

Call Connect System

Console operating instructions

Introduction

Your Call Connect System Operator Console represents one of the most advanced and efficient EPABX consoles available. Many features have been provided to make the console easy and pleasant to use.

These instructions describe the use of each display and key plus detailed instructions on how to operate the console. After using the console for a short time, these instructions will not be needed.

Note: As a security feature, the removal of the console handset will disable console operation and automatically place the system in Night Service. Normal console operation is restored by plugging in the handset.

Console display

日本語がある

The console displays are provided to keep you informed of the current state of all calls within the system. The console display (shown below) is divided into the following sections: Alarm Status Display, Extension Status Display, System Status Display, Call Waiting (CW) Display, Time Display, Trunk Status Display and Call Status Display.

			· · · · · ·								•	
o					01234	56789	01234	\$56789	0123456789	0123456789		
	Ni Uł	N IGENT CON	URGENT AT AS	ан аз							1.21 Bi Biβli 100 Name βρι 12.4	
					12	÷	E	XTENSIC	N STATUS			
			ALARM								SYSTEM STATUS	
		AM	-		1 3	2 3	4 5	56	789	10 11 12		
	CW	PM	TIME			•		TRUNK	STATUS		CALL STATUS	

Fig. 1

Alarm Status

This area contains three lamps labelled Non-urgent, CON (Console) and Urgent. When the Non-urgent lamp glows, it indicates a minor system malfunction (refer to identifying and Resetting Alarms under Operator Functions in this book.) When the CON lamp glows there is a fault inside the console. These alarms generally do not affect service. The Urgent lamp indicates a serious system malfunction. Lamps A1-A4 are not used at this time.

Extension Status

The centre of the display area contains the busy lamp display which provides 80 busy lamps. When an extension is busy the associated lamp glows.

System Status

The System Status lamps indicate the condition of a number of system features plus the state of the equipment (busied or free) and secondary power (activated or not activated). Each of the five lamps are described below:

EQPT BUSIED-OUT

The system continuously checks itself to make, sure that is is operating correctly. If the system detects a malfunction, it will automatically busyout that unit, flash the "equipment busied" lamp and give an alarm indication (see identifying and Resetting Alarms under Operator Functions). The equipment busied status may be interrogated by using the Status Display Function Codes or the Status Key.

BELL OFF

The lamp glows when you turn the console bell off. Incoming calls are indicated by a flashing console key lamp only.

NIGHT

The NIGHT (Night Service) lamp glows when the system is switched into Night Service using the Operator Function or the Night Service console key.

BARRING EXT/EXT HOTEL FEATURE

This lamp glows when you have activated the Barring Extension to Extension feature. Calls between extensions that have the barring enabled in their class-of-service are now prevented from making extension to extension calls.

SECY PWR

The SECY PWR (Secondary Power) lamp glows when there is a mains power failure and the secondary power supply is powering the system.

Calls Waiting (CW) Status

This numerical indicator located on the left hand side of the console display, shows the number of calls waiting to be answered by the operator.

Time

The Time display continuously shows time-of-day using either a 12 hour or 24 hour clock. The procedure to set the clock is detailed in the Operator Function section in this book.

Trunk Status

The twelve Trunk Status lamps show the busy/idle state of each trunk. The Trunk Status lamp glows when the Trunk is busy, flashes when the trunk is on hold and is dark when it is idle.

Call Status

The Call Status display shows the active status of the call being handled at the console. The directory number of the party you are connected to is always shown on the left of the display and the other party in the connection on the right.



You are connected to extension 125

Three symbols are used on the Call Status display to show special functions.



This display indicates that you ar connected to trunk 2



You are connected to extension 125 extension 130 is on hold

125-	13[]
------	------

You are connected to extension 125 and 130 in a three party conference



Trunk 2 is recalling the console after waiting on Busy at extension 130



Exchange line 2 is recalling the console after ringing and not being answered at extension 130

Console Keys

The console keys (shown below) allow a call to be originated, answered and a number of special functions to be performed. The lamp associated with each key indicates the status of the function associated with the key.



Function Keys

The Call Connect System Operator Console function keys are laid out to provide efficient Operator call processing, control and support. These keys are divided into two groups as follows:

- Call Handling keys which include the CANCEL, RELEASE, ANSWER, BOTH, SPLIT, RECALL DIAL O, I/C GRP 1, 2 and 3, and Hold 1, 2 and 3 keys
- Superfunction keys which include the NIGHT SERVICE, ALARM, STATUS, BELL OFF EXTENSION METERING, MESSAGE WAITING, PAGE, OPERATOR INTRUDE and BARRING EXT / EXT. Some of these keys may not be provided on your System.

CANCEL

The CANCEL key allows you to cancel calls extended to busy extensions, or cancel any misdialled number.

RELEASE

The RELEASE key allows you to release a call from the console. The call may be released after a talking connection has been established, in the ringing state or in Wait on Busy to a busy extension.

ANSWER

If flashing, the ANSWER key allows you to answer any call to the console. When the ANSWER key is pressed, calls waiting at the console are answered in the order that they arrive.

BOTH

The BOTH key allows the operator to form a three-party conversation. Once established the SPLIT key may be used to speak privately to either party.

SPLIT

This key allows the operator to speak privately to either party in a three party connection. Each time the SPLIT key is pressed the active party and the held party are interchanged.

RECALL

If a call has been released from the console and has not been answered within the timeout period, it is returned to the console on a recall. This is indicated by the RECALL key flashing and the console bell being rung. When answered the Call Status Display will indicate the type of recall (ringing recall or Wait on Busy recall).

DIAL O

When an extension user calls the console, the DIAL O lamp flashes. The call may be answered by pressing the DIAL O or ANSWER key.

I/C GRP

There are three I/C GRP keys available on the console which allow you to select the sequence in which you answer the console.

HOLD

The HOLD keys allow you to place any extension or trunk call on hold and answer or originate another call.

Superfunction keys

Some of these keys may not be provided on your system.

NIGHT SERVICE

This key is used to switch the system into and out of Night Service. When the key is pressed, the key lamp glows to indicate the system has been switched into Night Service, connecting incoming trunks to selected extensions or Night Bells.

ALARM

If the system detects an alarm, the ALARM key lamp flashes and the alarm LED in the Alarm Status Display flashes, Pressing the ALARM key displays the alarm code in the Call Status Display and lights the ALARM key lamp. Releasing the ALARM key causes the display to blank, stores the alarm code and illuminates the key lamp indicating that the code has been stored. The ALARM key lamp will remain glowing until the alarm is cleared using the Operator Functions.

STATUS

This console key allows the Operator to display the status of various Call Connect System equipment. The equipment status to be displayed is selected by pressing the STATUS key the required number of times (refer to Superfunction Key Operation).

BELL OFF

This key allows you to turn the console bell on or off. When the BELL OFF key is pressed, the lamp glows and all incoming calls are indicated by a flashing key only.

EXT METR

This key allows you to enable or disable Extension Metering for any extension, to record the number of local call units made from that extension (refer to Superfunction Key Operation).

MSG WAIT

This Key allows you to automatically signal extension to call the console. After Message Waiting has been applied to the extension, the Call Connect System will automatically ring the extension at preprogrammed intervals (refer to Superfunction Key Operation).

PAGE

Pressing the PAGE key connects the console handset directly to the paging equipment for as long as the key is pressed. Console paging overrides any other user (refer to Superfunction Key Operation).

BARRING EXTENSION TO EXTENSION

This key allows you to turn Barring Extension to Extension on or off. When the Barring key is pressed the key lamp glows indicating all extensions with Barring Extension to Extension enable in their Class of Service will be barred from dialling extension to extension.

INTRUDE

Pressing and holding this key allows the Operator who encounters a busy extension to interrupt the conversation. Before voice contact is established all parties (those in the original conversation plus the Operator) receive a one second warning tone. A short burst of warning tone is repeated every six seconds for the duration of the intrusion.

Direct Extension Selection

Selected extensions within your Call Connect System can have a console DIRECT EXTENSION SELECTION key associated with them. These keys perform two functions: Pressing a DES key automatically rings the extension

The lamp associated with each

 DES key indicates the status of the extension. If the lamp glows, the extension is busy or ringing; and if dark, the extension is free. To change the assignment of a Direct Extension Selection key, refer to Direct Extension Selection Key Operation.

Dial Pad

The console Dial Pad allows you to originate any trunk or extension call and to dial the Operator Function codes.

Call processing

DES KEY

OR





PRESS THE APPROPRIATE



DES KEY LAMP GLOWS



The extension number is shown on the left of the display and the extension is ringing.



The extension number is shown on the left of the display and the extension is ringing.

To Answer Incoming Calls





ANS KEY LAMP GLOWS



The extension number or trunk number is shown on the left of the display

PRESS THE ANS DIAL O OR I C GRP







If the extension has placed either a trunk call or an extension call on hold the number of the held party is shown on the right of the calls status display.



Call processing (cont'd)

To Form a Three Party Connection with the Operator. PRESS THE BOTH KEY

GLOWS



A three way conversation is formed if the SPLIT key is pressed again, the two parties are separated.

Superfunction key operation



3 Status Key

NOTE: The Status Key queue, as defined in Step 3, will automatically return to the beginning of the queue if another key is pressed during the sequence.



PRESS THE STATUS KEY THREE TIMES AND HOLD



PRESS THE STATUS KEY FOUR TIMES AND HOLD



PRESS THE STATUS KEY FIVE TIMES AND HOLD





BLANK

— [—] not equipped

The display shows the trunk status for

trunks 9 through 12

2 = busied-out

1 - busy

The different status are: 0 = free

The display shows the features package Generic number and the software revision level.

Entire lamp test for the Cabinet Display and Remote Display. The console Call Status display remains blank.



PRESS THE STATUS KEY 6 TIMES AND HOLD



PRESS THE STATUS KEY 7 TIMES AND HOLD BLANK

The console bell rings, the console busy lamp display and all key lamps light. The console Call Status display remains blank.

Console lamp test for the Call Status display. C.W. lamp and time display.

Superfunction key operation (cont'd)

To Turn The **Console Bell** ON





LAMP GOES DARK

BELL OFF key lamp goes dark and the Console Bell will ring

To Turn The **Console Bell** OFF



BELL OFF KEY LAMP GLOWS

BELL OFF key glows and the Console Bell turns off

The extension number in the connection is shown on the left of the display.

9999 indicates Extension Metering is disabled and Temporary Trunk Barring enabled for the extension concerned. You may

Leave as it is by releasing key

 Dial 0 to enable Extension Metering and reset meters and disable Temporary Trunk Barring

The extension number in the connection is shown on the left of the display

0000 indicates Extension Metering is enabled. You may

- Leave Extension Metering as it is by releasing key
- Dial 9 to disable Extension Metering and enable Barring Ext Ext

Extension Metering Key

Bell

Off Kev

NOTE: This feature key may not be provided with your console.

а To check meter when connected to an extension



PRESS THE EXTENSION METERING KEY AND HOLD







FLASHING

EXTENSION NUMBER



The extension number in the connection is shown on the left of the display.

9999 indicates that the Extension Meter has reached the maximum permitted count. You may —

- Dial 0 to reset Extension Meter
- Dial 9 to disable Extension Meter and enable Temporary Trunk Barring

The extension number in the connection is shown on the left of the display.

XXXX indicates the number of call units for this extension. Extension Metering is enabled and Temporary Trunk Barring is disabled. You may

- Release key
- Dial 0 to reset Extension Meter
- Dial 9 to disable Extension Meter and enable Barring EXT EXT Control.

b Operation When The Console is free

PRESS THE EXT METR KEY AND HOLD FLASHING

FLASHING

124-X>

The display shows three dashes flashing. Dial the desired extension number

124-XXXX

The display is interpreted as in case **a** above

Superfunction key operation (cont'd)

a

Message Waiting

To Apply Message Waiting To An Unanswered Extension



DIAL THE REQUIRED EXTENSION NUMBER





NO ANSWER AT EXTENSION

The extension number dialled and the Message Waiting status for that extension is shown on the display (0 = NOT APPLIED, 1 = APPLIED).

Each time the MSG WAIT key is pressed, it will toggle the message waiting status for that extension.

During a Recall



PRESS THE FLASHING ANS OR RECALL KEY





The trunk or extension that was transferred to the ringing (-) or busy () extension is shown on the left of the display



You are still connected to the original trunk or extension. The display indicates Message Waiting has been applied to the called extension



To Cancel

Message Waiting

h





MSG WAIT

KEY FLASHES

The display indicates Message Waiting has been cancelled for the extension

Note: If Message Wait Auto Cancel is enabled in programming, this operation will cause Message Waiting to be re-applied

С To Display All Message Waiting Indications



KEY AND HOLD

The busy lamp display shows all extensions with Message Waiting applied

PAGE KEY NOTE: This feature key may not be provided with your console





PAGE KEY LAMP GLOWS

You are connected to the paging circuit and can make your announcement

BARRING Ext On EXT/EXT

NOTE: This feature key may not be provided with your console



b

To Turn

Ext Off

Barring Ext/

PRESS THE BARRING

EXT EXT KEY

PRESS THE LIT BARRING EXT EXT KEY





BARRING EXT EXT KEY LAMP GOES DARK

The Barring EXT EXT key lamp lights and Barring EXT EXT is now enabled. All extensions with Barring EXT EXT enabled in their Class of Service are barred from dialing extension to extension

The key lamp turns off and Barring EXT EXT is disabled. Calls between extensions are allowed

Superfunction key operation (cont'd)



DIAL THE REQUIRED EXTENSION FROM THE DIAL PAD



IF THERE IS AN ASSOCIATED DES KEY THE KEY LAMP WILL GLOW



The extension number dialled is shown on the left of the display. If the extension is busy, the Operator hears busy tone

Intrude Key



PRESS THE INTRUDE KEY



GLOWS

The intrude key glows and all parties (the busy extensions in the conversation and the Operator) receive one second of Intrude tone The Operator may then talk to the parties in the conversation. Intrude tone is repeated every six seconds while the Operator is intruding

Direct extension selection operation

To Place a DES Extension Call



PRESS THE REQUIRED DES KEY



DES key lamp glows and the extension is automatically rung

The extension number is shown on the left of display

To Extend a Call to a DES Extension



PRESS THE REQUIRED DES KEY



DES key lamp glows and the extension is automatically rung

Extension number is shown on the left of the display and the party on hold on the right

When the release key is pressed, the call is released from the console and connected to that extension

To Change the Assignment of A DES Key

NOTE: If a valid number is entered, the display will glow solid until the DES key is released or after the time-out period. If an invalid or duplicate number is entered, the display will continue to flash with the original value.



PRESS THE DES KEY AND HOLD





THE EXTENSION WILL NOT RING

After 2 seconds, if the DES key is not assigned, the display will show plus three dashes flashing. Dial the desired directory number (see note)



If the DES key has an assignment the display shows plus the present directory number flashing.

If desired, dial the new directory number (see note)



Operator functions

NOTE: Some Operator Functions may be accessed either by using a console key, or by dialling the required code. The functions which can be accessed both ways have an t beside the function heading in this section.

Before performing any Operator Function which does not appear on a console key, you must dial the Opeator Function Access Code. NOTE: When entering Trunk Equipment Numbers prefix the line number by '0' on the first 9 lines only. eg. Line 1-01. Line 9-09. Line 10-10.







You are now in the Operator Function mode. You may perform any of the Operator Functions by dialling the required code.





Operator functions

Night Service -Flexible t

To determine the extension that receives incoming calls during night service

а

b



★ 21 + TRUNK EQUIPMENT NUMBER



NUMBER



Incoming calls on trunk 3 are connected to extension 142 during night service. You may -

- · leave this unchanged by pressing RELEASE
- make calls appear at a new extension 7b
- make calls appear at the console 7c

If you do not have this feature the display will blank and you will hear number unobtainable tone after dialling 21 - trunk equipment vice number



EXTENSION NUMBER



Incoming calls will now be routed to the console during night service.

Incoming calls will now be routed to

the new extension during night service

All calls return to normal call processing after Night Service -Flexible procedures are followed.

С To direct incoming calls to the console during night service







Message Registration Restrictive Extension Control a

If you do not have this feature, the display will blank and you will hear number unobtainable tone, after dialling 22 + extension number. Extension Metering permits the system to keep a record of the usage of an extension. **Temporary Trunk** Barring prevents an extension from making outside calls. You may have either or both Extension Metering and Registration and Trunk Barring

NOTE: If Temporary **Trunk Barring is set** by the operator, the Extension Meter is automatically cleared.

Extension

Metering

b Restrictive Extension Control







Operator function codes

Press the appropriate console key or dial the programmed operator function code \star and the required code.

Function

To turn Night Service ON

a) Dial * 11
 b) Press RELEASE
 (also see Night Service key operation)

To turn Night Service OFF:

a) Dial * 12
b) Press RELEASE
(also see Night Service key operation)

To reset console bell and store alarm:

a) Dial * 13 b) Press RELEASE (also see Alarm key operation)

To set 12-hour clock:

- a) Dial * 14
- b) Dial 2-digit hours and 2-digit minutes
- c) Press RELEASE

Code

To change Night Service assignment

- a) Dial * 21
- b) Dial the trunk equipment number.
- c) Dial the new 2 or 3 digit extension number
- d) Press RELEASE
- (also see Night Service key operation)

To turn Extension Metering ON and turn Trunk Barring OFF temporary:

- a) Dial * 22
- b) Dial extension number
- c) Dial O
- d) Press RELEASE

To turn Extension Metering OFF and turn Trunk Barring ON temporary:

- a) Dial * 22
- b) Dial extension number
- c) Dial 9
- d) Press RELEASE

To set 24-hour clock:

a) Dial * 15

b) Dial 2-digit hours and 2-digit minutes

c) Press RELEASE

To perform a Lamp test a) Dial * 16

b) Press RELEASE (also see status key operation)

To turn Background Music ON:

a) Dial * 17 b) Pres RELEASE

To turn Background Music OFF:

a) Dial * 18 b) Press RELEASE

To Access Trunk by Equipment Number:

- a) Dial * 19
- b) Dial trunk equipment number
- c) Make the call
- d) Press RELEASE

To turn Barring — Extension to Extension ON.

- a)[:] Dial * 23
- b) Press RELEASE

To turn Barring — Extension to Extension OFF:

- a) Dial * 24
- b) Press RELEASE

To busy — out a Trunk:

- a) Dial * 41
- b) Dial the trunk equipment number
- c) Press RELEASE

To restore a Trunk:

- a) Dial * 51
- b) Dial the trunk equipment number
- c) Press RELEASE

Note: To convert numbers to trunk equipment numbers prefix digit '0' to the first 9 lines only.

e.g.

line 1-01 line 9-09 line 10-10

PN 9102-052-010-BT

Issue 1 November 1982 British Telecom Printed in Great Britain

* . v ·