Alcatel 4400

Alcatel 4035 - Attendant set

(R.3)

ALCATEL

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Summary

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Chapter 4
Key facilities programmable by system management

Overview

The Alcatel 4035 UA 3G attendant set has been designed to offer:

- easy use of the PBX services,
- and minimum training requirements, resulting in fast hands-on operation.

The attendant set combines the experience of Alcatel in the field of business telecommunications and the requirements expressed by numerous users.

It offers additional interfaces for connecting a BRAILLE console and/or a computer terminal for use by a visually handicapped attendant.

We recommend you read this user manual to become familiar with the operating possibilities of this terminal (in the context of software version 3). Keep the manual handy for future reference whenever you need details about an operation or require confirmation about different aspects.

Chapter

1

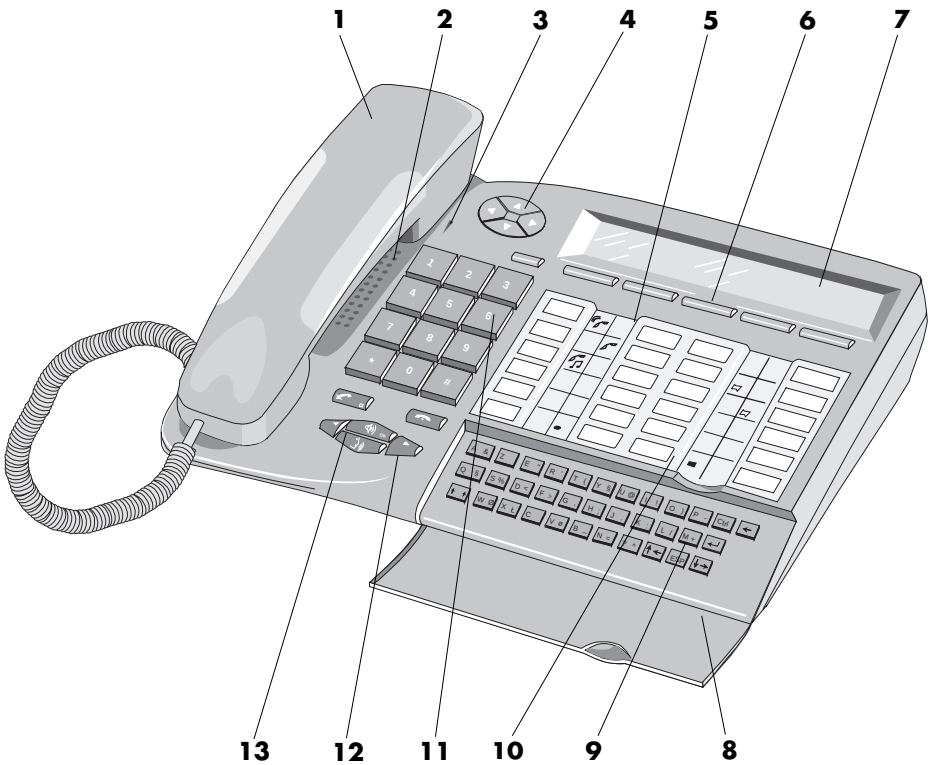
Presentation of the attendant set

1-1 General observations

The purpose of the attendant sets organised in groups is to ensure the routing of external calls and, where appropriate, to call the exterior on request from installation users.

In addition, certain functions can be implemented from the attendant set, such as:

- installation reduced service cut-over, if this set is the last one still in service,
- reservation of external lines for its exclusive use (if trunk groups can be reserved),
- monitoring of installation operation,
- operation in automatic connection,
- programming of services such as date and time, collective repertory, charging unit counters, etc.



User view of the terminal

The Alcatel 4035 attendant set is equipped with the following elements:

1 Handset (can be replaced by a headset).

2 Loudspeaker located under the handset.

3 Two-colour LED (red or green).

4 Navigator key ; this is used to scroll the dynamic keys labels pages or lines (upwards or downwards).

5 Programmable key associated with a pictogram.

6 Dynamic function keys.

7 Alphanumeric display 2 lines x 40 characters.

8 «Hands free» microphone.

9 Alphabetical keyboard (call by name, programming of the individual repertory, of the mini-messaging...).

10 System programmed key.

11 Numbering keypad (12 keys).

12 Fixed function keys.

13 Red indicator (hands free).

1-2 Add-on equipment

The Alcatel 4035 attendant set may be completed with optional keypad units with a maximum of 60 programmable keys.

2 models are available:

- 20 keys: Alcatel XXXX,
- 40 keys: Alcatel XXXX.

Each key can be programmed as a resource or supervision key by the installer. In addition, certain keys can also be locked.

1-3 Fixed function keys

Key	Role	Status of associated pictogram
SERVICE	Activate «Service» operations (additionnal facilities/programming functions)	Unlit In normal service ■□■ Change over to «SERVICE» mode from idle position ■■■ Change over to «SERVICE» mode from a communication
AUTO	Change over to «Automatic mode»	Unlit In normal service (manual connection) ■■■ Change over to «Auto» mode (automatic connection)
ON/OFF	Activate/inhibit attendant set	Unlit De-activation («Unplug» position) ■■■ Normal («Plug in» position)
	Trunk group reservation	Unlit No reservation/Direct seizure authorized ■■■ Trunk group reserved ■□■ Direct seizure prohibited on all sets
(Redial)	Dials the last number dialled on the keypad again	
(Store/Red.)	Store a number for redial. You cannot erase a stored number. The new number stored takes the place of the previous number stored.	Unlit No activated ■■■ Number stored
(Mult. Hold)	Store call(s) in hold.	Unlit No call in hold Lit Call(s) in hold Flashing Retrieve from hold
(Hands Free)	Makes it possible to: - make a call without going off-hook - to answer a call without going off-hook - to activate the «handsfree» microphone whilst in conversation	Unlit «HandsFree» inactive «HandsFree» active
OK	Activate/inhibit loudspeaker	Amplified reception inactive 3 ■■■□□□□ Amplified reception active
	Adjustment of sound level on loudspeaker	Sound levels of the loudspeaker (◀ ▶) 3 ■■■□□□□ : Sound level 3 4 ■■■■□□□ : Sound level 4 5 ■■■■■□□ : Sound level 5 6 ■■■■■■□ : Sound level 6 7 ■■■■■■■ : Sound level 7
(Mute)	Activate/inhibit microphone during conversation	Diode associated with the key Unlit Micro active Lit Micro inactive
[i] (Menu)	To have access to the customization of the attendant set	
	To release a communication or programming	
	To scroll the dynamic keys labels pages or lines	

■ : Segment lit □ : Segment unlit ▭ : Segment flashing

Note: The «ISDN» key cannot be used at present.

1-4 Programmable keys with pictograms

1-4-1 Description of the pictogram

Each key has an associated pictogram divided into six icons which are activated according to the status of the function or resource programmed on this key.

Synoptic of a fully activated pictogram: .

1-4-2 Function of the keys

Key	Role	Status of associated pictogram
Progammed function	Inactive	unlit
	Active	■■■
Function needing attendant's intervention	Inactive	unlit
	Active	■□■
Call supervision	Free	unlit
	On hold	
	Call-back request	■■■
	Calling	flashing
	Busy	
Individual hold	Put on hold	
	Retrieve from hold	flashing
Individual routing	Call routing	■■■
	Retrieve from routing	flashing

■ : Segment lit □ : Segment unlit : Segment flashing

Note: These keys cannot be programmed from the attendant set but can be assigned a fixed role by system management (see Chapter 4 : Key facilities programmable by system management).

The following functions can be assigned to these keys:

- not assigned,
- programmable,
- individual hold,
- trunk group supervision,

- supervision of out-of-service trunks,
- deletion of repertory number,
- individual routing,
- abbreviated dialling,
- network/network connection with supervision,
- call presentation[1],
- transfer with privilege.

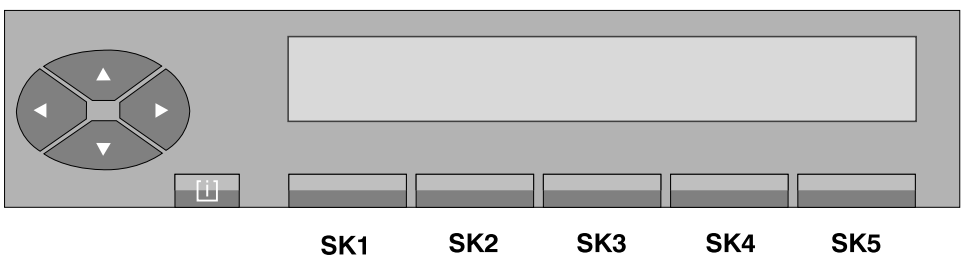
The «call presentation» function is used to supervise waiting queues concerning:

- entity calls[2],
- private, public calls,
- external calls,
- internal calls,
- VIP calls,
- call-back,
- return from chaining or charging,
- inter-attendant transfer,
- individual calls,
- normal hold,
- others.

1-5 Dynamic function keys

1-5-1 Principle

These are keys SK1 to SK5 which are under the display. By convention, the keys SK1 to SK5 are numbered from left (SK1) to right (SK5).



1. This function is preprogrammed on the «**Programmable**» 1 key which can neither be deleted or modified.
2. **Reminder:** *An entity is identified by a unique number. If the installation is shared, for example, between several companies, each company constitutes an entity with its own sets, trunk groups and attendant groups.*

«Dynamic» keys are keys for which the function is defined by the system according to the current state of the facility or the programming in progress. They cannot be programmed by the user.

Keys SK1 to SK5 are mainly used in telephone operation. The function is validated in the system when the label is displayed on the screen. The attendant can use it by pressing the key corresponding to the label.

Pressing a key opposite which no label is displayed has no effect; this avoids activating untimely operations by inadvertence.

1-5-2 Function of keys SK1 to SK5

Key	Label	Role
SK1	• **EnqOff** • **Reseiz**	enquiry call cancellation. call again
SK2	• **Ring** • **Broker** • **Intrud** • **IntOff**	call. broker's call. call offer. offer cancellation.
SK3	• **Transf** • **CampOn** • **OnHold** • **Endial**	transfer. retrieve from routing. hold. end of external dialling.
SK4	• **Fwd** • **Intern**	the called user's forwarding destination. group call connection.
SK5	• **Releas** • **Next**	release. call connection.

All the dynamic keys are also used for:

- implementing additional operating facilities (call-back, mini-messaging, etc.),
- customising the attendant set by the « [i] » fixed key,
- modifying system management by the «**SERVICE**» fixed key,
- storing an individual repertory.

1-5-3 Operation of keys SK1 to SK5

1-5-3-1 Function key SK1

- With the label «Reseiz» displayed

  This label is displayed during an o/g call to the exterior, on transmission of the first digit of the external number.

  This function is used to renew the numbering on **the same line**: the system automatically carries out release and line seize and, on display of the trunk number, it is possible to start numbering again.

- With the label «EnqOff» displayed

  This function is used to release the enquiry call communication and return to conversation mode with the first correspondent.

1-5-3-2 Function key SK2

- With the label «Ring» displayed

  Following an ordinary call or an enquiry call to an internal user, this function is used to activate ringing on the set on which the call has been connected.

  If the set is free, its number is shown on the display preceded by the indication «**Free**».

  If this user has just off-hooked before the call, it receives the music on hold indicating that it is «**reserved**» by the attendant and «**Conv**» is displayed before the number: in this position, pressing this key can then be used to enter into conversation with the internal user.

- With the label «Broker» displayed

  This function is used, when the conversation in enquiry call mode has been established, to change from one correspondent to the other by pressing the key, with automatic hold of the other correspondent.

- With the label «Intrud» displayed

  Following an ordinary call or enquiry call to an internal user, this function can be used - if the link is not protection against intrusion - to intrude on the communication of the set on which the call has been connected. The number of this set is shown on the display, preceded by «**Busy.I**» or «**Busy.E**».

  The intrusion is accompanied by a specific tone sent to all participants.

- With the label «IntOff» displayed

  If the intrusion is accepted, the display changes and the «**cancel intrusion**» becomes active.

1-5-3-3 Function key SK3

- With the label «OnHold» displayed

  This function is used to put the correspondent on hold until retrieved later.

- With the label «Transf» displayed

  In enquiry call position, this function is used to transfer the first correspondent to the second.

- With the label «CampOn» displayed

  This function is used to retrieve the correspondent routed.

- With the label «Endial» displayed

  This function indicates to the system that the external numbering, whose format is unknown, has terminated and is complete.

1-5-3-4 Function key SK4

- With the label «Fwd» displayed

  This function is used to make a call directly on the called user's forwarding destination set.

- With the label «Intern» displayed

  This function is used to connect to the call to a user who has carried out an «**attendant group call**».

1-5-3-5 Function key SK5

- With the label «Releas» displayed

  In ordinary and enquiry call position, this function is used to release the communication in progress.

- With the label «Next» displayed

  This function is used to connect to the call (internal/external) with the highest priority. The priority order is defined at system management level.

1-6 Call waiting LEDs

The LED is used to indicate internal and external calls waiting on the attendant set via the following states:

- Off

  No call is waiting on the attendant set.

- On green

  There are normal waiting calls.

- On red

  There are urgent and/or priority waiting calls.

1-7 Display and associated key

The display comprises 2 lines of 40 alphanumeric characters.

Note: The contrast of the display can be adjusted by pressing the « [i] *» fixed function key followed by the «**Prog**» dynamic key (see § 3-1-3-2).*

Each line contains character strings whose length is a function of the information to be displayed.

The information concerns:

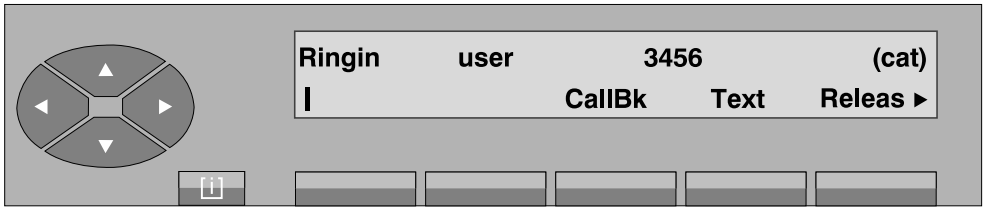
- the status of the user,
- the name programmed in the system,
- the repertory number and the public network access category of the user,
- the name of the trunk group, the line selected in the trunk group and its number,
- the display of the normal and urgent waiting call counters,
- the authorised functions and facilities,
- the data during system programming from the attendant set.

The presence of an additional screen is shown by the sign « ▶ » on the right of the display.

Return to the previous screen is shown by the sign « ◀ » on the left of the display.

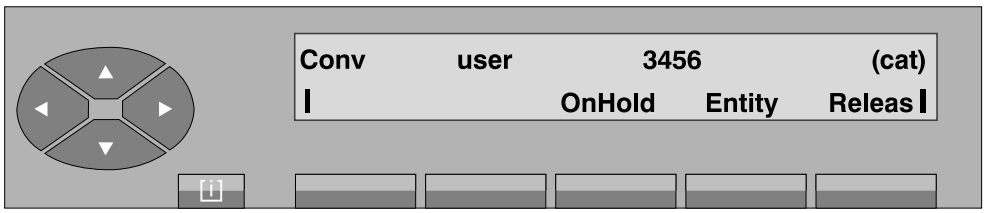
Press the « » key is used to move onto the next screen or return to the previous one.

Calling the user set will be activated by pressing the «**Ring**» key. The following is displayed:



Call screen

The user answers the call and the screen shows:

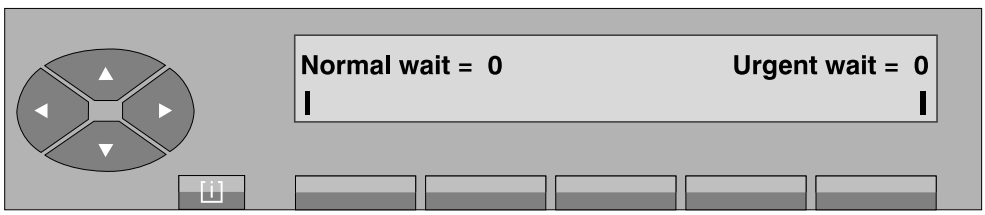


Conversation screen

From this status, the attendant controls the conversation and can release the communication by pressing the «**Releas**» key.

▼ Put on hold

By pressing the «**OnHold**» key, the user set is put on hold with the please wait music or tone and the screen changes to:



The pictogram « » associated with the « » fixed key is activated.

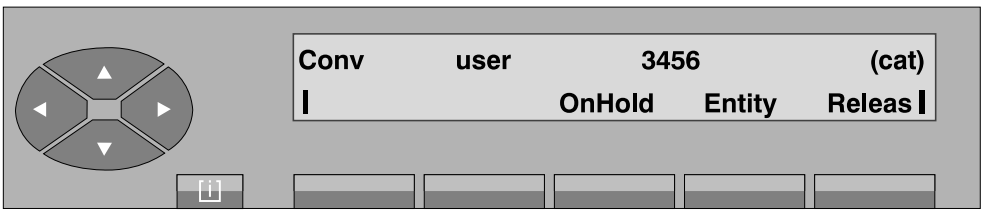
If the attendant does not retrieve the call before the end of the timer (pressing the « » fixed key), the ringing is activated to indicate that the call is in recall on the attendant set with urgent waiting call counter increment.

Namely:

If no other call is presented to the attendant set, pressing the «**Next**» key is also used to retrieve the call on hold.

Otherwise, and if this call has priority on hold, pressing the « » fixed key is used to retrieve the call from hold and the «**Next**» key the additional call.

The attendant retrieves the call on hold by pressing the « » fixed key and the screen shows:

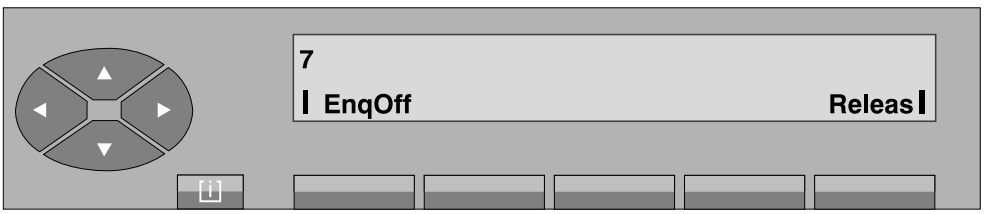


Conversation screen

From this screen, the attendant can activate an enquiry call to another set or release the communication in progress by pressing the «**Releas**» key.

▼ Enquiry call to a free set and cancellation

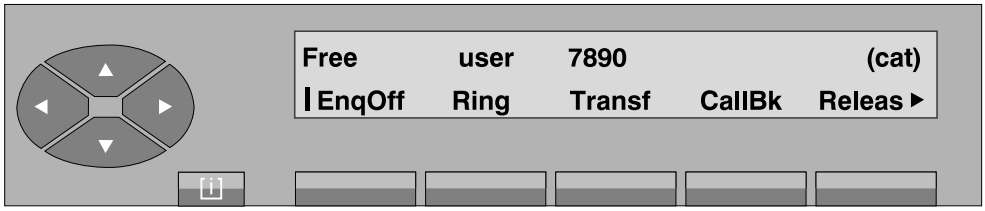
The enquiry call is activated from the conversation screen. The attendant dials on the keypad the first digit (7) of the set directory number to be called (for example, 7890):



Numbering screen in enquiry call

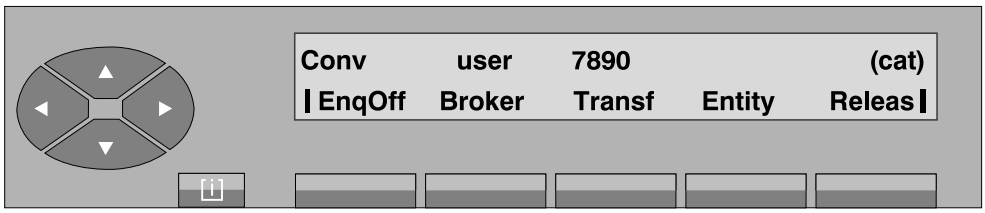
Pressing the «**EnqOff**» key is used to cancel the enquiry call and return to the conversation screen.

The attendant dials the rest of the number. After dialling, the following is displayed:



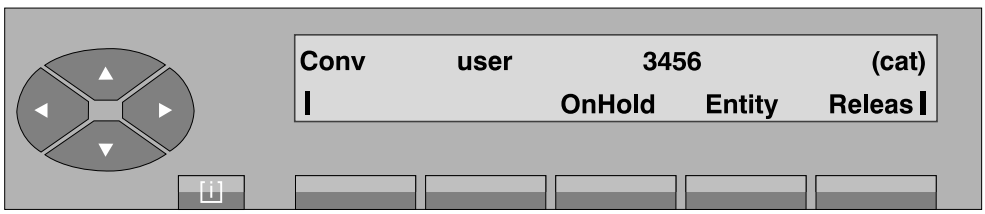
Selection screen in enquiry call

Press the «**Ring**» key and called party answer. The following is displayed:



Conversation screen in enquiry call

Cancel the enquiry call (press the «**EnqOff**» key) and return to the first correspondent.

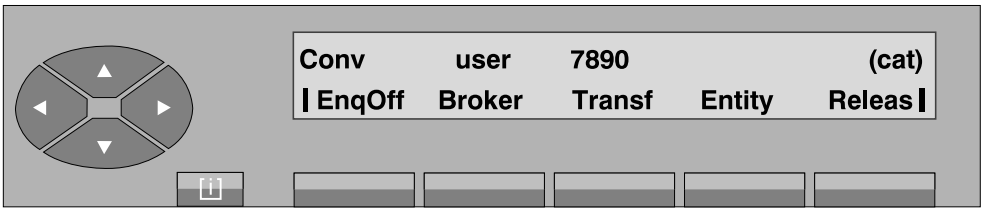


Conversation screen

In this position, the attendant can release the conversation by pressing the «**Releas**» key or carry out another put on hold by pressing the «**OnHold**» key.

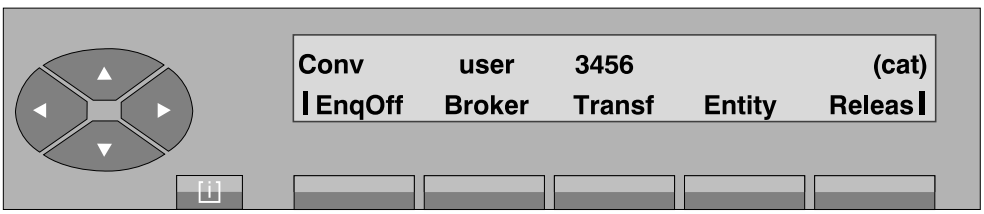
▼ Back and forth

Back and forth is activated between sets 3456 and 7890. Starting from the conversation screen in enquiry call:



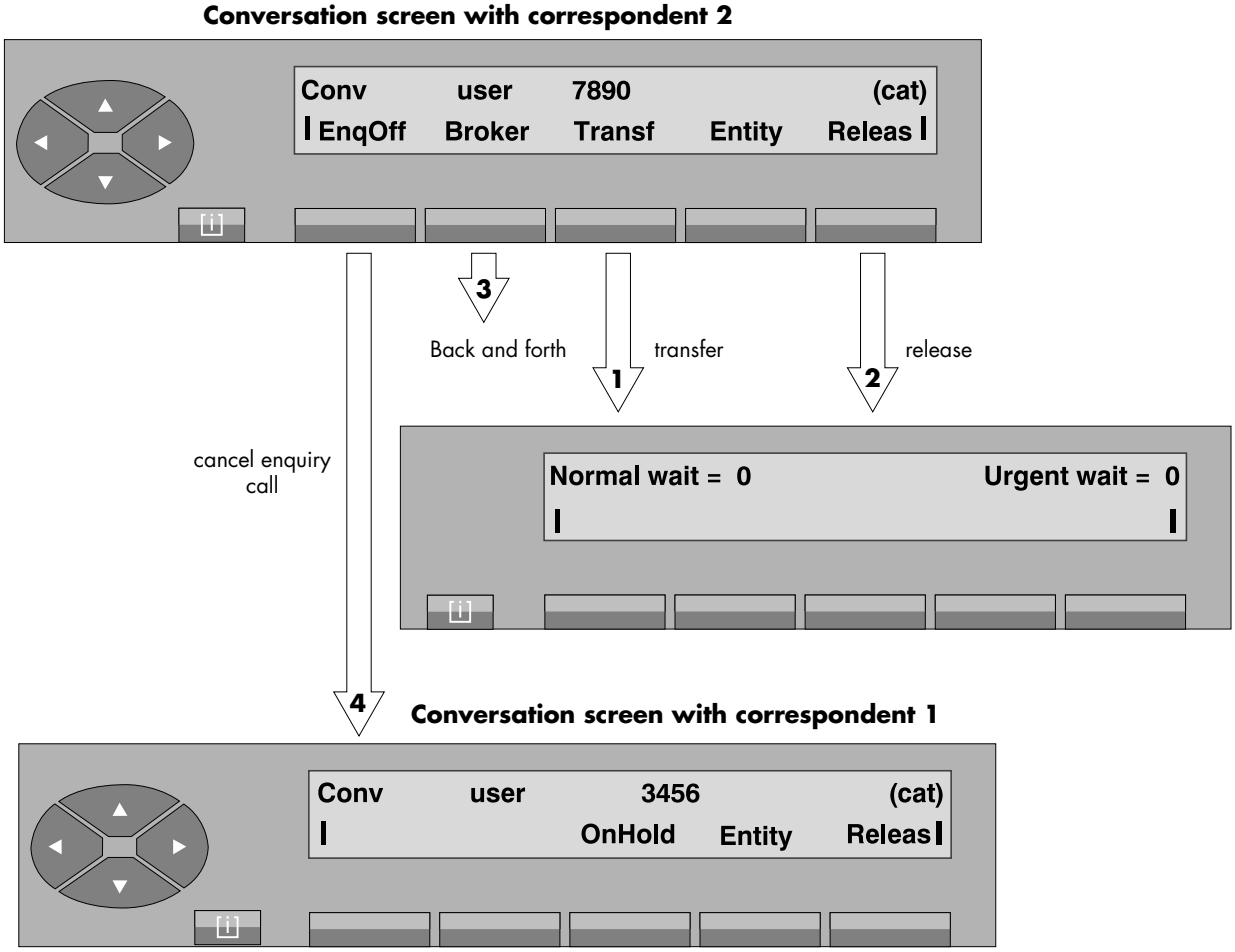
Conversation screen in enquiry call

Press the «**Broker**» key: correspondent 2 is automatically put on hold and receives the please wait music.



Conversation screen with correspondent 1

Press the «**Broker**» key: correspondent 1 is automatically put on hold and receives the please wait music.



1. By pressing the «**Transf**» key, correspondent 1 is transferred to correspondent 2 and the attendant set returns to its idle position.
2. It also returns to idle position when the «**Releas**» key is pressed to release correspondents 1 and 2.
3. The attendant can continue back and forth by pressing the «**Broker**» key.
4. Cancel the enquiry call by pressing the «**EnqOff**» key.

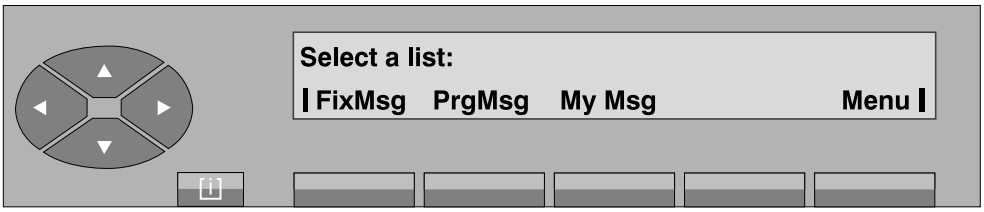
▼ Mini-messaging

This function allows the attendant to leave the user a text message:

- either pre-programmed by the system administrator,
- or to be completed by the attendant,
- or to be written completely by the attendant.

The recipient of the message is informed of its presence by the «**message**» LED which flashes. Consultation is not shown on the attendant set.

Pressing the «**Text**» key in the «**selection screen**» displays the following screen:



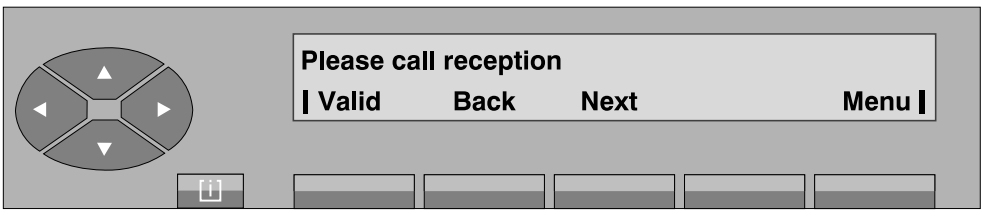
Message departure screen

FixMsg	to send a pre-programmed and complete message.
PrgMsg	to send a pre-programmed message to be completed by the attendant (date or time, for example).
My Msg	to send a message drafted completely by the attendant.
Menu	to return to the selection screen.

- Complete message

The attendant views the first of 8 pre-recorded messages by pressing the «**FixMsg**» key.

Example:



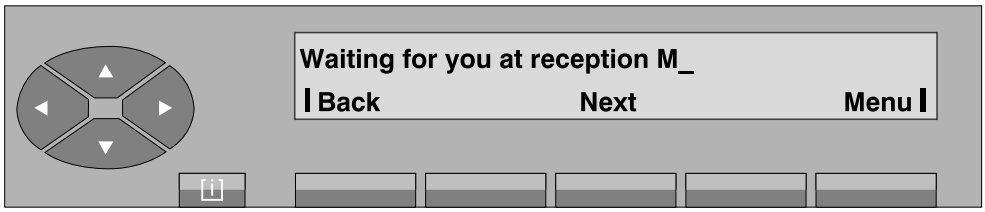
Valid	To confirm the choice and send the message displayed to the selected set.
Next	to display the following message.
Back	to return to the message departure screen.
Menu	to return to the selection screen.

Pressing the «**Valid**» key displays «**The message has been sent**». Pressing the «**Menu**» key returns the attendant set to the selection screen.

- Message to complete

  The attendant views the first of 8 messages to complete by pressing the «**PrgMsg**» key.

  Example:



  If the message is not appropriate, the attendant can select:

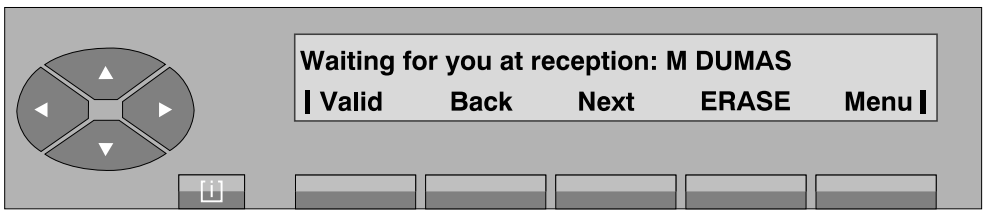
  Return to return to the message departure screen.

  Next to display the next message.

  Menu to return to the selection screen.

  The attendant has chosen to complete the message.

  Example:



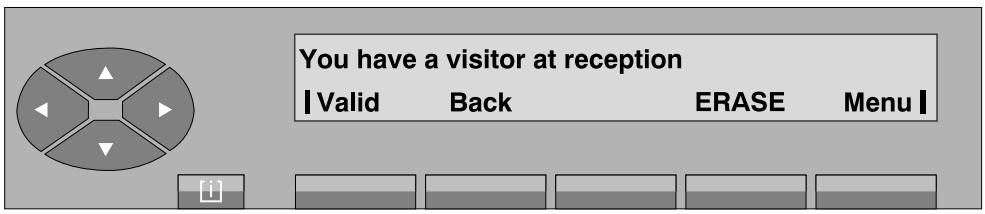
  As soon as the message is complete («Sending»), the attendant presses the «**Valid**» key to confirm.

  ERASE to correct the value entered.

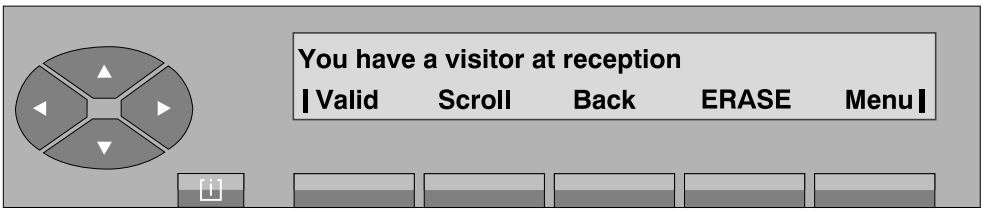
- Message to create

  The attendant can draft his own message (127 characters maximum) by pressing the «**My Msg**» key.

  When he has finished drafting the message, the display shows, for example:



If the length of the message exceeds 40 characters, the screen becomes:



Valid To confirm and send the message displayed.

Back to return to the message departure screen.

Scroll to view the complete text of the message.

ERASE to correct the value entered.

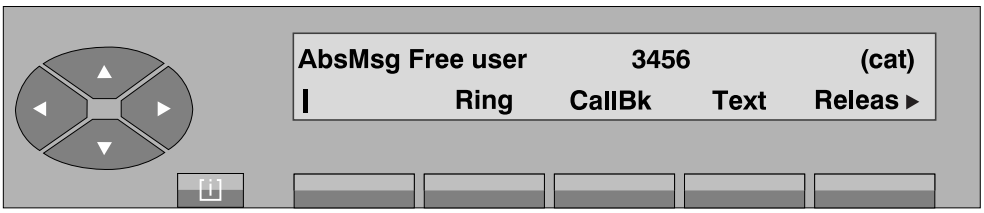
Menu to return to the selection screen.

Note: The pre-defined message texts can be modified by system management, which can also be used to create new texts.

▼ Apology message

When a user can leave an apology message in the event of no reply, the attendant can read the message as soon as this user has been selected.

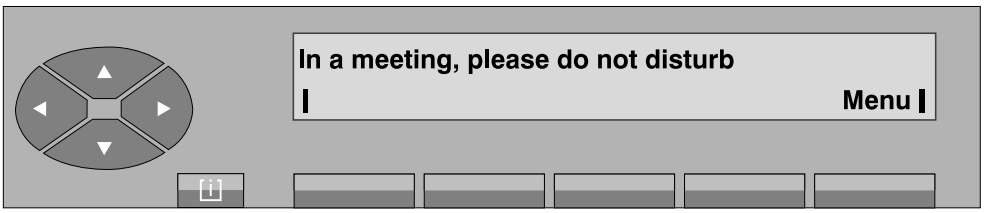
Example:



After pressing the « » key, the «**AbsMsg**» label is displayed.

The attendant presses the «**AbsMsg**» key to view the message recorded.

Example:

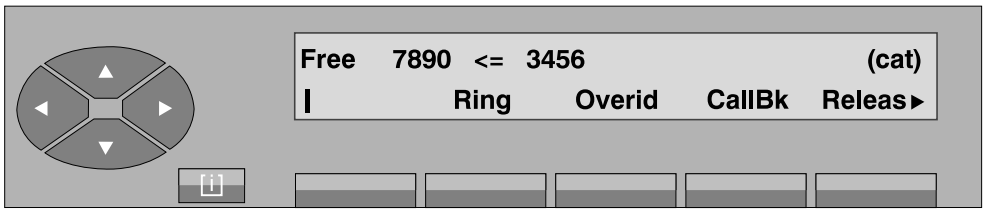


Menu used to return to the selection screen.

2-1-1-3 The set is forwarded to another set

- The set is in immediate forwarding mode

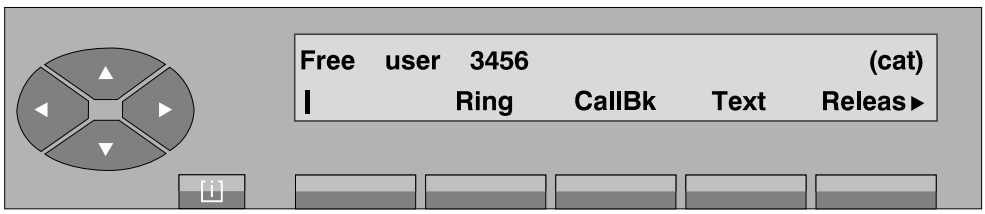
  For example, set 3456 is forwarded to set 7890. After dialling the called party repertory number, the display shows:



  The display indicates that the set is in immediate forwarding to another set and gives the repertory number of the forwarding destination set. The use of the «**Overid**» key is used to activate the «**Privileged access overide**» facility so that the forwarded set can be called.

  Pressing the «**Ring**» key is used to ring the forwarding destination set.

  After pressing the «**Overid**» key, the screen shows:



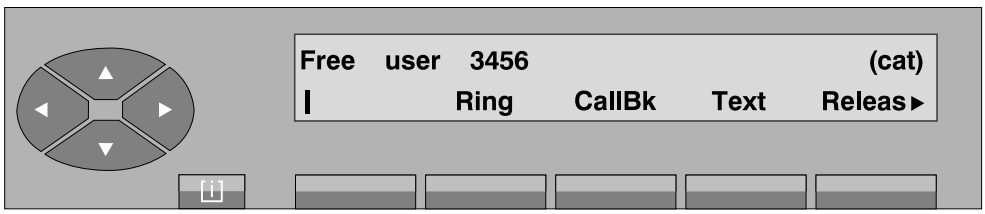
Selection screen

  From this screen, the operation is the same as for a free set.

  Pressing the «**Releas**» key is used to release the communication in progress and return to idle position.

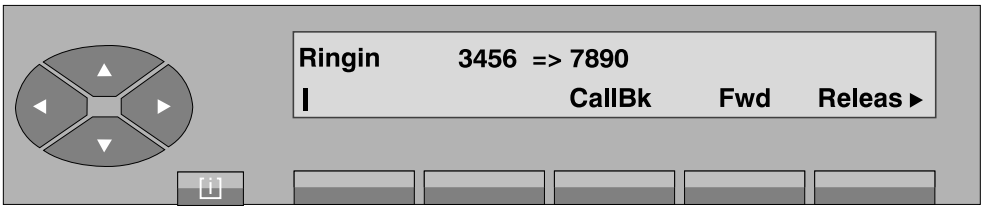
- The set is forwarded on no reply

  For example, set 3456 is forwarded to set 7890. After dialling the called party repertory number, the display shows:



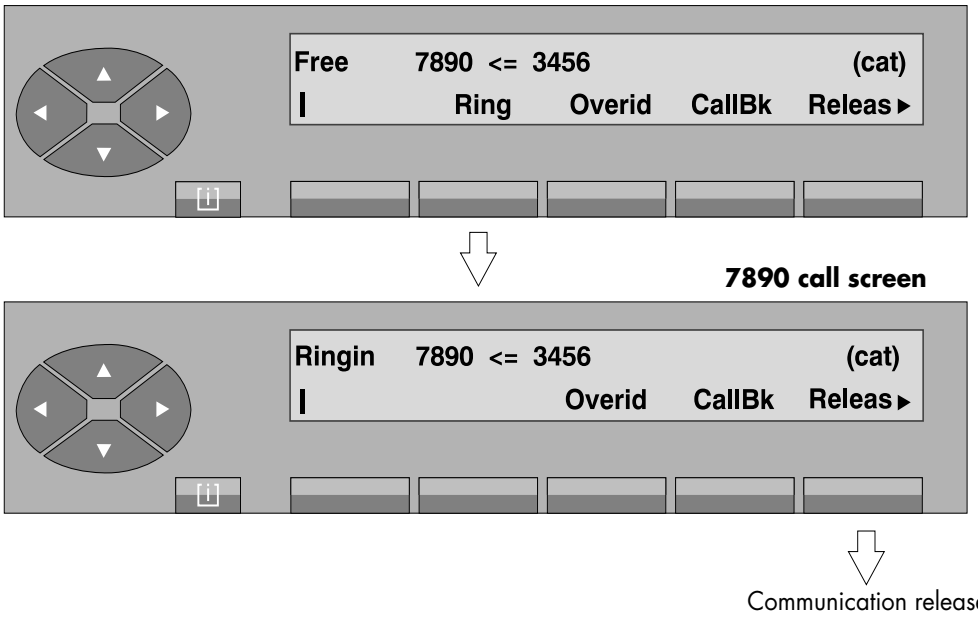
The attendant is not yet informed of the set forwarding.

By pressing the «**Ring**» key, the forwarded set is rung and the attendant set display shows that the called party is in time delayed forwarding to another set:



Call screen on 3456

By pressing the «**Fwd**» key, the forwarding destination set is selected and the attendant set display shows:



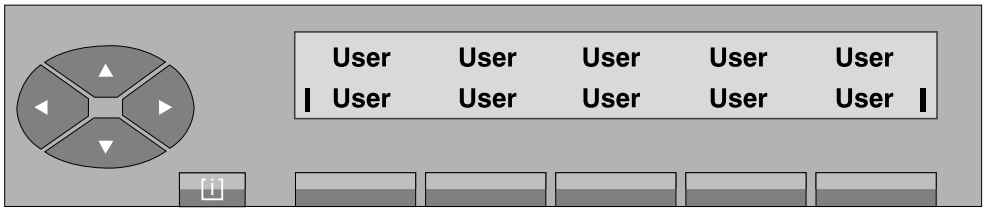
2-1-1-4 Call by individual repertory

▼ Implementation

The individual repertory *(see § 3-1-3-2)* is used to select an internal (or external) user by a key, without having to dial the number of the required user.

Call by individual repertory can be carried out from the attendant set idle position or when the attendant set is in enquiry call phase.

Access to the repertory is by pressing the « » key and the various users programmed are displayed, for example:

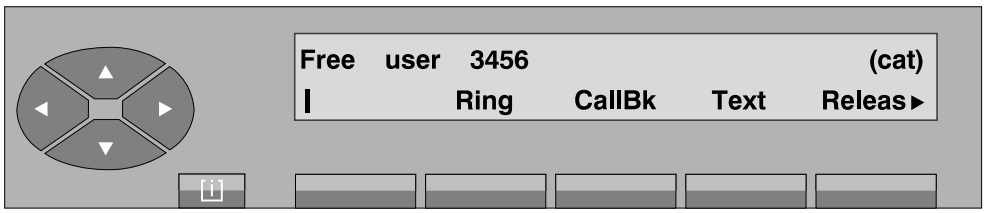


If other screens are programmed, press the « » key in order to access these screens or the top line.

By pressing one of the programmed keys, the associated number, 3456 for example, is displayed briefly:

Numbering screen

then:



Selection screen

From this screen, the procedure is the same as for the call of a free internal user.

2-1-1-5 Phone book

This facility is used to select an internal (or external) user by name. The phone book can be requested either from idle position or during the enquiry call phase.

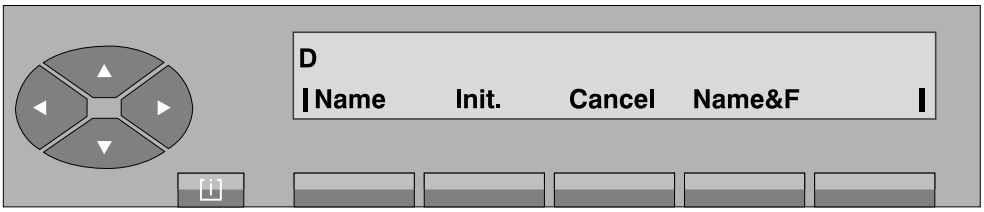
As soon as a key is pressed on the alphabetical keyboard, the attendant set changes to «**Phone book**» mode.

The attendant can select the called user:

- either by name or part of the name,
- or by name and first name,
- or by initials.

▼ The attendant selects the called user by name

As soon as the first letter of the name is entered *(for example: D)*, the screen displays the following functions:



The attendant can validate the choice as of the second character or wait and activate other letters.

Name to indicate that the choice of the attendant is a selection by name or part of the name.

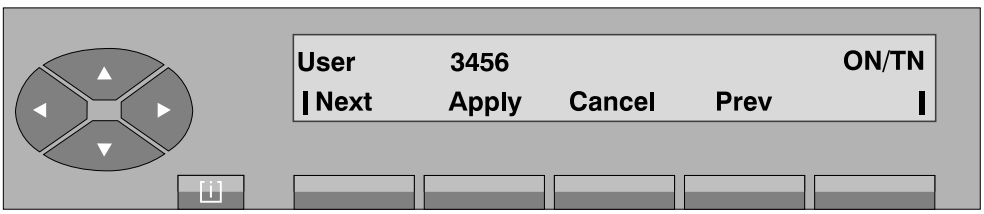
Init. to indicate that the selection is by initials.

Name&F to indicate that the selection concerns a name and first name.

The «**Cancel**» key is used to cancel the selection in progress.

After entering the name of the called user, the attendant validates this choice by pressing the «**Name**» key.

The system accesses the table of names and displays the first name in the list if it exists:



Next to display the next name in the list.

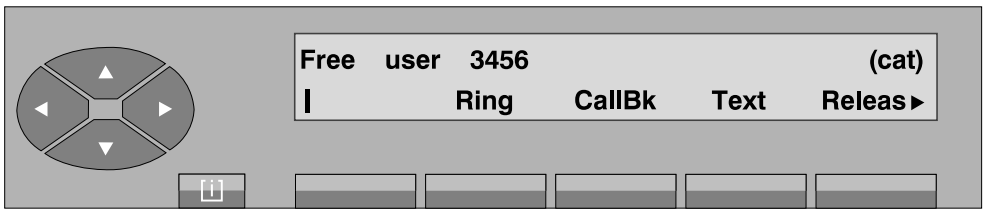
Cancel to start over the procedure again.

Prev to display the previous name in the list.

ON order number of the user in the list being searched.

TN total number of users in the list being searched.

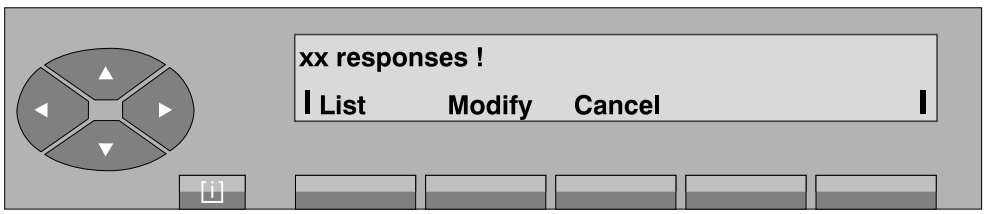
If the display shows the user being searched for, pressing the «**Apply**» key activates the user numbering phase. The following is displayed:



From this screen, the procedure is the same as for the call of a free internal user.

Note:

- *If the list has more than 24 names, the screen shows:*

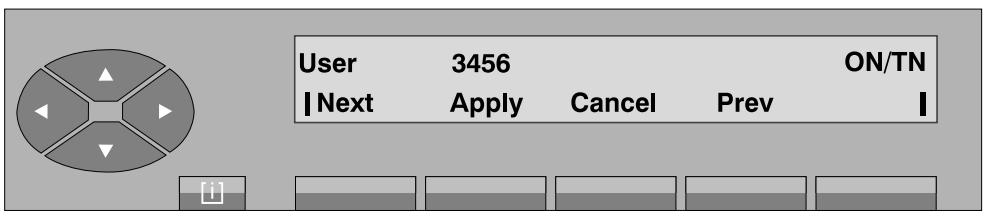


xx *number between 25 and 48. Beyond this, the following message is displayed:«**You have more than 48 responses!**».*

Modify *to modify the request and correct the value entered.*

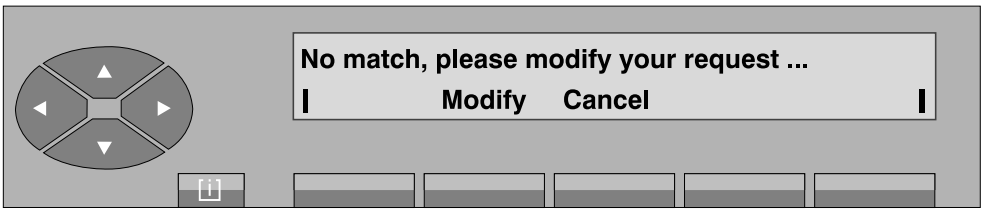
Cancel *to start the procedure over again.*

*By pressing the «**List**» key, the screen displays the first of the xx names from the list (48 names max.) meeting the criteria entered:*



*From this screen, the procedure is the same as described above. Pressing the «**Cancel**» key returns to the idle screen.*

- *If there is no name in the list, the screen shows:*

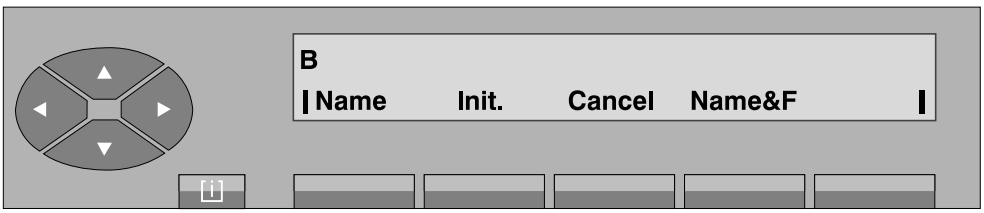


Modify *to return to the previous entry screen and modify the request.*

Cancel *to return to idle position.*

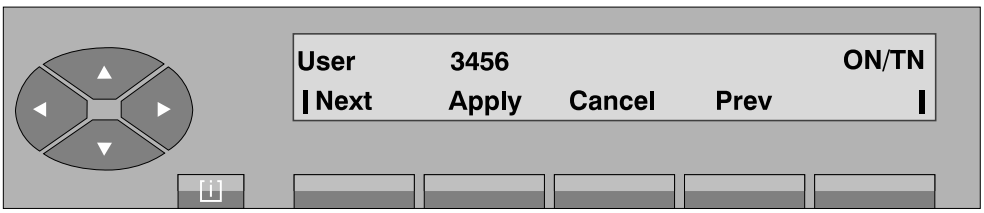
▼ The attendant selects the called user by initials

As soon as the first letter of the initials is entered *(for example: B)*, the screen displays the following functions:



After entering the rest of the initials of the called user, the attendant validates this choice by pressing the «**Init.**» key.

The system accesses the names table and displays the first name in the list that corresponds to the initials:



The rest of the operation is the same as for a selection by name.

2-1-1-6 Call by abbreviated dialling

The attendant accesses abbreviated dialling by:

- the direct call prefix,
- the access prefix followed by the row of the abbreviated number,
- by pressing the key programmed for abbreviated dialling.

Usually, abbreviated dialling is only used for external numbering. Once the analysis of the numbering has terminated, the rest of the operation is the same as for an ordinary call.

2-1-1-7 Call by programmed key

When a key is programmed with the repertory number of a user *(see § 3-1-3-2)*, pressing this key activates the display of the selection screen concerning this user. The rest of the operation is the same as for an ordinary call.

2-1-2 Call to an internal user who is not free

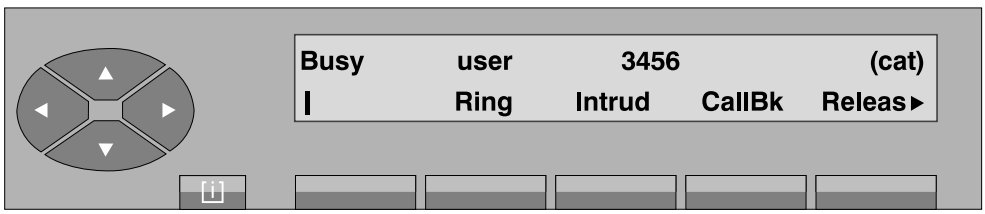
2-1-2-1 The set is busy

▼ Multiline set

Reminder: A multiline set with one resource remaining free is viewed by the attendant set as a free set.

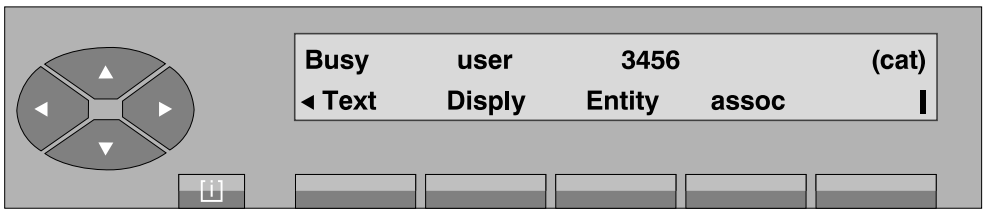
*However, to show that the set is busy with a resource, the attendant sees «**Busy**» displayed in place of «**Free**».*

After dialling the repertory number of the called party, the attendant sees, for example:



Intrud used to enable intrusion.

By pressing the « » key, the following is displayed:



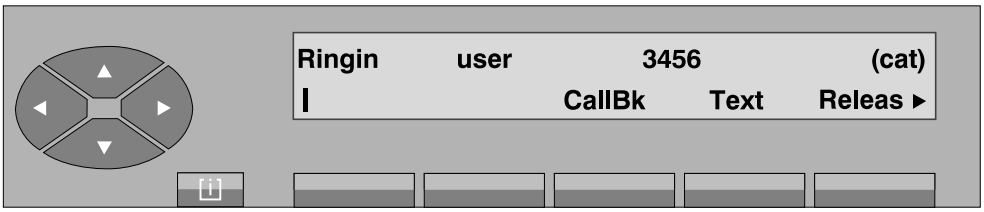
Text used to leave a mini-message in text form (*see § mini-messaging*).

Disply used to display a message directly on the screen of the called set (*see § below*).

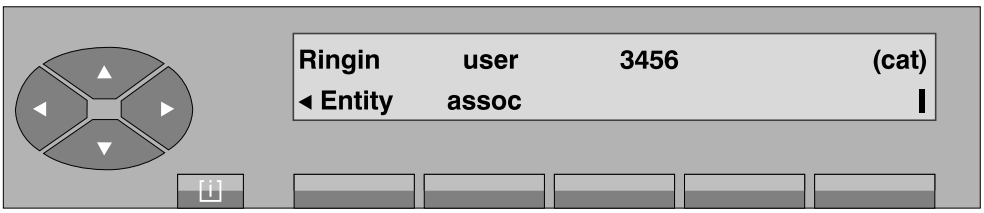
Entity used to display the entity of the called set (if an entity name is programmed by management).

assoc used to call the associate of the called party set.

Pressing the «**Ring**» key displays the next screen:



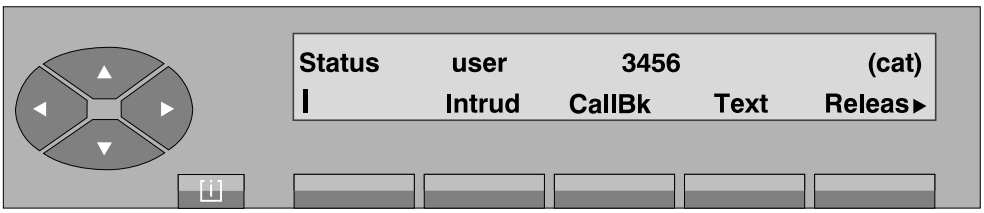
By pressing the « » key, the following is displayed:



The rest of the operation is the same as described for a free set.

▼ Single line set/multiline set (without resource remaining free)

The user is in conversation with a correspondent. After dialling the repertory number of the called party, the display shows:



The «**Status**» field indicates:

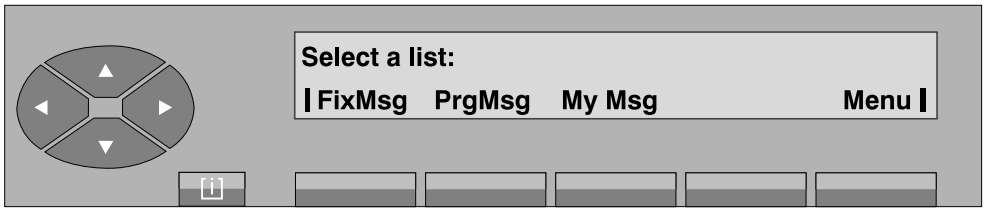
- **Busy.I** if the set is internally busy,
- **Busy.E** if the set is externally busy.

Pressing the «**Releas**» key is used to release the communication in progress and return to idle position.

The «**Intrud**» key is displayed to enable intrusion. To cancel, pressing the «**IntOff**» key.

Pressing the « » key is used to display the «**Disply**» and «**Entity**» labels.

In all cases, pressing the «**Disply**» key displays the following:



Message departure screen

The «**Disply**» function uses the same items as the «**Text**» function described above (*see § mini-messaging*).

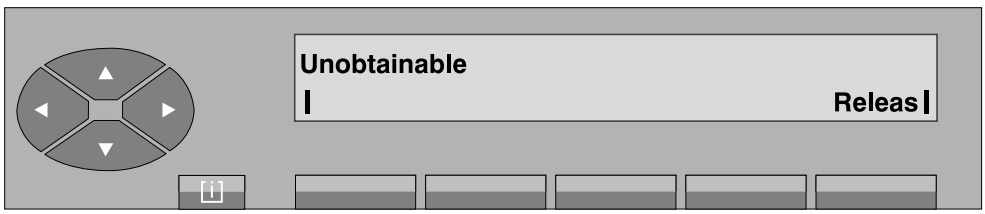
As soon as it is validated by the attendant, the message is displayed immediately on the screen of the called set.

*Note: When the recipient validates consultation of the message displayed, the attendant set awaiting the reply displays «**Message read**».*

Pressing the «**Text**» key is used to leave a message for the recipient using the same procedure as described above. The LED on the recipient set indicates the presence of a message: the consultation is not shown on the attendant set.

2-1-2-2 The set cannot be reached

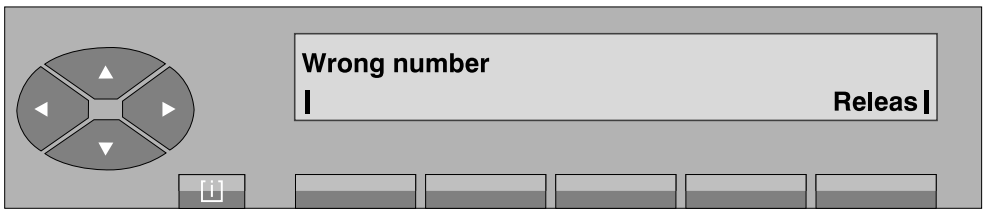
After dialling the repertory number of the called party (while programming the set, for example), the display shows:



Pressing the «**Releas**» key releases the communication in progress and returns to idle position.

2-1-2-3 The set does not exist

If the attendant dials a number which is not recognised by the numbering plan, this is considered as an incorrect operation and the screen shows:



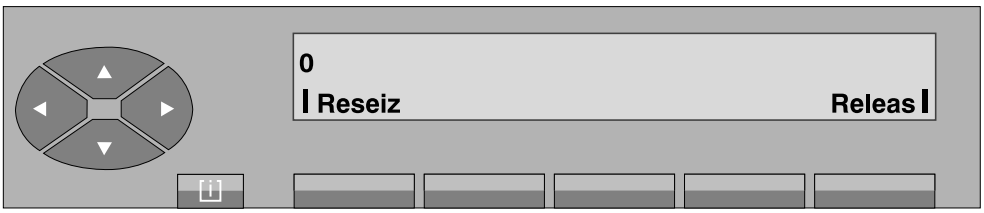
Pressing the «**Releas**» key releases the communication in progress and returns to idle position.

2-1-3 External call

2-1-3-1 By prefix or access code

After dialling the external access prefix, the display shows:

Bundle is the name of the group of external lines. Pressing the «**Releas**» key lets release the current communication and return to idle position. The first digit dialled on the keypad displays on the left, in place of the name:



After dialling all digits of the external number, the attendant can:

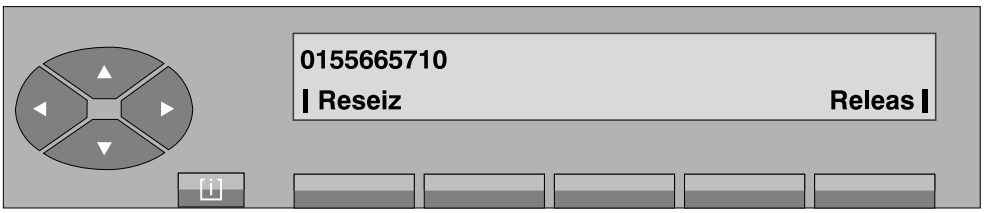
- confirm to the system that the numbering is complete by pressing the «**Endial**» key (the label is displayed after the 4th digit entered),
- suppress the external call and return to the initial status by pressing the «**Releas**» key.

Pressing the «**Reseiz**» key is used to seize the same line again so that the attendant can restart external numbering again.

After pressing the «**Endial**» key, the screen changes to:

- In ordinary call

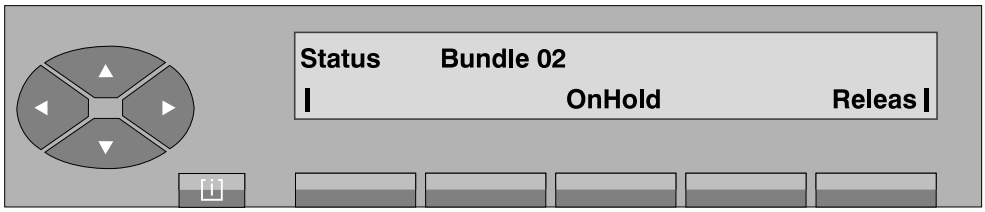
Example:



Numbering screen

*Note: If the attendant uses a digital link, «**Text**» is displayed and, as for an internal user, a text message can be sent to the called party (see § mini-messaging).*

When the external called party answers, the following is displayed, for example:



Conversation screen

Status indicates the status of the line selected.

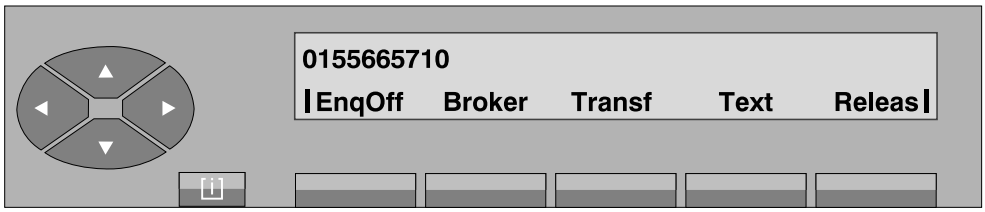
Bundle gives the name of the group of lines selected.

02 is the number of the line in the group.

- In enquiry call

The attendant activates enquiry call mode by dialling the number of the correspondent directly or by using call by name *(see § 2-1-1-5)*.

Example:



Numbering screen

0155665710 is the external number dialled.

The attendant can use the following keys:

EnqOff to cancel the enquiry call with the correspondent called.

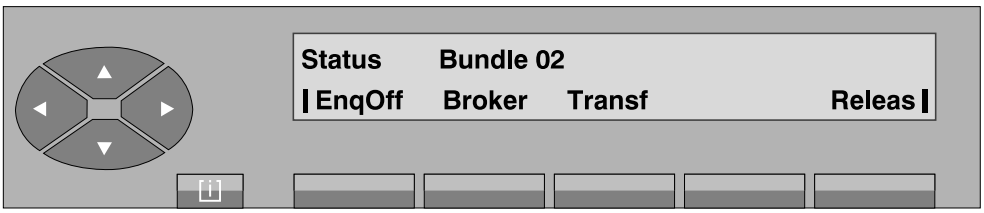
Broker to activate back-and-forth when the attendant set is connected to a correspondent in enquiry call.

Transf to transfer the call to the caller user (transfer on ringing).

Text to leave a written message for the called party (if obtained via a digital link).

Releas to release the current call and return to the initial status.

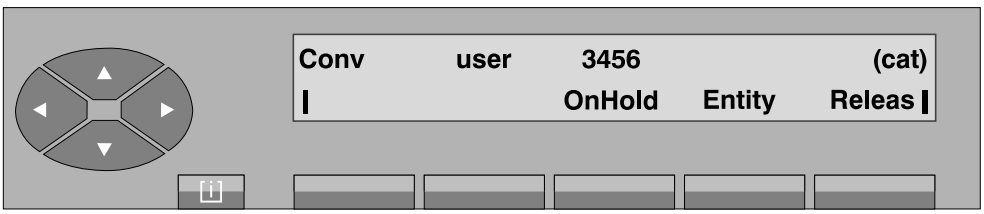
When the external called party replies, the following is displayed:



Conversation screen

Pressing the «**Transf**» key is used to transfer the call to the user on hold (transfer on answer).

By pressing the «**EnqOff**» key, the called correspondent is released and the following is displayed, for example:



Pressing the «**OnHold**» key is used to put the first correspondent on hold.

2-1-3-2 By abbreviated dialling

The attendant accesses abbreviated dialling by:

- the direct call prefix,
- the access prefix followed by the row of the abbreviated number,
- pressing the key programmed for an abbreviated number.

Once the analysis of the numbering has terminated, the screen is the same as the one described above.

2-1-3-3 By programmed key

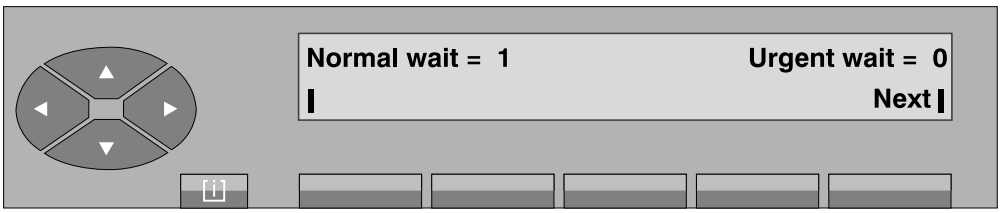
When a key is programmed *(see Chapter 4)*, pressing this key activates the seizure of a line in the supervised trunk group. The attendant must then dial the external number.

2-1-4 Answering an ordinary call

▼ The call is not a group call

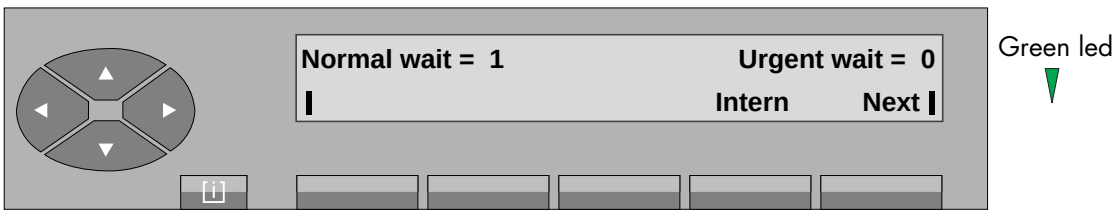
Calling an internal user or the public network is shown on the attendant set:

- by a short cadenced ringing,
- by the LED coming on green,
- by the new value of the normal waiting calls counter,
- by the display of the «**Next**» label.



▼ The call is a group call

If an internal user dials a group number, the attendant sees:

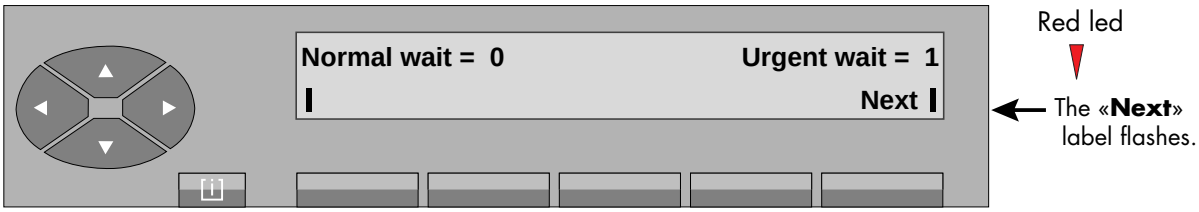


- Pressing the «**Intern**» key is used to answer all the «**group**» calls.
- Pressing the «**Next**» key is used to answer:
  . a group call if it is the only one presented to the attendant set,
  . all the other calls in line with call priorities.

▼ The attendant does not answer immediately

If the attendant does not answer at once and waits, the call changes to urgent wait which is indicated as follows:

- the green LED becomes red,
- the normal waiting calls counter is decremented,
- the urgent waiting calls counter is incremented.

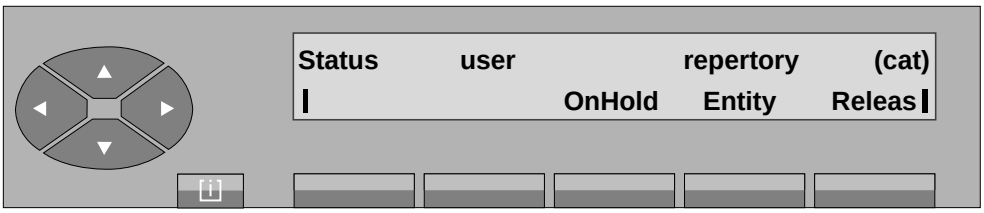


Pressing the «**Next**» key puts the attendant in conversation:

- with the calling user or trunk if it is the only one,
- with the calling user or trunk with the longest waiting duration if there are several.

The display shows:

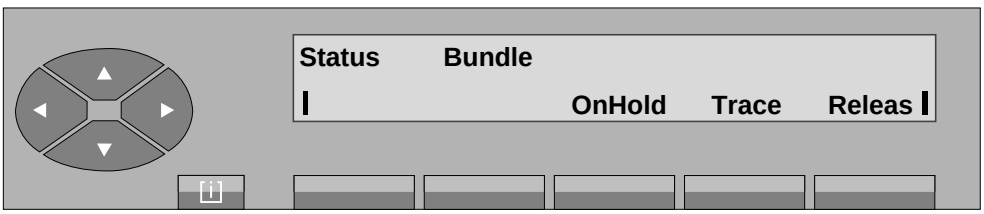
- for an internal user



status	indicates the status of the caller set.
user	gives the name of the caller party if it is known to the system.
repertory	gives the repertory number of the caller party if it is known to the system.
(cat)	indicates the public network category of the caller party.

By pressing the «**OnHold**» key, the correspondent is put on hold.

- For an external correspondent



Status	indicates the status of the caller trunk.
Bundle	gives the name of the caller party if known to the system.
Trace	used to launch the communication «traceability» request.

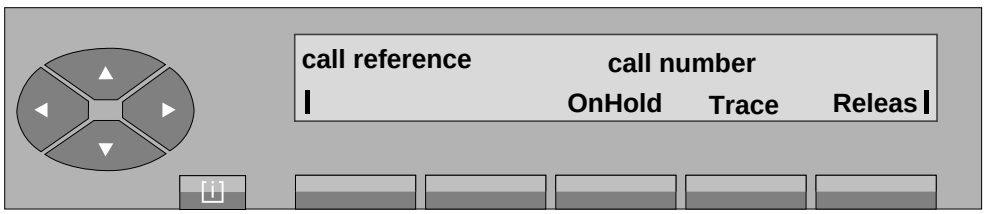
Pressing the «**OnHold**» key advances the communication:

- either by a call to an internal user,
- or by another call to the exterior.

By pressing the «**OnHold**» key, the correspondent is put on hold.

From this position, the attendant can activate an enquiry call to another set or release the communication in progress by pressing the «**Releas**» key.

Note: In the case of an ISDN call, the following is displayed:

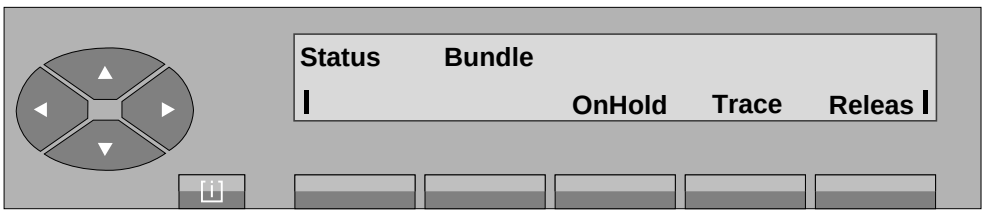


*If the call number is not to be sent, the «**call number**» field is replaced by «**Numeris**». The rest of the call operation is the same as described above.*

2-1-5 Routing an external I/C call to a free set

The attendant answers the call and enters into conversation with the correspondent.

The following is displayed:

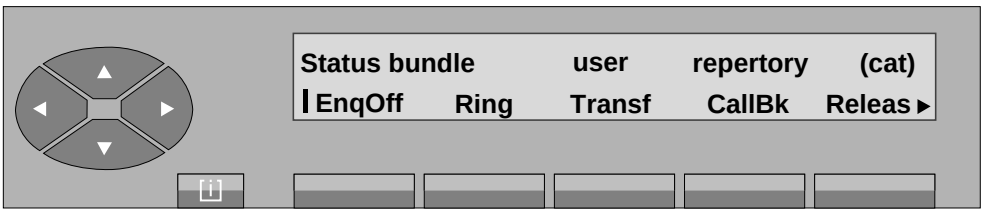


The attendant selects the internal user by:

- its repertory number,
- the individual repertory,
- call by name,
- a key programmed in individual call.

The first correspondent remains in conversation with the attendant.

After the selection, the following is displayed:



From this status, the attendant can proceed with:

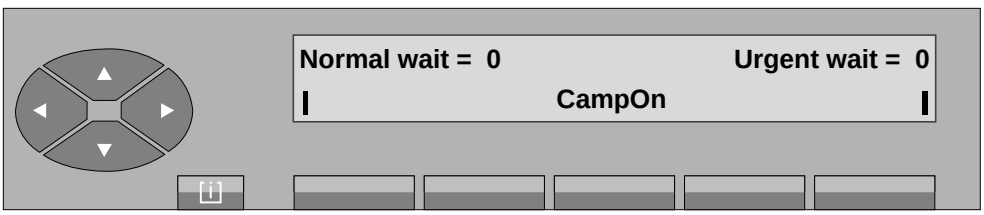
- routing without presentation
- routing with presentation.

2-1-5-1 Routing without presentation

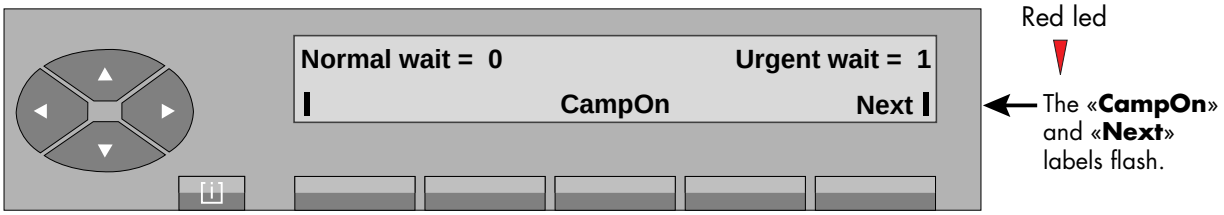
By pressing the «**Transf**» key, the attendant exits conversation and returns the attendant set to idle position.

The internal user is in call mode and the correspondent camps-on wait on the internal user.

As long as the internal user has not answered, the «**CampOn**» label is displayed to indicate a circuit being routed:



If the internal user does not answer before the end of the routing timer, the screen shows:



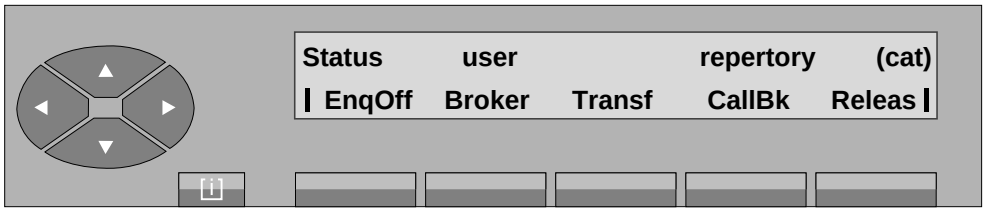
*Note: If no other additional call is presented to the attendant set, pressing the «**Next**» key can also be used to retrieve the waiting call.*

*On the other hand, if an additional call is presented to the attendant set and if its call priority is higher than the waiting call, pressing the «**CampOn**» key can be used to retrieve the waiting call and the «**Next**» key, the additional call.*

2-1-5-2 Routing with presentation

By pressing the «**Ring**» key, the attendant puts the correspondent on hold and calls on the called party side.

The following is displayed:



The attendant remains in call mode and waits for the internal called party to answer.

When the user off-hooks, the attendant presents the communication.

By pressing the «**Transf**» key, the attendant exits the conversation and the attendant set returns to idle position. The internal user is put into conversation mode with the correspondent.

By pressing the «**Releas**» key, the attendant releases the conversations (B.T.) and the attendant set returns to idle position.

2-1-6 Routing an external o/g call to a free set

2-1-6-1 The set is not in connection with the attendant set

The attendant enters conversation mode with an external correspondent by:

- prefix or access code,
- abbreviated dialling,
- programmed key.

(See the description of the procedure in § 2-1-3).

From this state, the attendant can:

- route the correspondent without presentation,
- route the correspondent with presentation.

The signalling during these routings is the same as for i/c routings.

Note: The charge units are charged to the attendant set when it is the last to be involved in a communication (in case of no answer to a transfer, for example).

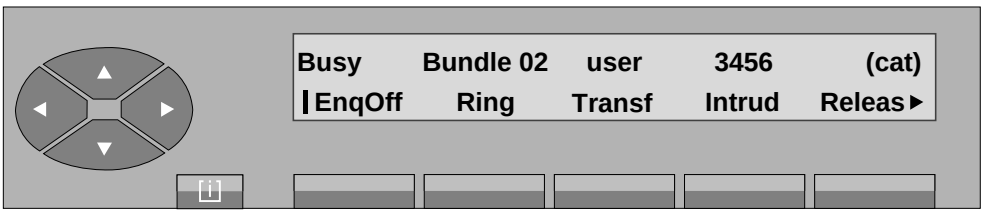
2-1-6-2 The set remains in connection with the attendant set

In this case, the attendant enters conversation mode with the external correspondent during the enquiry call phase. The link is established by an ordinary transfer.

2-1-7 Routing on busy set

▼ Multiline set

After dialling the user set number, the following is displayed, for example:



Busy to indicate that the set has at least one resource free,

EnqOff to cancel the routing in progress and return to conversation with the first correspondent.

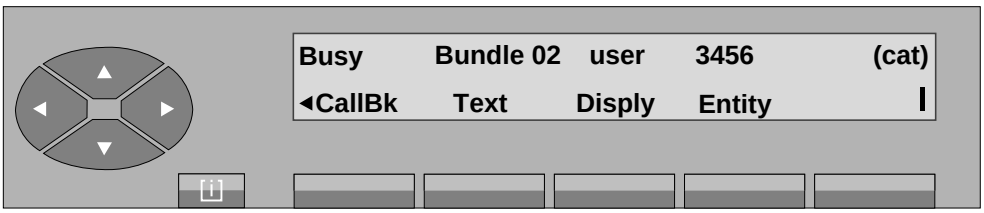
Transf to transfer the call in progress (transfer on selection).

Intrud to proceed with intrusion in the conversation.

Releas to release the communication in progress and return to idle position.

Note: The name of the trunk group is displayed if this concerns external call routing.

By pressing the « » key, the screen shows:



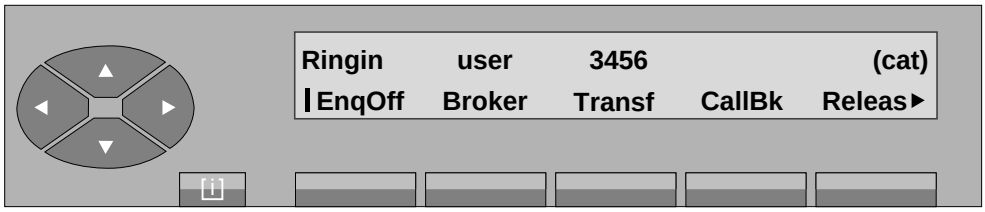
CallBk to store a call-back request.

Text to leave a message in text form (*see § mini-messaging*).

Disply to display a message directly on the screen of the called party set.

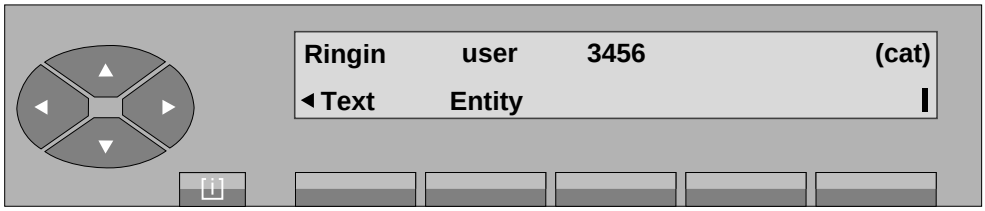
Entity to display the entity of the called set (if an entity name is programmed by management).

Pressing the «**Ring**» key displays the next screen:



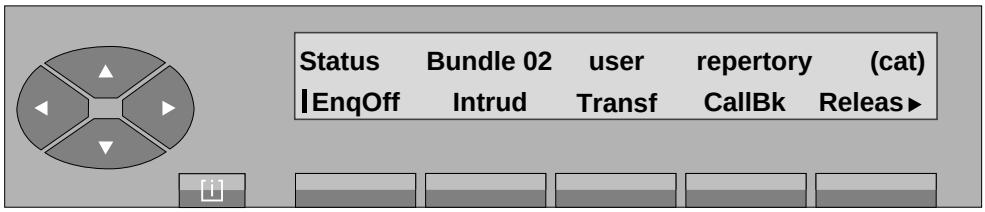
Broker to carry out a back and forth between the correspondents.

By pressing the « » key, the following is displayed:



▼ Single line set/Fully busy multiline set

After numbering, the following is displayed, for example:



The «**Status**» field indicates whether the set is internally (**Busy.I**) or externally (**Busy.E**) busy.

EnqOff to cancel the routing in progress and return to conversation with the first correspondent.

Intrud to proceed with intrusion in the conversation.

Transf to transfer the call in progress (transfer on selection).

Releas to release the communication in progress and return to idle position.

Pressing the « » key is used to display «**Text**», «**Disply**» and «**Entity**» labels.

By pressing the «**Transf**» key, the attendant remains in routing supervision mode and the «**CampOn**» function is active.

The progress of the routing after the timer is the same as described for routing on a free set.

2-1-8 Routing in programmed conference

The attendant who cannot be a participant in a programmed conference, can add a correspondent if the conference circuit is not saturated or reserve a conference circuit and add the various participants (7 maximum).

Important : *If the attendant is engaged in multiconference operations, he can no longer answer internal or external calls. The normal and urgent waiting calls are, however, updated.*

▼ The conference circuit is free

The attendant dials the programmed conference prefix, followed by an access code to reserve the multiconference circuit.

• First participant

The attendant then dials in enquiry call mode the number of the first participant.

The screen shows:

By pressing the «**Transf**» key, the attendant connects the user to the multiconference circuit. As this user is alone, the please wait music or tone will be sent.

• Other participants

The attendant selects the next conference participant and dials in enquiry call mode the programmed conference prefix, followed by the access code.

By pressing the «**Transf**» key, the two users are connected to each other.

In the same way, the attendant adds the other participants to the conference.

▼ The conference circuit is used

The attendant is in conversation with a correspondent. This correspondent asks to join the conference.

• The circuit is not saturated

The attendant dials in enquiry call mode the programmed conference prefix, followed by the access code (8745 in the example).

After code identification, the screen shows the number of participants in the conference.

Example:

By pressing the «**Transf**» key, the attendant adds the correspondent to the programmed conference.

- The circuit is saturated

In this case, the screen shows that the number of participants is at its maximum and that no more can be added.

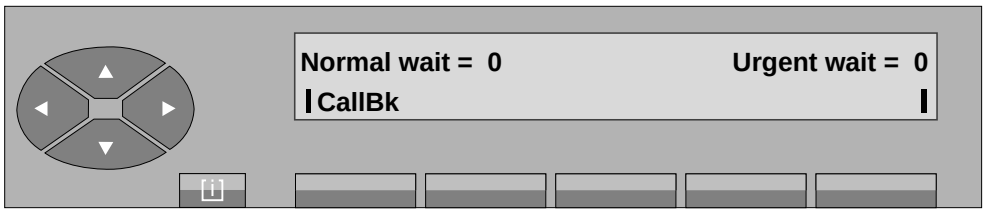
Notes:

- *When a participant enters the conference, an audible beep signals this during the conversation.*
- *If an external trunk is alone in the conference, it will be forwarded to the attendant set after a timer.*
- *On the other hand, if a set enters the conference with this trunk, the timer is cancelled.*

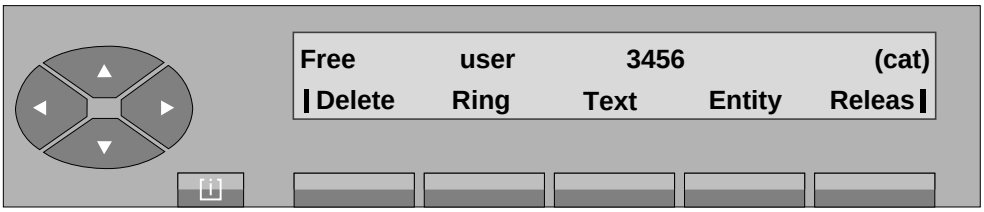
2-1-9 Answering a call-back request

An authorised internal user can activate a call-back request to the attendant.

If a call-back request is activated, the screen displays:



By pressing the «**CallBk**» key, the attendant sees the following displayed, for example:



By pressing the «**Ring**» key, the attendant activates the call to the user requesting call-back. The rest of the screens are the same as described in § 2-1-1.

Pressing the «**Delete**» key deletes the call-back request in progress and the attendant set returns to the idle position.

2-1-10 Status messages - Information messages

▼ Status messages

Free	user free, selected by the attendant but not yet in call mode.
Ringin	user in attendant call mode.
Conv	in conversation.
Busy	multiline set busy with at least one resource free.
Extension is out of	set out of order.
Unobtainable	User unobtainable: in off-hook position without being in call mode.
Busy.I	user connected to an internal correspondent.
Busy.E	user connected to an external correspondent.

▼ Information messages

TransfAC	the correspondent has been forwarded by another attendant.
Transfer	the correspondent is transferred by a user or an attendant.
Held	the correspondent has been put on hold.
Enquiry	attendant call from an enquiry call.
Parked	the correspondent has been parked.
Chained	the call is a chained return.
Control	the correspondent is put on hold after a controlled release.
Private	private user who cannot be connected to the external network.
Forward	user forwarded to the attendant set.
CallBack	call in response to a call-back request previously validated.

DND	Do Not Disturb.
Paging	paging in progress.
AbsMsg	the correspondent has activated a «apology» message.

▼ External call

Conv	the line is considered in conversation by the PBX.
Free	the external line is released.

2-2 Additional telephone facilities

2-2-1 Principle

The additional facilities can be accessed by the «**SERVICE**» fixed key only if the attendant set is in conversation with a correspondent. These facilities are as follows:

- forwarding between attendants,
- routing with chained extend[1],
- routing with charged extend[1],
- extend with camp-on release,
- decimal or DTMF numbering transparency,
- possibility of sending on the line a calibrated or flashing button pulse,
- temporary suppression of automatic transfer.

▼ Forwarding between attendants

The attendant can forward an internal or external call to another attendant (or attendant group) where the attendant set is in service and available.

▼ Routing with chained extend

Routing with chained extend allows the attendant to route a external communication to an internal user set. This communication will call-back on the attendant set when this user of this set on-hooks. In this way, the attendant can route the same call successively to several user sets.

▼ Routing with charged extend

During the routing of an external o/g communication to an internal user, charged extend activates call-back to the attendant set on internal set on-hook. Answering the call-back displays the identity of the set and the number of charge units charged to this set.

1. This facility is used to implement the routing procedure in the same way as pressing the «**Transf**» key.

▼ Routing with extend and camped-on release

During the routing of an external communication to a busy internal set, the attendant can put the call in the waiting queue with camp-on release.

When the internal user on-hooks, the set is not rung, but the external communication returns on call-back to the attendant set. The attendant can then route it to the called user.

▼ Decimal or DTMF numbering transparency

Numbering transparency is used to send additional numbering on the line to the remote correspondent. This numbering can be decimal or DTMF type.

▼ Cut-off or flashing

This facility sends a calibrated cut-off or flashing on the line to call-back, at the remote end, a numbering register or translator before sending numbering in transparency mode.

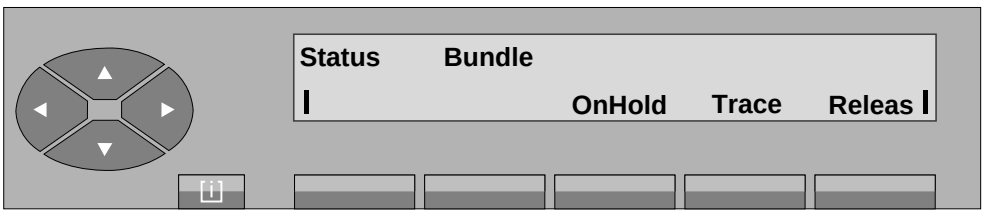
▼ Temporary suppression of automatic transfer

When the «**Automatic transfer**» facility is validated, the attendant can use this possibility to disable temporarily the automatic transfer so that, for example, the communication can be routed.

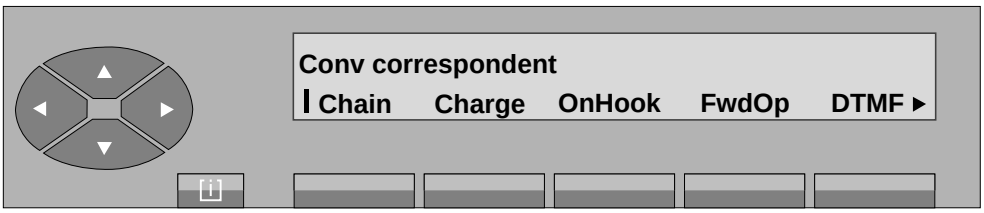
2-2-2 Forwarding between attendants

▼ Implementation

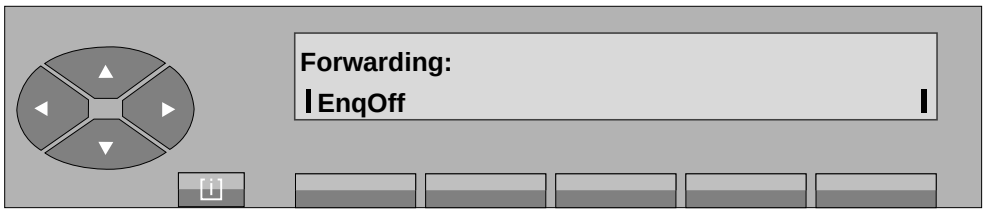
The attendant is in conversation with a correspondent:



Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:



After pressing the «**FwdOp**» key, the following is displayed:

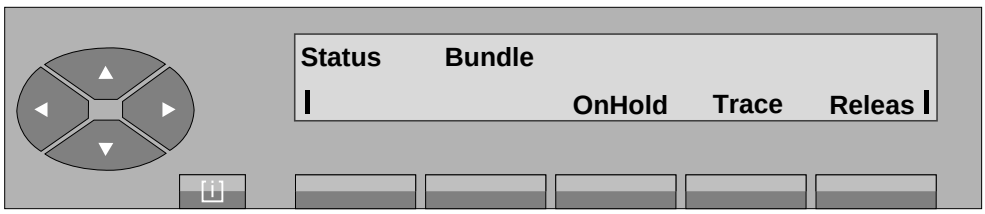


The attendant dials the call prefix of the attendant terminal to be destination of the call forwarding, without presentation. As soon as the number is complete, forwarding is activated automatically. After the operation, the attendant set automatically exits the «**Service**» function and returns to idle position.

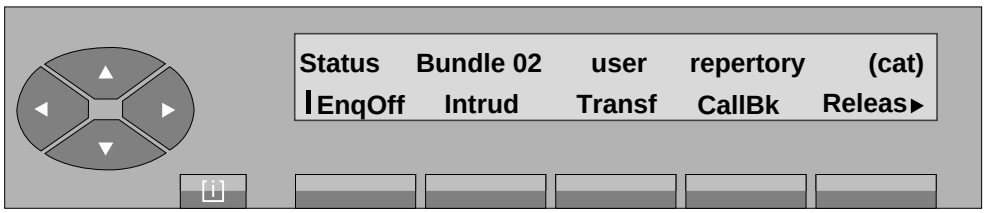
2-2-3 Chained extend

▼ Implementation

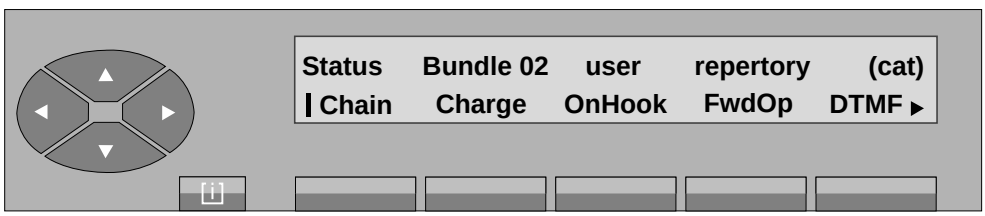
The attendant is in conversation with a correspondent following an i/c call:



Dial on the keypad the number of the called set:

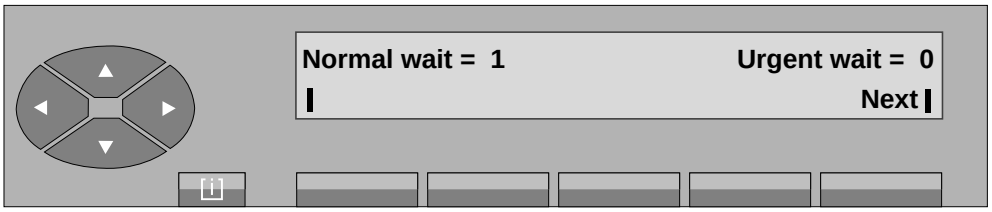


Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:

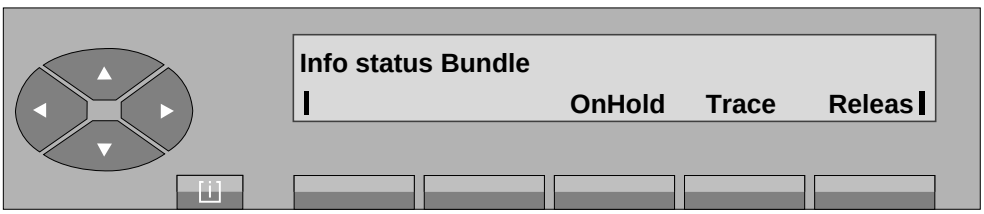


On pressing the «**Chain**» key, the routed correspondent waits for the selected set to answer. When the called party user answers, the attendant set automatically returns to its idle screen.

When the internal set on-hooks, the attendant set is called back. The following is displayed:



When the attendant set seizes the call by pressing the «**Next**» key, the display shows:



The «**Info**» field indicates that the call is in chained forwarding. From this state, the attendant can:

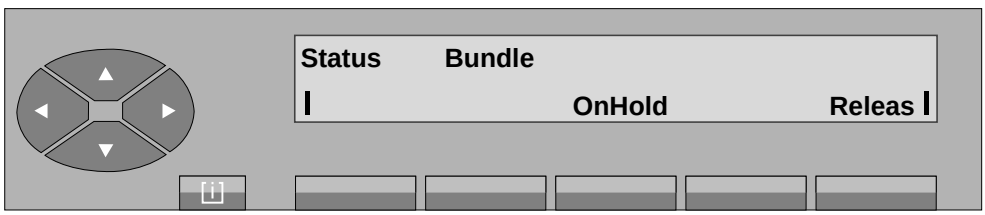
- either continue with another chaining,
- or just route the call,
- or release the communication by pressing the «**Releas**» key.

*Note: The «**Chain**» key can be used in the case of routing with presentation or busy set.*

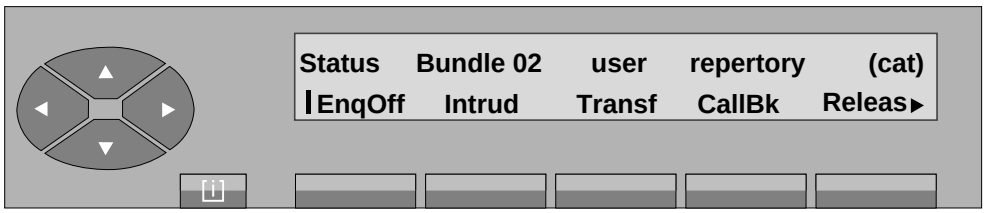
2-2-4 Charged extend

▼ Implementation

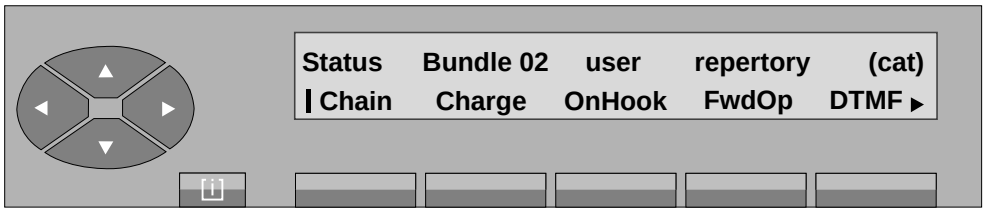
The attendant is in conversation with a correspondent following an o/g call:



Dialling on the keypad of the called party set number:

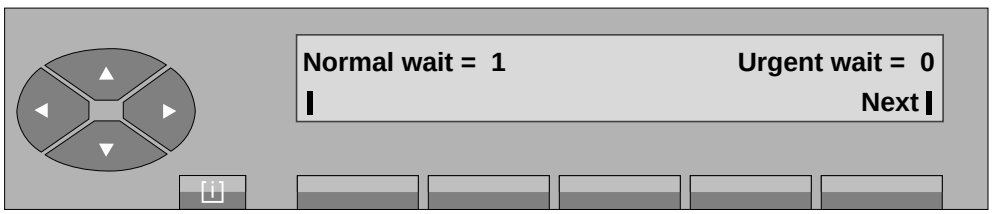


Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:

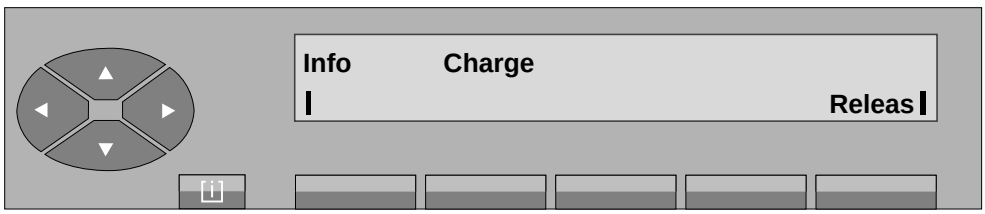


On pressing the «**Charge**» key, the routed correspondent waits for the selected set to answer. When the called party user answers, the attendant set automatically returns to its idle screen.

When the internal set on-hooks, the attendant set is called back. The following is displayed:



When the attendant seizes the call by pressing the «**Next**» key, the display shows:



The «**Info**» field indicates the number of the charged set.

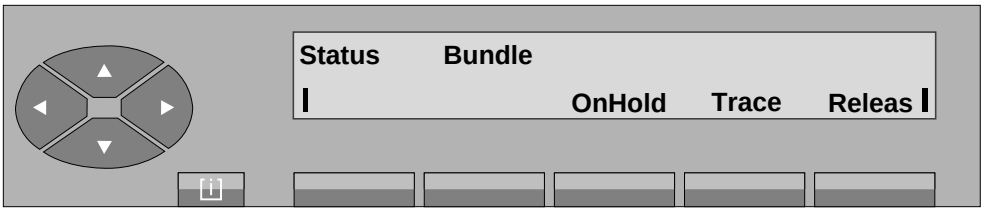
The «**Charge**» field indicates the cost or the number of charge units charged to the set.

*Note: The «**Charge**» key can be used in the case of routing with presentation or to busy set.*

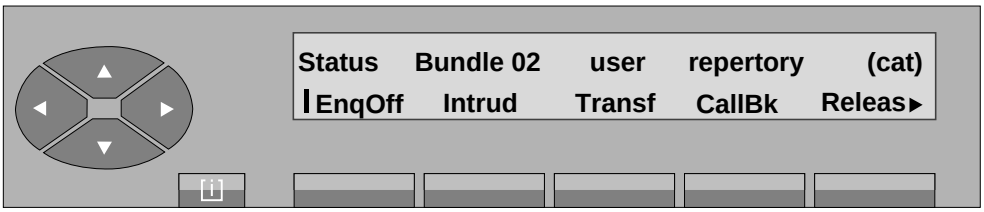
2-2-5 Extend with camp-on release

▼ Implementation

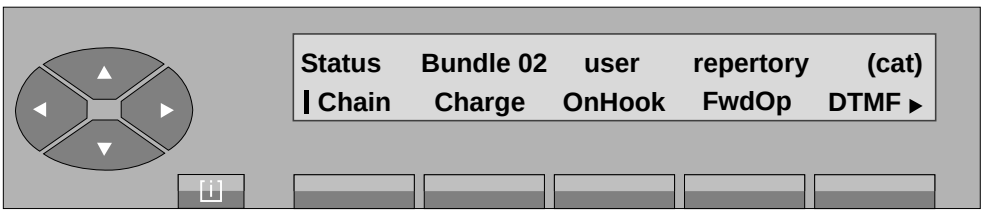
The attendant is in conversation with a correspondent following an i/c call:



Dial on the keypad the number of the called party set:



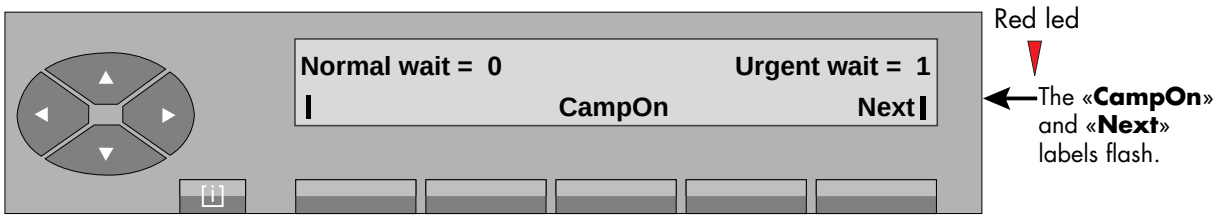
Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:



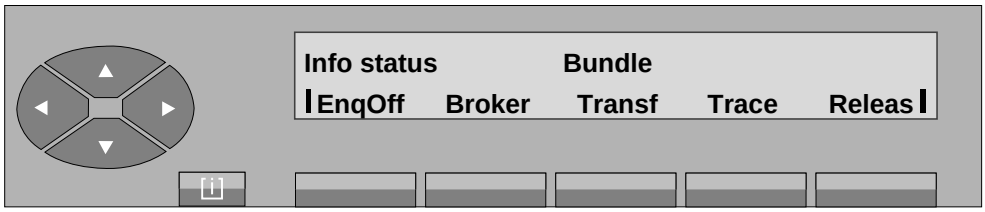
On pressing the «**OnHook**» key, the correspondent is put on wait with the hold music and the attendant set returns to idle position.

*Note: If the called party user doesn't on-hook, the timer displays «**Camp-On**» label. Then, the attendant set is called back by the correspondent put on hold.*

When the internal set on-hooks, the attendant set is called back. The following is displayed:



When the attendant seizes the call, on pressing the «**CampOn**» or «**Next**» key, the display shows:



The «**Info**» field indicates that the call is returned with camp-on release.

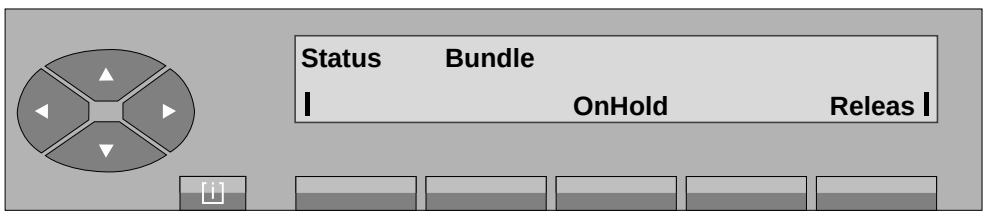
2-2-6 DTMF transparency

▼ Implementation

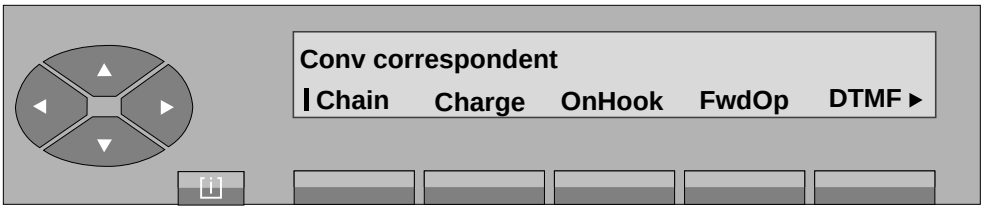
The attendant carries out an o/g call:

- by prefix or access code,
- by abbreviated dialling,
- by programmed key.

The remote set sends the conversation signalling:



Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:

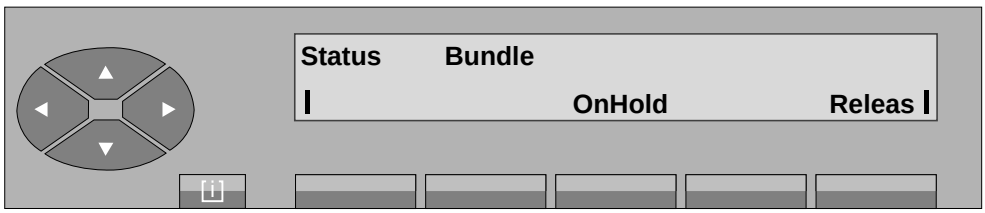


Pressing the «**DTMF**» key displays: «**DTMF**» and exits from the «**Service**» facility.

The attendant dials the additional digits to be sent. These digits are displayed on the right of the screen.

If the number dialled is greater than 10 digits, each subsequent digit is displayed in the 10th position.

Pressing the «**SERVICE**» fixed key followed by the «**DTMF**» key exits the facility and displays the following screen:



2-2-7 Decimal transparency

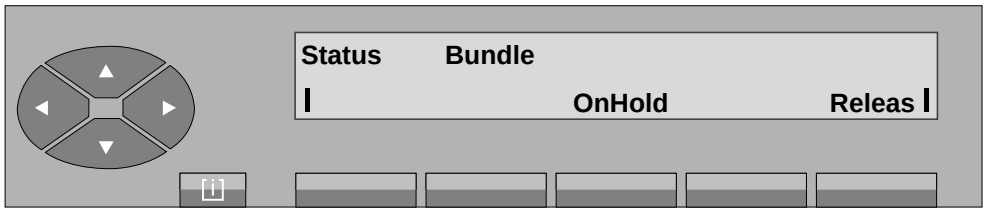
Reminder: This facility is not taken into account on an ISDN trunk group.

▼ Implementation

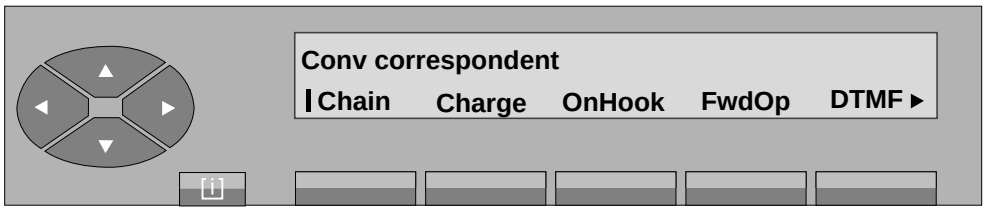
The attendant carries out an o/g call:

- by prefix or access code,
- by abbreviated dialling,
- by programmed key.

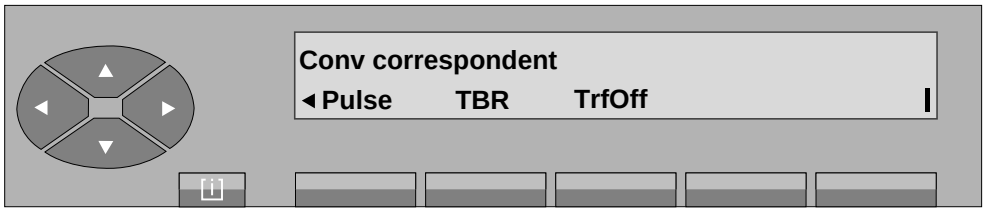
The remote set sends the conversation signalling:



Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:



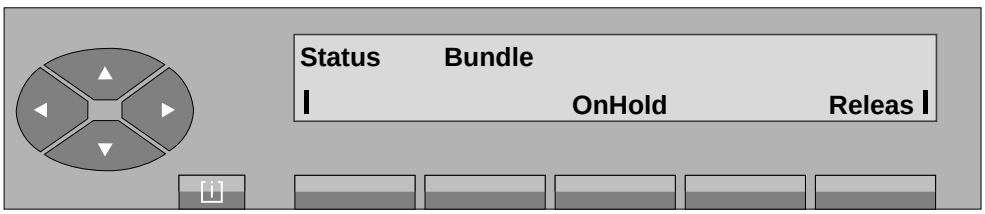
The attendant presses the « » key to move onto the second screen:



Pressing the «**Pulse**» key displays: «**Decadic**» and exits from the «**Service**» facility.

The attendant dials the additional digits to be sent. These digits are displayed on the right of the screen. If the number dialled is greater than 10 digits, each subsequent digit is displayed in the 10th position.

Pressing the «**SERVICE**» fixed key, followed by the «**Pulse**» key exits the facility and displays the following screen:



2-2-8 Transmission of a calibrated cut-off (flashing)

Reminder: This facility is not taken in account on an ISDN trunk group.

▼ Implementation

This facility lets the attendant activate at the remote PBX end:

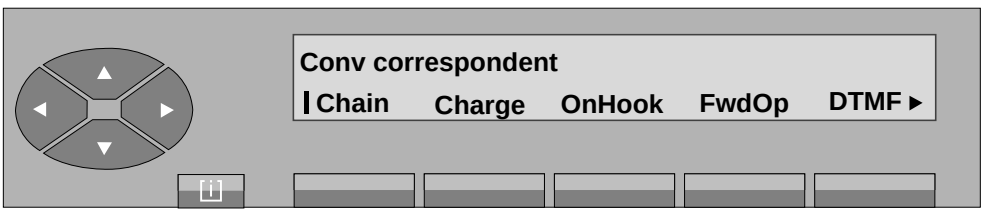
- call-back by a register for acceptance of the numbering by a suffix,
- a service operation (remote attendant intervention).

The attendant carries out an o/g call:

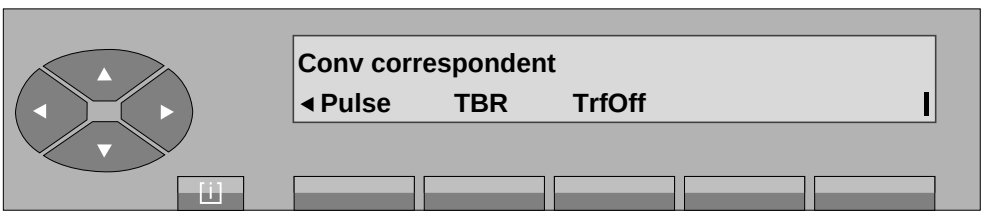
- by prefix or access code,
- by abbreviated dialling,
- by programmed key.

After the attendant has entered conversation mode with the remote set, the calibrated cut-off can be used to call a DTMF numbering translator.

Pressing the «**SERVICE**» fixed key activates the associated pictogram SERVICE and displays the following screen:



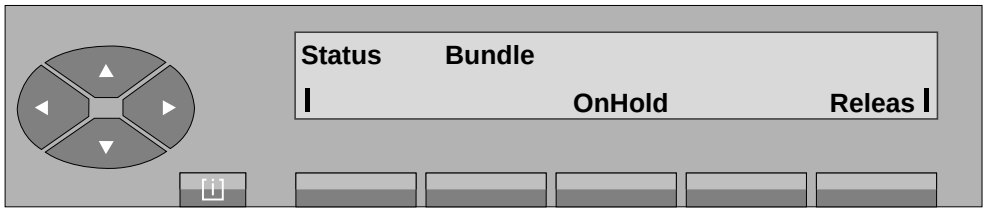
The attendant presses the « » key to move onto the second screen:



On pressing the «**TBR**» key, a calibrated pulse is sent to the remote equipment. This equipment sends a tone inviting the attendant to continue numbering.

Pressing this key results in exit from the «**Service**» facility.

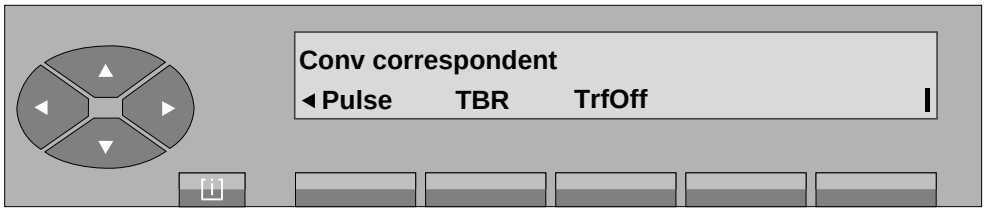
Pressing the «**SERVICE**» fixed key, followed by the «**TBR**» key exits the facility and displays the following screen:



2-2-9 Temporary suppression of automatic transfer

▼ Implementation

The attendant is in conversation with a correspondent. Before selecting the internal user, pressing the «**SERVICE**» fixed key, followed by the « » key displays the following screen:



After pressing the «**TrfOff**» key, the attendant can route the correspondent as described above.

Chapter 3

Management from the attendant set

▼ Implementation

On attendant set power-up, the set is inhibited («**Unplugged**» position). The status of the group to which the set belongs *(see § 3-2-2-1)* is displayed on the screen.

To be operational, the attendant set must be changed over to «**normal service**» («**Plugged in**» position). For this, press the «**ON/OFF**» fixed key *(see § 3-1-1)*.

Furthermore, from system management, it is possible to authorise, inhibit or control, by secret code, access to the following facilities:

- group status: night,
- group status: day,
- group status: mode 1,
- group status: mode 2,
- modification of operating, connection, public, network and charging categories,
- date/time update,
- management of external abbreviated numbers,
- management of sets (creation, modification and deletion) /directory number,
- cost centre update,
- charging,
- out of service trunk display,
- trunk group book/remove (automatic/selective),
- direct seize locking,
- traffic overflow,
- users facilities management,
- entity status: night,
- entity status: day,
- status entity: mode 1,
- status entity: mode 2,
- like management attendant group,
- ATT set routing tables,
- ATT group routing tables,
- entity routing tables,
- register DECT sets, permanent DECT sets,
- install DECT sets.

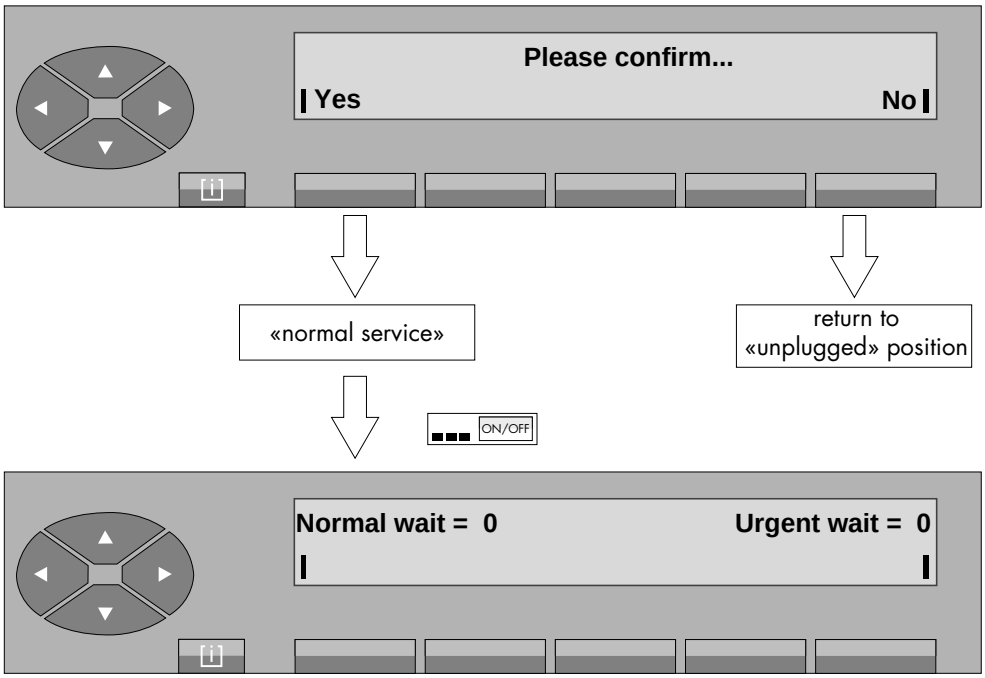
Chapter 3 *Management from the attendant set*

3-1 Attendant set operation

3-1-1 «ON/OFF» fixed key

This key is used to activate the attendant set and switch it to the mode in force for the group. If it is the first attendant set to be brought into service, it validates «**Day service**» for the whole group.

On pressing the «**ON/OFF**» fixed key, the screen displays:



Normal service idle screen («Plugged in» position)

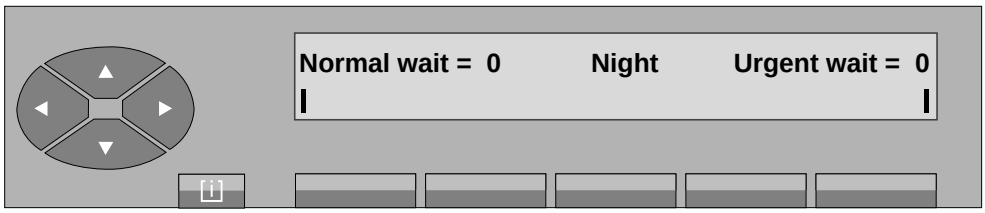
On pressing the «**Yes**» key, the attendant set changes to «**normal service**» («**Plugged in**» position).

Pressing the «**No**» key cancels the operation in progress and the attendant set returns to «**Unplugged**» position with the associated screen. The group status is displayed *(see § 1-7-2)*.

Note: At the attendant sets operating mode level, there is no longer a difference between the day, night, forwarding 1 and forwarding 2 modes.

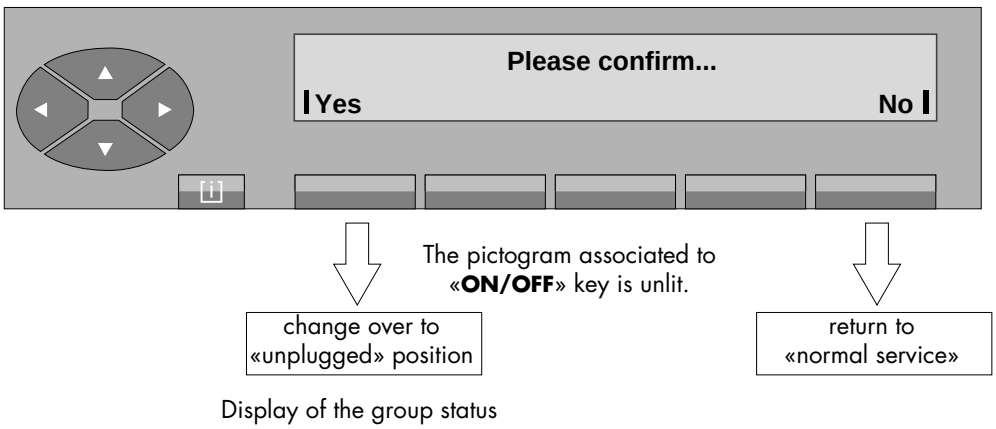
If authorised by the administrator, the attendant can program night mode for the group while remaining in operating mode.

Example:



*The screen indicates that the group is in «**Night mode**» and that this attendant set can continue to service the different calls received.*

On pressing the «**ON/OFF**» fixed key again, the screen displays:



On pressing the «**No**» key, the attendant returns to normal operating mode. Pressing the «**Yes**» key de-activates the attendant set and causes it to change to «**Unplugged**» position. If this is the last attendant set still in service, this operation causes the entire group to change to «**Night service**».

The procedure for returning to «**normal service**» is the same as described above.

3-1-2 «AUTO» fixed key

3-1-2-1 Automatic connection

On pressing the «**AUTO**» fixed key, the segments of the associated pictogram light up AUTO and the screen displays: «**Automatic connection mode**».

The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key.

This operating mode is used to connect the attendant set automatically to any i/c call or any call that is waiting during call routing.

3-1-2-2 Manual answer

When this key is pressed again, the segments of the associated pictogram go out and «**Manual connection**» is displayed.

The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « ☎ » fixed key.

This operating mode queues the calls in a waiting queue as and when they arrive. Attendant intervention is required to take a call.

3-1-3 « [i] » fixed key

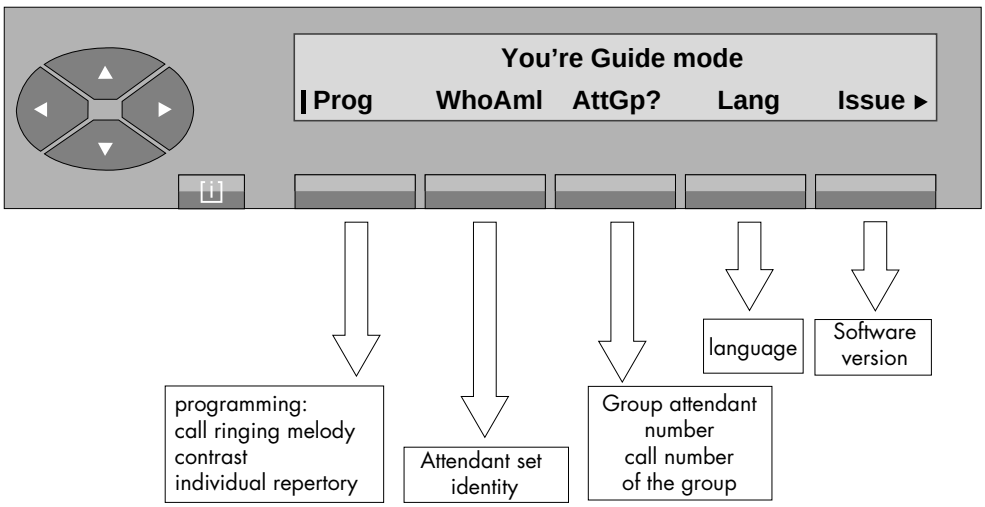
3-1-3-1 Principle

Pressing the « [i] » fixed key activates the guide for customising the environment of the attendant set. This operation can be used to find out the identity of the attendant set and proposes programming assistance in, for example, the following situations:

- modifying the call melody,
- modifying the language used,
- adjusting the display contrast,
- modifying the date and time of the installation,
- checking correct operation of the attendant set by an autotest.

Pressing the « ☎ » fixed key is used to terminate the operation in progress and return to idle position.

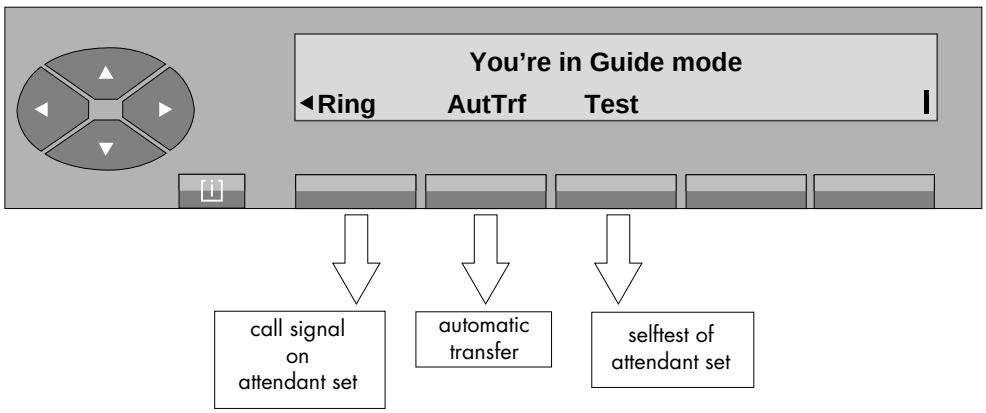
On pressing the « [i] » fixed key, the initial menu is displayed:



Initial menu

Prog	is intended for programming the environment of the attendant set.
WhoAml	is used to display the identity of the attendant set.
AttGp?	is used to display the number of the attendant group and the group call number.
Lang	is used to select the display language on the attendant set.
Issue	is used to know the version of the software supported by the PBX.

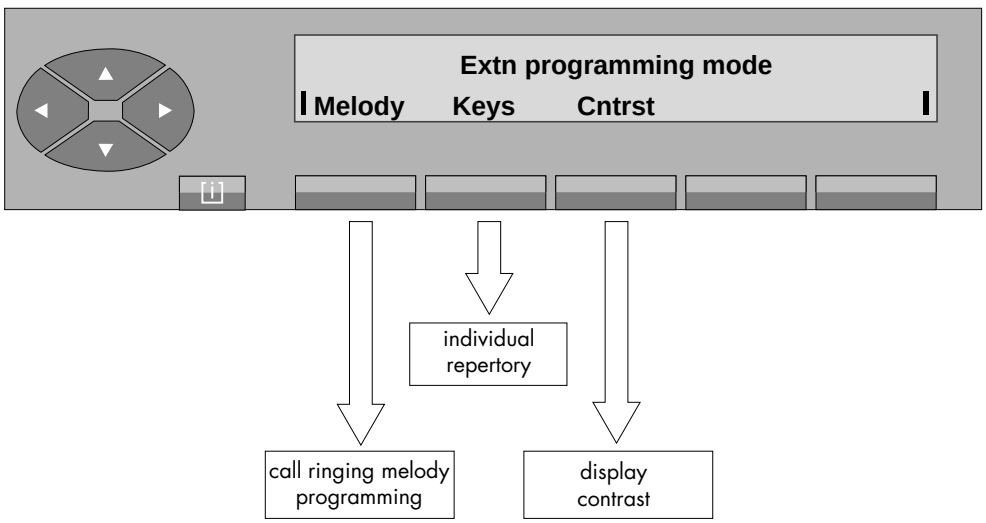
If the « ▶ » symbol is shown on the right of the screen, press the « » key. The following is displayed:



Ring	is used to program the call signal on the attendant set.
AutTrf	is used to validate automatic transfer.
Test	start the attendant set autotest.

3-1-3-2 Programming the attendant set

Pressing the «**Prog**» key provides access to the following sub-menus:

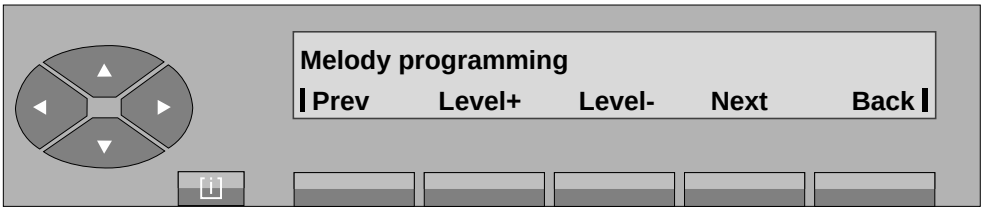


Melody	to set the call ringing melody and its volume level on the attendant set.
Keys	to program the keys and individual repertory.
Cntrst	to adjust the display contrast.

▼ Ringing - Melody - Volume level

The call ringing melody on the attendant set can be selected from 16 available melodies. Each melody has 7 different volume levels.

On pressing the « [i] » fixed key, followed by «**Prog**» and «**Melody**» keys, the screen displays:

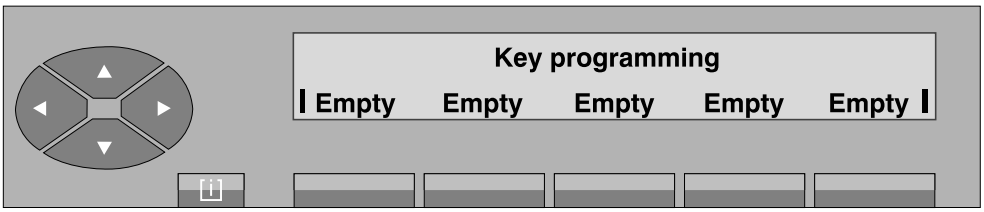


On pressing the «**Level +**» or «**Level -**» keys, the melody programmed in the attendant set will be played through the loudspeaker continuously.

Prev	activates the call ringing melody of row -1.
Level + and **Level -**	used to modify the volume level.
Next	activates the call ringing melody of row +1.
Back	returns to the initial screen and automatically stores the melody played via the loudspeaker.

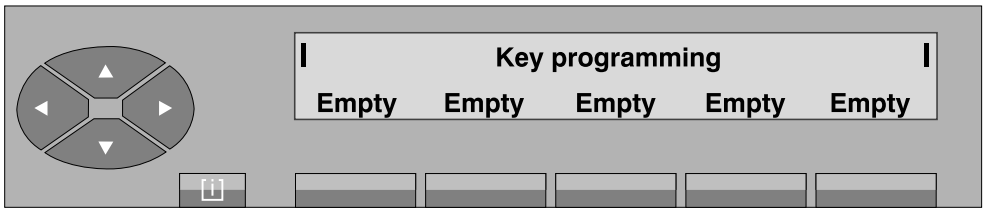
▼ Programming the individual repertory

On pressing the « [i] » fixed key, followed by «**Prog**» and «**Keys**» keys, the screen displays:



Initial menu

On pressing the « » key, the second screen is displayed:

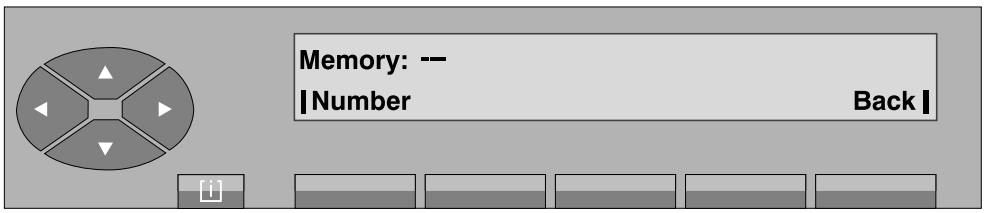


The « ▌ » identifiers flash to indicate that it involves additional screens.

By pressing the « » key, you can view 5 successive screens before returning to the initial screen.

- Programming a repertory key

After pressing the «**dynamic**» key that the attendant wants to program, the screen displays:

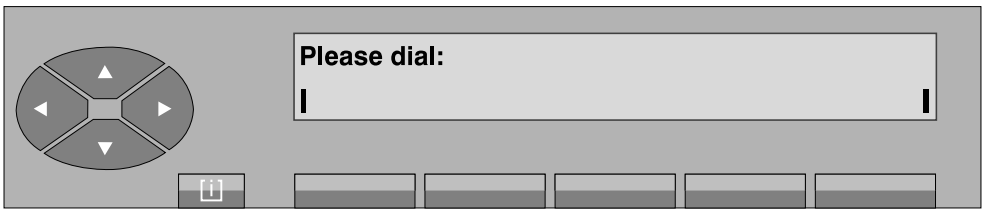


Number to enter the number required (repertory, prefix, external, abbreviated).

Back return to the initial screen.

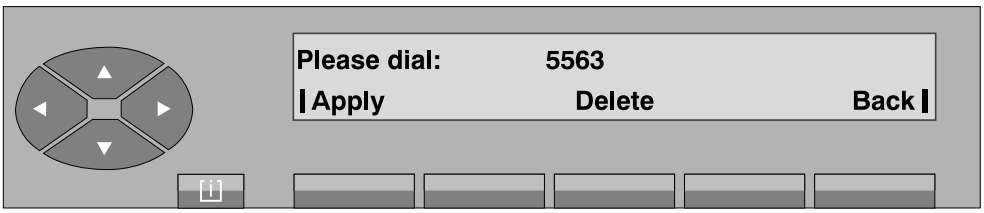
--- «empty» in the case of a key that is not programmed, or name of the key.

On pressing the «**Number**» key, the following is displayed:



The attendant can enter the number which will be assigned to this key.

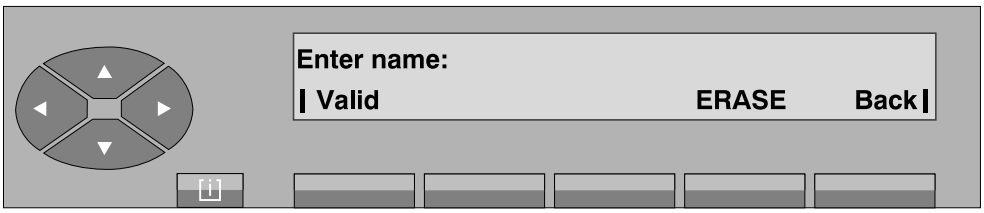
Example:



Delete erases the number programmed.

Back used to return to the initial screen.

Apply confirms the number dialled and the screen displays:



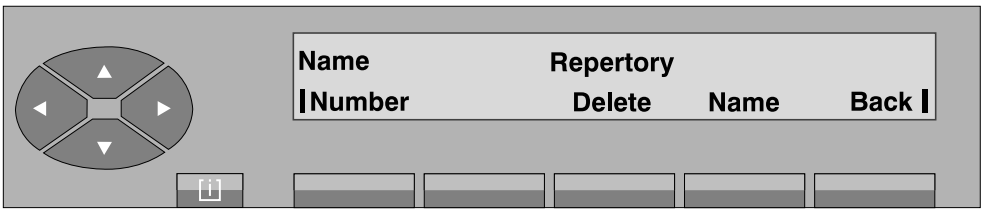
The attendant enters, via the alphabetical keyboard, the name associated with the number and confirms this by pressing the «**Valid**» key. If the name does not change, the same name is given again.

ERASE erases the name programmed.

Back used to return to the initial screen.

- Changing the content of a repertory key

After pressing the key in question, the screen displays:



Number used to change the number programmed.

Delete erases all the programming for the key.

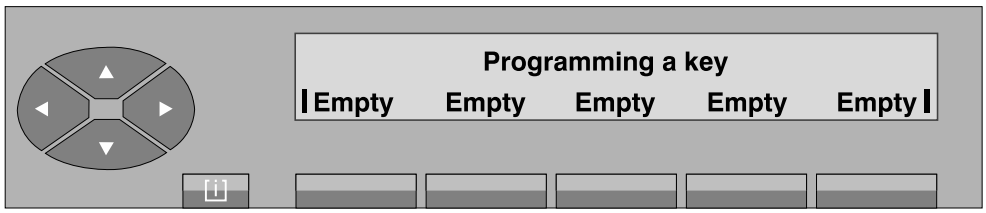
Name used to change the «label» of the key.

Back used to return to the initial screen.

To change the user number and name, *see § Programming*.

▼ Programming the programmable keys

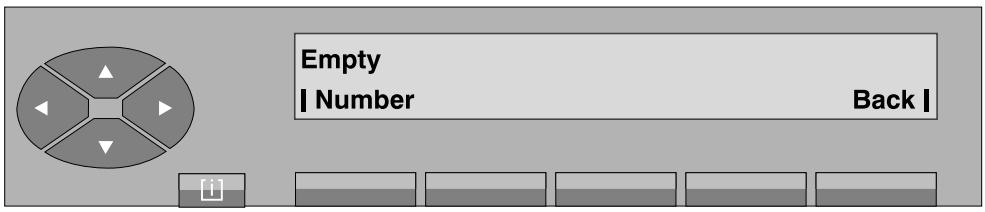
On pressing the « [i] » fixed key, followed by «**Prog**» and «**Keys**» keys, the screen displays:



Initial menu

• Programming a key

After pressing the key on the set or add-on module that the attendant wants to program, the screen displays:

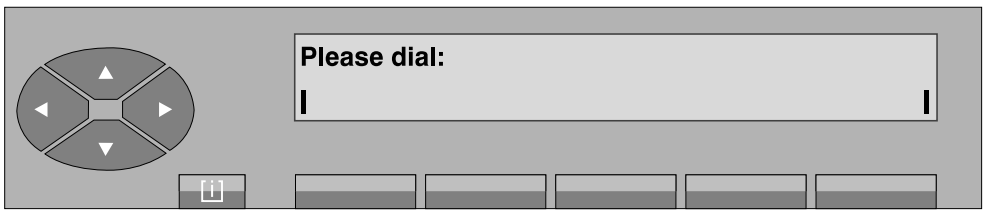


Number to enter the number required (repertory, prefix, external, abbreviated).

Back return to the initial screen.

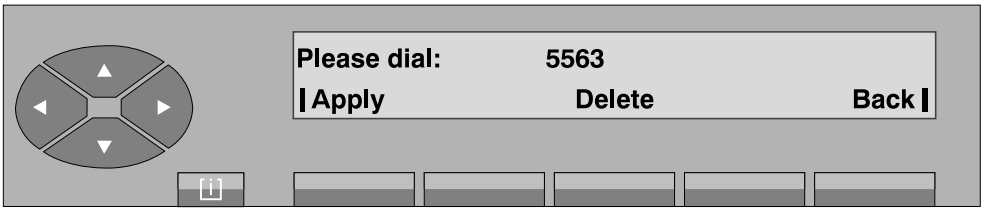
--- «empty» in the case of a key that is not programmed, or content of the key.

On pressing the «**Number**» key, the following is displayed:



The attendant can enter the number which will be assigned to this key.

Example:



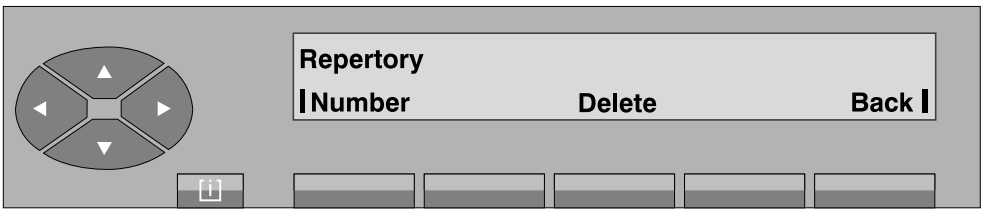
Apply confirms the number dialled.

Delete erases the number programmed.

Back used to return to the initial screen.

- Changing the content of a key

After pressing the key in question, the screen displays:



Number used to change the number programmed.

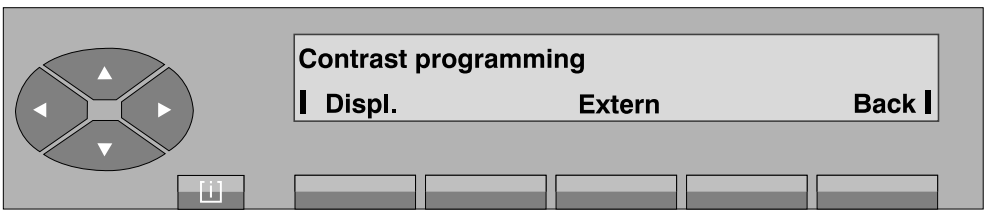
Delete erases the programming for the key.

Back used to return to the initial screen.

To change the number, *see § Programming*.

▼ Adjusting the contrast

On pressing the « [i] » fixed key, followed by «**Prog**» and «**Cntrst**» keys, the following is displayed:

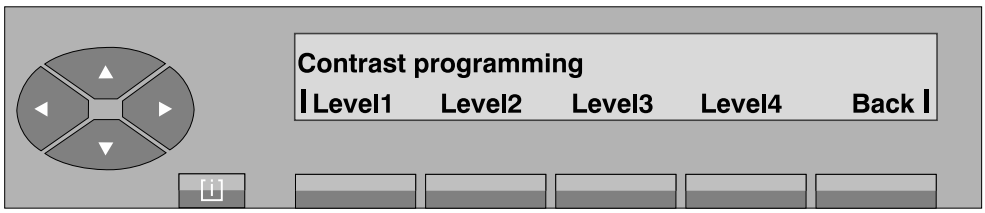


Displ. used to adjust the display and the pictograms of the attendant set.

Extern used to adjust the pictograms of the additional unit(s).

Note: This screen is displayed if the set possesses one or more additional unit(s). Otherwise, only the following screen is displayed.

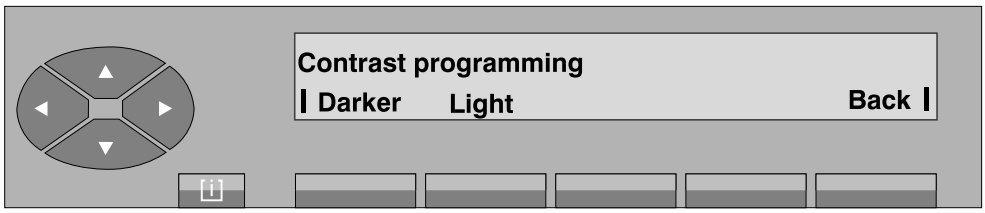
- On pressing the «**Displ.**» key, the following is displayed:



Level 1 to **Level 4** — used to modify the contrast of the display and pictograms. On pressing one of these keys, the contrast is immediately modified to the corresponding value and this modification is stored.

Back — used to return to the initial screen.

- On pressing the «**Extern**» key, the following is displayed:



Darker and **Light** — allows the contrast of the pictograms of the additional unit(s) to be adjusted.

3-1-3-3 Identity of the attendant set

Pressing the « [i] » fixed key, followed by «**WhoAmI**» key is used to display the identity of the attendant set:

att name — is the identification of the attendant set.

Call no — is the prefix to dial in order to call the attendant set.

(row) — is the logical number of the attendant set at management level.

Pressing the «**Back**» key is used to return to the initial menu.

3-1-3-4 Group identification

Pressing the « [i] » fixed key, followed by «**AttGp?**» key is used to display the identity of the group to which the attendant set belongs:

Group is the name of the attendant set group.

(row) is the logical number of the attendant set at management level.

Pressing the «**Back**» key is used to return to the initial menu.

3-1-3-5 Choice of language

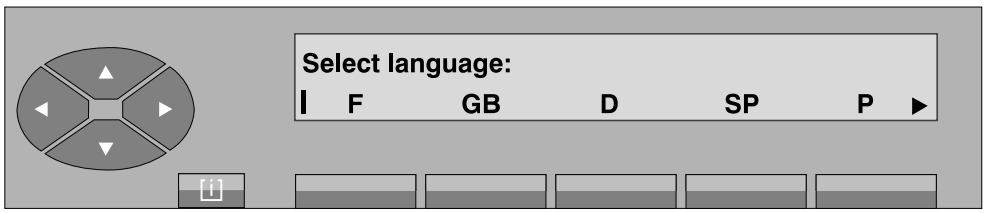
Important :

In the current version, the system only authorises:

- *4 written languages (for the displays),*
- *9 spoken languages (for the voice guides).*

The system administrator selects the 4 written languages from the languages available. Although the attendant can select a label for the display language from the labels proposed (corresponding to the spoken languages), the label selected must correspond to a language programmed by the administrator.

On pressing the « [i] » fixed key, followed by «**Lang**» key, the screen displays:

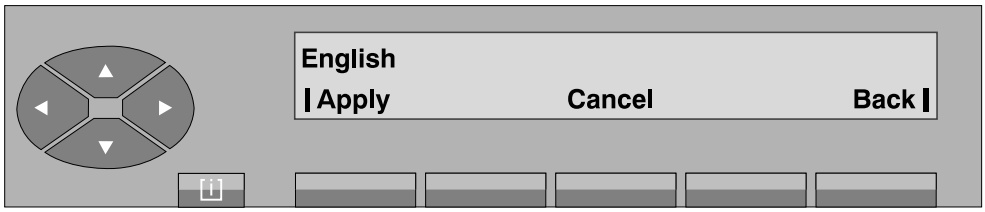


«Language» Indicates the language currently used for displays on the attendant set,

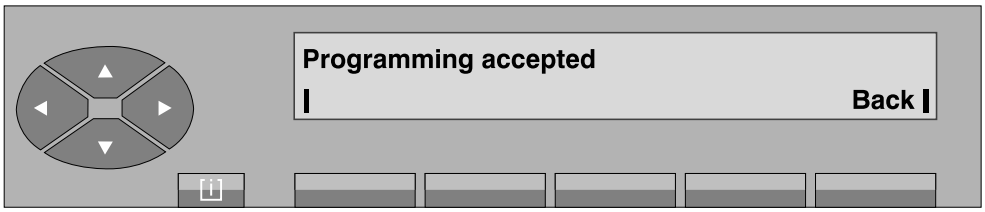
F GB D SP P used to select another language for the displays.

If the « ▶ » symbol is shown on the right of the display, pressing the « » key is used to access other languages (**NL, DK, I, A**).

After pressing the key for the language required (e.*g.: «**GB**» key*), the following is displayed:



The attendant validates this choice by pressing the «**Apply**» key and the screen becomes:



Pressing the «**Back**» key is used to return to the initial menu.

3-1-3-6 Software version

On pressing the « [i] » fixed key, followed by «**Issue**» key, the screen displays, for example:

The screen displays the software version supported by the PBX on which the attendant set is connected.

3-1-3-7 Programming the ringing cadence

On pressing the « [i] » fixed key, followed by « » and «**TypMel**» keys, the screen displays:

- 1st case: the ringing is in normal mode

The ring on the attendant set is programmed in normal mode (ringing starts on presentation of a call on the attendant set).

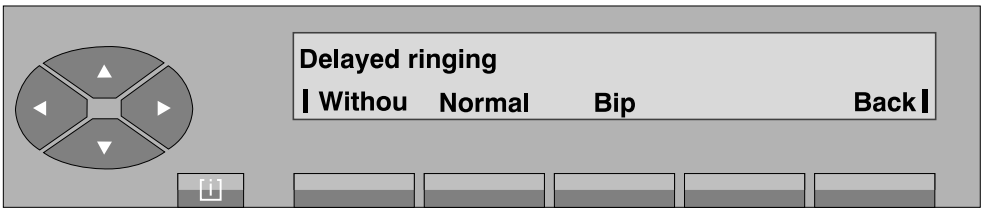
Withou used to delete the ring (*see 4th case*).

Delay used to modify the signalling by entering a delay (*see 2nd case*).

Bip used to program a beep on call presentation (*see 3rd case*).

Back is used to return to the initial menu.

- 2nd case: the ringing is in delayed mode



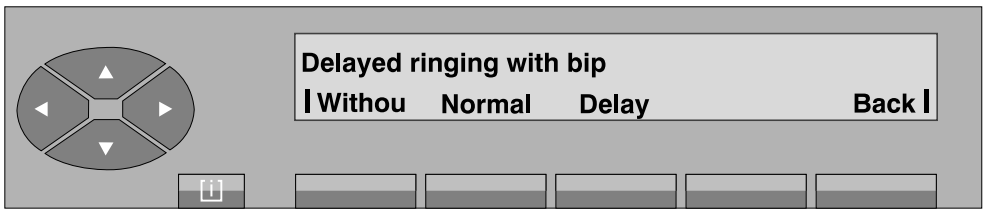
Withou used to delete the ring (*see 4th case*).

Normal used to return to normal mode (*see 1st case*).

Bip used to program a beep on call presentation (*see 3rd case*).

Back is used to return to the initial menu.

- 3rd case: the ringing is in delayed mode with beep



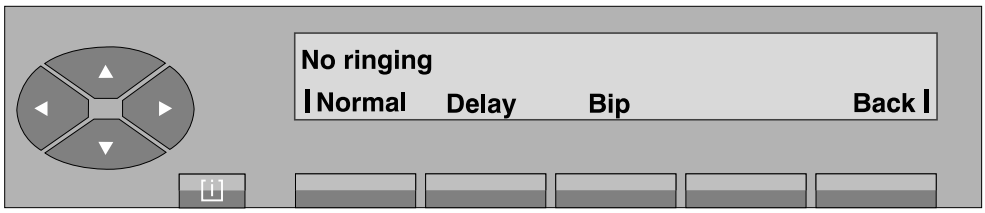
Withou used to delete the ring (*see 4th case*).

Normal used to return to normal mode (*see 1st case*).

Delay used to modify the signalling by entering a delay (*see 2nd case*).

Back is used to return to the initial menu.

- 4th case: the ringing is deleted



Normal used to return to normal mode (*see 1st case*).

Delay used to modify the signalling by entering a delay (*see 2nd case*).

Bip used to program a beep on call presentation (*see 3rd case*).

Back is used to return to the initial menu.

3-1-3-8 Automatic transfer

The «**automatic transfer**» function is used to route a call to a free user immediately after user numbering without the attendant carrying out the «**transfer**» operation.

On pressing the « [i] » fixed key, followed by « » and «**AutTrf**» keys, the screen displays:

Apply confirms the halting of the «**Automatic transfer**» function.

Yes displays the screen used to activate automatic transfer.

After pressing the «**Yes**» key, the screen displays:

Apply confirms activation of the «**Automatic transfer**» function.

No displays the previous screen which is used to de-activate the automatic transfer.

3-1-3-9 Autotest

On pressing the « [i] » fixed key, followed by « » and «**Test**» keys, the screen displays: «**Selftest mode**».

Then, after a short wait, all the characters are displayed, all the pictograms flash, the programmed ringing melody is played through the loudspeaker and the LED comes on.

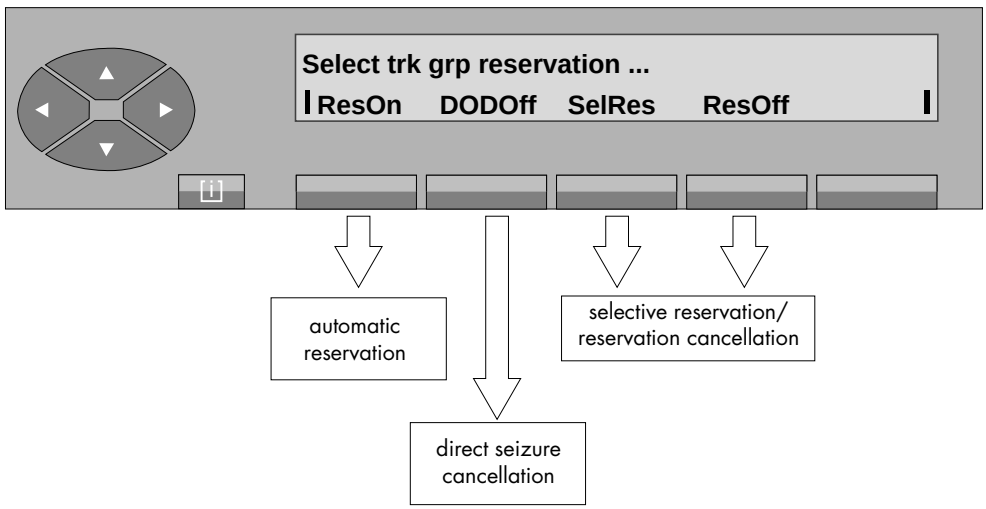
After a timer, the test terminates on its own and the attendant set returns to its idle position.

3-2 General operation

3-2-1 « » fixed key

The « » fixed key is used amongst other things to validate the reservation of trunk groups which are declared as being «**reservable**».

On pressing this key, the following choices are proposed:

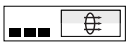


3-2-1-1 Reservation/Cancel reservation

▼ ResOn/ResOff

Pressing the «**ResOn**» key is used to reserve the trunk groups that have been declared «**reservable**» for the attendant set. This declaration is entered by system management during the programming of trunk group characteristics.

If no trunk group has been declared «**reservable**» for the attendant set, pressing the key will activate a ringing beep on the attendant set.

Pressing this key displays: «**Trk grp reservation on**», if at least 1 trunk group has been declared «**reservable**» and activates the associated pictogram: 

The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key.

On pressing the « » fixed key again, the «**ResOn**» label is replaced by «**ResOff**» on the same key which is used to cancel automatic reservation of the trunk groups.

Pressing the «**ResOff**» key de-activates the pictogram associated with the « » fixed key and displays: «**Trk grp reservation off**».

The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key.

3-2-1-2 DOD authorisation or inhibition

▼ DOD On/DODOff

Pressing the «**DODOff**» key deletes direct seize of any external trunk for all the sets. Activating this function lights ups the 2 outside segments and flashes the central segment of the associated pictogram: . The screen displays: «**DOD not authorised**».

The attendant set returns to its idle screen either automatically after a timer, or by a forced return using the « » fixed key.

On pressing the « » fixed key again, the «**DODOff**» label is replaced by «**DOD On**» which is used to validate DOD to the outside again for all sets.

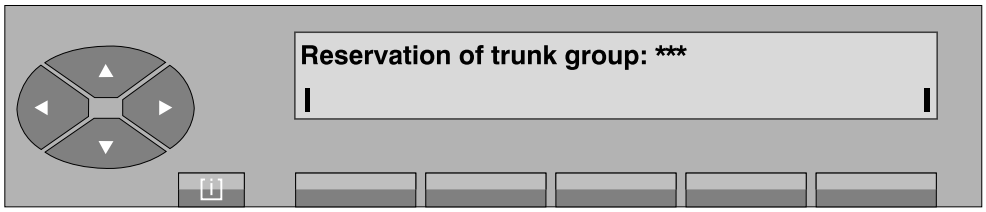
Pressing the «**DOD On**» key de-activates the pictogram associated with the « » fixed key and displays: «**DOD authorised**».

The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key.

3-2-1-3 Selective reservation or reservation cancellation

▼ SelRes/ResOff

Pressing the «**SelRes**» key authorises reservation of one or more trunk groups. The display is as follows:

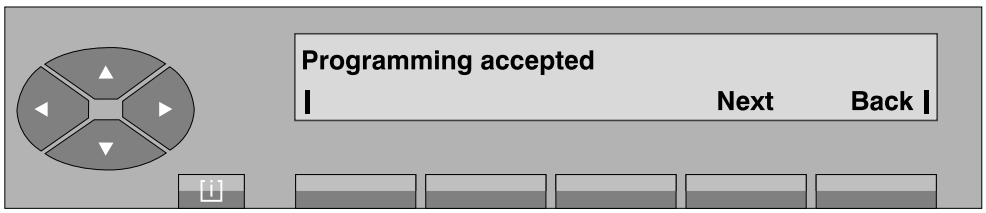


Screen A

The number of the trunk group to reserve is completed in the form of a 3 digit number entered via the keypad. Each digit entered replaces a «*» character.

The modification takes place automatically after the last digit and activates the associated pictogram: .

The screen displays:



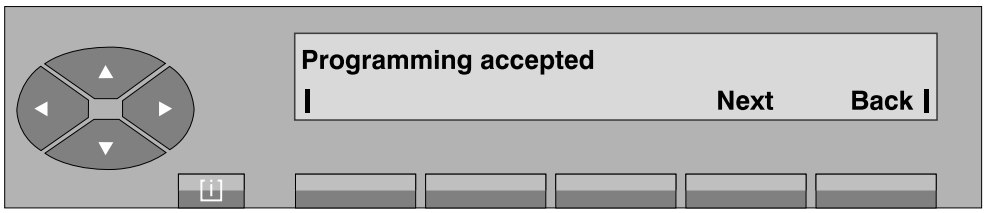
Next used to start the procedure for reserving another trunk group over again (return to screen A).

Back returns to the initial screen.

Pressing the «**ResOff**» key provides the possibility of cancelling the reservation of one or more trunk groups. The screen displays:

Screen B

The number of the trunk group to delete from reservation is completed in the form of a 3 digit number entered via the keypad, as above. After dialling the digits, the pictogram associated with the « » fixed key is de-activated and the following is displayed:



Next used to start the procedure for cancelling the reservation of another trunk group over again (return to screen B).

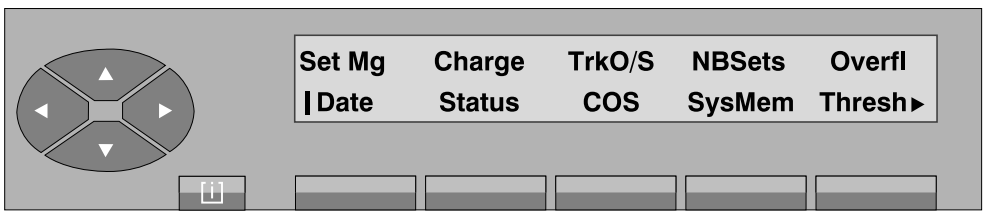
Back returns to the initial screen.

If the number does not correspond to an existing trunk group, the «**Value out of limits**» display is accompanied by an audible beep.

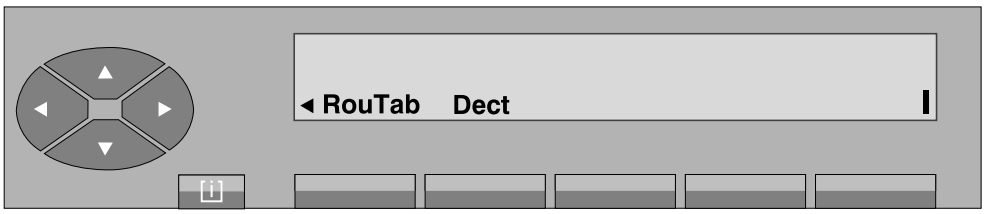
3-2-2 Programming functions («SERVICE» fixed key)

The different programming functions can only be accessed by pressing the «**SERVICE**» fixed key when the attendant set is in idle position. The different programming operations described in this chapter can be inhibited or locked by a password. This password, managed at system management level, is requested during modification of a locked programming operation. The description below does not take into account this password.

Pressing the «**SERVICE**» fixed key provides access to the following main menu (all authorised):

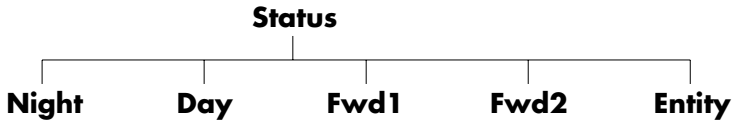


Pressing on the « » key, the following screen is displayed:

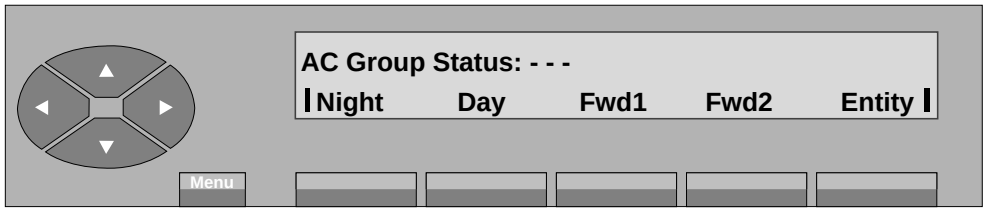


3-2-2-1 Group status

- Diagram



Pressing the «**Status**» key is used to modify the group operating mode from the attendant set. The following sub-menu is proposed:



The first line displays the current operating mode.

The attendant selects the group operating mode by pressing one of the following 5 keys:

Night to switch the group to «**Night mode**» and allocate users the categories that are valid at night.

Day to activate day service.

Fwd 1 to validate forwarding order 1.

Fwd 2 to validate forwarding order 2.

Entity to modify the «**entity**» calls operating mode. This label is only displayed if there is at least one entity supervised by the attendant.

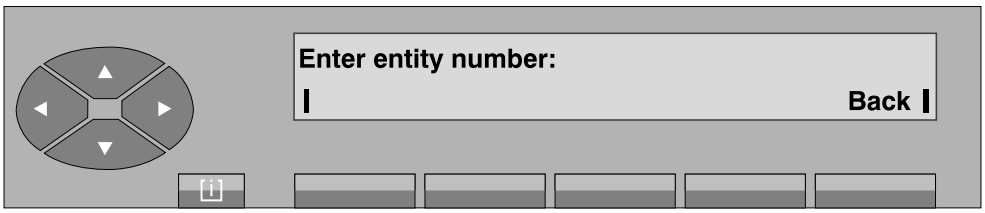
- On pressing the «**Night**» key, the attendant switches the group to «**Night mode**» (the first line of the display shows: «**Night**»).
  The attendant set remains active.
- On pressing the «**Day**» key, the attendant switches the group to «**Day service**».
  The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key.
  The attendant set is in «**normal service**».
- On pressing the «**Fwd 1**» key, the attendant switches the group to «**Forward1 mode**» (the first line of the display shows: «**Forward1**»).

After a timer or forced return by pressing the « » fixed key, the attendant set returns to its idle screen with indication of the forwarding:

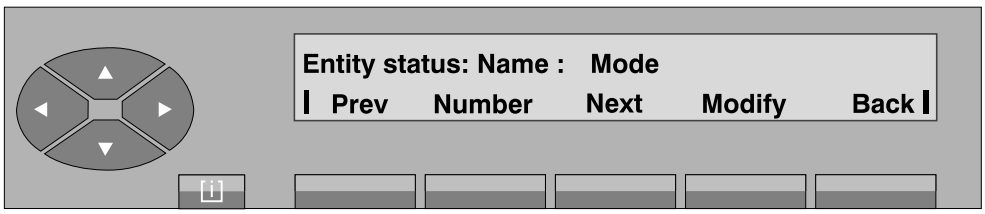
- On pressing the «**Fwd2**» key, the attendant switches the group to «**Forward2 mode**» (the first line of the display shows: «**Forward2**»).

  The attendant set returns to its idle screen either automatically after a timer, or by a forced return by pressing the « » fixed key with indication of the forwarding:

- On pressing the «**Entity**» key, the screen displays:



The attendant completes the number of the entity (x) and confirms by pressing the «**Apply**» key. The following is displayed:



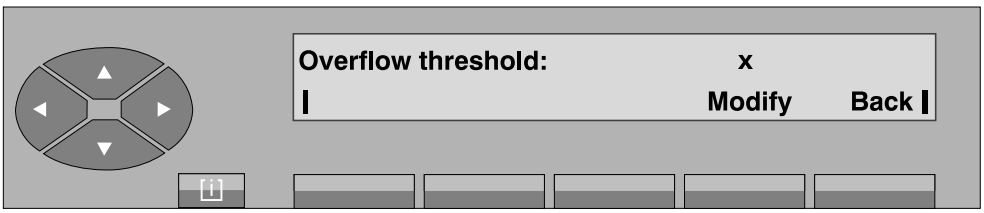
Name	this is the name programmed by the administrator for the entity.
Mode	indicates the operating mode for this entity.
Prev	used to modify the previous entity.
Number	used to set the entity number.
Next	used to modify the next entity.

Pressing the «**Modify**» key is used to display and then select the «**entity**» calls operating mode («**Night**», «**Day**», «**Fwd1**», «**Fwd2**», «**Normal**»).

3-2-2-2 Adjusting the group call threshold

Pressing the «**Thresh**» key is used to set the mutual assistance threshold for group calls.

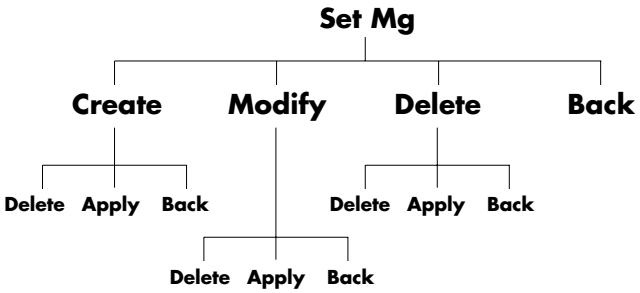
Pressing this key displays the programmed value on the screen: if the threshold is exceeded, the calls are redirected according to the «mutual assistance» function (if it is activated).



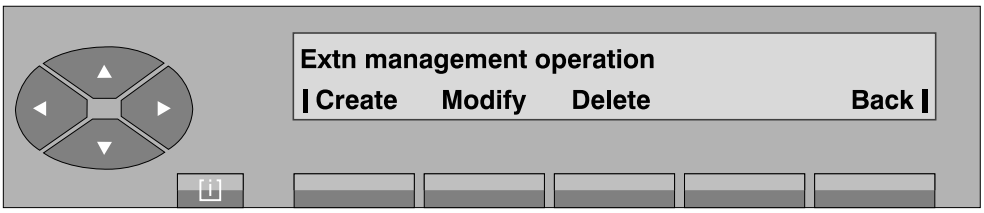
After pressing the «**Modify**» key, the attendant enters a new value if necessary and the characters are displayed. When the number has been entered (from 0 to 200), press the «**Apply**» key to confirm the value entered. The screen automatically returns to idle position.

3-2-2-3 Declaring a new profile

- Diagram



Pressing the « » key, then on the key below the «**Admin**» label is used to create new characteristics on a user set or to modify those of an existing user. The following sub-menu is proposed:

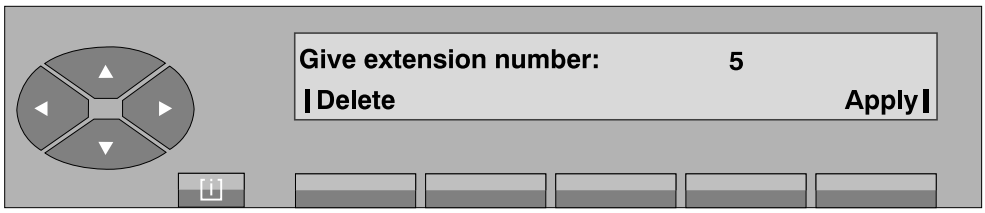


Create used to program the characteristics of a new user.

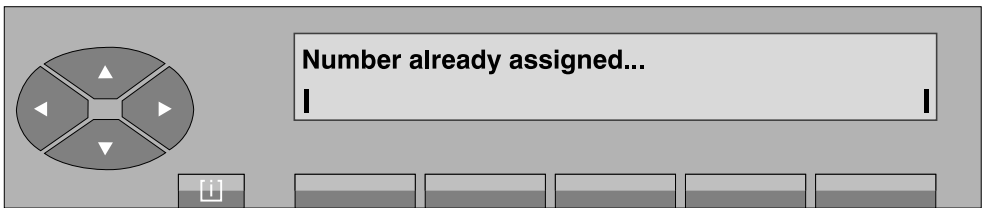
Modify used to modify existing characteristics.

Delete used to delete existing characteristics.

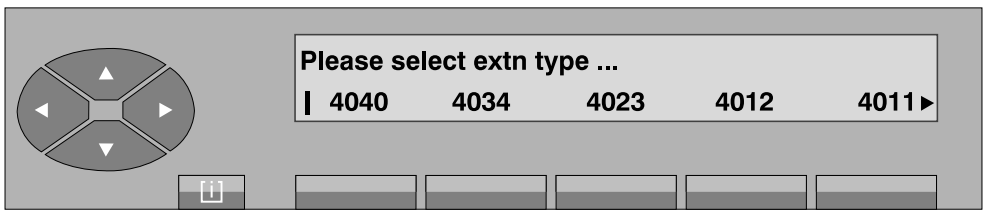
- Pressing the «**Create**» key provides access to the following display: «**Give extension number:**». After the first digit, the following is displayed, for example:



When the repertory number is complete, the attendant confirms this number by pressing the «**Apply**» key. If the repertory number corresponds to a set that has already been created, the screen displays:



Otherwise, the screen displays:



Then select a profile from those proposed. Pressing the « » key provides access to other profiles if they are available (**4001, 4075, 4302, 4304, 4321, Analog, 4074, GAP**).

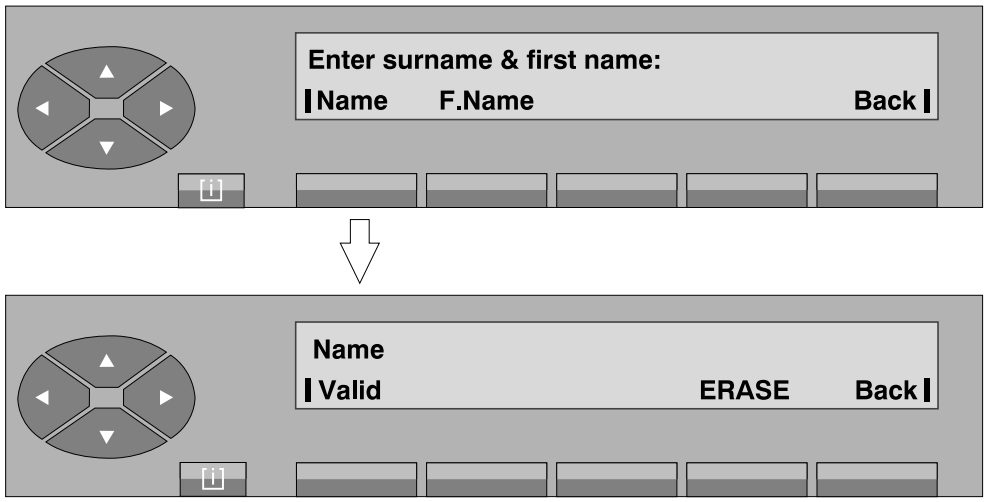
40xx Reflex sets (except **4075**, **4074**: DECT mobile set).

43xx Digital sets.

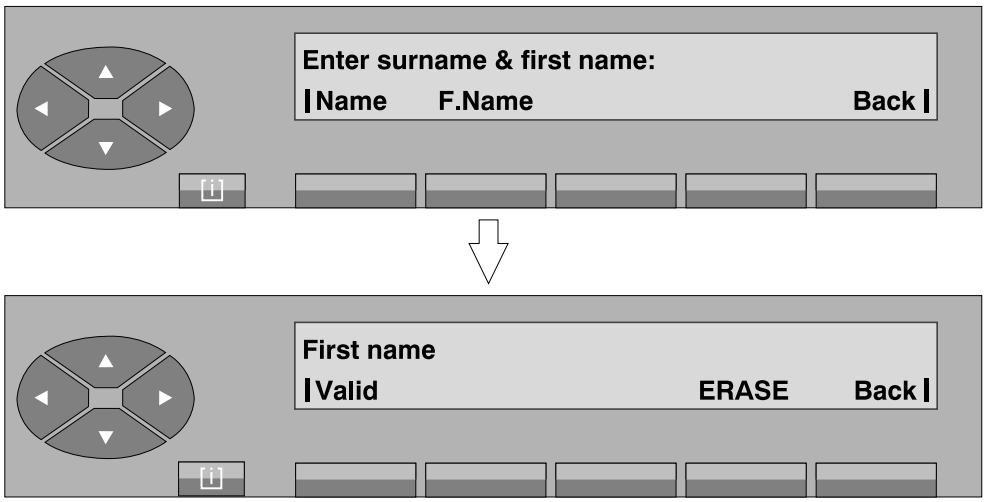
Analog Analog set.

GAP GAP mobile set.

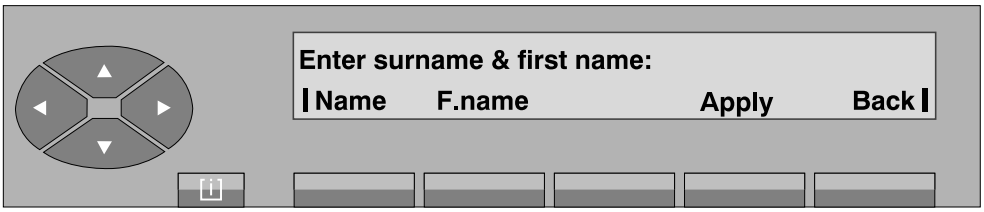
Then, define the name and first name of the user:



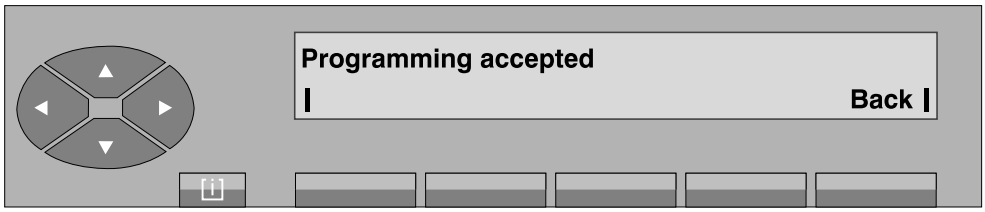
Enter the name of the user using the alphabetical keyboard and press the «**Valid**» key. The following is displayed:



Enter the first name of the user using the alphabetical keyboard and press the «**Valid**» key. Provided the name and first name have been validated, the following screen is displayed:

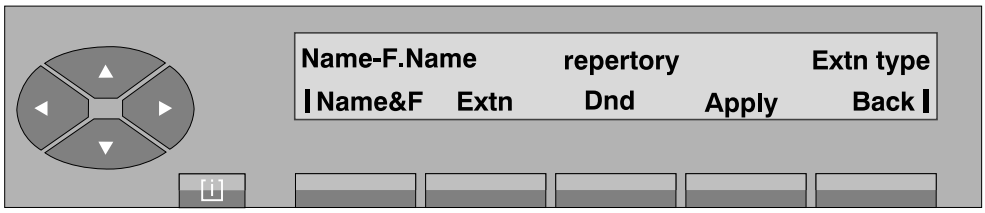


By pressing the «**Apply**» key, the attendant validates the programming.
If the programming is accepted, the screen displays:



Back used to return to the initial general screen.

- Pressing the «**Modify**» key is used to complete the repertory number of a set whose characteristics are to be modified. When the complete number has been entered, the screen displays:



Name&F used to program the name and first name.

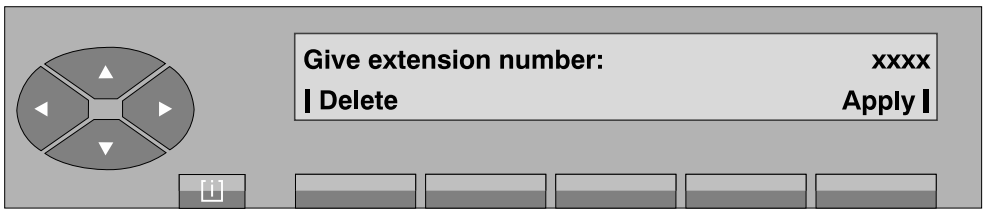
Extn used to modify the type of set.

Back to return to the initial screen.

Dnd to leave the characteristics unchanged.

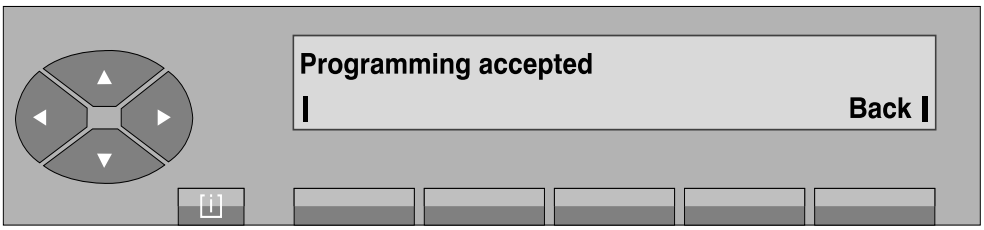
The rest of the operation is then the same as described for the «**Create**» key.

- Pressing the «**Delete**» key is used to complete the repertory number of a set whose characteristics are to be deleted.
When the complete number is entered, the screen displays:



On pressing the «**Apply**» key, the attendant confirms deletion of the set characteristics.

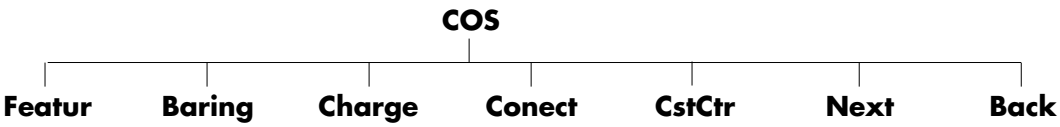
If the deletion is accepted, the screen shows:



Back used to return to the initial screen.

3-2-2-4 Categories

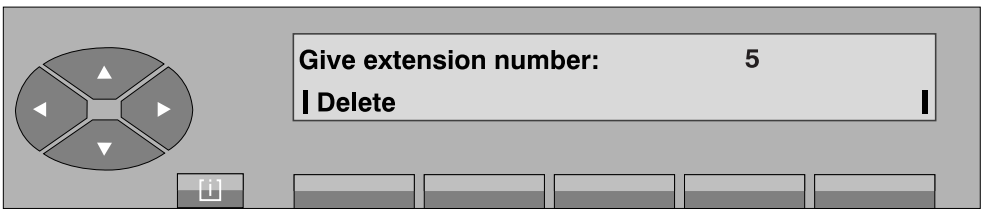
- Diagram



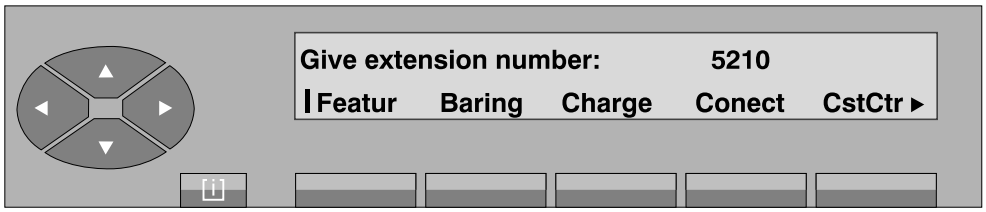
Pressing the «**COS**» key provides the possibility of changing the cost centres of the users and the following categories:

- operating,
- network,
- charging,
- connection.

After pressing the «**COS**» key, the screen displays: «**Give extension number:**». As soon as the first digit is entered on the keyboard *(for example: 5)*, the following is displayed:



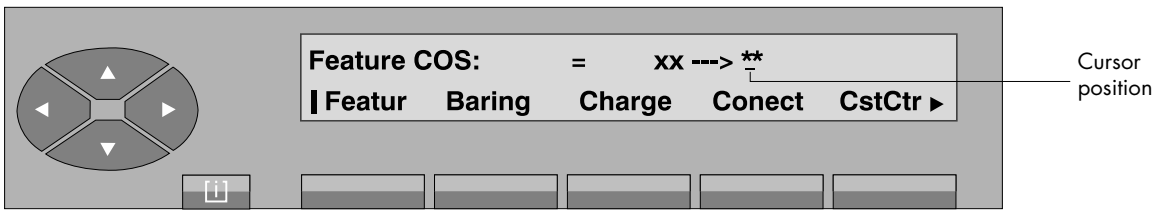
When the repertory number is complete, the following categories are displayed:



Pressing the « » key provides access to the «**Next**» and «**Back**» functions.

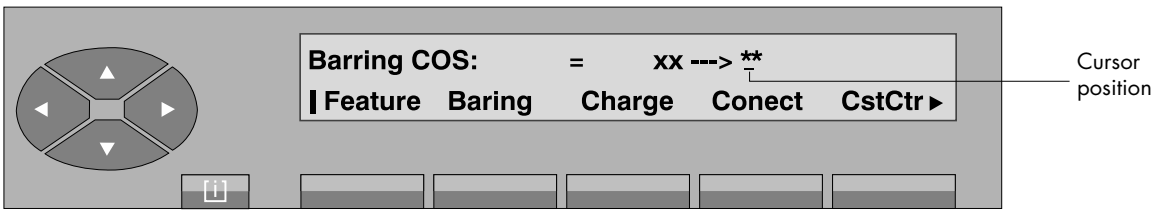
Featur	modification of the operating category.
Baring	modification of the public network access category.
Charge	authorisation or inhibition of charging ticket output.
Conect	modification of the connection category.
CstCtr	modification of the cost centre.
Next	to move to the next set.
Back	to return to the initial menu.

On pressing the «**Featur**» key, the following is displayed:



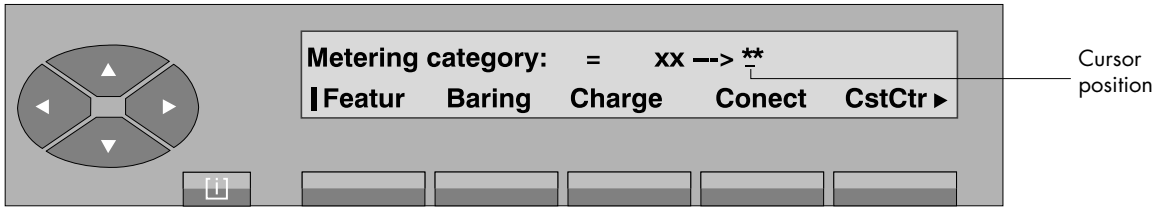
The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays «**Programming accepted**». To exit, press the «**Back**» key.

On pressing the «**Baring**» key, the following is displayed:



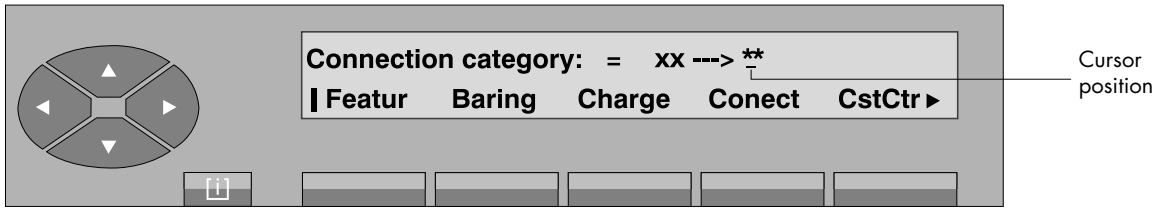
The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays «**Programming accepted**». To exit, press the «**Back**» key.

On pressing the «**Charge**» key, the following is displayed:



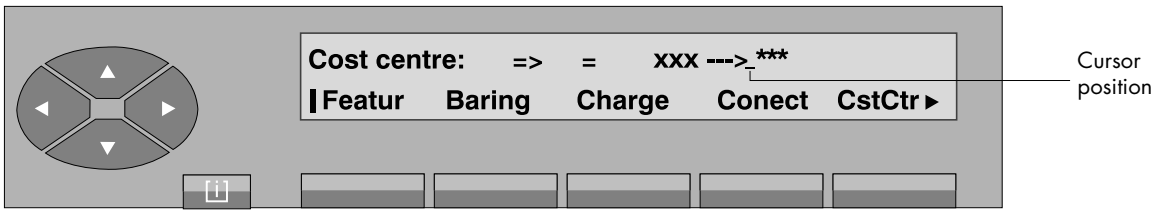
The attendant enters the new value (00 or 01). As soon as the second digit is received, the screen displays «**Programming accepted**». To exit, press the «**Back**» key.

On pressing the «**Conect**» key, the following is displayed:



The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays «**Programming accepted**». To exit, press the «**Back**» key.

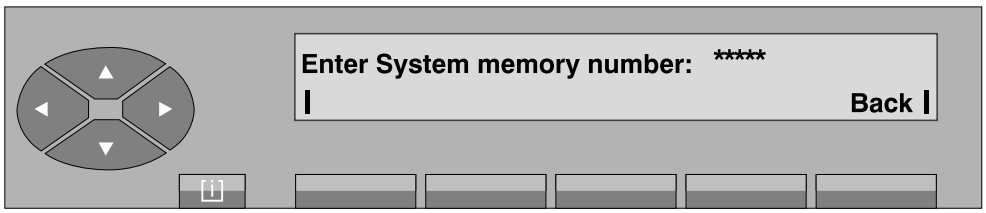
On pressing the «**CstCtr**» key, the following is displayed:



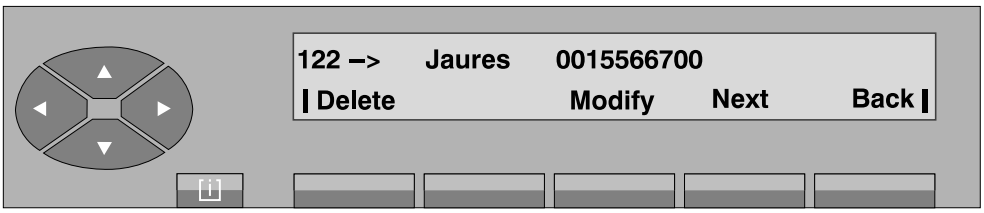
The attendant enters the new value. As soon as the last digit is received, the screen displays «**Programming accepted**». To exit, press the «**Back**» key.

3-2-2-5 External abbreviated dialling

Press the «**SysMem**» key to modify the abbreviated numbers. The following screen is displayed:



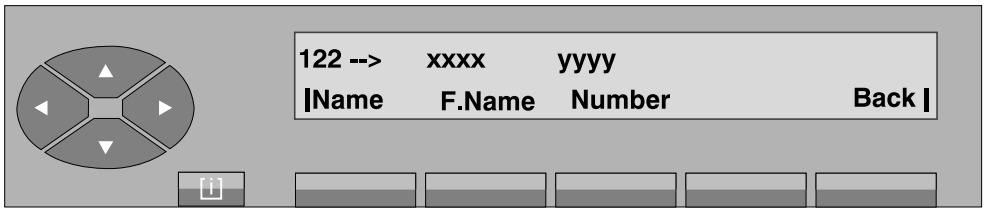
After entering the row of the number, (0000 to 14999), the following, for example, is displayed:



Delete	used to delete the content of the number and return to the initial menu.
Modify	used to modify the content of the number (external number and/or name).
Next	used to complete the row of the next required abbreviated number.

Back return to the previous menu.

After pressing the «**Modify**» key, the following is displayed:



xxxx and yyyy name and number if already programmed.

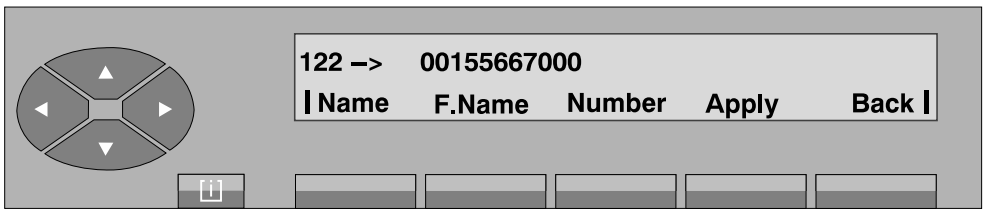
Name used to enter the name

F.Name used to enter the first name

not mandatory.

Number used to enter the external number (seize prefix included).

When the external number at least is entered, the following, for example, is displayed:



Press the «**Apply**» key for the content of the number to be taken into account. «**Programming accepted**» is displayed.

If a name has not been programmed, the external number is also used as name in the display of the number content.

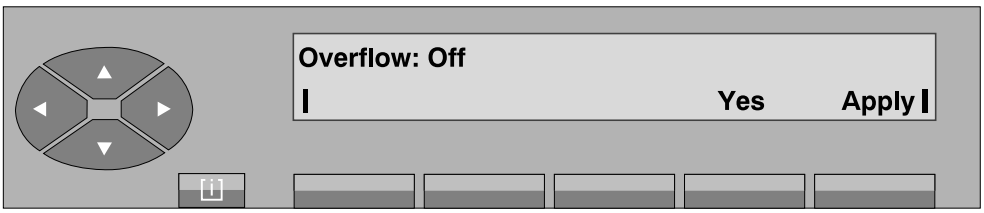
3-2-2-6 Mutual assistance between attendants

Pressing the « » key, then on the key below the «**Overfl**» label, the following is displayed, for example:

No de-activates mutual assistance.

Apply confirms the attendant's choice.

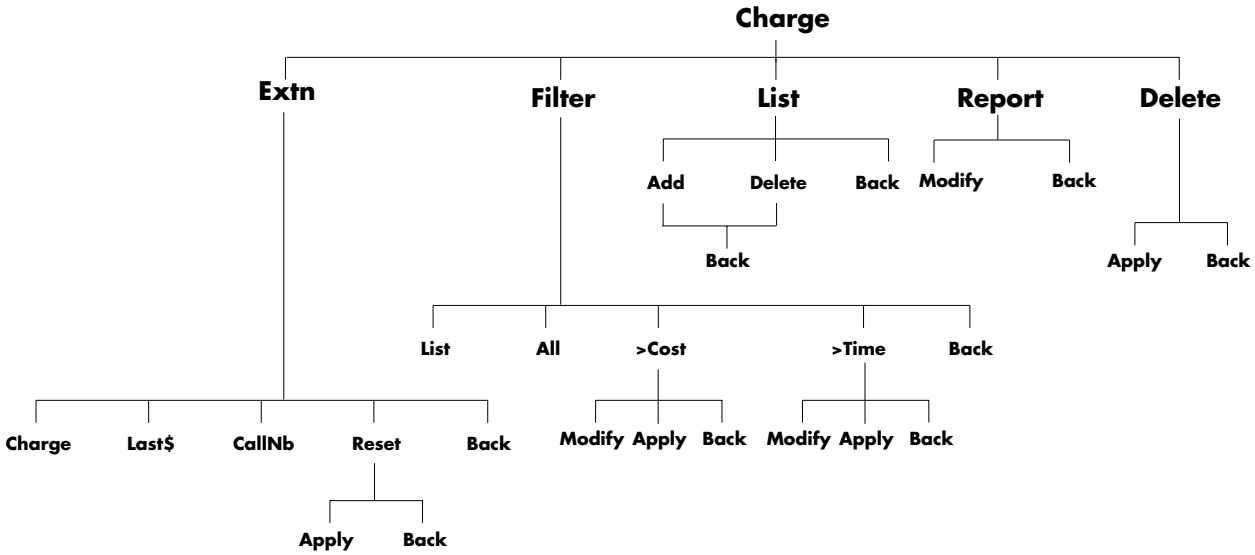
After pressing the «**No**» key, the following is displayed:



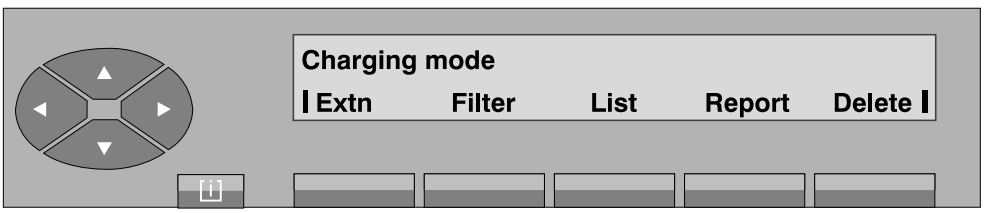
After pressing the «**Apply**» key, the idle screen is displayed.

3-2-2-7 Charging

- Diagram

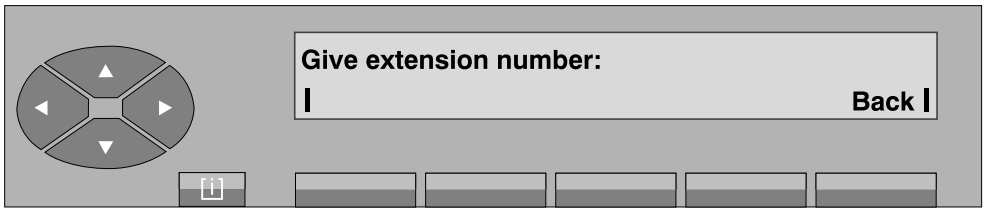


By pressing the « » key, then on the key below the «**Charge**» label, the following is displayed:

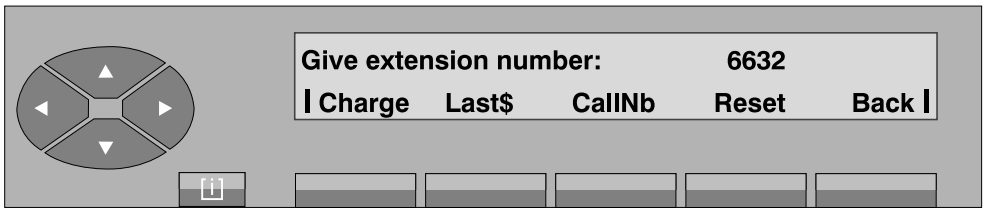


Extn	displays the content of a individual counter.
Filter	defines the filter criteria for communication surveillance.
List	used to add or withdraw the sets in the list of filtered users.
Report	used to modify the observation period of the financial report.
Delete	deletes all charging counters after validation.

- On pressing the «**Extn**» key, the following is displayed:



After entering the repertory number of the charged user (*for example: 6632*), the display shows the following possibilities:



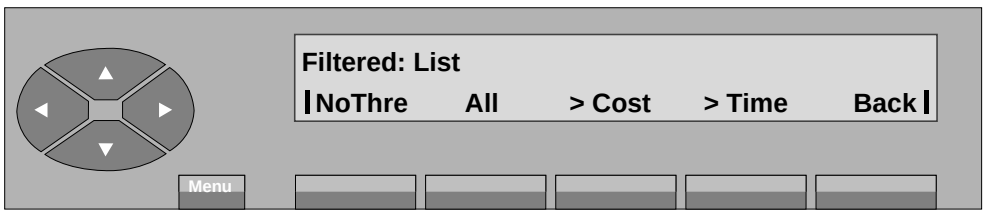
Charge gives the cost/charge units since the last reset.

Last$ gives the cost/charge units of the last user call.

CallNb gives the number of calls made by this user.

Reset erases the set counter after validation.

- On pressing the «**Filter**» key, the attendant accesses the filtering criteria used in user surveillance. The following, for example is displayed:



List surveillance of the users contained in this list.

NoThre no surveillance.

All surveillance of all the users.

>Cost filters users under surveillance according to a call cost criterion.

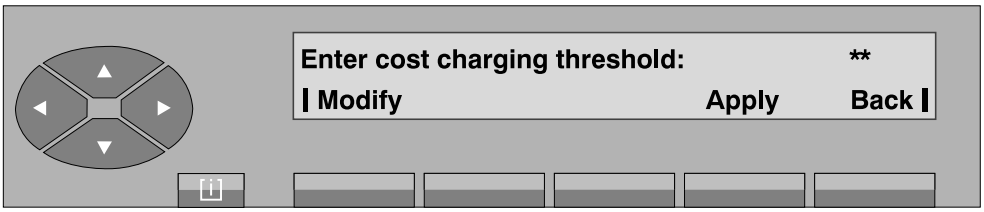
>Time filters users under surveillance according to a call duration criterion.

*Nota : If the PBX is managed in «Charge unit», rather than «Cost», then «**>Pulse**» is displayed in place of «**>Cost**».*

. On pressing the «**NoThre**» key, the key label changes to «**List**» and vice versa.

. On pressing the «**All**» key, the label of this key becomes «**NoThre**» and vice versa.

. On pressing the «**>Cost**» key, the following is displayed:



Modify modifies the existing value of the cost threshold.

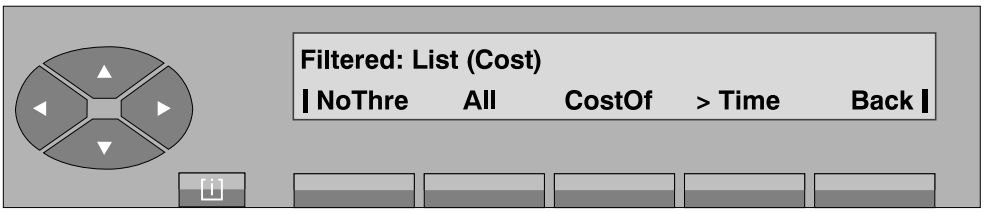
Apply validates the value of the cost threshold.

Back used to return to the previous menu.

*Nota : If the PBX is managed in «Charge unit», then «**Enter unit charge threshold**» is displayed.*

After pressing the «**Apply**» key, return to the previous menu modified accordingly.

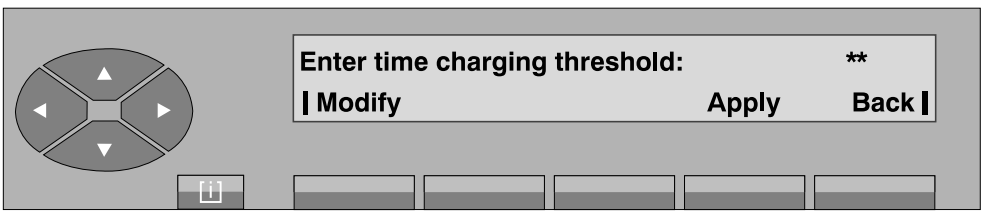
Example:



CostOf used to delete the filtering per cost threshold.

The users contained in the list are put under surveillance if the cost of their communications exceeds the value entered.

. On pressing the «**>Time**» key, the following is displayed:



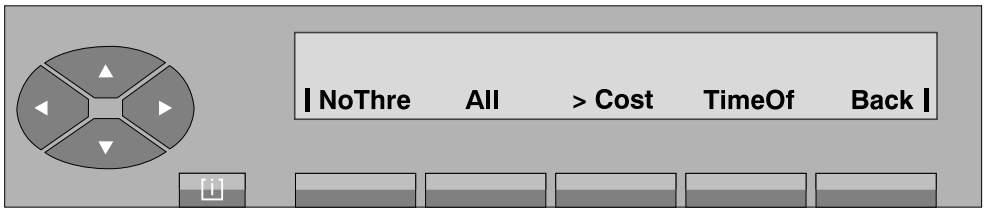
Modify modifies the existing value of the duration threshold.

Apply validates the value of the duration threshold.

Back used to return to the previous menu.

After pressing the «**Apply**» key, return to the previous menu modified accordingly.

Example:



TimeOf used to delete the filtering per duration threshold.

The display indicates that the users contained in the list are put under surveillance if the duration of their communications exceeds the value entered.

Note:

- *The filtering can concern a charging threshold rather than a cost threshold according to the system management.*
- *The filtering can be activated by totalling the costs/charge units threshold and the duration threshold.*

  In this last case, the following may, for example, be displayed:

- On pressing the «**List**» key, the following is displayed:

. On pressing the «**Add**» key, the following is displayed:

The attendant enters the number of the set to be added to the existing list. «**Delete**» label is displayed.

Delete deletes the characters entered.

Back used to return to the charging main menu.

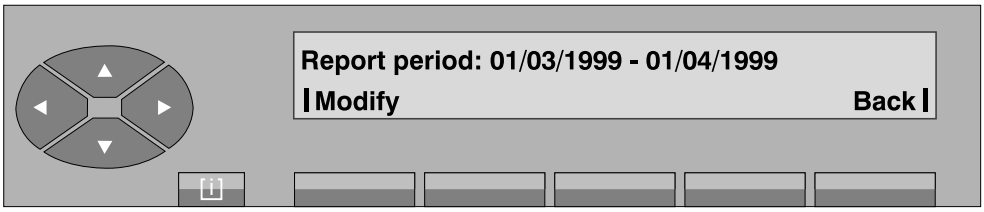
. On pressing the «**Delete**» key, the following is displayed:

The attendant enters the number of the set to be deleted from the existing list. «**Delete**» label is displayed.

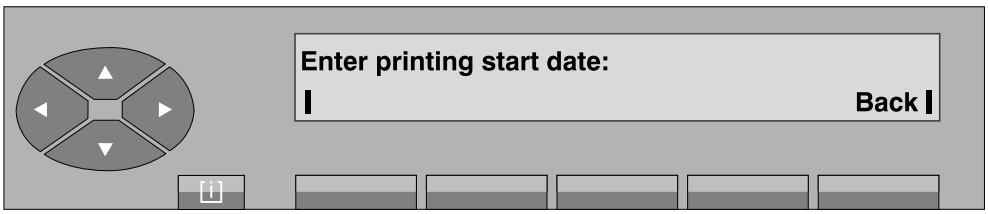
Delete deletes the characters entered.

Back used to return to the charging main menu.

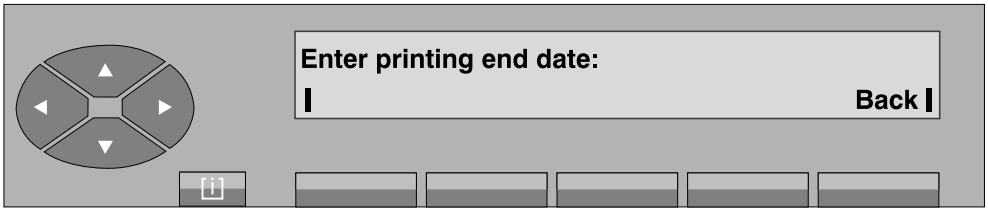
- On pressing the «**Report**» key, the following, for example, is displayed:



. On pressing the «**Modify**» key, the following is displayed:



After entering the start date of the financial report, the following is displayed:



The printing of the financial report will be started at the end date and will concern the period between the start date and the end date. In our example, this is a period of one month which will be taken into account cyclically for the start and observation period of the next financial reports.

3-2-2-8 Installation status

By pressing the « » key, then on the key below the «**NBSets**» label, the following is displayed:

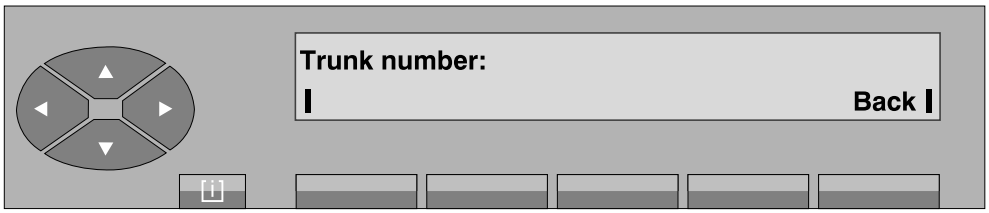
xxxxxx number of sets declared in the installation.

yyyyyy number of sets declared with DOD.

3-2-2-9 Defective external line

When an external line presents an anomaly detected by the system, it can be isolated from the attendant set so that it will no longer be selected in an o/g call until it is repaired.

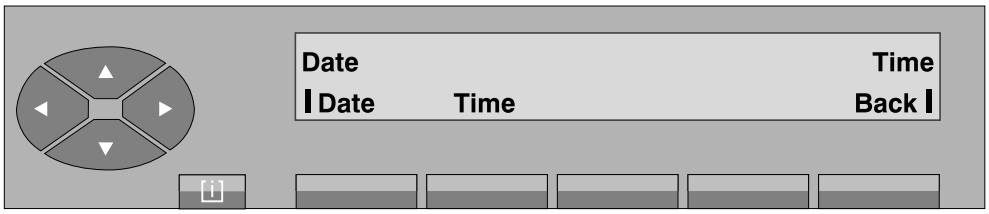
By pressing the « » key, then on the key below the «**TrkO/S**» label, the following is displayed:



The attendant enters the value of the defective trunk in the form of 2 digits. The value is taken in account when «**Programming accepted**» is displayed. After repair, the correct operation of the trunk is tested by the system and, if this is successful, the trunk is removed from the list of defective trunks.

3-2-2-10 Date - Time

Pressing the «**Date**» key displays the following:



Date used to modify the date for the entire installation.

Time used to modify the time for the entire installation.

Back used to return to the initial screen.

- On pressing the «**Date**» key, the screen displays the date programmed:

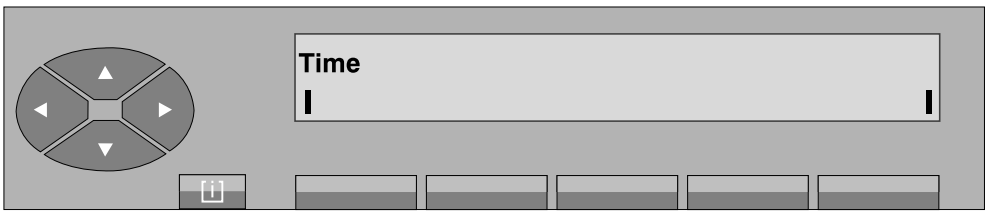
The date can be modified as follows:

. enter via the number keypad 2 digits for the day,

. enter via the number keypad 2 digits for the month,

. enter via the number keypad 4 digits for the year.

- On pressing the «**Time**» key, the screen displays the time programmed:



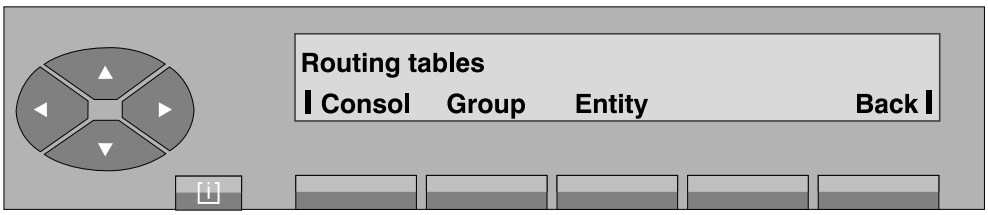
The time can be modified as follows:

. enter via the number keypad 2 digits for the hours,

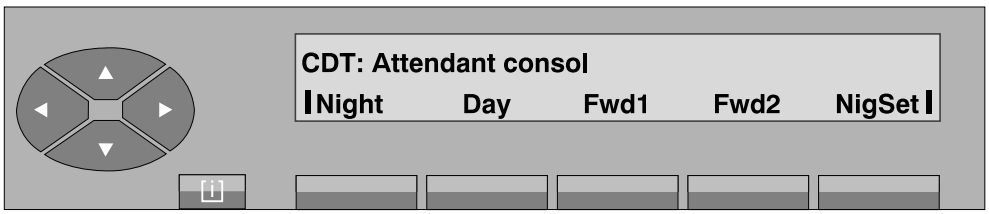
. enter via the number keypad 2 digits for the minutes.

3-2-2-11 Routing tables

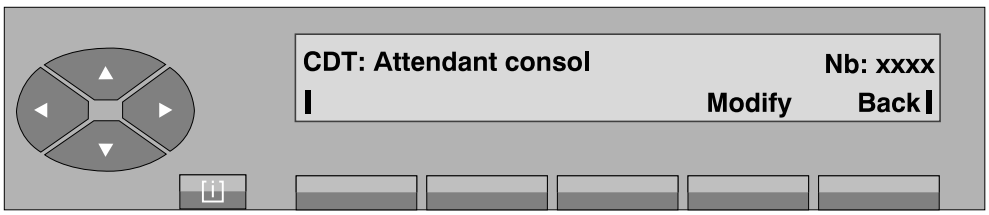
By pressing the « » key, then on the «**RouTab**» key, the attendant can manage the various forwarding operations for the attendant terminal, attendant group, the entity - all this in night mode, day mode, forwarding 1 and forwarding 2. The screen displays:



- On pressing the «**Consol**» key, the following screen is displayed:



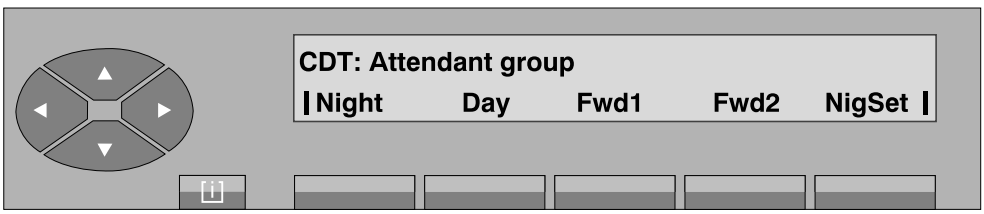
Then, depending on the key pressed («**Night**», «**Day**», «**Fwd1**», «**Fwd2**», «**NigSet**»), the screen displays the first repertory number for the forwarding programmed for the mode selected:



Modify used to modify the forwarding repertory number,

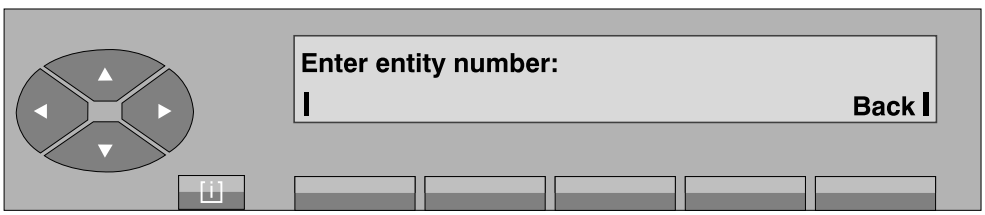
Back is used to return to the previous display.

- On pressing the «**Group**» key, the screen displays:

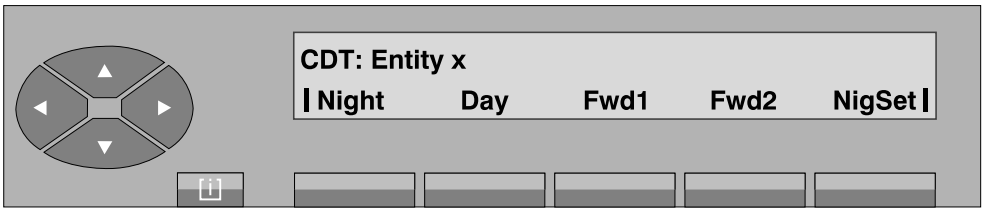


The rest of this screen is the same as the one described for the «**Consol**» key.

- On pressing the «**Entity**» key, the screen displays:



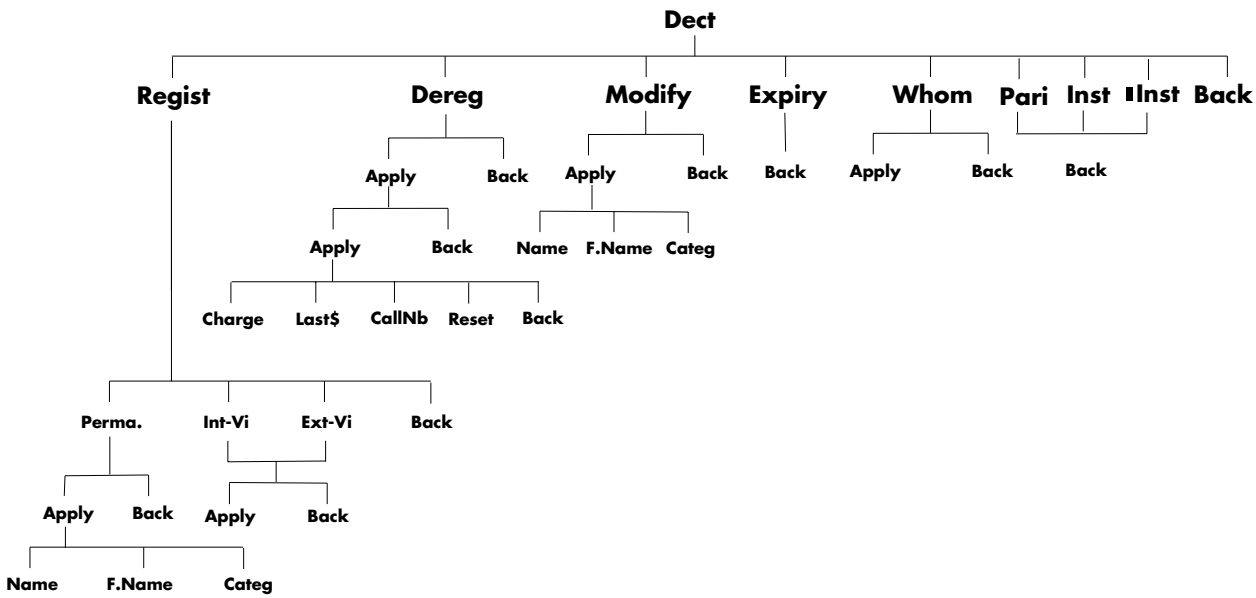
The attendant completes the entity number and validates this choice by pressing the «**Apply**» key. The screen displays:



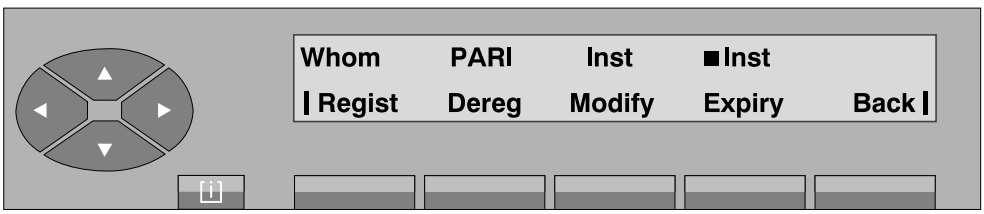
The rest of this screen is the same as the one described for the «**Consol**» key.

3-2-2-12 Dect mobile set

- Overview



By pressing the « » key, then on the «**Dect**» key, the screen displays:



Regist used to manage, according to its use, the registration of a Dect mobile set in order to make it operational at PBX level.

Dereg used to de-allocate a Dect mobile set.

Modify used to modify the characteristics of a Dect mobile set.

Expiry used to list the Dect mobile sets that have reached their utilisation expiry date.

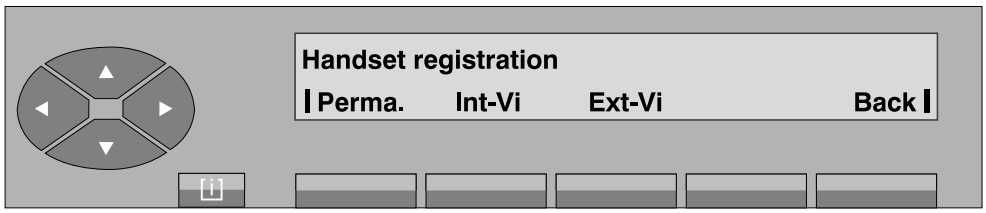
Whom used to search for a Dect mobile set by its identification number (IPUI N).

PARI used to display the identification number of the PBX from which the Dect mobile set must communicate.

Inst/■Inst allows the PBX to acknowledge («**Inst**») or not («**■Inst**») registration operations carried out from the mobile Dect set itself.

▼ Registration

Pressing the «**Regist**» key displays:



Perma. used to allocate the Dect mobile set of an internal user.

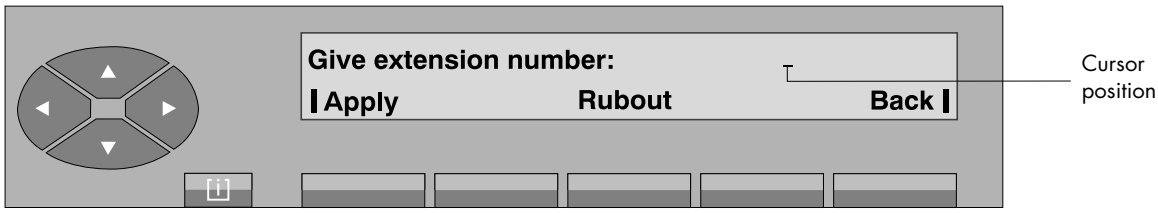
Int-Vi used to allocate the Dect mobile set for use by a visitor.

Ext-Vi used to have the Dect mobile set for an external user recognised.

Back used to return to the previous menu.

- Permanent internal user

Pressing the «**Perma.**» key displays:



Apply after entering the repertory number of the Dect mobile set, pressing this keys is used to enter the name and first name of the user of this set.

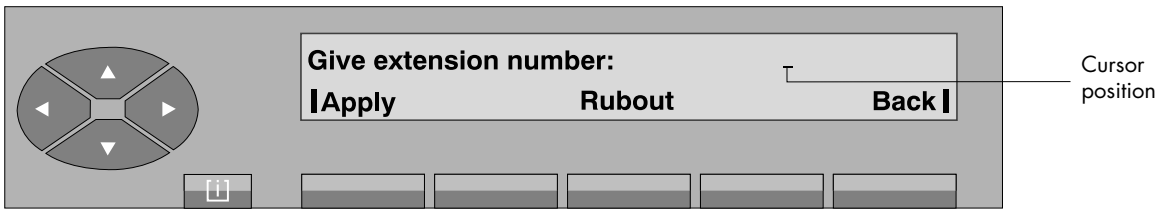
Rubout used to erase the characters displayed.

Back used to return to the previous menu.

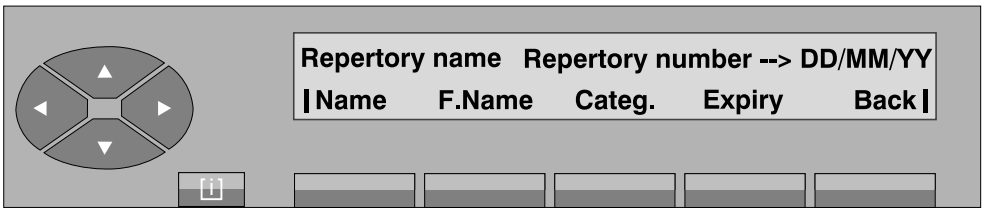
- Internal visitor

This facility is used to assign a mobile set to an external user for a pre-determinated period.

Pressing the «**Int-Vi**» key displays:



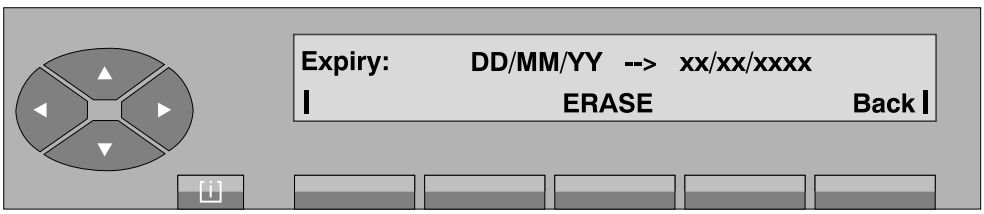
After entering the number of the Dect mobile set to assign and then pressing the «**Apply**» key, the following is displayed:



Name
F.Name
Categ. — used to personalise the Dect mobile set.

Expiry — used to modify the utilisation expiry date for the Dect mobile set.

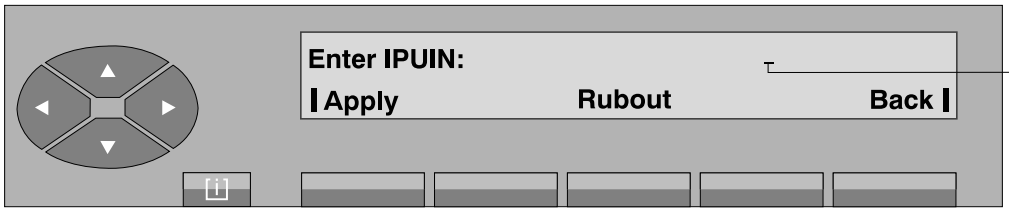
Pressing the «**Expiry**» key displays:



After entering a new expiry date, namely: DD/MM/YYYY, press the «**Apply**» key, else press the «**Back**» key to return to the previous menu.

- External visitor

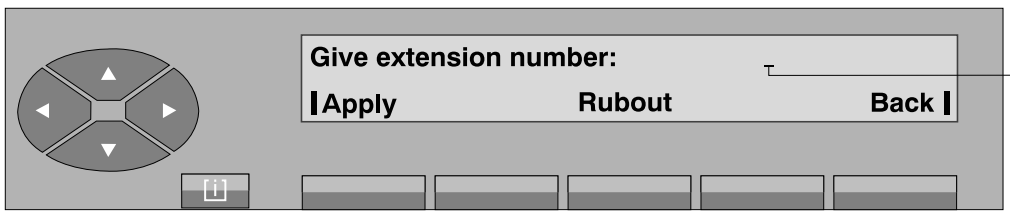
Pressing the «**Ext-Vi**» key displays:



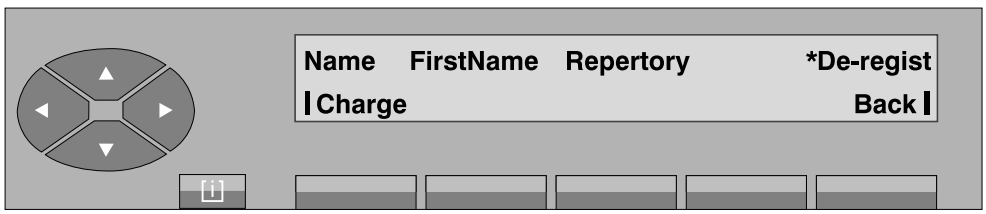
Apply	after entering the identification number of the Dect mobile set, pressing this key is used to personalise this set (name, first name, category).
Rubout	used to erase the characters displayed.
Back	used to return to the previous menu.

▼ De-allocation

Pressing the «**Dereg**» displays:

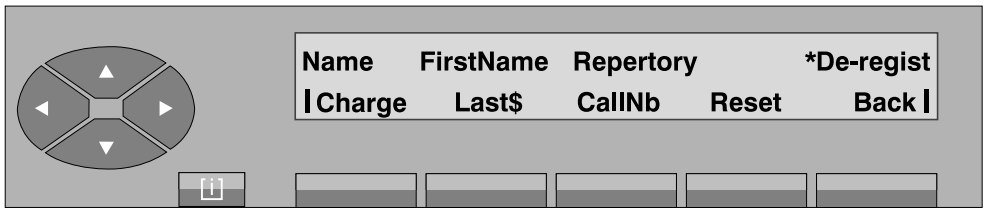


After entering the repertory number of the Dect mobile set, press the «**Apply**» key to display the following screen in the case of an internal or external visitor[1]:



1. In the case of a permanent user, pressing the «**Apply**» key displays the acceptance of the «**De-registered**» operation.

Pressing the «**Charge**» key displays the following:



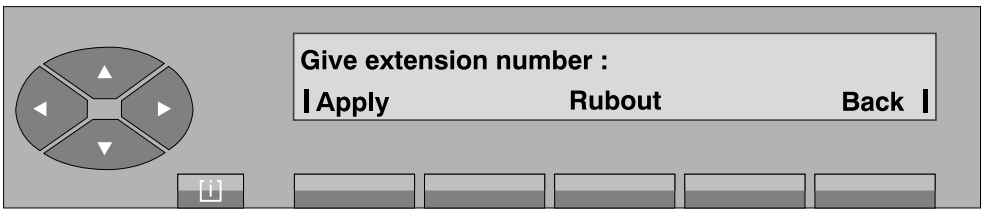
Charge	used to display the total cost for the calls.
Last$	used to display the cost of the last call.
CallNb	used to display the total number of calls.
Reset	used to reset the charging counters.

▼ Modification

After entering the repertory number of the Dect mobile set to modify, press the «**Apply**» key to display the characteristics (name, first name, category) which can be managed.

▼ Automatic installation procedure

By pressing the « » key, followed by «**Inst**» or «■**Inst**» key, the following is displayed:



After entering the repertory number of the Dect mobile set, press the «**Apply**» key to display the characteristics (name, first name, category) of the user set.

Press again the «**Apply**» key to install or de-install the Dect mobile set, according to the function selected. A series of screens will help going through the procedure, according to the Dect mobile set type which is acknowledged.

Chapter

4

Key facilities programmable by system management

▼ Directory number supervision

By this programming, pressing the key activates ringing directly on the user set. The pictogram is off if the user set is idle position and free.

The pictogram :

- « 📞 » indicates that the user is busy,
- « 📞 » indicates that the user is in call mode to the attendant set,
- « 📞♫ » indicates that the user is on hold. It flashes when the timer has expired,
- « ■■■ » indicates that the user has left a call-back request.

A set can be supervised by one or more attendants.

▼ Abbreviated number

An often used abbreviated number to the exterior can be programmed directly on a key. Pressing the key activates the o/g call as if it had been dialled on the keypad.

▼ Individual routing

This function allows the attendant to route and supervise an external «incoming» call without this call being placed in the common waiting queue and re distributed.

When a call is being routed, the « ■■■ » pictogram is lit. If the set does not reply before the end of the routing timer, the « 📞 » pictogram will flash to indicate the change to «**urgent**» wait (individual routing does not increment the «**Normal wait - Urgent wait**» counters).

As long as the set has not answered, the attendant can retrieve the call by pressing the routing key ; the flashing « 📞 » pictogram goes out.

Note: In the case of a local call or o/g call, this key can be activated. It is used to transfer the call.

▼ Network / network transfer

This function is used to inter-connect 2 external trunks via the installation, with the possibility of releasing the connection.

After an incoming call, the attendant initiates an outgoing call to a correspondent and enters conversation.

Pressing the key connects the 2 trunks and the supervision is activated: the « ■■■ » pictogram is on steady. Pressing the key again results in attendant intrusion with the intrude tone: the central segment of the « ■□■ » pictogram flashes. Pressing the key again results in exit from intrusion and restarts the supervision: the « ■■■ » pictogram is on steady again.

Once the connection is released, the « ■■■ » pictogram goes out.

Note: This function can only be activated in the case of two external calls.

▼ Trunk group supervision

This function allows the attendant to monitor the occupation level of a trunk group via a key.

The segments of the pictogram:

- will be off (□□□), if there is still at least one trunk free in the trunk group,
- will be on (■■■), if no further trunk is available in the trunk group.

If there are still trunks free, pressing this key corresponds to an external trunk ordinary seize without numbering of this supervised trunk group.

▼ O/S trunk supervision

This function is intended to inform the attendant of the incorrect operation of a trunk (no tone when seized). As soon as the system detects this, it lights up the segments of the pictogram of the programmed key.

On pressing this key one or several times, the display indicates the number(s) of the defective termination(s). The termination can be isolated from the trunk group by a service operation.

▼ Individual hold

«**Individual hold**» puts an external o/g or i/c correspondent on hold on a specific circuit. Pressing the key connects the correspondent to this individual circuit, connected to the music on hold, and the « ♩ » associated pictogram lights up.

When the timer expires, the « ♩ » pictogram starts flashing. Several keys can be programmed as individual hold, according to the size of the installation.

The correspondent can only be retrieved from attendant set idle position. If the attendant set changes to «**unplugged**» position, the calls on hold will be re distributed after a timer.

Putting on hold does not increment the «**Normal wait - Urgent wait**» counters.

▼ Call presentation

This function is used to allocate the waiting queue operating mode. One or more traffic currents can be associated with one or more keys. By pressing a key, the attendant takes the waiting call with the highest priority from the traffic current(s) services by the key.

At the installation level, this key can be dedicated for:

- trunk group calls without numbering, all entities,
- DDI public calls, all entities,
- DDI (ATL) private calls / internal calls, all entities,
- unanswered DDI calls, all entities,
- private network calls to an attendant group,
- public network calls to an attendant group,
- VIP calls (local or ISDN via abbreviated dialling),
- other calls/miscellaneous,
- VIP2 calls,
- call-back,
- general hold,
- chained withdraw,
- charging recall,
- inter-attendant transfer,
- individual attendant call.

At entity level, this key can be dedicated for:

- trunk group entity calls without numbering,
- DDI public entity calls,
- DDI (ATL) private entity calls / internal calls,
- unanswered DDI entity calls.

Note: The «programmable» key 1 is already pre-programmed as a «call presentation» key, allowing the attendant to take the call with the highest priority from those waiting resulting from traffic flows indicating an external correspondent (external call, call-back, return from chaining, etc.).

▼ Programmable

This function is used to allocate a set number, group number or trunk group number to the key. Pressing this key directly activates the call without numbering.

*Note: In the case of an external number whose format is not known, the attendant must use the «**EndNum**» key.*

▼ Transfer with privilege

This function lets the attendant transfer an external O/G trunk to an user set if the corresponding direct seize prefix is contained in this key. The user will dial the external correspondent number as same a call in direct seize.

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