

MiVoice 4224 Operator (DBC224) for MiVoice MX-ONE

DIRECTIONS FOR USE



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1 GENERAL

1.1 INTRODUCTION

Welcome to the Directions for use for MiVoice 4224 Operator, hereafter called the DBC 224 PBX operator console. The MX-ONE uses a combination of advanced digital technology, ISDN communication principles and distributed stored program control which make MX-ONE the perfect choice for organizations that know the value of fast and precise system information handling.

This guide will demonstrate how the PBX operator console helps PBX operators to handle the functions of the exchange.

1.2 GLOSSARY

For a complete list of abbreviations and a glossary, see the description for *ACRONYMS, ABBREVIATIONS AND GLOSSARY*.

1.3 DIFFERENT APPLICATIONS

The MX-ONE can offer different configurations to meet the customer's needs. The PBX operator can be set up to work in the following environments:

- In a stand alone exchange
- In a private network
- Serving a customer group

1.3.1 IN A STAND ALONE EXCHANGE

The PBX operator handles all traffic from/to the PBX operator in a stand alone exchange.

1.3.2 IN A PRIVATE NETWORK

In a CCS network environment with more than one exchange, the PBX operators can be set up in the following ways:

- The PBX operator(s) can reside in one exchange and handle all traffic from/to the PBX operator(s) for the entire private network.
- The PBX operator(s) can reside in different exchanges and handle all traffic from/to the PBX operators for the entire private network.

Either the PBX operator(s) are assigned in one exchange or several exchanges, the services are transparent to customers.
- Centralized-Operator (C-OP), PBX operator services can be centralized, by re-directing the operator traffic from an exchange to another exchange's operator(s).

1.3.3

PBX OPERATOR AND CUSTOMER GROUP

If the Customer group function is used, the PBX operator can serve a number of customers. The PBX operator can either be common for all customers or each customer can have a PBX operator of their own.

1.3.4

CUSTOMER CENTRALIZED PBX OPERATOR

In an ISDN network environment with more than one exchange and where the Customer group function is used, each customer can have a centralized operator of their own, that is a customer centralized operator (CC-OP). The customer centralized operator has higher priority than C-OP in serving calls to a PBX operator.

2PBX OPERATOR CONSOLE

The DBC 224 consists of the following three components:

- Visual Display Unit (VDU), providing information in the Alphanumeric form.
- Key panel, for processing the calls and performing PBX operator's features
- Handset or headset

The Visual Display Unit can be tilted at various angles to facilitate different viewing distances, eye levels, and lighting conditions. The display for DBC 224 02 also has backlight. The liquid crystal display with its alphanumeric characters minimizes eye strain and can be seen clearly in almost any lighting situation. It has five rows that provide the status of the console, call information which enables you to monitor the number, name and status of incoming and outgoing calls. These displays shows the following information:

| | |
|---------------------------|---|
| First row display | displays number of waiting common and individual calls, type of incoming call, call metering indication, serial call indication and console status. |
| Second row display | displays type of call, call status, and current connection. |
| Third row display | displays call number. |
| Fourth row display | displays call name. |
| Fifth row display | displays dialed number, dialed name, time of day and alarm status. |

For information about the Option Unit, see 11.1 Option Unit on page 108 .

Note: On the tray underneath your DBC 224 you can note, for example, all common abbreviated numbers.

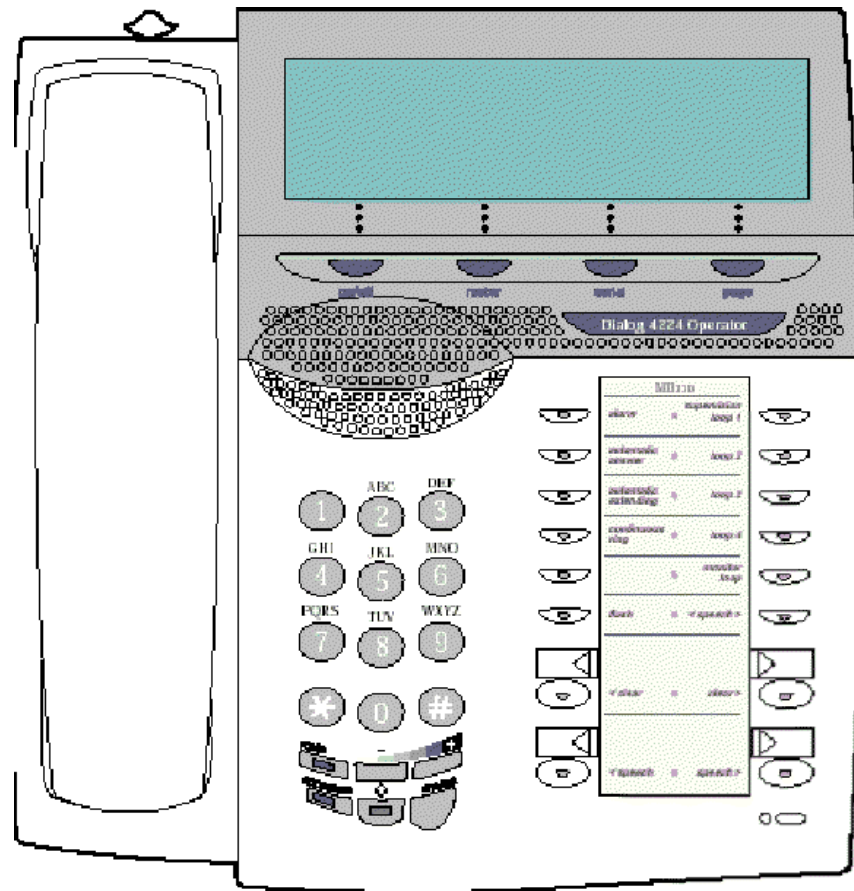
Extra key panels cannot be used.

The hook switch has no function, that is, it is not possible to answer a call by lifting the handset of the hook switch.

There exist no loudspeaker function.

When the headset is used, the handset can be on-hook.

2.1 PICTURE/DRAWING



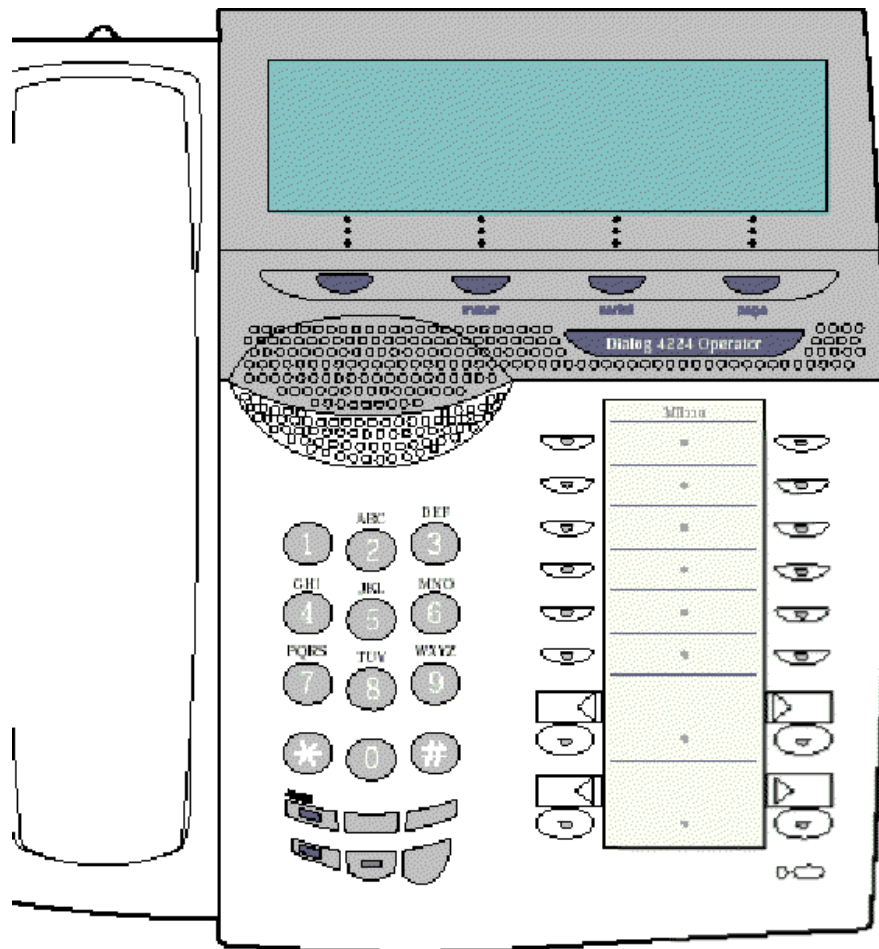
2.2 KEYS

2.2.1 STANDARD DIAL KEYS

The standard dial keys are used in the same way as the keypad on any standard push-button telephone. Included are the digits 0 through 9 for number dialing, use * (asterisk), and # (telephone square) for programming purpose.

2.2.2

SERVICE KEYS



METER

Meter key. This key is used to mark an outgoing external line for call metering.

MUTE

Microphone mute key. The key is used to activate and deactivate the mute function which allows you to speak without being overheard by the party(ies) you are connected to.

Press to disconnect the speech path to the connected party(ies) and press again to regain speech contact with the connected party(ies). There is a LED associated with this key. The MUTE LED is ON when the feature is activated.

In idle, activates the silent ringing.

In ringing, cancels the ring signal for the current call.

PAGE

Page key. This key gives you access to paging capabilities.

Press to talk

This button is located on the handset. The button can be used in two ways:

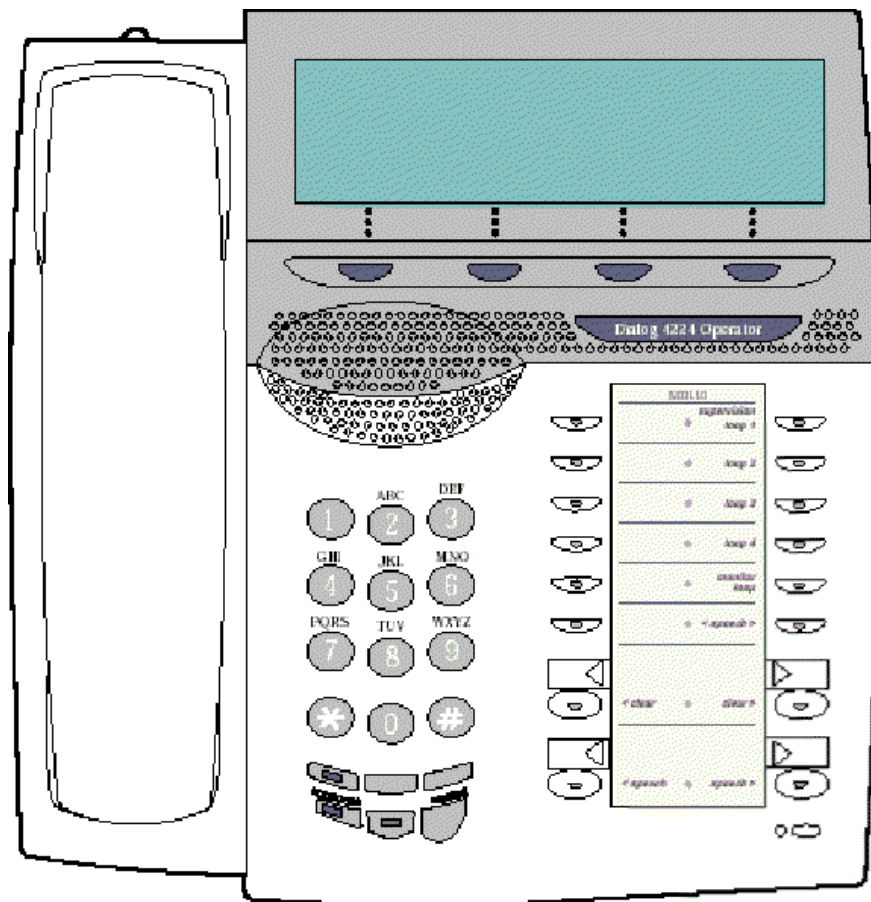
- press and hold
press and hold the button will allow you to have the speech contact with the connected party(ies)
- release
release the button to disconnect the speech path to the connected party(ies)

SERIAL

Serial key. When an external caller wants to speak to several people in sequence, the SERIAL key may be used. The call is automatically recalled to the console when the internal party goes on-hook.

2.2.3

CALL PROCESSING KEYS

**ANNOUNCE**

Announcing key. This key is used to initiate extending with announcement or to initiate camp on to a busy extension or an external line.

ANS/EXT

Answer/extend key. The ANS/EXT key is used for answering incoming calls, call extending, start of automatic ring signal and parking of an external line or extension.

< Clear

Clear source key. The < Clear key is used to disconnect the source party, and clear the left side of the display. This key is also used to retrieve the last extended call or parked call.

Clear >

Clear destination key. The Clear > key is used to disconnect the destination party and clear the right side of the display. This key is also used to retrieve the last extended call or parked call.

Supervision Loop1 ... Loop 4

Loop keys. Each of the four loop keys is used to hold an individual call, camp on to a busy external line, or assist in paging and conference call. There is a LED associated with each key. The loop LED flashes slowly when the feature is activated. The loop LED changes to fast flash when a pre-defined time for parked call has expired.

Monitor loop

Monitor key. After the Monitor loop key is pressed, you can monitor a call in the hold condition while other calls are being handled on the console. When pressed again, the party being monitored is reconnected to you. This is especially beneficial during call set-ups such as: paging, international calls, long distance calls, person to person calls, etc. There is a LED associated with this key. The Monitor loop LED flashes slowly when the feature is activated.

< Speech, Speech >, < Speech >

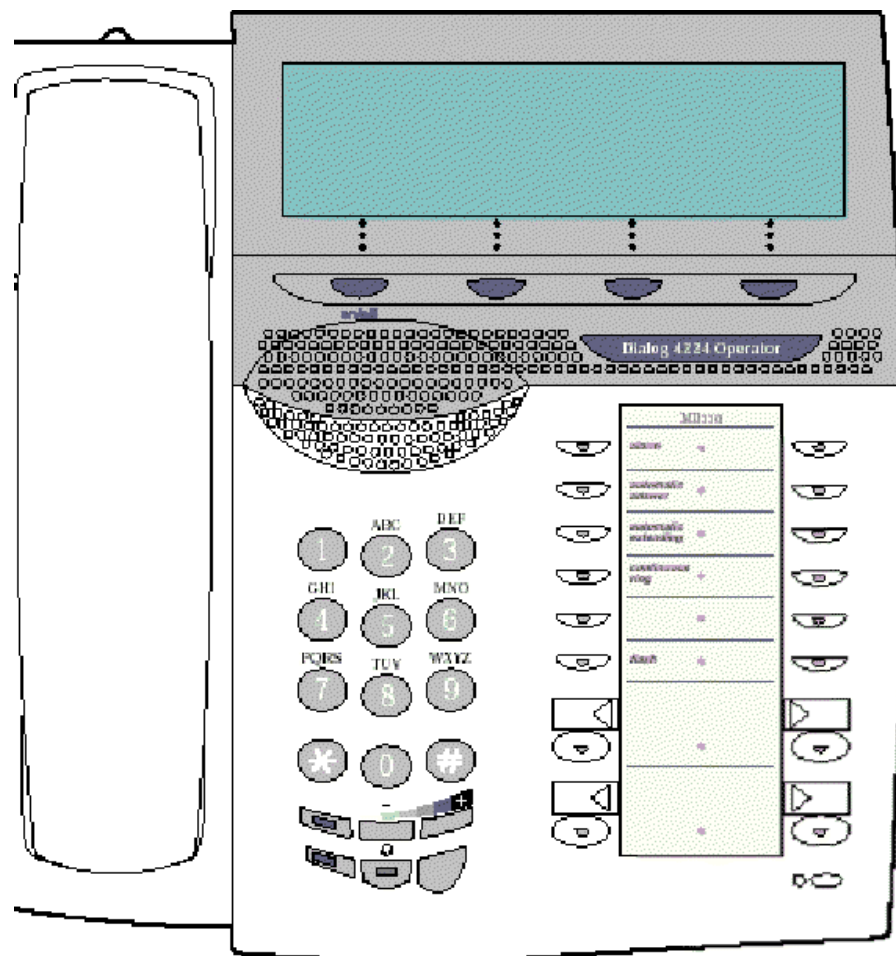
Speech connect keys. The speech connect keys allow you to talk with either the source party (< Speech), the destination party (Speech >), or both parties simultaneously (< Speech >). The circumstances for the use of these keys are as follows:

- Manual start of ring signal.
- Implement the call splitting feature.
- Implement the intrusion feature.
- Ring an extension when it is in the reserved state.
- Announce a call to an extension.
- Check the connection to a busy extension.

By default the DBC 224 has manual ring characteristic, but this can be changed to automatic ringing or automatic ringing with maintained A-party speech by alteration of an application system parameter from a maintenance terminal.

2.2.4

SPECIAL FUNCTION KEYS

**Alarm**

Alarm key. This key allows you to acknowledge any alarms concerning the system. The seriousness of the alarm and service procedures are further discussed in the Alarm section. There is a LED associated with this key. The Alarm LED is flashing slowly when there is an alarm in the system. The Alarm LED is changed to steady light when the alarm is acknowledged by pressing the Alarm key.

Automatic answer

Press this key to put the PBX operator console in the automatic answer mode. Calls are automatically switched through to you, without having to press ANS/EXT. There is a LED associated with this key. The LED will be ON when the console is in the automatic answer mode.

Automatic extending

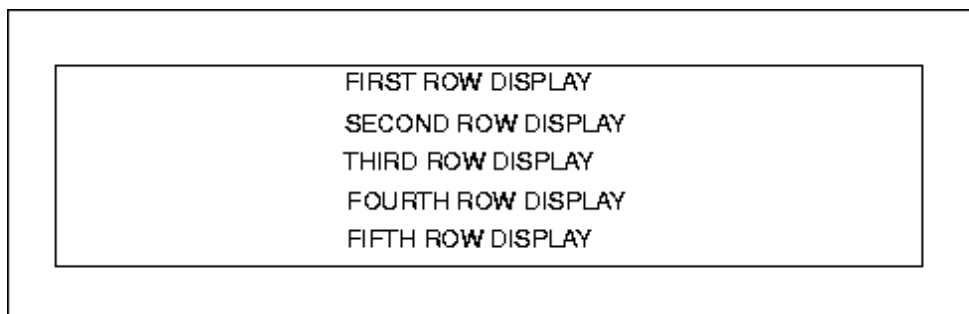
Press this key to put the PBX operator console in the automatic extend mode. Calls are automatically extended after the last digit of the called number is dialed, without having to press ANS/EXT. There is a LED associated with this key. The LED will be ON when the console is in the automatic extend mode.

| | |
|------------------------|---|
| Continuous ring | Press this key to put the PBX operator console in the continuous ring mode. When the feature is activated, a continuous ring signal will be given when a call is presented on the console. There is a LED associated with this key. The LED will be ON when the console is in the continuous ring mode. |
| Flash | The Flash key, when pressed, causes a time break on a connected external line (only for certain analog external lines), the same as a switch-hook operation on a regular telephone. It can be used to signal to a toll operator during a call. The Flash key can also be used to signal to other PBXes |
| ON/OFF | Press when you do not wish to admit any more calls. (Presenting individual operator calls to an absent marked OPI is optional.) The state of absence is terminated when the key is pressed again. If all consoles are in the state of absence, the exchange will be switched for night service. |
| - | Press the decrease volume key (-) to lower the volume. |
| + | Press the increase volume key (+) to higher the volume. |
| Headset | To switch from handset to headset. The key lamp shows steady light when calls are connected to the headset. |

Note: Headset is optional.

2.3

VISUAL DISPLAY UNIT (VDU)

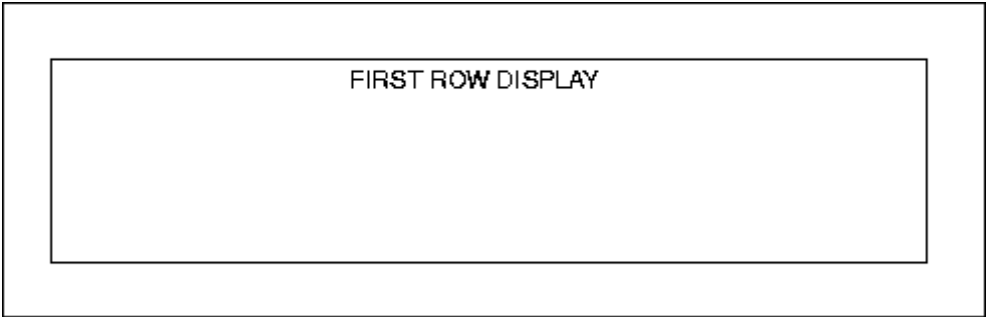


The visual display unit contains a five rows display, each row containing 40 spaces for alphanumeric characters.

The display provides information such as:

- Identification of the calling and called parties
- Status of each party
- Programming information
- Time of day

2.3.1 FIRST ROW DISPLAY



The first row display provides the following information:

- 1.1 Number of waiting calls in the common PBX operator queue
- 1.2 Number of waiting calls in the individual PBX operator queue
- 1.3 Type of incoming call presented
- 1.4 Indicates if trunk metering, paging function or serial marking is active
- 1.5 Console status, exchange status

The diagram below illustrates where the information is shown and underneath are all acronyms listed that might appear in that section of the display.

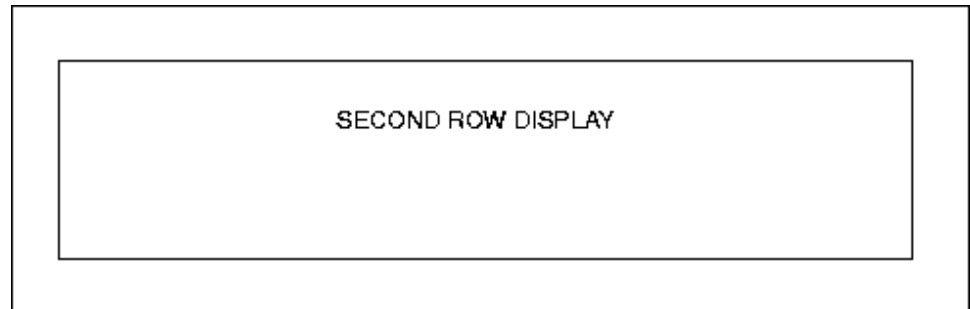
| 1.1 | 1.2 | 1.3 | 1.4 | 1.5 |
|------|------|--|---------------------------|---|
| C=mm | l=nn | DIVERTED EMERGENCY INTERNAL PRIVATE TRK PUBLIC TRK RECALL REROUTED | METER PAGING SERIAL | BLOCKED EXG EMER. NIGHT SERV. OFF DUTY |

| | |
|--------------------|--|
| BLOCKED | Console is blocked |
| DIVERTED | Call is diverted |
| EMERGENCY | Emergency internal call |
| EXG EMER. | Exchange is in emergency state |
| INTERNAL | Internal call |
| METER | Metered call |
| mm | Number of calls in the common operator queue |
| NIGHT SERV. | Exchange is night switched |
| nn | Number of calls in the individual operator queue |
| OFF DUTY | Console is in absent mode |
| PAGING | Paging call |
| PRIVATE TRK | Call from private trunk |
| PUBLIC TRK | Call from public trunk |

| | |
|-----------------|------------------|
| RECALL | Recall call |
| REROUTED | Call is rerouted |
| SERIAL | Serial call |

2.3.2

SECOND ROW DISPLAY



The second row display is divided into two parts. The source (left) side shows the first connection being handled by the console. It is usually an incoming call, however, it can be an outgoing call, as in the case of PBX operator placing a call from the PBX console.

The destination (right) side shows the second connection being handled by the console. The most common situation is that of an extension to which an incoming call is being extended.

The second row display provides the following information:

- 2.1** Type of source call
- 2.2** Status of source call
- 2.3** Direction of current connection (left side, right side or both)
- 2.4** Type of destination call
- 2.5** Status of destination call

The diagram below illustrates where the information is shown and underneath are all acronyms listed that might appear in that section of the display.

| 2.1 | 2.2 | 2.3 | 2.4 | 2.5 |
|------------------|-----------|------|------------------|-----------|
| abc | ABSENT | <- | abc | ABSENT |
| CONFER. | ANSWER | -> | DATA EXT | ANSWER |
| DATA EXT | BLOCKED | <--> | EXTENSION | BLOCKED |
| EXTENSION | BUSY | | FORWARD TO TRUNK | BUSY |
| FORWARD TO TRUNK | CONGEST. | | ISDN EXT | CONGEST. |
| ISDN EXT | C.WAITING | | OPERATOR | C.WAITING |
| OPERATOR | DTMF-TONE | | TRUNK | DTMF-TONE |
| TRUNK | FREE | | | FREE |
| | FORWARD | | | FORWARD |
| | INCOMING | | | LOCAL |
| | INTERCEPT | | | L LOCKED |
| | LOCAL | | | NO DIST |
| | L LOCKED | | | NO RESP |
| | MEMBER | | | OUTGOING |
| | NO DIST | | | RECALL |
| | NO RESP | | | RESERVED |
| | OUTGOING | | | SPEECH |
| | RECALL | | | TEST |
| | RESERVED | | | TRANSFER |
| | SPEECH | | | UNAVAIL |
| | TEST | | | VACANT |
| | TRANSFER | | | WAIT |
| | UNAVAIL | | | |
| | VACANT | | | |
| | WAIT | | | |

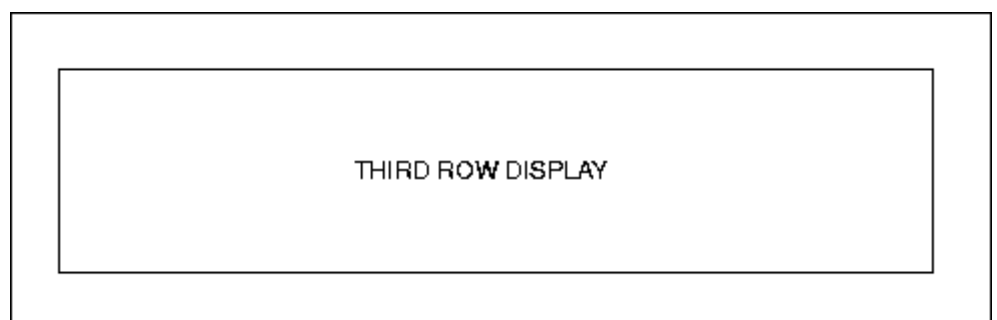
| | |
|-------------------------|--|
| abc | Three characters trunk identity, changeable with I/O commands, TRK is default. |
| ABSENT | Absent |
| ANSWER | Answer |
| BLOCKED | Blocked |
| BUSY | Busy |
| CONFER. | Conference |
| CONGEST. | Congestion |
| C.WAITING | Call waiting |
| DATA EXT | Data extension |
| DTMF-TONE | Suffix dialing |
| EXTENSION | Voice extension |
| FREE | Free |
| FORWARD | Forwarded |
| FORWARD TO TRUNK | External follow me |
| INCOMING | Incoming |
| INTERCEPT | Intercept |

| | |
|-------------------|--|
| ISDN EXT | ISDN terminal |
| LOCAL | Local mode |
| L.LOCKED | Line locked out |
| MEMBER | Member in conference |
| NO DIST | Do not disturb |
| NO RESP | No response |
| OPERATOR | PBX operator |
| OUTGOING | Outgoing external line |
| RECALL | Recall |
| RESERVED | Reserved |
| SPEECH | Speech |
| TEST | Test mode |
| TRANSFER | Transferred |
| TRUNK | External line |
| UNAVAIL | Unavailable |
| VACANT | Vacant |
| WAIT | Wait |
| <- | Manually ring, connect or intrude to the party connected to left side |
| -> | Manually ring, connect or intrude to the party connected to right side |
| <--> | Connected to both sides |

Note: Message FORWARD TO TRUNK also uses a part of fields 2.2 and 2.5.

2.3.3

THIRD ROW DISPLAY



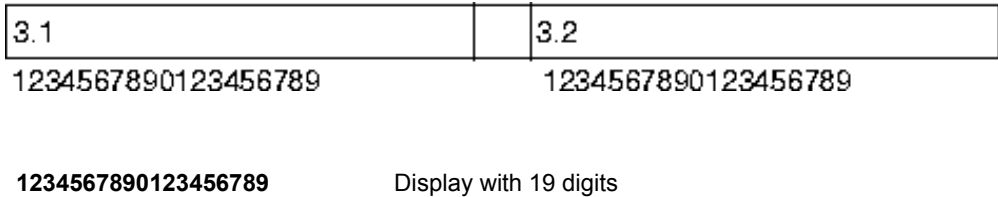
The third row display provides the following information:

- 3.1

Party identity (19 digits). The party identity provides information regarding either an external line, an extension or a PBX operator for the source side.
 - Extensions: 19-digit source/destination ID
 - External line: 9-digit external line identity
 - 1 First 3 digits = route number
 - 2 Next 3 digits = LIM number
 - 3 Last 3 digits = individual external line number
 - Operators: Individual or common PBX operator number
- 3.2

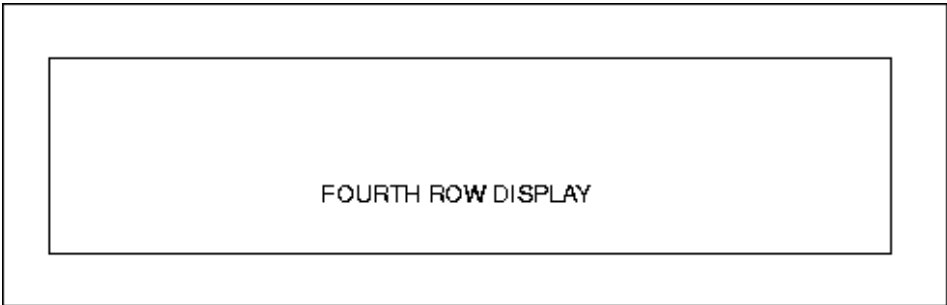
Party identity for the destination side

The diagram below illustrates where the information is shown and underneath are all acronyms listed that might appear in that section of the display.



2.3.4

FOURTH ROW DISPLAY



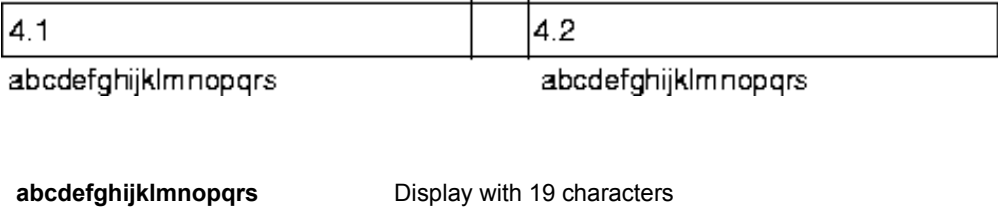
The forth row display provides the following information:

- 4.1

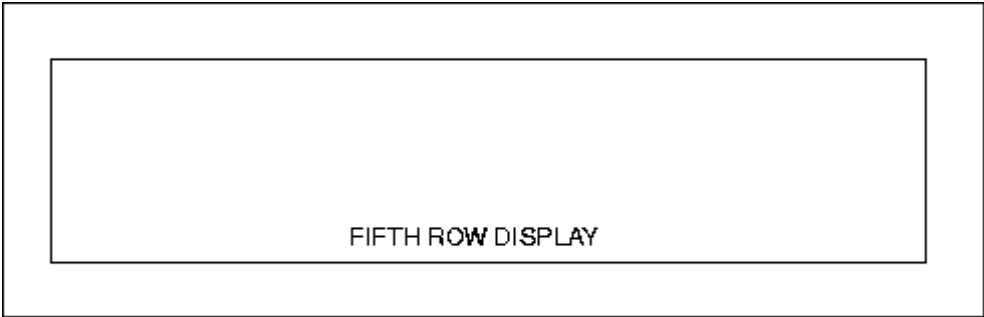
Party name identity (19 characters) for the source side. It is required that a name has been received from the calling/called party in order to display a name.
- 4.2

Party name identity for the destination side

The diagram below illustrates where the information is shown and underneath are all acronyms listed that might appear in that section on the display.



2.3.5 FIFTH ROW DISPLAY



The fifth row display provides the following information:

- 5.1 Dialed number and name identity, metering pulses, interception information or simplified diversion messages.
- 5.2 System time, alarm class or maintenance status. The time could be shown in either 12 or 24 hour format (programmable from a maintenance terminal).

The diagram below illustrates where the information is shown and underneath are all acronyms listed that might appear in that section of the display.

| 5.1 | 5.2 |
|--------------------------------|----------|
| abcdefghijklmnopqrs 1234567890 | 22:12 |
| 1234567890123456789 | 10:12 AM |
| ACCEPTED | 10:12 PM |
| C. WAIT PERMIT | ALARM:n |
| CONGESTION | EXG SERV |
| MISCALL | NO ALARM |
| REJECTED | |
| RESTRICTED | |

| | |
|---------------------|--|
| abcdefghijklmnopqrs | Display with name identity and 10 digits |
| 1234567890 | |
| 1234567890123456789 | Display with 19 digits |
| 22:12 | System time in 24 hours format |
| 10:12 AM | System time AM in 12 hours format |
| 10:12 PM | System time PM in 12 hours format |
| ACCEPTED | Accepted |
| ALARM:n | Alarm class |
| C. WAIT PERMIT | Call waiting permitted |
| CONGESTION | Congestion |
| EXG SERV | Service ongoing |
| MISCALL | Missed call when dialed procedure has wrong format |
| NO ALARM | No alarms in log |
| REJECTED | Rejected |

RESTRICTED

Restricted

2.4 NAME PRESENTATION

A name will only be displayed if a name has been assigned to the extension/group/PBX operator.

2.5 ACCESSORIES

2.5.1 HEADSET (OPTIONAL)

To switch from handset to headset

- Press the headset key
The headset key lamp is turned on
- Replace the handset

To switch from headset to handset

- Lift the handset

To use the handset for listening to an ongoing call

- Lift the handset
- Press the headset key
The headset key lamp is turned on

To finish the listening

- Replace the handset

3PREPARING THE CONSOLE

3.1PRESENT MARKING

Present marking allows the console to accept calls.

| Proceed as follows | Result | Comment |
|--------------------------------|--|---|
| <div>Press ON/OFF</div> | <div>1.5 OFF DUTY extinguishes</div> <div>or</div> <div>1.5 NIGHT SERV. extinguishes</div> | <div>The console is in the state of absent or the exchange is in the state of night service</div> <div>If the console is in the state of absent</div> <div>If the exchange is in the state of night service</div> |

3.2ABSENT MARKING

Absent marking stops the exchange from presenting calls to the console. (Presenting individual operator calls to an absent marked OPI is optional.)

| Proceed as follows | Result | Comment |
|--------------------------------|--|--|
| <div>Press ON/OFF</div> | <div>1.5 OFF DUTY lights</div> <div>or</div> <div>1.5 NIGHT SERV. lights</div> | <div>The console is present marked</div> <div>More operators are present</div> <div>All operators are absent</div> |

Note: When a console is present marked and a presented call is not answered within a pre-defined time, the console will be automatically be marked as absent. In 1.5 field OFF DUTY lights. BLOCKED lights if your console is blocked manually.

3.3NIGHT SERVICE

If all consoles are in the state of absence, the exchange is switched to night service. The OFF DUTY extinguishes and the NIGHT SERV. lights.

When an exchange is in the state of night service, present marking of at least one operator console will switch the exchange to day service. The NIGHT SERV. extinguishes.

The MX-ONE can provide the exchange day/night status control function. It gives some services or features different characteristics in a night switched exchange than in a day switched, for example, toll restriction/TCD category, and re-direction destination numbers for calls to common operator from internal parties.

The exchange day/night status can be specified by a procedure from a PBX operator console or automatic on time according to a pre-defined time schedule. If the exchange

status is not specified by the following procedure, neither automatic on time nor the operator presence/absent status will determine the exchange day/night status.

| Proceed as follows | Result | Comment |
|---------------------------------------|---------------------------------------|---------|
| To order exchange night status | | |
| Dial * FC * 1 # | 5.1 shows programmed data momentarily | |
| To order exchange day status | | |
| Dial * FC * 0 # | 5.1 shows programmed data momentarily | |

3.4

SELECTION OF FUNCTIONS

3.4.1

ACOUSTIC SIGNALS

The acoustic signals can be:

| | |
|------------------------|---|
| One tone | Result of Signal admittance of an internal call to the console, usually used for normal and heavy traffic initiation. |
| Two tones | Signal admittance of an external call or recall to the console, usually used for normal and heavy traffic. |
| Continuous tone | Signal emergency admittance of a call to the console. |

Note: The tone ringer level cannot be altered. Calls waiting more than a pre-defined time are always signaled with a continuous, acoustic signal.

| Proceed as follows | Result | Comment |
|---------------------------------|--------------------------------------|----------------------|
| Select continuous signal | | |
| Press Continuous ring | Continuous ring key LED lights | Continuous tone mode |
| Return to normal signal | | |
| Press Continuous ring | Continuous ring key LED extinguishes | Normal tone mode |

3.4.2

MANUAL OR AUTOMATIC ANSWER

When the console is programmed for automatic answer, you do not need to press the ANS/EXT key in order to answer calls.

| Proceed as follows | Result | Comment |
|--------------------------------|---------------------------------------|-----------------------|
| Automatic answer | | |
| Press Automatic answer | Automatic answer key LED lights | Automatic answer mode |
| Return to manual answer | | |
| Press Automatic answer | Automatic answer key LED extinguishes | Manual answer mode |

3.4.3

MANUAL OR AUTOMATIC EXTENDING

When the console is programmed for automatic extending, you do not need to press the ANS/EXT key in order to extend calls.

| Proceed as follows | Result | Comment |
|-----------------------------------|--|--------------------------|
| Automatic extending | | |
| Press Automatic extending | Automatic extending key LED lights | Automatic extending mode |
| Return to manual extending | | |
| Press Automatic extending | Automatic extending key LED extinguishes | Manual extending mode |

4

AUDIBLE INDICATIONS

This section applies to the console which is programmed, from a maintenance terminal, to receive special tone signals.

The PBX operator console can be assigned by the system administrator to have special audible tone indications, in addition to the standard visual indications.

The special audible tone indications exist in two forms, *tone messages* (through the headset) or *tone ringer* (through the console base-unit's speaker). The PBX operator's call cases determine which form of audible tone indications is to be generated.

4.1

4.1 TONE MESSAGES

The types of tone to be generated for the *tone messages* are defined by the system administrator and are limited to the following operator call cases:

- Terminating on a busy party (for example, get busy tone)
- Terminating on a free party (for example, get ring tone)
- Time out waiting for digits to be entered
- Dialing a vacant number
- Terminating on a private line
- Terminating on a public line
- External follow me
- Entering reserved state
- Diversion
- Dialing individual access code for tie line

4.2

4.2 TONE RINGER

Tone ringer provides acoustic information to the PBX operator console. The acoustic information is pre-defined and cannot be altered. The DBC 224 provides the following three types of acoustic information:

4.2.1

4.2.1 ONE TONE

Signals are generated for the following cases:

- Incoming internal call
- Incoming tie line call

4.2.2

4.2.2 TWO TONES

Signals are generated for the following cases:

- Incoming public external line call
- Incoming diversion call

- Incoming rerouted call
- Incoming recall call

4.2.3 CONTINUOUS TONE

Signal is generated for the following case:

- Incoming emergency call

4.2.4 MELODY PROGRAMMING

In addition: Internal call and call back can be programmed with melodies. For more details, see 10 Other features on page 99 , programming.

4.2.5 SILENT RINGING

If the Mute key is pressed during idle, the tone ringer will not be activated for the subsequent call(s). Only visual indication for incoming call will be seen. The silent ringing function will be active until you activate a function in the operator console, for example presses a key. To indicate that the function is active the Mute LED is lit.

5

CALLS TO A PBX OPERATOR

When an incoming call is presented to the console, I= 0 in the 1.2 field is changed to I= 1 to indicate the number of calls in queue to the individual operator. C= 0 in the field 1.1 will change to C= 1 to show the number of calls waiting in the common queue. The individual and common queue counters will increase for every new call that is queued.

5.1

CALLS TO AN ABSENT MARKED CONSOLE

For calls to an individual operator number, it is possible to select between presentation and no presentation when the console is absent marked. To change between the two alternatives you must contact your system administrator.

No presentation

Normal case. No calls to your individual operator number will be presented if the console is absent marked.

Presentation

Optional. Individual operator calls are presented to your absent marked console.

5.2

DIRECT INDIALING

The exchange can be equipped with DID external lines to PSTN. When an incoming DID call is presented to a console, it can be a:

New call

The calling party has dialed the common operator DID number of the operator group to which the console belongs.

Rerouted call

The incoming call cannot be connected to the requested party and is rerouted to a free PBX operator console.

An incoming DID call is indicated with PUBLIC TRK in the 1.3 field. If the call is rerouted to the console REROUTED, lights in the 1.3 field. Press ANS/EXT to answer the call.

5.3

RECORDED VOICE ANNOUNCEMENT

If the PBX is equipped with recorded voice announcement, the appropriate message will be sent to you and to the calling party for incoming external calls and diverted calls. Separate instructions exist for programming recorded voice announcement.

5.4

CALL FROM THE PSTN (CAS)

5.4.1

NEW CALL

When an incoming public network call from a CAS line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|--|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 PUBLIC TRK lights</div> <div>2.1 TRK lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows external line data</div> <div>5.1 shows operator number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.4.2

REROUTED CALL

When a rerouted call from a CAS line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|---|
| | <div>Acoustic signal is heard</div> <div>1.3 REROUTED lights</div> <div>2.1 TRK lights</div> <div>2.2 INTERCEPT lights</div> <div>3.1 shows external line data</div> <div>2.4 EXTENSION lights</div> <div>and</div> <div>depending on the reason for rerouting, the console shows:</div> <div>2.5 BUSY lights</div> <div>3.2 shows extension number</div> <div>4.2 shows extension name</div> <div>or</div> <div>2.5 CONGEST. lights</div> <div>3.2 shows dialled number</div> <div>4.2 shows dialled name</div> <div>or</div> <div>2.5 BLOCKED lights</div> <div>3.2 shows dialled number</div> <div>4.2 shows dialled name</div> <div>or</div> <div>2.5 VACANT lights</div> <div>3.2 shows dialled number</div> | <div>When called extension is busy</div> <div>When resource congestion is encountered</div> <div>When dialled extension is blocked</div> <div>When dialled number is a vacant or an incomplete number</div> |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.5

CALL FROM THE PSTN (ISDN)

5.5.1

NEW CALL

When an incoming public network call from an ISDN line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|--|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 PUBLIC TRK lights</div> <div>2.1 TRK lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows external line data</div> <div>5.1 shows operator number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

Note: In a fully equipped ISDN environment, 3.1 shows the subscriber number when a call is presented to the console.

5.5.2

REROUTED CALL

When a rerouted call from an ISDN line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|---|
| | <p>Acoustic signal is heard</p> <p>1.3 REROUTED lights</p> <p>2.1 TRK lights</p> <p>2.2 INTERCEPT lights</p> <p>3.1 shows external line data</p> <p>2.4 EXTENSION lights</p> <p>and</p> <p>depending on the reason for rerouting, the console shows:</p> <p>2.5 BUSY lights</p> <p>3.2 shows extension number</p> <p>4.2 shows extension name</p> <p>or</p> <p>2.5 CONGEST. lights</p> <p>3.2 shows dialled number</p> <p>4.2 shows dialled name</p> <p>or</p> <p>2.5 BLOCKED lights</p> <p>3.2 shows dialled number</p> <p>4.2 shows dialled name</p> <p>or</p> <p>2.5 VACANT lights</p> <p>3.2 shows dialled number</p> | <p>When called extension is busy</p> <p>When resource congestion is encountered</p> <p>When dialled extension is blocked</p> <p>When dialled number is a vacant or an incomplete number</p> |
| To answer | | |
| Press ANS/EXT | <p>2.3 <- lights</p> <p><Speech LED lights</p> | Speech connection with calling party |

Note: In a fully equipped ISDN environment, 3.1 shows the subscriber number when a call is presented to the console.

5.6 CALL FROM A PRIVATE NETWORK (CCS)

5.6.1 NEW CALL

When an incoming private network call is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 PRIVATE TRK lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows calling party number</div> <div>4.1 shows calling party name</div> <div>5.1 shows dialled name and number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.6.2 REROUTED CALL

Not applicable.

5.7 CALL FROM A TIE LINE (CAS)

5.7.1 NEW CALL

When an incoming private network call from a tie line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 PRIVATE TRK lights</div> <div>2.1 TRK lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows external line data</div> <div>5.1 shows operator number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.7.2 REROUTED CALL

When a rerouted call from a private network is signaled.

| Proceed as follows | Result | Comment |
|--|---|---|
| | <p>Acoustic signal is heard</p> <p>1.3 REROUTED lights</p> <p>2.1 TRK lights</p> <p>2.2 INTERCEPT lights</p> <p>3.1 shows external line data</p> <p>2.4 EXTENSION lights</p> <p>and</p> <p>depending on the reason for rerouting, the console shows:</p> <p>2.5 BUSY lights</p> <p>3.2 shows extension number</p> <p>4.2 shows extension name</p> <p>or</p> <p>2.5 CONGEST. lights</p> <p>3.2 shows dialled number</p> <p>4.2 shows dialled name</p> <p>or</p> <p>2.5 BLOCKED lights</p> <p>3.2 shows dialled number</p> <p>4.2 shows dialled name</p> <p>or</p> <p>2.5 VACANT lights</p> <p>3.2 shows dialled number</p> | <p>When called extension is busy</p> <p>When resource congestion is encountered</p> <p>When dialled extension is blocked</p> <p>When dialled number is a vacant or an incomplete number</p> |
| <p>To answer</p> <p>Press ANS/EXT</p> | <p>2.3 <- lights</p> <p><Speech LED lights</p> | <p>Speech connection with calling party</p> |

5.8 CALL FROM AN EXTENSION

5.8.1 NORMAL CALL

Call from an extension who has dialed a common operator number

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 INTERNAL lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows calling party number</div> <div>4.1 shows calling party name</div> <div>5.1 shows common operator number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

Note: In the 2.1 field ISDN EXT lights if the calling party is ISDN terminals.

Call from an extension who has dialed an individual operator number

| Proceed as follows | Result | Comment |
|----------------------|--|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 INTERNAL lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows calling party number</div> <div>4.1 shows calling party name</div> <div>5.1 shows individual operator name and number</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

Note: In the 2.1 field ISDN EXT lights if the calling party is ISDN terminals.

5.8.2

INQUIRY

When a call from an extension who has an external CAS line parked, is signaled.

| Proceed as follows | Result | Comment |
|--|---|---|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows calling party number 4.1 shows calling party name 5.1 shows individual operator name and number | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| If the calling extension wishes to return to the external connection | | |
| Press <Clear | | Console cleared |
| If the calling extension wants you to take over the external connection | | |
| Extension initiates transfer by replacing handset or pressing the transfer key | 2.1 TRK lights 2.2 TRANSFER lights 3.1 shows external line data 4.1 is cleared | When calling extension is disconnected Speech connection with external party |

5.9

CALL FROM A PBX OPERATOR

Call from a PBX operator who has dialed a common operator number

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 OPERATOR lights 2.2 INCOMING lights 3.1 shows calling party number 4.1 shows calling party name 5.1 shows common operator number | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |

Call from a PBX operator who has dialed an individual operator number

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 OPERATOR lights 2.2 INCOMING lights 3.1 shows calling party number 4.1 shows calling party name 5.1 shows dialled operator name and number | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |

5.10 EMERGENCY CALL

5.10.1 FROM AN EXTENSION

When an emergency call from an extension is signaled.

| Proceed as follows | Result | Comment |
|----------------------|--|--------------------------------------|
| | Continuous acoustic signal is heard 1.3 EMERGENCY lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows calling party number 4.1 shows calling party name 5.1 shows emergency number | |
| To answer | | |
| Press ANS/EXT | 1.3 INTERNAL lights 2.3 <- lights <Speech LED lights | Speech connection with calling party |

5.10.2 FROM A PRIVATE NETWORK (CCS)

When an emergency call from a private network is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Continuous acoustic signal is heard</div> <div>1.3 EMERGENCY lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows calling party number</div> <div>4.1 shows calling party name</div> <div>5.1 shows emergency number</div> | |
| To answer | | |
| Press ANS/EXT | <div>1.3 PRIVATE TRK lights</div> <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.10.3

FROM A TIE LINE (CAS)

When an emergency call from a tie line is signaled.

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Continuous acoustic signal is heard</div> <div>1.3 EMERGENCY lights</div> <div>2.1 TRK lights</div> <div>2.2 INCOMING lights</div> <div>3.1 shows external line data</div> <div>5.1 shows emergency number</div> | |
| To answer | | |
| Press ANS/EXT | <div>1.3 PRIVATE TRK lights</div> <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.11

DIVERTED CALL

When a call is diverted to your console.

| Proceed as follows | Result | Comment |
|----------------------|---|---|
| | <div>Acoustic signal is heard</div> <div>1.3 DIVERTED lights</div> <div>2.1 TRK lights</div> <div>2.2 FORWARD lights</div> <div>3.1 shows external line data</div> <div>5.1 shows diverted extension name and number</div> <div>or</div> <div>1.3 DIVERTED lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 FORWARD lights</div> <div>3.1 shows calling party number</div> <div>4.1 shows calling party name</div> <div>5.1 shows diverted extension name and number</div> | <div>If the calling party is an external line</div> <div>If the calling party is an extension or from private network (CCS)</div> |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.12

MESSAGE DIVERSION

Message diversion is a part of the interception facility.

5.12.1

EXTERNAL CALLS DIVERTED TO THE PBX OPERATOR CONSOLE

When a public network call is diverted to your console due to the called extension has activated message diversion.

| Proceed as follows | Result | Comment |
|----------------------|---|--------------------------------------|
| | <div>Acoustic signal is heard</div> <div>1.3 DIVERTED lights</div> <div>2.1 TRK lights</div> <div>2.2 FORWARD lights</div> <div>2.4 EXTENSION lights</div> <div>3.1 shows external line data</div> <div>3.2 shows diverted party number</div> <div>4.2 shows diverted party name</div> <div>5.1 shows simplified diversion reason and time/date</div> | |
| To answer | | |
| Press ANS/EXT | <div>2.3 <- lights</div> <div><Speech LED lights</div> | Speech connection with calling party |

5.12.2
EXTENSION CALL DIVERTED TO THE PBX OPERATOR CONSOLE

When an extension call is diverted to your console due to the called extension has activated message diversion.

| Proceed as follows | Result | Comment |
|--|---|---|
| | <div>Acoustic signal is heard</div> <div>1.3 DIVERTED lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 FORWARD lights</div> <div>2.4 EXTENSION lights</div> <div>3.1 shows calling party number</div> <div>3.2 shows diverted party number</div> <div>4.1 shows calling party name</div> <div>4.2 shows diverted party name</div> <div>5.1 shows simplified diversion reason and time/date</div> | |
| <div>To answer</div> <div>Press ANS/EXT</div> | <div>2.3 <- lights</div> <div><Speech LED lights</div> | <div>Speech connection with calling party</div> |

5.12.3
SIMPLIFIED INTERCEPTION

See directions for use for *SIMPLIFIED INTERCEPTION FACILITY, PABX OPERATOR*.

6

EXTENDING OF CALLS (PARTY ON LEFT SIDE)

Note: If the called party is located in your own exchange, the extension number will be shown. If the called party is located in the private network, the called party number will be shown.

Note: Extending is not possible to a not available cordless or IP extension.

6.1

TO AN EXTENSION IN OWN EXCHANGE OR PRIVATE NETWORK (CCS)

Note: When the extension has personal number activated, see section call to a personal number.

6.1.1

FREE

6.1.1.1

Manual extending when Manual ringing is active

| Proceed as follows | Result | Comment |
|--------------------------------|---|---|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Manual ringing | | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards extension. If this is a private network call, extension will be rung automatically. Press Speech> is not required. |
| Answer before extending | | |
| Called party answers | 2.5 ANSWER lights | Speech connection with called party on right side |
| Extending | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

6.1.1.2

Manual extending when Automatic ringing with maintained A-party speech is active.

| Proceed as follows | Result | Comment |
|---|---|---|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Automatic ringing with maintained A-party speech | | |
| Already activated | 2.3 <Speech LED stays lighted Speech> LED lights | Speech connection with left side remains |
| Answer before extending | | |
| Called party answers | 2.3 <Speech> LED lights | You will be in conference with both left side and right side. |
| Extending | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

6.1.1.3

Automatic extending

The call is extended automatically after you have dialed the complete number of a free extension.

| Proceed as follows | Result | Comment |
|-----------------------|---|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | The console is set to automatic extending mode. Automatic extending LED lights. Ring signal towards extension Call extended Console cleared |

6.1.1.4

Retrieval of extended call

It is possible to retrieve an extended call before called party has answered.

| Proceed as follows | Result | Comment |
|------------------------|--|--|
| Press <Clear or Clear> | Acoustic signal is heard 2.1 EXTENSION lights 2.2 FREE lights 2.4 EXTENSION lights 2.5 FREE lights 3.1 shows extension number 3.2 shows extension number 4.1 shows extension name 4.2 shows extension name | Proceed as described in section Recall after extending |

6.1.2

BUSY

| Proceed as follows | Result | Comment |
|--|---|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 BUSY lights 3.2 shows extension number 4.2 shows extension name 5.1 C.WAIT PERMIT lights | Extension is permitted to receive call waiting information |
| If the caller wishes to wait | | |
| Press ANS/EXT | | Call is extended and camped on to busy party. Console cleared |
| If the caller does not wish to wait | | |
| Press <Clear and Clear> | | Call disconnected Console cleared |
| If the caller wishes to be connected to another extension | | |
| Press Clear> | 2.4 extinguishes 2.5 extinguishes 3.2 extinguishes 4.2 extinguishes 5.1 C.WAIT PERMIT extinguishes | |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | To extend, proceed as described in section Extending of calls to free extension in own your own exchange |

Note: If it is an urgent call, you can intrude on the busy line. See section Intrusion and force release.

6.1.3

BUSY AND HAS A CALL CAMPED ON

| Proceed as follows | Result | Comment |
|---|---|---|
| Dial extension number | 2.4 EXTENSION lights 2.5 C.WAITING lights 3.2 shows extension number 4.2 shows extension name 5.1 RESTRICTED lights | |
| Inform caller about the situation and ask if caller wishes to wait or to call later | | |
| If the caller wishes to wait You can park the call. See section Parking. | | |
| If the caller wishes to call later | | |
| Press <Clear and Clear> | | Call disconnected Console cleared |
| If the caller wishes to be connected to another extension | | |
| Press Clear> | 2.4 extinguishes 2.5 extinguishes 3.2 extinguishes 4.2 extinguishes 5.1 extinguishes | |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | Proceed as described in section Extending of calls to free extension in your own exchange |

Note: If it is an urgent call, you can intrude on the busy line. See section Intrusion and force release.

Note: There can be 1-9 calls camped on. Contact the system administrator to get information about the number of calls that can be camped on.

6.1.4

BARRED (FOR RECEIVING DID CALLS FROM THE PSTN)

When you answer an incoming DID call from the PSTN which is rerouted due to the requested party is not permitted to receive DID calls.

| Proceed as follows | Result | Comment |
|---------------------------------------|--|---|
| | <div> 1.3 REROUTED lights 2.1 TRK lights 2.2 INTERCEPT lights 2.3 <- lights <Speech LED lights 2.4 EXTENSION lights 3.1 shows external line data 3.2 shows extension number 4.2 shows extension name 5.1 RESTRICTED lights </div> | |
| Inform caller about the situation | | |
| If you want to extend the call | | |
| Press Clear> | <div> 2.4 extinguishes 3.2 extinguishes 4.2 extinguishes 5.1 extinguishes </div> | |
| Dial extension number | <div> 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name </div> | Proceed as described in section Extending of calls to free extension in your own exchange |

6.1.5

BARRED (DUE TO TRAFFIC MATRIX)

When you answer an incoming DID call which is rerouted due to the connection to the requested party is restricted by the traffic matrix.

| Proceed as follows | Result | Comment |
|---|---|--------------------------------------|
| | 1.3 REROUTED lights 2.1 TRK lights 2.2 INTERCEPT lights 2.3 <- lights <Speech LED lights 2.4 EXTENSION lights 3.1 shows external line data 3.2 shows extension number 4.2 shows extension name 5.1 RESTRICTED lights | |
| Inform caller about the situation | | |
| If the caller wants you to pass a message to the extension: | | |
| Press Clear> key | 2.4 extinguishes 3.2 extinguishes 4.2 extinguishes 5.1 extinguishes | |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 -> lights Speech> LED lights | Ring signal towards extension |
| Called party answers | 2.5 ANSWER lights | Speech connection to the right side |
| Continued | | |
| You can pass the message to the extension connected to the right side | | |
| Press <Speech | 2.3 <- lights <Speech LED lights | Speech connection to the left side |
| To terminate | | |
| Press <Clear and Clear> | | Call disconnected Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

6.1.6

VACANT NUMBER

When a vacant extension number is given to you by the calling party.

| Proceed as follows | Result | Comment |
|-----------------------------------|---|--------------------------------------|
| Dial a vacant extension number | 2.5 VACANT lights 5.1 shows dialled number | |
| Inform caller about the situation | | |
| To terminate | | |
| Press <Clear and Clear> | | Call disconnected Console cleared |

6.1.7

CALL TO A DIVERTED PARTY

When you call a diverted extension on the right side.

See section Call to external follow me party if divertee is an external party.

| Proceed as follows | Result | Comment |
|-----------------------|--|----------------------------------|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows divertee number 4.2 shows divertee name 5.1 shows dialled name and number | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

6.1.8

CALL TO AN EXTERNAL FOLLOW ME PARTY

When you call an extension on the right side who has activated external follow me.

| Proceed as follows | Result | Comment |
|-----------------------|--|----------------------------------|
| Dial extension number | 2.4 FORWARD TO TRUNK lights momentarily | |
| To extend | 2.3 <- extinguishes <Speech LED extinguishes >-> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows diverted extension name and number | When a trunk has been seized |
| Press ANS/EXT | | Call extended Console cleared |

6.1.9

CALL TO A PERSONAL NUMBER

When you call an extension on the right side with a personal number list activated, and extend towards the deflect-to party before ring signal is generated.

| Proceed as follows | Result | Comment |
|-----------------------|---|----------------------------------|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows dialled number 4.2 shows dialled name | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

When you call an extension on the right side with a personal number list activated, and extend towards the deflect-to party after ring signal is generated.

| Proceed as follows | Result | Comment |
|-------------------------|--|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows dialled number 4.2 shows dialled name | |
| Press Speech> | 2.3 -> lights Speech> LED lights 3.2 shows deflect-to number 4.2 shows deflect-to name 5.1 shows dialled name and number | Ring signal toward deflect-to party |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: If the owner of the personal number is busy, this is not indicated before the owner is called (the owner has to be initiated in the list).

6.2

TO A PBX OPERATOR IN YOUR OWN EXCHANGE OR A PRIVATE NETWORK (CCS)

When you call a PBX operator on the right side.

| Proceed as follows | Result | Comment |
|----------------------|---|----------------------------------|
| Dial operator number | 2.3 -> lights Speech> LED lights 2.4 OPERATOR lights 2.5 FREE lights 3.2 shows operator number 4.2 shows operator name | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

6.3 TO A GROUP NUMBER IN YOUR OWN EXCHANGE OR A PRIVATE NETWORK (CCS)

6.3.1 MANUAL EXTENDING

When you dial a group number on the right side.

| Proceed as follows | Result | Comment |
|----------------------|--|----------------------------------|
| Dial group number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows answering party number 4.2 shows answering party name 5.1 shows group name and number | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

6.3.2 AUTOMATIC EXTENDING

The call is extended automatically after you have dialed the complete number of a free group.

| Proceed as follows | Result | Comment |
|--------------------|---|---|
| Dial group number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows group number 4.2 shows group name | The console is set to automatic extending mode. Automatic extending LED lights. Call extended Console cleared |

6.3.3 FAST OPI EXTENDING

The call is extended automatically after you have dialed the complete number of a free group or a busy ACD/CTI or GH group.

| Proceed as follows | Result | Comment |
|--------------------|---|--|
| | | The console is set to fast OPI extending mode. Automatic extending LED lights. |
| Dial group number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows group number 4.2 shows group name | Call extended Console cleared |

6.4 TO PAGING IN YOUR OWN EXCHANGE ONLY

You can extend calls to a paging unit. If the called person cannot be paged via the paging function, RESTRICTED, in field 5.1, will be displayed.

6.4.1 TO A PAGING UNIT

To extend before answer

| Proceed as follows | Result | Comment |
|-----------------------------|---|----------------------------------|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| To activate paging facility | | |
| Press PAGE | 1.4 PAGING lights | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

To extend via camp on announcing

You can extend calls to a paging unit via camp on announcing. You will be recalled when the paging call is answered. You can then announce the call before extending it.

| Proceed as follows | Result | Comment |
|---|---|--|
| <div>Dial extension number</div> <div>To activate paging facility</div> <div>Press PAGE</div> <div>To activate call announcing</div> <div>Press ANNOUNCE</div> <div>To extend</div> <div>Press ANS/EXT</div> | <div>2.4 EXTENSION lights</div> <div>2.5 BUSY lights</div> <div>3.2 shows extension number</div> <div>4.2 shows extension name</div> <div>1.4 PAGING lights</div> | <div>Call camped on via the paging unit</div> <div>Console cleared</div> |

6.4.2

MESSAGE PAGING

The paging unit can be equipped to permit message paging. The messages are transmitted as pre-defined digit codes containing a maximum of ten digits. The message is shown on the display of the paging receiver.

| Proceed as follows | Result | Comment |
|---|-------------------------------------|----------------------------|
| <div>Dial * FC *</div> <div>Dial pagee's extension number *</div> <div>Dial message</div> <div>Dial #</div> | <div>5.1 shows dialled digits</div> | <div>Console cleared</div> |

6.5 TO A TIE LINE (CAS)

| Proceed as follows | Result | Comment |
|--|---|----------------------------------|
| <div>Dial route access code for tie line and then dial external number</div> | <div> 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily </div> | |
| To extend <div>Press ANS/EXT</div> | | Call extended Console cleared |

6.6 TO THE PSTN (CAS)

| Proceed as follows | Result | Comment |
|---|---|----------------------------------|
| <div>Dial route access code for external CAS line and then dial external number</div> | <div> 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily </div> | |
| To extend <div>Press ANS/EXT</div> | | Call extended Console cleared |

6.7 TO THE PSTN (ISDN)

| Proceed as follows | Result | Comment |
|--|---|----------------------------------|
| <div>Dial route access code for external ISDN line and then dial external number</div> | <div> 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily </div> | |
| To extend <div>Press ANS/EXT</div> | | Call extended Console cleared |

Note: In a fully equipped ISDN environment, 3.2 field shows the subscriber number when the called party is rung.

6.8 BYPASSING CALL DIVERSION

6.8.1 WHEN THE CALL IS NOT DIVERTED TO THE CALLING OPERATOR

If you wish to extend calls to the diverted extension and not to the divertee position. This is applicable for direct diversion, follow me and message diversion.

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows divertee number 4.2 shows divertee name 5.1 shows dialled name and number | The called party has activated diversion |
| To clear the console's right side | | |
| Press Clear> | 2.4 extinguishes 2.5 extinguishes 3.2 extinguishes 4.2 extinguishes 5.1 extinguishes | The call on the right side is cleared |
| To activate bypassing | | |
| Dial * FC * extension number # | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on right side |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

6.8.2

WHEN THE EXTENSION IS DIVERTED (DIRECT DIVERSION OR FOLLOW ME) TO THE CALLING OPERATOR OR AN OPERATOR GROUP WHERE THE CALLING OPERATOR IS A MEMBER

If you wish to extend calls to the diverted extension:

| Proceed as follows | Result | Comment |
|--|---|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows dialled number 4.2 shows dialled name 5.1 shows divertee name and number | The called party has activated diversion |
| To activate bypassing | | |
| Press Speech> | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | Initiate call to the diverted extension |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on right side |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

6.8.3

WHEN THE EXTENSION IS MESSAGE DIVERTED TO THE CALLING OPERATOR OR AN OPERATOR GROUP WHERE THE CALLING OPERATOR IS A MEMBER

If you wish to extend calls to the message diverted extension.

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows dialled number 4.2 shows dialled name 5.1 shows absence information | The called party has message diversion activated |
| To activate bypassing | | |
| Press Speech> | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | Initiate call to the message diverted extension |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on right side |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

7

SERVICE FEATURES

7.1

PARKING

7.1.1

PARKING USING THE ANSWER/EXTEND KEY, ANS/EXT

A call connected to the console can be parked by pressing the ANS/EXT key. No indication is displayed to show that the call is parked by this procedure. The parked call is time supervised, you are recalled if the call is not retrieved within a pre-defined time.

This procedure cannot be applied to a conference call or a paging call.

| Proceed as follows | Result | Comment |
|----------------------|---|---|
| To park | | A call is connected to console's left side and right side is idle or vice versa |
| Press ANS/EXT | 2.1 extinguishes 2.2 extinguishes 2.3 <- extinguishes <Speech LED extinguishes 3.1 extinguishes 4.1 extinguishes or 2.3 ->extinguishes Speech> LED extinguishes 2.4 extinguishes 2.5 extinguishes 3.2 extinguishes 4.2 extinguishes | Call connected to left side Call connected to right side |

Continued

To retrieve the last parked call

The console must be in idle state, i.e., there is no call connected to left and right sides

| | | |
|-------------------------------------|--|--|
| Press <Clear or Clear> | 2.1 EXTENSION lights 2.2 RECALL lights 2.3 <- lights <Speech LED lights 3.1 shows extension number 4.1 shows extension name or 2.1 TRK lights 2.2 RECALL lights 2.3 <- lights <Speech LED lights 3.1 shows external line data | Parked party is an extension Parked party is an external line |
|-------------------------------------|--|--|

Note: If a call has been extended and has not been answered after the parking, the extended call will be retrieved.

7.1.2

PARKING USING A LOOP KEY, LOOP 1 - 4

Loop keys (4 keys) can be used to park calls from external lines and extensions. When the relevant Loop key is pressed again, you will regain the parked call. The parked call is time supervised, you are recalled if the call is not retrieved within a pre-defined time.

This procedure can be applied to a conference call.

| Proceed as follows | Result | Comment |
|------------------------------------|---|---|
| | | A call is connected to console's left side or right side |
| To park | | |
| Press a free Loop key | <p>The corresponding Loop LED flashes</p> <p>2.1 extinguishes 2.2 extinguishes 2.3 <- extinguishes <Speech LED extinguishes 3.1 extinguishes 4.1 extinguishes</p> <p>or</p> <p>The corresponding Loop LED flashes</p> <p>2.3 -> extinguishes Speech> LED extinguishes 2.4 extinguishes 2.5 extinguishes 3.2 extinguishes 4.2 extinguishes</p> | <p>Call connected to left side</p> <p>Call connected to right side</p> <p>Console cleared</p> |
| To retrieve the parked call | | |
| Press the flashing Loop key | <p>The corresponding Loop LED extinguishes</p> <p>2.1 EXTENSION lights 2.2 RECALL lights 2.3 <- lights <Speech LED lights 3.1 shows extension number 4.1 shows extension name</p> <p>or</p> <p>The corresponding Loop LED extinguishes</p> <p>2.1 TRK lights 2.2 RECALL lights 2.3 <- lights <Speech LED lights 3.1 shows external line data</p> | <p>Parked party is an extension</p> <p>Parked party is an external line</p> |

Note: The loop keys Loop 1 - 4 can also be used to extend calls. The relevant Loop LED flashes. The Loop indicator extinguishes when the called party answers the call.

7.1.3

PARKING USING THE PARKING KEY WITH MONITORING FACILITY, MONITOR LOOP KEY

Parking using Monitor loop key allows you to listen to the parked party while processing other calls. The parked call is not time supervised and does not recall to you.

This procedure cannot be applied to a conference call.

| Proceed as follows | Result | Comment |
|------------------------------------|---|--|
| | | A call is connected to console's left side or right side |
| To park | | |
| Press Monitor loop key | <p>Monitor loop LED flashes</p> <p>2.1 extinguishes</p> <p>2.2 extinguishes</p> <p>2.3 <- extinguishes <Speech LED extinguishes</p> <p>3.1 extinguishes</p> <p>4.1 extinguishes</p> <p>or</p> <p>Monitor loop LED flashes</p> <p>2.3 -> extinguishes Speech> LED extinguishes</p> <p>2.4 extinguishes</p> <p>2.5 extinguishes</p> <p>3.2 extinguishes</p> <p>4.2 extinguishes</p> | <p>Call connected to left side</p> <p>Call connected to right side</p> <p>Console cleared A one-way listening path is established to allow you to monitor the parked party</p> |
| To retrieve the parked call | | |
| Press the Monitor loop key | <p>Monitor loop LED extinguishes</p> <p>2.1 EXTENSION lights</p> <p>2.2 RECALL lights</p> <p>2.3 <- lights <Speech LED lights</p> <p>3.1 shows extension number</p> <p>4.1 shows extension name</p> <p>or</p> <p>Monitor loop LED extinguishes</p> <p>2.1 TRK lights</p> <p>2.2 RECALL lights</p> <p>2.3 <- lights <Speech LED lights</p> <p>3.1 shows external line data</p> | <p>Parked party is an extension</p> <p>Parked party is an external line</p> |

7.2 ANNOUNCING

Announcing is used when you receive a call that you consider should be announced before being extended. This can only be done when the called party is in your own exchange. Announcing is not possible when Automatic ringing with maintained A-party speech is active.

7.2.1

EXTENSION IS FREE

| Proceed as follows | Result | Comment |
|-----------------------------|---|---|
| | | An incoming call is connected to the console's left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes > lights Speech> LED lights | Ring signal towards extension |
| Called party answers | 2.5 ANSWER lights | Speech connection with extension on right side |
| Announce the call | | |
| Press <Speech> | 2.3 ->extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with caller and extension. Three-party connection and warning tone. |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

7.2.2

EXTENSION IS BUSY

| Proceed as follows | Result | Comment |
|-----------------------|---|--|
| | | An incoming call is connected to the console's left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 BUSY lights 3.2 shows extension number 4.2 shows extension name 5.1 C.WAIT PERMIT lights | |

If the caller wishes to wait

| | |
|-----------------------|--|
| Press ANNOUNCE | Activate announcing |
| To extend | |
| Press ANS/EXT | Call camped on with announcing Console cleared |

When the extension becomes free you will be recalled

| Proceed as follows | Result | Comment |
|-----------------------------|---|---|
| | Acoustic signal is heard 1.3 RECALL lights 2.1 TRK lights 2.2 RECALL lights 2.4 EXTENSION lights 2.5 RESERVED lights 3.1 shows external line data 3.2 shows extension number 4.2 shows extension name | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes >-> lights Speech> LED lights 2.5 FREE lights | Ring signal towards extension |
| Called party answers | 2.5 ANSWER lights | Speech connection with extension on right side |
| Announce the call | | |
| Press <Speech> | 2.3 >- extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with caller and extension. Three-party connection and warning tone |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

7.3

RECALL

The following calls are time supervised. When the call is not retrieved or answered within a pre-defined time (changeable by the system administrator), the call will appear on the console as a recall.

- The call is parked by the ANS/EXT key.
- The call is parked by a parking key, Loop 1-4

- The call is extended to a free extension
- The call is extended to a busy extension

7.3.1

PARKED CALL

When a call is parked by the answer/extend or parking key.

| Proceed as follows | Result | Comment |
|--|---|---|
| | <div>Acoustic signal is heard</div> <div>Corresponding Loop LED flashes</div> <div>1.3 RECALL lights</div> <div>2.1 TRK lights</div> <div>2.2 RECALL lights</div> <div>3.1 shows external line data</div> <div>or</div> <div>1.3 RECALL lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 RECALL lights</div> <div>3.1 shows extension number</div> <div>4.1 shows extension name</div> | <div>If the call is parked by a Loop key</div> <div>Connection with external line</div> <div>Connection with extension</div> |
| <div>To answer</div> <div>Press ANS/EXT</div> | <div>Corresponding Loop LED extinguishes</div> <div>2.3 <- lights</div> <div><Speech LED lights</div> | <div>Speech connection with external line/extension</div> |

7.3.2

EXTENDED CALLS

When a call is extended to a free or busy party.

| Proceed as follows | Result | Comment |
|--|---|---|
| | <div>Acoustic signal is heard</div> <div>1.3 RECALL lights</div> <div>2.1 TRK lights</div> <div>2.2 RECALL lights</div> <div>2.4 EXTENSION lights</div> <div>2.5 FREE or BUSY lights</div> <div>3.1 shows external line data</div> <div>3.2 shows extension number</div> <div>4.2 shows extension name</div> <div>or</div> <div>1.3 RECALL lights</div> <div>2.1 EXTENSION lights</div> <div>2.2 RECALL lights</div> <div>2.4 EXTENSION lights</div> <div>2.5 FREE or BUSY lights</div> <div>3.1 shows extension number</div> <div>3.2 shows extension number</div> <div>4.1 shows extension name</div> <div>4.2 shows extension name</div> | <div>Connection with external line</div> <div>Connection with extension</div> |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with external line/extension |
| Inform the caller about the situation. Proceed as described in section Extending of calls. | | |

If the extension answers

| Proceed as follows | Result | Comment |
|----------------------|--|---|
| | <div>Warning tone is heard</div> <div>2.3 <- extinguishes</div> <div><Speech LED extinguishes</div> <div><--> lights</div> <div><Speech and Speech></div> <div>LEDs light</div> <div>2.5 ANSWER lights</div> | Speech connection with calling and called parties |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

7.4**CALL METERING**

When an extension requests your assistance in making an outgoing call and this long distance call is to be metered.

7.4.1**EXTENSION HANGS UP**

The PBX operator calls the extension first

The procedure applies when the extension shall be prevented from initiating or receiving other calls. This procedure is not possible for generic extensions or ISDN terminals, because manual ringing is not applicable.

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows extension number 4.1 shows extension name | |
| Press METER | 1.4 METER lights | Mark call metering |
| Dial external number | 2.3 -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.5 field, all external lines are busy |
| When called party answers you ask him/her to hold the line | | Speech connection with right side |
| Press <Speech> | 2.3 -> extinguishes Speech> LED extinguishes <- lights <Speech LED lights | Ring signal towards the party connected to the left side |
| Extension answers | 2.2 ANSWER lights | Speech connection with left side |
| Announce the call | | |
| Press <Speech> | 2.3 <- extinguishes <Speech LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with both sides and warning tone |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

The PBX operator calls the external party first

This procedure applies when the extension shall be free to initiate other calls.

| Proceed as follows | Result | Comment |
|--|--|--|
| Press METER | 1.4 METER lights | Mark call metering |
| Dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field, all external lines are busy |
| When called party answers you ask him/her to hold the line | | Speech connection with left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards extension |
| Extension answers | 2.5 ANSWER lights | Speech connection with extension on right side |
| Press <Speech> | 2.3 -> extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with both sides and warning tone |
| Announce the call | | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

7.4.2

THE EXTENSION IS WAITING WITH THE HANDSET OFF

| Proceed as follows | Result | Comment |
|--|--|--|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows extension number 4.1 shows extension name 5.1 shows operator number | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| Press METER | 1.4 METER lights | Mark call metering |
| Dial external number | 2.3 <- extinguishes <Speech LED extinguishes -> LED lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.5 field, all external lines are busy |
| When called party answers you ask him/her to hold the line | | Speech connection with right side |
| Press <Speech> | 2.3 -> extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with both sides and warning tone |
| Announce the call | | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

7.4.3

EXTENDING DIAL TONE

You can extend an external line plus dial tone to an extension, who then dials the external number.

| Proceed as follows | Result | Comment |
|--|---|--------------------------------------|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows extension number 4.1 shows extension name 5.1 shows operator number | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| You ask him/her to hold the line | | |
| Press METER | 1.4 METER lights | Mark call metering |
| Dial route access code for the external line | 2.3 <- extinguishes <Speech LED extinguishes -> LED lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows route access code | Dial tone is heard |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

7.4.4

RECALL FROM A METERED CALL

| Proceed as follows | Result | Comment |
|------------------------|---|--|
| | Acoustic signal is heard 1.3 RECALL lights 1.4 METER lights 2.1 EXTENSION lights 3.1 shows extension number 4.1 shows extension name 5.1 shows number of metered pulses | |
| To answer | | |
| Press ANS/EXT | | |
| Note number of pulses | | |
| Press METER | 1.4 METER extinguishes 5.1 shows external number | |
| Note external number | | *) |
| To terminate | | |
| Press <Clear | | Call meter i zeroed Console cleared |

*) External numbers with a maximum of 20 digits can be read off.
By pressing the METER key again the number of metered pules will be displayed.

7.5

SERIAL CALLS

If an outside caller wishes to speak with several extensions you can prepare the external line for serial call connection. This means you will be recalled automatically after termination of each call.

The serial call facility can also be used to *lock* important calls and long-distance calls before extending them. This prevents calls from being lost in case they are not properly received by the extensions.

Note: If you need to be absent marked after a serial call has been ordered, the function diversion of recall must be activated. See section Recalls diverted to other PBX operators.

| Proceed as follows | Result | Comment |
|--|-------------------|---|
| | | An incoming external call is connected to console's left side |
| Instruct caller to hold the line after each terminated conversation | | |
| Press SERIAL | 1.4 SERIAL lights | Marking serial call |
| Dial first extension number and proceed as described in section Extending of calls | | |

You will be recalled at each time a conversation is terminated

| Proceed as follows | Result | Comment |
|---------------------------------------|---|-------------------------------|
| | Acoustic signal is heard 1.3 RECALL lights 1.4 SERIAL lights 2.1 TRK lights 2.2 RECALL lights 3.1 shows external line data | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with caller |
| Dial next extension number and extend | | |

When the last conversation is completed

| Proceed as follows | Result | Comment |
|------------------------|---|--------------------------------------|
| | Acoustic signal is heard 1.3 RECALL lights 1.4 SERIAL lights 2.1 TRK lights 2.2 RECALL lights 3.1 shows external line data | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with caller |
| Press SERIAL | 1.4 SERIAL extinguishes | Serial call function cancelled |
| To terminate | | |
| Press <Clear | | Call disconnected Console cleared |

7.6
RECALLS DIVERTED TO OTHER PBX OPERATORS

You can have your recalls diverted to another, arbitrary operator. This function is initiated by dialing the order procedure and activated when you switch your console into the absent mode.

The diversion of recalls is canceled by either dialing the cancel procedure or by switching the console into the present mode.

| Proceed as follows | Result | Comment |
|---|--|-------------------------------|
| To order diversion of recalls | | |
| Dial * FC * individual operator number # | 5.1 shows programmed data momentarily | |
| Press ON/OFF | 1.5 OFF DUTY lights | Operator is absent marked |
| To cancel diversion of recalls | | |
| Dial # FC # | 5.1 shows programmed data momentarily | |
| or | | |
| Press ON/OFF | 1.5 OFF DUTY extinguishes | Operator is present marked |

7.7
SUFFIX DIALING

This procedure allows you to key digit codes after a called party has answered. The keyed digits will be sent in DTMF-mode.

This is used for applications, such as voice mail or bank application, if you are asked to enter digits after the call is answered.

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial route access code for external line and then dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field, all external lines are busy |
| When called party answers | | |
| Press <Speech | 2.2 DTMF-TONE lights | Enter DTMF mode |
| Dial suffix digits | 5.1 shows dialled digits | |
| Press <Speech | 2.2 SPEECH lights 5.1 extinguishes | Suffix dialling completed End DTMF mode |
| To terminate | | |
| Press <Clear | | Call disconnected Console cleared |

7.8

INTRUSION AND FORCE RELEASE

If you have an urgent call for a busy extension, you can enter the conversation in progress, and (possibly) disconnect it in favour of the new call.

7.8.1

THE EXTENSION CLASS OF SERVICE PERMITS INTRUSION

| Proceed as follows | Result | Comment |
|---|---|--|
| | | An incoming call is connected to left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 BUSY lights 3.2 shows extension number 4.2 shows extension name or 2.4 EXTENSION lights 2.5 C.WAITING lights 3.2 shows extension number 4.2 shows extension name | Indicating extension busy Indicating extension busy with call camped on |
| To intrude on conversation | | |
| Press Speech> | Intrusion tone is heard 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 2.5 ANSWER lights | Speech connection with intruded parties and warning tone. |
| Inform the wanted extension | | |
| If the extension agrees to accept the new call, force release | | |
| Press Speech> | | Speech connection with wanted extension. The other extension is disconnected |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

If the extension wishes to finish conversation in progress

| Proceed as follows | Result | Comment |
|-------------------------|---|-----------------------------------|
| Press <Speech | 2.3 -> extinguishes Speech> LED extinguishes <- lights <Speech LED lights 2.5 BUSY lights | Speech connection with caller |
| Inform the caller | | |
| To camp on | | |
| Press ANS/EXT | | Call camped on Console cleared |

7.8.2

THE EXTENSION CLASS OF SERVICE PREVENTS INTRUSION

| Proceed as follows | Result | Comment |
|--|---|--|
| | | An incoming call is connected to left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 BUSY lights 3.2 shows extension number 4.2 shows extension name or 2.4 EXTENSION lights 2.5 C.WAITING lights 3.2 shows extension number 4.2 shows extension name | Indicating extension busy Indicating extension busy with call camped on |
| When trying to intrude on conversation | | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 5.1 RESTRICTED lights | Intrusion on the extension is not permitted |
| Press <Speech | 2.3 -> extinguishes Speech> LED extinguishes <- lights <Speech LED lights | Speech connection with caller |
| Inform the caller | | |
| To camp on | | |
| Press ANS/EXT | | Call extended Console cleared |

7.9

CALL SPLITTING

When there are two parties, internal or external, connected to the console, call splitting allows you to converse privately with either party by using <Speech or Speech> key.

| Proceed as follows | Result | Comment |
|---|---|---|
| | 2.3 <--> is lit Speech> LED is lit <Speech LED is lit | Both left and right sides of the console have a call connected. Speech connection with both sides and warning tone |
| If you want to speak to the left side | | |
| Press <Speech | 2.3 -> extinguishes Speech> LED extinguishes <- lights <Speech LED lights | Speech connection with left side party. Right side in silence. |
| If you want to speak to the right side | | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Speech connection with right side party. Left side in silence. |
| If you want to speak to both sides | | |
| Press <Speech> | 2.3 <- lights <Speech LED lights | Speech connection with both sides and warning tone |
| To terminate the calls | | |
| Press <Clear and Clear> | | Calls disconnected. Console cleared. |

8

ASSISTANCE

8.1

PBX OPERATOR ASSISTED CALLS

An extension calls you and requests to set up a connection to an external line, internal or private network party.

8.1.1

THE EXTENSION HANGS UP

The PBX operator calls the extension first

The procedure applies when the extension shall be prevented from initiating or receiving other calls. This procedure is not possible for generic extensions or ISDN terminals, because manual ringing is not applicable.

| Proceed as follows | Result | Comment |
|--|---|---|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows extension number 4.1 shows extension name | |
| Dial external number or another extension number | 2.3 -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily or 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | If external number is dialled If extension number is dialled |
| If extension number is dialled, press Speech> | 2.3 -> lights Speech> LED lights | Ring signal towards the party connected to right side |
| When called party answers you ask him/her to hold the line | 2.5 ANSWER lights if extension number is dialled | Speech connection with right side |

Continued

| Proceed as follows | Result | Comment |
|-----------------------------|--|--|
| Press <Speech | 2.3 -> extinguishes Speech> LED extinguishes <- lights <Speech LED lights | Ring signal towards extension |
| Extension answers | 2.2 ANSWER lights | Speech connection with left side |
| Press <Speech> | 2.3 <- extinguishes <Speech LED extinguishes <-> LED lights <Speech and Speech> LEDs lights | Speech connection with both sides and warning tone |
| Announce the call | | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

The PBX operator calls the external party first

This procedure applies when the extension shall be permitted to initiate or receive other calls.

| Proceed as follows | Result | Comment |
|--|--|---|
| Dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field all external lines are busy |
| When called party answers you ask him/her to hold the line | | Speech connection with left side |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards extension |
| Extension answers | 2.5 ANSWER lights | Speech connection with extension on right side |
| Press <Speech> | 2.3 -> extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with both sides and warning tone |
| Announce the call | | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

8.1.2

THE EXTENSION IS WAITING WITH THE HANDSET OFF

| Proceed as follows | Result | Comment |
|--|--|---|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows extension number 4.1 shows extension name | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| Dial external number | 2.3 <- extinguishes <Speech LED extinguishes > lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.5 field all external lines are busy |
| When called party answers, you ask him/her to hold the line | | Speech connection with right side |
| Press <Speech> | 2.3 -> extinguishes Speech> LED extinguishes <-> lights <Speech and Speech> LEDs light | Speech connection with both sides and warning tone |
| Announce the call | | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

8.1.3

EXTENDING DIAL TONE

You can extend an external line plus dial tone to an extension, who then dials the external number.

| Proceed as follows | Result | Comment |
|---|--|---|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows extension number 4.1 shows extension name | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| You ask him/her to hold the line | | |
| Dial route access code for the external line | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights 2.4 TRK lights 2.5 OUTGOING lights 3.2 shows external line data 5.1 shows route access code Dial tone is heard | |
| To extend | | |
| Press ANS/EXT | | Call extended Console cleared |

8.2 CONFERENCE

8.2.1 OPERATOR AS A CONFERENCE LEADER

Note: The maximum number of participants in a conference is 8.

The maximum number and the mix of internal and external participants can vary, please contact your system administrator.

| Proceed as follows | Result | Comment |
|---|---|---|
| Initiating a conference | | |
| Dial * FC # | 2.1 CONFER. lights 2.2 FREE lights 2.3 <- lights <Speech LED lights | The console is idle on both sides Operator as leader |
| Adding a member to a conference | | |
| Dial extension number | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name | |
| Press Speech> | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards extension |
| Extension answers | 2.5 ANSWER lights | Speech connection with right side |
| Inform extension that a conference call is starting | | |
| Press ANS/EXT | 2.2 extinguishes 2.3 -> extinguishes Speech> LED extinguishes 2.4 extinguishes 2.5 extinguishes 3.1 shows 2 3.2 extinguishes 4.2 extinguishes | 2 indicates that the conference now has two members |
| Repeat adding member procedure until all requested participants are connected | | |

Note: If the maximum number of participants is added to the conference, you are automatically disconnected from the conference.

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

| Proceed as follows | Result | Comment |
|---|--------|-----------------|
| Disconnecting from an established conference | | |
| Press <Clear | | Console cleared |

8.2.2

OPERATOR AS A CONFERENCE MEMBER

You can be included in a conference as a member. As a conference member, your console's right side cannot be used, that is, no operator features are allowed.

| Proceed as follows | Result | Comment |
|--|--|---|
| | Acoustic signal is heard 1.3 INTERNAL lights 2.1 EXTENSION lights 2.2 INCOMING lights 3.1 shows extension number 4.1 shows extension name | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights | Speech connection with calling party |
| You are informed that a conference is starting | | |
| Extension adds you to the conference | 2.1 CONFER. lights 2.2 MEMBER lights 3.1 extinguishes 4.1 extinguishes | You are added to the conference as member and warning tone is heard |
| To terminate | | |
| Press <Clear | | Call disconnected Console cleared |

8.3

INTERNAL GROUP HUNTING

You can help a member of a group to leave and to re-enter the group.

8.3.1

TO LEAVE THE GROUP

| Proceed as follows | Result | Comment |
|--------------------------------------|---------------------------------------|---------|
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |

8.3.2

TO RE-ENTER THE GROUP

| Proceed as follows | Result | Comment |
|--------------------------------------|---------------------------------------|---------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.4

PROGRAMMING INDIVIDUAL ABBREVIATED NUMBERS FOR EXTENSIONS

You can program 10 individual abbreviated numbers for extensions who have been assigned the individual abbreviated number facility.

The translated number may have a length of maximum 20 digits.

| Proceed as follows | Result | Comment |
|--|--|---------|
| Programming | | |
| <div> Dial * FC * extension number * abbreviated number * translated number # </div> | <div> 5.1 shows programmed data momentarily </div> | |

To alter an individual abbreviated number for an extension

Use the same procedure as for programming
 The existing number will be overwritten.

To erase a specific individual abbreviated number for an extension

| | |
|--|--|
| <div> Dial # FC * extension number * abbreviated number # </div> | <div> 5.1 shows programmed data momentarily </div> |
|--|--|

To erase all individual abbreviated numbers for an extension

| | |
|---|--|
| <div> Dial # FC * extension number # </div> | <div> 5.1 shows programmed data momentarily </div> |
|---|--|

8.5

AUTHORIZATION CODE

You can assist in locking or unlocking an extension with an individual authorization code.

8.5.1 TO LOCK AN EXTENSION

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |

8.5.2 TO UNLOCK AN EXTENSION

| Proceed as follows | Result | Comment |
|---|--|---------|
| Dial # FC * extension number * individual authorization code # | 5.1 shows programmed data momentarily | |

8.6 DIVERSION

You can assist extensions in having their incoming calls diverted to a divertee position (answering position). The divertee position can be another extension or a PBX operator and is specified from the maintenance terminal. The extension needs to be assigned to access diversion facilities.

8.6.1 DIVERSION DIRECT

Incoming calls are unconditionally diverted.

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| To order diversion | | |
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |
| To cancel diversion | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.6.2 DIVERSION ON NO REPLY

Incoming calls are diverted when the extension does not answer within a pre-defined time.

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| To order diversion | | |
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |
| To cancel diversion | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.6.3

DIVERSION ON BUSY

Incoming calls are diverted when the extension is busy.

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| To order diversion | | |
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |
| To cancel diversion | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.7

INTERNAL FOLLOW ME

You can assist extensions in having their incoming calls diverted to an internal diverttee position. The extension must have access to the internal follow me facility.

8.7.1

TO ORDER FOLLOW ME

| Proceed as follows | Result | Comment |
|---|--|---------|
| Dial * FC * extension number * internal number of follow me position # | 5.1 shows programmed data momentarily | |

8.7.2 TO CANCEL FOLLOW ME

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.8 EXTERNAL FOLLOW ME

You can assist extensions in having their incoming calls diverted to an external divertee position. The extension must have access to the external follow me facility.

8.8.1 TO ORDER EXTERNAL FOLLOW ME

| Proceed as follows | Result | Comment |
|--|--|---------|
| Dial * FC * extension number # route access code + external number of follow me position # | 5.1 shows programmed data momentarily | |

8.8.2 TO CANCEL EXTERNAL FOLLOW ME

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.9 FOLLOW ME TO INDIVIDUAL PAGING

You can assist extensions in having their incoming calls diverted to the paging unit.

8.9.1 TO ORDER FOLLOW ME TO INDIVIDUAL PAGING

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial * FC * extension number # | 5.1 shows programmed data momentarily | |

8.9.2 TO CANCEL FOLLOW ME TO INDIVIDUAL PAGING

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.10 MESSAGE DIVERSION

You can assist extensions in activating message diversion facility.

| Proceed as follows | Result | Comment |
|---|--|---------|
| To order message diversion | | |
| Dial * FC * extension number * diversion reason * estimated time or date of return # | 5.1 shows programmed data momentarily | |
| To cancel message diversion | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

Note: The diversion reason is a pre-defined one digit code, 0-9. The estimated time or date of return, 4 digits, has the format HHMM, MMDD or DDMM.

8.11 REPEATED INDIVIDUAL DIVERSION

You can assist extensions in activating/deactivating the repeated individual diversion facility.

| Proceed as follows | Result | Comment |
|--------------------|--------|---------|
|--------------------|--------|---------|

To order the repeated individual diversion

| | |
|--|---------------------------------------|
| Dial * FC * extension number # or * FC * extension number * default list number # | 5.1 shows programmed data momentarily |
|--|---------------------------------------|

To cancel the repeated individual diversion

| | |
|--------------------------------------|---------------------------------------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily |
|--------------------------------------|---------------------------------------|

Note: The default list must have been initiated previously. When the list number is not entered, the default list is activated.

8.12 PERSONAL NUMBER

You can assist extensions in activating/deactivating the Personal number facility.

| Proceed as follows | Result | Comment |
|--------------------|--------|---------|
|--------------------|--------|---------|

To order the personal number

| | |
|--|---------------------------------------|
| Dial * FC * extension number # or * FC * extension number * list number # | 5.1 shows programmed data momentarily |
|--|---------------------------------------|

To cancel the personal number

| | |
|--------------------------------------|---------------------------------------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily |
|--------------------------------------|---------------------------------------|

Note: When the list number is not entered, the default list is activated. The list (default or entered) must have been initiated previously.

8.13 FREE SEATING

You can only assist the users with the log off procedure.

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| To log off the user | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

8.14
FLEXIBLE NIGHT SERVICE

See section Other features.

8.15
GENERAL CANCELLATION

You can cancel the following facilities on behalf of an extension by dialing a general cancellation command:

- automatic call back
- diversion direct
- diversion on busy
- diversion on no reply
- do not disturb
- flexible night service
- follow me (internal, external)
- manual message waiting
- message diversion

| Proceed as follows | Result | Comment |
|--------------------------------------|--|---------|
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

9

CALLS FROM A PBX OPERATOR (NO PARTY ON LEFT SIDE)

9.1

TO ANY EXTERNAL LINE

9.1.1

FREE

| Proceed as follows | Result | Comment |
|--|--|--------------------------------------|
| Dial route access code for external line and then dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.1.2

ALL LINES ARE BUSY

Supervision

If you receive busy on dialing the route access code of a route, you can start supervision on the route. You will be recalled when any line of the route becomes free.

| Proceed as follows | Result | Comment |
|---|--|--|
| Dial route access code | 2.2 CONGEST. lights 5.1 shows dialled digits | |
| Press ANNOUNCE and then ANS/EXT | | Route is supervised Console cleared |
| You will be recalled when the route/external line becomes free | | |
| | Acoustic signal is heard 1.3 RECALL lights 2.1 TRK lights 2.2 OUTGOING lights 3.1 shows external line data | |
| To answer | | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights 5.1 shows dialled route access code | |
| Continue dialling external number | 5.1 shows dialled number | |

Force release

The force release procedure can only be used when accessing a specific external line and it is busy.

If you receive busy on dialling the route access code of a route, you can select any external line of that route and use the procedure *To a specific external line, busy-force release* to free that line.

9.2

TO A SPECIFIC EXTERNAL LINE

9.2.1

FREE

| Proceed as follows | Result | Comment |
|--|--|--------------------------------------|
| Dial * FC * individual line number # route access code and external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.2.2

BUSY

Supervision

If you receive busy on accessing a specific external line, you can start supervision on the line. You will be recalled when the line becomes free.

| Proceed as follows | Result | Comment |
|---|--|---------------------------------------|
| Dial *FC * individual line number # route access code | 2.1 TRK lights 2.2 BUSY lights 3.1 shows external line data | |
| Press ANNOUNCE and then ANS/EXT | | Line is supervised Console cleared |

You will be recalled when the external line becomes free

| | |
|--------------------------------------|---|
| | Acoustic signal is heard 1.3 RECALL lights 2.1 TRK lights 2.2 OUTGOING lights 3.1 shows external line data |
| To answer | |
| Press ANS/EXT | 2.3 <- lights <Speech LED lights 5.1 shows dialled route access code |
| Continue dialling external number | 5.1 shows dialled number momentarily |

Force release

If you receive busy on accessing a specific external line, you can intrude and then force release the line.

| Proceed as follows | Result | Comment |
|--|---|---|
| Dial * FC * individual line number # route access code | 2.1 TRK lights 2.2 BUSY lights 3.1 shows external line data | |
| To intrude | | |
| Press <Speech | 2.2 ANSWER lights 2.3 <- lights <Speech LED lights | |
| Inform both parties about the situation | | |
| To force release | | |
| Press <Speech | | |
| | | Call disconnected Console cleared The external line is free |
| Start dialling again Using either <i>To any line</i> or <i>To a specific line</i> procedure | | |

9.3

TO AN ISDN SUBSCRIBER

| Proceed as follows | Result | Comment |
|---|--|---|
| Dial route access code for ISDN external line and then dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field all external lines are busy |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: In a fully equipped ISDN environment, the 3.1 field shows the subscriber number when the called party is rung.

9.4

TO A PRIVATE NETWORK (CCS)

| Proceed as follows | Result | Comment |
|-----------------------------------|--|---|
| Dial extension number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows called party number 4.1 shows called party name 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field all external lines are busy |
| Called party answers | 2.2 ANSWER lights | Speech connection with called party |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.5

TO A TIE LINE (CAS)

| Proceed as follows | Result | Comment |
|---|--|---|
| Dial route access code for tie line and then dial external number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled number momentarily | If CONGEST. lights in 2.2 field all external lines are busy |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.6

TO AN EXTENSION

9.6.1

CALLS TO A FREE EXTENSION

When you call a free extension.

| Proceed as follows | Result | Comment |
|-----------------------------------|---|--------------------------------------|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows extension number 4.1 shows extension name | |
| Press <Speech | 2.3 <- lights <Speech LED lights | Ring signal towards extension |
| Extension answers | 2.2 ANSWER lights | Speech connection with left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: In the 2.1 field ISDN EXT lights if the called party is ISDN terminals.

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

9.6.2

CALLS TO A BUSY EXTENSION

When you call a busy extension.

| Proceed as follows | Result | Comment |
|-----------------------|---|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 BUSY lights 3.1 shows extension number 4.1 shows extension name or 2.1 EXTENSION lights 2.2 C. WAITING lights 3.1 shows extension number 4.1 shows extension name 5.1 RESTRICTED lights | Indicating extension busy Indicating extension busy with call camped on |

9.6.3

CALLS TO A DIVERTED EXTENSION

9.6.3.1

When the call is not diverted to the calling operator

When you call an extension and the call is diverted to the diverttee position. This is applicable for direct diversion, follow me and message diversion.

| Proceed as follows | Result | Comment |
|-----------------------|--|---------|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows divertee number 4.1 shows divertee name 5.1 shows dialled extension name and number | |

Note: If you do not want to talk to the divertee position, see section Bypassing call diversion, otherwise proceed as described in section Calls from PBX operator to extension, Calls to a free extension.

9.6.3.2

When the extension is diverted (direct diversion or follow me) to the calling operator or an operator group where the calling operator is a member

A. Diversion to the calling operator (Internal and Network case), manual bypass of diversion

If you wish to talk to the diverted extension.

| Proceed as follows | Result | Comment |
|--|---|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows dialled number 4.1 shows dialled name 5.1 shows divertee name and number | The called party has activated diversion |
| To activate bypassing | | |
| Press <Speech | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name 5.1 shows divertee name and number | Initiate call to the diverted extension |
| Press <Speech | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: The call cannot reach the divertee party because that is the calling operator itself.

B. Diversion to an operator group where the calling operator is a member (Internal case), automatic bypass of diversion

If you wish to talk to the diverted extension:

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows dialled number 4.1 shows dialled name 5.1 shows divertee name and number | The called party has activated diversion |
| Automatic bypass | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name 5.1 shows calling operator name and number as it is also part of the operator group | Initiate call to the diverted extension |
| Press <Speech | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: The call cannot reach the divertee party because that is the calling operator itself.

C. Diversion to an operator group where the calling operator is a member (Network case), manual bypass of diversion

If you wish to talk to the diverted extension:

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows dialled number 4.1 shows dialled name 5.1 shows divertee name and number | The called party has activated diversion |
| To activate bypassing | | |
| Press <Speech | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name 5.1 shows calling operator name and number as it is also part of the operator group | Initiate call to the diverted extension |
| Press <Speech | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: The call cannot reach the divertee party because that is the calling operator itself.

9.6.3.3

When the extension is message diverted to the calling operator or an operator group where the calling operator is a member

A. Message diversion to the calling operator, manual bypass of diversion

If you wish to talk to the message diverted extension:

| Proceed as follows | Result | Comment |
|--|---|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows dialled number 4.1 shows dialled name 5.1 shows absence information | The called party has message diversion activated |
| To activate bypassing | | |
| Press <Speech | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name 5.1 shows divertee name and number | Initiate call to the message diverted extension |
| Press <Speech | 2.3 <- extinguishes <Speech LED extinguishes >- lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: The call cannot reach the divertee party because that is the calling operator itself.

B. Message diversion to an operator group where the calling operator is a member, manual bypass of diversion

If you wish to talk to the message diverted extension:

| Proceed as follows | Result | Comment |
|--|--|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 FREE lights 3.1 shows dialled number 4.1 shows dialled name 5.1 shows absence information | The called party has message diversion activated |
| To activate bypassing | | |
| Press <Speech | 2.4 EXTENSION lights 2.5 FREE lights 3.2 shows extension number 4.2 shows extension name 5.1 shows calling operator name and number as it is also part of the operator group | Initiate call to the message diverted extension |
| Press <Speech | 2.3 <- extinguishes <Speech LED extinguishes -> lights Speech> LED lights | Ring signal towards called extension |
| If diverted extension accepts the call | 2.5 ANSWER lights | Speech connection on left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: The call cannot reach the divertee party because that is the calling operator itself.

9.6.4

CALLS TO AN EXTENSION WHO HAS EXTERNAL FOLLOW ME

When you call an extension who has activated the External follow me facility.

| Proceed as follows | Result | Comment |
|-----------------------|--|---------|
| Dial extension number | 2.1 FWD TO TRUNK lights momentarily 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows dialled extension name and number | |

9.6.5

SUPERVISION

If you receive busy when dialing an extension number, for example, an unavailable cordless or IP extension (with supervision possibility), you can supervise the extension until it becomes free.

| Proceed as follows | Result | Comment |
|---|--|--|
| Dial extension number | 2.1 EXTENSION lights 2.2 BUSY or UNAVAIL lights 3.1 shows extension number 4.1 shows extension name | If dialled cordless or IP extension is unavailable, 5.1 shows RESTRICTED |
| Press ANNOUNCE and then press ANS/EXT | | Initiate announcing Initiate camp on |
| When the extension becomes free | Acoustic signal is heard 1.3 RECALL lights 2.1 EXTENSION lights 2.2 RECALL lights 3.1 shows extension number 4.1 shows extension name | Console cleared Extension cannot initiate new calls |
| To answer | | |
| Press ANS/EXT | 2.2 RESERVED lights | |
| Press <Speech | 2.2 FREE lights 2.3 <- lights <Speech LED lights | Ring signal towards extension |
| Extension answers | 2.2 ANSWER lights | Speech connection with left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

Note: It is also possible to use supervision of a free extension.

Note: Manual ringing is not applicable to generic extensions or ISDN terminals.

Automatic ringing and Automatic ringing with maintained A-party speech are applicable for all types of extensions.

9.6.6

CALLS TO AN EXTENSION WHICH IS IN LINE LOCKED OUT STATE

When you call an extension which is marked line locked out by the system.

| Proceed as follows | Result | Comment |
|------------------------|--|--------------------------------------|
| Dial extension number | 2.1 EXTENSION lights 2.2 LLOCKED lights 3.1 shows extension number 4.1 shows extension name | |
| Press <Clear | | Call disconnected Console cleared |

9.7

TO A PBX OPERATOR

| Proceed as follows | Result | Comment |
|-----------------------------------|--|--------------------------------------|
| Dial individual operator number | 2.1 OPERATOR lights 2.2 FREE lights 2.3 <- lights <Speech LED lights 3.1 shows individual operator number 4.1 shows operator name | |
| Operator answers | 2.2 ANSWER lights | Speech connection with left side |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.8

ABBREVIATED DIALING

9.8.1

COMMON

Common abbreviated numbers are the same for all users and are programmed centrally from the maintenance terminal.

| Proceed as follows | Result | Comment |
|-----------------------------------|---|--------------------------------------|
| Dial common abbreviated number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows abbreviated number momentarily and after that translated number momentarily | |
| After termination of conversation | | |
| Press <Clear | | Call disconnected Console cleared |

9.8.2

INDIVIDUAL

You are permitted to program up to 10 individual abbreviated numbers for your own use if you are assigned with the appropriate class of service.

The complete number may have a length of maximum 20 digits.

| Proceed as follows | Result | Comment |
|--------------------|--------|---------|
|--------------------|--------|---------|

Programming

| | |
|--|--|
| Dial * FC * abbreviated number * translated number # | 5.1 shows programmed data momentarily |
|--|--|

To alter an Individual abbreviated number

Use the same procedure as for programming.
The existing number will be overwritten.

To erase a specific Individual abbreviated number

| | |
|--|--|
| Dial # FC * abbreviated number # | 5.1 shows programmed data momentarily |
|--|--|

To erase all Individual abbreviated numbers

| | |
|-------------|--|
| Dial # FC # | 5.1 shows programmed data momentarily |
|-------------|--|

To use an Individual abbreviated number

| | |
|--|--|
| Dial ** individual abbreviated number | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows ** individual abbreviated number momentarily |
|--|--|

After termination of conversation

| |
|--------------|
| Press <Clear |
|--------------|

Call disconnected
Console cleared

9.9

LAST EXTERNAL NUMBER RE-DIAL

| Proceed as follows | Result | Comment |
|--------------------|---|---------|
| Dial *** | 2.1 TRK lights 2.2 OUTGOING lights 2.3 <- lights <Speech LED lights 3.1 shows external line data 5.1 shows *** momentarily | |

10 OTHER FEATURES

10.1 CLOCK

The DBC 224 displays time of day at field 5.2.

10.2 NIGHT SERVICE

The PBX has four different types of night service:

- Common night service
- Individual night service
- Universal night service
- Flexible night service

10.2.1 COMMON NIGHT SERVICE

All incoming calls are routed to a pre-defined extension(s).

10.2.2 INDIVIDUAL NIGHT SERVICE

Incoming calls on a particular external line or a group of external lines will be rerouted to a pre-defined extension or customer.

10.2.3 UNIVERSAL NIGHT SERVICE

Incoming calls are signaled on several bells situated at different locations in the building. Any extension can answer such calls by lifting the handset and dialing a pre-defined answer code.

10.2.4 FLEXIBLE NIGHT SERVICE

You can assist in assigning an external line to an extension to be used temporarily, for example, during night service.

| Proceed as follows | Result | Comment |
|--|---------------------------------------|---------|
| To order flexible night service | | |
| Dial * FC * extension number * route number * external line number # | 5.1 shows programmed data momentarily | |
| To cancel flexible night service | | |
| Dial # FC * extension number # | 5.1 shows programmed data momentarily | |

Note: If night service is not canceled by you manually and if it has lasted for at least one hour, the flexible night service will be canceled automatically one hour after the PBX has been switched back to day service.

Note: This service is only valid for manual lines.

10.3

ALARM

If a fault occurs in the PBX, the Alarm LED flashes.

Note: The system administrator can choose if alarms shall be presented or not.

Use the following procedure to acknowledge the alarm.

| Proceed as follows | Result | Comment |
|-----------------------------|--|---------|
| Press and hold Alarm | 5.2 shows alarm class | |
| Release Alarm | 5.2 shows time of day Alarm LED changes to steady light | |

The purpose with the acknowledgment of alarm is to avoid other operators from also reporting the alarm.

After acknowledgment, you must report the alarm to the maintenance instance, stating the alarm class as below.

- 2 =** Requires action within one week
- 3 =** Demands immediate action during normal working hours
- 4 =** Demands immediate action at all times

The alarm indication with steady light remains until maintenance staff has eliminated the fault and erased the alarm from the maintenance terminal.

EXG SERV lights in the 5.2 field when the Alarm key is pressed and the maintenance staff is working in the PBX room.

10.4PROGRAMMING

There is a possibility to change the normal ringing signal to melodies for both internal ringing signal and call back ringing signal. The number of possible tones is 40 for **internal call** and 20 for **call back** .

If a melody is programmed and activated the corresponding LED is lit when the melody mode is entered.

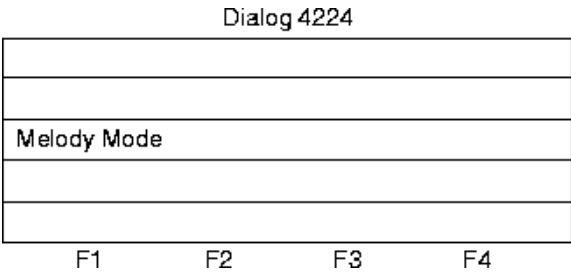
Note: If no melody is programmed for the selected ring signal the selection will be ignored.

10.4.1MELODY MODE

To enter

To enter melody mode press **ANS/EXT * 7** simultaneously during at least 1 second.

The display shows



To exit

Press #.

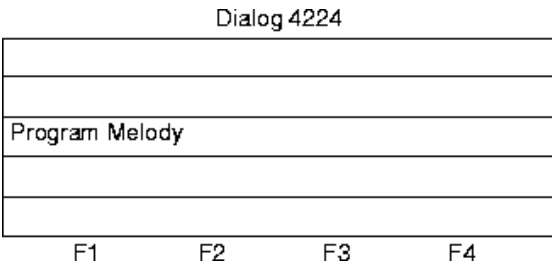
If no key is pressed during 30 seconds the telephone returns to idle. In this case nothing is stored. See also **To save a melody** .

10.4.2PROGRAMMING MODE

To enter

Press **Alarm**

The display shows

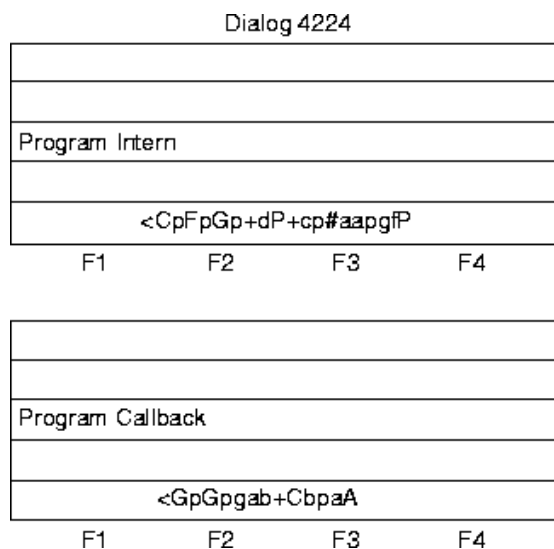


10.4.3

SELECT RINGING TYPE

To select the wanted ringing type to program, press **<Speech** or **Flash** for Internal call or Call Back respectively. The corresponding LED starts flashing, and the programmed melody is played.

In the display the corresponding message will be seen. The examples show the default notes.

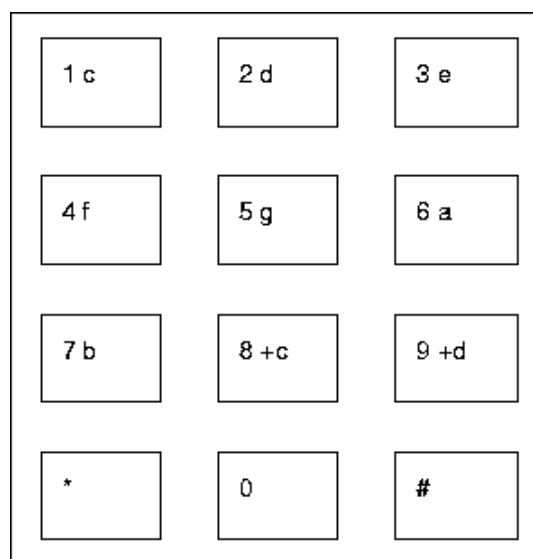


10.4.4

CREATING A MELODY

The telephone has the capability to handle a range of tones. See the figure and table below to find out which notes and notations correspond to which key. If the key is pressed and held down for a longer time than 0.5 second a long tone will be the result. (Shown with a capital letter, for example, D). The sign + shows that the tone has been risen one octave.

The tones are placed on the keyset as follows:



In addition to this the following signs are used:

| | |
|-----------------|---|
| # | Decreases or increases the pitch tone steps. Press once to sharp (#) twice to flat (b) and a third time to get back to normal. # must be pressed after the tone. |
| * | Press to insert a short pause. Shown with a p in the display. Press and hold to insert at long pause. Shown with a P in the display. |
| Vol. -/+ | Placing the cursor within the melody. Press and hold to get to the beginning or to the end of the melody. |
| 0 | The inserted note is raised one octave. A higher octave is shown with a plus sign (+) before the note. |
| ANS/EXT | Erases the tone to the left of the cursor. If ANS/EXT is pressed and held down the whole melody will be erased. |

Explanation of terms

| | |
|---------------------|--|
| Pitch steps: | When a tone is raised or lowered to the next half tone. |
| Pause: | A number of pauses can be stored continuously. A maximum of 38 |
| Octave: | An interval between eight tones |

10.4.5

TO SAVE A MELODY

To save a melody press the corresponding line key, (with the flashing LED), and then the Alarm key. If this sequence is not followed, nothing will be stored and the earlier settings are retained. With this procedure the melody mode is entered again.

10.4.6

TO ACTIVATE

Enter melody mode, then press the selected melody key, the LED will lit. Exit melody mode with **#**.

10.4.7

CHECK THE MELODY

There are three possibilities of checking the melody.

- When a melody is activated in programming mode the stored melody is played.
- If the ANNOUNCE key is pressed in program mode, the activated melody will be played.
- In melody mode it is also possible to scroll through the activated melody, note by note, with the VOL keys (-/+).

10.4.8

EXAMPLE

CddDDppCCCC#d#d#D#DppDDDbAGppppGFG

The example above, the James Bond's theme, shows in the first position a long tone, in the sixth position a pause and in the eleventh position a raised d.

Note: A maximum of 20 characters can be shown simultaneously.

Note: The b between D and A is not the tone b, it shows a decreased tone step.

10.5

CHOICE OF LANGUAGE

See directions for use for *CHOICE OF LANGUAGE*

10.6

EMERGENCY SWITCHING

It is possible to switch the PBX into emergency state . This means that only selected (pre-defined) extensions will be able to initiate calls.

| Proceed as follows | Result | Comment |
|--|--|---------|
| To switch the PABX into emergency state | | |
| Dial * FC # | 1.5 EXG EMER. lights 5.1 shows dialled data momentarily | |
| To switch the PABX back to normal state | | |
| Dial # FC # | 1.5 EXG EMER. extinguishes 5.1 shows dialled data momentarily | |

10.7

MALICIOUS CALL TRACING

You can invoke the malicious call tracing service which will cause an alarm and printout/log in the interworking public exchange. The printout will contain the calling number, the dialed number, date and time. This information can thus be used to determine the origin of malicious calls.

This feature requires that:

- the incoming route must have category for MCT
- the feature is supported by the interworking public exchange

| Proceed as follows | Result | Comment |
|---------------------------------------|------------------------------------|---------|
| An incoming external call is answered | | |
| To Invoke the MCT service | | |
| Dial * FC # | 5.1 shows dialled data momentarily | |

10.8 BUSY VERIFICATION

If a specific extension or external line has been busy for an unusual long time, it may be advisable to verify its status.

Prerequisites

- the right side of the console must be idle
- the called party must be in a busy condition, that is, , the called party must be engaged in a conversation (speech state)
- the called busy party must be either an extension or an individual external line

| Proceed as follows | Result | Comment |
|---|--|--|
| Dial extension number or Accessing a specific external line | 2.1 EXTENSION lights 2.2 BUSY lights 3.1 shows extension number 4.1 shows extension name 5.1 shows dialled number momentarily or 2.1 TRK lights 2.2 BUSY lights 3.1 shows external line data 5.1 shows dialled number momentarily | Console's right side is idle |
| Press Speech> | 2.4 EXTENSION lights 2.5 BUSY lights 3.2 shows extension number 4.2 shows extension name | Data about the party connected to the busy party or external line. |

10.9 FAULT LOCATION

There may be situations when there are problems with a specific external line, for example, range from static or other interference to equipment failure. There are two ways to verify faulty external lines.

- If static or other interference is noticed while connected to an external party, make note of the route, and LIM numbers, composing the external line data.

- If all external lines are busy more frequently than seems reasonable, or there is any reason to suspect a problem in a specific external line, each one may be checked, individually, using the procedure described in section Calls from PBX operator, To a Specific External Line.

Any problems should be reported to the network administrator. The following information should be included in the report:

- location
- route, LIM and external line number
- person reporting the trouble
- date and time reported
- person correcting the problem
- date and time corrected
- fault reported
- fault found

10.10

HEARING LEVEL FUNCTION

For people with impaired hearing, the handset volume can be amplified.

To change the level:

- Press **ANS/EXT * 5** simultaneously for at least 1 second.
- Press the **< Speech** key (key lamp is turned on or off; on means increased level is set, off means standard level is set)

A tone signal is heard, and the display shows:

| |
|-------------------|
| |
| |
| Setting Mode |
| |
| Set Hearing Level |

F1 F2 F3 F4

- Press # to finish setting.

Note: A level change also effects a headset connected to the headset outlet.

10.11

DISPLAY CONTRAST

To adjust the contrast:

- Press **ANS/EXT * 5** simultaneously for at least 1 second.
- Press the **Alarm** key

A tone signal is heard, and the display shows:

| | | | |
|------------------|----|----|----|
| | | | |
| | | | |
| Setting Mode | | | |
| | | | |
| Display Contrast | | | |
| F1 | F2 | F3 | F4 |

- Press the volume key - to reduce the contrast.
- Press the volume key + to increase the contrast.

The display shows how the contrast is changed. When the requested contrast is shown:

- Press # to finish setting.

10.12

TELEPHONE SELF-TEST FUNCTION

The telephone has a self-test function to check the firmware, the key lamps, and the display pixels. When making a self-test also the current firmware revision is displayed for some seconds.

To make the self-test:

- Press **ANS/EXT * 4** simultaneously for at least 1 second.

A tone signal is heard, all the key lamps shall be turned on, and during 5 seconds the display shows (example):

| | | | |
|-----------------|----|----|----|
| CAA 1580026 R3G | | | |
| | | | |
| Selftest OK | | | |
| | | | |
| | | | |
| F1 | F2 | F3 | F4 |

The current or active firmware CAA 1580026 in the example has R-state R3G, and the result of the self-test is OK.

After 5 seconds all the pixels of the display is turned on, that is, the whole pixel area shall be dark.

- Press # to finish setting.

11

ACCESSORIES

11.1

OPTION UNIT

The DBY 420 01 allows connection of an external bell to the telephone. The extra bell is active in parallel with the ring signals.

For installation of the DBY 420 01 option unit, see installation instructions for TELEPHONE SETS DBC 222 01, DBC 223 01, DBC 224 01, DBC225 01, KEY PANEL UNIT 419 01 AND OPTION UNIT DBY 420 01 .

To check or change the function (after mounting of the DBY 420 01 to the DBC 224 terminal):

- Press **ANS/EXT * 1** simultaneously for at least 1 second.

A tone signal is heard, and the display shows:

| | | | |
|---------------------------|----|----|----|
| | | | |
| OPTION PROGRAMMING | | | |
| | | | |
| | | | |
| | | | |
| F1 | F2 | F3 | F4 |

The current function is indicated by the **Clear>** key lamp.

| | |
|-----------------|--|
| Off | Extra bell (default setting) |
| On | Busy signal (cannot be used) |
| Flashing | Combined Extra bell & Busy signal (cannot be used) |

To change the function:

- Repeatedly press the **Clear >** key to set the requested function (= Key lamp Off).

To exit:

- Press # to finish checking

12

TRAFFIC CASES AND PROCEDURES

| Traffic case | | Procedure |
|---|---------------------------|---|
| acknowledgment of alarm | | Alarm key |
| Answer an incoming call | | ANS/EXT key |
| Answer a recall | | ANS/EXT key |
| Authorization | | |
| - | to lock an extension | * FC * extension number # |
| - | to unlock an extension | # FC * extension number * Individual Authorization code # |
| Bypassing the call diversion | | * FC * extension number # |
| Call announcing to free extension | | <Speech or Speech> key |
| Call announcing to busy extension | | ANNOUNCE, ANS/EXT keys |
| Call metering | | METER key |
| Call splitting | | <Speech or Speech> key |
| Call to another PBX operator | | Dial operator's individual number |
| Choice of language | | * FC * language code # |
| Clear left | | <Clear key |
| Clear right | | Clear> key |
| Common abbreviated number dialing | | Dial common abbreviated number |
| Conference | | * FC # |
| Diversion direct | | |
| - | to order | * FC * extension number # |
| - | to cancel | # FC * extension number # |
| Diversion of recalls to other PBX operators | | * FC * individual operator number # |
| Diversion on busy | | |
| - | to order | * FC * extension number # |
| - | to cancel | # FC * extension number # |
| Diversion on no reply | | |
| - | to order | * FC * extension number # |
| - | to cancel | # FC * extension number # |
| Emergency switching: | | |
| - | to initiate | * FC # |
| - | to return to normal state | # FC # |

| Traffic case | | Procedure |
|---|--|--|
| Extending to free extension | | ANS/EXT key |
| Extending to busy extension | | ANS/EXT key |
| Extending to extension which has a call camped-on | | Use intrusion, Speech> key |
| Extension group call | | Dial extension group number |
| External follow me | | |
| - | to order | * FC * extension number # route access code + external number of follow me position # |
| - | to cancel | # FC * extension number # |
| Exchange day/night status control | | |
| - | to day status | * FC * 0 # |
| - | to night status | * FC * 1 # |
| Flexible night service | | |
| - | to order | * FC * extension number * route number * external line number # |
| - | to cancel | # FC * extension number # |
| Follow me to individual paging | | |
| - | to order | * FC * extension number # |
| - | to cancel | # FC * extension number # |
| Free seating | | |
| - | to log off | # FC * free seating extension number # |
| General cancellation of an extension's facilities | | # FC * extension number # |
| Individual abbreviated number | | |
| - | to use | Dial ** individual abbreviated number |
| - | to order | * FC * individual abbreviated number * translated number # |
| - | to alter | * FC * individual abbreviated number * translated number # |
| - | to cancel a specific individual abbreviated number | # FC * individual abbreviated number # |
| - | to cancel all individual abbreviated numbers | # FC # |

| Traffic case | | Procedure |
|---|-------------------|--|
| Individual abbreviated number for extension | | |
| - | to order or alter | * FC * extension number * individual abbreviated number * translated number # |

| | | |
|--|--|---|
| - | to cancel an individual abbreviated number | # FC * extension number * individual abbreviated number # |
| - | to cancel all individual abbreviated numbers | # FC * extension number # |
| Internal call | | Dial extension number |
| Internal follow me | | |
| - | to order | * FC * extension number * number of follow me position # |
| - | to cancel | # FC * extension number # |
| Internal group hunting number | | |
| - | to leave a group temporarily | * FC * extension number * extension number# |
| - | to re-enter a group | # FC * extension number # |
| Intrusion and force release | | <Speech or Speech> key |
| Last external number re-dial | | *** |
| Malicious call tracing | | |
| - | to initiate | *FC # |
| Message diversion | | |
| - | to order | * FC * extension number * diversion reason * time of return # |
| - | to cancel | # FC * extension number # |
| Outgoing call using any external line | | Dial route access code and external number |
| Outgoing call using a specific external line | | * FC * individual line number # route access code + external number |
| Paging | | PAGE key |
| Parking | | |
| - | without monitoring | Loop 1 - Loop 4 keys |
| - | with monitoring | Monitor loop key |

| Traffic case | | Procedure |
|-------------------------------|-----------|--|
| Personal number | | |
| - | to order | * FC * extension number # (the default list is activated) or |
| | | * FC * extension number * list number # |
| - | to cancel | # FC * extension number # |
| Privacy | | MUTE key |
| Repeated individual diversion | | |
| - | to order | * FC * extension number # or |
| | | * FC * extension number * default list number # |

| | | |
|---|-----------|---------------------------|
| - | to cancel | # FC * extension number # |
| Ringing signal melody | | ANS/EXT * 7 |
| Serial Call | | SERIAL key |
| Suffix dialing | | <Speech or Speech> key |
| Supervision on a busy extension or a specific external line or on an unavailable cordless or IP extension | | ANNOUNCE, ANS/EXT keys |

13

TELEPHONE NUMBERS AND NOTES

| Name | Number |
|------|--------|
| | |
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|--------|
| Notes: |
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| |
| |
| |
| |

14

LIST OF ABBREVIATED NUMBERS

14.1

INDIVIDUAL

| Abbreviated No. | Complete, translated number | Name |
|-----------------|-----------------------------|------|
| **1 | | |
| **2 | | |
| **3 | | |
| **4 | | |
| **5 | | |
| **6 | | |
| **7 | | |
| **8 | | |
| **9 | | |
| **0 | | |

14.2

COMMON

| Abbreviated No. | Complete, translated number | Name |
|-----------------|-----------------------------|------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

15

YOUR OWN NOTES

[illegible]