Contents

The Busy Lamp Field/Console Graphics Module (BLF/CGM) can be added to an M1250 or M2250 attendant console. The figure at right shows the BLF/CGM attached to an M1250 or M2250 attendant console.

The BLF/CGM displays information to help attendants perform their daily activities.

Busy Lamp Field/Console Graphics Module

M1250 or M2250 attendant console
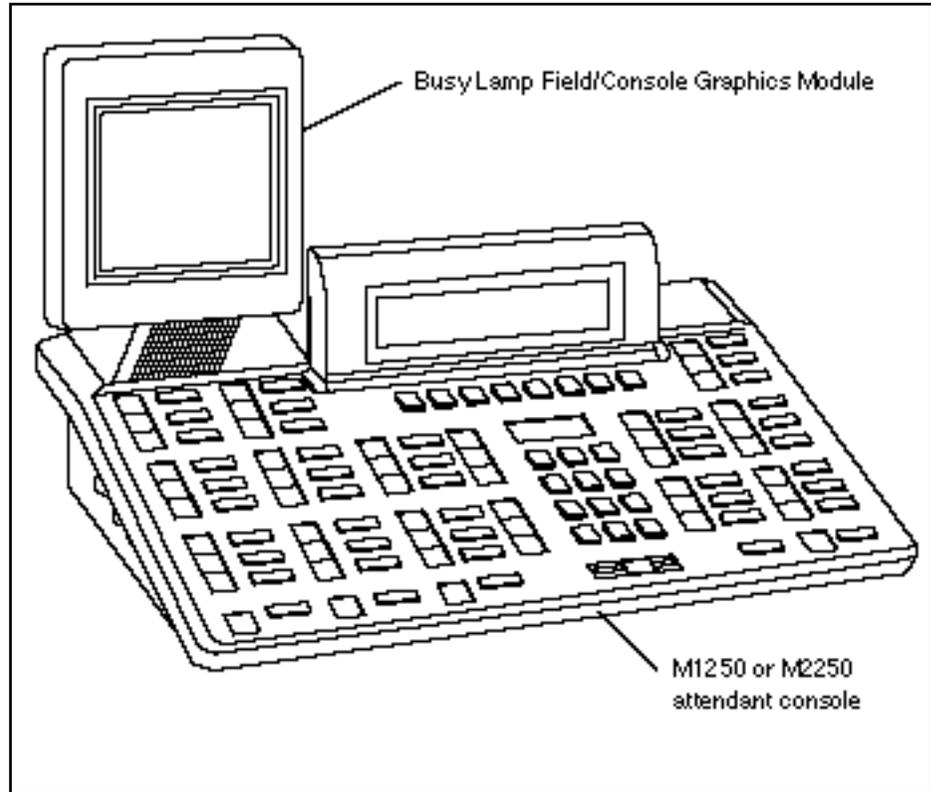
The BLF/CGM displays information relating to the operation of the console and the status of other consoles and extensions, including:

— the status (busy or idle) of 150 consecutive extensions within the Meridian 1* system, when programmed as Standard BLF

— the status (busy or idle) of all extensions throughout the Meridian 1 system, when programmed as Enhanced BLF

— which console is the supervisory console, and which consoles are active

— supplementary information about individual extensions, such as the reason the person is away (business, vacation, or illness), when the person is due to return, and an alternate extension where calls to the person should be directed

— call waiting information (not available in North America)

— logo

— graphics

— text

— screen displays in any one of eight languages

— adjustment of screen contrast

The BLF/CGM mounts on the back of the console and is held on using snapfits and two screws.

* Meridian 1 is a trademark of Northern Telecom.

Software requirements

The Standard Busy Lamp Field (SBLF) feature can be used with any software generic (X37, X08, X11, or X11 international with Supplementary Features).
The Enhanced Busy Lamp Field (EBLF) feature requires X11 Release 14 software (or later).
The Calls Waiting feature requires the international software, X11 with Supplementary Features.

References

For details on the features, operation and installation of the BLF/CGM, refer to the following Northern Telecom publications:

- *M1250 and M2250 attendant console, description* (553-2201-117)

- *Telephone and attendant console installation* (553-3001-215)

- *X11 features and services* (553-3001-305)

The console is programmed to operate in any of the following modes:

— Standard Busy Lamp Field (SBLF)
— Enhanced Busy Lamp Field (EBLF)
— Supervisory

There are three keys associated with the BLF/CGM, as shown in the table below.

If you are accessing an option on the BLF/CGM and a call comes in to your console, the console returns to its normal operation. That is, call processing takes precedence over the functions of the BLF/CGM.

If you make a mistake while operating the BLF/CGM, it does not affect the normal operation of the console.

Key	Mode	
	Normal (non-shift)	Shift
conf. 6/BLF	Conference 6	BLF
	Signal Source	CGM
	Signal Destination	Mode
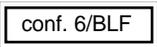
BLF mode

The console must be in BLF mode in order to make selections from the main menu. To enter BLF mode:

1 Press the Shift key | Shift | .
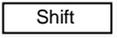
2 Press the BLF key | conf. 6/BLF | .
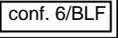
Opening the main menu

Once the console is in BLF mode:

1 Press the Mode key ⊐ .

The main menu appears on the BLF/CGM screen, as shown.

To choose one of the options, the console must be in BLF mode. Press the corresponding number on the dial pad.

```
              MAIN MENU

      0    BUSY LAMP FIELD
      1    CALLS WAITING
      2    TEXT MODE
      3    GRAPHICS MODE
      4    DISPLAY LOGO
      5    PROG SUPPL INFO
      6    SELECT LANGUAGE
      7    ADJUST CONSTRAST
      8    BLANK SCREEN
      9    BLF START NUMBER
      *    RESET THE BLF/CGM
```

Adjusting the contrast

Choose 7 ADJUST CONTRAST from the main menu. A message appears on the screen.

There are 16 levels of contrast between the characters you see on the screen and the background. Press 1 to increase the contrast and 2 to decrease the contrast.

Press the Mode key ⬚ to return to the main menu.

PRESS 1 TO MAKE
DISPLAY DARKER.

PRESS 2 TO MAKE
DISPLAY LIGHTER.

PRESS THE MODE KEY
TO RETURN
TO THE
MAIN MENU
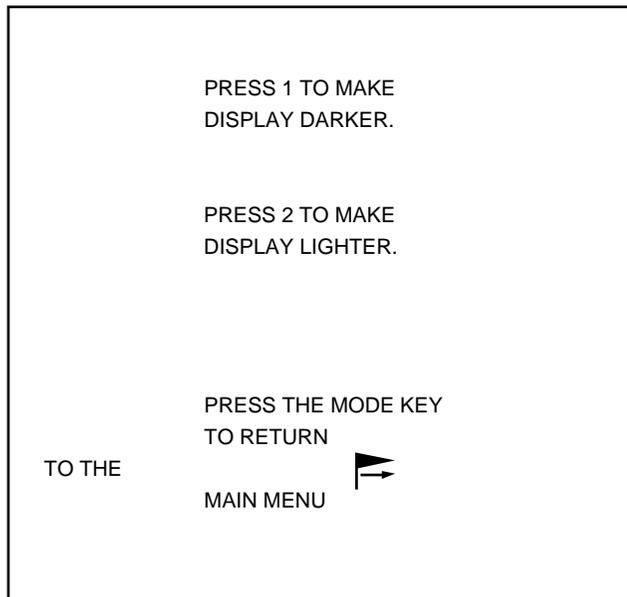
Selecting a language

Choose 6 SELECT LANGUAGE from the main menu. The language menu appears on the screen.

Select a language by pressing the corresponding number on the dial pad. The languages availabe to you may differ from those shown in this example.

Press the Mode key ⊨ to return to the main menu.

```
                    SELECT LANGUAGE

              0    ENGLISH
              1    FRANCAIS
              2    DEUTSCH
              3    ITALIANO
              4    ESPANOL
              5    NORSK
              6    ESPANOL LATIN AM
              7    PORTUGUES

              PRESS THE MODE KEY
              TO RETURN
 TO THE
              MAIN MENU
```
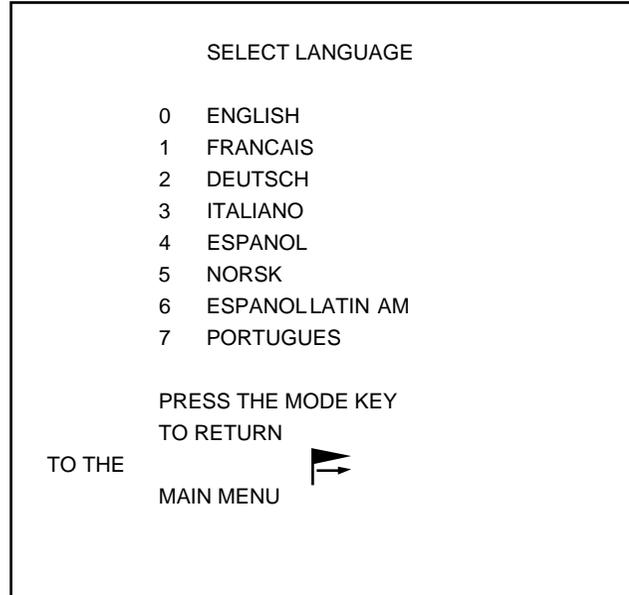
Display busy/idle status

Choose 0 BUSY LAMP FIELD from the main menu. The BLF/CGM displays the status of extensions within your system.

Standard Busy Lamp Field

If the console is programmed for the Standard Busy Lamp Field (SBLF), the screen shows the status of 150 consecutive extensions. In the example, a starting extension of 3400 has already been programmed in.
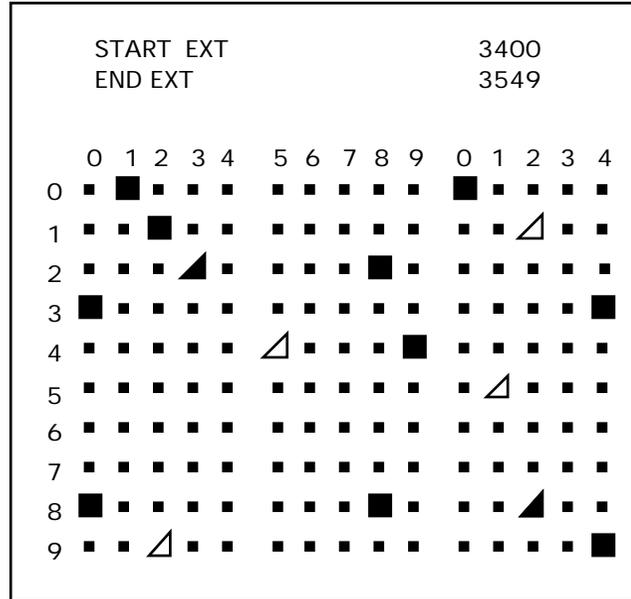
```
START  EXT                3400
END EXT                   3549

      0 1 2 3 4   5 6 7 8 9   0 1 2 3 4
   0  ▪ ■ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ■ ▪ ▪ ▪ ▪
   1  ▪ ▪ ■ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ◸ ▪ ▪
   2  ▪ ▪ ▪ ◤ ▪   ▪ ▪ ▪ ■ ▪   ▪ ▪ ▪ ▪ ▪
   3  ■ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ■
   4  ▪ ▪ ▪ ▪ ▪   ◸ ▪ ▪ ▪ ■   ▪ ▪ ▪ ▪ ▪
   5  ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ◸ ▪ ▪ ▪
   6  ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
   7  ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
   8  ■ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ■ ▪   ▪ ▪ ◤ ▪ ▪
   9  ▪ ▪ ◸ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ■
```

▪ = idle extension

■ = busy extension

◸ = idle extension with supplementary information

◤ = busy extension with supplementary information

8

The numbers along the top row of the display represent the first digit of the hundreds group (group of one hundred extensions). The numbers along the left represent the the last digit of each extension.

The third block on the right represents the second hundreds group, in this case, 3500.

To locate an extension, use the last two digits (for extension 3482, use 82). Find 8 along the top row and move down until you are aligned with the 2 along the left and you see that extension 3482 is busy.

In the display pictured at left, the two dark triangles represent extension numbers 3432 and 3528.

BLF start number

You must enter the SBLF start number so that it is displayed when the console is in SBLF mode.

CAUTION: The following procedure should only be done by an installer, as the system software must also be changed. If you change the start number without also changing the system software, the BLF/CGM may display incorrect information.

If you are using SBLF, choose 9 from the main menu. This selects BLF START NUMBER (you must be in BLF mode, page 5).

The following message appears on the screen:

ENTER THE START
NUMBER FOR THE
DISPLAY OF
150 EXTENSIONS

START EXT:

1 Enter the start number using the dial pad.

2 Press the Mode key ⬅ to return to the main menu.

Enhanced Busy Lamp Field

If the console is programmed for the Enhanced Busy Lamp Field (EBLF), the screen shows the status (busy or idle) of 100 consecutive extensions that begin with the numbers that you enter. You must first press a loop key.

The example represents a four-digit numbering plan. An extension number beginning with '35' has been entered, and the screen shows the status of extensions 3500 through 3599. The same principle applies to three-, five-, six-, and seven-digit numbering plans—you enter all but the last two digits of an extension to see the status of 100 extensions. The numbers along the left side of the display represent the first digit of the hundreds group and those along the top represent the last digit of each extension.

```
START  EXT                   3500
END EXT                      3599

     0   1   2   3   4   5   6   7   8   9
0    ■   ■   ■   ■   ■   ■   ■   ■   ■   ◹
1    ■   ■   ■   ■   ■   ■   ■   ■   ■   ■
2    ■   ■   ■   ■   ■   ■   ■   ◢   ■   ■
3    ■   ■   ■   ■   ■   ■   ■   ■   ■   ■
4    ■   ■   ■   ◹   ■   ■   ■   ■   ■   ■
5    ■   ■   ■   ■   ■   ■   ■   ■   ■   ■
6    ■   ■   ■   ■   ■   ■   ◢   ■   ■   ■
7    ■   ■   ■   ■   ◹   ■   ■   ■   ■   ■
8    ■   ■   ■   ■   ■   ■   ■   ■   ■   ■
9    ■   ■   ■   ■   ■   ■   ■   ■   ■   ■
```

■ = idle extension

■ = busy extension

◹ = idle extension with supplementary information

◢ = busy extension with supplementary information

Extensions with supplementary information

From the Busy Lamp Field screen, press the CGM key ◁| to see information on all extensions which have supplementary information programmed. Each screen can show supplementary information on up to ten extensions.

The information you see on the screen consists of:

• EXT (the extension number)

• OUT (the reason for absence—Business, Vacation, or Illness)

• RET (the date of the employee's return to work)

• ALT (an alternate extension)

Press ◁| again to scroll to the next set of ten extensions. Entries are automatically deleted on the employee's date of return to work.

Press the Mode key ▷| to return to the screen displaying the busy/idle status of the extensions. You can also keep pressing ◁| until you have scrolled through all the pages of supplementary information.

EXT	OUT	RET	ALT
3401	B	1 - 16	3508
3455	V	1 - 23	
3490	B	1 - 16	
3530	I	1 - 25	3473
3544	B	1 - 18	3611

Programming supplementary extension information

Choose 5 PROG SUPPL INFO from the main menu. The program mode menu appears on the screen.

Note: You can program supplementary information only for telephone extensions. Supplementary information cannot be programmed for attendant consoles for use in supervisory mode.

```
                    PROGRAM MODE

    1    ENTER
    2    DELETE           1

    EXTENSION             3519#

    1    BUSINESS
    2    VACATION
    3    ILL       1

    RETURNDATE  01-19

    ALT  EXT              3401#

    PROG:  005    FREE:  145
```

To program supplementary information:

1 Use the dial pad to enter the information as shown on the previous page. Follow the entries for EXTENSION and ALT EXT with an octothorpe (#). When you enter #, the cursor moves to the next field. The other fields are of a fixed length, and the cursor automatically moves to the next field when you enter the information.

2 Press the Mode key ⤒ to return to the main menu.

The numbers at the bottom of the screen (PROG: 005 and FREE: 145) tell you how many extensions have supplementary information programmed (in this case, 5), and how many are available to have supplementary information programmed (in this case, 145).

Programmed numbers are automatically deleted on the return date.

If the power goes off, the supplementary extension information is retained.

Supervisory console/
Standard Busy Lamp Field

If your console is in supervisory mode, the screen shows which consoles are active and which console is the supervisory console. If programmed, your console will go into supervisory mode when you put the console into Position Busy.

Three 'blocks' of information are displayed on the screen. The first block shows an S on its side. The second block displays the number of the supervisory attendant (number one). The third block displays the numbers of the other consoles in the system which are able to receive calls.

```
            SUPERVISORY  MODE
            ATTENDANT  STATUS

      0 1 2 3 4   5 6 7 8 9   0 1 2 3 4
  0 ■ ■ ■ ▪ ■   ▪ ▪ ▪ ▪ ▪   ■ ▪ ▪ ▪ ▪
  1 ■ ▪ ■ ▪ ■   ■ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  2 ■ ▪ ■ ■ ■   ▪ ▪ ▪ ▪ ▪   ■ ▪ ▪ ▪ ▪
  3 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  4 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  5 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  6 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  7 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  8 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
  9 ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪   ▪ ▪ ▪ ▪ ▪
```
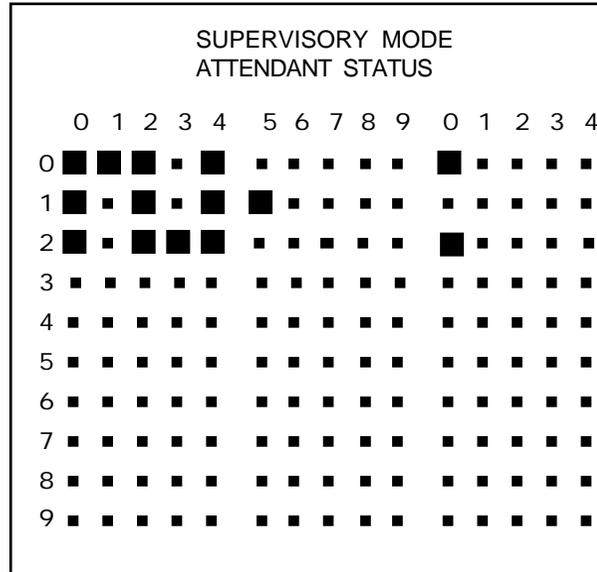
■ = busy or unavailable console

■ = active or available console

Supervisory console/ Enhanced Busy Lamp Field

If your console is in supervisory mode, the screen shows which consoles are active and which consoles are unavailable (position busy). If programmed, your console will go into supervisory mode when you put the console into Position Busy.

The screen displays the numbers of the consoles in the system which are able to receive calls. In the example, console numbers 5, 11, 23, 35, 41 and 48 are available.

SUPERVISORY MODE
ATTENDANT STATUS

	0	1	2	3	4	5	6	7	8	9
0	■	■	■	■	■	■	■	■	■	■
1	■	■	■	■	■	■	■	■	■	■
2	■	■	■	■	■	■	■	■	■	■
3	■	■	■	■	■	■	■	■	■	■
4	■	■	■	■	■	■	■	■	■	■
5	■	■	■	■	■	■	■	■	■	■
6	■	■	■	■	■	■	■	■	■	■
7	■	■	■	■	■	■	■	■	■	■
8	■	■	■	■	■	■	■	■	■	■
9	■	■	■	■	■	■	■	■	■	■

■ = busy or unavailable console

■ = active or available console

Reset the BLF/CGM

Choose * RESET THE BLF/CGM from the main menu. The reset message appears on the screen.

This option allows you to reset all information in the BLF/CGM. All supplementary information is erased. Use this option if the memory has been corrupted, resulting in erroneous information in the BLF/CGM.

Dial * * * *, and all information stored in the BLF/CGM is erased. After all the information is erased, the main menu appears on the screen.

TO THE

PRESS THE MODE KEY
TO RETURN

MAIN MENU

OR

ENTER: * * * *
TO INITIALIZE THE
BLF/CGM AND ERASE
ALL STORED
INFORMATION.
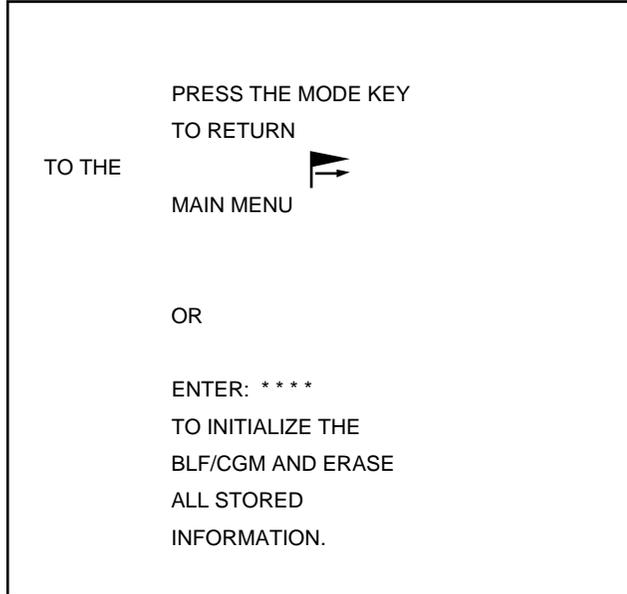
Blank screen

Choose 8 BLANK SCREEN from
the main menu. The screen of the
Busy Lamp Field/Console
Graphics Module goes blank.

Press the Mode key ▶| to return
to the main menu.

Displaying Call Waiting * information

Choose 1 CALLS WAITING from the main menu. A bar graph appears on the screen.

The bar graph shows the number of calls waiting on any four incoming call identification (ICI) keys. The number at the bottom of each bar shows how many calls are waiting in each queue, up to a maximum of nine. Each bar represents a maximum of five calls. If there are more than five calls in a queue, the bar stays at its peak.
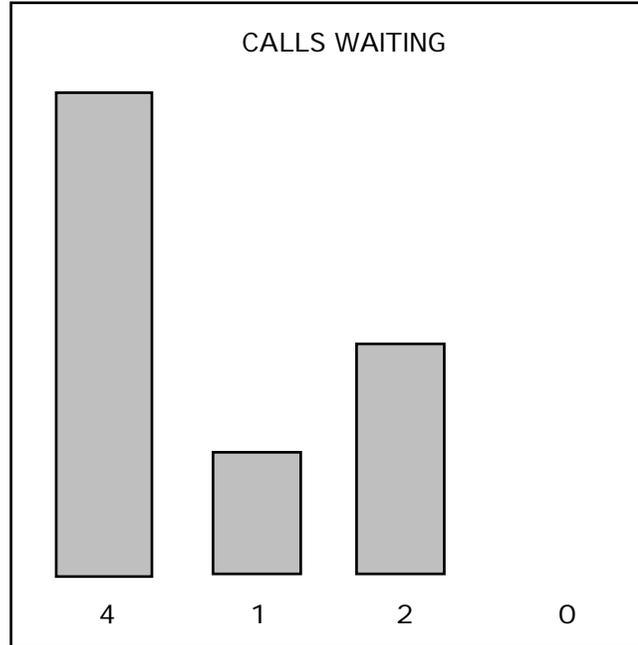
* The Calls Waiting option is only available on X11 International software.

CALLS WAITING

4   1   2   0

You can also display the total number of calls waiting on all ICIs, minus the number of calls waiting on already monitored ICIs. For example, you can set up the graph to monitor ICIs 1, 3, and 4, and reserve the last part to monitor the total number of calls on ICIs 2, 5, and so on.

Press the Mode key ⏩ to return to the main menu.

Displaying graphics*

Choose 3 GRAPHICS MODE from the main menu. A default graphic screen is available in this mode.

Press the Mode key ⏩ to return to the main menu.

Displaying text*

Choose 2 TEXT MODE from the main menu. The default text screen is available in this mode.

Press the Mode key ⏩ to return to the main menu.

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*   This feature will require graphics already developed on a computer and pasted to the BLF/CGM.

*   This feature will require text already developed on a computer and pasted to the BLF/CGM.

Displaying a logo

Choose 4. DISPLAY LOGO from
the main menu. The Northern
Telecom logo appears on the
screen.

Press the Mode key ⬛ to return
to the main menu.

MERIDIAN 1

Symptom	Solution
BLF/CGM display is blank.	Make sure SHIFT and `conf. 6/BLF` are activated (indicator is on). Press the Mode key ⇥ .
BLF/CGM display is locked or appears to be corrupted.	Unplug the console's system cable and plug it in again. Make sure the cable is firmly seated. If reseating the console's system cable has no effect, check that the BLF/CGM has been properly installed. See below.
Pressing the Mode key has no effect.	Check that the BLF/CGM has been properly installed. Refer to Northern Telecom Publication 553-3001-215, *Telephone and attendant console installation*.