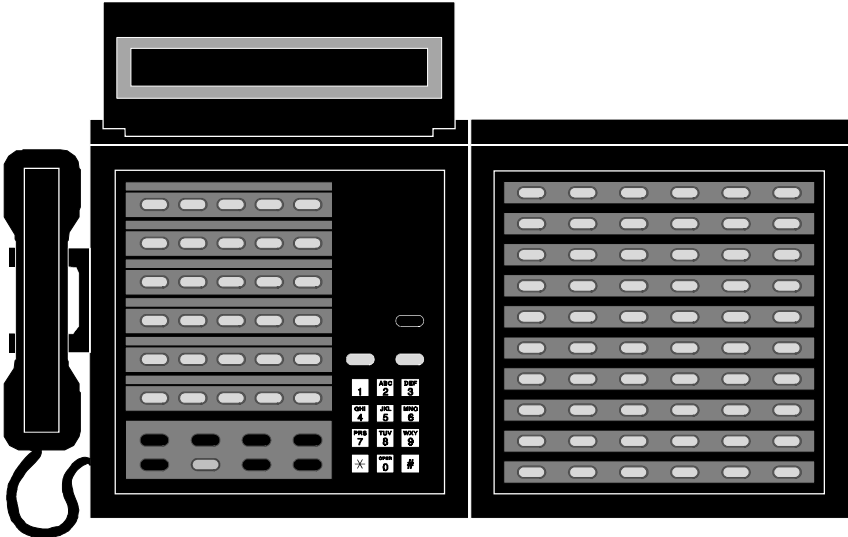


**ONE
COMMANDER®**

30e120 Attendant's Guide



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FCC Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Introduction

The **Tone Commander 30e** console provides an easy to use answering position for Centrex or PABX lines. Calls may be put on hold or transferred from the console. Your system may have up to four attendant positions.

The companion **120** BLF/DSS console adds autodialing, message waiting light control, and station status display for up to 120 stations. Each attendant position can include two 120 consoles, for a maximum capacity of 240 stations.

The features of the Tone Commander 30e/120 include:

- PERSONALIZED STATION IDENTIFICATION – each station may be optionally displayed with the user's or department name.
- DSS (Direct Station Select) – autodials a station's number with a single button.
- INDICATOR LIGHTS – show the status of each line or station by various flash rates.
- RECALL – an unanswered call extended via a DSS button will recall the console after a number of rings set by the installer.
- HOLD RECALL – calls left on hold longer than the time selected by the installer will recall the attendant.
- AUTOMATIC HOLD – the previous call is automatically placed on hold when the ANSWER button or another line button is pressed.
- RING DELAY – the attendant can program the console to begin ringing after the line or station has rung from 1 to 9 times.
- CONSOLE STATISTICS RECORDING – the system keeps track of call handling statistics for each attendant position.

Buttons and indicators on the 30e and 120 consoles are described on the following pages.

Buttons and Indicators

30e Console

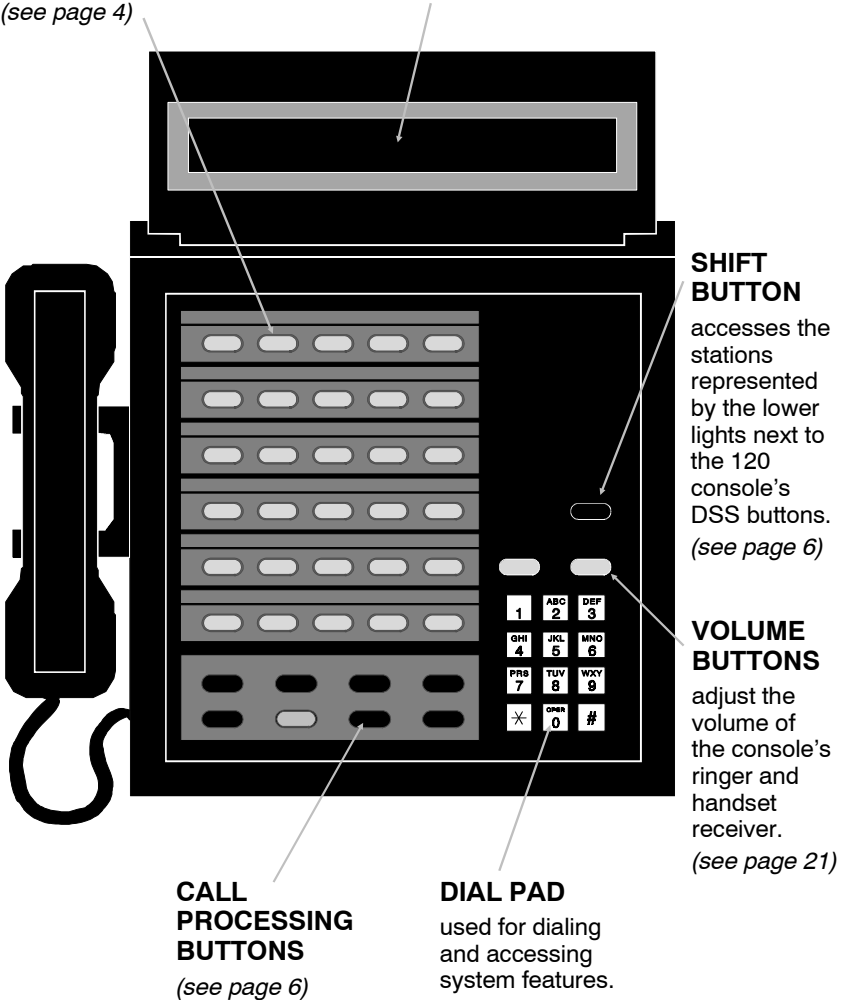
LINE BUTTONS

select individual telephone lines for calling or answering, and access special features of your system such as paging.

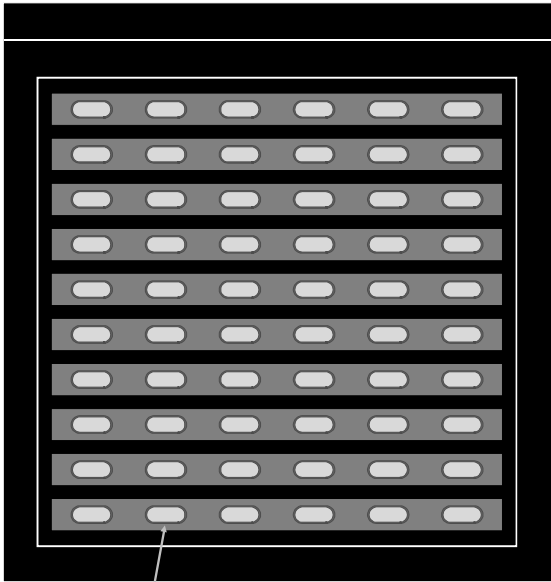
(see page 4)

DISPLAY

a 20 character display gives the attendant diverse information during operation of the console, including a ringing station's number or user name. A time of day clock is displayed when the console is idle. (see page 7)



120 Console



**DSS
BUTTONS**
(see page 4)

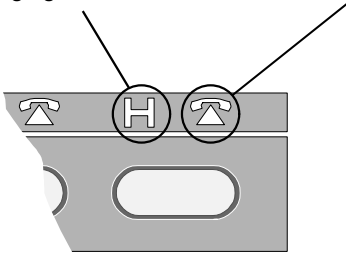
Line Buttons

Line buttons connect telephone lines to the handset, for incoming or outgoing calls. Some special features of your telephone system such as paging, call parking, and busy override are accessed via line buttons.

HOLD LIGHTS

winking – line is on hold

flashing – line that has been on hold for too long is ringing at the console



LINE STATUS LIGHTS

off – line is idle, or special feature is inactive

slow blinking – line is ringing, but not yet at the console (delayed ringing)

flashing – line is ringing at the console, or special feature is active

flickering – line is currently in use at the console (I-Use line)

on steady – line is in use at another console, or special feature is active

DSS (Direct Station Select) Buttons

DSS buttons originate and transfer calls with a single button. Each button can accommodate two stations. The station represented by the lower light is accessed by first pressing the SHIFT button.

Spare DSS buttons may be used for autodialing (speed dialing) frequently-dialed numbers.

STATION STATUS LIGHTS

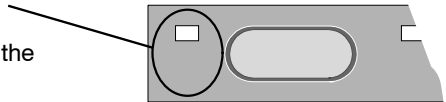
off – station is idle

slow blinking – call is ringing at the station, but not at the console (delayed ringing)

flashing – call is ringing at both the station and the console

on steady – station is busy; also indicates a waiting message after the MESSAGE button has been pressed.

flickering – station has been selected for DSS dialing



Indicator Light Flash Rates

3 seconds

flashing



50% on, 50% off; slow rate

fast flashing



50% on, 50% off; fast rate

flickering



50% on, 50% off; very fast rate

slow blinking



mostly off, with brief on flashes

winking



mostly on, with brief off flashes; fast rate

slow winking



mostly on, with brief off flashes; slow rate

night



steady on, followed by two quick flashes

 = light on  = light off

Call Processing Buttons

MESSAGE

turns station message waiting lights on or off (*optional*)

PICK UP

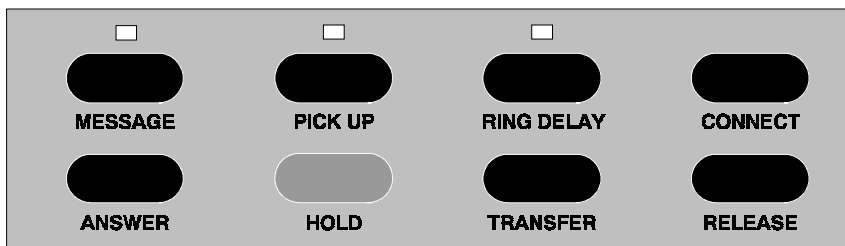
answers ringing station calls not shown in the display (used with DSS)

RING DELAY

programs or reads ring delay values for lines and stations

CONNECT

connects calls to stations



ANSWER

answers the ringing call (line or station) that is shown in the display

HOLD

puts the selected line on hold

TRANSFER

used to manually transfer calls or cancel a DSS selection

RELEASE

disconnects the attendant from a call

Shift Button

Some stations or autodial numbers are represented by the lower lights next to the 120 console's DSS buttons. Dialing is initiated by first pressing and releasing the SHIFT button on the 30e console, then pressing the DSS button. The 120 console will automatically switch back to the upper stations after completing an operation, or you can manually select the upper stations by pressing the SHIFT button again. The lights beside the button indicate which group of stations is currently selected.

Console Ringing

Lines

1 or 2 warble tones every 4 seconds indicates a ringing incoming call on any line.

Incoming call ringing rate is determined by the source of the call, and depends upon the type of telephone system the 30e/120 consoles are connected to. Consult with the installer for your system's ringing rates.

3 warble tones every 4 seconds will be heard when a line that was left on hold or park too long is ringing at the console (recall).

Stations

1 (or 3) steady tones every 4 seconds indicates unanswered station ringing or recall.

The number of tones heard during ringing station calls is selectable by the installer.

When a line is accessed and another line rings, the ringing tone is shortened. This feature allows attendants to process calls with less background ringing at the console.

Incoming Call Indications

Ringing calls are queued for answering in the order received.

The display will show the source of the oldest ringing call. The number of additional calls waiting to be answered is shown on the right side of the display.

RNG LIZ BARRETT 3

an unanswered call ringing at a station,
with three additional ringing calls

The abbreviation for the type of call will be followed by a name if the line or station has been programmed with a name display. Otherwise, the line or station number will be displayed.

INC *name or line #*

incoming attendant call

RNG *name or station #*

unanswered station call

RCL *name or station #*

unanswered station call previously
transferred by the attendant

NXF *name or station #*

call that failed to properly transfer to a station

HLD *name or line #*

call that has been left on hold too long

CMP *name or line #*

call that has been camped on
to a station too long

PRK *name or station #*

call that has been parked too long
(see page 15 for call parking instructions)

Optional display for monitored P-phone stations:

CFD *forwarded-from name or #*

ringing forwarded call

Call Answering

The source of the oldest call waiting to be answered is shown in the display – see page 7.

To answer the call shown in the display:



➔ Press the ANSWER button.

To answer a ringing line not shown in the display:



➔ Press the line button for the ringing line.

To answer (pick up) a ringing station call not shown in the display:



➔ Press PICK UP.



➔ Press the DSS button for the ringing station.

After answering, you may:

- transfer the call to a station
- transfer the call to a voice mail system
- park the call for answer at any station
- put on the call hold
- announce the call over a paging system
- turn on a message waiting light at the station
- release (disconnect/hang up) the call

Transferring Calls

Calls may be transferred by several methods.

When a call is **screened**, the caller is put on hold while you speak privately with the called party and ask them if they will accept the call. You can then return to the caller and transfer or terminate the call.

Unscreened calls are transferred without any screening of the called party.

If the called party is busy, the call can be **camped on** to the busy station. The call will be on hold until the busy station hangs up, then it will ring at the station. Calls that have been camped on too long will ring at the console. Some systems may not have the camp-on feature.

A call for someone who is away from their station set can be **parked**. The call can be picked up at any station by dialing a special code. This feature is optional, and may not be provided with your telephone system.

Stations may be dialed by pressing the appropriate **DSS** button, or manually with the **dial pad** if the you do not have a 120 console or have no DSS button programmed for the desired station.

The various call transfer procedures differ slightly, and are described below.

**To transfer a call to a station
(unscreened by the attendant):**



- Press the DSS button for the desired station.
Only the DSS, CONNECT, or TRANSFER button may be pressed until call transfer has been completed or canceled.

One of the following three displays will be shown:



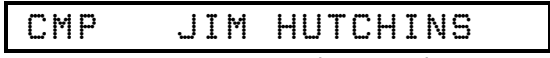
– ready to dial an idle station



- Press the CONNECT button to transfer the call.
- or*



If the wrong DSS button was selected, press the TRANSFER button to cancel dialing.



– station busy, ready to camp on



- Press the CONNECT button to camp on the call. The call will be transferred when the station hangs up. The station message lamp, if provided, will flash while the call is camped on.

or



Press the TRANSFER button to cancel dialing

To override the station busy condition, refer to page 14.



– station is busy, dialing not allowed

Dialing is automatically canceled. You will remain connected to the caller.

or

To override the station busy condition, refer to page 14.

**To transfer a call to a station
(screened by the attendant):**



- Press the DSS button for the desired station.
Only the DSS, CONNECT, or TRANSFER button may be pressed until call transfer has been completed or canceled.

One of the following three displays will be shown:

DIL MARY OAKLAND

– ready to dial an idle station



- Press the DSS button again. “DIL” in the display will change to “SCN”.
- Wait for the called party to answer, then ask them if they will accept the transferred call.



- If yes, press the RELEASE button. The calling party will be connected to the called party.

or



If no, press the TRANSFER button, wait to be reconnected to the calling party, then press the TRANSFER button again to disconnect the called station.



The call may now be released, put on hold, or transferred to another station.

CMP MARY OAKLAND 2

– ready to camp on to a busy station



Press the TRANSFER button to cancel dialing and return to the calling party.

BUSY

– station is busy, dialing not allowed

Dialing is automatically canceled. You will remain connected to the caller.

To transfer a call manually, using the dial pad:



- Press the TRANSFER button, then wait for dial tone.
- Dial the station number.
- Wait for the called party to answer, then ask them if they will accept the transferred call.



- If yes, press the RELEASE button.
- or*



If no, press the TRANSFER button, wait to be reconnected to the calling party, then press the TRANSFER button again to disconnect the called station.

Busy Override

Some situations require the console to ignore a station busy condition during call transfer. An example is a station that is call-forwarded on busy to a voice mail system. *Some stations on the DSS console may be set to automatically override station busy.*

Some systems may not be configured for busy override.

To override a station busy condition:



➔ Press the OVERRIDE button.

OVR - - - - -



➔ Press the DSS button for the desired station.

OVR JANE ANDERSON



CONNECT

➔ Press the CONNECT button to transfer the call.

Call Hold

To place a call on hold:



HOLD

➔ Press the HOLD button.

or




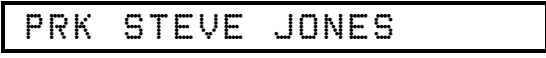


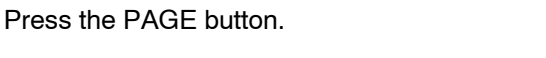
Answer or place another call. The first call is automatically placed on hold.

Calls that are on hold longer than a preset time will ring at the console.

Parking Calls


Calls may be parked for remote answer at any station, if this feature is available on your telephone system. The caller is on hold while the call is parked. The called party must dial a special code to answer the call.

To park a call:

-  
 - ➔ Note which line is currently in use (the telephone symbol will be flickering).
 - ➔ Press the CALL PARK button.
-  
 - ➔ Press the DSS button for the desired station.
- 
 - ➔ Press the CONNECT button.
-  
 - ➔ Press the PAGE button.

Announce the call, and the call pickup code that is needed to answer the call.

Call Pickup Code: _____ + line number
(ask your installer) *pickup prefix*

For example, if the pickup prefix is ***0** and a call for Fred Smith was answered on line 227, the call would be announced as *“Fred Smith, call on *0227.”*
- 
 - ➔ Press the RELEASE button when finished paging.

Calls that are parked longer than a preset time will ring at the console.

To retrieve a parked call from any station:

- From any station, dial the call pickup code announced by the attendant.

Announcing Calls

To announce a call over an in-house paging system:



- Press the PAGE button. The outside line is put on hold.



- Announce the call.



- Press the RELEASE button to disconnect from the page. The outside line will remain on hold.

Message Waiting (optional)

To set or reset message waiting lights:



- ➔ Press the MESSAGE button.

“MESSAGE” and the current time will be displayed. The station status lights will show the current message waiting status for all stations.



- ➔ To change the on/off state of any console message waiting light, press the associated DSS button. If the station is equipped with a message light, it will be in the same state as the console message light.



- ➔ Press the MESSAGE button to return to normal console operation (the console will automatically exit five seconds after the last keypress).

Call Release

To release (disconnect, or hang up) a call:



➔ Press the RELEASE button.

Placing the handset on its cradle will not release a line.

Call Originating

To place an outside call:



➔ Press an idle line button.

➔ Dial the number with the dial pad.

or



Press an autodial button (a spare DSS button that has been programmed with the desired number).

To call a station:



➔ Press the DSS button for the desired station.

or

Press an idle line button, then dial the station number with the dial pad.

Night Service

The line status light above the NIGHT button will be on if Night Service is in effect.

To activate optional night transfer or night bells:



- ➔ Press the NIGHT button. The light above the button will turn on.

NIGHT SERVICE 7:02

Incoming calls will ring over the night bell system after the console begins to ring; or calls will ring at a night answer station (determined by the installer).

To resume normal daytime operation:



- ➔ Press the NIGHT button. The light above the button will turn off.

6:30

Night Service can be turned off with the QUICK MODE button. Daytime operation will resume with Quick Mode activated.

Quick Mode

This feature is used in single console installations to reduce the amount of time it takes to answer calls ringing at unattended telephones. This feature must be deactivated whenever the console is left unattended.

To activate Quick Mode:



- ➔ Press the QUICK MODE button. The lights above the button will alternately flash.

To deactivate Quick Mode:



- ➔ Press the QUICK MODE button. The lights above the button will turn off.

The NIGHT button will deactivate Quick Mode when activating night bells or night transfer.

Adjusting the Handset Volume

To adjust the receive volume of the handset or headset:



➔ While connected to a call, press the VOL▲ or VOL▼ button.



Volume is reset to the default setting after each call.

Adjusting the Ringer Volume

To adjust the volume of the console ringer:



➔ While not connected to a call, press the VOL▲ or VOL▼ button.



The console will beep with the new ringer volume setting, and the display will show the relative volume level.



Setting The Clock



- When the console is idle, press the HOLD button, then the TRANSFER button, then the RELEASE button, then T (8) on the dial pad.

The current time will be displayed.



- Press RELEASE now if you do not wish to change the time setting.
- Enter the time in 12-hour format using the dial pad. The display will show the time entered. The console has no AM/PM indication.

(Hour values less than 10 must be preceded by a "0" digit.)

The time set mode will be exited automatically.

Ring Delays

The console can be set to ring after a station or line has rung from 1 to 9 times. The delay affects only console ringing. The station will always ring without a delay, and continue to ring when the console is ringing. Ring delays are individually set for each console in the system.

Station ring delays are used for stations that can receive outside calls directly (Direct Inward Dialing). Unanswered calls will ring at the console after ringing at the station several times.

Line ring delays are intended for systems with multiple answering positions. A backup console can have some or all lines set to begin ringing a selected time after the main console begins ringing.

Each line must be set to ring at one or more consoles with no delay. Otherwise, the caller may hear several rings before any console begins ringing.

To check ring delay settings:



- Press the RING DELAY button *twice*. The light above the button will flash.



RING DELAY CHECK

- Press all DSS or line button(s) to be checked. The display will show the ring delay setting for each DSS or line button pressed.

STATION 23-5



- To exit ring delay check mode, press the RING DELAY button again (the console will automatically exit one minute after the last keypress).

To set ring delays:



- ➔ Press the RING DELAY button *once*. The light above the button will turn on.

RING DELAY PROG

- ➔ Using the dial pad, enter the number of rings to delay before ringing at the console begins (1-9 rings, 0 for no delay, or * for no ringing at the console).

RING DELAY - 4

- ➔ Press all DSS or line buttons to be set to the chosen ring delay value.

The display will show each DSS or line button number and the ring delay value.

STATION 15 - 4

or

To set all stations (not lines) to the same value, press # on the dial pad instead of a DSS button.

ALL DELAY - 4



- ➔ To exit ring delay set mode, press the RING DELAY button again (the console will automatically exit one minute after the last keypress).

Console Statistics

The 30e system records usage statistics for each attendant position. You can view the statistics for your position on the console display. Statistics for all console positions can be viewed or reset by your system administrator.

To view console statistics:



HOLD



TRANSFER



RELEASE



- ➔ Press the HOLD button, then the TRANSFER button, then the RELEASE button, then **OPER (0)** on the dial pad to enter console statistics mode.

CONSOLE STATISTICS

Help for this mode can be displayed by pressing the TRANSFER button.



SHIFT

- ➔ Press the SHIFT button repeatedly to view each of the available statistics for this attendant position:

CALLS – total number of incoming calls

WORK – average amount of time to handle each call (does not include call hold or transfer time)

HELD – average amount of time calls were on hold

RINGS – average number of rings before calls were answered

ABAN – total number of unanswered calls

MSGs – total number of message lamps turned on



SHIFT

- ➔ Press the RELEASE button to exit console statistics mode (the console will automatically exit one minute after the last keypress).

DSS/Autodial Setup

Each DSS button may be programmed to autodial up to 24 digits or functions, including 0-9, *, #, dial tone detect, a hookflash (transfer signal), and a pause. Digits are entered with the dial pad. Other console buttons are used to enter the functions – these functions are printed below the buttons on the console front panel.

DIAL TONE delays dialing until steady dial tone is present.

FLASH is used to transfer calls or access special features of the telephone system.

PAUSE is used if a delay is required during dialing.

IMPORTANT – The first entry of a dialing routine for any button used for DSS operation must be a FLASH (F). This entry will determine whether features associated with DSS operation will apply (Station Recall, Line Release with Supervision, Station Camp-on, etc).

Example: FD4710

Dialing routines, where the first entry is not a FLASH, will operate as Autodialing buttons.

Example: D9D5551982

A switch inside the Central Processing Unit may be set to prevent autodial programming changes. Consult with your installer if you cannot program autodial numbers.

To program DSS buttons:



- ➔ Press HOLD, then TRANSFER, then RELEASE, then **P** (7) on the dial pad to enter autodial programming mode.

The display will show:

PROGRAM AUTODIAL

- ➔ Press the DSS button to be programmed. Press SHIFT first if programming the station on the lower half of the button.
The station status light will turn on.
The display will show the number currently programmed, or "NOT PROGRAMMED".
- ➔ Using the dial pad and the labeled DSS buttons, enter the sequence to be dialed, or press RELEASE to exit autodial programming mode without changing the programmed number.
The display will show the number being entered.
- ➔ Press HOLD to store the number, then select another DSS button to be programmed.

or

Press RELEASE to exit autodial programming mode without storing the number (or wait for automatic exit).

NOTE – Systems with multiple attendant positions have a single set of DSS/Autodial numbers shared by all consoles. Numbers may be programmed from any attendant position.

Name Display Setup

Any DSS or line button may have an associated name entry which is shown in the display in place of the station or line number. Console buttons are used to enter the names – characters are printed below the buttons on the console front panel.

DSS buttons must first be programmed with DSS or autodial numbers before name entries are assigned.

A switch inside the Central Processing Unit may be set to prevent name display programming changes. Consult with your installer if you cannot enter or change names.

To program name displays:



- Press HOLD, then TRANSFER, then RELEASE, then **N (6)** on the dial pad to enter name programming mode.

The display will show:

NAME ASSIGN

- this will be followed by a help display.

- Press the DSS or line button to be programmed.
Press SHIFT first if programming the station on the lower half of a DSS button.
The station or line status light will turn on.
- If the selected button is currently programmed, the name will be displayed.
If you do not want to change the currently programmed name, press HOLD, then select another DSS or line button.

- Enter the name using the labeled console buttons; letters are printed on the console front panel beneath the buttons. Any existing name entry will be overwritten. Do not exceed 14 characters, including spaces.

BKSPACE deletes the last character entered.

CLEAR deletes the entire entry.

- Press HOLD to store the new name.
- Select another DSS or line button to be programmed.

or

Press RELEASE to exit autodial programming mode (or wait for automatic exit).

NOTE – Systems with multiple attendant positions have a single set of names shared by all consoles. Name displays may be programmed from any attendant position.

Using a Headset

A headset may be used in place of the handset. Unplug the handset cord from the jack on the left side of the 30e console, and plug the headset into the jack. Some headsets have a jack for the handset, allowing you to switch between the two devices without unplugging.

The 30e console is compatible with amplified electronic headsets only. Contact your system vendor, headset manufacturer, or Tone Commander if you have any questions regarding headset compatibility.

Console Care

Your Tone Commander console is easy to care for. There are no specific maintenance requirements.

Never attempt to clean the console by spraying it with cleaners. Do not use solvents or abrasive substances – harm to the console finish may result.

A mild glass cleaner sprayed on a soft cloth is sufficient to clean the console. Wipe the console face gently to remove fingerprints and surface dirt.

Although your console is not fragile, it is a precision instrument and should be treated as such. Spilling liquids on it may adversely affect internal electronics and void your warranty.

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tone
COMMANDER®

11609 49th Place West
Mukilteo, WA 98275-4255
(800) 524-0024 (425) 349-1000
Fax: (425) 349-1010
www.tonecommander.com