxiliary handset or headset and a turnkey.

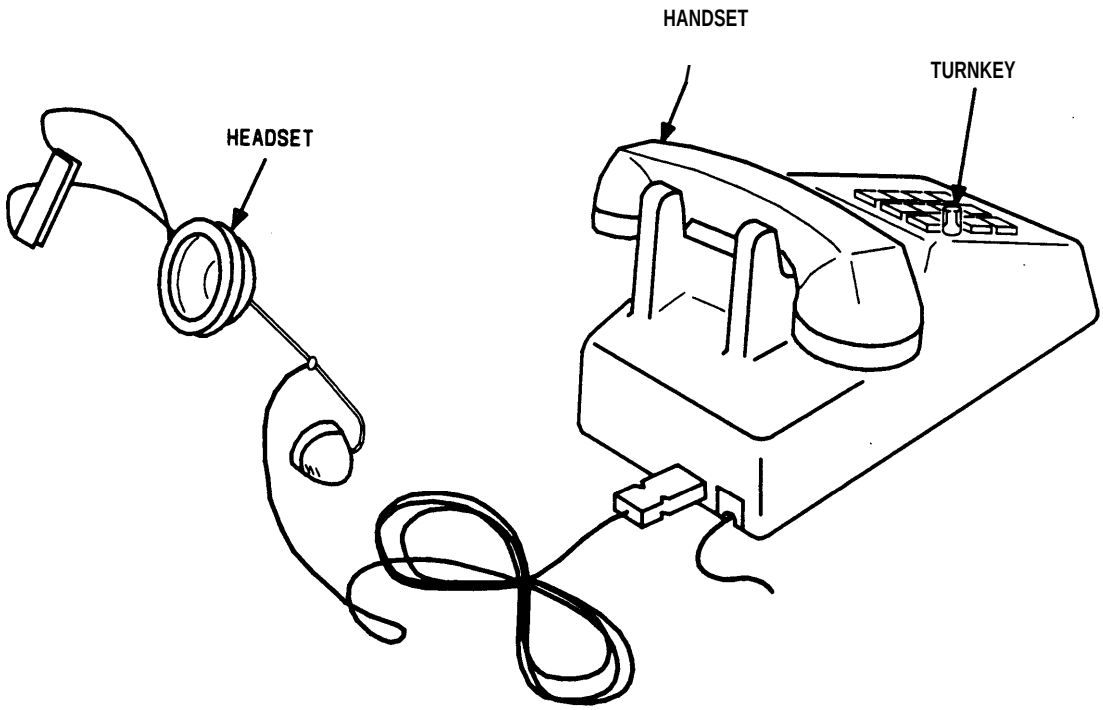


Figure 4-2. Backup Telephone/Voice Terminal With Handset/Headset

Modes of Operation

There are three modes of operation to answer calls at branch locations:

1. CAS mode (normal mode)
2. Call Answer From Any Voice Terminal (CAAVT) mode
3. Backup mode.

You can change the mode of operation from the backup telephone/voice terminal by dialing the required code.

To change mode of operation:

1. Turn the turnkey fully counterclockwise.

2. Lift the handset.

   Listen for dial tone.

3. Dial the code for the required mode.

   Listen for confirmation tone. The **CONTROL** light goes on in the CAS mode of operation and flashes in the CAAVT mode or in the backup mode.

4. Hang up.

Incoming Calls—Non-CAS

To answer an incoming call at the special services console:

You hear an audible ring. **ATND** light flashes. **PA** light goes off.

1. Press **[ANSWER]** .

   Audible ring stops. **ATND** light goes on.

2. Answer the call, and provide the service requested by the caller.

The following types of service may be requested:

- Connection to an outgoing trunk when the attendant is controlling trunk groups.
- Busy verification of lines or trunks.
- Checking of trunks when Automatic Circuit Assurance (ACA) is activated in the system.
- Setting up attendant-controlled conferences.
- Changing Facilities Restriction Levels (FRL) to upgrade calling privileges so that a user can access a trunk group.
- Setting up serial calls—a call from a branch user is extended by a CAS attendant to a user at another branch. The calling user is requesting the special services console attendant at that branch to make a series of calls.
- Setting up trunk-to-voice terminal assignments so that call answering from preselected telephones/voice terminals can be put in operation.

Operating procedures for the services listed are included in this section under the feature heading in the “Operation Of Features” section.

Incoming Calls—CAS Mode

Incoming calls in the CAS mode are answered by the CAS attendant at the main location. No backup operation is available. Refer to the procedures for answering and/or extending a CAS call under "CAS Operation at the Main Location."

Incoming Calls—Backup Mode

Incoming calls in the backup mode are routed to backup telephone/voice terminals. The backup telephone/voice terminal user extends the call to the desired voice terminal or trunk. The auxiliary handset or headset and turnkey are used. *The existing handset must be left on-hook.*

1. To flash the switchhook, press the turnkey.
2. To go off-hook, turn the turnkey fully clockwise.
3. To hang up, turn the turnkey fully counterclockwise.

Information tones identifying the type of call are provided instantly when you go off-hook. The auxiliary handset or headset ***must*** be plugged in and placed to your ear ***before*** you answer the call.

To answer the call after hearing an audible ring:

1. Place the auxiliary handset or headset to your ear.
2. Turn the turnkey fully clockwise.

   Ringing stops. Listen for information tones. Three bursts of tone identify a call from the public network. Associated RLT status light on SSI goes on.
3. Answer the call.

To extend the call to an idle extension number:

1. Momentarily press the turnkey.

   Listen for dial tone. Caller is separated from the connection.
2. Dial the required extension number. Listen for three bursts of tone followed by normal ringing at any point in the cycle.
3. To hang up, turn the turnkey counterclockwise as soon as you hear the three bursts of tone.

   Associated RLT status light on SSI goes off. Caller is connected to the terminal being rung. Your backup telephone/voice terminal can now receive another call.

To answer a CAS recall if an incoming call has been extended to an extension number that does not answer:

After a preestablished interval, incoming calls extended to extension numbers that do not answer are automatically rerouted to the backup telephone/voice terminal. These calls are identified by an immediate burst of tone followed by normal ringing.

1. Place the auxiliary handset or headset to your ear.
2. Turn the turnkey fully clockwise.

   Ringing stops. Associated RLT status light on SSI panel goes on. Listen for an immediate burst of tone.
3. Answer the call. If the caller wishes to wait, turn the turnkey fully counterclockwise; otherwise, go to Step 4.

   Associated RLT status light on SSI goes off. Ringing stops. Caller remains connected to the telephone/voice terminal being rung. Your backup telephone/voice terminal can now receive another call.
4. If the caller does not wish to wait, momentarily press the turnkey; otherwise, go to Step 6.

   Ringing stops at the backup telephone/voice terminal, the caller's telephone/voice terminal, and the called telephone/voice terminal.
5. To hang up, turn the turnkey fully counterclockwise.

   Associated RLT status light on SSI goes off. Your backup telephone/voice terminal can now receive another call.
6. If the caller wishes to call another extension number, momentarily press the turnkey.

   Ringing stops at the backup telephone/voice terminal, the caller's telephone/voice terminal, and the called telephone/voice terminal.
7. Momentarily press the turnkey a second time.

   Listen for dial tone. Caller is separated from" connection.
8. Dial the requested extension number.

   Listen for an immediate burst of tone followed by normal ringing.
9. Turn the turnkey fully counterclockwise.

   Associated RLT status light on SSI goes off. Caller is connected to the telephone/voice terminal being rung. Your backup telephone/voice terminal can now receive another call.

To extend the call that you have answered to a busy extension number with call waiting assigned:

1. When the called extension number is busy, Automatic Call Waiting occurs. Listen for one burst of tone as confirmation of the call waiting. Report the busy condition to the caller.

2. If the caller wishes to wait, turn the turnkey fully counterclockwise; otherwise, go to Step 3.

   Associated RLT status light on SSI goes off. Called party hears two beeps of tone indicating that a call is waiting. Your backup telephone/voice terminal can now receive another call.

3. If the caller does not wish to wait, momentarily press the turnkey; otherwise, go to Step 5.

   Call Waiting is canceled.

4. To hang up, turn the turnkey fully counterclockwise.

   Associated RLT status light on SSI goes off, Your backup tlephone/voice terminal can now receive another call.

5. If the caller wishes to be connected to another extension number, momentarily press the turnkey.

   Call waiting is canceled.

6. Momentarily press the turnkey a second time.

   Listen for dial tone. Caller is separated from the connection.

7. Dial the requested extension number.

   Listen for an immediate burst of tone followed by ringback tone.

8. To hang up, turn the turnkey fully counterclockwise as soon as you hear the burst of tone.

   Associated RLT status light on SSI goes off. Caller is connected to the telephone/voice terminal being rung. Your backup telephone/voice terminal can now receive another call.

To answer a Call Waiting recall:

If the extension number remains busy longer than a preestablished interval, the call is rerouted to your backup telephone/voice terminal. One burst of tone indicates Call Waiting recall. Four to six short bursts of tone indicate remote hold recall.

1. Place the auxiliary handset or headset to your ear.

2. Turn the turnkey fully clockwise.

   Ringing stops. Associated RLT status light on SSI goes on. Listen for one burst of tone. You are connected with the caller.

3. Answer the call. If the caller still wishes to wait, turn the turnkey fully counterclockwise; otherwise, go to Step 4.

   Associated RLT status light on SSI goes off. Caller hears two bursts of tone for call waiting. Your backup telephone/voice terminal can now receive another call.

4. if the caller does not wish to wait, momentarily press the turnkey.

   Call Waiting is canceled.

5. To hang up, turn the turnkey fully counterclockwise.

   Associated RLT status light on SSI goes off. Your backup telephone/voice terminal can now receive another call.

To release from a call when Call Waiting is denied:

1. Momentarily press the turnkey to remove busy tone.
2. Report to the caller.
3. To hang up, turn the turnkey fully counterclockwise.

   Associated RLT status light on SSI goes off. Your backup telephone/voice terminal can now receive another call.

To extend a call to a different location over a tie trunk:

If a caller wishes to be connected to a branch other than the branch called, the call is routed over a tie trunk. The call is routed to your backup telephone/voice terminal, and you hear ringing.

1. Place the auxiliary handset or headset to your ear.
2. Turn the turnkey fully clockwise.

   Ringing stops. Listen for one burst of tone followed by ringback tone. Associated RLT status light on SSI goes on. You are connected with the caller.

3. Momentarily press the turnkey.

   Listen for dial tone. Caller is separated from the connection.

4. Dial the other branch location Tie Trunk access code.

   Listen for dial tone.

5. Dial the required terminal number.

   Listen for one burst of tone followed by ringback tone.

6. To hang up, turn the turnkey counterclockwise.

   Associated RLT status light on SSI goes off. Caller is connected to telephone/voice terminal being rung. Your backup telephone/voice terminal can now receive another call.

To put a call on remote hold:

1. Momentarily press the turnkey.

   Listen for dial tone. Caller is separated from the connection.

2. Dial Remote Hold access code.

   Listen for four to six short bursts of tone. Caller is placed on remote hold. Associated RLT status light on SSI goes off.

3. To hang up, turn the turnkey fully counterclockwise.

   Your backup telephone/voice terminal can now receive another call.

To extend an outgoing call from a backup telephone/voice terminal:

If an internal user, restricted from dialing outgoing calls, wishes to make an outgoing call and dials the CAS Attendant access code, your backup telephone/voice terminal rings.

1. Place the auxiliary handset or headset to your ear.

2. Turn the turnkey fully clockwise.

   Ringing stops. Listen for two bursts of tone (tone identifies terminal-to-attendant call). RLT status light goes on. You are connected with the caller.

3. Answer and acknowledge the request.

4. Momentarily press the turnkey.

   Listen for dial tone. Caller is separated from connection.

5. Dial the Trunk Group access code.

   Listen for dial tone, and do a or b.

   a. To hang up, turn the turnkey fully counterclockwise. This action allows the caller to complete the call.

      Associated RLT status light on SSI goes off. Caller is connected to an outside line and may proceed to dial the desired number.

   b. Dial the requested number, and then turn the turnkey counterclockwise to hang up.

      The caller hears ringback tone. Your backup telephone/voice terminal can now receive another call.

System Status Indicators (SSI) at the Branch Locations

At the branch locations, SSI (Figure 4-3) show the busy/idle status of up to 16 Release Link Trunks (RLTs), the mode of operating traffic overload, and alarm conditions (major or minor).

The table in Figure 4-3 shows the light conditions and the system status associated with each light.

To test SSI lights from any backup telephone/voice terminal (the turnkey should be turned fully counterclockwise):

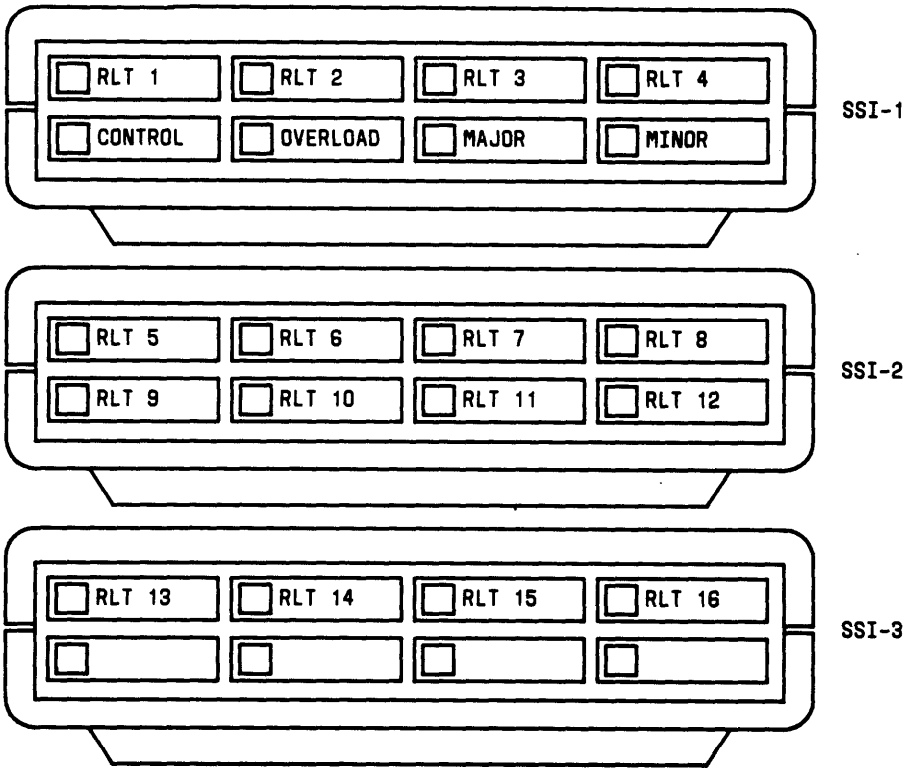
1. Lift the handset.

   Listen for dial tone.

2. Dial Light Test code.

   Listen for confirmation tone. All RLT status lights on SSI should go on to indicate proper operation.

3. Hang up.



LAMP	LAMP CONDITION	SYSTEM STATUS
RLT ( )	Off	Idle RLT
	On	Busy RLT or associated backup telephone/voice terminal handling CAS call
	Winking	Maintenance busy RLT
CONTROL	On	Normal operation
	Winking	Backup mode or call answer from any telephone/voice terminal mode
OVERLOAD	Off	No overload
	On	Queue threshold exceeded
MAJOR	Off	Normal operation
	On	Major alarm
MINOR	Off	Normal operation
	On	Minor alarm

Figure 4-3. System Status Indicators Used at a Branch Location

To cancel SSI light test (the turnkey should be turned fully counterclockwise):

1. Lift the handset.

   Listen for dial tone.

2. Dial Light Test Cancel code.

   Listen for confirmation tone. All RLT status lights on SSI go off.

3. Hang up.

Power Failure

All calls in progress, calls on hold, and/or established calls are lost when a power failure occurs and battery backup is not provided.

As part of the power-on sequence, the system always returns to operation in the Unattended Console Service mode. The **UNA** light flashes. If a continuous tone is heard when power is restored, operate the **TEST** switch located at the front of the console to remove the tone.

To place the system in normal operation:

1. Press **[UNA]** .

2. Check features (such as Attendant Control of Trunk Group Access, Attendant-Controlled Voice Terminal Restrictions and Trunk-to-Voice Terminal Assignments set up by the attendant to answer calls) to see if currently activated features and/or services are still in operation.

To turn off the reload warning light after a system initialization or memory reload:

Note: This operation can also be done from an ACD split supervisor voice terminal (System 85 R2V2, R2V3, R2V4, and DEFINITY Generic 2).

1. Press an idle loop button.

   ATND light goes on. **PA** light goes off.

2. Press **[START]** .

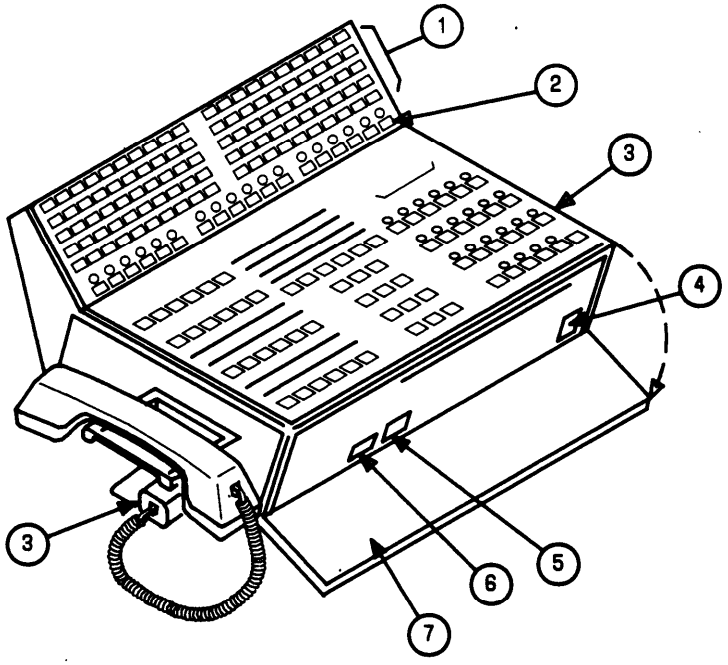
   Listen for dial tone.

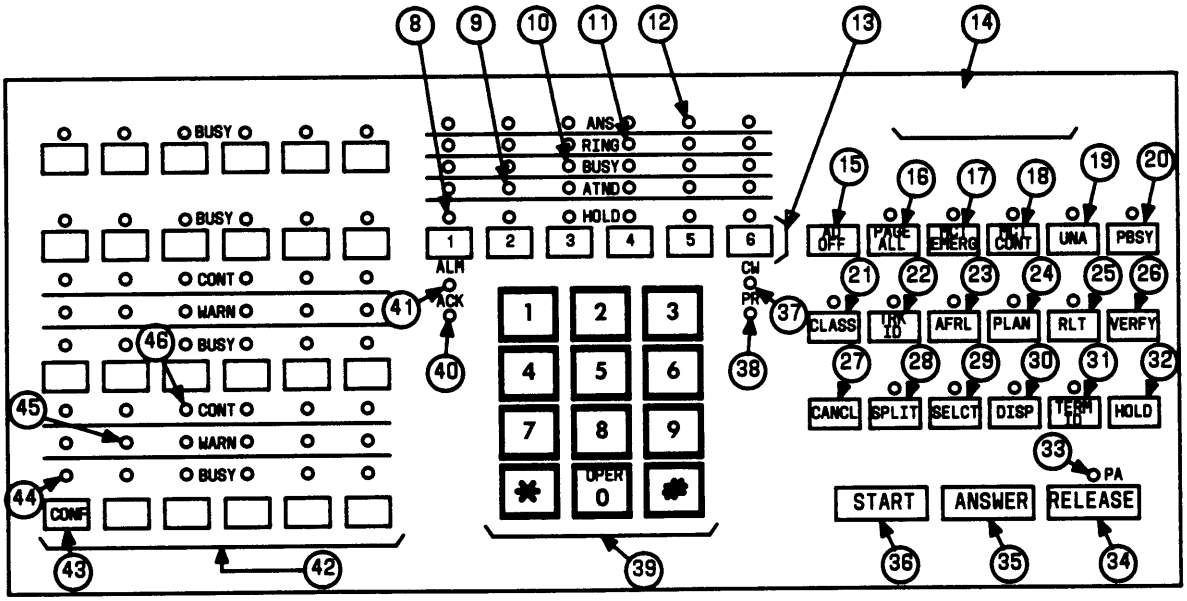
3. Dial the access code to turn off the reload warning light.

   Listen for confirmation tone (three short beeps). Warning light goes off.

4. Press **[RELEASE]** .

CHAPTER 5. REFERENCE CONSOLE ILLUSTRATION AND LEGEND





Legend

1. Direct Extension Selection (DXS) Buttons With Busy Light Field (BLF)

   Used to select extension numbers. The lights show the busy/idle status of the extension number. A light in the BLF that is on indicates a busy line on a single-line voice terminal. An extension number assigned to a multi-appearance voice terminal may be active on one call appearance of the line but idle on another.

2. Hundreds Group Select Buttons

   Used to select a hundreds group (first two digits of an extension number).

3. Handset/Headset Jack

   Used to plug in the handset/headset. Provided on both sides of the console.

4. Test Reminder Tone Switch

   Used to test console lights and turn off audible signals.

5. Volume Control Wheel

   Used to adjust the level of audible signals on the console.

6. Receive Level Control Wheel

   Used to adjust the volume in the earpiece as an aid for hearing-impaired operators.

7. Storage Area

   Contains a plastic card for your use.

8. HOLD Light

   When on, indicates that you have put a call on the associated loop on hold.

   When flashing, reminds you that a call has been held for 30 seconds.

9. ATND (Attendant) Light

   When on, indicates that you are active on the loop.

   When flashing, indicates that an incoming call is on the loop waiting to be answered.

10. BUSY Light

When on, indicates that the called number is busy or that you have placed a call to a busy extension that has call waiting assigned.

When flashing, indicates that the caller has been waiting for 30 seconds.

11. RING Light

When on, indicates that the called number is being rung.

When flashing, indicates a timed reminder on a call waiting call or attendant recall.

12. ANS (Answer) Light

When on, indicates that a called party has answered or. that a trunk has been connected.

When flashing, indicates a recall from a 2-party connection.

13. Loop Buttons

Used to process or originate calls.

14. Alphanumeric Display

Displays up to eight letters or numbers to identify types of calls or classes of service (COS).

15. AD (Audible) OFF Button

Controls the audible signal at your console.

16. PAGE ALL

Provides access to loudspeaker paging equipment to page in all zones.

17. MCT EMERG

Activates Malicious Call Trace feature.

18. MCT CONT

Traces a malicious call.

19. UNA (Unattended)

Places your console in Unattended Console Service mode. Calls are routed to telephones/voice terminals designated for answering incoming calls.

20. PBSY (Position Busy) Button

    Places your console in a busy mode. You cannot receive incoming calls. You can, however, originate calls.

21. CLASS Button

    Shows the class of service (COS) on the alphanumeric display of an incoming call from an extension number.

22. TRK ID (Trunk Identification) Button

    Identifies a specific trunk used on an incoming or outgoing call. Also used to identify a faulty trunk.

23. AFRL (Alternate Facilities Restriction Level) Button

    Activates alternate facilities restriction levels.

24. PLAN Button

    Provides for displaying or changing the plan for Automatic Route Selection (ARS).

25. RLT (Release Link Trunk) Button

    Releases the Centralized Attendant Service (CAS) position from a Release Link Trunk.

26. VERFY (Verify) Button

    Allows you to check an extension signaling busy. To safeguard their privacy, voice terminal users will hear a tone before you can check the extension.

27. CANCL (Cancel) Button

    Releases a called extension number or trunk. Also used to silence a tone or deactivate a feature.

28. SPLIT Button

    Temporarily separates a caller from the connection.

29. SELCT Button

    Selects the hundreds group (first two digits of an extension number) when Extended DXS is used to call an extension user.

30. DISP Button

    Displays the last selected hundreds group in the alphanumeric display when Extended DXS is used to call an extension number.

31. TERM ID (Terminal Identification) Button

    Shows the called extension number on the alphanumeric display when a timed-reminder call is returned to the console. Used only when the Attendant Release Loop feature is active.

32. HOLD Button

    Places a call on hold.

33. PA (Position Available) Light

    When on, indicates your console is available for calls.

34. RELEASE Button

    Releases your console from a call, readying your console for the next call.

35. ANSWER Button

    Automatically connects the incoming call to your console.

36. START Button

    Obtains dial tone.

37. CW (Calls Waiting) Light

    When on, indicates that one or more calls are waiting to be switched to an idle loop on the console.

    When flashing, indicates that the number of waiting calls equals or exceeds the established limit set for the console.

38. PR (Priority) Light

    When on, indicates that a call from another attendant is waiting or that an Automatic Circuit Assurance referral call is waiting.

39. Touch-Tone Dialing Pad

    Used for dialing extension numbers, outside numbers, or access codes.

40. ACK (Acknowledge) Light

    When on, indicates a trouble condition exists and has been acknowledged by a maintenance center.

    When flashing, indicates a trouble condition exists that has *not* been acknowledged. The attendant should report the trouble.

41. ALM (Alarm) Light

    When on, indicates a trouble condition has been detected in the system.

42. Direct Trunk Group Select Buttons

    Provide a means of directly selecting an outgoing trunk group for an outgoing call. Buttons are labeled to indicate the assigned trunk group.

43. CONF (Conference) Button

    Allows you to establish a conference.

44. BUSY Lights

    Indicate that *all* trunks in a trunk group are busy.

45. WARN Lights

    Indicate that a preestablished number of trunks are busy in the associated trunk group.

46. CONT (Control) Lights

    Indicate that you have activated a feature to control a trunk group.

CHAPTER 6. LIST OF DIAL CODES

The following features require dial codes to activate or cancel the feature. The dial codes are provided by your System Administrator.

Feature	Code
Attendant Control of Trunk Group Access Activate	_____
Attendant Control of Trunk Group Access Cancel	_____
Attendant Release Loop (ARL) Timed-Reminder Interval Change	_____
Automatic Alternate Routing Access	_____
Automatic Call Distribution (ACD) Reload Warning Lamp Access	_____
Automatic Circuit Assurance (ACA) Start	_____
Automatic Circuit Assurance (ACA) Stop	_____
Automatic Route Selection (ARS) Access	_____
Automatic Route Selection (ARS) Network Change	_____
Call Detail Recording and Reporting (CDRR) Access	_____
Call Forwarding—Busy and Don't Answer Activate	_____
Call Forwarding—Follow Me Activate	_____
Call Forwarding Cancel	_____
Centralized Attendant Service (CAS) Backup Mode	_____
Centralized Attendant Service (CAS) Call Answer From Any Voice Terminal Mode	_____

Feature	Code
Centralized Attendant Service (CAS) Normal Mode	_____
Centralized Attendant Service (CAS) Remote Hold Access	_____
Centralized Attendant Service (CAS) SSI Lamp Test	_____
Centralized Attendant Service (CAS) SSI Lamp Test Cancel	_____
Code Calling Access	_____
Code Calling—Called Party	_____
Intercept Treatment—Attendant Diversion to Recording, Activate	_____
Intercept Treatment—Attendant Diversion to Recording, Cancel	_____
Interposition Calling Access	_____
Loudspeaker Paging Access	_____
Radio Paging Access	_____
Remote Access Change Barrier	_____
Restriction—Attendant Control of a Single Voice Terminal Access	_____
Restriction—Attendant Control of a Group of Voice Terminals Access	_____
Station Message Detail Recording (SMDR) Access	_____
Unattended Console Service—Activate	_____
Unattended Console Service—Deactivate	_____
Unattended Console Service—Common Service Terminal Access	_____

Feature	Code
Unattended Console Service—Common Service Terminal Clear	_____
Unattended Console Service—Common Service Terminal Override Access	_____
Unattended Console Service—Trunk-to-Voice Terminal Assignment Access	_____
Unattended Console Service—Trunk-to-Voice Terminal Assignment Clear	_____

CHAPTER 7. REFERENCES

DEFINITY Manager™ II MS-DOS® ersion Operation	555-104-505
DEFINITY™ Communications System Generic 2 Administration Procedures	555-104-506
DEFINITY™ Communications System Generic 2 Administration of Features and Hardware	555-104-507
DEFINITY™ Communications System Generic 2 and System 85 System Description	555-104-201
DEFINITY™ Communications System Generic 2 and System 85 Feature Description	555-104-301

CHAPTER 8. TROUBLESHOOTING PROCEDURES FOR VOICE TERMINALS

Simple Failures

If you have trouble with a voice terminal, follow your company's established procedures for reporting equipment troubles. However, before reporting some problems, you may wish to check the voice terminal for simple, obvious faults. For example, if the voice terminal suddenly went dead, it may have been accidentally disconnected. Check the mounting cord between the voice terminal and the information outlet (connecting block). Is it unplugged at either end? Test it by disconnecting and reconnecting each end. Is the cord cut or damaged? If so, ask your System Manager for a new one.

If you have an adjunct (such as a speakerphone or a display module) that quits working, check the auxiliary power source. If the adjunct is a free-standing unit, make sure that the cord between it and the voice terminal is not unplugged or cut.

Sometimes you activate a feature without meaning to or fail to cancel one when you should. For example, if you return to your desk and forget to cancel Call Forwarding, you will not get any calls. If you accidentally press your Send All Calls button, your calls will bypass you.

If you seldom use a particular procedure, consult the voice terminal operating instructions to be sure of the steps. When a feature does not work properly, the problem may be in the execution rather than in the equipment.

Do not spend too much time trying to diagnose problems, but do the light and ringing tests to detect faulty lights and ringing.

Testing

The following procedures show how to test the lights and ringing of specified voice terminals and voice/data terminals.

7403D and 7405D Digital Voice Terminals and 515 Business Communications Terminal (BCT)

1. On voice terminals, hold the test switch (located on the left side of the base) toward the rear of the voice terminal. On 515 BCTs, hold the test switch (located on the display control panel) in the up position.

    - Tone ringing is heard.
    - All lights associated with the call appearance/feature buttons and message indicator go on.

- If the voice terminal has a display module, all its lights and the display matrix go on.
- If the voice terminal has a call coverage module, all its lights go on.

2. Release the test switch.

- Tone ringing stops.
- All lights associated with the feature-only buttons (7405D voice terminals) light momentarily after the test switch is released.
- If the voice terminal has a feature key module, all its lights light briefly after the test button is released.
- All other lights on the voice terminal go off.
- If the voice terminal has a display module, all its lights and the display matrix go off.
- If the voice terminal has a call coverage module, all its lights go off.

3. If any part of this test failed, notify your System Manager.

7404D Digital Voice Terminal

1. Hold the test switch (located on the left side of the base) toward the rear of the voice terminal.

- Tone ringing is heard.
- All lights go on.

2. Release the test switch.

- Tone ringing stops.
- All lights go off.
- A pass or fail message will be displayed on the associated data terminal screen. (The message will differ if the voice terminal is equipped with option cartridges.)

3. If any part of this test failed, notify your System Manager.

7406D Digital Voice Terminal With Data Stand

1. Press the test button located on the rear of the stand.
   - Tone ringing is heard.
   - All lights go on.
   - On the voice terminal display, each character goes on.
2. Release the test button.
   - Tone ringing stops.
   - All lights and display characters go off.
   - An option summary and either `RAM TEST PASSED` or `RAM TEST FAILED` is displayed on the associated data terminal screen.
3. If any part of this test failed, notify your System Manager.

7407D Digital Voice Terminal

1. Hold the test switch (located on the left side of the base) toward the rear of the set.
   - Tone ringing is heard.
   - Red and green lights for the call appearance/feature buttons go on.
   - Each character (40 on each line) of the display goes on.
2. Release the test switch.
   - Tone ringing stops.
   - The display characters go off.
   - The remainder of the buttons (with only one light each) plus the message indicator should go on for about 4 seconds.
3. If the voice terminal has a data module, press the **Test/Disc** button located on the data stand.
   - The **Test Results** (Self-Test) light goes on.
4. If any part of this test failed, notify your System Manager.

7505, ISDN Modular Terminal

1. Press **[Select]** .
2. Press Drop Test

   - Self-test begins.
     - — Periodic (about every 3 seconds) tones are heard as the test is run.
     - — The green **Message** light comes on.
   - If the test passes; go to Step *3.*

3. After you hear the first tone, press each button associated with a light.
   - Associated lights light as each button is depressed.
4. Lift the handset, and press each button on the touch-tone dial.
   - Tones are heard in the handset as each dial button is pressed.
5. After pressing the last dial button, press **[Select]** Drop Test to return to the calling mode.
6. Hang up the handset.

If any part of this test fails, notify your System Manager.

7506 and 7507, ISDN Display Terminals

1. Press **[Select]** .
2. Press Drop Test

   - Self-test begins.
     - — Periodic (about every 3 seconds) tones are heard as the test is run.
     - — The green **Message** light goes on.
     - — `SELF-TEST COMPLETED` appears on display.
   - If the test passes; go to Step 3.

3. After you hear the first tone, press each button associated with a light.
   - Associated lights light as each button is depressed.
4. Lift the handset, and press each button on the touch-tone dial.
   - Tones are heard in the handset as each dial button is pressed.
5. After pressing the last dial button, press [Select], Drop Test to return to the calling mode.
6. Hang up the handset.

If any part of this test fails, notify your System Manager.

510 Personal Terminal (PT)

Note: The 510 PT does not have a test button and must be tested by turning the power off and on.

1. Find the power switch on the rear panel of the PT; press the **OFF** side, and then the **ON** side of the switch.
   - A tone sounds, and the screen display appears.
2. If the test fails, notify your System Manager.

Hybrid Voice Terminals

1. Hold the test switch (located on the left side of the base) toward the rear.
   - Tone ringing is heard.
   - Red and green lights go on and off alternately while the test switch is held.
2. Release the test switch.
   - Tone ringing stops.
   - All lights go off.
3. If any part of this test failed, notify your System Manager.

Attendant Console

1. Ensure that a handset/headset is plugged into one of the handset/headset jacks located on either side of the console.
2. Open the front panel of the console; depress and hold down the **TEST** switch.
   - Tone ringing is heard.
   - The display matrix and then each row of red lights light and go off in sequence from top to bottom. If there is an associated selector console, its red lights also go on and off in sequence from top to bottom.
3. Release the **TEST** switch.
   - Test ringing stops.
   - All lights and the display matrix go off.
4. If any part of this test failed, notify your System Manager.

If the console appears to be in a "locked" condition, that is, cannot receive or place calls, unplug the handset/headset or the mounting cord for at least 10 seconds. Then plug the handset/headset or the cord in again to recycle power to the console. If the trouble persists, notify your System Manager.

Alarms

The console has a built-in alarm light that indicates troubles in the switch. In addition, feature button lights on the console and on some voice terminals can be administered as alarm indicators for some specific conditions.

ALM/ACK Lights

The basic alarm indicator of the attendant console is the **ALM/ACK** light located to the left of the touch-tone dial. The **ALM** light goes on when a trouble is detected and stays on until the trouble is cleared. If the switch has the remote maintenance option, the adjacent **ACK** light soon goes on, showing that the maintenance center has been automatically alerted. At this point, the center assumes responsibility for clearing the trouble.

If the **ACK** light flashes for an extended length of time after the **ALM** light goes on, it means the switch is unable to notify the maintenance center. You must notify the System Manager of the unresolved alarm condition.

If the system does not have the remote maintenance option, the **ACK** light is off when the **ALM** light goes on for an alarm. You must notify the System Manager whenever an alarm condition exists.

Maintenance Features

The following features can be used by the console attendant or, sometimes, by a voice terminal user with a display-equipped voice terminal for simple trouble isolation and analysis. Step-by-step procedures are provided for each feature.

- Automatic Circuit Assurance—used for monitoring possible trunk failures.
- Busy Verification of Lines—used for making test calls.
- Trunk identification—used to specifically identify a trunk where trouble is encountered.
- Trunk Group Busy/Warning Indicators—used to show trunk usage.

If the display shows a faulty line, trunk, circuit pack, or other equipment, when you are using the procedures, notify the System Manager.

Automatic Circuit Assurance (ACA)

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

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

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

The System Manager enables ACA. Once this is done, one attendant console or voice terminal per system can be assigned an ACA button to activate or cancel ACA referrals.

To activate ACA referrals:

1. Press **ACA** button.
   - **ACA** light goes on.
   - ACA feature activated.

To cancel ACA referrals:

1. Press **ACA** button.
   - **ACA** light goes off.
   - ACA feature deactivated.

Busy Verification of Lines

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

The results of busy verification tests are presented as displays, tones, and conversations with the called facilities. In all the following procedures, a successful verification tells you that the facility is probably working properly; a failure tells you that the facility should be reported for maintenance. Busy verification is denied if attempted toward a facility that has Data Privacy or Data Restriction features activated.

To busy verify a voice terminal:

1. Press **[VERFY]** .
   - **VERFY** light goes on.
2. Dial the desired extension number.
   - `INVALID` displayed, and intercept tone heard—invalid extension; press **[CANCL]** (on attendant console) or **[Drop]** (on voice terminal). Try again.
   - `TERMINATED` displayed, and ringback heard—called extension is idle and being rung. Verification is successful. Talk to called party, or release from the call.

- BRIDGED displayed; your call is bridged onto an active call, and initial warning tone heard—verification successful. Talk to bridged parties, or release from the call.

- OUT OF SERVICE displayed and reorder tone heard; press **[CANCL]** (on attendant console) or **[Drop]** (on voice terminal). Report the out-of-service condition to appropriate personnel.

To busy verify a hunt group:

1. Press **[VERFY]** .

   - **VERFY** light goes on.

2. Dial desired hunt group extension number.

   - INVALID displayed and intercept tone heard—invalid extension; press **[CANCL]** (on attendant console) or **[Drop]** (on voice terminal). Try again.

   - TERMINATED displayed and ringback heard—called extension is idle and being rung. Verification is successful. Talk to called party or release from the call.

   - ALL MADE BUSY displayed, and reorder tone heard—all hunt group members have activated make busy, Release from the call, and try again later.

   - DENIED displayed, and reorder tone heard—all hunt group members active on a call. Release from the call and try again later.

   - OUT OF SERVICE displayed, and reorder tone heard; press **[CANCL]** (on attendant conso!e) or **[Drop]** (on voice terminal). Report the out-of-service condition to appropriate personnel.

To busy verify a trunk:

1. Press **[VERFY]** .

   - **VERFY** light goes on.

2 . 2. Dial desired trunk access code, or press desired Trunk Group Select button.

   - Dial tone—go to step 3.

   - DENIED displayed, and intercept tone heard—invalid trunk access code or trunk group; press **[CANCL]** (on attendant console) or **[Drop]** (on voice terminal). Try again.

3. Dial desired trunk group member number.

   - INVALID displayed, and intercept tone heard—invalid trunk group member number; press **[CANCL]** (on attendant console) or **[Drop]** (on voice terminal). Try again.
   - VERIFIED displayed, and confirmation tone heard—trunk is idle and 1-way incoming. Verification is successful. Release from the call.
   - Ringback heard—trunk is idle automatic tie trunk or release link trunk. Verification is successful. Release from the call.
   - Dial tone heard—trunk is idle and can be used to make a test call. Verification is successful. Make test call, or release from the call.
   - BRIDGED displayed, and trunk is bridged onto active call. Initial warning tone heard—verification successful. Talk to bridged parties, or release from the call.
   - OUT OF SERVICE displayed, and reorder tone heard; press **[CANCL]** (on attendant console or **[Drop]** (on voice terminal). Report the out-of-service condition to appropriate personnel.

Trunk Identification

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

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

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

To identify a specific trunk being used on a call:

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

Trunk Group Busy/Warning Indicators

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

Twelve of the Trunk Group Select buttons have associated **WARNING** and **BUSY** lights. The other 12 buttons have only associated **BUSY** lights. The lights function as follows:

- **BUSY** light

  Goes on when all trunks in the associated trunk group are busy.

- **WARN** (warning) light

  Goes on when a preset number of trunks in the associated trunk group is busy.

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

Other Maintenance Tips

Complaints from telephone/voice terminal users that they are not receiving calls sometimes result from accidental operation of the Send All Calls button or failure to cancel Call Forwarding. In response to such a complaint, place a call to the voice terminal user and see if a `f` or `s` appears on the display. If either of these codes is displayed, tell the user to deactivate the feature.

System Parameters

The System Manager can use the System Management Terminal (SMT) (System 85) or DEFINITY Manager™ II (Generic 2) to monitor system conditions that may reflect troubles reported by users. Three action/object/qualifier commands are especially useful in this respect:

- Status commands can be used to check the status of stations, trunks, data modules, and links. For example, **status station** for a particular extension number shows whether Call Forward and Send All Calls are currently activated.

- List measurements commands display information about trunk, hunt, and attendant groups. For example, trunk outage measurements are provided on the four trunks that were out of service the most during a measurement period. Measurements of lightly used trunks offer information on the five trunks in each trunk group that have carried the fewest calls. Measurement displays may provide data that should be referred to maintenance personnel.

- The monitor system command provides a current system status report on line. The report contains attendant and maintenance status, updated every minute, and traffic status, updated once every hour. Attendant status shows the number of consoles enabled and cancelled. Maintenance status shows the number of major and minor alarms by category (trunks, stations, and other resources); it also shows whether or not the remote maintenance facility has. been informed. Traffic status is of particular interest to the System Manager. It shows the call-handling status of trunk groups, hunt groups, and the attendant group. The System Manager can determine group and queue sizes, number of active trunks, and number of queued calls in each group.

For detailed information on the use of the SMT (System 85) or Manager™ II (Generic 2), refer to the following manuals:

- *AT&T System 85, SMT Administration Management, 555-103-501*
- *AT&T System 85, System Management, 555-103-108*
- *DEFINITY Manager II, Operation, 555-104-505*
- *DEFINITY Communications System, Generic 2, Administration Procedures, 555-104-506*
- *DEFINITY Communications System, Generic 2, Administration of Features and Hardware, 555-104-507*
- *DEFINITY Communications System, Generic 2, Maintenance Procedures, 555-104-117*
- *DEFINITY Communications System, Generic 2, Maintenance Repair Strategies, 555-104-118*
- *DEFINITY Communications System, and System 75 and System 85, Port Tester, 555-104-113*

CHAPTER 9. GLOSSARY

Access Code

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

Active on a Loop

An attendant is answering an incoming call or originating a call by pressing one of six appearance buttons.

Answer-Back Channel

A group of dedicated circuits that a paged party can use to answer a page.

Attendant

The console operator.

Attendant Release Loop (ARL) Timed Reminder Tone

A high-pitched tone, on for about 1/3 second and off for about 1 second—indicates that a call has been held off the console longer than the timed-reminder interval established for ARL calls.

Audible Ring

The ring heard at the attendant console when an incoming call has been connected to an idle loop and is waiting to be answered.

Audio Information Exchange (AUDIX)

A system-integrated, digital voice mail service that lets people create, save, and receive voice messages electronically.

Authorization Code

A system code used to upgrade the calling privileges of the telephone/voice terminal user or attendant to allow remote access users access to the system, or a code required for the use of certain trunks.

Automatic Alternate Routing (AAR)

A system feature that allows up to four choices for private network calls from one customer location to another.

Automatic Route Selection (ARS)

A system feature that provides automatic selection from a preprogrammed sequence of the least costly facilities for completing calls to the public network.

Automatic Route Selection (ARS) Warning Tone

A short burst of tone indicating the call is being completed on a toll trunk.

Backup Terminal

A telephone/voice terminal used with Centralized Attendant Service (CAS) to answer calls at a branch location when the attendant at the main location is not available.

Barrier Code

A security code used to allow a remote user to access the system and to prevent unauthorized access to the system.

Branch Locations

Telecommunications systems served by attendants at a centralized location.

Busy Tone

A low-pitched tone repeated 60 times a minute—indicates that the extension number dialed is in use.

Call Detail Recording and Reporting (CDRR)

A service that records detailed call information on incoming and outgoing calls.

Call Vectoring

A highly flexible method of processing incoming Automatic Call Director (ACD) calls (and other calls). Calls terminating at vectors use Vector Directory Numbers (VDNs).

Call Waiting Tone (Attendant)

An on-off, high-pitched tone—indicates that the number of incoming calls waiting equals or exceeds the limit set for the attendant console.

Central Office (CO) Trunk

A telecommunications channel on the public network between the CO and the switch.

Channel

A communications path over which voice or data signals are carried.

Class of Service (COS)

A number that specifies the features and calling privileges that together determine the calling privileges of a group of extension numbers.

Code Restriction Level (CRL)

A number that specifies the geographical areas or specific telephone numbers in those areas that a user can access.

Confirmation Tone

Three short bursts of tone—indicate that a feature has been activated or cancelled.

Console

An electronic switchboard, with pushbutton control, used by the attendant to manage calls.

Console Referral Call

A call that is automatically directed to the attendant console when the Automatic Circuit Assurance (ACA) feature is activated.

Default Voice Terminal

A preassigned telephone/voice terminal to which calls can be routed when the attendant console is unattended.

Dial Tone

A continuous steady tone—indicates that dialing may begin or a feature may be activated.

Direct Extension Selection (DXS)

An option on an attendant console that allows an attendant direct access to an idle tlephone/voice terminal (inside the system) by pressing a hundreds group select button and a tens and units button.

Distributed Communication System (DCS)

A number of systems connected together in a network configuration to serve a customer with a large number of lines. Systems can be in the same equipment room, in a campus arrangement separated by short distances or scattered around a metropolitan area. Attendant and telephone/voice terminal features can be used across tie trunks and data links to allow the multisystem to appear as one system.

Electronic Tandem Networking (ETN)

A private telecommunications network in which calls are automatically switched over specific tie trunks.

Facilities Restriction Levels (FRLs)

An assigned number that determines both the types of calls that can be made and the types of facilities (trunks) that can be used.

Feature

An application or service provided by the system.

Feature Button

A labeled button designating a specific feature.

Foreign Exchange (FX) Trunk

A telecommunications channel that connects a private telephone system to a CO other than its own.

Idle Loop

An inactive appearance on the attendant console.

Individual Page Number

A number that identifies a person who receives a radio page.

Intercept Tone

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

LIne

Single-line—the family of telephones/voice terminals that supports only one call at a time

Multi-appearance —the family of voice terminals on which more than one call, typically three, can be handled at the same time on the same extension number. Only one call at a time can have a voice connection; others can be ringing or on hold.

Lockout (Attendant)

A feature that prevents the attendant from reentering an established 2-party call held on the console.

Loop

A voice circuit associated with an appearance button on the console; used by the attendant to process or originate calls.

Main Location

A centralized area where attendants answer calls routed from branch locations.

Node

A local or distant system connected in a Distributed Communication System (DCS) environment.

Off-Hook

A term signifying that the telephone/voice terminal handset has been lifted.

Off-Hook Queuing

A term that describes when a caller stays on the line until an outgoing trunk becomes available.

On-Hook

A term signifying that the telephone/voice terminal handset has been placed on the switchhook (hung up).

Paging Trunk

A telecommunications channel used for accessing an amplifier (loudspeaker paging).

Partition

A term referring to a user group (tenants) who are limited to calling other users in their group or partition.

Port

A point of access to the system or to a computer that uses trunks or lines for transmitting or receiving voice or data.

Private Network

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

Public Network

A network that can be openly accessed for local or long distance calling.

Queue

An ordered sequence of calls waiting to be processed.

Radio Paging Trunk

A telecommunications channel used to access paging transmitter equipment.

Recall Dial Tone

Three short bursts of tone followed by dial tone—indicate that the feature requested has been accepted and that dialing may begin.

Release Link Trunk (RLT)

A telecommunications channel used with Centralized Attendant Service (CAS) to connect attendant-seeking calls from a branch location to a main location.

Remote Access Trunk

A telecommunications channel used by an authorized user to gain access to the system.

Reorder Tone

A fast busy tone repeated 120 times a minute—indicates that all trunks or other facilities are busy.

Ringback Tone

A low-pitched tone repeated 15 times per minute. The tone heard through the handset when the number dialed is ringing.

Splitting

Separating a caller from an existing connection.

Station Message Detail Recording (SMDR)

A service that records detailed call information on incoming and outgoing calls.

Switched Loop Operation

An automatic system in which an incoming call is switched to an idle loop on an available attendant console.

Switchhook

The button(s) on a telephone/voice terminal located under the handset.

System Manager

A person responsible for specifying features and/or services available to system users.

System Status Indicator (SSI)

A lamp on a panel that indicates the busy/idle condition of a Release Link Trunk (RLT).

Tie Trunk

A telecommunications channel connecting two switching systems.

Timed Reminder Tone

A high-pitched tone, on for about 1/3 second and off for about 1 second—indicates that a call has been held on the console loop for 30 seconds or, when Attendant Release Loop (ARL) is active, that a call has been held off the console loop for longer than a preestablished interval.

Trunk

A communications channel between two switching systems.

Trunk Group

Telecommunications channels assigned as a group for certain functions.

Turnkey

A button turned clockwise or counterclockwise on a backup telephone/voice terminal (used with Centralized Attendant Service [CAS] at a branch location) switches between on-hook and off-hook status. When pressed, the button flashes the switchhook.

Vector Directory Number (VDN)

An extension number that is assigned an internal extension number (but not assigned to an equipment location).

Voice Terminal

Identifies all digital and hybrid model telephones.

Wide Area Telecommunications Service (WATS) Trunk

A telecommunications channel used for special direct distance dialing.

CHAPTER 10. INDEX

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