Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent 4035 Attendant Set

User Manual

Alcatel·Lucent

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Chapter

1

Introduction to the 4035 attendant set

1.1 Overview

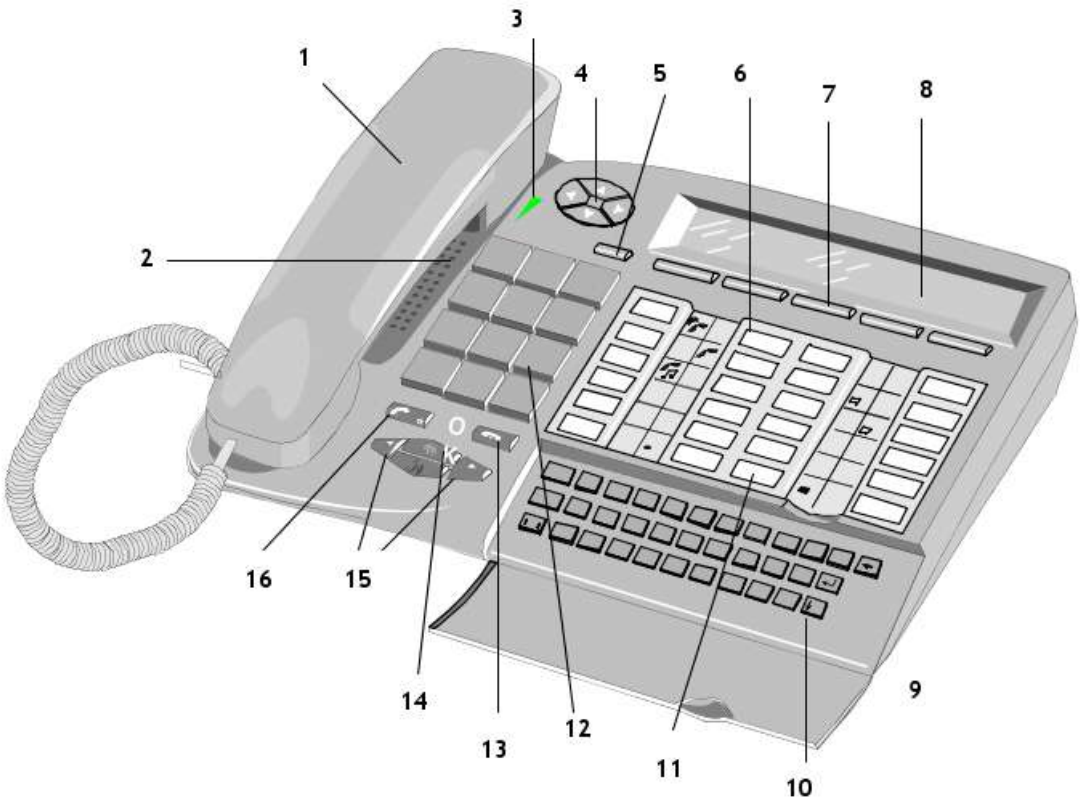
The attendant's main role is to ensure effective routing of incoming calls and, when appropriate, make external calls to fulfill user requests.

During operation, one or more attendants share the workload (up to 50 may be installed in the same system). Each attendant set (or console) must belong to an attendant group.

The keys appearing on the 4035 set offer the range of features (functions) required for efficient management of incoming and outgoing calls.

Several system features can be accessed from the attendant set. These features include:

- Attendant mode change (e.g. switchover from day to night status). Depending on the system settings in management, this results in differences in call routing and the features that can be accessed on the set.
- External line reservation for exclusive use (depending on rights).
- Monitoring system operation.
- Programming services such as date and time, speed dialing numbers, charge unit counters, etc.



Chapter 1 *Introduction to the 4035 attendant set*

Figure 1.1: 4035 set features

The Alcatel 4035 attendant set is equipped with:

1. A handset (can be replaced by a headset).
2. A station speaker, located under the handset.
3. A two-color LED (red or green).
4. A navigation key used to scroll through the pages or lines (up or down) of the dynamic key designations on the alphanumeric display.
5. A menu key (set programming and access to services)
6. Programmable keys with matching LCD blocks (symbol).
7. Dynamic function keys (offering different options depending on the context in which they are used).
8. An alphanumeric display (two lines of 40 characters).
9. A microphone for hands-free operations.
10. An alphabetic keyboard Qwerty or Azerty (for dial by name, text messages, speed dialing number and set phone book/directory programming).
11. Preprogrammed function keys (cannot be modified by the attendant).
12. A number (dialing) keypad with 12 keys.
13. A fixed end call key.
14. A red LED behind audio keys (flashes to indicate hands free operation).
15. Hands-free, listen and fixed audio volume keys (<=decrease; >=increase).
16. A fixed microphone ON/OFF (mute) key.

The various 4035 keys are described in the following sections. In addition to the number (dialing) keypad and alphabetic keyboard, these keys are:

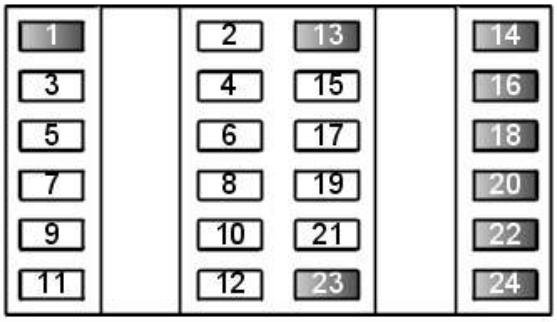
- Fixed keys, that cannot be modified by the attendant or manager (administrator).
- Preprogrammed keys. Some preprogrammed keys may be modified by the manager.
- Programmable keys, that may be modified by the attendant or the manager.
- Dynamic function keys.

1.2 Fixed keys

Depending on the country, keys will have icons or text to designate their use.

Key	Function	Associated LCD indicators (LCD block)
(Hands-free)	Used to: - Make a call without picking up the handset. - Answer a call without picking up the handset. - Switch on the hands-free microphone while in conversation.	- Off: Hands free inactive - : (flashing red LED on the key) Hands free on
	Used to switch the station speaker on or off.	On the display: - : amplified reception
	Used to adjust station speaker volume	On the display: - : volume level 3 - : volume level 4 - : volume level 5 - : volume level 6 - : volume level 7
Mute or	Used to switch the microphone on/off while in conversation (when off, the user cannot hear the attendant).	Key LED - Off (unlit): Microphone ON - On (lit): Microphone OFF
Menu or	Used to access customization of the attendant set.	
END or	Used to end a call or programming operation.	
	Used to scroll through the pages or lines of dynamic key labels.	*Note:* *With the set in idle mode, press the right arrow to access dynamic keys programmed by the attendant (set directory)*

1.3 Preprogrammed and programmable keys



Keys that are preprogrammed at attendant set installation are shown grayed (dark background).

Note:
Key 11 used for preprogrammed HOLD feature in certain countries.

1.3.1 Preprogrammed keys

Key	**Function**	**Status of the corresponding LCD blocks**
1	Call presentation: although this key may be modified by the system manager, it is advisable to leave the preprogrammed function for call display. *Note 1:* *The different types of calls are described below this table.*	♫ : incoming call(s). *Note 2:* *The display indicates the number of waiting calls.*
♫ 13	Common hold (may be modified by the manager). Used to put a call on common hold (the call can be retrieved from hold by any attendant in the attendant group).	Off: no call on hold. ♫ : call(s) on hold.
ON/OFF 14	Used to switch the set on/off (cannot be modified).	▬ : set ON (day status, set connected/active), the display shows waiting calls. With the set OFF, the key has no LCD blocks and the display shows **Night**.
SERVICE 16	**Service** key (cannot be modified): used to access special features (chained withdrawal, charge unit counter, forwarding to another attendant, etc.)	Off: not activated ▬▭▬ : switchover to SERVICE mode from the idle position. ▬ : switchover to SERVICE mode from a call.
AUTO 18	Used to enable/disable automatic connection.	Off: manual connection. ▬ : automatic connection of incoming calls.

Key	Function	Status of the corresponding LCD blocks
20	Trunk group reservation	Off: no reservation/direct seize allowed. ▪▪▪ : trunk group reserved. ▪□▪ : direct seize prohibited on all sets.
22	ISDN key: allows direct access to the public network.	
Redial 23	Redial key: dials the last number dialed on the keypad again.	
STORE# 24	Redial memory key: saves a number for future use. The number saved cannot be deleted. Saving a new number overwrites the previously saved number.	Off: not activated ▪▪▪ : the number has been saved.

The Call presentation feature is used to supervise waiting queues for:

- Entity calls

  Note 3:
  An entity is identified by a unique number. If the system is shared, for example between several companies, each company is an entity with its own sets, trunk groups, and attendant groups.

- Private and public calls
- External calls
- Internal calls
- VIP calls
- Callback
- Return from chaining or charging
- Transfer between attendants
- Individual calls
- General hold
- Others

1.3.2 Programmable keys

All other keys not described in the table in Preprogrammed keys can be modified by the system manager.

Note 1:
These keys can be programmed from the attendant set but may be assigned a fixed feature in system management (see the 4035 - Key facilities programmable by system management).

The attendant can assign a call number (internal, speed dial, external) to this type of key from her set.

The manager can assign the following features to these keys:

- Individual hold
- Trunk group supervision
- Out of service trunk supervision
- Directory number supervision
- Individual routing
- Speed dialing
- Network/network connection with supervision,
- Call presentation

  Note 2:
  Call presentation is preprogrammed on key 1, it is not advisable to modify this. However, another key can be used for presentation of specific calls (VIP calls or return from chaining for example).

- Transfer with privilege

1.3.3 LCD blocks (key symbols)

Each key has a corresponding LCD block divided into six icon segments that are activated individually or in groups to reflect the status of the operation or resource programmed for this key.

Diagram showing an LCD block with all its segments: .

Key	Function	Status of the corresponding LCD block
Programmed operation	Inactive Active	Off ▬
Operation requiring attendant action	Inactive Active	Off
Call supervision	Free Busy On hold Callback request Calling	Off ▬ (flashing)
Individual hold	Call on hold Call retrieval from hold	 (flashing)

Key	Function	Status of the corresponding LCD block
Individual routing	Call routing Retrieval from routing	▪▪▪ (flashing)

Explanations of symbols representing the LCD block segments in the grouping:

▪: segment lit ▫: segment unlit (off) ⌘: segment flashing

1.4 Additional programmable keys

The Alcatel 4035 attendant set may be expanded with add-on keypad modules providing a maximum of 60 additional programmable keys.

Two models are available:

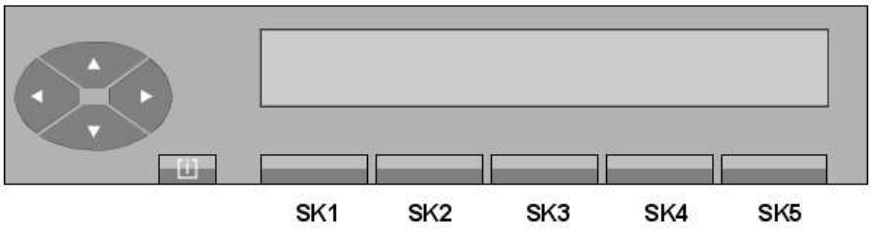
- 20 keys: Alcatel 4090M
- 40 keys: Alcatel 4090L

Each key can be programmed as a resource or supervision key. Some of these keys may also be locked by the system manager.

1.5 Soft keys (dynamic function keys)

1.5.1 Principle

These are keys SK1 to SK5 (SK stands for Soft Key), located below the set display. By convention, keys SK1 to SK5 are numbered from left (SK1) to right (SK5).



Soft keys are dynamic keys are keys whose function is determined by the system according to the current operating or programming status. They cannot be programmed by the user.

Keys SK1 to SK5 are mainly used for telephone operation. The operation is enabled in the system when the label is displayed on the screen. The attendant can activate the feature by pressing the key corresponding to the label.

Pressing a key for which no label is displayed has no effect; this helps avoid inadvertent activation of features.

The dynamic keys are also used to:

- Implement operating features (callback, text messaging, etc.).

- Customize the attendant set.
- Modify system management.
- Save (and use) the set individual phone book.

1.5.2 Function of keys SK1 to SK5

Depending upon the country, features may appear on different keys.

Key	Label	Function
SK1	**EndCCI**	Used to cancel consultation call.
	Reseiz	Call again (using the same trunk).
SK2	**Ring**	Call (i.e. ring a station).
	Broker	Broker call.
	BargIn	Used to barge in (intrude into a call conversation).
	■ **BargIn**	Used to cancel barge-in.
SK3	**Transf**	Transfer
	CampOn	Retrieve from routing.
	OnHold	Hold.
	Endial	End external dialing.
SK4	**Overid**	Call the called user's forwarding destination.
	Intern	To answer a group call (call to the attendant group).
SK5	**Releas**	Call release.
	Next	To answer the next call.

1.5.3 Using keys SK1 to SK5

1.5.3.1 Function key SK1

- With the Reseiz label displayed

  This label is displayed during an outgoing call to a destination outside the system, upon transmission of the first digit of the external number.

  This function is used to renew the dialing on **the same line**: the system automatically releases the line seize and the line reseizes it, providing a dial tone again and allowing the redialing.

- With the EndCCI label displayed

  This function is used to release the consultation call that is being set up and return to conversation mode with the first party (user or caller).

1.5.3.2 Function key SK2

- With the Call label displayed

  Following an ordinary call or a consultation call to an internal user, this function is used to activate ringing on the set to which the call has been connected.

  If the set is free, its number is shown on the display preceded by **Free**.

If this user has just picked up the receiver (off-hooked) before the call, he hears the music-on-hold indicating that the user's set is **reserved** by the attendant and **Conv** is displayed before the number: in this state, this key can then be used to enter into conversation with the internal user.

- With the Broker label displayed

  This function is used, when the conversation in consultation call mode has been set up, to switch between users by pressing the key (the other party is automatically put on hold).

- With the Barge-in label displayed

  Following an ordinary call or consultation call to an internal user, this function can be used - if the link is not protected against barge-in (intrusion) - to barge in on the call (on the set on which the call has been connected). The number of this set is shown on the display, preceded by **BsyInt** or **BusyEx**.

  Barge-in is accompanied by a specific tone that is sent to all participants.

- With the Barge-in label displayed

  If the barge-in is accepted, the display changes and the **cancel barge-in** function becomes active.

1.5.3.3 Function key SK3

- With the OnHold label displayed

  This function is used to put the party on hold until retrieved later.

- With the Transf label displayed

  In consultation call mode, this function is used to transfer the first party to the second.

- With the CampOn label displayed

  This function is used to retrieve the party in routing.

- With the Endial label displayed

  This function indicates to the system that the external dialing, in unknown format, has terminated and is complete.

1.5.3.4 Function key SK4

- With the Overid label displayed

  This function is used to directly call the called user's forwarding destination set.

- With the Intern label displayed

  This function is used to connect to the call of a user who has made an **attendant group call**.

1.5.3.5 Function key SK5

- With the Releas label displayed

  In ordinary or consultation call mode, this function is used to release the current call.

- With the Next label displayed

  This function is used to connect to the incoming call (internal/external) with the highest priority. The order of priority is defined at system management level.

1.6 Call waiting LEDs

The LED is used to indicate internal and external calls waiting on the attendant set via the following states:

- Off
  No call is waiting on the attendant set.
- On (green)
  There are normal waiting calls.
- On (red)
  There are urgent and/or priority waiting calls.

1.7 Display and navigation key

The display consists of two lines of 40 alphanumeric characters.

Note:
*Display contrast or visibility can be adjusted by pressing the or MENU fixed function key followed by the **Prog** dynamic key (see the Alcatel 4035 attendant set - Management from the attendant set 1 - Screen - adjusting the contrast/visibility).*

Each line displayed contains character strings whose length depends upon the information to be displayed.

The information given includes:

- User status.
- The name programmed in the system.
- User directory number and external connection rights (Class of Service).
- Trunk group name, the line selected in the trunk group and its number.
- Display of the normal and urgent waiting call counters.
- Authorized functions and features.
- Data, during system programming on the attendant set.

The presence of an additional screen is indicated by the sign to the right of the display.

Return to the previous screen is indicated by the sign on the left of the display.

Press the left and right arrows on the key to move to the previous or next screen.

The up and down arrows on this key are used to select the upper or lower line before pressing the dynamic key for the label displayed.

1.7.1 Attendant set in the connected (active) state and idle state

The display shows the number of normal waiting calls and urgent waiting calls.

Urgent waiting calls are calls waiting longer than 30 seconds. They concern both circuits and sets that are routed, calling or being called back or on ordinary hold.

If there is no attendant reply to a waiting call, after a programmable threshold, a specially cadenced ringing is sent to the attendant set and followed by display of **Waiting calls**. The screen shows **Time out - Attendant away**.

To return to operational mode, use the ON/OFF key *(see the* Alcatel 4035 attendant set - Attendant set operation 1 - Putting the set into service (status) *).*

1.7.2 Attendant set in the disconnected (inactive) state

The screen shows the status of the group:

- Night Service
  or
- Day Service
  or
- Forwarding 1 mode
  or
- Forwarding 2 mode

Regardless of the service displayed, the attendant set operation is inhibited. Only the command for changing to the active state is available *(see the* Alcatel 4035 attendant set - Attendant set operation 1 - Putting the set into service (status) *)*.

1.7.3 During call processing

The system completes the information provided by the labels and, at all times, displays useful information for call processing.

1.7.3.1 Ordinary or consultation call to an internal set

The number of the called set is progressively displayed as the digits are dialed. After dialing is complete, the screen shows the following information (from left to right):

a. Called set status:

- Free
  The internal set is free and automatically placed in **RESERVED/ATTENDNT CONTROL** status.
- Rings
  The set is rung following camp-on ringing (press the dynamic **Ring** key).
- Conv
  The user has answered the call. This status is also displayed if the user picks up the receiver (off-hooks) before being rung (the user hears the music-on-hold (or other hold tone), indicating that the set is reserved by the attendant).
- BusyEx
  The user is on an external call (busy level is not indicated).
- BsyInt
  The user is on an internal call (busy level is not indicated).
- Out of Service or OOS
  The user set is out of service (problem with the set, a cable or equipment).
- Unobtainable/Called party cannot be reached
  The called set is already being rung or is on hold or in line lockout or in communication with a user with a call waiting or in programming.

- The # sign

  If the number (or the name) displayed is not the one dialed by the attendant, the # sign indicates the call reached by the set via forwarding or overflow.

b. Set directory or extension number.

c. The name of the internal user to which the call has been connected.

1.7.3.2 Answering an internal call

After answering the call, and whenever the attendant is in communication with the user (for example, following an outgoing seize), the following information is displayed (from left to right):

a. Called set status:

- Conv

  The set is off-hook and the attendant is in conversation with the user (if not, switch to conversation mode by pressing the **Ring** dynamic key).
- Free

  The user has hung up. The attendant is in the same situation as a call to a free set (see the Alcatel 4035 attendant set - Attendant set operation 1 - Call to an internal user).

b. Set directory number.

c. The name of the user calling you.

1.7.3.3 Incoming external call

After answering the call, and whenever the attendant is connected to the trunk, the following information is displayed (from left to right):

a. Trunk status

- Conv

  The system considers the trunk as being connected and in conversation.
- Free

  The external user has hung up and the system has received a release signal.

b. The name of the trunk group to which the trunk belongs.

c. The number of the trunk.

1.7.3.4 Outgoing external call

As soon as the seize prefix is dialed, the name of the trunk group is displayed (in case of overflow, the name displayed is that of the trunk group actually used).

If no trunk is available, the label **Trunk is unobtainable** is displayed.

The external number is progressively displayed as the digits are dialed.

As soon as conversation begins (reception of answer signal or first charge unit at the end of the timer), the attendant is in the same situation as for an incoming call (see Incoming external call).

1.7.3.5 Information messages

Depending upon the country, information labels may be slightly different.

TransfAtt	The caller has been forwarded by another attendant.
Transfer	The caller is transferred by a user or an attendant.
OnHold	The caller has been put on hold by the attendant.
ConsltCall	Conversation with a caller in consultation call mode.
Parked	The caller was parked.
Chained	The call is a chained return.
Announce	The caller is put on hold after a controlled release.
NoOutward	Private user who cannot be connected to the external network.
Forwarded	User forwarded to the attendant set.
DND	Do Not Disturb.
Paging	Paging in progress.
AbsMsg	The user has activated an absence (apology) message.
Callback	Call in response to a previously validated call-back request.

1.8 Dialing keypad

The dialing keypad has 12 keys: 1 to 0, *, and #.

1.9 Station speaker and hands-free

The station speaker is located under the handset and the **hands-free** microphone is located at the bottom (front) right edge of the set.

These two features are switched on automatically when the attendant set is used in the **hands-free** mode. Note that the speaker can be switched on when the attendant set is used with the handset or headset.

In either mode of use, speaker volume may be adjusted. Selection of the **hands-free** position and speaker volume level adjustment are performed using the **hands-free**, (speaker), and fixed keys.

Chapter 1 *Introduction to the 4035 attendant set*

Chapter

2

Attendant set operation 1

Note:

The position of the labels on the attendant set display can differ slightly from system to system (described in the following sections). Labels may or may not display, depending on attendant rights and the type of set the called user has.

2.1 Putting the set into service (status)

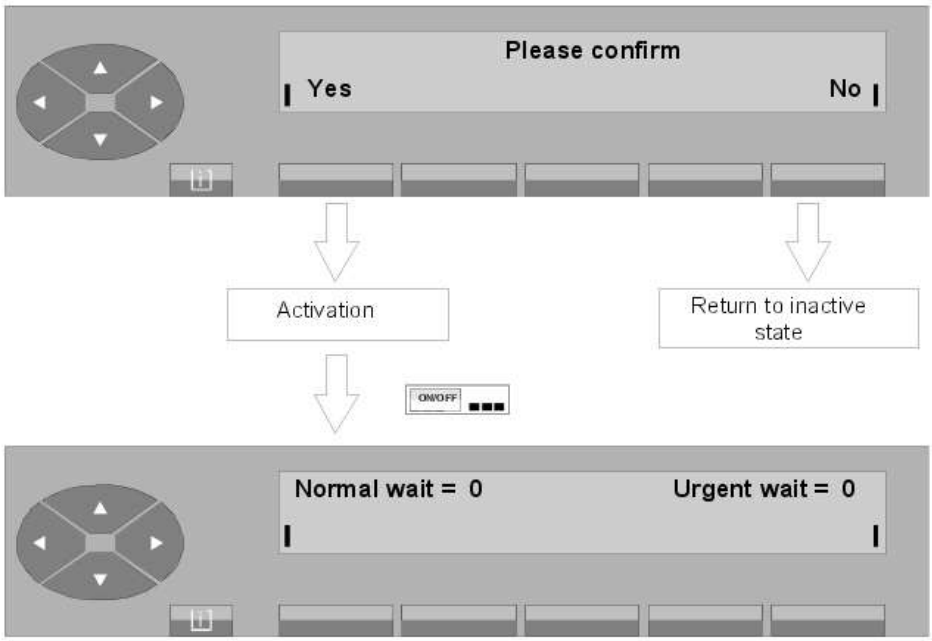
On attendant set power-up, the set is in **Night** mode (inactive state). The status of the attendant group to which the set belongs is displayed on the screen.

To put the set into operation, press the **ON/OFF** key (see the Alcatel 4035 attendant set - Introduction to the 4035 attendant set - Preprogrammed and programmable keys).

Depending on system management, the set password may be requested before set status can be changed.

The **ON/OFF** key activates the attendant set and switches it to the appropriate mode for the attendant group. If it is the first attendant set to be brought into service, it initiates **Day service/mode** for the entire group.

After pressing the **ON/OFF** fixed key, the screen displays:



When the **Yes** key is pressed, the attendant set changes to **normal service** (active).

Pressing the **No** key cancels the current operation and the attendant set returns to the inactive state.

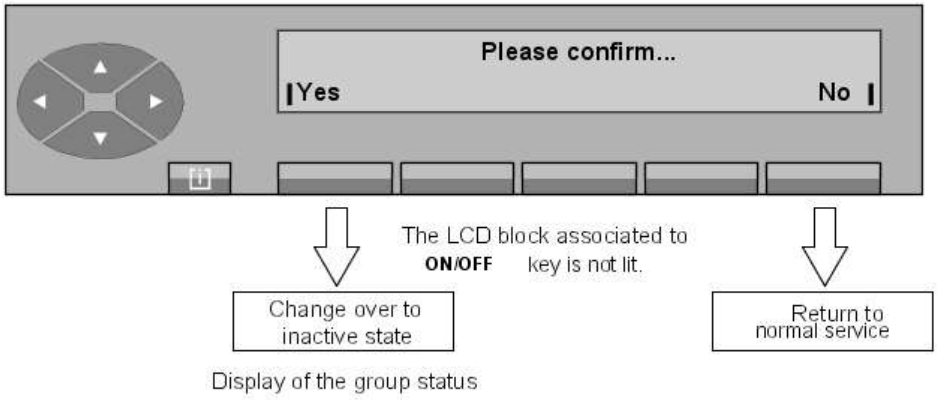
Note:

If so authorized by the manager, the attendant can program night mode/service for the entire attendant group while keeping the attendant set in operation (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Status change of the attendant group sets).

Example:

The screen indicates that the group is in Night mode/service and that this attendant set can continue to handle the different calls received.

If the **ON/OFF** key is pressed again, the screen displays:



Press the **No** to return the attendant set to normal operating mode. Press the **Yes** key to switch off the attendant set (inactive state). If this is the last attendant set still in service, this operation causes the entire group to change to **Night service**.

2.2 Methods for calling a number

2.2.1 Direct dialing

The attendant dials the user's number directly on the dialing keypad.

To reach an external number, the attendant first dials the external line seize prefix before the external number.

2.2.2 Calling via the set directory

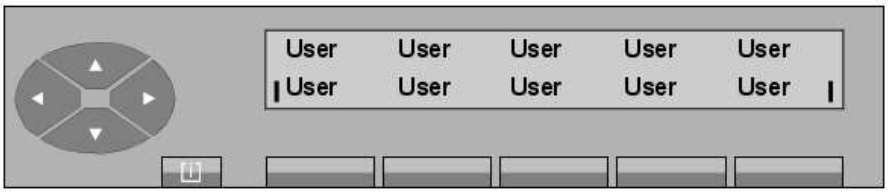
The personal directory (see the Alcatel 4035 attendant set - Management from the attendant set 1 - Programming the individual directory) is used to select an internal (or external) user via a soft key - without having to dial the full destination number.

Note:

The number called may be an internal, external, or speed dialing number.

Call by personal directory can be performed with the attendant set in the idle state or when the attendant set is being used for a consultation call.

Press the key (right arrow) to access the personal directory. The different directory entries are displayed:



If other screens are programmed, press the key to access these screens or the top line.

If you press one of the programmed keys, the associated number, 3456 for example (internal number), is briefly displayed:

Figure 2.5: Dialing (numbering) screen

Then:

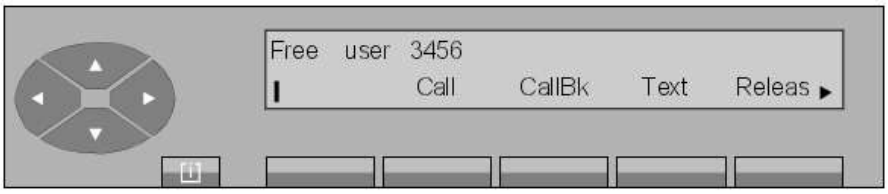


Figure 2.6: Selection screen

From this screen, the call procedure is the same as for a free internal user call.

2.2.3 Call by programmed key

When a key is programmed with a number (internal directory, LDAP directory, external number, or speed dialing number, see the Alcatel 4035 attendant set - Management from the attendant set 1 - Assigning programmable keys), pressing this key displays the selection screen for this user. The rest of the operation is the same as for an ordinary call.

A programmed key may be dedicated to seize of a specific external trunk group. The attendant presses this key before dialing the number of the external called party.

2.2.4 Dial (call) by name

This feature is used to select an internal (or external) user by name. "Dial by name" can be requested either from the idle state or during a consultation call.

When the attendant uses the "Dial by name" feature, the system searches the system directory, then, if the search is unsuccessful, a standard LDAP directory (if there is one). If the attendant wants, the LDAP directory can be searched directly.

Pressing any key on the alphabetical keyboard switches the attendant set to **Dial by name** mode.

The attendant can select the called user either:

- By last name or part of the last name.
- By last name and first name.
- By initials.

▼ The attendant selects the called user by name

When the first letter of the name is entered ("D", for example), the screen displays the following functions:

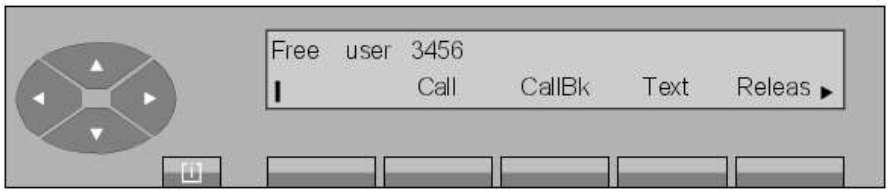
The attendant can confirm the selection when the second character is displayed or wait and enter additional letters.

Name	To indicate that attendant choice is selection by name or part of the name.
Init.	To indicate that selection is by initials.
Name&F	To indicate that selection is by name and first name.

The **Cancel** key is used to cancel the current selection.
After entering the name of the called user, the attendant confirms this choice by pressing the **Name** key.
The system accesses the name table and displays the first name in the list (if there is one):

Next	To display the next name in the list (blank if only one match).
Cancel	To return to the start of the search procedure.
Prev	To display the previous name in the list.
Ovrflw	For immediate search of the user in the LDAP directory (instead of the internal directory).
ON	Order Number (i.e. sequence number) of the user in the list being searched.
TN	Total Number of users in the list being searched.

If the display shows the user being searched for, press the **Apply** key to activate the dialing phase. The display then shows:



From this screen, the procedure is the same as for a free internal user call.

Note:
If there are more than 24 names in the list, the screen shows:

xx	*This indicates a number between 25 and 48. Beyond this, the following message is displayed:* **You have more than 48 matches!** .
Modify	*To modify the search string by correcting the series of letters entered.*
Cancel	*To return to the start of the procedure.*

Press the **List** key to display the first of the xx names in the list (48 names maximum) matching the search string entered:

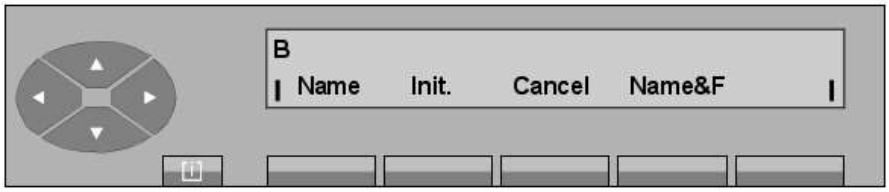
From this screen, the procedure is the same as the procedure for "Dial by name" via selection of user name (see above). Press the **Cancel** key to return to the idle screen.

- If there is no name in the list, the screen shows:

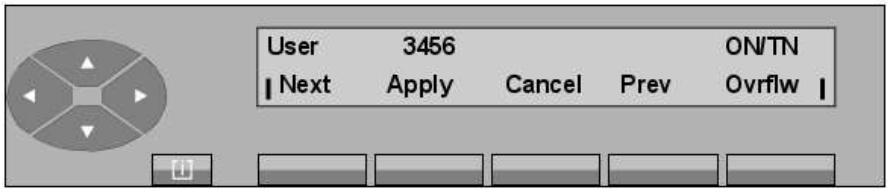
Modify	*To return to the previous screen and modify the search string.*
Cancel	*To return to the idle position.*

▼ The attendant selects the called user by initials

When the first letter of the initials is entered ("B", for example), the following functions are displayed:



After entering the rest of the called user's initials, the attendant confirms this choice by pressing the **Init.** key.
The system searches through the name table and displays the first name in the list that matches the initials entered:



The procedure is then the same as the procedure for "Dial by name" via selection of user name (see above).

2.2.5 Call by speed dialing

The attendant accesses speed dialing by:

- The direct call prefix.
- The access prefix followed by the row of the speed dialing number.
- Pressing a key programmed with a speed dialing number.

Speed dialing is most often used for external dialing only. Dialing (numbering) is complete when the dialed number has been analyzed by the system, and the procedure is then the same for an ordinary call.

2.3 Call to an internal user

In the following example, the attendant dials the first digit (3) of the set directory number to be called (3456, for example) on the keypad:

2.3.1 Reservation (locking) an internal user set

When an internal user number is dialed, the user set, if free, is reserved by the attendant (becomes under attendant control). The user can still dial a number or access another service.

This reservation (attendant control) is indicated on the user set:

- By the symbol on the resource keys (multiline set).
- By the deletion of any entry on the screen.

The user set does not ring until the attendant presses the **Ring** (or **Call**) key.

This specific feature of the attendant set ensures the attendant can always reach the station user. If the user picks up the receiver (off-hooks), the user hears the music-on-hold, indicating that the set is reserved and that all outgoing calls are denied. When the attendant presses the Ring key (or Call key) on the attendant set, it is automatically connected to the user.

If the user set is a multiline set, the user is not locked and can make calls. However, a set resource is used for the incoming call from the attendant set.

2.3.2 The called set is free

Figure 2.15: Dialing (numbering) screen

When the complete directory number has been dialed, the display shows:

Figure 2.16: Selection screen

The first line gives information on the set:

Free	Indicates that the selected set is free.
user	Gives the name and first name of the called party, if known to the system.

3456	The internal directory number of the called party.

The second line displays the functions that can be activated from this screen:

Ring	To activate ringing on the called set.
CallBk	To store a call-back request.
Text	To send a text message to the called user (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages),
Releas	To release the current call and return to the idle position.

Press the key to access the following screen. The display shows:

Entity	Used to display the entity of the called set (if an entity name has been programmed in management).

The user set is effectively called by pressing the **Ring** key (or **Call** key). The screen then displays:

Figure 2.18: Call screen

The user answers the call and the screen shows:

Figure 2.19: Conversation screen

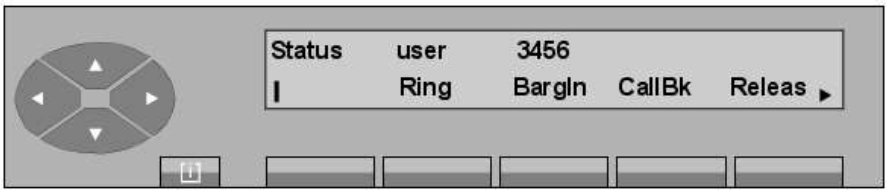
In this state, the attendant controls the conversation. The attendant alone can release the call by pressing the **Releas** key.

2.3.3 The set is busy

2.3.3.1 The busy set is multiline (with a free line)

Note:
A multiline set with a free resource is seen as free by the attendant set.

After dialing the directory number of the called party, the attendant display shows (for example):



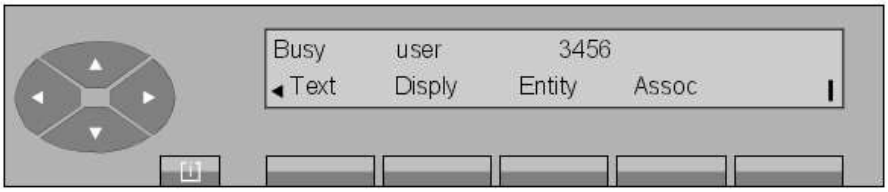
The **Status** field shows:

- **BsyInt** if the set is internally busy.
- **BusyEx** if the set is externally busy.

The second line displays the functions that can be activated from this screen:

Ring (or **Call**)	To activate ringing on the called set. This key indicates that the set is busy but with a free resource.
BargIn	To intrude (barge-in) on the conversation. To exit, press the ■ **BrgnOf** key (see the Manual answer).
CallBk	To store a call-back request.
Releas	To release the current call and return to the idle position.

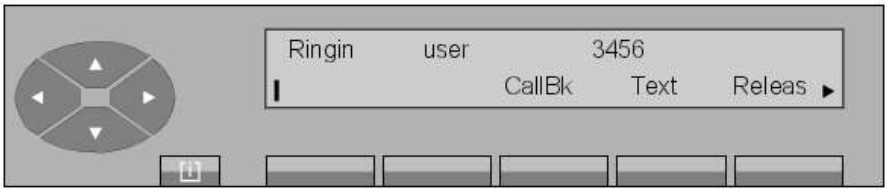
Press the key, the display shows:



Text	To send a text message (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages).
Disply	To display a text message directly on the screen of the called set (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages).

Entity	To display the entity of the called set (if an entity name is programmed in management).
Assoc	To call the associate of the called party set.

Press the **Ring** key (or **Call** key) to display the following screen:

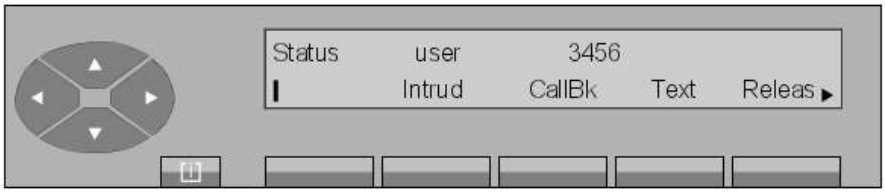


Press the key, the screen shows:

The procedure is then the same as for a free set.

2.3.3.2 *The busy set is a single line set (or multiline with all lines busy)*

The user is in conversation with a party. After dialing the directory number of the called party, the display shows:



The **Status** field shows:

- **BsyInt** if the set is internally busy.
- **BusyEx** if the set is externally busy.

The second line displays the functions that can be activated from this screen:

BargIn	To intrude (barge-in) on the conversation. To exit, press the ■ **BrgnOf** key (see Manual answer).
CallBk	To store a call-back request.

Text	To leave a text message for the called party (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages). The LED on the called set indicates that a message has arrived. *Note 1:* *The attendant set is not notified that this message has been read (the user must open the set's mailbox to read it).*
Releas	To release the current call and return to the idle position.

Press the key to display the **Disply** and **Entity** labels.

In all cases, pressing the **Disply** key displays the following:

Figure 2.25: Outgoing message screen

The **Disply** feature has the same menu items as the **Text** feature (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages).

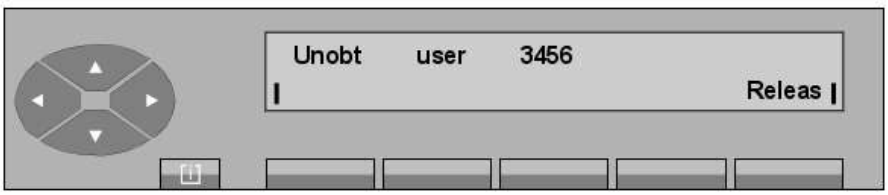
On attendant confirmation, the message is immediately displayed on the screen of the called set.

Note 2:
When the called party confirms that he has read the message displayed, the attendant set (that waits for the reply) displays, ***Message has been read****.*

2.3.4 Special cases: Unreachable or Forwarded Sets

2.3.4.1 The set cannot be reached

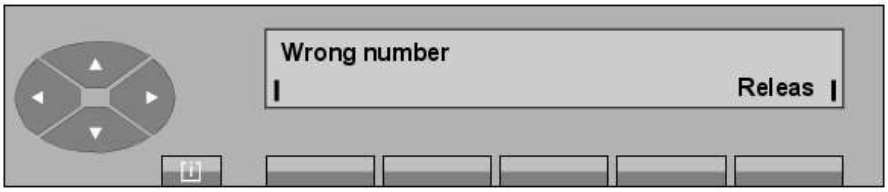
After dialing the directory number of the called user (who is programming his set or dialing a number), the display shows:



Press the **Releas** key to release the current call and return to the idle position.

2.3.4.2 The set does not exist

If the attendant dials a number which is not recognized by the numbering plan, this is considered as an incorrect operation and the screen shows:



Press the **Releas** key to release the current call and return to the idle position.

2.3.4.3 The user is absent (apology message)

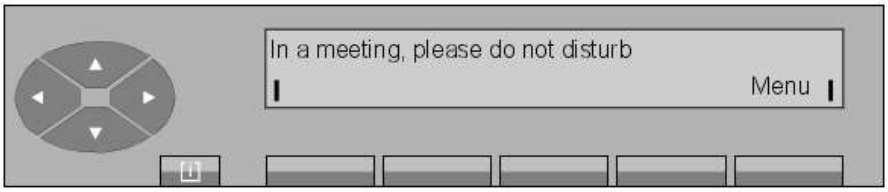
When a user can leave an absent (apology) message because he or she cannot answer, the attendant can read the message as soon as the user is selected.

Example 1:

When the key is pressed, the **AbsMsg** label is displayed.

The attendant presses the **AbsMsg** key to view the message.

Example 2:

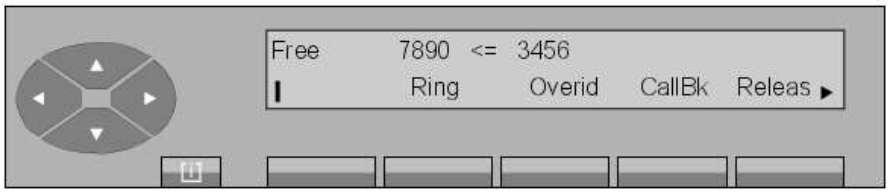


Menu To return to the selection screen.

2.3.4.4 The set is forwarded to another set

▼ The set is in immediate forwarding mode

For example, set 3456 is forwarded to set 7890. The attendant dials the directory number of the called party. The display shows:



The display indicates that the set is in immediate forwarding to another set and gives the directory number of the forwarding destination set. The **Overid** key is used to activate the **Privileged access override** feature so that the forwarded set can be called despite the forwarded status of the set.
Press the **Ring** key (or **Call** key) to ring the forwarding destination set.
Press the **Overid** key, the screen shows:

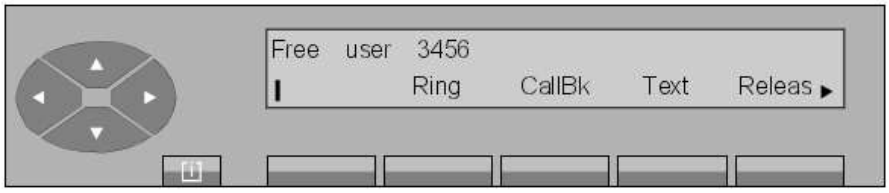
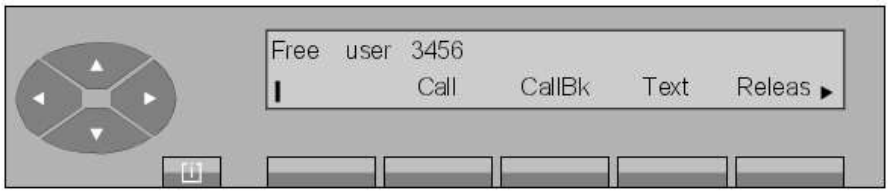


Figure 2.31: Selection screen

From this screen, the procedure is the same as for a free set.
Press the **Releas** key to release the current call and return to the idle position.

▼ The set is forwarding on no answer

For example, set 3456 is forwarding to set 7890. When the called party directory number has been dialed, the display shows:



The attendant is not yet informed of set forwarding.
Pressing the **Ring** key (or **Call** key) rings the forwarding set and the attendant set display shows that the called party is in time delayed forwarding to another set:

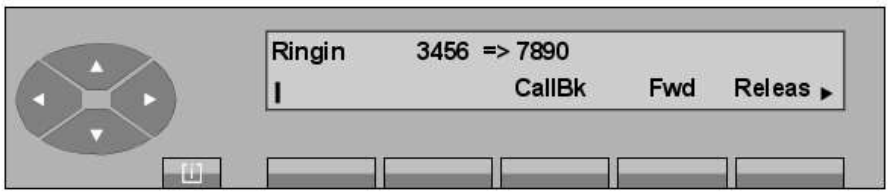
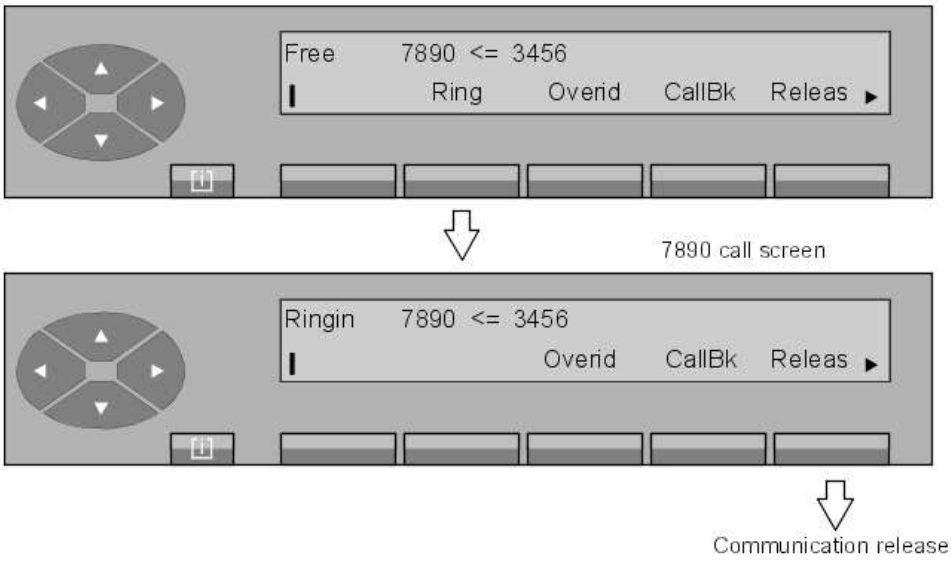


Figure 2.33: Call screen for set 3456

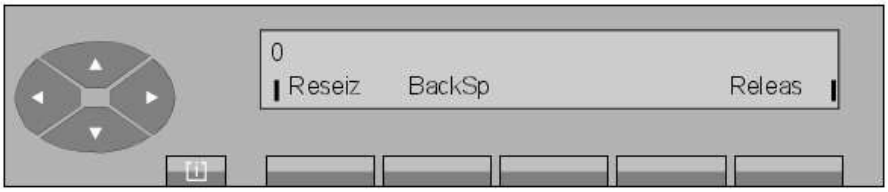
Press the **Fwd** key to select the forwarding destination set. The attendant set display shows:



2.4 External calls

When the access prefix has been dialed (see the Methods for calling a number), the display shows:

Trnk Grp is the name of the group of external lines. Pressing the **Releas** key releases the current call and returns the set to the idle position. The first digit dialed on the keypad is displayed on the left, in place of the name:



When all the digits of the external number have been dialed, the attendant can:

- Confirm to the system that the dialing/numbering is complete by pressing the **Endial** key (the label is displayed when the 4th digit is entered).
- Suppress the external call and return to the initial status by pressing the **Releas** key.

Press the **Reseiz** key to reseize the same line and restart external dialing again.

Press the **BckSpc** key to delete the last digit entered.

When the **Endial** key is pressed, the screen changes to:

Example:

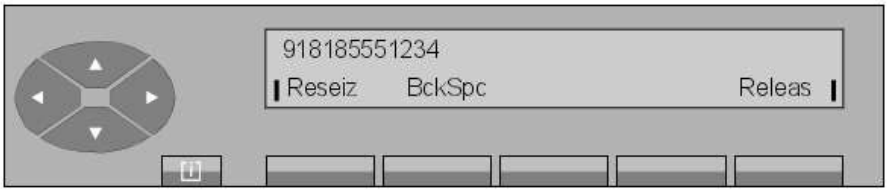


Figure 2.37: Dialing (numbering) screen example for North American NPA

Note:
*If the attendant is using a digital link, **Text** is displayed and, as for an internal user, a text message can be sent to the called party (see the Alcatel 4035 attendant set - Attendant set operation 2 - Text messages).*

When the external called party answers, according to a system option, the dialed number or the trunk group name is displayed.

Figure 2.38: Conversation Screen Displaying the Dialed Number

Figure 2.39: Conversation Screen Displaying the Trunk Group Name

Status	Indicates the status of the selected line.
Trnk Grp	Gives the name of the selected group of lines.
02	The number of the line in the group.

Press **OnHold** to put the external party on hold.

2.5 Answering calls

2.5.1 Automatic answer

This operating mode is used to automatically connect the attendant set to any incoming call or any call that is waiting during call routing.

If the AUTO key is pressed, the segments of the associated LCD block light up , and the screen displays: **Automatic connection mode**.

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

2.5.2 Manual answer

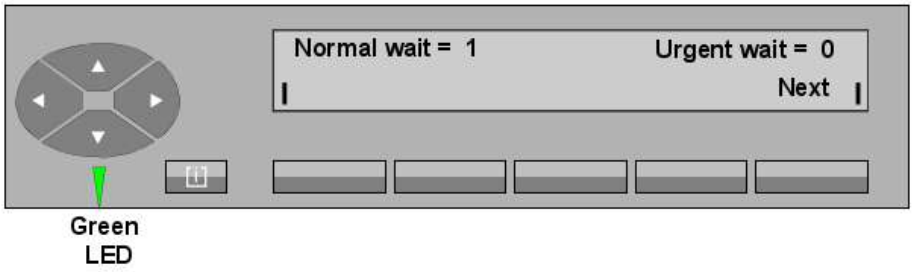
If the AUTO key is pressed again, the segments of the associated LCD block go off and **Manual connection mode** is displayed.

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

This operating mode places calls in a waiting queue as they arrive.

An internal user or public network call is shown on the attendant set by:

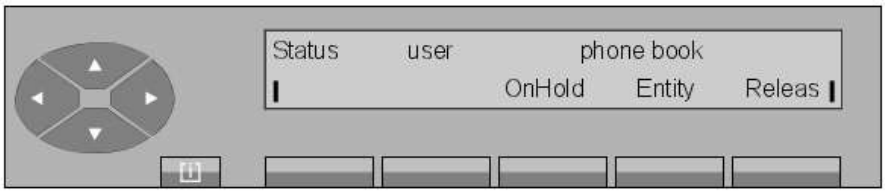
- A short cadenced ringing.
- The call waiting LED coming on green.
- The new value of the normal waiting calls counter.
- Display of the **Next** label.



Attendant action is required to take the call (pressing the call presentation key (flashing LCD block) or the **Next** key).

2.5.3 Answering an internal call

The display shows:



Status	Caller set status.
user	Caller name (if known to the system).
phone book	Caller directory (phone book) number (if known to the system).

Press the **OnHold** key to put the caller on hold.

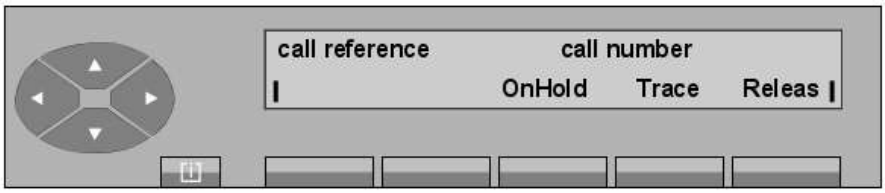
2.5.4 Answering an external call

Status	Calling trunk status.
Trnk Grp	Caller name (if known to the system).
Trace	To launch a call trace request.

Press the **OnHold** key to put the caller on hold.

From this position, the attendant can activate a consultation call to another set or release the current call by pressing the **Releas** key.

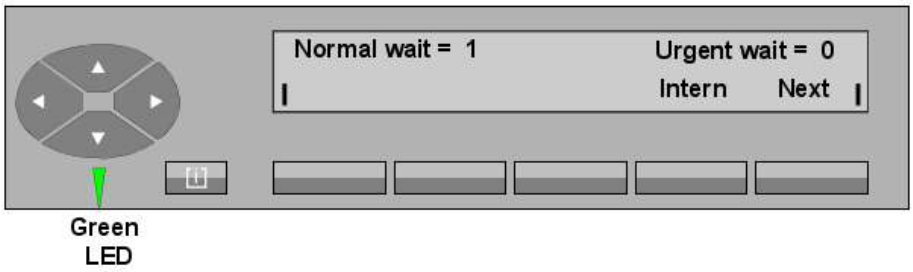
Note:
For an ISDN call, the screen displays:



*If calling number was not sent, the **call number** field is replaced by the name of the trunk group on which the call arrived. The rest of the call procedure is as described above.*

2.5.5 Answering a call to the attendant group

If an internal user dials a group number, the attendant display shows:

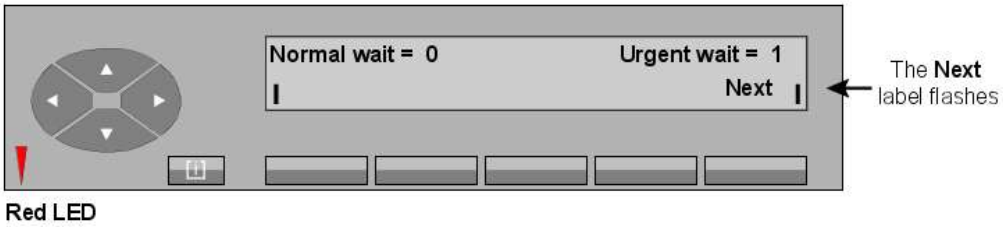


- Press the **Intern** key to answer all **group** calls.
- Press the **Next** key to answer:
  - A group call, if it is the only one presented on the attendant set.
  - All other calls according to call priorities.

2.5.6 The attendant does not answer immediately

If the attendant does not answer the call immediately, the call will be put on urgent hold, indicated as follows:

- The green LED turns red.
- The normal waiting calls counter is decremented.
- The urgent waiting calls counter is incremented.



The attendant presses the **Next** key to enter conversation with:

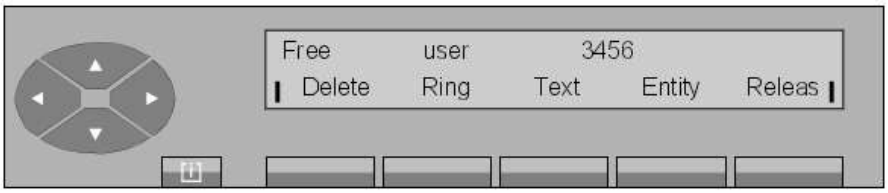
- The calling user or trunk if it is the only one,
- The calling user or trunk with the longest waiting time, if there are several.

2.5.7 Answering a callback request

An authorized internal user can activate a callback request to the attendant.

When a callback request is activated, the screen displays:

When the attendant presses the **CallBk** key, the display shows (example):

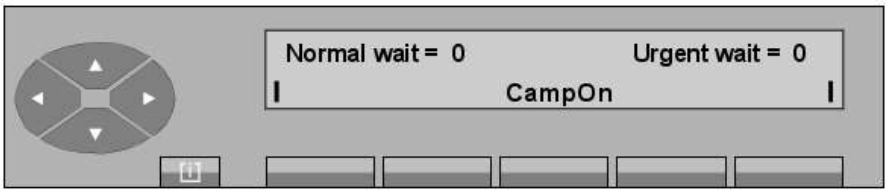


By pressing the **Ring** key (or **Call** key), the attendant activates the call to the user requesting callback. The rest of the screens are the same as described in Call to an internal user .

Pressing the **Delete** key deletes the current callback request and the attendant set returns to the idle position.

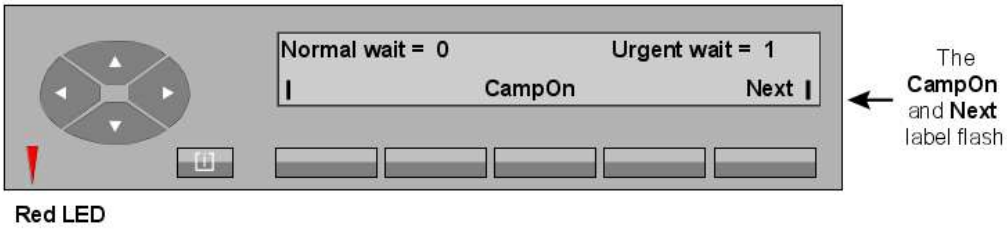
2.6 Holding a call

When the **OnHold** key is pressed, the user set (internal or external user) is put on hold with the music-on-hold or waiting tone and the screen changes to:



If the attendant does not retrieve the call before the end of the timer, ringing is activated to indicate that the user is calling back the attendant set and the urgent waiting call counter is incremented.

Example:



If no other call is presented to the attendant set, pressing the **Next** key retrieves the call on hold.

If another call is presented, and if this call has priority over the call on hold, pressing the **CampOn** key retrieves the call from hold and the **Next** key is used to take the other call.

The attendant retrieves the call on hold by pressing the **CampOn** key and the screen shows:

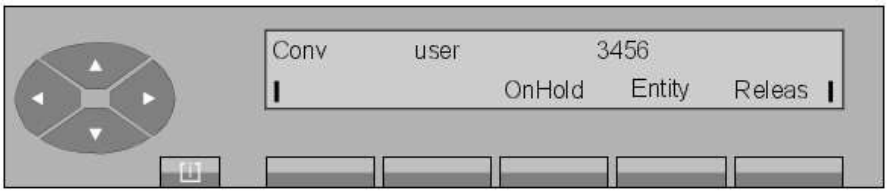


Figure 2.50: Conversation screen

From this screen, the attendant can activate a consultation call to another set or release the current call by pressing the **Releas** key.

2.7 Consultation call

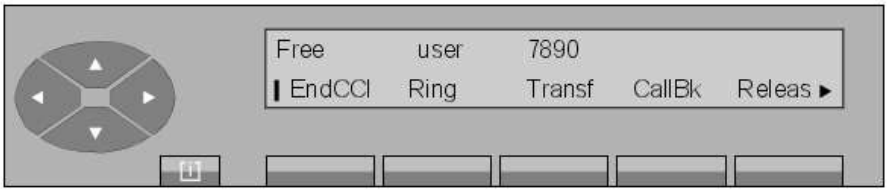
2.7.1 Consultation call to an internal user

A consultation call is activated from the conversation screen. The attendant dials the first digit (7) of the directory number [1] of the set the attendant wants to call (7890, for example):

Figure 2.51: Dialing screen in consultation call mode

Pressing the **EndCCI** key cancels the consultation call and returns the attendant to the conversation screen.

The attendant dials the rest of the number. When the number has been dialed, the screen displays:



[1] Or uses any other call method, see Methods for calling a number .

Figure 2.52: Selection screen in consultation call mode

The **Ring** key (or **Call** key) is pressed and the called party answers. The screen displays:

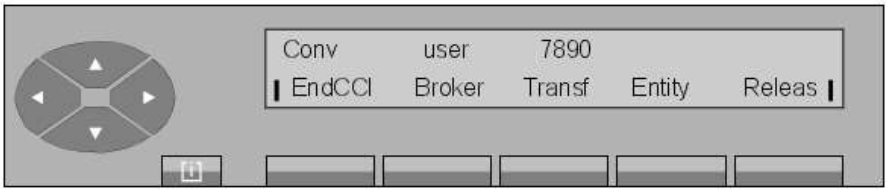


Figure 2.53: Conversation screen in consultation call mode

Pressing **EndCCl** cancels the consultation call and returns the attendant to the first party.

Figure 2.54: Conversation screen

In this position, the attendant can release the conversation by pressing the **Releas** key or put the user on hold again by pressing the **OnHold** key.

2.7.2 Consultation call to an external user

The attendant activates the consultation call by directly dialing the user's number or by using "Dial by name" *(see* Methods for calling a number).

Figure 2.55: Dialing (numbering) screen example for North American NPA

The first line displays:

918185551234 The external number dialed.

The second line displays the functions that can be activated from this screen:

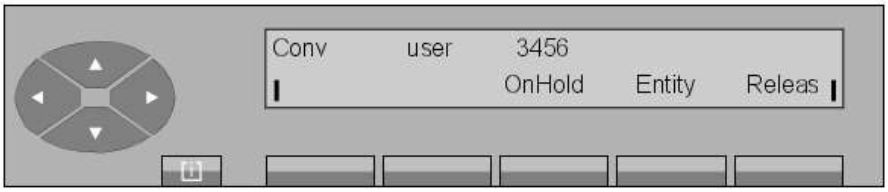
EndCCl	To cancel the consultation call with the called user.
Broker	To make a broker (back-and-forth) call when the attendant set is in consultation call mode.
Transf	To transfer the call to the first user (transfer on ringing).
Text	To leave a text message for the called party (if a digital link is used).
Releas	To release the current call and return to the initial state.

When the external user answers, the screen shows:

Figure 2.56: Conversation screen

Pressing the **Transf** key transfers the call to the user on hold (transfer on answer).

Pressing the **EndCCl** key releases the user (in consultation call mode) and returns the attendant to the first user; for example:



Pressing the **OnHold** key puts the first user on hold.

2.8 Broker call

Broker call mode (back and forth) is activated between sets 3456 and 7890. Starting from the conversation screen in consultation call mode:

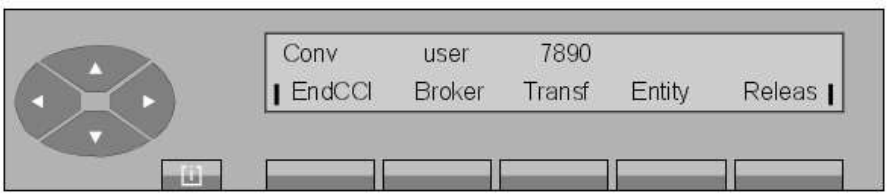


Figure 2.58: Conversation screen in consultation call mode

⇩ Press the **Broker** key: user 2 is automatically put on hold and hears the music-on-hold.

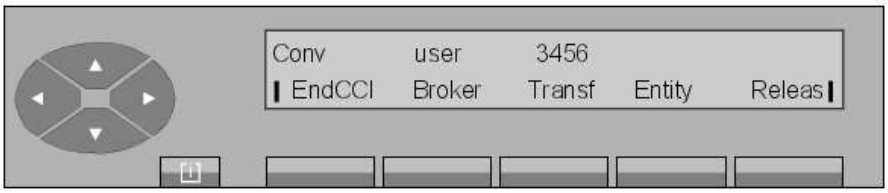
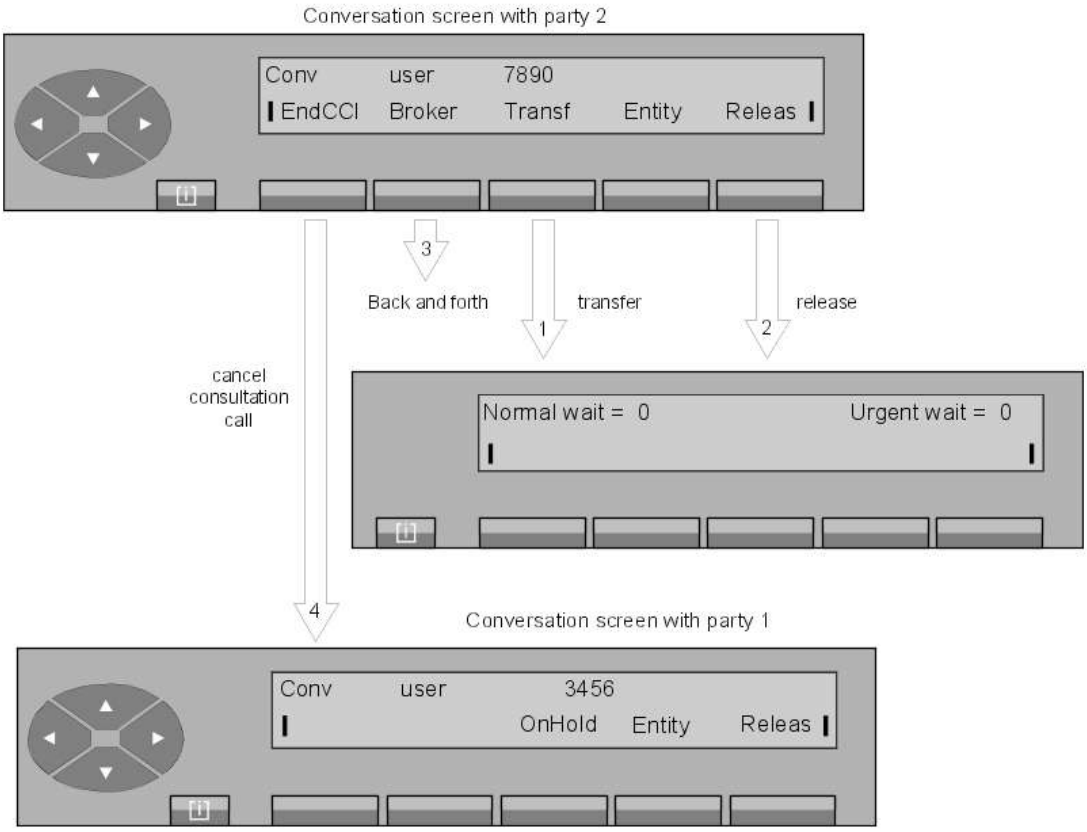


Figure 2.59: Conversation screen with user 1

Press the **Broker** key: user 1 is automatically put on hold and hears the music-on-hold.



1. Pressing the **Transf** key transfers user 1 to user 2 and the attendant set returns to its idle position.
2. It also returns to the idle position when the **Releas** key is pressed to release users 1 and 2.
3. The attendant can continue the broker call (to go back and forth) by pressing the **Broker** key.
4. Cancel the consultation call by pressing the **EndCCI** key.

2.9 Barge-in

Barge-in (or intrusion) allows the attendant to interrupt or break into a conversation between two users.

Example:

The attendant tries to reach a user, the display shows:

User 3456 is communicating with an external user. The attendant can press the **Bargin** key to interrupt the conversation. Both users are informed of attendant presence by an audio signal (beep).

To cancel the barge-in, press the **Bargin** key.

Chapter

3

Attendant set operation 2

3.1 Call transfer (routing)

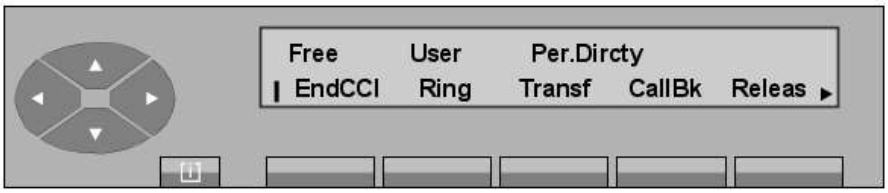
The attendant is in conversation with a user (internal or external user).

Note:
For an external call handled by the attendant and transferred to an internal set, the charge units are charged to the attendant set when it is the last set to be involved in the call (in the case of no answer to a transfer, for example).

The screen displays:

The attendant switches to consultation call mode (see the Alcatel 4035 attendant set - Attendant set operation 1 - Consultation call).

Example:



In this mode, the attendant can either directly transfer the call (routing without presentation), or orally present the call to the second user before transferring it (transfer with presentation).

3.1.1 Automatic transfer

The **Automatic transfer** function is used to route a call to a free user immediately after user dialing without the attendant performing a **transfer** operation.

When the MENU, then and **AutTrf** keys are pressed, the screen displays:

Apply	Switches off the **Automatic transfer** function.
Yes	Displays the screen used to activate automatic transfer.

When the **Yes** key is pressed, the screen displays:

Apply	Switches off the **Automatic transfer** function.
No	Displays the previous screen (used to switch off automatic transfer).

The attendant may choose to transfer the current call manually - in order to present it to the user; for example (see the Alcatel 4035 attendant set - Additional features - Temporary suppression of automatic transfer).

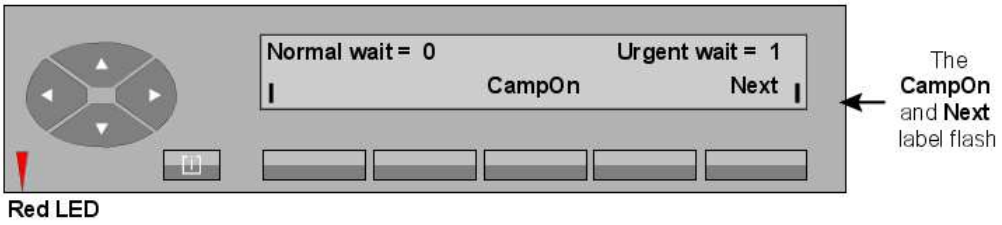
3.1.2 Transfer without presentation

By pressing the **Transf** key, the attendant exits the conversation and the attendant set returns to the idle position.

The internal user is in call mode and the transferred party camps-on (waits) on the internal user's set.

While the internal user set has not answered the call, the **CampOn** label remains displayed on the attendant set.

If the internal user does not answer before the end of the routing timer, the screen shows:



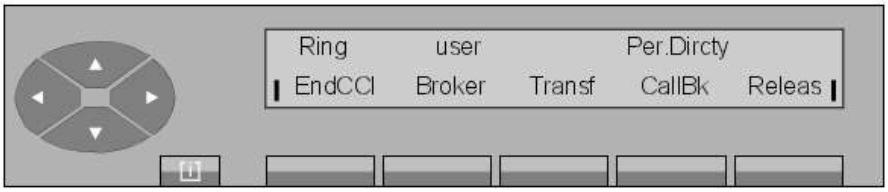
Note:

*If no other call is presented to the attendant set, the **Next** key can also be used to retrieve the waiting call. However, if another call is presented to the attendant set and if its call priority is higher than the waiting call, the **CampOn** key can be used to retrieve the waiting call and the **Next** key to retrieve the additional call.*

3.1.3 Transfer with presentation

The attendant presses the **Ring** key to put the call being routed on hold and ring the internal set

The screen displays:



The attendant remains in call mode and waits for the internal set to answer.

When the user picks up the receiver (goes off-hook), the attendant presents the call.

By pressing the **Transf** key, the attendant exits the conversation and the attendant set returns to the idle position. The internal user is put into conversation mode with the caller.

By pressing the **Releas** key, the attendant releases the conversation and the attendant set returns to the idle position.

3.1.4 Transfer to a busy set

3.1.4.1 The set is multiline

After dialing user set number, the screen displays (example):

The first line displays:

Busy Indicates that the set has at least one free resource.

The second line displays the functions that can be activated from this screen:

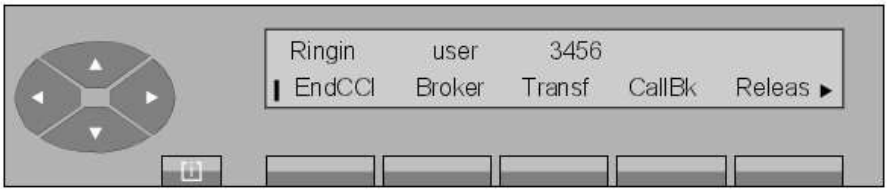
EndCCl	To cancel the routing in progress and return to conversation with the first user.
Transf	To transfer the current call (transfer on selection).
BargIn	To barge in (intrude) on the conversation.
Releas	To release the current call and return to the idle position.

Note:
The name of the trunk group is displayed for external call routing.

When the key is pressed, the screen shows:

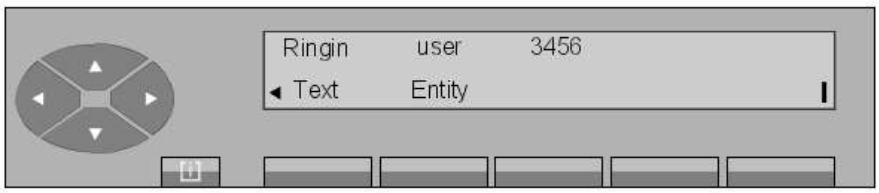
CallBk	To store a call-back request.
Text	To send a text message (see Text messages).
Disply	To display a message directly on the screen of the called set.
Entity	To display called set entity (if an entity name is programmed in system management).

When the **Ring** key is pressed, the screen displays:



Broker	To make a broker (back and forth) call between the users.

When the key is pressed, the display shows:



3.1.4.2 Single line set/multiline set (with no free resource)

When dialing is complete, the screen displays (example):

The **Status** field indicates whether the set is internally (**BsyInt**) or externally (**BusyEx**) busy.

EndCCl	To cancel the consultation call and return to conversation with the first user.
BargIn	To barge in (intrude) on the conversation.
Transf	To transfer the current call (transfer on selection). The attendant remains in routing supervision and the **CampOn** function is active.
CallBk	To store a call-back request.
Releas	To release the current call and return to the idle position.

When the key is pressed, the **Text**, **Display**, and **Entity** labels appear.

The routing procedure after the timer is the same as described for routing on a free set.

3.2 Text messages

This function allows the attendant to leave a text message for the user; this may be:

- A message preprogrammed by the system administrator.
- A partial message to be completed by the attendant.
- A message to be entirely created by the attendant.

The flashing message LED informs the recipient that a message has arrived. At this point, the attendant set is not notified that this message has been read by the user.

Pressing the **Text** key in the **selection screen** displays the following screen:

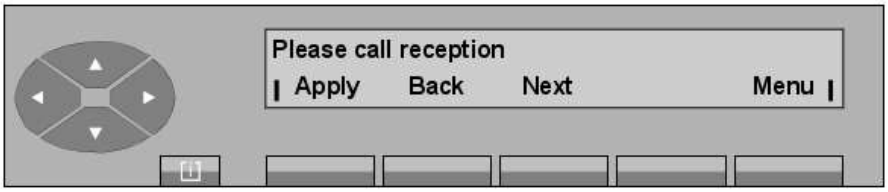
Figure 3.13: Outgoing message screen

FixMsg:	To send a fully preprogrammed message.
PrgMsg	To send a preprogrammed message that is to be completed by the attendant (date or time, for example).
My Msg	To send a message to be entered by the attendant.
Menu	To return to the selection screen.

3.2.1 Preprogrammed message

The attendant views the first (of 8) preprogrammed messages by pressing the **FixMsg** key.

Example:



Apply	To send the message displayed to the selected set.
Back	To return to the outgoing message screen.
Next	To display the next message.
Menu	To return to the selection screen.

When the **Apply** key is pressed, the message **Your message has been sent** is displayed. Pressing the **Menu** key returns the attendant set to the selection screen.

3.2.2 Message to complete

The attendant views the first (of 8) messages to complete by pressing the **PrgMsg** key.

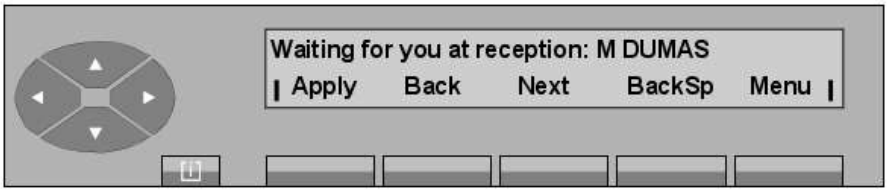
Example 1:

If the message is not appropriate, the attendant can select:

Back	To return to the outgoing message screen.
Next	To display the next message.
Menu	To return to the selection screen.

The attendant chooses to complete the message.

Example 2:



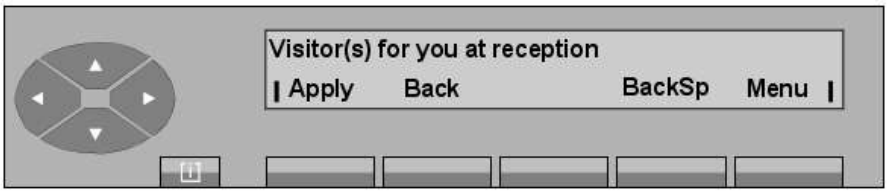
When the message has been completed, the attendant presses the **Apply** key to confirm.

BackSp	To correct the value entered.

3.2.3 Free message (to be created)

The attendant can enter a full text message (127 characters maximum) by pressing the **My Msg** key.

When the attendant has finished entering the message, the display shows (example):



If the message is more than 40 characters long, the display changes:

Apply	To send the message displayed.
Scroll	To view the rest of the message.
Back	To return to the outgoing message screen.
BackSp	To correct the value entered.
Menu	To return to the selection screen.

3.3 Routing participants to a meet-me conference

The attendant (who can not take part in a meet-me conference) can add a participant if the conference circuit is not fully busy or else the attendant can reserve a conference circuit in

order to add different participants (maximum of 29) to this conference by appointment (also called conference to n).

Caution:

If the attendant is involved in routing actions at a conference, the attendant can no longer respond to internal or external calls. The normal and urgent waiting calls counters are, however, updated.

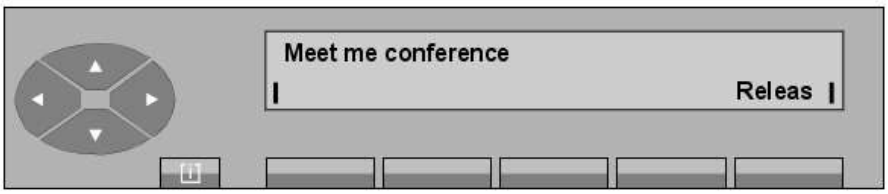
Remarks:

- *When a participant enters the conference, an audible beep signals their entry to the other participants during the conversation.*
- *If an external trunk is alone in the conference, it will be forwarded to the attendant set after a timer.*
- *However, if another participant joins the conference call, this timer is canceled.*

3.3.1 The conference circuit is free

The attendant dials the programmed conference prefix, followed by an access code to reserve the multiconference circuit (3000 for this example).

After code identification, the screen shows:

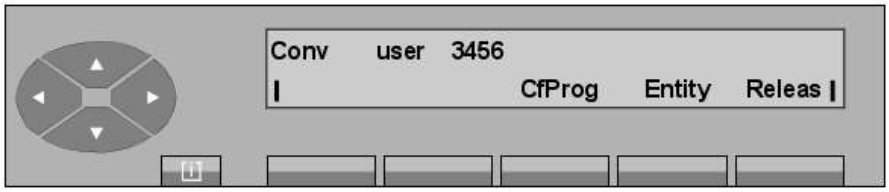


3.3.2 Adding participants

▼ First participant

After having dialed the conference number, the attendant dials the number of the first participant in consultation call mode.

The **Ring** key is pressed and the called party answers. The display shows:



By pressing the **Cfprog** key, the attendant connects the user to the multiconference circuit. As this user is alone, this user will hear the music-on-hold or corresponding tone.

▼ Other participants

The conference circuit being still reserved, the attendant dials in consultation call mode the number of the following participant and activates this call.
After the called user has answered, the attendant will connect the two users together by pressing the **Cfprog** key.
In the same way, the attendant adds all the other participants to the conference.
By pressing the **Releas** key, the attendant disconnects from the multiconference circuit and returns to the idle screen (normal service).

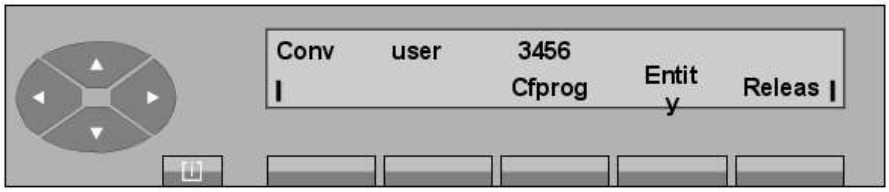
3.3.3 The conference is in progress

The attendant is in conversation with a party. This party asks to join the conference.

▼ The circuit is not fully busy

The attendant dials the programmed conference prefix in consultation call mode, followed by the access code to reserve the multiconference circuit.
After code identification, the screen displays:

Example:



By pressing the **Cfprog** key, the attendant adds this new participant to the programmed conference.
By pressing the **Releas** key, the attendant disconnects from the multiconference circuit and returns to the idle screen (normal service).

▼ The circuit is fully busy

In this case, the screen shows that the number of participants is at its maximum and that no more can be added.

Chapter 3 *Attendant set operation 2*

Chapter

4

Additional features

Additional features can be accessed via the pre-programmed **SERVICE** key (see the Alcatel 4035 attendant set - Introduction to the 4035 attendant set - Preprogrammed and programmable keys) when the operator set is in conversation with an external party.

4.1 Definitions

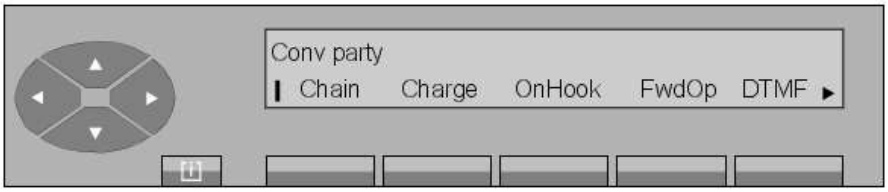
- **Forwarding between attendants**
  The attendant can forward an internal or external call to another attendant (or attendant group) when the destination attendant set is in service and available.
- **Routing with chained extend**
  Routing with chained extend allows the operator to transfer a call to the outside from an internal set. The external party is rerouted to the attendant set as soon as the internal user has hung up. The attendant can thus successively route the same call to several destinations.
- **Routing with charged extend**
  During the routing of an external outgoing call to an internal user, charged extend activates call-back to the attendant set on internal set on-hook. Answering the call-back displays the identity of the set and the number of charge units charged to this set.
- **Routing with extend and camped-on release**
  During the routing of an external call to a busy internal set, the attendant can put the call in the waiting queue with camp-on release.
  When the internal user hangs up, the set is not rung, but the external call returns on call-back to the attendant set. The attendant can then route it to the called user.
- **Decimal or DTMF calling transparency**
  Calling transparency is used to send additional dialed digits over the line to the remote party. This dialing can be decimal (rotary/pulse) or DTMF (tone) type.
- **Cut-off or flashing**
  This feature sends a calibrated cut-off or flash on the line to call-back, at the remote end, a dialing register or translator before sending dialed digits in transparency mode.
- **Temporary suppression of automatic transfer**
  When the **Automatic transfer** feature has been activated, the attendant can make this automatic transfer temporarily inactive. For example, this allows the attendant to route the incoming call towards an internal set on a more manual basis.

4.2 Forwarding between attendants

The attendant is in conversation with a party:

Pressing the **SERVICE** fixed key activates the associated LCD segment combination

and displays the following screen:



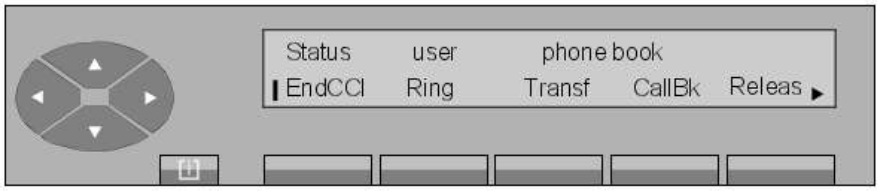
After pressing the **FwdOp** key , the display shows:

The attendant dials the call prefix to the target attendant to whom calls will be call forwarded. As soon as dialing is complete, forwarding is activated automatically. After this operation, the attendant set automatically exits the **SERVICE** function and returns to the idle state.

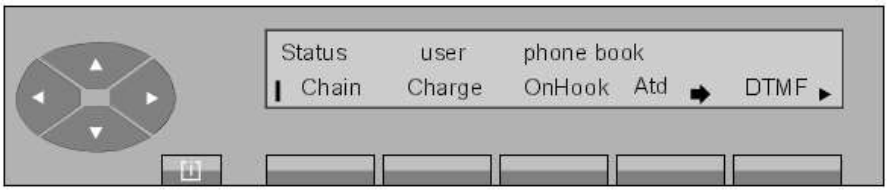
4.3 Chained extend

The attendant is in conversation with a party following an incoming call:

The attendant dials the number of the desired internal set:

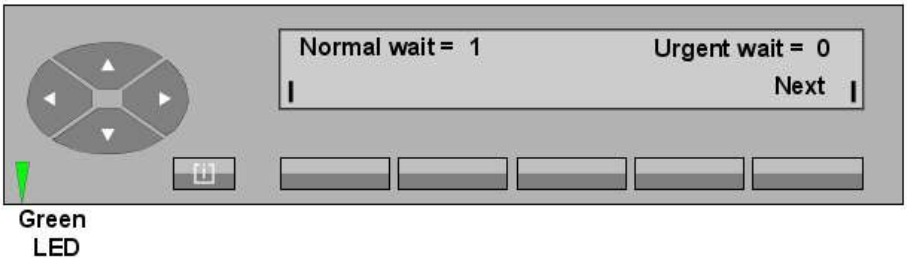


Pressing the **SERVICE** fixed key activates the associated LCD segment combination and displays the following screen:



When the attendant presses the **Chain** key, the routed party waits for the selected set to answer. When the called party user answers, the attendant set automatically returns to its idle screen.

When the internal set hangs up, the attendant set is called back. The screen displays:



When the attendant set seizes the call by pressing the **Next** key, the display shows:

The **Info** field indicates that the call is in chained forwarding. From this state, the attendant can:

- either continue with another chaining,
- or just route the call,
- or release the call by pressing the **Releas** key.

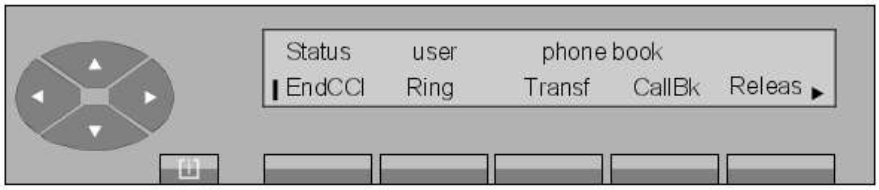
Note:

*The **Chain** key can be used in the case of routing with presentation or busy set.*

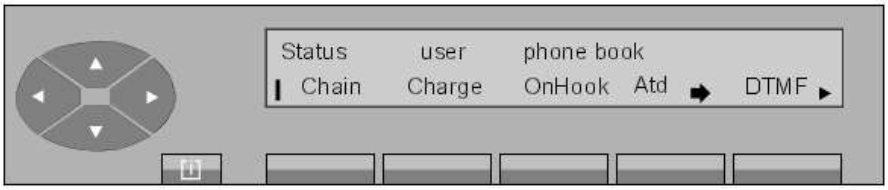
4.4 Charged extend

The attendant is in conversation with a party following an outgoing call:

The attendant dials the number of the desired internal set on the keyboard:

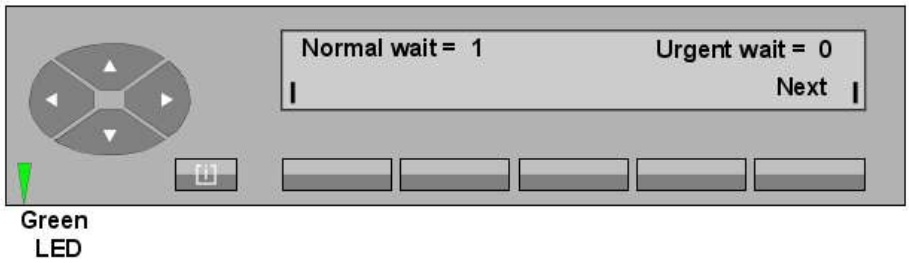


Pressing the **SERVICE** fixed key activates the associated LCD block combination and displays the following screen:

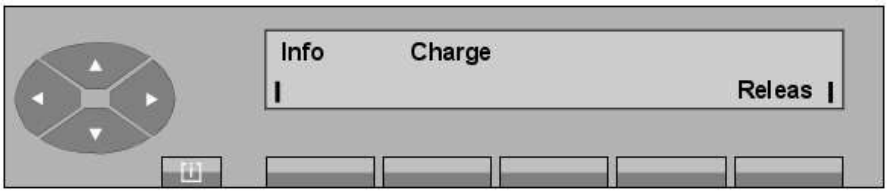


When the attendant presses the **Charges** key, the routed party waits for the selected set to answer. When the called party user answers, the attendant set automatically returns to its idle screen.

When the internal set hangs up, the attendant set is called back. The display shows:



When the attendant seizes the call by pressing the **Next** key, the display shows:



The **Info** field indicates the number of the charged set.

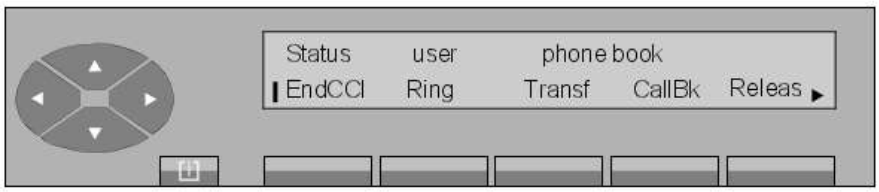
The **Charge** field indicates the cost or the number of charge units charged to the set.

Note:
*The **Charges** key can also be used in the case of routing with presentation or on a busy set.*

4.5 Extend with camp-on release

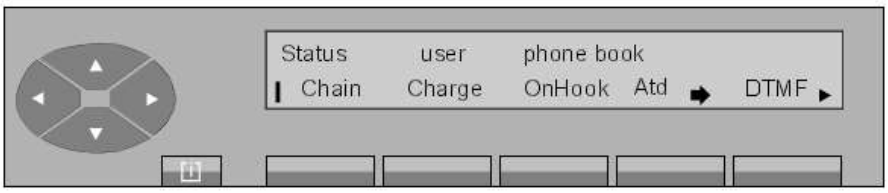
The attendant is in conversation with a party following an incoming call:

The attendant dials the number of the desired set on the keyboard. This person is already in conversation with another party.



The **Status** field indicates whether the set is internally (**BsyInt I**) or externally (**BusyEx**) busy.

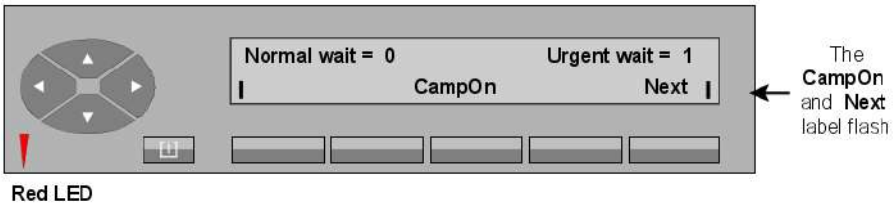
Pressing the **SERVICE** fixed key activates the associated LCD block combination and displays the following screen:



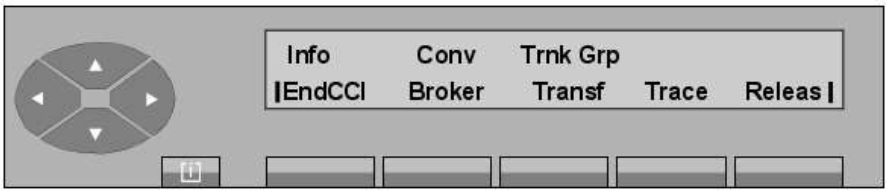
When the attendant presses the **OnHook** key, the party is put on wait with the music-on-hold or hold tone and the attendant set returns to idle position.

Note:
*If the called party user does not pick up, the timer displays **Camp-On** label. The attendant set is called back by the party put on hold.*

When the internal set hangs up, the attendant set is called back. The display shows:



When the attendant seizes the call, on pressing the **CampOn** or **Next** key, the display shows:



The **Info** field indicates that the call is returned with camp-on release.

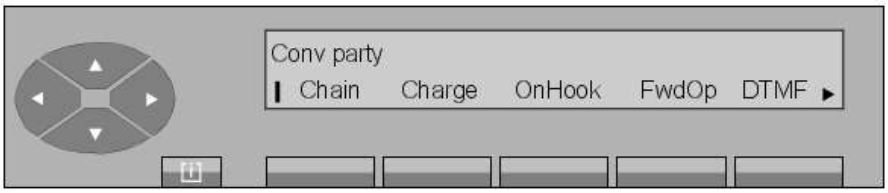
4.6 DTMF transparency

The attendant makes an outgoing call:

- by prefix or access code,
- by speed dialing,
- by programmed key.

The remote number sends the call signal:

Pressing the **SERVICE** fixed key activates the associated LCD block combination and displays the following screen:



Pressing the **FV** key displays: **DTMF** and exits from the **Service** feature.

The attendant dials the additional digits to be sent. These digits are displayed on the right of the screen.

If the number dialed is greater than 10 digits, each subsequent digit is displayed in the 10th position.

Pressing the **SERVICE** fixed key followed by the **DTMF** key exits the feature and displays the following screen:

4.7 Decimal transparency

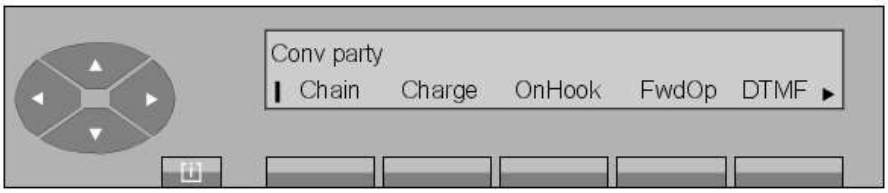
Note:
This feature is not available on an ISDN trunk group.

The attendant makes an outgoing call:

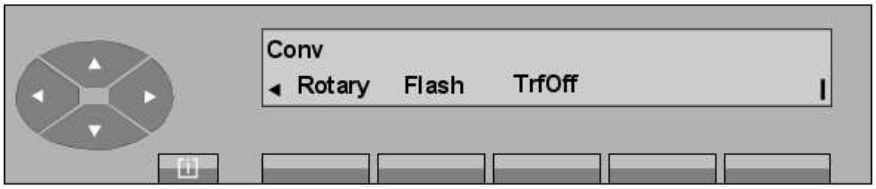
- by prefix or access code,
- by speed dialing,
- by programmed key.

The remote number sends the call signal:

Pressing the **SERVICE** fixed key activates the associated LCD block combination and displays the following screen:



The attendant presses the key to move onto the second screen:



Pressing the **Pulse** key displays: **DTMF** and exits from the **Service** feature.

The attendant dials the additional digits to be sent. These digits are displayed on the right of the screen. If the number dialled is greater than 10 digits, each subsequent digit is displayed in the 10th position.

Pressing the **SERVICE** fixed key followed by the **Pulse** key exits the feature and displays the following screen:

4.8 Transmission of a calibrated cut-off (flash)

Note:
This feature is not available on an ISDN trunk group.

This feature lets the attendant activate the following types of operations at the remote PBX end:

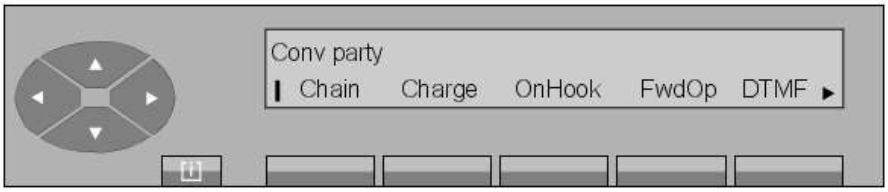
- call-back by a register for acceptance of the dialing by a suffix,
- a service operation (remote attendant intervention).

The attendant makes an outgoing call:

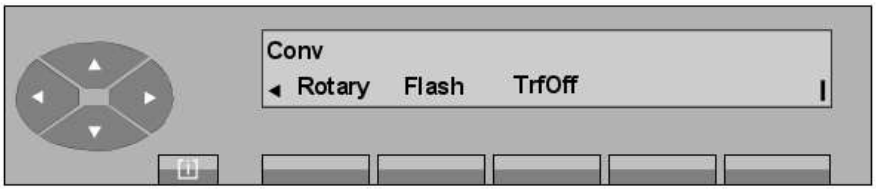
- by prefix or access code,
- by speed dialing,
- by programmed key.

After the attendant has entered conversation mode with the remote number, the calibrated cut-off can be used to call a DTMF dialing translator.

Pressing the **SERVICE** fixed key activates the associated LCD block combination and displays the following screen:



The attendant presses the key to move to the second screen:



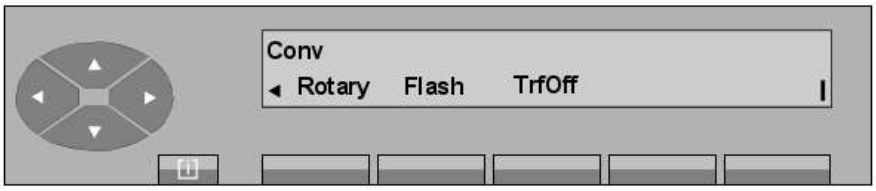
Pressing the **Flash** key sends a calibrated pulse to the remote equipment. This remote equipment can then return a tone inviting the attendant to continue dialing.

Pressing this key exits from the **SERVICE** feature.

Pressing the **SERVICE** fixed key followed by the **Flash** key exits the feature and displays the following screen:

4.9 Temporary suppression of automatic transfer

The attendant is in conversation with a party. Before selecting the internal user, pressing the **SERVICE** fixed key, followed by the key displays the following screen:



After pressing the **TrfOff** key, the attendant can route the party normally.

4.10 Using the programmed keys for management

Note:
These keys, which only the manager is allowed to program, can be any of the keys which are not programmed by default (see the Alcatel 4035 attendant set - Introduction to the 4035 attendant set - Preprogrammed and programmable keys).

4.10.1 Directory number supervision

Pressing this key activates ringing on the user set. The LCD block segments are off if the user set is idle state and free.

The LCD segment combination:

- indicates that the user is busy,
- indicates that the user is in call mode to the attendant set,
- indicates that the user is on hold. It flashes when the timer has expired,
- indicates that the user has left a call-back request.

A set can be supervised by one or more attendants.

4.10.2 Individual call routing

This feature allows the attendant to route and supervise a call without its being placed in the common waiting queue and redistributed.

When a call is being routed, the LCD segment combination is lit. If the set does not reply before the end of the routing timer, the LCD segment combination will flash to indicate the change to urgent **wait (individual routing does not increment the** Normal wait - Urgent wait **counters).**

As long as the set has not answered, the attendant can retrieve the call by pressing the routing key ; the flashing LCD segment combination goes out.

Note:
In the case of a local call or outgoing call, this key can be activated. It is used to transfer the call.

4.10.3 Network/network transfer

This feature is used to inter-connect two external callers via the installation, while retaining the ability to release the connection.

Following an incoming call, the attendant makes an outgoing call to a party and enters the conversation.

Pressing the key connects the two trunks and the supervision is activated: the ▪▪▪ LCD segment combination is on steady. Pressing the key again results in attendant break-in (intrusion) with the break-in tone and the central segment of the ▪▫▪ LCD segment combination flashes. Pressing the key again results in exit from break-in and restarts the supervision: the ▪▪▪ LCD segment combination is on steady again.

Once the connection is released, the ▪▪▪ LCD segment combination goes out.

Note:

This feature can only be activated in the case of two external calls.

4.10.4 Trunk Group supervision

This function allows the attendant to monitor the occupation level of a trunk group via a key. The segments of the LCD block:

- will be off ( ), if there is still at least one trunk free in the trunk group,
- will be on ( ), if no further trunk is available in the trunk group.

If there are still trunks free, pressing this key corresponds to an ordinary external trunk seizure without numbering of this supervised trunk group.

4.10.5 O/S trunk supervision

This function warns the attendant of a trunk malfunction (no tone on seizure). As soon as the system detects this, it lights up the segments of the LCD block of the programmed key.

Pressing this key once or several times displays the number(s) of the defective termination(s). The termination can be independent of the trunk group (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Decommissioning a defective trunk or external line).

4.10.6 Individual hold

Individual hold puts an external outgoing or incoming caller on hold on a specific circuit. Pressing the key connects the party to this individual circuit, connected to the music on hold, and the ♫ associated LCD segment combination lights up.

When the timer expires, the ♫ LCD segment combination starts flashing. Several keys can be programmed as individual hold, according to the size of the installation.

The party can only be retrieved from attendant set in idle state. If the attendant set changes to the inactive state, the calls on hold will be redistributed after a period of time.

Putting on hold does not increment the **Normal wait - Urgent wait** counters.

4.10.7 Call presentation

This feature is used to allocate the waiting queue operating mode. One or more traffic flows can be associated with one or more keys. By pressing a key, the attendant takes the waiting call with the highest priority from the traffic flow(s) service by the key.

At an individual installation, this key can be dedicated to:

- Trunk group calls without dialing, all entities
- Direct Inward Dialing (DDI) public calls, all entities
- DDI (ATL) private calls/internal calls, all entities
- Unanswered DDI calls, all entities
- Private network calls to an attendant group
- Public network calls to an attendant group
- VIP calls (internal or ISDN via speed dialing)
- Other calls/miscellaneous
- VIP2 calls
- Callback
- General hold
- Chained withdraw
- Charging recall
- Inter-attendant transfer
- Individual attendant call

Note 1:
DID and DDI are variations of the acronym for Direct Inward Dialing.

At entity level, this key can be dedicated for:

- Trunk group entity calls without dialing
- DDI public entity calls,
- DDI (ATL) private entity calls/internal calls,
- Unanswered DDI entity calls.

Note 2:
Key 1 is already pre-programmed as a call presentation key, allowing the attendant to take the call with the highest priority from those waiting resulting from traffic flows indicating an external party (external call, call-back, return from chaining, etc.).

4.10.8 Transfer with privilege

This function lets the attendant transfer an external outgoing trunk to an user set if the corresponding direct seize prefix is contained in this key. The user will dial the external party number as a call in direct seize.

Chapter

5

Management from the attendant set 1

5.1 Secret code of set

The secret code for the attendant set can only be modified by the system administrator.

In system management, it is possible to authorize, inhibit or control access to the following features by secret code:

- Group status: night
- Group status: day
- Group status: mode 1
- Group status: mode 2
- Modification of operating, connection, public, network and metering (charging) Classes of Service (categories)
- Date/time update
- Speed dial number management
- Management of subscribed sets (creation, modification and deletion) directory number
- Cost center update
- Metering
- Out-of-service trunk display
- Trunk group booking (automatic/selective)
- Direct seize blocking
- Traffic overflow
- Users facilities management
- Entity status: night
- Entity status: day
- Status entity: mode 1
- Status entity: mode 2
- ATT set routing tables
- ATT group routing tables
- Entity routing tables
- Register DECT/PWT sets, permanent DECT/PWT sets
- Install DECT/PWT sets

5.2 Keys used

5.2.1 Information fixed key

The information fixed key represented by: MENU. This information fixed key activates the guide for customizing the attendant set environment. This operation can be used to find out the identity of the attendant set and proposes programming assistance in, for example, the following situations:

- Modifying the call melody
- Modifying the language used
- Adjusting the display contrast
- Modifying the date and time of the installation
- Checking correct operation of the attendant set by an autotest

Pressing the END fixed key terminates the operation in progress and returns to the idle state.

Pressing the MENU fixed key displays the initial menu:

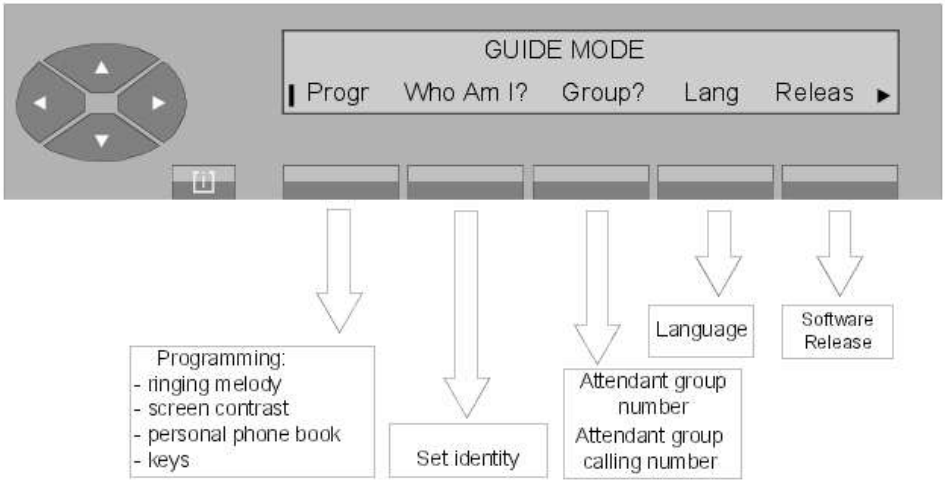
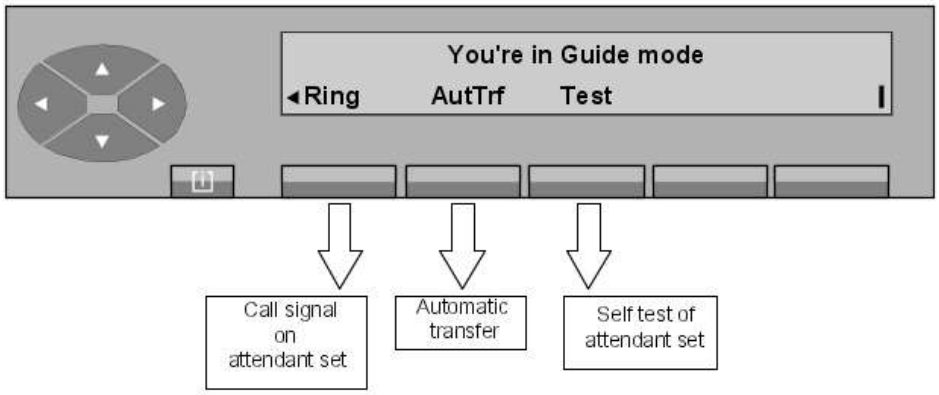


Figure 5.1: Initial menu

Progr	Is used to customizing the environment of the attendant set.
Who am I?	Displays the identity of the attendant set.
Group?	Displays the number of the attendant group and the attendant group call number.
Lang	Is used to select the display language on the attendant set.
Releas	Displays the software version supporting the OmniPCX.

If the symbol can be seen on the right hand side of the screen, this means that other options are available. Press the key to display:

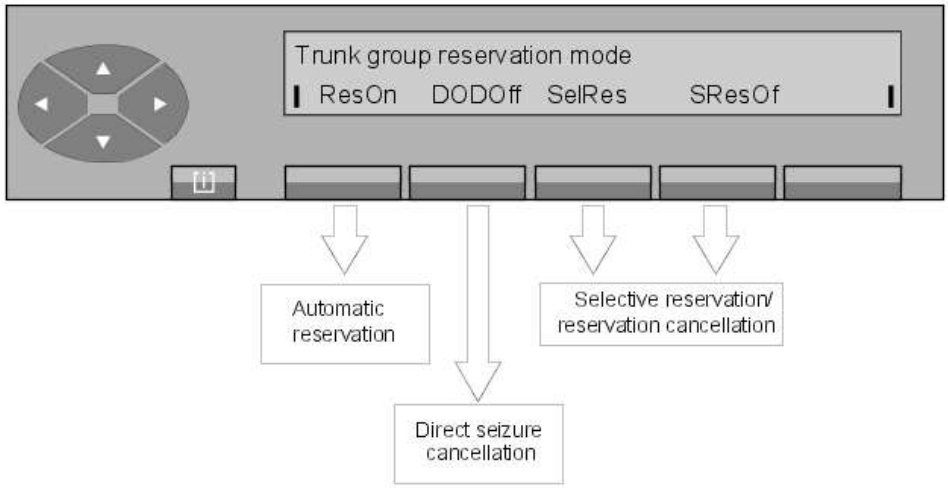


Ring	Allows to program operator set ergonomics.
AutTrf	Allows the attendant to activate automatic transfer.
Test	Starts the attendant set autotest.

5.2.2 Trunk group reservation key

One of the functions of the trunk group reservation fixed key is to activate the reservation of trunk groups which have been declared as being **reservable** and can therefore be placed under attendant control.

When this key is pressed, the following choices are proposed:

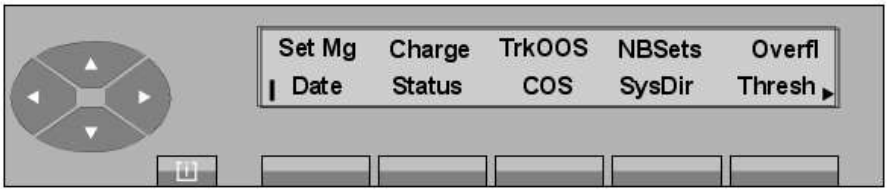


5.2.3 Service key

The different programming features can only be accessed by pressing the **SERVICE** fixed key when the attendant set is in idle state. The different programming operations described in this

chapter can be inhibited or locked by a password. This password, managed at system management, is requested during modification of a locked programming administrative operation.

Pressing the **SERVICE** fixed key gives the attendant access to the following main menu (when all features are authorized in system management):



Pressing on the key displays the following screen:

Set Mg	Allows creation (modification or deletion) of internal users, see the Alcatel 4035 attendant set - Management from the attendant set 2 - Declaring a new user.
Charge	Allows management of metering (charging) features (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Charging).
Test	Start the attendant set autotest (see the Autotest).
TrkOOS	Allows the attendant to designate a malfunctioning trunk and to make it unavailable to the system (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Decommissioning a defective trunk or external line).
NBSets	Displays the number of sets in the installation and the number of sets with direct seizure rights.
Overfl	Allows the attendant to program overflow between attendants (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Overflow between attendant groups (Mutual Assistance)).
Date	Allows the attendant to modify the date and hour within the system (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Date - Time).
Status	Allows the attendant to modify the set status of all the attendant group sets (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Status change of the attendant group sets).
COS	Used to modify the different user Classes of Services (categories) (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Assigning a COS to the user).

SysDir	Used to modify the different speed dialing numbers in the system directory (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Modifying Speed Dialing numbers).
Thresh	Allows the other members of the attendant group to define the number of calls waiting before overflow (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Overflow between attendant groups (Mutual Assistance)).
RouTab	This is used to manage the routing tables (see the Alcatel 4035 attendant set - Management from the attendant set 2 - Routing tables).
DECT/PWT	This is used to manage the presence of DECT/PWT sets (see the Alcatel 4035 attendant set - Management from the attendant set 2 - DECT or PWT wireless set).

5.3 Choice of language

The system administrator selects the display language from the languages available within the system. The chosen label must correspond to a language programmed by the administrator in order for the attendant to have access to it.

After pressing the MENU fixed key and then the **Lang** key, the screen displays languages from which to choose; for example:

Select the language you wish to use on the set from the available options.

If the ▸ symbol is shown on the right of the display, pressing the key provides access to additional languages.

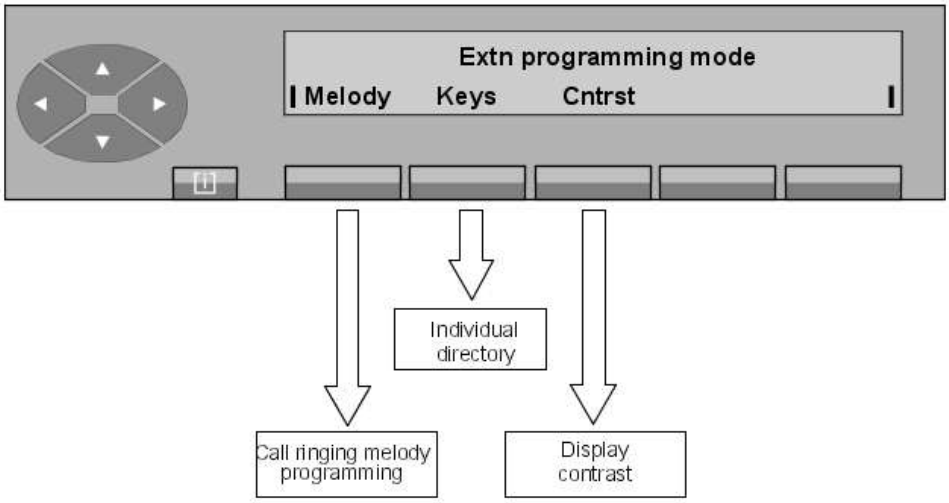
After pressing the key corresponding to the chosen language, the screen displays:

The attendant confirms this choice by pressing the **Apply** key and the screen becomes:

Pressing the **Back** key returns to the initial menu.

5.4 Attendant set ergonomics

Pressing the MENU fixed key, the **Progr** key and then the **Ring** key, opens the following sub-menus:



Melody	To set the call ringing melody and its volume level on the attendant set.
Keys	To program the keys and individual directory.
Cntrst	To adjust the display contrast.

5.4.1 Ringing - Melody - Volume level

The call ringing melody on the attendant set can be selected from 16 available melodies. Each melody has 7 different volume levels.

Pressing the MENU keys, followed by **Progr**, **Ring**, and **Melody** keys displays:

Pressing the **+** or the **-** keys will play the melody programmed in the attendant set continuously through the speaker .

Prev	Activates the previous ringing melody.
Level+ and Level-	Used to modify the volume level.
Next	Activates the next ringing melody.
Back	Returns to the initial screen and automatically stores the melody played on the speaker.

5.4.2 Programming the ringing cadence

Pressing the MENU , then and **Ring** keys displays:

- 1st case: the ringing is in normal mode

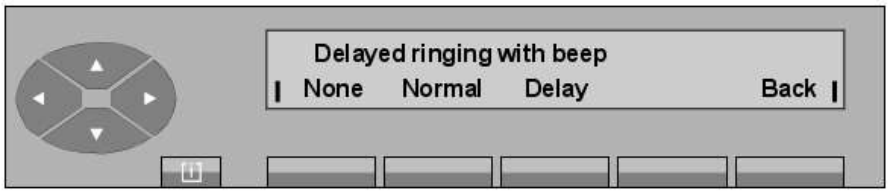
The ring on the attendant set is programmed in normal mode (ringing starts on presentation of a call on the attendant set).

None	Used to delete the ring.
Delay	Used to modify the signaling by entering a delay.
Beep	Used to program a beep on call presentation.
Back	Used to return to the initial menu.

- 2nd case: the ringing is in delayed mode

None	Used to delete the ring.
Normal	Used to return to normal mode.
Beep	Used to program a beep on call presentation.
Back	Used to return to the initial menu.

- 3rd case: the ringing is in delayed mode with beep



None	Used to delete the ring.
Normal	Used to return to normal mode.
Delay	Used to modify the signaling by entering a delay.
Back	Used to return to the initial menu.

- 4th case: the ringing is deleted

Normal	Used to return to normal mode.
Delay	Used to modify the signalling by entering a delay.
Beep	Used to program a beep on call presentation.
Back	Used to return to the initial menu.

5.4.3 Screen - adjusting the contrast/visibility

Pressing the MENU key, then **Progr** and then **Screen** displays:

Displ.	Used to adjust the display and the LCD blocks on the attendant set.
Extern	Used to adjust the LCD blocks on the additional unit(s).

Note:
The screen above is displayed if the set possesses one or more additional unit(s). Otherwise, only the following screen is displayed.

- Pressing the **Displ.** key displays the following screen:

Level 1 to **Level 4**	Used to modify the contrast of the display and LCD blocks. Pressing one of these keys will immediately adjust the contrast to the corresponding value and the modification will be saved.
Back	Used to return to the initial screen.

- Pressing the **Extern** key displays the following screen:

- and + allows the contrast of the LCD blocks on the additional unit(s) to be adjusted.

5.5 Checks

5.5.1 Autotest

Pressing the MENU key, the key and then the **Test** key displays: **General test**.

After a short wait, all the characters are displayed, all the LCDs flash, the programmed ringing melody is played through the speaker and the LED lights.

After a timer, the test terminates on its own and the attendant set returns to the idle state.

5.5.2 Attendant set identity

Pressing the MENU fixed key and the **Set?** key displays the identity of the attendant set:

Attendant name	Is the identification of the attendant set.
Calling number	Is the prefix to dial in order to call the attendant set.
(order)	Is the logical number of the attendant set at management level.

Pressing the **Back** key returns to the initial menu.

5.5.3 Group identification

Pressing the MENU key, then the **Group?** key displays the identity of the group to which the attendant set belongs:

Group	Is the name of the attendant set group.
(order)	Is the logical number of the attendant set at management level.

Pressing the **Back** key is used to return to the initial menu.

5.5.4 Software version

Pressing the MENU fixed key and then the **Releas** key displays; for example:

The screen displays the OmniPCX software version to which the attendant set is connected.

5.5.5 Installation sets

Pressing the **SERVICE** key, then the top of the key, then the key situated below the **NBSets** key, displays:

The first line displays:

xxxxxx	Number of sets declared in the installation.
yyyyyy	Number of sets declared with DOD.

Pressing the **Back** key is used to return to the main menu.

5.6 Programming the individual directory

Pressing MENU, then **Progr** and then **Keys** displays:

Figure 5.22: Initial menu

Pressing the key displays the next screen:

The identifiers flash to indicate that it involves additional screens.

By pressing the key, you can view five successive screens before returning to the initial

screen.

5.6.1 Programming a directory key

Pressing the **Empty** key that the attendant wants to program displays:

Number	To enter the number required (repertory, prefix, external, abbreviated).
Back	Returns to the initial screen.
---	**Empty** when the keys has not yet been programmed, name of the key if it has already been programmed.

Pressing the **Number** key displays:

The attendant can enter the number which will be assigned to this key.

Example:

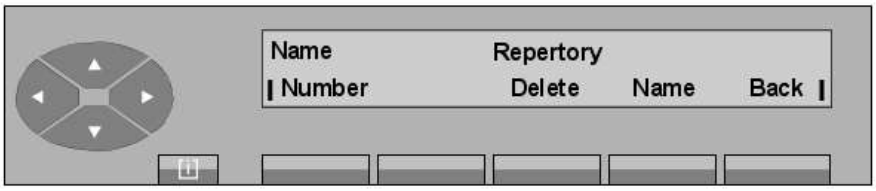
Delete	Erases the number programmed.
Back	Used to return to the initial screen.
Apply	Confirms the number dialed; the screen displays:

The attendant enters, via the alphabetical keyboard, the name associated with the number and confirms this by pressing the **Apply** key. If the name does not change, the attendant re-enters the name as before.

ERASE	Deletes the last character
Back	Returns to the initial screen.

5.6.2 Changing the content of a directory key

Pressing the key to be modified displays:



Number	Used to change the number programmed.
Delete	Erases all the programming for the key.
Name	Used to change the label of the key.
Back	Returns to the initial screen.

5.7 Assigning programmable keys

5.7.1 Programming the programmable keys

Pressing MENU, then **Progr** and then **Keys** displays:

Figure 5.29: Initial menu

Pressing the programmable key of the set or of the add-on module that the attendant wants to program displays:

Number	To enter the number required (repertory, prefix, external, speed dial).
Back	Returns to the initial screen.
---	Empty in the case of a key that is not programmed, or content of the key.

Pressing the **Number** key displays:

The attendant can enter the number which will be assigned to this key.

Example:

Apply	Confirms the number dialed.
Erase	Erases the number programmed.

Back Returns to the initial screen.

5.7.2 Changing the content of a key

Pressing the key in question displays:

Number Used to change the number programmed.
Erase Erases the programming for the key.
Back Returns to the initial screen.

Chapter 5 *Management from the attendant set 1*

Chapter 6

Management from the attendant set 2

6.1 Trunk group reservation

6.1.1 Reservation/Cancel reservation

Press the pre-programmed key and then press the **Reserv/ ■ Resv** (or **AttCtl**) key

Pressing the **ResOn** key places the trunk groups that have been declared under attendant control, so they are reserved for attendant use. This declaration is established in system management during the programming of trunk group characteristics.

If no trunk group has been declared **reservable** for the attendant set, pressing the key will activate a ringing beep on the attendant set.

Pressing this key displays: **Trk grp reservation on** if at least 1 trunk group has been declared **reservable** and activates the associated LCD combination: .

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

Pressing the fixed key again, replaces the **Reserv** label by **■ Resv** on the same key which is now used to cancel automatic reservation of the trunk groups.

Pressing the **■ Resv** key de-activates the LCD associated with the fixed key and displays: **Trk grp reservation off**.

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

6.1.2 Direct Outward Dialing authorization or inhibition

Pressing the **■ DODOff** key inhibits Direct Outward Dialing (DOD) of any external trunk for all sets. Activating this feature lights ups the outer segments and flashes the central segment of the associated LCD combination: .

The screen displays: **unauthorized DODs**.

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

Pressing the fixed key again replaces the **■ DODOff** label with **DOD On** which is used to activate again DOD to the outside for all sets.

Pressing the **DOD On** key de-activates the LCD combination associated with the fixed key and displays: **DOD authorized**.

The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

6.1.3 Selective reservation or cancellation

Pressing the **Select** key authorizes reservation of one or more trunk groups.
The display is as follows:

Figure 6.1: Screen A

The number of the trunk group to reserve is completed in the form of a three digit number entered via the keypad. Each digit entered replaces a "*" character.

The modification takes place automatically after the last digit and activates the associated LCD combination: .

The screen displays:

Next	Used to start the procedure for reserving another trunk group over again (return to screen A).
Back	Returns to the initial screen.

Pressing the **Select** key provides the possibility of cancelling the reservation of one or more trunk groups. The display shows:

Figure 6.3: Screen B

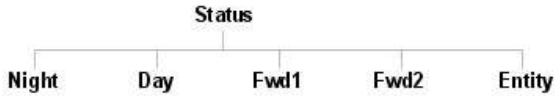
The number of the trunk group to remove from reservation is entered in the form of a three digit number entered via the keypad, as above. The 3rd number entered de-activates the feature and the LCD combination associated with the fixed key and displays:

Next	Used to start the procedure for cancelling the reservation of another trunk group over again (return to screen B).
Back	Returns to the initial screen.

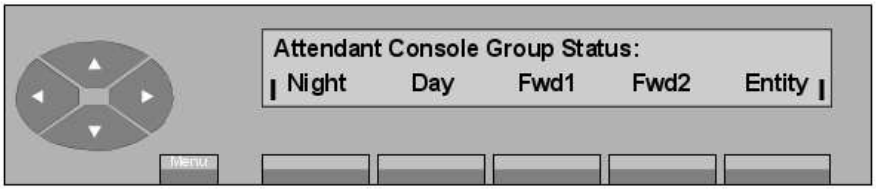
If the number does not correspond to an existing trunk group, the **Value out of limits** display is accompanied by an audible beep.

6.2 Status change of the attendant group sets

- Block diagram



Pressing the **SERVICE** key and then the **Status** key is used to modify the group operating mode from the attendant set. The following sub-menu is proposed:



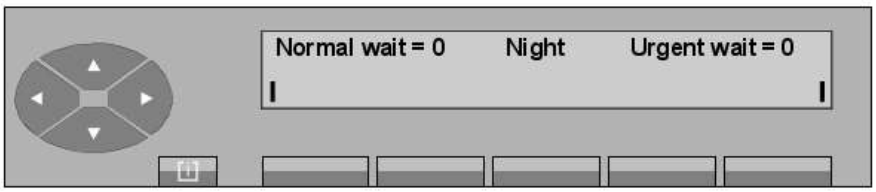
The first line displays the current operating mode.

The attendant selects the group operating mode by pressing one of the following five keys:

Night	Switches the group to **Night mode** and assign users the Classes of Services (categories) that are valid at night.
Day	Activates day service,
Fwd 1	Activates forwarding order 1,
Fwd 2	Activates forwarding order 2,
Entity	Modifies the **entity** calls operating mode. This label is only displayed if there is at least one entity supervised by the attendant.

- By pressing the **Night** key, the attendant switches the group to **Night mode** (the first line of the display shows: **Night**).

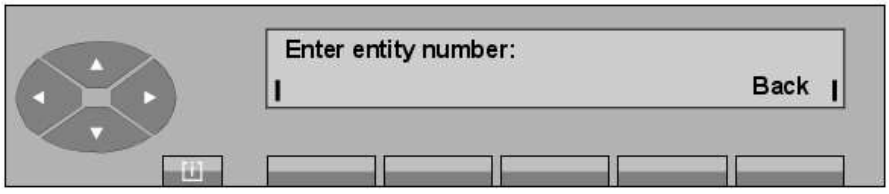
The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.



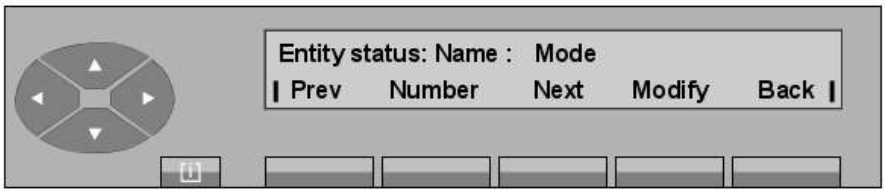
The attendant set remains active.

- By pressing the **Day** key, the attendant switches the group to **Day mode** (the first line of the display shows: **Day**).
  The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.
- By pressing the **Fwd 1** key, the attendant switches the group to **Forward1 mode** (the first line of the display shows: **Forward1**).
  The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.

- By pressing the **Fwd 2** key, the attendant switches the group to **Forward2 mode** (the first line of the display shows: **Forward2**).
  The attendant set automatically returns to idle after a time delay or when the END fixed key is pressed.
- Pressing the **Entity** key displays:



The attendant completes the number of the entity (x) and confirms by pressing the **Apply** key. The screen displays:



The first line displays:

Name	The name programmed by the manager for the entity.
Mode	The operating mode for this entity.

The second line gives the following keys:

Prev	To modify the previous entity.
Number	To set the entity number.
Next	To modify the next entity.
Modify	To display and then select the **entity** calls operating mode (**Night**, **Day**, **Fwd1**, **Fwd2**, **Normal**).

6.3 Overflow between attendant groups (Mutual Assistance)

6.3.1 Activation/cancellation

By pressing the **SERVICE** key, then the top of the key, then the key situated below the **Overfl** key, the screen displays the following:

No	De-activates mutual assistance.
Apply	Confirms the attendant's choice.

Pressing the **No** key displays:

Pressing the **Apply** key returns to the main menu.

6.3.2 Adjusting the overflow threshold (calls to the attendant group)

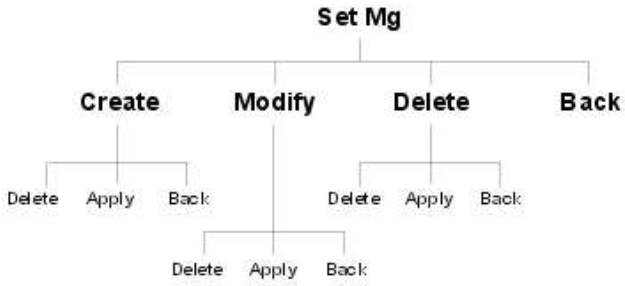
Pressing the **SERVICE** key and then the **Thresh** key allows to position the overflow threshold of the group calls.

Pressing this key displays the programmed value on the screen: if the threshold is exceeded, the calls are redirected according to the mutual assistance feature (if it is activated).

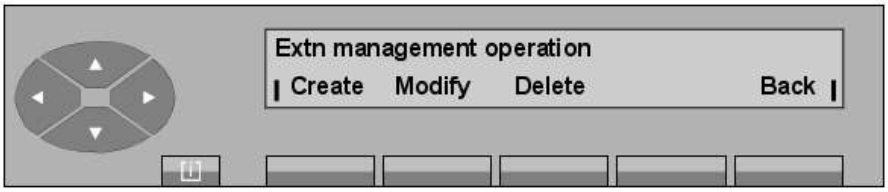
After pressing the **Modify** key, the attendant enters a new value if necessary and the characters are displayed. When the number (from 0 to 200) has been entered, pressing the **Apply** key confirms the value entered. The screen automatically returns to the main menu.

6.4 Declaring a new user

- Block diagram

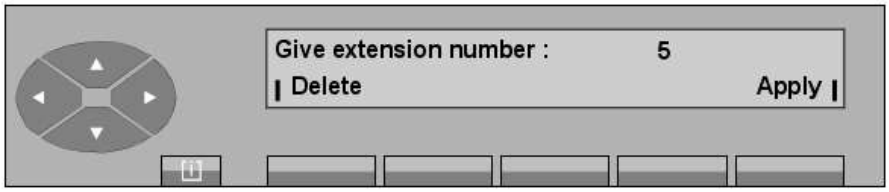


Pressing the **SERVICE** key, then the top of the key, and then the key situated below the **Admin** label allows the attendant to create new characteristics on a user set or modify those of an already existing user. The following sub-menu appears:

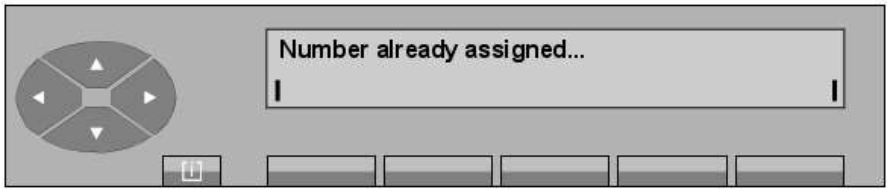


Create	Used to program the characteristics for a new user.
Modify	Used to modify existing characteristics.
Delete	Used to delete existing characteristics.

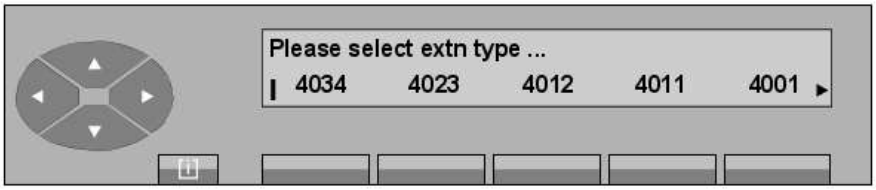
- Pressing the **Create** key provides access to the following display: **Give extension number**. After the first digit, the following type of screen is displayed:



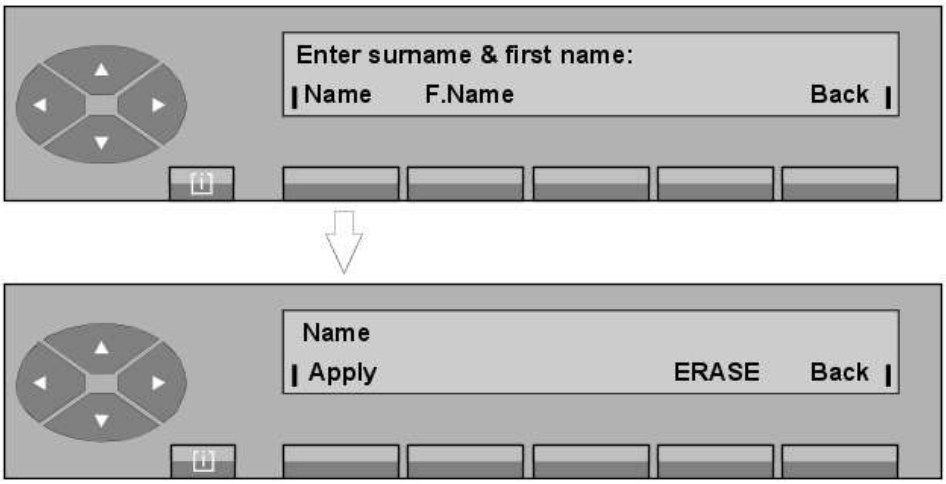
When the directory number is complete, the attendant confirms this number by pressing the **Apply** key. If the directory number corresponds to a set that has already been created, the screen displays:



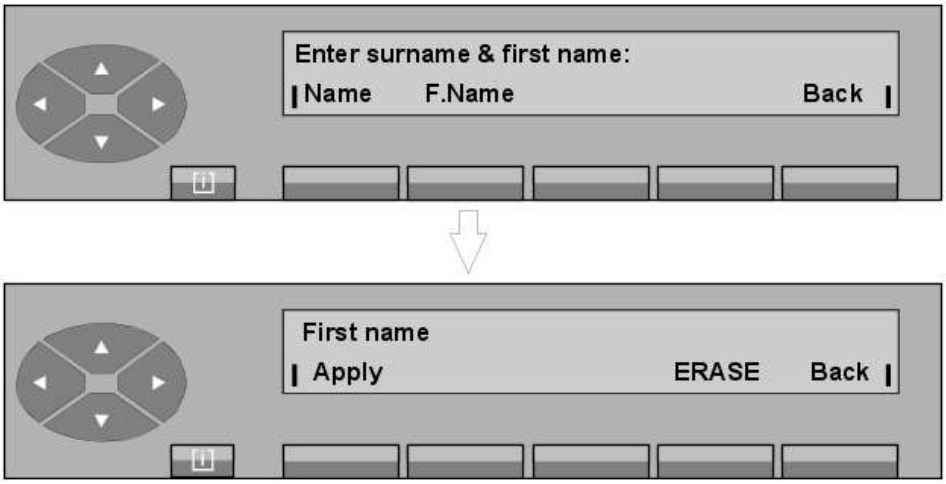
Otherwise, the screen displays:



The attendant must select a profile from those proposed. Pressing the key provides access to other profiles if they are available.
Then, enter the last name and first name of the user:



Enter the name of the user and press the **Apply** key. The screen displays:

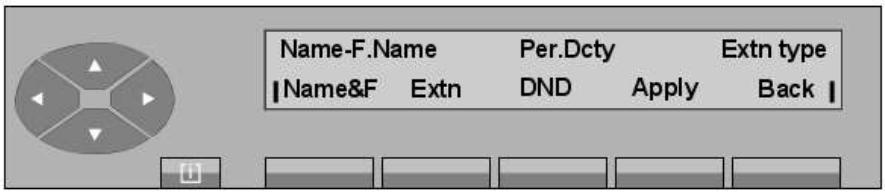


Enter the first name of the user and press the **Apply** key.
Provided the last name and first name have been confirmed , the screen displays:

By pressing the **Apply** key, the attendant validates the programming.
If the programming is accepted, the screen displays:

Back Returns to the initial menu.

- Pressing the **Modify** key is used to enter the directory number of a set whose characteristics are to be modified. When the complete number is entered, the screen displays:



Name-F.Name Used to program the name and first name.

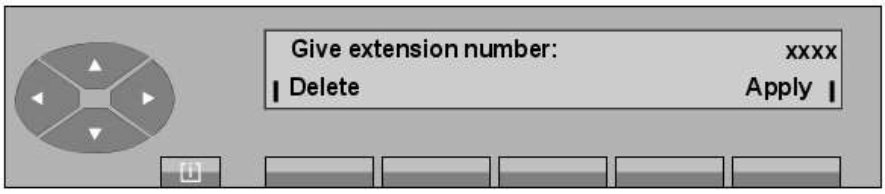
Extn Used to modify the type of set.

DND Used to put this user in Do Not Disturb mode.

Back Returns to the initial screen.

The process is then the same as described for the **Create** key.

- Pressing the **Delete** key is used to enter the directory number of a set whose characteristics are to be deleted.
When the complete number is entered, the screen displays:



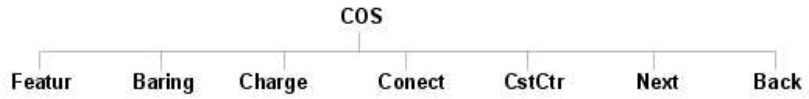
On pressing the **Apply** key, the attendant confirms deletion of the set characteristics.

If the deletion is accepted, the screen shows:

Back	Returns to the initial screen.

6.5 Assigning a COS to the user

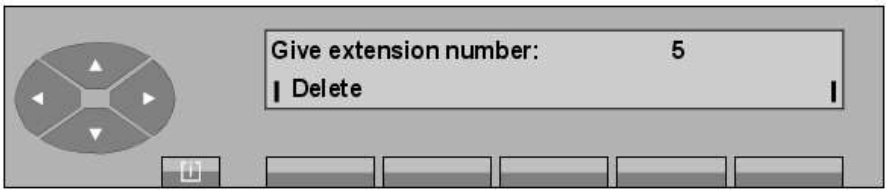
- Block diagram



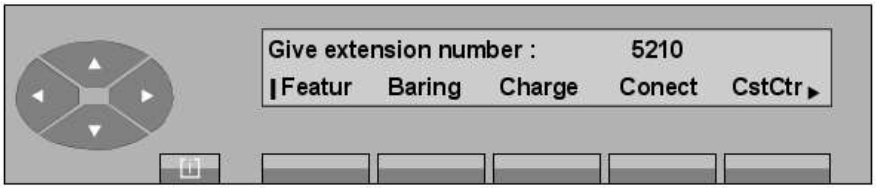
Pressing the **SERVICE** key, then the **COS** (or **Category**) key allows the attendant to change the charging center on which the user depends, as well as the Class of Service (category):

- Operation
- Network
- Charge back
- Connection

After pressing the **COS** key, the screen displays: **Give extension number**.
As soon as the first digit is entered on the keyboard (for example: 5), the following is displayed:



When the directory number is complete, the following Classes of Services are displayed:

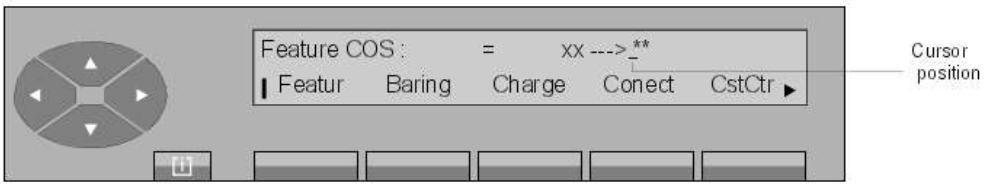


Pressing the key provides access to the **Next** and **Return** functions.

Featur	Modification of the phone feature Class of Service (category).
Baring or **COSRst**	Modification of the public network access Class of Service.
Charge	Modification of receipt printing for charging (ticket output).
Conect	Modification of the connection Class of Service.
CstCtr	Modification of the cost center.

Next	Moves to the next set.
Back	Returns to the initial menu.

Pressing the **Featur** key displays:

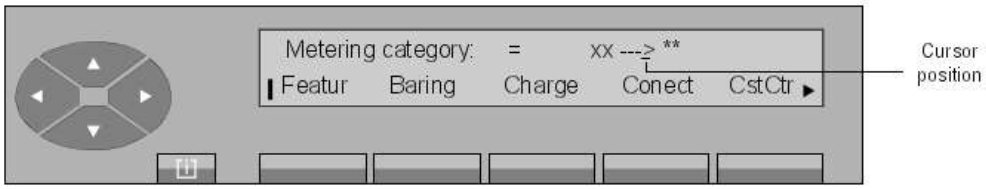


The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays **Programming accepted**. To exit, press the **Back** key.

Pressing the **Baring** (or **COSRst**) key displays:

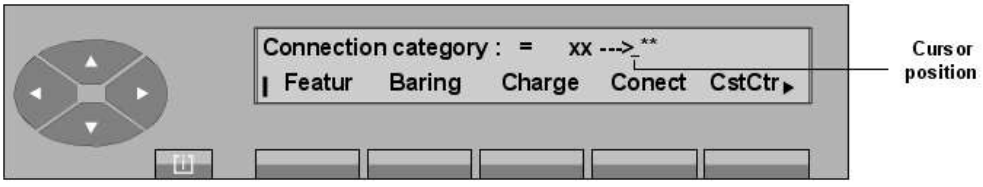
The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays **Programming accepted**. To exit, press the **Back** key.

Pressing the **Charge** key displays:



The attendant enters the new value (00 or 01). As soon as the second digit is received, the screen displays **Programming accepted**. To exit, press the **Back** key.

On pressing the **Conect** key, the screen displays:



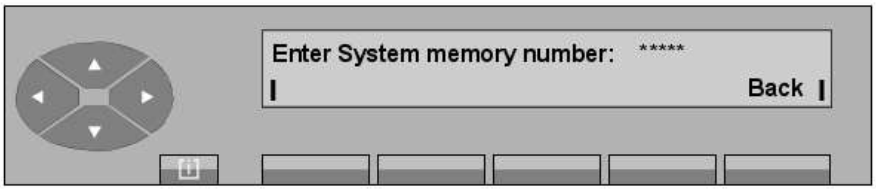
The attendant enters the new value (00 to 31). As soon as the second digit is received, the screen displays **Programming accepted**. To exit, press the **Back** key.

On pressing the **CstCtr** key, the screen displays:

The attendant enters the new value. As soon as the last digit is received, the screen displays **Programming accepted**. To exit, press the **Back** key.

6.6 Modifying Speed Dialing numbers

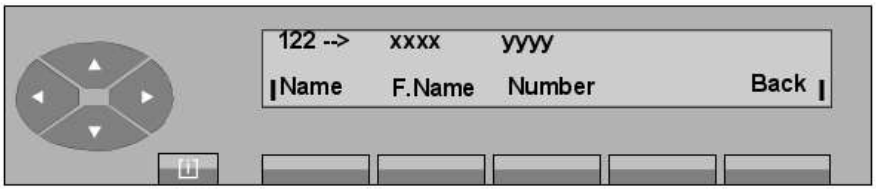
Pressing the **SERVICE** key, then the **SysDir** key allows the user to modify the system Speed Dial numbers:



After entering the row of the number indicated in system management, (0000 to 14999), the following, for example, is displayed:

Delete	Used to delete the content of the number and return to the initial menu.
Modify	Used to modify the content of the number (external number and/or name).
Next	Used to complete the row of the next required speed dial number.
Back	Returns to the previous menu.

Pressing the **Modify** key displays:



The first line displays:

xxxx and yyyy name and number if already programmed.

The second line gives the following keys:

Name	used to enter the name	not mandatory
F.Name	used to enter the first name	
Number	used to enter the external number (seize prefix included).	

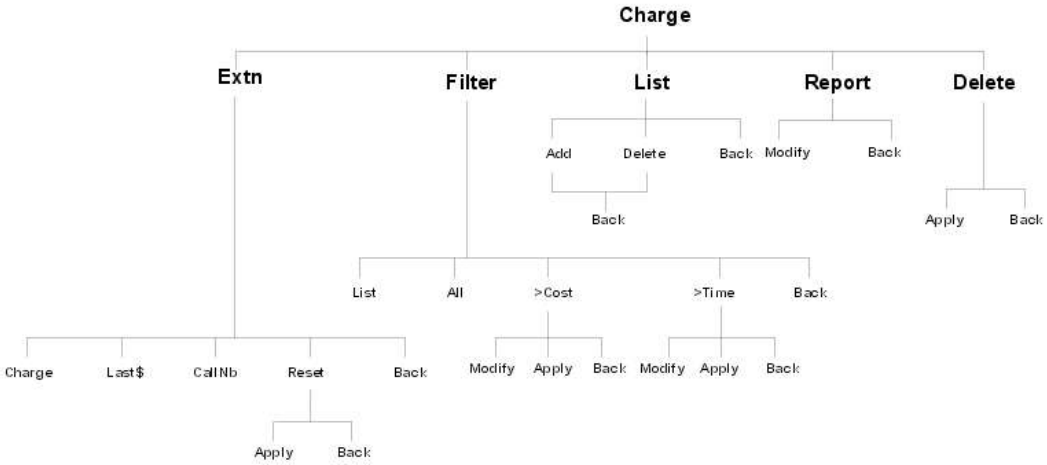
When the external number at least is entered, the following, for example, is displayed:

Press the **Apply** key for the content of the number field to take effect. **Programming accepted** is displayed.

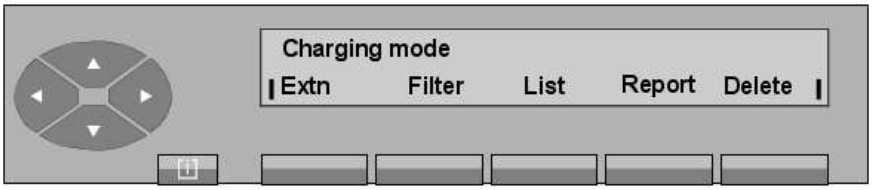
If a name has not been programmed, the external number is also used as name in the display of the number content.

6.7 Charging

- Block diagram

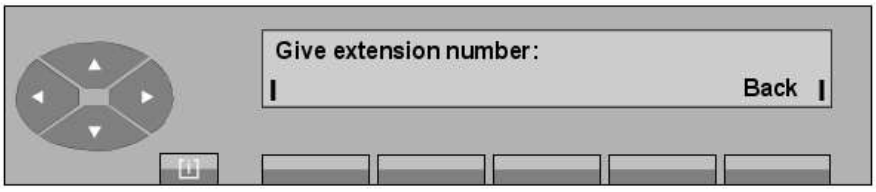


Pressing the **SERVICE** key, then the top of the key, then the **Charge** key displays:

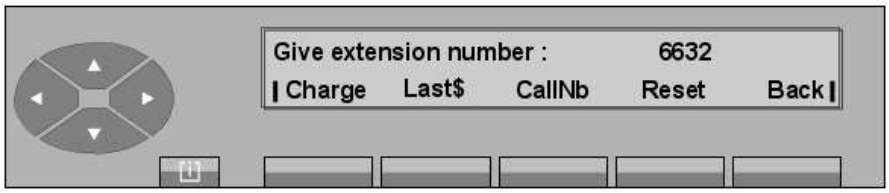


Extn	To display (on screen) the content of an individual counter.
Filter	Defines the filter criteria for call detail collection.
List	Used to add or withdraw the sets in the list of filtered users.
Report	Used to modify the observation period of the financial report.
Delete	To reset to zero all charging counters.

- Pressing the **Set** key displays:



After entering the directory number of the charged user (*for example: 6632*), the display shows the following:



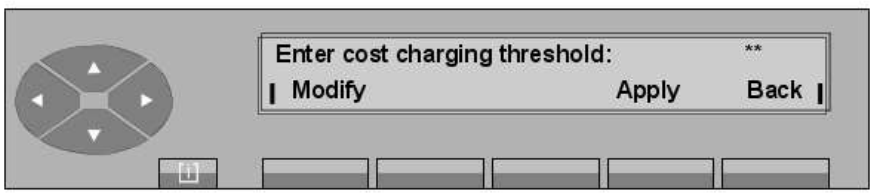
Charge	To display the cost/charge units since the last reset.
Last$	To display the cost/charge units of the last user call.
CallNb	To display the number of calls made by this user.
Reset	To reset the counter for this user.

- By pressing the **Screen** (or **Filter**) key, the attendant can access the screening criteria used in call detail collection This displays; for example:

List	Tracking of the users contained in this list.
NoThre	No tracking.
All	Tracking of all users.
>Cost	Filters tracked users according to a call cost threshold.
>Time	Filters tracked users according to a call duration threshold.

Note 1:
*If the OmniPCX is managed in "Charge unit", rather than "Cost", then **Unit** is displayed instead of **>Cost**.*

- Pressing the **NoThre** key changes the key label to **List** and vice versa.
- Pressing the **All** key changes the label of this key to **NoThre** and vice versa.
- Pressing the **>Cost** key displays:



Modify	Modifies the existing value of the cost threshold.
Apply	Confirms the value of the cost threshold entered.

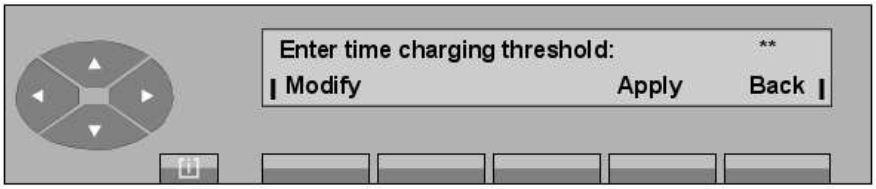
Back Returns to the previous menu.

Note 2:
*If the OmniPCX is managed in **Charge units**, then **Unit threshold** is displayed.*
After pressing the **Apply** key, return to the previous menu modified accordingly.
For example:

- **Cost** used to delete the filtering per cost threshold.

The sets contained in the list are tracked if the cost of their calls exceeds the value entered.

- Pressing the **>Time** key displays:



Modify Modifies the existing value of the duration threshold.
Apply Confirms the value of the duration threshold entered.
Back Returns to the previous menu.

After pressing the **Apply** key, return to the previous menu modified accordingly.
For example:

- **TimeOf** Used to delete the filtering per duration threshold.

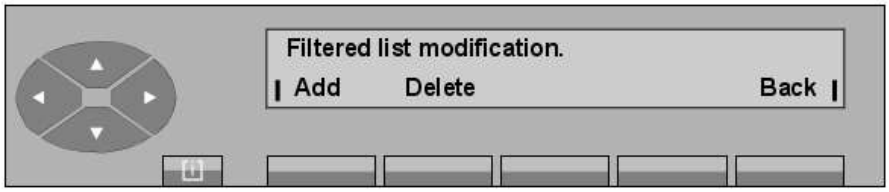
The display indicates that the users contained in the list are put under surveillance if the duration of their calls exceeds the value entered.

Remarks:

- *The filtering can be based on a charging threshold rather than a cost threshold as selected in to system management.*
- *The filtering can be activated by combining the costs/charge units threshold and the duration threshold.*

  In this last case, the following may, for example, be displayed:

- Pressing the **List** key displays:



  - Pressing the **Add** key displays:

The attendant enters the number of the set to be added to the existing list. **Delete** label is displayed.

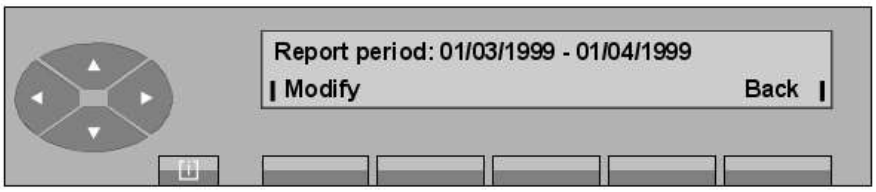
Delete	Deletes the characters entered.
Back	Used to return to the charging main menu.

  - Pressing the **Delete** key displays:

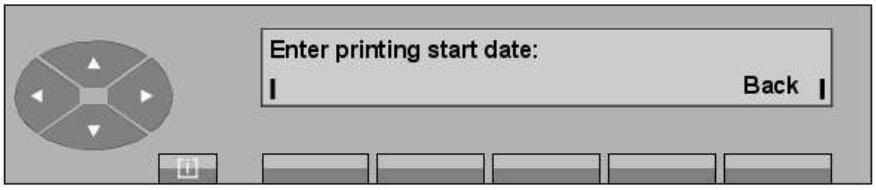
The attendant enters the number of the set to be deleted from the existing list. The **Delete** label is displayed.

Delete	Deletes the characters entered.
Back	Used to return to the charging main menu.

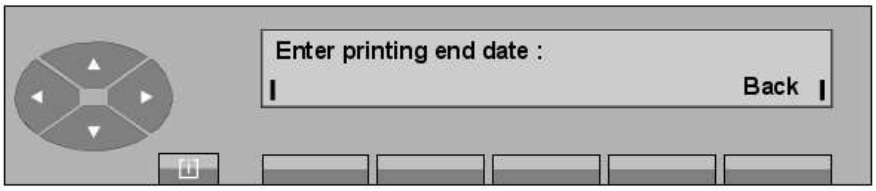
- Pressing the **Report** key displays the following type of screen:



- Pressing the **Modify** key displays:



After entering the start date of the financial report, the following is displayed:

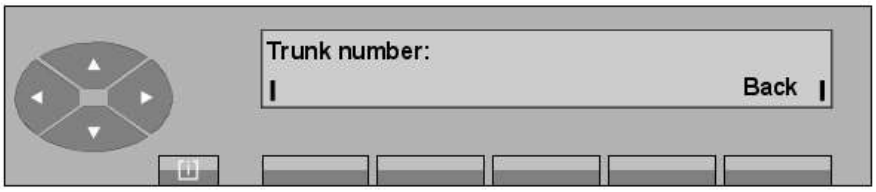


A printout of the financial report is produced at the end date indicated. This report concerns only the period between the start date and the end date. In our example (European format), this is a period of one month that will be cyclically applied for the print-out and monitoring period of subsequent financial reports.

6.8 Decommissioning a defective trunk or external line

When the system detects an anomaly in a trunk, the trunk can be isolated (taken out of service) so that it will no longer be selected for an outgoing call until it is repaired.

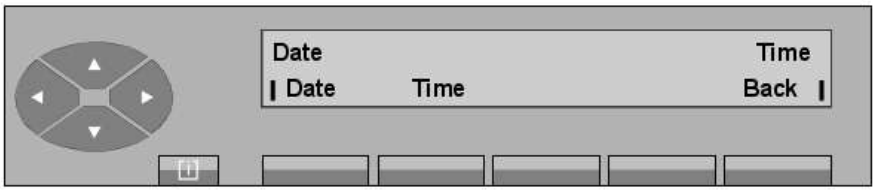
Pressing the **SERVICE** key, then the top of the key, then the **TrkOOS** key, displays:



The attendant enters the value of the defective trunk in the form of two digits. The entry is confirmed when **Programming accepted** is displayed. After repair, the correct operation of the trunk is tested by the system and, if this is successful, the trunk is removed from the list of defective trunks.

6.9 Date - Time

Press the **Date** or (**Dat+Tm**) key to display:



Date	To modify the date for the entire installation.
Time	To modify the time for the entire installation.
Back	Returns to the initial screen.

- Pressing the **Day** key displays the date programmed:

The date can be modified as follows:

- Enter via the digital keypad 2 digits for the day,
- Enter via the digital keypad 2 digits for the month,
- Enter via the digital keypad 4 digits for the year.

- Pressing the **Time** key displays the time programmed:

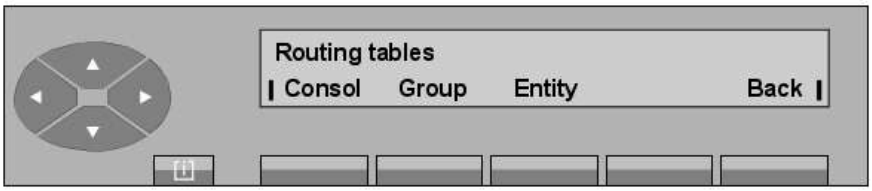
The time can be modified as follows:

- Enter via the digital keypad 2 digits for the hours,
- Enter via the digital keypad 2 digits for the minutes.

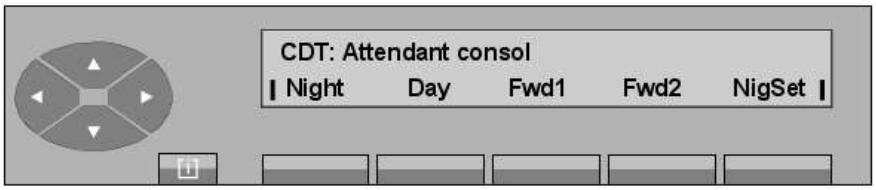
6.10 Routing tables

Pressing the **RouTab** key allows the attendant to manage the various forwarding operations for the attendant set, the attendant groups, the entity for the available modes (night, day, forward1 and forward2).

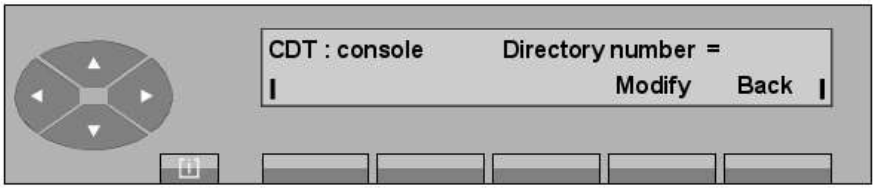
The screen displays:



- Pressing the **Consol** key displays:



Then, depending on the key pressed (**Night**, **Day**, **Fwd1**, **Fwd2**, **NigSet**), the screen displays the first directory number for the forwarding programmed for the mode selected:

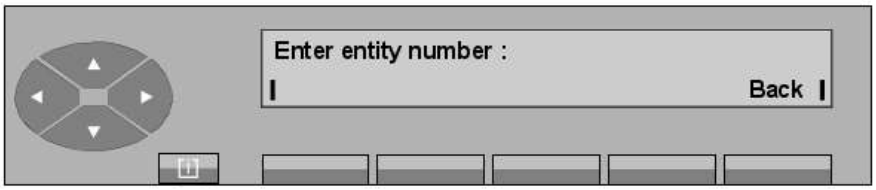


Modify	To modify the forwarding directory number.
Back	Returns to the previous menu.

- Pressing the **Group** key displays:

The rest of this screen is the same as the one described for the **Consol** key.

- Pressing the **Entity** key displays:

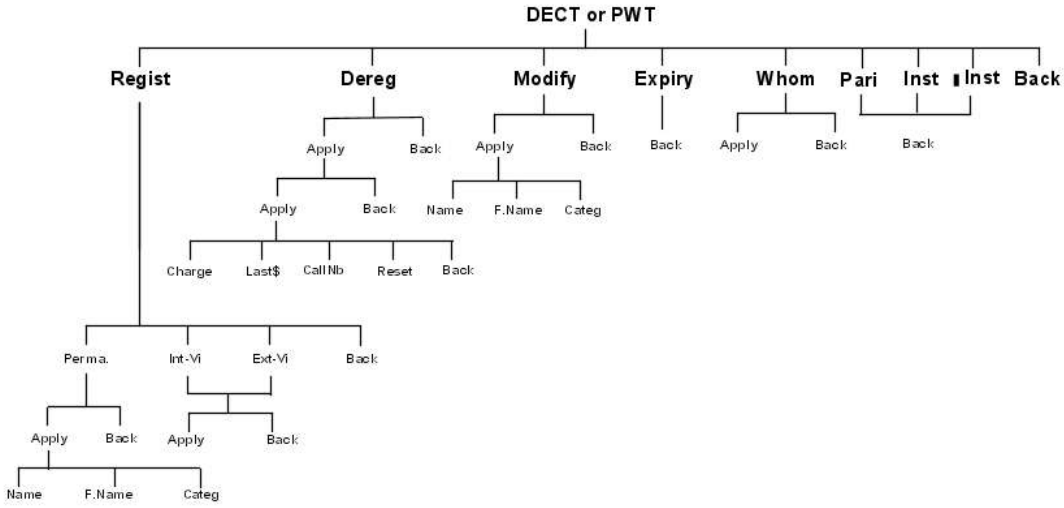


The attendant completes the entity number and confirms this choice by pressing the **Apply** key. The screen displays:

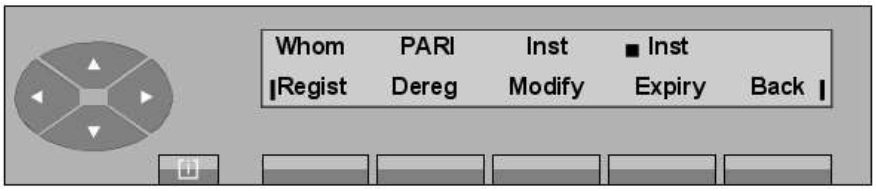
The rest of this screen is the same as the one described for the **Consol** key.

6.11 DECT or PWT wireless set

- Block diagram



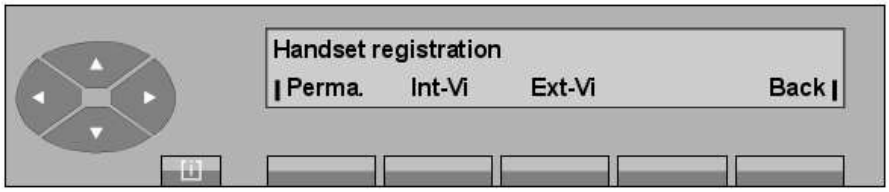
Pressing the **SERVICE** key, then the key, and then the **DECT** (or **PWT**) key displays:



Whom	To search for a wireless set by its identification number (IPUI-N).
PARI	To display the identification number of the OmniPCX the set uses to communicate.
Inst/ ▪ Inst	Allows the OmniPCX to acknowledge (**Inst**) or deny (▪ **Inst**) registration operations performed from the wireless set.
Regist	To manage, registration of a wireless set to make it operational within the OmniPCX,
Dereg	To deregister a wireless set.
Modify	To modify characteristics for a wireless set.
Expiry	To list the wireless sets that have reached their expiration date.

▼ Registration

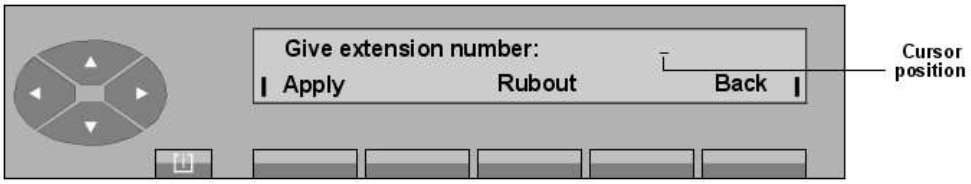
Pressing the **Regist** key displays:



Perma	To assign an internal user's wireless set.
Int-Vi	To assign a wireless set to a visitor.
Ext-Vi	To recognize have the wireless set use by an external user.
Back	Returns to the previous menu.

• Permanent internal user

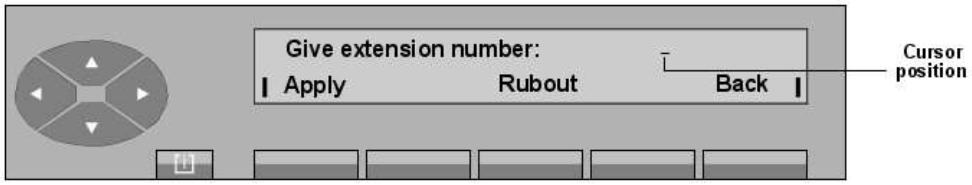
Pressing the **Perma** key displays:



Apply	Allows attendant entry of the last name, first name, and COS of the wireless set, after the directory number for the set has been entered.
BckSpc	To erase the characters displayed.
Back	Returns to the previous menu.

- Internal visitor

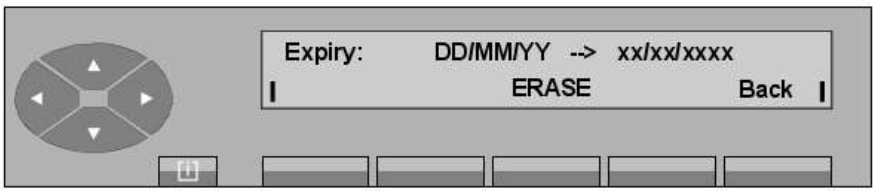
This feature is used to assign a wireless set to an external user for a pre-defined period.
Pressing the **Int-Vi** key displays:



After the number to be assigned to the wireless set has been entered, pressing the **Apply** key displays:

Name	
F.Name	To personalize the wireless set.
COS (or **Categ.**)	
Exp	To modify the use expiration date for the wireless set.

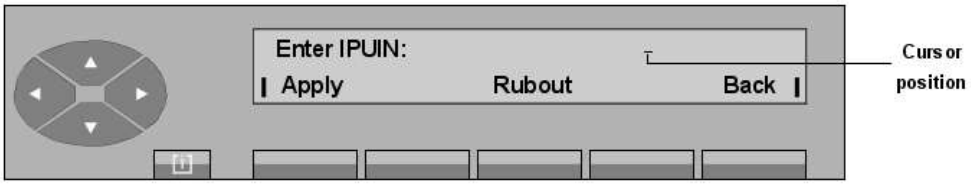
Pressing the **Exp** key displays:



After entering a new expiration date in the format: DD/MM/YYYY, press the **Apply** key to complete the process, or press the **Back** key to return to the previous menu.

- External visitor

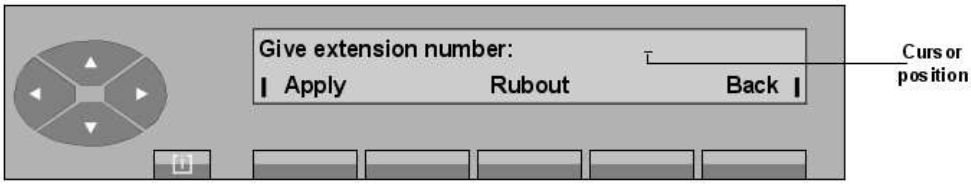
Pressing the **Ext-Vi** key displays:



Apply	To allow attendant entry of the last name, first name, and COS of the wireless user, after the identification number for the set has been entered.
Rebout	To erase the characters displayed.
Back	Returns to the previous menu.

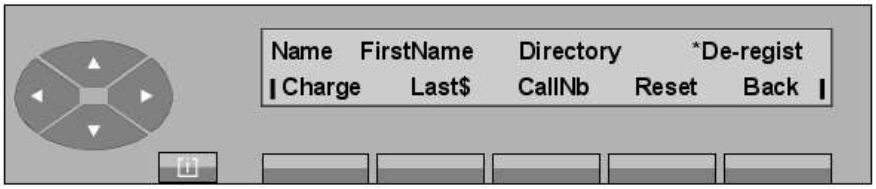
▼ De-registration

Pressing the **Dereg** key displays:



After entering the directory number of the wireless set to de-register, press the **Apply** key to display the following screen in the case of an internal or external visitor[2] :

Pressing the **Charge** key displays:



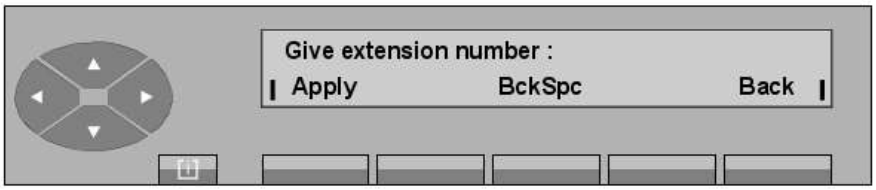
Charge	To display the total cost for the calls.
Last$	To display the cost of the last call.
CallNb	To display the total number of calls.
Reset	To reset the charging counters.

▼ Modification

After entering the directory number of the wireless set to modify, press the **Apply** key to display the characteristics (last name, first name, class of service) which can be managed.

▼ Automatic installation procedure

By pressing the top of the key, followed by the **Inst** or **Inst key**, the following is displayed:



After entering the directory number of the wireless set, press the **Apply** key to display the characteristics (last name, first name, class of service) of the user set.
Pressing the **Apply** key again allows the wireless set to be installed or uninstalled according to the feature selected. There are screens to guide you through the process, according to the type of wireless set.

[2] In the case of a permanent user, pressing the **Apply** key displays the acceptance of the **De-registered** operation.

Chapter 6 *Management from the attendant set 2*