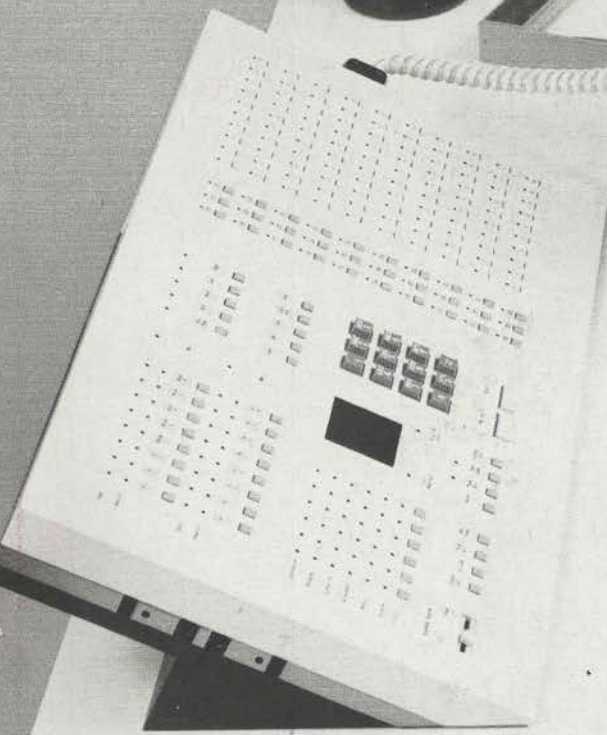


580 DSS

attendant instructions





introduction

Telephone communications plays an essential role in the operation of your organization. You, as the console attendant, are often the first contact the outside world has. From this first impression, opinions are formed that can significantly affect your organization. Your pleasant attitude and smooth telephone service reflect a well run establishment, one with which it is a pleasure to be associated.

It is equally important to provide pleasant, efficient service to people within your organization. Your attitude and manner can either bolster or damage the morale of those around you.

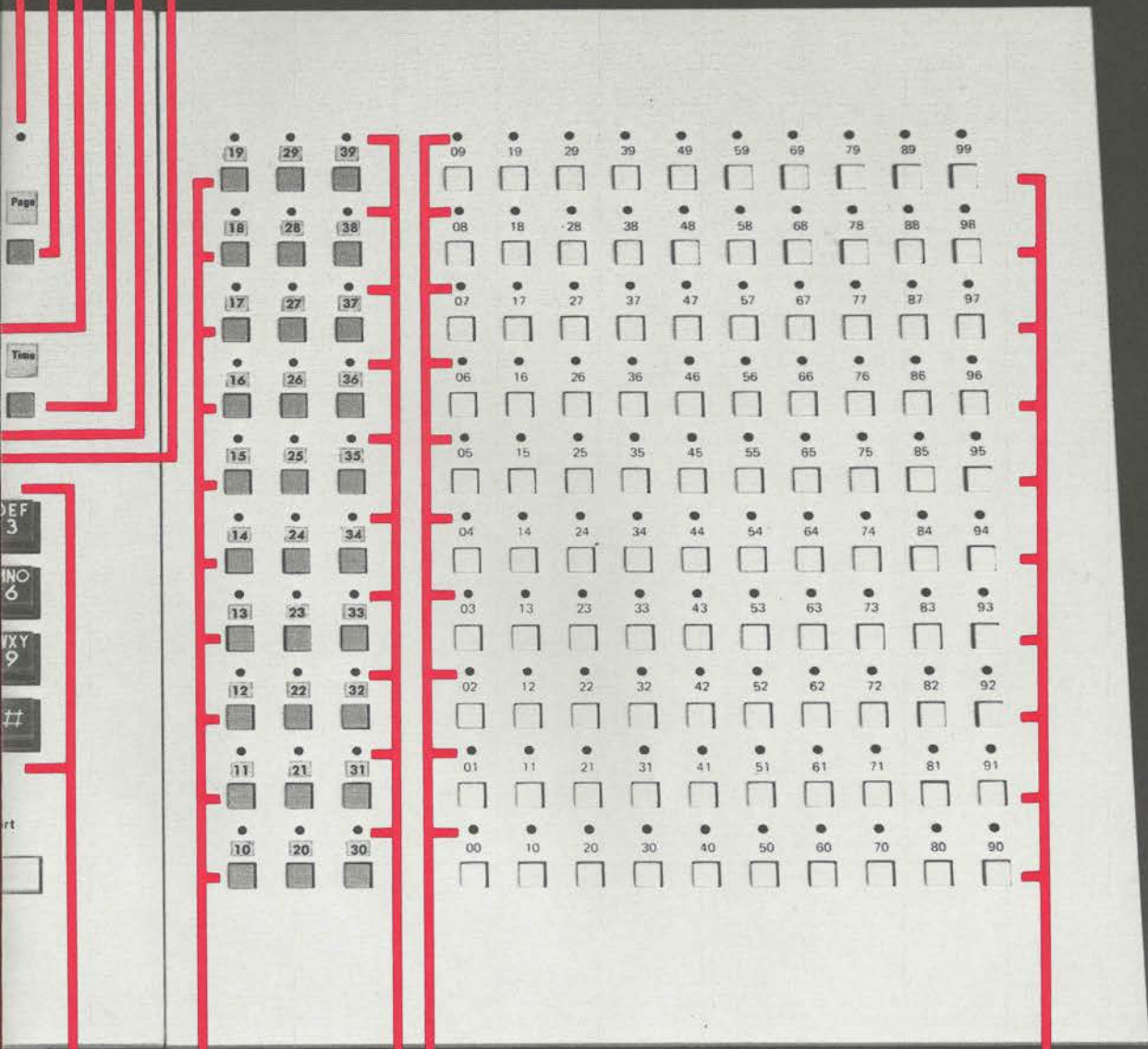
While the 580 DSS provides you with equipment consistent with the most advanced state of technology, you alone can supply the intangible ingredient--friendliness--to make your telephone system the finest possible. This booklet will instruct you in the proper operation of that system.

Your organization may not have selected some of the features described herein, so it will be necessary for you to become familiar only with those features included in your own system.

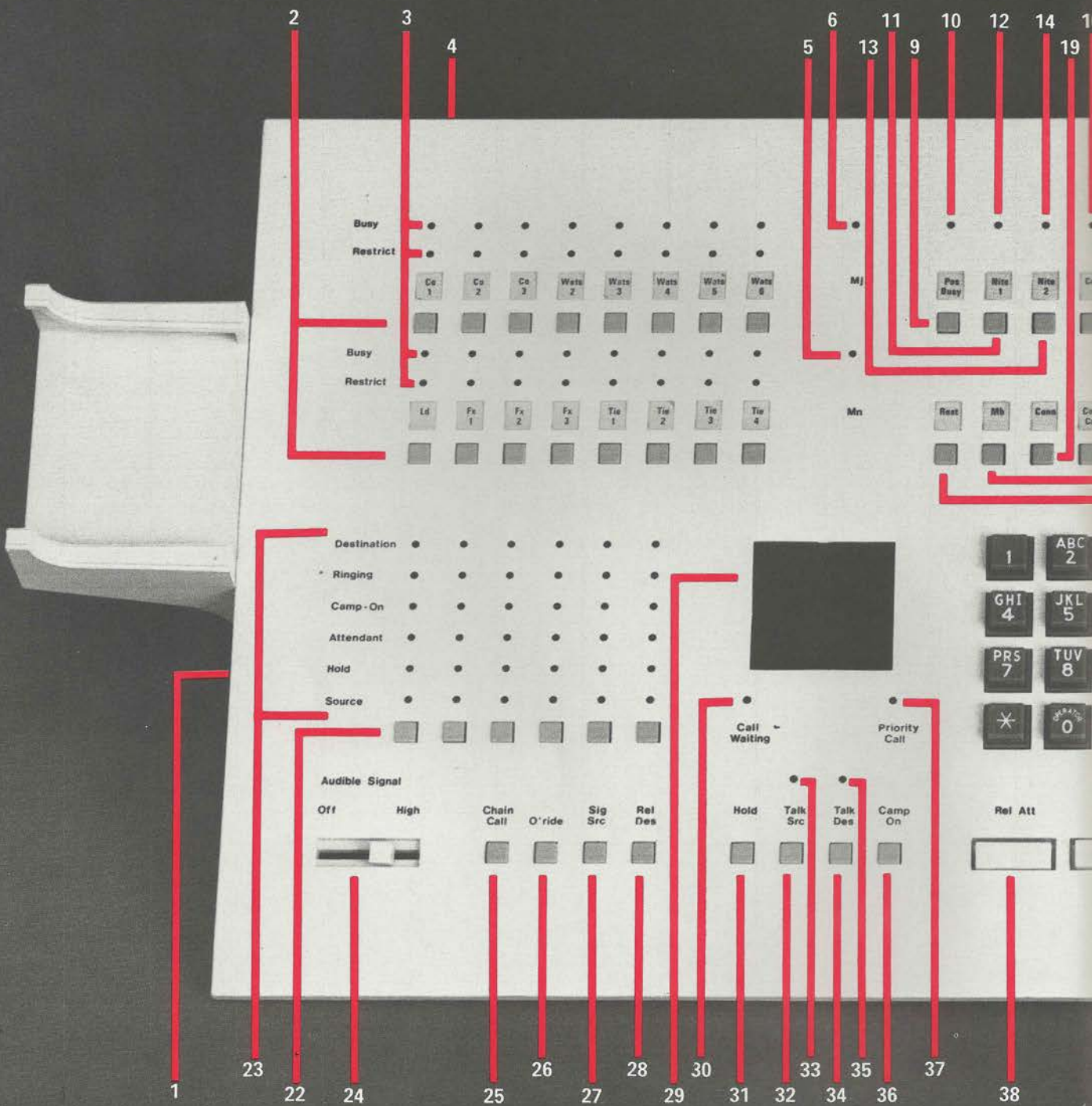
The following section is designed to introduce you to the keys and lamps of your console. The function each key plays in completing calls will be explained later. To familiarize yourself with the operation of your keyboard, refer to the foldout photo of the console.

Each key, light and switch is explained in the correspondingly numbered paragraphs on the right.

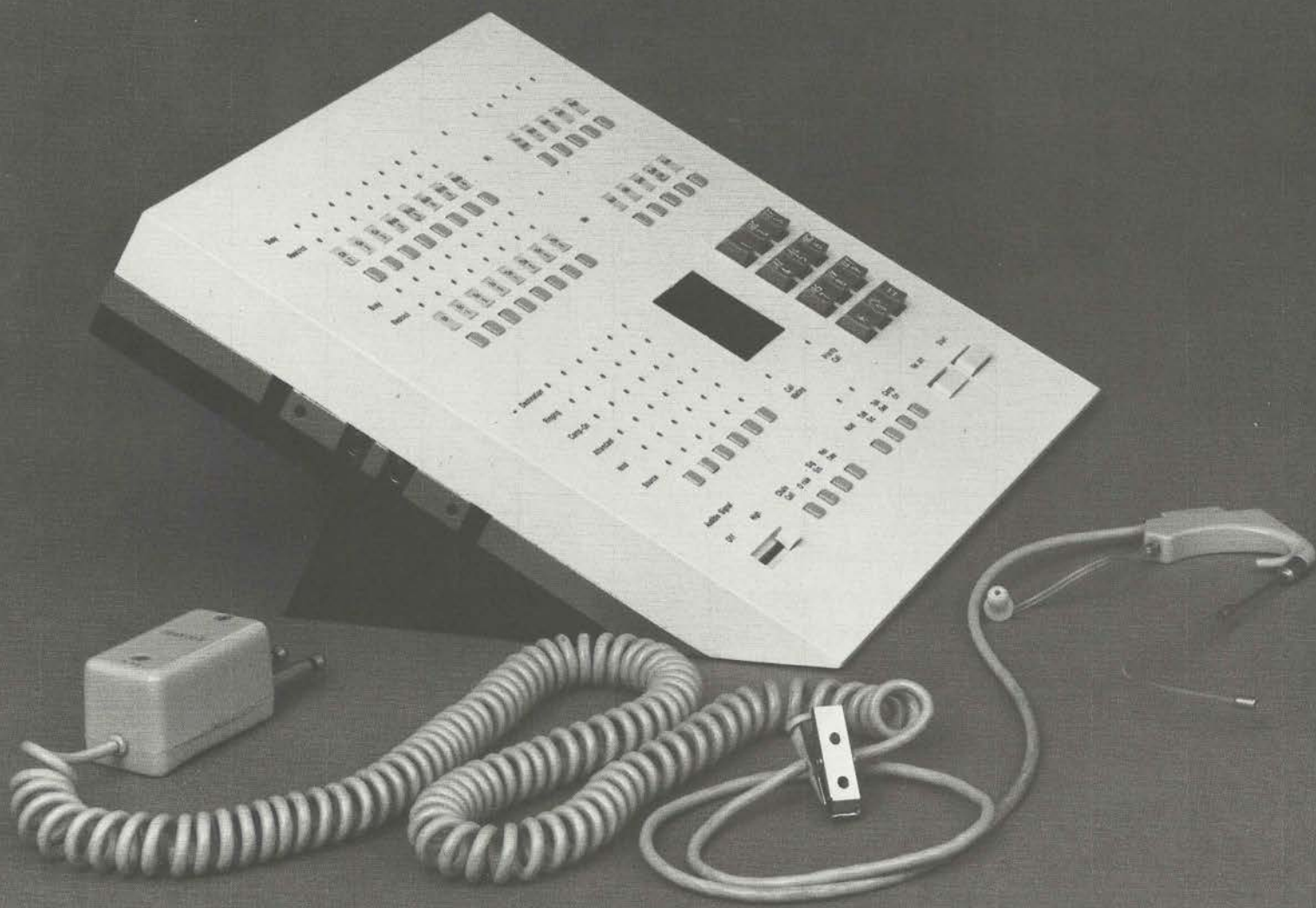
18 20 8
17 21 7



40 41 42 43 44



- 1 Attendant telephone jacks (one pair on each side of console) for connecting handset or headset.
- 2 Trunk group keys for selection of a trunk group.
- 3 Trunk group lamps
RESTRICT indicates station access restriction
BUSY indicates associated trunk group is completely busy.
- 4 LAMP TEST switch (not visible) for testing lamps.
- 5 MN (Minor) lamp indicates minor fault in the 580.
- 6 MJ (Major) lamp indicates major fault in the 580.
- 7 REST (Restrict) key restricts stations from accessing a trunk group.
- 8 MB (Make Busy) key places a trunk in maintenance busy condition. The MB key also restores the trunk to normal operation.
- 9 POS BUSY (Position) key busies out console. Depress POS BUSY key again to restore normal operation.
- 10 POS BUSY lamp indicates console has been placed in busy condition.
- 11 NITE 1 key activates Trunk Answer Any Station (TAAS).
- 12 NITE 1 lamp indicates TAAS is activated.
- 13 NITE 2 key activates Flexible Night Service.
- 14 NITE 2 lamp indicates Flexible Night Service is activated.
- 15 CONF (Conference) key connects calls into the conference circuit.
- 16 CONF lamp indicates attendant position has conference control.
- 17 PAGE key provides access to paging facilities.
- 18 PAGE lamp indicates paging feature is in use.
- 19 CONN (Connect) key permits you to transfer a call from one loop to another.
- 20 CODE CALL key permits you to access code call facilities.
- 21 TIME key causes alphanumeric display to indicate time of day.
- 22 Attendant loop keys access attendant loops.
- 23 Lamps associated with attendant loop keys
SOURCE lamp indicates seized loop, incoming or outgoing.
HOLD lamp indicates call on hold. Flashes after 45 seconds to recall you.
ATTENDANT lamp indicates you have entered loop.
CAMPON lamp indicates campon function initiated. Flashes to recall you when connection is not completed within 45 seconds.
RINGING lamp lights steadily when a call is extended to idle station. Flashes if called party does not answer after 6 rings and you have released from loop.
- DESTINATION lamp lights when you access a trunk from a loop or when a called party answers.
- 24 AUDIBLE SIGNAL control provides volume adjustment of console's audible tone signal.
- 25 CHAIN CALL key is used to seize an incoming call so that it is automatically returned to a console attendant for re-extending after called party disconnects.
- 26 O'RIDE (Override) key permits you to allow restricted stations to access trunk groups and allows you to enter a busy connection.
- 27 SIG SRC (Signal Source) key is used to signal toll operators for information or supervisory purposes.
- 28 REL DES (Release Destination) key clears keying errors or releases calls extended to a busy or unanswered station.
- 29 Alphanumeric display has four-character abbreviations to indicate type of call; four-digit directory number of calling party (or time of day).
- 30 CALL WAITING lamp flashes to indicate a call to the attendant console, waiting to be answered.
- 31 HOLD key places a call on an attendant loop on hold, freeing you to perform other console functions without releasing the existing connection.
- 32 TALK SRC (Source) key permits you to split connection from the destination party and converse with the source party only.
- 33 TALK SRC lamp indicates you are connected to source party.
- 34 TALK DES (Destination) key permits you to split connection from the source party and converse with the destination party only.
- 35 TALK DES lamp indicates you are connected to destination party.
- 36 CAMPON key activates campon feature.
- 37 PRIORITY CALL lamp lights steadily to indicate a priority call to the attendant console, waiting to be answered; flashes to indicate a call directed to your console position.
- 38 REL ATT (Release Attendant) key releases you from a loop.
- 39 START key permits you to obtain dial tone.
- 40 Keypad, a 12-pushbutton instrument that is used to key directory numbers and access codes.
- 41 BLF (Busy Lamp Field) and ADSS (Attendant Direct Station Selection) station group select keys activate the BLF-ADSS feature and keys for an associated station group of 100 stations.
- 42 BLF-ADSS station group select lamps indicate associated BLF and ADSS station group has been activated.
- 43 BLF (Busy Lamp Field) lamps indicate busy status of stations.
- 44 ADSS (Attendant Direct Station Selection) keys connect stations directly to an attendant loop.



operation

Every call has a beginning and an end. Be sure that you depress the proper keys to access calls. It is equally important to release one call before answering the next. Be sure to depress REL ATT after processing each call, unless otherwise specified in the instructions.

Incoming Calls

When a call comes into a console position, a Source lamp will flash. An audible signal will sound. The Call Waiting lamp will light. If the call is a priority call, the Priority Call lamp will light. When a caller dials the directory number for your specific console position, the Priority Call lamp will flash.

To Answer an Incoming Call

Terminate any other loop activity. Depress the loop key below the flashing Source lamp. The associated Source and Attendant lamps will light steadily and the audible signal will be silenced. Call Waiting and Priority Call lamps will be extinguished. You will be connected with the incoming call. The alphanumeric display will indicate the type of call and the directory number of the calling trunk or station.

The types of calls are indicated with the following abbreviations:

ATTD	(Attendant) A station dialing the attendant access code
ADN	(Attendant Directory Number) A station dialing a particular console
ARCL	(Attendant Recall) A station or a tie trunk calling the Attendant to transfer a call
COI	(Central Office Incoming) An incoming-only central office trunk call
CO9	An incoming two-way central office trunk call
FX	An incoming call on a foreign exchange trunk
IWAT	(Inward Wide Area Telephone Service) A call on an inward WATS trunk
TIE	An incoming call on a tie trunk
LDN	(Listed Directory Number) An incoming call for a listed directory number on a DID (Direct Inward Dialing) trunk call
CCSA	(Common Control Switching Arrangement) An incoming call for a listed directory number on a CCSA trunk
EXEC	An executive station call
MAN	A manual line call
FIRE	A call from a fire reporting hot-line
DDBY	(DID Station Busy) A DID trunk call to a busy station
CCBY	(CCSA Station Busy) A CCSA trunk call to a busy station
DDDA	(DID Doesn't Answer) A DID trunk call to a station that doesn't answer
CCDA	(CCSA Doesn't Answer) A CCSA trunk call to station that doesn't answer
ITCP	(Intercept) A call to an invalid DID or CCSA directory number
TRFR	(Transfer) A trunk call abandoned in transfer
TRV	(Toll Restriction Violation) A violation by a station restricted from toll calls
REST	(Restricted) A room attempting to dial another room during room-to-room restriction. (This abbreviation also appears while you are attempting to process certain calls.)
CHCL	(Chain Call) Recall on a chain call
DONT	(Do Not Disturb) A call to a Do Not Disturb Station
CLFD	(Call Forward) A call forwarded to the Attendant
WKUP	(Wakeup Alarm) Alarm notification of a room failing to answer a wakeup call
NDA	(No Dial Alarm) An alarm notification that a station is off-hook and has not completed dialing

The following instructions will tell you how to service each of these calls.

Trunk to Station Calls

Press the START key. Listen for dial tone. Key in the directory number of the desired station. The associated Ringing lamp will light and associated Source and Attendant lamps remain lit. When you hear ringing tone, depress the REL ATT key. The attendant lamp will be extinguished, but other lamps remain lit until call is answered. When the called station answers, all associated lamps will be extinguished. Alternatively you may stay with the call until the station answers. The calling party is split from the connection and cannot hear either you or the called station until you depress the REL ATT key and remove yourself from the conversation. Destination lamp lights and the Ringing lamp will be extinguished when the call is answered. All lamps will be extinguished when you remove yourself from the conversation by depressing REL ATT key. If you make an error in dialing a station, depress the REL DES key and begin again with START key.

When a station does not answer and you have depressed the REL ATT key:

After a predetermined interval, usually 30 seconds, of unanswered ringing, Recall occurs. The audible tone will sound, the associated ringing lamp will flash.

- a) Depress the associated loop key. The audible tone will be silenced. The ringing lamp is extinguished. The associated loop Attendant lamp lights. Ringing to the called station ceases.
- b) Receive further instructions from the calling party.

If the calling party wishes to wait:

- a) Depress the REL ATT key; the associated Campon lamp will light for a few seconds and then will be extinguished and the Ringing lamp will light.

If the calling party desires another number:

- a) Depress START key and process as a new call

If the calling party does not wish to wait:

- a) Depress the REL DES key and then the REL ATT key to disconnect

Note: The procedure for processing incoming calls from a station is the same as processing trunk calls with the following exception:

If the source party is a station, depressing the REL ATT key places the loop on hold. Simply extend the call, or wait until the calling station hangs up.

When a called station is busy, you will hear busy tone:

- a) Press the REL DES key. You will be reconnected with the source party. Inform the calling party that the station is busy and ask if he wishes to wait. If so, proceed to Campon.

If the calling party wishes you to try another station:

- a) Depress the START key again and dial the station requested.

If he does not wish to wait or to talk to another station:

- a) Depress REL ATT key to disconnect a trunk party.

Operation with the Optional Busy Lamp Field/Attendant Direct Station Selection [BLF/ADSS] Console

If your system is equipped with a BLF/ADSS console, after answering a call on a loop, the call may be extended to a station in an alternative manner:

These steps eliminate use of the START key and key pad for extending calls. The loop lamp indications and subsequent procedures are the same as outlined in the previous section or in the following Campon paragraph.

- a) Depress the station group select key associated with the directory number for the desired station. The BLF lamp will now light for all busy stations in that group. If you depress the wrong key, depress the correct key instead, no other action is necessary.
- b) If the associated BLF lamp is not lit, depress the ADSS key corresponding to the last two digits of the station directory number. If you depress the wrong key, press REL DES and then the correct ADSS key.
- c) If the associated BLF lamp is lit, the station is busy. Inform the calling party. If the party wishes to wait, depress the associated ADSS key. When you hear busy tone, depress the CAMPON key. (If you hear ringing tone instead, the station is no longer busy.)

Campon

If a calling party wishes to wait for a busy station, his call may be camped on the busy station's line. After you have extended the call to the busy station and received busy tone:

- a) Depress the REL DES key. Determine whether the calling party wishes to wait.
- b) If he does, depress the CAMPON key. (A low level burst of tone sounds on the busy line to inform the busy station that another call is waiting.) The Campon lamp lights. The Source lamp remains on. The Attendant lamp will be extinguished. The call is camped on. You are disconnected from the call. You do not have to use the REL ATT key to disconnect.
- c) If the camped on call is not answered within a predetermined interval, usually 30 seconds, the attendant is automatically recalled. (Recall is described under "When a station does not answer.") After consulting with the calling party, you may continue Campon by depressing REL ATT; connect the calling party to a different station; or take a message.

If the calling party does not wish to wait:

- a) Depress REL DES, then REL ATT. If the source party hangs up immediately, all the lamps will be extinguished.

To connect the calling party to a new station after Campon recall:

- a) Depress the START key
- b) Extend the call in the usual manner

Hold

Any time you are connected to an incoming or outgoing call, it may be placed on Hold temporarily as follows:

- a) Depress the HOLD key. The Attendant lamp will be extinguished. The Hold lamp will light.





b) Return to calls in the order in which they were received. To re-establish contact with a call on Hold, depress the associated loop key. The Hold lamp will be extinguished and the associated Attendant lamp will light. If the caller disconnects after you have placed his call on Hold, all associated loop lamps will be extinguished. No further action is required of you. Calls on Hold will be recalled after 45 seconds. The audible tone will sound and the associated Hold lamp will flash. To answer, depress the loop key. The associated loop Hold lamp will be extinguished and the Attendant lamp will light. Process in the normal manner.

Paging

When a station does not answer, page as follows:

- a) Depress the PAGE key. The Page lamp will light. You will hear a short burst of assurance tone. Deliver the message (usually asking the paged party to call the Attendant.)
- b) Depress the REL DES key. The Page lamp will be extinguished.
- c) Depress the HOLD key to handle other calls. The associated loop Hold lamp will light and the Attendant lamp will be extinguished.

When the paged party dials your directory number, the audible tone will sound, a loop Source lamp and the Priority Call lamp will flash, and the Call Waiting lamp will light. Connect the paged party and the party on hold as follows:

- a) Depress the loop key. When the paged party is identified, announce that you have a call for him.
- b) Depress the CONNECT key. Then depress the loop key associated with the party on Hold. Alternatively, you may place the paged party on hold when you have established a connection with him. Return to the first party by depressing his loop key. Tell him the paged party is ready. Then press the CONNECT key and the loop key of the paged party on hold. All lamps associated with both loops will be extinguished. You are disconnected from the calls and do not have to depress the REL ATT key.

To page a party when you are not connected to a call:

- a) Depress an idle loop key. The Attendant lamp will light.
- b) Depress the PAGE key and deliver the message.
- c) Depress the ATT REL key. The associated loop Attendant lamp and Page lamp will be extinguished.

Transferring Calls

A station can recall you to transfer a call and can either stay on the line to make the transfer request or hang up. In either case, preliminary indications are as for a normal incoming call.

If the recalling party stays on the line:

- a) Depress the loop key associated with the flashing Source lamp. The audible tone will be silenced. The associated Source lamp will light steadily and the Attendant, Destination and TALK DES lamps will light.
- b) After the recalling party has requested the transfer, depress the REL DES key. The Destination and TALK DES lamps will be extinguished. The alphanumeric display indicates ARCL and the directory number of the source party.
- c) Process the call.

If the recalling party has hung up before you answer:

- a) Depress the loop key associated with the flashing Source lamp. The audible tone will be silenced. The associated loop Source lamp will light steadily and the Attendant lamp will light. The alphanumeric display indicates ARCL and the directory number of the source party.
- b) After receiving instructions, process the call.

Busy Verification

When you wish to verify that a station is busy or if it is necessary to reach a busy station in an emergency, the OVERRIDE key can be used to break in on a line:

- a) Enter an idle loop.
- b) Depress the START key.
- c) Listen for dial tone. Dial the desired station. When you receive busy tone, depress the O'RIDE key. Busy tone should cease. A burst of tone will signal the conversing parties that the Attendant is entering the call. (If you still hear busy tone, after dialing, depress the ATT REL key and try again later.)
- d) Announce yourself to the busy station and deliver the emergency message.
- e) Terminate the connection by depressing the REL ATT key.

Making Outside Calls

- a) Depress the key of any loop that is not busy. The Attendant lamp will light.
- b) Depress the desired trunk group key. The associated loop Destination lamp will light. You will receive CO dial tone.
- c) Key in the desired directory number. CO dial tone will cease after the first digit is dialed. You will hear ringback tone when dialing is completed. When the called party answers, ringback tone ceases.
- d) If required, connect the outside party to a station as described in "trunk to station calls", page 8. (When you depress the START key, the Destination lamp will be extinguished and the Source lamp will light.)
- e) When the call has been completed, depress the REL ATT key to release the call.

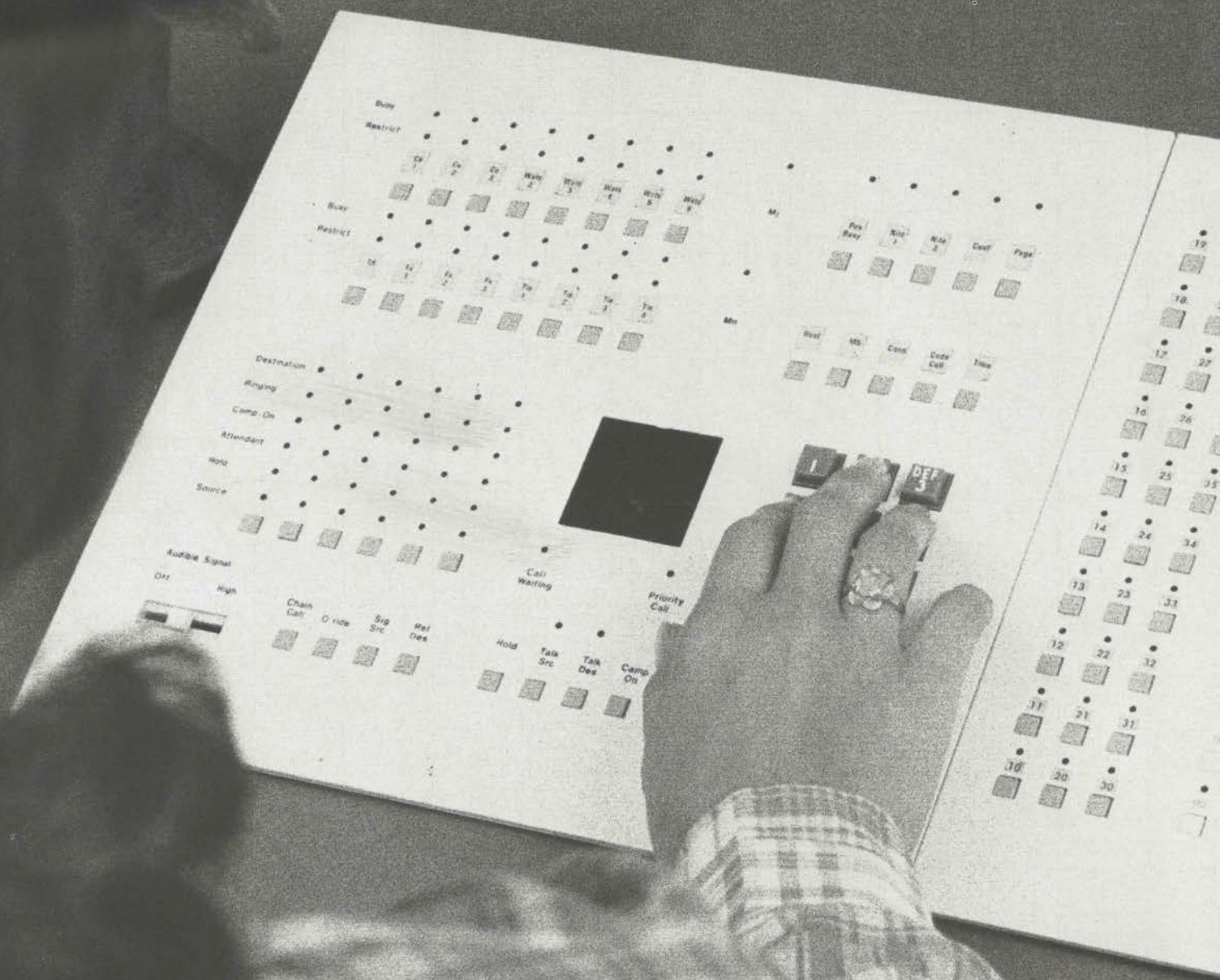
Station to Trunk Connection

If the station has the proper class of service and requests a trunk:

- a) Depress the trunk group key. The associated loop Destination and TALK DES lamps will light. You will receive CO dial tone.
- b) Release from the connection by depressing the REL ATT key. All associated loop lamps and the TALK DES lamp will be extinguished, and the station will receive dial tone.

If all trunks in a group are busy, you can place the party in a queue for a trunk.

- a) Depress the REL DES key. Busy tone will cease.
- b) Tell the calling party that all trunks are busy and to hang up when he hears a burst of assurance tone.
- c) Depress the CAMPON key. All associated loop lamps will be extinguished. The station will hear a burst of assurance tone. When a trunk in the desired trunk group goes idle, the station will be called automatically, and be connected to the trunk upon answer.



If the station does not have the proper class of service:

- a) Depress the trunk group key. The alphanumeric display will indicate REST.
- b) Depress the O'RIDE key. The associated loop Destination and the TALK DES lamps will light and you will receive CO dial tone.
- c) Depress the REL ATT key. All lamps will be extinguished. The station will receive dial tone.

Call Splitting

On incoming or outgoing calls, it may be necessary to talk privately with either the source or the destination party. To do so:

- a) To talk to the source party, depress the TALK SRC key. The TALK SRC lamp will light and the TALK DES lamp will be extinguished. The destination party will be split from the connection and you will be connected to the source party.
- b) To talk to the destination party, depress the TALK DES key. The TALK DES lamp will light, and the TALK SRC lamp will be extinguished.

Establishing a three-way conversation:

- a) Depress the HOLD key and then the associated loop key. The TALK SRC and TALK DES lamps will light. You may release from the connection by depressing the REL ATT key. The TALK SRC, TALK DES and all associated loop lamps will be extinguished. The Attendant voice connection is broken and a normal two-way connection has been established between the two parties. If it is desirable to resplit the call, depress either the TALK SRC or TALK DES keys.

Conference Call

A conference call may be established whenever a conference circuit is not in use. The conference call may include any combination of at least one station and outside parties up to a maximum of ___ parties. Procedures for setting up a conference depend upon whether one or more conference circuits are provided.

When there is only one conference circuit:

- a) Depress the CONF key. You will receive a short burst of assurance tone and the Conf lamp will light to indicate that you have control of the conference. If the conference is busy, you will hear busy tone instead.
- b) Whenever you have a party in a loop, place them into the conference by depressing the CONF key. You will hear a short burst of assurance tone each time.
- c) Any additional parties (incoming or outgoing trunk, station, or page responses) may be added to the conference by repeating step "b." When the conference is full, the alphanumeric display will read FULL. If you attempt to add a party when the conference is full, you will receive busy tone.
- d) To enter the conference yourself, release from all loop activity, enter an idle loop and then depress the CONF key. You will receive a short burst of assurance tone.
- e) Drop from the conference by depressing the ATT REL key. The associated loop Attendant indicator will extinguish.
- f) Release from conference control as follows:
 - 1) Depress the ATT REL key to drop from any loop activity.
 - 2) Depress the CONF key. The CONF lamp will extinguish.

- g) If you subsequently need to add more parties to the conference, proceed from step "a."

When your telephone system has more than one conference circuit you can obtain conference control by dialing the correct access code for each circuit. You will receive a short burst of assurance tone and the CONF lamp will light. Now you can set up the conference and remove yourself from conference control in accordance with the preceding procedures. Alternatively, you may use the ADSS keys. See explanation, page 8.

Chain Calling

When a caller on an incoming trunk call announces that he desires more than one station in sequence:

- a) Depress the CHAIN CALL key.
- b) Process the call.

When the called party hangs up, the calling party will appear again on an idle loop. When you answer, "CHCL" will appear on the alphanumeric display. Source and Attendant lamps will light.

- a) Depress the loop key. Extend the call in the normal manner or by repeating the steps above if chain calling is still needed.

Trunk Group Restriction

To restrict a trunk group from direct access by stations:

- a) Enter an idle loop.
- b) Depress the REST key. Then depress the associated trunk group key. The trunk Restrict lamp will light and no station will be able to access that trunk group directly.

To remove restriction:

- a) Repeat the steps above. The trunk group Restrict lamp will be extinguished and stations may again directly access that trunk group.

Flexible Night Service

If your system is equipped with this feature, certain stations have been arranged to ring when incoming calls are received. The console may be unattended or attended.

At the time of day you wish to activate this feature:

- a) Depress the NITE 2 key. The NITE 2 lamp will light.

To deactivate:

- a) Depress the NITE 2 key again. The NITE 2 lamp will be extinguished. Remember, you can still pick up calls at the console(s) while this feature is activated.

To reprogram the stations:

- a) Enter an idle loop and depress the START key.
- b) Dial the access code. You will receive feature dial tone.
- c) Key in the 4-digit trunk directory number and the 4-digit directory number of the station for each trunk you wish to assign. Should a directory number consist of fewer than 4 digits, precede the keying the directory number with the appropriate number of zeroes (e.g. station 28 should be keyed in as 0028). After keying the 8 digits, you will again hear feature dial tone. A station may receive calls on any number of trunks, but a trunk may be assigned to only one station.
- d) Repeat step "c" to make additional assignments.

e) When you have made all necessary assignments, depress the ATT REL key. The Attendant lamp will be extinguished and feature dial tone will cease.

This assignment of trunks to stations will remain in effect until cancelled. If the system should go down, and no input has been made to the memory within the past 24 hours, all information will be retained. If you have added information within 24 hours, it will be necessary to input that information again.

To cancel station assignment:

- a) Enter the idle loop and depress the START key.
- b) Dial the access code, trunk number, followed by 4 zeroes. Then depress the REL ATT key.

If you make an error in assigning or cancelling:

- a) Complete dialing of the 8 digits. You may hear intercept tone instead of feature dial tone. If you hear feature dial tone, just repeat the appropriate steps. If you hear intercept tone:
 - a) Depress REL DES key. Intercept tone will cease.
 - b) Resume procedure from "depress the START key."

Trunk Answer, Any Station

If your system is equipped with this feature, incoming calls may be answered by stations. To activate:

- a) Depress the NITE 1 key. the NITE 1 lamp will light. Incoming calls will then cause an audible device to sound. Stations can then answer the trunk calls by dialing an appropriate code. As in flexible night service, you can still answer the calls from the console.

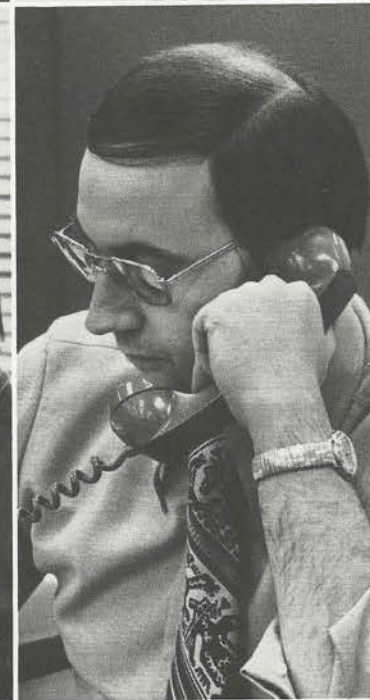
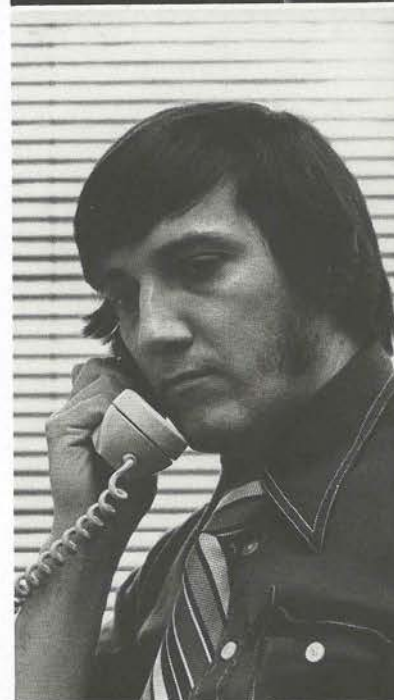
To cancel the feature:

- a) Depress the NITE 1 key again. The NITE 1 lamp will be extinguished and any sounding audible signaling device will be silenced.

Speed Dialing

To make speed dialing assignments:

- a) Depress a key associated with an idle loop. The Attendant lamp will light.
- b) Depress the Start key. You will receive dial tone.
- c) Key in the access code for speed dialing assignments. You will receive feature dial tone.
- d) Key in the 4 digits for the desired number which is assigned as a speed calling number. If the assigned number is less than 4 digits, you must still dial 4 digits. (For example, speed calling number 312 must be dialed as 0312.)
- e) Continue keying with the special 4-digit trunk group directory number that will cause a trunk of the group to be selected when a speed calling number is dialed.
- f) Key the outside numbers that the speed call will represent.
- g) After keying in all digits, key "#". You will hear a short burst of assurance tone.
- h) Repeat this procedure from step "c" to make additional assignments.
- i) If an error is made while dialing, depress the REL ATT key and repeat this procedure from step "a."
- j) At the end of assignment activity, depress the ATT REL key. Attendant lamp will extinguish.



Third Party Call Forwarding

To set up third party call forwarding:

- a) Depress a key associated with an idle loop. The Attendant lamp will light.
- b) Depress the START key. You will receive dial tone.
- c) Key in the access code for third party call forwarding. You will receive feature dial tone.
- d) Key in the directory number of the station from which calls are to be forwarded followed by the directory number of the station to which the calls will be forwarded. You will receive a burst of assurance tone after the second directory number is keyed in.
- e) Depress REL ATT. The Attendant lamp will be extinguished.

To cancel this feature, repeat steps "a" through "e," but use the forwarding erase code instead of the access code in step "c," and in step "d" key in only the call forwarded station directory number.

Dictation

If your system has this feature, when you receive a request from a station or an outside party for connection to the dictation facility:

- a) Depress the trunk group key provided for such access. If the calling party has class of service for access to that trunk group, the associated loop Destination and TALK DES lamps will light. You will receive a burst of assurance tone. If the alphanumeric display indicates REST, depress the O'RIDE key.

Release from the connection by depressing REL ATT.

Call Diversion

This feature is termed Patient Call Diversion for hospital applications and Do Not Disturb for hotel/motel applications. When a request is received for activation of the feature:

- a) Enter an idle loop.
- b) Depress the START key. You will receive dial tone.
- c) Key in the call diversion access code. You will again receive dial tone.
- d) Key in the directory number of the station to be assigned the call diversion feature. You will receive a burst of assurance tone.

Repeat steps "a" through "d" for each station from which you wish calls to be diverted. Incoming calls to these stations will automatically be diverted to a console position or a recorded announcement. Repeat steps "a" through "d" to cancel the diversion, except key in the erase code instead of the access code.

Do Not Disturb O'ride

- a) Depress the START key. Your voice connection with the calling party will be broken, and you will receive dial tone.
- b) Key in the Do Not Disturb override access code. You will receive feature dial tone.
- c) Key in the directory number of the desired station. The station will ring.
- d) Announce the call and depress the ATT REL key.

Room to Room Restriction

To activate this feature:

- a) Depress the key of an idle loop.
- b) Depress the START key.
- c) When you receive dial tone, key in the proper access code.
- d) Depress the REL ATT key. After activating this feature, no room may call any other. All calls will be diverted to a console. Calls may be answered by depressing the loop key on which the call appears. They may now be extended to any room.

To cancel this feature, repeat steps "a" through "d," using the room to room restriction erase code, instead of the access code.

Wakeup Service

Upon receiving a request for Wakeup:

- a) Depress the key of an idle loop.
- b) Depress the START key.
- c) When you receive dial tone, key in the Wakeup Service access code.
- d) When you receive feature dial tone, key in the room number, followed by the wakeup time, using a 4-digit, 24-hour clock format. You will receive assurance tone. Repeat steps "b" through "d" to assign Wakeup Service to other rooms, if desired.

To cancel Wakeup Service for a room, repeat steps "a" through "d," but key in 2500 instead of the wakeup time.

To conclude the procedure, depress the REL ATT key. At the assigned time, the room phone will ring. Upon answering, the guest will be connected to a recorded announcement and the wakeup feature to that room will be automatically cancelled. If the guest does not answer the ringing phone within one minute, an alarm is routed to the Attendant. An idle loop Source lamp will light. When the Attendant depresses the associated loop key, the Source lamp will be extinguished, the Attendant lamp will light, and the alphanumeric display will indicate WKUP and the room number that failed to answer. You will then perform appropriate actions.

Trunk Testing

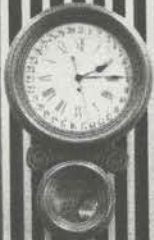
If you receive a complaint about the quality of a trunk:

- a) Enter an idle loop.
- b) Depress the START key. You will hear dial tone.
- c) Key in the directory number of the suspect trunk.
- d) If you do not receive CO dial tone, cannot break CO dial tone, are unable to dial through and reach an outside party, or if transmission quality is poor, depress the MB key. That trunk is now manually busied and cannot be accessed for calls. Make a report of your action to the appropriate repair service.
- e) Depress the ATT REL key.
- f) To place the trunk back in service, repeat steps "a" through "c" and depress the MB key and then the ATT REL key.

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Under many of the following headings are sub-headings (not listed) which offer detailed instruction of each particular feature. For example, should you forget how to handle a call if a station is busy, look under "Incoming Calls."

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Visitor
Registration



Wescom Switching, Inc.

We appreciate the cooperation of the employees and friends of Wescom, Inc. who posed for the photographs in this booklet.

printed in USA
July, 1977