

# OPI 3214

Operator Console for MD110 Communication System

## User Guide



Welcome to the User Guide for the OPI 3214 Operator Console in the Ericsson MD110 communication system.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of telephones, designed for ease of use in every situation.

Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images, however, are shown in the User Guide for your reference.

The User Guide describes the facilities of the OPI 3214 operator console as it is programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this User Guide can also be downloaded from:  
<http://www.ericsson.com/enterprise/archive/manuals.shtml>

**Note:** *OPI 3214 is a system terminal, i.e. it can only be used for an Ericsson private branch exchange that supports this type of terminal.*

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# Introduction

## How this manual works

The initial section of the manual introduces the equipment and familiarises you with the layout of the console.

The main body of the manual covers all the operating functions e.g. answering and extending calls.

The conventions used within this section are:

Actions appear in an alternative **bold typeface** and the key diagram appears in the left hand margin opposite the text.

For example:



### **Automatic answer Press**

The systems response is shown with explanatory text and, if relevant, a display picture.

A quick reference guide is delivered together with this manual. The guide covers which keys to press for common operating actions and a list of call processing, special function and service key functions.

# The Console

The OPI 3214 operator console uses a combination of advanced digital technology, ISDN communication principles and distributed stored program control.

This makes it the perfect choice for an organisation that knows the value of fast and precise information handling.

The console consists of three components:

- Display Unit which displays call information using alphanumeric characters.
- Key panel for processing calls and performing operator tasks.
- Handset or headset.

A diagram of the console key panel is on the next page and on the fold-out cover. Use the key panel to instigate operations such as answering, extending and putting calls on hold. The console diagram has been numbered to enable you to see at a glance the functionality of the keys.

The handset is equipped with hearing aid function as standard.

**Please note:** *The handset may attract and retain small metal objects in the earcap region.*

## Description



- 1 Display**  
5x40 characters. See section [“Display Description”](#) on page 68.
- 2 Call processing keys**
- 3 Service keys**
- 4 Special function keys**
- 5 Press to talk key**  
See section [“Key Description”](#) on page 73 for a description of the keys.

## Accessories – option unit

An option unit DBY 410 02 can be installed under the console allowing the accessories or functions described in this section to be connected to the console.

**Note:** *How to install the option unit and headset, see installation instructions provided with the option unit.*

### **Headset**

The headset key is used to toggle between the headset (key lamp on) and the handset.

### **Conference telephone or extra handset**

As an alternative for a headset, a conference telephone or an extra handset can be connected to the console. The headset key is used to toggle between the conference telephone (key lamp on) and the handset. The extra handset is used in parallel with the ordinary handset allowing two persons to listen simultaneously. A handset with a press-to-talk button is recommended.

**Note when speaking:** *Due to speech quality, only one person at the time shall speak.*

### **Extra bell or busy indication lamp**

To hear the ring signal outside the operator room, or to inform visitors that you have connected calls going on, either an extra bell or a busy indication lamp can be connected. The bell is activated in parallel with the ring signals. The lamp is on during speech.

### **Tape recorder or PC sound board**

To record incoming speech either a tape recorder or a PC sound board can be connected to the console.

### **Sound level increase**

For operators with impaired hearing the option unit provides sound level increase of the handset as well as a connected headset.

## Preparing the Console

### On/Off duty

The console must be turned on to receive calls.

**Note:** *As an option, calls to the individual operator number can be received even if the console is turned off, if required contact system administrator.*

OFF DUTY appears on the top row of the display if the console is turned off.

NIGHT SERV appears on the top row of the display if the console is in night service mode.

To turn the console on or switch it to day service:



**Press**

(To turn the console off press the key again.)

If an incoming call is not answered within a predetermined time, the console is automatically switched off.



## Acoustic signal

The console uses different acoustic sounds to signal incoming calls.

- One tone ringer, this signals an internal call to the console, used for normal and heavy traffic.
- Two tones ringer, this signals an external call or a recall to the console, used for normal and heavy traffic.
- Continuous tone ringer, this signals when an emergency call or another call is not answered within a predetermined time.

**Note:** *The tone ringer level cannot be altered.*

Normally the console signals just once. If you have to move around within hearing distance from the console, you can set the console in the continuous signal mode:



**Continuous ring**

### Press

The key lamp is switched on, signalling that the console is in the continuous signal mode.

To return to normal ringing:



**Continuous ring**

### Press

## Manual or automatic answer

The console can be used in automatic or manual mode. In automatic mode, calls are answered immediately without the aid of pressing a key.

To activate automatic answering:



**Automatic answer**

### Press

The key lamp is switched on signalling that calls will be automatically answered.

To return to manual answering:



**Automatic answer**

### Press

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

## Manual or automatic extending

Incoming calls can be extended automatically or manually, automatically extended calls are transferred to extensions without pressing a key.

To activate automatic extending:



### **Automatic extending Press**

The key lamp is switched on, signalling that calls will be automatically extended.

To return to manual extending:



### **Automatic extending Press**

The operator functions in this manual are for a console set for manual extending.

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

# Incoming Calls

## Normal incoming calls

The console rings to signal a new incoming call. The display shows the number of calls waiting in the common and personal queues, type of incoming call, the external line data or the number and name of the calling extension.

Display examples:

Incoming external call

```
C= 1 I= 0 PUBLIC TRK
TRK      INCOMING
      010003012
15:25
```

Incoming internal call

```
C= 1 I= 0 INTERNAL
EXTENSION INCOMING
      206
      BOB BURNES
15:25
```

ANS/EXT



### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

## Rerouted calls

If a call fails to reach the designated location it is rerouted to the console. The console rings and the display shows that the call is rerouted and the reason for rerouting:

Display example:

Dialled extension is busy

```

C= 1 I= 0 INTERNAL
EXTENSION BUSY
      206
    BOB BURNES
                                     15:25
  
```

BUSY

Dialled extension is busy.

CONGEST .

Resource congestion is encountered.

BLOCKED

Dialled extension is blocked.

VACANT

Dialled number is vacant or an incomplete number.

ANS/EXT



### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

**Correct if possible, and inform the caller**

## An extension calls the console

An extension can contact the console using one of two methods, *dialling a common operator number* or *dialling an individual operator number*.

Display example:

The common operator number (9) is dialled

```
C= 1 I= 0 INTERNAL
EXTENSION INCOMING
      206
    BOB BURNES
                                     9  15:25
```

### Notes:

*If the calling party is an ISDN terminal ISDN EXT appears on the display in place of EXTENSION.*

*If the caller has dialled your individual operator number, this number is shown instead of the common number.*

ANS/EXT



### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

## An operator calls the console

If an operator dials the common operator number all the other operator consoles in the system ring.

Display example:

The common operator number (9) is dialled.

```
C= 1 I= 0 INTERNAL
EXTENSION INCOMING
      202
MARY WATERS
                        9  15:25
```

**Note:** *If the operator has dialled your individual operator number, this number is shown instead of the common number.*



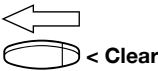
### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

---

## Inquiry

When an extension contacts the operator with an external call put on hold, proceed in the same manner as section [“An extension calls the console”](#) on page 13.



To reconnect the extension to the external line:

### Press

The console is cleared.

To connect the console to the external call:

### Ask the extension to replace the handset

When the extension replaces the handset you are automatically connected to the caller. The display shows TRK., TRANSFER and the external line data.

## Emergency calls

An emergency call from an extension is signalled by a continuous acoustic signal.

Display example:

Incoming emergency call.

```
C= 1 I= 0 INTERNAL
EMERGENCY INCOMING
      207
      DAVID GILMOUR
                                250  15:25
```

**Note:** *If the emergency call is from a tie line, the display shows PRIVATE TRK instead.*



### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

---

## Diverted calls

When a caller is diverted to your console.

Display example:

Incoming external call to extension 207.

```
C= 1 I= 0 DIVERTED
TRK      FORWARD
      010003012
      DAVID GILMOUR
                                207  15:25
```

**Note:** *If the call is from an extension, the display shows EXTENSION and the extension's name and number instead.*



### Press to answer the call

< Speech key lamp is switched on and you are connected to the calling party.

## Absence information (message diversion)

The absence information can be activated on consoles or extensions. When a called extension has activated an absence information and the call is diverted to your console a single tone is heard.

Display examples:

Diverted external call to extension 206.

C= 1 I= 0 PUBLIC TRK		
TRK	FORWARD	EXTENSION
010003012		206
	BOB BURNES	
	MEETING 1600	15:25

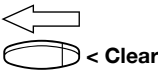
Diverted internal call to extension 206.

C= 1 I= 0 DOVERTED		
EXTENSION	FORWARD	EXTENSION
207		206
DAVID GILMORE		BOB BURNES
	MEETING 1600	15:25



**Press to answer the call**

< Speech key lamp is switched on and you are connected to the calling party.



**Give the information to the caller**

**Press**

The console is cleared.

**Note:** The activated absence information can be bypassed, see section [“Bypassing”](#) on page 27.

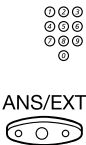


# Extending

This chapter describes how to extend calls to extensions, operators, paging units and external lines.

## Free extension

To transfer a call displayed on the left side to an extension.



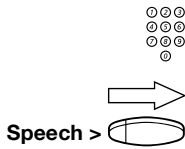
### Dial the extension number

The right side of the display shows EXTENSION FREE and the called extension's number and name.

### Press to extend the call

The call is extended and the console is cleared.

**Note:** If the console is set to automatic extending mode, the call is automatically extended after the last digit of the extension number is dialed and the console is cleared.



### **Announce call**

If you want to announce the call before extending (the console must be in manual extending mode).

#### **Dial the extension number**

The right side of the display shows EXTENSION and the called extension's number and name.

#### **Press**

Speech > key lamp is switched on and the console rings the extension.

***Note:** If the called extension is in a private network, there is no need to press Speech > to call as it is done automatically.*

When the called party answers, ANSWER is shown.



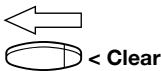
#### **Announce the call**

#### **Press to extend the call**

The call is extended and the console is cleared.

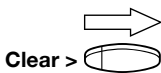
### **Retrieve a call**

It is possible to retrieve an extended call before it has been answered, e.g. if you dialled a wrong number.



#### **Press**

You can also press the Clear > key. The display shows the data of the extended call.



To correct the number:

#### **Press**

Proceed as normal extending.

## Busy extension

If BUSY is shown the extension is busy, inform the caller and ask if he/she wants to hold or call later.



If the caller wants to hold:

### Press to extend the call

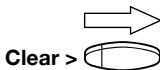
The call is extended and camped on to the busy extension. The console is cleared.



< Clear

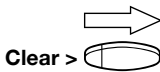
If the caller wants to call later:

### Press



### Press

The call is disconnected and the console is cleared.



If the caller wants to be connected to another extension:

### Press



### Dial the extension number

Proceed to extend the call as normal.

If the busy extension has a previous call camped on C . WAITING and RESTRICTED are shown:

You can put the call on hold, see section “[On hold](#)” on page 28.

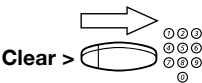
## Barred extension

When an extension is barred from receiving direct indialled calls from the public network, it is rerouted to you.

Display example:

```
C= 1 I= 0 REROUTED
TRK      INTERCEPT<- EXTENSION
          010003012          206
                      BOB BURNES
          RESTRICTED          15:25
```

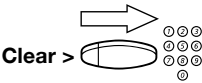
### Inform the caller that the requested extension is barred for direct indialling



If the caller wants you to extend the call to the required extension:

**Press and dial the extension number**

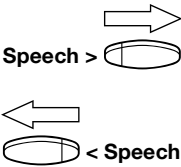
Extend the call in the usual manner.



If the called party is restricted to receive external calls at all you can pass on a message to the extension:

**Press and dial the extension number**

Extension is free.

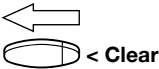


**Press**

The console rings the extension. When the extension answers (ANSWER is shown) you can pass on the message.

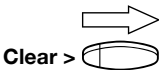
**Press**

Inform the calling external party of the reply.



To terminate the calls:

**Press**

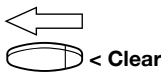


**Press**

The calls are disconnected and the console is cleared.

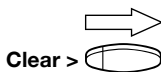
## Vacant number

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



**Inform the caller about the situation**

**Press**



**Press**

The calls are disconnected and the console is cleared.

---

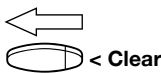
## Absence information (activated message diversion)

When an external party wishes to speak to an extension with an activated absence information.



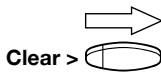
**Dial the extension number**

The console shows the absence reason, and if entered, the time/ date of return.



**Give the information to the caller**

**Press**



**Press**

The calls are disconnected and the console is cleared.

**Note:** The activated absence information can be bypassed, see section ["Bypassing"](#) on page 27.

## Diverted extension



When you extend a call to a diverted internal extension.

### Dial the extension number

The right side of the display shows the answering position (divertee) and the bottom row shows the dialled number.

Display example:

C= 1 I= 0 PUBLIC TRK			
TRK	INCOMING	EXTENSION FREE	
010003012		206	
		BOB BURNES	
DAVID GILMOUR		207	15:25



### Press to extend the call

The call is extended and the console is cleared.

## External follow-me



When you extend a call to an internal extension that has activated an external follow-me, i.e. ordered a transfer of incoming calls to an external telephone number.

### Dial the extension number

The display momentarily shows FORWARD TO TRUNK. The Speech > key is switched on, the right side of the display shows line data, etc., and the bottom row shows the dialled name and number.

Display example:

C= 1 I= 0 PUBLIC TRK			
TRK	INCOMING	TRK	OUTGOING
010003012		010002005	
DAVID GILMOUR		207	15:25



### Press to extend the call

The call is extended and the console is cleared.

# Personal number

When you extend a call to an extension that has activated a personal number profile.

**Note:** At automatic extending, or when you extend before sending a ring signal towards the extension, the console gives normal information.

If you want to send a ring signal before extending:



## Dial the extension number

**Note:** Manual ringing is not possible to a cordless or IP extension, or to an ISDN terminal.



Speech >

## Press to send ring signal

Display example:

C= 1 I= 0 PUBLIC TRK		
TRK	INCOMING	EXTENSION FREE
010003012		206
	BOB BURNES	
DAVID GILMOUR	207	15:25

**Note:** If the answering position number is the same as the dialled number, the number is shown both as the dialled number and the answering number.

ANS/EXT



## Press to extend the call

The call is extended and the console is cleared.

# Operators and groups

To extend a call to another operator or group in your own exchange or private network.

## Operators



### Dial the extension number

Display example:

```
C= 1 I= 0 PUBLIC TRK
TRK      INCOMING ->OPERATOR  FREE
      010003012           202
                        MARY WATERS
                        15:25
```



### Press to extend the call

The call is extended and the console is cleared.

## Groups



To extend a call to a group number:

### Dial the group number

The right side of the display shows who is answering and the 5th row shows the group name and number.

Display example:

```
C= 1 I= 0 PUBLIC TRK
TRK      INCOMING  EXTENSION FREE
      010003012           206
                        BOB BURNES
MARKET GROUP           207    15:25
```



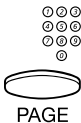
### Press to extend the call

The call is extended and the console is cleared.



# Paging unit

Calls can be extended to a paging unit.



## Dial the extension number

### Press to activate the paging facility

The display shows **PAGING** on the first row.



### Press to extend the call

The call is extended and the console is cleared.

**Note:** *The paging will start automatically if you extend a call to an extension which has an activated diversion to a paging unit.*

Normally you will not be involved in the answering procedure. Only if there is no answer you will be recalled after a predetermined time.

If the called person cannot be paged, **RESTRICTED** is shown.



If the called extension is busy you can camp on announcing:

### Press to activate the paging facility

The display shows **PAGING** on the first row.

ANNOUNCE



### Press to activate call announcing



### Press to extend the call

The call is camped on via the paging unit and the console is cleared.

**Message paging**

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

**\*81\***

**Dial**



**Dial pagee's extension number and press**



**Dial the message code (1-10 digits)**

**#**

**Press**

The console is cleared.

---

**External line**

This could be a call to another office exchange within the private network or to the public network.



**Dial the code to get a line (for the line you wish to access and the external number)**

The display shows TRK. OUTGOING, line data and momentarily the dialled number.

**ANS/EXT**



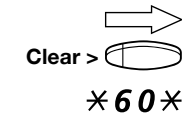
**Press to extend the call**

The call is extended and the console is cleared.

# Bypassing

## Diverted extension

When you have called a diverted extension (the right side of the display shows the answering position and the bottom row shows the dialled number).



**Press**

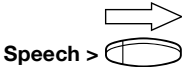
**Dial**



**Dial the extension number**

#

**Press to activate bypassing**



**Press**

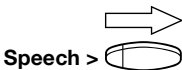


If the diverted extension accepts the call:

**Press to extend the call**

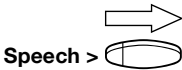
## Absence information

When you have called an extension and recieve absence information.



**Press**

The extension is called once again but this time there is no absence information.



**Press**



If the diverted extension accepts the call:

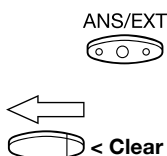
**Press to extend the call**

## Service Facilities

### On hold

Putting an ongoing call temporarily on hold leaves the console free to perform other functions. The call is time supervised, you are recalled if the call is not retrieved within a certain time period.

The call being put on hold must be in speech connection with the console, e.i. either <- or -> must be displayed and the other side of the display must be idle.



To put a call on hold:

#### **Press to extend the call**

To retrieve the last call put on hold, the console must be in idle state.

#### **Press**

You can also press the Clear > key. The call is retrieved.


**Note:** *If you have extended calls after a call was put on hold, and any of these calls have not been answered, the last extended call will be retrieved.*

For a retrieved call the display shows **RECALL** and depending on type of call, **EXTENSION** or **TRK** with the relevant number, name or line data.

### **To put on hold using loop keys, Loop 1-4**

An alternative method to put a call on hold is by using a loop key.

To put the call on hold:

**Loop 2** 

#### **Press a free loop key**

The corresponding loop key lamp flashes and the console is cleared.

To retrieve the call:

**Loop 2** 

#### **Press the relevant loop key**

The lamp extinguishes and you have speech connection with the party that was put on hold.

The display shows **RECALL** and depending on type of call, **EXTENSION** or **TRK** with the relevant number, name or line data.

### **To put on hold using the Monitor loop key**

Calls can also be put on hold using the monitor loop key. This method allows the operator to listen to the party that was put on hold. The call is not time supervised and does not recall.

**Note:** *The Monitor loop key cannot be applied to a conference call.*

**Monitor loop** 

#### **Press to put the call on hold**

The lamp lights and flashes slowly.

The console is cleared and a one way listening path is established to allow you to monitor the party that is put on hold.

**Monitor loop** 

#### **Press to retrieve the call on hold**

The display shows **RECALL** and depending on type of call, **EXTENSION** or **TRK** with the relevant number, name or line data.

# Announcing

When you receive a call for an extension that needs to be announced before extending follow these procedures (the console must be in manual extending mode).

## The extension is free

### Dial the extension number

The right side of the display shows EXTENSION and the called extension's number and name.

### Press

When the called party answers, ANSWER is shown.

**Note:** *If the extension called is in a private network there is no need to press Speech > to call as it is done automatically.*

### Announce the call

**Note:** *If you want to speak to both parties simultaneously, press the <Speech> key before extending.*

### Press to extend the call

The call is extended and the console is cleared.

## The extension is busy

If you are announcing a call to a busy extension and call waiting is permitted.

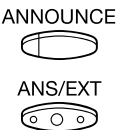
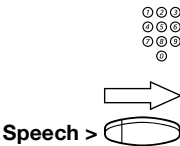
The display shows BUSY and C.WAIT PERMIT

If the caller wishes to wait:

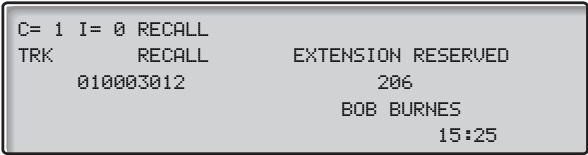
### Press to activate call announcing

### Press to camp on the call

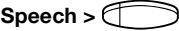
The call is camped on to the extension with announcing, the console is cleared. When the extension becomes free you will be recalled.



Display example:

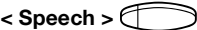


**Press**  
Speech connection with the party that was put on hold.



**Press**  
The console rings the extension. When the called party answers, ANSWER is shown.

**Announce the call**



**Press**  
Speech connection with the caller and the extension.



**Press to extend the call**  
The call is extended and the console is cleared.

## Recall

A recall is a:

- Call put on hold by the answer/extend key.
- Call put on hold by a loop key.
- Call extended to a free extension which does not answer.
- Call extended to a busy extension.

The calls are time supervised. When the call is not retrieved or answered within a predetermined time (changeable by the system administrator), the call will be returned to the console.

### **Calls put on hold by ANS/EXT key or by a Loop key**

The console rings (if put on hold by a loop key, the corresponding key flashes).

Display example:

```

C= 1 I= 0 RECALL
TRK      RECALL
      010003012
                                     15:25
    
```

If the recall is from an extension, EXTENSION, number and name is shown instead of TRK and line data.



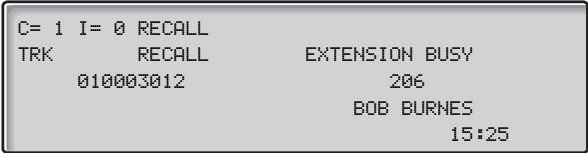
**Press to answer the call**



**No answer or busy extension**

The console rings.

Display example:



If the recall is from an extension, EXTENSION, number and name is shown instead of TRK and line data. If the called extension is free, FREE is shown instead of BUSY.



**Press to answer the call**

If the extension answers:

A warning tone is heard, ANSWER is displayed and you have speech connection with both parties.



**Press to extend the call**

The call is extended and the console is cleared.

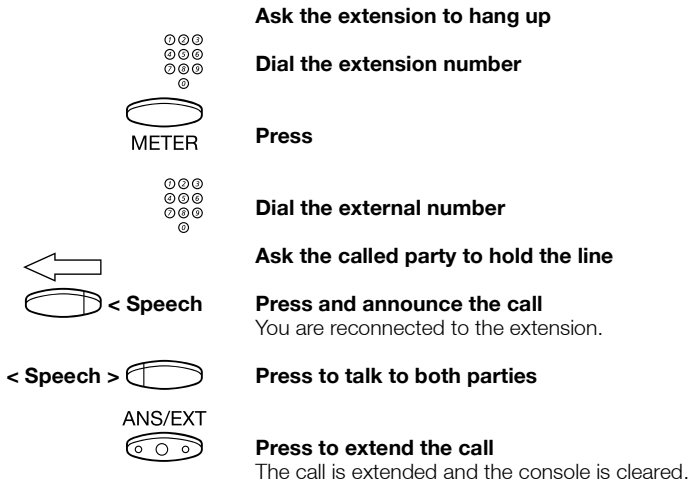
## Call metering

An extension can request an external line with call metering. Do this using one of the following four methods:

**Note:** *The two first methods are not possible for a cordless or IP extension, or for an ISDN terminal, as manual ringing is not applicable towards these types of extensions.*

### Calling extension first

This method stops the extension from receiving or making other calls whilst you are preparing the requested metered call.



The call is extended and the console is cleared.

**Calling external party first**



**Ask the extension to hang up**

**Press**

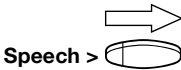


**Make an external call in the usual manner**

**Ask the called party to hold the line**

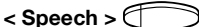


**Call the extension**



**Press**

**Announce the call when the extension answers**



**Press to talk to both parties**

ANS/EXT



**Press to extend the call**

The call is extended and the console is cleared.



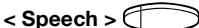
**Extension is waiting with the handset off**

**Press**



**Dial the external number**

**Inform the called party that you have a caller for them**



**Press to talk to both parties**

**Announce the call**

ANS/EXT



**Press to extend the call**

The call is extended and the console is cleared.

**Extend dial tone**

An extension calls the console and requests an external metered line.



**Ask the caller to hold the line**

**Press**



**Dial the code to get an external line**

Dial tone.

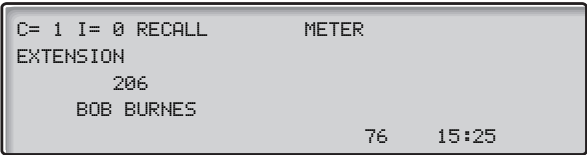
**Press to extend the call**

The line is extended and the console is cleared.

**Recall from a metered call**

All metered calls are recalled to the operator on completion so the operator can read the meter.

Display example:



**Press**

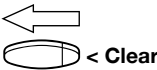
**Note the number of pulses and the extension number/name**



**Press**

The last display row changes to show the external number.

**Note the external number**



**Press**

The call metered is zeroed and the console is cleared.

**Note:** External numbers with a maximum of 20 digits can be read. If you press the METER key once again, the display switches to shows the number of metered pulses again.

# Serial calls

A serial call allows a caller to speak to several extension within the exchange without having to call back. After each conversation is terminated the caller is redirected to the console. The operator dials the next extension and extends the next call.

**Note:** *If you need to be absent marked after a serial call has been ordered, the function 'diversion of recall' must be activated, see section ["Recalls diverted to another console"](#) on page 38.*

When the incoming external call requests a serial call:



**Instruct the caller to hold after each finished conversation**

**Press**



**Dial the extension number**

Proceed in the same manner as section ["Extending"](#) on page 17.

Each time a conversation is finished the caller is recalled to the console. Display example:



**Press to answer and ask which extension he/she requires next**



**Dial the next number and extend**

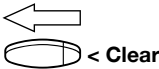
When the last conversation is completed:



**Press to connect to the caller**



**Press to cancel the serial call function**




**Press**

The call is disconnected and the console is cleared.

# Recalls diverted to another console

If you need to leave the console unattended e.g. during a serial call you must insure that all calls are redirected to another operator.

To order diversion of recalls:

**\* 2 1 \*** 

**Dial and dial the individual operator number**

**#**

**Press**

**Note:** *U.K., press \* 2 \* No. #*



**Press to activate**

The display shows OFF DUTY on the top row.



To cancel the diversion of recalls:

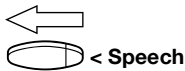
**Press**

**Note:** *You can also dial # 2 1 # to cancel the diversion (U.K.: # 2 #).*

---

## Dialling during a connected call

When calling interactive tele services, e.g. telephone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If your exchange is not already programmed to automatically convert your entered digits into DTMF signals, you need to activate the function during the call.

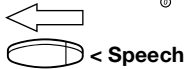


**Press during the call**

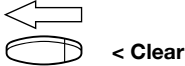
The display shows DTMF-TONE, informing that you have entered DTMF mode.



**Dial the requested digits**



**Press to end DTMF mode**



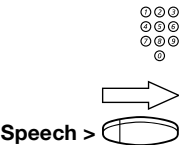
**Press to terminate**

The console is cleared and the call is disconnected.

# Intrusion and forced release

For urgent calls you can use the intrusion function to enter busy extensions and, if accepted, disconnect him/her to extend the new call.

An incoming urgent call is connected to the console.



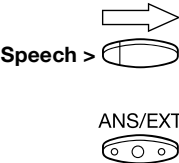
## Dial extension number

The display shows **BUSY** or **C.WAITING** indicating that the extension is busy or busy with a call camped on.

## Press to intrude on the conversation

The intrusion tone is heard and you are connected to the ongoing conversation.

## Inform the called party about the urgent call



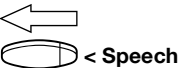
## If the extension agrees to accept the new call

### Press

The required connection is kept, the other extension is disconnected.

### Press to connect the call

The urgent call is connected to the extension, the console is cleared.



## If the extension wishes to finish the ongoing conversation first

### Press

You are connected to the urgent caller.

## Inform the caller that you will extend the call as soon as the extension is free

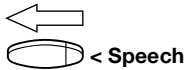


### Press to camp on the call

The caller is camped on to the extension and the console is cleared.

**If the extensions class of service does not permit intrusion**

The bottom row shows RESTRICTED, signalling that intrusion is not permitted on this extension.



**Press**

You are connected to the urgent caller.

**Inform the caller that you are unable to intrude and that they will have to wait until the extension is free**



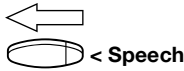
**Press to camp on the call**

The caller is camped on to the extension and the console is cleared.

---

## Call splitting

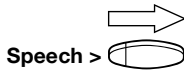
When two parties are connected to the console (internal or external), call splitting allows you to converse privately with either party.



**Press to speak to the left party only**

Speech connection with the left party.

**or**



**Press to speak to the right party only**

Speech connection with the right party.



# Assistance

## Assistance methods

If an extension cannot or is not allowed to perform a task, it can contact an operator to request assistance.

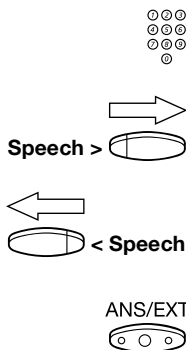
The operator can:

- Call the extension first
- Call the external/other party first
- Request the extension to wait for the call with the handset off
- Extend the dial tone so they can make the call themselves.

**Note:** 1 and 2 cannot be used for an cordless or IP extension, or an ISDN terminal as manual ringing is not applicable towards these types of extensions.

### Extension first

The extension hangs up after phoning the operator to request assistance. This method of assistance prevents the extension from making or receiving any calls.



### **Dial the extension number and the requested number**

**Press (if the requested number is an internal number)**

**Inform the called party and ask to hold**

**Press**

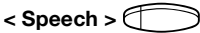
**Announce the call**

**Press to extend the call**

The call is extended and the console is cleared.



## Speech >



Other party first

This allows the extension to initiate or receive calls while the operator contacts the other party.

**Dial the number of the other party**

**Inform the called party and ask to hold**

**Dial the extension number**

## Press

The console rings the extension.

### Announce the call when the extension answers

**Press to extend the call**

The call is extended and the console is cleared.

Extension is waiting with handset off

**Dial the number of the other party**

**Ask the called party to hold**

### Press to talk to both parties

## Announce the call

**Press to extend the call**

The call is extended and the console is cleared.

### Extending dial tone

The calling party requests an external line.

## Ask the caller to hold

**Dial the route access code for an external line**

Dial tone.

**Press to extend the line**

The line is extended to the extension allowing the caller to make the external call, the console is cleared.

## Conference calls

A conference call can be established with a maximum of 8 members, you can either lead the conference or be a member.

### Conference leader/initiator

To initiate a conference (console is idle on both sides):

**\* 3 #**

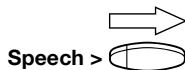
#### **Dial**

The display shows CONFER., and FREE.

To add a member to the conference:



#### **Dial the extension number**



#### **Press**

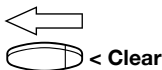
The console rings the extension, inform the extension that a conference call is starting.



#### **Press**

The number of conference members is displayed to the left on the 3rd row.

### **Repeat the procedure to add more conference members**

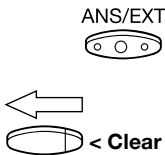


To disconnect from an established conference:

#### **Press**

The console is cleared.

**Note:** When the maximum number of participants is reached, you are automatically disconnected from the conference.



**Conference member**

An extension can include an operator in a conference they have initiated.

**Note:** *As a conference member you do not have access to any operator functions.*

**Press**

You are connected to the calling party. The caller informs you that you are connected to a conference.

**Press to terminate**


You are disconnected from the conference and the console is cleared.

---

**Internal group hunting**

You can help group members to leave and join a group.

To leave the group:

**\* 2 1 \*** 


**Dial and dial the extension number**

**#**

**Press**

**Note:** *U.K., press \* 2 # No. #*

To re-enter the group:

**# 2 1 \*** 

**Dial and dial the extension number**

**#**

**Press**

**Note:** *U.K., press # 2 \* No. #*

## Programming individual abbreviated numbers

You can assist extensions to program individual abbreviated numbers to digit keys 0-9 on the telephone key pad. The number to be programmed may consist of a maximum of 20 digits.

**Note:** *The extension must have access to this function.*

To program or alter a number:

**\* 5 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪ \*  
⓪

**Dial the extension number and press**

**( 0 – 9 ) \***

**Dial selected digit and press**

**Note:** *Finland press (1—9) \**

⓪⓪⓪  
⓪⓪⓪ #  
⓪

**Dial the complete number and press**

To erase a specific number:

**# 5 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪ \*  
⓪

**Dial the extension number and press**

**( 0 – 9 ) #**

**Dial selected digit and press**

**Note:** *Finland press (1—9) #*

To erase all numbers:

**# 5 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪ #  
⓪

**Dial the extension number and press**

# Authorisation code

You can lock/unlock an extension using the individual authorisation code.

To lock an extension:

**\*76\***

**Dial**

 **#**

**Dial the extension number and press**

To unlock an extension:

**#76\***

**Dial**

 **\***

**Dial the extension number and press**

 **#**

**Dial the individual authorisation code and press**

Contact your system administrator regarding the authorisation code.

## Diversion

You can assist an extension to divert calls to a predetermined position specified by the system administrator.

**Note:** *The extension must have access to this function.*

### Direct diversion when a call is extended to the extension

Activate:

**\* 2 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

**Note:** *U.K., press \* 2 \* No. #*

Cancel:

**# 2 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

**Note:** *U.K., press # 2 \* No. #*

### Diversion when the extension does not answer

Activate:

**\* 2 1 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

Cancel:

**# 2 1 1 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

**Diversion when the extension is busy**

Activate:

**\*212\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

Cancel:

**#212\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

---

**Internal follow-me**

Assist an extension to divert calls to an alternative extension number.

**Note:** *The extension must have access to this function.*

Activate:

**\*21\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**\***

**Dial the extension number and press**

**Note:** *U.K., press \*2# No. #*

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the new number and press**

Cancel:

**#21\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

**Note:** *U.K., press #2\* No. #*



## External follow-me

You can assist an extension to divert calls to an external number.

**Note:** *The extension must have access to this function.*

Activate:

**\*22\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the code to get a line/external no. and press**

Cancel:

**#22\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

## Follow-me to paging unit

You can assist an extension to divert calls to a paging unit.

Activate:

**\*218\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

Cancel:

**#218\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**#**

**Dial the extension number and press**

# Absence information (activated message diversion)

You can assist an extension to divert calls into an absence message. The diversion reason is a predefined one digit code. Time of return is written as four digits, HHMM (time of day) MMDD (Date).

Activate:

**\*230\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**Dial the extension number and press**

**(0-9)\***

**Dial reason code and press**

Contact your system administrator regarding the valid reason codes.

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**Dial time or date (HHMM or MMDD) of return and press**

If no time or date is required:

**\*230\***

**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**Dial the extension number and press**

**(0-9)#**

**Dial reason code and press**

Contact your system administrator regarding the valid reason codes.

Cancel:

**#230\***

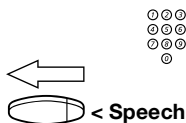
**Dial**

⓪⓪⓪  
⓪⓪⓪  
⓪⓪⓪  
⓪

**Dial the extension number and press**

## Data traffic

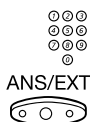
Call to a data extension that is free:



**Dial the data extension number**

**Press to call the extension**

When the called party answers:



**Dial the data extension number again**

The display shows DATA EXT (and FREE if the extension is free).

**Press to extend the call**

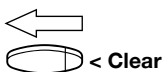
The call is extended and the console is cleared.

If the data extension is in test mode:

The display shows DATA EXT and TEST, informing you that it is not possible to make a connection.

If the data extension is in local mode:

The display shows DATA EXT and LOCAL, informing that it is not possible to make a connection.



If you cannot make a connection:

**Press to clear the console**

## Personal number (optional)

As an operator, you can activate, change or deactivate this function for a selected extension.

When an extension has activated a personal number search profile, incoming calls are transferred to internal or external telephones or back-up services (i.e. voice mail or operator) in the decided order to find the called person.

Depending on the functionality of your office exchange, the extension can have either one individual search profile or choose between five individual search profiles.

The search profiles are programmed or modified by the system administrator.

Activate:

**\* 1 0 \***

**Dial**

○○○  
○○○  
○○○  
○○○  
○

**Dial the extension number and press**

If a special search profile is required:

**( 1 – 5 )**

**Dial the search profile digit**

**Note:** *If a search profile digit is not entered, the default list is activated.*

**#**

**Press**

Personal number is activated.

Cancel:

**# 1 0 \***

**Dial**

○○○  
○○○  
○○○  
○○○  
○

**Dial the extension number and press**

Personal number is deactivated.

## Free seating

You can assist a user with the log off procedure. (The log on procedure must be done by the user from the telephone to be used.)

### To log off:

**# 1 1 \***

**Dial**



**Dial the extension number and press**

The user is logged off from the used telephone.

---

## General cancellation

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

- Automatic callback
- Diversion direct
- Diversion when the extension is busy
- Diversion when the extension does not answer
- Do not disturb
- Flexible night service
- Follow-me (internal, external)
- Manual message waiting
- Absence information (message diversion)

**# 0 0 1 \***

**Dial**



**Dial the extension number and press**

General cancellation.

# Outgoing Calls

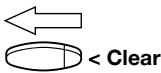
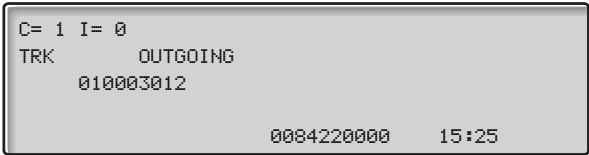
## Via any external line

**Note:** *The console must be in idle state with no party on the left side of the display.*



**Dial the code to get an external line and the number**

Display example:



To terminate the conversation:

**Press**

The call is disconnected and the console is cleared.

ANNOUNCE



ANS/EXT



ANS/EXT



If all lines are busy, **CONGEST .** is displayed, you can start supervision and be recalled when the line becomes free:

**Press**

**Press**

The route is supervised and the console is cleared. The console rings when the line becomes free, and the display shows **RECALL**, **TRK** and **OUTGOING**.

**Press to answer**

**Dial the external number**

If urgent and all external lines are busy you can select a specific external line and use the force release function, see section “[Via a specific external line](#)” on page 55.

---

## Via a specific external line

**\* 0 \***

**#**

**#**



**< Clear**

**Dial**

**Dial the line number and press**

**Dial the code to get an external line and the external number**

**Press to terminate the conversation**

The call is disconnected and the console is cleared.

ANNOUNCE



ANS/EXT



ANS/EXT

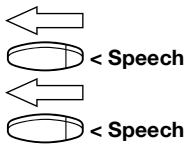


**Press**

**Press**

The line is supervised and the console is cleared. The console rings when the line becomes free, and the display shows **RECALL**, **TRK** and **OUTGOING**.

**Press to answer**



If you need to make an urgent call and all lines are busy you can intrude and force release a line:

**Press to intrude**

Inform the parties on the line about the situation.

**Press to force release**

The call is disconnected and the console is cleared.

Start dialling again, use either 'Via any line' or 'Via a specific line'.

---

## Via an ISDN line or via a direct line to another office exchange



**Dial the code for the ISDN external line or for the direct line**

**Dial the external number**

The dialled number is shown temporarily, then the display shows (example):



**Press to terminate the conversation**

The call is disconnected and the console is cleared.

**Note:** If all lines are busy CONGEST. is shown.



## To an extension in the private network



### Dial the extension number

The dialled number is shown temporarily, then the display shows (example):



< Clear

### Press to terminate the conversation

The call is disconnected and the console is cleared.

**Note:** If all lines are busy CONGEST. is shown.

---

## To an extension in your own exchange

Normal call:



### Dial the extension number

Display example:



< Speech



< Clear

### Press

The console rings the extension and ANSWER is displayed when the extension answers.

### Press to terminate the conversation

The call is disconnected and the console is cleared.

If the called extension has activated an absence information:

You will see the activated information, see section "[Absence information \(activated message diversion\)](#)" on page 50. You can bypass the information, see section "[Bypassing](#)" on page 27.

If the called extension is diverted:

Display example:

```
C= 1 I= 0
EXTENSION FREE
      207
    DAVID GILMOUR
    BOB BURNES                206   15:25
```

You can bypass the diversion, see section "[Bypassing](#)" on page 27.

If the called extension has external follow-me:

FWD TO TRUNK is displayed momentarily, then the display shows (example):

```
C= 1 I= 0
TRK      OUTGOING <-
      010003012
                                BOB BURNES 206   15:25
```

If the extension is busy (BUSY is displayed), or a cordless or an IP extension is unavailable (UNAVAIL is displayed), you can supervise the line until the extension becomes free:

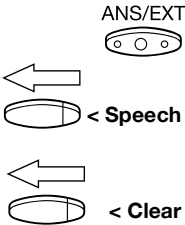
**Note:** A free extension that does not answer a call can also be supervised.



**Press**

The extension is camped on. The console is cleared and the extension cannot initiate new calls. The console rings when the extension becomes free.

Display example:



**Press to answer the call**

RESERVED is displayed.

**Press to call the extension**

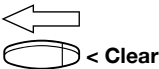
The console rings the extension and ANSWER is displayed when the extension answers.

**Press to terminate the call**

The call is disconnected and the console is cleared.

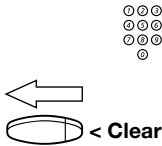
If the extension is in line locked out state:

The display shows EXTENSION L.LOCKED.



**Press to clear the console**

**Note:** When EXTENSION L.LOCKED appears on the display you must clear the console and inform maintenance personnel so an investigation can be launched.



## To another operator

### Dial the individual operator number

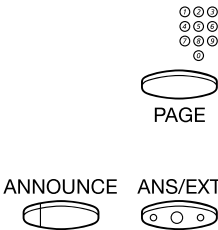
OPERATOR FREE and the individual operator number and name are displayed. ANSWER is displayed when the operator has answered.

### Press to terminate the conversation

The call is disconnected and the console is cleared.

## To paging unit

Persons equipped with a wireless paging receiver, can be paged from your console. Depending on the type of paging system it is possible to send digit messages or voice messages to the paged person. If you receive a congestion tone when paging, this indicates that the paged person has his paging receiver in the charging rack and is probably out of the office.



### Dial the extension number of the person you want to page

### Press to activate the paging facility

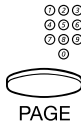
The paging starts.

### Press

You will be recalled when the person answers.

### Answer the recall in the normal way

**Note:** If the paged person does not answer within a certain time, you will not be recalled.



Paging receivers with voice message:

### Dial the extension number of the person you want to page

#### Press to activate the paging facility

The paging starts. The display shows **PAGING** on the first row.

#### Leave your message after the tone

Just before the predetermined speech time is ended, a warning tone will be heard.

**Note:** *The voice channel can be a one way or both way connection.*

You can also send a digit message code, see section “[Paging unit](#)” on page 25.

Alarm paging without message code:

**\*810\***

**Dial**



#### Dial pagee's extension number and press

Alarm paging with message code:

**\*810\***

**Dial**



#### Dial pagee's extension number and press



#### Dial the message code (1-10 digits)

**#**

**Press**

**Note:** *The alarm paging continues until it is answered.*

## Last external number redial

To redial the last external number called from the console:

**\*\* \***

**Dial**

**Note:** *Sweden and Finland press **\* \* 0***

# Abbreviated dialling

## Common abbreviated number

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



**Dial the common abbreviated number and proceed as a normal dialled call**

## Individual abbreviated number

You can program up to 10 individual abbreviated numbers for your own use by using the digit keys 0-9 on the telephone key pad. The programmed numbers can consist of a maximum of 20 digits.

**Note:** *The console must have access privileges to this function.*

**\* \*(0-9)**

**Press and dial the selected digit and proceed as a normal dialled call**

**Note:** *Finland press \*(1-9)*

To program or alter an individual abbreviated number:

**\* 5 1 \*  
(0-9) \***

**Dial**

**Dial selected digit and press**

**Note:** *Finland press (1-9) \**



**# 5 1 \*  
(0-9) #**

**Dial the complete number and press**

To erase a specific number:

**Dial**

**Dial selected digit and press**

**Note:** *Finland press (1-9) #*

To erase all numbers:

**# 5 1 #**

**Dial**

## Other Useful Facilities

### Clock

The time of day is shown in the bottom right hand corner of the display.

AM, PM is only shown if the exchange is programmed in 12 hour format.

---

### Choice of language (optional)

One of the following languages can be chosen to be used for the display information on your console.

Digit 0-4 = the language code:

0 English    1 French    2 German    3 Spanish    4 Italian

To choose a new language:

**\*08\***

**(0-4) #**

**Dial**

**Enter the language code and press**

# Night service

The exchange has four different types of night service:

## Common night service

All incoming calls are rerouted to a predetermined extension(s).

## Individual night service

Incoming calls on a particular external line or a group of external lines are rerouted to a predetermined extension or customer.

## Universal night service

Incoming calls are signalled on several bells situated at different locations in the building. Any extension can answer the calls by lifting the handset and dialling a predetermined answer code.

## Flexible night service

You can assist in assigning an external line to an extension for use temporarily.

To order flexible night service:

**\* 8 4 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪ \*  
⓪⓪⓪

**Dial the extension number and press**

⓪⓪⓪  
⓪⓪⓪ \*  
⓪⓪⓪  
⓪

**Dial the code to get an external line and press**

⓪⓪⓪  
⓪⓪⓪ #  
⓪⓪⓪  
⓪

**Dial the external line number and press**

To cancel flexible night service:

**# 8 4 \***

**Dial**

⓪⓪⓪  
⓪⓪⓪ #  
⓪⓪⓪  
⓪

**Dial the extension number and press**

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



## Alarm

If a fault occurs in the exchange, the Alarm lamp flashes.

Use the following procedure to acknowledge the alarm:



### Press and hold while reading the display

The bottom right hand corner of the display shows 2, 3 or 4. The number indicates the degree of seriousness:

2 = Requires action within one week

3 = Requires immediate action during normal working hours

4 = Demands immediate action at all times

The purpose with the acknowledgement of the alarm is to avoid other operators from reporting the alarm. After acknowledgement, you must report the alarm to maintenance, stating the alarm class as above.

When the Alarm key is released, the key lamp changes to steady light. This indicator remains until maintenance staff have eliminated the fault and erased the alarm from the maintenance terminal.

If you press the Alarm key while the lamp shows steady light, EXG SERV is displayed in the bottom right corner indicating that the exchange is being repaired.

## Emergency switching

It is possible to switch the exchange into emergency state. This only allows predetermined extensions to initiate calls.

To switch the exchange into emergency state:

**\*90#**

### Dial

EXG EMER is shown in the upper right corner of the display.

To return the exchange to normal state:

**#90#**

### Dial

## Malicious call tracing

If you are disturbed by malicious external incoming calls you can invoke the malicious call tracing service which will cause an alarm and printout. The printout will contain the calling number, the dialled number, date and time. This information can then be used to determine the origin of the malicious calls.

**Note:** *The incoming route must have a category for MCT. The feature is supported by the interworking public exchange.*

To invoke the malicious call tracing service:

**# 3 9 #**

**Dial**

---

## Busy verification

If a specific extension or external line has been busy for an unusually long time, you can verify its status.

**Note:** *The right side of the console must be idle.*



⓪ ⓪ ⓪  
⓪ ⓪ ⓪  
⓪ ⓪ ⓪  
⓪

**Dial the extension number**

**or**

⓪ ⓪ ⓪  
⓪ ⓪ ⓪  
⓪ ⓪ ⓪  
⓪

**Access a specific external line**

**Speech >**   


**Press**

The right side of the display shows who is connected to the busy extension or external line.

## Fault location

There may be situations when there are problems with a specific external line or other interference to equipment failure. There are two ways to verify faulty external lines:

If static or other interference is noticed while connected to an external party, make note of the route number, line module numbers and the external line number.

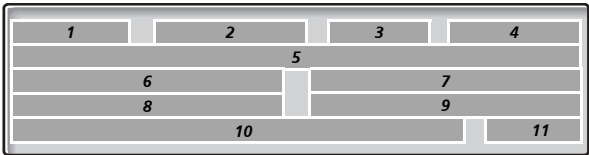
If all external lines are busy more frequently than seems reasonable, or there is any reason to suspect a problem in a specific external line, each one may be checked, individually, using the procedure described in section "[Via a specific external line](#)" on page 55.

The following information should be included in the report:

- Location
- Route number, line module numbers and external line number
- Person reporting the trouble
- Date and time reported
- Person correcting the problem
- Date and time corrected
- Fault reported
- Fault found

# Display Description

The display codes indicate which function the console is currently performing. The display consist of 5x40 characters.



## The top row (1-4)

How many common and individual calls are waiting to be answered. The type of incoming call. Calls in a metered state. Paging and serial call indication. Console and exchange status.

### Queue information (1)

C = 00

Common operator queue, two digits

I = 00

Individual operator queue, two digits

**Type of incoming call (2)**

DIVERTED	Diverted call
EMERGENCY	Emergency call (internal)
INTERNAL	Internal call
PRIVATE TRK	Call from a private network line
PUBLIC TRK	Call from a public line
RECALL	Recall call
REROUTED	Rerouted call

**Activated metering, paging or serial call (3)**

METER	Metered call
PAGING	Paging call
SERIAL	Serial call

**Console or exchange status (4)**

BLOCKED	Console is blocked
EXG EMER.	Exchange is in emergency state
NIGHT SERV.	Exchange is night switched
OFF DUTY	Console is in absent mode

---

**The second row (5)**

Type and status of source call and destination call. Direction of the current connection. The second row is divided into two parts:

- The source (left side) shows details on the first connection, this is usually an incoming call to be extended by the operator, but also an outgoing call when initiated by the operator.
- The destination (right side) shows details on the second connection. This is usually the extension an incoming call is connected to.

abc	Line identity, TRK is default (changed by system administrator)
ABSENT	Called party is absent
ANSWER	Call is answered

BLOCKED	Called party or line is blocked
BUSY	Called party is busy
CONFER.	Conference call
CONGEST.	Congestion
C.WAITING	Call waiting
DATA EXT	Data extension
DTMF-TONE	Dialling-during speech mode
EXTENSION	Voice extension
FREE	Called party is free
FORWARD TO TRUNK	Called party has activated external follow-me
INCOMING	Incoming call
INTERCEPT	Interception call
ISDN EXT	ISDN terminal
L.LOCKED	Line locked out
LOCAL	Local mode
MEMBER	Member in a conference
NO DIST	Do not disturb
NO RESP	No response
OPERATOR	Operator
OUTGOING	Outgoing external line
RECALL	Recall
RESERVED	Reserved
SPEECH	Speech mode
TEST	Test mode
TRANSFER	Transferred call
TRK	External line
UNAVAIL	Unavailable number
VACANT	Vacant number
WAIT	Wait
<-	The console is connected to the left side
->	The console is connected to the right side
<-->	The console is connected to both sides

## The third row (6-7)

Party identity for source side (left) and destination side (right).

### Party identity source side (6)

1-19 digits	Number (extension or operator)
9 digits	External line data (external line)

### Party identity destination side (7)

1-19 digits	Number (extension or operator)
-------------	--------------------------------

---

## The forth row (8-9)

Name identity for source side (left) and destination side (right).

**Note:** *The name is shown only if it is received from the calling or called party. The function "Name identity" must be installed in your exchange.*

### Name identity source side (8) and destination side (9)

1-19 characters	Name
-----------------	------

### The fifth row (10-11)

Dialled number and name (if available), metering pulses, interception information, absence messages. Alarm category or maintenance. Time of day.

**Note:** *Name presentation will only be displayed if your exchange is equipped with this function, and if the extension or group has a named assigned.*

**Dialled number, name and number for diverted extension, metering pulses, absence information, etc. (10)**

1-19 characters, 1-10 digits	Name and number for diverted extension
1-19 digits	Dialled number
ACCEPTED	Accepted
C.WAIT PERMIT	Call waiting is permitted
CONGESTION	Congestion
MISCALL	Missed call. Dialled procedure has a wrong format
REJECTED	Rejected call
RESTRICTED	Restricted

**System time, alarm class or maintenance status (11)**

15:25	System time in 24 hours format
3:25 AM	System time AM in 12 hours format
3:25 PM	System time PM in 12 hours format
ALARM:n	Alarm class, n=2, 3 or 4
EXG SERV	Service is ongoing
NO ALARM	No alarm in log



# Key Description



ON/OFF

## Console on or off.

Switches the operator console on or off. Also used to deny more calls to the console.

**Note:** *If all consoles are in OFF state the exchange will be switched for night service.*



METER

## Meter key.

To mark an outgoing external line call for metering.



SERIAL

## Serial key.

Used when an external caller wants to talk to several people in sequence. The call is automatically recalled to the console when the internal party goes on-hook.



PAGE

## Page key.

To access the paging capabilities.



Alarm

## Alarm key.

To acknowledge any system alarms. Key lamp flashes slowly at alarms and shows steady light when the alarm is acknowledged.



Automatic answer

## Automatic answer mode.

Calls are automatically switched through, in the received order, without having to press ANS/EXT. Key lamp shows steady light when automatic answer is activated.



Automatic extending

## Automatic extend mode.

Calls are automatically extended, after the last entered digit, without having to press ANS/EXT. Key lamp shows steady light when automatic answer is activated.



Continuous ring

## Continuous ring mode.

Incoming calls are signalled with repeated ring signals. Key lamp shows steady light when continuous ring is activated.



**Headset**

**Headset key.**

To switch between handset and headset. The key lamp shows steady light when headset is used.

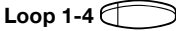
**Note:** *Headset is optional.*



**Flash**

**Flash key.**

To cause a time break on a connected external line. You can for instance signal a toll operator or other PBXs.



**Loop 1-4**

**Supervision loop keys.**

Used to hold individual calls, to camp on to a busy external line or to assist in paging and conferencing. Key lamp flashes slowly when the feature is activated and fast when a predetermined time for a call put on hold is expired.



**Monitor loop**

**Monitor key.**

To monitor a call on hold. Press again to reconnect to the monitored call, e.g. during call set-ups such as: paging, international calls, long distance calls or person to person calls. Key lamp flashes slowly when monitoring is activated.



**< Speech**

**Speech connect key.**

To talk to the source party.



**Speech >**



**Speech connect key.**

To talk to the destination party.

**< Speech >**



**Speech connect key.**

To talk to both parties simultaneously.

The circumstances for the use of the speech keys are:

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



**< Clear**

**Clear source key.**

To disconnect the source party and to clear the left side of the display (centre row). Also used to retrieve last extended call or call put on hold.



**Clear >**



**Clear destination key.**

To disconnect the destination party and to clear the right side of the display (centre row). Also used to retrieve last extended call or call put on hold.

ANNOUNCE

**Announcing key.**

To initiate extending with announcement or camp on to busy extension or external line.

ANS/EXT

**Answer/Extend key.**

To answer and extend incoming external line calls. The key is also used to start automatic ring signal and to put a call on hold.

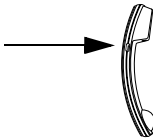
MUTE

**Microphone mute key.**

To turn the microphone on or off. The caller will not be able to hear the conversation in your room. Key lamp shows steady light when activated. The key is also used to cancel the ring signal for the current call.

**Volume control keys.**

To change the volume.

**Press to talk button.**

Located on handset. Used in two ways:

*Press and hold:* Speech connection with connected party(ies).

*Release:* Disconnect from connected party(ies).

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