

# focus® 960 FRONT DESK CONSOLE QUICK REFERENCE GUIDE

## Message Registration - MR Button

Used to change, display and cancel message-units automatically charged to a guest telephone.

- **TO CHANGE**
  1. Press MR button
  2. Enter room number (Read Display)
  3. Press ENT button
  4. Enter new total of message-units
  5. Press EXC button (See DISPLAY CODES)
  6. Press CLR button
- **TO DISPLAY**
  1. Press MR button
  2. Enter room number (Read Display)
  3. Use NXT button for successive rooms.
  4. Press CLR button
- **TO CANCEL**
  1. Press MR button
  2. Enter room number (Read Display)
  3. Press CAN button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button

## Message Waiting - MW Button

Causes light on guest telephone to flash.

- **TO REGISTER**
  1. Press MW button
  2. Enter room number (See DISPLAY CODES)
  3. Press ENT button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button
- **TO DISPLAY**
  1. Press MW button
  2. Enter room number (See DISPLAY CODES)
  3. Use NXT button for successive rooms
  4. Press CLR button
- **TO CANCEL**
  1. Press MW button
  2. Enter room number (See DISPLAY CODES)
  3. Press CAN button

4. Press EXC button (See DISPLAY CODES)
5. Press CLR button

## Automatic Wakeup - WU Button

This service automatically rings the guest telephone at the designated time.

- **TO REGISTER**
  1. Press WU button
  2. Enter room number (See DISPLAY CODES)
  3. Press ENT button
  4. Enter wakeup time (See Table 2)
  5. Press EXC button (See DISPLAY CODES)
  6. Press CLR button
- **TO DISPLAY**
  1. Press WU button
  2. Enter room number (See DISPLAY CODES)
  3. Press # button

DISPLAY Registered Wakeup time or BBBB C (Not registered)

  4. Use NXT button for successive rooms.
  5. Press CLR button
- **TO CANCEL**
  1. Press WU button
  2. Enter room number (See DISPLAY CODES)
  3. Press CAN button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button

## Time & Date Display - TM Button

- **TO DISPLAY**
  1. Press TM button
- **TO CLEAR**
  1. Press CLR button

## Room Restriction - RR Button

Normally used to restrict telephone use in a vacant room (See Table 1).

- **TO REGISTER**
  1. Press RR button
  2. Enter room number (See DISPLAY CODES)
  3. Press ENT button

4. Press EXC button (See DISPLAY CODES)
5. Press CLR button

- **TO DISPLAY**
  1. Press RR button
  2. Enter room number (See DISPLAY CODES)
  3. Use NXT button for successive rooms.
  4. Press CLR button
- **TO CANCEL**
  1. Press RR button
  2. Enter room number (See DISPLAY CODES)
  3. Press CAN button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button

## Do Not Disturb - DD Button

Places guest telephone in a non-ringing state. Guest is still able to make out-going calls.

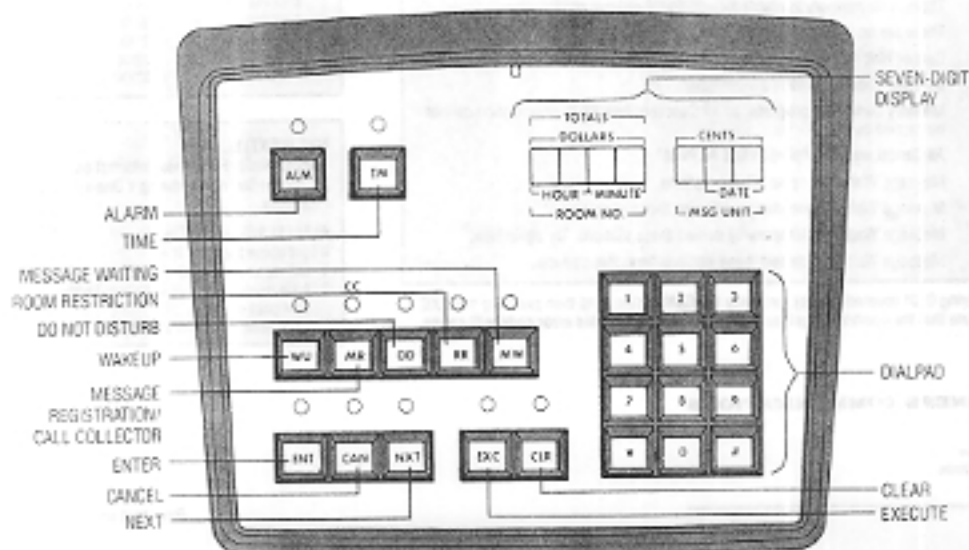
- **TO REGISTER**
  1. Press DD button
  2. Enter room number (See DISPLAY CODES)
  3. Press ENT button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button
- **TO DISPLAY**
  1. Press DD button
  2. Enter room number (See DISPLAY CODES)
  3. Use NXT button for successive rooms.
  4. Press CLR button
- **TO CANCEL**
  1. Press DD button
  2. Enter room number (See DISPLAY CODES)
  3. Press CAN button
  4. Press EXC button (See DISPLAY CODES)
  5. Press CLR button

2. Enter room number
  3. Verify room number in display
  4. Press # button. OFF is displayed if the phone is off hook and printout has started. Local call charges displayed. Press # button. Number of local calls displayed. Press # button. Toll call charges displayed. Press # button. Number of toll calls displayed (See DISPLAY CODES)
  5. Press NXT and # buttons for successive rooms.
  6. Press CLR button
- **TO PRINT ROOM**
    1. Press CC button
    2. Enter room number
    3. Verify room number in display.
    4. Press EXC button (See DISPLAY CODES)
    5. Press CLR button
  - **TO PRINT AND CANCEL**
    1. Press CC button
    2. Enter room number
    3. Verify room number in display.
    4. Press CAN button
    5. Press EXC button (See DISPLAY CODES)
    6. Press CLR button
  - **TO PRINT ALL**
    1. Press CC button
    2. Enter 0000
    3. Verify 0000 in display
    4. Press EXC button (See DISPLAY CODES)
    5. Press CLR button
  - **TO HALT ALL PRINT**
    1. Press CC button
    2. Enter 0000
    3. Verify 0000 in display
    4. Press \* button
    5. Verify A1 in display
    6. Press EXC button (See DISPLAY CODES)
    7. Press CLR button
  - **TO CANCEL ALL**
    1. Press CC button
    2. Enter 0000
    3. Verify 0000 in display
    4. Press CAN button
    5. Press EXC button (See DISPLAY CODES)
    6. Press CLR button

## Call Collector - CC Button

Used to display print and cancel calls automatically charged to a guest telephone.

- **TO DISPLAY**
  1. Press CC button



## DISPLAY CODES

- 0 - The service is not registered to the room.
- 1 - The service is registered to the room.
- AO - Cancellation completed or All Print operation halted.
- A1 - Registration completed or Call Collector printout started.
- OFF - Phone off-hook.

This Front Desk Console provides a central location to perform all the telecommunications services unique to the logging and healthcare industries. It is used both to enter information into the focus 960 system memory for automatic execution later and to retrieve information from the 960 memory to use for billing purposes. The Front Desk Console is easy to operate. You will become familiar with all procedures after using them two or three times. However, a thorough understanding of this guide is necessary for you to know what each service is, and when and how to use it.

# focus 960<sup>®</sup> FRONT DESK CONSOLE QUICK REFERENCE GUIDE

TABLE 1. FDC ERROR CODES

F1	ALL SERVICES	ROOM Restriction is registered and service is denied. See TABLE 1. Cancel RRI and register the service.
F2	ALL SERVICES	There is no telephone installed in the entered room number.
E3	ALL SERVICES	Administration/Service Desk. Services are denied these stations.
E4	ALL SERVICES	Printer failure.
E5	ALL SERVICES	Another FDC, Attendant Console or station is registering or cancelling a service to the same room at the same time.
E6	AUTOMATIC WAKEUP	Incorrect time-format entered. See TABLE 2.
	MESSAGE REGISTRATION	Entered message unit is greater than 255.
E7	AUTOMATIC WAKEUP	Wrong time-frame. Register wakeup time 10-minutes later.
E8	AUTOMATIC WAKEUP	Time-frame full: 32 rooms have been registered in the same 10-minute time-frame. Register wakeup time(s) 10-minutes earlier or later.
		More than 35 stations in the same cabinet have registered message waiting.
E9	AUTOMATIC WAKEUP	An NME failure has occurred (call repair personnel) or NME is not installed.
	MESSAGE REGISTRATION	
	CALL COLLECTOR	
EA	AUTOMATIC WAKEUP	A Real Time Source (RTS) Failure has occurred or card is not installed. (Call repair personnel.)
	CALL COLLECTOR	
EB	AUTOMATIC WAKEUP	There is no memory available for additional wakeup registration.
EC	ALL SERVICES	There are no guest stations registered.
ED	HALT ALL PRINT	Cannot Halt All Print because All Print is not in process.
EE	ALL CANCEL	Override code was entered incorrectly.
EF	ALL CANCEL	Memory dump is in progress; an All Cancel or new All Print operation cannot be carried out.
	ALL PRINT	
E10	ALL CANCEL	All Cancel was attempted before All Print*
E11	MESSAGE WAITING	Message Waiting is denied these stations.
E12	MESSAGE WAITING	Message Waiting cancellation is denied these stations.
E13	MESSAGE WAITING	Message Waiting is temporarily denied these stations. Try again later.
E14	MESSAGE WAITING	Message Waiting is denied these stations from this console.

\*Error code E10 can be overridden by entering 0101 (override code), pressing the CAN button, and then pressing the EXC button. AD appears in the display to indicate that the operation has been executed. Overriding this error code will cause all data to be lost.

TABLE 2

24-HOUR, 4-DIGIT TIME FOR AUTOMATIC WAKEUP SERVICE

	ENTER
12:XX MIDNIGHT	HRS 00XX MINS 01XX
1:XX AM	01XX
2:XX AM	02XX
3:XX AM	03XX
4:XX AM	04XX
5:XX AM	05XX
6:XX AM	06XX
7:XX AM	07XX
8:XX AM	08XX
9:XX AM	09XX
10:XX AM	10XX
11:XX AM	11XX
12:XX NOON	12XX
1:XX PM	13XX
2:XX PM	14XX
3:XX PM	15XX
4:XX PM	16XX
5:XX PM	17XX
6:XX PM	18XX
7:XX PM	19XX
8:XX PM	20XX
9:XX PM	21XX
10:XX PM	22XX
11:XX PM	23XX

MXE (NEXT) BUTTON

Used to display FDC service information for succeeding rooms during a Display Procedure.

ALM (ALARM) BUTTON

If light above button is lit —  
 1. Call repair personnel.  
 2. After repairs, press ALM button. Verify light goes off.  
 3. Re-register WU service. MR data is lost.

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