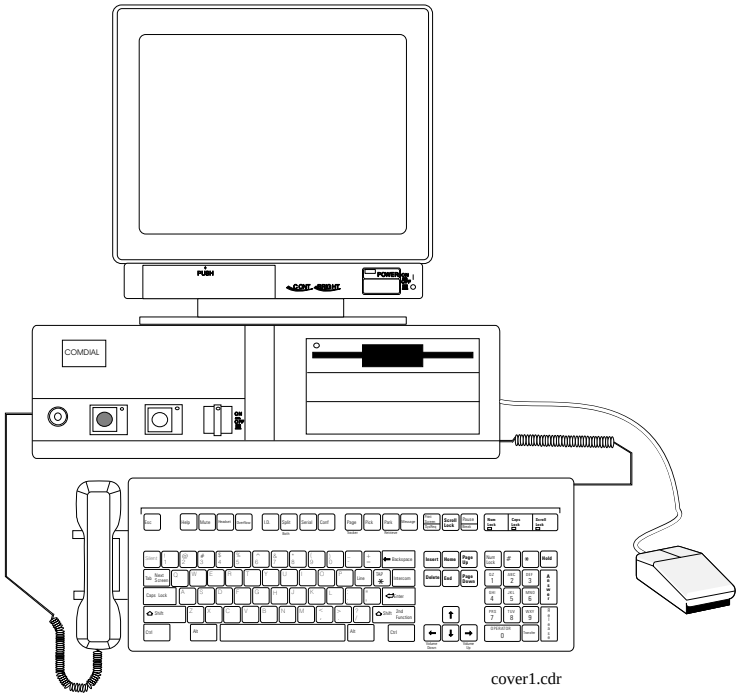
COMDIAL



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Total Control
PC Attendant's Console
User's Guide
For The DXP and DXP *Plus*
Digital Communications System

Comdial's Quality Management System Is Certified To The ISO 9001 Standard.

Attention

Comdial makes every effort to design the features in our communications systems to be fully interactive. Under certain conditions, some features may be incompatible with each other and will not work simultaneously. Comdial assumes no responsibility for problems caused by incompatible features.

The possible combinations of accessories and features are far too numerous for us to document in this manual. Furthermore, Comdial Corporation cannot guarantee that features will operate as described in this publication when they are combined with other features.

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1 Introducing PC Attendant

1.1 Using This Guide

To help you use your *Total Control* PC Attendant console to its fullest capabilities, we have written a comprehensive user's guide to tell you how the PC Attendant handles calls and how to use the system's many features effectively.

Chapter One, ***Introducing PC Attendant***, helps you become familiar with the system's basic features and start-up requirements.

Chapters Two and Three are designed to introduce you to the PC Attendant's call-handling features and programming options. Chapter Two, ***Handling Calls***, deals with the general use of the PC Attendant—making calls, setting the parameters. Chapter Three, ***Using The Specialized Features***, focuses on the specific features of the PC Attendant—Message, or Split, for example.

We have explained and, when needed, cross–referenced every feature—from answering an incoming call to programming system speed-dials. We suggest, however, that you become familiar with the basics of answering, directing, and making calls before you begin setting system parameters or using the system's more powerful call-handling features.

For your convenience, we have included the following:

- a troubleshooting guide,
- a glossary of general telephone and operating system terms,
- an index.

1.2 Getting Started

The Total Control PC Attendant comprises a state-of-the-art software program installed on a personal computer (PC). This combination provides total control of the operations used to visually supervise and manage your DXP Communications System. The software allows you to administer all functions of the DXP system from one-stroke key features and from a series of pull-down menus containing easy-to-understand features.

1.2.1 Software

Your PC Attendant console has the software pre-installed on the hard drive. When you start your computer, PC Attendant is automatically loaded by the autoexec.bat file. If you exit to DOS and want to restart PC Attendant, there are three things you may do:

1. type **PCATTN** at the DOS prompt,
2. simultaneously press the CTRL, ALT, and DELETE buttons to reboot the system,
3. press the reset button to reboot the system.

The default number of lines displayed on the PC Attendant screen is 25. You may change the display from 25 lines to either 43 or 50 lines. To change the number of lines displayed, type *pcattn -43* or *pcattn -50* at the DOS prompt.

NOTE: When the PC Attendant functions are transferred to an alternate attendant for an extended period of time or for the night transfer mode, it is a good idea to turn off the screen with the on/off monitor switch to prolong the life of your monitor.

If you are going to be away from the console intermittently, you can activate the PC Attendant's screen saver to prevent screen image "burn." (See "PC Settings" in chapter 3, Using The Specialized Features***.) DO NOT turn off the computer; doing so will disable all PC Attendant functions and require you to reboot the PC Attendant console.***

1.2.2 Moving The Cursor With The Arrow Keys

Your PC Attendant console is equipped with four arrow keys (up, down, right, and left), located between the main letter keys and the number keypad. Use these arrow keys to move the cursor around within a window or across the pull-down menu bar (activated by pressing the Escape key) and within the pull-down menus in order to highlight selections or features to be activated.

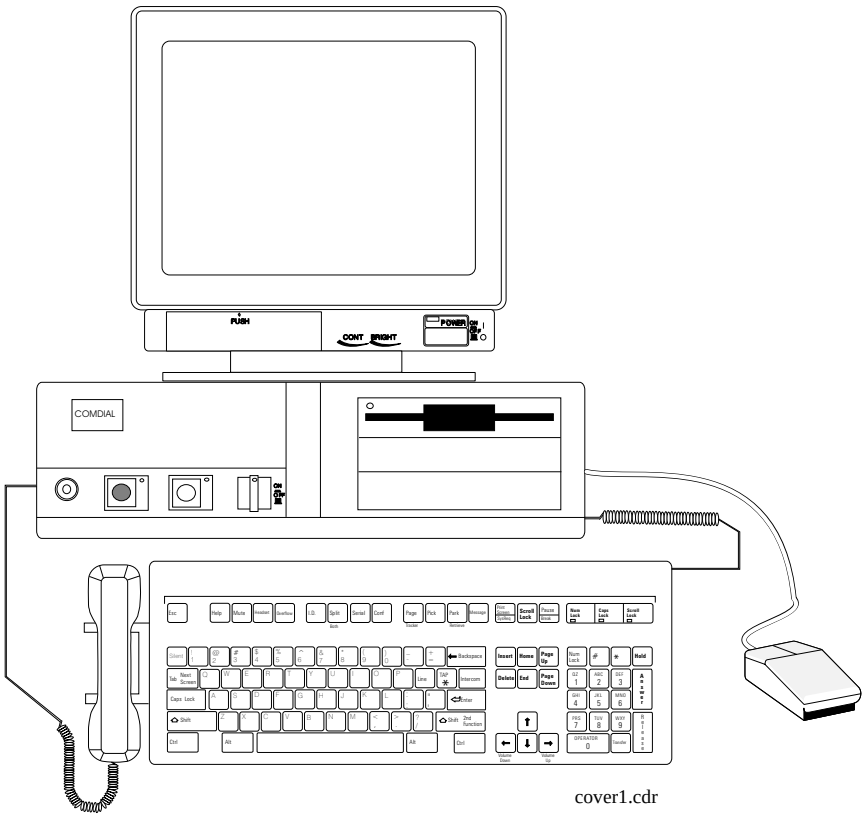
1.2.3 Moving The Cursor With The Mouse

Your equipment may accommodate a mouse (not supplied), which you can use to position the cursor to highlight or select a feature. When using the mouse to make screen selections, simply position the mouse cursor (a colored or contrasting block that highlights a number, word, or feature on the screen) to the desired selection and “click” the left mouse button to activate the selection.

Use the mouse to activate any of the pull-down menus from the menu bar appearing at the top of the main screen Intercom window: simply position the cursor on the title of the menu you’d like to access and click the left mouse button. Additionally, you can click outside any of the pull-down menus or pop-up windows to return to the main screen.

You may also use the mouse to initiate intercom calls quickly. In the Intercom window, a double click on an intercom number will cause you to dial that station (also known as a direct station select [DSS] call).

Functionally, the right mouse button is identical to the **Release** key, so you may use the button to disconnect a current call from the PC Attendant station or to complete a function such as a transfer or unattended conference (described in Chapter Two).



Total Control PC Attendant

1.3 On-line Help

The PC Attendant provides you with help whenever you need it. When you invoke the Help command, the information the system provides is pertinent to the function with which you are currently working or the window in which the cursor is positioned.

- *To Access A Help Screen,*

  1. press the **Help** button on your keyboard. After a short pause, a screen containing information about a particular function will appear. Highlighted words or phrases represent cross-referenced features related to the feature for which you originally requested help. To display the Help screen associated with a highlighted feature on a current Help screen,
  2. use the arrow buttons or the mouse to move the cursor to select that highlighted word or phrase, press **Enter**.

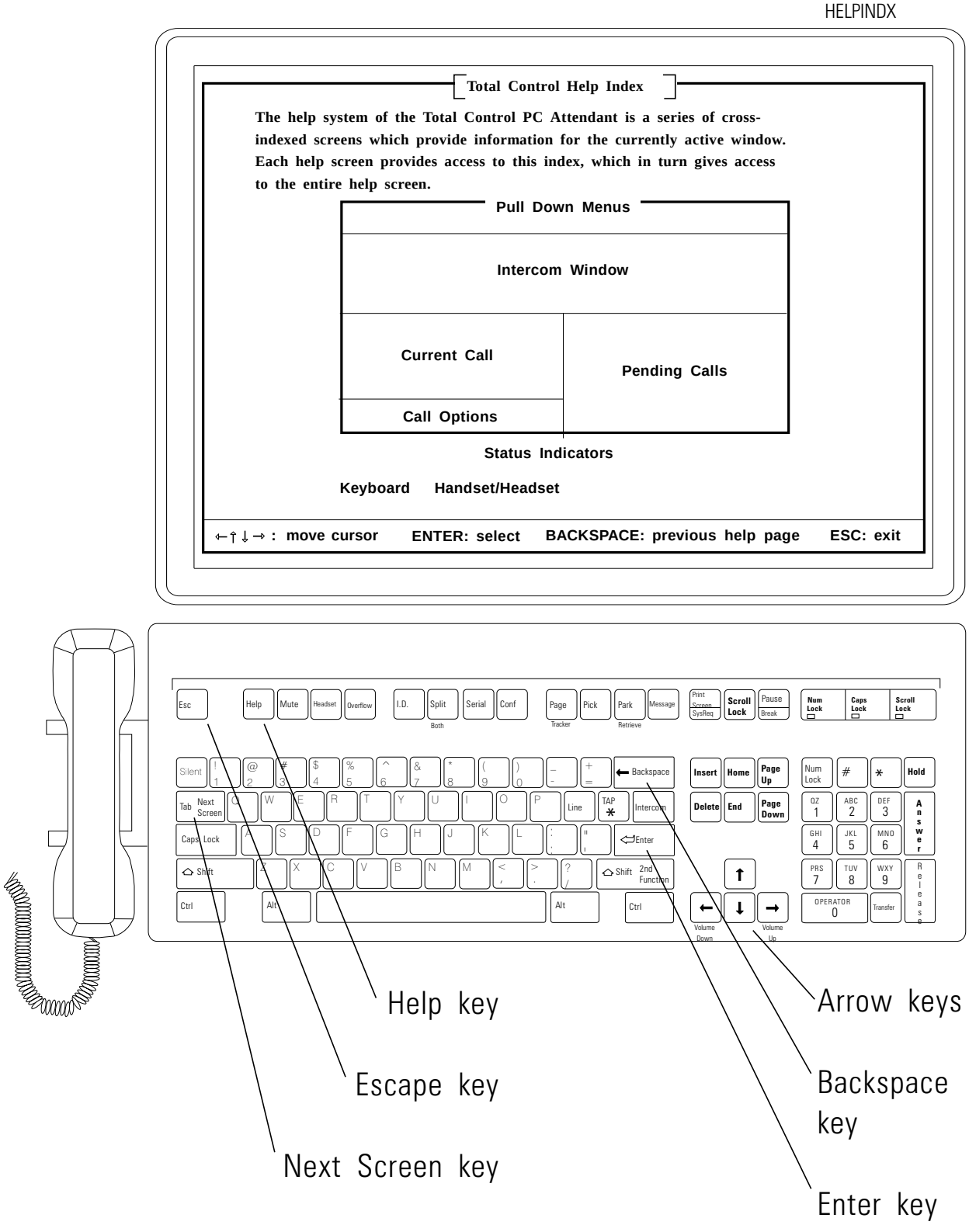
- *To Return To A Previous Help Screen, press* **Backspace**.

- *To Exit The Help Screens, press* **Esc**. *This will return you to the main screen.*

Included on every Help screen is a highlighted Help Index option that, when selected, will display a menu of all available Help screens.

- *To View The Help Index Menu,*

  1. press **Help** (if you have not already activated a Help screen),
  2. use the arrow buttons or the mouse to select the Help Index option,
  3. press **Enter**. (The Help Index screen will display after a short pause.)


HELPINDX
Total Control Help Index
The help system of the Total Control PC Attendant is a series of cross-indexed screens which provide information for the currently active window. Each help screen provides access to this index, which in turn gives access to the entire help screen.
Pull Down Menus
Intercom Window
Current Call
Pending Calls
Call Options
Status Indicators
Keyboard
Handset/Headset
←↑↓→ : move cursor
ENTER: select
BACKSPACE: previous help page
ESC: exit
Help key
Escape key
Next Screen key
Arrow keys
Backspace key
Enter key

1.4 Knowing Your PC Attendant Keyboard

The *Total Control* keyboard is equipped with one-touch function keys for executing most system features. The keyboard diagram on the opposite page identifies the keys; the following list defines their different functions. See the chapters titled *Using The PC Attendant's Other Features* and *Using The PC Attendant To Answer, Direct, And Make Calls* for instructions on how to use these keys to carry out PC Attendant functions.

Answer: answers currently ringing (priority) call.

Arrow Keys: move cursor.

Backspace: causes previous help screen to be displayed. Also used as a true backspace key during text entry.

Both: establishes a conference between the PC Attendant, the current call, and the last call put on hold. Activated by pressing the Shift/2nd Function key and the Split key simultaneously.

Conference: allows attendant to establish a conference call for up to 5 parties on the DXP or up to 7 parties on the DXP *Plus*.

Delete: allows attendant to delete numbers from the Intercom window. Also used to delete Directory entries and to delete characters during text input.

End: moves cursor to the end of current window.

Enter: executes or initiates selected functions.

Escape: returns the PC Attendant to a main screen from a Help screen; allows attendant to move the cursor from the main screen to the pull-down menu bar (and vice versa).

Headset: allows attendant to alternate between handset and headset modes. When headset is activated, handset remains active for listening only.

Help: activates context-sensitive Help screens.

Hold: places current call on hold.

Home: moves cursor to beginning of current window.

I. D. : allows you to enter a short tag or identification (up to 14 characters) to a current call in order to identify the call if it returns to the PC Attendant as a hold recall, transfer recall, park recall, etc.

Intercom: allows attendant to make calls to any extension within the system.

Insert: allows attendant to add extension numbers to Intercom window. Also used to add Directory entries and to insert characters during text entry. In some modes, pressing the Insert key will alternate between insert and typeover functions during typing. The cursor will change height—short for typeover and tall for insert.

Line: allows attendant to make an outgoing (outside) call using a DXP Line Group.

Message: activates a message-waiting light at a station; activates the Take A Message window for text messaging.

Overflow: directs incoming calls to an overflow attendant during peak activity. Calls will ring at both stations simultaneously.

Page: allows attendant to choose a zone in which a paging announcement will occur. After zone is activated, announcement can be made.

Park: activates the Park Orbit window, allowing you to place a call in one of nine park orbits.

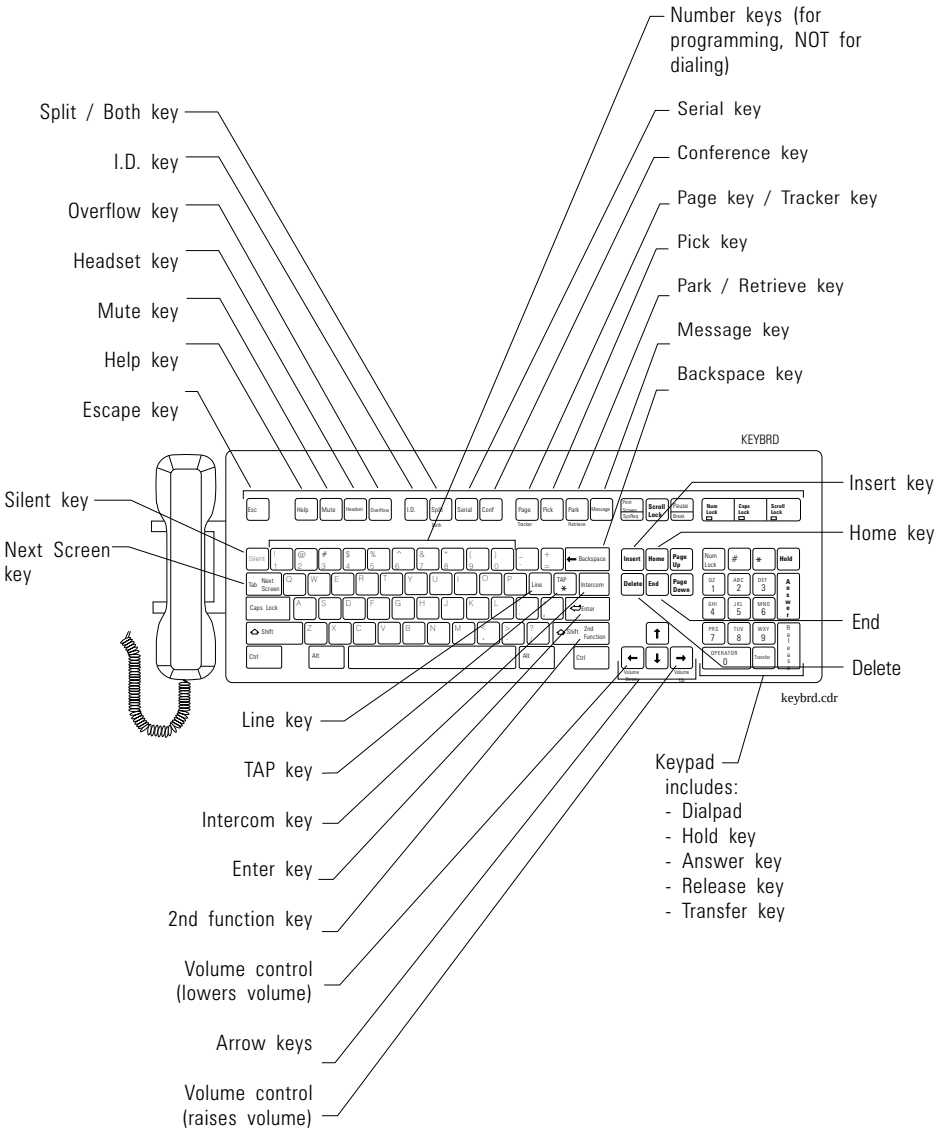
Pick: performs a directed call pick up of a call ringing at another extension.

Release: disconnects current call.

Retrieve: retrieves a call from park orbit. Activated by pressing **Shift/2nd Function** key and **Park** key simultaneously.

Serial: places a call in a series of transfers (to a maximum of three intercoms within the system).
Shift/2nd Function: accesses a key's secondary function (e.g. Retrieve is the secondary function on the Park key) when held down during key selection.
Split: allows attendant to alternate between the current call and the last call that was placed on hold. When one of the calls is activated, the other is automatically placed on hold.
Silent: silences currently ringing call.
Tab/Next Screen: moves cursor to next screen or window.
Tap: retrieves the last call placed on hold, transferred, or parked in orbit.
Tracker: used to page someone using Comdial's Tracker on-site paging sysem (optional).
Transfer: transfers current call to another station.
Volume (Up/Down): controls volume of ringer, handset, and headset (used in conjunction with the "Set Volume" feature in the Options pull-down menu to set default volume levels).

NOTE: Use keypad numbers on the far right of the keyboard for dialing numbers; use number keys above the letter keys to enter numbers during programming modes (such as setting the time and date, entering speed dial numbers, etc.)



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2 Handling Calls

2.1 The Intercom Window

The Intercom window displays the current status of 50 to 480 intercom numbers at one time. The optional name display mode will show the status of up to 100 intercom numbers that have been assigned names (*see page 2 - 12*). The names displayed correspond to the station names assigned during DXP programming and are downloaded to your system automatically during start-up; they do not reflect the names assigned by the PC Attendant in the Attendant's Directory. It is a good idea to program the names in the Attendant's Directory so that they match the DXP-programmed names. If you increase the number of lines displayed to 50 (*see page 1 - 2*), you can see all 480 intercom numbers on the screen.

2.1.1 Intercom Screen Attributes

You can determine the status of any intercom simply by noticing how the intercom designation (either name or number) appears in the Intercom window. The following chart lists the screen attributes that pertain to both color and monochrome monitors.

State	Color Monitor	Monochrome Monitor
Idle	White on Blue	Regular Intensity
Ringing	Flashing White on Red	Flashing Bar with Black Type
Busy	Black on Red	Bar with Black Type
Do Not Disturb	Yellow on Blue	High Intensity
Message Waiting	To: White on Green From: Red on Green	Flashing Regular Intensity
More Info	Light Blue on Blue	Underline
No Telephone	Black on Blue	Regular Intensity

NOTE: Screen attributes may vary. See the Intercom window Help screen for your system's current attribute settings. Also, if you are using a monochrome monitor, you may need to adjust the screen (using the contrast and brightness knobs on your monitor) to display the screen attributes correctly.

2.1.2 Intercom Status

If the screen attribute for an intercom indicates "More Info" (see table in section 2.1.1), you can go to the Intercom Status window for that intercom to determine if the station is forwarded, locked, or disabled.

- *To determine the intercom status,*

  1. use the arrow keys or the mouse to move the cursor to the intercom designation (name or number) on the screen list,
  2. press Enter or click the left mouse button. You will see a list of possible intercom status designations with Yes or No tags that tell you whether a feature is turned on or off for that particular extension.

- *To return to the Intercom window, press* **Esc**.

If your system has more than 160 extensions, you may need to view the higher-numbered extensions. To view these numbers at any time, use the arrow keys to move the cursor beyond the right edge of the window.

- *To move the cursor to the highest-numbered intercom (which appears at the end of the intercom list), press* **End**.

- *To move the cursor to the lowest-numbered intercom (which appears at the beginning of the intercom list), press* **Home**.

- *To delete unassigned intercom numbers from your screen,*

  1. with the cursor in the Intercom window, press **Delete**,
  2. type the number that begins the range of numbers to be deleted,
  3. press **Enter**,
  4. type the number that ends the range of numbers to be deleted,
  5. press **Esc** to reconfigure your Intercom window.

NOTE: If you need to add intercom numbers to your screen, follow the above procedure, but press* Insert *instead of* Delete *to initiate the feature.

2.1.3 Intercom Name/Number Selection

The "ITCM Name/Number" selection on the **Options** pull-down menu allows you to change how the system intercoms are displayed in the Intercom window—by name or by number.

- *To activate the* **Options** *pull-down menu from the Intercom window,*

  1. press **Esc**,
  2. use the arrow buttons or the mouse to position the cursor on **Options**,

     —OR—
     press the letter "**O**,"
  3. press **ENTER**.

- *When the* **Options** *menu appears,*

  1. move the cursor to select ITCM Name/Number,
  2. press **Enter**.

2.1.4 Changing A Station's Class Of Service (COS)

You can change a station's COS value from the intercom status window. You might want to change a station's COS in order to change a person's toll restriction. This feature is protected by the station 10 system manager's password. You must enter this password before the COS value change takes effect. The default password is ✳#746✳.

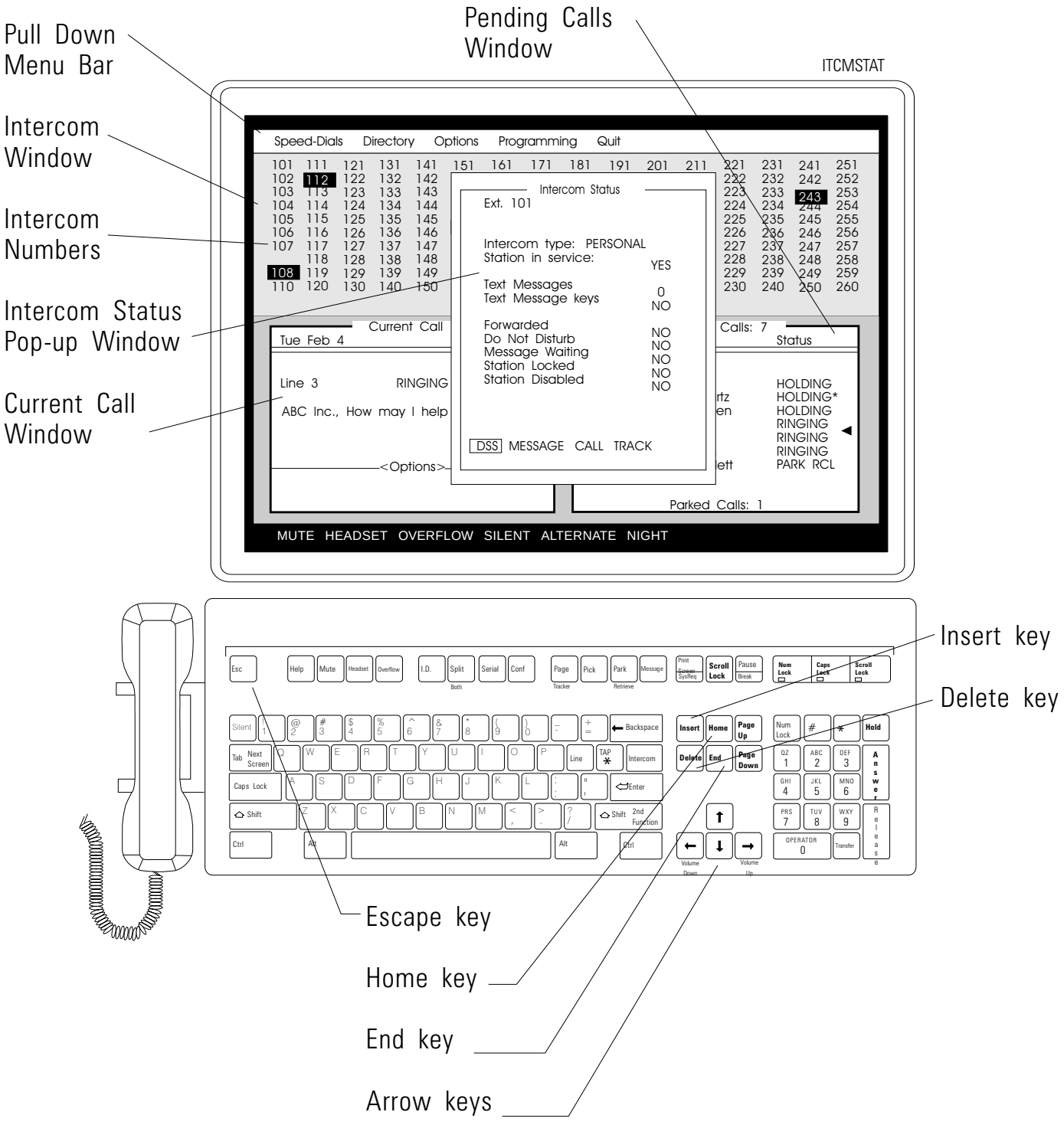
- To assign a new COS to a station from the Intercom Status window,

  1. use the arrow keys or the mouse to move the cursor to the intercom designation (name or number) that you want to change,
  2. press ENTER or click the left mouse button. You will see a list of possible intercom status designations with Yes or No tags that tell you whether a feature is turned on or off for that particular extension,
  3. press the up arrow key to move the cursor to the name field and then press the down arrow to move the cursor to the COS field,
  4. enter the desired COS value,
  5. press ENTER or click the left mouse button,
  6. press ESCAPE to exit the intercom status window,
  7. enter the station 10 system manager password when prompted. An incorrect password will cause an error message to be displayed. If you receive an error message, press any key to return to the password input prompt.

2.1.5 Changing A Station's Name

You can change a station's name from the intercom status window. This feature is protected by the station 10 system manager's password. You must enter this password before the name change takes effect. The default password is ✳#746✳.

- To assign a new name to a station from the Intercom Status window,
  1. use the arrow keys or the mouse to move the cursor to the intercom designation (name or number) that you want to change,
  2. press ENTER or click the left mouse button. You will see a list of possible intercom status designations with Yes or No tags that tell you whether a feature is turned on or off for that particular extension,
  3. press the up arrow key to move the cursor to the name field,
  4. enter the new name,
  5. press ENTER or click the left mouse button,
  6. press ESCAPE to exit the intercom status window,
  7. enter the station 10 system manager password when prompted. An incorrect password will cause an error message to be displayed. If you receive an error message, press any key to return to the password input prompt.


Pull Down Menu Bar
Intercom Window
Intercom Numbers
Intercom Status Pop-up Window
Current Call Window
Pending Calls Window
ITCMSTAT
Speed-Dials Directory Options Programming Quit
Intercom Status
Ext. 101
Intercom type: PERSONAL
Station in service: YES
Text Messages 0
Text Message keys NO
Forwarded NO
Do Not Disturb NO
Message Waiting NO
Station Locked NO
Station Disabled NO
DSS MESSAGE CALL TRACK
Current Call
Tue Feb 4
Line 3 RINGING
ABC Inc., How may I help
<Options>
Calls: 7
Status
HOLDING
HOLDING*
HOLDING
RINGING
RINGING
RINGING
PARK RCL
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT
Insert key
Delete key
Escape key
Home key
End key
Arrow keys

2.2 The Current Call Window

The Current Call window shows the status of the call currently in progress at the PC Attendant console.

When you are on a call or are receiving a call, the Current Call window displays the following information:

- *current call description and status (e.g. Line 1 Ringing),*
- *line greeting or intercom name,*
- *dialed digits or call in transfer,*
- *menu selectable options for the current call (such as Transfer, Park and Release). You may use these options instead of the keys for these features by positioning the cursor on the feature you desire (Transfer, for example) and pressing* **Enter** *to execute,*
- *number of text messages set for a station (when that station is on an intercom call).*

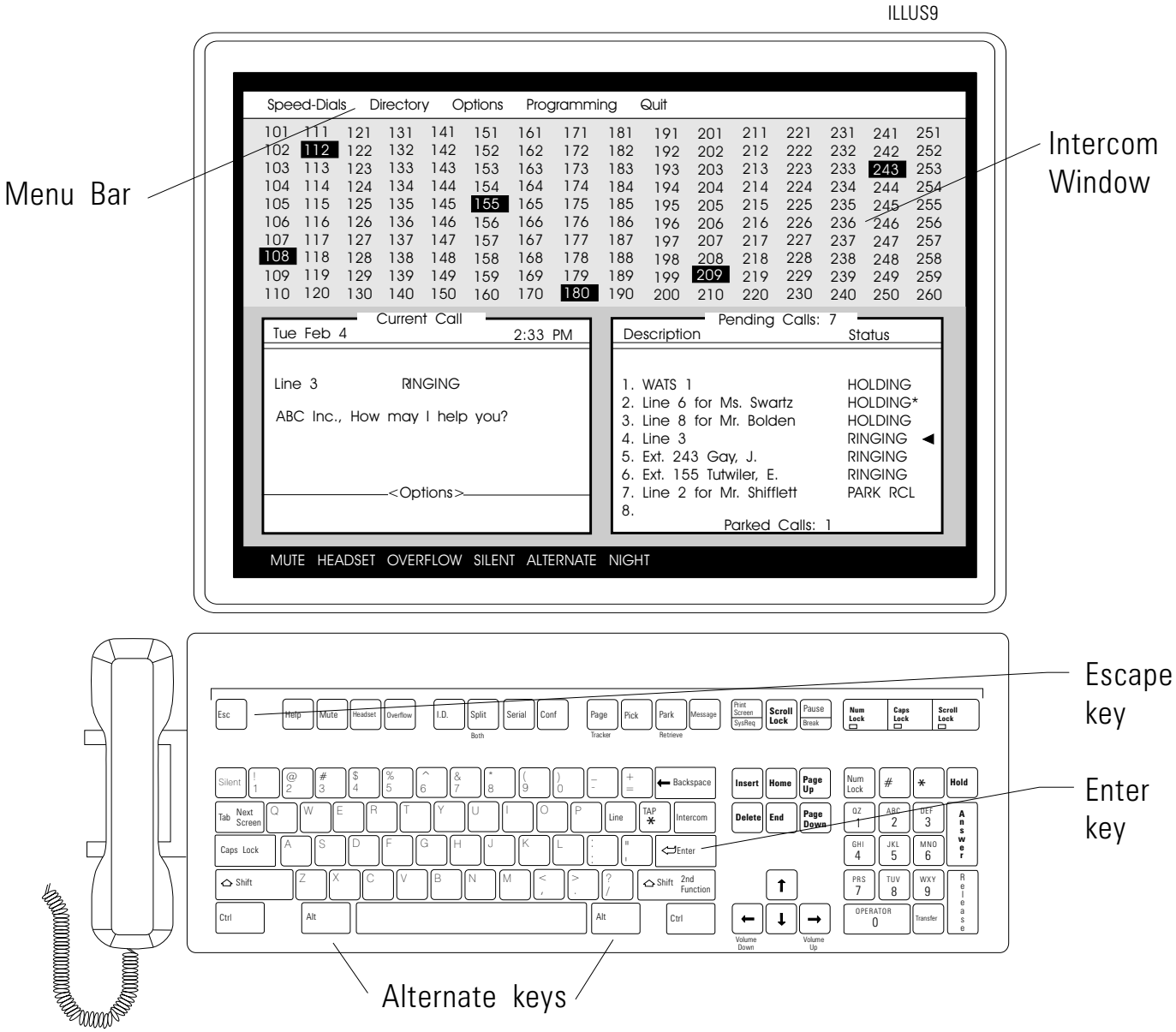
If there is no call in progress, the Current Call window displays the status of the call highlighted in the Pending Calls window (a call on hold, for example). If you move the cursor up or down in the Pending Calls window, the Current Call window changes to reflect the highlighted selection in the Pending Calls window.

2.3 The Pending Calls Window

The Pending Calls window shows the status of up to eight calls that are either ringing, holding, recalling, or currently connected to the PC Attendant station. Additional calls will not display in the Pending Calls window until one of the first eight calls is serviced. The pending call count at the top of the window shows the total number of pending calls waiting to be serviced.

When one or more calls are ringing at the PC Attendant station, a flashing arrow will appear to the right of the call that is audibly ringing (the highest- priority call). This is the call that will connect to the PC Attendant station when the **Answer** key is pressed. If you prefer to answer one of the other (lower-priority) calls ringing at your station, simply move the cursor in the Pending Calls window to highlight the call you want to answer and press **Enter**.

When one or more calls are holding at the PC Attendant station, an asterisk (∗) will be displayed next to the last call placed on hold. This is the call that will connect to the PC Attendant station when the **Tap** key is pressed. If you prefer to answer another held call (one with no asterisk next to it), simply move the cursor in the Pending Calls window to highlight the held call you want to answer and press **Enter**.


ILLUS9
Menu Bar
Intercom Window
Escape key
Enter key
Alternate keys
Speed-Dials Directory Options Programming Quit
Current Call
Tue Feb 4 2:33 PM
Line 3 RINGING
ABC Inc., How may I help you?
<Options>
Pending Calls: 7
Description Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Line 3 RINGING
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett PARK RCL
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

2.4 Line Access Window

The Line window is located under the options menu and displays the current status of up to 48 lines. As an alternative to the Line window, the optional name display mode will show the status of up to 48 lines with their associated names. The default number of lines displayed on the PC Attendant screen is 25; the display can be changed to show either 43 or 50 lines (*see page 1 - 2)*. You can switch between number and name display mode by using the Line Name / Number selection of the Options pull down menu.

The line window appears in the right hand corner of the Intercom window and automatically sizes itself depending upon the number of lines used. You can determine the status of a given line by noticing how the line designation appears in the Line window. The following chart lists the screen attributes that pertain to both color and monochrome monitors.

State	Color Monitor	Monochrome Monitor
Idle	Black on Cyan	Regular Intensity
Ringing	Flashing White on Red	Flashing Reverse Video
Busy	Black on Red	Reverse Video
On-Hold	Cyan on Black	High Intensity
Recalling	Flashing Red on Cyan	Flashing

2.4.1 Line Status Menu

The Line Status menu gives detailed information on the status of a particular line; it also gives the attendant the choice of testing that line or picking it up.

NOTE: You only need steps 1 – 4 if the line window is not currently being displayed.

- *To access the line status menu,*

1. activate the Options menu,

2. press **ALT–O** and press **Enter**,

   —OR—
   press **Esc** to move the cursor into the menu bar from the main screen; position the cursor on "Options," and press **Enter**,

3. move the cursor to highlight Line Access,

4. press **Enter** (move the cursor into the line window if necessary),

5. select line,

6. press **Enter.**

2.4.2 Test Busy

You can check the status or accessibility of any DXP line from the PC Attendant console.

NOTE: You only need steps 1 – 4 if the line window is not currently being displayed.

- **To check line status,**

  1. **activate the Options menu,**

  2. **press ALT–O** and press **Enter**,

     —OR—
     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Options", and press **Enter**,

  3. move the cursor to highlight Line Access,

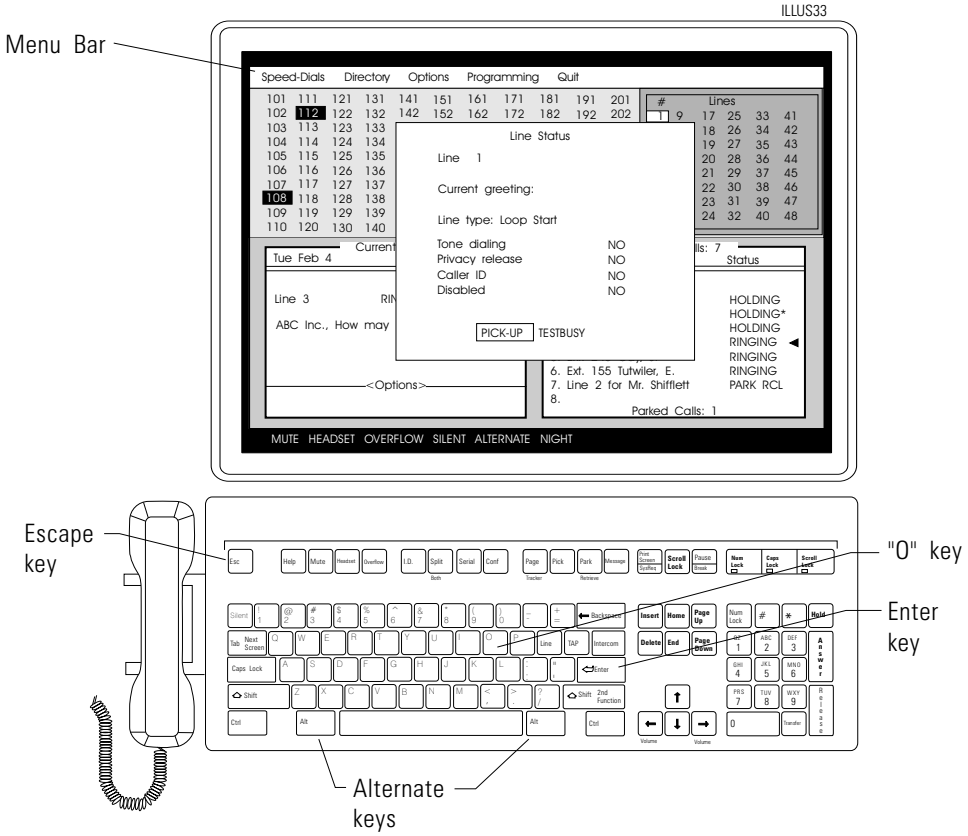
  4. press **Enter**,

  5. select line,

  6. press **Enter**,

  7. after Line Status menu appears, highlight Test Busy,

  8. press **Enter**.



2.5 Answering And Directing Calls

2.5.1 Answering Incoming Calls

When a call rings at the PC Attendant console, it will appear (with a description of its origin) in both the Current Call window and the Pending Calls window and will have a flashing arrow next to it. (It will also be an audibly ringing call.)

- *To connect this call to the PC Attendant station, press* **Answer**.

- *To connect another incoming call before connecting to the audibly ringing call, press* ***Tab/Next Screen*** *to activate the cursor in the Pending Calls window, move the cursor to select the call you wish to connect and press* **Enter**.

2.5.2 Holding Calls

Current calls can be put on hold at the PC Attendant station. The last call placed on hold will appear in the Pending Calls screen with an asterisk (*) next to it and can be reconnected by pressing the **Tap** key.

- *To place a current call on hold, press* **Hold**. *The call will appear in the Pending Calls window with an asterisk (*) next to it.*

- *To reconnect to this call, press* **Tap**.

- *To reconnect to any other call placed on hold at the PC Attendant station,*

  1. press **Tab/Next Screen** to activate the cursor in the Pending Calls window (if the cursor is not already in that window),
  2. move the cursor to select the holding call you wish to reconnect,
  3. press **Enter**.

2.5.3 Handling / Recalling Hold Calls

The DXP system programmer sets the hold recall timer as well as other system parameters that affect how calls are handled by the system.

After a call has been on hold for a pre-programmed length of time, the call will recall to the PC Attendant station, causing an audible signal to sound. The hold recall will also appear in the Pending Calls window with the indication "HOLD RCL" and a flashing green arrow next to it (if it is the highest priority call).

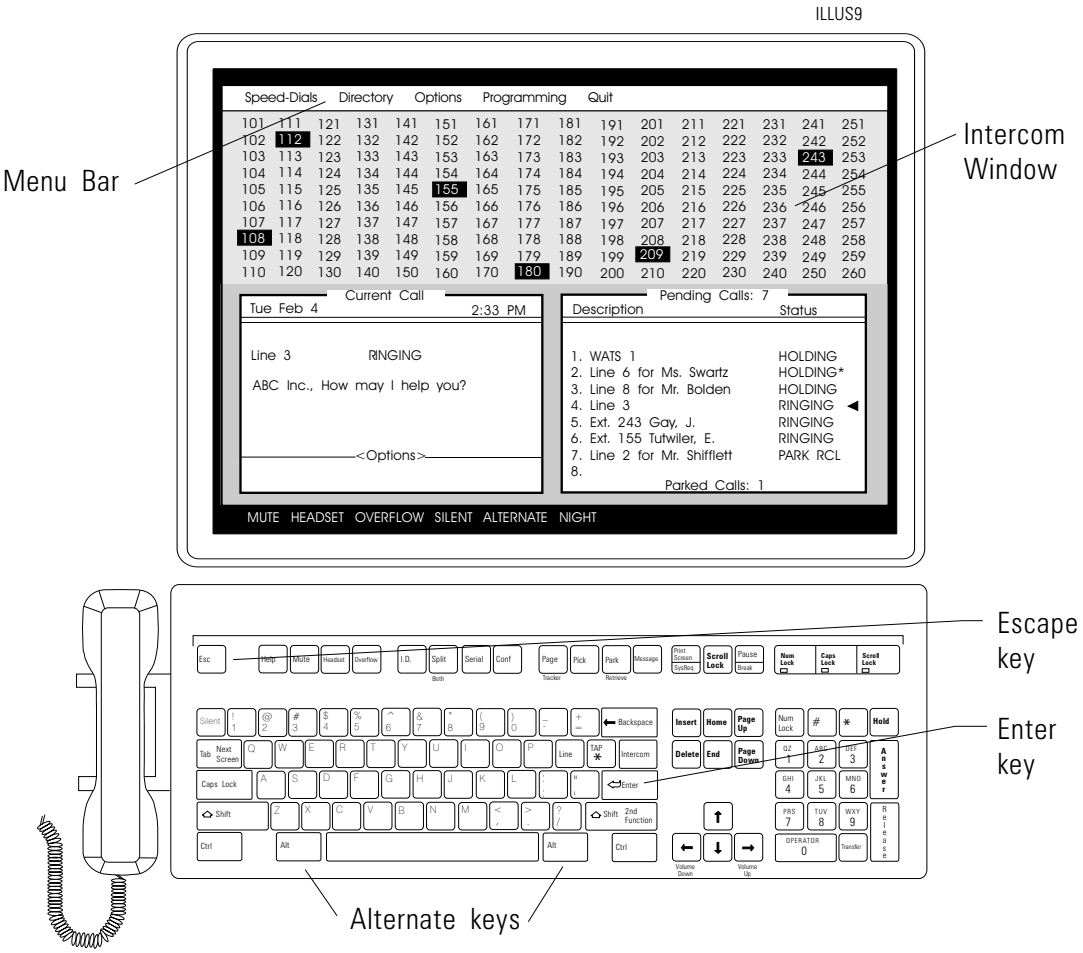
When more than one call is recalling from hold, the flashing arrow will appear next to the first call placed on hold.

- *To answer this hold recall call, press* **Answer**.

- *To answer any other hold recall,*

  1. press **Tab/Next Screen** to activate the cursor in the Pending Calls window (if not already activated there),
  2. move the cursor to select the holding call you wish to reconnect,
  3. press **Enter**.

After you reconnect the PC Attendant station to any held call, you may press **Hold** to return the call to hold status and thus restart the hold recall timer.



2.5.4 Parking Calls

A current call can be placed in one of nine "park orbits" within the system. This allows the call to be answered from any station if the person at that station knows the orbit code to dial in order to retrieve the call.

- *To place a call in a park orbit (while connected to the call),*

1. press **Park** to activate the Park Orbits window,
2. if necessary, move the cursor to select an available park orbit for the call,
3. press **Enter** (Make a paging announcement, if necessary, to tell the called party which park orbit the parked call is in.)**,**
4. **You may press Esc** to exit the Park Orbits window without parking the call.

A parked call will remain in park orbit for a set period of time. After that time is up, the call will recall to the PC Attendant station.

2.5.5 Retrieving Parked Calls

When a parked call recalls to the PC Attendant station, the Pending Calls window will display the call with the tag "PARK RCL" and a flashing arrow (if it is the highest priority call).

- *To answer a park recall, press* **Answer**.

Calls placed in Park Orbit can be retrieved before they are "timed out" of Park Orbit and recalled to your station.

- *To retrieve any parked call,*

1. press **Shift/2nd Function** and **Park** at the same time (this activates the **Retrieve** function),
2. position the cursor in the Park Orbits window on the call you wish to retrieve,
3. press **Enter**.

2.5.6 Transferring Calls

You may transfer a current call to any intercom within the system.

- *To transfer a current call,*

  1. while on the call, press **Trans** and dial intercom number using the dial pad, or type in the name of the station user receiving the call and press **Enter**. (Once you type in the first initial of the name, the system will display all of the names beginning with that letter—in case you are unsure of a name's spelling),
  2. for an *unscreened transfer*, press **Release** to complete the transfer after you hear ringing at the called station,
  3. for a *screened transfer*, wait for the called party to answer, announce the call, then press **Release** to complete the transfer.

If you attempt to make a screened transfer and there is no answer at the called station, you can return to the call by pressing **Tap**.

If you make an unscreened transfer to a station that does not answer the transfer call, the transfer will recall to the Attendant's station after a set period and will appear in the Pending Calls window as a transfer recall.

- *To answer a Transfer Recall, press* **Answer**.

NOTE: If you need to retrieve an unanswered transfer call before it recalls to your station, you may use the PICK feature, which is described in the chapter titled "Using The PC Attendant's Other Features." Transferring calls using the the Dial-By-Name feature is also discussed in that chapter. You can also use the TAP key to retrieve a transferred call before it is answered.

2.5.7 Using The Pager—Tracker

The *Tracker* paging system allows you to send either an alphanumeric or numeric (depending upon the pager) message to a pocket-pager assigned to a DXP extension. The **Track** option on the Intercom-status window only appears if that intercom number has *Tracker* enabled.

- *To send a message through Tracker using the Intercom-status window,*

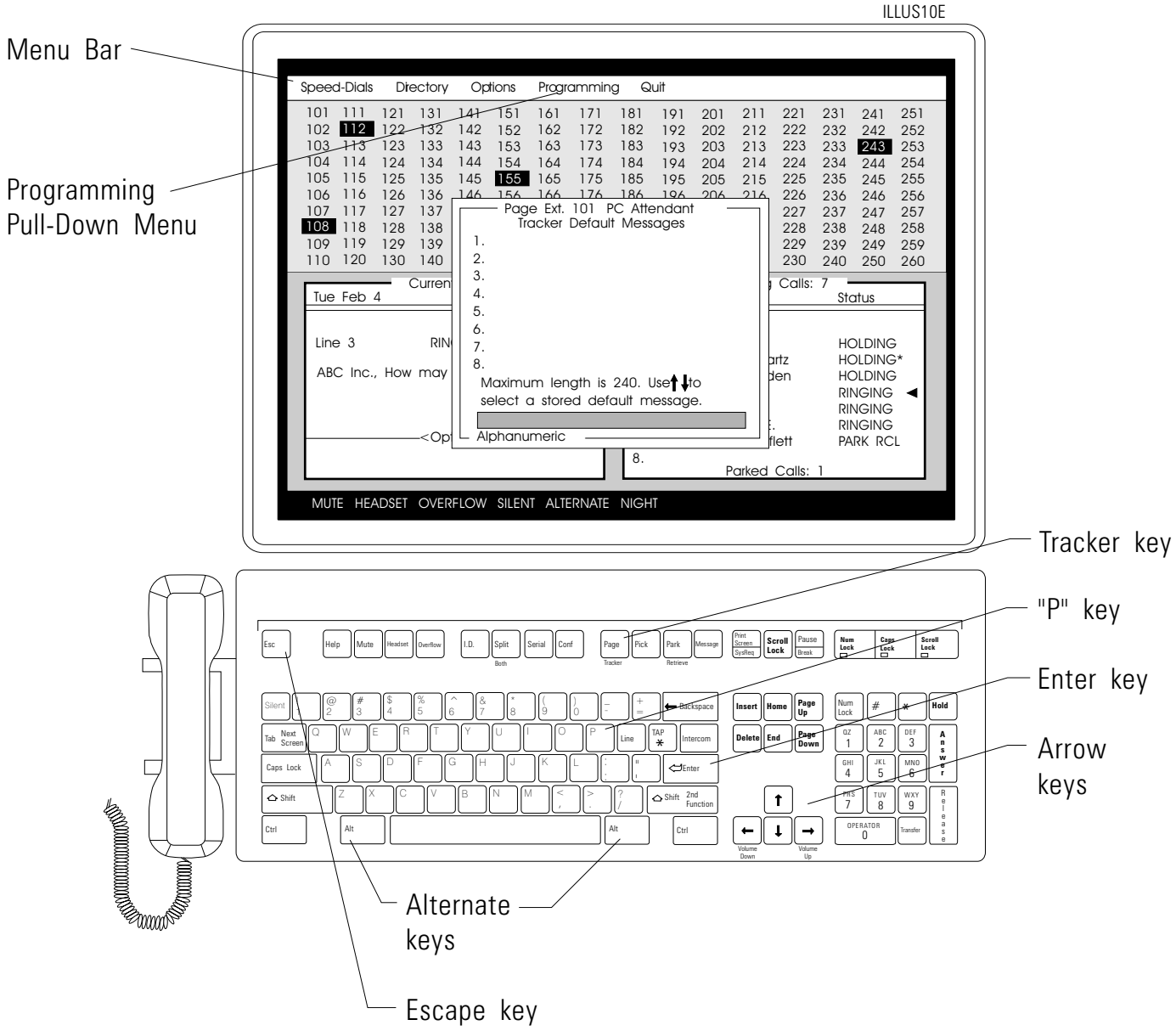
  1. use the arrow keys or the mouse to move the cursor to the intercom designation (name or number) on the screen list,
  2. press **Enter** to access the Intercom-status window,
  3. move the cursor to highlight **Track**,
  4. after Tracker menu appears, select appropriate pre-set message using the up and down arrow keys (the system will display only messages that match the pager type; also, you can edit a defaulted message once you select it),
     —OR—
     type new message,
  5. press **Enter** to send the message.

NOTE: Some pagers accept longer messages than the PC Attendant's screen allows; for these pager types the message scrolls to the left as you enter message information.

- *To send a message through Tracker using the Tracker key,*

  1. use the arrow keys or the mouse to move the cursor to the intercom designation (name or number) on the screen list,
  2. press and hold the **Shift** key,
  3. press **Page (Tracker)** key**,**
  4. **after Tracker menu appears, highlight appropriate pre-set message using the up and down arrow keys (the system will display only messages that match the pager type; also, you can edit a defaulted message once you select it),**
     —OR—
     type new message,
  5. **press Enter** to send the message.

NOTE: Some pagers accept longer messages than the PC Attendant's screen allows; for these pager types, the message scrolls to the left as you enter message information.


ILLUS10E
Menu Bar
Programming Pull-Down Menu
Speed-Dials
Directory
Options
Programming
Quit
Page Ext. 101 PC Attendant
Tracker Default Messages
Maximum length is 240. Use to select a stored default message.
Alphanumeric
Tue Feb 4
Status
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT
Tracker key
"P" key
Enter key
Arrow keys
Alternate keys
Escape key

2.6 Making Calls

2.6.1 Making Intercom Calls

- *To call another station,*

  1. press **Intercom**,
  2. dial intercom number,

     —OR—

     position cursor on desired intercom number in Intercom window,
  3. press **Enter** twice,

     —OR—

     use the mouse to select the intercom number from the Intercom window,
  5. click the left mouse button twice.

2.6.2 Making Outside Calls

- *To make an outside call,*

  1. press **Line**,
  2. dial number from dial pad.

2.6.3 Creating Conference Calls

From the PC Attendant console, you may initiate a conference call for up to five parties if you are using the DXP, or up to seven parties if you are using the DXP *Plus* (the call can consist of any combination of outside and inside numbers, or can consist of inside numbers only).

- *To create a conference call,*
  1. while on current call, press **Conf**,
  2. dial intercom call (intercom tone is automatic) or press **Line** for outside call,
  3. dial telephone number or intercom number from dial pad,
  4. after called party answers, press **Conf**,
  5. repeat procedure to create a conference for up to five conferees (including yourself).

Occasionally, you may be asked to set up a conference for other people and then (once the conference is established) leave the conference with the person who originally requested it.

- *To create an unsupervised conference,*
  1. confirm that conference is connected,
  2. press **#** (on the keypad).
- *To transfer a conference to another station,*
  1. confirm that conference is connected,
  2. add the desired station into the conference using the steps described above,
  3. when called station answers, announce that the conference is arranged and press **#** (on the keypad). The conference will then connect to the called station.
- *To park a conference call in a park orbit for pick up at any station,*
  1. while connected to the conference, press **Park** to activate Park Orbits window,
  2. move the cursor to the desired park orbit,
  3. press **Enter**. (Make a paging announcement if necessary to tell the called party which park orbit the parked conference is in.)

2.6.4 Disconnecting From A Call

When you complete a call or a transfer, you will need to disconnect from the call.

- *To disconnect a current call from the PC Attendant console, press* **Release** *or click the right-hand mouse button once.*

2.7 Using The Pull-Down Menus

The *Total Control* PC Attendant console is equipped with on-screen pull-down menus that allow you to perform a variety of system operations and programming functions. The menus are as follows (in order from left to right in the top bar of the main screen):

— Speed Dials
— Directory
— Options
— Programming
— Quit

- *To access the pull-down menus,*

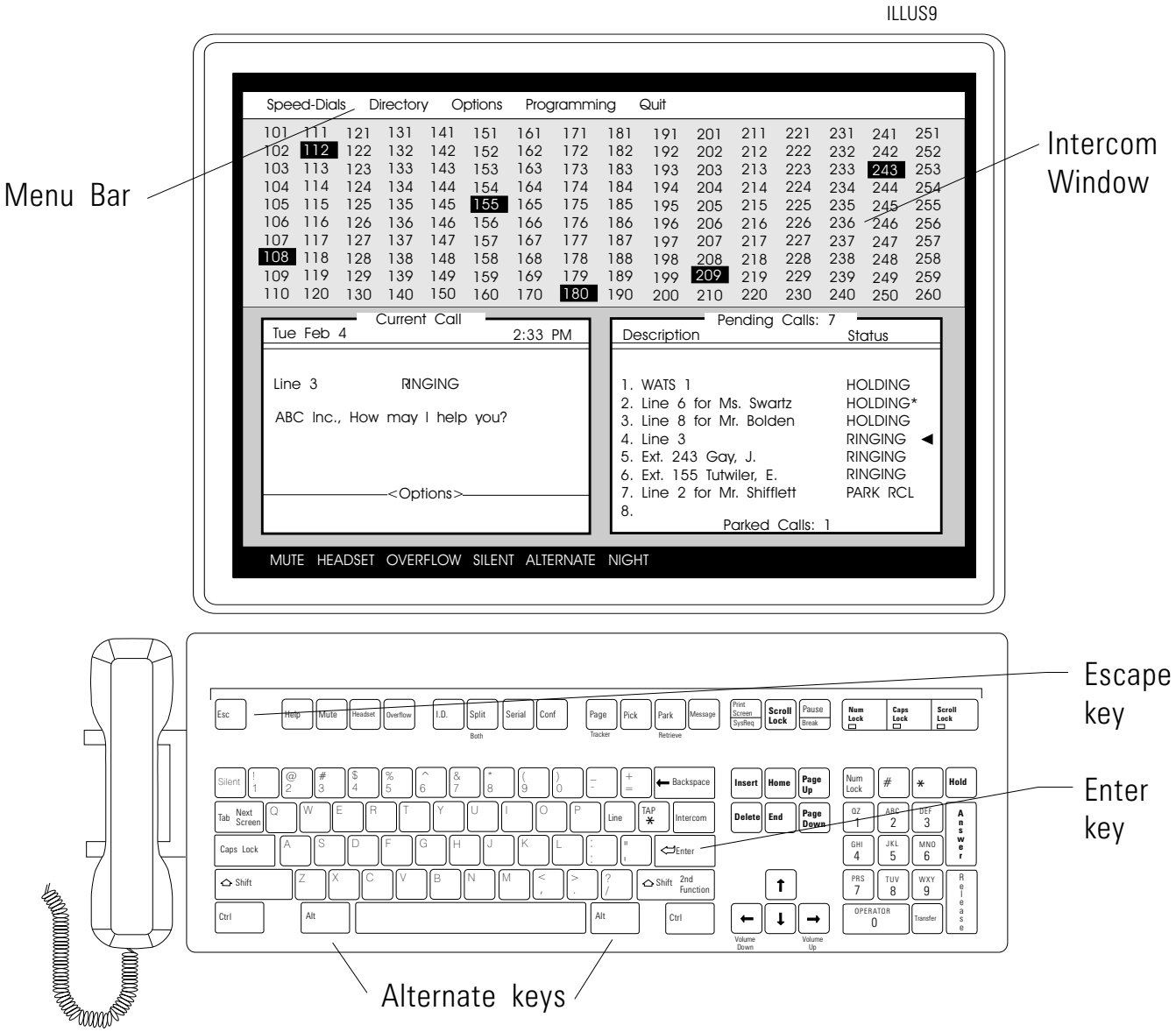
  1. press **Alt** and the first letter of the menu name simultaneously (e.g. press **Alt**-**P** for the Programming menu),
     —OR—
  2. press **Esc** to move the cursor into the pull-down menu bar at the top of the main screen,

     position the cursor on the menu you wish to view,
     press **Enter** (a pull-down menu will appear),
     move the cursor to the feature you wish to access,
     press **Enter**. A feature window will appear.

- *To exit a pull-down menu, press* **Esc**. *(Press* **Esc** *again to return the cursor to the Intercom window on the main screen.)*

NOTE: You may also use the mouse to access the pull-down windows by pointing and clicking on the desired menu heading and menu selections. To exit the menus with the mouse, click outside the menu on to another main window.

ILLUS9


Menu Bar
Intercom Window
Escape key
Enter key
Alternate keys
Speed-Dials Directory Options Programming Quit
Current Call
Tue Feb 4 2:33 PM
Line 3 RINGING
ABC Inc., How may I help you?
<Options>
Pending Calls: 7
Description Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Line 3 RINGING
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett PARK RCL
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

2.7.1 Using The Pull-Down Menu Features

Speed Dials

You can use the Speed Dials pull-down menu to view and/or dial one of 200 pre-programmed DXP system speed dial numbers.

Directory

Selecting the Directory pull-down menu activates a window that contains lines and columns for you to enter the appropriate intercom names and numbers for your system (see 3.1.4 “Directory—Creating And Editing”) . The Directory pull-down menu can be used to dial an intercom number—simply position the cursor on the desired number and press **Enter**.

The Directory is the source from which you dial when you activate the Dial-By-Name feature (discussed in the chapter titled *Using The PC Attendant’s Specialized Features*); however, the names assigned to intercom numbers displayed in the Intercom window are a product of DXP programming. It is a good idea, therefore, to enter the Directory names so that they coincide with the intercom names assigned during DXP programming. Obtain a list of intercom names from your system programmer or installer.

Options

The Options menu provides access to lesser-used options than those one-touch features found on the keyboard. Specific instructions on how to use the options are found in the *Using The PC Attendant’s Other Features* chapter of this guide, unless otherwise noted.

Line Access: Provides a visual indication of the status of the lines.

Paging: selecting this option allows you to choose a zone in which your announcement will be heard. (Zone 1 is typically used for all-call paging.)

Park Retrieve: activates the Park Orbits window, which tells you the location of currently parked calls awaiting service. For information on how to use this window to retrieve a parked call, refer to the *Using The PC Attendant To Answer, Direct, And Make Calls* chapter of this guide.

Alternate Mode: selecting Alternate Mode from the Options menu routes the functions of the PC Attendant to an alternate attendant. Choosing this option a second time returns all call activity to the PC Attendant console.

Night Mode: selecting Night Mode transfers the PC Attendant’s call activity to a designated night attendant station or to the DXP system, which sounds a tone when incoming calls are received so that the calls may be picked up from any telephone within the system or group.

ITCM Names/Numbers: selecting this option changes the current Intercom window display from names to numbers or from numbers to names. The names and numbers are supplied through DXP programming. If an intercom has no name assigned to it, only the number will appear when “Names” is selected.

Line Names/Numbers: selecting this option changes the current Line window display from names to numbers or from numbers to names. The names and numbers are supplied through DXP programming. If a line has no name assigned to it, only the number will appear when “Names” is selected.

PC Settings: allows you to activate a “screen saver” that should be turned on when the PC Attendant console is to be idle for a period of time.

Programming

The Programming menu allows you to access programming functions that set the System's parameters. The options include the following:

- **Set Date/Time**
- **Set Volume**
- **Speed Dials**
- **Line Greetings**
- **Other Greetings**
- **Text Messaging**
- **Keyboard Macros**
- **Tracker**

NOTE: Please refer to the Setting System Parameters chapter of this guide for information on how to use the features in the Programming menu.

Quit

Selecting **Exit PC Attendant** allows you to exit the PC Attendant system so that DXP system programming can occur (this is an installer activity).

To exit the PC Attendant console, choose **EXIT PC Attendant** from the Quit pull-down menu.

Re-enter the system by following the procedure outlined under "Installing The Software" in the chapter entitled *Getting Started*. The PC Attendant console will be unable to perform any attendant functions until the software is installed.

2.8 Setting The System Parameters

2.8.1 The Programming Menu

The system parameters on the following pages are set through the options on the Programming pull-down menu. Be sure to use only the number keys above the letter keys on the keyboard for programming; the dial pad numbers on the right side of the keyboard are for dialing only.

- *To access the Programming pull-down menu*,

  1. press **ALT-P** and press **Enter**,

     —OR—

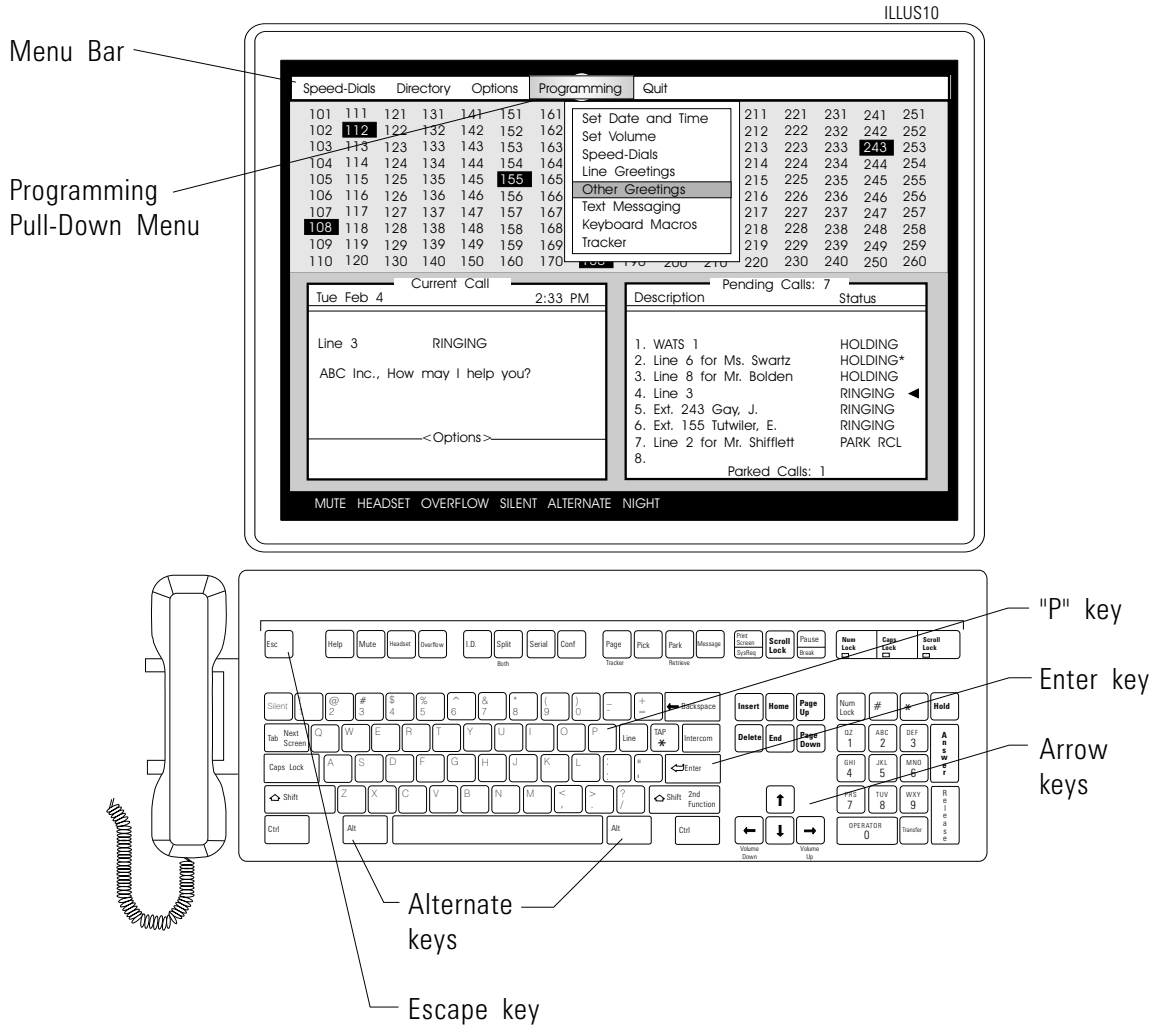
     press **Esc**,

  2. using the arrow keys, position the cursor on "Programming" in the menu bar,

  3. press **Enter** (the programming menu will appear),

  4. move the cursor to the feature you wish to activate,

  5. press **Enter**. A feature window will appear.



2.8.2 Setting The Date And Time

The current date and time appear in the Current Call window when the main screen is displayed.

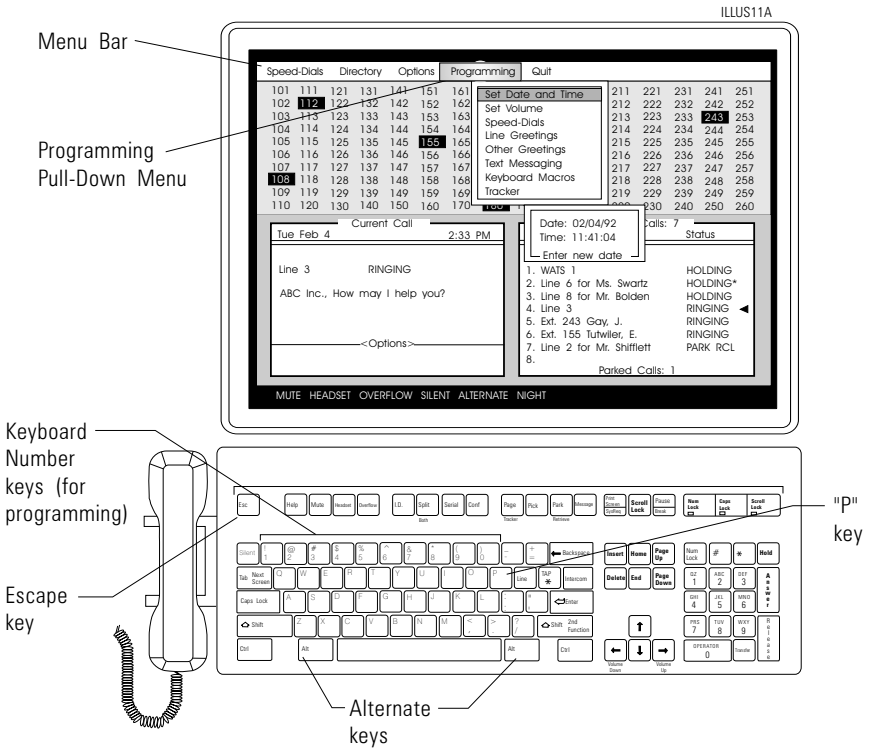
- *To change the date and time,*

1. activate the Programming pull-down menu,
2. press **ALT-P** and press **Enter**,

   —OR—

   press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
3. move the cursor to highlight "Set Date and Time,"
4. press **Enter** (a small Date and Time window will appear),
5. type in the new date,
6. press **Enter** to position the cursor on the "Time" line,
7. type in new time,
8. press **Enter** to save the changes (Date and Time window will disappear),
9. press **Esc** twice to return the cursor to the Intercom window. The corrected date and time will now appear in the Current Call window.

NOTE: This change also resets the DXP system date and time designation.



2.8.3 Setting The Volume

The PC Attendant's handset and headset have a single volume control with seven separate levels that can be adjusted through the Programming menu option "Set Volume." As well, the ringer volume at the PC Attendant console can be adjusted separately through this menu option.

- *To change the handset/headset or ringer volume,*

  1. activate the Programming pull-down menu,

  2. press **ALT-P** and press **Enter**,

     —OR—
     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,

  3. move the cursor to highlight "Set Volume,"

  4. press **Enter** (a small window containing volume designations for the handset/headset and ringer will appear),

  5. use the left and right arrow buttons to increase or decrease the volume for the handset/headset,

  6. press **Enter** (the cursor will move to the ringer volume line),

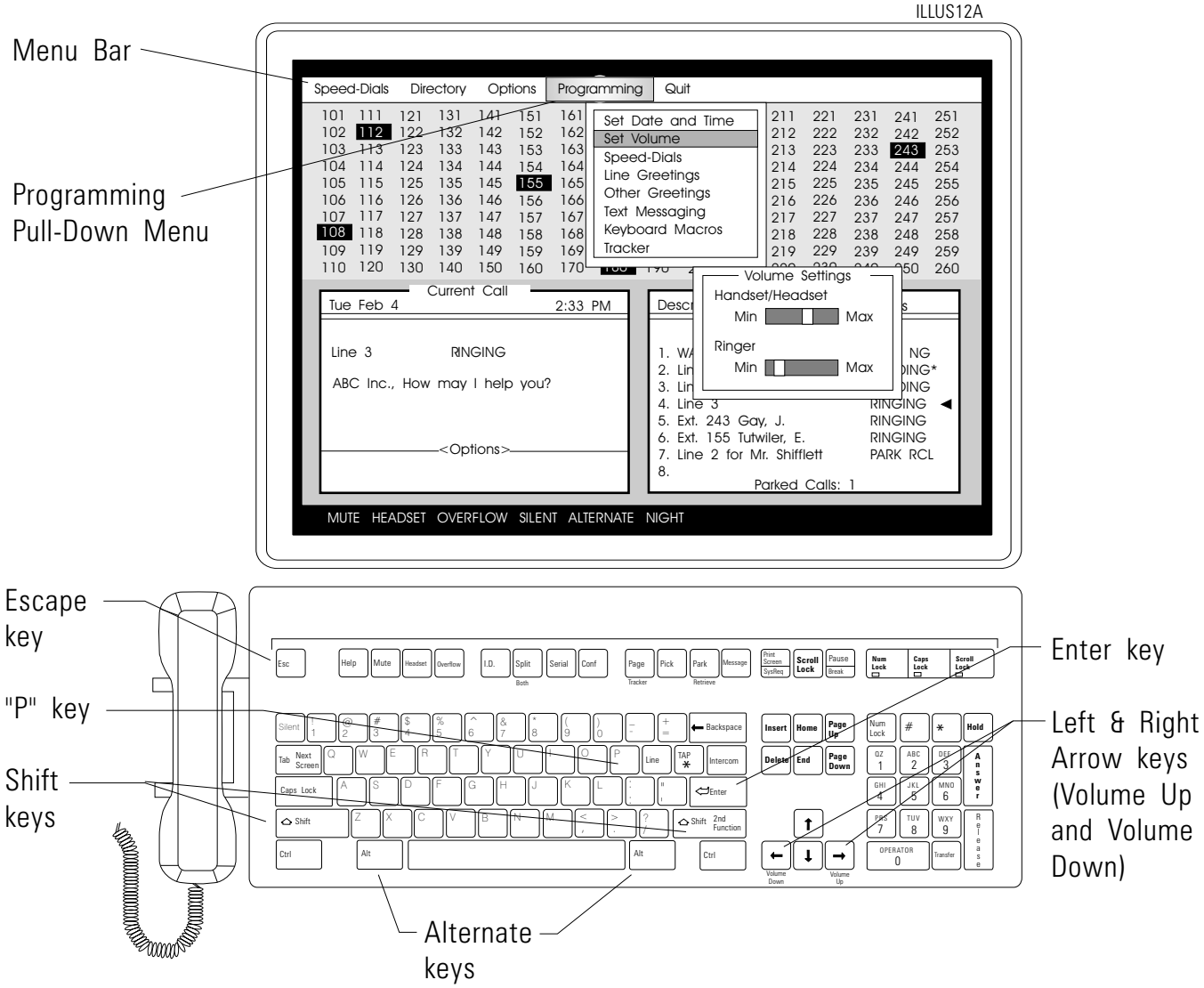
  7. adjust the ringer volume,

  8. press **Enter** to save the volume changes and return to the programming menu,

  9. press **Esc** twice to return the cursor to the Intercom window. The change in volume will remain until you elect to change it again.

NOTE: If you activate the Volume window and decide not to change the volume settings, simply press Esc twice to return to the Intercom window.
Also, headset and handset volume can be adjusted at any time (e.g. while you are on a call) by pressing Shift and the left or right arrow key. This setting remains for the duration of the current call. After the current call is complete, the headset and handset volume revert to the settings found in the programming pull-down menu.

ILLUS12A



12a

2.8.4 System Speed-Dial Directory—Editing and Creating

System speed dials (the DXP system provides 200 such numbers, the DXP *Plus* allows for 500) allow you and the other users in your system to make outside calls without dialing an entire telephone number. The Speed Dials option on the Programming pull-down menu allows you to program or edit speed dial numbers. If your system has software release 7A or later, you must enter your station 10 password to edit speed dial numbers. This is not required on systems using earlier software.

- *To create or edit a system speed dial,*

1. activate the Programming pull-down menu,

2. press **ALT-P** and press **Enter**,

   —OR—

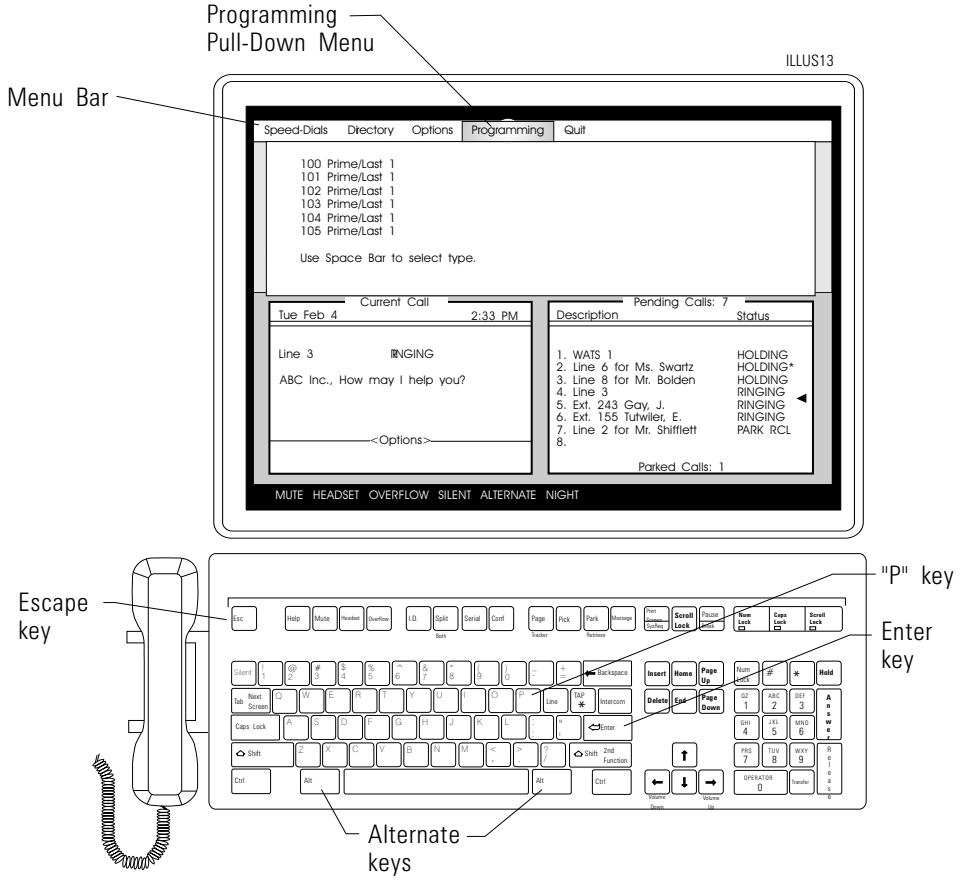
   press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,

3. move the cursor to highlight "Speed Dials,"

4. press **Enter,**

5. type the correct information in the cells provided. Move among the cells using the **Enter** key, and the **Shift/2nd Function** key (held down) and the **Tab** key together.

NOTE: Refer to the chapter titled* Using The PC Attendant's Specialized Features *for information on speed-dialing from the PC Attendant console.



2.8.5 Line Greetings

As an attendant, you may be called on to answer lines for many different departments or divisions within the same company, or you may need to answer telephones for more than one company. When call traffic is heavy, it's not always easy to remember what you are supposed to say when answering a particular line (for example, "ABC Marketing" may be the required greeting on one line, and "ABC Company—How may I direct your call?" may be required on another).

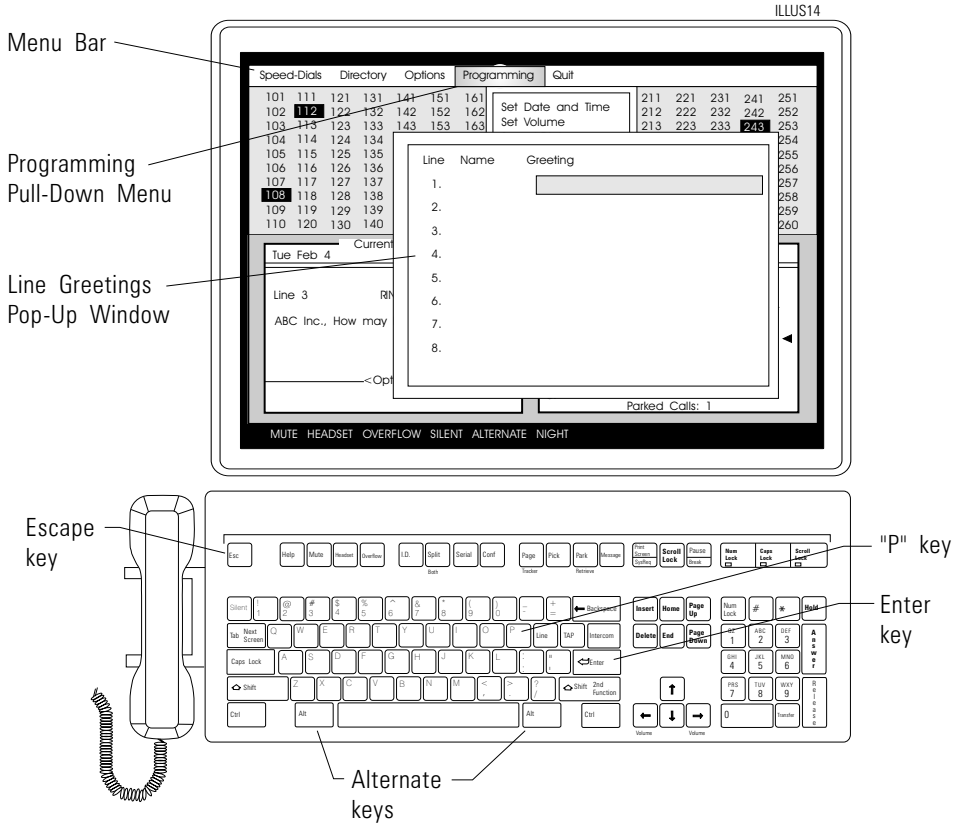
Line greetings are designed to give you an immediate indication of the greeting required for a particular line.

- *To program line greetings for the different lines within your system,*
  1. activate the Programming pull-down menu,
  2. press **ALT-P** and press **Enter**,

     —OR—

     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
  3. move the cursor to highlight "Line Greeting,"
  4. press **Enter**,
  5. type the line greetings necessary for each line,
  6. press **Enter** (cursor will move down the line list),
  7. type other greetings or press **Esc** to exit.

NOTE: Lines are numbered 1, 2, 3, etc. and correspond directly to your outside incoming lines; entering the phrase "Hello, how may I help you?" on line 1 of the window will cause that phrase to appear in the Current Call window when an outside call rings on Line 1.



2.8.6 Other Greetings

When a system has DID (Direct Inward Dialing) lines, those lines can be set by your installer to ring directly at the PC Attendant. If the DID lines come to the PC, you can set different greetings for each DID line.

- *To program greetings for DID lines,*

  1. activate the Programming pull-down menu,

  2. press **ALT-P** and press **Enter**,

     —OR—
     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,

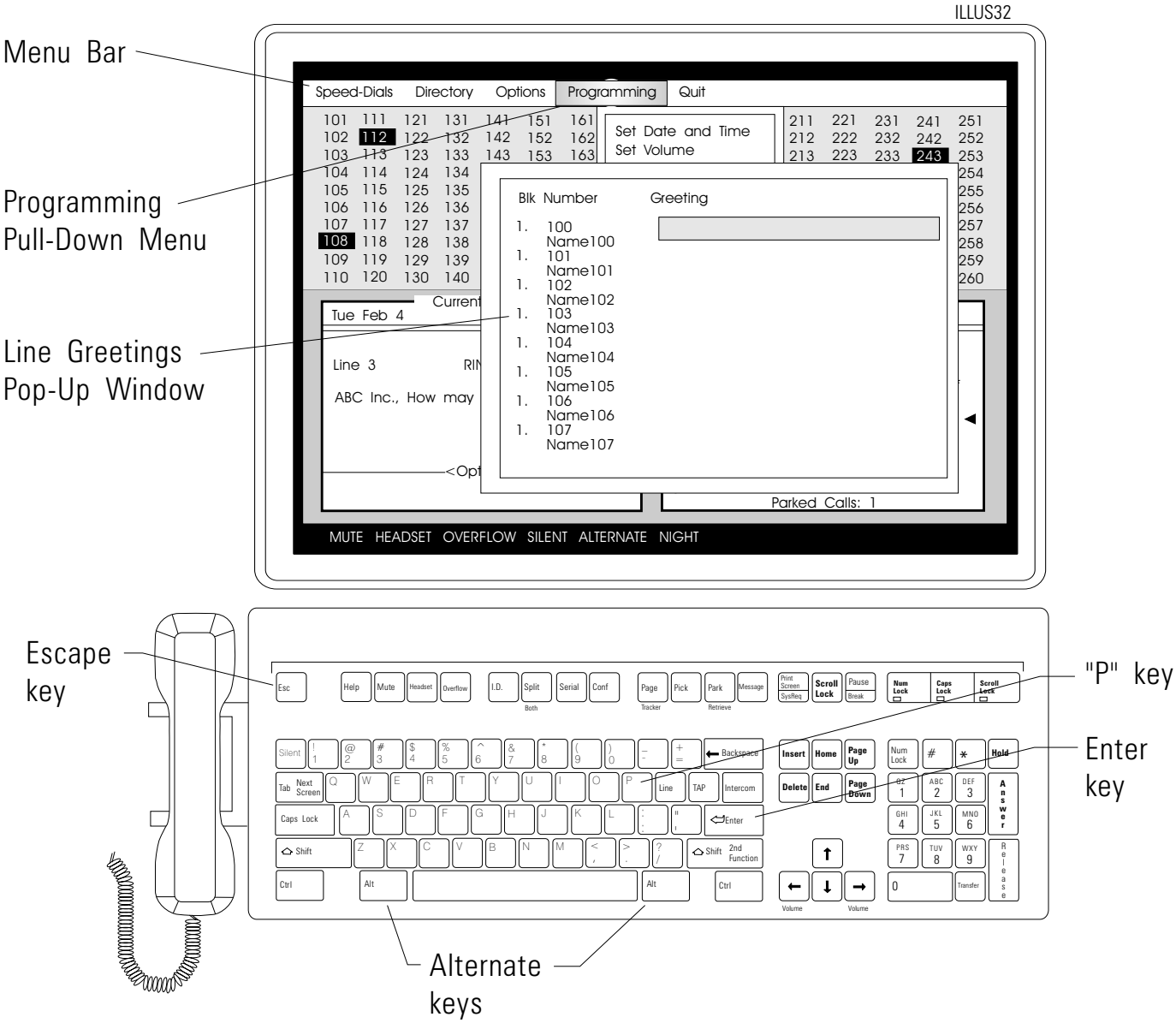
  3. move the cursor to highlight "Other Greetings,"

  4. press **Enter**,

  5. type the greetings necessary for each DID number,

  6. press **Enter** (cursor will move down the line list),

  7. type other greetings or press **Esc** to exit.


ILLUS32
Menu Bar
Programming Pull-Down Menu
Line Greetings Pop-Up Window
Escape key
"P" key
Enter key
Alternate keys
Speed-Dials
Directory
Options
Programming
Quit
Set Date and Time
Set Volume
Blk Number
Greeting
Tue Feb 4
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

2.8.7 Keyboard Macros

The Macro Programming menu allows you to program up to 10 custom key–sequences (each containing up to 20 entries) that you can then play back with single–key access. You can set a keyboard macro to perform any one of several functions, (ALT 1 = Hold, ALT 2 = Tap, ALT 3 = Transfer, for example). If you insert more than 20 entries, the system will automatically drop the last event (number 20) when you insert the new one.

- *To program a keyboard macro,*

1. activate the Programming pull-down menu,
2. press **ALT-P** and press **Enter**,

   —OR—

   press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
3. move the cursor to highlight "Keyboard Macros,"
4. press **Enter**,
5. highlight the macro key you wish to program,
6. press **Enter**—the macro editing window for that macro appears.

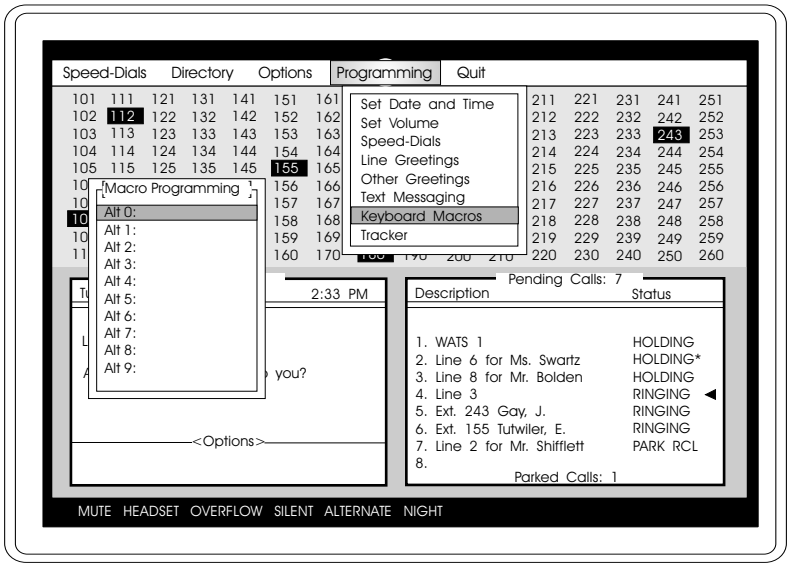
NOTE: You can give the macro a name by highlighting it and entering a name from the keyboard. You can use all string editing keys (backspace, insert, delete, for example).

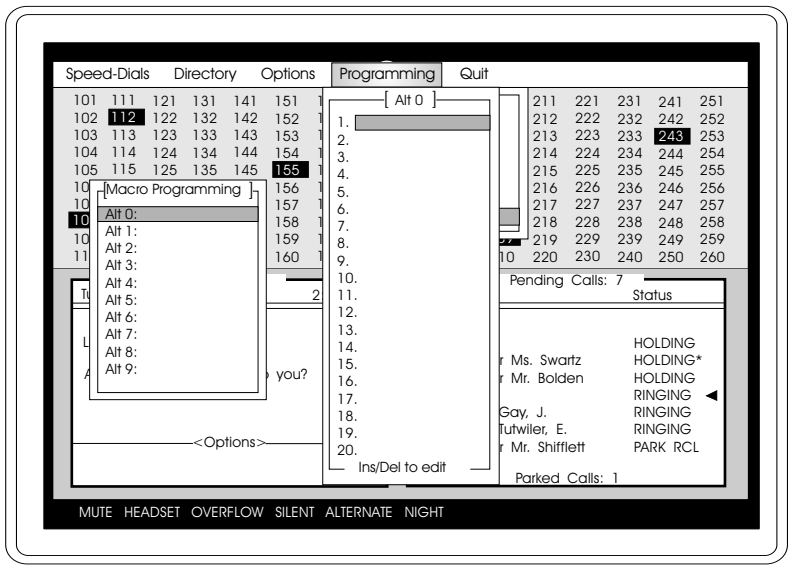
7. from the macro editing window, highlight the macro you want to edit,
8. press **Enter**,
9. use the up and down arrow keys to highlight an entry,
10. press insert to add a new event,

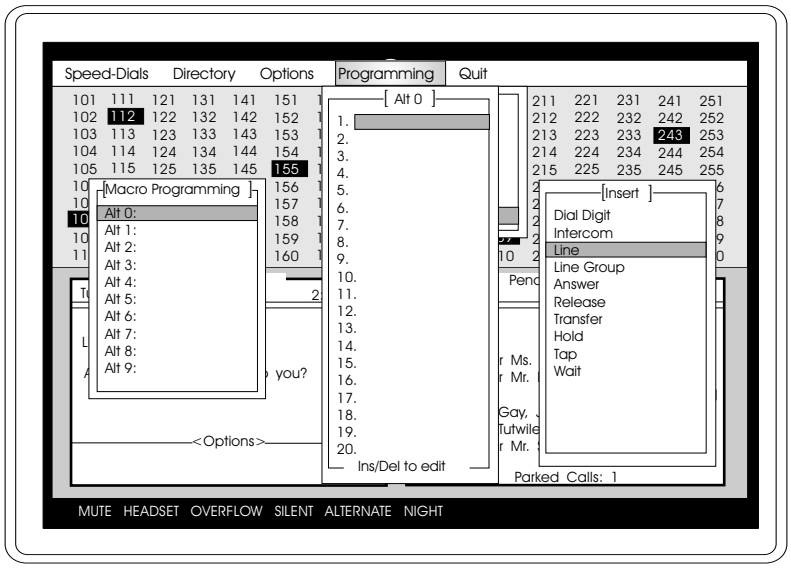
    —OR—

    press delete to remove an entry,
11. from the Insert window, highlight the event you wish to insert (If the selected event requires extra information, a field will appear at the bottom of the window to enter that information.).

ILLUS10K


Speed-Dials
Directory
Options
Programming
Quit
Set Date and Time
Set Volume
Speed-Dials
Line Greetings
Other Greetings
Text Messaging
Keyboard Macros
Tracker
[Macro Programming]
Alt 0:
Alt 1:
Alt 2:
Alt 3:
Alt 4:
Alt 5:
Alt 6:
Alt 7:
Alt 8:
Alt 9:
2:33 PM
you?
<Options>
Pending Calls: 7
Description
Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Line 3 RINGING
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett PARK RCL
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT


Speed-Dials
Directory
Options
Programming
Quit
[Alt 0]
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
Ins/Del to edit
[Macro Programming]
Alt 0:
Alt 1:
Alt 2:
Alt 3:
Alt 4:
Alt 5:
Alt 6:
Alt 7:
Alt 8:
Alt 9:
you?
<Options>
Pending Calls: 7
Status
HOLDING
r Ms. Swartz HOLDING*
r Mr. Bolden HOLDING
RINGING
Gay, J. RINGING
Tutwiler, E. RINGING
r Mr. Shifflett PARK RCL
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT


Speed-Dials
Directory
Options
Programming
Quit
[Alt 0]
1.
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3.
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7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
Ins/Del to edit
[Macro Programming]
Alt 0:
Alt 1:
Alt 2:
Alt 3:
Alt 4:
Alt 5:
Alt 6:
Alt 7:
Alt 8:
Alt 9:
[Insert]
Dial Digit
Intercom
Line
Line Group
Answer
Release
Transfer
Hold
Tap
Wait
you?
<Options>
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

2.8.8 Enabling The Tracker Paging System

Before you can use the *Tracker* paging system, you must first enable the paging feature. You can enable the paging feature in either the *local* mode or the *system* mode. In either mode, you can create and send up to eight default messages (*see* 2.8.9).

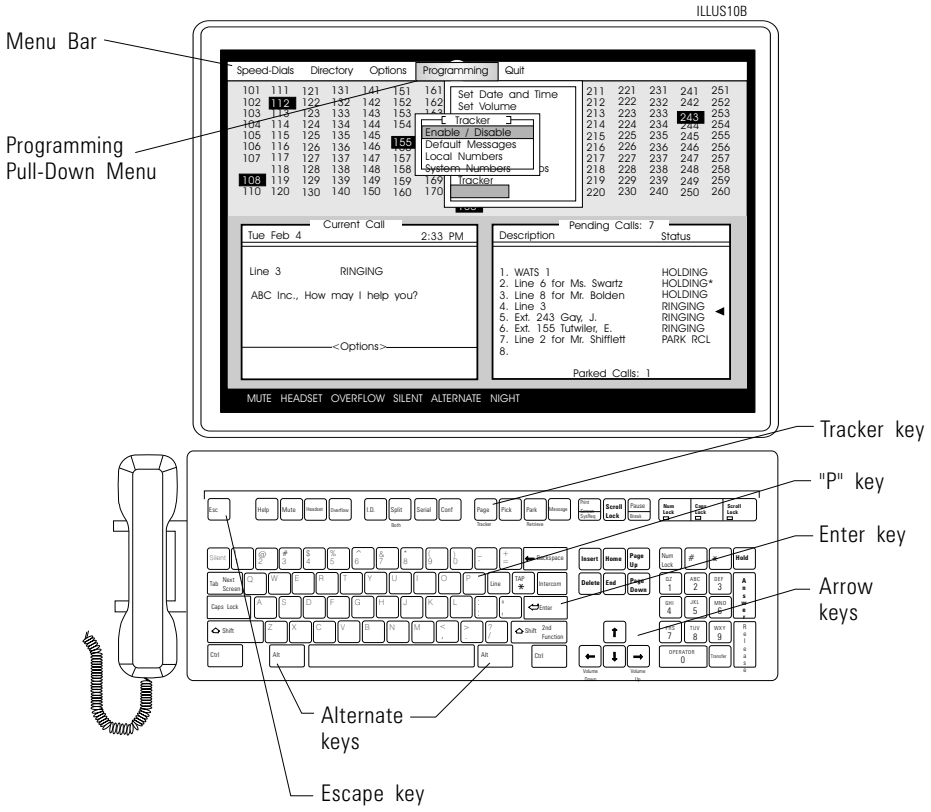
In the *local* mode, you will be able to make your own intercom-pager assignments. These assignments will not change any assignments previously programmed into the DXP system by the installer or system programmer. To use the local mode, you must also have the Tracker base station plugged into the PC Attendant Console at the port designated on your Tracker Status pull-down menu.

When using the *system* mode, Tracker selections are identical to those programmed in the *DXP* system by the installer or system programmer and any changes made in the system will be sent automatically to the *DXP*. In this mode, you must also make sure that the installer or system programmer programs the *DXP* system for *remote installation* (if Tracker has been installed on the PC).

- *To enable Tracker,*
  1. activate the Programming pull-down menu,
  2. press **ALT-P** and press **Enter**,

     —OR—

     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
  3. move the cursor to highlight "Tracker Options,"
  4. press **Enter**,
  5. move the cursor to highlight "Disable/Enable Local/ Enable System,"
  6. press **Enter**,
  7. move the cursor to highlight the appropriate choice and press **Enter**.



2.8.9 Programming The Tracker Default Messages

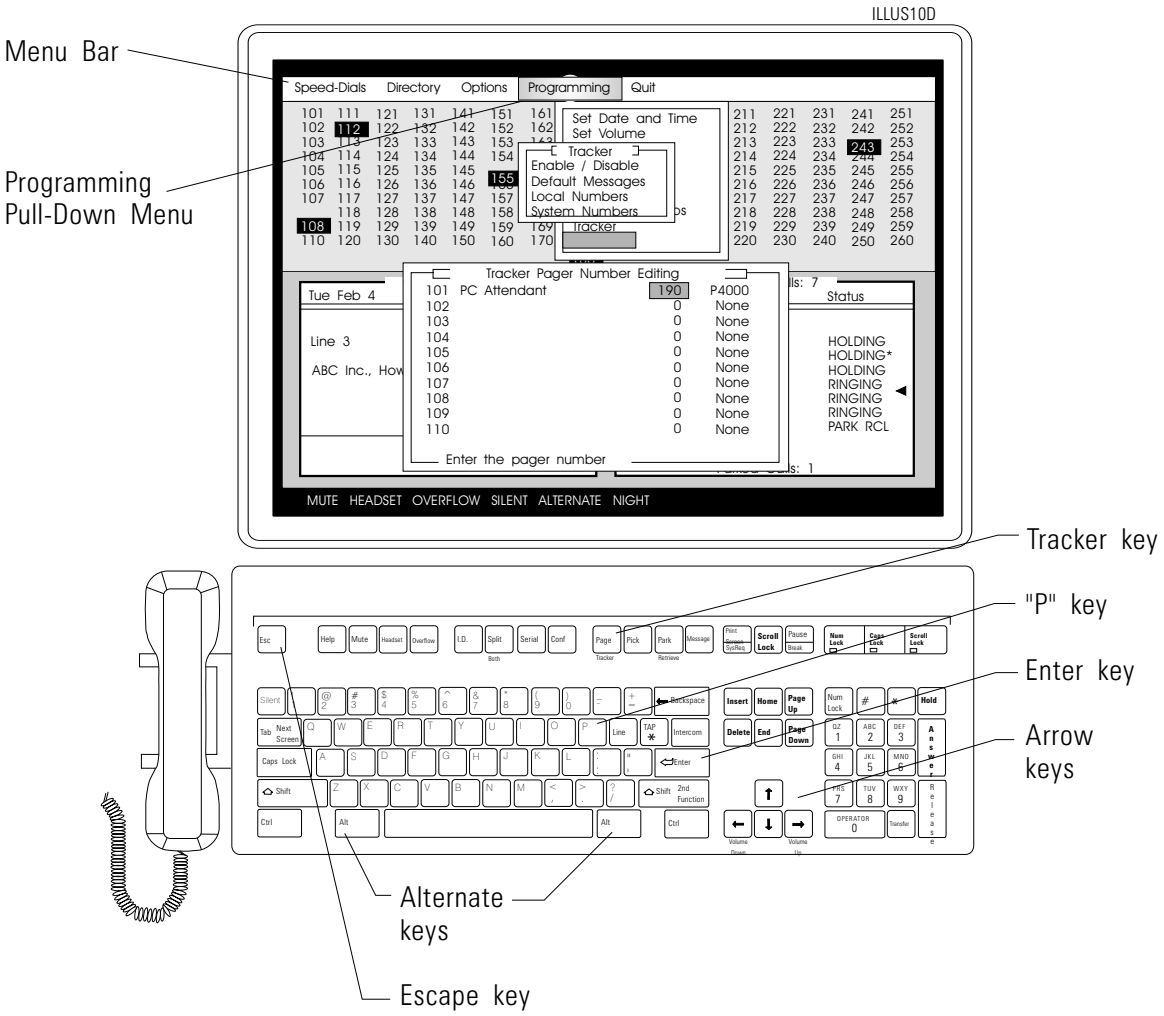
You can set a maximum of eight defaulted messages. Each defaulted message can contain a maximum of 32 characters (any printable characters); however, some pagers only accept 20-character messages and others only accept numeric pages.

NOTE: To use the Tracker pager, you must enable the Tracker base unit first (2.8.8).

- *To program default messages,*
  1. activate the Programming pull-down menu,
  2. press **ALT-P** and press **Enter**,

     —OR—

     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
  3. move the cursor to highlight "Tracker,"
  4. press **Enter**,
  5. move the cursor to highlight "Default Messages,"
  6. press **Enter**,
  7. type or edit the default message(s),
  8. move the cursor to highlight "Save changes as new defaults" and press **Enter**.



2.8.10 Programming The Tracker Pager Numbers

Assign a pager number to the specific *DXP* station number. You can assign a pager number to an unused extension number so that the user can be paged even if he or she doesn't have a station. All extensions default to pager number 0 and no pager type.

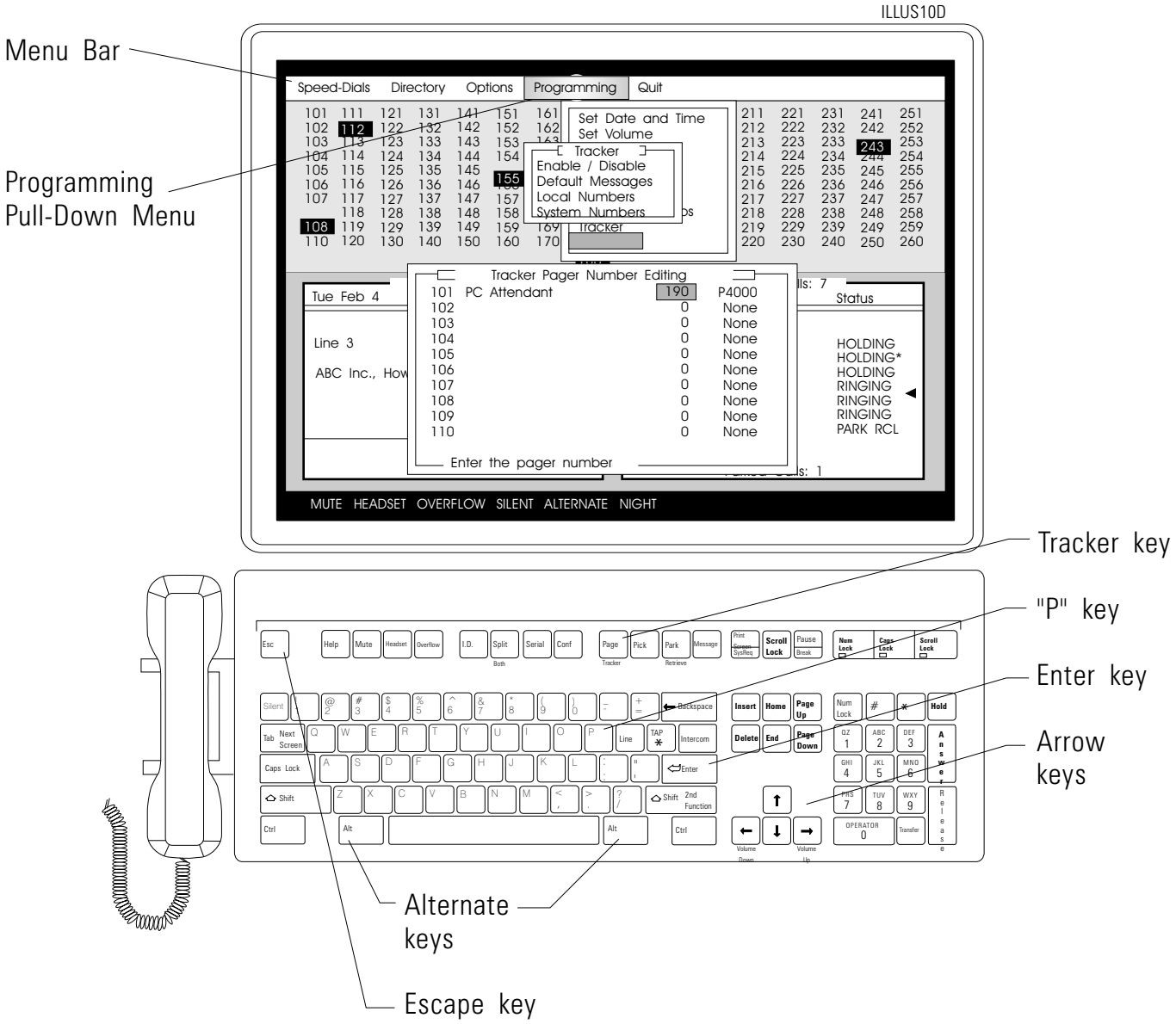
NOTE: To use the Tracker pager, you must enable the Tracker base unit first (2.8.8).

- *To program a pager number,*

1. activate the Programming pull-down menu,
2. press **ALT-P** and press **Enter**,

   —OR—

   press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Programming," and press **Enter**,
3. move the cursor to highlight "Tracker,"
4. press **Enter**,
5. move the cursor to highlight "Pager Numbers,"
6. press **Enter**,
7. highlight the line of the desired DXP extension (all currently defined *DXP* extensions appear),
8. enter the pager number,
9. press **Enter**,
10. enter the pager type (scroll between pager types using the space bar),
11. press **Shift** key and the **Tab** key together to move to the next line or press **Esc** to exit.


ILLUS10D
Menu Bar
Programming Pull-Down Menu
Speed-Dials
Directory
Options
Programming
Quit
Set Date and Time
Set Volume
Tracker
Enable / Disable
Default Messages
Local Numbers
System Numbers
Tracker
Tracker Pager Number Editing
101 PC Attendant 190 P4000
Enter the pager number
Tue Feb 4
Line 3
Status
HOLDING
HOLDING*
HOLDING
RINGING
RINGING
RINGING
PARK RCL
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT
Tracker key
"P" key
Enter key
Arrow keys
Alternate keys
Escape key

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3 Using Specialized Features

3.1 Both *Feature*

Often, a caller will need to hold while you locate an individual. Once the person is connected to the PC Attendant console, you can use the **Both** key to establish a conference among the PC Attendant console, the last call placed on hold, and the current call.

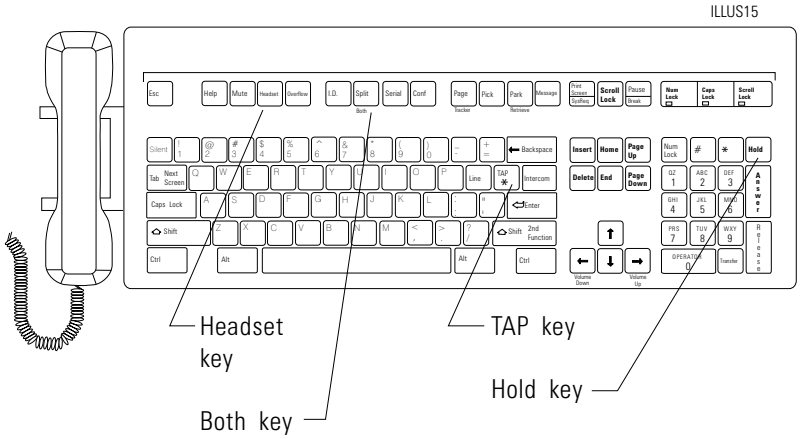
- *To use the both feature, while on current call, press* **Shift/2nd Function** *and* **Split** *simultaneously. The last call placed on hold is then part of the established three-way conference.*
- *To place both parties on hold at the Attendant PC, press* **Hold** *(the calls are now in Conference Hold).*
- *To return both parties to the three-way conference, press* **Tap**.
- *To allow the two parties to continue talking in an unsupervised conference, press # to drop out of the three-way call.*

3.2 Headset

If your console is equipped with an optional headset for handset–free operation, you will need to "tell" the system when you switch between the handset and headset modes.

NOTE: Your headset must be plugged in for this feature to activate.

- *To switch from handset to headset, press* **Headset**. *The Headset indicator at the bottom of your main screen will be highlighted.*
- *To return to the handset mode, press* **Headset**. *The Headset indicator will dim.*



3.3 I.D.

A busy PC Attendant console can receive and direct many calls in a very short period of time. Some of the calls that are transferred or placed on hold will recall to the PC Attendant console after a period of time if they are not answered. To help you remember an aspect of a call that recalls to your station (such as who the call was originally for or why a person was holding), we've included an I.D. feature at the PC Attendant station that lets you "tag" a call with a name or a phrase up to 14 characters long.

- *To add a tag to a call,*
  1. while on the call, press **ID**,
  2. type the call's tag in the I.D. window,
  3. press **Enter**. The tag will remain with the call until the call is disconnected from the system.

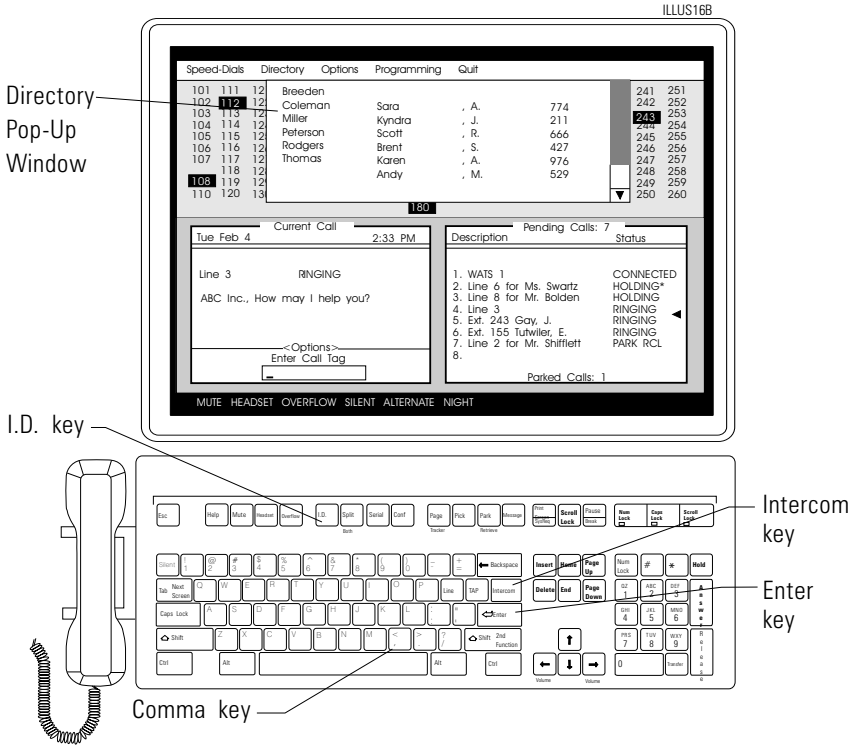
3.4 Intercom

You can choose to dial a person's intercom by typing his or her name instead of looking up the correct intercom number and then dialing the call.

- *To use the dial-by-name feature,*
  1. press **Intercom**,
  2. type the first letter of the person's last name,

     —OR—

     press the comma (,) key and then type the first letter of the person's first name; type additional letters of the person's name as needed until the cursor is positioned on the desired name, or use the arrow keys to position the cursor on the name,
  3. when the directory window appears, position the cursor on the desired name,
  4. press **Enter**. Your call will ring at the desired station,
  5. If you know the intercom number, press **Intercom** and dial the number from the dial pad. The called station will ring.



3.5 Message

3.5.1 Message Waiting Indicator

- **To activate a message-waiting indicator at any station,**

  1. position cursor on intercom number to receive indicator setting,

  2. press Message key,

  3. move the cursor to "Set/Clear Callback Msg,"

  4. press **Enter**. The light above or next to the **HOLD** button will flutter at the selected station.

- *To turn off a message-waiting indicator at the called station, repeat above procedure.*

- *If you call a station and hear a busy signal or receive no answer,*

  1. while on call, move cursor to **MESSAGE** under Options in the Current Call window,

  2. press **Enter**. Message-waiting light will flutter at called station.

- *To turn off the message-waiting light at the called station, repeat above procedure.*

NOTE: A message-waiting light can also be turned on at another station through the Intercom Status window. Simply activate the window by moving the cursor to the desired intercom on the screen and press Enter. When the Intercom Status window appears, move the cursor to "MESSAGE" and press Enter. When the message pop-up window appears, move the cursor down to "Set/Clear Callback Msg" and press Enter. The message-waiting indicator is set at that station. Turn off the message indicator by repeating these steps.

3.5.2 Text Messages

The PC Attendant's **Message** key, in addition to turning on a message-waiting light at a station, will allow you to access a "message" pop-up window to store a text message for any station.

The message can take the form of a "canned" message set by the system (e.g. "Please call," "Will call again," "Wants to see you") or a customized message (up to 8, 32-character lines for a total of 256 characters). Storing a text message for an extension automatically turns on the fluttering message-waiting indicator above the hold button at that station (if auto-message set is enabled by the attendant and text messaging keys are not programmed at individual stations).

System users can retrieve text messages in one of three ways:

- *LCD telephone users can cause the messages to appear in their telephone's display, line by line;*
- *all station users can retrieve messages at a system printer that, if enabled through class of service programming, can be made to print out all text messages as they are stored or to print selected text messages on command;*
- *non-LCD and single-line telephone users can call the attendant, who can retrieve and read the messages stored for any extension.*
- *To store a text message for any station,*

1. position the cursor on the desired extension number in the intercom window,
2. press the **Message** key (the message pop-up menu appears on the screen),
3. move cursor (if necessary) to select "Take Text Message" option,
4. press **Enter** (the "Take Text Message" pop-up window appears on the screen),
5. use the up and down arrow keys to move the cursor to desired fields within the window,
6. within each field, type appropriate message information,
7. within the preset message field, use the space bar to set the proper indicators next to as many preset messages as desired,
8. press **Enter** to move cursor into Message field/box,
9. type desired message (up to 256 characters),
10. press **Enter** to move the cursor into the Options field,
11. using the right and left arrow keys, move the cursor to the appropriate option,
12. press **Enter**.

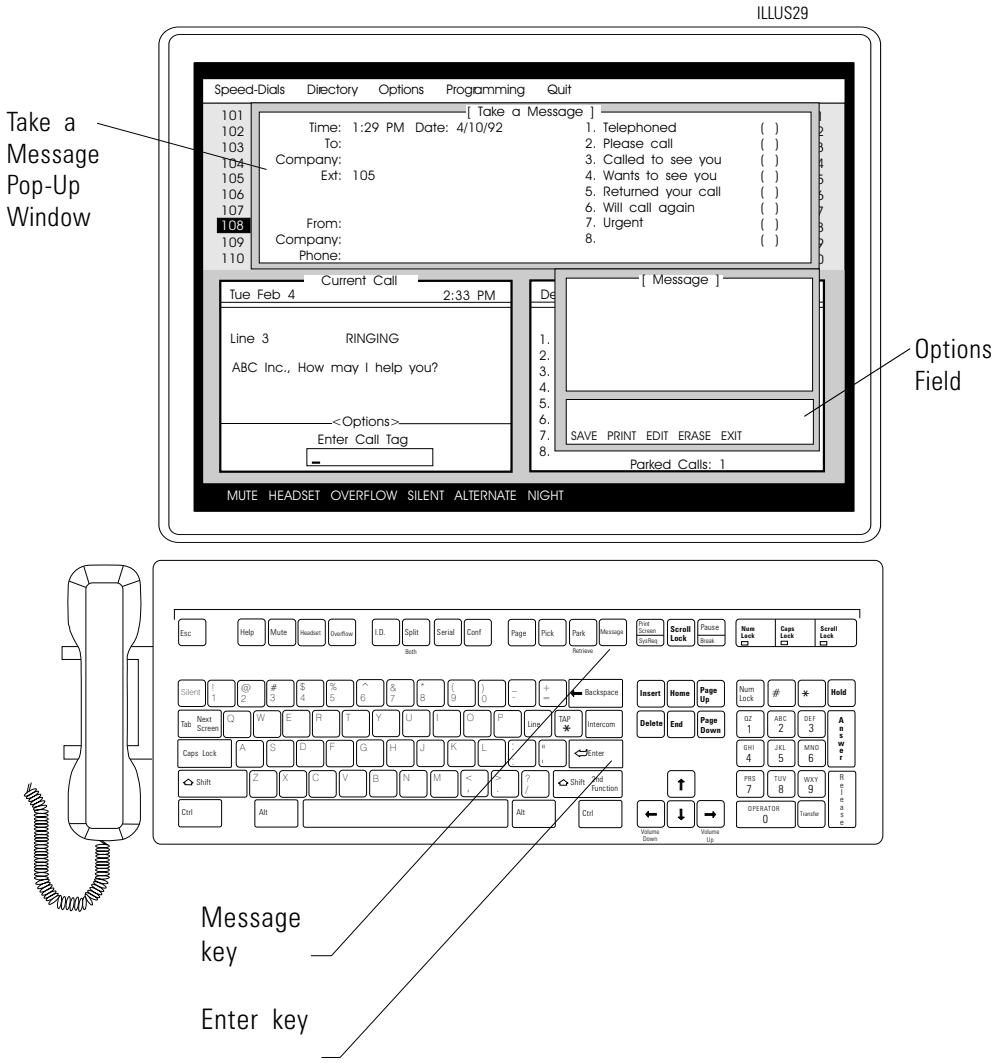
— If you choose **SAVE**, the system saves the current message for the selected station. If you repeat the procedure with another message for the same extension, the system would save that message as message 2 (up to 100 messages per station or until disk is full).

— If you choose **PRINT**, the message will automatically be sent to the printer and be printed. When a message is printed, a "Message taken by" field prints at the end of the message, indicating the extension of the attendant station taking the message. You may type in the message, choose **PRINT**, and then exit without saving the message in order to conserve disk space.

— If you choose **EDIT**, the cursor would move to the beginning of the Take a Message window and allow you to change any part of the message you've entered. Selecting **SAVE** after you've edited the message will save the edited version of the message. (Once you have saved a message, however, you cannot edit it.)

— If you choose **ERASE**, the message you are viewing is erased from the system and disappears from the window.

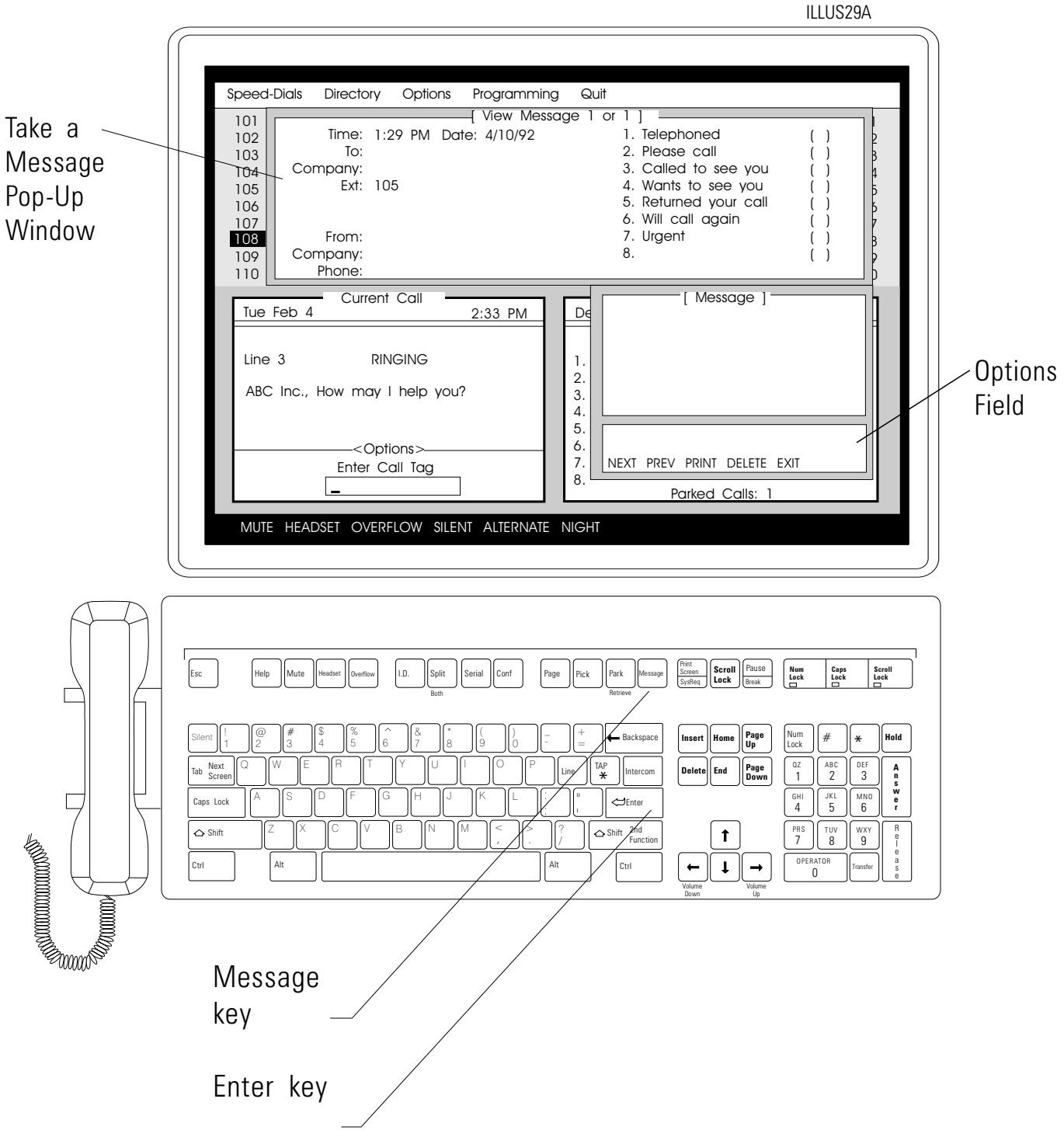
— If you choose **EXIT**, the message you've entered will not be saved and the text message pop-up menu will reappear.



3.5.3 Viewing A Text Message (at the PC Attendant)

The attendant may view all of the current messages for any station at any time.

- *To view text messages for an extension,*
  1. position the cursor on the desired extension number in the intercom window (if you are not currently connected to that extension),
  2. press **Message** key (the message pop-up menu will appear),
  3. move the cursor to select "View Text Message" (this menu option will not be accessible if no message is saved for that extension),
  4. press **Enter**. The first saved message appears on the screen (the field "Message X of Y" indicates the number of the message you are viewing and the total number of messages saved for that station).
- *To view subsequent messages,*
  1. move the cursor to the Options field,
  2. select **NEXT**,
  3. press **Enter**. The second saved message will appear on the screen. Repeat the procedure to scroll forward through all messages saved for that extension.
- *To review previous messages, press* **PREV**. *The previously viewed message will reappear. Repeat the procedure to scroll backward through all messages saved for that extension.*
- *To print the message you are currently viewing,*
  1. move the cursor to the Options field,
  2. select **PRINT**,
  3. press **Enter.** The message is printed and remains saved until it is deleted.
- *To delete a message you are currently viewing,*
  1. move the cursor to the Options field,
  2. select **DELETE**,
  3. press **Enter.** The message is deleted from the system.


ILLUS29A
Take a Message Pop-Up Window
Options Field
Message key
Enter key
Speed-Dials
Directory
Options
Programming
Quit
[View Message 1 or 1]
Time: 1:29 PM Date: 4/10/92
To:
Company:
Ext: 105
From:
Company:
Phone:
1. Telephoned ( )
2. Please call ( )
3. Called to see you ( )
4. Wants to see you ( )
5. Returned your call ( )
6. Will call again ( )
7. Urgent ( )
8. ( )
Current Call
Tue Feb 4 2:33 PM
Line 3 RINGING
ABC Inc., How may I help you?
<Options>
Enter Call Tag
[Message]
NEXT PREV PRINT DELETE EXIT
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

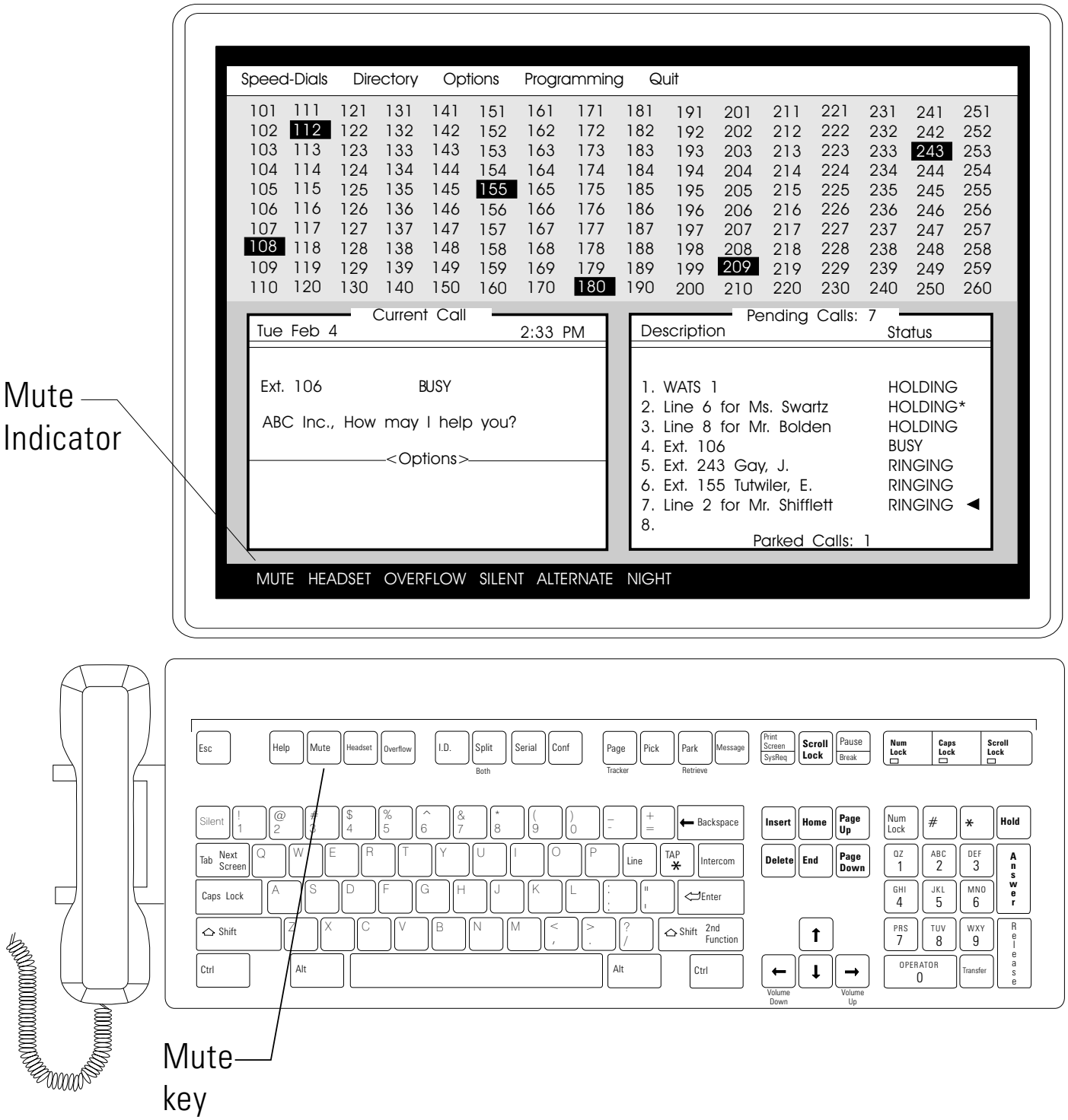
3.6 Mute

By using the Mute feature, you can block transmission of your voice to the distant party.

- *For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, press* **Mute** *(Mute feature is highlighted in the features bar at the bottom of your main screen).*

- *To cancel the Mute feature and return to your conversation with the distant party, press* **Mute** *to disengage the feature.*

ILLUS17A


Speed-Dials
Directory
Options
Programming
Quit
101 111 121 131 141 151 161 171 181 191 201 211 221 231 241 251
102 112 122 132 142 152 162 172 182 192 202 212 222 232 242 252
103 113 123 133 143 153 163 173 183 193 203 213 223 233 243 253
104 114 124 134 144 154 164 174 184 194 204 214 224 234 244 254
105 115 125 135 145 155 165 175 185 195 205 215 225 235 245 255
106 116 126 136 146 156 166 176 186 196 206 216 226 236 246 256
107 117 127 137 147 157 167 177 187 197 207 217 227 237 247 257
108 118 128 138 148 158 168 178 188 198 208 218 228 238 248 258
109 119 129 139 149 159 169 179 189 199 209 219 229 239 249 259
110 120 130 140 150 160 170 180 190 200 210 220 230 240 250 260
Current Call
Tue Feb 4 2:33 PM
Ext. 106 BUSY
ABC Inc., How may I help you?
<Options>
Pending Calls: 7
Description Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Ext. 106 BUSY
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett RINGING
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT
Mute Indicator
Mute key

3.7 Overflow

Peak calling periods can make it harder for a single attendant to handle every call that needs service. You can cause all incoming calls to ring at an overflow attendant's station *and* at your station. The calls will still be queued in the system according to their priority, and calls will recall to the attendant's station where they were originally answered.

- *To share incoming calls with an overflow attendant, press* **Overflow**. *The "Overflow" indicator at the bottom of the main screen will be highlighted.*

- *To return the ringing of all incoming calls to the PC Attendant console, press* **Overflow**. *The "Overflow" indicator at the bottom of the main screen will dim.*

3.8 Page

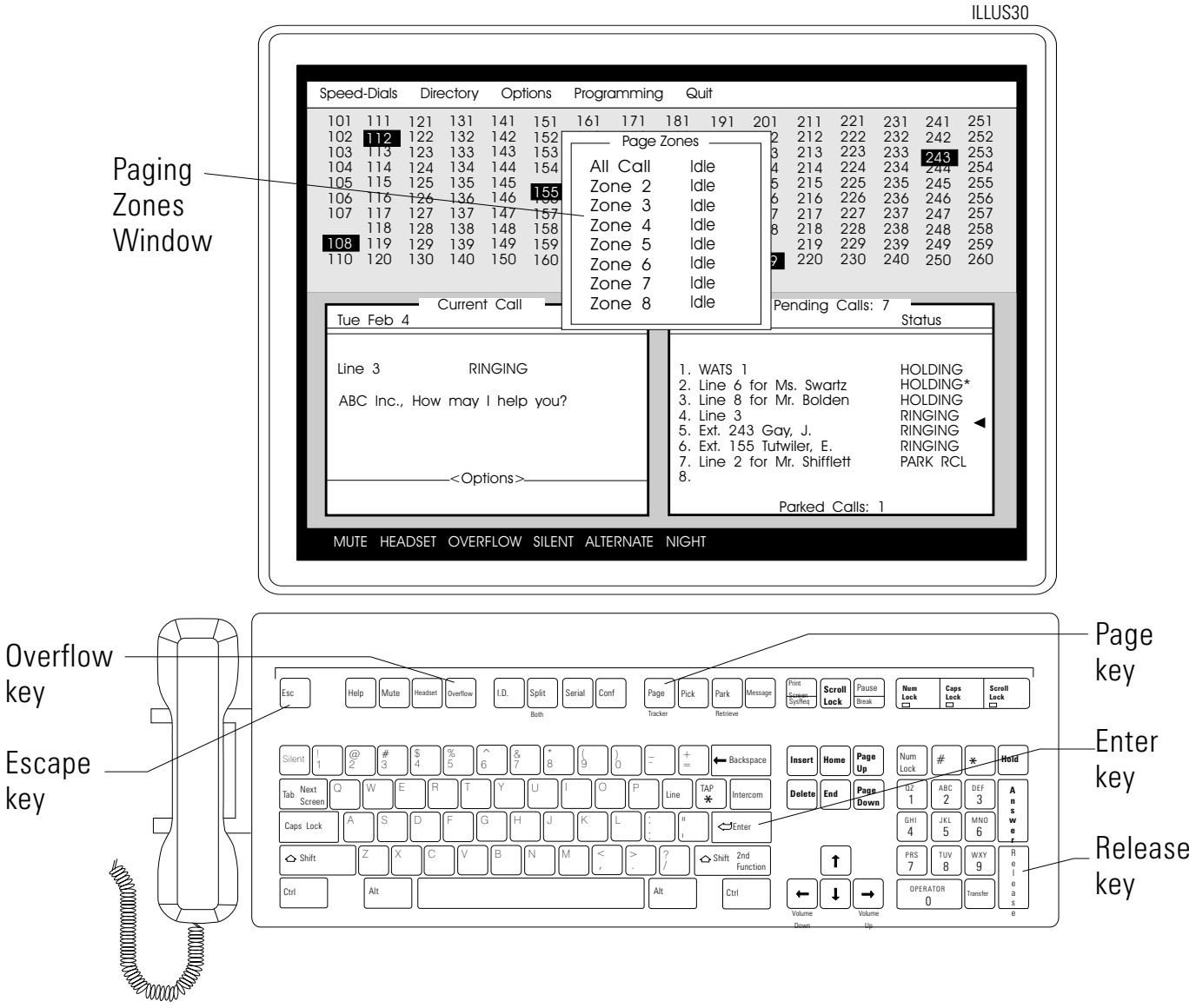
It may be necessary for you to make a paging announcement in a particular zone (e.g. throughout one department or in a warehouse) or in all zones of your location (known as all-call paging).

- *To make a paging announcement from the PC Attendant console to a particular zone,*

  1. press **Page** to activate Paging pop-up window,
  2. move the cursor to choose the zone in which your page will be heard (Zone 1 typically is designated by the system as the all-call paging zone),
  3. press **Enter**,
  4. make announcement,
  5. press **Esc** to exit the paging feature,
  6. press **Release** to disconnect from the paging zone.

NOTE: To make a paging announcement in more than a single zone but not in the all-call mode, you will need to make a separate paging announcement in each of those zones, one at a time. After you complete a page in one zone, move cursor to highlight another zone and repeat the announcement.

ILLUS30


Paging Zones Window
Overflow key
Escape key
Page key
Enter key
Release key
Speed-Dials
Directory
Options
Programming
Quit
Page Zones
All Call Idle
Zone 2 Idle
Zone 3 Idle
Zone 4 Idle
Zone 5 Idle
Zone 6 Idle
Zone 7 Idle
Zone 8 Idle
Current Call
Tue Feb 4
Line 3 RINGING
ABC Inc., How may I help you?
<Options>
Pending Calls: 7
Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Line 3 RINGING
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett PARK RCL
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT

3.9 Pick

You may pick up any call that is ringing at another telephone in your system.

- *To pick up a call,*
  1. press **Pick**,
  2. dial number of ringing station (you will then be connected to that call).

(Performing a Direct Station Selection [DSS] on a ringing station will also allow you to pick up a call.)

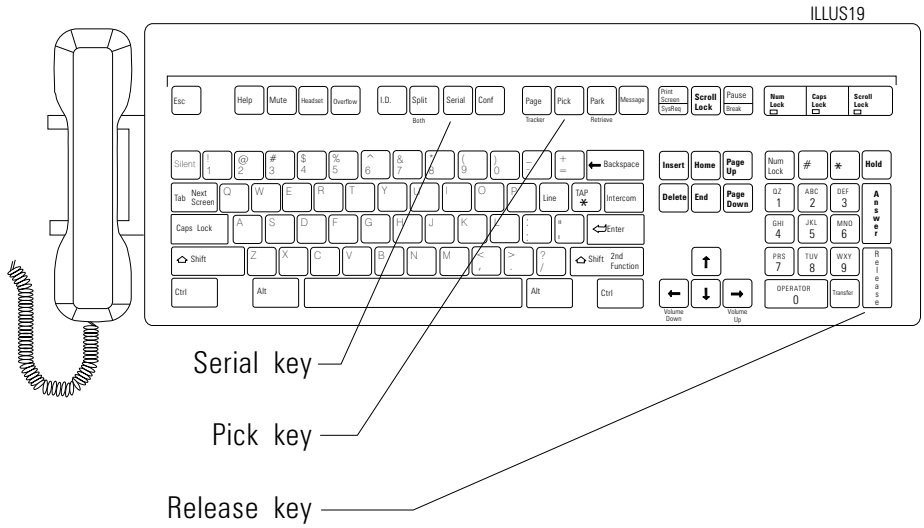
3.10 Serial

Sometimes a current call will need to be transferred to more than one intercom in a particular sequence (this is called a serial transfer).

- *To complete a serial transfer,*
  1. while on the call, press **Serial** (call is placed on hold automatically),
  2. dial intercom to receive transfer,
  3. dial intercom to receive second transfer,
  4. repeat once more to place a third intercom in the serial,
  5. press **Release**. Transferred call will connect to first transfer in the serial.

When the call is disconnected from the first intercom in the serial, the system will automatically send it to the second intercom number, etc., until final transfer is complete. The call disconnects from the system when the final transfer is disconnected.

At any time during a serial transfer, an intercom party may discontinue the serial by redirecting the call.



3.11 Silent

A busy Attendant's console will ring often with incoming calls, sometimes during an active call. This constant ringing can be irritating to both you and the person with whom you are speaking.

- *To silence the ringer at the PC Attendant console for the duration of the currently ringing call, press* **Silent**. *The ringer will remain silent until the next call rings at the PC Attendant console.*

3.12 Split

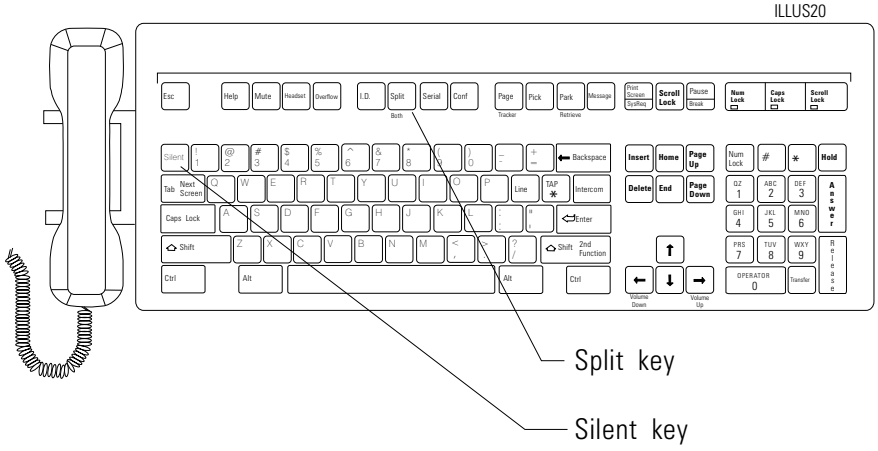
You can alternately connect the PC Attendant console to the last call placed on hold and a current call.

- *To use the split feature, while on a call, press* **Split** *(the current call is placed on hold, and the last call placed on hold is retrieved).*

- *To alternate the calls again, press* **Split**.

You may go between the two calls in this manner for as long as you'd like, and you may handle them separately at any time (transferring the current call, for example, releases that call from the PC Attendant console and leaves the held call on Hold).

Or you may want to establish a conference between these two calls using the Both key (see discussion on page 25 of this guide).



3.13 Alternate

Calls that normally ring at the PC Attendant console can be directed to an alternate attendant's station (the alternate station need not be a PC Attendant station).

- *To transfer all call activity to an alternate attendant,*

  1. activate the Options menu,

  2. press **ALT-O** and press **Enter**,

     —OR—

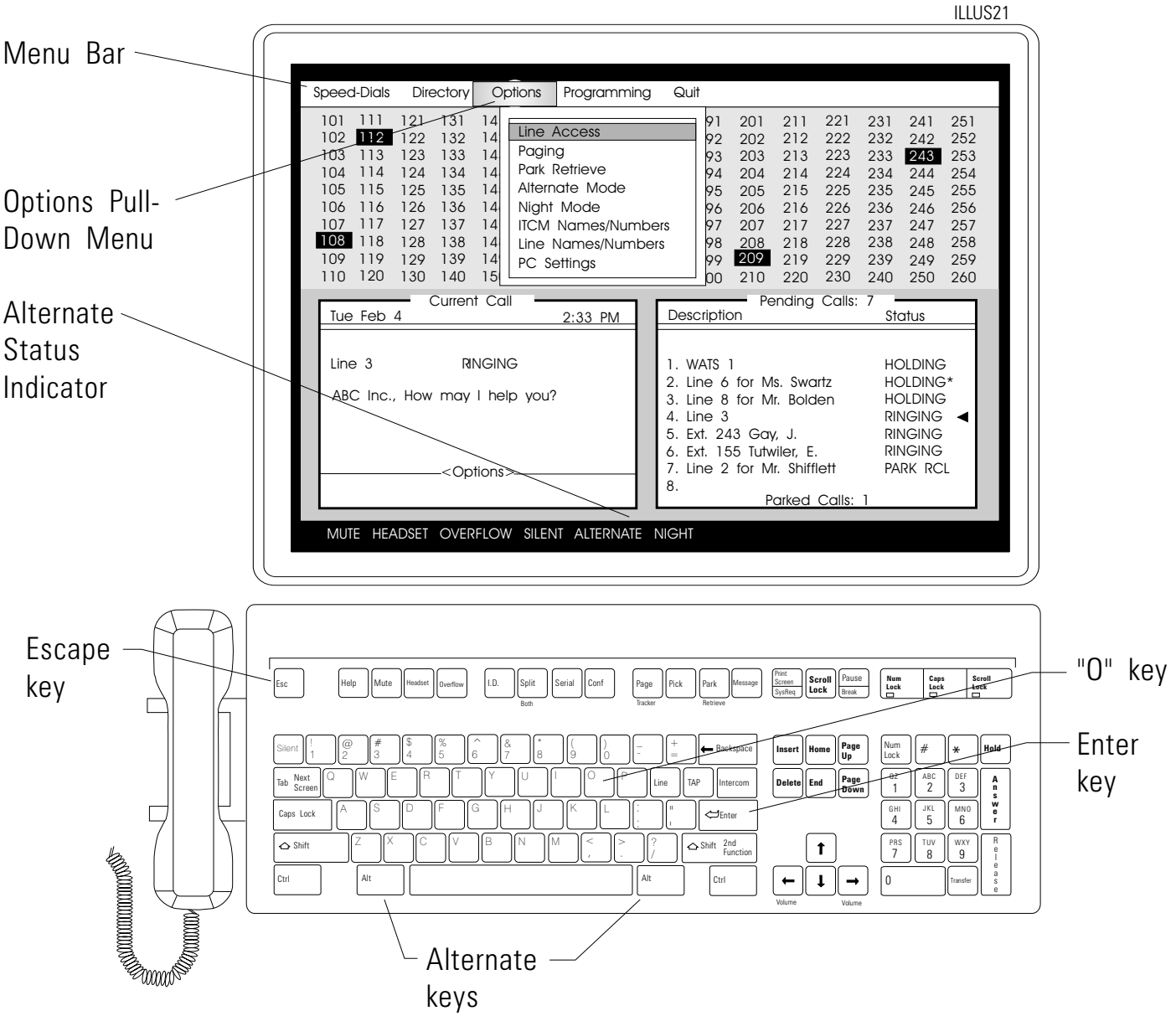
     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Options," and press **Enter**,

  3. move the cursor to highlight "Alternate,"

  4. press **Enter**. Calls will ring at the alternate station.

- *To return call activity to the PC Attendant console from the alternate attendant, repeat the above procedure.*

The Alternate status indicator at the bottom of the main screen will be highlighted when the alternate mode is activated.


ILLUS21
Menu Bar
Options Pull-Down Menu
Alternate Status Indicator
Speed-Dials
Directory
Options
Programming
Quit
Line Access
Paging
Park Retrieve
Alternate Mode
Night Mode
ITCM Names/Numbers
Line Names/Numbers
PC Settings
Current Call
Tue Feb 4
2:33 PM
Line 3
RINGING
ABC Inc., How may I help you?
<Options>
Pending Calls: 7
Description
Status
1. WATS 1 HOLDING
2. Line 6 for Ms. Swartz HOLDING*
3. Line 8 for Mr. Bolden HOLDING
4. Line 3 RINGING
5. Ext. 243 Gay, J. RINGING
6. Ext. 155 Tutwiler, E. RINGING
7. Line 2 for Mr. Shifflett PARK RCL
8.
Parked Calls: 1
MUTE HEADSET OVERFLOW SILENT ALTERNATE NIGHT
Escape key
"0" key
Enter key
Alternate keys

3.14 Directory

You have the ability to create a directory of the station names within your system so that you may, for example, use the dial-by-name feature (see section titled “Intercom—Using The Intercom Key To Dial By Name Or Dial By Number” in this chapter).

For your own purposes, it is convenient to have a complete and up-to-date list of all intercom numbers and their user’s names appear on your PC Attendant’s screen with the touch of a button.

Before you create such a directory, it is a good idea to obtain a list of names and numbers as they were programmed by the installer of your DXP system (these names appear in your Intercom window when you switch the display from numbers to names) to avoid confusion between what names appear in the Intercom window and what names appear in the Directory you create.

To create a directory of names and numbers for your system,

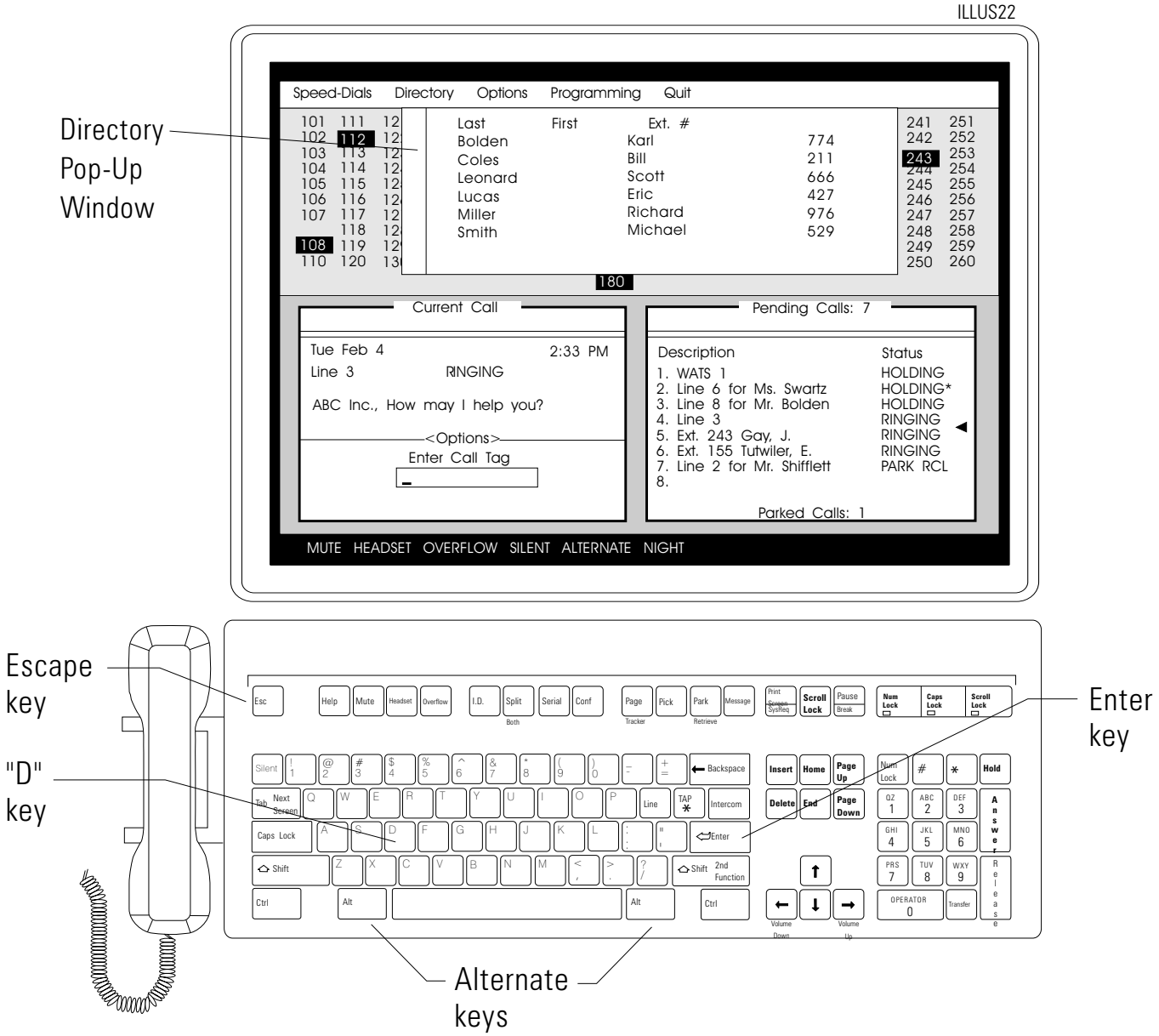
1. activate the Directory pull-down menu,
2. press **ALT-D** and press **Enter**,

   —OR—

   press **Esc** to move the cursor into the menu bar, use the arrow keys to select “Directory,” and press **Enter**,
3. with the directory menu activated, press **Insert** to activate the Directory Editing window,
4. type the station user’s last name,
5. press **Enter**,
6. type the station user’s first name,
7. press **Enter**,
8. type the station user’s middle name or initial (if desired),
9. press **Enter**,
10. type the station number using the keyboard numbers,
11. press **Enter** (an empty Directory Editing window will appear so that you may continue editing the directory),
12. when you are finished creating or editing the Directory, press **Esc** (the Directory Editing window will disappear),
13. press **Esc** again to save the changes and exit the Directory.

NOTE: If you wish to name a station by its location (e.g. Board Room, Cafeteria, Hallway B, Warehouse) you may do so: simply enter the name on the line for “Last” name in the Directory Editing Window and press Enter. Press Enter twice more to move the cursor past the First and Middle name entries and then enter the extension number. Proceed according to the previous instructions in order to continue editing or save the changes.

You may view the directory at any time by pressing **ALT-D**, or by pressing **Esc**, moving the cursor to highlight "Directory," and pressing **Enter**. The Directory is arranged alphabetically and will automatically re-sort when changes are made to it.



3.15 Night

Calls that normally ring at the PC Attendant console can be directed to ring an external ringer. Night transferred calls can be answered from any telephone within the system or group.

NOTE: In order to extend the life of your monitor, turn it off whenever the PC Attendant will be relatively inactive and unattended for long periods. Do not, however, turn off the computer itself, as this will disable the operation of the console and will require you to reboot the PC Attendant.

- *To transfer incoming calls to the Night Mode,*

  1. activate the Options menu,

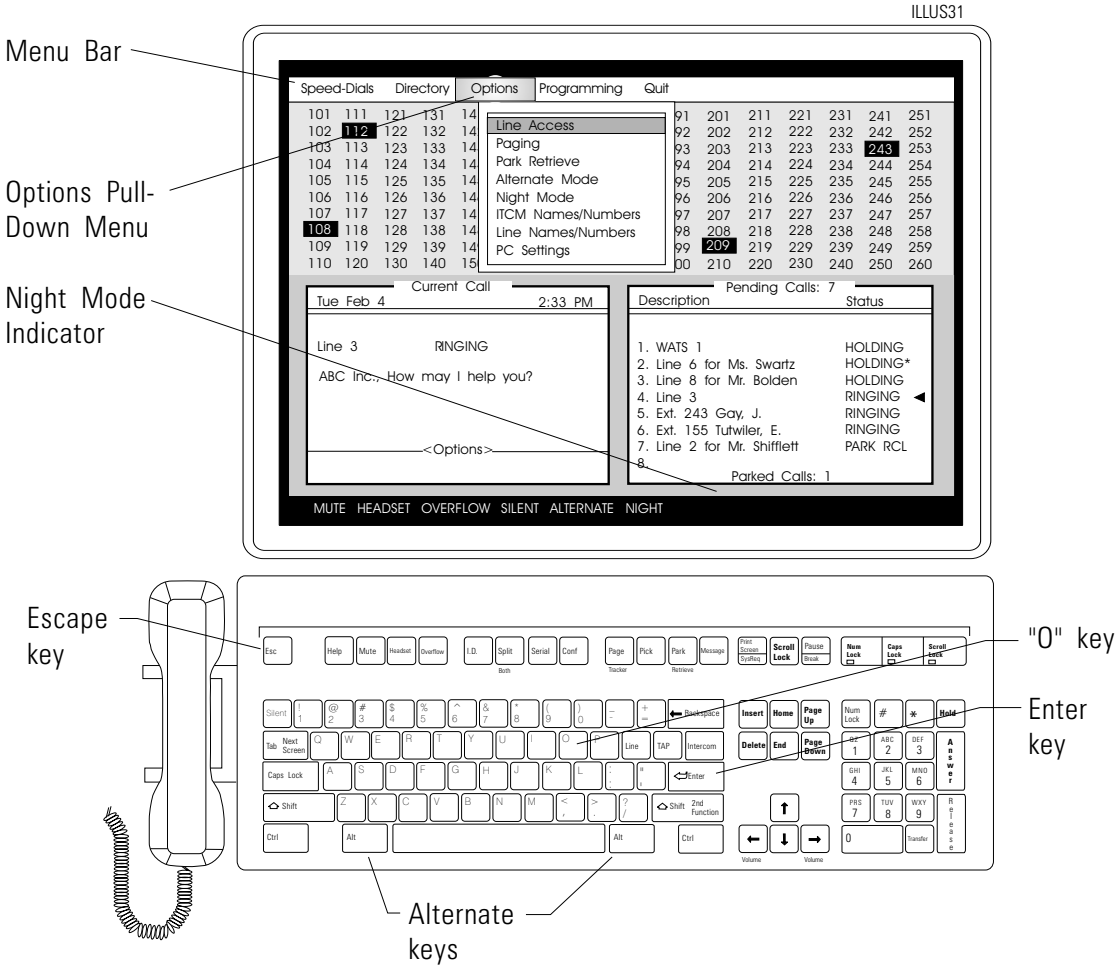
  2. press **ALT-O** and press **Enter**,

     —OR—

     press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Options," and press **Enter**,

  4. move the cursor to highlight "Night Mode,"

  5. press **Enter**. (Repeat the procedure to return service to the PC Attendant console.)



3.16 PC Settings (Screen Saver)

During periods of minimal call activity, you can activate the PC Attendant screen saver in order to keep the main screen image from becoming "burned" into the monitor over time.

When the screen saver is activated, the monitor screen (after 20 minutes of no activity at the PC Attendant console) will go dark and the "Total Control" sign will flash randomly across the screen. When activity resumes at the PC Attendant console (when a call comes in to the console or when you press any key), the main screen reappears and remains on until another 20 minutes of inactivity passes.

- *To turn the screen saver on,*

  1. activate the Options pull-down menu,

  2. press **ALT-O** and press **Enter**,

     —OR—

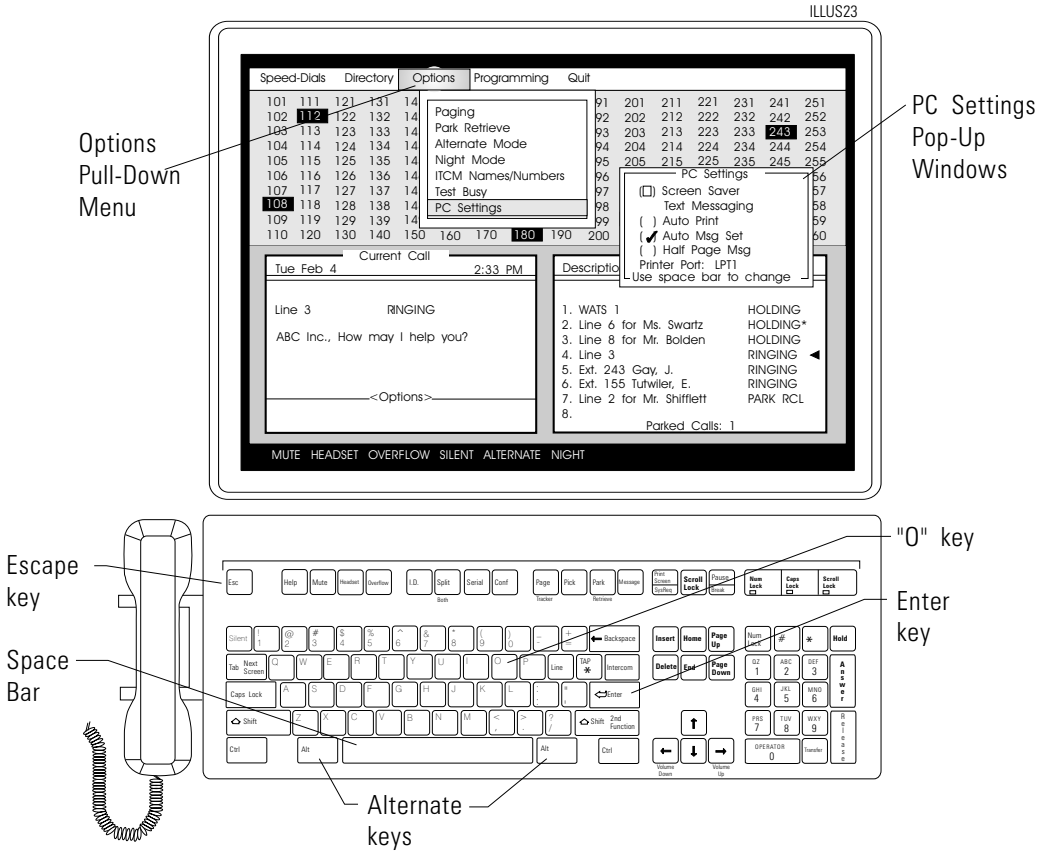
  3. press **Esc** to move the cursor into the menu bar from the main screen, position the cursor on "Options" and press **Enter,**

  4. move the cursor to "PC Settings,"

  5. press **Enter** (the PC Settings pop-up window will appear),

  6. press the **Space Bar** to activate the screen saver (a red check mark will appear in the left side of the window).

Repeat this procedure to turn off the screen saver.



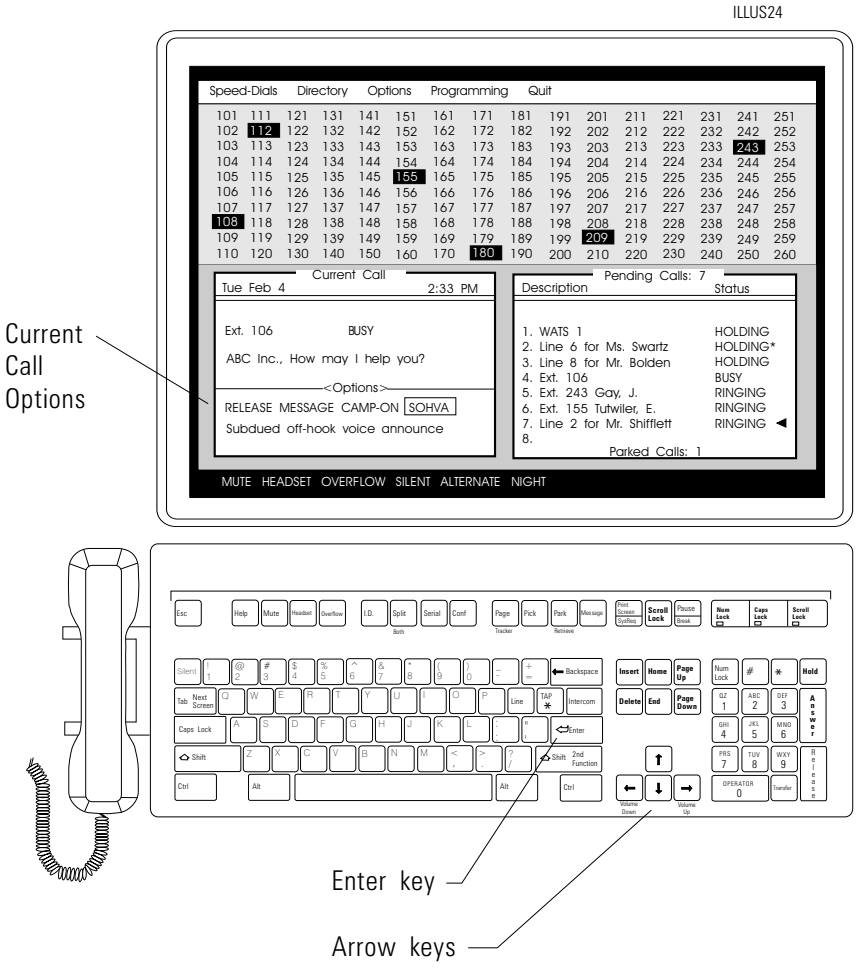
3.17 SOHVA

You can make a voice announcement to another telephone that is off-hook and busy on a call.

- *To initiate a SOHVA call,*
  1. make an intercom call to the telephone where the SOHVA is to occur,
  2. note “Busy” message for intercom number in Current Call window and hear busy tone,
  3. move the cursor to select SOHVA from the Current Call options,
  4. press **Enter** and hear one to six beeps,
  5. make announcement.

Your announcement will sound over the handset at the telephone to which you directed the SOHVA call (your voice will be heard only by the person whose station you called).

If the station you attempt to call in this manner is on-hook and busy (in the speakerphone mode) or if the station has activated a Voice-Announce Block feature, your SOHVA will not connect and you will hear a busy signal or error tone.



3.18 Speed Dialing

System speed dials (the DXP system provides 200 such numbers, the DXP *Plus* allows for 500) allow you and other users in your system to make outside calls without dialing an entire telephone number. The Speed Dials option on the Programming pull-down menu allows you to program or edit speed dial numbers (see the discussion "System Speed-Dial Directory—Editing And Creating" in the chapter titled *Setting The System Parameters* in this guide.)

- *To make a call using a speed dial number,*

  1. activate the Speed Dials pop-up window,

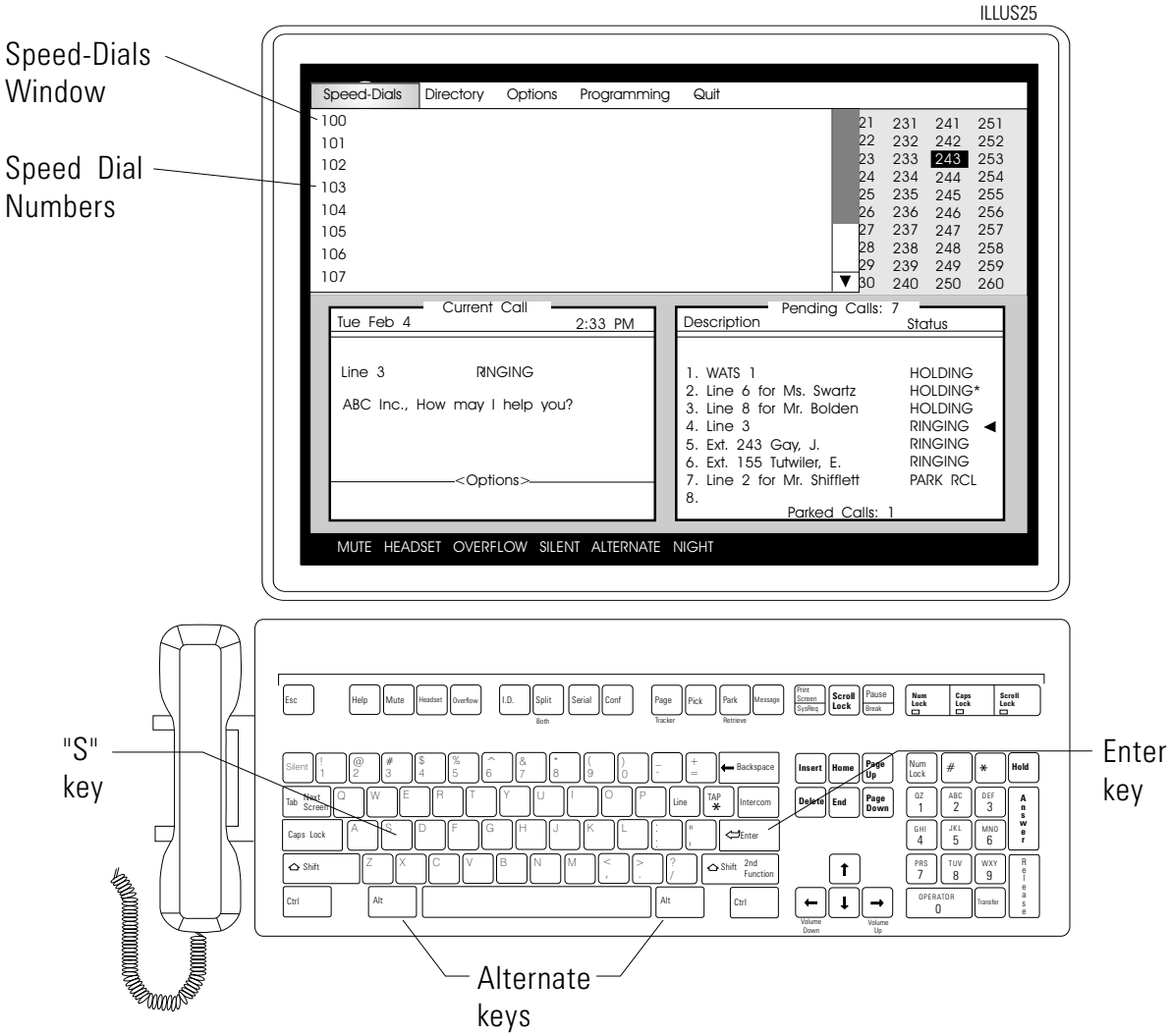
  2. press **ALT-S** and press **Enter**,

     —OR—

     press **Esc** to move the cursor from the main screen to the menu bar (the cursor will automatically highlight Speed Dials), and press **Enter**,

  3. position the cursor in the Speed Dials window on the number you wish to dial,

  4. press **Enter**. The system will then dial the number you've chosen.



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4 Troubleshooting Guide

4.1 Operation Interruptions

From time to time, your PC Attendant operations may be disrupted for one reason or another: the KSX-200 system could lose communication, the system's power could temporarily fail, or the connection between the PC Attendant console and the KSX-200 system could be jarred loose. If these or other problems occur, your PC Attendant console will alert you to the status of the system in the form of screen messages (*Data Link Error* and *KSX-200 Not Responding*).

4.1.1 Data Link Error

When your KSX-200 system resets for any reason, operation of the PC Attendant console will be temporarily interrupted and the System Reset window will appear in the center of your screen. When this happens, the message "Data Link Error" will appear and the window will contain two options, "Continue" and "Reload Data." Usually, selecting the "Continue" option is sufficient to allow the PC Attendant console to continue processing calls. If there is a chance of data corruption or data change on the PC or the KSX-200 system, choose the "Reload Data" option to cause the system to resend all pertinent PC data.

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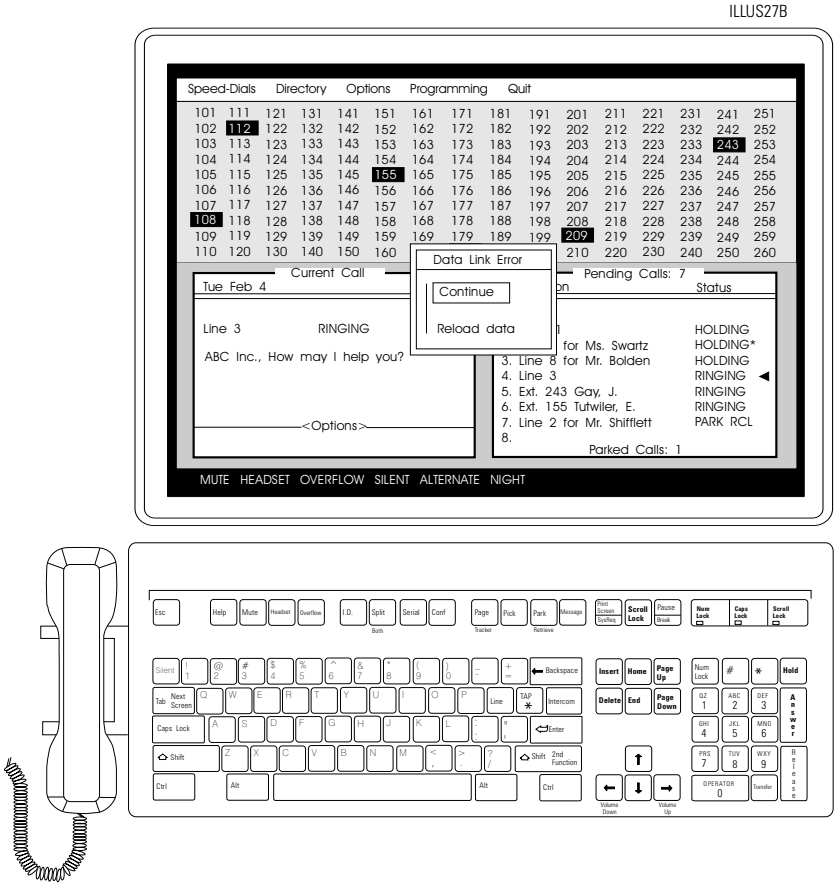

4.1.2 KSX-200 Not Responding

When the KSX-200 system is shut down for more than 30 seconds or when the data connection between the PC and the system is broken, a window with “KSX-200 Not Responding” will appear on the screen and two options will be available: “Retry Connection” will cause the PC Attendant to attempt to re-establish communication with the system. (If this is successful, the System Reset window will appear, at which time you may choose “Continue” or “Reload Data.”) Selecting the “Quit PC Attendant” option will cause the PC to exit the PC Attendant software package.

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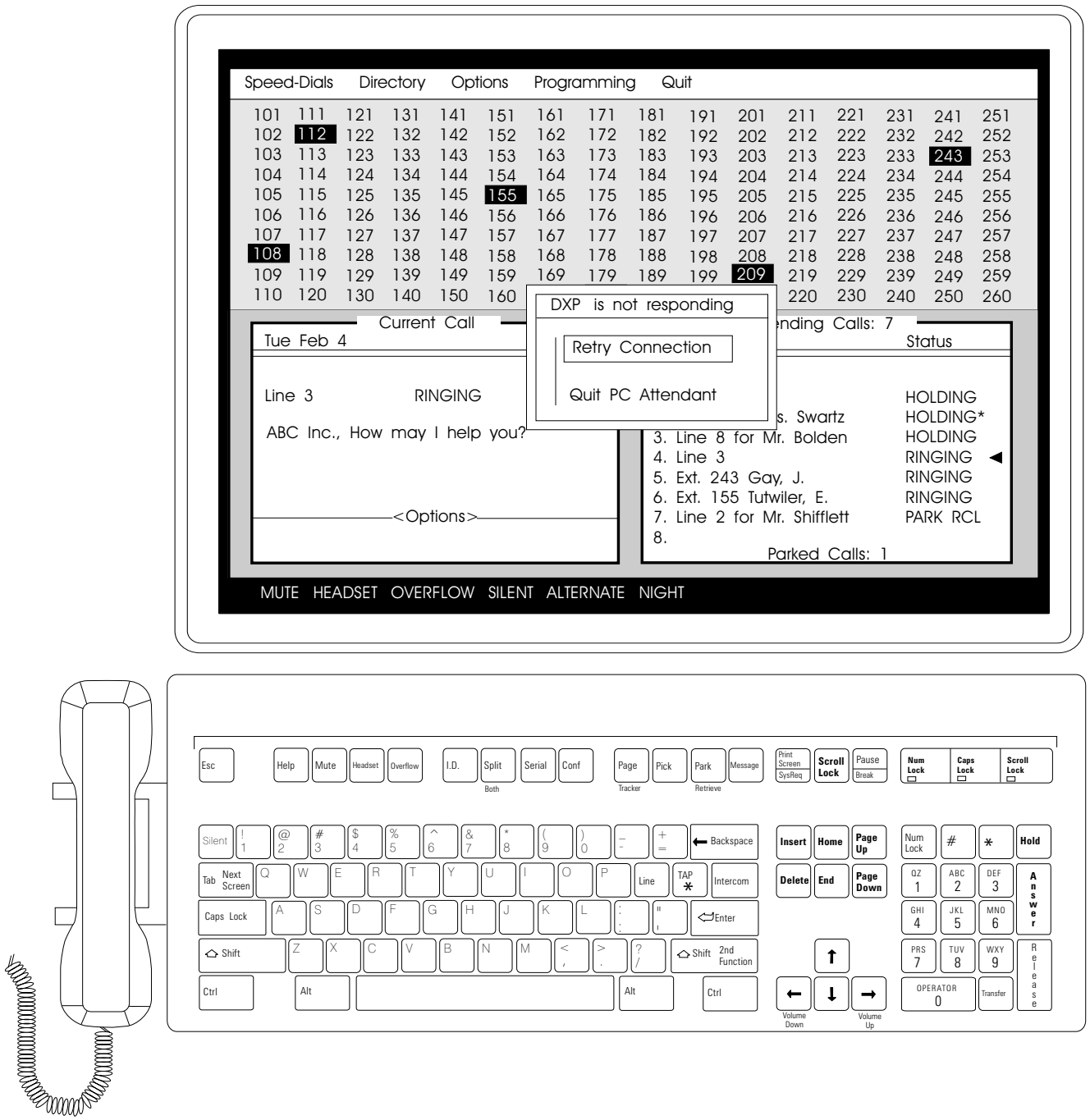

5 Glossary

A

All-call paging: Paging through the intercoms of all stations in the system.

Alternate mode: Allows all call activity to be routed to an alternate attendant's telephone.

Answer key: Answers currently ringing (priority) call.

Arrow keys: Move cursor within a selected window.

Automatic callback: After a station has set an automatic callback for a busy station, the system will ring the station when the called telephone is no longer busy.

B

Backspace key: Causes previous help screen to be displayed.

Both key: Establishes a conference between the PC Attendant console, a current call, and the last call put on hold.

C

Call I.D. (call tag): A name, word or phrase the attendant creates for a current call in order to identify the call if it recalls to the attendant's station.

Call forward: Designating another telephone to receive all calls normally directed to the user's telephone.

Call park: Placing an active call in system hold (park orbit) and retrieving it by any telephone.

Call pickup: Answering a call at one telephone when it is ringing at another telephone.

Call transfer: Transferring a call from one station to another. The transfer can be screened (i.e., you find out who is calling and announce the call to the party being called) or unscreened (i.e., you transfer the call without identifying the calling party to the called party).

Central message desk: A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

Class of Service programming: Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

Conference key: Allows attendant to establish a conference call for up to 5 parties (including Attendant).

Current Call window: Displays information about and options for handling the current incoming call.

Cursor: A flashing, highlighted position indicator that shows where (on the screen) text will be entered (during typing) or which feature or option is currently being recognized by the computer as a selection made by the attendant.

D

Data Link Error: This phrase appears on the PC Attendant's monitor if there has been a temporary loss of communication between the PC Attendant station and the DXP operating system. The system will reset itself in order to continue call-handling activities.

Delete key: allows attendant to delete extension numbers from the Intercom window.

Dialpad: Buttons 0 through 9, ✻ and # used for dialing.

Direct Inward Station Dialing (DISD): Allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF): Using one button to place intercom calls. Busy lamp field or BLF is a term for a light that identifies current call status of a DSS station.

Directory: Contains a list of all available intercom numbers and any names associated with those numbers.

Do not disturb: A mode that disables incoming call ringing (audible) and intercom calling.

DXP operating system: The DXP hardware/ software equipment combination that controls all call activity and all system features.

E

End key: Moves cursor to the end of current window.

Enter key: Launches or initiates selected functions.

Escape key: Returns the PC Attendant to a main screen from a Help screen; allows attendant to move the cursor from the main screen to the pull-down menus.

H

Headset key: Allows attendant to alternate between handset and headset modes. When headset is activated, handset remains active for listening only.

Help key: Activates context-sensitive Help screens.

Hold key: Places current call on hold.

Home key: Moves cursor to beginning of current window.

I

I. D.: Allows the attendant to enter a short tag (up to 14 characters) to an incoming call in order to identify the call if it returns to the attendant.

Insert key: Allows attendant to add extension numbers to Intercom window.

Intercom key: Allows attendant to make calls to any extension within the system.

Intercom window: Displays the names/numbers and status of all intercoms within your system.

L

Line greeting: A message (up to two lines in length) that appears when a call comes in on a line for which a particular greeting is needed. The attendant assigns these greetings to the lines through system programming.

Line key: Allows attendant to make an outgoing call.

M

Menu bar: Appears at the top of the main screen; provides system programming and call-handling options.

Message key: Activates a message-waiting light at a station; accesses the text messaging features.

Mute key: A fixed feature button that keeps a distant party from hearing your conversation.

N

Night transfer: Transferring incoming calls to a particular station or stations for off-hour answering.

O

On-line help: Help screens that provide information about various features of the PC Attendant console.

Overflow key: Directs incoming calls to an overflow attendant during peak activity. Calls will ring at both stations.

P

Page key: Allows attendant to choose a zone in which a paging announcement will occur. After zone is activated, announcement can be made.

Park key: Places a call in one of nine park orbits.

Park orbits: Nine system-provided "spaces" where a call can be placed and held until a park-retrieve feature is engaged (usually from any telephone within the system). Calls placed in park orbit are held there for a specified period, after which they will recall to the PC Attendant station for service if they are not retrieved.

Pending Calls window: Displays the origin and status of up to eight calls within the system.

Pick key: Performs a directed call pick up.

Prime line: A line designated to a particular telephone and automatically selected when the handset is lifted or when the Line key is pressed.

Priority call: Determined by the system, a priority call is either an incoming call or a recalling hold, transfer or parked call that is first in line to be answered at the attendant's station. It can be identified by the flashing arrow next to it.

Programming menu: Contains various programming features that can be carried out at the PC Attendant console.

Pull-down menu: Located in the menu bar, these menus can be "pulled down" (using the mouse or the arrow and Enter keys) to access options and features.

R

Recall: A call that returns to the PC Attendant after it has been on hold or in transit (through transfer, conference transfer, or park orbit) without being answered.

Release key: Disconnects the PC Attendant from the current call.

Retrieve key: Retrieves a call from park orbit.

Ringing line preference: An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

S

Screen attributes: The color or brightness characteristics of an item displayed on the screen.

Subdued off-hook voice announce (SOHVA): A private announcement made to a busy party through the handset.

Serial key: Places a call in a series of transfers (to a maximum of three extensions within the system).

Shift/2nd Function key: Accesses a key's secondary function (e.g. Retrieve is the secondary function on the Park key) when held down during key selection.

Silent key: Silences currently ringing call.

Speed dial: Autodialing using the speed dial feature. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

Split key: Allows attendant to alternate between a current call and the last call placed on hold. When one of the calls is activated, the other is automatically placed on hold.

Start-up disk: A computer floppy disk that contains the information necessary for the PC Attendant to operate.

Status indicators: Found at the bottom of the screen, they tell whether a feature is active.

T

Tab/Next Screen key: Moves cursor to next screen or window.

Tap key: Retrieves the last call placed on hold, transferred, or parked in orbit.

Test busy: A feature (on the Options menu) that allows the attendant to determine the status of a line.

Tracker: The optional paging system that allows an attendant to send a message to a compatible pager.

Transfer: Transfers current call to another station.

V

Voice announce blocking: A telephone can be set to block voice calls sent to it over the speaker.

Volume keys: Control volume of ringer, handset and headset.

Z

Zone paging: Paging through the intercoms of some stations or departments in the system.

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