

ITE Agent Phone User Guide



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Pointspan

Aastra



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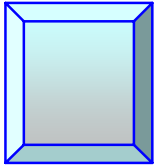


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About This Publication

The ITE Agent Phone User Guide describes the phone and its primary functions.

Audience

Any user of the ITE Agent Phone telephone should reference this publication.

Publication Organization

This publication contains the following chapters.



Chapter, Topic	Description
Chapter 1, Basic Information	Provides basic information for the ITE Agent Phone
Chapter 2, Phone Settings	Provides procedures for the phone settings
Chapter 3, Features	Provides procedures for the features
Chapter 4, ACD Features	Provides information on ACD features
Chapter 5, Centergy Application Features	Provides information about phone features that are ties to the Centergy call center applications.
Chapter 6, Telephone Tests	Provides procedures for phone tests
Chapter 7, Feature Codes	Provides a list of the feature codes
Appendix I, Glossary	Glossary

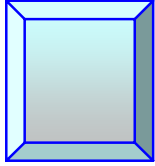
Conventions Used In This Publication

This manual uses the following document conventions to help you identify different types of information.

Convention	Description	Example
<i>(Italics)</i>	Explanatory text within a command sample	<i>(Building Ports)</i>
Note	Provides supplemental information.	Note The prompt may not display if ...
Caution!	Provides information to help you avoid possible	Caution!

About this Publication

Convention	Description	Example
	damage to hardware or a system crash (without data loss).	Use case sensitive commands to keep from destroying...
 Warning!	Provides information to ensure that you avoid danger, death, or permanent damage to a system.	 Warning! DO NOT touch exposed wires.
Action column	In a step/action/result table, contains an instruction.	
Result column	In a step/action/result table, contains anything important that the action causes to happen.	



Chapter 1

Basic Information

ITE Agent Phone Description

The ITE Agent Phone is a 30-button phone that provides gives you access to all of the features available on the PointSpan 6880 Series PBXs.

The features on your phone have been chosen by the system administrator to meet your needs; therefore, you *may not have* access to all of the features that are documented in this guide. If you have any questions about features, contact your system administrator.

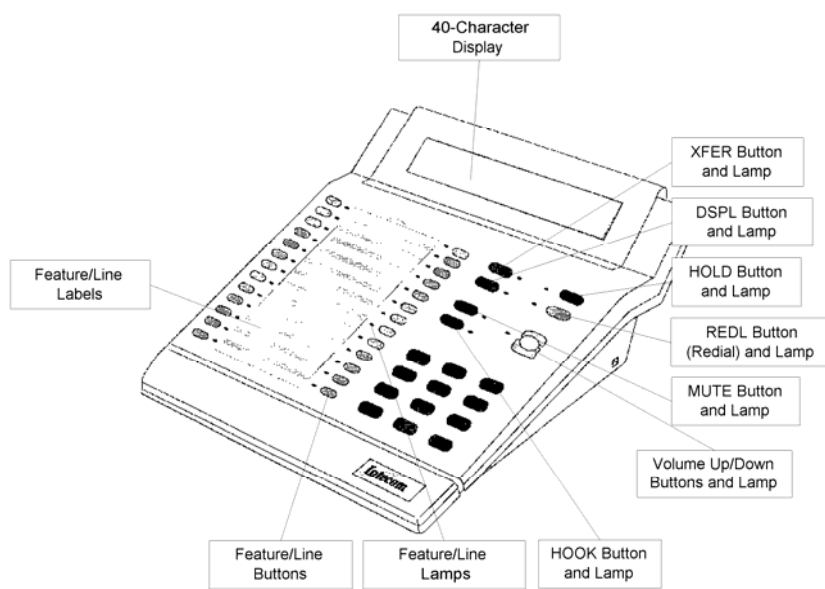
The following are some features of the ITE Agent Phone.

Feature	Description
Display Screen	40-character LCD display
Headset	Operates with a headset only
Hook button	Replaces the switchhook
Auto Answer button	Provides hands-free operation
Mute Button	Mutes the microphone so that the other party cannot hear you

Things to remember when using the ITE Agent Phone

- The features on your ITE Agent Phone are selected for your specific needs. Some features described in this guide may not be available to you on your phone.
- You can use your phone to make voice and data calls at the same time.
- On a phone with more than one extension, press the button on the extension that you want to use *before* pressing the Hook button.
- When talking on an extension that is shared by others, your phone conversation remains private and cannot be interrupted by anyone else unless the Privacy Release feature is used.
- If you hear a fast busy tone when attempting to use a feature, it usually indicates that the feature cannot be used on your phone.
- If you have any questions about the features on your phone, contact your system administrator.



ITE Agent Phone Diagram








Special Button Description

The following table describes the fixed buttons on the ITE Agent phone.

Button	Name	Description
XFER	Transfer	<ul style="list-style-type: none"> Used to transfer calls Used to set up a 3-way conference
DSPL	Display	<ul style="list-style-type: none"> Used to display call waiting information Used to display abbreviated dial and auto dial numbers, etc.
MUTE	Mute	<ul style="list-style-type: none"> Mutes the microphone so that the other party cannot hear you
HOOK	Hook	<ul style="list-style-type: none"> Used in place of a handset to take the phone onhook and offhook
HOLD	Hold	<ul style="list-style-type: none"> Places a party on hold
REDL	Redial	<ul style="list-style-type: none"> Redials the last external number dialed

Button	Name	Description
 And 	Up and Down Arrows	<ul style="list-style-type: none"> Used to set display contrast User to set ringer volume and tone

Feature Button Lamps

Lamp	State	Description
	Off	Line or feature is not in use
	On	Line or feature is in use
	Slow Flash	Incoming Call
	Blink	A call is on hold
	Flutter	Callback, Voice Mail, Auto Answer


Ring Types











There are three ring types.

Ring Type	Description
One-ring pattern	Internal Call
Two-ring pattern	External Call
Three-ring pattern	System Call as in a Callback

System Tones





The following tones are heard on a PointSpan 6880 Series system.


Sound	Tone	Description
 Low-Pitched Hum	Dial Tone	You can begin dialing

Sound	Tone	Description
 High-Pitched Hum	Outside Dial Tone	You have dialed the access code for an outside call (usually a 9)
 Medium-Pitched Hum	Modem Tone	You can make a data call
 BuzzBuzz	Busy	The number that you dialed is busy
 BuzBuzBuzBuz	Fast Busy	Your action is not accepted by the system
 1 Beep	Input Prompt Tone	The system is waiting for your input
 2 Beeps	Confirmation Tone	The system has confirmed your action
 1 Short Ring	Internal Call Waiting Tone	You are receiving an <i>internal</i> call during a phone conversation
 2 Short Rings	External Call Waiting Tone	You are receiving an <i>external</i> call during a phone conversation
 Ring-Beep	Waiting Caller Tone	You have called an extension that is busy
 Long Beep	Warning Tone	Another party is joining (as in a conference)






System Voice Prompts

The following voice prompts are heard on a PointSpan 6880 Series system.

Voice Prompt	Description
 "Park number ____"	You have parked a call. This number must be dialed to retrieve the call
 "Extension ____ is not in service"	You have dialed a non-working number
 "Invalid, Invalid"	You have dialed incorrectly
 "Depress CALLBACK to queue call"	All outgoing lines are busy. You may queue the call and hang up.

Voice Prompt	Description
 <p>"All lines busy, please hold"</p>	All outgoing lines are busy. Your call is queued automatically and you may stay on the line.


Place a Call

Step	Action	Result
1.	Press 	  <hr/>  Extension lamp ON <hr/>  SPKR lamp ON if Speaker is used

Place an Internal Call

Note





- If you have more than one extension on your phone, press the extension key that you want to use before lifting the handset or pressing the Speaker key.
- If dial tone changes to a fast busy tone and then silence, you have waited too long before dialing. You must hang up and try again.

Step	Action	Result
1.	 Dial the extension number	The call is placed

Place an External Call

Note

Your system administrator will provide you with dialing codes and calling limitations.

Step	Action	Result
1.	 Dial the outside access number (usually a 9)	 
2.	 Dial the external number	The call is placed

Dial with Abbreviated Dial

See *Abbreviated Dial*.

Dial with Auto Dial


See *Auto Dial*.

Dial with Redial


See *Redial*.

Answer a Call

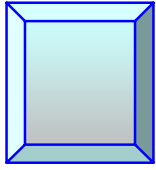
Condition: There is a call ringing in at your extension

Step	Action	Result
1.	Press 	The call is answered

End a Call

Step	Action	Result
1.	Press 	The call is disconnected





Chapter 2 Phone Settings

Mute





The Mute button enables you to listen to a phone conversation while preventing others on the call from hearing you.

Use the Mute Button

Condition:



You are already on a call



Step	Action	Result
1.	Press 	 Mute lamp ON <hr/> Your voice will not be picked up by the speakerphone or handset
2.	Press 	 Mute lamp OFF <hr/> You are able to verbally participate in the call

Display Contrast

Adjust the display contrast






Condition:

The phone is idle

Step	Action	Result
1.	Press  Or 	The display is adjusted









Headset Volume

Set the Headset Volume









Condition:  You are on a call using a headset		
Step	Action	Result
1.	Adjust the volume: Press  Or 	The volume is adjusted
2.	Save the setting: Press   Together	The volume is saved <hr/> The lamp flashes twice to confirm the save

Ringer Volume and Tone

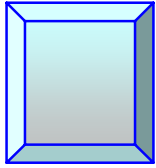
Set the Ringer Volume

Step	Action	Result
1.	Press   Together	 Ringer lamp ON
2.	Press 	The ringer starts
3.	Press  <hr/> <i>Or</i> <hr/> 	The ringer volume is adjusted
4.	Press 	 Ringer lamp OFF <hr/> The ringer stops

Set the Ringer Tone

Step	Action	Result
1.	Press   Together	 Ringer lamp ON
2.	Press 	The ringer starts
3.	Press 	The ringer tone is adjusted
	<i>Or</i> Press 	
4.	Press 	 Ringer lamp OFF <hr/> The ringer stops





Chapter 3 Features

Abbreviated Dial

The Abbreviated Dial feature allows you to store frequently called internal and external numbers of **up to 28 digits**, and dial them automatically by using a one or two digit code. All extensions are automatically allowed a list of 10 abbreviated dial numbers or optionally allowed a list of 100 Abbreviated Dial numbers.

Note







- A dial pause symbol, the star (*) can be inserted into long distance numbers. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (*) symbol, which is a system setting and may be set for one to seven seconds. Each star (*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new phone number over it.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually an 8 or 9). When you dial the access number, you will hear outside dial tone before you input the number.
- It is recommended that you keep a complete list of the names and numbers associated with each Abbreviated Dial code if you do not have a phone display.








Store or Change an Abbreviated Dial Number

Condition:









Phone is on hook





Step	Action	Result
1.	Press 	 
	<p>Note</p> <p>If you do not have this button, you can use the <i>feature code # 4</i></p>	
2.	Press 	 Silence <hr/>  Abbreviated Dial lamp ON

Step	Action	Result
3.	 Dial the abbreviated dial code number (0-9)	 1 Beep
4.	 Dial the number as you would normally dial it	 2 Beeps <hr/>   <hr/>  Abbreviated Dial lamp OFF <hr/> The number is stored

Dial an Abbreviated Dial Number

Step	Action	Result
1.	Press 	 
2.	Press 	 Silence
3.	 Dial the Abbreviated Dial code number (0-9)	The number is automatically dialed









Display Stored Abbreviated Dial Numbers

Step	Action	Result
1.	Press 	 Display lamp ON
2.	Press 	The first Abbreviated Dial number displays
3.	Press  Repeatedly	Step through the Abbreviated Dial numbers

Answer/Release

The Answer/Release feature allows you to answer a call or get dial tone by pressing a feature button. After using the ANSW/RLSE button, make sure the lamp is OFF. If it is not, press the ANSW/RLSES button twice answer the next call.

Use Answer Release

Step	Action	Result
1.	Press 	  <i>Or</i> Hear calling party <hr/>  Answer/Release lamp ON <hr/>  Extension Lamp ON
2.	Press 	The call is disconnected <hr/>  Answer/Release lamp OFF <hr/>  Extension Lamp OFF

Auto Dial






The Auto Dial feature allows you to store a number of up to 28 digits and dial it by pressing a single button.

Note







One feature button is required for each Automatic Dial number. There is a maximum of 15 auto dial feature buttons per ITE phone.

Store or Change an Auto Dial Number




<p>Condition:</p>  Phone is onhook
--

Step	Action	Result
1.	Press 	 Auto Dial lamp ON
2.	 Dial the number to be stored <hr/> <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> Note If the number is an outside number, include any codes or access numbers needed for dialing the number (such as an 8 or a 9) </div>	 Auto Dial lamp OFF <hr/> The handset is still <i>on hook</i> so you will <i>not</i> hear beeps <hr/> The number is stored
3.	 Write down the number that you stored if you do not have a phone display	

Use Auto Dial

Step	Action	Result
1.	Press 	  <hr/>  Auto Dial lamp OFF
2.	Press 	 Auto Dial lamp OFF <hr/> The call is placed

Display an Auto Dial Number

Step	Action	Result
1.	Press 	 Display lamp ON
2.	Press 	The Auto Dial number displays







Busy Override





The Busy Override feature allows you to interrupt a busy extension and break into the call. It is intended for high priority and emergency situations.

Note

- The overriding party must have a higher priority assigned to the phone than both parties being overridden.
- A phone set on Do Not Disturb that gives the caller a busy signal, can be overridden by a Busy Override call, providing that Busy Override feature is allowed and the phone has a lower priority than the overriding party.
- The overriding party hears a constant steady dial tone for 15 seconds or until the extension called is no longer busy, whichever occurs first.
- The party that is being interrupted hears a one second warning tone. The tone indicates that the call will be overridden in 15 seconds if it is not put on hold or ended. Immediately before the overriding party is on line, another warning entry tone is heard. If the call is not put on hold, or ended, the other party in the conversation is disconnected and the call is overridden.
- When your conversation is being overridden and you place the other party on hold or hang up, the overriding party is either on your line immediately or ringing on your line depending on the database for your phone.

Override a Busy Extension

Step	Action	Result
1.	Press 	 
2.	 Dial the number of the extension	 Busy tone Or  Call waiting tone <hr/> <p>Note</p> <p>If you are not allowed to override the extension, you will continue to hear a busy tone or Call Waiting tone</p>

Step	Action	Result
3.	Press 	  <p><i>Until</i> the called party hangs up or until the 15-second time limit is reached</p> <hr/>  Busy Override lamp ON
4.	Wait on the line	Talk with the called party

Buzz/Status

The optional Buzz/Status feature allows a voice connection on a Buzz/Status line between one Buzz user and one or more Status users by pressing either a BUZZ or STATUS button.

Example:

An executive with a BUZZ button on the phone can have a direct voice line with a secretary or group of secretaries, each having a STATUS button on their phone. Each secretary can place a call directly to the executive by using the STATUS button.




Note

- An option to the Buzz/Status talking connection is the Buzz/Status-Alert Only option.
- In a group of STATUS users, the first person to answer stops the ringing and blocks all others in the group from picking up the call.
- A call on a Buzz/Status line rings with a three-ring system ring and the feature lamp flashes. Buzz/Status calls do not affect a call in progress.
- The lamp next to the STATUS button is on when the BUZZ counterpart is using the phone. The lamp next to the BUZZ button does not indicate when the STATUS counterpart is using the phone.
- Features such as Hold or Transfer cannot be used on the Buzz/Status line.
- Buzz/Status calls can ring on a phone that has activated Do Not Disturb.

Placing a Buzz Call to a Status User


Note

Press the BUZZ or STATUS button before lifting the handset or pressing the SPKR button.



Step	Action	Result
1.	Press 	 Buzz lamp OFF
2.	Press 	The call is placed to the Status party




Answering a Buzz Call from a Status User

Conditions:




 Buzz lamp is slow flashing

Or

  Buzz line


Step	Action	Result
1.	Press 	 Buzz lamp ON
2.	Press 	You are connected to the Status party



Placing a Status Call to a Buzz User




Step	Action	Result
1.	Press 	 Status lamp ON
2.	Press 	The call is placed to the Buzz party

Answer a Call from a Buzz User

Conditions:

 Status lamp is slow flashing

  Status line rings with feature ring

Step	Action	Result
1.	Press 	 Status lamp ON
2.	Press 	You are connected to the Buzz party

Callback - Busy/No Answer (Internal Calls)

The Callback Busy/No Answer feature allows you to place a Callback on a busy internal extension or an extension that does not answer. The system automatically places the call when both extensions are no longer busy.

Note




- Each extension can have 10 callbacks.
- Callbacks are returned on a first in/first out basis.
- If you try to leave a callback on an extension that has already received 10 callbacks, you will hear a fast busy tone.
- If there is no answer when you return a callback, you may either hang up and cancel the call or leave a callback on that extension.
- A callback that you place on another extension returns to your phone with a three-ring system ring when both your phone and the called extension are on hook. That call is automatically canceled if you do not answer within a system-defined time period.
- A callback is left on the number that you originally dialed, even if it has been forwarded.
- When you return a callback to a number that has been forwarded, the call goes to the forwarded number.
- The person placing the callback cannot cancel the callback.

Place a Callback on a Busy Extension




Condition:





You have placed a call to another extension and it is busy

Step	Action	Result
1.	Press 	 2 Beeps The callback is placed
	Note If you do not have this button, you can use the ACCESS button plus the <i>feature code</i> * 7	
2.	 Hang up	The call is disconnected

Use Automatic Callback


Condition: The calling and called extensions are no longer busy   The system calls back with the system ring  The Callback and Extension lamps are show flashing




Step	Action	Result
1.	Press 	 Hear ring-back indicating that the call has been automatically placed


Returning a Callback

Note






It is not necessary to return a callback before using your phone.

Condition: A callback has been left on your phone  The Callback lamp is fluttering
--




Step	Action	Result
1.	Press 	 

Step	Action	Result
2.	Press 	The phone rings at the extension that placed the call

Return a Selected Callback When You Have More Than One

Step	Action	Result
1.	Press 	
2.	Press 	The time and date of the callback is displayed if the time-stamp option is activated
3.	Press  Until the number that you want appears	
4.	Press 	
5.	Press 	The callback is placed

Display a Callback

Step	Action	Result
1.	Press 	 Display lamp ON
2.	Press 	The time and date of the callback is displayed if the time-stamp option is activated

Call Forward











The Call Forward feature allows you to forward extension to another number.

Note




- Calls can be forwarded to another extension, a local number, or a long distance number, depending upon your system design. If forwarding is not allowed, a fast busy tone is heard when the Call Forward feature is selected.
- When an extension is forwarded, the Call Forward lamp is on steady. Calls can still be placed at the extension and other features can be used.




- If an ITE phone has more than one extension, then each one must be forwarded separately and canceled separately. Each extension may be forwarded to the same number or to a different number.
- When a call is placed to a forwarded extension, a brief ring is heard on that extension. It reminds you that calls are being directed to another number and can be answered only at that phone.
- The person answering your forwarded extension can *screen* calls and transfer selected parties back to you. This is the *only* extension that can override Call Forward and ring on your phone. When the forwarded extension is set on Do Not Disturb, *all* calls are blocked.
- If a system has voice mail, an extension can be forwarded directly to the appropriate voice mailbox so that the caller can leave a message.

Set Up Call Forward

Step	Action	Result
1.	Press 	 
2.	Press  Note If you do not have this button, you can use the <i>feature code</i> *3	 Call Forward lamp remains OFF  1 Beep
3.	 Dial the number that your calls will be forwarded to Note When forwarding to an external number, include any codes needed for dialing the complete phone number. You can dial up to 28 digits	 2 Beeps  Call Forward lamp ON
4.	Press 	All calls to this extension are forwarded

Cancel Call Forward


Step	Action	Result
1.	Press 	 

Step	Action	Result
2.		 2 Beeps  Call Forward lamp OFF Call Forward is cancelled
	<p>Note</p> <p>If you do not have this button, you can use the <i>feature code # 3</i> to cancel</p>	

Call Mark

The optional Call Mark feature marks a bad phone connection on an outside line. When you hear static, echo, low volume, etc. on an outside (external) call, you can use the Call Mark feature button to mark the call. This provides troubleshooting information to technicians.


Marking a Call





<p>Condition:</p> <p>You are connected to an outside call that has problems with static, echo, low volume, etc. and this problem needs to be reported</p>		
Step	Action	Result
1.	Press  <i>One time only</i>	The call is marked and you can continue the conversation You will <i>not</i> hear any confirmation tones

Call Park





The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call is not retrieved within the time limit, the call automatically reverts back to the extension that parked the call with a three-ring system ring.

Park a Call

<p>Condition:</p>  <p>You are on a call that needs to be parked</p>

Step	Action	Result
1.	 <p>Note</p> <p>If you do not have this button, you can use the ACCESS button and the <i>feature code * 9</i></p>	 <p>Call Park number and then silence</p> <hr/> <p>The call is parked and you can place and receive calls</p> <hr/> <p>Note</p> <p>To hear the number <i>repeated</i>, immediately press the CALL PARK button again</p>
2.	 <p>Write down the Call Park number</p>	
3.	 <p>Hang up</p>	

Pick Up a Parked Call from Any Phone

Step	Action	Result
1.	<p>Press</p> 	 
2.	 <p>Dial the Call Park number</p>	<p>No ringing is heard</p> <hr/> <p>The call is connected <i>immediately</i></p>

Call Pickup

The Call Pickup feature allows you to answer another ringing line at your phone. There are two types of Call Pickup:





- Group Call Pickup - Your extension is assigned to a Call Pickup group. You can answer a call directed to any member of your Call Pickup Group.
- Extension Call Pickup - You can answer a call directed to another phone by pressing the Call Pickup feature key and dialing the extension number of the ringing phone.

Note

- See your system administrator for information regarding members of your Call Pickup Group.
- When two phones are ringing at the same time, the phone that was ringing first is picked up. That call can be put on hold while the second call is picked up.
- If you hear a fast busy tone after trying to pick up a call, either you are not assigned to that group or another group member picked up the call.







Pick up a Call as Member of a Call Pickup Group

Condition: A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	Press 	 
2.	Press 	The caller is connected on your extension

Pick up a Call by Dialing the Extension Number

Condition: A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	Press 	 
2.	Press 	 2-beep confirmation tone
3.	 Dial the extension number of the ringing phone	The caller is connected on your line



Call Waiting

Call Waiting Types

The type of Hold that you have on your phone determines which type of Call Waiting to use. There are type types.

Hold Type	Description
Normal	When you put a party on hold, you hear <i>silence</i>
Call Hold	When you put a party on hold, you hear <i>dial tone</i>

Call Waiting Tones



Call Waiting tone is heard through the handset or speaker *one time only* if another call comes in while you are already on a call. The Call Waiting rings are:










Ring	Description
One short ring	Indicates an internal call
Two short rings	Indicates an external call

Note


- If you choose not to answer the call waiting, the caller either continues to hear ringing or could be automatically forwarded to another extension, voice mail, or the operator, depending on the system design.
- An extension can have only one call waiting at a time. If another party calls, they will hear busy tone or the call may be programmed to ring on another extension.
- The Call Waiting tone is heard only once and only on the extension that is called. However, if you receive more than one call during a phone conversation, you will hear a call waiting tone for each call.
- Internal callers dialing a busy extension hear a ring-beep tone that indicates the line is busy and they are call waiting.
- An external caller that is Call Waiting may hear a regular ringing tone in place of the ring-beep.
- Depending on the system design, you are call waiting on a busy extension until the party you are calling answers, until a pre-set time period expires and the system forwards your call to another extension, or you decide to hang up.


Accept a Call Waiting with Call Hold

Conditions:	
	You are already on a call
	Call Waiting tone



Step	Action	Result
1.	Press 	 Extension lamp blinking <hr/> The <i>first</i> party is placed on hold <hr/>  
2.	Press 	 Extension lamp slow flashing indicates an incoming call <hr/>  
3.	Press 	You are in conversation with the <i>second</i> party

Alternate Between Calls (Call Hold)

Conditions:	
The <i>first</i> party is on hold	
	You are in conversation with the <i>second</i> party



Step	Action	Result
1.	Press 	The <i>second</i> party is now on hold <hr/> You are in conversation with the <i>first</i> party
2.	Repeat Step 1 to alternate between calls	




Return to the Party on Hold (Call Hold)

<p>Conditions:</p> <p>One party is disconnected, the other is still on hold</p> <hr/> <div style="display: flex; align-items: center;">  <div style="border: 1px solid black; padding: 5px; text-align: center;"> DIAL  TONE </div> </div>	
---	--



Step	Action	Result
1.	Press HOLD	You are in conversation with the held party <hr/> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 15px; height: 20px; margin-right: 10px;"></div> Extension lamp ON </div>

Accept a Call Waiting (Normal Hold)



<p>Conditions:</p> <div style="display: flex; align-items: center;">  You are already on a call </div> <hr/> <div style="display: flex; align-items: center;">  Call Waiting tone </div>	
---	--

Step	Action	Result
1.	Press HOLD	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 15px; height: 20px; margin-right: 10px; position: relative;"> <div style="position: absolute; top: 5px; left: 5px; width: 5px; height: 5px; background-color: black;"></div> </div> Extension lamp blinking </div> <hr/> The <i>first</i> party is placed on hold <hr/> <div style="display: flex; align-items: center;">  Silence on the line </div> <hr/> The phone rings
2.	Press HOOK <hr/> <i>Or</i> <hr/> Press EXTENSION	You are in conversation with the second party <hr/> <div style="display: flex; align-items: center;">   <div style="border: 1px solid black; padding: 2px 5px;">RING</div> </div>

Alternate Between Calls (Normal Hold)

Step	Action	Result
1.	Press 	<p>The <i>second</i> party is placed on hold</p> <hr/> <p>You are in conversation with the <i>first</i> party</p> <hr/>  Extension lamp indicates a call is on hold




Return to the Party on Hold (Normal Hold)

Step	Action	Result
1.	Press  <hr/> <i>Or</i> <hr/> Press 	You are in conversation with the remaining held party

Cancel

The Cancel feature allows you to abort any dialing sequence by pressing a feature button. You can cancel callbacks and unanswered transfers or conference calls.

Use Cancel

Step	Action	Result
1.	Press 	  <hr/> <p>The dialing sequence has been canceled</p> <hr/> <p>You may start dialing again</p>

Conference








The Conference button allows up to seven parties to be joined in a conference call.

Note

- One system user must support a conference. A user can be a participant in the conference or can be a non-participant, by setting up the conference and placing the group on Conference Hold.






- A member may leave a conference at any time by hanging up. If there are only 2 parties left, then the conference is dropped, and the call becomes a normal two-way call.
- The conference warning tone (a system option) alerts members in the conference that another party is being added.
- If you are accidentally disconnected from a conference, you may be reconnected only by an internal member of the conference calling you or as a call waiting party on an internal conference member's phone.
- The CONF button is used to place a conference on hold. The HOLD button *does not* put a conference on hold.
- When a conference is on Conference Hold, or when additional parties are being added to the conference, the remaining parties can continue talking.
- If the conference is hard to hear when using the speakerphone, use the handset.

Conference up to Seven Parties








<p>Condition: Begin with one party already on the line</p>		
Step	Action	Result
1.	Press 	 Conference lamp ON
	<p>Note</p> <p>If you do not have this button, you can use the ACCESS button and the <i>feature code # 1</i></p>	 
2.	 Dial the number of a party to add to the conference	
3.	Wait for the party to answer and announce the conference	
4.	Press 	 Conference lamp blinks
		The first party is on Conference Hold
5.	Repeat steps 1 - 4 until all parties are joined into the conference	

Return to the Conference if a Dialed Number is Busy or Unanswered

This feature is available for internal calls only.




Step	Action	Result
1.	 Hang up	
2.	Press 	 
3.	Press 	You are reconnected to the conference

Place a Conference Call on Hold

Step	Action	Result
1.	Press 	 Conference lamp ON
2.	Press  To hang up	 
	<i>Or</i>  Dial a number	 Conference lamp blinking The conference remains on hold

Rejoin a Conference Call on Hold

Condition: The conference is on hold
--

Step	Action	Result
1.	Press 	 Conference lamp ON  You are reconnected to the conference

Data Calls

The Data feature allows you to place and receive data calls and, at the same time, use the phone to place and receive voice calls or use other features. You can use the following features with data numbers:

Abbreviated Dial – See *Abbreviated Dial*

Auto Dial – See *Auto Dial*

Last Number Redial – See *Last Number Redial*

Callback Queuing – See *Queue for External Calls*







Online Queuing - See *Queue for External Calls*

Use Data Features

To use the Data features you must have a Data feature button, a PDI-1000 type data interface, and a data destination to dial.

Condition:

The data number has been successfully dialed by one of the above features and you hear ringing.



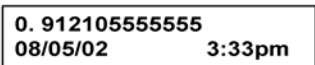

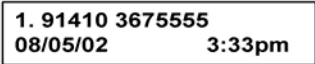
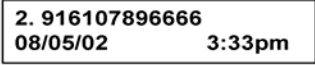

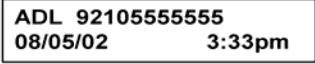



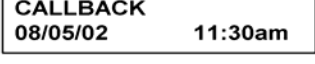
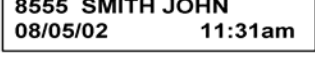



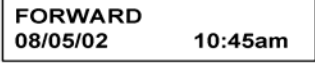
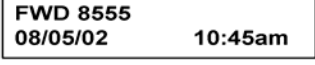


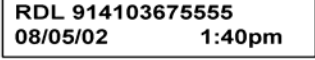
Step	Action	Result
1.	The data number is dialed	 The Data lamp is flashing <hr/>  RINGING
2.	Wait for modem tone	
3.	Press 	 Data lamp ON <hr/>  Dial tone or silence <hr/> The data connection is made
4.	Press 	The data connection stays up <hr/> You can place and receive voice calls

Display Feature

The Display feature allows you to view stored phone numbers before making a call. You can display Abbreviated Dial, Auto Dial, Redial, Call Forward and Callback numbers.

- The Display lamp must be ON while using this feature.
- The Display button becomes inactive 5 seconds after you press the last feature button.
- The DSPL button is used with the SPKR *off* and the handset *on hook*.



Use the Display Feature

Feature	Actions	Display on Phone
Abbreviated Dial	Press  + 	
	Press  Until all numbers display	 
Automatic Dial number	Press 	
Callback	Press  + 	Number and/or name left by caller:
	Press  Until all numbers display	  With time and date stamp: 
Call Forward	Press  + 	 
Redial	Press  + 	



Do Not Disturb

The Do Not Disturb feature allows you to temporarily block incoming calls without affecting the use of your phone. The Do Not Disturb feature applies only to the phone where the feature has been set up. It does not affect other phones where this extension may appear.

Activate Do Not Disturb

Step	Action	Result
1.	Press  Note If you do not have this button, you can use the <i>feature code * 6</i>	 Do Not Disturb lamp ON Calls will not ring at the phone




Cancel Do Not Disturb



Step	Action	Result
1.	Press  Note If you do not have this button, you can use the feature code # 6	 Do Not Disturb lamp OFF

Event Timer

The Event Timer feature allows you to use your phone display as a stopwatch by pressing one button. The minutes and seconds of an event replace the normal display.

Use the Event Timer

Step	Action	Result
1.	To start timer: Press 	 Event Timer lamp ON The timer starts Display: 

Step	Action	Result
2.	To stop timer: Press 	 Event Timer lamp OFF The timer stops

Group Listen

The Group Listen feature allows any person in a conference to add up to ten parties, *in a listen only mode*, to a conference.





Note



A conference with group listeners can total 16 parties, six full Conference members and 10 Group Listen members.

- A listen-only party, unlike a regular conference member, cannot place the conference on Conference Hold to accept a call waiting.
- When listener what has been added leaves a conference by hanging up, they cannot return to that conference on their own.

Add Group Listen Parties to a Conference



<p>Condition:</p>  You are already in a conference
--

Step	Action	Result
1.	Press 	The conference is on hold  Conference lamp blinking
2.	Dial the phone number of a Group Listen party	  You are connected to the Group Listen party
3.	Announce the conference and the Group Listen feature	

Step	Action	Result
4.	Press 	The Group Listen party is added to the conference to listen only  Conference lamp ON
5.	Repeat Steps 1-4 until all parties are joined in the conference	






Rejoin the Conference - Internal Line Busy

Condition: The <i>internal</i> called number for Group Listen is busy or unanswered

Step	Action	Result
1.	Press 	 Conference entry warning tone (long beep) You have rejoined the conference

Rejoin the Conference - External Line Busy

Condition: The <i>external</i> called number for Group Listen is busy or unanswered

Step	Action	Result
1.	Press 	 
2.	Press 	 Conference entry warning tone (long beep) You have rejoined the conference

Hands-Free Auto-Answer

The Hands-Free Auto-Answer (HFA) feature automatically connects to incoming calls without any intervention from the user and turns off automatically when the caller hangs up. This feature can be used with a headset.







Additional Information:

- Only an extension or intercom line can be used with HFA.
- The HFA button lamp is **ON** steady when the feature is activated.
- The lamp *flutters* when a caller is on the line.
- The lamp is **OFF** when the feature is deactivated.
- A fast busy tone indicates that the HFA feature cannot be activated. See your system administrator.




Caution!

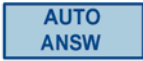


When the HFA feature is activated, the phone should not be left unattended without first deactivating HFA. This prevents a call from being answered while there is no one at the phone to talk to the caller.

Activate Hands-Free Auto-Answer


Step	Action	Result
1.	Press 	 
2.	Press 	 Confirmation tone <hr/>  HFA lamp ON <hr/> The feature is activated


Deactivate Hands-Free Auto-Answer

Step	Action	Result
1.	Press 	 


Step	Action	Result
2.	Press 	 Confirmation tone <hr/>  HFA lamp OFF <hr/> The feature is deactivated


Answer a Call with Hands-Free Auto-Answer

<p>Conditions: HFA is activated</p> <hr/>  The handset remains <i>onhook</i>

Step	Action	Result
1.	Listen for ring and/or warning tone	 HFA lamp flutters when the calling party is on the line
2.	Talk to the calling party	

End a Call with Hands-Free Auto-Answer

<p>Condition:  You are on a call with HFA activated.</p>

Step	Action	Result
1.	The caller hangs up	 HFA lamp OFF

Hold

There are two types of hold.

Hold Type	Description
Normal	When you put a party on hold, you hear <i>silence</i>
Call Hold	When you put a party on hold, you hear <i>dial tone</i>





Note

- When another party puts you on hold, you can place that party on hold at the same time.
- The party on hold hears silence or music, depending on the system options.

Call Hold Type


Place a Call on Hold

Condition:
You are already on a call.

Step	Action	Result
1.	Press 	  <hr/>  Hold lamp blinking <hr/> You can place another call


Retrieve a Call on Hold

Condition:
A party is already on hold.

Step	Action	Result
1.	Press 	You are reconnected to the held party

Alternate between Calls

Condition:
A party is already on hold.

Step	Action	Result
1.	Press 	Toggle between held calls






Normal Hold Type

Place a Call on Hold

Condition:





You are already on a call.

Step	Action	Result
1.	Press 	 Silence  Hold lamp blinking

Retrieve a Call on Hold

Condition:

A party is already on hold.

Step	Action	Result
1.	Press 	 
2.	Press 	You are reconnected to the held party







Hotline Conference

The Hotline Conference feature connects up to twelve parties in a conference call. Each conference member's phone automatically rings when call originator dials the Hotline Conference number.

Note

- A Hotline Conference can be originated by a conference member only whose phone is programmed to allow the dialing of the Hotline Conference number.
- A busy tone means that a conference cannot be set up at this time.
- A fast busy tone means that all members did not answer, and the conference is cancelled.

Initiate a Hotline Conference Call

Step	Action	Result
1.	Press 	 
2.	 Dial the Hotline Conference Number	
3.	Wait on the line	  Until one conference member answers

Accept a Hotline Conference Call

Note

If you place a party on hold to accept a Call Waiting that is a Hotline Conference call, you cannot return to the party on hold unless you hang up on the conference.

Condition:




HOTLINE RING

Very fast ring



RING




Depending on system options





Step	Action	Result
1.	Press 	You are connected to the Hotline Conference

Hotline

The Hotline feature allows you to press a Hotline button that automatically dials a specific number.

Use Hotline

Step	Action	Result
1.	Press 	 

Step	Action	Result
2.	Press 	 Hotline lamp ON <hr/>   <hr/> The call is placed







Intercom



The Intercom feature allows you to place and answer calls from members of your Intercom Group while leaving your main extension free to receive calls.

Note


- Each member of an Intercom Group is assigned a one-digit number for a 10-member group, or a two-digit number for a 100-member group.
- An Intercom call is indicated by a flashing Intercom lamp and one-ring normal ring or three-ring system ring.
- Intercom calls can be allowed to ring on a phone that has activated the Do Not Disturb feature.
- A call on an Intercom line cannot be transferred, put on hold, or used with any other feature. This is a system option.
- The Hands-Free Auto Answer (HFA) feature can be used on the Intercom line. When activated, an Intercom call is automatically answered on the speakerphone or headset. If the user is already talking on the phone when the Intercom call is received, then HFA does not answer that call and it must be answered manually.





Place an Intercom Call

Step	Action	Result
1.	Press 	 Silence
2.	Press 	 Intercom lamp ON <hr/>   On Intercom line

Step	Action	Result
3.	 Dial the Intercom number (1 or 2 digits)	 The call is placed

Answer an Intercom Call

Condition:  The Intercom line is ringing

Step	Action	Result
1.	Press 	
2.	Press 	 Intercom lamp ON <hr/>  SPKR lamp ON <hr/> The Intercom caller is on the line

Meet-Me Conference

The Meet-Me Conference feature allows up to twelve parties to dial a designated number at a scheduled time for a conference call. No Conference button is required.






Note

- The Meet-Me conference can be reserved as one-time only or as a permanently scheduled call.
- Outside callers can be transferred into the Meet-Me Conference.
- You can leave a Meet-Me Conference at any time, and rejoin the conference at any time by dialing the Meet-Me Conference number.
- The HOLD button does *not* put the conference on hold.
- The HOLD button allows you to *lock* a Meet-Me Conference so that other parties cannot enter the conference.
- A Meet-Me Conference can be locked or unlocked by one member pressing the Hold button.


Enter a Meet-Me Conference

Note



- When dialing in to a Meet-Me conference, the first caller hears ringing until a second caller dials the number.
- If the warning tone option is chosen in system options, a long beep is heard each time a caller enters the conference.

Step	Action	Result
1.	Press 	 
2.	 Dial the Meet-Me Conference number	 Long beep <hr/> You are connected to the conference

Leave a Meet-Me Conference




Step	Action	Result
1.	Press 	You are disconnected from the conference

Lock and Unlock a Meet-Me Conference


Step	Action	Result
1.	To lock: Press 	The conference is locked
2.	To unlock: Press 	The conference is unlocked







Accept a Call Waiting During a Meet-Me Conference

<p>Condition:</p>  You are connected to a Meet-Me Conference and a Call Waiting tone is heard, one time only.

Step	Action	Result
1.	Press 	
2.	Wait for the phone to ring	 1 short ring for an internal call or 2 short rings for an external call
3.	Press 	The Call Waiting party is on the line
4.	Dial the Meet-Me Conference number to return to the conference	

Transfer an Outside Call to a Meet-Me Conference


<p>Condition:</p>  You are connected to a party that needs to be transferred to the Meet-Me Conference
--



Step	Action	Result
1.	Ask the party to wait	
2.	Press 	 Transfer lamp ON <hr/>   <hr/> The party is on hold
3.	Announce the transfer to conference members	
4.	 Dial the Meet-Me Conference number	You are connected to the conference
5.	Press 	The transferred party is in the conference only after you hang up

Privacy Release


On Intecom systems, all calls are private even if the same extension appears on more than one phone. When a shared extension is in use, another user attempting to use the same line will hear silence. The Privacy Release feature allows up to seven users sharing the same extension to temporarily join conversation on that extension.


Use Privacy Release

<p>Condition:</p>  You are already on a call.

Step	Action	Result
1.	Press  Note After all notified parties have joined the phone conversation, pressing the PRIVCY RLSE button blocks others from joining	 Privacy Release lamp ON You can talk with the original party and others entering on your extension

Cancel Privacy Release

<p>Condition:</p>  You are already on a call with privacy release activated
--

Step	Action	Result
1.	Press 	Continue to talk No one else can enter the conversation










Queue for External Lines

There are two ways to queue for external lines.


Type	Description
Callback Queuing	The Callback Queuing feature places a callback on a group of busy outgoing lines to queue the call. The system calls back when an outgoing line is available.
Online Queuing	The Online Queuing feature allows you to wait on the line until an outgoing line is no longer busy or until the queuing time limit expires.



Use Callback Queuing

A queued call may return to your phone several times. A system setting controls the maximum number of times to call back and the queuing time limit. When either the callback limit is reached, or the queue time limit has expired and all outside lines are still busy, the call is canceled from the queue by the system.


Step	Action	Result
1.	Press 	 
2.	 Dial the external number	 Voice prompt " <i>Depress CALLBACK to queue call</i> " if all of the outgoing trunks are busy
3.	Press  Note You can also use the ACCESS button plus the <i>feature code</i> * 7	 Voice prompt " <i>Callback number XX</i> " <hr/> The call is queued <hr/> Note One extension can have five calls in queue at one time
4.	Press 	
5.	 Write down the callback number and the external number that you dialed	


Receive an Automatic Callback

<p>Conditions:</p> <p>An outgoing line has become available</p> <hr/> <p>The system calls back</p> <hr/> <p> The Extension lamp is slow flashing</p>
--






Step	Action	Result
1.	Press 	 Voice prompt " <i>Callback Number XX is ready</i> "
2.	Wait on the line	The call is automatically placed

Cancel the Callback

Condition:	
	You are offhook listening to the call automatically being placed and you want to cancel the call

Step	Action	Result
1.	Press 	The callback is cancelled





Use Online Queuing

Step	Action	Result
1.	Press 	 
2.	 Dial the external number	 Voice prompt " <i>All lines busy, please hold</i> "
3.	Wait on the line	The call is placed or the queue time will expire

Redial

The Last Number Redial feature will automatically redial the *last outside call* placed from *any* extension on the phone by using a feature button.








Place a Call

Step	Action	Result
1.	Press 	 
2.	Press  Note You can also use <i>feature code # 9</i>	The last outside call is automatically redialed



Transfer

The Transfer feature allows you to send an existing call to another extension (announced or unannounced) or set up a conference between 3 parties.

Transfer a Call

<p>Condition:</p>  You are already on a call		
Step	Action	Result
1.	Advise the party on the line that you are executing a transfer	
2.	Press 	   Transfer lamp ON
3.	 Dial the destination number <hr/> <p>Note</p> <p>If you misdial a transfer, press the XFER button to return the call to your extension</p>	
4.	<p>Announce the transfer and hang up</p> <hr/> <p><i>Or</i></p> <hr/> <p>Hang up without announcing the transfer</p>	<p>The transfer is complete</p> <hr/>  Transfer lamp OFF <hr/> <p>Note</p> <p>The transferred call is connected to the new extension only after the person transferring the call <i>hangs up</i>.</p>






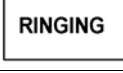
Rejoin the Original Party if the Destination is Busy or Unanswered

Step	Action	Result
1.	Press 	You are reconnected to the original party
	<i>Or</i>	
	Press 	

Voice Mail




The Voice Mail feature allows you to access the voice mail system to send and receive messages. Voice Mail can be accessed using any internal or external phone with or without a Voice Mail button.



Access Voice Mail with Automatic Sign-On

Step	Action	Result
1.	Press 	 
2.	Press 	 
	Note If you do not have this button, you can use the <i>feature code * 5</i>	The voice mail system answers
3.	Follow the voice mail system prompts	

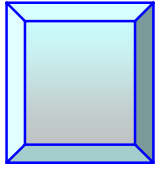
Retrieve a Voice mail from another Phone or Outside Location

Condition:  Voice Mail lamp is fluttering
--

Step	Action	Result
1.	Press 	 

Step	Action	Result
2.	 Dial the voice mail access number <hr/> <p>Note</p> <p>This number is usually the same as your extension number</p>	 <hr/> <p>The voice mail system answers</p>
3.	Follow the voice mail system prompts	





Chapter 4 ACD Features

ACD Sign On

The Sign On feature allows you to go on line to receive ACD calls by using one of three methods:

- Automatic
- Manual with Agent ID Number
- Manual with Agent ID Number and Password

Note




If you hear fast busy tone, the Sign On is invalid. Try again, and if not successful, see your supervisor or system administrator.

You cannot sign on when the Off Line button is fluttering, indicating that the ACD group is in Night Service.

If the WRAP/WORK lamp flutters after signing on, press the WRAP/WORK button to clear the flutter and *receive ACD calls*.

Your system administrator or supervisor provides your Agent ID and/or Password.

Off Line Lamp Status

Lamp	Status	State	Description
Off Line Lamp		ON	You are OFF LINE.
Off Line Lamp		OFF	You are already signed ON.
Off Line Lamp		Flutter	You are in Night Service.


Sign On State







Your system administrator has chosen the state that your phone will be in when you sign on.

State	Description
Active	You are able to take ACD calls
Agent Unavailable with an optional Reason Code	You are unable to take ACD calls
Work	You are unable to take ACD calls
Hands-Free Auto-Answer On	You are able to take ACD calls in the hands-free mode
Hands-Free Auto-Answer Off	You are able to take ACD calls in normal mode.

Automatic Sign On


Condition:










 Off Line lamp ON indicating you are OFFLINE

Step	Action	Result
1.	Press 	 
2.	Press  Note If you do not have this button on your phone, you can use the <i>feature code # 2</i>	 Two beeps <hr/>  Off Line lamp OFF <hr/> You are signed ON


Manual Sign On with Agent ID Number













Condition:

 Off Line lamp ON indicating you are **OFFLINE**

Step	Action	Result
1.	Press 	 
2.	Press 	 One beep
3.	 Dial Agent ID + 	 Two beeps <hr/>  Off Line lamp OFF <hr/> You are signed ON

Manual Sign On with Agent ID Number and Password

<p>Condition:</p>  Off Line lamp ON indicating you are OFFLINE

Step	Action	Result
1.	Press 	 
2.	Press 	 One beep
3.	 Dial Agent ID + 	 One beep
4.	 Dial Password + 	 Two beeps <hr/>  Off Line lamp OFF <hr/> You are signed ON


ACD Sign Off




The Sign Off feature allows you to sign off of the agent group using the Off Line button.

Note

- When you sign off, non-ACD calls can still be placed and received.
- Activating Night Service automatically signs off all agents.
- If Auto Answer is activated, it is automatically deactivated when you sign off.
- When you want to sign off of the ACD group, but there are still calls in queue, press the Off Line button *before* you finish your last ACD call. The current call is not affected and you are signed off when the call is ended. Other agents will answer the calls that are in queue.

Sign Off

<p>Condition:</p>  Off Line lamp <i>Off</i> indicating you are <i>Online</i>
--




Step	Action	Result
1.	Press 	 Two beeps
	<p>Note</p> If you do not have this button, you can use the <i>feature code * 2</i>	 Off Line lamp ON
		You are signed Off

Agent Statistics

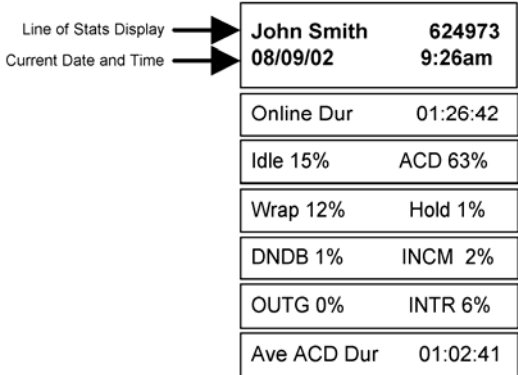
The Agent Statistics feature allows you to see your own ACD performance statistics on the phone display. The statistics are present one line at a time at the top of the display. the statistics can be displayed in current totals, or in percentages of time.

View Agent Statistics

<p>Condition:</p> You are signed on to the ACD group

Step	Action	Result
1.	Press 	<div style="border-bottom: 1px solid black; padding-bottom: 5px;">  Agent Stats lamp ON indicating stats are activated </div> <div>  Lamp turns OFF <i>immediately</i> </div>
2.	Watch the display <div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> Note If the statistics are not scrolling, press the AGENT STATS button to see each line of information. Automatic or manual scrolling a system setting. Contact your supervisor with any questions. </div>	

Phone Display for Current Agent Statistics:




Display Description	Display												
Agent Stats Format	 <p>Line of Stats Display → John Smith 624973</p> <p>Current Date and Time → 08/09/02 9:26am</p> <table border="1" style="margin-left: 20px;"> <tr> <td>Online Dur</td> <td>01:26:42</td> </tr> <tr> <td>Idle 15%</td> <td>ACD 63%</td> </tr> <tr> <td>Wrap 12%</td> <td>Hold 1%</td> </tr> <tr> <td>DNDB 1%</td> <td>INCM 2%</td> </tr> <tr> <td>OUTG 0%</td> <td>INTR 6%</td> </tr> <tr> <td>Ave ACD Dur</td> <td>01:02:41</td> </tr> </table>	Online Dur	01:26:42	Idle 15%	ACD 63%	Wrap 12%	Hold 1%	DNDB 1%	INCM 2%	OUTG 0%	INTR 6%	Ave ACD Dur	01:02:41
Online Dur	01:26:42												
Idle 15%	ACD 63%												
Wrap 12%	Hold 1%												
DNDB 1%	INCM 2%												
OUTG 0%	INTR 6%												
Ave ACD Dur	01:02:41												

Auto Answer on ACD Line


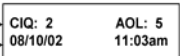
When an ACD line is set up to ring with a standard or feature ring, and the line is set up for Auto Answer, the ring changes to "No Ring". The Ring-Ping option for an ACD call remains a ring-ping with the Auto Answer activated.

Ring Time

When Auto Answer is activated on the ACD line, a call can be answered automatically within a designated ringing time, from 0-15 seconds.

Ring Time	Result
Set to 0	 2 beeps <hr/> The caller is immediately connected
Set for a specific number of seconds	 2 beeps to alert you that a call is waiting on the line <hr/>  Warning Tone when ringing timer expires and the caller is immediately connected






Calls In Queue Display

Step	Action	Result
1.	Press 	Calls in Queue and Agents On Line Current Date and Time → 



Force

The Force feature forces all agents in an agent group out of Wrap Up or Work, and makes them available to take ACD calls. Force remains in effect until it is cancelled.

Activate Force

Step	Action	Result
1.	Press 	 Force lamp blinks
2.	Press 	 Force lamp ON <hr/>  Agent's Wrap/Work lamp OFF <hr/> Force is activated






Cancel Force

Step	Action	Result
1.	Press 	 Force lamp OFF <hr/> Force is canceled <hr/> Agents are now able to enter Wrap or Work




Night Service

The Night Service feature takes a group of agents off line and sends incoming calls to the night call guide. While Night Service is in effect, agents cannot sign on to the group to receive calls. Night Service must be canceled before agents can sign on.

Activate Night Service

Step	Action	Result
1.	Press  <hr/> Note If you press the button one time, the group will not go into Night Service. This is to prevent going into Night Service accidentally.	 Night Service lamp blinks
2.	Press  Again	 Night Service lamp flutters <hr/>  Agent's Off Line lamp flutters <hr/> The agent group is in Night Service

Cancel Night Service



Step	Action	Result
1.	Press 	 Night Service lamp OFF <hr/>  Agent's Off Line lamp ON

Overflow



The Overflow feature sends all incoming ACD calls to additional agents in an overflow agent group, when the queue limits are reached. The system *automatically* activates this feature and automatically cancels it when the agents in the primary agent group are able to answer calls within queuing limits.

The *Manual* Overflow feature allows you to manually force all queued ACD calls to the overflow agent group. You can activate and cancel the feature any time that it is necessary.

Activate Overflow Manually

Step	Action	Result
1.	Press 	 Overflow lamp ON

Cancel Overflow




Step	Action	Result
1.	Press 	 Overflow lamp OFF




Reroute

The reroute feature allows you to specify a specific alternate destination for the next time this person calls in. The alternate destination can be a directory number, an ACD pilot/call type, a particular ACD agent, an external local number, or external toll number.

Use Reroute


<p>Condition:</p>  You are on an active call
--


Step	Action	Result
1.	Press 	 Reroute lamp ON  1 Beep

Step	Action	Result
2.	 Dial the new destination number	 2 Beeps The feature is activated  Reroute lamp OFF
3.	Continue to talk to the calling party	

Cancel Reroute while Activating

If you press the REROUTE button a second time while you are setting up the Reroute feature, you will hear one beep and the process will be canceled. You cannot cancel the feature after it is activated.

Condition:  You are on an active call and have begun to activate the Reroute feature You want to stop the feature from activating.
--



Step	Action	Result
1.	Press  Again	The Reroute feature is canceled

Send to Me

The Send to Me feature allows you as specify that the next time this person calls in, the call will come directly to you.


Use Send to Me


Condition:  You are on a call
--

Step	Action	Result
1.	Press 	 2 Beeps The feature is activated The next call from this customer will come to you

Step	Action	Result
2.	Continue to talk to the calling party	

Cancel Send to Me

Condition:
 You are still talking to the same party

Step	Action	Result
1.	Press  Again	The feature is canceled



Work

The Work feature is a time period that is activated manually by the agent during which the agent cannot receive ACD calls. It allows for a more flexible time between ACD calls for paperwork, filing, or other tasks for which the Wrap Up time cannot be predicted.



Note

- The Work feature can be activated at any time except when in automatic Wrap Up.
- If you press the Work button when on a call, the Work feature will take effect at the end of the call. If you wait until after the call is finished to press the WORK button, you may receive another ACD call *before* the Work feature has taken effect.
- You must press the Work key to deactivate the feature.

Activate Work

Step	Action	Result
1.	Press  <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>Note</p> <p>If you do not have this button on your phone, you can use the <i>feature code</i> * 8 from dial tone.</p> </div>	 Wrap/Work lamp is fluttering <hr/> You cannot take ACD calls




Cancel Work

Step	Action	Result
1.	Press 	 Wrap/Work lamp Off <hr/> You can now take ACD calls
	<p>Note</p> <p>If you do not have this button on your phone, you can use the <i>feature code # 8</i> from dial tone.</p>	



Wrap Up

The Wrap up feature is an optional time period that automatically begins after each ACD call. Wrap up allows an agent time to complete paperwork before a new ACD call. System Administrators define the Wrap-up time settings.

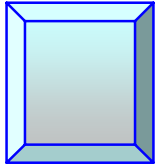
Automatic Wrap Up Function

Action	Result
ACD call ends	 Work lamp is slow flashing <hr/> You are in Automatic Wrap Up
Wrap-up timer expires	 Work lamp is OFF <hr/> You are automatically available to take calls
Wrap-up with no timer	 Work lamp is slow flashing <hr/> You are in Automatic Wrap Up until you manually cancel

Cancel Automatic Wrap Manually

Step	Action	Result
1.	Press  <hr/> <p>Note</p> <p>If you do not have this button on your phone, you can use the <i>feature code # 8</i> from dial tone.</p>	 Wrap/Work lamp OFF <hr/> You can now take ACD calls





Chapter 5 Centergy® Reporting Application Features


Centergy Reporting Application Features


If your system is running the Centergy Reporting call center applications, your phone may have any or all of the following buttons that are related to the Centergy Manager application for supervisors and to the Centergy Transact application.

Emergency Call Record

The Emergency Call Record feature allows an agent to start the recording of a phone conversation and simultaneously send a predefined alert message to the supervisor management screen. The conversation is recorded from the time that the button was pressed until the end of the conversation. The message to the supervisor indicates which agent activated the recording.

Start Emergency Call Record




<p>Condition:</p>  <p>You are already on a call and a situation has evolved during the call where the call has needs to be recorded and your supervisor needs to be alerted.</p>
--

Step	Action	Result
1.	Press 	The call is recorded from this point on until the end of the call <hr/> The supervisor receives a message on the screen about the recorded call

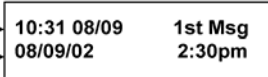


Message Recall

The Message Recall feature allows you to scroll through messages sent by the supervisor on the phone display screen, beginning with the most recent message. Each message includes the time, date, and the message number. The maximum number of messages that can be stored per agent is a system setting in Centergy. When the maximum is reached, a new message will overwrite the oldest message.

View Messages

Step	Action	Result
1.	Press 	 Message Recall lamp ON  Lamp OFF <i>immediately</i>
2.	Watch the 2-part display	
3.	Repeat steps 1 to 3 to view additional messages	







Phone Display

Display Description	Display
Message Format Part 1	 <p>Time and date Msg sent → 10:31 08/09 1st Msg Current Date and Time → 08/09/02 2:30pm</p>
Message Format Part 2	 <p>Message from Supervisor → Please Sign On Current Date and Time → 08/09/02 2:30pm</p>
No Messages Received	 <p>No Messages Display → No Messages Received Current Date and Time → 08/09/02 2:30pm</p>



Supervisor Alert

The Supervisor Alert feature allows agents to send pre-programmed messages to the supervisor's call center management screen (Centergy Manager).

Send a Supervisor Alert

Step	Action	Result
1.	Press 	 Supervisor Alert lamp ON
2.	 Dial the numeric message code + 	 2-beeps <hr/>  Supervisor Alert Lamp OFF <hr/> The message is sent

Phone Display for Supervisor Alert

Display Description	Display
Supervisor Alert sent successfully	 <p>Alert Message →</p> <p>Current Date and Time →</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Alert 06 Sent 08/08/02 1:17pm </div> <p>Display remains until:</p> <ul style="list-style-type: none"> • Next message overwrites it • Handset is lifted • SUPV ALERT button is pressed twice
Invalid Code	 <p>Invalid Code →</p> <p>Current Date and Time →</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Invalid Alert Code 08/09/02 8:25pm </div>

Transact






The Transact feature is a part of the Centergy system. It allows an ACD agent to use the telephone keypad to enter information collected from the caller. The information provided by the codes is stored in a database that is available for use in statistical analysis. Examples of Transact use would be to track product sales, inventory, special events, etc.

Transact codes are provided by your supervisor or system administrator.


Note

Transact Codes can be entered while talking to a caller or between calls.

Use Transact

Step	Action	Result
1.	Press 	 Transact lamp ON
2.	 Dial the Transaction Code + 	 Transact lamp OFF <hr/> The code is successfully entered

Delete a Partial Transact Code

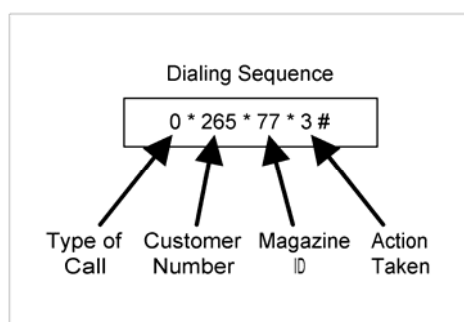
Step	Action	Result
1.	Press 	The code is deleted

Delete a Complete Transact Code

Step	Action	Result
1.	Press Transact + * #	The Transact code is cancelled

Transact Example

A customer has called to renew his subscription to a monthly fishing magazine. The following is an example of a dialing sequence.



Transact Phone Display

Display Description	Display
Transact Code Display Format	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> Transact Field and Code Names Current Date and Time </div> <div style="border: 1px solid black; padding: 5px; display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-between; width: 100%;"> ORD 532 Garden Upd 08/09/02 2:30pm </div> </div> </div>
Input Error Display Example	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> Transact Error Message Current Date and Time </div> <div style="border: 1px solid black; padding: 5px; display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-between; width: 100%;"> Inv length field 2 08/09/02 9:41am </div> </div> </div>







Agent Unavailable with Reason Code

The Agent Unavailable with Reason Code feature allows an agent to go into a pre-defined unavailable state where the agent is unavailable for taking calls. This feature provides an alternative for going into the Work state or Signing off. For example, reason codes could represent "lunch", "break", etc. The reason code is captured in the system database and can be used in reporting statistics. Your system administrator has defined the reason codes.



Note

- Agent Unavailable can be used without a reason code.
- Agent Unavailable can optionally be timed and *automatically* canceled by the system. See your supervisor or system administrator with any questions.

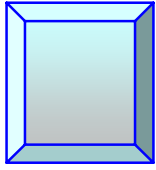
Activate Agent Unavailable

Step	Action	Result
1.	Press 	 Unavailable lamp ON
		 1 beep
2.	 Dial the Reason Code	 2 beeps
		 Unavailable lamp ON
		You are unable to take ACD calls

Cancel Agent Unavailable

Step	Action	Result
1.	Press 	 Unavailable lamp OFF
		You are able to take ACD calls


















Chapter 6 Phone Tests

Phone Tests

You can perform a number of tests on your phone, such as phone self-test, lamp test, and system tone test. You can also gather information about your phone such as class of service, cabinet/card/slot information, directory number, etc.










Basic Procedures










The following procedures apply to all tests except system tones.

Step	Action	Result
1.	Press 	 
2.	Press 	 Silence
3.	Press 	 1-beep
4.	Press  	 1-beep
5.	Press  +  Code number	 2-beep confirmation tone








Basic Telephone Self-Test

The following test will restore the key lamps and the display on the phone.

Step	Action	Result
1.	Press 	 
2.	Press 	 Silence
3.	Press 	 1-beep
4.	Press 	 1-beep































Step	Action	Result
5.	Press  	 2-beep confirmation tone and then silence
6.	Press 	 
7.	Press 	 Silence
8.	Press 	Normal display and lamps are restored

Key Lamps Test

Step	Action	Result
1.	Press     	 2 beep confirmation tone and then silence
2.	Press a feature key or line key 5 separate times	See these lamp states: ON, Slow flash, blink, flutter, ON <hr/>  1 beep after each key press

Informational Tests















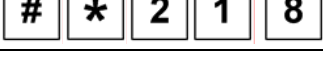

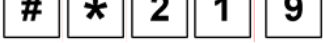

The following tests can be run on the phone.

Test Name	Action	Response
Class of Service	Press     	 Class of Service
Key Template	Press     	 Key Template Number
Directory Number	Press     	 Directory Number
Port Number (IBX Classic Systems)	Press     	 Port Number
Terminal Type	Press     	 3 Terminal types if applicable <hr/> 1. Inside Term Type 2. Outside Term Type 3. Current Term Type

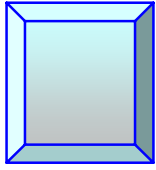
Test Name	Action	Response
User Group	Press	User Group Number
Data Directory Number (if assigned)	Press	Data Directory Number
System Port Location	Press	Cabinet, Shelf, Slot
Trunk Port Location	During trunk call, enter this sequence: Press + 	Cabinet, Shelf, Slot of trunk port

System Tone Tests

Action	Result
Press	Silence
Press	Inside Dial Tone
Press	Outside Dial Tone
Press	Modem Tone
Press	Milliwatt Tone
Press	Busy Tone
Press	Reorder Tone
Press	Ringback Tone
Press	Call Wait Ringback Tone
Press	Zip Tone (One Beep)
Press	Zip Zip Tone (2 Beeps)

Action	Result
Press  # * 2 1 1	 Inside Call Wait Tone
Press  # * 2 1 2	 Outside Call Wait Tone
Press  # * 2 1 3	 Override Warning Tone
Press  # * 2 1 4	 "Held"
Press  # * 2 1 5	 "Enter"
Press  # * 2 1 6	 "Private"
Press  # * 2 1 7	 "Forward"
Press  # * 2 1 8	 "Message"
Press  # * 2 1 9	 "Voice Mail"
























































Chapter 7 Feature Codes

Feature Codes

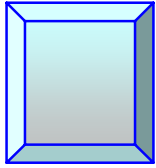
If your phone does not have one of the following buttons, use a feature code if it is available for use.

- For those feature codes that require dial tone, press the HOOK button first.
- For those features that are accessed from an existing call, use the ACCESS button to hold the call and return to dial tone.

Feature	Action	Feature Code
Abbreviated Dial	Press 	 
Callback - Leave a Callback	Press  + 	 
Callback - Return a Callback	Press 	 
Call Park	Press  + 	 
Call Pickup	Press 	 
Conference	Press  + 	 
Data	Press  + 	 
Do Not Disturb - Activate	Press 	 
Do Not Disturb - Deactivate	Press 	 
Call Forward - Activate	Press 	 

Feature	Action	Feature Code
Call Forward - Deactivate	Press 	 
Hold	Press  + 	 
Last Number Redial	Press 	 
Transfer/3-Way Conference	Press  + 	 
Voice Mail	Press 	 





Appendix I Glossary

Glossary

Term	Definition
Access Code	A one or two digit number that must be dialed before an outside call can be made.
Account Code	A billing number for long distance calls that may be assigned as a part of a user's dialing procedure.
Authorization Code	A unique number that may be assigned to a user or a directory number which, when dialed, permits authorized usage of system features.
Centergy	Centergy™ is a call center management tool that integrates with Intecom systems.
Code (Abbreviated Dial)	The single or double-digit number that a user assigns to a phone number when setting up Abbreviated Dial feature. This code number is used in place of the complete phone number.
Extension/Directory Number	A number assigned to an individual telephone set which, when dialed, allows access to that telephone set; an internal phone number.
External (call or number)	A call to a number that is outside of the phone system.
Feature Codes	<p>A combination of the star (*) or the pound (#) symbol plus a single digit of the pad. Each code accesses a specific system feature.</p> <p>Example: Feature Code "*3" activates the Call Forward feature. See <i>Feature Codes</i> in Chapter 4.</p> <p>Or</p> <p>A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.</p>
Features	Capabilities of a phone other than placing and receiving calls. For example, Hold, Transfer, Call Forward, Call Back Queuing, etc.
Incoming Calls	Calls that are made from outside of the system to an extension inside of the system.
Internal (call or number)	A call or phone number (extension) that is inside the system.

Term	Definition
Numeric Keypad	A set of twelve buttons (0 through 9) and two symbols (* and #).
Line or Line Appearance	An extension/directory number that appears on a phone.
Line Select	A button on the phone that is assigned to an extension (directory number.)
Microphone	The built-in microphone, activated by the SPKR button, provides the ability to use the phone without the handset. The microphone is located on the lower front of the phone in the right-hand corner
Multi-Line Phone	A phone having more than one extension number.
Numeric Feature Code	A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.
Off-Hook	A term that indicates that the handset of the phone has been removed from the switchhook or the SPKR button has been turned on.
On-Hook	A term that indicates that the handset of the phone is resting on the switchhook. The phone is hung-up or the SPKR button is turned off. (See On-Hook Dialing)
Outgoing Calls	Calls that are placed from an extension inside of the system to a destination that is outside of the system.
Park	A feature that allows a call to be placed in a temporary hold state and assigned an extension number. The call can be retrieved from any extension in the system by dialing the number assigned to the call.
PDI 1000	Provides an interface for 300 bps to 38.4 Kbps asynchronous RS-232C data.
Pickup	Allows calls that ring in at another extension to be picked up at extensions that are members of the same Call Pickup group.
Prime Line	The main extension on an ITE phone that is automatically selected to place or receive calls when the handset is lifted or the SPKR button is turned on. The line button does not have to be pressed to make or answer calls.
Queuing	The process of placing calls in a holding pattern (a waiting line) until an outgoing line is available. The system assigns outgoing on the basis of priority or first come/first served.
System (Telephone System)	A term used in this guide that refers to Intecom telephone switching systems.

Term	Definition
Voice Prompt	A computerized voice heard through the handset or speakerphone that indicates that a feature has been activated. It may also inform or give instructions to the user.