

## Login Functions

### Launch PC Console:

1. Double-click on **Console Operation** icon

### Login as different attendant:

1. Select **Attendant-Login** from Menu Bar
2. Enter login name and password
3. Click **OK**

### Exit PC Console:

1. Select **Attendant-Exit** from Menu Bar

Copyright © 1999, Lucent Technologies  
All Rights Reserved  
Printed in USA

**Notice.** While reasonable efforts were made to ensure that the information in this book was complete and accurate at the time of printing, Lucent Technologies can assume no responsibility for any errors. Changes and corrections to the information contained in this document may be incorporated into future reissues.

**Warranty.** Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

#### **Federal Communication Commission (FCC) Statement:**

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

**Acknowledgment.** This document was prepared by the Product Documentation Development group, Lucent Technologies, Holmdel, NJ 07733-3030.

Lucent Technologies  
Bell Labs Innovations



## DEFINITY® PC Console Release 2.5 Quick Reference Guide


555-233-740  
Issue 2.5 October 1999




PC Console — The Elegant Solution

## Basic Call Handling


### Answer call:

1. Click Answer 

### Place call to extension:

1. Either:
  - ⇒ Click Hundreds Group button, then Busy Lamp Field
  - ⇒ Click Call icon , then dial extension using telephone or keyboard
  - ⇒ Search and dial in PC Directory

### Place call to outside number:

1. Click Call 
2. Either:
  - ⇒ Click Trunk Group button and dial as usual
  - ⇒ Dial complete number using telephone or keyboard

### Hold current call:

1. Click Hold 

### Retrieve held call:





1. Click Retrieve 

### Release call:





1. Click Release 

## Transferring Calls

### Transfer incoming call to extension:




1. Click Transfer 
2. Place call to extension  
*(If Auto Transfer enabled, call transfers automatically)*
3. Either:
  - ⇒ Transfer call without announcing it; click Transfer  before party answers
  - ⇒ Set up 3-way connection that includes console; click **Split** before or after party answers
  - ⇒ Transfer call after announcing it; wait until party answers then:
    - ◆ If party accepts; click Transfer 
    - ◆ If party declines, is busy, or no answer; click Cancel  to reconnect to caller

### Transfer extension to outside number:

1. Click Trunk Group button or dial access code for outgoing trunk
2. Dial number
3. Either:
  - ⇒ Transfer call without announcing it; click Transfer  before party answers
  - ⇒ Set up 3-way connection that includes console; click **Split** before or after party answers
  - ⇒ Transfer call after announcing it; wait until party answers then:
    - ◆ If party accepts; click Transfer 
    - ◆ If party declines; click Cancel  to reconnect to caller
    - ◆ If busy or no answer, click Cancel  to reconnect to caller





### Transfer incoming trunk call to outside number:

*(Trunk-to-Trunk Transfer must be enabled on the switch)*

1. Click Trunk Group button or dial access code for outgoing trunk
2. Dial number  
*(If Auto Transfer enabled, call transfers automatically)*
3. Either:
  - ⇒ Transfer call without announcing it; click Transfer  before party answers
  - ⇒ Set up 3-way connection that includes console; click **Split** before or after party answers
  - ⇒ Transfer call after announcing it; wait until party answers then:
    - ◆ If party accepts; click Transfer 
    - ◆ If party declines, is busy, or no answer; click Cancel  to reconnect to caller

## Conferencing Calls


### Set up conference:

1. Answer or place originating call
2. Click Conference 
3. Click Call 
4. Dial next number
  - ⇒ If party ready to join, click Add 
  - ⇒ If party not available, click Cancel 
5. To add next person, go to Step 3

### Drop self from conference:

1. Click Release 

### End conference:

1. Click Forced Release 
2. Click **Yes** to confirm