AT&T

AT&T System 85
Release 2, Versions 1, 2, and 3
Console Operation
User's Guide

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Release 2, Versions 1, 2, and 3

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User's Guide

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FCC WARNING STATEMENT

Federal Communications Commission (FCC) Rules require that you be notified of the following:

- This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications.

- It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

- Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

- The voice terminals described in this manual are compatible with inductively coupled hearings aids as prescribed by the FCC.

CONTENTS

LIST OF FIGURES

INTRODUCTION

This guide to the operations of the AT&T System 85 (System 85) Direct Extension Selection (DXS) With Busy Lamp Field (BLF) consoles is intended for console attendants following completion of training.

HOW TO USE

To make the best use of this guide, you should become familiar with its contents and organization. The operating procedures have been 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 book contains, ask your System Administrator for assistance.

ORGANIZATION

This rest of this document is divided into eight sections:

- DESCRIPTION—This section defines certain terms associated with the console and describes the tones that you will hear while operating your console. For easy reference, the terms and tones are listed alphabetically. This section also describes and illustrates both the basic and the Direct Extension Selection (DXS) With Busy Lamp Field (BLF) console models.

- FACTORY-PROVIDED SPECIAL FEATURES—This section provides information on factory-provided special features.

- OPERATING PROCEDURES—This section contains step-by-step instructions for using your console. The instructions for the most common procedures, such as handling incoming or outgoing calls or handling calls you originate at the console, are placed at the front of this section. The procedures for using specific features of the system follow and are arranged alphabetically by feature name. The last part of this section gives instructions for Centralized Attendant Service. (The Table of Contents gives the exact location for each set of instructions.)

- REFERENCE CONSOLE ILLUSTRATION AND LEGEND—This detailed illustration and legend identifies all aspects of the attendant console.

- LIST OF DIAL CODES

- REFERENCES

- GLOSSARY

- INDEX.

DESCRIPTION

TERMS YOU NEED TO KNOW

Certain terms used in this guide have meanings unique to System 85 attendant 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. You can press an idle loop button to answer or originate calls. A loop gets you "into the system."

Multi-Appearance Voice Terminal—a voice terminal equipped with several appearance buttons for the same extension number to allow 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.

ATTENDANT CONSOLE 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 approximately 1/3 second and off for approximately 1 second; indicates that 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; indicates that the call is being completed on a toll trunk.

BUSY TONE

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

CALL WAITING TONE

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

CONFIRMATION TONE

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

DIAL TONE

A continuous steady tone; indicates that you may begin dialing or may activate a feature.

INTERCEPT TONE

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

RECALL DIAL TONE

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

REORDER TONE

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

TIMED REMINDER TONE

A high-pitched tone, on for approximately 1/3 second and off for approximately 1 second; indicates that a call has been on hold at the console for 30 seconds or that 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 have up to 40 attendant consoles.

The desk-top 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 DXS/BLF option.

Basic Console

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

- Two Handset/Headset Jacks—Located on the left and the right sides of the console for your convenience. To move the handset cradle from one side to the other, simply 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 reconnected, operate the TEST switch located in front of the console to remove the tone.

- Touch-Tone Telephone Dialing Pad.

- Six Loop Buttons and Thirty Status Lamps (five for each loop)—HOLD, ATND (attendant), BUSY, RING, and ANS (answer). The loop buttons are used to process or originate calls.

- Twenty-Four Trunk Group Select Buttons (and Indicator Lamps)—Customer-designated buttons that provide you direct trunk access by pressing a button.

- Test Reminder Tone Switch—Used to test console lamps 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 plasticized card for you to write codes or other needed information for use as a quick reference.

Calls are completed to extension numbers on the basic console by pressing an idle loop button, pressing START, and dialing the extension number.

LOOP
BUTTON
LAMPS

LOOP BUTTONS

ATTENDANT
CONTROL
AREA

HANDSET/
HEADSET
JACK

TEST REMINDER
TONE SWITCH

TRUNK GROUP
SELECT AREA

VOLUME
CONTROL

RECEIVE
LEVEL
CONTROL

TOUCH-TONE
DIALING PAD

STORAGE AREA
CONTAINING CARD
FOR ATTENDANT USE
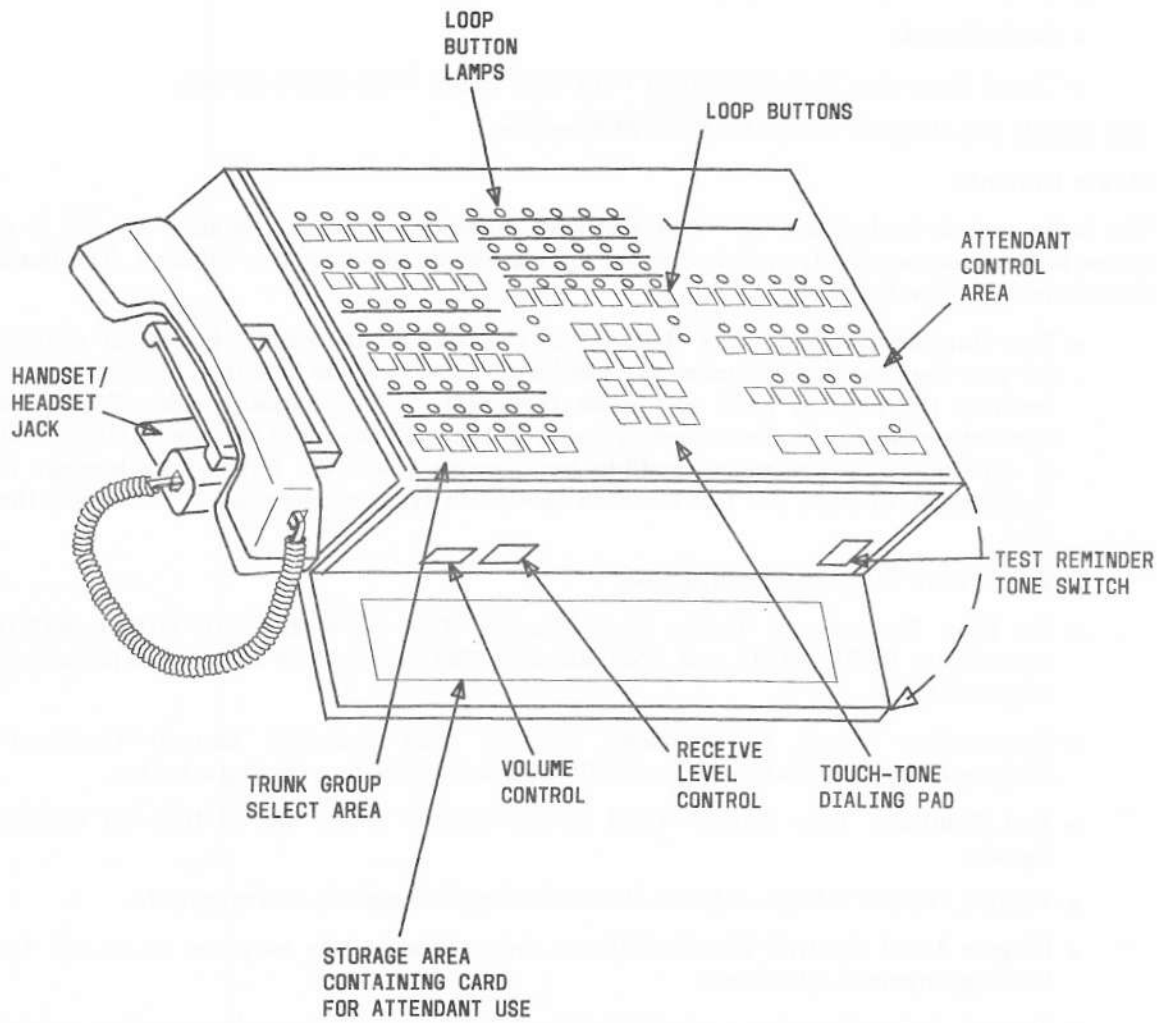
Figure 1. Basic Console

DXS/BLF Console

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

Calls are completed 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.
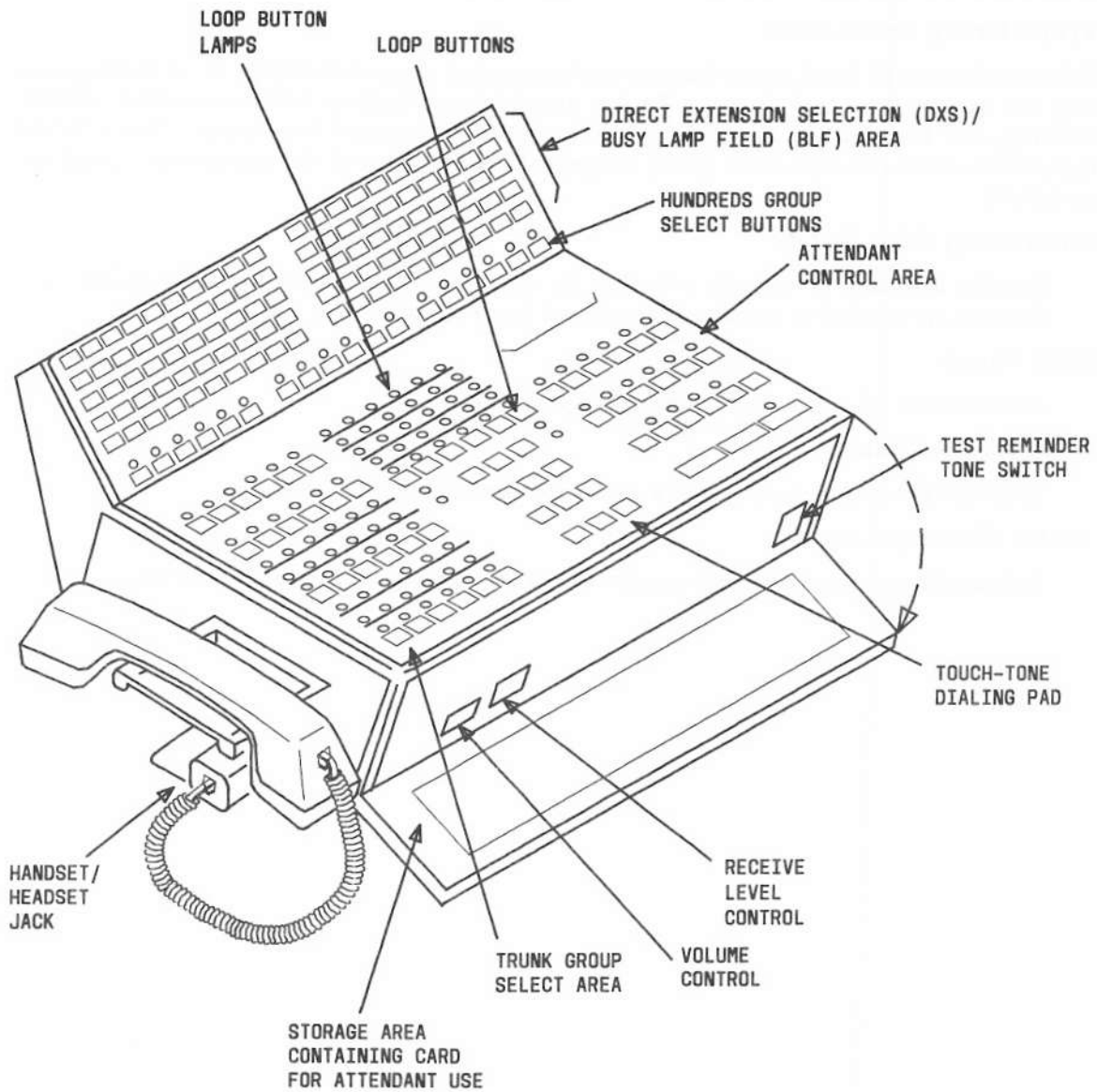
Figure 2. Direct Extension Selection (DXS) With Busy Lamp Field (BLF) Console

ATTENDANT CONSOLE FUNCTIONAL AREAS

Both console models have three identical functional areas:

- Trunk Group Select Area
- Touch-Tone Dialing and Loop Button and Lamp Area
- Attendant Control Area.

The Direct Extension Selection With Busy Lamp Field option, found only on the second model, allows you to call extension numbers by pressing buttons.

Trunk Group Select Area

This area houses 24 trunk group buttons and associated lamps. See Figure 3. A trunk group may be assigned to each button. Twelve trunk group buttons have associated control, warning, and busy lamps; the other twelve have only associated busy lamps. These lamps indicate the status of each trunk group assigned. The functions of the buttons and lamps are as follows:

Direct 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.

BUSY Lamps

   Indicate that *all* trunks in a trunk group are busy.

CONT (Control) Lamps

   Indicate that you have activated a feature to control a trunk group.

WARN (Warning) Lamps

   Indicate that a preestablished number of trunks are busy in the associated trunk group.
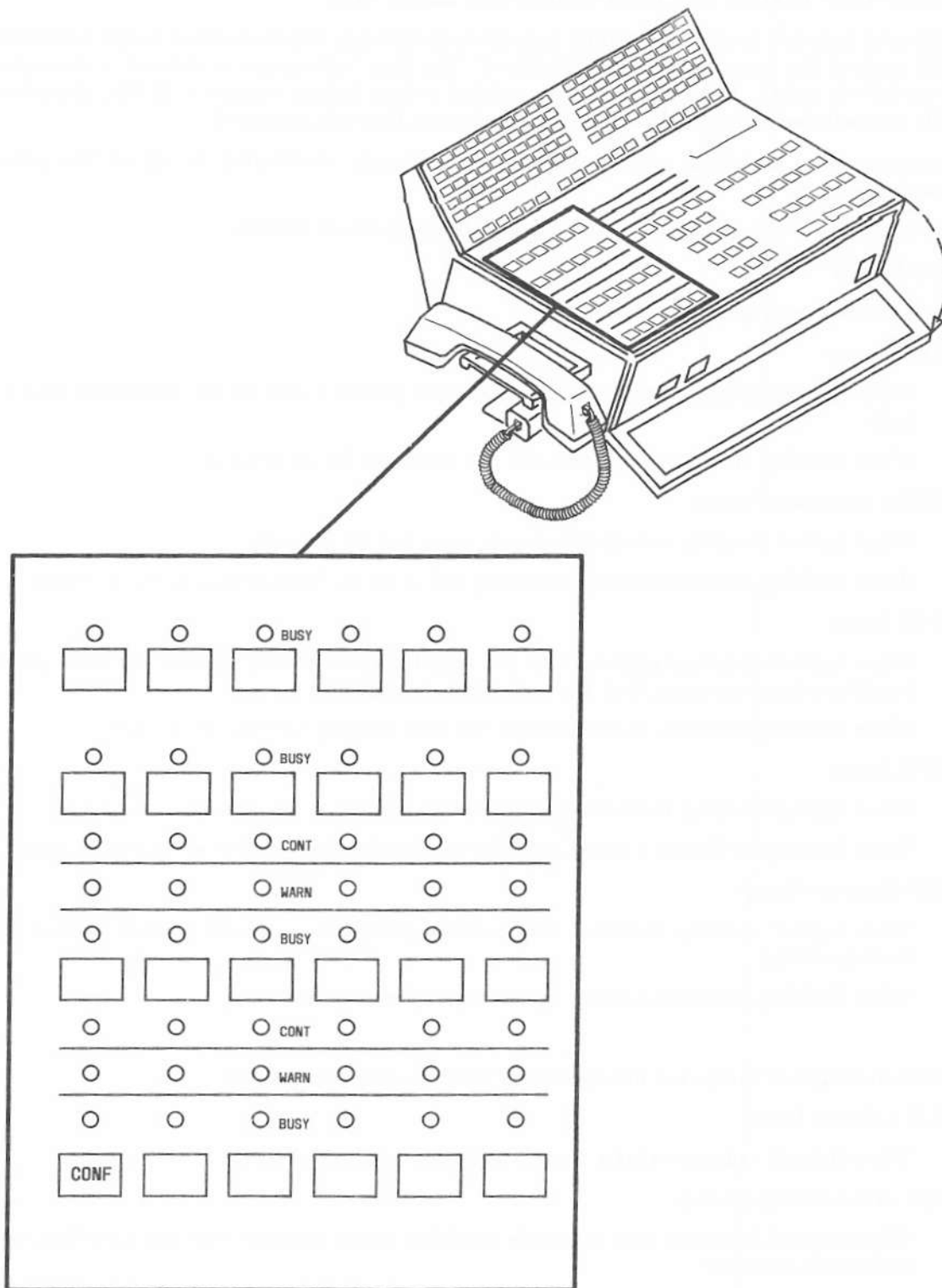
Figure 3. Trunk Group Select Area

Touch-Tone Dialing and Loop Button and Lamp Area

This area houses a touch-tone dialing pad, six loop buttons, and five status lamps associated with each of the loop buttons. See Figure 4. The loop buttons are numbered 1 through 6 (from left to right). Incoming calls are switched to loop button number 1, if idle; otherwise, calls are switched to loop button number 2 and so on through number 6.

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

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

Loop Button

> Processes or originates calls.

HOLD Lamp

> When lighted steadily, indicates that you have placed a call on the associated loop on hold.

> When flashing, reminds you that a call has been held for 30 seconds.

ATND (Attendant) Lamp

> When lighted steadily, indicates that you are active on the loop.

> When flashing, indicates that an incoming call is on the loop waiting to be answered.

BUSY Lamp

> When lighted steadily, 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 over 30 seconds.

RING Lamp

> When lighted steadily, indicates that the called number is being rung.

> When flashing, indicates a timed reminder on a call waiting call or an attendant recall.

ANS (Answer) Lamp

> When lighted steadily, indicates that a called party has answered or that a trunk has been connected.

> When flashing, indicates a recall from a 2-party connection.

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

ALM (Alarm) Lamp

> When lighted, indicates that a trouble condition has been detected in the system.

ACK (Acknowledge) Lamp

> When lighted, indicates that a trouble condition exists and has been acknowledged by a maintenance center.
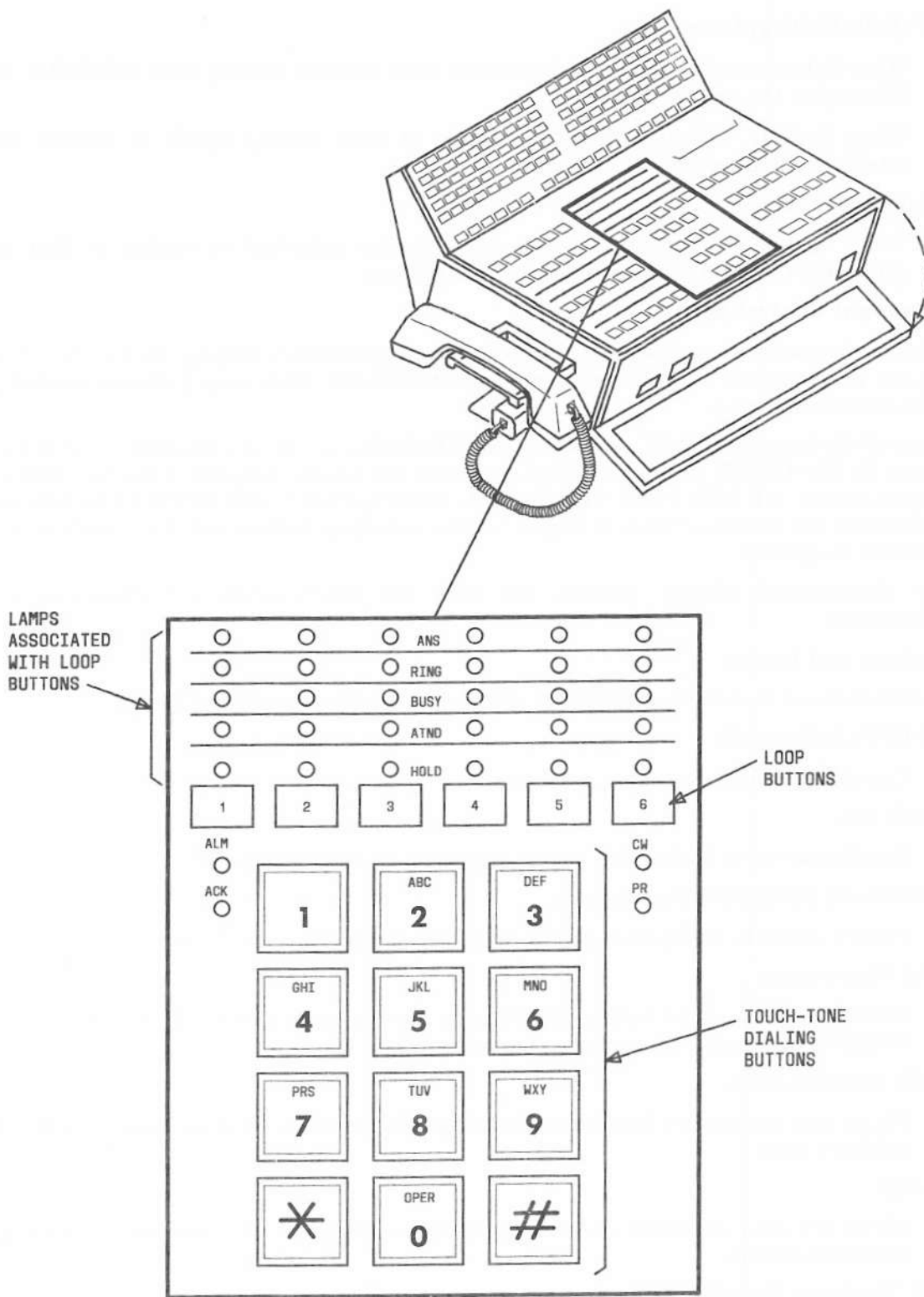
Figure 4. Touch-Tone Dialing and Loop Button and Lamp Area

CW (Calls Waiting) Lamp

When lighted steadily, 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 calls waiting equals or exceeds the established limit set for the console.

PR (Priority) Lamp

When lighted, indicates that a call from another attendant is waiting or that an Automatic Circuit Assurance referral call is waiting.

Attendant Control Area

This area houses buttons, lamps, and an 8-character alphanumeric display. See Figure 5. You can use these buttons to process calls and activate features. Each lamp indicates the status of its associated button.

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

The alphanumeric display provides you with call identification and class-of-service information.

Buttons and Lamps

The functions of the buttons and the PA (Position Available) lamp are as follows:

AD OFF (Audible Off)

Controls the audible signal at your console.

PAGE ALL

Provides access to loudspeaker paging equipment to page in all zones.

ZONE 1 and ZONE 2 (Paging Buttons)

Provide access to loudspeaker paging equipment to page in a specific zone.

UNA (Unattended)

Places your console in Unattended Console Service mode. Calls are routed to voice terminals designated for answering incoming calls.

PBSY (Position Busy)

Places your console in a busy mode; incoming calls cannot be received. You can, however, originate calls.

CLASS

Shows the class of service on the alphanumeric display of an incoming call from an extension number.

TRK ID (Trunk Identification)

Identifies a specific trunk used on an incoming or outgoing call. Also used to identify a faulty trunk.

Figure 5. Attendant Control Area

CALLING NUMBER DISPLAY IN LEFT FIELD

8-CHARACTER ALPHANUMERIC DISPLAY

LAMP ASSOCIATED WITH BUTTON FUNCTION

2356

AD OFF	PAGE ALL	ZONE1	ZONE2	UNA	PBSY
CLASS	TRK ID	AFRL	PLAN	RLT	VERFY
CANCL	SPLIT	SELCT	DISP	TERM ID	HOLD

O PA

START   ANSWER   RELEASE

AFRL (Alternate Facilities Restriction Level)

Activates alternate facilities restriction level.

PLAN

Provides for displaying or changing the plan for Automatic Route Selection.

RLT (Release Link Trunk)

Releases the Centralized Attendant Service (CAS) position from a release link trunk.

✝ VERFY (Verify)

Allows you to check a line signaling busy. To safeguard their privacy, 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

Places a call on hold.

START

Obtains dial tone.

ANSWER

Automatically connects the incoming call to your console.

RELEASE

Releases your console from a call, readying your console for the next call.

PA (Position Available) Lamp

When lighted, indicates your 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 classes of service.

a. *Incoming Call Identification (ICI):* Up to 63 different displays indicate 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 your 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 a user who is calling.

c. *Class-of-Service Display:* Shows the class of service 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 class of service. Consult records to determine users' privileges.

d. *Centralized Attendant Service Display:* Displays up to 40 branch location codes. The customer selects those codes.

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

This area (see Figure 6) houses the hundreds group select buttons, the Direct Extension Selection (DXS) buttons, and the 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 your console are labeled with up to 18 different hundreds pairs designated for your system. If your system has more than 1800 different hundreds pairs (1800 lines), refer to **Extended Direct Extension Selection (DXS)** under **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 4321, you would press the group select button labeled *4300*. Then, look at the lamp to the left of the DXS button labeled *21*. If the lamp is dark, the extension is idle and you can extend or complete a call to the extension number.

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

The DXS buttons and the BLF are inoperative in a Distributed Communication System (DCS) environment except when the attendant originates or extends calls within the local system.
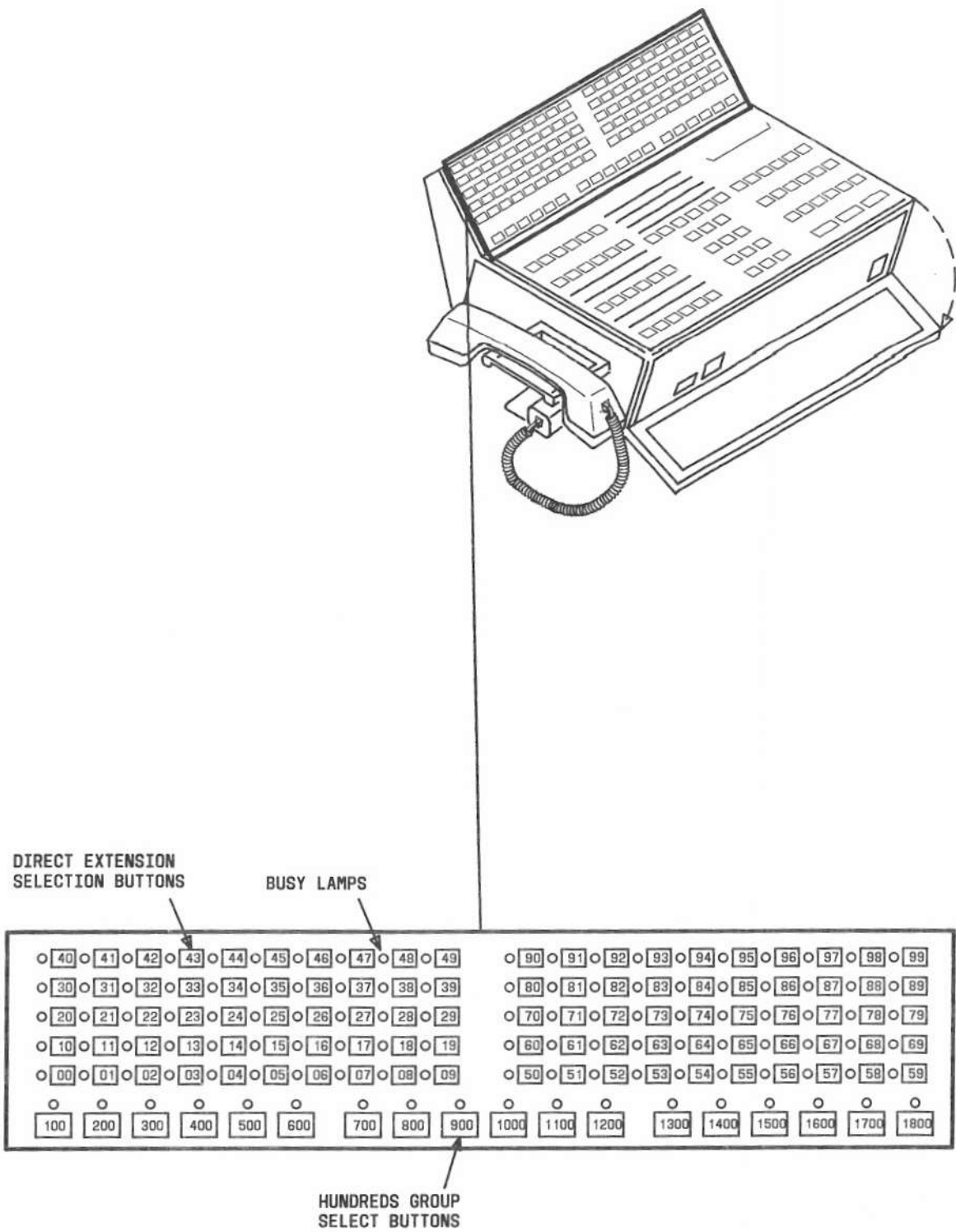
Figure 6. Direct Extension Selection (DXS) With Busy Lamp Field (BLF) Area

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 do this 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 manual are written for CDRR.

FACTORY-PROVIDED SPECIAL FEATURES

Privacy

Your console comes equipped with the Privacy feature. Privacy prevents you from entering an established connection held on the console unless recalled by a 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 Administrator 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)

Your console comes equipped with the Attendant Release Loop feature. This feature allows calls you have extended and released to busy voice terminals or voice terminals with Call Waiting assigned to be held off the console (releasing the loop) until the timed reminder interval expires or the call is answered. This feature benefits customers with a high volume of incoming calls to the attendant. Your System Administrator can consult with the service representative to deactivate the ARL feature if your company so desires. When the feature is deactivated, calls you have extended and released to busy voice terminals or 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 is written to include processing of calls with and without the Attendant Release Loop feature.

> *Note:* With the Call Coverage feature, the Attendant Release Loop feature is disabled on attendant-extended calls to 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. The attendant will be connected to the covering user.

OPERATING PROCEDURES

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

INCOMING CALLS

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

If the call is placed from within your system, the alphanumeric display will always show the extension number of the caller.

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

Answering a Call

To answer the call:

1. Press ANSWER.

    Audible ring stops. ATND lamp lights steadily.

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

3. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

Extending an Incoming Trunk Call to an Extension Number

You can extend incoming trunk calls to a multi-appearance voice terminal even though the BLF lamp is lighted. You must know the extension number assigned to a multi-appearance voice terminal to determine whether a call can be extended to that extension number when the BLF lamp is lighted.

To extend the call:

1. Press the appropriate hundreds group select button.

    Group select lamp lights.

2. Check the BLF to see if the desired extension is idle (dark).

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, go to Step 6.

4. Press START.

    Listen for dial tone. SPLIT lamp lights; 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 desired extension number.

   Listen for ringback tone and check that BLF and RING lamps light.

7. Press RELEASE.

   Display, ATND, RING, and SPLIT lamps go dark. PA lamp lights. 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 RELEASE, 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 is preestablished in the system at 30 seconds but can be changed by entering an access change code. *The RING lamp goes dark when you press RELEASE.*

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

To answer the call:

1. Press the loop button below the flashing RING lamp.

   Display shows call identification. ATND lamp lights. RING lamp lights steadily. PA lamp goes dark.

2. Press TERM ID button if you want 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 CANCL, press RELEASE.

   Display, ATND, and RING lamps go dark. PA lamp lights.

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

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

   Display, ATND, and RING lamps go dark. PA lamp lights.

At the end of every ARL timed reminder interval, the RING lamp will flash and ARL timed reminder tone will occur 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**.

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 RELEASE, 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 lamp stays lighted when you press RELEASE.*

If the call is not answered before the timed reminder interval expires, the RING lamp flashes and you hear timed reminder tone.

To answer the call:

1. Press the loop button below the flashing RING lamp.

    Display shows call identification. ATND lamp lights. RING lamp lights steadily. PA lamp goes dark.

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 CANCL, press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

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

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

    Display, ATND, and RING lamps go dark. PA lamp lights.

At the end of every timed reminder interval (30 seconds), the RING lamp will flash and timed reminder tone will occur until the caller is connected.

Placing a Caller in Call Waiting

You can place a caller in call waiting when the extension number requested is busy. You cannot use call waiting for an extension number assigned to a multi-appearance voice terminal; extend those calls.

To place the 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 not, go to Step 4.

2. Press START.

   > Listen for dial tone. SPLIT lamp lights. 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 lamp lights. Caller is reconnected.
   >
   > > Busy tone—Call waiting is denied; go to Step 7.

5. Press RELEASE.

   > PA lamp goes dark. The called party hears two beeps of tone when the attendant presses RELEASE. 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 lamp goes dark.

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

9. If the caller wishes to wait, press HOLD.

   > HOLD lamp lights.

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

11. Press the loop button below the flashing HOLD lamp and try the number again.

    > Every 30 seconds the HOLD lamp will flash and timed reminder tone will occur until the caller is connected.

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

    > PA lamp lights. RING lamp goes dark 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 which you have placed in call waiting (after pressing RELEASE) to be held off the console (releasing the loop) until the ARL timed reminder interval expires or until the call is answered. *The BUSY lamp goes dark when you press RELEASE.*

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

To answer the call:

1. Press the loop button below the flashing BUSY lamp.

   Display shows call identification. ATND lamp lights. BUSY lamp lights steadily. PA lamp goes dark.

2. Press TERM ID button 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. Report to the caller.

4. If the caller wishes to wait, press RELEASE.

   Display and ATND lamps go dark. PA lamp lights. The called party again 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 and RELEASE.

   Display, ATND, and BUSY lamps go dark. PA lamp lights.

At the end of every ARL timed reminder interval, the BUSY lamp will flash and ARL timed reminder tone will occur 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**.

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 RELEASE), the call remains on the loop until the timed reminder interval (30 seconds) expires or the call is answered. *The BUSY lamp stays lighted when you press RELEASE.*

If the call is not answered before the timed reminder interval expires, the BUSY lamp flashes and you hear timed reminder tone.

To answer the call:

1. Press the loop button below the flashing BUSY lamp.

   Display shows call identification. ATND lamp lights. BUSY lamp lights steadily. PA lamp goes dark.

2. Report to the caller.

3. If the caller wishes to wait, press RELEASE.

   Display and ATND lamps go dark. PA lamp lights. The called party again hears two beeps of tone as a reminder that the call is still waiting.

Every 30 seconds the BUSY lamp will flash and timed reminder tone will occur until the caller is connected.

Holding a Call on the Console

You can hold a call on your console if an extension number is busy and call waiting is not available. Every 30 seconds you will hear the timed reminder tone. You can then check to see if the caller wishes to continue holding.

To hold a call:

1. Press HOLD.

   HOLD and PA lamps light. Display and ATND lamps go dark.

2. After 30 seconds, you hear timed reminder tone and HOLD lamp flashes.

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

   Display and ATND lamps light. PA lamp goes dark.

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

   Every 30 seconds the HOLD lamp will flash and timed reminder tone will occur 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 lamps go dark. PA lamp lights.

Transferring an Incoming Trunk Call

When a voice terminal user recalls you to request transfer of an incoming call to another extension number, you will hear an audible ring. Alphanumeric display shows call identification. ATND lamp above the associated loop button flashes. PA lamp goes dark.

To answer the recall:

1. Press the loop button below the flashing ATND lamp.

   Audible ring stops. ANS lamp lights. ATND lamp lights steadily.

2. Acknowledge the request to transfer the call.

   User requesting the transfer and the incoming caller can hear you. User requesting the transfer hangs up. ANS and BLF lamps go dark.

To transfer the call:

1. Press the appropriate hundreds group select button.

   Group select lamp lights.

2. Check the BLF to see if the desired extension number is idle (dark). If the BLF is lighted but the extension number is assigned to a multi-appearance voice terminal, go to Step 3.

3. If CDRR is assigned, do Steps 4 and 5; if not, go to Step 6.

4. Press START.

   Listen for dial tone. SPLIT lamp lights. 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. BLF and RING lamps light.

7. Press RELEASE.

   Display, ATND, and SPLIT lamps go dark. PA lamp lights. When the called extension answers, RING lamp goes dark. Caller is transferred.

Announcing an Incoming Trunk Call

You may be asked to announce calls to certain users of the system to screen calls.

To announce the call:

1. Press the appropriate hundreds group select button.

   Group select lamp lights.

2. Check the BLF to see if the desired extension is idle (dark). If the BLF is lighted and the extension number is assigned to a multi-appearance voice terminal, go to Step 3.

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

4. Press START.

   Listen for dial tone. SPLIT lamp lights. 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. BLF and RING lamps light.

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

   ANS lamp lights. RING lamp goes dark.

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

   Display, ANS, ATND, and SPLIT lamps go dark. PA lamp lights. Caller and called party are connected.

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

   ANS and SPLIT lamps go dark. BLF lamp goes dark when called party hangs up.

10. Report to the caller.

11. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

Extending an Incoming Trunk Call to an Outside Number

To reach an outside number, you must first 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 the 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, go to Step 4.

2. Press START.

   Listen for dial tone and check that SPLIT lamp lights.

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 not, 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 there are no outgoing trunks 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 not, go to Step 8.

7. Press direct trunk group select button.

   Listen for dial tone or audio.

   Dial tone—Trunk is connected. ANS lamp lights. Go to Step 9.

   Audio (music or recorded announcement)—Call is placed in queue because there are no outgoing trunks 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 lamp lights.

   Audio (music or recorded announcement)—Call is placed in queue because there are no outgoing trunks 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 lamp lights at this point if you used AAR/ARS to connect a trunk.

10. Press RELEASE.

> Display lamp goes dark. PA lamp lights. 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. Such calls are queued until an agent in the group is available to answer.

To extend the 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, go to Step 4.

2. Press START.

> Listen for dial tone. SPLIT lamp lights. 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 lamp lights.

5. Press DXS button for the number assigned to the ACD group.

> You will hear ringing for 4 seconds.

> Listen for tone:

>> Confirmation tone—Call is placed in a queue waiting for an idle agent in the group split. BLF lamp lights.

>> Busy tone—All terminals in the ACD group are busy. Go to Step 7.

6. Press RELEASE within 4 seconds.

> Display, ATND, and SPLIT lamps go dark. PA lamp lights. 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 lamps go dark. PA lamp lights.

9. If the caller wishes to wait, press HOLD.

> HOLD lamp lights steadily.

Every 30 seconds HOLD lamp will flash and timed reminder tone will occur 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 that are assigned to those ports.

To extend a call:

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

2. Press direct trunk group select button.

    Listen for tone or audio:

    Dial tone—SPLIT and RING lamps light. 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 tone or audio:

    Dial tone—SPLIT and RING lamps light. 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 lamps go dark. 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 lamps go dark. PA lamp lights.

7. Press SPLIT.

    SPLIT lamp lights. Caller is added to the queue.

8. Press RELEASE.

    Display, ATND, and SPLIT lamps go dark. PA lamp lights.

OUTGOING CALLS

You can place two types of outgoing calls:

Outgoing calls from users who ask you to connect to a trunk (an outside line) so that they can dial an outside number when you are controlling the use of outgoing trunks.

Outgoing calls from users who ask you not only to connect to a trunk but also request that you dial the outside number to complete the call. This type of call handling assists those 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 and you hear an audible ring. ATND lamp flashes and PA lamp goes dark.

To answer the caller:

1. Press ANSWER and ask the caller to stay on the line.

    Ringing stops. ATND lamp lights steadily.

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

3. Press CLASS. Restrictions, if any, will be displayed. Press CLASS a second time to restore the calling number.

Connecting a Voice Terminal User to a Trunk

To connect the 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 not, go to Step 4.

2. Press START.

    Listen for dial tone. SPLIT lamp lights. 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 not, 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 there are no outgoing trunks 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 not, 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 lamp lights. 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 there are no outgoing trunks 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 lamp lights.

    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 there are no outgoing trunks available. Refer to **Queuing** under **OUTGOING CALLS** for information on how to handle the call.

9. Press RELEASE.

    Display, ANS, ATND, and SPLIT lamps go dark. PA lamp lights. Caller is connected to the trunk and dials the outside number to complete the call.

10. Press CANCL.

    Busy tone stops. ANS and SPLIT lamps go dark.

11. Report to the caller.

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

    Display, ANS, ATND, and SPLIT lamps go dark. PA lamp lights.

13. If the terminal user still wishes to be connected to a trunk, repeat the procedure.

Queuing

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

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

1. Press SPLIT.

   SPLIT lamp goes dark. Audio stops. Caller is reconnected.

2. If the caller wishes to wait, press SPLIT and remain off-hook until a trunk becomes idle. If the caller does not wish to wait, go to Step 5.

   Listen for music or recorded announcement. SPLIT lamp lights.

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

   Listen for ringback tone.

4. Press RELEASE.

   PA lamp lights. Caller is connected to the outside number.

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

   Display, ATND, and SPLIT lamps go dark. PA lamp lights.

To place a queued call on hold:

1. Press HOLD.

   HOLD lamp lights. ATND lamp goes dark. Audio stops.

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

   Listen for dial tone. RING lamp goes dark. ATND lamp lights.

3. Dial the desired number.

   Listen for ringback tone.

4. Press RELEASE.

   PA lamp lights. Caller is connected to the outside number.

Completing an Outgoing Call

When the voice terminal user is connected to an outgoing trunk, you can 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 lamps go dark. PA lamp lights. User is connected to the outside number.

ATTENDANT-ORIGINATED CALLS

You can originate calls from your console to extension numbers, to numbers outside your system, or you can make trunk-to-trunk connections.

Attendant Call to an Extension Number

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

1. Press the appropriate hundreds group select button.

    Group select lamp lights.

2. Check the BLF lamp to see if the desired extension is idle (dark). If the BLF lamp is lighted and the extension number is assigned to a multi-appearance voice terminal, go to Step 3.

3. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

4. Press DXS button for the desired extension number.

    Listen for ringback tone. RING and BLF lamps light. When extension answers, ANS lamp lights. RING lamp goes dark.

5. At the end of the conversation, press RELEASE.

    ANS and ATND lamps go dark. PA lamp lights. BLF lamp goes dark when extension user hangs up.

Attendant Call to an Outside Number

To originate an outgoing call:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. If CDRR is assigned and calls are to be charged to an account number, do Steps 3 and 4; if not, 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, 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 there are no outgoing trunks available. Go to Step 12 and do a, b, or c.

7. If you use direct trunk group selection to select trunks, do Step 8; if not, 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 lamp lights. 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 there are no outgoing trunks available. Go to Step 12 and 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 lamp lights. 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 there are no outgoing trunks available. Go to Step 12 and do a, b, or c.

10. Dial the outside number.

    Listen for ringback tone until called party answers. ANS lamp lights at this point if you used AAR/ARS to connect a trunk.

11. At the end of the conversation, press RELEASE.

    ANS and ATND lamps go dark. PA lamp lights.

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 lamps go dark. PA lamp lights.

13. Press RELEASE.

    ATND and ANS lamps go dark. PA lamp lights.

Attendant Trunk-to-Trunk Connection

You can connect one outside number to another by connecting two outgoing trunks. The Privacy feature, if available, is automatically disabled so that 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 is heard by all parties for 1/2 second every 15 seconds while you remain on the connection.

To originate the call:

1. Press an idle loop button.

   ATND lamp lights. PA lamp goes dark.

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 not, 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, 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 not, go to Step 9.

8. Press direct trunk group select button.

   Listen for dial tone. ANS lamp lights. Go to Step 10.

9. Press START and dial Trunk Group access code.

   Listen for dial tone. ANS lamp lights.

10. Dial the outside number.

    Listen for ringback tone until called party answers. ANS lamp lights 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 Automatic Alternate Routing (AAR) and/or Automatic Route Selection (ARS) features are active, do Step 2 to connect a trunk; if not, go to Step 3.

2. Press START and dial AAR/ARS access code.

   Listen for dial tone. SPLIT lamp lights. First called party is split from the connection.

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

4. Press direct trunk group select button.

   Listen for dial tone. ANS lamp lights. SPLIT lamp lights. 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 lamp lights. SPLIT lamp lights. 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 lamps light. ATND and SPLIT lamps go dark. Both outside parties are connected.

9. Press the loop button on which the call is held to periodically reenter the held connection to check if both trunks are still in use.

10. When both parties have disconnected, press CANCL and RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

OPERATION OF FEATURES

This part of the OPERATING PROCEDURES section provides an alphabetical listing of Attendant Console features. You can activate or cancel these features by pressing the designated buttons in the attendant control area of your console or by dialing 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 of the calling number:

1. Press CLASS.

    Class-of-service information is displayed.

2. Press CLASS again.

    Class-of-service information is removed. Calling number is again 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 again.

    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 again.

    The class of service 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 again.

    Class of service 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 to give them the option of accepting or not accepting the call.

To extend an incoming call to an idle 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 lamps light. ANS lamp lights, and RING lamp goes dark when terminal user answers.

2. Announce the call.

3. Press SPLIT.

    SPLIT lamp goes dark.

4. Report to the caller.

5. Press RELEASE.

    Display, ATND, and ANS lamps go dark. PA lamp lights. 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 lamp lights.

2. Dial Trunk Group access code.

    Listen for dial tone. ANS lamp lights.

3. Dial the outside number.

    Listen for ringback tone. Called party answers.

4. Announce the call.

5. Press SPLIT.

    SPLIT lamp goes dark (3-way connection).

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

7. Press RELEASE.

    Display, ATND, and ANS lamps go dark. PA lamp lights. 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:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

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 not, 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 lamp lights for 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 lamp lights for specified trunk group.

    Intercept tone—Trunk group is already controlled by you.

6. Press RELEASE.

    ATND lamp goes dark. PA lamp lights. CONT lamp lights for duration of control.

To cancel:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

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 not, 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 lamp for the specified trunk group goes dark. 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 lamp for the specified trunk group goes dark.

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

6. Press RELEASE.

PA lamp lights. ATND lamp goes dark.

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, all BUSY or WARN lamps at all attendant consoles in the DCS with an appearance of that trunk group light.

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 6 for the location of these two buttons on your console.

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

1. Press ANSWER.

Audible ring stops. ATND lamp lights steadily. PA lamp goes dark.

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

Group select lamp lights.

3. Check the Busy Lamp Field (BLF) to see if the voice terminal is idle (dark lamp).

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 lamps light. ANS lamp lights and RING lamp goes dark when called party answers.

5. Press RELEASE

ATND, ANS, and SPLIT lamps go dark. BLF lamp stays lighted for the duration of the call.

Extended Direct Extension Selection (DXS)

Allows you to extend calls to voice terminal users when your 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 and display (SELCT and DISP) buttons and the Direct Extension Selection (DXS) button.

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

1. Press ANSWER.

   Audible ring stops. ATND lamp lights steadily. SELCT lamp lights. PA lamp goes dark.

2. Press SELCT for the hundreds group to be selected.

   SELCT lamp goes dark. 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 selected followed by two asterisks (example: 43** for extension number 4321).

3. Check the BLF to see if the voice terminal is idle (dark).

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

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

5. Press RELEASE.

   ATND, ANS, and SPLIT lamps go dark. PA lamp lights. BLF lamp stays lighted 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.

When you are called and you are busy on another call, the interposition call is held waiting in a priority queue and the PR (priority) lamp on your console lights. When your console becomes available, the interposition call is switched to the first idle loop and takes precedence over the other calls in queue. 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 lamp lights. 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 lamp lights.

4. Consult with the other attendant.

5. Press RELEASE.

    Display, ATND, and SPLIT lamps go dark. 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 lamp lights. PA lamp goes dark.

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 lamps go dark. PA lamp lights. You and the other attendant are released from the call.

To answer an interposition call:

When you are called by another attendant, ATND lamp flashes and PR lamp lights (priority call). You hear an audible ring. Alphanumeric display shows INTP.

1. Press ANSWER.

    Audible ring stops. ATND lamp lights steadily. PR lamp goes dark.

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 is preestablished in the system at 30 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 lamp lights. PA lamp goes dark.

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. Dial new timed reminder interval (leading zero must be entered if new interval is less than 10 seconds).

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

5. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

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 releases 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).

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 measurement of the duration of calls on trunk groups assigned to the ACA feature.

When there is an abnormal number of very short calls, 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 an abnormally 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 the TRK ID button during a referral call.

To activate ACA:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Press START.

    Listen for dial tone.

3. Dial ACA Start Code.

    Listen for confirmation tone.

4. Press RELEASE.

    ATND lamp goes dark. PA lamp lights.

To cancel ACA:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Press START.

    Listen for dial tone.

3. Dial ACA Stop Code.

    Listen for confirmation tone.

4. Press RELEASE.

    ATND lamp goes dark. PA lamp lights.

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

1. Press ANSWER.

    Audible ring stops. ATND lamp lights steadily.

2. Press TRK ID button.

    Display shows Trunk Dial access code.

3. Press TRK ID button.

    Display shows the trunk number.

4. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights. Refer the trunk number in question to someone who can test the trunk, using the Trunk Verification by Voice Terminal feature, and can remove faulty trunks from service.

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 CAS main location when Centralized Attendant Service is active in the system. In a DCS with multiple systems each 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 shows the trunk group identification of the tie trunk used for calling between the systems so that the faulty trunks can be identified.

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.

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 lamp is *always* lighted when 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 dark.

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

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Press PLAN or press START and 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 lamps go dark. PA lamp lights.

To return ARS route plan to automatic control:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Press PLAN or press START and 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 lamp goes dark.

4. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

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 voice terminals, the verification attempt is directed towards 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.

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

1. Place the caller on hold.

2. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

3. Press VERFY.

    VERFY lamp lights.

4. Press appropriate hundreds group select button.

    Group select lamp lights.

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 lamp goes dark.

    Reorder tone—BUSY lamp lights. Feature is temporarily denied because a call is being held or the 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 lamps go dark. PA lamp lights.

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

1. Place the caller on hold.

2. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

3. Press appropriate hundreds group select button.

    Group select lamp lights.

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 lamp lights. 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 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 lamp lights. PA lamp goes dark.

3. Press VERFY.

VERFY lamp lights.

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 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 lamp goes dark.

Reorder tone—BUSY lamp lights. Feature is temporarily denied because a call is being held or the 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 lamps go dark. PA lamp lights.

To busy verify an extension number of a multi-appearance 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 lamp lights. PA lamp goes dark.

3. Press VERFY.

>VERFY lamp lights.

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 lamp lights. Feature is temporarily denied.

>>Intercept tone—Feature is permanently denied.

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

1. Place the caller on hold.

2. Press VERFY.

>VERFY lamp lights.

3. Press START.

>Listen for dial tone.

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

5. Press VERFY again.

>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 lamp goes dark.

   > Reorder tone—BUSY lamp lights. Feature is temporarily denied because a call is being held or the 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 lamps go dark. PA lamp lights.

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

1. Place the caller on hold.

2. Press VERFY.

   VERFY lamp lights.

3. Press START.

   Listen for dial tone.

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

5. Press VERFY again.

   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 lamp lights. Feature is temporarily denied.

   > Intercept tone—Feature is permanently denied.

Call Forwarding—Follow Me

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

To activate:

1. Press an idle loop button.

   ATND lamp lights. PA lamp goes dark.

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 lamp lights.

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 lamp lights.

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 lamp goes dark. PA lamp lights.

To cancel:

1. Press an idle loop button.

   ATND lamp lights. PA lamp goes dark.

2. Dial Call Forwarding Cancel Code.

   Listen for dial tone.

3. Press the appropriate hundreds group select button.

   Group select lamp lights.

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

   Listen for confirmation tone. Call forwarding is canceled.

5. Press RELEASE.

   ATND lamp goes dark. PA lamp lights.

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:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

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 lamp lights.

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 lamp lights.

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 lamp goes dark. PA lamp lights.

To cancel:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Dial Call Forwarding Cancel Code.

    Listen for dial tone.

3. Press the appropriate hundreds group select button.

    Group select lamp lights.

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

    Listen for confirmation tone. Call Forwarding is canceled.

5. Press RELEASE.

    ATND lamp goes dark. PA lamp lights.

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 for the following:

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 lamp lights. PA lamp goes dark.

2. Press START.

    Listen for dial tone.

3. Dial Code Calling access code.

    Listen for tone:

    Dial tone—ANS lamp lights. 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; and then listen for ringback tone.

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

6. Press RELEASE.

    ANS and ATND lamps go dark. PA lamp lights.

7. Press RELEASE.

    ATND lamp goes dark. PA lamp lights.

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

1. Ask the caller to wait for an answer.

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

3. Press START.

    Listen for dial tone. SPLIT lamp lights. 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 lamp lights. 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; and then listen for ringback tone.

7. Press HOLD.

> Display and ATND lamps go dark. HOLD and PA lamps light. Caller is connected to the paged party.

8. Report to the caller and press RELEASE.

> Display and ATND lamps go dark. PA lamp lights.

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.

In order not to violate FCC requirements, the sum of the number of Central Office and Direct Inward Dialing trunks connected in an Attendant Conference should not be more than two. There are no restrictions on the number of tie trunks that may be added in an Attendant Conference.

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 lamp above the CONF button lights when all conference circuits are busy.

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

To arrange a conference requested by a voice terminal user:

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

2. Press CONF.

> Associated CONT lamp lights. Display lamp goes dark. 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 lamp lights.

    b. Check the BLF to see if desired extension is idle (dark).

    c. Press DXS button for the desired extension number.

         Listen for ringback tone. SPLIT, BLF, and RING lamps light. When called user answers, ANS lamp lights and RING lamp goes dark.

4. Announce the conference and do a or b.

    a. Press CONF to add the conferee.

         ANS and SPLIT lamps go dark.

    b. Press CANCL if unable to add the conferee.

         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 CDRR is assigned and calls are to be charged to an account number, do Steps 2 and 3; if not, go to Step 4.

2. Press START.

    Listen for dial tone. SPLIT lamp lights. 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) and/or Automatic Route Selection (ARS) feature is active, do Step 5 to connect a trunk; if not, go to Step 6.

5. Press START and dial AAR/ARS access code.

    Listen for dial tone. SPLIT lamp lights. Go to Step 9.

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

7. Press direct trunk group select button.

    Listen for dial tone. ANS lamp lights. Go to Step 9.

8. Press START and dial Trunk Group access code.

    Listen for dial tone. ANS lamp lights. SPLIT lamp lights. Other conferees are separated from the connection.

9. Dial the outside number.

    Listen for ringback tone until called party answers. ANS lamp lights at this point if you used AAR/ARS to connect a trunk.

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

    a. Press CONF to add the conferee.

        ANS and SPLIT lamps go dark.

    b. Press CANCL if unable to add the conferee.

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

11. Press RELEASE to release from the conference. One conferee must be an extension number user and be local to the attendant before releasing; otherwise, outside parties will be disconnected.

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

    ATND lamp lights steadily. 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 lamp is dark. (BUSY lamp is lighted only when all conference circuits are busy.)

2. Press CONF.

    Associated CONT lamp lights. Display lamp goes dark.

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, go to Step 6.

4. Press START.

    Listen for dial tone. SPLIT lamp lights. 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 lamp lights.

    c. Press START and dial Trunk Group access code.

        Listen for dial tone. ANS lamp lights. Other conferee is separated from the connection.

7. Dial the outside number.

    Listen for ringback tone until the called party answers. ANS lamp lights at this point if you used AAR/ARS to connect a trunk.

8. Announce the conference and do a or b.

    a. Press CONF to add the conferee.

        ANS and SPLIT lamps go dark.

    b. Press CANCL button if unable to add the conferee.

        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. Press RELEASE to release from the conference. One conferee must be an extension number user and be local to the attendant before releasing; otherwise, outside parties will be disconnected.

11. Press loop button associated with the flashing ATND lamp when there is a conference recall after releasing.

    ATND lamp lights steadily. 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 lamps go dark. PA and HOLD lamps light.

2. Press loop button associated with a held conference to reenter a conference on hold.

    ATND and conference CONT lamps light. PA and HOLD lamps go dark.

3. If you are recalled by the conference which is on hold, the HOLD lamp flashes and you hear timed reminder tone. Press the loop button below the flashing HOLD lamp.

    Ringing tone stops. ATND and conference CONT lamps light. PA and HOLD lamps go dark.

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 lamp goes dark. 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 lamp lights.

Distributed Communication System (DCS)

Provides the ability to connect two or more switching systems to operate as one large switching system. Each individual 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 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 DCS environment:

- Alphanumeric Display for Attendant Position
- Attendant Control of Trunk Group Access
- Automatic Circuit Assurance
- 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 guide.

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:

1. Press AFRL.

   AFRL lamp lights.

To deactivate:

1. Press AFRL.

   AFRL lamp goes dark.

Intercept Treatment

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

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

To answer:

1. Press ANSWER.

   Audible ring stops. ATND lamp lights steadily.

2. Consult with the caller.

3. Press RELEASE.

   Display and ATND lamps go dark. PA lamp lights.

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 receive calls.

Loudspeaker Paging Access

Allows you access to loudspeaker paging equipment. You can page individuals using the appropriate page zone button 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 have direct access by a page button to zones 1 through 6. You can have access to zones 7 through 18 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 lamp for selected zone lights. All-zone lamp (if provided) also lights. If PAGE ALL (all-zone button) is pressed, all page lamps light.

2. Speak into handset to transmit announcement.

3. Release the page button.

    Page lamp(s) goes dark. All-zone lamp (if provided) also goes dark.

To page by dialing an access code and wait for an answer:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

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 lamp lights.

    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 and 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 lamps light. ATND lamp goes dark.

7. Listen for ringback tone.

    HOLD lamp flashes. Paged party answers.

8. Press loop button below the flashing HOLD lamp.

> ATND lamp lights. PA, HOLD, and RING lamps go dark. You are connected to the paged party.

9. Talk with the paged party.

10. Press RELEASE.

> PA lamp lights. ATND lamp goes dark.

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 lamp lights.

>> 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 lamps go dark. PA lamp lights. Caller hears ringback tone. Paged party can dial Answer-Back Code and Answer-Back Channel Number from any voice terminal in the system. Caller and paged party hear confirmation tone and are connected.

Music-On-Hold Access

Provides music to a held party. The System Administrator should select the music source; access *only* to 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 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 lamp lights. PA lamp goes dark.

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

3. Press direct trunk group select button.

   Listen for dial tone. ANS lamp lights.

4. Press START and dial Radio Paging access code.

   Listen for dial tone. ANS lamp lights.

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 not, do Steps 7 and 8.

7. Stay on the line until the called party is connected if an answer is expected.

8. Press RELEASE at the end of conversation.

   ANS and ATND lamps go dark. PA lamp lights.

9. Press HOLD.

   HOLD and PA lamps light. Display and ATND lamps go dark. Caller is connected to the paged party.

10. Press RELEASE.

    Display and ATND lamps go dark. PA lamp lights.

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 lamp goes dark. ATND lamp lights.

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 lamp goes dark. PA lamp lights.

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 voice terminals, and incoming calls are not affected. Restricted calls will be routed to intercept tone.

Terminal to Terminal: Denies incoming calls from other 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 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 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 listed here: *To Cancle O before Number*

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 lamp lights. PA lamp goes dark.

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 lamp lights.

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 already restricted or invalid code dialed. Press RELEASE and repeat the procedure if an invalid code was dialed.

6. Press RELEASE.

ATND lamp goes dark. PA lamp lights.

To cancel a restriction for an individual extension number:

1. Press an idle loop button.

ATND lamp lights. PA lamp goes dark.

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 lamp goes dark. PA lamp lights.

To activate a restriction for a group of extension numbers:

1. Press an idle loop button.

ATND lamp lights. PA lamp goes dark.

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. Press RELEASE and repeat the procedure if an invalid code was dialed.

5. Press RELEASE.

   ATND lamp goes dark. PA lamp lights.

To cancel a restriction for a group of extension numbers:

1. Press an idle loop button.

   ATND lamp lights. PA lamp goes dark.

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 lamp goes dark. PA lamp lights.

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 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 lamp lights.

2. Check the BLF to see if the desired extension number is idle (dark). If the BLF is lighted and the extension number is assigned to a multi-appearance voice terminal, go to Step 3.

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

4. Press START.

    Listen for dial tone. SPLIT lamp lights. 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. BLF and RING lamps light.

7. Announce the call.

    ANS lamp lights. RING lamp goes dark.

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

9. Press HOLD.

    Display, ATND, and SPLIT lamps go dark. HOLD and PA lamps light.

10. When HOLD lamp flashes, the 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 lamp.

    Display and ATND lamps light. HOLD and PA lamps go dark. Outside caller is connected.

12. Connect outside caller to next extension number.

13. Press RELEASE when last serial call has been placed.

    ATND lamp goes dark. PA lamp lights.

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 lamp flashes. PA lamp goes dark. Alphanumeric display shows TIME or other identification designated by your System Administrator.

To respond to a timed recall:

1. Press ANSWER.

    Audible ring stops. Display goes dark. ATND lamp lights steadily and ANS lamp lights. 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 lamps go dark. PA lamp lights. 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 and RELEASE.

    ANS and ATND lamps go dark. PA lamp lights.

Trunk Identification by Attendant

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

To determine the identity of the trunk (your console must be connected to 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 lamps go dark. PA lamp lights.

Trunk Verification by Attendant

Allows you access to 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 lamp lights.

2. Press VERFY.

    VERFY lamp lights.

3. Press START.

    Listen for dial tone.

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

5. Dial the 3-digit trunk 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 lamp lights. 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 lamps go dark. PA lamp lights.

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

Allows you access to individual trunks in a trunk group at a local or distant system to verify status. Verification of trunks in a local system is the same as previously described.

To verify operation of a trunk at a distant system:

1. Press an idle loop button.

   ATND lamp lights.

2. Press VERFY.

   VERFY lamp lights.

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 again.

   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 lamp may or may not go dark. ANS lamp lights if the trunk you are connected to is other than a tie trunk. RING lamp lights 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 lamp lights. 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 lamps go dark. PA lamp lights.

Unattended Console Service

Allows you to direct calls coming in to your console to be routed to an alternate console whenever your console is unattended. Also allows you to direct incoming trunk calls, intended for your console, to be routed to several designated extension numbers. Or you can direct *all* incoming trunk calls, intended for your console, to be routed 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 directed to the alternate console or calls are no longer directed to the alternate console.

To set up trunk-to-voice terminal assignments:

You can direct calls on an incoming trunk to be routed to a designated extension number when you set up trunk-to-voice terminal assignments.

1. Press an idle loop button.

   ATND lamp lights.

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 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 lamp goes dark.

To cancel trunk-to-voice terminal assignments:

1. Press an idle loop button.

   ATND lamp lights.

2. Press START.

   Listen for dial tone.

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

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

4. Press RELEASE.

   ATND lamp goes dark.

To activate routing of calls to a common service terminal:

You can direct all calls, intended for your console, to be routed to a particular extension number when you activate the common service terminal.

1. Press an idle loop button.

    ATND lamp lights.

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 voice terminal to receive routed calls.

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

5. Press RELEASE.

    ATND lamp goes dark.

To cancel routing of calls to a common service terminal:

1. Press an idle loop button.

    ATND lamp lights.

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 lamp goes dark.

To override routing of calls to a common service terminal:

You can direct "after hours" calls to a night security desk (default service terminal) when you override routing of calls to a common service terminal. Only your System Administrator can assign the default service terminal.

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

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 lamp goes dark. PA lamp lights if no calls are waiting.

To activate Unattended Console Service after terminal assignments have been set up or after common or default service voice terminals have been assigned:

1. Press UNA.

   UNA lamp flashes. Calls are routed to common or default service voice terminals.

To cancel Unattended Console Service:

1. Press UNA.

   UNA lamp goes dark. PA lamp lights if no calls are waiting. Calls are no longer routed to common or default service voice terminals.

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 lamp flashes. PA lamp goes dark. Alphanumeric display shows the branch location of the call.

To answer a CAS call:

1. Press ANSWER.

    Audible ring stops. ATND lamp lights steadily. Listen for three bursts of tone identifying a public network call. RLT status lamp lights. 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. RLT status lamp goes dark, and RLT returns to idle. ATND lamp goes dark. PA lamp lights if no calls are waiting.

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. RLT status lamp goes dark. RLT returns to idle. ATND lamp goes dark. PA lamp lights if no calls are waiting.

To answer a recall:

1. When the ATND lamp flashes and you hear an audible ring, press ANSWER.

   Audible ring stops. ATND lamp lights steadily. PA lamp goes dark.

2. Press CANCL and report to the caller.

3. If the caller wishes to be connected to another extension number, press START and dial the extension number.

4. Press RELEASE.

   Display and ATND lamps go dark. PA lamp lights.

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

   Display and ATND lamps go dark. PA lamp lights.

6. If the caller wishes to wait, use the previously described procedure to place the caller in remote hold again.

To answer a terminal-to-attendant call from a branch location:

1. When the ATND lamp flashes and you hear audible ring, press ANSWER.

   Audible ring stops. ATND lamp lights steadily. PA lamp goes dark. Display shows branch location. Two bursts of tone identify the call as a terminal-to-attendant call.

SYSTEM STATUS INDICATORS AT THE MAIN LOCATION

System Status Indicators (SSIs) (see Figure 7) at the main location show the busy/idle status of up to 110 Release Link Trunks (RLTs). The table in Figure 7 shows the lamp conditions and the system status associated with each lamp.

To test SSI lamps:

1. Press an idle loop button.

   ATND lamp lights. PA lamp goes dark.

2. Press START.

   Listen for dial tone.

3. Dial Lamp Test code.

   Listen for confirmation tone. All lamps on the SSI should light to indicate proper operation.

To cancel SSI Lamp Test:

1. Press START.

   Listen for dial tone.

2. Dial Lamp Test Cancel code.

   Listen for confirmation tone. All lamps on the SSI return to the normal state.

3. Press RELEASE.

   ATND lamp goes dark. PA lamp lights.
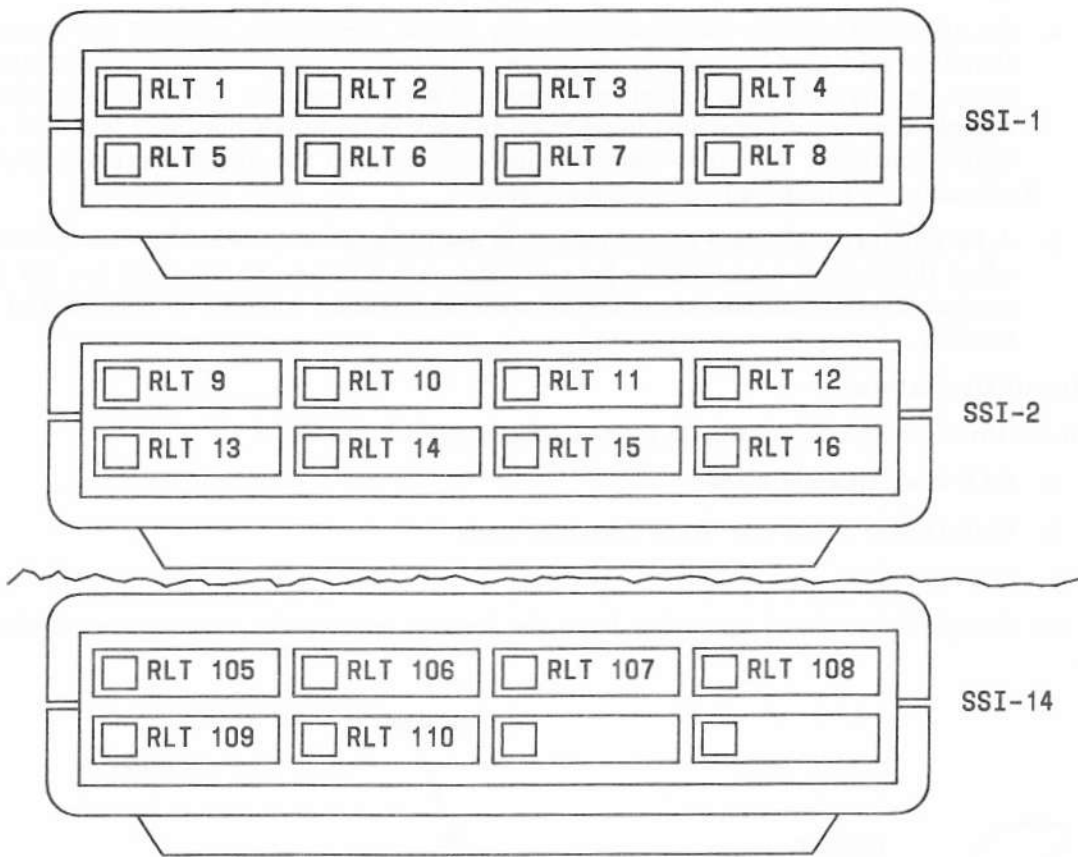
LAMP	LAMP CONDITION	SYSTEM STATUS
RLT ( )	Dark	Idle RLT
	Steadily lighted	Busy RLT or associated backup terminal handling CAS call
	Winking	Maintenance busy

Figure 7. System Status Indicators Used at a Main Location

CAS Operation at the Branch Locations

Backup facilities:

Two backup facilities are available to answer calls at branch locations.

    a. An attendant console which provides only special services for users at the branch that the main CAS attendants cannot provide. Non-CAS calls from voice terminal users are the *only* calls routed to the special services console. The special services console is an option provided in addition to backup terminals normally provided at branch locations. A branch voice terminal user can call the special services console attendant by dialing a 1-, 2-, or 3-digit code.

    b. A backup terminal (see Figure 8) which is used to answer calls in the backup mode when the Release Link Trunks between the main and branch locations are out of service. These terminals are equipped with an auxiliary handset or headset and a turnkey.

Modes of Operation

There are three modes of operation to answer calls at branch locations:

    a. CAS mode (normal mode)

    b. Call Answer From Any Voice Terminal mode

    c. Backup mode.

You can change the mode of operation from the backup terminal by dialing the required code.
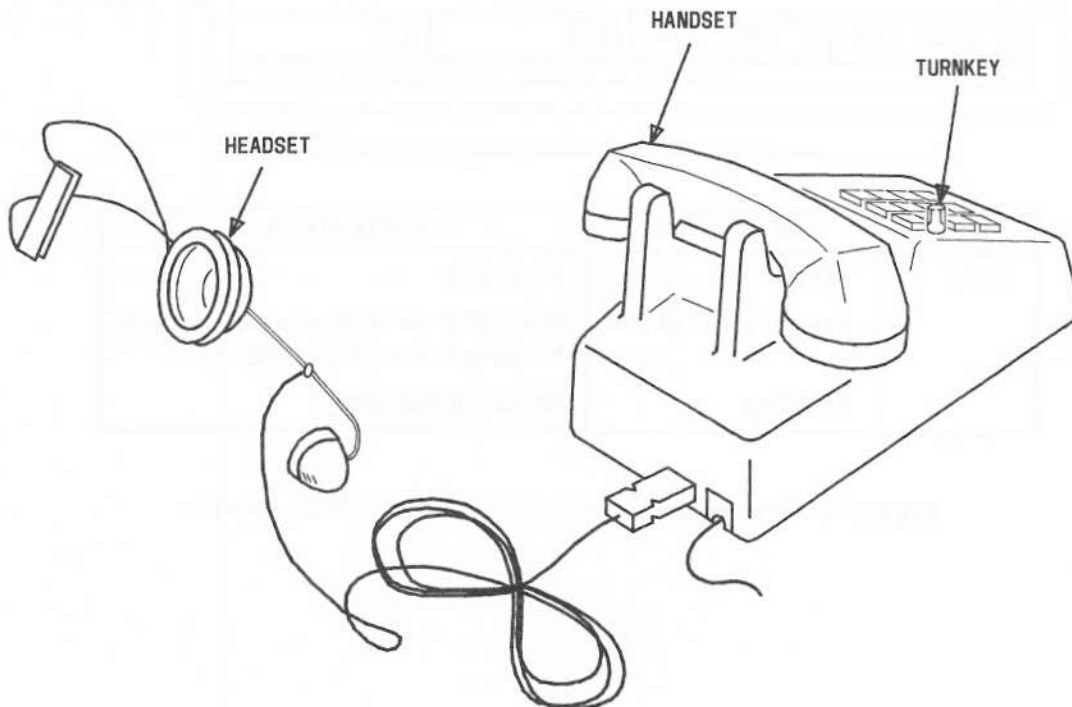
Figure 8. Backup Terminal With Handset/Headset

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 lamp lights steadily in the CAS mode of operation and flashes in the Call Answer From Any Voice Terminal 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 lamp flashes. PA lamp goes dark.

1. Press ANSWER.

    Audible ring stops. ATND lamp lights steadily.

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 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 voice terminals can be put in operation.

Operating procedures for the services listed are included in this guide 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. There is no backup operation.

Refer to 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 terminals. The backup 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.* Press the turnkey to flash the switchhook. Turn the turnkey fully clockwise to go off-hook. Turn the turnkey fully counterclockwise to hang up.

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* answering the call.

To answer the call:

You hear an audible ring.

1. Place the plugged-in 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. RLT status lamp on the SSI lights steadily.

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.

   RLT status lamp on SSI goes dark. Caller is connected to the terminal being rung. Your backup 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:

Incoming calls extended to extension numbers that do not answer are automatically rerouted to the backup terminal after a preestablished interval. These calls are identified by an immediate burst of tone followed by normal ringing.

To answer the call:

1. Place the plugged-in auxiliary handset or headset to your ear.

2. Turn the turnkey fully clockwise.

   Ringing stops. RLT status lamp on SSI panel lights. Listen for an immediate burst of tone.

3. Answer the call. If the caller wishes to wait, turn the turnkey fully counterclockwise.

   RLT status lamp on SSI goes dark. Ringing stops. Caller remains connected to the terminal being rung. Your backup terminal can now receive another call.

4. If the caller does not wish to wait, momentarily press the turnkey.

   Ringing stops at the backup terminal, the caller terminal, and the called terminal.

5. To hang up, turn the turnkey fully counterclockwise.

   RLT status lamp on SSI goes dark. Your backup 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 terminal, the caller terminal, and the called 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.

   RLT status lamp on SSI goes dark. Caller is connected to the terminal being rung. Your backup terminal can now receive another call.

To extend the call which 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.

   RLT status lamp goes dark. Called party hears two beeps of tone indicating that a call is waiting. Your backup terminal can now receive another call.

3. If the caller does not wish to wait, momentarily press the turnkey.

   Call waiting is canceled.

4. To hang up, turn the turnkey fully counterclockwise.

   RLT status lamp goes dark. Your backup 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.

   RLT status lamp goes dark. Caller is connected to the terminal being rung. Your backup 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 terminal. One burst of tone indicates call waiting recall. Four to six short bursts of tone indicate remote hold recall.

1. Place the plugged-in auxiliary handset or headset to your ear.

2. Turn the turnkey fully clockwise.

> Ringing stops. RLT status lamp lights. 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.

> RLT status lamp goes dark. Caller hears two bursts of tone for call waiting. Your backup 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.

> RLT status lamp goes dark. Your backup 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.

> RLT status lamp goes dark. Your backup 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 terminal and you hear ringing.

1. Place the plugged-in 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. RLT status lamp on SSI lights steadily. 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.

> RLT status lamp on SSI panel goes dark. Caller is connected to terminal being rung. Your backup terminal can now receive another call.

To place 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. RLT status lamp goes dark.

3. To hang up, turn the turnkey fully counterclockwise.

    Your backup terminal can now receive another call.

To extend an outgoing call from a backup 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 terminal is rung.

1. Place the plugged-in auxiliary handset or headset to your ear.

2. Turn the turnkey fully clockwise.

    Ringing stops. Listen for an immediate two bursts of tone (tone identifies terminal-to-attendant call). RLT status lamp lights. 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 allows the caller to complete the call.

        RLT status lamp goes dark. 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 terminal can now receive another call.

SYSTEM STATUS INDICATORS AT THE BRANCH LOCATIONS

System Status Indicators (SSIs) (see Figure 9) at the branch locations 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 9 shows the lamp conditions and the system status associated with each lamp.
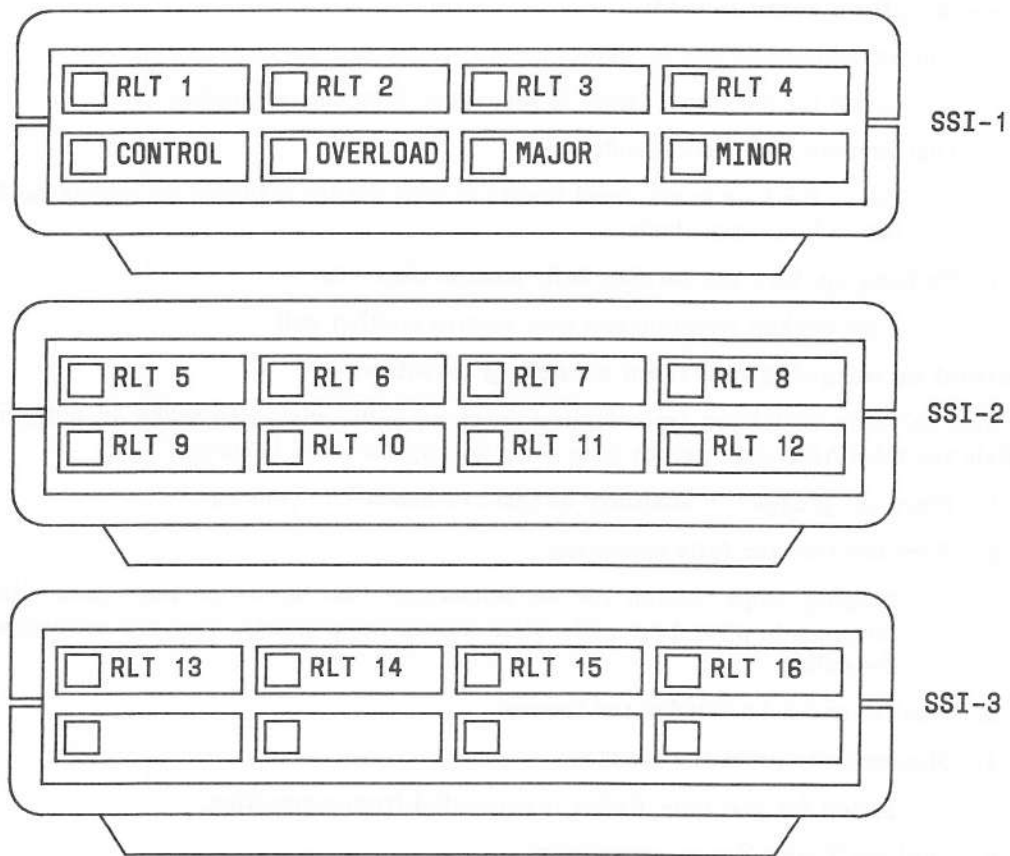
LAMP	LAMP CONDITION	SYSTEM STATUS
RLT ( )	Dark	Idle RLT
	Steadily lighted	Busy RLT or associated backup terminal handling CAS call
	Winking	Maintenance busy RLT
CONTROL	Steadily lighted	Normal operation
	Winking	Backup mode or call answer from any terminal mode
OVERLOAD	Dark	No overload
	Steadily lighted	Queue threshold exceeded
MAJOR	Dark	Normal operation
	Steadily lighted	Major alarm
MINOR	Dark	Normal operation
	Steadily lighted	Minor alarm

Figure 9. System Status Indicators Used at a Branch Location

To test SSI lamps from any backup terminal (the turnkey should be turned fully counterclockwise):

1. Lift the handset.

    Listen for dial tone.

2. Dial Lamp Test code.

    Listen for confirmation tone. All lamps on SSI should light to indicate proper operation.

3. Hang up.

To cancel SSI Lamp Test (the turnkey should be turned fully counterclockwise):

1. Lift the handset.

    Listen for dial tone.

2. Dial Lamp Test Cancel code.

    Listen for confirmation tone. All lamps on SSI return to normal state.

3. Hang up.

POWER FAILURE

All calls in progress, calls on hold, and/or established calls are lost when a commercial power failure occurs.

As part of the power-on sequence, the system always returns to operation in the Unattended Console Service mode. The UNA lamp 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 lamp after a system initialization or memory reload:

1. Press an idle loop button.

    ATND lamp lights. PA lamp goes dark.

2. Press START.

    Listen for dial tone.

3. Dial the access code to turn off the reload warning lamp.

    Listen for confirmation tone (three short beeps). Warning lamp goes dark.

4. Press RELEASE.
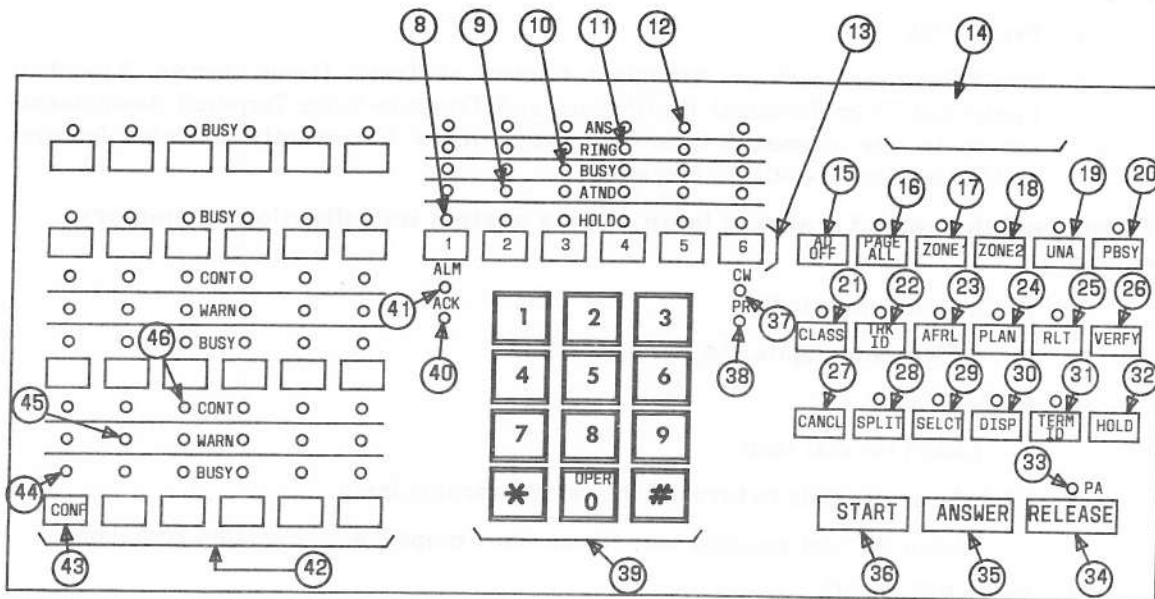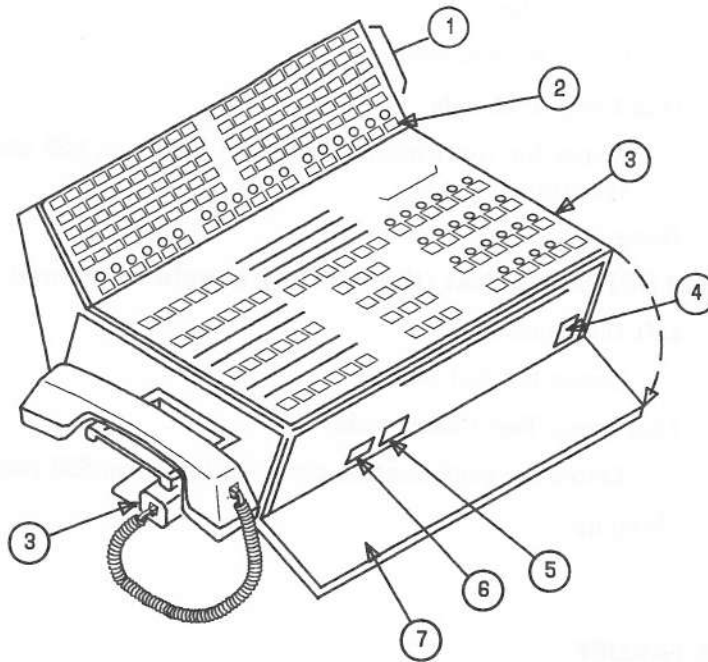
LEGEND

1. Direct Extension Selection (DXS) Buttons With Busy Lamp Field (BLF)

   Used to select extension numbers. The lamps show the busy/idle status of the extension number. A lighted lamp in the BLF 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 lamps 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 plasticized card for your use.

8. HOLD Lamp

   When lighted steadily, indicates that you have placed a call on the associated loop on hold.

   When flashing, reminds you that a call has been held for 30 seconds.

9. ATND (Attendant) Lamp

   When lighted steadily, 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 Lamp

    When lighted steadily, 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 Lamp

    When lighted steadily, 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) Lamp

When lighted steadily, 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.

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. ZONE 1

Provides access to loudspeaker paging equipment to page in a specific zone (ZONE 1).

18. ZONE 2

Provides access to loudspeaker paging equipment to page in a specific zone (ZONE 2).

19. UNA (Unattended)

Places your console in Unattended Console Service mode. Calls are routed to 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 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.

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) Lamp

   When lighted, 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) Lamp

   When lighted steadily, 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) Lamp

   When lighted, 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) Lamp

When lighted, indicates a trouble condition exists and has been acknowledged by a maintenance center.

41. ALM (Alarm) Lamp

When lighted, 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 Lamps

Indicate that *all* trunks in a trunk group are busy.

45. WARN Lamps

Indicate that a preestablished number of trunks are busy in the associated trunk group.

46. CONT (Control) Lamps

Indicate that you have activated a feature to control a trunk group.

LIST OF DIAL CODES

The following list of features require dial codes when you are activating or deactivating the feature. Your System Administrator fills in the codes.

Feature	Code
Attendant Control of Trunk Group Access Activate	*120*
Attendant Control of Trunk Group Access Cancel	*121*
Attendant Release Loop (ARL) Timed Reminder Interval Change	*131*
Automatic Alternate Routing Access	*X*
Automatic Call Distribution (ACD) Reload Warning Lamp Access Code	*X*
Automatic Circuit Assurance (ACA) Start	*162*
Automatic Circuit Assurance (ACA) Stop	*163*
Automatic Route Selection (ARS) Access	*9 Toll call*
Automatic Route Selection (ARS) Network Change	*160*
Call Detail Recording and Reporting (CDRR) Access	*X*
Call Forwarding—Busy and Don't Answer Activate	*X*
Call Forwarding—Follow Me Activate	*＊2*
Call Forwarding Cancel	*＃2*
Centralized Attendant Service (CAS) Backup Mode	*X*
Centralized Attendant Service (CAS) Call Answer From Any Voice Terminal Mode	*X*
Centralized Attendant Service (CAS) Normal Mode	
Centralized Attendant Service (CAS) Remote Hold Access	*X*
Centralized Attendant Service (CAS) SSI Lamp Test	*X*
Centralized Attendant Service (CAS) SSI Lamp Test Cancel	
Code Calling Access	*118*

Private Lines — (handwritten note near Automatic Alternate Routing Access)

Public Network (handwritten note near Automatic Route Selection Network Change)

Feature	Code
Code Calling—Called Party	_____
Intercept Treatment—Attendant Diversion to Recording, Activate	_____
Intercept Treatment—Attendant Diversion to Recording, Cancel	_____
Interposition Calling Access	129 + 01 - thru 06
Loudspeaker Paging Access	_____
Radio Paging Access	85
Remote Access Change Barrier	X
Restriction—Attendant Control of a Single Voice Terminal Access	5 - 127-5-2-Ext 127-0-2-Ext
Restriction—Attendant Control of a Group of Voice Terminals Access	128
Station Message Detail Recording (SMDR) Access	_____
Unattended Console Service—Common Service Terminal Access	_____
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	_____

Handwritten at top: Call Park   Acces - 823   pickup - #7

REFERENCES

Reference Manual—AT&T System 85—Voice Management   555-102-301

AT&T System 85—Customer System Document

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

A term applied when 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 which a paged party can use to answer a page.

Attendant

The operator of the console.

Attendant Release Loop (ARL) Timed Reminder Tone

A high-pitched tone, on for approximately 1/3 second and off for approximately 1 second; indicates that a call has been held off the console for longer than the time interval established for ARL calls in the system.

Audible Ring

The ring heard at the attendant console when an incoming call has been connected to an idle loop and the call 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 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 which allows up to four choices for private network calls from one customer location to another.

Automatic Route Selection (ARS)

A system feature which 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 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 which records detailed call information on incoming and outgoing calls.

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 Trunk

A telecommunications channel on the public network between the central office and the system.

Channel

A communications path over which voice or data signals are carried.

Class of Service

A number which specifies the features and calling privileges which together determine the calling privileges of a group of extension numbers.

Code Restriction Level

A number which specifies the geographical areas or specific telephone numbers in those areas that a user can access.

Confirmation Tone

Three short bursts of tone; indicates that activation or cancellation of a feature has been accepted.

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 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

An option on an attendant console which allows an attendant direct access to an idle 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 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 which determines both the types of calls which can be made and the types of facilities (trunks) which can be used.

Feature

An application or service provided by the system.

Feature Button

A labeled button designating a specific feature.

Foreign Exchange Trunk

A telecommunications channel that connects a private telephone system to a central office other than its own central office.

Idle Loop

An inactive appearance on the attendant console.

Individual Page Number

A number which 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 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 which 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 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 voice terminal handset has been placed on the switchhook (hung up).

Paging Trunk

A telecommunications channel used for accessing an amplifier (loudspeaker paging).

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 which 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; indicates 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. 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 which 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 voice terminal located under the handset.

System Administrator

A person responsible for specifying features and/or services available to system users.

System Status Indicator

A lamp on a panel that indicates the busy/idle condition of a Release Link Trunk.

Tie Trunk

A telecommunications channel connecting two switching systems.

Timed Reminder Tone

A high-pitched tone, on for approximately 1/3 second and off for approximately 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 on a backup voice terminal (used with Centralized Attendant Service at a branch location); when turned clockwise or counterclockwise, switches between on-hook and off-hook status; when pressed, flashes the switchhook.

Voice Terminal

A single-line or multi-appearance telephone.

Wide Area Telecommunications Service (WATS) Trunk

A telecommunications channel used for special direct distance dialing.

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