CONSOLE OPERATIONS

"QUICK TIPS"

302 Console Quick Reference Guide
These are basic procedures, for complete information on all procedures, refer to the *Console Operations Manual*.

BASIC BUTTONS/FEATURES

CALL APPEARANCE – These are the buttons near the bottom of the Console labeled "A", "B", "C" etc. The Call Appearance buttons will flash and ring when a new/returning call is coming in on the console.

RELEASE – The Release button will disconnect the call.

START – The START button will give you dial tone to activate a feature or make a call. *You will need to use the START and the touch-tone pad to transfer a call if you do not have a Selector Console with the HUNDREDS GROUP and EXTENSIONS.*

CANCEL – The Cancel button will reconnect you with the caller if you have attempted to transfer the caller to an extension number. This will also cancel a feature you have activated.

SPLIT – The Split lamp is automatically activated when you perform any of the following actions after you answer an incoming call:

⇒ Call an extension number.
⇒ Press the START button to activate a feature.

FORCED RELEASE – The Forced Release button releases the console and disconnects all parties on an active call. Used only in emergencies, if the normal release will not disconnect the call.

AWAY FROM DESK – When this button is activated it redirects incoming calls to the overhead alert (Anyone in the office can answer the call by dialing a specific feature code controlled my the administrator)

POSITION BUSY – When activated, incoming calls cannot be received at this console but are routed to an alternate console. Used only when more than one console is on the same system.

CALL PARK -You can put an incoming call on hold and it can be retrieved from any other phone in the system. Press START, press the PARK button and dial the extension where you want to park the call. Press RELEASE

PARK RETRIEVE: To retrieve a call parked press START, press Park Retrieve and the extension where it was parked.

A   B   C

To answer an incoming call:
Press the flashing CALL APPEARANCE button. Press the Release button to disconnect.

To place a call on hold & Return to the Call:
Press the Hold button To return to the held call, press the Call Appearance button with lit Hold lamp.

Calling an extension:
Press the Hundreds Group button and press the (2 Digit) extension button of the extension to be called. Example: **Press 10** on the lower row and then **49** on the upper row to call extension **1049.** Press the RELEASE button to disconnect.

Answering & extending a call to an extension

Without Announcement:
Press the flashing Call Appearance button. Press the Hundreds Group and the Extension button of The requested extension (SPLIT lamp lights). Press the Release button to release the call to the Extension.

With Announcement – Call Accepted
Press the flashing Call Appearance button. Press the Hundreds Group and the Extension button of the requested extension (SPLIT lamp lights). Wait for the extension to answer and announce the call. Press the RELEASE button to release the call to the Extension.

With Announcement – Call Rejected

Press the flashing Call Appearance button.
Press the Hundreds Group and the Extension button of the requested extension (SPLIT lamp lights).
Wait for the extension to answer and announce the call, if the call is rejected press the cancel button to return to the caller, releasing the extension.

To make an outside call

Press Call Appearance button & dial out.

To set up a conference call

Press the START button while on a call (SPLIT lamps lights).
Dial the party to be added (press CANCEL if a party cannot be reached, this will return you to the existing call. Press START again to re-start the process.)
Announce the call to the new party and press the SPLIT lamp to join the parties together.

Repeat above steps to add more conferees

Press Release to disconnect the call. (This will release you from the conference. You must have at least one internal caller on the conference for the call to continue, or the call will be cut off. Remind the users that most digital telephones can establish up to 6 party conference calls themselves, the same amount as the console.

To Page:

Press the Page button.
Make your announcement.
Press the Release button.

CALL PURPOSE CODES

The display will show you how a call is coming to the console. The Call Purpose Codes will be displayed in the right corner of the Display Panel.

RT   **Return Call** -- an extended call was not answered and is returning to the console.

F   **Call Forwarding** -- shows that a user has forwarded their calls to the console.

S   **Send All Calls** -- indicates the called station has activated Send Calls and their calls cover to the console.

B   **Busy** -- shows the extension number is busy or active on the line.

D   **Did Not Answer** -- shows the called station did not answer.

cover   **Calls going to Coverage** -- this will let you know that the call is going to the station's predetermined coverage point.

To call an extension using Priority:

Press the Call Appearance button to add a caller.
Press the Start Button.
Press the Priority Button; announce the call
Enter the Extension number. Press the Release button to send the caller.

To transfer a call back to Voice Mail:

Press the Call Appearance button to add a caller.
Press Start button.
Press TRANS TO AUDIX button.
Press the Release button to send the caller to the extension.

DISPLAY FUNCTIONS

The Display Functions are the buttons near the top (left) of the Console, directly under the Display Panel.

NORMAL –

Displays call information for the active call. The Normal button will always be lit unless one of the other Display Functions buttons is being used. If the lamp is not lit, press the Normal button to return the display to normal.

INSPECT –

Displays calling party identification for calls on hold. Press the INSPECT and the CALL APPEARANCE where the call is on hold. This will display any calling information for that particular call. Press NORMAL when done to return the display/console to normal.

DIRECTORY –

The Integrated Directory feature enables you to find extension numbers listed (alphabetically) in the telephone system directory. Press the Directory button and use the touch-tone pad to spell out the name of the person. (Example – SMITH 7=S; 6=M; 4=I; 8=T; 4=H) Press the Next button to scroll to the next name, and then press the CALL DISPLAY button to call the name listed on the display.

NEXT –

The NEXT button is use with the Directory feature to scroll to the next name.

DATE/TIME –

Press the DATE/TIME button to show the time and day for 5 seconds.

TIMER –

Press the TIMER button to start a clock. Press TIMER again to stop the clock.