

Attendant Console Quick Reference Operating Procedures

ACTIVATE and OPEN CONSOLE FOR INCOMING CALLS

Plug in headset or handset to activate console.
Press NIGHT button (lamp goes out, POS available turns on.)
Note: You are now ready to receive incoming calls.

ANSWERING A CALL

Press the appropriate Call Appearance (a thru f) to answer an incoming call.

INCOMING CALLS WAITING TO BE ANSWERED

Call Waiting lamp will light if one to three calls are waiting.
Second Call Waiting Warning lamp will light if four or more calls are waiting.

TRANSFERRING A CALL TO AN EXTENSION NUMBER

After answering an incoming call, press Group Select button
(Each button represents a different hundreds group used in your system.)
Press last two digits of the extension number.
Press Release button.

OR

Press Start button.
Dial extension number on dial pad.
Press Release button.

CANCEL BUTTON

Press Cancel button to return to call before completing a transfer.

SPLIT

Allows the attendant to announce a call or consult privately with the called party without being heard by the other party on the call. Lamp is on when splitting has occurred.

HOLD

Press HOLD to place a call on hold.

RETURN TO CALLER ON HOLD

Press the Call Appearance with the associated Hold Lamp to return to call being held.
Note: Call will also ring back when Hold Time-Out has elapsed.

CALL PARK

- Press Start button.
- Press Call Park button.
- Press Call Park extension number.
- Press Release button.

RETRIEVE A PARKED CALL

- Press Park Retrieve or Answer Back button.
- Press Call Park extension where call was placed.

TRANSFER TO AUDIX

- Press Start button.
- Press Transfer to Audix.
- Wait for answer.
- Dial extension number.
- Press Release button.

TRANSFER TO VOICEMAIL

- Press Voicemail button.
- Press Release button.

DISPLAY CALL PURPOSES IDENTIFIERS

- f – Call Forwarding
- rt – Attendant transfer call returned
- d – Coverage – Did not answer
- b – Coverage – Busy
- s – Coverage – Send Calls
- ic – Parked Call time out
- id – Outside dialed your main listed telephone number
- hc – Holding call