

Integrated Operator Terminal User Guide

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How To Use This Guide

Your Operator Terminal is used in conjunction with the telephone system. The Integrated Operator Terminal is easy to use. All it takes is learning how a few clearly marked keys on your Operator keyboard act to accomplish the function you desire. After you've taken a few minutes for a preliminary look at the Operator screen on your terminal, and at your keyboard, this guide should be used as a step-by-step introduction to using your Operator Terminal.

This guide contains easy-to-follow instructions on how to get the most from the features and functions of your Operator Terminal. It is divided into 4 sections. To start using your terminal quickly, look through the Description section to become familiar with the operator screen and the keys on the keyboard. Then read the Basic Operation section. After you have used the terminal for a short while, read the remainder of this guide to learn the other features and capabilities of the terminal.

With the innovative Integrated Operator Terminal, you are able to visually supervise each call and direct it to the desired extension or individual. The system tells you for whom a call is waiting, if it's a Recall, a call from Hold, an Internal call, or a New call, so you can now answer calls with more efficiency and accuracy. As a new call is processed, the system automatically "tags" it with the extension and the name of the person to whom it is going, and shows its position in the system. Extensions which are busy, ringing, forwarded to another destination, or on Do Not Disturb, are clearly displayed.

It should be noted that all Dial Access Codes, including extension numbers, may vary from the ones indicated in this User Guide. The numbering system used in this guide is an example of a standard dial access numbering system only - your telephone system may or may not be numbered as illustrated in this User Guide. Your System Manager will inform you of any Dial Access Codes on your particular phone system which are different from the ones used in this manual.

Getting Started

Spaces are provided below for entering Dial Access Codes which relate to the way your particular system is programmed:

NAME	NUMBER
Background Music Over External Page	_____
Call Forward	_____
Call Forward To VMS	_____
Call Pick-up	_____
Camp-On	_____
Extension Numbers	_____ thru _____
Group Pick-up	_____
Meet Me Page	_____
Orbit	_____ thru _____
Page All	_____
Page Zones	_____ thru _____
Pick Up Calls On Hold	_____
Selecting Ring Tone	_____

Integrated Operator Terminal Description

The Integrated Operator Terminal is equipped with a CRT which gives a visual display of office calling activity, an accompanying keyboard used in conjunction with the terminal to give it commands, and a handset. **Please note that although the handset rests in a cradle attached to the keyboard, this cradle is merely a place to rest the handset when it is not in use. It does not act as a switch-hook mechanism.** The Operator also has the ability to program System Speed Dial numbers into the system, activate Background Music, and program other system features.

There are several options in system programming which effect the manner in which the Operator Terminal is used. These options effect how extension numbers are displayed on the screen, the use of the function keys located along the top of the keyboard, and the use of the Second Transfer key. Each of these options are discussed with the features they effect.

The Keyboard

The keyboard controls call processing for the Integrated Operator Terminal. The feature and function keys work together with the Alphanumeric keyboard and dial pad in order to send commands to the Operator Terminal.

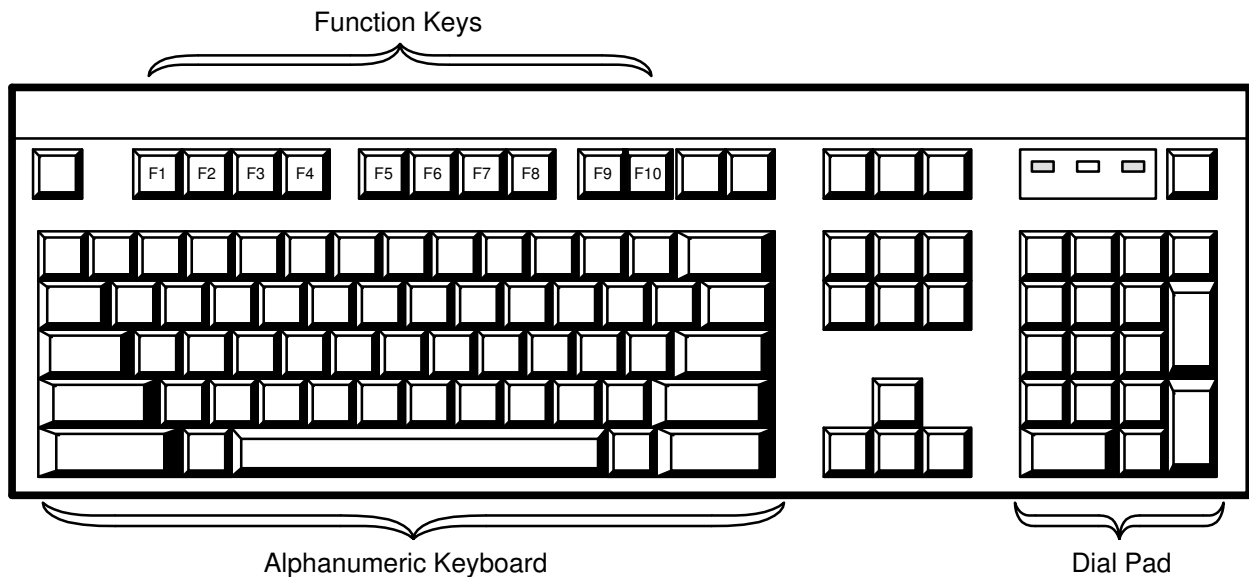


Figure 1 - Operator Keyboard

Description

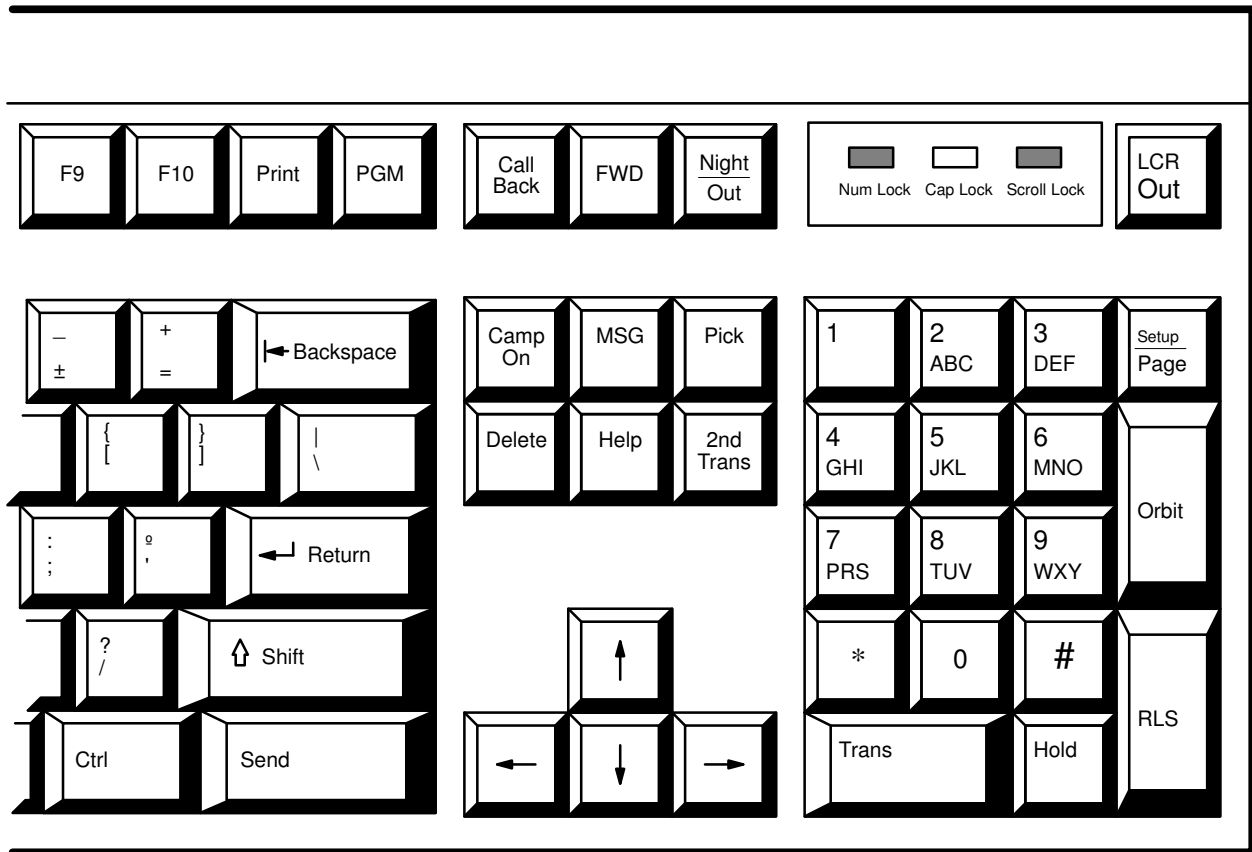


Figure 2 - Dial Pad and Feature Keys

General Information

The following keys are used to activate features and for call processing:

- Call Back** The Call Back key allows you to leave a "call back" message on a busy extension, so that you are notified when the called extension becomes available.
- FWD** The FWD key allows you to forward (re-route) all incoming calls from the operator station to another extension.
- OUT** The Out key is used by the Operator to place outside line calls.
- LCR Out** The LCR Out key is used by the Operator in order to access an outside line using Least Cost Routing.
- Page** The Page key allows an announcement to be broadcast through each phone in your system and, if programmed, over the external page.
- Orbit** The Orbit key, when pressed, seizes one of the 10 available Orbit Zones, and places the current call in Orbit awaiting paging or pick-up.
- Rls** The Release (Rls) key acts as a substitute for lifting and replacing a handset on a telephone, i.e., disconnects or connects to the current call. After completing each function, press the Rls key in order to end that function, and begin the next.

Description

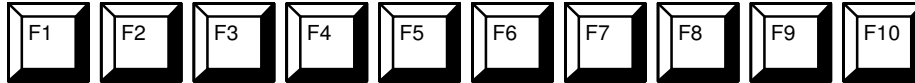
Pick	When you wish to retrieve a call from the Calls In Progress box, you may use the Pick key plus the last 3 digits of the extension number assigned to the call you wish to retrieve.
Hold	Press the Hold key in order to place your current call on Hold.
Trans	The Trans key is used to transfer calls to system extensions. Pressing the Trans key when no other call is currently connected to the operator station, will retrieve the unanswered call most recently transferred. Trans
Print	The Print key is not used on the Operator Terminal. Print
PGM	The PGM key is used in a specified sequence in order to enable programming of different features and functions. PGM
Night	Activating the Night key at the Operator Station activates NIGHT mode for the system. This activates the NIGHT programming of certain features, e.g. NIGHT ring, CALL FORWARD, and TOLL RESTRICTION. Night
Camp On	When calling a busy extension, press the Camp-On key. The busy extension will hear a tone indicating that a call is waiting. CampOn
MSG	The MSG key provides a way to leave a LED indication that a message is waiting at an extension which is either busy or unattended. MSG
Delete	The Delete key is used to erase information which has been previously entered into the Directory. Delete

General Information

- Help** Pressing the Help key will display information on how to use features and functions of your Operator Terminal.Help
- 2nd Trans** The Second Transfer key is used to transfer calls to hunt groups, ACD groups, VMS, and the system MODEM. Depending upon the keyboard, this key may be labeled 2nd Trans or IVIE.2ndTrans or IVIE
- The four ARROW keys on your keyboard move the cursor in the assigned direction for features and functions such as The Directory.
-]** Pressing the] key on the Operator keyboard flashes (momentarily disconnects) an outside line which is currently in use.
- |** This is the PARK key. The Park feature is similar to the Orbit feature.

Description

In addition to the feature keys, there are 10 function keys located at the top of your keyboard. These keys are numbered F1 through F10. Depending upon system programming these keys have one of two uses. The keys can be used in conjunction with your Directory to transfer calls to individuals in your office by department. The key labeled F1 is for department 1, F2 is for department 2, etc. See the section titled Programming the Directory for more information on department numbers.



Instead of department keys, these keys can be programmed as certain feature keys. However, there are some conflicts when using certain feature keys on the Integrated Operator Terminal.

Below is a list of features that cannot be used with the function keys on the Integrated Operator's Terminal.

- Night Key
- In/Out Key
- ACD Log On Key
- Station Speed Dial Key
- Direct Appearances for a Tie Line.

The function keys on the Operator Terminal are not equipped with LEDs like the feature keys of a telephone. The features that would normally light an LED on a telephone (for example MUTE), will not give a visual indication on the Operator Terminal.

The Operator Screen

The Operator Screen consists of a series of boxes, or Call Processing Displays. Each of these Call Processing Displays indicates the status of the call(s) you are processing, and gives you a general "overview" of office call activity.

The upper section of your Integrated Operator Terminal, the *Extension Status Screen*, lists the installed extensions in your telephone system, and shows each extension's status - Idle, Busy, Ringing, Do Not Disturb, or Forwarded. Depending upon system programming, the *Extension Status Screen* can appear in one of two ways. The screen can display the status of the first 160 extensions in the system, or the screen can display the first 60 extensions in the system, along with the names programmed in the *Directory* for those extension numbers.

001	011	021	031	041	051	061	071	081	091	101	111	121	131	141	151
002	012	022	032	042	052	062	072	082	092	102	112	122	132	142	152
003	013	023	033	043	053	063	073	083	093	103	113	123	133	143	153
004	014	024	034	044	054	064	074	084	094	104	114	124	134	144	154
005	015	025	035	045	055	065	075	085	095	105	115	125	135	145	155
006	016	026	036	046	056	066	076	086	096	106	116	126	136	146	156
007	017	027	037	047	057	067	077	087	097	107	117	127	137	147	157
008	018	028	038	048	058	068	078	088	098	108	118	128	138	148	158
009	019	029	039	049	059	069	079	089	099	109	119	129	139	149	159
010	020	030	040	050	060	070	080	090	100	110	120	130	140	150	160
1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 000											
Calls In Progress 00	Pending 00					Directory									
	Idle:														
Tue 02-03-98 11:26 am															

Figure 3 - Operator Screen

Description

The boxes which appear beneath the Extension Status Screen are: Calls In Progress, Pending, Directory, Active Call Box, and five smaller boxes which illustrate Group activity, how many calls are Ringing, Busy, being conducted Internally [ICM], and how many Extensions are in use at any given time. Only five calls will actually show in the Pending box, but when a call is processed another will scroll into its place on the display if more calls are pending.

As each call is processed into the Calls In Progress box, the directory name of the party to whom the call is assigned, the extension number, and an indication of whether the call has been Transferred, placed in Orbit, or placed on Hold is shown.

001 ADAMS	011 CRAIG	021 LEE K	031
002 STEELE	012 BENSON	022 BAKEY	032
003 JONES	013 RODGERS	023 WILLIAMS	033
004 SMITH A	014 O MALEY	024 DAVIS	034
005 KELLY	015 NELSON	025	035
006 SMITH M	016 CLARK	026	036
007 JAMES	017 LEE D	027	
008 ANTHONY	018 MAIL RM	028	
009 COOPER	019 MCDONALD	029	
010 CMPT RM	020 SCOTTO	030	
1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000
Ext 004			
Calls In Progress	Pending 00		Directory




Figure 4 - Operator Screen Displaying Directory Names

Extension Status Screen

The status (Idle, Busy, Ringing, Do Not Disturb, or Forwarded) of extensions in your system is visible on the Operator screen. This allows you to supervise office and individual calling activity at a glance.

The status of an extension is indicated by the activity of the 3-digit extension number listed on the Extension Status Screen which appears in the upper half of the Operator Screen.

Determine the Status of an Extension from the Operator Screen

Appearance	Display	Indication
1. Extension number appears dim.	048	Extension is not active.
2. Extension number is blinking		The extension is ringing.
3. Extension number appears in a solid block.		The extension is busy.
4. Extension number appears as a solid block blinking.		Extension is in Do Not Disturb.
5. An asterisk appears before the extension number.	*048	The extension is in the OUT mode,
6. A bold ^a f appears in front of the extension number.	f 048	Extension has been forwarded to another extension, or ACD.
7. Extension is bold and underlined.	<u>048</u>	The extension has been forwarded to the optional Voice Mail System.

Description

Status Boxes

Five status boxes appear in a horizontal line below the Extension Status Screen.

(A)	(B)	(C)	(D)	(E)	
1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress	Pending 00			Directory	

Figure 5 - Status Boxes

- A** If there is at least one active call in a specific Trunk Group, that Group number will appear highlighted.
- B** The number of calls RINGing appears in the second box.
- C** The number of BUSY Outside Line calls currently active in the system are displayed in the third box.
- D** The number of Internal ICM (Intercom) calls currently active in the system are displayed in the fourth box.
- E** The number of total BUSY EXTENSIONS currently active in the system is displayed in the fifth box.

Calls In Progress

Calls which have been Transferred, placed in Orbit, or placed on Hold appear in this box while waiting to be answered.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 05	Pending 00			Directory	
1.Hold 555-2103	Idle:				
2.Tran 004 JIM					
3.Orbit 50 KEVIN					
4.Tran 007 MIKE					
5.Tran 021 SALLY					
				Tue 02-03-98 11:26 am	

Figure 6 - Calls In Progress Box

Pending Box

Calls waiting to be answered by the Operator, (Incoming New Calls, or calls which have Recalled or been Transferred to the Operator station), appear in this box.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 03			Directory	
	Idle:				
	4006 New Call 555-2102 4003 Xfd 3048 MEREDITH 4002 Rcl 51 BRUCE				
				Tue 02-03-98 11:26 am	

Figure 7 - Pending Box

Description

Operator Active Call Box

The Operator Active Call Box appears in the box at the bottom of your screen. The box provides a message indicating the status of the current call, (i.e. the call currently connected to the Operator extension).

When no activity is current at the Operator station, the word **Idle** appears in the Active Call Box.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	Idle:				
				Tue 02-03-98 11:26 am	

Figure 8 - Active Call Box

When a **new call** comes into your system, it appears in the Pending Box accompanied by a ringing tone, the incoming line number (4 plus the 3-digit line number) and a clock which times the incoming call while it waits to be answered. When the Operator answers the call, the new call enters the Active Call Box with the line number and clock. The call is now current, and connected to the Operator station.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	4001 New Call 555-2100 00:15 *>Off Hook<*				
				Tue 02-03-98 11:26 am	

Figure 9 - Active Call Box with a New Call

General Information

When a call which has been Transferred, placed in Orbit, or placed on Hold times out (when it is unanswered), it will **Recall** the Operator station.

The **Recall** will appear in the Pending box, accompanied by a ring, and the name of the party for whom the call was intended.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 01			Directory	
	4001 Rcl 51 BRUCE 00:10				
	Idle: *>Ringing<*				
	Tue 02-03-98 11:26 am				

Figure 10 - Recall Ringing

When the space bar is pressed, The Directory is activated. The symbol **Dir:** will appear in the Active Call Box.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	Dir:				
	Tue 02-03-98 11:26 am				

Figure 11 - Directory Active

Answering an Incoming Call

Both trunk and internal incoming calls are indicated at the Integrated Operator Terminal in two ways:

- An audible ring if the terminal is idle, or a camp-on tone if you are already connected to a call.
- The word **Ringing** flashes in the *Active Call Box*. If it is a trunk that is ringing, the trunk number appears in the *Pending Calls Box*. The trunk number is indicated by 4 + the 3-digit line number. The name assigned to the trunk in system programming also appears. If your system is equipped with Caller ID or Automatic Number Identification (ANI), the calling party's phone number appears in place of the line name.

Each incoming call is automatically connected to the Operator when the **RLS** key is pressed. If a call is ringing while you are on a call, pressing the **RLS** key ends the first call, and **automatically connects the next call**.

Answer an Incoming Call

1. When the terminal rings, lift the handset and press the **RLS** key. The call is connected and appears in the *Active Call Box*.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	4001 New Call 555-2100 00:15 *>Off Hook<*				
	Tue 02-03-98 11:26 am				

Figure 12 - Answered Call

Disconnect from a Call

1. When the call is complete, press the **RLS** key. If another call is ringing, the call is automatically connected. Otherwise, the terminal returns to the idle state.

(Continued on the next page.)

Answering an Incoming Call, cont.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 01			Directory	
<hr/>					
4002 New Call 555-2101 00:10					
<hr/>					
4001 New Call 555-2100 00:45 *>Off Hook<*					
<hr/>					
Tue 02-03-98 11:26 am					

Figure 13 - Camped-on (Waiting) Call

Answer a Camped-on Call

1. While on an outside call, after hearing the camp-on tone, press the **Hold** key. The call is placed on hold, and appears in the *Calls In Progress* box.
2. Press the **RLS** key. The second call is connected.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 01	Pending 00			Directory	
<hr/>					
1.Hold 555±2100					
<hr/>					
4002 New Call 555-2101 00:25 *>Off Hook<*					
<hr/>					
Tue 02-03-98 11:26 am					

Figure 14 - Answered Camped-on Call

Hold

Any outside call can be placed on hold to await further processing. Calls on hold appear in the *Calls In Progress* box.

Place a Call on Hold

1. While on a call, press the **Hold** key. The call is placed on hold, and appears in the *Calls In Progress* box.
2. Press the **RLS** key.

Retrieve a Call on Hold

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Press the **Hold** key. The call is taken off hold, and you are the call. Calls on hold are retrieved on a first in, first out basis.

In a busy system, it may be faster to use the Orbit feature (see page 27) to place calls on hold if you need to retrieve calls in an order different than the calls where placed on hold.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 03	Pending 00			Directory	
1.Hold 555-2123					
2.Hold 555-2102					
3.Hold 555-2110					
	Idle:				
				Tue 02-03-98 11:26 am	

Figure 15 - Calls on Hold

Call Transfer to an Extension

There are several methods which can be used to transfer a call from the Operator Terminal. A call can be transferred to another extension by either using the Directory to locate the extension number of the called party, or by using the last three digits of the extension number if it is already known. You may then either announce the call, or press the **RLS** key on the keyboard, and allow the called extension to ring. If the extension to which you are transferring the call is busy, you may either camp the call on to that extension, or take a message. The function keys located along the top of the keyboard may be used to transfer calls by department.

Transfer a Call Using an Extension Number

1. After answering the call with the **RLS** key, press the **Trans** key. The call is placed on hold waiting to be transferred.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	4001 Transfer to 00:15 *>Off Hook<*				
				Tue 02-03-98 11:26 am	

Figure 16 - Transfer a Call

2. On the dial pad, dial the last 3 digits of the extension number the call is to be transferred to. For example, **003**. Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the **Trans** key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.
3. Press the **RLS** key. The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing the operator, it is automatically answered. Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-on to that extension until it becomes available or until it times out and recalls.

(Continued on the next page.)

Call Transfer to an Extension, cont.

Transfer a Call Using the Directory

1. After answering the call with the **RLS** key, press the first letter, letters, or complete name of party to whom you wish to Transfer the call. Typed letters or name appear in *Active Call Box*.
2. Press the **Space Bar** on the keyboard. The Directory is activated, and appears with an alphabetical listing beginning with the letter or name requested. A cursor appears beside the name at the top of the Directory.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	4001 New Call J			00:15	
	>Off Hook<				
				>JULIE	3003
				KEVIN	3039
				MIKE	3045
				Tue 02-03-98 11:26 am	

Figure 17 - Answered Call

If just an initial or partial name is used, the Directory will appear alphabetized, and you must move the cursor [>] to the desired name. Press **0** on dial pad to move the cursor down. Press **1** on the dial pad to move the cursor up.

3. With the cursor to the left of the desired extension, press the **Trans** key. Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the Trans key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.
4. Press the **RLS** key. The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing the operator, it is automatically answered. Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-On to that extension until it becomes available or until it times out and recalls.

(Continued on the next page.)

Call Transfer to an Extension, cont.

Reconnect to a Transferred Call

If the **last** call you transferred is still in the *Calls In Progress* box, and you wish to reconnect to it:

1. Press the **Trans** key. the call is connected. The call can then be processed as needed.

Transfer an Incoming Call Using the Department Keys

1. After answering the call with the **RLS** key, press the desired department Function key. The Directory is activated, and appears with a listing of names in the requested department. A cursor appears beside the name at the top of the Directory.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
				>JULIE	3003
				KEVIN	3039
				MIKE	3045
	4001 New Call 555-2100 00:15				
	>Off Hook<				
Tue 02-03-98 11:26 am					

Figure 18 - Transfer by Department Number

You may move the cursor to the desired name. Press **0** on dial pad to move the cursor down. Press **1** on the dial pad to move the cursor up.

2. With the cursor to the left of the desired extension, press the **Trans** key. Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the **Trans** key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.
3. Press the **RLS** key. The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing it is automatically answered.

Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-on to that extension until it becomes available or until it times out and recalls.

Call Transfer to an ACD Group

If a system is equipped with Automatic Call Distribution, the operator can transfer an outside line call to any one of the ACD groups.

Transfer to ACD

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred.
2. Dial **8** plus the desired 2-digit ACD group number. The call is transferred to the ACD group and does not appear in the *Calls In Progress* box.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Call Transfer to a Hunt Group

Stations can be arranged into groups so that calls can be directed to a group of extensions, rather than an individual. Calls answered by the operator may be transferred to a Hunt group.

Transfer to a Hunt Group

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred.
2. Dial **4** plus the desired Hunt group number (01-36). The call is transferred to the Hunt group and does not appear in the *Calls In Progress* box. If all members of a Hunt group are busy, and a call is not answered in the Orbit Recall time, the call will recall the operator.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Call Transfer to the Voice Mail System

VMS is an optional feature which provides the telephone system with an integrated voice mail system. You can transfer an outside line call to the VMS, and allow the caller to follow VMS's voice prompts to check their messages or leave messages for other users. An outside line call can also be transferred directly to a station user's VMS mailbox.

Transfer an Outside Call to the VMS System

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred.
2. Dial **4** + the 2-digit VMS hunt group number, usually 36. The call is transferred to the Hunt group and does not appear in the *Calls In Progress* box.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Transfer a Call to a VMS Mailbox Using Extension Number

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred.
2. Dial **5** + the last 3 digits of the extension number of the person the message is to be taken for. The outside caller hears the voice announcement of the person the message is being taken for.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Transfer a Call to a VMS Mailbox Using a Mailbox Number

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred.
2. Dial **7** + the mailbox number of the person the message is to be taken for. The outside caller hears the voice announcement of the person the message is being taken for.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Call Transfer to the System Modem

From time to time your telephone system distributor, or EXECUTONE service personnel may request to be transferred to the system modem. The modem provides service personnel a means of programming your system remotely.

Transfer a Call to the System Modem

1. After answering the call with the **RLS** key, press the **2nd TRANS** key. The call is placed on hold waiting to be transferred. The **2nd TRANS** key is the second transfer key used to transfer to the modem.
2. Dial **9 #**. The call is transferred to the modem.
3. Press the **RLS** key. If another call is ringing the operator, it is automatically answered.

Recalls

Calls transferred, placed in orbit, or placed on hold (by the operator or any other extension) which remain unanswered for a programmed amount of time, automatically recall to the operator.

When a call recalls to the operator, the Pending and *Active Call Boxes* indicate that the call is a recall and where it is recalling from. The numbers after "Rcl" in the Pending box indicate where the call is recalling from. A 3-digit number indicates the last 3 digits of the extension the call is recalling from. A 2-digit number beginning with a 5 (using the default numbering plan) indicates an Orbit recall.

If the system is equipped with more than one operator, recall goes to the operator that transferred the call.

If a station transfers a call to another station, the recall goes to the Main Operator.

Answer a Recall

1. When the terminal rings, lift the handset.
2. Press the **RLS** key. The call is connected. Process the call in the desired manner.

Camp-on

The Camp-on feature allows the operator to call a busy extension and wait until that busy extension becomes available. It also allows you to transfer an Outside call to a busy extension where the call can wait until it is answered, or until it recalls the transferring extension.

An audible double tone notifies the busy party that a call is waiting.

Camp-on to a Busy Extension

1. Upon receipt of a busy signal at the called extension, press the **Camp On** key. The busy extension hears a Camp-on tone. Stay on the line until the call is answered. When the called station answers, the call is connected.

If an outside line call is transferred to a busy extension, it is camped-on automatically. Use the camp-on feature to screen an outside call to a busy extension.

Paging

The Page feature can be used to broadcast an announcement to all extensions in the system. The page is heard through the speakers in the telephones, and/or, through an external paging system. The system has nine separate page zones, and a "page all zones".

The operator's position can be programmed to use the page in one of two ways. The **PAGE** key can be used as a "page all zones" key, or it can be used with the dial pad to select the page zone for the announcement.

Your system can be equipped with either 9 page zones (61-69) with 60 as page all, or with 24 page zones (601-624) with 600 as page all. See your system manager for specifics on your system.

Page when Programmed for Page All Zones

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Press the **PAGE** key. A brief tone is heard.
3. Wait for the tone, and then make the desired announcement.
4. Press the **RLS** key.

Page when Programmed for Individual Page Zones

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Press the **PAGE** key.
3. Dial the last digit (with 9 page zones) or the last two digits (with 24 page zones) of the desired page zone. A brief tone is heard.
4. Wait for the tone, and then make the desired announcement.
5. Press the **RLS** key.

Orbit

There are 10 orbit zones available to place outside line calls waiting to be picked up. These orbit zones are used when an individual is away from their telephone, and must be paged to pickup the call. Once an outside line call has been transferred to an orbit zone, the call may be picked up from any extension in the system by dialing the 2-digit orbit zone number.

Calls placed in orbit by the operator are transferred to the first available orbit zone automatically. The number of the zone the call is placed in appears in the *Calls In Progress* box. The orbit zones are numbered 50-59.

Place A Call In Orbit

1. After answering the call with the **RLS** key, press the **Orbit** key. The call is placed in orbit waiting to be picked up. The call appears in the *Calls In Progress* box. The call can be "tagged" with a name. The "tag" appears next to the call in the *Calls In Progress* box. See *Tagging Calls* on page 28.
2. Locate the individual the call is for and tell the individual the orbit zone number the call is in. Or, use the paging system to announce the individual the call is for and the orbit zone the call is waiting in. For example, "Mr. Smith you have a call waiting on 50."
3. Press the **RLS** key. If the call is not picked up by the individual, it recalls the operator after the Orbit Recall amount of time.

Retrieve A Call From Orbit

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Press the **Orbit** key. Look in the *Calls In Progress* box for the orbit zone number of the desired call.
3. Dial the last digit of the desired orbit zone. For example, if the call is in 50, dial 0. The call is connected to the operator.

Tagging a Call

Any incoming call which is transferred to an extension is automatically "tagged" with the name assigned to that extension in the Directory. The call will remain tagged with that name as it moves through the system unless it is re-tagged.

A call may be re-tagged by manually typing in a name on the operator's keyboard while the call is in the *Active Call Box*. This feature is applicable when the operator places the call on hold, or places the call in orbit. A transferred call is always tagged with the name in the Directory of the extension. If an extension is programmed to always ring (no voice announce permitted) the operator can tag a call transferred to this extension. This permits the operator to keep track of the calling party's name while the person the call is for is located.

Tag a Call

1. While a call is in the *Active Call Box*, type the tag up to 10 characters.

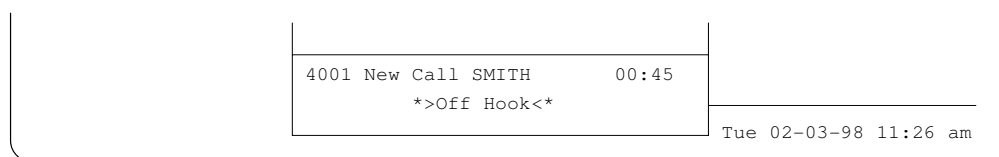


Figure 19 - Tag a Call

2. Press the **Hold** key, or the **Orbit** key as needed. The call appears in the *Calls In Progress* box with the desired "tag."

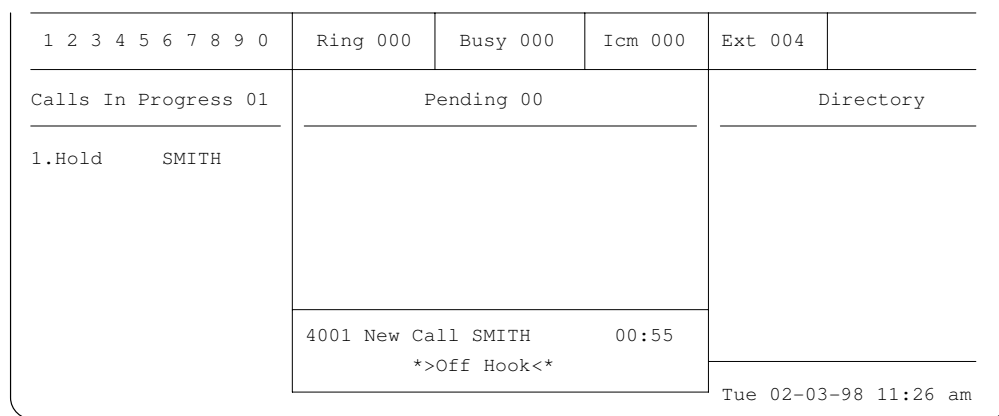


Figure 20 - Tagged Call in *Calls In Progress* Box

Placing Internal Calls

The operator can call any extension in the system.

Call an Extension

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Dial the 4-digit extension number. The call can be voice announced, or the extension begins to ring, depending on how the extension is programmed.

If the extension is busy, the Camp-on, Call Back, or Message Waiting feature may be used.

Placing Outside Line Calls

The operator can place outside line calls.

Place an Outside Line Call

1. Lift the handset, and press the **Out** key. Dial tone is heard. The system selects an idle line in trunk group 1.
2. Dial the desired number.

Place an Outside Line Call Using LCR

1. Lift the handset, and press the **LCR Out** key. Dial tone is heard.
2. Dial the desired number. The system selects an idle line in the least costly trunk group and dials the call.

Place an Outside Line Call Using the Function Keys

1. Lift the handset, and press the desired function key (for example, **F1**). Dial tone is heard. The function keys must be programmed to access outside lines.
2. Dial the desired number.

Message Waiting

When you place a call to a busy extension or do not receive an answer, you can use the **MSG** key to leave an indication that you called. The called extension is informed by means of a blinking **MESSAGE** (or **HOLD**) key LED that a message has been left.

Light a Message Waiting Indication

1. Call the desired extension number.
2. Press the **MSG** key. The **MESSAGE** key lights on the called extension. If the called extension does not have a **MESSAGE** key, the LED above the **HOLD** key lights.
3. Press the **RLS** key.

Call Back

The Call Back feature automatically alerts you when a busy extension becomes free.

Use Call Back

1. Upon receipt of a busy signal at the called extension, press the **Call Back** key.
2. Press the **RLS** key. When both the called extension and the operator's extension become available, the operator's extension will ring. A Call Back message appears in the *Active Call Box*. A Call Back will ring for 30 seconds before it is canceled by the system.
3. When the terminal rings with the Call Back, press the **RLS** key. The called station rings. Ring-back tone is heard. When the called station answers, the call is connected.

Call Pickup

Any extension which is ringing in the system can be answered by the operator using the Pick key.

A ringing station is displayed on the *Extension Status Screen* of the Operator's terminal as the extension number blinking.

Answer a Call with the Pick Key

1. Lift the handset, and press the **RLS** key. Dial tone is heard.
2. Press the **Pick** key.
3. Dial the last 3 digits of the ringing extension. The call is connected to the operator, and may be processed like any other call.

Group Pickup

Extensions can be arranged into groups, so that a call ringing an extension in a group can be answered by any other extension using a dial access code. The operator can also use group pickup to answer calls if the pickup group number is known.

Use Group Pickup

1. When you wish to answer a call ringing in a pickup group, lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Dial **7 2** + the 2-digit pickup group number, for example 7 2 0 1. The call is connected.

Night Mode

The operator activates the Night mode for the system. A number of system features have different programming when the system is in the Night mode. Some of these features are Call Forward, Station Ringing and Access, and Toll Restriction.

In certain configurations of the system, there is an option to prevent an operator from accidentally placing the system in the night mode. The **Reset**, **Ctrl + R**, and the **Night** keys all send the same code to the system. This system option makes placing the system in night mode a two step process. If this option is active, the system prompts for confirmation before placing the system in the night mode (or before changing from night mode to day mode).

Activate Night Mode

1. Press the **Shift + Night** key. The system is in Night mode. The word "NIGHT" appears on the right side of the screen.

*NOTE: On some keyboards, the **Night** key and the **Out** key may be on separate keys. When using this keyboard, press the **Night** key without pressing the **Shift** key.*

2. If the system displays, "NITE ON Y/N," press the **Y** key. The system is in Night mode. The word "NIGHT" appears on the right side of the screen.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	NIGHT
Calls In Progress 00	Pending 00			Directory	

Figure 21 - System in Night Mode

Depending upon system programming, a message similar to N1234 may appear in place of NIGHT. The initial N indicates the system in night mode. The numbers indicate particular Tenant Groups in the night mode.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	N1234
Calls In Progress 00	Pending 00			Directory	

Figure 22 - System and Tenant Groups 1-4 in Night Mode

Deactivate Night Mode

1. Press the **Shift + Night** key. See the note above. The system is in Day mode. The word "NIGHT" disappears from the screen.
2. If the system displays, "NITE OFF Y/N," press the **Y** key. The system is in Day mode. The word "NIGHT" disappears from the screen.

Call Forward

The Call Forward feature provides the ability to forward (re-route) incoming calls to another extension. If the operator is to spend time at another desk or office, calls may be forwarded to another telephone extension.

- The operator's station can be forwarded to different destinations for Forward on Busy, Forward on No Answer, and Forward All Calls.
- The operator's station can have separate Call Forward Plans for when the system is in the DAY mode and for when the system is in the NIGHT mode.
- Different destinations can be programmed based on whether the call being forwarded is an internal or outside line call.
- An intercom call can be forwarded to a hunt group as well as another extension or VMS.
- An outside line call can be forwarded to a hunt group, an ACD group, a System Speed Dial number, an extension, or VMS.

The operator can activate Call Forward All Calls, and change the **destination** of Call Forward All Calls. The destinations for Call Forward No Answer and Call Forward Busy are programmed in system programming, and are NOT under the operator's control.

When your extension is forwarded All Calls, the only extension in your system which may call your phone, is the one to which you are forwarded.

Call Forward the Operator Station

1. Press the **FWD** key. Call forwarding is completed. FWD will show to the left of the *Active Call Box*.

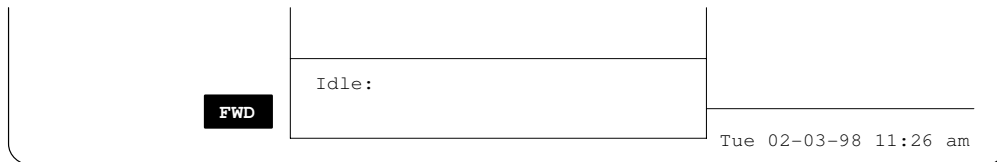


Figure 23 - Call Forward is On

Cancel Call Forward

1. Press the **FWD** key. Call forwarding is canceled.

(Continued on the next page.)

Call Forward, cont.

Change the Extension that Receives the Calls - DAY Mode

1. Lift the handset, and press the **RLS** key. Dial tone is heard.
2. Press the **FWD** key.
3. Dial the 4-digit extension number to which you wish to forward your calls. Confirmation tone is heard. FWD will show to the left of the *Active Call Box*. Notify the party to which you have forwarded your calls to.
4. Press the **RLS** key. Call forwarding is completed.

Change the Extension that Receives the Calls - NIGHT Mode

1. Lift the handset, and press the **RLS** key. Dial tone is heard.
2. Press the **FWD** key.
3. Dial **5** plus the 4-digit extension number to which you wish to forward your calls. Confirmation tone is heard. If the system is in the NIGHT mode, FWD will show to the left of the *Active Call Box*. Notify the party to which you have forwarded your calls to.
4. Press the **RLS** key. Call forwarding is completed.

Call Forward with a Dial Code

1. Lift the handset, and press the **RLS** key. Dial tone is heard.
2. Dial the desired Call Forward code from the table below:
 - 7 * 7** Call Forward All Calls to the programmed extension - Day mode
 - 7 * 8** Call Forward All Calls to the programmed extension - Night mode
 - 7 * 3** Call Forward All Calls to VMS - Day mode
 - 7 * 5** Call Forward All Calls to VMS - Night mode
 - 7 * *** Cancel Call Forward All Calls - Day mode
 - 7 * 9** Cancel Call Forward All Calls - Night mode
3. Press the **RLS** key.

Background Music Over the External Page

Should your system manager choose to have background music continually heard throughout the office, a radio, tuner, or tape player may be connected to the system. Music will be heard through external speakers, and interrupted briefly for pages or incoming phone calls.

NOTE: Depending upon how your system is programmed, the dial code to toggle Background Music Over External Page could be different than the one listed below. Check with your system programmer and note the dial code here _____.

The 2-digit page zone number is determined by the installation of the external page. Consult your system installer for this zone number.

Activate Music Over an External Page

1. Lift the handset, and press the **RLS** key.
2. Dial your system's toggle code (see Note above) + the 2-digit page zone number. For example, dial **2 9** (the toggle dial code) and then **0 1** (the zone number).

Confirmation tone is heard. Music is activated over the desired external page zone.

Deactivate Music Over an External Page

1. Lift the handset, and press the **RLS** key.
2. Dial your system's toggle code (see Note above) + the 2-digit page zone number. For example, dial **2 9** (the toggle dial code) and then **0 1** (the zone number). Dial tone is heard. Music is deactivated over the desired external page zone.

Park

Park is used in applications where the 10 zones of the Orbit feature are not enough to meet your needs. The Park key enables each line to be placed in its own park zone. When the Park key is pressed, the call goes to a park zone that is equal to the trunk number. For example, line 12 would be sent to park zone 12. The park zone number (line number) must be known to retrieve the call.

If a call placed in Park remains unanswered, it will recall the extension from which it originated after the amount of time programmed for the Orbit Recall timer.

Use the Park Key

1. While on an outside line call, press the \ (backslash) key located just above the **Return** key. This is the **Park** key. The call is placed in a park zone with the same number as the 3-digit outside line number. The call appears in the *Calls In Progress* box until the call is answered, or it recalls.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 01	Pending 00			Directory	
1.Park 012 555-2111					
	Idle:				
Tue 02-03-98 11:26 am					

Figure 24 - Parked Call

Retrieve a Parked Call

1. Lift the handset, and press the **RLS** key. Internal dial tone is heard.
2. Press the \ (backslash) key.
3. Dial the 3-digit park zone number, for example, **0 1 2**. The call is connected.

Flashing an Outside Line

There may be times when it is necessary to flash an outside line. This operation is also called switch-hook flash. A flash is a momentary disconnection of the line. This flash may be needed to activate certain features on the outside line.

Flash an Outside Line

1. While on an outside line call, press the] (right square bracket) key located just above the **Return** key. The outside line is flashed for the length of the Flash Timer.

Ring Type

The Ring type feature allows the operator's position to be programmed for one of eleven different tones for station ringing.

Change the Ring Type

1. Lift the handset and press the **RLS** key. Internal dial tone is heard.
2. Dial **7 0** on the dial pad.
3. Dial a digit **1** through **0** and ***** on the dial pad (each digit represents a different ring tone). A steady tone is heard in the handset. The steady tone represents the tone you have chosen to ring at your extension when you get a call.
4. Continue pressing the digits on the dial pad until the desired tone is heard.
5. Dial **#** on the dial pad. The system uses this tone to ring the operator position.

Setting the Time and Date

In certain configurations, the date and time programmed in the system can be changed from the terminal without entering system programming.

Set the Date and Time

1. While the terminal is idle, press and hold down **Ctrl** and then press **C**. Then release both keys. The cursor moves to the *Hour* of the *Time* field.

1 2 3 4 5 6 7 8 9 0	Ring 000	Busy 000	Icm 000	Ext 004	
Calls In Progress 00	Pending 00			Directory	
	Idle:				
				Tue 02-03-98 11:26 am	

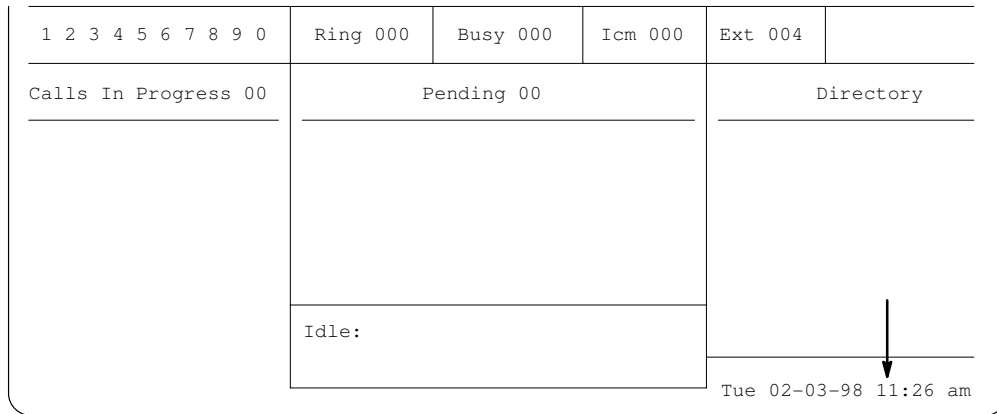


Figure 25 - Set the Time

2. Enter the 2-digit hour in 24-hour clock format. For example, enter 14 for 2 pm. The cursor moves to Minutes of the Time field. Do not enter a colon (:). The system inserts it automatically.
3. Enter the 2-digit minutes. The cursor moves to the Hour of the Time field.
4. Press the **Return** key. The cursor moves to the Month of the Date field.
5. Enter the 2-digit month, day and year. Do not enter a dash (-) between the month and day, or between the day and year. The system inserts them automatically.
6. Press and hold down **Ctrl** and then press **C**. Then release both keys. The cursor disappears and the terminal is available to process calls.

Volume Control

The volume of the terminal can be adjusted on the following functions:

- CO calls.
- Internal calls.
- Page volume.
- CO line ringing volume.
- Internal ringing volume.
- Background music volume.

Raise The Volume

1. With the terminal using the desired function, press the **UP ARROW** key. The volume of the desired function increases. For example, to raise the ringing volume, the terminal must be ringing while pressing the **UP ARROW** key.

Lower The Volume

1. With the terminal using the desired function, press the **DOWN ARROW** key. The volume of the desired function decreases. For example, to lower the ringing volume, the terminal must be ringing while pressing the **DOWN ARROW** key.

Directory Programming

Your Operator Terminal displays the status of the extension numbers installed in your telephone system. The extensions appear at the top of the Operator screen as 3-digit numbers. These extension numbers will not appear as the complete 4-digit numbers on the Operator screen, as the leading digit is common to all extension numbers, and is dropped for added efficiency and speed while using the Operator Terminal for processing calls. For example, extension **3001** appears on the Operator Terminal as **001**. Up to 160 (or 60 if directory names are being used) extension numbers will appear in numerical order on the *Extension Status Screen* on your Operator Terminal.

Page 01 of 12

Del -> clear name	Directory -----	@ -> page #
3001	3020	3039
3002	3021	3040
3003	3022	3041
3004	3023	3042
3005	3024	3043
3006	3025	3044
3007	3026	3045
3008	3027	3046
3009	3028	3047
3010	3029	3048
3011	3030	3049
3012	3031	3050
3013	3032	3051
3014	3033	3052
3015	3034	3053
3016	3035	3054
3017	3036	3055
3018	3037	3056
3019	3038	3057

Figure 26 - Directory Programming Screen

(Continued on the next page.)

Directory Programming, cont.

The Directory programming screen is used to assign the names of the extension users to a particular extension number. Each extension listed in the Directory programming screen may be programmed with a department number as well as an assigned name. There are 10 available department numbers. In addition, another number may be entered which indicates the order in which the Directory names will appear on the Operator Terminal when the Directory is requested while processing calls. These "order" numbers range from 0 through 10. If order numbers are not assigned, names within a department will alphabetize in the normal manner. Should order numbers be assigned, names and extensions will appear in the order indicated by the number assigned. An extension assigned with the order number 0 will appear first, while one assigned 10 will appear last.

Access and Insert Names in the Directory

1. Press the **Ctrl** and **D** keys at the same time. The Directory programming screen appears, and the operator screen disappears. The cursor is located in the top right corner of the screen. The operator terminal cannot be used to process calls when in the Directory programming screen. There are screens, or "pages" to accommodate all possible extensions.
2. Press the **Return** key in order to move the cursor to the top of the name field. The arrow keys can be used to move the cursor to the desired extension number.
3. Using the keyboard, type the desired name into the space provided. A maximum of 10 characters may be used for each name. The typed characters appear next to the extension number. If a mistake is made, press the **Delete** key, and begin again.
4. Press the **Return** key to enter the name. Press the **Return** key a second time to move the cursor to the next extension number. The arrow keys can be used to move the cursor to the desired extension number.

```

                                Directory                                Page 01 of 12
                                -----                                @ -> page #
-----
| 3001 | MARY                    || 3020 |                               || 3039 |                               |
| 3002 | KEVIN                   || 3021 |                               || 3040 |                               |
| 3003 | AL                      || 3022 |                               || 3041 |                               |
| 3004 | VINCE                   || 3023 |                               || 3042 |                               |
| 3005 | FRED                    || 3024 |                               || 3043 |                               |
| 3006 | WILLIAM                 || 3025 |                               || 3044 |                               |
| 3007 | BARNEY                  || 3026 |                               || 3045 |                               |
-----
```

Figure 27 - Directory Programming Screen

(Continued on the next page.)

Directory Programming, cont.

"Turn" Pages in the Directory

1. If the cursor is not at the top right corner, press @ (**Shift** and **2**) at the same time.
2. Enter the desired page number, and press the **Return** key. The screen displays the desired group of extension numbers. The **I** and **D** keys may also be used to increment and decrement the page number as long as the cursor is located in the page number area.
3. Press the **Return** key to move the cursor to the names area.

Assign Department and Order Numbers

1. Using the arrow keys, move the cursor to the desired name.
2. Press the **Tab** key. The cursor moves to the **department** column.
3. Enter the desired department number (1-10), and press the **Return** key. The department and order numbers appear. The department numbers are used when the function keys on the top of the keyboard are used to access the directory by department. The department number corresponds to the function key number.
4. Press the **Tab** key. The cursor moves to the **order** column.
5. Enter the desired order number (1-10), and press the **Return** key. A name with an order number of 0 appears in the Directory box first. A name assigned 10 as an order number appears last.

Delete a Name from the Directory

1. Using the arrow keys, move the cursor to the desired name, then press the **Delete** key. The name is removed from the Directory.

(Continued on the next page.)

Directory Programming, cont.

Remove an Extension from the Extension Status Screen

1. Using the arrow keys, move the cursor to the desired name.
2. Press and hold down **Ctrl** and then press **O**. Then release both keys. A * appears next to the name in the Directory. This extension will not appear on the Extension Status screen.

Return an Extension to the Extension Status Screen

1. To place the extension back on the Extension Status screen, move the cursor to the desired extension.
2. Press and hold down **Ctrl** and then press **O**. Then release both keys. The * disappears next to the name in the Directory. This extension appears on the Extension Status screen.

Exit the Directory Programming Screen

1. When programming is complete, press the **Ctrl** and **D** keys at the same time. The terminal returns to the call processing mode.

DISA

There are two types of DISA available: Supervised and Unsupervised. Supervised DISA requires a 4-digit access code. This access code is programmed at the Operator station. Unsupervised DISA does not require a code.

The DISA authorization code is any four digit number (0000 through 9999), and is entered by the Operator. The operator does not activate, or deactivate, the DISA line.

NOTE: Disconnect supervision from the local telephone operating company must be provided for lines programmed for DISA.

NOTE: After 30 minutes of continuous use, the system will disconnect the DISA line.

Enter the Confidential DISA Code

1. Lift the handset, and press the **RLS** key.
2. Dial # + the desired 4-digit authorization code, for example, **7 5 6 1**.

System Programming

The operator's terminal can be used to access system programming.

Enter System Programming

1. While the operator's position is idle, press **Ctrl** and **P** at the same time. The operator screen disappears, and the system prompts for a password. Access to system programming is protected by a password.
2. Enter the designated password, and press the **Return** key. The Main Menu appears. Program the system as required.

Exit System Programming

1. After all desired programming is completed, press the **E** key from the main menu. The operator screen appears.

System Speed Dial

The system is capable of storing 999 System Speed Dial numbers with a maximum of 11 digits for each number. These System Speed Dial numbers must be programmed from an Operator's extension. Any telephone number which is frequently dialed by all extensions users in the system, can be programmed by the Operator to provide System Speed Dial for all extension users.

In certain configurations of the system there is an option which determines whether System Speed Dial numbers are subject to a station's toll restriction. If this option is not available in your configuration, then System Speed Dial numbers are not subject to a station's toll restriction. Therefore, dialing System Speed Dial Numbers cannot be prevented by using any of the Forced Account Code features.

Program System Speed Dial Numbers

1. Without lifting the handset, or pressing the **RLS** key, press the **PGM** key.
2. Press * plus desired bin number (001-999) on dial pad.
3. Dial desired telephone number up to 11 digits (pauses count as one digit). Number to be stored can have a maximum of 11 digits. To enter a pause between digits, press * **1**. Automatic pauses which wait for dial tone are set by pressing * **4**.
4. Press **PGM** key. Programming ends. Repeat for as many bins as desired.

Use System Speed Dial

1. Lift the handset, and press the **Out** key. Dial tone is heard. The system selects an idle line in trunk group 1.
2. Press **PGM** key.
3. Dial * on the dial pad. This is the command for System Speed Dial.
4. Dial assigned bin number 001-999. The system dials the number stored.

Use a Function Key Programmed as a SYSTEM SPEED DIAL Key

1. Lift the handset, and press the **Out** key. Dial tone is heard. The system selects an idle line in trunk group 1.
2. Press the desired Function key (**F1** through **F10**). The system dials the number stored.

ACD

Automatic Call Distribution - A feature that enables a few people to handle a large volume of incoming calls which are distributed evenly among those people.

ACD GROUP

Is the combination of incoming trunks, the agents assigned to handle the incoming calls, and the sequence of events followed when all agents are busy.

AGENT

A person who is designated to handle incoming calls through the ACD system. The system can gather statistics based on agent activity.

ANI

Automatic Number Identification - The telephone number of the calling party is reported to the telephone system and displayed on the TAPI-160/161, Model 64, and Agent Terminal.

BIN

A location in system memory used to store speed dial numbers.

CALLER ID

Caller ID is similar to ANI. The telephone number of the calling party is reported to the telephone system and displayed on the TAPI-160/161, Model 64, and Agent Terminal.

CAMP-ON

This feature provides an indication that a call is waiting to be answered.

DATA FEATURE

This feature provides you with the ability to transmit user data from point to point within your telephone system.

DIRECT APPEARANCE

A key that accesses one particular outside line. The LED of this key indicates the status (busy, ringing, or idle) of the line.

DNIS

Dialed Number Identification Service - There are two types: 1) Customers with multiple telephone numbers within the same 800 service can identify which number the caller dialed, and 2) A number from the carrier that indicates which area of the country the call came from.

FLASH

Flash is the momentary disconnection of an outside line which may be necessary to activate certain features on the outside line.

FLEXIBLE NUMBERING

The first digit on an extension number and the first digit of most feature dial codes can be changed to suit the needs of your system.

FORWARD

The ability to automatically route an incoming call from an extension to a different destination.

KEY

Key refers to any of the buttons on the telephone except for the dial pad.

LCR

Least Cost Routing - A optional feature which places a call over the least costly route available to the system.

LED

Light Emitting Diode - The little light either on or next to the buttons on your telephone.

LOG ON/OFF

This term is used to indicate the process an agent uses to let the system know ACD calls can be routed to the telephone the agent is using.

SECOND PATH

If you call a busy TAPI-160, Model 64, or Model 32, second path allows you to turn on voice announce at the busy telephone. (The person you are calling must be using the handset and not hands free).

SOFT KEY

The buttons underneath the display on the TAPI-160, Model 64, and Agent Terminal. The functions of these buttons change depending upon which feature is in use.

TIE LINE

This is a connection between your telephone system and another telephone system.

TRUNK

Another term for an outside line connected to your system.

TRUNK GROUP

The outside lines in your system are arranged into groups for access by the group keys. Typically, lines that are connected to the same type of service are placed in the same group.

VOICE ANNOUNCE

With most model telephones, when another station user calls, your telephone beeps twice and is placed in the hands free mode. The calling party can be heard over the telephone's speaker and you can respond without lifting the handset.

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