



NEC



ATTENDANT USER GUIDE



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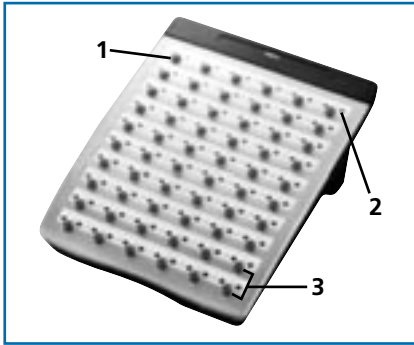
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1. DSS keys (direct station selection) or CO keys (Central Office Lines)
2. Status Indicators
3. Dedicated Feature keys

General Information

The following should be considered when reviewing this user guide:

- Attendant console keys can be assigned as Direct Station Selection/Busy Lamp Field (DSS/BLF), Call Arrival or as additional central office lines (CO Add-On Console.)
- Refer to the Xen IPK Digital Telephone User Guide for additional information on telephone operation.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned, a Call Appearance and Call Arrival key is assigned to all multiline telephones and only a single tenant has been assigned in the system.
- All access codes listed are standard; some may vary based on system assignment.
- Access to many features is based on system assignments. Not all features may be available from your telephone.
- The telephone display provides useful call processing information such as trunk access, recall indication, feature confirmation, etc.

| DSS/BLF LEDs | | ADD-ON CONSOLE LEDs | |
|-------------------|----------------|---------------------|---------------------|
| Telephone Status | DSS/BLF Status | CO Line Status | LED Indication |
| Attendant message | Steady Green | Idle | Unlit |
| Idle | Unlit | Incoming call | Rapid Flashing Red |
| In use | Steady Red | In use | Steady Green |
| Hold | Steady Red | (by the attendant) | |
| FWD All (DND) | Flashing Red | Other-use | Steady Red |
| | | Held call | |
| | | - Your telephone | Slow Flashing Green |
| | | - Other telephone | Slow Flashing Red |

Attendant Add-On Console

ANSWERING CALLS

Receive CO incoming ringing:

- Lift handset
- Converse and process call.

TRANSFERRING CALLS

With a call in progress:

- Press **DSS/BLF** key for the desired station (call is placed on Non-Exclusive Hold).
- Voice announce after tone burst.
- OR** Wait for ringing call to be answered.
- Press **Transfer** on the Attendant Add-On Console.
- Replace handset.

NOTE 1: Pressing **Transfer** immediately after the **DSS** key will result in an unsupervised ring transfer or camp-on.

NOTE 2: If the called station is busy or unanswered, press the flashing **Line key**, **Call Appearance** key or **Conf** key (internal calls) to return to the original party.

NOTE 3: Unanswered camp-ons and unsupervised transfers will recall to the attendant telephone. After answering the recall, pressing **Feature 86** will transfer the call to the personal voice mailbox of the station number dialled.

PLACING INTERNAL CALLS

- Lift handset.
- Press **DSS/BLF** key on the Attendant Add-On Console.
- Voice announce after tone burst.
- OR** Wait for ringing call to be answered.

NOTE 1: When calling a multiline telephone, dialling 1 after the station number will change ringing to voice or voice to ringing.

NOTE 2: To directly access a personal voice mailbox, dial 7 after dialling the station number.

PLACING CALLS TO CALL ARRIVAL KEYS

- Lift handset.
- Press **DSS/BLF** key on the Attendant Add-On Console representing a **Call Arrival** key.
- Wait for ringing call to be answered.

PLACING OUTGOING CALLS

- Lift handset.
- Press idle **CO Line** key on Attendant Add-On Console.
- Dial telephone number.
- Converse.

Night Transfer

SET/CANCEL USING CONSOLE

- Press **NT** key.

SET/CANCEL USING ACCESS CODE

- Press **Feature**.
- Dial Night Transfer code **80**.
- Press **Feature**.

NOTE: When programmed for Automatic Day/Night Transfer, the system will enter/exit night mode at the preprogrammed times.

Trunk to Trunk Transfer

With an outside call in progress:

- Press **Transfer**.
- Dial trunk access code i.e. **0**
- Dial telephone number, wait for answer.
- Press **Feature**.
- Press **Transfer**.
- Replace handset.

NOTE: Once established, a trunk to trunk connection cannot be re-entered.

Automatic Trunk to Trunk Transfer

PROGRAM/MODIFY/ERASE FORWARD ASSIGNMENT

- Press **Feature**.
- Dial Automatic Trunk Transfer code **63**.
- Dial incoming trunk number to be forwarded:
 - Individual trunks **01-64**
 - All trunks **00**
- Dial #.
- Dial outgoing telephone number where calls are to be directed.
- Press **Feature**.

SET/CANCEL

- Press **Feature**.
- Dial Automatic Trunk Transfer code:
 - Set **61**
 - Cancel **62**
- Dial incoming trunk number to be set/cancelled:
 - Individual trunks **01-64**
 - All trunks **00**
- Press **Feature**.

NOTE: Once set, incoming calls to the selected CO/PBX line(s) will automatically be routed to the programmed telephone number.

Message Waiting or Station Outgoing Lockout

SET/CANCEL

- Press **MSG/Station Lockout Key**.
- Press desired **DSS/BLF** key.

NOTE 1: An Attendant Add-On Console can be assigned with Message Waiting **OR** Station Outgoing Lockout capability.

NOTE 2: A green LED at the associated **DSS/BLF** key indicates that a message or Station Outgoing Lockout has been set.

Station Outgoing Lockout

To cancel Station Outgoing Lockout and default the password on a per station basis:

- Press **Speaker**.
- Dial Attendant Reset Password access code _____.
- Dial Station number to be cancelled.
- Press **Speaker**.

Paging

PAGING USING DIRECT PAGING ACCESS KEY

- Lift handset.
- Press **Direct Paging Access** key.
- Page.
- Wait for Meet-Me Answer or replace handset.

PAGING USING ACCESS CODE

- Lift handset.
- Dial Paging code:

INTERNAL

- All Zones **51**
- Zone A **52**
- Zone B **53**
- Zone C **54**

EXTERNAL

- All Zones **55**
- Zone A **56**
- Zone B **57**
- Zone C **58**
- All Int. & Ext. **59**

- Page.
- Wait for Meet-me Answer or replace handset.

Set Relocation Mode

SET/CANCEL USING ACCESS CODE

- Press **Feature**.
- Dial Set Relocation Mode code **84**.

Direct Inward System Access (DISA)

SETTING DISA PASSWORDS

- Lift handset.
- Dial DISA Password set access code _____
- Dial DISA ID code of station to be set _____
- Dial current DISA Password _____
Default 0000000000 (10 zeros)
- Dial new DISA Password _____
- Replace handset.

RESETTING DISA PASSWORDS

- Lift handset.
- Dial DISA Password reset access code _____
- Dial DISA ID code of station to be reset _____
- Replace handset.

NOTE 1: Password may be a maximum of 10 digits. If the new password is less than 10 digits, replace the handset to enter.

NOTE 2: It is recommended that DISA passwords be 10 digits and changed frequently to prevent unauthorized use.

NOTE 3: Resetting DISA Passwords will return them to the default value of 0000000000 (10 zeros).

CONFIRMING DISA PASSWORDS

- Lift handset.
- Dial DISA Password confirmation access code _____
- Dial DISA ID code of station to be confirmed _____
- Confirm password.
- Replace handset.

DISA SET/CANCEL

- Press **Feature**.
- Dial DISA code:
 - Set **81**
 - Cancel **82**
- Dial trunk number to be set/cancelled from DISA:
 - Individual trunks **01-64**
 - All trunks **00**
- Press **Feature**.

Automated Attendant

RECORDING MESSAGES

- Lift handset.
- Dial VRS Voice Message access code _____
- Dial **1**.
- Dial **1**.
- Dial Automated Attendant message number **1-8**.
- Dial operation:
 - Record day mode **1**
 - Record night mode **2**
 - Record weekend mode **3**
- Record message via handset.
- Replace handset.

VERIFY/DELETE MESSAGES

- Lift handset.
- Dial VRS Voice Message access code _____
- Dial operation:
 - Verify message **2**
 - Delete message **3**
- Dial **1**.
- Dial Automated Attendant message number **1-8**.
- Dial operation:
 - Verify/delete day mode **1**
 - Verify/delete night mode **2**
 - Verify/delete weekend mode **3**
- Verify/delete message.
- Replace handset.

AUTOMATED ATTENDANT SET/CANCEL

- Press **Feature**.
- Dial VRS Voice Message access code:
 - Set **81**
 - Cancel **82**
- Dial trunk number to be set/cancelled for Automated Attendant:
 - Individual trunks **01-64**
 - All trunks **00**
- Press **Feature**.

Recording Voice Prompts

SET

- Lift handset.
- Dial VRS Voice Message access code _____
- Dial 1.
- Dial 2.
- Dial operation:
 - Dial tone message 1
 - Call waiting message 2
- Record message via handset.
- Replace handset.

VERIFY/DELETE

- Lift handset.
- Dial VRS Voice Message access code _____
- Dial operation:
 - Verify message 2
 - Delete message 3
- Dial 2.
- Dial operation:
 - Dial tone message 1
 - Call waiting message 2
- Verify/delete message.
- Replace handset.

Programming System Speed Dial

- Press **Feature**.
- Press **Redial**.
- Dial System Speed Dial Memory location **00-79**.
- Dial trunk access code i.e.0.
- Dial telephone number to be stored (24 digits maximum).
- Press **Hold** (if entering name) and dial name of party (13 characters maximum).
- Press **Feature**.

NOTE 1: Press **Redial** to insert a pause or **Recall** to store a hookflash.

NOTE 2: Refer to **Speed Dial Name Input table** when entering names of party.

Programming Forced/Verified Account Codes

Authorisation Code

- Lift handset.
- Dial Forced Account Programming access code _____
Hear second dial tone.
- Dial the Forced Account Number **(001-500)**.
- Dial the Forced Account Code _____. Hear confirmation tone.
- Press **Transfer**.
- Then next Forced Account Number **(001-500)** is displayed. Dial additional Forced Account Codes as desired.
- Replace handset.

NOTE 1: A maximum of 500 Account Codes may be entered. Each Forced Account Code must be assigned a number **(001-500)**.

NOTE 2: The length of the Forced Account Code can be up to 13 digits as assigned in system programming. The default is 10 digits.

Clock/Calendar Settings

- Press **Feature**.
- Dial **9#**.
- Enter hour and minute via dialpad.
- Press **Recall** to change AM/PM setting.
- Press **Hold** to change to calendar setting.

OR Press **Feature** to exit this feature.

- Press **Recall** to select day of week.
- Dial **#** to move the cursor to day of month field.
- Enter day of month via dialpad.
- Press **Recall** to select month.
- Dial **#** to move the cursor to year field.
- Enter last two digits of year via dialpad.
- Press **Feature**.

Conference Bridge Setup

Before using the Multiline Conference Bridge feature, passwords must be assigned. It should be noted that the supervisor should perform these procedures.

SETTING SUPERVISOR PASSWORD

- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the default Supervisor Password (0000#).
- Follow the voice prompt and enter the setting verification mode. Then enter setting change mode.
- Follow the voice prompt to change Supervisor Password (4-8 digits).

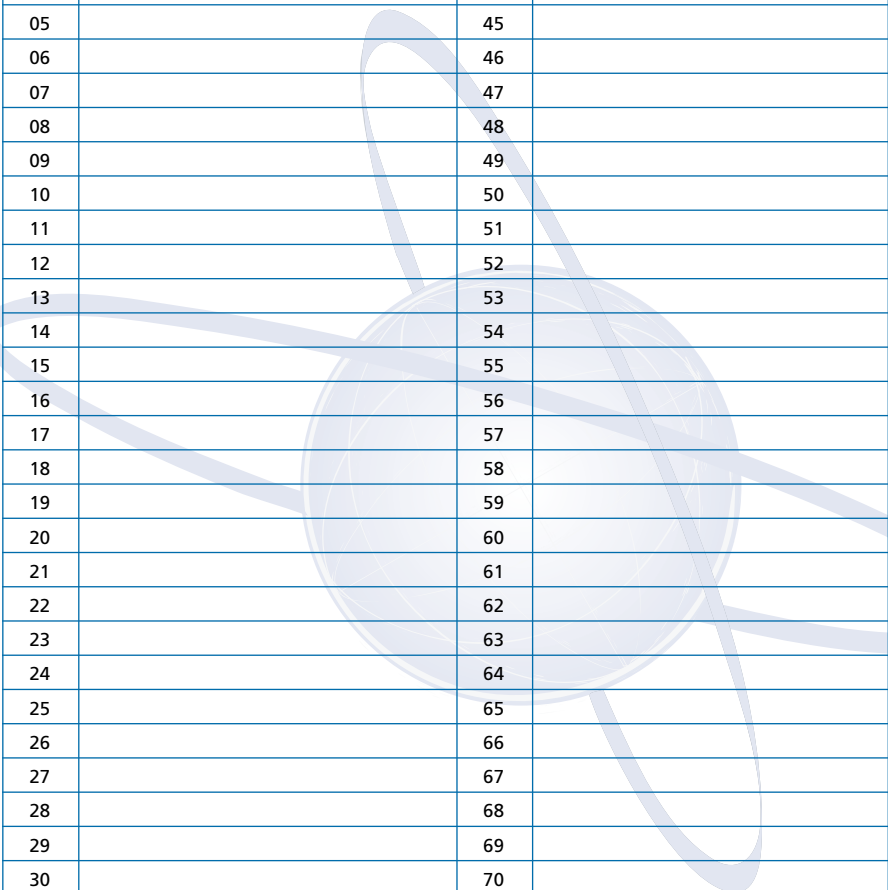
SETTING CONFERENCE 1 AND/OR CONFERENCE 2 PASSWORDS

- Set the Supervisor Password, if necessary.
- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the Supervisor Password and #.
- Skip the steps by pressing * until the Conference Setup mode is available for conference 1 or conference 2.
- Follow the voice prompt and set the conference 1 or the conference 2 password (4-8 digits).

RECORD CUSTOMISED GREETING

- Set the Supervisor Password, if necessary.
- Call a Conference Bridge extension.
- When the Conference Bridge extension answers, dial the Supervisor Password and #.
- Press * to skip the setting verification mode.
- Press # to change system settings.
- Skip the steps until Customised Greeting option is played.
- Follow the voice prompt and record a new Customised Greeting.

System Speed Dial Directory



| | | | |
|----|--|----|--|
| 00 | | 40 | |
| 01 | | 41 | |
| 02 | | 42 | |
| 03 | | 43 | |
| 04 | | 44 | |
| 05 | | 45 | |
| 06 | | 46 | |
| 07 | | 47 | |
| 08 | | 48 | |
| 09 | | 49 | |
| 10 | | 50 | |
| 11 | | 51 | |
| 12 | | 52 | |
| 13 | | 53 | |
| 14 | | 54 | |
| 15 | | 55 | |
| 16 | | 56 | |
| 17 | | 57 | |
| 18 | | 58 | |
| 19 | | 59 | |
| 20 | | 60 | |
| 21 | | 61 | |
| 22 | | 62 | |
| 23 | | 63 | |
| 24 | | 64 | |
| 25 | | 65 | |
| 26 | | 66 | |
| 27 | | 67 | |
| 28 | | 68 | |
| 29 | | 69 | |
| 30 | | 70 | |
| 31 | | 71 | |
| 32 | | 72 | |
| 33 | | 73 | |
| 34 | | 74 | |
| 35 | | 75 | |
| 36 | | 76 | |
| 37 | | 77 | |
| 38 | | 78 | |
| 39 | | 79 | |

Speed Dial Name Input

To add a name to each speed dial entry, press the dial pad number corresponding to the alpha character desired.

i.e 2 = A,B,D,a,b,c, or 2

3 = D, E, F, d, e, f, or 3

4 = G, H, I, g, h, i, or 4

For the name Bob press: **2-2-6-6-2-2**

| Key Press | | | | | | | | | | | | | | |
|-----------|--|-------|-------------|-----|-----|-----|-----|-----------|-----|-----------|-----------|------|-----------|-----------|
| Key | 1st | 2nd | 3rd | 4th | 5th | 6th | 7th | 8th | 9th | 10th | 11th | 12th | 13th | 14th |
| 1 | 1 | @ | [| ¥ |] | ^ | _ | ' | { | | } | ä | â | Back to 1 |
| 2 | A | B | C | a | b | c | 2 | Back to A | | | | | | |
| 3 | D | E | F | d | e | f | 3 | Back to D | | | | | | |
| 4 | G | H | I | g | h | i | 4 | Back to G | | | | | | |
| 5 | J | K | L | j | k | l | 5 | Back to J | | | | | | |
| 6 | M | N | O | m | n | o | 6 | Back to M | | | | | | |
| 7 | P | Q | R | S | p | q | r | s | 7 | Back to P | | | | |
| 8 | T | U | V | t | u | v | 8 | Back to T | | | | | | |
| 9 | W | X | Y | Z | w | x | y | z | 9 | Back to W | | | | |
| 0 | 0 | ! | " | # | \$ | % | & | ' | (|) | Back to 0 | | | |
| * | * | + | , | - | . | / | : | ; | < | = | > | ? | Back to * | |
| # | Set | Space | Back to Set | | | | | | | | | | | |
| Conf | Clear and back 1 character before cursor | | | | | | | | | | | | | |



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