User Guide MD 110 OPI 3213

OPERATOR CONSOLE



OPERATOR CONSOLE OPI 3213 FOR MD110 PBX

USER GUIDE EN/LZT 102 2571 RB

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The OPI 3213 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:

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

The symbols on the Display Unit are not permanently visible, only the symbols relevant to an individual call appear. Numerical information is provided in the call admittance, call status and connection fields.

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:



Press

TRK line data INC

The systems response is shown with explanatory text and, if relevant, the display codes.

A Quick Reference Guide is incorporated into the back cover of this manual. The guide covers the key depressions for common operating actions and a list of call processing, special function and service key functions.

DISPLAY

The display codes indicate which function the console is currently performing:

The top row covers:

The type of incoming call.

How many calls are waiting to be answered.

Calls in a metered or monitored state.

The centre row is divided into two parts;

The source (left side) shows details on the first connection, this is usually an incoming call, or a call extended by the operator.

The destination (right side) shows details on the second connection this is usually the extension an incoming call is connected to.

Left side of the centre row covers:

Type of source call

The calling phone number

Status of source call e.g. answered, line engaged etc

Class of service

Direction (left side) <-

Right side of the centre row covers:

Direction (right side) ->

Type of destination call

The called phone number

Status of destination call

(continued)

DISPLAY (continued)

The bottom row covers:

The console mode

Console status, exchange status, paging, serial or emergency marked

Dialled number, metering pulses, interception information, simplified diversion messages.

Alarm category or maintenance

Time of day

Once you become familiar with the codes the console status is automatically apparent. See section "Display unit codes" for a comprehensive guide to abbreviation used by the display.

THE CONSOLE

A diagram of the console key panel is on the opposite 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:

- 1 Call processing keys
- 2 Service keys
- 3 Special function keys
- 4 Press to talk

See section "Key description" for a description of the keys..

The handset is equipped with hearing aid function as standard.

Headset

A headset can be connected to the console via Option unit DBY 410 02. This Option unit is to be installed under the console. If installed, the headset key is used to toggle between the headset (key lamp on) and the handset.

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



Preparing the Console

ON/OFF DUTY KEY

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.

0FF

Off appears on the bottom row of the display if the console is turned off.

NIGHT

Night appears on the bottom 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 a call 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.

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 a key depression.

To activate automatic answering:

ANS



Press

ANS is shown on the display signalling that calls will be automatically answered.

To return to manual answering:



Press

Note: If the console is programmed for automatic answer, you do not need to press the OPR, TRK or RCL 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 the aid of a key depression.

To activate automatic extending:

XTD



Press

XTD is shown on the display signalling that calls will be automatically extended.

To return to manual extending:



Press

The operator functions in this manual are for a console switched to automatic extend.

Note: If the console is programmed for automatic extending, you do not need to press the OPR or TRK or RCL key in order to extend calls.

Incoming Calls

INCOMING CALLS

The console rings and CW+number of calls waiting in the common queue lights in the display to signal a new incoming call.





Flashes slowly

To answer:



Press

TRK line data INC <-

 You are connected to the calling party.

When an extension makes an incoming call through a tie line or from a private network the display shows EXT in place of TRK.

REROUTED CALLS

If a call fails to reach the designated location it is rerouted to the console.



Flashes slowly

To answer the call:



Press

TRK line data INT <-

You are connected to the calling party.

There are four reasons a call is recalled to the console, a code showing the reason appears on the centre row of the display:

EXT 222 BSV 15

Dialled extension is busy.

222 BLK

Resource congestion is encountered.

222 VAC

Dialled extension is blocked.

Dialled number is vacant or an incomplete number.

Correct the fault, 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:



222

Flashes slowly

Signalling an incoming call from an internal extension



Press

You are connected to the calling party.

Note: If the calling party is an ISDN terminal IXN appears on the display in place of EXT.

Dialling an individual operator number:



Flashes slowly

Signalling an incoming call from an internal extension

To answer:



Press

You are connected to the calling party.

Note: If the calling party is an ISDN terminal IXN appears on the display in place of EXT.

INQUIRY

When an extension contacts the operator with an external call put on hold proceed in the same manner as 'An extension calls the console' above

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.

CALL FROM AN OPERATOR

If an operator dials the common operator number all the other operator consoles in the system ring. This type of call is signalled when:



Flashes slowly

If the operator dials your individual operator number:



Flashes slowly

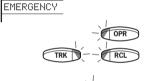
Press



You are connected to the calling operator.

EMERGENCY CALLS

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



Flashes rapidly

To answer the call:



Press one of the keys

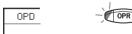
You are connected to the calling party.

If the emergency call is from a tie line then the display shows TRK and line data instead

EXT 222 INC <-

DIVERTED CALLS

When a caller is diverted to your console the console rings.



Flashes slowly

Signalling an incoming diverted call.



Press

You are connected to the calling party.

TRK	line	data	FWD	<-
			222	

Appears of	on the	display	if	the	caller	is	external.
Tippears c	ni tiit	display	11	tric	Carrer	13	CALCITIAI.

EXT	333	FWD COSK-
		222

Appears on the display if the caller is internal.

MESSAGE DIVERSION (ABSENCE INFORMATION)

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

A single tone is heard.

OPD



Flashes slowly

Signalling an incoming diverted call.

To answer:



Press

You are connected to the calling party

TRK	line	data	FWD	<-	E	ΚT	222
					2	1:	L:30

Appears on the display if the caller is external.

Diversion code and time of return of the called extension is shown

EXT 222	FWD	<- E	XT	223
		2	11	:30

Appears on the display if the caller is internal.

The display unit shows the extension number, the absence code and the time/date of return for the called extension.

Give the information to the caller



Press to clear the call

Note: The activated absence information can be bypassed, see section "Bypassing call diversion".

EXTENDING

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



Dial the extension number

Press one of the keys 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 dialled 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

Press

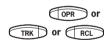
-> EXT 222 FRE 15

The console rings the extension.

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

ANS

The called party answers.



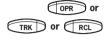
Press one of the keys to extend the call

The call is extended and the console is cleared.

EXTENSION BUSY

If 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 one of the keys to extend the call

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

If the caller wants to call later:



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:

EXT 222 CW RESTRICTED

You can put the call on hold, see section "On hold".

Extending

EXTENSION BARRED

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

line data INT <- EXT 222
RESTRICTED

The display shows this information.

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

000 000 000

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



Dial the extension number

Extension is free.



Press

The console rings the extension.

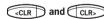
When the extension answers you can pass on the message.



Press

Inform the calling external party of the reply.

To terminate the calls:



Press

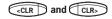
The calls are disconnected and the console is cleared.

VACANT NUMBER

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



Inform the caller there is no answer.



Press

The calls are disconnected and the console is cleared.

ACTIVATED MESSAGE DIVERSION (ABSENCE INFORMATION)

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

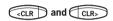


Dial the extension number

The console shows the diversion code, and if entered, the time/date of return.

Note: The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding your available absence codes.

Give the information to the caller



Press

The calls are disconnected and the console is cleared.

Note: The activated absence information can be bypassed, see section "Bypassing call diversion".

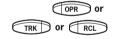
DIVERTED PARTY

When you extend a call to a diverted internal extension:



Dial the extension number

The console shows the diverted number.



Press one of the keys to extend the call

The call is extended and the console is cleared

EXTERNAL FOLLOW-ME

When an internal extension is ordered to transfer calls to an external extension:

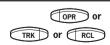


Dial the extension number

T Te

000

The display momentarily shows that the call is being redirected to another extension.



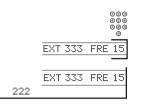
Press one of the keys to extend the call

The call is extended and the console is cleared.

222

PERSONAL NUMBER

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



Dial the extension number

If the first number in the profile list is the same as the dialled number, the console shows this number only.

If the first number is another number than dialled, the console also shows this number as the diverted number.

OPR or (TRK Or RCL

Press one of the keys to extend the call

The call is extended and the console is cleared.

Note: When your console is set for manual extending, the ringing will start automatically after the last digit of the extension number is dialled.

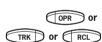
EXTENDING CALLS TO OPERATORS AND GROUPS

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



Dial the operator number

The display shows that the line is free and that the call is ringing through.



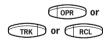
Press one of the keys to extend the call The call is extended and the console is cleared.

To extend a call to a group number:



Dial group number

The display shows this information.



Press one of the keys to extend the call

The call is extended and the console is cleared.

TO PAGE

Calls can be extended to a paging unit:

Dial the extension number

EXT 222 FRE 15

Press to activate the paging facility

You can extend the call before answer or wait for answer.

PAGE

OPR OF TRK OF TRCL

The display shows this information.

Press one of the keys 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.

RESTRICTED

If the called person cannot be paged.

EXT 222 BSY 15

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

PAGE

NOTI

Press to activate the paging facility

PAGE

The display shows this information.



Press to activate call announcing

OPR OF

Press one of the keys to camp on 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.



Dial

Dial pagee's extension number and press



Dial the message code (1-10 digits)

Press

The console is cleared.

TO EXTEND A CALL TO AN EXTERNAL LINE

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

000 000 000 0 Dial the route access code (for the line you wish to access) and the external number



Press one of the keys to extend the call. The call is extended and the console is cleared.

BYPASSING CALL DIVERSION

TRK or RCL

When you have called a diverted extension (divertee number and FWD appears on the display).



Press

Press

Dial to activate bypassing

EXT 222 FRE 15 The display shows this information.

SPE>

-> EXT 222 FRE 15

-> EXT 222 ANS 15

If the diverted extension accepts the call:

OPR Or Pr

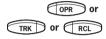
Press one of the keys to extend the call

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.

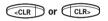
The call being put on hold must be in speech connection with the console, e.g. either <-or -> must be displayed and the other side of the display must be idle.

To put a call on hold:



Press one of the keys to connect the call

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



Press

The call is retrieved.



The display shows that the party is an extension.

TRKline dataRCL <-

The display shows that the party is an external line.

To put on hold using loop keys, LP

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

To put the call on hold:



Press a free loop key

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

To retrieve the call:



Press the relevant loop key

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



The display shows that the party is an extension.

TRKline data RCL <-

The display shows that the party is an external line.

(continued)

ON HOLD (continued)

To put on hold using the MON key

Calls can also be put on hold using the MON 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.



Press to put the call on hold

The MON lamp lights and flashes slowly and MON appears on the display.

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



Press to retrieve the call on hold

EXT 222 RCL15<-

The display shows that the party is an extension.

TRK line data RCL (-

The display shows that the party is an external line.

ANNOUNCING

The extension is free

When you receive a call for an extension that needs to be announced before extending follow this procedure:



Dial the extension number

The display shows this information.



Press

-> EXT 222 ANS 15

When the called party answers.

Announce the call.





Press

Speech connection with the caller and extension (Three-party connection).



Press one of the keys to extend the call

The call is extended and the console is cleared.

The extension is busy

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

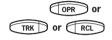
EXT 222 BSY 15 CAW PERMIT

Appear on the display signalling that the extension is busy and Call waiting is permitted, inform the caller.

If the caller wishes to wait.



Press to activate announcing



Press one of the keys 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:





Flashes slowly



Press



Speech connection with the party that was put on hold.



Press

222

The console rings the extension.

222

The called party answers. Speech connection with the extension.

Announce the call.





Press

Speech connection with the caller and the extension.





Press one of the keys to extend the call

The call is extend and the console is cleared.

RECALL

A recall is a:

Call put on hold by any of the answer/extend keys, TRK, OPR or RCL.

Call put on hold by put-on-hold keys, LP.

Call extended to an unattended extension.

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 an LP key



Flashes slowly

Press to answer the call



The display shows that the speech connection is with an external line.

The display shows that the speech connection is with an extension.

Unattended or busy extension

RCL 15 <-



TRK 222



Flashes slowly

Press to answer the call

TRK line data RCL <- EXT 222

The display shows that the speech connection is with an external line.

TRK 222 RCL 15 <- EXT 223

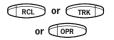
The display shows that the speech connection is with an extension.

If the extension answers:

A warning tone is heard

<- -> EXT 222 ANS

You have speech connection with both parties.



Press one of the keys 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:

Calling extension first

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

000 000 000 0

Dial the extension number

MTR

Press

000 000 000 Dial the external number

Ask the called party to hold the line.

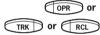
<SPE →

Press

You are reconnected to the extension, announce the call.

<SPE>

Press to talk to both parties



Press one of the keys to extend the call

The call is extended and the console is cleared.

Calling external party first



Press

Make an external call in the usual manner. Ask the called party to hold the line.

000 000 000

Call the extension



Press

Announce the call when the extension answers.



Press to talk to both parties



Press one of the keys to extend the call

The call is extended and the console is cleared.

(continued)

CALL METERING (continued)

Extension is waiting with the handset off



Press

രമദ 000 000

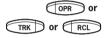
Dial the external number

When the called party answers tell them you have a caller for them.



Press to talk to both parties

Announce the call.



Press one of the keys 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.

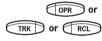
Ask the caller to hold the line.



Press



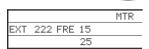
Dial the route access code for an external line Dial tone.

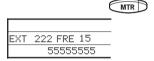


Press one of the keys to extend the call The line is extended and the console is cleared.

RECALL FROM A METERED CALL

RCL RCL





⟨CLR ⟩

All metered calls are recalled to the operator on completion so the operator can read the meter. When a meter call is recalled to the console:

Flashes slowly

Press

MTR is visible in the top row corner of the display.

The ordering extension number and number of pulses appear in the display. Note the number of pulses and the extension number.

Press

The display 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 24 digits can be read off. The number is displayed, divided into three parts each with 8 digits. Press MTR key to view each part. When you press the MTR key for the fourth time, the number of metered pulses and MTR is shown on the top row of the DISPLAY.

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 puts the call through.

Note: If you need to be absent marked after a serial call has been ordered, the function 'diversion of recall' must be activated, see next page.

Instruct the caller to hold the line after each terminated conversation.

When the incoming call requests a serial call:

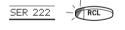


Press

Dial the extension number

Proceed as in "Extending".

Each time a conversation is terminated the caller is recalled to the console. The extension number of the call that has terminated is shown on the display.



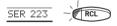
Press to answer

Ask the caller which extension they require next.



Dial the next number and extend

When the last conversation is completed.



Press

You are connected to the caller.



Press

Serial call function is cancelled.



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. after initiating a serial call you must insure that all calls are redirected to another operator.

To order diversion of recalls:



Dial code and the individual operator number



Press

OFF

The console is marked absent.

To cancel the diversion of recalls:



Dial

DIALLING DURING A CONNECTED CALL

Allows you to key digit codes after a called party has answered. The keyed digits will be sent as push button codes (DTMF).

This is used for applications, such as voice mail or bank applications.

000 000 000 Dial route access code for external line and external number

When the called party answers:



Press

TRK line data TON

The display shows you that you have entered DTMF mode.

000 000 0 Dial suffix digits

<SPE

Press to end DTMF mode

TRK line data SPE



Press to terminate

The console is cleared and the call disconnected.

INTRUSION AND FORCE 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.

999 999

Dial extension number

EXT 222 BSY 15

Appears on the display if the extension is busy.

EXT 222 CW 15

Appears on the display if the extension is busy with a call camped on.



Press

To intrude on the conversation, the intrusion tone is heard.



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 one of the keys to connect the call

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

If the extension wishes to finish the conversation in progress



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 one of the keys to camp on the call

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

-> EXT 222 BSY 15 RESTRICTED When the extensions class of service does not permit intrusion:

The display signals 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 one of the keys 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

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

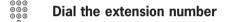
Call the external/other party first

Request the extension to wait for the call with the handset off

Extend the dial tone to the extension so they can make the call themselves.

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 requested number

If the requested number is an internal number.

Press SPE>

When the called party answers, ask him /her to hold the line.

<SPE Press

OPR or (

TRK Or RCL

When the extension answers, announce the call.

<SPE> **Press** You have speech connection with both sides.

Press one of the keys to extend the call The call is extended and the console is cleared.

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Other party first

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

000 000 000

Dial the number of the other party

000 000 000 Ask the called party to hold.



Dial the extension

Press

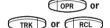
Console rings the extension.

Announce the call when the extension answers.



Press

You have speech connection with both sides.



Press one of the keys to extend the call The call is extended and the console is cleared.

Handset off

000

Dial the number of the other party

Ask the called party to hold.



Press

Announce the call to the extension.



Press

You are connected to both parties.



Press one of the keys to extend the call

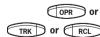
The call is extended and the console is cleared.

Extending dial tone

The calling party requests an external line. Ask the caller to hold.



Dial the route access code for the external line Dial tone.



Press one of the keys 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.

Conferenceleader/initiator

The console is idle on both sides

To initiate a conference:



Dial



To add a member to the conference:

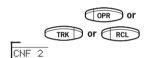


Dial the extension number



Press

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



Press one of the keys

The number of members in the conference is displayed.

Repeat this procedure until all requested participants are connected.

To disconnect from an established conference.



Press

The console is cleared.

Note: When the maximum number of participants is added to the conference, 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.



<CLR

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:

Dial the extension number and press

To re enter the group:

Dial the extension number and press

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 (translated number) 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 ***** 000 *****

Dial extension number and press

 $\bigcirc *$

Dial selected digit and press

000 000 000 #

Dial translated number and press

To erase a specific number:

#51 ***

Dial extension number and press

 \bigcirc #

Dial selected digit and press

To erase all numbers:

Dial extension number and press

AUTHORISATION CODE You can lock/unlock an extension using the regional authorisation code. To lock an extension: Dial extension number and press To unlock an extension: Dial extension number and press Dial regional authorisation code and press DIVERSION You can assist an extension to divert calls to a predetermined position specified by the maintenance personnel. Note: The extension must have access to this function. Direct diversion when a call is extended to the extension: To activate, dial extension number and press To cancel, dial extension number and press Diversion when the extension does not answer: To activate, dial extension number and press To cancel, dial extension number and press Diversion when the extension is busy: To activate, dial extension number and press To cancel, dial extension number and press

INTERNAL FOLLOW-ME

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

Note: The extension must have access to this function.

★②①★◎◎※
 ★②①★◎◎
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 ★②②★
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EXTERNAL FOLLOW-ME

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

Note: The extension must have access to this function.



To activate, dial extension number and press
Dial route access code/external no. and press



To cancel, dial extension number and press

FOLLOW-ME TO INDIVIDUAL PAGING

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



To activate, dial extension number and press



To cancel, dial extension number and press

MESSAGE DIVERSION (ABSENCE INFORMATION)

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).



To activate, dial extension number and press



Dial reason code and press



Dial time or date of return and press

If no time or date is required dial:



To activate, dial extension number and press



Dial reason code and press



To cancel, dial extension number and press

DATA TRAFFIC

Call to a data extension that is free:

രമദ 000 000

<SPE

Dial data extension number

DXN 222 FRE 15

Press

Console rings the extension.

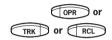
When the called party answers:

000

Dial data extension number

DXN 223 FRE 15

The display shows that the extension is free.



Press one of the keys to extend the call The call is extended and the console is cleared.

If the data extension is in test mode:

DXN 222 TST 15 The display shows you that it isn't possible to make a connection.

If the data extension is in local mode:

DXN 222 LCL

The display shows that it is not possible to make a connection.

If you cannot make a connection:



Press

The console is cleared.

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.

To activate





If a special search profile is required:

O Dial the search profile digit (1-5)

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

Press
Personal number is activated.

To deactivate



Dial the extension number and press
Personal number is deactivated.

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
- Message diversion (Absence information)



Dial 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.

000 000 000

Dial the route access code for an external line and the number

TRK line data OGT <-

The display shows this information.

To terminate the conversation:



Press

The call is disconnected and the console is cleared.

If all lines are busy 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.



Press to answer



Dial external number

If urgent and all external lines are busy you can select a specific external line and use the **force release** function. See next page.

(continued)

OUTGOING CALLS (continued)

To a specific external line



Dial the line number and press

Dial the route access code to get an external line and dial the external number

TRK line data OGT <-

To terminate the conversation:



Press

The call is disconnected and the console is cleared.

TRK line data BSY

If the line is busy you can start **supervision** and be recalled when the line becomes free.



Press



Press

The line is supervised and the console is cleared. The console rings when the line becomes free:



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 'To any line' or 'To a specific line'.

To an ISDN line or to a direct line to another office exchange

Dial the route access code for the ISDN external line or for the direct line

TRK line data OGT <-

Dial the external number

To terminate the conversation:

<CLR

Press

The call is disconnected and the console is cleared.

Note: If all lines are busy CNG is shown on the display.

To an extension in the private network

000 000 000

Dial extension number

To terminate the conversation:



Press

The call is disconnected and the console is cleared.

Note: If all external lines are busy CNG is shown.

To extension in your own exchange

Normal Call:

000 000 000

Dial extension number



Press

EXT 222 FRE 15 <-

The console rings the extension.

EXT 222 ANS 15 <-

The extension answers.

To terminate the conversation:



Press

The call is disconnected and the console is cleared.

(continued)

OUTGOING CALLS (continued)

If the called extension has activated an absence information:

You will see the activated information, see section "Extending - activated message diversion (absence information)".

If the called extension is diverted:

EXT 333 FRE 15 222

The display shows that the call is being diverted to extension 333.

You can bypass the diversion, see section "Bypassing call diversion".

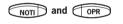
If the called extension has external follow-me:



The display shows external line data and the dialled number.

If the extension is busy, you can supervise the line until the extension becomes free.

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



Proce

The extension is camped on. The console is cleared and the extension cannot initiate new calls.

The console rings when the extension becomes free:

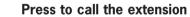
EXT 222 RSV

222 ANS



Press to answer the call





The display shows this information when the extension is answered and you are connected.



Press to terminate the call

The call is disconnected and the console is cleared.

If the extension is in line locked out state:

EXT 222 LLK

The display shows this information.

⟨CLR

Press to clear the console

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

To another Operator





Dial individual operator number

When answered the display shows this information.



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



Press

The paging starts and you will be recalled when the person answers.

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

Recall after paging:

Answer the call in the normal way

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. 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.

(continued)

You can also send a digit message code, see section "Extending - Message paging".

Outgoing Calls

OUTGOING CALLS (continued)

Alarm paging without message code:

※ 8 1 0 ※ Dial

Dial pagee's extension number and press

Alarm paging with message code:

※ ® 1 0 ※ Dial

Dial pagee's extension number and press

Dial the message code (1-5 digits) and press

Note: The alarm paging continues until it is answered.

LAST EXTERNAL NUMBER REDIAL

To redial the last number called from the console:

(*)(*)(*) Dial

ABBREVIATED DIALLING

To use a common abbreviated number:

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

Dial the common abbreviated number

Proceed as a normal dialled call.

To use an individual abbreviated number:

You can program up to 10 individual abbreviated numbers using the digit keypad on the console for your own use. The programmed (full) numbers can consist of a maximum of 20 digits.

Note: The console must have access privileges to the above function.

To program or alter a number:

 \Re (5) (1) (\Re) (\Re) \Re) Dial the selected digit and press

Dial the translated number and press

To erase a specific number:

5 1 🛠 👸 # Dial the selected digit and press

To erase all numbers:

(5) (1) # Dial

To use:

Dial the selected digit and press

Other Useful Facilities

CLOCK

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

10:30AM

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

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:



Dial extension number and press



Dial line number and press

To cancel flexible night service:



Dial 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 ALM lamp flashes and an alarm field in the bottom row 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

Use the following procedure to acknowledge the alarm:



Press

The flashing ALM lamp changes to a steady light.

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.

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



When SERV lights in the bottom row of the display field the maintenance staff are working in the exchange room.

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:





FMF

The display shows that the console is in emergency state.

To return exchange to normal state:



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 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:





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.

നമദ 000



EXT 222 BSY 15

or

003 000 009 line data BSY

Access a specific external line





223

Press

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, and line interface module numbers, composing 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 'Outgoing call, to a specific external line'.

The following information should be included in the report:

- Location
- Route, line interface module 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 UNIT CODES

Codes that appear on the top row of the display unit:

OO Shows calls in the common operator

queue, two digits.

123456 Indicates the line where a call is put on

hold.

CW Calls waiting to be answered in

individual operator queue.

EMERGENCY Emergency internal call.

IND Call to individual operator.

MON Indicates that the call put on hold is

being monitored.

MTR Metered call.

OPC Diverted to common operator after

recall.

OPD Call diverted to common operator.
OPR Internal call to common operator.

RCL Recall call.

TRK External line call to common operator.

TRR Call from external line rerouted to

operator.

Codes that appear on the centre row of the display unit:

0123456789 Displays calling or called number up to

10 digits.

15 Class of service, ranges from 0 to 63.

Voice extension.

ABS Absent. ANS Answer. BLK Blocked. BSY Busy. CNF Conference. **CNG** Congestion. $\mathbf{C}\mathbf{W}$ Call waiting. DND Do not disturb DXN Data extension.

FRE Free.

EXT

FWD Forwarding.

FWD TO TRUNK External follow me.

INC Incoming.

INQ Inquiry.

INT Intercept.

IXN ISDN terminal.

LCL Local mode.

LLK Line locked out.

MEM Member in conference.

OGT Outgoing external line.

OPR PBX operator.

RCL Recall.
RSV Reserved.
SPE Speech.

TON Push button tone signalling (DTMF).

TRK External line.
TST Test mode.
VAC Vacant.
XFR Transferred.

Codes that appear on the bottom row of the display unit:

10:32 System time.
ACCEPTED Accepted.
ALM3 Alarm class 3.

AM Time is in 12 hour format.

ANS Auto-answer mode.

CAW PERMIT Call waiting permitted.

CNG Congestion.

EME Switch in emergency state. INVALID ACO Invalid account code.

MISCALL Missed call when dialled procedure is

in the wrong format.

NIGHT Night service.

OFF Console is in absent mode.

PAGE Paging.

PM Time is in 12 format.

RESTRICTED Restricted.
SER Serial call.

SERV Maintenance work in progress in the

exchange.

VALID ACO Valid account code.
XTD Auto-extend mode.

KEY DESCRIPTION

ON/OFF	Switches the operator console on or off. Also used to deny more calls to the console. If an incoming call is not answered within a predetermined time, the console is automatically switched off. Note: If all consoles are in OFF state the exchange will be switched for night service.
	an de sambea for high service.

- Automatic answer mode. Calls are automatically switched through, in the received order, without having to press TRK, OPR or RCL.
- Automatic extend mode. Calls are automatically extended, after the last entered digit, without having to press TRK, OPR or RCL.
- Alarm key. Press to acknowledge any system alarms.
 Key lamp flashes slowly at alarms and is steady when the alarm is acknowledged.
- Flash key. Press to cause a time break on a connected external line. You can for instance signal a toll operator or other PBXs.
- Meter key. Press to mark an outgoing external line call for metering.
- Serial key. Press 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.
- Announcing key. Press to initiate extending with announcement or camp on to busy extension or external line.
- Monitor key. Press 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.
- Clear source key. Press to disconnect the source party and to clear the left side of the centre row display. Also used to retrieve last extended call or call put on hold.
- Clear destination key. Press to disconnect the destination party and to clear the right side of the centre row display.

 Also used to retrieve last extended call or call put on hold.
- 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.



Speech connect key. Press to talk to the source party.



Speech connect key. Press to talk to the destination party.



Speech connect key. Press to talk to both parties simultaneously.

The circumstances for the use of these 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.



Trunk key. Press to answer and extend incoming external line calls. Key lamp flashes slowly for incoming external calls to common operator and fast for incoming emergency calls to common operator.



Operator key. Used to answer and extend calls to common operator. Key lamp flashes slowly for incoming internal calls to common operator and fast for incoming emergency calls to common operator.



Recall key. Used to answer returned calls or calls to individual operator. Key lamp flashes slowly for incoming calls or when calls are returned and fast for incoming emergency calls to common operator.



Microphone mute key. Key lamp flashes slowly when activated. Can be used in two ways (programmable from a maintenance terminal):

Press and hold:

The caller will not be able to hear the

conversation in your room.

Toggle to change:

Press to turn the microphone off. Press again to turn the microphone on.



Page key. Press to have access to paging capabilities.



Decrease volume.



Increase 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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DISPLAY UNIT CODES

Codes that appear on the top row of the display unit:
ØØShows calls in the common operato
queue, two digits.
123456Line where a call is put on hold.
CW
individual operator queue.
EMERGENCYEmergency internal call.
INDCall to individual operator.
MONIndicates that the call on hold is
being monitored.
MTRMetered call.
OPCDiverted to common operator after
recall.
OPDCall diverted to common operator.
OPRInternal call to common operator.
RCLRecall call.
TRKExternal line call to common operator
TRRCall from external line rerouted to
operator.
Codes that appear on the centre row of the display unit:
0123456789Displays calling or called number
up to 10 digits.
15Class of service, ranges from 0 to 63
ABSAbsent.
ANSAnswer.
BLKBlocked.
BSYBusy.
CNFConference.
CNGCongestion.
CWCall waiting.
DNDDo not disturb
CWCall waiting.

Codes that appear on the bottom row of the display unit:

012345678901	Display with 12 digits.
10:32	System time.
ACCEPTED	Accepted.
ALM3	
AM	Time is in 12 hour format.
ANS	
CAW PERMIT	Call waiting permitted.
CNG	
EME	Switch in emergency state.
INVALID ACO	Invalid account code.
MISCALL	Missed call when dialled
	procedure is in the wrong
	procedure is in the wrong
	format.
NIGHT	format.
OFF	formatNight serviceConsole is in absent mode.
OFF	formatNight serviceConsole is in absent mode.
OFFPAGE	formatNight serviceConsole is in absent mode.
OFFPAGE	formatNight serviceConsole is in absent modePagingTime is in 12 hour format.
PAGEPM	formatNight serviceConsole is in absent modePagingTime is in 12 hour formatRestricted.
OFFPAGEPMRESTRICTED	formatNight serviceConsole is in absent modePagingTime is in 12 hour formatRestrictedSerial call.
OFFPAGEPM	formatNight serviceConsole is in absent modePagingTime is in 12 hour formatRestrictedSerial callService required.

RESTRICTED	Paradiana I
	Serial call.
	Service required. Valid account code.
ΛΙ υ	Auto-extend mode.
DIVERSION	I
DIVERSION	
Diversion direct:	
– to order	*21 * Ext. No. #
– to cancel	#21 ** Ext. No. #
Diversion on no rep	oly:
– to order	*211 ** Ext. No. (#
– to cancel	#211 ** Ext. No. (#
Diversion on busy:	
– to order	*212 *Ext. No. (#
– to cancel	#212 Ext. No. (#
Follow me:	
– to order	(*)(2)(1)(*)Ext. No. $(*)$
ı	number of follow me position (‡
– to cancel	#21** Ext. No. #
Follow me to indiv	idual paging:

(#)(2)(1)(8)(*) Ext. No. (#)

*22 ** Ext. No. #* complete external number (#)

(#)(2)(2)(*) Ext. No. (#)

- to cancel

- to order

- to cancel

External follow me:



SPESpeech.
TONSpeech DTMF.

TRKExternal line.

TSTTest mode.

VACVacant.

XFRTransferred.

DXNData extension. EXTVoice extension. FREFree. FWDForwarding. FUD TO TRUNKExternal follow me. INCIncoming. INQInquiry. INTIntercept. IXNISDN terminal. LCLLocal mode. LLKLine locked out. MEMMember in conference. OGTOutgoing external line. OPRPABX operator. RCLRecall. RSVReserved.

Ouick Reference Guide

INCOMING CALLS and EXTENDING

To answer an incoming call



Extending to a free extension

Ext. No. SPE>

To put an extension on hold



to retake the last call put on hold



Extending to an extension with a call put on hold

Put the call on hold or use

Put on hold on a loop key



Put on hold and monitor



LP

Retake monitor call



To answer a recall



Call announcing





Intrusion



Serial call



Privacy



Paging



Bypass diversion





Clear left Clear right



To terminate the call



OUTGOING CALLS

Dial Route access Outgoing calls code + external No.

Supervision



Redial last external number



Call metering



Internal call Dial extension No. Extension group call

Dial extension group No.

Call to another PABX-operator

Dial operator's individual No.

ABBREVIATED NUMBERS

To assist programming Individual abbreviated number:

to order/to alter

(*)(5)(1)(*)Ext No. (*) (1-0) (*)

Complete No. (#)

To use common abbr. number Dial abb. No.

Individual abbreviated number for operators own extension:

(*)(*)(1-0)

to order/to alter



– to erase a specific abbreviated no. $(\#)(5)(7)(\cancel{\times})$



– to erase all abbreviated numbers (#)(5)(1)(#)



INTERNAL GROUP HUNTING

to leave group temporarily



- to re-enter group



Ext No. (#

OTHER FACILITIES

Conference



Emergency switching

- to initiate



to return to normal state



General cancellation of an extension's facilities



Flexible night service:

(*)(8)(4)(*)

Ext No. (*)

- to order

to cancel

(0) (★) Line No. (#) (#)(8)(4)(X)

Ext No. #

ALM

Alarm acknowledgement





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