

OTHER CONSOLE FUNCTIONS

Attendant Override

This allows for the attendant to interrupt a busy station in order to make an important announcement. A tone is sent to warn the parties of the interruption.

1. Press an idle loop key <L1 – L6> and dial desired extension. A busy tone will sound.
2. Press <BV>. A tone will be sent to warn conversing parties the interruption.
3. Make the announcement.
4. Press <RELEASE> when finished.

Call Forwarding ALL Calls – Set & Cancel

Allows you to set / cancel forwarding for a station.

To Set / Cancel:

1. Press an idle loop key <L1 – L6>. Then dial the 2-digit FWD ALL Set / Cancel access code and receive a special dial tone.
(Usually the FWD ALL Set code is <#1>, and Cancel code is <#2>.)
2. Dial the "01" for the tenant number.
3. Dial the originating station number.
4. Enter the terminating station number and receive the service set tone.
(Usually the terminating station is the pilot number for voice mail.)
5. Press <RELEASE>.



Attendant Console User Guide

Answer an Incoming Call

To answer incoming calls in the order they are received, press <ANSWER>.

To answer first incoming outside call, press <LDN>.

To answer first internal incoming call, press <ATND>.

Placing a Caller on Hold

To place a caller on hold, press <HOLD>.

To retrieve a caller placed on hold, press the loop key <L1 – L6> for the holding call.

Answer an Attendant Recall

To answer a recall for an outside call put on hold:

1. Press flashing loop key <L1 – L6> for the recall.
2. Inform outside caller of the status of the station they are trying to reach.
3. If caller wishes to hold, press <HOLD>.

Inform the Outside Party of No Answer

1. Press the loop key for the outside caller on hold.
2. If the caller chooses to wait for the busy or ringing station, press <RELEASE>.

Outside party will be reconnected to the called station.

–OR–

If caller chooses to call back at a later time, you may disconnect with the outside party by pressing <CANCEL>.

Caller Tries a Different Station

- 1) If caller would like to try a different station, press <DEST>.
- 2) Then press <CANCEL>.
- 3) Dial new station number. Once you hear ring back press <RELEASE>.

Answer Transfer from Station

- 1) Press <RECALL> and speak with calling station that is transferring the call.
- 2) Press <CANCEL>.

Transferring Calls

1. After having answered the incoming call, initiate the transfer by using they number dial keypad to enter the desired station number.
2. To do a "blind transfer" (transfer without announcing the call to the called station) simply press <RELEASE> after hearing ring back from the called station. The transfer is then complete.

–OR–

To do a "supervised transfer" (announce the calling party to the station before completing the transfer), announce the call after the station answers.

If the called station accepts the call press <RELEASE> to complete the transfer.

If called station chooses not to accept incoming call, press <CANCEL> and inform calling party. Then press <CANCEL> again to disconnect.

Placing Calls

1. Press an idle loop key <L1 – L6>.
2. Dial the number. If external, dial "9" then the number. If internal, simply dial the extension.
3. To disconnect from the call press <CANCEL>.

Place an Outside Call for Station

1. While calling station is on the line, dial the access code for an outside line. Dial desired number.
2. After called party answers press <START>.
3. Dial requesting station's extension.
4. After station answers, press <RELEASE>.

If outside line is busy, press <CANCEL>. You can attempt to place the call at another time.

3-Way Conference Calls

1. Press an idle Loop Key <L1 – L6>. Enter the access code for an external line.
2. Dial outside telephone number of the first outside party to be connected on the conference call.
3. After called party answers, press <START>.
4. Dial second number (either internal or external), and after call is answered, press <TALK>.
5. To disconnect the console only, press <RELEASE>. To disconnect all press <CANCEL>.

Call Splitting / Joining Two Parties on a 3-Way Conference Call

1. To speak with the calling party, press <SRC>.
–OR–
To speak with called party only, press <DEST>.
2. To conference with both parties, press <TALK>.
3. To disconnect only the console from the conference call, press <RELEASE>. To disconnect all parties press <CANCEL>.

Position Busy – Set & Cancel

1. Press <POSITION BUSY> to put your console in busy mode. (Your console will still ring, but will not be able to process any calls until the console is back in POSITION AVAILABLE mode.
2. To cancel, press <POSITION BUSY> again.

Night Mode

To put the console into night mode, press <NIGHT>. When the console is in night service, the NIGHT lamp is lit a steady red.

To cancel night service, press <NIGHT> again. The NIGHT lamp should extinguish.