D<small>TERM</small>®
SERIES E
Supervisor Console
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USER GUIDE

NEC

TABLE OF CONTENTS

DEDICATED FUNCTION KEYS AND LAMPS

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FUNCTION KEYS

RELEASE

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

WORK

Used to set or reset Work mode.

HOLD

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

DIAL KEY PAD

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

LOGON

Press to LOGON or LOGOFF status.

BREAK

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

TRANSFER

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

CONF

Allows simple access to establish a three-way conference.

TALLY

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

ACD PROGRAMMABLE LINE/FEATURE KEYS

AUTO/MAN

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

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

CALL BACK

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

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

EMER

This feature permits a Supervisor to record a conversation between a Supervisor and caller if recording equipment is provided. Simultaneously, a call is placed to the Split Supervisor's Line key for silent monitoring.

ACD CALL

All ACD calls directed to a Supervisor will terminate to this line key.

LINE

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

NIGHT

This key is used to designate Day or Night mode of a split from the Supervisor's console. When the mode is Night, the lamp lights steadily. A flashing Night lamp indicates the Split traffic has been call fowarded by the Split Supervisor.

TRK TRBL

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

ASSIST

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

MONITOR/BARGE

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

CW

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

FEATURE

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

UP/DOWN

◆ LCD Contrast:
   Press ▲ or ▼ key while idle.

◆ Speaker/Receiver Volume:
   Press ▲ or ▼ key during conversation.

◆ Ringer Volume:
   Press ▲ or ▼ key during ringing.

*This feature does not improve upon problem encountered.

Non-ACD Programmable Line/Feature Keys

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

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

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

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

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

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

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

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

DTX

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

RECALL

Press to terminate established call and reseize internal dial tone.

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

SOFT KEYS

On Hook State
(Telephone is idle)

3:17 PM	Fri	28
	Mic	Headset
Exit		Help
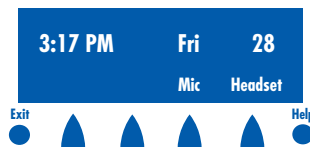
Off Hook State
(Telephone is in use)

2000		
3:17 PM	Fri	28
OHROff	MUTE	MIC	HSET
Exit		Help

Headset

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

Mic

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

Help

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

Exit

Press the **EXIT** Key to exit the Help program.

OHROFF (Off Hook Ringing Off)

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

OHR-ON (Off Hook Ringing On)

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

MUTE

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

TO LOG ON WHEN ID CODE IS REQUIRED

• •

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

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

From VACANT Status:

♦ LOGON lamp is dark.

VACANT
(Time display)

♦ Press **LOGON** key, **LOGON** key flashes.

LOGON ID?
(Time display)

♦ Dial Supervisor LOGON ID Code, press the **#** key, digits dialed are displayed. The LOGON and WORK lamps light steadily; Display indicates greeting.

HELLO	LARRY
(Time display)	

Then reviews the following modes:

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

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

SPLIT	CUST.	SYS.
(Time display)		

AUTO ANSWER
(Time display)

WORK MODE
(Time display)

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

READY
(Time display)

TO LOG ON WHEN ID CODE IS NOT REQUIRED

• •

From VACANT Status:

♦ LOGON lamp is dark.

VACANT
(Time display)

♦ Press **LOGON** key, LOGON lamp is lit steadily; Display indicates the greeting.

HELLO	LARRY
(Time display)	

Then reviews the following modes:

SPLIT	SALES
(Time display)	

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

AUTO ANSWER
(Time display)

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

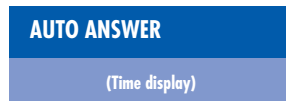| WORK MODE |
|---|
| (Time display) |

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

READY
(Time display)

TO LOG OFF WITH OR WITHOUT ID CODES

● ●

FROM BREAK MODE, WORK MODE OR READY STATUS

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

GOODBYE	LARRY
(Time display)	

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

♦ The time since LOGON in hours, minutes and seconds.

SHIFT	6:38:08
(Time display)	
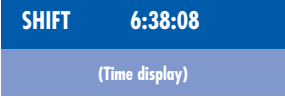
♦ The number of incoming calls handled.

ACD CALLS	138
(Time display)	

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

AVG TALK	1:30.9
(Time display)	

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

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

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

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

♦ Finally, the display shows VACANT.

VACANT
(Time display)

TO SET AUTOMATIC ANSWER

· ·

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

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

FROM MANUAL ANSWER STATUS

♦ Press **AUTO** key.

AUTO ANSWER
(Time display)

♦ Lamp lights steadily.

♦ Incoming, ACD calls are answered automatically. "Time in Q: X:XX" is displayed temporarily.

♦ Zip tone is heard before call is connected to ACD Supervisor.

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

TO SET
MANUAL ANSWER

FROM AUTOMATIC ANSWER STATUS

♦ Press **AUTO** key.

MANUAL ANSWER
(Time display)

♦ Lamp is dark.

♦ Incoming ACD calls.

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

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

♦ Upon completion of conversation, press **RELEASE** key.

TO ANSWER/RELEASE AN
INCOMING ACD CALL

FROM THE MANUAL ANSWER STATUS

♦ Incoming ACD call, associated lamp flashes red.

READY
(Time display)

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

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

15:39	WATS	3
(Time display)		

TIME IN	Q	0:02
(Time display)		

♦ Upon completion of conversation, press **RELEASE** key.

15:39 SERVICE
(Time display)

♦ Position is returned to Ready Status, Supervisor position is available for the next call in queue.

READY
(Time display)

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

FROM AUTOMATIC ANSWER STATUS

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

15:39 SERVICE
(Time display)

TIME IN Q 0:04
(Time display)

♦ Zip tone is heard before call is connected to the Supervisor.

♦ Upon completion of call, press **RELEASE** key.

15:39 SERVICE
(Time display)

♦ Position is returned to Ready Status, Supervisor position is available for the next call in queue.

TO HOLD A CALL

● ●

WHILE ENGAGED IN AN ACD CALL

♦ Press **HOLD** key; held
line will flash green.

HLD	WATS	3
(Time display)		

♦ Displayed name, Supervisor number, trunk,
etc. flashes.

TO RETRIEVE

♦ Lift Handset.

♦ Press **ACD** key.

	Route	TRK No.
1:09	**WATS**	**3**
(Time display)		

♦ Upon call
completion press
RELEASE key.

READY
(Time display)

IF UNANSWERED

♦ After a preprogrammed time; automatic recall
is initiated.

♦ Visual and audible signal (rapid flash and ring
burst) will be sent to Supervisor which placed
call on hold.

TO TRANSFER A CALL TO SPLIT QUEUE

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FROM A PBX STATION OR AN ACD AGENT OR SUPERVISOR POSITION

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

♦ Press **TRANSFER** key, receive interrupted dial tone.

XFR
(Time display)

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

♦ Dial the destination split via a pilot number.

Steady	Flashes
XFR	**3000**
(Time display)	

♦ Press **RELEASE** key, hang up (announcements will be heard by the transferred party) or wait for transfer Supervisor to answer.

TO SET/RESET BREAK MODE

• •

WHILE ENGAGED IN AN ACD CALL

♦ Press **BREAK** key,
lamp lights steadily.

BREAK PENDING
(Time display)

Then changes to:

WATS   3
(Time display)

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

FROM READY STATUS USING A NORMAL BREAK TYPE

♦ Press **BREAK** key,
lamp lights steadily.

ON BREAK
(Time display)

TO RESET

♦ Upon completion
of Break mode,
press **BREAK** key.

BREAK OVER   15:00
(Time display)

Then changes to:

READY
(Time display)

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

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

♦ Status returned to Ready or Work mode.

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

♦ If multiple break types is selected by the system. Press the **BREAK** key, lamp lights steadily.

> **BREAK TYPE?**
>
> **(Time display)**

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

> **BREAK TYPE?**
>
> **(Time display)**

> **BREAK TYPE = X**
>
> **(Time display)**

Then changes to:

> **ON BREAK**
>
> **(Time display)**
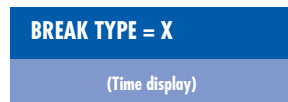
NOTE: The Supervisor defines Break selection types in the MIS and provides this information to the Agent.

Example:
Break 1 - Lunch
Break 2 - Restroom
Break 3 - Files
Break 4 - Coffee

WORK MODE DURING A CALL

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To Set Work Mode During a Call

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

♦ Displays Work Pending.

WORK PENDING
(Time display)

♦ Press **TRANSFER** key or go on hook to terminate ACD call.

WORK MODE
(Time display)

Then changes to:

(Time display)

♦ Work lamp light steady red.

♦ No further ACD calls will be received.

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

READY
(Time display)

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

TALLY COUNT

WHILE ENGAGED IN AN ACD CALL OR IN WORK MODE

♦ Press **TALLY** key; lamp flashes green.

TALLY NUMBER?
(Time display)

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

22#
(Time display)

Then changes to:

TALLY ENTERED
(Time display)

♦ TALLY lamp extinguishes.

♦ Data is registered in the MIS system.

TO PLACE AN ASSISTANCE CALL

AGENT IS ENGAGED IN AN ACD CALL

♦ Agent presses **ASSIST** key; lamp lights steadily.

ASSIST PARTS
(Time display)
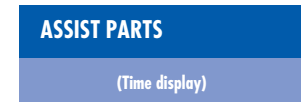
♦ The Agent hears ring back tone and the assist destination is rung (normally a Supervisor). If no Supervisor is available, the call waiting indicator is provided to each Supervisor, until answered. (Depends on ACD programming.)

♦ Agent may converse with Supervisor, ACD Call is held in automatic hold mode.

♦ To cancel assistance call, press the **TRANSFER** key; the ACD will be recovered.

Call Conference/Transfer

♦ Upon completion of conversation, press **CONF** key, all three parties will be connected.

♦ Either the Supervisor or the Agent may drop out of the call by pressing **RELEASE** key. When the Agent or Supervisor disconnects from the assisted call, the ASSIST lamp extinguishes and the display returns to the original status.

♦ The remaining party may converse with the ACD caller.

♦ If the assist feature is terminated to a busy Supervisor.

ASSIST BUSY	XXXX
(Time display)	

To Cancel

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

SILENT MONITOR

● ●

♦ A Supervisor can initiate a Silent Monitor/Barge by specific agent ID Code or extension number. If the **MON** key feature is dedicated to the **MONITOR** feature.

♦ Press the **MON** key. Display shows:

MONITOR NUMBER?
(Time display)

♦ Enter "Agent ID Code" or "0+Ext Number" followed by **#**.

♦ If a call is in progress the lamp will flash and "Zip" tone will be heard before silently listening to the agents call.

♦ If no call is in progress the lamp will light steady and the Supervisor will hear nothing.

♦ As calls are handled by the Agent, the Supervisor will alternate between the two states.

♦ To exit press
RELEASE or **MON**
key. Display shows:

> **BARGE?**
>
> **(Time display)**

♦ Press **0#.**

TO BARGE

♦ While monitoring
a conversation the
Supervisor presses
MON key. The
Display shows:

> **BARGE?**
>
> **(Time display)**

♦ Press **1#.** A three-way conference is eatablished.

♦ To exit press **MON** key.

MONITOR ME

• •

♦ An Agent can request to be monitored by a
specific Agent or Supervisor, if the **ASSIST**
key feature is dedicated to the **MONITOR ME**
feature.

♦ Press the **ASSIST**
key. The ASSIST
lamp lights.

> **MONITOR JAMES**
>
> **(Time display)**

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

♦ When the
Supervisor answers.

> **MONITOR   XXXX**
>
> **(Time display)**

♦ The ASSIST lamp
flashes red at the
ACD Agent.

♦ The monitor lamp flashes red at the Supervisor position.

♦ To barge into the call, the Supervisor presses the **MON** key, then 1, **#.**

♦ If the Supervisor decides to join the call, the Agent and calling party will hear a warning tone.

TO PLACE AN EMERGENCY CALL

● ●●

AGENT CONSOLE IS ENGAGED IN AN ACD CALL

♦ Agent presses **EMER** key, lamp lights red steadily.

EMERG	SUPVR
(Time display)	

♦ Supervisor is monitoring call between Agent and ACD caller.

MONITOR	XXXX
(Time display)	

♦ ASSOCIATED lamp will flash.

♦ Conversation is simultaneously being recorded **if** equipment has been provided.

♦ To barge into the call the Supervisor presses the **MON** key, then 1, **#.**

♦ Press **RELEASE** key to transfer the call to Supervisory position after the Supervisor answers. No dialing is necessary.

♦ To cancel emergency request (to ringing destination), press the **EMER** key again.

TO BUSY DESTINATION

♦ If the request is routed to an individual Supervisor's ACD or PBX line, press the **EMER** key.

♦ If the request is routed to a busy Supervisor, the Agent's LED is extinguished.

EMERG BUSY
(Time display)

♦ The ACD Agent's conversation is never interrupted.

NIGHT MODE (WHILE IDLE ON HOOK)

TO ENTER

♦ While logged onto the ACD system, press **NIGHT** key. Display shows:

ENTER NIGHT/FWD?
(Time display)

♦ Press 1**#.**

♦ The **NIGHT** lamp will light.

TO EXIT

♦ Press **NIGHT** key. The display shows:

ENTER NIGHT?
(Time display)

♦ Press 1**#.**

♦ The **NIGHT** lamp is extinguished.

TO REPORT
TRUNK TROUBLE

●●●●●●●●●●●●●●●●●●●●●●●●●

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

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

TROUBLE REPORTED
(Time display)

When changes to: after 4 seconds:

5:22	WATS	3
(Time display)		

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

TALLY-OH FEATURES

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

OPERATING PROCEDURES

♦ Press **TALLY** key.

♦ Enter tally code, then **#.**

Supervisor Tally-Oh Codes

Code	Meaning
010#	Display the Estimated Time to Answer (ETA) of the splits served by the logged on agent. If the position is vacant and allowed a single split, the ETA for that split is shown. For an agent in multi-split mode, the information for each split will be displayed for a four-second interval.

To invoke, press **010#**

SAMPLE DISPLAYS: 1:28   (minutes, seconds)

Code	Meaning
030	Display statistics for a given Agent: shift time, number of ACD calls answered, average talk time, total time in Work mode since logging on, and total time in Break mode since logging on.

To invoke, press **030aaaaa# (aaaaa=Agent's ACD or PBX extension)**

SAMPLE DISPLAYS:

SHIFT	3:12:48	(hours, minutes, seconds)
ACD CALLS	122	(one to three digits)
AVG TALK	3:11	(minutes and seconds)
T-WORK	0:55:19	(hours, minutes, seconds)
T-BREAK	1:04:31	(hours, minutes, seconds)

Code	Meaning
031	Display a given Agent's current mode and the time passed since entering that mode. Valid for all modes: Vacant, Work, Break, Ready, or on an ACD call.

To invoke, press **031aaaaa# (aaaaa=Agent's ACD or PBX extension)**

SAMPLE DISPLAY: BREAK   0:41:06   (hours, minutes, seconds)

Supervisor Tally-Oh Codes

Code	Meaning
032	Force a given Agent to Break mode. (From Work or Ready modes) To invoke, press **032aaaaa# (aaaaa=Agent's ACD or PBX extension)**
033	Force a given Agent to Ready mode. (From Break or Work modes) To invoke, press **033aaaaa# (aaaaa=Agent's ACD or PBX extension)**
034	Force a given Agent to Work mode. (From Break or Ready modes) To invoke, press **034aaaaa# (aaaaa=Agent's ACD or PBX extension)**
035	Change a given Agent's split or multi-split mode. Prompts are displayed to prompt for split number and approval. To invoke, press **035aaaaa# (aaaaa=Agent's ACD or PBX extension)**
036	Display queue depth for a given split. To invoke, press **036ss# (ss=one or two digit split number)** **SAMPLE DISPLAY:** DOMESTIC 36
037	Display time of longest waiting caller for a given split. To invoke, press **037ss# (ss=one or two digit split number)** **SAMPLE DISPLAY:** INTERNAT'L 4:06 (minutes and seconds)

Supervisor Tally-Oh Codes

Code	Meaning

---

038   Display number of working Agents (on an ACD call, in Work or Ready modes) for a given split.

To invoke, press **038ss# (ss=one or two digit split number)**

SAMPLE DISPLAY: CRUISES   9

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039   Display number of Agents on break for a given split.

To invoke, press **039ss# (ss=one or two digit split number)**

SAMPLE DISPLAY: SKY-DIVERS   2

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040   Change Night mode of a given split.

To invoke, press **040ss# (ss=one or two digit split number)**

The prompt <u>NIGHT MODE?</u> will be displayed to ask for approval to put the specified split into night mode. To approve, press "1#" and the display <u>split name = NIGHT</u> will be shown. To disapprove and put the split into day mode, press "#" and the display <u>split name = DAY</u> will be shown.

SAMPLE DISPLAYS: AWARDS =   NIGHT
                                  AWARDS =   DAY

---

041   Display Estimated Time to Answer (ETA) for a given split.

Press **041sss# (sss=one or two or three digit split number)**

SAMPLE DISPLAYS: SALES =   11:43   (minutes and seconds)

Supervisor Tally-Oh Codes

Code	Meaning
042#	To set restriction on position from being monitored by other supervisors. To invoke, press **042# (display will show restrict/unrestrict mon?)** Press **1#** to say yes. **SAMPLE DISPLAYS:** RESTRICT = MON?
054	To add a new split to an agent's list. To invoke, press **054nnnnn#**. When prompted for the split, enter it as **sss#**. Finally, enter the preference when prompted as **pp#**. An agent may work in up to 16 splits simultaneously.
055	To delete a split from an agent's list. To invoke, press **055nnnnn#** and then **sss#** when prompted to enter the split to delete a split **(sss)** from the list of splits of a specified agent **(nnnnn)**.
056	To display current split list of an agent. To invoke, press **056nnnnn#** to display a list of the currently assigned splits of the specified agent on the supervisor's LCD display. Each split name will be shown for approximately 3 seconds.

Supervisor Tally-Oh Codes

Code	Meaning
057	To save the current working split list of an agent to permanent ACD database memory.
	To invoke, press **057nnnnn#** to save the current split assignments of the specified agent to permanent ACD database memory. Ordinarily, when splits are added or deleted (via Tally-Oh 054 and 055) they are in use for the current logon session only. However, if the split selections are to be permanently assigned (until modified) to that agent's logon ID then they must be transferred to permanent ACD database memory.
068	Unlock a given Agent's position. (Emergency use only, **notify NECAM of any lockups**).
	To invoke, press **068aaaaa# (aaaaa=Agent's ACD or PBX extension)**
069	Force a given Agent's position to logoff (Emergency use only, **notify NECAM of any lockups**).
	To invoke, press **069aaaaa# (aaaaa=Agent's ACD or PBX extension)**

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

TO ORIGINATE AN OUTSIDE CALL

• •

♦ Lift handset or headset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone, Dial the Central Office Access Code, e.g. 9.

♦ Dial desired telephone number.

♦ Use handset to converse.

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

TO ORIGINATE AN INTERNAL CALL

• •

♦ Lift handset or headset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Dial desired station number; Display indicates digits dialed.

♦ Use handset to converse.

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

● ●

♦ Press **NON-ACD LINE** key.

♦ Press desired **SPEED CALL** key, or press **SPEAKER** and **SPEED CALL.**

TO PROGRAM

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

♦ Press **FEATURE** key.

♦ Press desired **SPEED CALL** key.

♦ Enter desired telephone number or feature code on the keypad. Display indicates digits dialed.

SPD SET
(Time display)

TO VERIFY

♦ Press **FEATURE** key.

♦ Press desired **SPEED CALL** key.

♦ Display indicates digits programmed.

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

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

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

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

ACCOUNT CODE

TO ENTER

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Enter feature Access Code, receive Service Set tone.*

♦ Enter Account Code (up to 10 digits).

♦ Receive Dial Tone and dial desired number.

TO ENTER ACCOUNT CODE AFTER AUTHORIZATION CODE

♦ Life handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Enter feature Access Code for Authorization Code, receive Service Set tone.

 NOTE: Authorization and account codes may be up to 15 digits combined.

♦ Enter Authorization Code, receive second Service Set tone.*

♦ Enter Account Code, receive dial tone and dial desired number.

*Service Set tone is optional depending upon system programming.

FORCED ACCOUNT CODE

• •

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Enter feature Access Code, receive Service Set tone.*

♦ Enter Forced Account Code (up to 10 digits), receive dial tone.

♦ Dial desired number.

AUTHORIZATION CODE

• •

TO ENTER WITHOUT ACCOUNT CODE

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Enter feature Access Code, receive Service Set tone.*

♦ Enter Authorization Code (up to 10 digits), receive second Service Set tone.

♦ Receive dial tone, dial desired number.

*Service Set tone is optional depending upon system programming.

–OR–

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Dial desired number.

♦ If Authorization Code is required, caller hears special dial tone.

♦ Enter Authorization Code, or call will be denied.

CONFERENCE

• •

♦ With call in progress, ask party to hold.

♦ Press **TRANSFER** key, receive interrupted dial tone.

♦ Dial desired number.

♦ After call is answered, press **CONF** key; CONF LED lights.

♦ Three-way conference is established.

CNF
(Time display)

♦ If one party hangs up, other two remain connected; CONF LED goes out.

TO ESTABLISH A BROKER CALL

● ●

♦ While engaged in a call and wishing to consult a third party, press **TRANSFER** key; receive interrupted dial tone, caller is automatically placed on hold.

♦ Dial desired party to consult.

♦ Press **TRANSFER** key to return to original caller. Third party is automatically placed on hold.

♦ By repeating these steps, it is possible to alternate between calls.

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

TO ANSWER A CAMPED-ON CALL

● ●

FROM THE ATTENDANT

♦ While engaged in a call, receive camp-on indication (one short tone burst); the ANSWER LED will flash.

♦ Press **ANSWER** key; call in progress is placed on hold.

♦ Connection to camped-on call is established.

♦ By repeating these steps, it is possible to alternate between calls.

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

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

	TRK Type	TRK No.
CMP	WATS	1

CALL WAITING – ORIGINATING

• •

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

♦ Press **FEATURE** key.

♦ Press desired **ONE-TOUCH SPEED** key.

♦ Press **RECALL** key ("!" will appear on LCD).*

♦ Dial call waiting feature access code.

♦ Repress **FEATURE** key.

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

TO ACTIVATE CALL WAITING – ORIGINATING

♦ Dial desired station number, receive busy tone.

♦ Press **CALL WAITING** key.

Called Station Number

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

CW	Ø
(Time display)	

– OR –

♦ Lift handset.

♦ Dial Call Waiting access code, receive dial tone.

CW	
(Time display)	

♦ Dial busy station.

CW SET	2000
(Time display)	

To Answer a Call Waiting

♦ Call Waiting tone is heard.

Calling Station Number

CW SET	**2000**
(Time display)	

♦ Press **ANSWER** key.

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

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

To Disconnect

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

CALL PARK

●●●●●●●●●●●●●●●●●●●●●●●●

To Program Call Park Key (On One-Touch Speed Key)

♦ Press **FEATURE** key.

♦ Press one touch speed key.

♦ Press **RECALL** key ("!" will appear on LCD.)

♦ Dial Call Park Access Code.

♦ Press **FEATURE** again.

PRK SET
(Time display)

TO PARK A CALL ON A NON-ACD LINE KEY

While connected to a station or trunk:

♦ Press **TRANSFER** key.

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

Parked Station or Trunk

PARK	SET	WATS 2
(Time display)		

TO RETRIEVE A PARKED CALL FROM AN ORIGINATING STATION

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

♦ Press one touch key or

♦ Dial Call Park local retrieval code.

♦ Station user is connected to parked call.

10:01	WATS	2
(Time display)		

Elapsed Time

TO RETRIEVE A PARKED CALL FROM A REMOTE STATION

♦ Dial Call Park remote retrieval code* and the station number agains which the call was parked.

0:01	WATS	3
(Time display)		

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

♦ Station user is connected to parked call.

CALL PICK-UP (GROUP)

●●●●●●●●●●●●●●●●●●●●●●●●●●

STATION WITHIN PICK-UP GROUP RINGS

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Press **CALL PICK-UP** feature button or dial CALL PICK-UP Access Code. (Also, may be stored on one touch speed calling key.)

♦ Connection to calling party is established.

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

♦ If engaged on call on **NON-ACD LINE** key, press **TRANSFER** key and dial Call Pick-Up Access Code. The original party will be placed on hold.

CALL PICK-UP (DIRECT)

●●●●●●●●●●●●●●●●●●●●●●●●●●

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

♦ Press **FEATURE** key.

♦ Press **ONE-TOUCH SPEED** key.

♦ Dial Direct Call Pick-Up Access Code.

♦ Re-press **FEATURE** key again.

A STATION WITHIN THE SYSTEM RINGS

♦ Lift handset, receive dial tone.

♦ Press **PICK-DIRECT** key and dial the station number to be picked up.

– OR –

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

♦ Connection to calling party is established.

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

– OR –

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

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

OUTGOING TRUNK QUEUING

• •

If trunk "Busy":

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

OGQ SET
(Time display)

Call is placed in queue for next available trunk.

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

♦ Lift handset or headset.

♦ Press **NON-ACD LINE** key.

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

OFF-HOOK TRUNK QUEUING

● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Dial OFF-HOOK QUEUING access code.

♦ Dial desired telephone number; encounter a trunk busy condition.

♦ Station user receives Service Set tone, and leaves speaker on. The desired number will automatically be dialed when a trunk becomes available.

LAST NUMBER REDIAL

● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

TO RECALL THE LAST TELEPHONE NUMBER DIALED

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Press **REDIAL** outside or key, internal station is automatically redialed,when party has answered, lift handset to converse.

LNR [*]/SPD [_ _]
(Time display)

To display last number dialed:

♦ While on hook, press **REDIAL** key.

♦ Display indicates digits stored.

CALL FORWARDING – ALL CALLS

●●●●●●●●●●●●●●●●●●●●●●●●●●●●

To Set

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Press **FWD** key or dial Call Forward access code; receive special dial tone.

♦ Dial destination station or external telephone number; receive Service Set tone.*

♦ FWD LED lights (at your station or at the Dterm of the subline station you are setting).

♦ Return to on hook condition, call forwarding all calls is set.

FWD SET
(Time display)

To Cancel

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Press **FWD** key or dial Call Forward cancel code; receive Service Set tone*, FWD lamp goes out at your station.

♦ Press **LINE** key; Call forward all calls canceled.

FWD CNCL

*Service Set tone is optional depending upon system programming.

CALL BACK

●●●●●●●●●●●●●●●●●●●●●●●●●●●●

IF CALLED STATION IS "BUSY"

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

CB SET	2000
(Time display)	

– OR –

♦ Press **FLASH** key** and enter CALL BACK access code.

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

CB	2000
(Time display)	
	Called Party

♦ Lift handset, then called party's phone rings.

CB	2000
	Calling Party

♦ Connection is established when called party answers.

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

*Service Set tone is optional depending upon system programming.

****FLASH** key must be programmed on One-Touch Speed call key.

TO SAVE AND REPEAT A NUMBER

• •

TO SAVE

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Dial desired telephone number.

♦ Press **S & R** key; dialed number is now stored.

♦ **S & R** key LED lights.

– OR –

♦ Receive Internal Call.

♦ Press **S & R**. Number is stored in memory.

♦ **S & R** LED lights.

TO VERIFY

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

TO REPEAT

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Press **S & R** key; D^term Series E will automatically redial the programmed number.

♦ **S & R** key automatically canceled; LED goes out.

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

TO LEAVE A MESSAGE

●●●●●●●●●●●●●●●●●●●●●●●●●●●●●

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Dial desired station number; encounter a "No-Answer" or Busy condition.

♦ Press **MSG** key; message is sent to called D^term Series E.

MSG SET   2000
(Time display)

Recipient Station
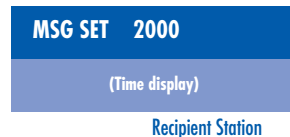
♦ Called station MSG LED lights.

NOTE:

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

MSG BUSY
(Time display)

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

MSG RST
(Time display)

TO ANSWER A MESSAGE

●●●●●●●●●●●●●●●●●●●●●●●●●●●

TO DISPLAY

♦ MSG LED LIT; station is idle.

MSG   2000   12:28PM
(Time display)
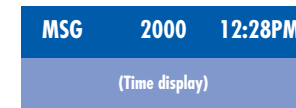
♦ Press **MSG** key; display indicates time of message and station number leaving message;

♦ Re-press **MSG** key again to display additional messages in order received.

To Respond

♦ While displaying desired message; Lift handset and Press **NON-ACD LINE** key.

♦ Press **MSG** key; station which left message will be automatically redialed.

To Erase

♦ Message is erased.

MSG CNCL
(Time display)

♦ To erase a message without returning the call, press **MSG** key to display desired message.

♦ Dial **#** while message is displayed, message is erased.

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

DO NOT DISTURB

• •

While Idle (On Hook)

♦ Press **DND** key*; LED lights.

DND SET
(Time display)

To Cancel

♦ Press **DND** key; LED goes out.

DND CNCL
(Time display)

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

PRIVACY

● ●●

WHILE OFF-HOOK

♦ Press **DND** key,
LED flashes;
Display indicates:

PRV SET
(Time display)

♦ Privacy feature prevents interruptions for the duration of a call.

TO CANCEL

♦ Press **DND**; LED goes out.

– OR –

♦ Replace handset;
privacy feature is
automatically
canceled.

PRV CNCL
(Time display)

DATA FEATURES

● ●●

TO ACTIVATE SIMULTANEOUS VOICE/ DATA TRANSMISSION

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

D	DTE	XXXX
	(Time display)	

♦ Receiving station presses **DATA** key.

♦ Data connection
is established.

RDY	D DTE	XXXX
	(Time display)	

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

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

RLS	**D DTE**	**XXXX**
	(Time display)	

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

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

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

RLS	**D DTE**	**XXXX**
	(Time display)	

♦ Receiving station presses **DATA** key.

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

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

RDY	**D DTE**	**XXXX**
	(Time display)	

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

RLS	**D DTE**	**XXXX**
	(Time display)	

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

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

D	**DTE**	**XXXX**
	(Time display)	

♦ Receiving station presses **DATA** key.

.

RDY	D DTE	XXXX
(Time display)		

♦ Data is established.

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

♦ Released station's display indicates:

RLS	D DTE	XXXX
(Time display)		

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

TO ESTABLISH EXTERNAL DATA TRANSMISSION VIA MODEM POOLING

● ●

♦ Internal station user initiates a voice conversation to an external party.

♦ External party switches over from voice to modem, or modem carrier tone is heard immediately.

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

RDY D	YYY	XXXX
(Time display)		

♦ Originating station's DTX lamp lights and Service Set tone is heard, replace handset.

♦ Called data terminal answers.

♦ DATA connection is established.

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

Internal Party Receives a Data Call

♦ Station's data
   port will ring.
   Data lamp flashes.

D	XXXX
(Time display)	

♦ Press **DATA**
   key to answer.

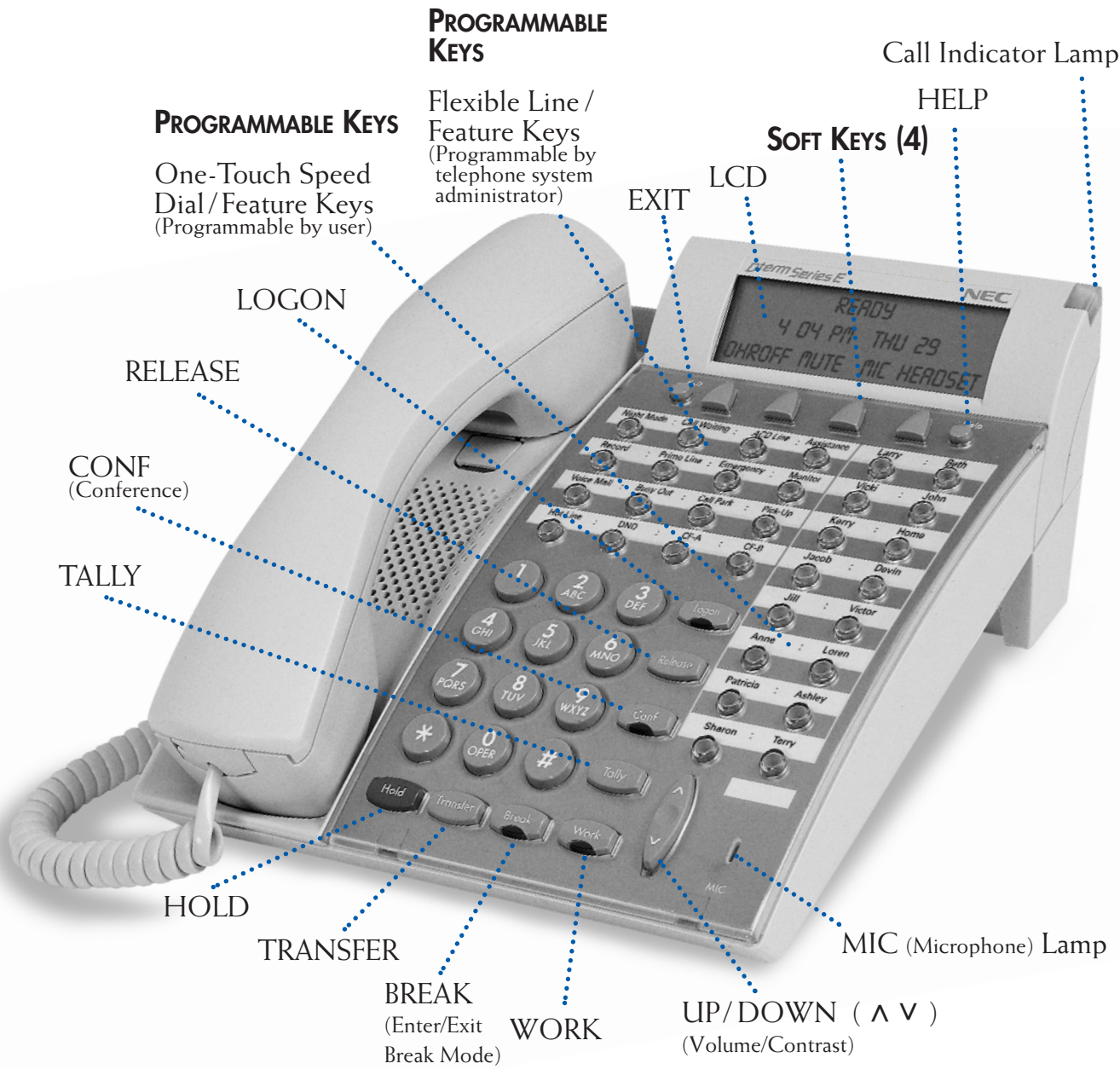| RDY	D	YYY	XXXX
(Time display)			

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

♦ Data connection is established.

*Service Set tone is optional depending upon system programming.

To Release from a Modem Call

♦ Press **DATA** key, LED goes out.

NOTES

NOTES

PROGRAMMABLE
KEYS

PROGRAMMABLE KEYS

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

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

Call Indicator Lamp

HELP

SOFT KEYS (4)

EXIT

LCD

LOGON

RELEASE

CONF
(Conference)

TALLY

READY
4 04 PM THU 29
DKROFF MUTE MIC HEADSET

HOLD

TRANSFER

BREAK
(Enter/Exit
Break Mode)

WORK

UP / DOWN (∧ ∨)
(Volume/Contrast)

MIC (Microphone) Lamp

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7/98