



DTERM[®]
SERIES E
Agent Console
.....
USER GUIDE



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This user guide is published to support D^{tem} Series E ACD Terminal operation with ACD Release II, III, IV (NEAX2400 IMS) and CallCenterWorX (NEAX2000 IVS).

DEDICATED FUNCTION KEYS AND LAMPS



FUNCTION KEYS

RELEASE

Press this key to release an established ACD or NON-ACD call.

WORK

Used to set or reset Work mode.

HOLD

Used to hold an ACD call or a NON-ACD call presently in progress.

DIAL KEY PAD

Provides access to NON-ACD PBX dialed features and input of Tally Count data to the MIS system.

LOGON

Press to LOGON or LOGOFF status.

BREAK

When pressed by the ACD Agent, the position is still Logged On, but it is temporarily unavailable to receive ACD calls. (This key is used for lunch time and breaks, etc)

TRANSFER

Allows the console user to transfer established calls to another station, agent or queue without attendant assistance.

CONF

Allows simple access to establish a three-way conference.

TALLY

By pressing this key an Agent enters the tally count mode. The Agent can register up to 22 digits by pressing the dial pad digit x (x=1-9) and then #, for each different event.

ACD PROGRAMMABLE LINE/FEATURE KEYS

AUTO/MAN

When pressed the associated lamp will light steadily indicating the Agent is in the Automatic Answer Mode and will automatically receive a new ACD call upon the release of an established call if calls are in queue to that Split. Before being connected to a new call the Agent will hear "Zip" tone.

When pressed again the Agent's Answer mode will change from Automatic to Manual. The associated lamp is dark. When an ACD call comes into the ACD Agent position which is set for manual operation, the console rings and must be manually answered by pressing the ACD call key.

MONITOR/BARGE

This feature allows the Agent to select another Agent position to monitor or barge into calls on both the ACD line and NON-ACD line at that Agent position.

EMER

This feature permits an ACD Agent to record a conversation between an ACD Agent and caller if recording equipment is provided. Simultaneously, a call is placed to the Split Supervisors Line key for silent monitoring.

ACD CALL

All ACD calls directed to an ACD Agent will terminate to this line key.

LINE

This key is used by the Agent to originate or answer a NON-ACD call.

TRK TRBL

The Agent presses this key to report low volume, static, or any problem with trunks encountered during a call.*

*This feature does not improve upon problem encountered.

ASSIST

Feature activation provides immediate call connection to a split supervisor's line key for assistance in handling a complaint or problem.

CW

This key is used to indicate calls in queue. The Agent presses this key to show how many calls in queue and the time of the longest waiting call.

FEATURE

Used to adjust LCD contrast, speaker/receiver, volume, and ringer volume.

UP/DOWN

- ◆ LCD Contrast:
Press ▲ or ▼ key while idle.
- ◆ Speaker/Receiver Volume:
Press ▲ or ▼ key during conversation.
- ◆ Ringer Volume:
Press ▲ or ▼ key during ringing.

Non-ACD PROGRAMMABLE LINE/FEATURE KEYS

NOTE: Each ACD Agent may program PBX features in any of the unused twenty-four programmable line keys or available one touch calling keys.

MSG

Message Reminder – D^{term} Series E station users may leave messages on the alphanumeric displays of other D^{term} Series E instruments, indicating their station number and time of call attempt.

RECALL

Press to terminate established call and re seize internal dial tone.

PICK

Call Pick-Up-Group – this feature allows a station user to intercept calls directed to another station.

PICK-DIRECT

Call Pick-Up-Direct – allows a station user to intercept calls directed to another station.

FWD

Call Forwarding-All Calls – this feature allows the station user to forward a split incoming call to an alternate answering position.

DSY/AUTO

While engaged in a voice conversation, the Agent presses this key to display the status of a data connection. If this key is pressed while not engaged in a data connection the agent sets the data terminal equipment to the Automatic Answer Mode.

DATA

The Agent presses this key to set up a connection between the MIS system and the MIS terminals.

DTX

Press key to transfer a call from a voice line to a data line.

DND

Do not disturb – the feature allows a station user to stop calls from ringing at the station during on hook or off hook condition.

CALL BACK

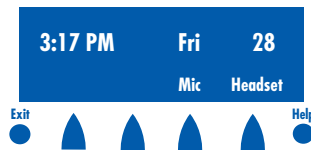
Enables an originated NON-ACD call upon encountering a busy condition to have a call automatically completed when the called ACD Agent or busy trunk becomes idle.

NOTE: Lower line of LCD constantly indicates time, day and date.

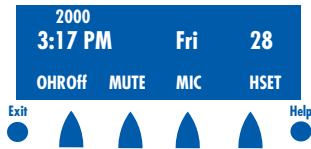
NOTE: Display indications may change depending on the PBX product. Display in this manual reflect the indicates behind the NEAX2400 PBX.

SOFT KEYS

On Hook State
(Telephone is idle)



Off Hook State
(Telephone is in use)



Headset

Press the Soft Key below "Headset" to activate Headset operation. The primary extension LED will illuminate when headset is on.

Mic

Press the Soft Key below "Mic" to activate or deactivate the Microphone. The Mic LED will illuminate when Mic is on.

Help

Press the Help Key. Press desired Soft Key for helpful information about that key.

Exit

Press the Exit Key to exit the Help program.

OHROFF (Off Hook Ringing Off)

Go off-hook or press Speaker Key, then press Soft Key below "OHROFF" to disable ringing on secondary and trunk line appearances on this telephone while in use.

OHR-ON (Off Hook Ringing On)

Go off-hook or press Speaker Key, then press Soft Key below "OHR-ON" to allow ringing on secondary and trunk line appearances on this telephone while in use.

MUTE

Go off-hook or press Speaker Key, then press Soft Key below "MUTE". MUTE will flash and Voice Path is eliminated to the handset, headset or speaker.

TO LOG ON WHEN ID CODE IS REQUIRED

If the entered Log On ID code is currently in use, the display indicates **ID IN USE** and then returns to **LOGON ID?**

If an invalid ID code is entered, the display returns to **LOGON ID?** and the Agent must enter a current Log On ID.

From VACANT Status:

- ◆ LOGON lamp is dark.



- ◆ Press **LOGON** key, **LOGON** key flashes.



- ◆ Dial Agent LOG ID Code, press the **#** key, digits dialed are displayed. The LOGON and WORK lamps light steadily; display indicates greeting.



Then reviews the following modes:



NOTE: Auto Answer is displayed and active only if auto answer is programmed.



NOTE: Work mode is displayed and active only if work mode has been programmed.



- ◆ The **WORK** key must be pressed before Agent can begin taking calls. The console is now in Ready status.



TO LOG ON WHEN ID CODE IS NOT REQUIRED



From VACANT Status:

- ◆ LOGON lamp is dark.



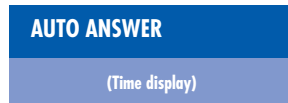
- ◆ Press **LOGON** key, LOGON lamp is lit steadily; display indicates the greeting.



Then reviews the following modes:



NOTE: Auto answer is displayed and active only if auto answer is programmed.



NOTE: Work mode is displayed and active only if work mode has been programmed.



- ◆ The **WORK** key must be pressed before the Agent can begin taking calls. The console is now in Ready status.



TO LOG OFF WITH OR WITHOUT ID CODES



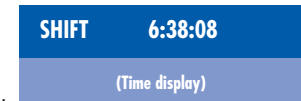
FROM BREAK MODE, WORK MODE OR READY STATUS

- ◆ Press **LOGON** key, lamp is dark. Several displays will cycle on the display for 4 seconds each, ending with farewell greeting.



NOTE: Name will only be displayed if LOGON ID codes are used. During LOGOFF, ACD calls cannot be received.

- ◆ The time since **LOGON** in hours, minutes and seconds.



- ◆ The number of incoming calls handled.

ACD CALLS	138
(Time display)	

- ◆ Of the calls handled, the average time spent on each call in minutes, seconds and tenths of a second.

AVG TALK	1:30.9
(Time display)	

- ◆ The cumulative amount of time spent in Work mode during the shift in hours, minutes and seconds.

T-WORK	2:07:41
(Time display)	

- ◆ The cumulative amount of time spent in Break Mode during the shift in hours, minutes and seconds.

T-BREAK	1:02:41
(Time display)	

- ◆ Finally, the display shows VACANT.

VACANT
(Time display)

TO SET AUTOMATIC ANSWER



NOTE: This feature applies only to a station that is off hook on handset or headset.

NOTE: Automatic Answer applies only to ACD calls. It does not apply to calls terminated on the agent line key.

FROM MANUAL ANSWER STATUS

- ◆ Press **AUTO** key.

AUTO ANSWER
(Time display)

- ◆ Lamp lights steadily.
- ◆ Incoming, ACD calls are answered automatically. "Time in Q: X:XX" is displayed temporarily.

- ◆ Zip tone is heard before call is connected to ACD Agent.

Elapsed Time	Type	No.
15:39	WATS	3
(Time display)		

TO SET MANUAL ANSWER

FROM AUTOMATIC ANSWER STATUS

- ◆ Press **AUTO** key.

MANUAL ANSWER
(Time display)

- ◆ Lamp is dark.
- ◆ Incoming ACD calls.

- ◆ Press **ACD CALL** key or go off hook on the ACD line to answer calls.

Time	Type	No.
15:39	WATS	3
(Time display)		

- ◆ Upon completion of conversation, press **RELEASE** key if using handset, position is returned to Ready Status.

TO ANSWER/RELEASE AN INCOMING ACD CALL

FROM THE MANUAL ANSWER STATUS

- ◆ Incoming ACD call, associated lamp flashes red.

READY
(Time display)

Display alternates between who is calling name, ACD Agent number, trunk etc. and time in queue in minutes and seconds.

- ◆ Press **ACD CALL** key or go off hook on the ACD line, lamp is steadily lit green.

15:39	WATS	3
(Time display)		

TIME IN	Q	0:02
(Time display)		

- ◆ Upon completion of conversation, press **RELEASE** key.



- ◆ Position is returned to Ready Status, agent position is available for the next call in queue.



NOTE: Automatic Answer applies only when the Agent is in the off-hook condition.

FROM AUTOMATIC ANSWER STATUS

- ◆ Incoming ACD call, hear zip tone, lamp lights green, name displayed.



- ◆ Zip tone is heard before call is connected to the agent.

- ◆ Upon completion of call, press **RELEASE** key.



- ◆ Position is returned to Ready Status, agent position is available for the next call in queue.

TO HOLD A CALL



WHILE ENGAGED IN AN ACD CALL

- ◆ Press **HOLD** key; held line will flash green.

HLD	WATS	3
<i>(Time display)</i>		

- ◆ Displayed name, ACD Agent number, trunk, etc. flashes.

TO RETRIEVE

- ◆ Lift Handset.
- ◆ Press **ACD** key.

	Route	TRK No.
1:09	WATS	3
<i>(Time display)</i>		

- ◆ Upon call completion press **RELEASE** key.

READY
<i>(Time display)</i>

IF UNANSWERED

- ◆ After a preprogrammed time, automatic recall is initiated.
- ◆ Visual and audible signal (rapid flash and ring burst) will be sent to ACD Agent which placed call on hold.

TO TRANSFER A CALL TO SPLIT QUEUE



FROM A PBX STATION OR AN ACD AGENT OR SUPERVISOR POSITION

After pressing the TRANSFER key, the PBX station or ACD agent or supervisor position transfers the calling party to the ACD pilot by dialing the pilot number associated with the split the call is being transferred to.

- ◆ Press **TRANSFER** key, receive interrupted dial tone.



NOTE: ACD calls transferred to a NON-ACD transfer station will recall if the station is busy upon release.

- ◆ Dial the destination split via a pilot number.

Steady	Flashes
XFR	3000
(Time display)	
- ◆ Press **RELEASE** key, hang up (announcements will be heard by the transferred party) or wait for transfer ACD agent to answer.

TO SET/RESET BREAK MODE



WHILE ENGAGED IN AN ACD CALL

- ◆ Press **BREAK** key, lamp lights steadily.



Then changes to:



- ◆ Position in the Break mode upon completion of the conversation, will be taken out of queue and no ACD calls will be routed to the position.

FROM READY STATUS USING A NORMAL BREAK TYPE

- ◆ Press **BREAK** key, lamp lights steadily.



TO RESET

- ◆ Upon completion of Break mode, press **BREAK** key. Lamp lights steadily.



Then changes to:

- ◆ Break mode is canceled and the LCD display indicates time spent on break in minutes and seconds.



NOTE: Break mode can be set if any call is on hold. Break Mode may be set/reset when NON-ACD LINE is actively engaged in a call.

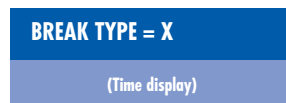
- ◆ Status returned to Ready or Work mode.

NOTE: Depending on the type of MIS system used, the ACD system can be set up for multiple break type.

- ◆ Multiple break types is selected by the system. Press the **BREAK** key, lamp lights steadily.



- ◆ The agent then inputs x via the key pad, one digit (x=x1-9), then presses the **#** key.



Then changes to:



NOTE: The Supervisor defines Break selection types in the MIS and provides this information to the Agent.

Example:

Break 1 - Lunch

Break 2 - Restroom

Break 3 - Files

Break 4 - Coffee

WORK MODE DURING A CALL



TO SET WORK MODE DURING A CALL

◆ While engaged in an ACD call, press **WORK** key, WORK lamp lights steadily.

◆ Displays Work Pending.

WORK PENDING
(Time display)

◆ Press **RELEASE** key or go on hook to terminate ACD call.

WORK MODE
(Time display)

Then changes to:

◆ Work lamp light steady red.

(Time display)

◆ No further ACD calls will be received.

◆ Upon completion of Work, press **WORK** key, lamp extinguishes.

READY
(Time display)

◆ Work mode is canceled, status returns to Ready, ACD calls will be received.

TALLY COUNT

.....

WHILE ENGAGED IN AN ACD CALL OR IN WORK MODE

- ◆ Press **TALLY** key; lamp flashes green.



- ◆ Press desired digit 1-9 key on dial keypad up to 22 digits, press **#** key to validate entry. The entered digits are displayed.



Then changes to:



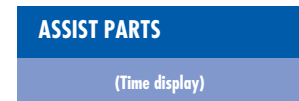
- ◆ TALLY lamp extinguishes.
- ◆ Data is registered in the MIS system.

TO PLACE AN ASSISTANCE CALL

.....

AGENT IS ENGAGED IN AN ACD CALL

- ◆ Agent presses **ASSIST** key; lamp lights steadily.



- ◆ The Agent hears ring back tone and the assist destination is rung (normally a supervisor). If no supervisor is available, the call waiting indicator is provided to each supervisor, until answered. (Depends on ACD programming).
- ◆ Agent may converse with supervisor, ACD Call is held in automatic hold mode.
- ◆ To cancel assistance call, press the TRANSFER key; the ACD will be recovered.

CALL CONFERENCE/TRANSFER

- ◆ Upon completion of conversation, press **CONF** key, all three parties will be connected.
- ◆ Either the Supervisor or the Agent may drop out of the call by pressing **RELEASE** key. When the agent or supervisor disconnects from the assisted call, the ASSIST lamp extinguishes and the display returns to the original status.
- ◆ The remaining party may converse with the ACD caller.
- ◆ If the assist feature is terminated to a busy supervisor.



TO CANCEL

- ◆ Press **TRANSFER** key to return to the calling party, the assistance call is canceled.

MONITOR ME

- ◆ An agent can request to be monitored by a specific agent or supervisor. If the **ASSIST** key feature is dedicated to the **MONITOR ME** feature.
- ◆ Press the **ASSIST** key. The ASSIST lamp lights.



Either the supervisor's name or the name of the supervisor's split is displayed.

- ◆ When the supervisor answers.
- ◆ The ASSIST lamp flashes red at the ACD Agent.
- ◆ The monitor lamp flashes red at the supervisor position.
- ◆ To barge into the call, the supervisor presses the **MON** key, then 1, #.



- ◆ If the supervisor decides to join the call, the agent and calling party will hear a warning tone.

TO PLACE AN EMERGENCY CALL



AGENT CONSOLE IS ENGAGED IN AN ACD CALL

- ◆ Agent presses **EMER** key, lamp lights red steadily.



- ◆ Supervisor is monitoring call between Agent and ACD caller.



- ◆ ASSOCIATED lamp will flash.
- ◆ Conversation is simultaneously being recorded if equipment has been provided.

- ◆ To barge into the call the supervisor presses the **MON** key, then 1, #.
- ◆ Press **RELEASE** key to transfer the call to supervisory position after the supervisor answers. No dialing is necessary.
- ◆ To cancel emergency request (to ringing destination), press the **EMER** key again.

TO BUSY DESTINATION

- ◆ If the request is routed to an individual supervisor's ACD or PBX line, press the **EMER** key.
- ◆ If the request is routed to a busy supervisor, the agent's LED is extinguished.
- ◆ The ACD agent's conversation is never interrupted.



TO REPORT TRUNK TROUBLE



NOTE: The ACD call is not effected by this procedure. ACD Agent must be engaged in a call to initiate a trunk trouble report. Pressing **TRK TRBL** key does not clear the problem. Trunk trouble can only be activated while on an ACD call (station or trunk call).

- ◆ While engaged in an ACD call, press **TRK TRBL** key once only.



When changes to: after 4 seconds:



- ◆ Trouble report is automatically reported to MIS subsystems and Maintenance Administration Terminal.

TALLY-OH FEATURES



- ◆ Tally-Oh codes beginning with a zero are reserved for special use by agents and are not reported to the MIS. These codes invoke various actions, such as statistical displays and mode changes performed on a tenant basis.

OPERATING PROCEDURES

- ◆ Press **TALLY** key.
- ◆ Enter tally code, then **#**.

Special Agent System Tally Code (Leading 0)

Code	Meaning		
000#	Displays the agent's statistics (shift time, number of ACD calls answered, average talk time, total time in Work mode since logging on, and total time in Break mode since logging on) for the current agent or the last agent logged on. The statistics are for the shift, they are not given on a per split basis. To invoke, press 000# .		
SAMPLE DISPLAYS:	SHIFT	3:12:48	(hours, minutes, seconds)
	ACD CALLS	22	(one to three digits)
	AVG TALK	3:11	(minutes and seconds)
	T-WORK	0:20:16	(hours, minutes, seconds)
	T-BREAK	0:10:00	(hours, minutes, seconds)
001#	Displays the queue depth of the split(s) served by the logged on agent. If the position is Vacant and allowed a single split, the queue depth for that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 001# .		
SAMPLE DISPLAY:	ORDERS	10	
002#	Displays the time waited by the longest waiting call in the split(s) served by the logged on agent. If the position is Vacant and allowed a single split, the wait time for that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 002# .		
SAMPLE DISPLAY:	SERVICE	1:28	(Minutes, Seconds)

Special Agent System Tally Code (Leading O)

Code	Meaning
003#	Displays the quantity of working agents (on an ACD call, in Work mode, in Ready mode) in the split(s) served by the logged-on agent. If the position is Vacant and allowed a single split, the quantity of working agents in that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 003# . SAMPLE DISPLAY: SERVICE 26
004#	Displays the quantity of agents in Break mode in the split(s) saved by the logged on agent. If the position is Vacant and allowed a single split, the quantity of agents in Break mode in that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 004# . SAMPLE DISPLAY: DELIVERY 6
005#	Displays the elapsed time since entering the current mode. The code is valid for the following modes: on an ACD call, Work mode, Break mode, Ready mode. To invoke, press 005# . SAMPLE DISPLAY: BREAK 0:10:00 (hours, minutes, seconds)

Special Agent System Tally Code (Leading O)

Code	Meaning
006#	Sends a request during an ACD call for a supervisor to monitor the conversation. The display shows the designated supervisor's name or split. To invoke, press 006# . SAMPLE DISPLAY: MONITOR JAMES
007#	Sends a request to temporarily disable the Work mode time limit. This request is only valid from Work mode, and the timer will be disabled only until the agent leaves Work mode. To invoke, press 007# . SAMPLE DISPLAY: TIMEOUT DISABLED
008#	Displays the time and date for four seconds. This request can be made from any mode. To invoke, press 008# . SAMPLE DISPLAY: 1:32 PM MON 22
009#	Clear permanent display such as "READY," "ON BREAK," or "VACANT."
021#	Setup Connection Displays, see "CONNECTION DISPLAYS C-199" see ACD F&S .
022#	Online Help, see "CONNECTION DISPLAYS C-199" see ACD F&S .
023#	Show Connection Displays, see "CONNECTION DISPLAYS C-199" see ACD F&S .

Special Agent System Tally Code (Leading O)

Code	Meaning
024	To add a new split to split list. To invoke, press 024ssspp# to add a new working split (sss) at preference level (pp) to the list of working splits. An agent may work in up to 16 splits simultaneously.
025	To delete a split from the split list. To invoke, press 025sss# to delete a split (sss) from the list of splits.
026#	To display current split list. To invoke, press 026# to display a list of the currently assigned splits on the agent's LCD display. Each split's name will be shown for approximately 3 seconds.
027#	To save the current working split list to permanent ACD database memory. To invoke, press 027# to save the current split assignments to permanent ACD database memory. Ordinarily, when splits are added or deleted (via Tally-Oh 024 and 025) they are in use for the current logon session only. However, if the split selections are to be permanently assigned (until modified) to that agent's logon ID then they must be transferred to permanent ACD database memory.
028#	Unlocks the agent's current position. This request is for emergency use only. There is no display associated with this request. To invoke, press 028# . (Emergency use only, notify NECAM of any lockups.)

Special Agent System Tally Code (Leading O)

Code	Meaning
029#	Forces the agent to log off at the current position. This request is for emergency use only. There is no display associated with this request. To invoke, press 029# . (Emergency use only, notify NECAM of any lockups.)

In this section, additional Function Keys (e.g. **FEATURE, ANSWER, TRANSFER**, etc.) must first be programmed on the Agent Console by the System Administrator.

TO ORIGINATE AN OUTSIDE CALL

.....

- ◆ Lift handset or headset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone, Dial the Central Office Access Code, e.g. 9.
- ◆ Dial desired telephone number.
- ◆ Use handset to converse.

Elapsed Time	TRK Type	TRK No.
15:39	WATS	3
(Time display)		

TO ORIGINATE AN INTERNAL CALL

.....

- ◆ Lift handset or headset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Dial desired station number; display indicates digits dialed.
- ◆ Use handset to converse.

TO ORIGINATE A CALL USING SPEED CALLING (ONE-TOUCH KEYS)



- ◆ Press **NON-ACD LINE** key.
- ◆ Press desired **SPEED CALL** key, or press **SPKR** and **SPEED CALL**.

TO PROGRAM

(Available only on D^{term} stations with speed calling keys).

- ◆ Press **FEATURE** key.
- ◆ Press desired **SPEED CALL** key.
- ◆ Enter desired telephone number or feature code on the keypad. Display indicates digits dialed.



TO VERIFY

- ◆ Press **FEATURE** key.
- ◆ Press desired **SPEED CALL** key.
- ◆ Display indicates digits programmed.

NOTE 1: To program a hookswitch for transfer or feature activation, press **RELEASE** key as first digit ("!" displays on LCD).

NOTE 2: To program a pause, press **RELEASE** key as any digit other than the first ("-" displays on LCD).

NOTE 3: To program a Voice Call press **TRANSFER** key after dialing station number ("V" displays on LCD).

NOTE 4: Speed calling for feature access: Speed call keys may be used as feature keys by storing the NEAX2400 feature access codes. The feature may be programmed on a system basis by the PBX engineer. Access codes may be stored in conjunction with telephone numbers. For example, one button can be programmed by the user to transfer to a certain extension.

ACCOUNT CODE



TO ENTER

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Enter feature Access Code, receive Service Set tone.*
- ◆ Enter Account Code (up to 10 digits).
- ◆ Receive Dial Tone and dial desired number.

TO ENTER ACCOUNT CODE AFTER AUTHORIZATION CODE

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Enter feature Access Code for Authorization Code, receive Service Set tone.

NOTE: Authorization and account codes may be up to 15 digits combined.
- ◆ Enter Authorization Code, receive second Service Set tone.*
- ◆ Enter Account Code, receive dial tone and dial desired number.

*Service Set tone is optional depending upon system programming.

FORCED ACCOUNT CODE



- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Enter feature Access Code, receive Service Set tone.*
- ◆ Enter Forced Account Code (up to 10 digits), receive dial tone.
- ◆ Dial desired number.

*Service Set tone is optional depending upon system programming.

AUTHORIZATION CODE



TO ENTER WITHOUT ACCOUNT CODE

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Enter feature Access Code, receive Service Set tone.*
- ◆ Enter Authorization Code (up to 10 digits), receive second service set tone.
- ◆ Receive dial tone, dial desired number.

*Service Set tone is optional depending upon system programming.

—OR—

- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Dial desired number.
- ◆ If Authorization Code is required, caller hears special dial tone.
- ◆ Enter Authorization Code, or call will be denied.

CONFERENCE



- ◆ With call in progress, ask party to hold.
- ◆ Press **TRANSFER** key, receive interrupted dial tone.
- ◆ Dial desired number.
- ◆ After call is answered, press **CONF** key; CONF LED lights.
- ◆ Three-way conference is established.
- ◆ If one party hangs up, other two remain connected; CONF LED goes out.



TO ESTABLISH A BROKER CALL

- ◆ While engaged in a call and wishing to consult a third party, press **TRANSFER** key; receive interrupted dial tone, caller is automatically placed on hold.
- ◆ Dial desired party to consult.
- ◆ Press **TRANSFER** key to return to original caller. Third party is automatically placed on hold.
- ◆ By repeating these steps, it is possible to alternate between calls.

NOTE: Display will indicate connected station or trunk at any given time.

TO ANSWER A CAMPED-ON CALL

FROM THE ATTENDANT

- ◆ While engaged in a call, receive camp-on indication (one short tone burst); the ANSWER LED will flash.
- ◆ Press **ANSWER** key; call in progress is placed on hold.
- ◆ Connection to camped-on call is established.
- ◆ By repeating these steps, it is possible to alternate between calls.

NOTE: Display will indicate connected station or trunk at any given time.

- ◆ Press **ANSWER** key to return to original call, camp-on call is placed on Hold.

	TRK Type	TRK No.
CMP	WATS	1

CALL WAITING – ORIGINATING

TO PROGRAM CALL WAITING KEY (ON ONE-TOUCH SPEED KEY)

- ◆ Press **FEATURE** key.
- ◆ Press desired **ONE-TOUCH SPEED** key.
- ◆ Press **RECALL** key (“!” will appear on LCD).*
- ◆ Dial call waiting feature access code.
- ◆ Repress **FEATURE** key.

*To program a hook switch for transfer or feature activation, press **RELEASE** key as first digit (“!” will be displayed on LCD).

TO ACTIVATE CALL WAITING – ORIGINATING

- ◆ Dial desired station number, receive busy tone.
- ◆ Press **CALL WAITING** key.

- ◆ Receive special ring back tone, Call Waiting tone will be sent to busy station.

Called Station Number	
CW	∅
(Time display)	

– **OR** –

- ◆ Lift handset.
- ◆ Dial Call Waiting access code, receive dial tone.
- ◆ Dial busy station.

CW	
(Time display)	

CW SET	2000
(Time display)	

TO ANSWER A CALL WAITING

- ◆ Call Waiting tone is heard.

Calling Station Number	
CW SET	2000
(Time display)	

- ◆ Press **ANSWER** key.

NOTE: By pressing the **ANSWER** key, station can alternate between the original and camped-on parties, display will indicate connected station or trunk at any given time.

- ◆ Call Waiting-Originating call is automatically connected; original party is placed on hold.

TO DISCONNECT

- ◆ Press **RECALL** key, station user will automatically be connected to original party.

CALL PARK



TO PROGRAM CALL PARK KEY (ON ONE-TOUCH SPEED KEY)

- ◆ Press **FEATURE** key.
- ◆ Press one touch speed key.
- ◆ Press **RECALL** key ("!" will appear on LCD.)
- ◆ Dial Call Park Access Code.
- ◆ Press **FEATURE** again.

PRK SET
(Time display)

TO PARK A CALL ON A NON-ACD LINE KEY

While connected to a station or trunk:

- ◆ Press **TRANSFER** key.

- ◆ Dial the Call Park Access Code or press the **CALL PARK** key.

Parked Station or Trunk		
PARK	SET	WATS 2
(Time display)		

TO RETRIEVE A PARKED CALL FROM AN ORIGINATING STATION

Or, while connected to a station or trunk on a NON-ACD LINE key:

- ◆ Press one touch key or
- ◆ Dial Call Park local retrieval code.
- ◆ Station user is connected to parked call.

10:01	WATS 2
(Time display)	
Elapsed Time	

TO RETRIEVE A PARKED CALL FROM A REMOTE STATION

- ◆ Dial Call Park remote retrieval code* and the station number against which the call was parked.

0:01	WATS 3
(Time display)	

200 is the station the call was parked from, WATS3 is the parked station or trunk.

- ◆ Station user is connected to parked call.

CALL PICK-UP (GROUP)

STATION WITHIN PICK-UP GROUP RINGS

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Press **CALL PICK-UP** feature button or dial CALL PICK-Up Access Code. (Also, may be stored on one touch speed calling key.)
- ◆ Connection to calling party is established.
- ◆ If engaged on call on **NON-ACD LINE** key, press **TRANSFER** key and dial Call Pick-Up Access Code. The original party will be placed on hold.

PCK	2000	WATS 3
(Time display)		
Called Station		Calling Station

CALL PICK-UP (DIRECT)

TO PROGRAM PICK-DIRECT KEY (ON ONE-TOUCH SPEED KEY)

- ◆ Press **FEATURE** key.
- ◆ Press **ONE-TOUCH SPEED** key.
- ◆ Dial Direct Call Pick-Up Access Code.
- ◆ Re-press **FEATURE** key again.

A STATION WITHIN THE SYSTEM RINGS

- ◆ Lift handset, receive dial tone.
- ◆ Press **PICK-DIRECT** key and dial the station number to be picked up.

– OR –

◆ Dial **DIRECT CALL PICK-UP** Access Code and the station number to be picked up.

◆ Connection to calling party is established.

PCK	2000	WATS 3
(Time display)		
Called Station		Calling Station

– OR –

◆ Press programmed **ONE-TOUCH SPEED** key.

◆ If busy, original call must be placed on hold before new call can be picked up.

OUTGOING TRUNK QUEUING

.....

If trunk "Busy":

◆ Receive TRUNK BUSY indication; press **CALL BACK** key.

OGQ SET
(Time display)

Call is placed in queue for next available trunk.

◆ When trunk is available, setting station is alerted by ringing and flashing red LED.

◆ Lift handset or headset.

◆ Press **NON-ACD LINE** key.

◆ Dial tone is heard or number is automatically dialed if NEAX2400 IMS is programmed with Least Cost Routing.

OFF-HOOK TRUNK QUEUING



- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Dial OFF-HOOK QUEUING access code.
- ◆ Dial desired telephone number; encounter a trunk busy condition.
- ◆ Station user receives Service Set tone, and leaves speaker on. The desired number will automatically be dialed when a trunk becomes available.

LAST NUMBER REDIAL



TO RECALL THE LAST TELEPHONE NUMBER DIALED

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Press **REDIAL** key, outside or internal station is automatically redialed, when party has answered, lift handset to converse.



To display last number dialed:

- ◆ While on hook, press **REDIAL** key.
- ◆ Display indicates digits stored.

CALL FORWARDING – ALL CALLS




To SET

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Press **FWD** key or dial Call Forward access code; receive special dial tone.
- ◆ Dial destination station or external telephone number; receive Service Set tone.*
- ◆ FWD LED lights (at your station or at the D^{term} of the subline station you are setting).
- ◆ Return to onhook condition, call forwarding all calls is set.



To CANCEL

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Press **FWD** key or dial Call Forward cancel code; receive Service Set tone*, FWD lamp goes out at your station.
- ◆ Press **LINE** key;  Call forward all calls canceled.

*Service Set tone is optional depending upon system programming.

CALL BACK

IF CALLED STATION IS "BUSY"

- ◆ Press **CALL BACK** key if; receive Service Set tone.*

CB SET	2000
(Time display)	

– OR –

- ◆ Press **FLASH** key** and enter CALL BACK access code.

- ◆ When both parties become idle, calling party's phone rings. Calling party would go off hook and hear ring back tone. The called station would then be ringing.

CB	2000
(Time display)	

Called Party

- ◆ Lift handset, then called party's phone rings.

CB	2000
-----------	-------------

Calling Party

- ◆ Connection is established when called party answers.

NOTE: Call Back may be programmed by the PBX Engineer on a Programmable Line/Feature key or by the user on a Speed Calling One-Touch key.

*Service Set tone is optional depending upon system programming.

** **FLASH** key must be programmed on ONE-TOUCH SPEED call key.

TO SAVE AND REPEAT A NUMBER



TO SAVE

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Dial desired telephone number.
- ◆ Press **S & R** key; dialed number is now stored.
- ◆ **S & R** key LED lights.

– **OR** –

- ◆ Receive Internal Call.
- ◆ Press **S & R**. Number is stored in memory.
- ◆ **S & R** LED lights.

TO VERIFY

- ◆ While idle, press **S & R** key, display indicates digits stored.

TO REPEAT

- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Press **S & R** key; D^{term} Series E will automatically redial the programmed number.
- ◆ **S & R** key automatically canceled; LED goes out.

NOTE: If Save and Repeat number is busy or no answer is received, to save it again, press **S & R** key before going back on hook.

TO LEAVE A MESSAGE



- ◆ Lift handset.
- ◆ Press **NON-ACD LINE** key.
- ◆ Receive dial tone.
- ◆ Dial desired station number; encounter a "No-Answer" or Busy condition.
- ◆ Press **MSG** key; message is sent to called D^{term} Series E.



- ◆ Called station MSG LED lights.

NOTE:

- Up to four messages can be stored in D^{term} Series E memory. If a fifth message is attempted, ring back tone is heard.



- If station is not equipped to receive messages, reorder tone is heard.

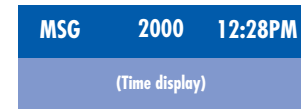


TO ANSWER A MESSAGE



To DISPLAY


- ◆ MSG LED LIT; station is idle.
- ◆ Press **MSG** key; display indicates time of message and station number leaving message;
- ◆ Re-press **MSG** key again to display additional messages in order received.



TO RESPOND

- ◆ While displaying desired message, lift handset and Press **NON-ACD LINE** key.
- ◆ Press **MSG** key, station which left message will be automatically redialed.

TO ERASE

- ◆ Message is erased. 
- ◆ To erase a message without returning the call, press **MSG** key to display desired message.
- ◆ Dial **#** while message is displayed, message is erased.

NOTE: If station which left message is busy, callback or **MSG** may be set. If station which left message does not answer, **MSG** may be set, thus notifying originating party that a message return was attempted.

DO NOT DISTURB



WHILE IDLE (ON HOOK)

- ◆ Press **DND** key*; LED lights.



TO CANCEL

- ◆ Press **DND** key; LED goes out.



***DND** key must be programmed by the PBX engineer on a programmable feature key.

PRIVACY

WHILE OFF-HOOK

- ◆ Press **DND** key, LED flashes; Display indicates:



- ◆ Privacy feature prevents interruptions for the duration of a call.

TO CANCEL

- ◆ Press **DND**; LED goes out.

– OR –

- ◆ Replace handset; privacy feature is automatically canceled.



DATA FEATURES

TO ACTIVATE SIMULTANEOUS VOICE/DATA TRANSMISSION

- ◆ To send data to the same station already involved in voice conversation, originating station presses **DTX** key.



- ◆ Receiving station presses **DATA** key.

- ◆ Data connection is established.



- ◆ Voice conversation can be terminated by either station without affecting data connection.

- ◆ To disconnect from DATA connection, either station can press **DATA** key.

RLS	D	DTE	XXXX
(Time display)			

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

TO SEND DATA TO A STATION WHILE INVOLVED IN A VOICE CONVERSATION WITH ANOTHER STATION

- ◆ Originating station presses **DATA** key and dials the Data port number of the destination station.

RLS	D	DTE	XXXX
(Time display)			

- ◆ Receiving station presses **DATA** key.

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

- ◆ DATA connection is established while voice conversation continues. Voice conversation can be disconnected without affecting DATA connection.

RDY	D	DTE	XXXX
(Time display)			

- ◆ To disconnect from DATA connection, either station can press **DATA** key at any time.

RLS	D	DTE	XXXX
(Time display)			

TO SEND DATA TO AN INTERNAL STATION WHEN NO VOICE COMMUNICATION IS TAKING PLACE

- ◆ Originating station presses **DATA** key and dials receiving station's data extension.

D	DTE	XXXX
(Time display)		

- ◆ Receiving station presses **DATA** key.

RDY	D DTE	XXXX
(Time display)		

- ◆ Data is established.

- ◆ To disconnect from DATA call, either originating or receiving station can press **DATA** key.

- ◆ Released station's display indicates:

RLS	D DTE	XXXX
(Time display)		

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

TO ESTABLISH EXTERNAL DATA TRANSMISSION VIA MODEM POOLING



- ◆ Internal station user initiates a voice conversation to an external party.
- ◆ External party switches over from voice to modem, or modem carrier tone is heard immediately.

- ◆ After hearing modem carrier tone, originating (internal) station presses **DTX** key.

RDY	D	YYY	XXXX
(Time display)			

- ◆ Originating station's DTX lamp lights and Service Set tone is heard, replace handset.
- ◆ Called data terminal answers.
- ◆ DATA connection is established.

NOTE: If internal station is programmed for Auto Answer, disregard this step.

INTERNAL PARTY RECEIVES A DATA CALL

- ◆ Station's data port will ring. Data lamp flashes.

D	XXXX
(Time display)	

- ◆ Press **DATA** key to answer.

RDY	D	YYY	XXXX
(Time display)			

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

*Service Set tone is optional depending upon system programming.

- ◆ Data connection is established.

TO RELEASE FROM A MODEM CALL

- ◆ Press **DATA** key, LED goes out.

PROGRAMMABLE KEYS

PROGRAMMABLE KEYS

One-Touch Speed Dial/Feature Keys
(Programmable by user)

Flexible Line / Feature Keys
(Programmable by telephone system administrator)

Call Indicator Lamp

HELP

SOFT KEYS (4)

LCD

EXIT

LOGON

RELEASE

CONF
(Conference)

TALLY

HOLD

TRANSFER

BREAK

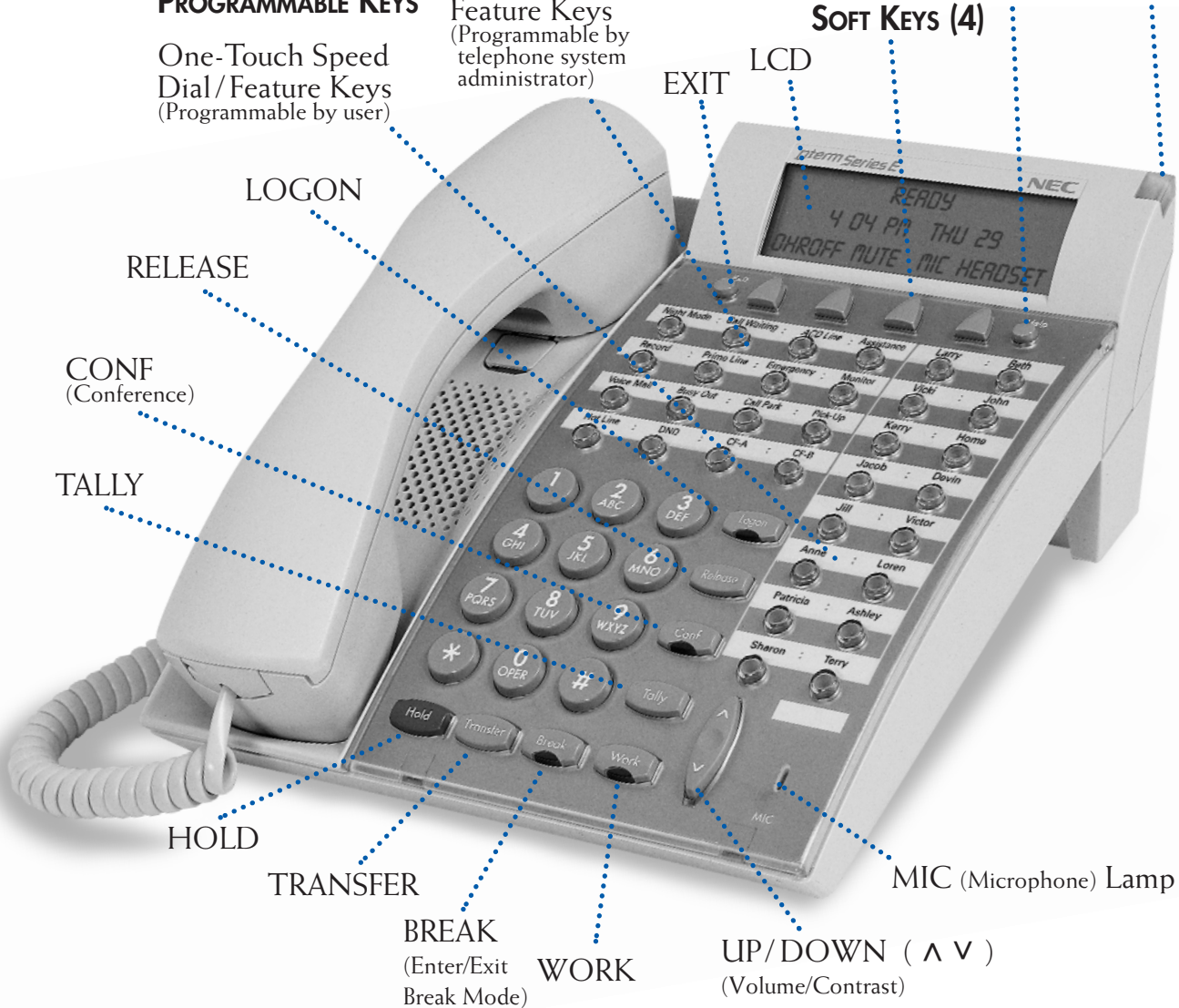
(Enter/Exit Break Mode)

WORK

UP/DOWN (^ v)

(Volume/Contrast)

MIC (Microphone) Lamp



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