Meridian 1

Meridian 1 Attendant PC
Software Quick Start Guide

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Contents

List of figures

Ready, ...

Connect the handset or headset

Before you start using Meridian 1 Attendant PC, plug the handset or headset into the Meridian 1 Attendant PC interface unit (see Figure 1). If you plug the handset upside down, callers will not be able to hear your voice. Connect the handset as shown.

Figure 1
Connecting the handset and headset

Correct PJ327 Insertion
The jack fits snugly with the Meridian 1 Attendant PC unit.

Incorrect PJ327 Insertion
The jack is not flush with the Meridian 1 Attendant PC unit.

Connector Usage
Attach a headset to the RJ32 jack or a handset to the PJ327 2-prong connector jack on either side of the Meridian 1 Attendant PC unit.
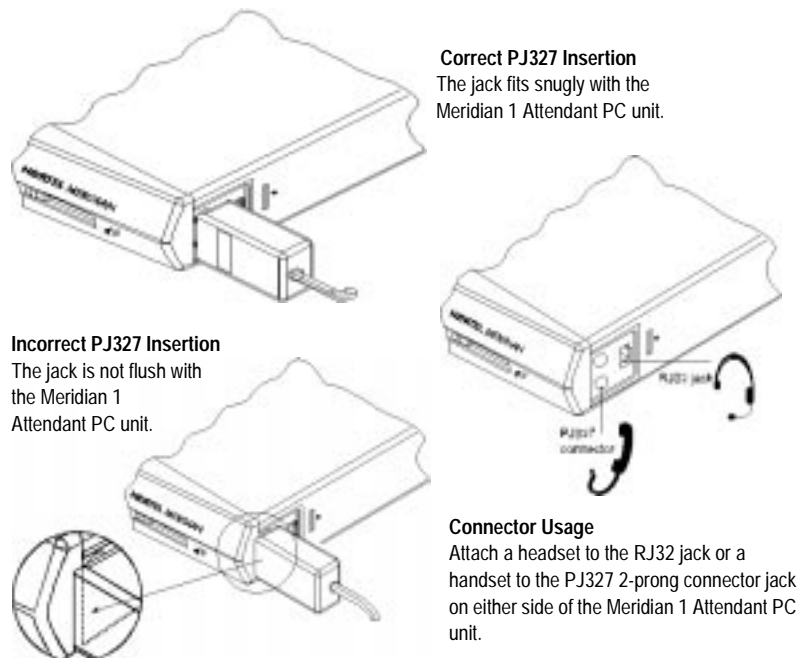
Ready, Set, ...

Starting the Meridian 1 Attendant PC
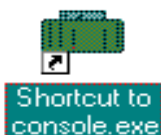
To start the Merdian 1 Attendant PC, locate the shortcut icon on your workstation desktop titled, "Shortcut to console.exe". Double-click the icon to launch the Attendant PC.

The Attendant PC main screen appears.

Figure 2
Meridian 1 Attendant PC console display

You can resize and position the Attendant PC main screen and tool windows any way you like by using the mouse to:

- **Move** - Left click the mouse on the top part of the console or window and drag it to the desired location.

- **Resize** - Move the cursor over any console or tools window edge until it changes to a ◄►, then left click and drag to resize the window.
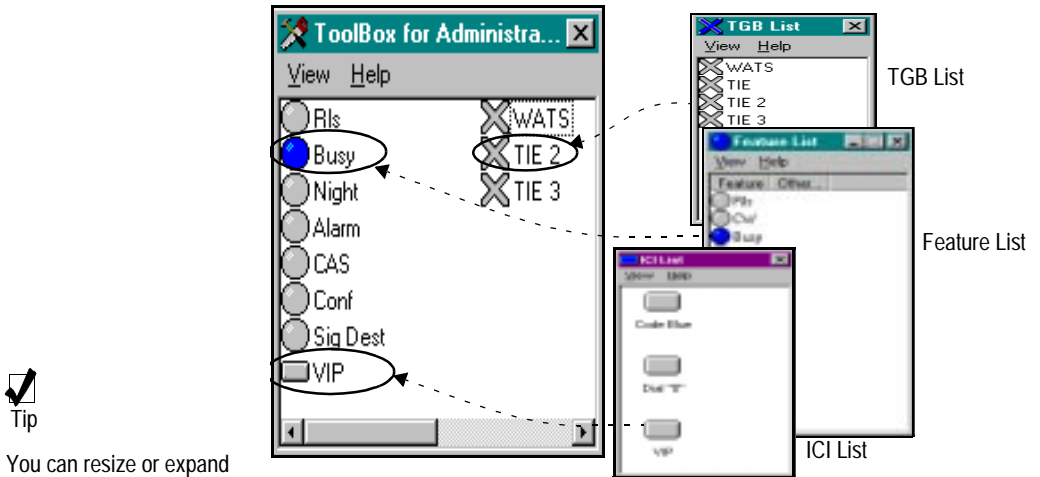
Configuring your personal Toolbox

Next, let's build a **Toolbox**. A toolbox allows you to store the features you use the most in one window, rather than displaying multiple windows on your desktop.

Each attendant's toolbox is personalized. When an attendant logs in, no matter which console is being used, the attendant's toolbox appears with the appropriate features.

To build your toolbox, you will drag and drop features from the Feature List, ICI (Incoming Call Indicators) List, and TGB (Trunk Group Busy) List windows into the Toolbox window.

1 Choose **Toolbox** from the **T**ools menu.

   An empty Toolbox window is displayed on your desktop.

2 Select **Feature List** from **T**ools on the Attendant PC main screen.

   The **Feature List** window appears on your desktop.

3 Select **ICI List** from **T**ools on the main screen.

   The **ICI List** window appears on your desktop.

4 Select **TGB List** from **T**ools on the main screen.

   The TGB List window appears on your desktop.

5 Drag and drop the features you use the most from the Feature List window to the Toolbox window (see Figure 3 on page 5).

6 Repeat step 3 for the ICI List keys and the TGB List key.

Figure 3
Sample Toolbox window

TGB List

Feature List

ICI List

✓
Tip

You can resize or expand the bottom edge and sides of the Toolbox window with the mouse to enlarge it in order to list more features and keys.

When you have both the main screen and toolbox displayed, you are ready to answer calls.

Ready, Set, Go!

Answering a call

Calls are queued in order of arrival. All calls are presented to loop 0 if idle. If a call on loop 0 has been placed on hold, the next call in queue will be presented to loop 1, and so on. A maximum of six calls may be processed or held on the console simultaneously. Additional callers, beyond six continue to line up in queue.

1 You receive a call. You hear a tone. The Source indicator flashes

2 Click the appropriate loop key indicator. The tone stops and the Source indicator goes on steadily; you are connected to the caller.

Note: To give priority to a certain type of call, answer by clicking the ICI key rather than an idle loop key. You are connected to the call regardless of its place in the queue.

Extending a call

After you have answered a call, you can extend it to the extension the caller requests.

1 Dial the requested extension.

2 To end your connection before the called party answers, click the Release button immediately. [If the called party does not answer within a set time (usually 30 seconds), you are recalled.]

3 Otherwise, wait for an answer and talk to the called party before releasing. The Destination Lamp indicator goes on steadily upon answer.

4 Click the Release button to connect the caller and called party and to end your connection in the call.

For more information on extending a call, refer to the *Meridian 1 Attendant PC Software User Guide*.

Extending a call to voice mail

If a called party does not answer and/or a call is recalled to the attendant, you can extend the call to voice mail.

1 Dial the requested extension.

2 If the party does not answer or the call is recalled to the attendant, drag the number from the display and drop it on the Voice Mail icon in the toolbar.

You can also drag a number from the Directory and drop it on the Voice Mail icon in the toolbar.

Note: If the Voice Mail icon does not appear in the toolbar, contact your system administrator.

Placing a call

Calling an extension

You can place a call to any extension within the system.

1   Click an idle loop key.

2   Dial the extension. You hear ringing. The Source indicator flashes slowly. When the called party answers, ringing stops and the Source indicator goes on steadily.

3   Click Release to end the call.

Calling an outside number

You can place a call to a number outside the system by dialing a trunk access code followed by the desired number.

1 Click an idle loop key.

2 Dial the required trunk access code. You hear dial tone.The Source indicator goes on.

3 Dial the outside number. You hear ringing. When the called party answers, ringing stops.

4 Click the Release button to end the call.

Calling another attendant

With this feature, you can call another attendant in your multiple-console group.

1   Click an idle loop key.

2   Dial the attendant access code.

3   Dial the appropriate attendant code. You hear ringing. The Source indicator flashes slowly.

4   The called attendant answers. Click the Release button when you wish to end the call.

Note 1: If you dial an incorrect attendant code, you hear a fast busy signal and the Source indicator stays off. Click the Release button.

Note 2: If the called attendant is busy, you hear ringback and the Source indicator flashes slowly. Continue to wait and your call will be the next call presented to that attendant.

Note 3: If the called console is in position-busy or night-service mode, your call cannot be completed. You hear a fast busy signal and the Source indicator stays off. Click the Release button.

Using the directory

The **Directory** is a database that contains directory numbers (extensions), status, and user data. Each Directory entry— individual or business has its own record of information**.**
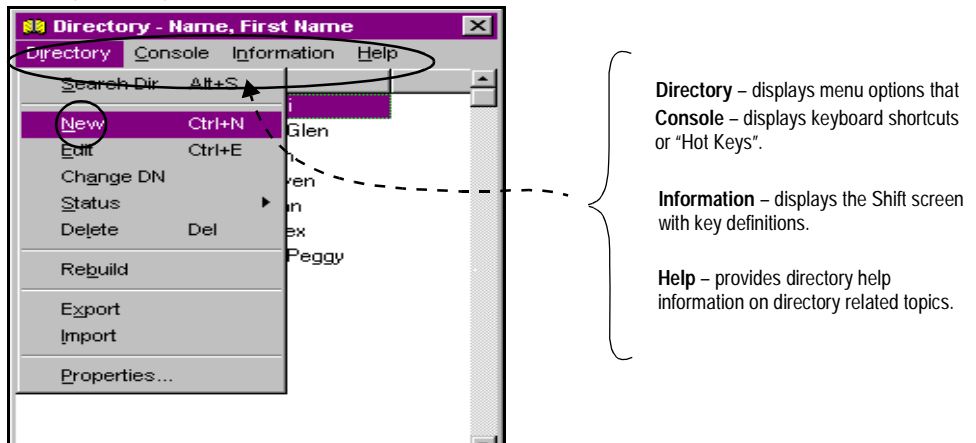
Creating a Directory Entry

1 Select **Directory** from the Console's **Tools** main menu (see Figure 4).

Figure 4
Console's Tools menu display

Click Directory to set up your personalized database of dialing numbers.

Figure 5
New directory display

Directory – displays menu options that
Console – displays keyboard shortcuts
or "Hot Keys".

Information – displays the Shift screen
with key definitions.

Help – provides directory help
information on directory related topics.

2 Click on **Directory** to select the **New** page (Figure 5).

Here is where you enter General information in the appropriate text
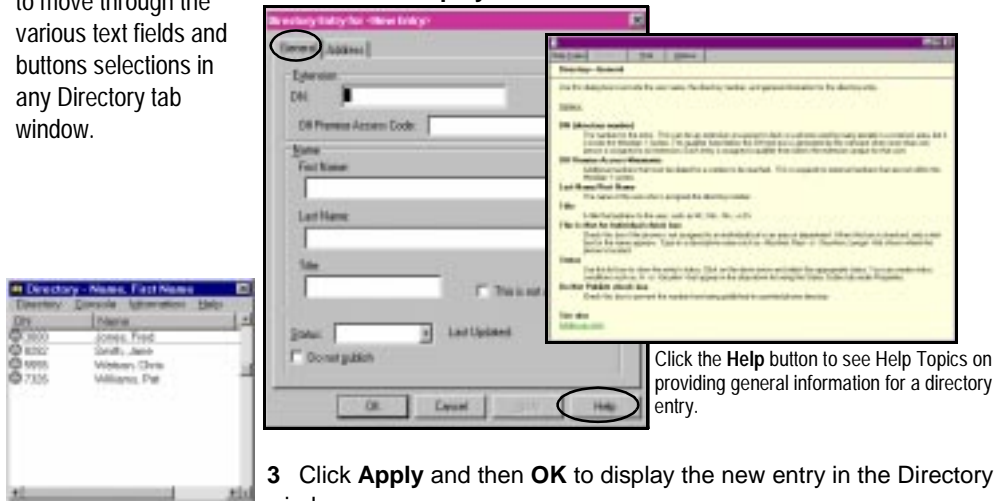fields for *each* person or business you want listed in your directory
(Figure 6).

✓
Tip

Use the **Tab** key
instead of the mouse
to move through the
various text fields and
buttons selections in
any Directory tab
window.

Figure 6
General tab display

Click the **Help** button to see Help Topics on
providing general information for a directory
entry.

3 Click **Apply** and then **OK** to display the new entry in the Directory
window.

Note: If the **This is not an Individual** checkbox is selected, the Directory displays two face icons rather than one.

4 Double click on the newly defined entry to display additional Directory tabs.

5 Click the **Address** tab to record profile information for each individual entry (Figure 7) and then click **OK**.

Figure 7
Address tab display

Click the Help button to see Help Topics on customizing labels for information tabs.

6 Click the **User Data** tab to allow you to label custom columns (Figure 8). When you are finished, click **OK**.

Custom columns can be used to order the directory. For example, if you label a column "Campus" and display the column in the Directory window, clicking on the column label for Campus arranges the directory by campus in ascending alphabetical order.
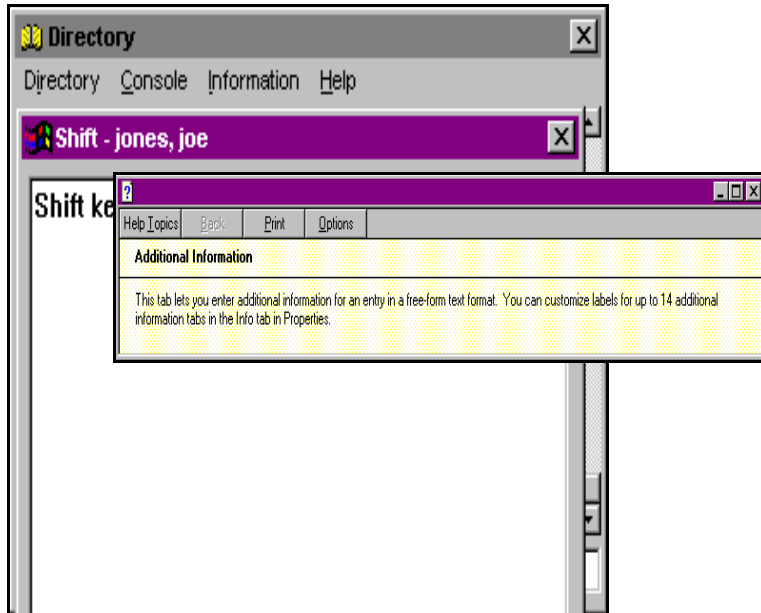
Figure 8
User Data display window

Type the appropriate information in the two text boxes. Each text box is marked with the label assigned in the **Properties** dialog box.

Column labels that you type here appear on the **Columns** tab, where they can be selected to display in the **Directory** window.

7 Click the **Shift** tab to customize labels (Figure 9).

This tab lets you enter additional information for an entry in a free-form text format. You can customize labels for up to 14 additional information tabs in the Info tab in **Properties**.

Figure 9
Shift display window

8 Enter free-form text to define a label for an entry. When you are finished, click **OK**.

Editing a directory entry

The following numbered steps show you how to **Edit** a directory entry and modify any of the **Directory** tab displays (Figure 10) using the following options:
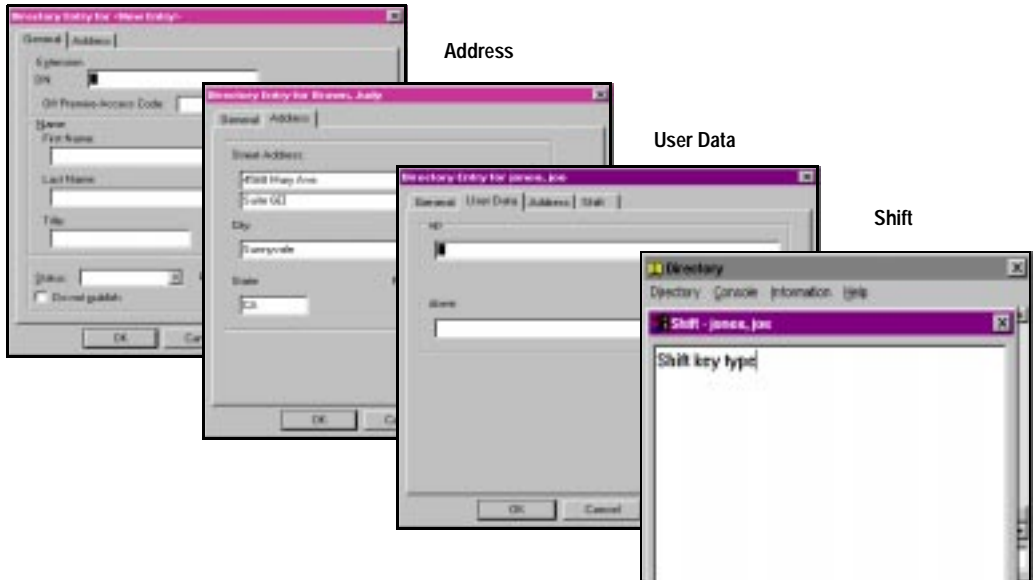
1 Highlight (select) a directory entry.

7326   Williams, Pat

2 Left mouse click on the **Directory** menu**,** and select **Edit**.

Figure 10
Directory tab displays

General

3 After you have made the appropriate changes to any of the above tab pages for an entry, click **OK**.

Deleting a directory entry

1 Highlight (select) a directory entry.

☺ 7326   Williams, Pat

2 Left mouse click on the **Directory** menu**,** and select **Delete**.

3 Click **Yes** to confirm the deletion.

4 Click **OK**.

Using information screens

Up to fourteen information screens can be defined, to give additional information on entries in the directory.

To create an information screen:

1 Select **Properties** from the **Directory** menu.

The "Directory Properties" window appears.

2 Select the **Info** tab.

3 Type a label for each information screen to be created.

4 Click **OK**.

To add information to an information screen:

1 Double-click the directory entry where you wish to enter information.

2 Click on the information screen tab you have defined to which you wish to add information.

3 Type the information.

4 Click **OK**.

OR

1 Select the directory entry for which you want to view information.

2 Click on the **Information** menu and select the information tab to which you wish to add information.

3 Type the information.

4 Click **OK** when finished.

To access an information screen:

1 Select the directory entry for which you want to view information.

2 Click on the **Information** menu and select the information tab you wish to view.

3 Click **OK** when finished.

Using Hotkeys

Hotkeys tab

Hotkeys allow you to assign shortcut keyboard commands to commonly performed tasks. To create a hotkey:

1 Select **Console Configuration** from the Configuration menu.

2 Select the **Hotkeys** tab.

3 Select a task from the Hotkey **Activities** window (see Figure 11).

4 Select **New Hotkey**.

5 Type the new hotkey shortcut. To select a two or three key combination hotkey press and hold one or more of the Alt, Ctrl, and Shift keys then press the desired hotkey.

6 Click **OK** to exit.
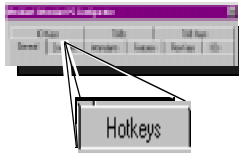
Figure 11
Hotkeys tab display

Activities hotkey
List box
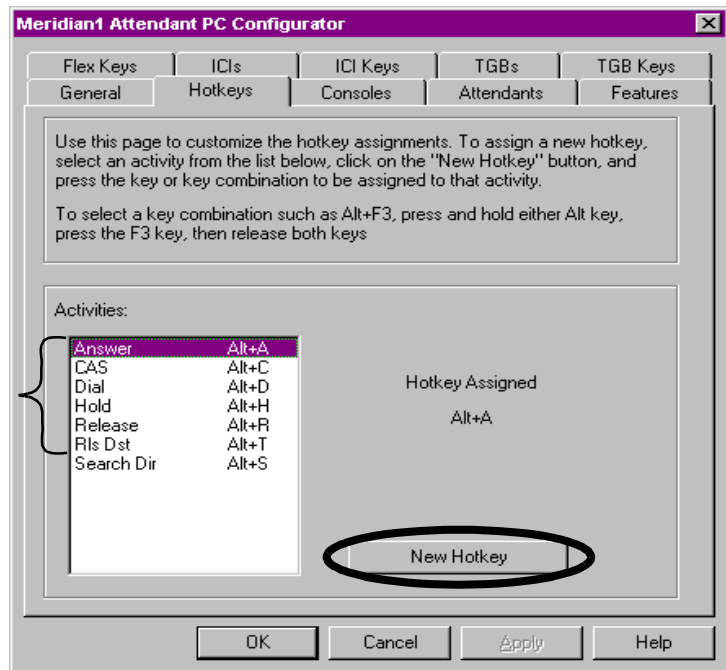
Note: There are a few keys that, although valid, are probably not good choices for hotkey assignments. These would include the F1 through F12 keys, single key hotkeys that are numbers, and other keys that you would normally use in the day to day operation of your console. A two key combination such as Alt+H is always preferable to a single key such as H.

Creating Virtual feature keys

One of the key benefits of the Attendant PC is the ability to create Virtual (or customized) Features to consolidate multiple keystrokes into one keystroke.

For example, today using the M2250 Attendant Console, if you want to place a call to a pager, several key presses are required:
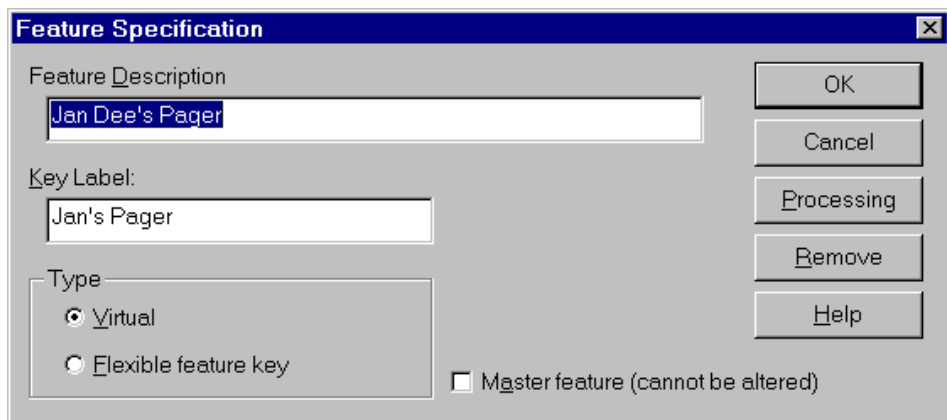
- select a loop key
- dial the pager number
- pause 2 seconds
- press End-to-End Signalling key
- input your return number
- end with a # key
- press Release

Creating a Virtual Feature for the above functions allows you to execute the functions with a single keystroke.

To create a Virtual Feature key:

1 Choose **Console Configuration** from the **Configuration** menu.

2 Select the **Features** tab.

3 Click **New**.

4 Complete the following information:

- Type a description of the feature in the **Feature Description** text box.

- Type the label that is to appear on the console in the **Key Label** text box.

- Select **Virtual** in the **Type** group box.
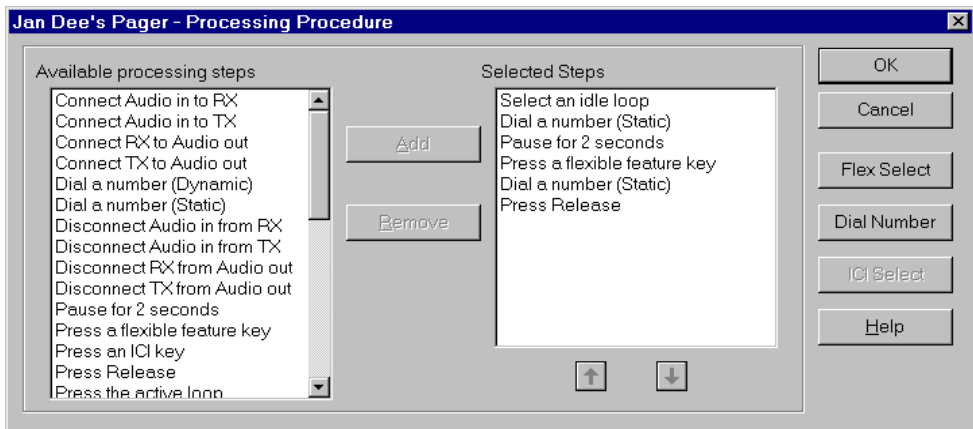
5 Click **Processing**.

| Feature Specification	⊠
Feature Description	OK
Jan Dee's Pager	Cancel
Key Label:	Processing
Jan's Pager	Remove
Type	Help
⊙ Virtual	
○ Flexible feature key	□ Master feature (cannot be altered)

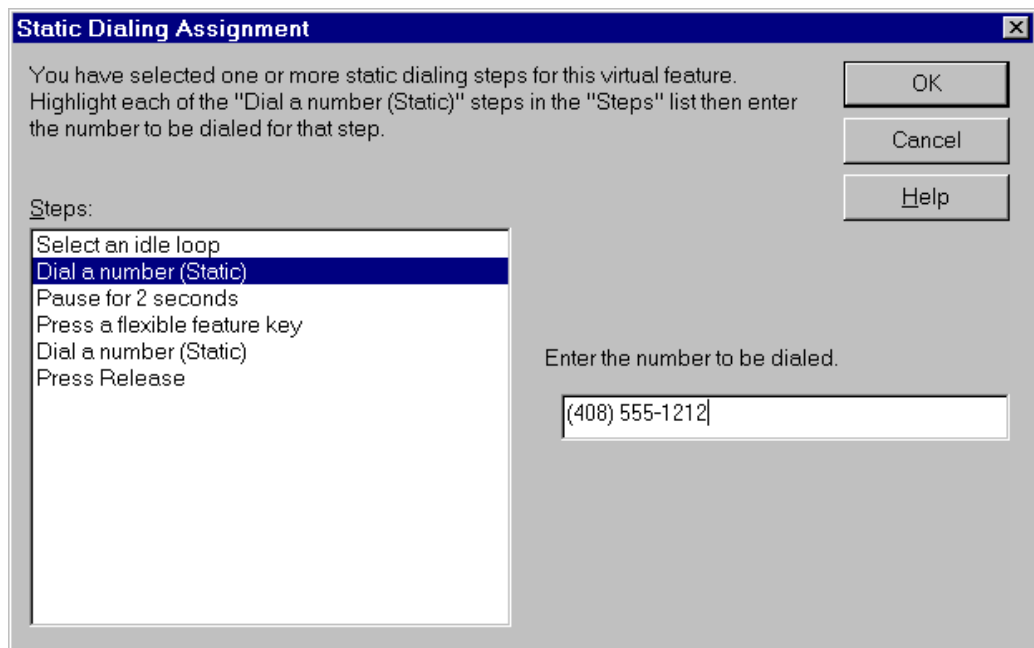**6** Select the steps that make up the virtual feature.

Highlight the appropriate processing steps in the **Available Processing Steps** list box and click Add. The steps appear in the Selected list box. Use the Remove button and the Arrow buttons to edit the Selected list box.

7 Define each step in the **Selected** list box that requires a flexible key, an ICI key, or a number to be dialed.

- To assign flexible keys for the steps, click **Flex Select**. For each step entitled "Press a flexible feature key," select the appropriate flexible key from the **Key** list box. When all flexible keys have been assigned for the required steps, click **OK**.
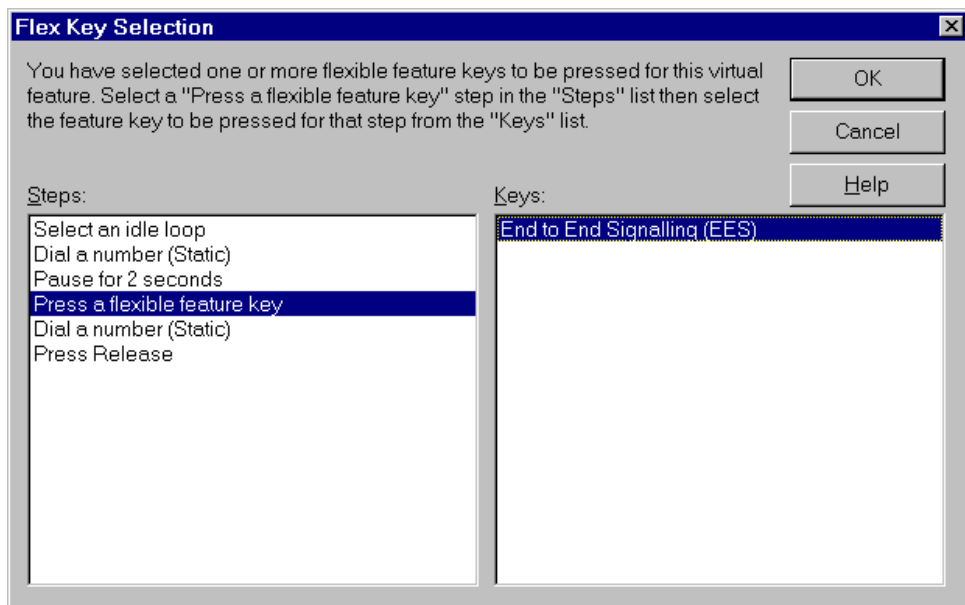
- To assign ICI keys, click **ICI Select**. For each step entitled "Press an ICI key," select the appropriate ICI key from the **Key** list box. When all ICI keys have been assigned for the required steps, click **OK**.

• To assign phone numbers, click **Dial Number**. For each step entitled "Dial a number (Static)," enter the number to be dialed. When all numbers have been entered for the required steps, click **OK**.

Static Dialing Assignment

You have selected one or more static dialing steps for this virtual feature. Highlight each of the "Dial a number (Static)" steps in the "Steps" list then enter the number to be dialed for that step.

OK

Cancel

Help

Steps:

Select an idle loop
Dial a number (Static)
Pause for 2 seconds
Press a flexible feature key
Dial a number (Static)
Press Release

Enter the number to be dialed.

(408) 555-1212
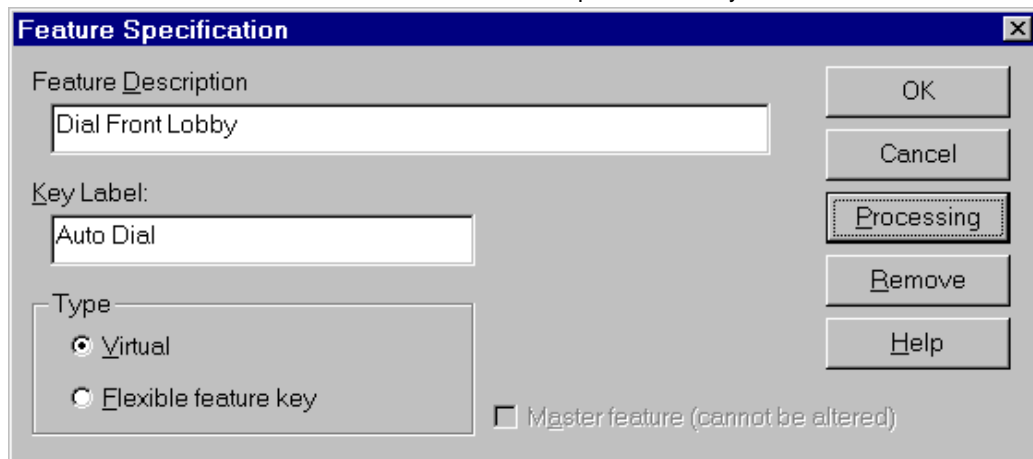
8 Click **OK**.

To use the Virtual Feature, locate and double-click the light-blue shaded Virtual Feature from the **Feature List**.

Creating Auto Dial Keys

Configure a Virtual Feature as follows to automatically dial a number:

1   Select **Console Configuration** from the **Configuration** menu.

2   Click the **Features** tab.

3   Click **New**.

4   Enter the "Feature Description" and "Key Label."

5   Make sure that the **Virtual** radio button is selected in the Type box.

6   Click **Processing**.
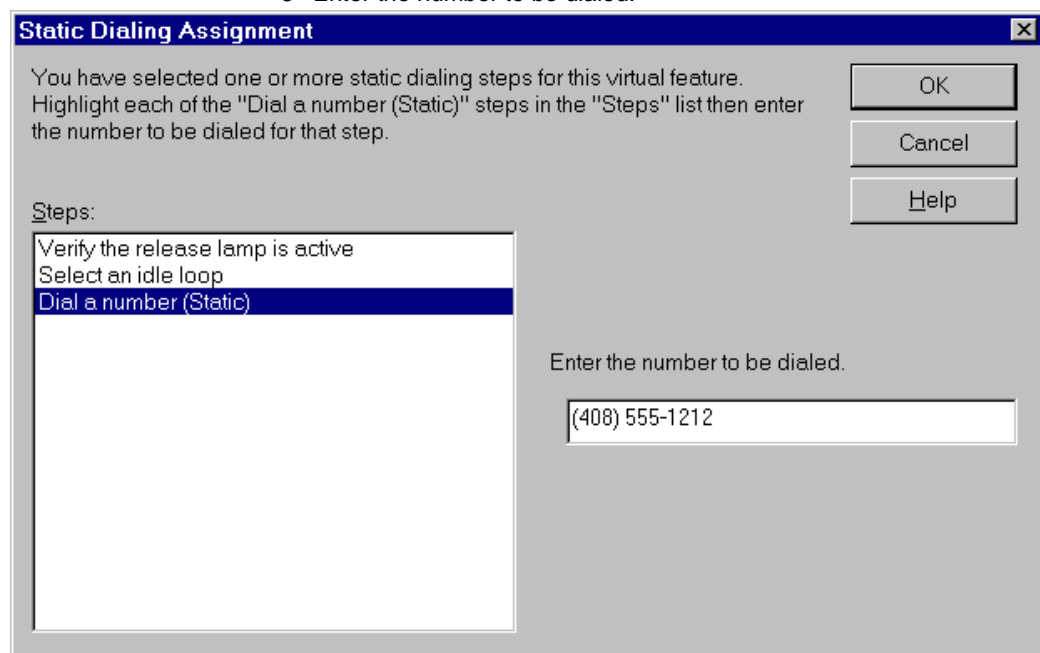
7 Select each of the following steps in the left column and click **Add**:

- Verify the release lamp is active.

- Select an idle loop.

- Dial a number (dynamic).

Dial Front Lobby - Processing Procedure ⊠

Available processing steps		Selected Steps	
Connect Audio in to RX		Verify the release lamp is active	
Connect Audio in to TX		Select an idle loop	
Connect RX to Audio out	Add	Dial a number (Static)	
Connect TX to Audio out			
Dial a number (Dynamic)			
Dial a number (Static)			
Disconnect Audio in from RX	Remove		
Disconnect Audio in from TX			
Disconnect RX from Audio out			
Disconnect TX from Audio out			
Pause for 2 seconds			
Press a flexible feature key			
Press an ICI key			
Press Release			
Press the active loop			

Buttons: OK, Cancel, Flex Select, Dial Number, ICI Select, Help, ↑ ↓

8 Click **Dial Number**.

9 Enter the number to be dialed:

Static Dialing Assignment   ✕

You have selected one or more static dialing steps for this virtual feature.
Highlight each of the "Dial a number (Static)" steps in the "Steps" list then enter
the number to be dialed for that step.

OK

Cancel

Help

Steps:

Verify the release lamp is active
Select an idle loop
Dial a number (Static)

Enter the number to be dialed.

(408) 555-1212

10 Click **OK** until you return to the Main Screen.

The Auto Dial number you created will appear as a Virtual Feature in
the Feature List with the name you entered as the "Key Label." Virtual
Features are distinguished by light blue icons.

Now you can dial the Auto Dial number you programmed by clicking
the new icon from the Feature List.

Using the Feature List

The **Feature List** contains fixed features that are programmed by your system administrator. To display these features, select **Feature List** from the **Tools** menu.

The **Feature List** displays the features accessible to your Attendant PC console (see Figure 12). To activate a feature, double-click on the feature in the **Feature List**.

Note: You can also drag feature keys from the **Feature List** and drop them into your personal Toolbox.

Figure 12
Features List display
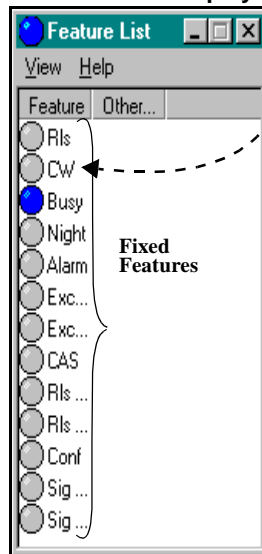
The CW (call waiting) fixed feature pictured in the Feature List is initially indicated on the two-line display by:

1. Set the calls waiting format

2. Press * to turn the calls waiting display on or off.

3. When the calls waiting display is on, you see the number of calls waiting on the display.

4. Set the volume of the calls waiting tone.

See "Basic Call Processing" in the User Guide for more information on the operation of fixed features.

Using the ICI keys

The **ICI List** contains the ICI (Incoming Call Indicator) keys. The ICI keys will help you to:

- identify the type of incoming calls queued

- prioritize call answering

- verify how many calls are in queue

- determine how long calls have been waiting

To answer a call associated with an ICI key, click on the flashing ICI lamp in the **ICI List**.

You can answer call using the loop keys, or you can give preference to a certain type of call, using the ICI keys. For example, to answer a WATS call before you answer the other calls, click the WATS ICI key. All other ICI indicators go off, and the WATS call is established.
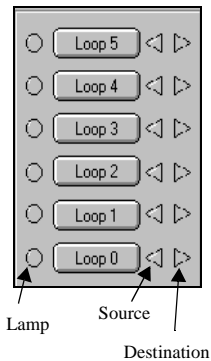
Besides telling you the nature of a call, the ICI indicator also gives you an idea of the number of calls of that type that are queued and how long the calls have been queued:

— **steady on** — One call has been queued for less than 20 seconds.

— **flashing** — Two or more calls are queued, or one call has been queued for more than 20 seconds.

ICIs are programmed by the system administrator then assigned to a key in the console. The software displays this list when you select the ICI List from the **Console Configuration** menu.

Note: You can also drag ICI keys from the **ICI List** and drop them into your personal Toolbox.

Lamp   Source
Destination
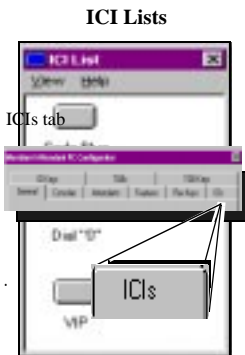
ICI Lists

Use the **ICIs** tab in the **Console Configuration** menu to assign a specific ICI for display in the ICI list.

Using the TGB keys

TGBs (Trunk Group Busy) keys allow you to quickly and easily:

- determine if all trunks in a route or trunk group are busy

- busy out particular routes to outgoing calls

- deny certain users direct access to trunk groups

The button lamps in the **TGB List** show the status of each group of trunks. To activate a TGB key, click on the TGB lamp in the **TGB List**. TGB keys are programmed by the system administrator.

Note: You can also drag TGB keys from the **TGB List** and drop them into your personal Toolbox.

Stop!

Position Busy/Night Service

Pressing the **Busy** key places the Attendant PC into Position Busy mode. All incoming calls are then redirected to another console in a multiple console installation, or to a Night Service number in a single console installation.

The indicator flashes red when in the Position Busy mode and "Position Busy" is displayed. The indicator flashes purple and "Night Service" is displayed when the Meridian 1 Attendant PC is placed in busy in a single console environment or when the last position in a multiple console environment is placed in busy.

Note: No calls will be presented to the Attendant PC in the Position Busy mode. The Attendant PC must be manually taken out of this mode.

Logging off the Attendant PC

Use the **Log Off** command from the **Tools** menu when you are ready to end your time at the Attendant PC. All of your personal Attendant PC settings such as the ToolBox, Directory and customized features (lists) are automatically saved.

Using the help facility

The Attendant PC Help facility (Figure 13) gives you instant information about the console application. Whenever you press $\boxed{F1}$, you get information related to what you're doing at that time; and then when you press $\boxed{Esc}$ (cancel), you're returned exactly to where you were before.

And there's more to help than that—there's linking to related topics, a help index, information on keys and start up tips. It's really a built-in manual that is always within easy reach by accessing the Help menu Contents tab using your mouse.

Figure 13
Attendant PC Help Topics

About the Nortel Meridian 1 Attendant PC provides an overview of console features and describes how to register your software.

Features describes the Attendant PC's ICI, TGB, flexible and virtual features.

Using the PC console screen details how to administer the console's screen.

Configuring the PC console screen describes how to set up or manage console functions such as ICI,TGB, voice mail, and virtual features.

Reference provides quick access to glossary and troubleshooting information.
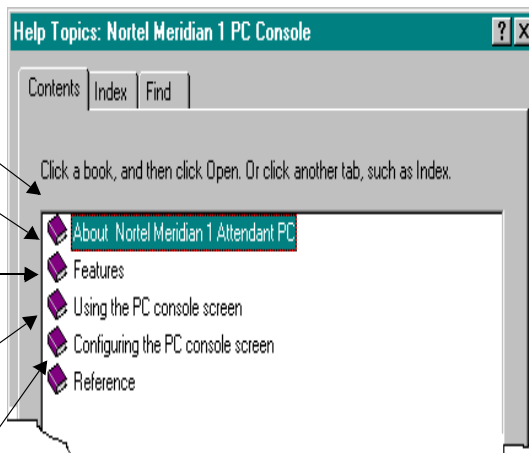
Note: The Help facility is described in more detail in the section "Using the Meridian 1 Attendant PC Help Facility" in the *User Guide*.

List of Terms

Alarm

> Also called off-hook alarm security. Enables any call to be intercepted by a customer-defined extension; for example, by security's extension.

Auto Dial

> A dialing feature available on a programmable feature key in which the telephone user programs the number into the Auto Dial key, which will thereafter dial the number whenever the user presses the key.

Barge In

> This flexible feature key enables you to verify the status (idle or busy) of any trunk or special service access line.

Break In

> A programmable feature key that enables you to enter an existing connection to offer a call or relay an important message (international use only).

Busy Verify

> A flexible feature key that enables the attendant to verify the status (idle or busy) or any extension.

Call Forward Busy

> An ICI key that allows a call at a busy extension to be automatically routed to you because the extension was programmed this way.

Call Forward No Answer

An ICI key that allows a call to an extension that does not answer to be automatically routed to you because it was programmed to do so.

Call Park

A flexible feature key that enables you to place a call on hold without occupying a loop key on your console.

Call Trace

A programmable feature key that enables you to trace a nuisance call.

Call Waiting

This light on the e console indicates the number of calls in queue to be answered. If no calls are waiting, the light is off. If 1-3 calls are waiting, the light is green. If more than three calls are waiting, the light is red, and the number of calls waiting appears beside the light.

Calling Party Number

A programmable feature key that enables you to record the calling party number on an incoming collect call or to assign a special billing code to an incoming collect call.

Camp-on

Routes one additional external call to a busy DN. Applies only to attendant-extended calls. If the called party is not free within a specified time, the caller is routed back to the attendant as a recall.

CAS

Centralized Attendant Service. One group of operators or attendants answers all telephone calls coming into a company's branch office within an assigned region. Enables the attendant at a remote location to automatically reroute calls to a CAS attendant at the main location. In addition, this feature enables the CAS attendant at the main location to get a dial tone from a remote location to extend a call there.

Centralized Attendant Service

> See *CAS.*

Charge Account

> A flexible feature key that enables you to enter a charge account number for a call going out through your console. On the Attendant PC Software User Interface, this feature is activated with a mouse-click.

Codes

> These codes permit you to temporarily override the access restrictions assigned to an on-site caller's extension.

Conference

> Allows you to establish a conference with up to six parties (on two trunks), including yourself.

Console

> A telephone receiver that can perform operations on incoming and outgoing calls, such as the large unit used by telephone attendants.

Controlled COS

> Controlled Class of Service. A flexible feature key that enables the attendant to alter line restrictions for a group of users that all have the same Class of Service.

Call Waiting Indication

> One or more incoming calls are waiting to be answered. One waiting call can be answered when current call is released.

Destination

> In telephony, the destination of a call is the called party.

DID trunks

> Direct Inward Dial trunks; trunks on which outside calls are presented.

DID Route Control

A programmable feature key that enables you to direct calls coming in on DID trunks either to either to a set of extensions considered to be night destinations, or to normal extensions.

Display Calls Waiting

A flexible feature key that enables you to display the number of calls waiting to be answered at the console.

Display Destination

A programmable feature key that enables you to display the phone number of a called party.

Display Source

A programmable feature key that enables you to display stored numbers associated with Auto Dial, Speed Call, and Night Service.

Do-Not-Disturb Group

A programmable feature key that enables you to place a predefined group of extensions in the Do-Not-Disturb mode.

Do-Not-Disturb-Individual

A programmable feature key that enables you to place an individual extension or a predefined group of extensions in Do-Not-Disturb mode.

DRC

See DID Route Control.

DTMF

Dual-Tone Multi-Frequency. Tones generated when the keys on a telephone keypad are struck that enables the switch to signal the desired telephone that a caller wants to be connected.

Electronic Switched Network

See *ESN.*

Emergency transfer switch

This feature, accessible from your Attendant PC interface, will present incoming calls from selected trunks to preselected telephones instead of to your console. Use this feature only during an emergency when these telephones must have direct access to dedicated trunks.

End-to-End Signaling (EES)

This flexible feature that you program on the "Flex Keys" sheet from the Config menu, enables voice messaging (VoiceMail) and paging from your PC console interface.

ESN

Electronic Switched Network. A telephone system that uses electronics to perform call switching and associated billing.

Exclude Destination

An attendant presses the "Excl. des." button on the console so that he/she can have a private conversation with the calling party (source).

Exclude Source

An attendant presses the "Excl. src." button on the console so that he/she can have a private conversation with the called party (destination).

Fixed feature

A fixed feature appears in all installations of the Attendant PC and cannot be edited or removed. Fixed features include alarm, call waiting, CAS, conference, night service, position busy, release destination, release source, signal destination (source), and exclude destination (source).

Flexible feature

A console feature assigned by the system administrator and given a key label and definition in the console.

Foreign Exchange

See *FX.*

Fully Restricted

A call from a fully restricted extension. A person using this extension can place calls to and receive calls from other extensions and the attendant, but is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who then extends them.

FX

Foreign Exchange, type of trunk. "fx" is the label on an ICI key which receives calls from Foreign Exchange trunks.

ICI

Incoming Call Indicator. A key on the attendant console that flashes to inform the attendant that an incoming call on a particular trunk is waiting to be answered. An ICI "key" indicates the first call; later calls light up the message waiting indication until the first call is released.

May also refer to the light that identifies the type of call coming to your console (ICI), such as internal external, WATS, tie trunk, emergency, and so on. All incoming calls are queued automatically in the order of arrival, and the appropriate ICI indicators go on. You can click on a flashing ICI light to answer the call associated with it. Set up your ICI keys from the ICI keys page on the Config Console menu.

ICI2

An option in the Customer Data Block (CDB) required for the Meridian 1 Attendant PC. (Trunk Group Busy keys cannot be configured without it.)

Incoming Call Indicator

See *ICI.*

Intercept

The call that activates this button may be from a caller who dialed the access code for a busy trunk group, or from a caller encountering equipment or dialing irregularities, such as a caller who dialed an extension in Do-Not- Disturb mode. Finally, this call may be from a restricted or semi-restricted extension attempting to make a call that is not allowed.

Interpositional Call

Interpositional Call. This ICI key indicates an incoming call from another attendant at your location.

ISDN

Integrated Services Digital Network. A new signaling system for telephone systems that provides faster dialing and a number of other advantages.

LDN

Listed Directory Number. This is an ICI key that indicates a call to a number for your organization that is found in the public telephone directory. X11 release 20 and later allows each authorized user up to six LDNs. When the feature Network Attendant Services is enabled, the LDNs are recognized across the network.

Listed Directory Number

See *LDN.*

Loop

A line that comes into the console, over which the attendant can assign an outgoing call or answer an incoming call.

Loop Pickup Key

This key on the console blinks to notify the attendant of a specific incoming call. The attendant is connected to the call by pressing the associated Loop Pickup key.

LPK

See *Loop Pickup Key.*

Malicious Call Trace

A flexible feature key that enables you to identify an internal obscene or otherwise objectionable call. This feature can also trace static on the line.

Message Cancellation

A feature key that enables you to turn off a message waiting signal of an extension where the message is no longer relevant (the intended recipient has departed, for example).

Message Center

This ICI key indicates that a caller wants to leave or retrieve a message. This indicator appears only on Attendant PCs programmed to handle message center features.

Message Indication

A flexible feature key that enables you to turn on the message waiting signal at an extension for which a message has been taken.

Meter

A programmable feature key that enables you to flag outgoing calls as metered calls, for billing and other administrative purposes (international use only).

NAS

Network Attendant Services. This feature allows attendant console positions to be dispersed in multiple locations within the network. Pressing the NAS key on your console makes you available for calls from all network locations.

Night (Service)

The system goes into night service when all consoles are unattended. Then, all incoming calls are routed to a destination other than the consoles (such as to a security representative), or to a Night Service Extension (where callers may hear a recorded message).

Paging

A programmable feature key that enables you to connect to your organization's paging equipment. Press the key for the duration of your announcement.

Position busy

When an attendant will be leaving the console, he/she presses this button. As a result, the system transfers all calls incoming to the departing attendant's console to other attendants.

Routing Control

A programmable feature key that enables you to change extension users' access to the network. When turned on, user access to the network is usually more restricted.

Recall

This ICI key indicates the return to you of a call that you have put through to an extension that is busy or does not answer within a set time (usually 30 sec). This ICI can also indicate a call from an extension user who has activated the Attendant Recall feature.

Release

Mouse-operated key on the right side of the PC Attendant Software screen display. Enables the attendant to release a connection from the console.

Release destination

A Fixed Feature key on the console which allows the attendant to disconnect the called party (destination) from a call.

Release Line Trunk

Telecommunications line used with Centralized Attendant Service to connect callers from a remote location desiring an attendant at a main location.

Release source

A Fixed feature key on the console which allows the attendant to disconnect the calling party (source) from a call.

Remote

A key on systems equipped for CAS (Centralized Attendant Service) that indicates a call from a remote location, routed over a release link trunk.

Restricted "0"

Key turns on when a call is from a fully restricted extensions, which is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who can then extend them.

RLT

See *Release Link Trunk.*

Route access codes

Directs a call over a certain route to reach a specific destination. The code may represent a specific line for a call (Tie, WATS, or public trunk) or an attendant console for placing or transferring a call.

routing control

Enables you to change extension users' access to the network. When turned on, user access to the network is usually more restricted.

Signal destination

The attendant pushes a key that signals a called party that he/she is connected to the attendant.

Signal source

The attendant pushes a key that signals a caller that he/she is connected to the attendant.

Source

In telephony, the source of a call is the calling party.

Speed Call

A dialing feature available on a programmable feature key that enables you to dial any number stored by the Speed Call Controller. As an alternative you can enter the Speed Call SPRE code, and then enter the code assigned to the desired number.

Speed Call codes

A feature available on a programmable feature key that uses a code to dial a programmed number automatically. The Speed Call Controller assigns codes to the list of telephone numbers for dialing by the Speed Call feature key.

SPRE codes

Special PREfix code, one to four digits long, that is assigned by your system administrator. You use the code to operate a feature for which your console has no dedicated (programmed) feature key.

Stored number redial

Pressing the correct flexible feature key allows a number to be stored after it has been dialed, either before or during the connection, for later automatic dialing.

Supervisory mode

Selecting the Make Set Busy key when your set is idle enables you to monitor other attendants, call an attendant, transfer a call to another attendant, and receive a call from another attendant.

System Speed Call Controller

A flexible feature key that can overcome restrictions on individual telephones via programming so that the users can call out to s specific set of numbers, such as for emergencies (ambulance, fire department, 911) or to a company out-of-area branch office, etc.

Through-dialing

Extension or tie-line users may request access to a number which requires use of a trunk which they are not allowed to access. Access the trunk for the user. Then the user can then dial out (except onto fully restricted trunks).

Tie trunk

>   A dedicated circuit linking two PBX's.

Trunk group

>   A set of telephone lines of a particular type, such as WATS, Tie, public, or Foreign exchange.

Trunk group busy (TGB) keys

>   Your console may have up to ten trunk groups, but only if ICI2 is provisioned on the Meridian 1. Press a Trunk Group Busy key to deny users access to that trunk group. Configure TGB keys from the TGB page from the Console Config choice on the Config menu.

Trunk-to-trunk call

>   A user, while outside the system, may call to request access to an outgoing trunk. You dial the trunk access code, than the requested number. Press RLS to connect the calling and called parties.

Unanswered wake-up calls

>   If a hotel/motel guest does not respond to the first wake-up call, the system makes up to two more attempts at 5-minute intervals. If the guest does not answer after the third call, the system, if set for this option, notifies you of an unanswered wake-up call.

Unrestricted or Semi-restricted

>   Refers to a call from an unrestricted or semi-restricted extension. An unrestricted extension user can place and receive all types of calls. A semi-restricted extension user can place calls to other extensions, and can place calls to the public network with the assistance of the attendant.

VIP wake-up

>   A hospitality feature that extends a VIP wake-up call to your console. Press an idle loop key, followed by the Auto Wake-up key. If the DN is busy or the guest does not answer, press the RLS key. If the guest answers, deliver a personal wake-up message to the guest.

Virtual Feature

A console feature created entirely using software commands.

WATS

Wide Area Telecommunications Service.A discounted long-distance service provided by all telephone companies. Also, a label on one or more of your Loop Pickup keys.

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Meridian 1
Meridian 1 Attendant PC
Software Quick Start Guide

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