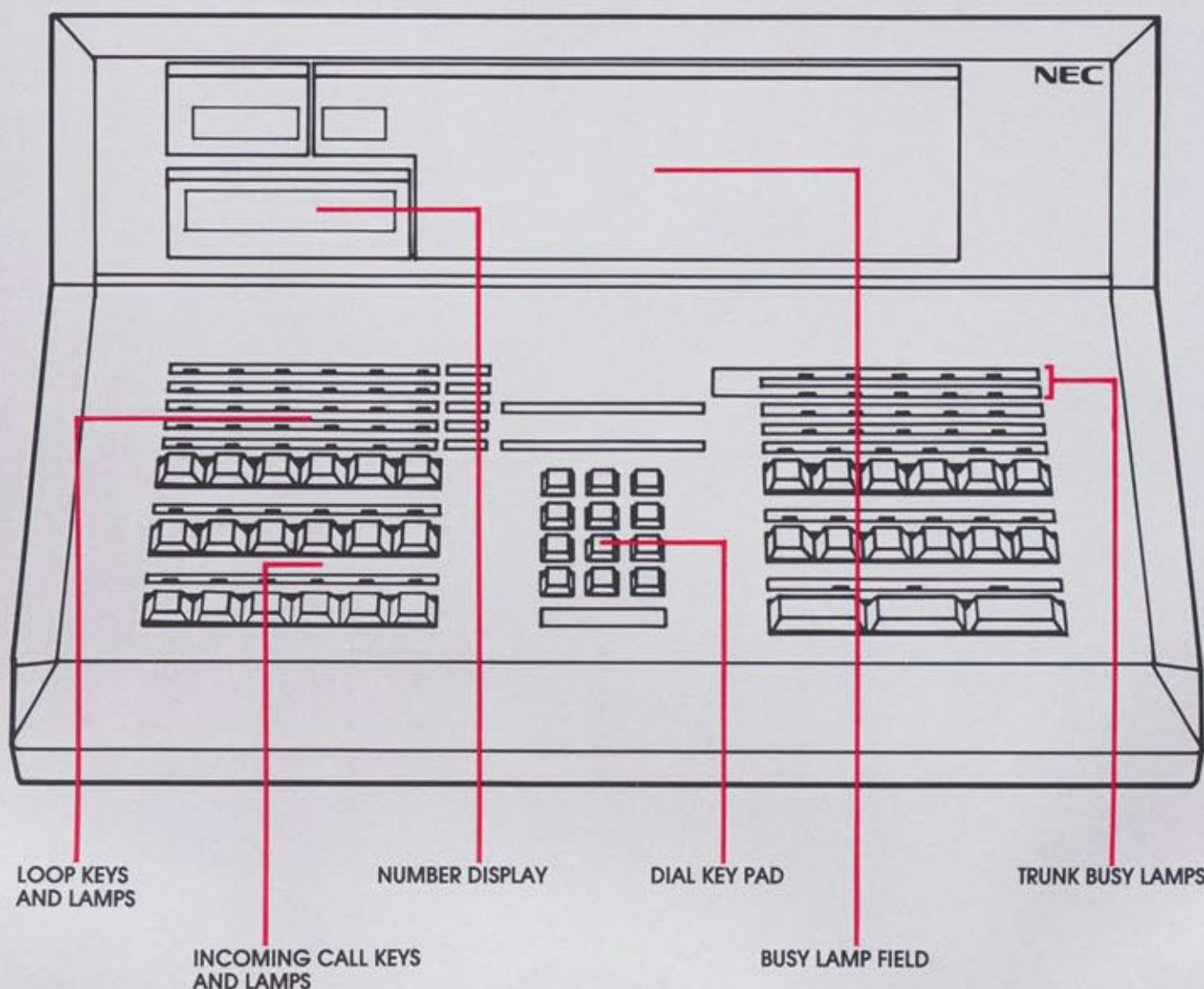


A GUIDE TO THE NEAX® 2400 IMS ATTENDANT CONSOLE



All features in this Users Guide may not be applicable to your console depending upon the software level of your NEAX 2400 IMS

DESCRIPTION OF KEYS AND LAMPS

The NEAX2400 IMS ATTENDANT CONSOLE is a compact, lightweight, cordless unit, designed for maximum efficiency and operational ease. The modern, attractive console is "at home" in any office decor. Call processing is accomplished by the operation of non-locking, light-touch, pushbutton keys. The attendant answers and originates calls and activates various service features through these keys.

Bright LED lamps provide visual indications of incoming calls, call processing status, number display, and station busy condition.

The audible signal is a pleasantly modulated tone, that may be adjusted as required or silenced completely. A built-in busy lamp field for easy system-wide identification of busy and idle stations is provided.



INCOMING CALL IDENTIFICATION—Keys and Lamps

Twelve non-locking keys with associated lamps provide attendant access to specific types of incoming calls. A flashing lamp indicates a call waiting to be answered. A steady lamp indicates a call answered.

The standard arrangement of these keys is shown on the face layout:

- LDN Listed Directory Number—Incoming central office trunk call.
- ATND Attendant—Incoming station call.
- RCL Recall—Incoming station call for attendant assistance in transferring an established outside call to another station.

- FX Foreign Exchange—Incoming foreign exchange trunk call.
- WATS Wide Area Telecommunication Service Incoming WATS trunk call.
- CCSA-Common Control Switching Arrangement (Optional feature)—Listed Directory Number from CCSA.
- TIE-Tie Line (Optional feature) Allows the attendant to answer incoming tie line calls when the remote station dials access digit to the attendant.
- BUSY-Call Forwarding Busy Line (Optional feature) Allows the attendant to answer incoming calls to specified station when the station is busy.
- NANS-Call Forwarding Don't Answer (Optional feature) Allows the attendant to answer incoming calls to specified station when the station does not answer within the predetermined time.
- ICPT-Call Forwarding Intercept (Optional feature) Allows the attendant to answer an incoming call to an unassigned station number or vacant level
- BLANK KEY—Additional incoming special service calls such as CAS (Centralized Attendant Service), off hook alarms and priority calls.
- TF-InterPosition Transfer (Optional feature)—Allows the attendant to answer incoming calls from another attendant console.

NOTE: Although the attendant can answer calls using the ANSWER Key, the INCOMING CALL IDENTIFICATION Keys enable identification and prioritization of calls.

DESCRIPTION OF KEYS AND LAMPS

TO ANSWER AN INCOMING CALL/TO TRANSFER AN INCOMING CALL/INTERPOSITION TRANSFER AND ATTENDANT TO ATTENDANT CALLING
TO ANSWER ATTENDANT RECALL

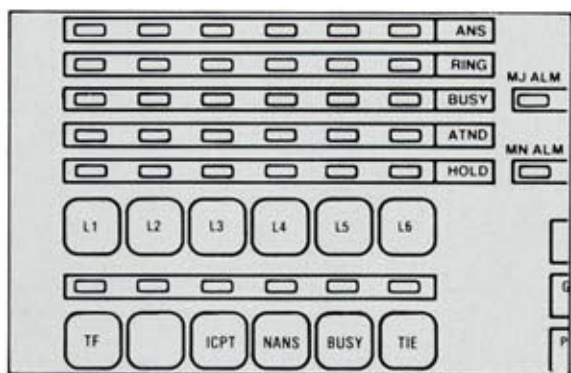
TO ORIGINATE A CALL/TO HOLD A CALL/TO ORIGINATE AN OUTSIDE CALL FOR A STATION

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LOOP—Keys

Six keys—L1 through L6—provide direct access to each loop for call processing and attendant call origination.

HOLD Lamp (one per loop)

Steady lamp indicates call held at the console. Flashing lamp indicates automatic attendant recall of held call (timed-reminder).

ATND—Attendant-Lamp (one per loop)

Steady lamp indicates attendant connected to the loop. Flashing lamp indicates a serial call waiting to be answered.

BUSY Lamp (one per loop)

Steady lamp indicates call camped on to busy party. Flashing lamp indicates attendant recall of camped-on call.

RING Lamp (one per loop)

Steady lamp indicates called station ringing. Flashing lamp indicates attendant recall of unanswered call.

ANS—Answer-Lamp (one per loop)

Steady lamp indicates called station has answered.

NUMBER DISPLAY

The number displayed will illustrate the following:

- When connected to a station the tenant number, station class and 3 or 4 digit station number is displayed.

1 1 . 2 0 0

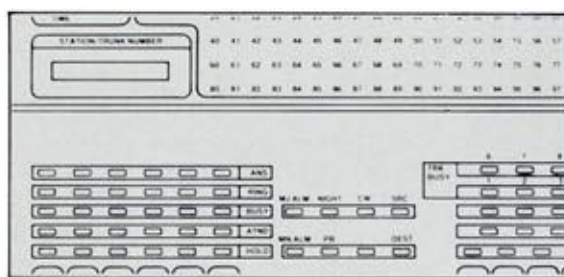
TN RSC STA#

1 . . 2 0 0

TN STA#

1 . . 2 0 0

RSC STA#



- When connected to an outside call the tenant, trunk group and trunk number is displayed.

1 0 2 0 1 5

TN 2 digit 3 digit
Route# Trunk#
TN-1 RT-2 TRK-15

1 9 7 0 0

TN C.O.#

MN ALM/MJ ALM—Alarm-Lamps

Two lamps are provided to indicate trouble conditions within the NEAX 2400 IMS.

- MN ALM lamp lit indicates a minor alarm or a system in line load control.
- MJ ALM lamp lit indicates a major alarm. A significant trouble exists which must be corrected immediately to restore and maintain system capability.

NITE key and NIGHT Lamp

When depressed, the locking NITE key places the console in the night answer mode and lights the associated lamp. Releasing the key restores the console to normal operation.

PB—Position Busy Key and Lamp

When depressed, the locking PB key places the console in the make busy mode and lights the PB Lamp.

CW—Call Waiting—Lamp

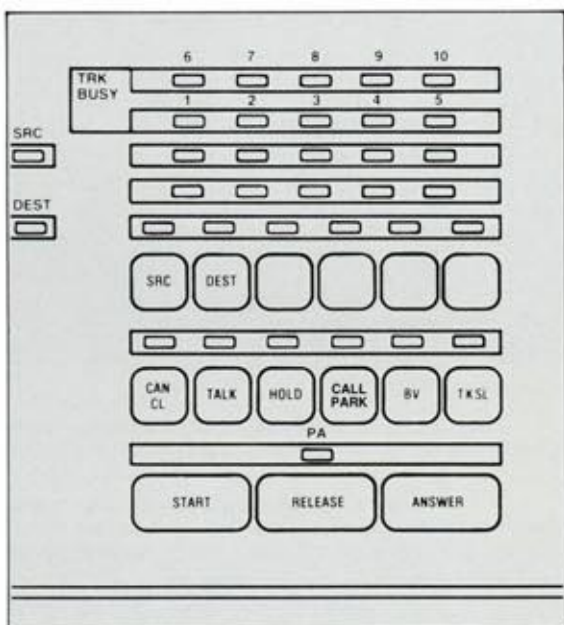
When incoming calls are waiting to be answered, the lamp will light.

SRC—Source—Lamp

When attendant is connected to the source (calling) party, the lamp lights.

DEST—Destination—Lamp

When attendant is connected to the destination (called) party, the lamp lights.



TRK—Trunk—Busy Lamps

When all trunks in a specific group are busy, the associated group lamp (1 through 10) lights.

SRC—Source—Key and Lamp

Allows the attendant to speak with the calling party. The associated lamp lights when the attendant is connected. The source trunk/station number will be shown in number display field.

DEST—Destination—Key and Lamp

Allows the attendant to speak with the called party. The associated lamp lights when the attendant is connected. The destination station number will be shown in the number display field.

SC SET KEY—Serial Call Set (Optional feature)

By depressing the SC SET Key after extending a Central Office incoming call to a station, the attendant will be automatically recalled when the station user replaces the handset.

CANCL—Cancel—Key and Lamp

Allows the attendant to:

- Disconnect the called party (destination) from the loop by depressing the DEST key followed by the CANCEL key.
- Disconnect an outgoing trunk or tone seized by the attendant.
- Disconnect the station recalling attendant for transfer assistance.
- Disconnect the calling party when no connection is established.

TALK—Key and Lamp

Allows the attendant to initiate or join in a three way conference with the calling and called parties. When connection is established, the associated lamp will light.

HOLD Key and Lamp

Allows the attendant to hold a call at the console.

CALL PARK—Key and Lamp

Allows the attendant to park a call against a station number assigned to the console.

BV—Busy Verification—Key and Lamp (Optional feature)

Allows the attendant to enter into busy station/trunk connection.

TKSL Key—Trunk Selection (Optional feature)

Allows the attendant to individually select any desired trunk.

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PA—Position Available—Lamp

When the attendant position (console) is available to process calls, the lamp lights.

START Key

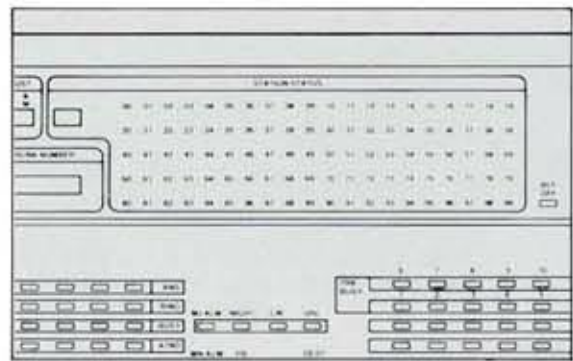
Allows the attendant to initiate a second call on a single loop.

RELEASE Key

Allows the attendant to release from an established connection freeing the console for processing of new calls.

ANSWER Key

Allows the attendant to answer incoming calls in the order in which they arrive at the console.

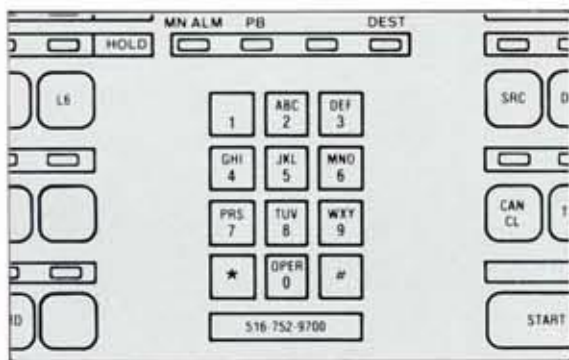


BUSY LAMP FIELD

Provides visual indication of the busy, idle, lockout or DND (Do Not Disturb) conditions for all stations in the system. The field can display 3 or 4 digit numbering plans. The thousands and hundreds digit(s) are displayed in the box on the upper left side. The last two digits are displayed on 100-2 digit lamps (00-99).

- Unlit indicates idle status
- Lit indicates busy status
- Flashing indicates line lockout
- Unlit (with audible busy tone) indicates that a station is in the Do Not Disturb mode.

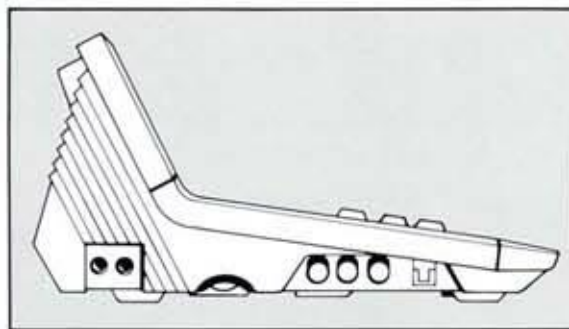
NOTE: The upper left hand box can also show the number of calls waiting when the attendant is not processing a call. (Programmable option)



DIAL KEY PAD

Allows the attendant to:

- Process incoming calls.
- Originate calls.
- Activate various service features.



LCHK—Lamp Check

Allows the attendant to light all lamps at the console and sound the audible signal. The attendant may check to see that all lamps and the signal are functional by depressing this key.

NITE—Key and Lamp

Allows the attendant to enter into the night mode at the end of the business day. When depressed, the night lamp will be lit. When key is redepressed, the console enters the day mode and the lamp is extinguished.

BLF—Busy Lamp Field—OFF Key and Lamp

Allows the attendant to turn-off the busy lamp field. When the locking BLF OFF key is depressed, the associated lamp will light.

VOLUME CONTROL

Allows the attendant to adjust the audible signal level and silence the signal completely.

POSITION BUSY—Key and Lamp

Allows the attendant to make the position busy for lunch or breaks. When depressed, the PB lamp will be lit and the PA lamp will go out. Redepressing the key makes the position available again. PB lamp will be extinguished and PA lamp will be lit.

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TO ANSWER AN INCOMING CALL

Depress **ANSWER**

- The first call to console will be answered

Depress an ICI Key

- **LDN**
First Outside call will be answered
- **ATND**
First call to console from a station will be answered

■ **RECALL**

- Station transferred call will be answered
 - Speak to inside transferring party
 - Depress **CANCEL**
 - Speak to transferred outside party
 - Dial desired station
 - Depress **RELEASE**

TO TRANSFER AN INCOMING CALL

Station Is Idle

- Depress **ANSWER**
or **ICI KEY**
 - Dial desired station
 - Depress **RELEASE**
- Station will ring with calling party

Station Is Busy (Camp-on Call)

- Depress **ANSWER**
or **ICI KEY**
- Dial Busy station
- Depress **RELEASE**

Attendant Screening

- Depress **ANSWER**
or **ICI KEY**
- Dial desired station
- Wait for station to answer
- Announce caller

Tone Sent To Called Party

Camp-on will be denied if station has another call waiting.

- Depress **CANCEL**
Inform outside party of status
- Depress **CANCEL**
Outside party will be disconnected

Called Station

Will Accept Call

- Depress **RELEASE**
- Both parties will be connected

Will Not Accept Call

- Depress **CANCEL**
Inform outside caller
- Depress **CANCEL** to disconnect

INTERPOSITION TRANSFER

Transfer Call From Console "A" To Console "B"

- Depress **START** Key
- Dial Console "B's" identification number or "0" if "B" is the only other attendant
- Depress **RELEASE**

Pick Up Transferred Call — Console "B"

- TF Key will ring
- Depress **TF** Key and speak with transferred party.

NOTE: Attendant "A" may release after consulting with Attendant "B."

ATTENDANT TO ATTENDANT CALLING

Call From Console "A" To "B." Console "A"

- Depress idle **LOOP** Key
- Dial Console "B" identification number or "0" if "B" is the only other attendant.

Pick Up Call — Console "B"

- TF Key will ring
- Depress **TF** Key and speak with attendant "A."

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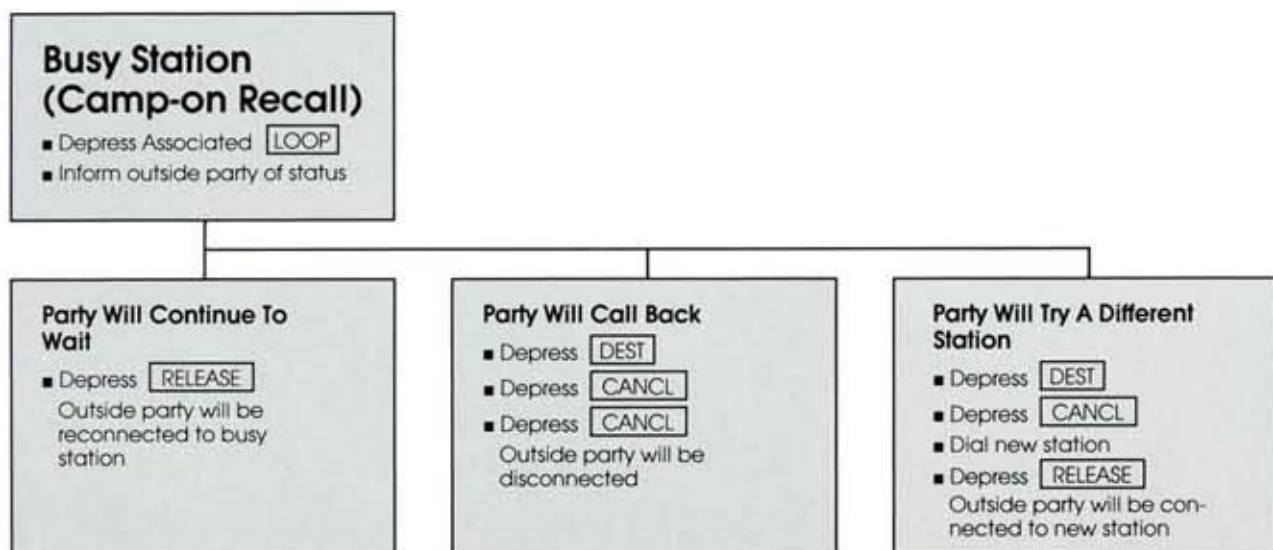
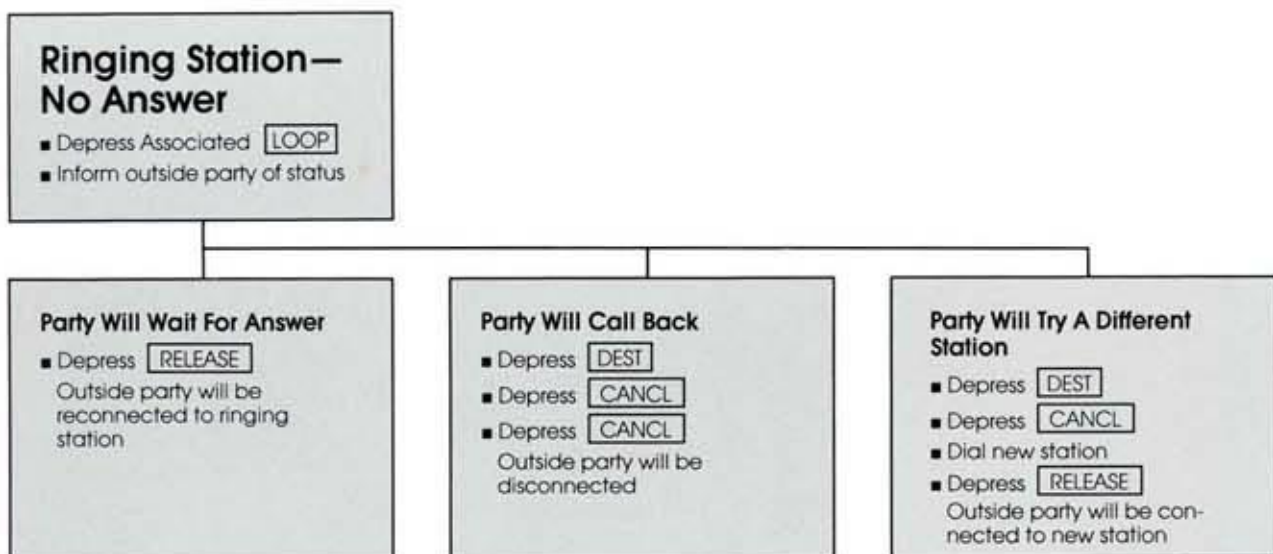
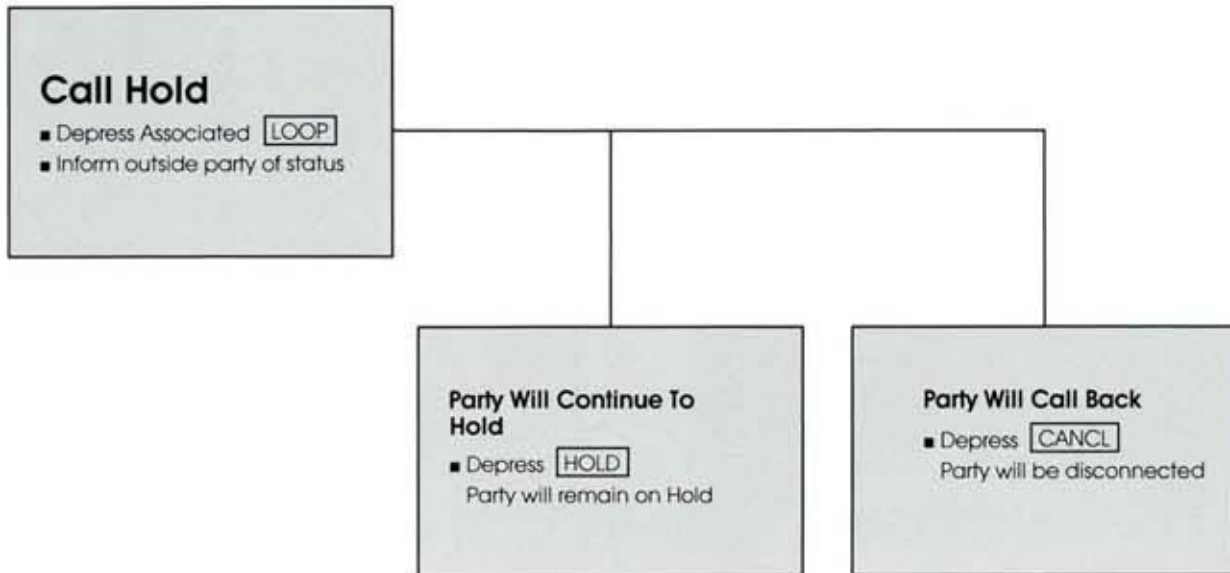
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TO ANSWER ATTENDANT RECALL



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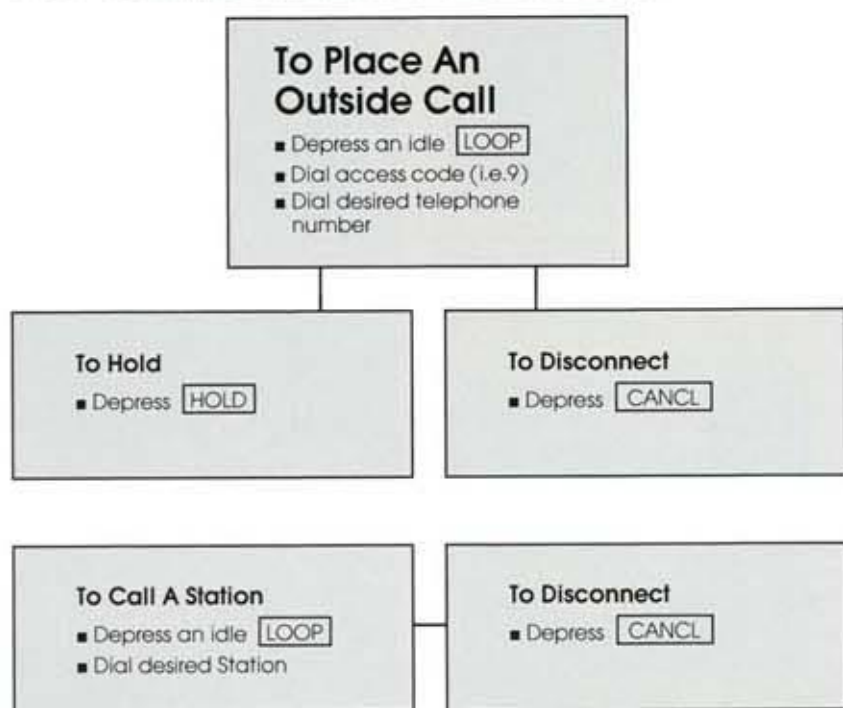
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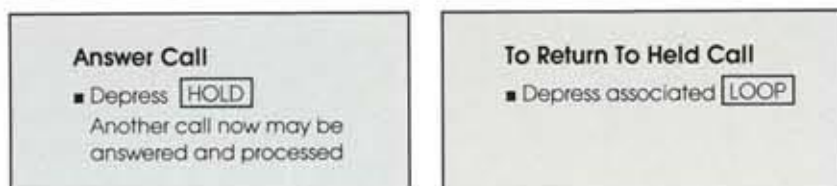
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TO ORIGINATE A CALL



TO HOLD A CALL

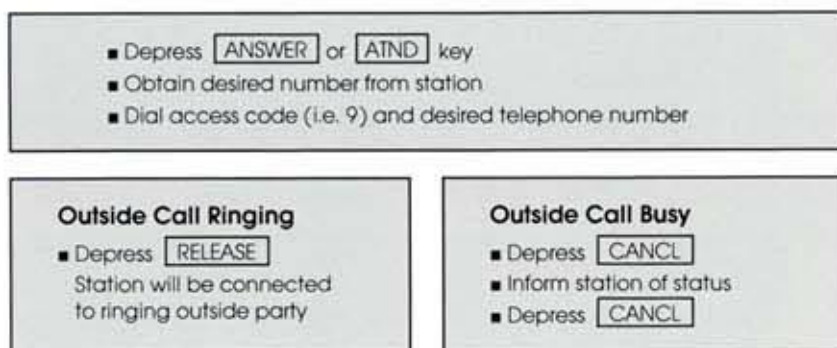


NOTE: See Attendant Recall-call hold

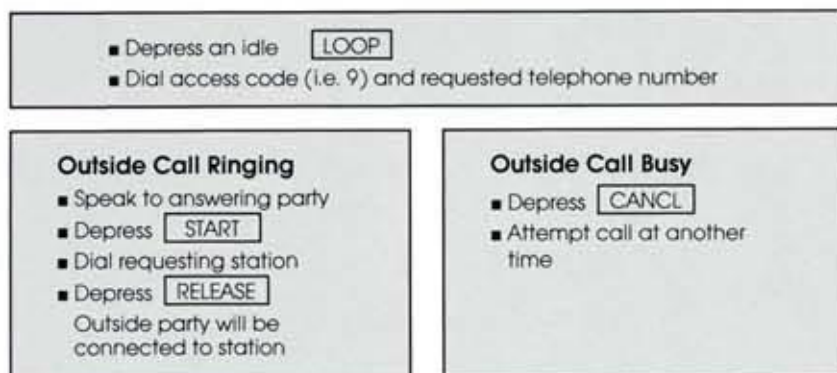
TO ORIGINATE AN OUTSIDE CALL FOR A STATION

NEAX® 2400 IMS with Least Cost Routing

Station calls attendant and stays on loop while attendant processes call.

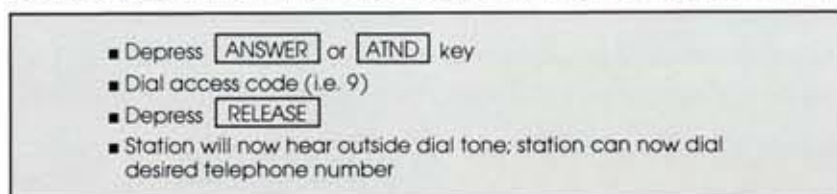


Station is not on the loop when attendant initiates call.



NEAX® 2400 IMS Without Least Cost Routing

Station calls attendant and stays on loop while attendant obtains dial tone.



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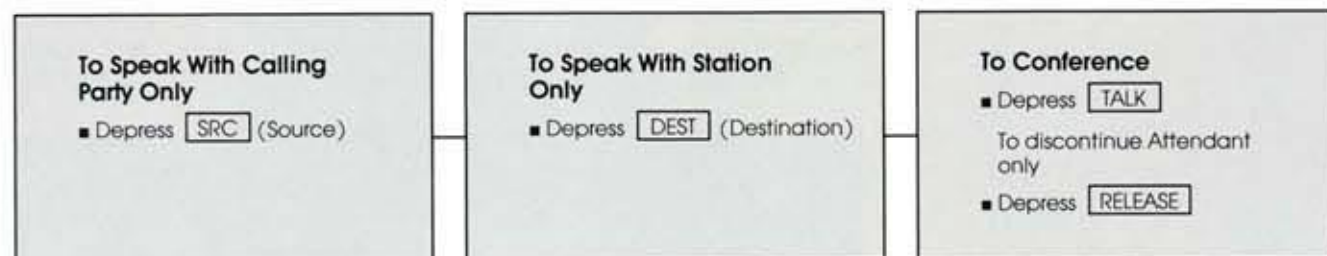
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CALL SPLITTING (THREE-WAY CONFERENCE)

When screening a call to a station, the attendant may alternate between inside **DEST** and outside **SRC** party, or connect both parties and remain in conversation (Three-Way Conference).



ATTENDANT INITIATED THREE-WAY CONFERENCE

The attendant may initiate a three party call (dialing both parties).

- Originate a central office call
 - Depress **START** key after called party answers
 - Dial second central office number or desired station
 - When call is answered, depress **TALK**
- To discontinue attendant only
- Depress **RELEASE**

ATTENDANT CONTROLLED CONFERENCE (Up to 8 parties).

Station will either call attendant to request conference or arrange preset time for attendant to call all parties.

- Depress idle **LOOP** and call first party or answer call from requesting station
- Dial conference bridge number and depress **RELEASE**
- Dial each participant, repeating the above process

NOTE: Once all parties are connected, any conferee with a pushbutton telephone may dial the digit "9" to block additional participants.

INDIVIDUAL TRUNK ACCESS

- Depress **TKSL** (Trunk Select)
 - Dial desired trunk route (3 digits i.e. 001)
 - Dial desired trunk number (3 digits i.e. 002)
- Dial tone will be heard, if the trunk is available
 Busy tone will be heard, if the trunk is unavailable.

NOTE: Option exists for attendant to select a trunk by dialing the central office number "i.e. 9700, 9701, etc." instead of the route and trunk number.

ATTENDANT OVERRIDE

- Override A Trunk Connection**
- Depress **TKSL**
 - Dial desired trunk route (3 digits i.e. 001)
 - Dial desired trunk number (3 digits i.e. 002)
- Busy tone
- Depress **BV** (Busy Verification)
- Warning tone sent to all parties alerting them to override (Optional)
- Depress **RELEASE**
- Attendant only will be disengaged

- Override A Station Connection**
- Depress an idle **LOOP**
 - Dial desired Station
- Busy tone
- Depress **BV** (Busy Verification)
- Warning tone sent to all parties alerting them to override (Optional)
- Depress **RELEASE**
- Attendant only will be disengaged

NOTE: Option exists for attendant to select a trunk by dialing the central office number i.e. "9700, 9701, etc." instead of the route and trunk number.

CALL FORWARDING (ALL CALLS, BUSY, NO ANSWER)

To Set for A Station

- Depress an idle **LOOP**
- Dial Call Forwarding access code (i.e. 12) and receive special dial tone
- Dial two digit tenant number i.e. 01
- Dial originating station number
- Dial terminating station number and receive service set tone
- Depress **RELEASE**

To Cancel

- Depress an idle **LOOP**
- Dial Call Forwarding cancel code (i.e. 13) and receive special dial tone
- Dial two digit tenant number i.e. 01
- Dial originating station number and receive service set tone
- Depress **RELEASE**

CALL PARK

Attendant may park one call at a time against the individual number assigned to that console.

- Depress **CALL PARK** Key and hear service set tone
- Call is parked against individual attendant number (not "0")
- Depress **RELEASE** or **CANCL** Key

NOTE: Any station may retrieve parked call by dialing the remote retrieval code followed by the attendant number.

MEET-ME PAGING-ATTENDANT

Attendant may hold an incoming call, page the called party and connect the two (with or without announcing the call)

For Direct Party Connection

- Answer incoming call
 - Dial paging access code, receive 1 second of ringback tone
 - Page desired party
 - Depress **RELEASE**
- Paged party dials answer code and is connected to incoming call.

To Announce Caller

- Answer incoming call
- Place it on hold by depressing **HOLD** Key
- Depress an idle **LOOP**
- Dial paging access code, receive 1 second of ringback tone
- Page desired party
- Depress **RELEASE**

When paged party dials answer code:

- Answer call ringing on **ATND** Key, call is now on a loop
- Announce caller
- Depress **LOOP** of held outside call
- Depress **RELEASE**

NOTE: In a multiple console environment, if Console "A" paged the party and Console "B" answered the paged party call, an interposition transfer would be necessary.

SERIAL CALL

- Depress **ANSWER** or **ICI** Key to answer incoming C.O. call
- Calling party requests to speak with two or more stations sequentially.
- Dial first station number
- Depress **SC** Key (instead of RELEASE)
- Call remains on loop with HOLD lamp lit.
- When first station hangs up, ATND and HOLD lamps flash. An audible tone is heard (if position is available).
- Depress **LOOP** to return to calling party
- Dial second station number
- Repeat this operation as many times as calling party requires.
- Use **RELEASE** Key (instead of SC Key) after extending call to final destination

MESSAGE WAITING FROM CONSOLE

To Set

- Depress idle **LOOP**
- Dial message waiting set code; receive special dial tone
- Dial station number; receive service set tone
- Depress **RELEASE**

To Cancel

- Depress idle **LOOP**
- Dial message waiting cancel code; receive special dial tone
- Dial station number; receive service set tone
- Depress **RELEASE**

NOTE: If called station already has a message, receive reorder tone and depress CANCEL.

POSITION BUSY (For Lunch, Breaks, Etc.)

To Set

- Depress **PB**
PB Key will lock in place
PB lamp will be lit and
PA lamp will be dark

To Cancel

- Depress **PB**
PB Key will release
PB lamp will be dark and
PA lamp will be lit

NIGHT CONNECTION

(For Activation of Night Features At Close of Business Day)

To Activate

- Depress **NITE**
Night Key will lock in place
Night lamp will be lit

To Cancel

- Depress **NITE**
Night Key will release
Night lamp will be dark