
Meridian 1

Attendant PC Hospitality Services

Software User Guide

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Introducing the Meridian 1 Attendant PC



Welcome to the Meridian 1 Attendant PC software application. The Attendant PC software allows you to perform attendant console and call processing functions on a computer workstation using a mouse pointing device or keyboard within a Windows 95® or Windows NT® operating system environment.

Attendant PC Hospitality Services

These enhancements to the original Meridian 1 Attendant PC product provide a method of integrating the Meridian 1 Attendant PC Hospitality Services product with a hotel Property Management System (PMS) as well as the interface for other information systems. The following enhancements are provided:

- Real-time Attendant Directory Management based on information provided by the PMS system
- Enhanced Automatic Wake-up feature
- Enhanced Do-Not-Disturb feature
- Integration of Text Messaging Service with the PMS system
- Multiple Property Support

Note: Refer to "Attendant Hospitality Services" on page 151 for a detailed description of the enhancements to the Attendant PC product called the "Attendant PC Hospitality Services."

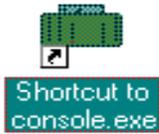
About the Attendant PC

This user guide describes how to set up the Tools menu, configure features, use the Attendant PC Help facility, do common call processing tasks and points you to the exciting new features that come with the Attendant PC software.

You can access the console functions by using the mouse to activate:

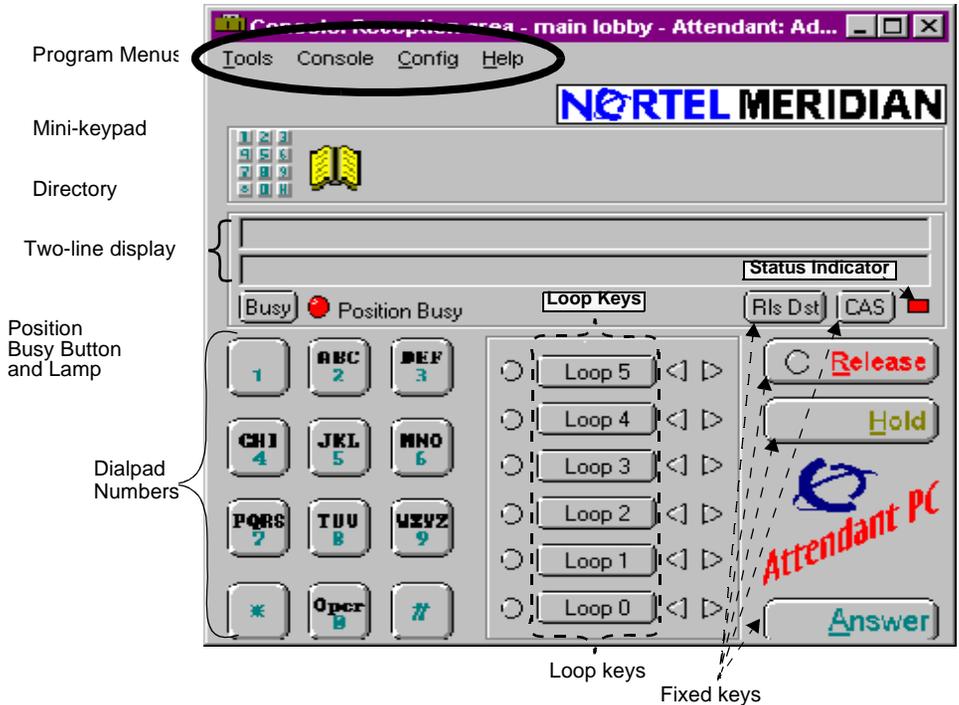
- Loop keys
- Incoming Call Indicator (ICI) keys
- Trunk Group Busy (TGB) keys
- Fixed keys (Release, Hold, Answer, Rls Dst, CAS)
- Flexible feature keys
- Virtual feature keys
- Hotkeys

Starting the Attendant PC



When your Attendant PC software is installed and a shortcut is created on your workstation desktop, simply double-click the icon "Shortcut to console.exe" to launch Attendant PC (Figure 1 displays the Attendant PC main screen).

Figure 1
Meridian 1 Attendant PC console display



Fixed keys

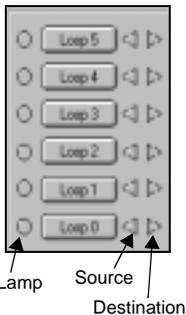


The Attendant PC fixed keys are described below:

- Click your mouse on **A**nswer to connect to the current incoming caller
- Click on **H**old to put the current caller on hold so you can answer another call or perform transferring or conferencing services
- Click on the **R**elease key to disconnect the current calling party.
- Click **Rls Dst** to release a called party, unanswered ringing, busy signal or an extension requesting a transfer.
- Click **CAS** to automatically reroute calls to a centralized attendant at the main location.

Loop keys

Loop keys allow the attendant to answer and originate calls from the Attendant PC.



There are six loop keys, numbered 0-5. There are two half-diamonds next to each pickup key to indicate each loop's status for:

- **Source:** the half-diamond on the left gives status at the call's source
- **Destination:** the half-diamond on the right displays status at the call's destination

In either case, the half-diamond may be off, flashing, or steady on:

- **Off:** no activity is occurring on the line whose half-diamond is off
- **Flashing:** the caller is waiting to be connected, or their line is on hold
- **Steady on:** the caller is connected to another party
- **Steady red:** the caller is busy

Incoming Call Indicator Keys



ICI key

Incoming call indicators (ICI) indicate the type of call coming to your console. The ICI keys help the attendant 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**.

Trunk Group Busy keys



TGB key

Trunk Group Busy Keys (TGB) enable you to deny users access to trunk groups and have calls to those trunk groups sent to your console instead. The lamps show the status of each group of trunks. You can create up to 20 trunk group busy (TGB) keys that deny users access to one or more trunk groups from 0 to 9. Refer to “Configuring the Console” on page 41 for a detailed description of TGB keys. The following indications display the status for each trunk group:

Steady on: you busied out all trunks in the group by pressing the TGB key.

Off: With the TGB lamp steadily lit, press the TGB key to turn the indicator off and permit access to the trunk group.

Flashing: All trunks in the group are busy.

Placing a call

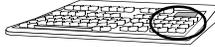
The Attendant PC supports four methods to dial in-house or outside:

Dialpad numbers



— Use your mouse to click on the dialpad numbers shown on the screen

— Use the numeric keypad on your PC's keyboard



Mini-keypad



— Drag and drop a highlighted telephone number into the mini-keypad near the top left corner of the console display

— Drag and drop highlighted text into the **Directory** icon near the top of the console display

Directory



For more information on call processing and feature activation, refer to “Meridian 1 Attendant PC call processing” on page 69.

Using the Attendant PC online help

Help Menu



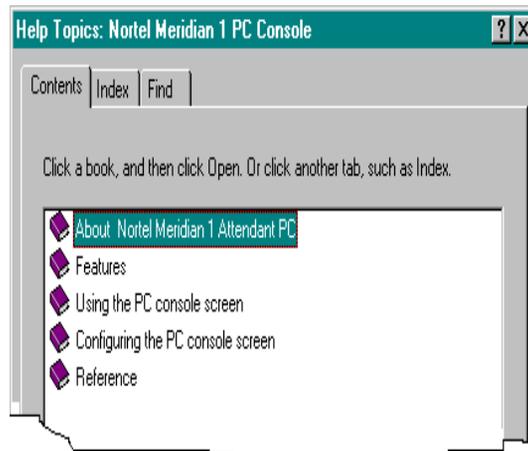
The onscreen **Help** provides information on using Attendant PC features, configuring the PC console, and reference sections which contains additional information such as a Glossary and Troubleshooting.

Figure 2
Attendant PC Help Topics

This user guide includes many references to Help. Many sections in the manual contain a table like the one shown below that lists Help keywords for you to search on in the Help index. This way, we can provide the details when you need them and where you need them: while you are administering to the typical operation of the Attendant PC.

To learn about...

Search the Help Index for...



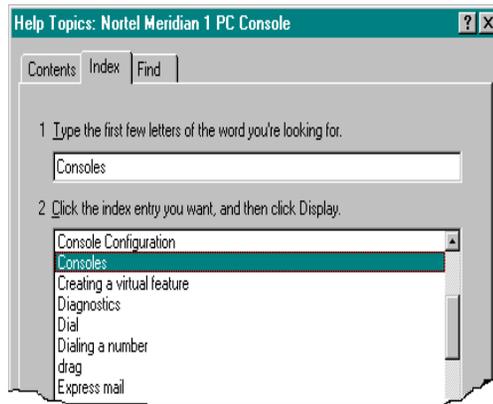
adding a new operator	new operator
adjusting the sound volume	volume

For more information on using Attendant PC online help, refer to “Using the Meridian 1 Attendant PC Help Facility” on page 145.

Using the Help Index feature

To locate information quickly, choose Index from the **Help** menu.

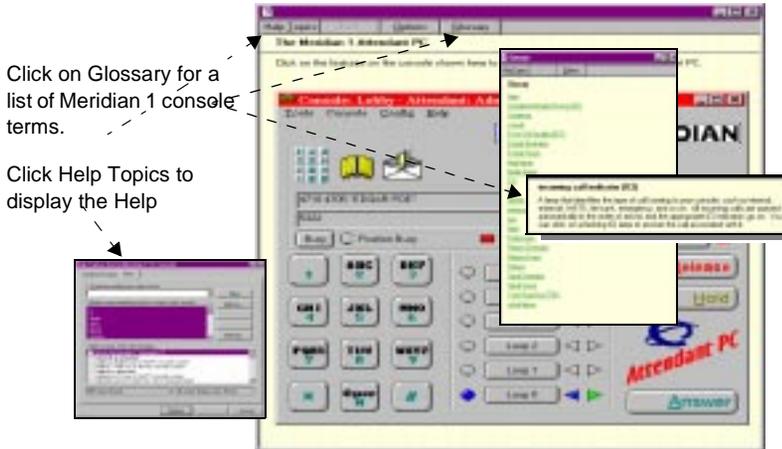
Figure 3
Attendant PC Help Index



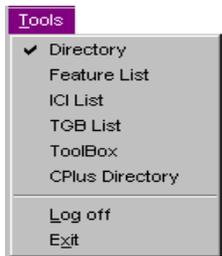
Exploring the Help Console

To locate comprehensive console information, use either the Help Contents, Find, and or Glossary functions.

Figure 4
Help Console window



Working with the Tools menu



The Tools menu represents an important work area on the Attendant PC desktop as shown in Figure 5. This is where you transact, administer and set up the fundamental call processing activities. It is also a unified work area for making decisions on how to process or route a call.

The **Tools** menu contains the following eight submenus:

Directory: Contains directory names, telephone numbers, and other access information for you to use as needed.

Feature List: Lists the features you selected from the Meridian 1 Attendant PC **Config** menu. These features are accessible to you because they were programmed in advance on the Meridian 1 switch.

ICI List: Lists the ICI (Incoming Call Indication) keys that are available to you because they are programmed on your Meridian 1.

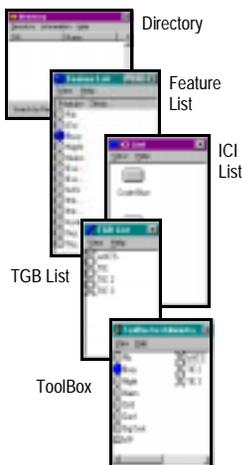
TGB List: Trunk Group Busy keys that are accessible to you.

ToolBox: Contains features, ICIs, and TGB keys that you have customized to administer the PC Attendant console activities.

CPLUS Directory: Enables you to upload CPLUS directory files from a diskette.

Log off: Logs you out of the Attendant PC console.

Exit: Quits the Meridian 1 Attendant PC software program.



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. A window displays (Figure 5) listing the features accessible to your Meridian 1 Attendant PC console.)

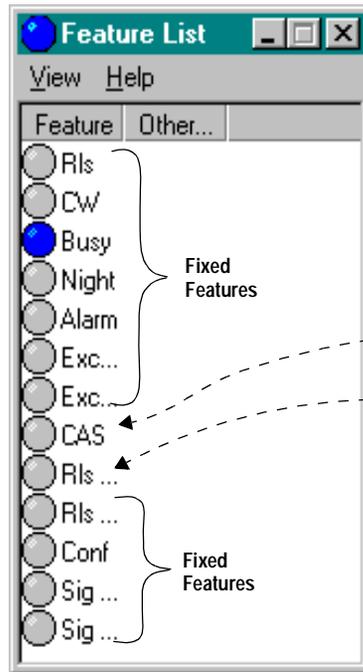
To activate a feature, double-click on the feature in the **Feature List**.

Figure 5
Feature List display window



Tip

Use the **View** menu to display features as large or small icons, or in a list as shown in this figure.



Tip

You can also use the **CAS** and **Rel. Call** fixed feature buttons on the console to reroute and release calls.

Fixed features

Fixed features are standard in all Attendant PC workstations and cannot be edited or removed. The thirteen fixed features shown in Figure 5 are:

- Alarm
- Call Waiting
- Exclude Destination
- Make Set Busy
- Release
- Release Source
- Signal Source
- Centralized Attendant Service
- Conferencee
- Exclude Source
- Night Service
- Release Destination
- Signal Destination

Flexible features

Flexible features are created when they meet the needs of the business they serve. A flexible feature is assigned by a system administrator and given a key label and definition in the Attendant PC software.

Before a flexible feature may be accessed from the Feature List, it must be configured under the Flex Keys tab. To configure a flexible feature to appear in the Feature List:

- 1** Select **Console Configuration** from the **Configuration** menu.
- 2** Click the **Flex Keys** tab.
- 3** Pull-down on one of the available Flex Keys and select the desired feature.

Virtual features

Virtual feature keys allow you to consolidate multiple key strokes into one keystroke. Virtual features (Figure 6) are created using the **Features** tab in the **Console Configuration** menu.

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
Jan Dee's Pager

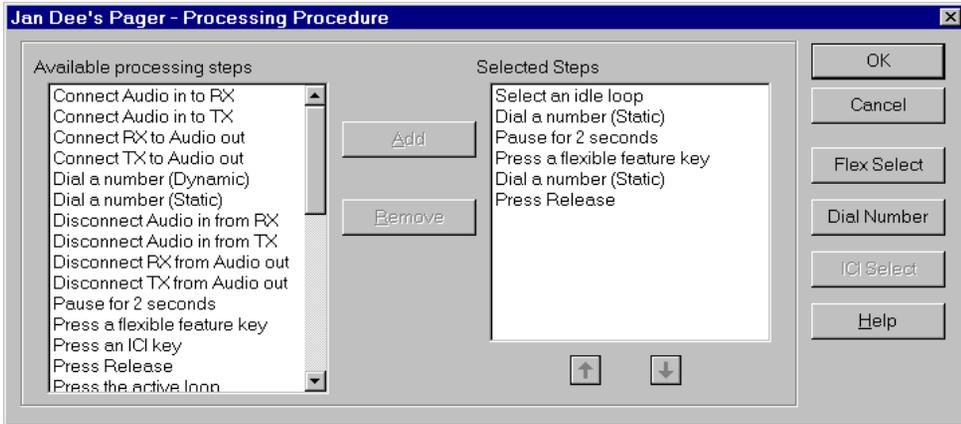
Key Label:
Jan's Pager

Type
 Virtual
 Flexible feature key

Master feature (cannot be altered)

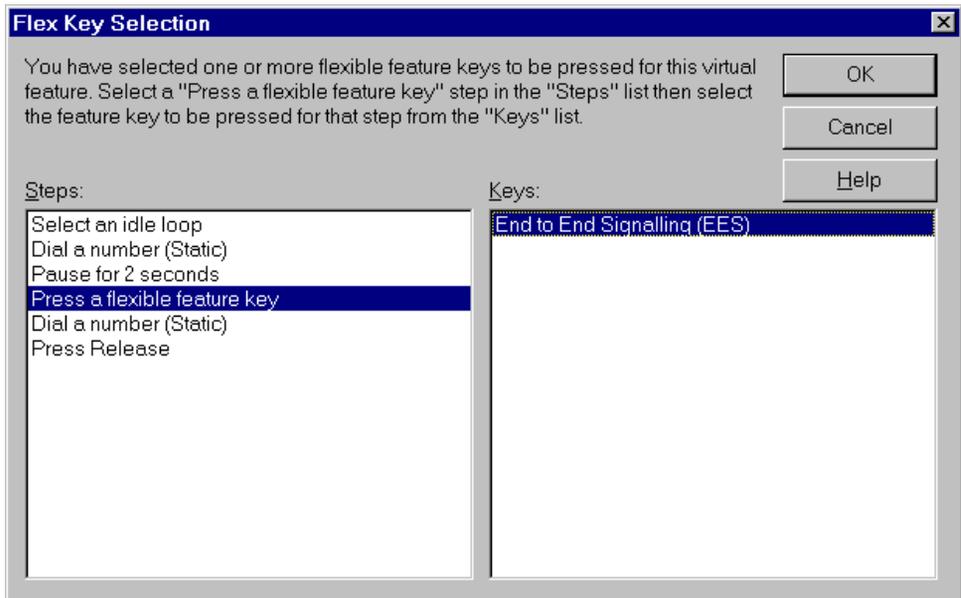
OK
Cancel
Processing
Remove
Help

6 Select the steps that make up the virtual feature.



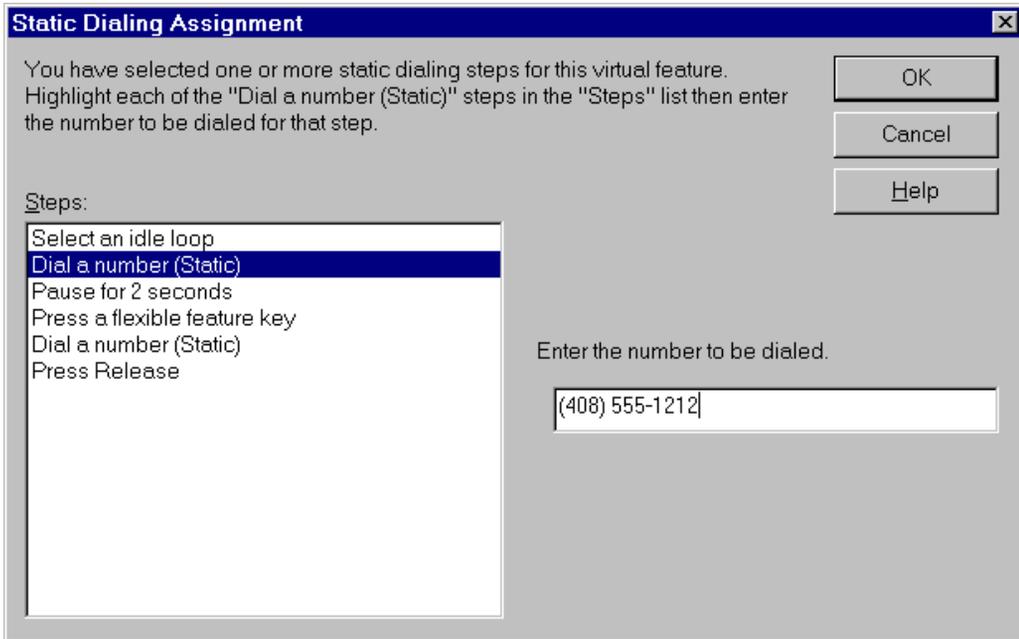
Highlight the appropriate processing steps in the **Available Processing Steps** list box and click Add. The steps appear in the Selected list box. Use the Remove button and the Arrow buttons to edit the Selected list box.

- 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**.

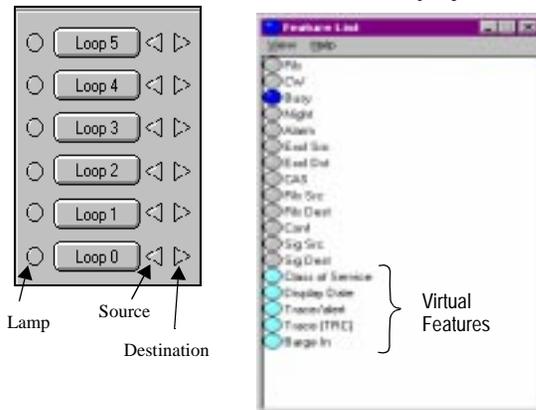


8 Click **OK**.

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

Note: Definitions for all features, as well as ICI's (Incoming Call Indicators) and TGB's (Trunk Group Busy keys), are provided in the section "List of Terms" and also in the Glossary and other help screens on the Console.

Figure 6
Virtual List display window



Using the ICI List



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

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.

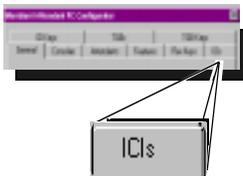
Besides telling you the nature of a call, the ICI indicator also gives you an idea of the number of calls of that type that are queued and how long the calls have been queued:

- **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.

ICIs tab



Adding an ICI key

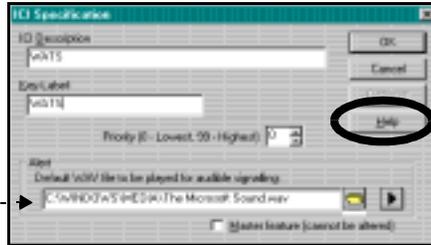
The following procedure describes how to add an ICI key.

- 1 Click New to bring up the popup dialog shown in Figure 7.



The path and location of the default directory where the target WAV files reside are shown as:

Figure 7.
ICI specification window



Click Help for detailed information on ICI specifications.



Click the Play button to hear the selected default sound.

- 2 Define a new ICI Description, Key Label and path to the location of the default WAV file designated for audible signaling.
- 3 Click **OK** to save the ICI key.

The key label entry you created is now displayed on the ICI list that you selected from the **Tools** menu.

- 4 Now, (while still in the ICIs window) click the **ICI Keys** tab to associate a new ICI key with each number (0-19) as described in “The ICI Keys tab” on page 59.
- 5 Click **OK** to save the ICI key.
- 6 Select the “ICI List” from the **Tools** Menu to see the new oval-shaped “button” associated with the ICI key assignment you just made. You can see a sample “ICI List” in Figure 8 on page 22.

ICIs List



Using the ICI Keys page

ICI Keys tab



Figure 8 displays the **ICI Keys** window on which you can pair up to twenty ICI's with one of the key numbers (just three ICI keys are defined in this sample window).

To view the "ICI Keys" display bar, click the  to associate an ICI key with each number (0-19).

Select the "ICI List" from the **Tools** Menu to see the new oval-shaped "button" associated with the ICI key assignment you just made.

Figure 8
ICI Keys display window.

Lists the ICIs that have been assigned using the **New** button.

ICI Key	ICI	ICI Key	
0	Cable Drive	10	<None>
1	Disk 0*	11	<None>
2	VP	12	<None>
3	<None>	13	<None>
4	<None>	14	<None>
5	<None>	15	<None>
6	<None>	16	<None>
7	<None>	17	<None>
8	<None>	18	<None>
9	<None>	19	<None>

Please note:
These ICI assignments must match the setup information in the Master CD-ROM must be configured for ICI2 to use ICI 10 thru 19.

Buttons: OK, Cancel, Help

Callout 1: Click, then select a number choice to associate an ICI key assignment.

Callout 2: Click Help on how to assign ICI Keys to the ICI Feature 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.

Adding a TGB key

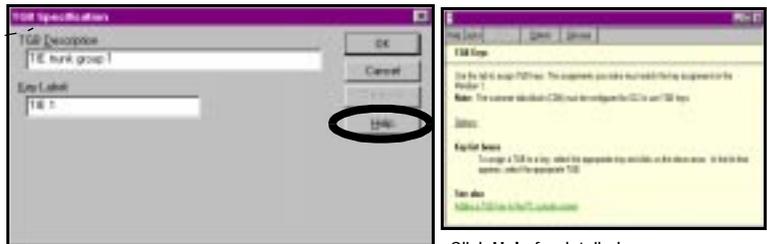
- 1 Click **New** to bring up the popup dialog shown in Figure 9.
- 2 Define a new TGB Description and Key Label.
- 3 Click **OK** to save the TGB key.

The key label entry you created is now displayed in the TGB list that you select from the **Tools** menu.



Lists the TGBs that have been assigned using the **New** button.

Figure 9
TGB specification window

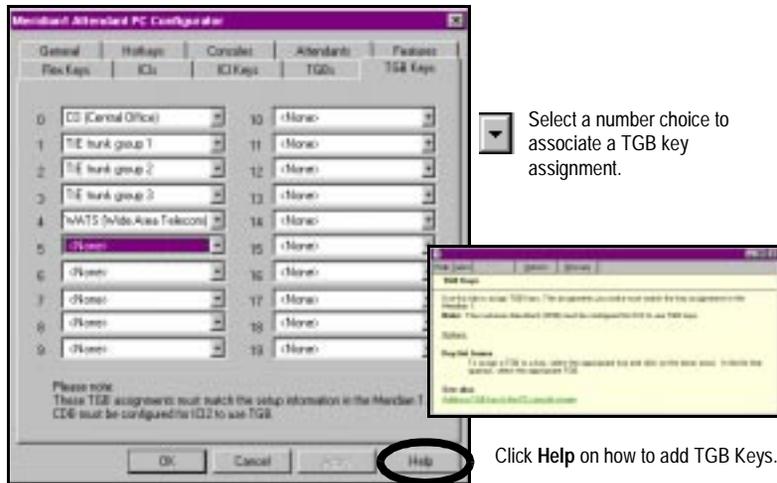


Click **Help** for detailed information on TGB specifications.



- 4 While still in the TGBs window click the **TGB Keys** tab to associate a new TGB key with each number (0-19) as described for “Flex keys” on page 56.

Figure 10
TGB Keys display window



- 5 Click **OK** to save the TGB key.
- 6 Select the "TGBI List" from the **Tools** Menu to see the new  shaped "button" associated with the TGB key assignment you just made.

Building a ToolBox

The Attendant PC **ToolBox**, allows you to store the features that you use the most in one window. Once you build a toolbox, you no longer need to display the ICI and TGB directory windows except as needed. All features (fixed, flexible, and virtual) are now available to you in one central display window (Figure 19) instead of three.

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.

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

An empty Toolbox window is displayed on your desktop.

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

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

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

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

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

The TGB List window appears on your desktop.

11 Drag and drop the features you use the most from the Feature List window to the Toolbox window (see Figure 11 on page 26).

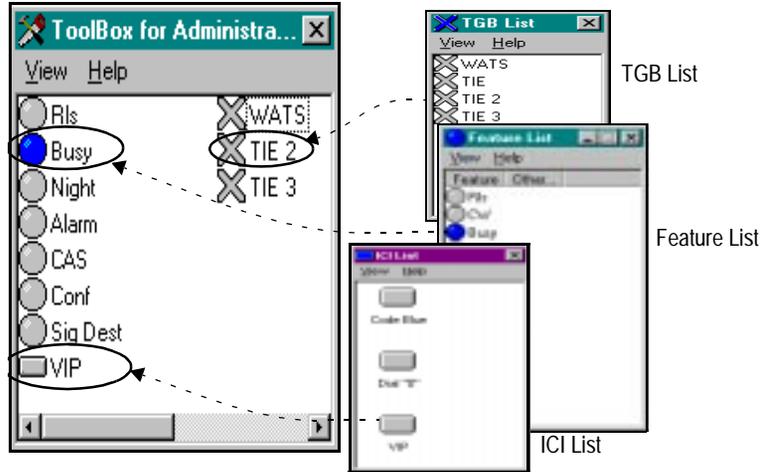
12 Repeat step 3 for the ICI List keys and the TGB List key.

Figure 11
Sample Toolbox window



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.



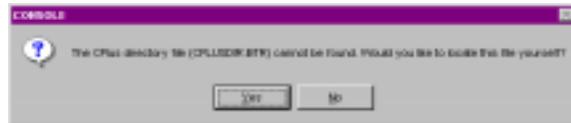
Accessing the CPLUS Directory

The following procedure shows you how to use the CPLUS Directory function to access CPLUSDIR.BTR directory numbers from a diskette for uploading into the Meridian 1 Attendant PC Data folder for transfer to your personal Directory.

- 1 Select **CPLUS Directory** from the **Tools** menu.

A dialog displays prompting you that the CPLUS directory file CPLUSDIR.BTR cannot be found (Figure 12).

Figure 12
CPLUS Directory dialog



- 2 Click **Yes** to locate the CPLUS file.

The CPLUS Directory “Look in” window is displayed (Figure 13).

- 3 Click the  to display the 3 1/2 Floppy (A:) drive icon.

Figure 13
CPLUS Directory Look in display



Click here to access the drop down devices window.



Tip

Drag and drop a directory entry to the  icon to dial a user's number automatically.

- 4 Select the CPLUSDIR.BTR file and click **O**pen.

The CPLUSDIR.BTR file is uploaded to the Meridian 1 Attendant PC Data folder

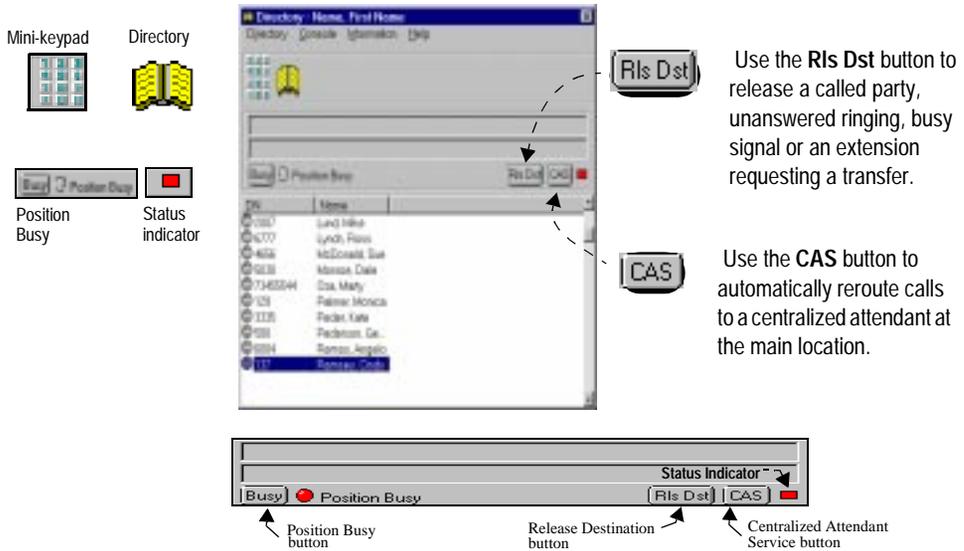
Using the Directory

The **Directory** is a principal component of the **Tools** menu. All Attendant PC call processing activity is initiated from this key resource. The Directory also records individual records for fast information retrieval.

Overall, the Directory functions as a “mini console” containing a two-line display, Position Busy, RIs Dst, CAS buttons, Mini-keypad, and Directory icons and Directory Help facility (Figure 14). You can also assign “hot keys” to one or more keys to activate a specific function if you prefer using keyboard shortcuts (see “The Hotkeys tab” on page 46).

Note: The Directory console functions just like the main console except there is no global console Help, dialpad numbers or loopkeys which allow you to assign an outgoing call or answer an incoming call.

Figure 14
Directory console display



Starting the Directory

You can launch the Directory in two modes—with the mini-console attached or with the default Directory List only.

The following procedure shows you how to enable the mini-console option.



- 1 Select the **T**ools menu and click **D**irectory.
- 2 Click the **D**irectory menu and **P**roperties to display the **D**irectory **P**roperties page (Figure 15).
- 3 Check the box labelled “Include console functions”.
- 4 Click **O**K.

The Directory with attached mini-console is displayed on your workstation desktop.

Figure 15
Main Properties page



Indicate a ✓ in the box to “Include console functions” to launch the directory console.



Click the Help button to open a book or use the Index tab to locate information on setting up the directory display.

Note: Leave the box labelled “Include console functions” unchecked to display the Directory without the mini-console option (Figure 15).

Figure 16
Directory mini-console and Directory default displays



Tip

You can assign “hot keys” to one or more keys to activate a specific function if you prefer using keyboard shortcuts (see “The Hotkeys tab” on page 46).



Directory with mini-console option



Default Directory

Creating a Directory entry

A **Directory** entry or “row” listed in the work area of the Directory window (Figure 17) relates to a record for that entry. Each record defines a profile which is contained within the following two tabs:

General tab

- Extension - DN
- Last and First Name and Title
- Access Code
- Status

Address tab

- Street Address
- City
- State
- Postal Code (Zip)



To obtain help at any time on “Getting Started” and “Using the Directory”, click on **C**ontents in the Directory **H**elp facility.

Note: You can browse a view of the Directory Window by pressing the **F1** key.

The following procedure shows you how to create a directory entry.

- 1 Select **Directory** from the Console's **T**ools menu (Figure 17).



Tip

To see additional details on an entry, double click the text information in the entry:

Figure 17
Directory display window



Tip

Double click the ☺ icon or drag and drop an entry on the ☒ icon to dial a user's number automatically.

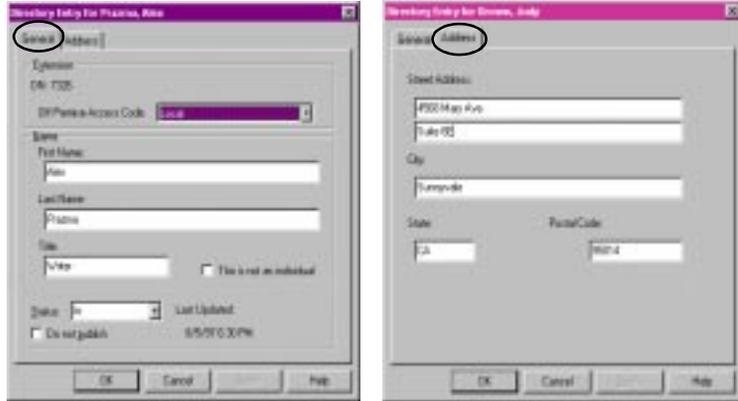


2 Click on **Directory** to select the **New** page.

Here is where you enter **General** information for *each* person you want listed in your directory (Figure 18).

3 Click the **Address** tab to provide profile information for each personal entry.

Figure 18
General and Address tab displays



After supplying the appropriate information for both General and Address pages:

4 Click **Apply** and then **OK**.

The new entry is displayed in the Directory window.

The following procedure shows you how to set the properties for an entry in the Directory window.



Setting the Directory properties

1 Click **Directory** to select **Properties**.

The **Directory Properties** page displays five tabs that allows you to:



Columns



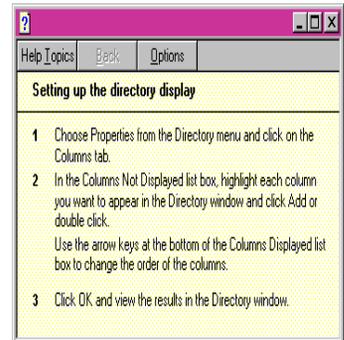
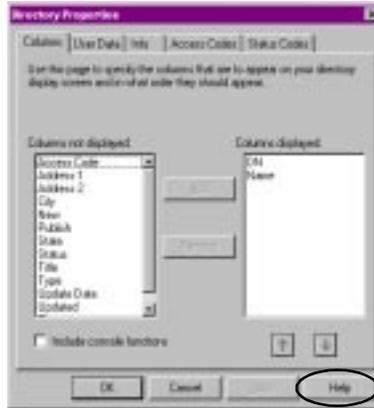
Double click on a column item to move it quickly between “not displayed” to “displayed” areas.

These Help topics contain **green underlined text**. You can click the green text to see descriptions for setting, positioning, and removing columns.

Specify the columns (Figure 19) that appear on your directory display screen and in what order they should appear:

2 Click **Columns**.

Figure 19
Columns display window



Click the Help button to see instructions for setting up the directory display.

The **User Data** tab (Figure 19) allows you to label custom columns. Column labels that you type here appear on the Columns tab, where they can be selected to display in the Directory window.

User Data

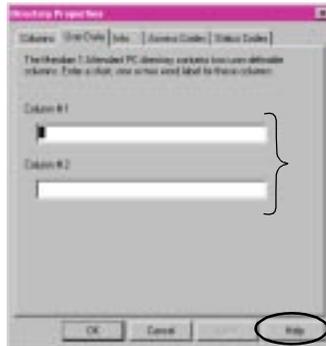
Note: Custom columns can be used to order the directory. For example, if you label a column “Site” and display the column in the Directory window, clicking on the column label for Site arranges the directory by site in ascending alphabetical order.

The following procedure shows you how to label custom columns for display in the Directory window:

Labeling Custom Columns

- 1 Click **User Data (Figure 20)**.

Figure 20
User Data display window



The Directory contains two user definable columns. Enter a short, one or two word label for these columns.

Click the Help button to see information on labelling custom columns.

- 2 Click **Apply** and then **OK**.

Use the **Info** tab (Figure 21) to label tabs for storing additional information on directory entries. You can label from 1-14 tabs. For each label you enter, a tab appears in the Directory Entry window.

Labeling tabs for the Directory

Info

The following procedure shows you how to label tabs so they appear in the Directory entry window:

- 1 Click **Info**.

Figure 21
Info display window



Click the Help button to see information on creating label tabs.

- 2 Click **Apply** and then **OK**.

Access Codes

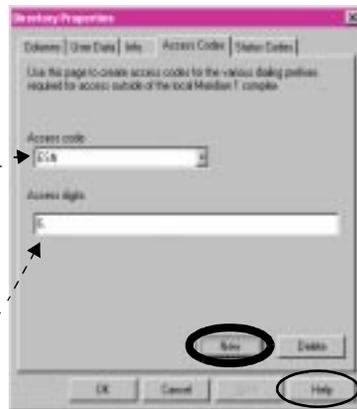
Access Codes (Figure 22) are one or more digit(s) that are dialed by a console within the telephone system prior to dialing an outside call. These codes determine access to features and trunk facilities so that the Meridian 1 Attendant PC can route calls correctly.

The following procedure shows how to define the access codes for dialing outside numbers.

Defining access codes

- 1 Click **Access Codes**.

Figure 22
Access display window



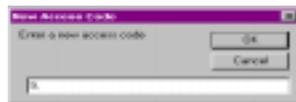
These digits make up the access code.

Valid characters include: 0-9, T, and comma (,). All other characters are ignored.

If the access number must have Touch Tone DTMF, include a T immediately before and after the portion that requires the tones.

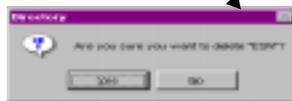
Click the Help button to see information on creating label tabs.

Add New Access Code



Prompts you for the new access code for an entry.

Delete an Access Code



Click the Delete button to remove a selected access code.

- 2 Click **Apply** and then **OK**.

Creating a status code

Status Codes

Status Codes (Figure 23) provide information about the user or the extension. The status codes can be selected for an entry and displayed in the Directory window.

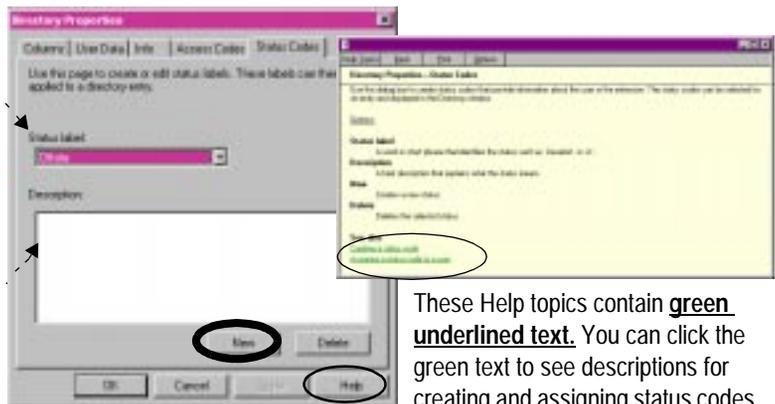
The following procedure shows how to create status codes for a selected entry:

- 1 Click **Status Codes**.

Figure 23
Status display window

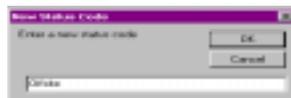
A word or short phrase that identifies the status such as Vacation or In.

A brief description that explains what the status means.



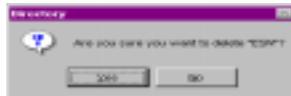
These Help topics contain green underlined text. You can click the green text to see descriptions for creating and assigning status codes to a user.

Add New Status Code



Prompts you for the new status code for an entry.

Delete a Status Code



Click the Delete button to remove the selected status code.

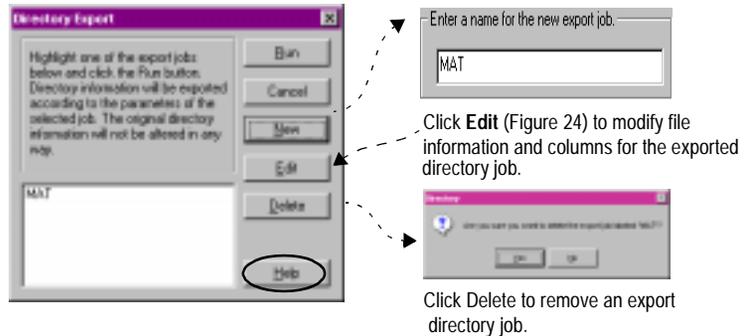
- 2 Click **Apply** and then **OK**.

Exporting Directory dialing numbers

The following procedure shows you how to export Directory sources.

- 1 Click **Directory** to select **Export** (Figure 24).
- 2 Click **New** to enter a name for the new export job.

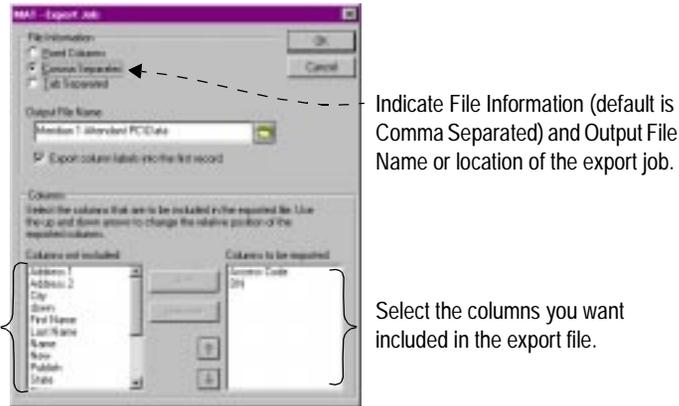
Figure 24
Export display window



Click the Help button to see information on Exporting jobs using the Contents, Index, and Find tabs.

The Export Job window displays (Figure 25).

Figure 25
Export Job display window



Double click on a column item to move it quickly between “not displayed” to “displayed” areas.

- 3 Click **OK**.

Importing Directory dialing numbers

The following procedure shows you how to import Directory sources.

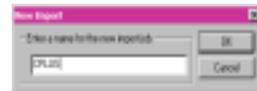
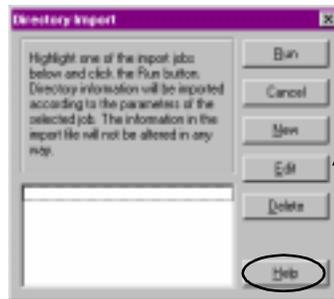
- 1 Click **D**irectory to select **I**mport (Figure 26).
- 2 Click **N**ew to enter a name for the new import job.

Figure 26
Import display window

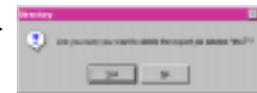


Tip

Click the Help button to see information on Importing jobs using the Contents, Index, and Find tabs.



Click **E**dit (Figure 24) to modify file information and columns for the imported directory job.



Click **D**elete to remove an import directory job.

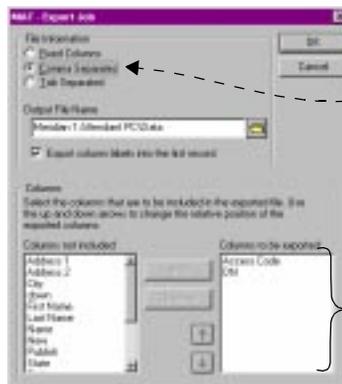
The Import Job window displays (Figure 27).

Figure 27
Import Job display window.



Tip

Double click on a column item to move it quickly between “not displayed” to “displayed” areas.



Indicate File Information (default is Comma Separated) and Output File Name or location of the import job.

Select the columns you want included in the import file.

- 3 Click **O**K.

Changing a directory number (DN)

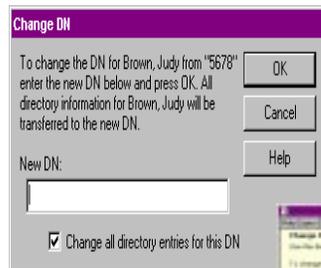
The **Change DN** function enables you to quickly access and transfer a directory entry to a new directory number as shown in Figure 28.

The following procedure shows you how to change an existing directory number.

- 1 Click **Directory** to select **Change DN**.

The Change DN dialog box is displayed (Figure 28).

Figure 28
Change DN display window



Indicate the new DN (dialing number) for a direct entry. All directory information is transferred to the new DN.

Click the **Help** button to see Help Topics on changing the DN using the Contents, Index, and Find tabs.



- 2 Click **OK**.

Searching the directory

Use the Search Directory function to locate directory entries by name or directory number (Figure 36).

Figure 29
Search Directory display



Indicate a name, first or last, or DN and click OK to start the search process.

Logging off the Attendant PC

Use the **Log off** function when you are ready to end your time at the console. All of your personal console settings such as the ToolBox, Directory and customized features (lists) are automatically saved.

For further information on any of the **Tools** topics discussed in this section, consult the Help Facility to locate the following tabular subjects:

To learn about...	Search the Help Index for...
Setting up the directory display	dial
Ordering entries in the directory	dialing a number
Searching the directory	column label
Assign a status code	status
Dialing out	dial
Building a Toolbox	toolbox

Working with the Config menu



This section describes how to set up your Meridian 1 Attendant PC console, discusses considerations that affect how you configure your console and presents a series of step-by-step procedures designed to familiarize you with the fundamental aspects of configuring your console.

The Config menu displays four commands:

- **Console Configuration**
Lets you set up your Virtual Features, ICI, and TGB keys.
- **Interface Properties**
Lets you specify voice volume, call waiting, handset, relay and diagnostic characteristics.
- **Configure Port**
Enables you to select a COM port for the Meridian 1 Attendant PC.
- **Change Password**
Permits you to set passwords for multiple attendants.

Console Configuration

When you select Console Configuration, Attendant PC displays the following tabs:

- General • Flex keys
- ICI • Hotkeys
- ICI keys • Consoles
- TGB • Attendants
- TGB keys • Features

The General tab

Within the General tab, the system administrator or attendant must provide a response to each of the following items listed on the General page (Figure 30). This ensures that your console is fully configured. All items except the password (optional) must be supplied:

- Access number for Express Mail
- Click the checkbox if a password is required to operate the Meridian 1 Attendant PC
- Indicate the location and name of the default WAV file for audible signaling
- Indicate the pause length, in milliseconds; the duration of a delay that is generated when a comma appears in a typed-in number for dialing.



Tip
Requires an assigned access number assignment before the mail tool can be displayed on the main console display.

Make sure that End-to-End Signaling (EES) is defined as a flexible feature.

Select the WAV file and signaling folder icon.



Figure 30
General tab display

The following procedure shows you how to configure the Voice Mail icon.

- 1 First, ensure that End-to-End Signaling (EES) is set up as a flexible feature by verifying it is listed in the Feature List under the **Tools** menu.
- 2 Choose **Console Configuration...** under the Config menu.
- 3 Select the **General** tab



 Click the Play button to hear the selected default sound.

 **Tip**

Click the Help button to see a list of general configuration options.

- 4 Type the access number for Express Mail in the appropriate text box.

The 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 31).
- 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.

Hotkeys tab

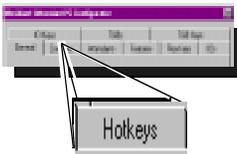
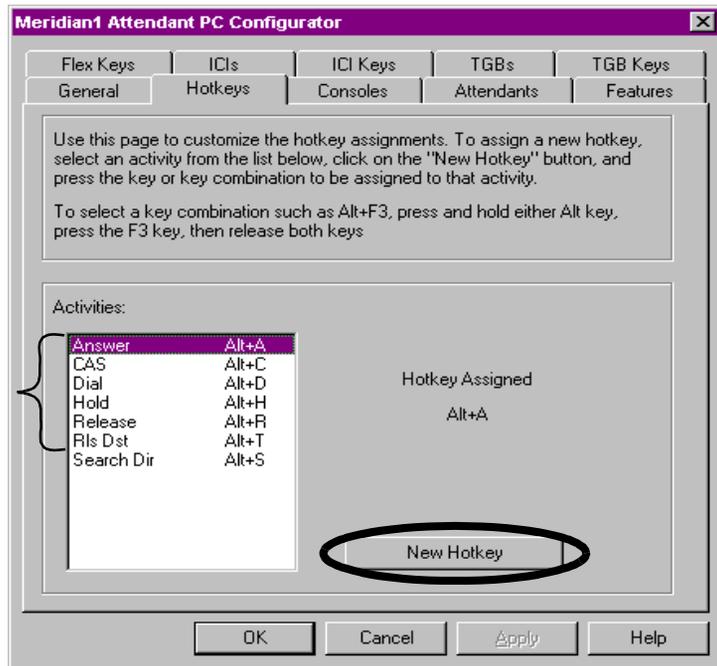


Figure 31
Hotkeys tab display

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 key, 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. If you prefer to use single key hotkeys it is suggested that you limit your selections to one of the function keys F2 through F12.

The Consoles tab



The **Consoles** tab (Figure 32) is where you register the Attendant PC console software and define the WAV file used for audible signalling by entering the following:

- **Console’s serial number** — **Full name of the console**
- Name of WAV file designated for audible signalling

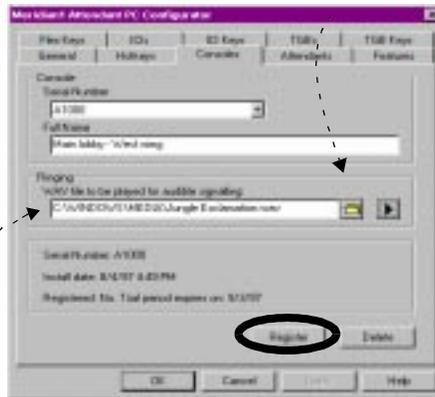


Tip
We encourage you to register your Meridian 1 Attendant PC application by telephone as soon as you have installed the software.

Select the location and WAV file for audible signalling by opening the folder icon. 

Click **Register** to display the Console Registration form.

Figure 32
Consoles display windows



 Click the Play button to hear the selected default sound.

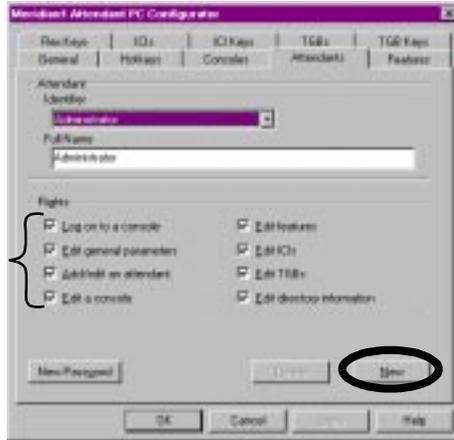
Click **Register** to display the Console Registration window. Provide the registration code and note your company’s name, address, installation code, and serial number before you telephone the software manufacturer.

The Attendants tab



The **Attendants** tab (Figure 33) displays a security page that allows privileges to each person identified by role and full name. A ✓ indicates specific access rights for individual user profiles.

Figure 33
Attendants display window



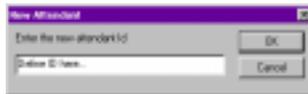
Click the Help button to see a list of Attendant properties and descriptions.



Click each level of access rights for a new or existing attendant.

To add an additional attendant, click **New**. A “New Attendant” dialog box is displayed as shown below. The user name is limited to 20 characters.

Add New Attendant



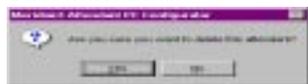
Prompts you for the new attendants name or user ID.

New Attendant Password ↓



You can assign a password for each new attendant. Assigning a password is optional.

Delete New Attendant ↓



Click the Delete button to remove an attendant from the list of identified attendant users.

The Features tab



The Features tab displays the following flexible features that are programmed in advance by the system administrator:

- Auto Dial
- Barge-In
- Busy Verify
- Calling Party Number
- Controlled Class of Service
- Display Calls Waiting
- Display Source
- Malicious Call Trace
- Message Indication
- Paging
- Speed Call Controller
- Stored Number Redial
- Automatic Wake-Up
- Break-In
- Call Park
- Charge Account
- DID Route Control
- Display Destination
- Do-Not-Disturb Group/Individual
- Message Cancellation
- Meter
- Routing Control
- System Speed Call Controller

Adding a flexible feature

1 Make a list of up to twenty features you would like on your Attendant PC Console.

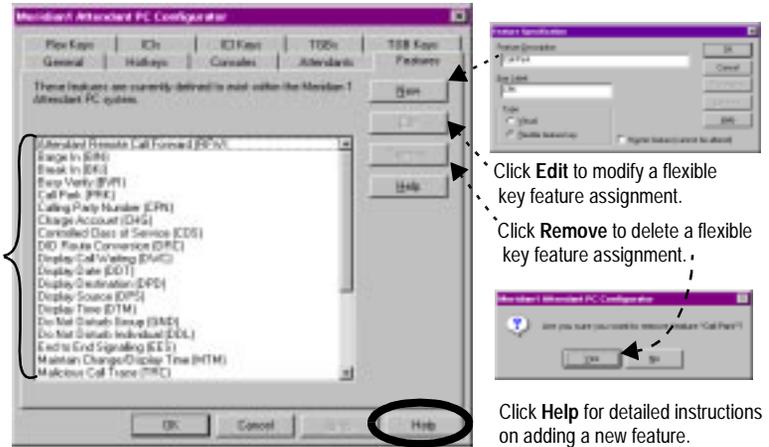
Note: Every preferred feature must be programmed in advance on your Meridian 1 for use from your PC workstation display.

After you have defined your feature key and click **OK**, your new feature is displayed in the features list.

2 Select **Features** to access the Features script page. The Features page is shown in Figure 34.

3 A page is displayed with blank areas for entering the feature description, key label, and type (“Virtual” or “Flexible Feature Key-Meridian 1”).

Figure 34
Features display window



4 Click **OK**. Your feature is now displayed on:

- the Features page of the **Console Configuration** menu, shown above in (Figure 34)
- the Flex Keys list, shown in Figure 34.

Note: Many of these features described in later sections of this guide are defined briefly in the section “List of terms” on page 173.

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:

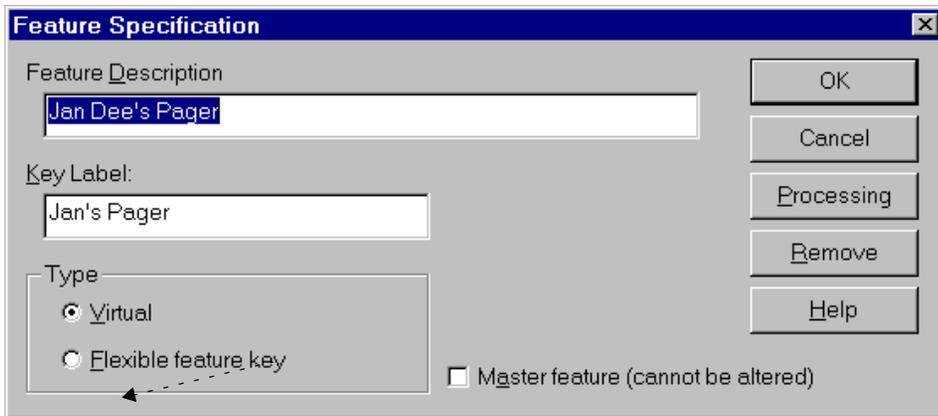
- select a loop key
- dial the pager number
- pause 2 seconds
- press End-to-End Signalling key
- input your return number
- end with a # key
- press Release

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

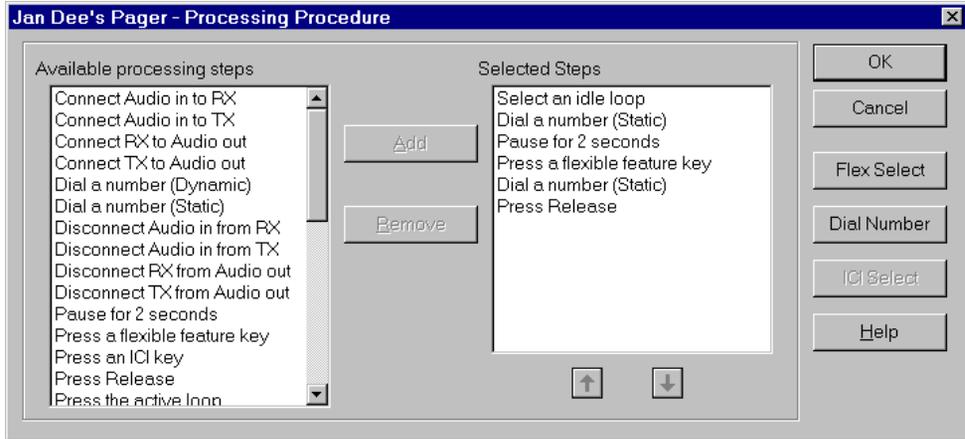
To create a Virtual Feature key:

- 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**.



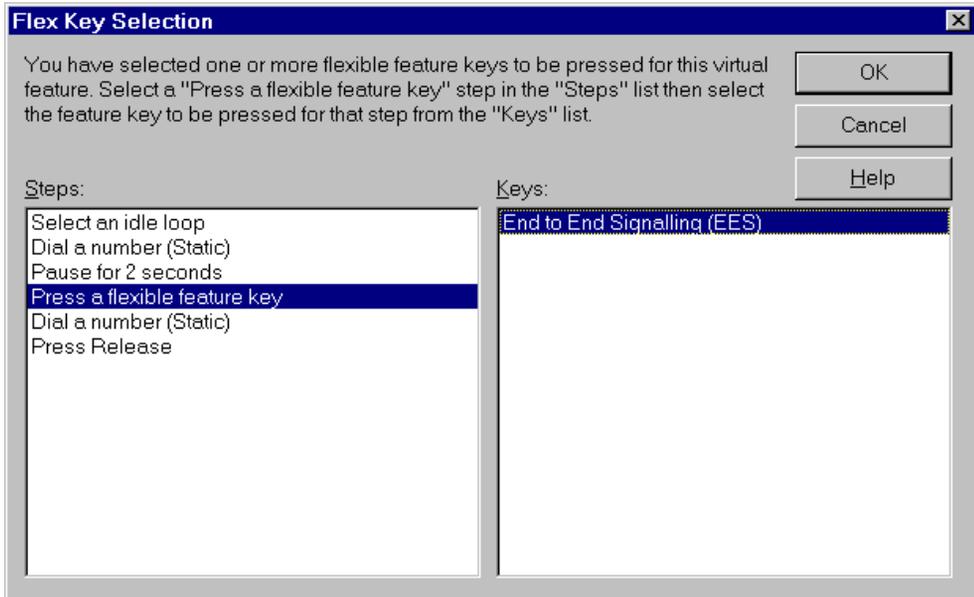
6 Select the steps that make up the virtual feature.



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.

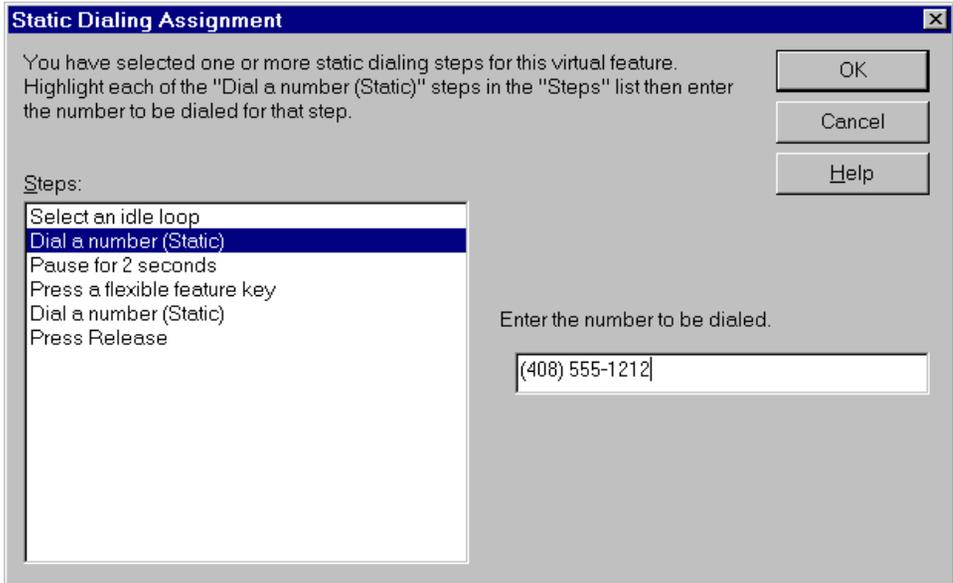
7 Define each step in the **Selected** list box that requires a flexible key, an ICI key, or a number to be dialed.

- 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**.



8 Click **OK**.

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

The Flex Keys tab

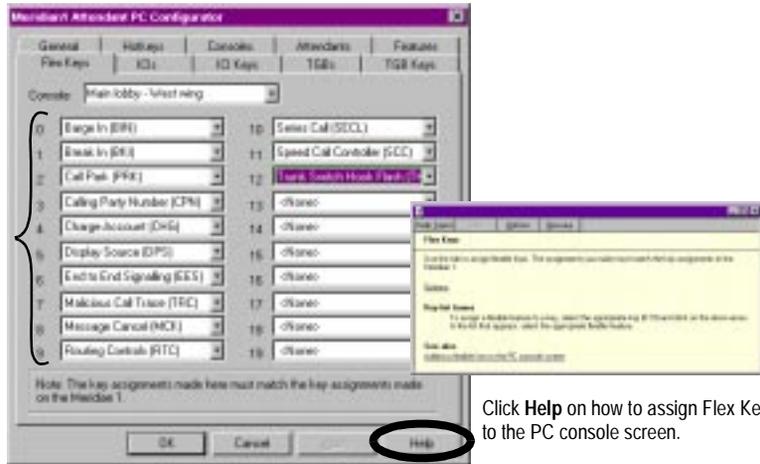


You can assign features called “Flexible Features” to **Flex Keys** which enable you to access flexible features quickly. An example of the Flex Keys window is shown in Figure 35.

- 1 Click the  button to access the pull-down menu that displays one Flexible Feature chosen by you for each key number.

The Flexible Features defined here have been predefined in advance by systems staff for the Meridian 1.

Figure 35
Flex Keys display window



Assign a flexible feature to a flex key number and click **OK**.

Pressing this flex key number on the dialpad during a call, initiates the function of the flexible feature.



Click **Help** on how to assign Flex Keys to the PC console screen.

To view the key or lamp that you will use to activate the feature:

- 2 Select **Feature List** from the Console screen's **Tools** menu

The new feature is displayed as a light blue lamp symbol in the Features List window (Figure 34).

The ICI tab



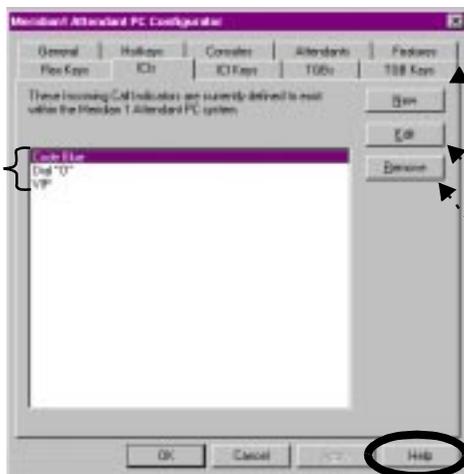
Adding an ICI key enables you to create labels and edit some features of **ICIs**. ICIs are designated in the Meridian 1 by systems staff, then assigned to a key in the console. The software displays this list when you select the ICI's List from the **Console Configuration** menu. The following procedure shows you how to list the ICI features that are available on your Meridian 1. An example of an ICIs window is shown below in Figure 36. The available ICI keys are:

- Dial "0"
- Intercept
- Listed Directory Number
- Message Center
- TIE, WATS
- Call Forward No Answer; Call Forward Busy
- Interpositional Call
- LD0 (local line 0), LD1
- Recall
- Fx (Foreign Exchange)

Figure 36
ICIs display window

Lists the ICIs that have been created using the **New** button.

Pressing this ICI key number on the dialpad during a call initiates the function of the ICI key assignment.



Click **New** to create an ICI description, Key Label and path to the location of the WAV file designated for audible signalling.

Click **Edit** to modify a new or existing ICI description.

Click **Remove** to delete an ICI key description.



Click **Help** on how to assign ICI Keys to the ICI Feature List.

Note: ICI2 must be defined in your Meridian 1 in order to assign ICI keys 10-19. For further information regarding ICI2, consult your system administrator.

The following procedure shows you how to add an ICI key.

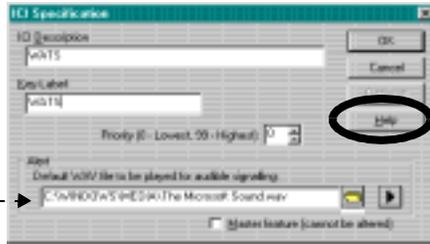
Adding an ICI key

- 1 Click New to bring up the popup dialog shown in Figure 37.



The path and location of the default directory where the target WAV files reside are shown as:

Figure 37.
ICI specification window



Click Help for detailed information on ICI specifications.

 Click the Play button to hear the selected default sound.

- 2 Define a new ICI Description, Key Label and path to the location of the default WAV file designated for audible signalling.

- 3 Click **OK** to save the ICI key.

The key label entry you created is now displayed on the ICI list that you selected from the **Tools** menu.

- 4 Now, (while still in the ICIs window) click the **ICI Keys** tab to associate a new ICI key with each number (0-19) as described earlier for “Flex keys” on page 56.

- 5 Click **OK** to save the ICI key.

- 6 Select the “ICI List” from the **Tools** Menu to see the new oval-shaped “button” associated with the ICI key assignment you just made. You can see a sample “ICI List” in Figure 38 on page 59.

ICIs List



The ICI Keys tab



Figure 38 displays the **ICI Keys** window on which you can pair up to twenty ICI's with one of the key numbers (just two ICI keys are defined in this sample window).

To view the "ICI Keys" display bar, click the to associate an ICI key with each number (0-19).

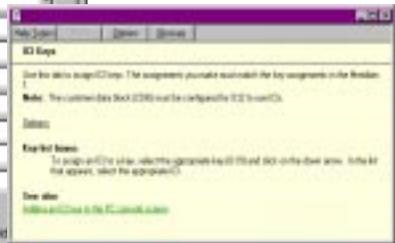
Select the "ICI List" from the Iools Menu to see the new oval-shaped "button" associated with the ICI key assignment you just made.

Figure 38
ICI Keys display window.

Lists the TGBs that have been assigned using the **New** button.



Click, then select a number choice to associate an ICI key assignment.



Click **Help** on how to assign ICI Keys to the ICI Feature List.

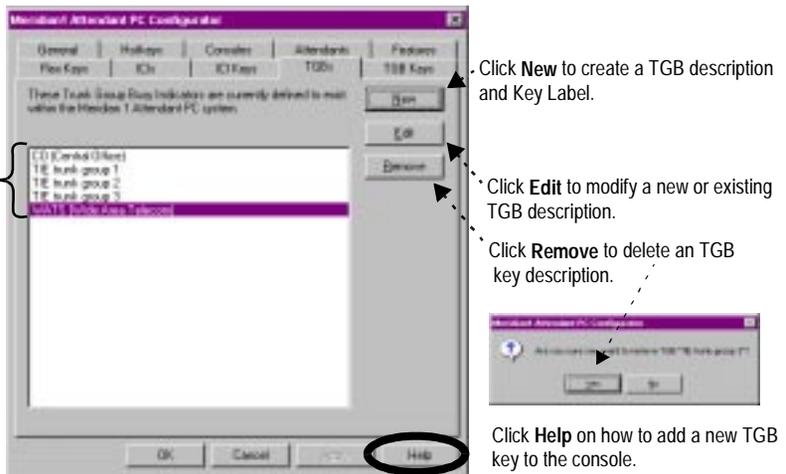
The TGB tab



TGBs (Trunk Group Busy) keys enable you to deny users access to trunk groups and have calls to those trunk groups sent to your console instead. The lamps in the TGB list window show the status of each group of trunks. You can create up to 10 trunk group busy (TGB) keys that deny users access to one or more trunk groups from 0 to 9. An example of the TGBs window is shown below in Figure 39.

Figure 39
TGBs display window.

Lists the TGBs that have been created using the **New** button.

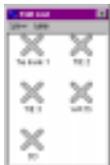


Note: The customer data block (CDB) must be configured for IC12 to use TGB keys.

The following procedure shows you how to add a TGB key.

Adding a TGB key

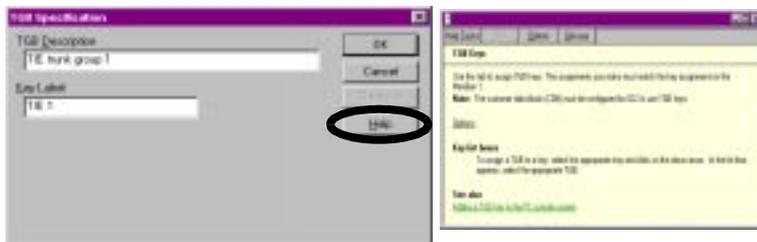
TGBs List



- 1 Click **New** to bring up the popup dialog shown in Figure 40.
- 2 Define a new TGB Description and Key Label.
- 3 Click **OK** to save the TGB key.

The key label entry you created is now displayed in the TGB list that you select from the **Tools** menu.

Figure 40
TGB specification window

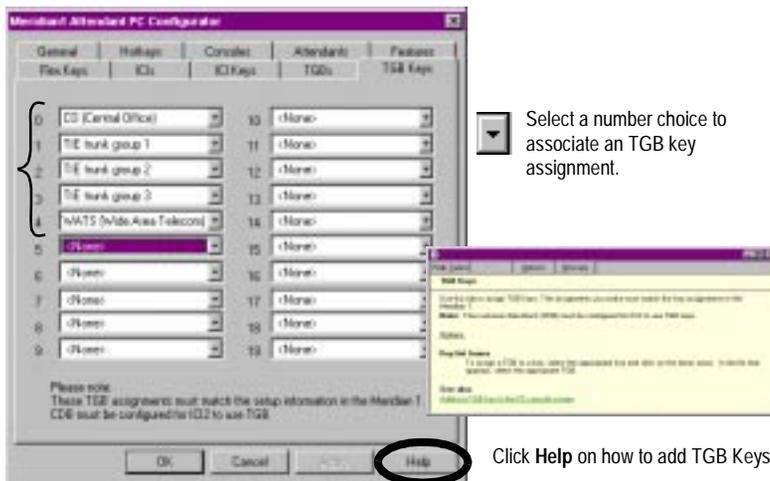


Click **Help** for detailed information on TGB specifications.

4 While still in the TGBs window click the **TGB Keys** tab to associate a new TGB key with each number (0-19) as described earlier for “Flex keys” on page 56.

TGB Keys

Figure 41
TGB Keys display window

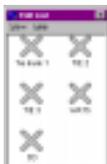


Lists the TGBs that have been assigned using the **New** button.

Select a number choice to associate an TGB key assignment.

Click **Help** on how to add TGB Keys.

TGBs List



5 Click **OK** to save the TGB key.

6 Select the “TGBI List” from the **Tools** Menu to see the new  shaped “button” associated with the TGB key assignment you just made.

Interface Properties

The **Interface Properties** screen displays five tabs, each of which allows you or your system administrator to perform a different setup task.

The Alerter tab

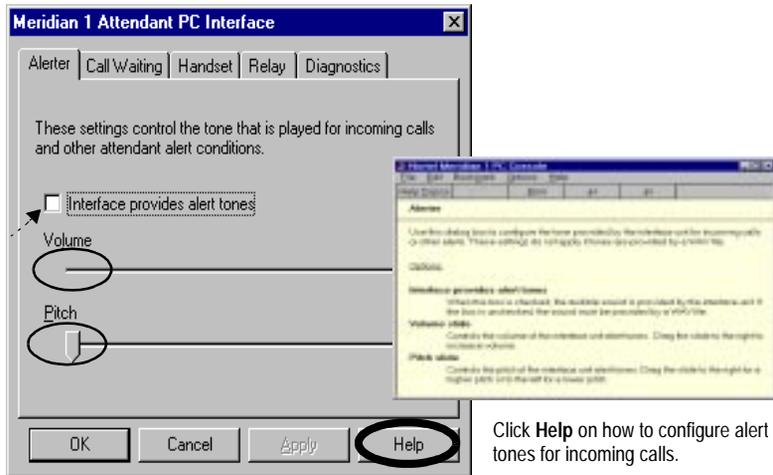
The Alerter page shown in Figure 42 allows you to control alert tone characteristics. The system plays the alert tone for operator alert conditions, including incoming calls.



Figure 42
Alerter display window

Indicate a ✓ in the box for enabling of alert

Adjust volume and pitch with slide settings using the mouse.



Click **Help** on how to configure alert tones for incoming calls.

Note that the above screen provides:

- a check box to indicate that you want alert tones provided
- mouse-operated “slides” on the screen to set volume and pitch levels

The Call Waiting tab

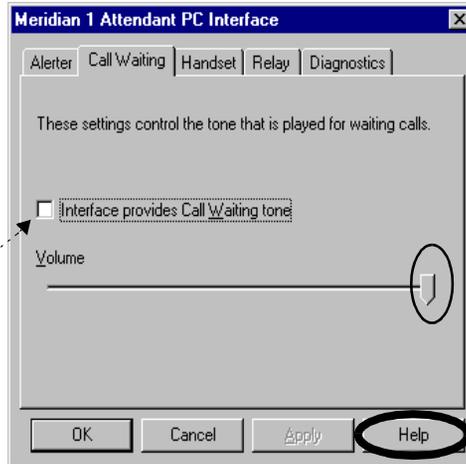
Call Waiting

The **Call Waiting** tab allows you to notify the system whether you want a Call Waiting tone via a checkbox (see Figure 43). In addition, a mouse-operated slide is provided so you can determine the volume of the Call Waiting tone.

Figure 43
Call Waiting display window

Indicate a ✓ in the box for enabling of alert tones.

Adjust volume and pitch with slide settings using the mouse.



Click **Help** on how to configure alert tones provided by the interface unit for Call Waiting.



To return to the list of topics, click Help Topics.

The Handset tab



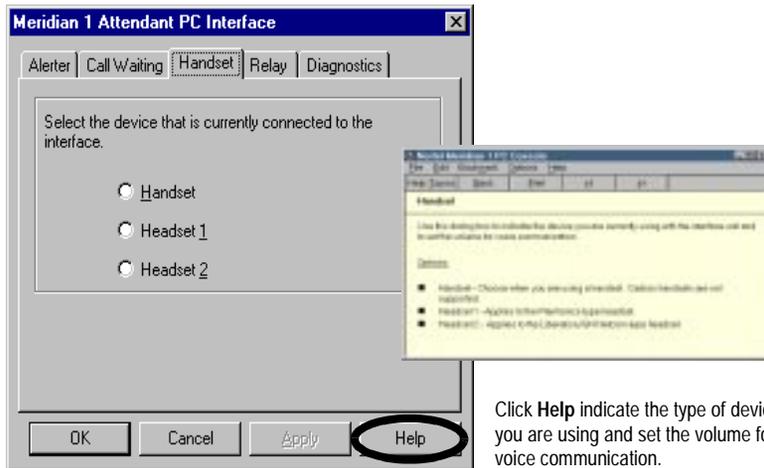
You have a choice of connecting any of three receiving units to the Attendant PC:

- Handset
- Headset 1 (one earpiece)
- Headset 2 (two earpieces)

Click the name of the device you intend on using on the Handset page shown in Figure 44.

Note: Make sure you plug the headset or handset into the Attendant PC correctly. If you plug it in upside down, callers will not be able to hear your voice.

Figure 44
Handset display window



Click **Help** indicate the type of device you are using and set the volume for voice communication.

Note: You must make a choice when you are using a headset. Carbon headsets are not supported.

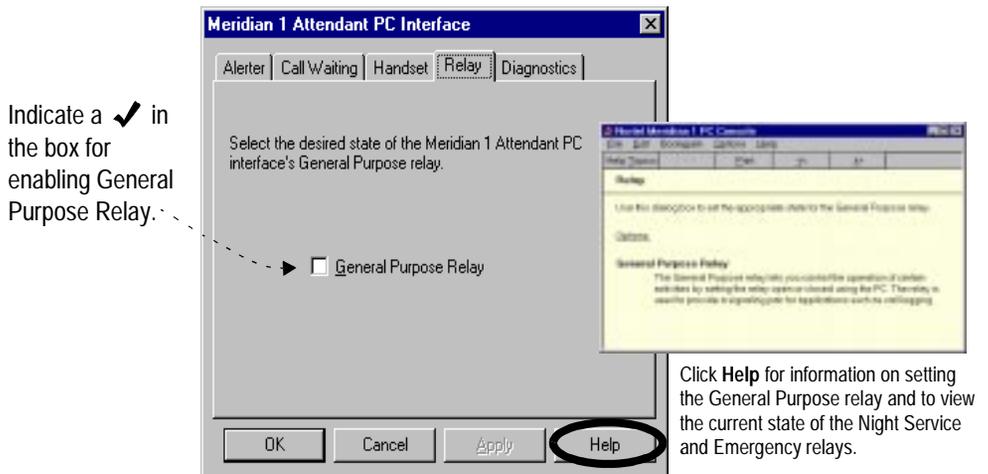
- Headset 1 - Applies to the Plantronics-type headset.
- Headset 2 - Applies to the Liberation/GN Netcom-type headset.

The Relay tab



The Attendant PC uses relays to configure how a telephone may be answered when the attendant is not available, such as during an emergency (fire, earthquake), or off-hours (night or weekend service). For example, a recording may play during a recording, and a night/weekend call may be transferred to someone in the company's security personnel. Each relay triggers the applicable program from Meridian 1 software. Refer to Figure 45 to see how you can select the mode you want.

Figure 45
Relay display window



The Diagnostics tab



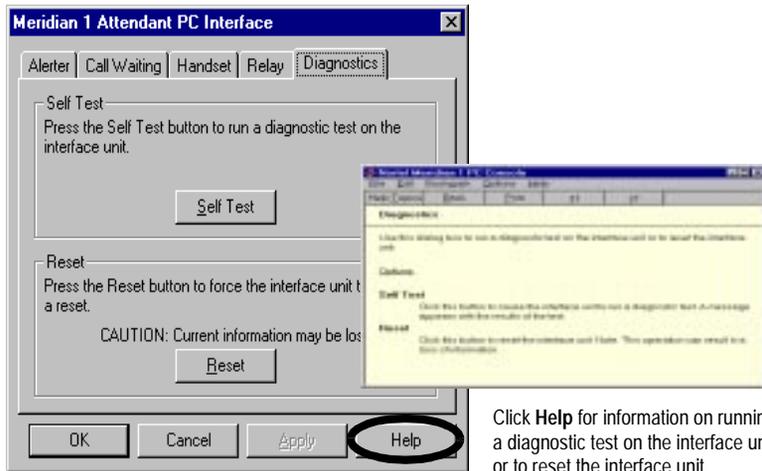
The **Diagnostics** tab allows you (or the system administrator) to perform the following actions (see Figure 46):

- **Self Test** button to initiate a diagnostic self test on the Meridian 1 Attendant PC interface unit.
- **Reset** button to reset the Meridian 1 Attendant PC interface unit to its default status.

Note: Performing a **Reset** could result in loss of current information.

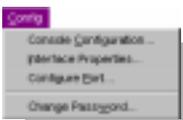
- **Send LoopBack** button to check communications between the Meridian 1 Attendant PC and the Meridian 1.

Figure 46
Diagnostics display window



Click **Help** for information on running a diagnostic test on the interface unit or to reset the interface unit.

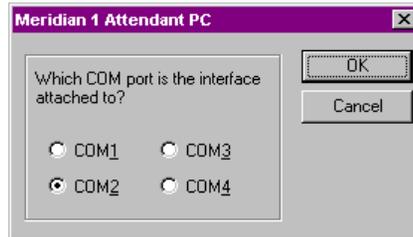
Configure Port



The **Configure Port** option listed on the **Config** menu allows you to select a COM Port which is required for your Meridian 1 Attendant PC. Refer to Figure 47.

An open “COM” port permits a connection between your PC workstation and the Meridian 1 Attendant PC.

Figure 47
COM Port display window

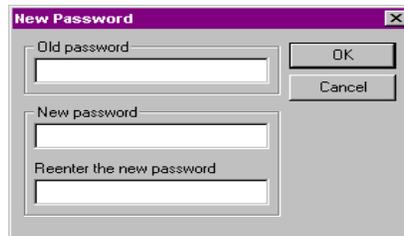


Change Password



The **Change Password** option listed on the **Config** menu allows you to enter a new password and verify the change by re-entering the password (see Figure 48).

Figure 48
Change Password display window



For further information on any of the **Console Configuration** topics discussed in this section, consult the Help Facility to locate the following tabular subjects:

To learn about...

Search the Help Index for...

Editing general parameters Requiring a password Setting up the voice mail icon	General
Attendants Edit TGBs TGB List	TGBs
Adding a flexible key to the PC console screen Building an attendant's toolbox Creating a virtual feature	Features
Adding an ICI key to the PC console screen ICI Keys editing ICIs	ICIs

Meridian 1 Attendant PC call processing

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.

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



2 Click the appropriate loop 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 to an idle extension

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 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.

Extending a call to a busy extension (with Camp-on)

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



1

Dial the requested extension.

The Excl Src indicator goes on during dialing. The Destination indicator flashes; the extension is busy.



2a

If you do not hear a busy signal and the caller wishes to wait, you can camp the call onto the busy extension by clicking the Release button.

If you do hear a busy signal after dialing the requested extension, either a call is already camped onto that extension, or Camp-on is not allowed on that extension.

The Release indicator goes on; you are free to process other calls.



2b

If you do hear a busy signal after dialing the requested extension and the caller wishes to call back later, click the Rls Dst. button, and then the Release button to end your connection in the call.

The Destination indicator goes off; the called extension is released from the console. The Release indicator goes on; you are free to process other calls.

Note: If a camped call is not answered within the set time, it is returned to you.

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.

Extending a call to a busy extension (with Hold)

To extend a call to a busy extension which is not allowed camp-on, or which already has a call camped onto it, you can place the caller on hold. You must then reenter the call periodically to see if the extension is free.

**1**

Dial the requested extension. The Excl Src indicator in the Feature List goes on during dialing. You hear a busy signal and the Destination indicator flashes; the extension is busy and not allowed camp-on.

**2**

Click the Rls Dst button.

The Destination indicator goes off; the called extension is released from the console.

**3a**

If the caller wishes to call back later, click the Release button.

The Release indicator goes on; you are free to process other calls.



3b

If the caller wishes to wait, click the Hold button, then the Release button to end your connection in the call.



The loop indicator flashes slowly. The Release indicator goes on; you are free to process other calls.



4

Check periodically to see if the extension is free. To reenter the call, click the loop key beside the slowly flashing loop indicator, then dial the extension again.

The loop indicator goes on steadily.

Holding a call on a loop key

In some cases you may receive a call from someone who wishes to be transferred to several different extensions in turn. You can hold the call on a loop key so that the caller remains connected to your console when the called party hangs up.



1

Dial the requested extension.

The Excl Src indicator in the Feature List goes on during dialing. You hear ringing. The Destination indicator flashes slowly.



2

Click the Hold button before or after the called party answers.

The loop indicator flashes slowly.



3

Click the Release button to free yourself to answer calls on other loop keys.

The Release indicator goes on.

4

The called party answers.

The Destination indicator goes on steadily. The loop indicator continues to flash slowly.



5

When the called party hangs up, the Destination indicator goes off. Click the loop key beside the slowly flashing loop indicator to reenter the call.

The loop indicator goes on steadily. The Destination indicator is off; you may extend the call to another party.

Note 1: When you only wish to put a call on hold, answer it, click the Hold button, and then Release.

Call Park

Call Park enables you to put a call on hold without occupying a loop key on your console. You can, for example, hold a call on a Call Park extension while paging a called party.

Feature List



1 You wish to park a call, perhaps because the caller requests you to page someone. Click Park from the Feature List.

The Park indicator in the Feature List goes on.

2a If a Call Park extension is available, it is assigned to the call and displayed automatically. Make a note of the call and the Call Park extension. The Destination indicator flashes slowly.



2b Click the Release button. Page the called party and deliver the Call Park extension. [An unanswered parked call is returned to your console after a set time.] The Destination indicator goes off; the call is parked. The Release indicator goes on.

3 If no Call Park extension is available, nothing is displayed. Either take a message or place the call on Hold.

The Destination indicator flashes.

Timed recall from an unanswered extended call

If a called extension does not answer within a set time (usually 30 seconds), the call is automatically returned to your console. The recall incoming call indicator (ICI) goes on to signal this type of call.

**1**

You receive a timed recall from an unanswered extended call. Click the Loop key beside the flashing Source and slowly flashing Destination indicators. The tone stops and the Loop and Source indicators go on steadily; you are connected to the caller. You hear ringing at the called extension. The recall ICI is on.

**2**

Click the Rls Dst button. Ringing at the called extension stops. The Destination indicator goes off.

**3a**

If the caller does not wish to wait, click the Release button. The Release indicator goes on; you are free to process other calls.



3b If the caller wishes to wait, dial the extension again. [If the caller wishes to be transferred to another extension instead of waiting or calling back later, you can dial a new number now.] The Excl Src indicator in the Feature List goes on during dialing. The Destination indicator flashes slowly.



4 Click the Release button to end your connection in the call. The Release indicator goes on; you are free to process other calls.

Timed recall from an unanswered parked call

A parked call, if unanswered, is returned to you after a set time.



1 You receive a timed recall from an unanswered parked call. Click the Loop key beside the flashing Source and slowly flashing Destination indicators. The tone stops and the Loop and Source indicators go on steadily; you are connected to the caller. The recall ICI, and call park indicators are on.



2a If the caller wishes to remain parked, click the Release button. The call is parked on the original call-park number. The Release indicator goes on; you are free to process other calls.



2b If the caller wishes to end the call, click RIs Dst, then the Release button. The call is unparked. The Source indicator goes off and the Release indicator goes on; you are free to process other calls.

Recall from an extension using LINK or ATT RECALL

An extension user, while talking to someone on the phone, may recall you by clicking ATT RECALL, or by clicking LINK once and dialing your number, depending on the type of extension. The recall ICI goes on.



- 1 You receive a recall. Click the Loop key beside the quickly flashing Destination indicator. The tone stops and the Loop and Destination indicators go on steadily; you, the party originating the call, and the original caller are connected. The recall ICI and Source indicators go on.



- 2 Click the Rls Dst button. (if the recaller has not already released). The Destination indicator goes off; the recaller is disconnected.



- 3 If the caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.



- 4 Click the Release button to end your connection in the call. The Release indicator goes on; you are free to process other calls.

Note 1: This recall procedure describes a call that was originally extended through your console (Source and Destination indicators both active).

Note 2: If you wish to activate the Secrecy feature, which excludes the caller until connected to the called party, click Excl Src before extending the call.

Recall from an extension using Transfer

An extension user, while talking to someone on the phone, may recall you by clicking Transfer and dialing your number. The recall ICI goes on.



- 1 You receive a recall. click the Loop key beside the quickly flashing Source indicator. The tone stops and the Loop and Source indicators go on steadily; you and the recaller are connected. The recall ICI is on.



- 2 When the recaller clicks Transfer again, you and the original caller are connected. If the caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.



- 3 Click the Release button to end your connection in the call. The Release indicator goes on; you are free to process other calls.

Recall from an extension using Conference

An extension user, while talking to someone on the phone, may recall you by clicking Conference and dialing your number. The “0” ICI goes on.

**1**

You receive a recall. click the loop key beside the quickly flashing Source indicator. The tone stops and the loop and Source indicators go on steadily; you and the recaller are connected. The “0” ICI is on.

**2**

When the recaller clicks Conference again, you, the recaller, and the original caller are connected. If the original caller wishes to be transferred, dial the new extension. The Excl Src indicator goes on during dialing. The Destination indicator flashes slowly.

**3**

Click the Release button to end your connection in the call.

Note: This recall procedure describes a call that was not originally extended through your console (Source indicator active, Destination indicator off).

Recall to Same Attendant

This feature functions the same way as normal call recall, with an enhancement. Previously, calls recalled to the first available attendant. With this feature enabled calls you extended can be queued to return to you only when you are idle. If you are busy, the calls remain in queue until you are available. The following types of calls and recall that can be queued to you for recall are listed below:

- Interattendant calls
- Meter recalls
- Slow answer recalls
- Park recalls
- Camp-On recalls
- Call Waiting recalls

Calling an extension

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

**1**

Click an idle loop key. The loop indicator beside it goes on.

**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 the Release button to end the call. The Release indicator goes on; you are free to process other calls.

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.

The loop indicator beside it goes on.



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. The Release indicator goes on; you are free to process other calls.

Trunk-to-trunk call

A user, while outside the system, may call to request access to an outgoing trunk.



1 You answer an incoming trunk call and the caller requests access to an outgoing trunk. Dial the trunk access code, then dial the requested number. The Excl Src indicator goes on during dialing. You hear dial tone after dialing the trunk access code, and ringing after the number. The Destination indicator goes on steadily.

2 When the called party answers, you may talk privately. The Destination indicator remains on. The Excl Src indicator remains on.



3 Click the Release button to connect the calling and called parties. The Release indicator goes on; you are free to process calls on other loop keys (see Note).

Note: If neither of the trunks involved in the call has answer supervision, the call is automatically held on the loop key. When both parties hang up, the Source and Destination indicators remain on. Click the loop key and then Rls Src from the Feature List and Rls Dst and Release again.

Through-dialing

Extension or tie line users may request access to numbers or trunks which they are restricted from accessing themselves. Once you have accessed the trunk, the user is free to dial out. You can provide through-dialing to all but fully restricted extensions.



- 1** You receive a call from a restricted extension or tie trunk. Click the loop key beside the quickly flashing Source indicator. The tone stops. The loop key and Source indicators go on steadily. The appropriate ICI is on.



- 2** The caller requests access to a trunk. Dial the required trunk access code and listen for dial tone. The Excl Src indicator goes on during dialing. The Destination indicator is on steady.



- 3a** You can now complete the call by dialing the required number. Click the Release button to connect the call back to the restricted user. The Release indicator goes on; you are free to process other calls.



- 3b** After hearing dial tone, click the Release button to end your connection. The user can now dial the number. The Release indicator goes on; you are free to process other calls.

Conference

You can set up a conference call for as many as six people, including yourself, at the request of either an extension user or an outside caller. A maximum of two trunks can be in the conference at one time.



1

Click an idle loop key and dial the number of the first conference party. The loop indicator goes on. You hear ringing. The Source indicator flashes slowly. When the first party answers, the Source indicator goes on steadily.



2

Dial the number of the next conference party. The Excl Src indicator goes on; the first party is automatically placed on hold while you dial. The Destination indicator flashes slowly. When the second party answers, the Destination indicator goes on steadily.

Feature List



3

Click Conf [Repeat steps 2 and 3 to add more parties to the conference.] The Excl Src and Destination indicators go off; you and the first two conference parties are connected.



4a

If you want to hold the conference at your console, click the Release button. The loop indicator flashes slowly. The Source indicator remains on. The Release indicator goes on; you are free to process other calls.

Feature List



4b

If you want to release the conference from your console, click RIs Src, then the Release button. The loop indicators and Source indicators go off. The Release indicator goes on; you are free to process other calls.



Note: To reenter a conference that is being held at your console, click the loop key beside the flashing loop indicator. To end the conference call, click the loop key beside the flashing loop indicator, then RLS src., then the Release button. The console should be in normal mode when setting up a conference.

Calling another attendant

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

**1**

Click an idle loop key.

The loop indicator goes on.

**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. Ringing stops. The Source indicator goes on steadily. The Release indicator goes on; you are free to process other calls.

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

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.

Transferring a call to another attendant

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



1 The person to whom you are speaking wishes to speak to another attendant. Dial the attendant access code, then dial the appropriate attendant code. The Excl Src indicator goes on; the caller is automatically placed on hold. The Destination indicator flashes slowly. The Loop and Source indicators are on.



2 When the called attendant answers, click the Loop key. The Excl Src indicator goes off and the Destination indicator goes on steadily; you, the called attendant, and the caller are connected.



3 Click the Release button to end your connection in the call. The Release indicator goes on; you are free to process other calls.

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

Note 2: If the called attendant is busy, you hear a busy signal and the Destination indicator continues to flash slowly. Click the **Release** button to transfer the call to the attendant's queue.

Note 3: If the called console is in position-busy, you hear a busy signal and the Destination indicator flashes slowly. Click the **Release** button.

Break-in (post-dial)

You can interrupt an existing connection in order to offer a call or relay an important message to one of the parties.



1

Someone calls you and requests that you relay a message or extend the call to someone already on a call. Dial the requested extension. The loop key, ICI, and Source indicators go on steadily. The Destination indicator flashes, indicating that the extension is busy. The Excl Src indicator goes on steadily while you are dialing.

Feature List



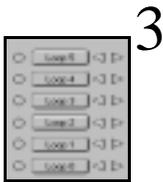
2

Click Break-In from the Feature List to interrupt the connection. If the extension is idle, the Break-In indicator goes off, and you hear ringing.

If the break-in is temporarily denied, you hear busy or fast busy tone, and the Break-In indicator flashes. Click the **RLs Dst** key. You can attempt a post-dial break-in after a few minutes or another pre-dial break-in immediately.



If break-in is denied completely, you hear a fast busy signal. Click the **RLs Dst** button.



You are in a three-way connection with the two parties in the established call. Relay the message, or announce the incoming call.

Feature List



Click Excl Dst to speak privately with the caller without ending the three-way connection.



Click the Release button to end the three-way connection and remain connected to the caller.



Click the Release button to end your connection in the call. The incoming call is camped-on if the called party is still busy, or extended if the called party's extension is idle. The Release indicator goes on; you are free to process other calls.

Note 1: If the requested extension does not allow camp-on:

- you hear a busy signal when you dial the extension (step 1)
- the Destination indicator continues to flash when you click Break-In (step 2)

Feature List



3

Click Break In in the Feature List to interrupt the connection. If the extension is busy, the Break In indicator goes off, and you hear ringing.

If the break-in is temporarily denied, you hear busy or fast busy tone, and the Break-In indicator flashes. Click the Rls Dst key. You can attempt a post-dial break-in after a few minutes or another pre-dial break-in immediately.

If break-in is denied completely, you hear a fast busy signal. click the Rls Dst button.

4

You are in a three-way connection with the two parties in the established call. Relay the message, or announce the incoming call.

Feature List



5a

Click Excl Dst to speak privately with the caller without ending the three-way connection.

5b

Click the Release button to end the three-way connection and remain connected to the caller.

5c

Click the Release button to end your connection in the call. The incoming call is camped-on if the called party is still busy, or extended if the called party's extension is idle. The Release indicator goes on; you are free to process other calls.

Feature
List**4**

To break in to the extension, click Break In from the Feature List.

The Break-In indicator from the Feature List goes off.

**5**

Click the Release button. The warning tone is sent to the extension.

Note 1: You cannot cancel the warning tone. It stops after a certain period of time, or when the telephone's handset is put back on the hook.

Note 2: You cannot break in to an extension that is already receiving the warning tone.

Requeueing a call to the next available attendant

You can requeue an incoming call or recall to the next available attendant.

1

You receive a call.

The ICI indicator goes on and the Source indicator flashes. The call is queued to the next available attendant.

2

If the system is in Night Service, the call is queued to the next available Night Service number.

Timed Reminder Recall

Timed Reminder Recall calls you after a period of time to remind you that a transferred call has not yet been answered.



- 1 You receive a call for transfer. Dial the desired extension. The Destination Lamp winks.



- 2 Click the Release button before the extension answers. This starts the recall timer. If the extension answers the call, the timer stops.



- 3 If the extension does not answer, you receive a reminder call. The source lamp flashes and the destination lamp winks.

- 4 Click the Source key to connect with the calling party. If the dialed extension answers while you are on the line, a conference is established. You can then complete the transfer. If the called party does not answer, you can release the source call.

Centrex/Exchange Line Switchhook Flash

Centrex Switchhook Flash (THF) allows you to signal the Central Office during an established call to request activation of a Centrex service such as call transfer or three-way calling.

- 1** Click the Switchhook Flash key. You hear a special dial tone.

- 2** Click the DN before the tone ends. When you hang up, or click the Release button, the original connection and the THF message terminate.

Remote Call Forward



- 1 Click an idle loop key followed by Attendant Remote Call Forward (RFW) in the Feature List.

The RFW key is flashing. The loop key is steadily lit.

- 2 Dial the DN of the set to be forwarded.
If the password is required, the RFW key is winking, and the console display shows "PWD". If the console does not support alpha characters, the attendant display will be blank.

If the password is not required, the console display will display the DN of the set to be forwarded followed by the CFW DN stored on that set. The RFW key lamp will display the status of the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steady lit, then CFW is active. Proceed to step 4.



- 3 Dial the password required followed by #.
The console display will display the DN of the set to be forwarded followed by the CFW DN stored on that set. The RFW key lamp will display the status of the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit, then CFW is active.

- 4 The user can now enter a new CFW DN or click the RFW key to activate or deactivate the stored CFW DN. If a new CFW DN is entered, it must be preceded by an RFW key click.

The console display will display the DN of the set to be forwarded followed by the CFW DN. If RFW lamp is flashing, then CFW is not active; if RFW lamp is steadily lit, then CFW is active.

5 When the RCFW operation is in this state, the user has three options:

- a. Click the Release button or the Rls Src key from the Feature List to complete RCFW operation.
- b. Click the RFW key to reverse the CFW status.
- c. Enter a new CFW DN to begin task of changing the CFW DN programmed. The new CFW DN is not active until the RFW key is clicked again.

6 Click the RFW key again to activate the CFW DN on the display.

If the DN entered is invalid, you hear overflow tone, and the FRW key indicator flashes. Reenter a valid DN.



Click the Release button.

This terminates the session. The DN is now forwarded.

Call Forward/Hunt Override



1

Dial the FFC for Call Forward/Hunt Override and the DN of the wanted party.

If the telephone is idle, the telephone is rung

If the telephone(s) have display(s), the display(s) are updated.

If the display on the originating telephone is updated when the call is answered, the Call Forward/Hunt Override FFC will no longer be displayed.

If the dialed telephone is busy and Hunt is active, the calling party will terminate on the wanted telephone and will receive a busy signal.

If the dialed telephone is idle, but does not answer within the defined number of ringing cycles for Call Forward No Answer, the call is not forwarded (that is, it continues to ring).

If the dialed telephone is busy, the attendant can activate Camp-On, if Camp-On is applicable. In addition, Ring Again can be placed against a telephone for which Call Forward/Hunt Override was used and a busy telephone was encountered.

Attendant Console Autoline

To place an Autoline call:

1



Click an idle loop key. The loop indicator is lit.

2

Feature List



Click Autoline from the Feature List. The pre-programmed Autoline number is automatically dialed. The Source indicator winks.

The dialed party answers the call, and the Source indicator is steadily lit.

Attendant Emergency Codes

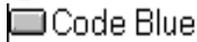
To answer an emergency code call:



1

You receive Priority Buzzing. Check the ICI List to see which type of emergency calls are indicated by lit ICIs.

For example:



2

Click the appropriate ICI key which designates the emergency. The call is answered.

Recovery on Misoperation of Attendant Console

The Recovery on Misoperation of Attendant Console feature provides a safeguard on the Meridian 1 to prevent calls from being inadvertently disconnected.

The following lists the console functions in the event of accidental misoperation:

Clicking the Release Key or Loop Key is ignored when:

- Extending a call to a vacant number
- Extending to a partially dialed number
- Extending a Network blocked call
- Extending a call to a restricted station or trunk
- Extending to a station in the Do Not Disturb (DND) mode
- Extending to a station in the Make Set Busy (MSB) mode
- Extending to a maintenance busy station
- Extending to a station in a line lockout state
- Illegal call extension due to trunk barring
- Extending to a busy station with no Camp-on/Call Waiting
- Illegal call extension due to Trunk-to-Trunk Conference Restriction
- Illegal release from a conference connection

Autohold on loop key - the active loop is automatically placed on hold if the attendant clicks another loop key prior to extending the active call.

Does not allow the disconnection of a single excluded party or conference call. If one of the parties on a loop is excluded, the operation of the corresponding Release Source Key or Release Destination Key is ignored.

Meridian 1 Attendant PC features

This appendix describes the Attendant PC features that are available for attendant operations provided they are programmed in advance on the Meridian 1 switch

Note: Attendant Hospitality Services features (marked by *) are detailed in the *Attendant Hospitality Services* section..

- | | |
|--|---|
| — Attendant Blocking of Directory Number | — Attendant Break-in Busy indication and prevention |
| — Attendant Monitor | — Auto Dial |
| — Automatic Wake Up, Enhanced Automatic Wake Up* | — Barge-In |
| — Busy Verify | — Changing the Guest Status* |
| — Charge Account | — Class of Service Options for the Attendant* |
| — DID Route Conversion | — Do-Not-Disturb,
— Enhanced Do-Not-Disturb* |
| — End-to-end signaling | — Enhanced Night Service |
| — Enhanced Secrecy | — Interface Status Monitor* |
| — Malicious Call Trace | — Night Service |

- Paging
- Radio Paging
- Series Call
- Speaking privately (Splitting)
- System Speed Call
- Position Busy
- Semi-Automatic Camp On
- Speed Call
- Stored Number Redial
- Text Messaging*

Attendant Blocking of Directory Number

To block a DN

- 1 The attendant clicks an idle loop key.
- 2 The attendant clicks Semi-automatic Camp-on (SACP) from the Feature List.
- 3 The SACP indicator goes on.
- 4 The attendant dials the source DN that is to be blocked. If the dialed DN is idle, the DN lamp will have the same state as a call put on hold, but the DN will not ring. If the DN is busy, the attendant hears busy tone and the SACP indicator darkens.
If the dialed DN is idle, it is blocked. The DN lamp indicates a call on hold state, although the DN will not ring (for analog (500/2500 type) telephones, there is no indication that the DN is blocked.) On the Attendant Console, the SACP indicator remains lit and the Source indicator begins blinking.

If the dialed DN is busy, the attendant clicks Release (or Rls Src) to release the call.

To place an outgoing call for the blocked DN

- 1 The attendant establishes a call to the desired destination in the normal way.
- 2 The attendant clicks SACP (or Sig Src) from the Feature List. The ringback tone is heard.
- 3 If the source DN answers, the attendant clicks Release to extend the call between the destination to the source.

To release a blocked DN

The attendant clicks either SACP or Sig Src from the Feature List to ring the DN

– or –

The attendant clicks either the Release or RIs Src to release the source DN, which then becomes idle.

To notify a blocked DN of an established call

The attendant clicks SACP or Sig Src from the Feature List.

Attendant Break-in Busy indication and prevention

If an attendant, during a break-in operation, dials a busy extension, the Attendant Console display provides one of the following customer-defined indications:

- three dashes, appended to the end of a digit display (if the busy station is involved in an external call), or
- a mode-digit, appended to the end of a digit display.

The operator can click on the break-in key either before or after dialing the destination DN. Break-In operates slightly differently in these two situations.

Attendant Monitor: Monitoring a DN

The Attendant Monitor feature provides modifications to the Busy Verify and Barge-In features.

- 1 Click on an idle loop key. The loop indicator is lit.
- 2 Click on Busy Verify in the Feature List. The Busy Verify lamp is lit.
- 3 Click on Busy Verify again to enable Attendant Monitor. The Busy Verify lamp is in the flashing state indicating that the Attendant Monitor option is enabled.
- 4 Dial the extension to be monitored. Attendant Monitor is blocked when:
 - the extension is busy or maintenance disabled.
 - the extension is vacant.
 - the extension is in some transient state (e.g., Conference or Transfer)
 - the extension is idle, receiving busy tone, or receiving overflow tone
 - the extension is involved with another attendant

- the extension has activated the Hold key
- the extension is already involved in a monitored call by another attendant

Attendant Monitor is active when the extension is busy. The attendant is able to listen to all connected parties. If the Attendant Monitor Customer Tone is denied (TOD), there is no indication given to the connected parties that the attendant is monitoring.

If the Attendant Monitor Customer Tone is allowed (TOA), a burst of tone is sent to the connected parties every 16 seconds. When the monitored DN disconnects from the call, Attendant Monitor is deactivated.

- 5** Click the Release button to end Attendant Monitor. The Release lamp is lit, indicating that the attendant is now free to take other calls.

Deactivation occurs due to any one of the following:

- The Release button on the Attendant PC is clicked.
- Any DN involved in the monitored call disconnects.
- Any DN involved in the monitored call at the customer location activates some form of call modification.

Attendant Monitoring: Monitoring a Trunk

- 1** Click on an idle loop key. The loop indicator is lit.
- 2** Click on Barge-in from the Feature List. The Barge-in indicator is lit.
- 3** Click on Barge-In again to enable the Attendant Monitor. The Barge-In indicator is in the flashing state indicating that the Attendant Monitor option is enabled.
- 4** Dial the trunk access code and route member number, then click on "#". One of the following happens:
 - Attendant Monitor is blocked when the trunk is disabled or idle.
 - Attendant Monitor is blocked when the trunk is already being monitored by another attendant.
 - Attendant Monitor is active when the trunk is busy. The attendant is able to listen to all parties on the trunk.
 - If the Attendant Monitor Customer Tone is denied (TOD), there is no indication given to the connected parties that the attendant is monitoring.

- If the Attendant Monitor Customer Tone is allowed (TOA), a burst of tone is sent to the connected parties every 16 seconds.
- 5 Click the Release button to end Attendant Monitor. The Release indicator is lit, indicating that the attendant is free to take other calls.
- Deactivation occurs due to any one of the following:
- The Release button on the Attendant PC is clicked.
 - The trunk disconnects.
 - Any party at the customer location performs some form of call modification or activates hold.
 - Any party at the customer location disconnects.
 - Any trunk involved in the monitored call disconnects.

Auto Dial

Calling an Auto Dial number

After you have stored a number against an Auto Dial key, you can dial it by clicking on Auto Dial.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on the required Auto Dial key. The Source indicator lights; the system automatically dials the stored extension.

Note: If you wish to display the extension stored for automatic dialing, click on Auto Dial, then click on Disp Src

Note: You can store a number of up to 24 digits against an Auto Dial key. If you need to dial more than 24 digits, you can dial them after clicking on Auto Dial

Storing an Auto Dial number

With Auto Dial, you can store a number (including access codes if necessary) against an Auto Dial key. You can also change a number already stored against an Auto Dial key using this procedure.

- 1 When all loop indicators are off, click on Auto Dial. The Auto Dial indicator flashes.
- 2 Click on Disp Src. The display shows the number already stored for automatic dialing, if there is one.
- 3 Dial the number to be stored for automatic dialing. Click on * after every trunk access code to ensure a pause for dial tone.
- 4 Click on Auto Dial again. The Auto Dial indicator goes off; the dialed extension is stored for automatic dialing.

Automatic Wake Up

Programming a wake-up call

With Auto Wake-up, you can instruct the system to provide automatic wake-up calls at requested times. If extension numbers are not the same as room numbers, you must translate the room numbers into the corresponding extension numbers.

- 1 A hotel guest calls to request a wake-up call. Click Automatic Wake Up. [If the displayed number is not the number requiring the wake up call, dial the proper number now.]

The wake up indicator goes on. The ICI, loop, and Source indicators are on. The current wake-up time, if any, is displayed.

- 2 Click #

If the wake up indicator remains on steadily, the dialed number is valid. If it flashes, the number is invalid.

- 3 If the dialed number is valid, dial the requested wake-up time using a 24-hour format.

If the wake up indicator remains on steadily, the requested wake-up time is acceptable (see 4). If it flashes, the time is not acceptable. The next available time is displayed (see 5).

4 If the requested wake-up time is acceptable, click Automatic Wake Up again, then click Release.

The Release indicator goes on; you are free to process other calls.

5 If the initial request was not accepted, the next available time is displayed. Enter the new time, click Automatic Wake Up, then click Release.

The Release indicator goes on. You are free to process other calls.

Note: If the requested wake-up time is not acceptable to the system, the display shows alternative wake-up times in this order: 5 minutes earlier than the requested time; 5 minutes later than the requested time; the first available 5-minute interval before the requested time.

Canceling a wake-up call

Use this procedure to cancel a wake-up call that has already been entered into system memory.

1 A hotel guest calls to request that a wake-up call be cancelled. Click Automatic Wake Up. [If the displayed number is not the number requiring cancellation of the wake up call, dial the proper number.]

The Automatic Wake Up indicator goes on.

2 Click #, then click Automatic Wake Up again. [If the indicator flashes quickly, no wake-up call was found for the dialed number. Click Automatic Wake Up again.]

The Automatic Wake Up indicator goes off; the wake-up request is canceled.

3 Click Release to end the procedure.

The Release indicator goes on; you are free to process other calls.

Unanswered wake-up calls

If a 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.

- 1 A guest has not responded to three wake-up calls.

You hear a continuous buzz. The Automatic Wake Up indicator flashes quickly. The extension number of the room that has failed to respond is displayed.

- 2 To cancel the notification, click Automatic Wake Up.

The buzz stops. The Automatic Wake Up indicator goes off.

- 3 Click Release.

The Release indicator goes on; you are free to process other calls.

Note: When you are notified of an unanswered wake-up call, you may call the room again.

Making a VIP wake-up call

At the requested time, you will provide a personal wake-up call to a guest with VIP status.

- 1 A VIP wake-up call comes in to your console.

You hear a buzz and the Automatic Wake Up indicator fast flashes. The Display shows "VIP."

- 2 Click an idle loop key, then click Automatic Wake Up.

You hear ringing, as the VIP's room DN is dialled automatically. The Source indicator goes on, and Automatic Wake Up goes off.

- 3 If the guest does not answer or the DN is busy, click Release.

The system will retry the VIP wake-up call in five minutes.

- 4 If the guest answers the VIP wake-up call, you deliver a personal wake-up message to the guest.

You may release the call when you have finished the personal wake-up message.

Note: After a maximum of three attempts, if the guest still does not answer the VIP wake-up call, a message prints on the background terminal stating that the wake-up was tried, but unsuccessful.

Barge-in

With Barge-In, you can verify that a trunk is in working order, or check the status—busy or idle—of a trunk.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click Barge-In in the Feature List. The barge in indicator goes on.
- 3 Dial the required trunk access code and route member number, then click on #. You hear a fast busy signal if the trunk is disabled or not assigned. You hear a fast busy signal and the Source indicator flashes if the trunk is blocked in the network. Attempt Barge-In again in a few minutes.

You are able to speak to all parties and the Source and Destination indicators go on steadily if the trunk is busy. Parties hear a warning tone every six seconds.

You hear dial tone, the Source indicator goes on steadily and the barge in indicator flashes if the trunk is idle.

- 4 Click the Release button to end the procedure. The Release indicator goes on, indicating that you can now take other calls.

Note: Barge-in cannot be used to verify the status of release link trunks (RLTs) used with Centralized Attendant Service (CAS).

Busy verify

With Busy Verify, you can verify that an extension is in working order, or check the status—busy or idle—of an extension.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click Busy Verify in the Feature List. The Busy Verify indicator goes on.

3 Dial the extension you wish to check. You hear a fast busy signal if the extension is disabled or not assigned.

You are able to speak to all parties and the Source and Destination indicators go on steadily if the extension is busy. Parties hear a warning tone every six seconds.

The Source and Busy Verify indicators flash slowly if the extension is idle. The extension is not rung.

4 To ring the extension, click on signal source. If the called party answers, the Source and Busy Verify indicators go on steadily.

5 Click Release to end your connection in the call. The Release indicator goes on, indicating that you are now free to take other calls.

Charge Account

Entering an account number after dialing a call

Use this procedure to assign a Charge Account number to an outgoing call after you have dialed the call.

1 You have dialed an outgoing call for an extension at your location. Click Charge.

The Destination indicator flashes; the called party is automatically placed on hold. The charge indicator goes on.

2 Dial the Charge Account number.

The Destination indicator goes off; the call is automatically reestablished. The charge indicator goes off.

3 Click Release to end your connection in the call.

The Release indicator goes on; you are free to process other calls.

Note 1: Charge account numbers may consist of up to 23 digits. The system ignores extra digits.

Note 2: You can also enter Charge Account numbers before extending incoming calls to extensions.

Note 3: During a Conference call, you can:

- assign portions of the call to different accounts by entering charge numbers as you add trunks to the conference
- assign the entire call to a single charge account number.

DID Route Conversion

Direct inward dialing permits incoming calls from outside lines that would normally be directed to the console to be routed to a preselected destination. Incoming DID digit conversion translates the digits that are actually dialed into digits that correspond to internal extensions. You can direct calls coming in on DID trunks to a set of extensions that are programmed as night destinations, or you can direct them to normal extensions.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on DID Route Conv. The DID Route Conv indicator goes on.
- 3 Click on # to see the status of all DID routes. The DID Route Conv indicator goes on steadily to show that all routes are in day mode. The DID Route Conv indicator flashes to show that some or all routes are in night mode.
- 4 Dial the route access code to see the status of a specific DID route. The DID Route Conv indicator goes on steadily to show that the route is in day mode. The DID Route Conv. indicator flashes to show that the route is in night mode.
- 5 Click the Release button to cancel the change. All indicators go off. Nothing is changed.
- 6 Click on DID Route Conv to switch between day and night modes. All indicators go off. The mode of the DID route is changed.

Note: When you turn on Night Service, all DID routes automatically go into night mode. You can, however, switch individual DID routes into day mode.

Note: If you want to change all DID routes into night mode, and only some of the routes are in day mode, You have to first change all of the routes into day mode.

Note: If the DID route has been changed at a telephone (by the system administrator), you cannot change it at your console.

Do-Not-Disturb

Setting up Do-Not-Disturb

An extension in Do-Not-Disturb (DND) mode is free to place calls but appears busy to all incoming calls. You can put one extension or a predefined group of extensions into Do-Not-Disturb mode.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on Do-Not-Disturb in the Feature List. You can now set up individual or group DND. The Source indicator goes on. The Do-Not-Disturb indicator flashes slowly.
- 3 To set up individual DND, dial the extension requesting DND. To set up group DND, click on #, then dial the appropriate group identification code, then click on # again. The Do-Not-Disturb indicator goes off (or goes on if the extension or group is already in DND mode).
- 4 Click on Do-Not-Disturb again. The Do-Not-Disturb indicator goes on; the dialed extension or group is now in DND.
- 5 Click the Release button to end the procedure. The loop, Source, and Do-Not-Disturb indicators go off. The Release indicator goes on.

Note: If you have a Do-Not-Disturb-Grp key, the procedure is simpler: at any point, click on the Do-Not-Disturb-Grp key for the group of extensions you wish to place in do-not-disturb mode. The Do-Not-Disturb-Grp indicator flashes briefly, then goes on.

Using Do-Not-Disturb

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND. You hear a busy signal. The Source indicator flashes. The Do-Not-Disturb indicator in the Feature List goes on.

- 3 Click the Release button. The loop, Source, and Do-Not-Disturb indicators go off. The Release indicator goes on.

Canceling Do-Not-Disturb

You can cancel Do-Not-Disturb (DND) for a single extension or for a predefined group of extensions.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on Do-Not-Disturb in the Feature List. You can now cancel individual or group DND. The Source indicator goes on. The Do-Not-Disturb indicator flashes slowly.
- 3 To cancel individual DND, dial the extension to be removed from DND mode. To cancel group DND, click on #, dial the appropriate group identification code, and then click on # again. The Do-Not-Disturb indicator goes on.
- 4 Click on Do-Not-Disturb again. The Do-Not-Disturb indicator goes off; the dialed extension or group is now removed from DND mode.
- 5 Click the Release button to end the procedure. The loop and Source indicators go off. The Release indicator goes on.

Note: If you have Do-Not-Disturb-Grp keys, click on the Do-Not-Disturb-Grp key beside a Do-Not-Disturb-Grp indicator which is on, to cancel DND for that group. The Do-Not-Disturb-Grp indicator flashes briefly, then goes off.

Overriding Do-Not-Disturb

A Do-Not-Disturb indicator which is on tells you that you have dialed an extension in Do-Not-Disturb mode. You can temporarily override DND for that call using this procedure.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Dial the extension previously placed in DND mode. You hear a busy signal. The Source indicator flashes. The Do-Not-Disturb indicator goes on.
- 3 Click on Do-Not-Disturb. You hear ringing. The Source indicator flashes slowly. The Do-Not-Disturb indicator goes off.

4 The called party answers. Click the Release button when you wish to end the call. The Source indicator goes on steadily upon answer. The loop and Source indicators go off upon release. The Release indicator goes on.

Note: To override DND for an extension within a group that has been placed in Do-Not-Disturb, click on an idle loop key, click on the appropriate dnd. group key, then dial the extension as usual.

Testing Do-Not-Disturb

When the Do-Not-Disturb indicator goes on steadily, Do-Not-Disturb is functioning properly. Use this procedure to determine whether DND is working properly for an extension or group of extensions.

- 1** Click on an idle loop key. The loop indicator goes on.
- 2** To test individual DND, dial the extension previously placed in DND mode. To test group DND, dial one extension within a group previously placed in DND. You hear a busy signal. The Source indicator flashes. The dnd. ind. indicator goes on.
- 3** Click the Release button. The loop, Source, and Do Not Disturb indicators go off. The Release indicator goes on.

A dnd. group indicator stays on steadily while the extensions within the group are in Do-Not-Disturb mode.

End-to-end signaling

You can send Dual Tone Multiple Frequency (DTMF) signals from your console to access devices that require Touch tone signalling, such as Meridian Mail.

- 1** You have an active call on either the Source loop or Destination loop. Click on EES. The EES indicator fast flashes.
- 2** Dial numbers on the dial pad. The connected party receives DTMF signals. Your line display may display each number you dial. You may hear the tones if feedback has been defined in software.

- 3 Click on EES to end the procedure. The EES indicator goes off.

Note: The console can have only one party connected, either source or destination. Activating any feature that allows or requires an active party on the loop key (Hold, Call Park, Charge Account, Release) will cancel end-to-end signaling.

Enhanced Night Service

This feature modifies the existing Night Service operation by allowing Public Network (Central Office [CO], Direct Inward Dial [DID], Foreign Exchange [FEX], and Wide Area Telephone Service [WATS]) trunks to be assigned to specific Directory Numbers (DN) during Night Service.

Enhanced Night Service allows you to:

- address different night answering requirements
- establish different patterns to satisfy required night, holiday, or weekend Night Service answering needs
- modify the assignment when Night Service is not active (a service change may also perform this modification)

To determine the Night Service setting:

- 1 Click an idle loop key. The loop key indicator lights steadily.
- 2 Click the Busy button. The indicator flashes. You hear dial tone, and the current Night Service Option number is displayed.
- 3 Click the Release button. The loop and Busy indicators light steadily, and the display is cleared.

To select a new Night Service

- 1 Dial a one-digit (0-9) option number. The old Night Service number (X) is shifted and the new Option number (Y) is displayed. X and Y are separated by a hyphen, e.g., Y-X.
- 2 Click the Release button. The Position Busy indicator goes out. The new Night Service option is stored. The display is cleared.

Turning Enhanced Night Service on and off

Enhanced Night Service permits incoming calls that would normally be directed to the console to be routed to a preselected destination when the console is unattended. Your console may be equipped with either regular Night Service, or enhanced Night Service, but not both. If necessary, ask your System Administrator which version of Night Service is on your console.

- 1** To activate enhanced Night Service for a single console, click on the Busy button. Unplug the handset or headset. The current Night Service option number is displayed.
- 2** To cancel enhanced Night Service for a single console, plug in the handset or headset.
- 3** To activate enhanced Night Service for multiple consoles, click on the Busy button at each console. Unplug all headsets and handsets. The current Night Service option number is displayed.
- 4** To cancel enhanced Night Service for multiple consoles, plug at least one handset or headset.

When all consoles but one are in Position Busy mode and the attendant at the only active console clicks on the Busy key, the system is automatically placed in Night Service.

Enhanced Secrecy

The Enhanced Secrecy feature ensures that either the caller or the called party is always excluded from the call when you are talking to the other party.

- 1** Dial the requested extension. The Excl Src indicator goes on during dialing. You hear ringing. The LCD indicator flashes slowly.
- 2** When the called party answers, the Destination indicator goes on steadily. The caller cannot hear conversation between you and the called party. Click on the loop key beside the slowly flashing Source indicator to establish a three-way connection. You, the caller, and the called party hear a warning tone.

3 Click the Release button or an idle loop key to release the call from the console. You cannot reenter the call. The caller and the called party remain connected. The Release indicator and all other indicators go off.

If you want to be able to reenter the call later, click on the Hold button, then the Release button. This step will exclude you from the call, but keep it on hold at the console. The caller and the called party remain connected. The loop key flashes slowly.

4 To reenter the call, possible only if you follow the process outlined in the second paragraph of step 3, click on the loop key beside the slowly flashing Source indicator. You, the caller, and the called party hear a warning tone.

Note 1: In step 1, click on Excl Dst to talk to the caller while the called party's extension is being rung. The called party is excluded from the connection when the call is answered. The caller hears ringing if you click on the Release button while the called party is being rung.

Note 2: In step 2, there is no connection between the caller and the called party if either has warning-tone-denied Class of Service.

Note 3: To establish yourself, the caller, and the called party in a connection that allows the called party to make another call, click on Conference in the Feature List after step 4.

Malicious Call Trace

Malicious Call Trace lets you trace nuisance calls being presented to your console.

1 Click Call Trace from the Feature List while the call is in progress. The loop indicator is on. The Source or Destination indicator is on.

Note: A call trace report is printed on the maintenance terminal at your company. The report identifies the source or destination, or both.

Night Service

Night Service allows you to connect incoming trunks to selected Night Service extensions. You can assign any number of trunks to the same Night Service extension.

- 1 Click on an idle loop key. Click the Busy key. You hear dial tone. The loop indicator goes on.
- 2 Dial the desired trunk access code and member number, followed by #
- 3 Click on Display Source to check the display. If the display is clear, no night-service extension has been assigned to the trunk. If the display shows an extension number, it is the night-service extension assigned to the trunk.

4 To **set up** a Night Service connection, dial the Night Service extension number to which the trunk is to be routed, followed by #.

To **cancel** an existing Night Service connection, dial *, then #. Trunk answer from any station (TAFAS) is now allowed.

Turning Night Service On and Off

Night Service permits incoming calls that would normally be directed to the console to be routed to a preselected destination when the console is unattended. You can turn Night Service on or off for a single- or multiple-console system.

- 1 To activate Night Service for a single console, click on the Busy button. Unplug the handset or headset.
- 2 To cancel Night Service for a single console, plug in the handset or headset.
- 3 To activate Night Service for multiple consoles, click on the Busy button at any console. Unplug all handsets and headsets.
- 4 To cancel Night Service for multiple consoles, plug in at least one handset or headset.

Note: When all consoles but one are in Position Busy mode and the attendant at the only active console clicks on the Busy key, the system is automatically placed in night-service mode.

Displaying and changing the Night Service option number

Note: As part of enhanced Night Service, you can display and change the Night Service option number. The Night Service option number tells you which night number to which incoming calls will be directed.

- 1 To display the current Night Service option number, click on an idle loop key, then the Busy key. You hear dial tone. The loop indicator goes on.
- 2 To change the current Night Service option number, dial a one-digit option number (0-9). The dial tone stops. The old and new Night Service option numbers, separated by a hyphen, are displayed. The dial tone stops. The old and new Night Service option numbers, separated by a hyphen, are displayed.
- 3 Click the Release button. The loop indicator goes off.

Paging

You can page someone over your organization's paging equipment through your console if the two are connected.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on the Page key and hold it down while you make your announcement.
- 3 Click the Release button to end the procedure. The loop indicator goes off. The Release indicator goes on, indicating that you are now free to take other calls.

Position Busy

Position Busy allows you to make your console appear busy, thus preventing incoming calls from reaching you.

- 1 To activate Position Busy, click the Busy button when your console is idle (all loop indicators off). You will receive no further calls.
- 2 To cancel Position Busy, click the Busy button when your console is in Position Busy mode. You will now receive calls.

Note 1: In a single-console set-up, clicking on Busy places the system in Night Service. In a multiple-console setup, the system is placed in Night Service when all consoles are put into Position Busy.

Radio Paging

Automatic pre-selection

- 1 Lift handset. Set receives dial tone.
- 2 Enter the RPAC (FFC) for initiating RPA. Set receives:
 - paging tone if FFC is valid
 - CTVN treatment if FFC is invalid
 - congestion tone (as configured) if no trunk is available in a single system
- 3 Enter the DN of the part to be paged. Set receives:
 - ringback tone, call progress tones or silence (as configured) if paging was successful
 - no tone from the Meridian 1 if speech path is provided
 - CTVN treatment if DN is invalid.
 - congestion tone if no paging trunk is available
 - busy tone if absence signal is received

Automatic post-selection

- 1 Lift the handset. Dial tone is heard.
- 2 Enter the DN of the party to be paged. Set receives ringback or busy tone if DN is valid. It receives CTVN treatment if DN is invalid.
- 3 Click on the RPAG key (for RPA). Set receives ringback tone, call progress tones or silence (as configured) if paging was successful. If the paging call recalls, the attendant can extend the call again.
 - Set receives CTVN treatment if FFC or DN is invalid.
 - Set receives congestion tone if no paging trunks are available.
 - Set receives busy tone if absence signal is received.

Manual post-selection

- 1 Lift the handset. Dial tone is heard.
- 2 Enter the DN of the party to be paged. Set receives ringback or busy tone if DN is valid. Set receives CTVN treatment if DN is invalid.
- 3 Click on the RPAG key (for RPA). Set receives:
 - ringback tone, call progress tones or silence (as configured) if paging was successful
 - CTVN treatment if FFC or DN is invalid
 - congestion tone if no paging trunks are available.

Manual pre-selection

- 1 Lift the handset. Dial tone is heard.
- 2 Enter the RPAC (FFC) for initiating RPA. Set receives:
 - paging tone if FFC is valid
 - DTVN treatment if FFC is invalid
 - congestion tone (as configured) if no paging trunk is available
- 3 Enter the DN of party you wish to reach. Set receives ringback or busy tone if DN is valid. Set receives CTVN treatment if DN is invalid.
- 4 Enter mode digit.
- 5 Enter information to be sent.
- 6 Enter # for end of information. Set receives ringback tone, call progress tones or silence (as configured) if paging was successful.

Set receives busy tone if absence signal is received.

Semi-Automatic Camp On

When an attendant extends a call to a desired party who is busy, the attendant can activate Semi-automatic Camp-On as follows:

- 1 Click Semi-Automatic Camp On in the Feature List.
The call is camped on the desired party.

The display shows the calling party's DN, and the party to which the call is camped on (the desired party).

- 2 The desired party becomes idle.
The call is recalled to the attendant.

To ring the desired party after receiving the recall, click Semi-Automatic Camp On in the Feature List again.

Series Call

The attendant designates the source call as a Series Call by clicking Series Call (SECL) from the Feature List. Series Call may be clicked by the attendant while dialing, talking to the destination party, or while a call is ringing. The associated indicator remains lit until the Series Call is canceled. If the attendant tries to extend a call to an external station, the SECL indicator flashes. The attendant has to click Series Call to cancel the Series Call, and extend the call as a standard call extension.

Speaking privately (Splitting)

Splitting allows you to talk to a called party without the caller hearing, or to talk to a caller without the called party hearing.

- 1 A caller requests an extension. To exclude the caller from the connection, click on Excl Src in the Feature List. The Excl Src indicator goes on.
- 2 Dial the requested extension. The called party answers. Talk privately with the called party. You hear ringing but the caller does not. The Destination indicator flashes slowly. Upon answer, ringing stops and the LCD indicator goes on steadily.
- 3 To exclude the called party from the connection, click on Excl Dst. You and the caller are reconnected. Talk privately. The Excl Src indicator goes off. The Excl Dst indicator goes on.
- 4 To connect yourself, the caller, and the called party, click on the loop key. The Excl Dst indicator goes off.
- 5 To end your connection in the call, click the Release button. The Release indicator goes on, indicating that you are now free to take other calls.

Note 1: The Secrecy feature automatically prevents a voice connection between caller and called party while you are extending a call.

Note 2: Splitting allows you to talk selectively and privately to caller and called party while you are extending a call, or while you are actually connected to a call.

Speed Call

Calling a Speed Call number

If your console is designated a Speed Call user, you can place a call by dialing a one-, two-, or three-digit access code.

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Click on Speed Call.
- 3 Dial the one-, two-, or three-digit access code associated with the desired number. The Speed Call indicator goes off; the system automatically dials the full number.

Note: After dialing the Speed Call code, you can add extra digits to the number represented by the code.

Note: If you wish to display the number stored against a speed-call access code, click on Disp Src after dialing the code.

Storing a Speed Call number

If your console is designated a Speed Call controller, you can store a number for Speed Call and use the Speed Call codes. Also use this number-storing procedure to change a number stored against a Speed Call code.

- 1 When all loop indicators are off, click on Speed Call. The Speed Call indicator flashes.
- 2 Dial the one-, two-, or three-digit code to be associated with the phone number.
- 3 To see if a number is already associated with the dialed code, click on Disp Src from the Feature List. The current speed-call list entry (if any) is displayed.

4 Dial the number to be stored. Click on * after every trunk access code to ensure a pause for dial tone.

5 Click on Speed Call again. The Speed Call indicator goes off; the access code and phone number you dialed are stored together for speed-calling.

Note 1: To cancel a number stored against a code, click Speed Call, enter the code, and click on *.

Note 2: Regarding Speed Call access codes:

- A one-digit access code (0 through 9) allows a Speed Call list of up to 10 numbers
- A two-digit access code (00 through 99) allows a Speed Call list of up to 100 numbers
- A three-digit access code (000 through 999) allows a Speed Call list of up to 1000 numbers.

Note 3: The phone numbers assigned to Speed Call access codes can be 4, 8, 12, 16, 20, 28, 32, 40, 48, 56, 64, 72, 80, 88, 96, 104, 112, 120, 128, 136, 144, 152, 160, 168, 176, 184, 192, 200, 208, 216, 224, 232, 240, 248, 256, 264, 272, 280, 288, 296, 304, 312, 320, 328, 336, 344, 352, 360, 368, 376, 384, 392, 400, 408, 416, 424, 432, 440, 448, 456, 464, 472, 480, 488, 496, 504, 512, 520, 528, 536, 544, 552, 560, 568, 576, 584, 592, 600, 608, 616, 624, 632, 640, 648, 656, 664, 672, 680, 688, 696, 704, 712, 720, 728, 736, 744, 752, 760, 768, 776, 784, 792, 800, 808, 816, 824, 832, 840, 848, 856, 864, 872, 880, 888, 896, 904, 912, 920, 928, 936, 944, 952, 960, 968, 976, 984, 992, 1000 digits long (including any asterisks inserted for dial-tone pauses)

Stored Number Redial

Redialing a Stored Number

Stored Number Redial can be used when you hear either dial tone or special dial tone. This means that Stored Number Redial can be used during established calls to transfer or conference in a call.

- 1** Click on an idle loop key. The loop indicator goes on.
- 2** Click on Stored Number Redial to redial the stored number. The stored digits are automatically dialed.
- 3** Dial further digits now, if needed.

Storing a Stored Number Redial number ahead of time

With Stored Number Redial (SNR), you can store one number of up to 31 digits for later use.

- 1 Click on Stored Number Redial. The Stored Number Redial indicator flashes.
- 2 Dial the number to be stored.
- 3 Click on Stored Number Redial again. The Stored Number Redial indicator goes off; the previously stored number is erased.

Note 1: If more than 31 digits are entered, you hear a dial tone.

Note 2: If snr. is clicked on and no digits (or more than 31 digits) are dialed, the Stored Number Redial memory is not changed; the previously stored number remains unchanged.

Note 3: If snr. is not clicked on a second time, or the Stored Number Redial sequence is interrupted by clicking on another key, the new entry is ignored; the previously stored number remains unchanged.

Storing a Stored Number Redial number during a call

You can use Stored Number Redial while trying to establish a call (when the other end is ringing or busy), or during an established call (when you are talking to someone at the other end). If on an established call, go directly to step 3. (See notes below.)

- 1 Click on an idle loop key. The loop indicator goes on.
- 2 Dial the required number.
- 3 Click on Stored Number Redial from the Feature List. You are on a call.

Note 1: When a call is active on the source and destination side, the destination number is stored. If only the source is active, no number is stored.

Note 2: For internal calls, the dialed digits must result in a busy signal or ringing. If insufficient digits or an invalid extension is dialed, the attempt to store the number is rejected and any previously stored number is not changed.

Note 3: For external calls, if no trunk is available, all digits dialed are stored even though some digits may be entered after an overflow or busy signal.

System Speed Call

To make a System Speed Call from a Meridian 1 proprietary telephone, or Attendant Console (User):

1 Click an idle loop key, and click System Speed Call from the Feature List.

2 Dial the Speed Call code.

If the Speed Call number is accepted, the telephone number represented by the Speed Call code is dialed automatically. No confirmation tone is given unless Flexible Feature Code (FFC) is implemented.

If the Speed Call number is not accepted, a fast busy signal indicates the number was rejected.

Trunk Switchhook

Meridian 1 Attendant PC network features

This appendix defines the Meridian 1 Attendant PC network features that are available for attendant operations. The network features described in this section are divided into three groups:

- Centralized Attendant Service (CAS)
- Network Attendant Service (NAS)
- Networking (ESN, ISDN)

Centralized Attendant Service

Answering a call to a remote console

With Centralized Attendant Service (CAS), attendant services for multiple locations can be provided from a single location. As a CAS attendant, you can handle calls that would normally be handled by the attendants at a remote location.

- 1 You receive a call intended for a remote console. Click on the loop key beside the flashing Source indicator (or remote ICI) to answer the call. The tone stops and the loop and Source indicators go on steadily; you hear two beeps before you are connected to the caller. The remote ICI indicator is on.
- 2 Respond to the caller's request. If no further action is needed, click the Release button to end the call. The Release indicator goes on; you can now take other calls.

Note 1: Calls from remote locations travel over release line trunks (RLTs). Call source information consists of an RLT access code and member number.

Note 2: You can also receive direct calls from extension users and attendants at the remote location. Handle the same as for indirect calls outlined above, except that direct calls cannot be placed on silent hold. If you dial the silent hold code, you hear a fast busy signal.

Extending a call to an idle extension

After answering a call to a remote console, you can extend it to the desired extension at the remote location.

- 1** The caller requests an extension at the remote location. Click on the key that forwards calls from other sites to the main location. You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on.
- 2** Dial the requested extension. You hear ringing at the remote location.
- 3** If you wish to release before the called party answers, click the Release button. [You are recalled if the called party does not answer within a set time after you release from the call.] The Release indicator goes on; you can now take other calls.

If you wish to ensure that the called party is present, wait for an answer before releasing. When answered, ringing stops; you can talk to the called party.

- 4** Once you have ensured that the called party is present, click the Release button to end your connection in the call. The caller and called party are connected. The Release indicator goes on; you can now take other calls.

Extending a call to a busy remote extension

You can route one call to a busy extension at a remote location if camp-on is allowed at the busy end. If the called extension does not become idle within a set time, you are automatically recalled by the camped caller.

- 1** The caller requests an extension at the remote location. Click on the key that forwards calls from a remote location to the main location. You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on.
- 2** Dial the requested extension. If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.
- 3** If the caller does not wish to wait, click the RIs Dst button, then the Release button to end the call. The Release indicator goes on; you can take other calls.

If the caller wishes to be camped onto the busy extension, click the Release button (If recall occurs, either re-extend the call (this paragraph) or end it (step 3). The Release indicator goes on; you can take other calls.

Note: If you dial the requested number at the remote location and hear only a busy signal (with no beep), then a call is already camped onto that extension. If the caller wishes to wait, put the call on silent hold. Otherwise, release the call.

Putting a call on silent hold

When one call is already camped onto a busy extension and a third caller wishes to wait for a connection, you can put the third caller on silent hold until camp-on becomes possible. You are automatically recalled by the caller after a set time.

- 1** The caller wishes to wait for a connection but cannot be camped onto the busy extension. Click on the key that forwards calls from a remote location to the main location. You hear dial tone from the remote location; the caller hears nothing. The remote ICI, loop, and Source indicators are on.
- 2** Dial the silent hold code. You hear four to six beeps.
- 3** Click the Release button to put the call on silent hold. The Release indicator goes on; you can take other calls.

- 4 When recall occurs, check if camp-on is possible. If not, either put the call back on silent hold (steps 2 and 3) or end it by clicking the RIs Dst button and then the Release button.

Note: When you place a call on silent hold, the release link trunk (RLT) is held at the remote location. When you use Hold, the RLT is held at your location.

Remote recall

When you extend a call to an idle extension at a remote location and the called party does not answer within a set time, you are automatically recalled by the caller.

- 1 You receive a recall from a remote location. Click on the loop key beside the flashing Source indicator (or remote) to answer the call. The tone stops and the loop and Source indicators go on steadily; you hear a beep before being connected to the caller. The remote ICI indicator is on.
- 2 Click the RIs Dst button. Ringing at the called extension stops.
- 3 If the caller wishes to end the call, click the Release button. The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the Release button. The Release indicator goes on; you can now take other calls.

Note: Recalls from remote locations travel over release link trunks (RLTs). Call source information consists of an RLT access code and member number.

Transferring a recall to another remote extension

A called party at a remote location can transfer a call back to you, which you can then extend to another extension.

- 1 You receive a recall from a remote location. Click on the loop key beside the flashing Source indicator (or remote) to answer the call. The tone stops and the loop and Source indicators go on steadily; you hear two beeps before you are connected to the called party. The remote ICI indicator is on.
- 2 The called party asks to have the caller transferred back to you. Click the RIs Dst button to release the called party from the call. You are connected to the caller.

3 If the caller wishes to end the call, click the Release button. The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the Release button. The Release indicator goes on; you can now take other calls.

Network Attendant Service

The following NAS features are processed the same as for local calls. You can find these features elsewhere in the guide:

- Attendant Routing
- Break-In
- Call Extension
- Call Waiting
- Camp-On
- Incoming Call Indication
- Night Service
- Off-Hook Queueing
- Timed Reminder Recalls

The next five features apply specifically to NAS situations. Clicking the NAS key on your screen “console” makes you available for calls from all locations in the network.

Answering a call from a remote console

With Network Attendant Service (NAS), attendant services for multiple locations can be provided from a single location. As a NAS attendant, you can handle calls that would normally be handled by the attendants at a remote location.

1 You receive a call intended for a remote console. Click on the loop key beside the flashing remote ICI to answer the call. The tone stops and you are connected to the caller. The appropriate ICI indicator is on.

2 Respond to the caller’s request. If no further action is needed, click the Release button to end the call. The Release indicator goes on; you can now take other calls.

Note 1: Calls from remote locations travel over Integrated Service Digital Network (ISDN) trunks. Calling Line ID is supplied, to indicate the source of the call.

Note 2: You can also receive direct calls from extension users and attendants at the remote location. The procedure is the same as for indirect calls outline above, except that direct calls cannot be placed on silent hold. If you dial the silent hold code, you hear a fast busy signal.

Extending a call to a busy remote extension

You can route a call to a busy extension at a remote location if camp-on is allowed at the busy end. If the called extension does not become idle within a set time, you are automatically recalled by the camped caller.

- 1** You receive a call intended for a remote console. Click on the loop key beside the flashing ICI key to answer the call. The appropriate ICI indicator is on.
- 2** The caller requests an extension at the remote location. Dial the requested location. The appropriate ICI indicators are on. If the called extension is busy, you hear a busy signal followed by a beep; you are reconnected to the caller.
- 3** If the caller does not wish to wait, click the RIs Dst button, then the Release button to end the call. The Release indicator goes on; you can now take other calls.

If the caller wishes to be camped onto the busy extension, click the Release button. [If recall occurs, either extend the call again (this paragraph) or end it (step 3). The Release indicator goes on; you can now take other calls.

Note: If you dial the requested number at the remote location and hear only a busy signal (with no beep), then a call is already camped onto that extension. If the caller wishes to wait, put the call on hold. Otherwise, release the call.

Extending a call to an idle remote extension

After answering a call to a remote console, you can extend it to the desired extension at the remote location.

- 1 You receive a call intended for a remote console. Click on the loop key beside the flashing ICI key to answer the call. The appropriate ICI indicator is on.
- 2 Dial the requested extension. You hear ringing at the remote location.
- 3 If you wish to release before the called party answers click the Release button. The Release indicator goes on; you can now take other calls.

To ensure that the called party is present, wait for an answer before releasing. When call is answered, ringing stops; you can talk to the called party.

- 4 Once you have ensured that the called party is present, click the Release button to end your connection in the call. The caller and called party are connected. The Release indicator goes on; you can now take other calls.

Remote recall

When you extend a call to an idle extension at a remote location and the called party does not answer within a set time, you are automatically recalled by the caller.

When you extend a call to an idle extension at a remote location and the called party does not answer within a set time, you are automatically recalled by the caller.

- 1 You receive a recall from a remote location. Click on the loop key beside the flashing ICI indicator. The appropriate ICI indicator is on.
- 2 Click the RIs Dst button. Ringing at the called extension stops.
- 3 If the caller wishes to end the call, click the Release button. The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the Release button. The Release indicator goes on; you can now take other calls.

Note: Calling Line ID supplies the information regarding the source of the recall.

Transferring a call to another remote extension

A called party at a remote location can transfer a call back to you, which you can then extend to another extension.

- 1 You receive a call from a remote location. Click on the loop key beside the flashing ICI indicator to answer the call. The appropriate ICI indicator is on.
- 2 The called party asks to have the caller transferred back to you. Click the RIs Dst button to release the called party from the call. You are connected to the caller.
- 3 If the caller wishes to end the call, click the Release button. The Release indicator goes on; you can now take other calls.

If the caller wishes to speak to another party, dial the new number, then click the Release button. The Release indicator goes on; you can now take other calls.

Networking (ESN, ISDN) features

Authorization Code

When an extension user requests an ESN location, you may have to enter an authorization code to override the access restrictions assigned to the user's extension. Authorization codes are issued to extension users with special calling needs.

- 1 A caller requests an extension at a distant ESN location and provides an authorization code. Dial the requested number. The Excl Src indicator goes on. You may hear the authorization-code prompt:
 - a recorded message followed by three beeps, or
 - ten beeps followed by dial tone
- 2 Dial the user's authorization code. The call is completed.
- 3 Click the Release button to end your connection in the call. The Release indicator goes on; you can now take other calls.

Charge Account

If your console has a Charge key, you can assign a charge account number to a call about to be extended to an ESN location.

- 1 A caller requests an extension at a distant ESN location and wishes to charge the call to an account number. Click on Charge. The Charge indicator goes on. The Destination indicator flashes.
- 2 Dial the charge account code. The Charge and Destination indicators go off when the last digit of the charge account code is entered.
- 3 Dial the call as usual and click the Release button. A charge record is produced when the trunk is accessed. The Release indicator goes on; you can now take other calls.

Expensive Route Warning Tone

When an extension user requests an ESN location, you may be signaled that only an expensive route is available. The caller can accept the expensive route (direct distance dialing, or DDD) or try again later.

- 1 A caller requests an extension at a distant ESN location. Dial the requested number. The excl. source indicator goes on. You hear three beeps if the only available route is the most expensive one.
- 2 To accept the extensive route, company policy permitting, stay on the line. The call is completed.

To reject the expensive route, click the Release button. The Excl Src indicator goes off; you and the caller are reconnected.
- 3 Click the Release button to end your connection in the call. The Release indicator goes on; you can now take other calls.

Extending a call—Off-Hook Queueing

When an extension user requests an ESN location for which a trunk is not immediately available, you can:

- wait, off-hook, until a trunk becomes available, or
 - release the connection and allow the caller to wait for the trunk.
- 1 A caller requests an extension at a distant ESN location. Dial the requested number. The Excl Src indicator goes on during dialing. you hear a beep if a route is not immediately available.
 - 2 Inform the caller that there will be a brief wait.

- 3 Click the Release button to end your connection in the call. The Release indicator goes on; you can now take other calls.

Network Speed Call

With Network Speed Call, you can extend calls to a selected number at an ESN location by dialing a one-, two-, or three-digit code.

- 1 Click on a loop key. The loop indicator goes on steadily.
- 2 Dial the network access code, the Network Speed Call list access number, and the one- to three-digit code for the desired number. The Source indicator goes on steadily. The number is automatically dialed.

Routing control

You can use ESN routing control to modify extension user's network access. When routing control is on, each extension usually has more restrictions. Turning routing control off restores the Network Class of Service (NCOS) assigned to each ESN user.

- 1 To turn routing control on, click on Routing Controls in the Feature List. The Routing Controls indicator goes on
- 2 To cancel routing control, click on Routing Controls. The Routing Controls indicator goes off.

Using the Meridian 1 Attendant PC Help Facility



Online Help is essential to learning and using the Meridian 1 Attendant PC. There are two kinds of Help: Help about a specific procedure and Help that gives you information about what you see on your screen.

About the Help facility

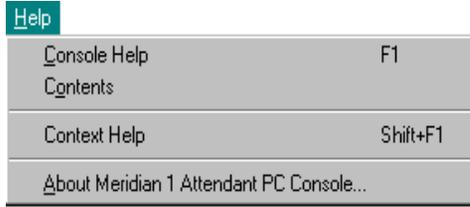
The Help facility provides the following three functions:

- describes the toolbar menu and console keys, such as fixed keys, loop keys and lamps
- provides definitions of call processing features, such as Barge In, Call Waiting, Call Park, and Malicious Call Trace
- gives setup instructions for feature keys, trunk group busy keys (TGB), and incoming call indication (ICI) keys.

The Help menu

This section introduces you to the Help facility and the options you can access to select Meridian 1 Attendant PC topics of interest ranging from “Creating a Virtual Feature” to understanding basic loop key operation. The next section provides examples of object and topical information contained within the Help facility.

Select a Help menu on your Console screen from the following options:



You can also access Help for a dialog box object by using any of the following means:



- Click the right mouse button on a Attendant PC object to display a **“What’s This?”** message
- Click the  icon in the dialog box title bar to display a Help cursor, then click the object
- Press the **(F1)** key to get Help on the selected object
- Use the **(Esc)** key to close the current Help window.

Console Help F1

When you press the **(F1)** function key on your keyboard, your terminal displays the Help Console window shown in Figure 49.

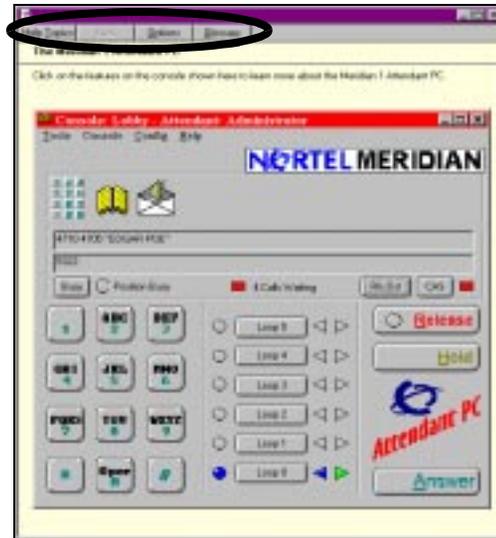
This window contains an image of your console, including its menu, and also has its own four-item menu bar displayed at the top:

The Help topics menu bar contains the following selections:

- Help Topics
- Back
- Options
- Glossary

Figure 49
Console Help window

Help Topics menu bar



Using the Contents tab

Contents



Use the **Contents** tab from Help Topics to assist you in finding Meridian 1 Attendant PC information quickly (Figure 50) to provide step-by-step procedures as well as set up instructions for “Using the PC console screen”, for example:

- Building an attendant’s toolbox
- Extending a call to voice mail
- Adding an attendant
- Headset and handset operation
- Sizing a PC console screen



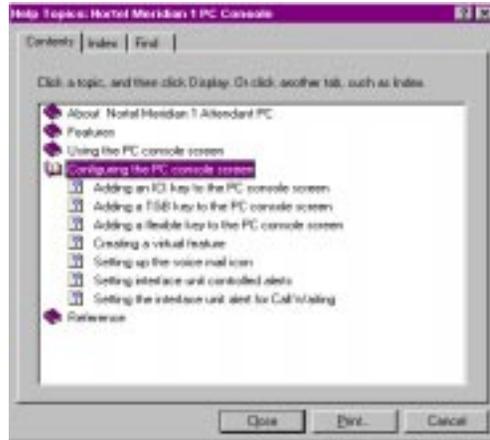
Tip
Some Help topics contain green underlined text. You can click the green text to see a definition of the term.

Represents a category of topics 

Reveals book contents 

A page represents an individual topic 

Figure 50
Contents tab window



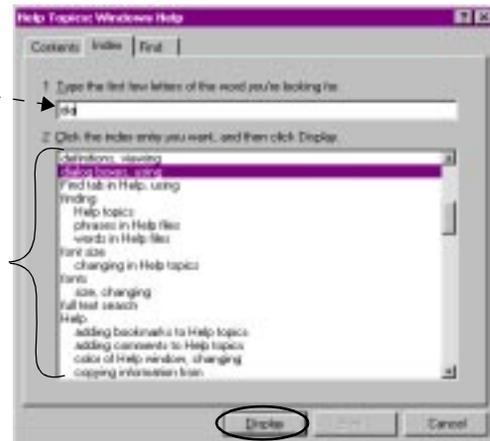
Using the Index tab

Use the **Index** tab to search console keywords for **Help** on a specific topic. The Index serves as a traditional book index, listing keywords and phrases alphabetically.

Index



Figure 51
Index tab window



Tip
To scroll through the Help - Index, type the first few letters of the word you want to search for.

Double click on a console topic or click the Display button.



To return to the list of topics, click Help Topics.

Using the Find tab



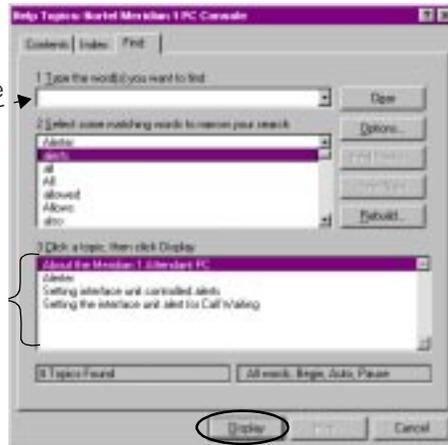
Use the **Find** tab to initiate a full-text search for any Attendant PC keyword or phrase in the Help facility.

Figure 52
Find tab window

Type the keyword or phrase you want to find.



Tip
Double click on a console topic or click the Display button.



To return to the list of topics, click Help Topics.

Using the Options menu



Annotate



Copy



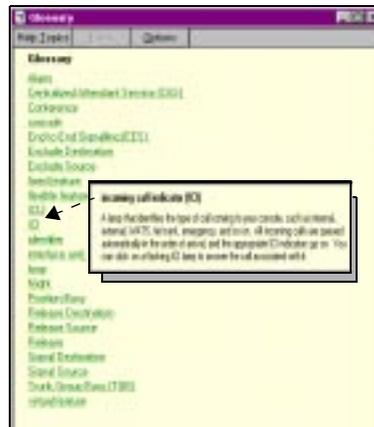
Use the **Options** menu to access enhanced console Help functions. The menu contains the following selections:

- **Annotate** - Allows you to add notes to a topic.
- **Copy** - Allows you to copy all or some selected topic text.
- **Print Topic** - Allows you to print selected topic.
- **Keep Help on Top** - Allows the Help window on top, or in a default position.
- **Font** - Allows you to specify small, normal or large font.
- **Use System Colors** - Allows you to display the Help system using specified colors.

Accessing Glossary features

The Glossary window (Figure 53) provides a reference for reading about console features. Click on any Attendant PC entry of interest to display a popup description for that feature.

Figure 53
Glossary window



About Meridian 1 Attendant PC software

This Help menu displays the current software version of the Meridian 1 Attendant PC application that you are presently using, for example; Version 1.1. Copyright © 1996-1997, Nortel. All rights reserved.”.

Note: Not every feature is available on every Meridian 1 Attendant PC application. Features available for the release of software on your Meridian 1 are described in the *NTP X11 Software Features Guide* (553-3001-305).

Attendant Hospitality Services

Attendant Hospitality Services enhances the productivity of console attendants in a Hospitality environment by integrating Meridian 1 Attendant PCs with a Property Management System (PMS) displaying guest information to the attendants on a real-time basis. With advanced hospitality features like Real Time Directory, enhanced Automatic Wakeup, enhanced Do Not Disturb, Class of Service Options for the Attendant, Changing the Guest Status, Interface Status Monitor, and Text Messaging capabilities, provides attendants the advanced tools to create a powerful impression on guests as valued customers. With multiple property support, attendants can operate in a centralized manner addressing customer requirements across multiple properties as if they were one property.

Attendant Hospitality Services works with the existing Meridian 1 Attendant PC Console, enhancing its use in the hospitality environment.

Using the Meridian 1 Attendant PC Directory

When you select Directory from the Attendant PC console , the following screen appears (see Figure 54).

The Directory Window

The **Directory** window shows the following:

Figure 54
Meridian 1 Attendant PC Directory

The screenshot shows a window titled "Directory - Name, First Name" with a menu bar containing "Directory", "Console", "Information", and "Help". Below the menu bar is a table with the following columns: "DN", "Acc...", "Ti...", "Name", "Room", and "Guest Id". The table contains 28 rows of data, with the row for DN 1003 highlighted in blue. Each row starts with a smiley face icon.

DN	Acc...	Ti...	Name	Room	Guest Id
☺ 10002	Swan		Vacant	1018/1002	
☺ 10021	Dolphin		Vacant	468/10021	
☺ 10022	Dolphin		Vacant	468/10022	
☺ 10023	Dolphin		Vacant	468/10023	
☺ 10024	Dolphin		Vacant	468/10024	
☺ 10025	Dolphin		Vacant	468/10025	
☺ 10026	Dolphin		Vacant	468/10026	
☺ 10027	Dolphin		Vacant	468/10027	
☺ 10028	Dolphin		Vacant	468/10028	
☺ 10029	Dolphin		Vacant	468/10029	
☺ 1003	Swan		Vacant	1018/1003	
☺ 10030	Dolphin		Vacant	468/10030	
☺ 10031	Dolphin		Vacant	468/10031	
☺ 10032	Dolphin		Vacant	468/10032	
☺ 10033	Dolphin		Vacant	468/10033	
☺ 10034	Dolphin		Vacant	468/10034	
☺ 10035	Dolphin		Vacant	468/10035	
☺ 10036	Dolphin		Vacant	468/10036	
☺ 10037	Dolphin		Vacant	468/10037	
☺ 10038	Dolphin		Vacant	468/10038	
☺ 10039	Dolphin		Vacant	468/10039	
☺ 1004	Swan		Vacant	1018/1004	
☺ 10040	Dolphin		Vacant	468/10040	
☺ 10041	Dolphin		Vacant	468/10041	
☺ 10042	Dolphin		Vacant	468/10042	
☺ 10043	Dolphin		Vacant	468/10043	
☺ 10044	Dolphin		Vacant	468/10044	
☺ 10045	Dolphin		Vacant	468/10045	
☺ 10046	Dolphin		Vacant	468/10046	
☺ 10047	Dolphin		Vacant	468/10047	
☺ 10048	Dolphin		Vacant	468/10048	
☺ 10049	Dolphin		Vacant	468/10049	

The Directory contains the following columns:

The "DN", "Name", and "Status" columns are default columns:

DN: the DN of the room.

Name: the name of the guest, or "vacant."

Status: the guest registration status.

The "Room" and "Guest Id" columns are configured during the installation:

Room: the room being used.

Guest Id: a string that identifies the guest.

The Directory Command Menu

By highlighting an entry in the Directory, the right-clicking mouse button, the following Directory command menu appears (see Figure).

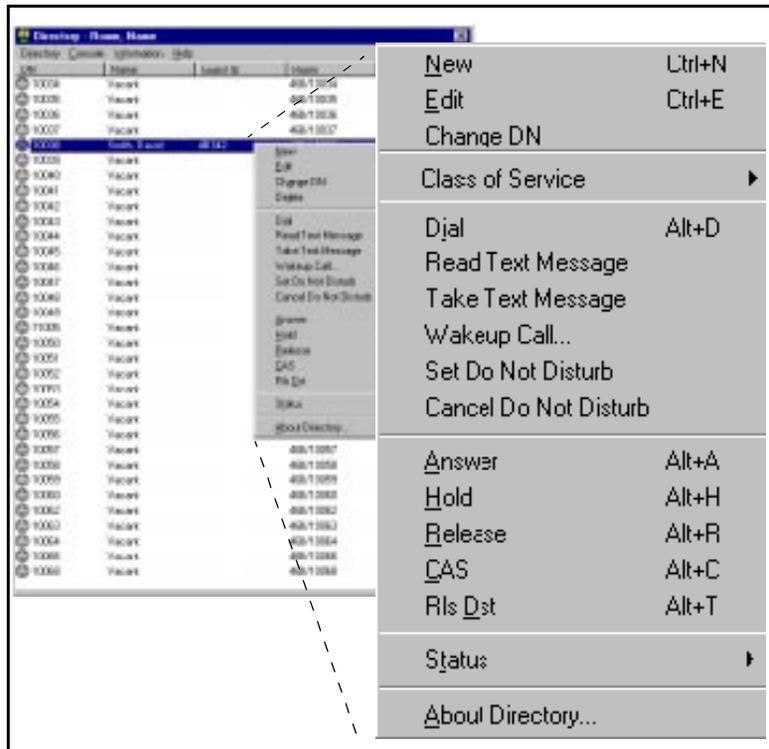
Directory Management Operation

To use the management features:

- 1 Highlight the name of the guest.
- 2 Press the right mouse button.
- 3 Select the appropriate feature from the drop-down menu.

Figure shows how to select the directory management features from the Directory Command Menu.

Figure 55
Directory Command Menu



The **Directory** menu contains the following commands:

New: Adds a new Directory Name.

Edit: Edits a Directory Name.

Change DN: Changes the Directory Name.

Delete: Deletes a Directory Name.

Dial: Dials a Directory Name.

Read Text Message: Read a Text Message.

Take Text Message: Take a Text Message.

Wakeup Call: Sets up a Wake-up Call.

Class of Service: Change the Class of Service of a guest's room.

Set Do-Not-Disturb: Sets up the Do-Not Disturb feature.

Cancel Do Not Disturb: Cancels the Do-Not-Disturb feature.

Answer: Answer a call.

Hold: Place a call on hold.

Release: Release a call.

CAS: Centralized Attendant Service.

Rls Dst: Release destination.

Status: Opens a second "Status" dialog box.

About Directory...: Provides the user with information explaining the purpose of the Directory Service Menu and the entry options it contains.

Using the Text Message Host

Use the **Text Message Host** to enter and retrieve messages for guests.

Figure 56 shows that messages entered in the Text Message Host are available to both the Property Management System and the attendants

Figure 57 shows how the Text Messaging feature interacts with the Attendant Services and the PMS.

From the Text Message Host, you can:

- Add a new message for a guest that is also available to the PMS
- Check with the PMS for messages
- View all messages
- Delete messages.

Figure 56
Text Message Host Menu

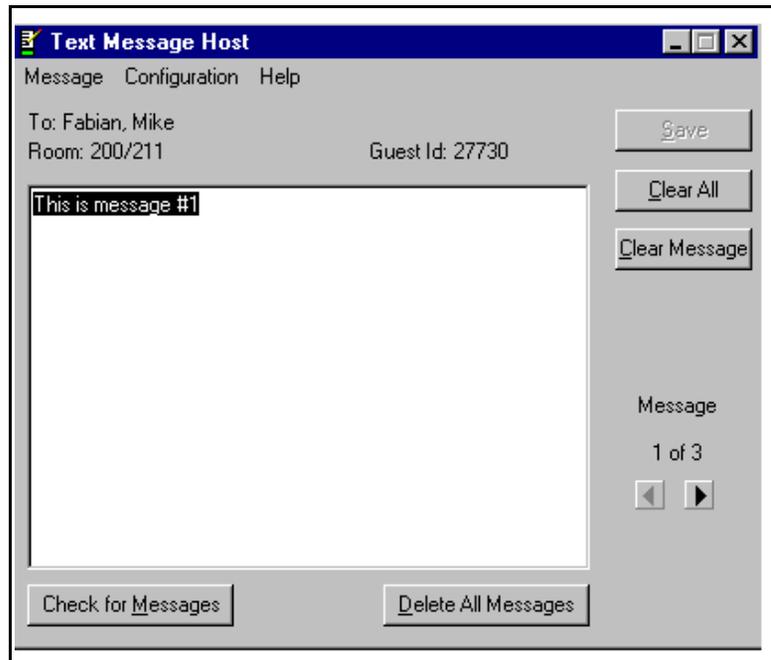
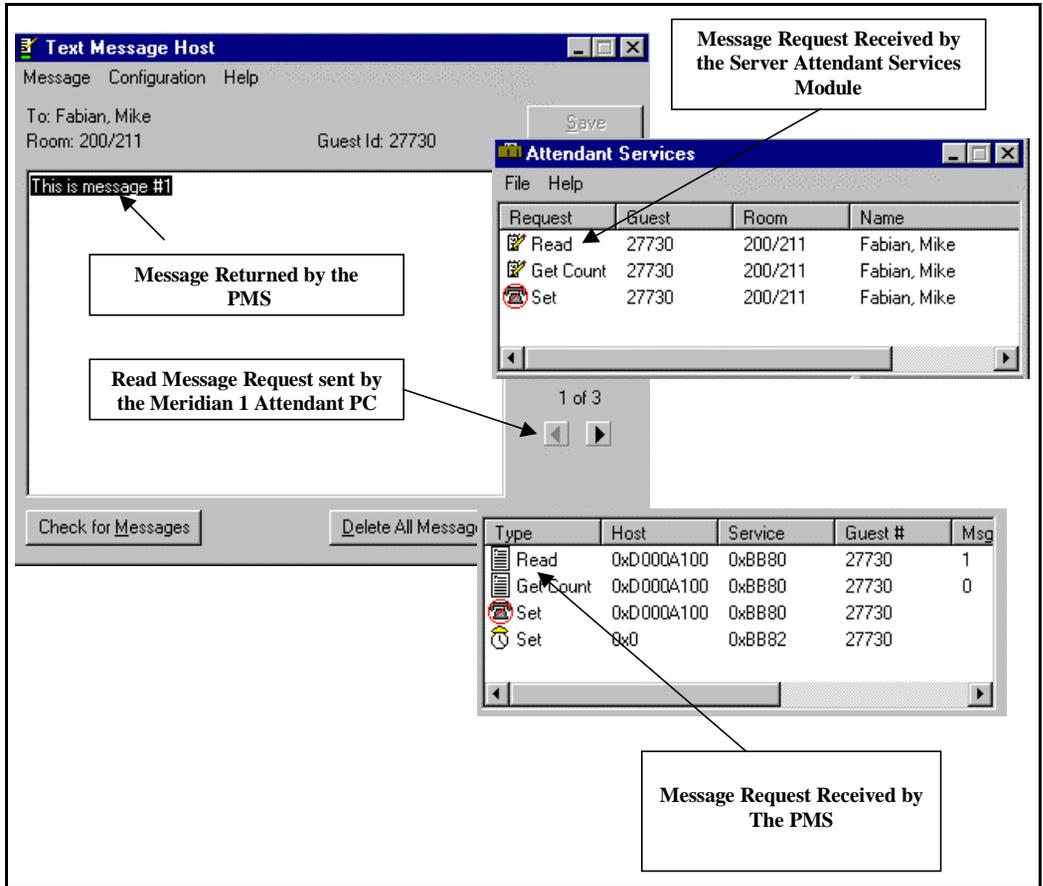


Figure 57
The process of creating a Text Message



— The **Text Message Host** menu contains the following commands.

New: Click New to create a message for a guest. Enter the message into the Text Message Host text box and click Save. The new message is available to both the directory and the PMS.

Check for Messages: Click this button to retrieve messages for a selected guest from PMS.

Delete Messages: Click this button to delete the message that is currently displayed.

Next/Previous: Click on these buttons to scroll through messages. Click the Next button to see the next message. Click the Previous button to review the prior message.

Clear Message: Click this button to clear the current guest's information.

Clear All: Click this button to clear all messages stored for a guest.

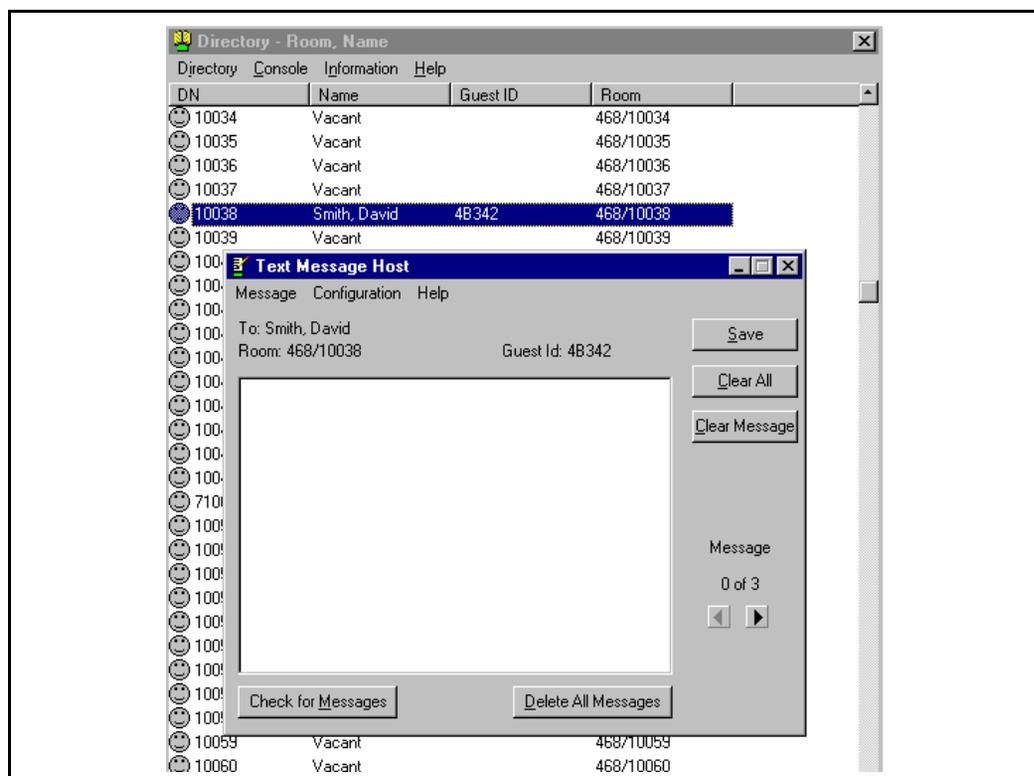
Save: Click this button to save text typed into the text area as a stored message.

Taking or Retrieving Text messages

To gain access to text messages:

- 1 Select the **Text Message Host** item from the Tools menu.
- 2 Highlight the name of the guest in the directory screen.
- 3 Press the right mouse button.
- 4 Select **Take** or **Read Message** from the drop-down menu.
- 5 The Text Message Host screen appears.
- 6 Take or retrieve messages for the guest indicated in the Text Message Host Box (see Figure 58).

Figure 58
Text Message Host Box



Using the Wakeup Call dialog box

The Enhanced Automatic Wake-up (AWU) feature allows AWU requests to be processed from the Directory rather than assigning a feature key. The AWU activation is scheduled by the Desktop Information Server (DIS) which generates a transaction and transmits the information to the PMS. The DIS is a PC, connected to the LAN and optionally attached to a console interface unit (CIU), that provides the interface to the Property Management System (PMS). The PMS is responsible for communicating the AWU condition to the appropriate system.

Use the Wakeup Call dialog box, shown in Figure 59, to enter, delete, edit, alter the status, and control call processing of each entry. Wake-up calls for guests can be programmed a maximum of <XX> days in advance. Selection boxes let you schedule the month, day, hour, and minute of the wakeup call. If a guest wants a range of days, you can schedule a begin date and an end date. The following selections are available:

VIP: Check this box if the guest wants a call from the operator rather than an automatic phone call.

Time: Type the Wake-up call time in the text box. Use the format HH:MMPM or HH:MM. You can also select the desired Wake-up time using the Hour and Minutes radio buttons.

Hour: Click on the radio buttons to indicate Wake-up call time. The most common hours are listed. If the client desires a Wake-up call time at a different time setting, enter that time in the Time text box.

Minutes: Click on the radio buttons to indicate Wake-up call time. If the client desires a Wake-up call time at a different time setting, enter that time in the Time text box.

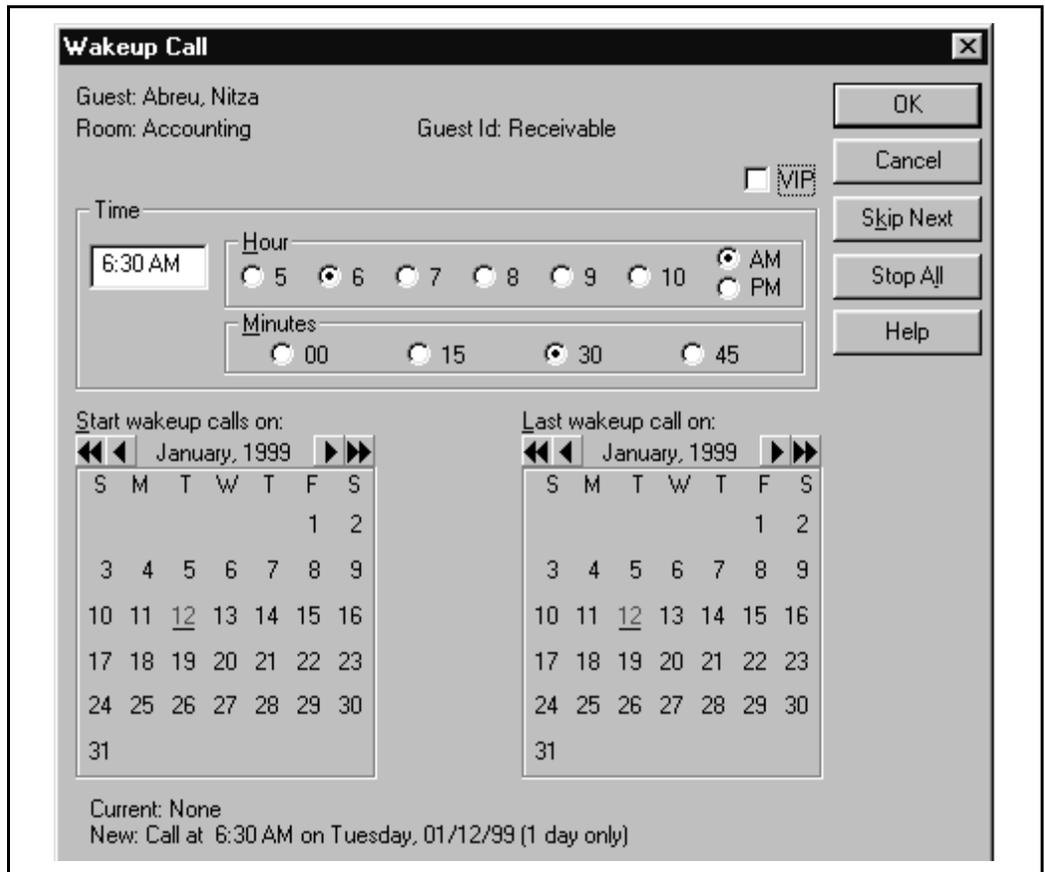
Start Wake-up calls on: Click on the date the Wake-up calls are to start. Note that the selected day is highlighted in red and underlined. Click the buttons with double arrows at the top of the calendar to display the previous or next month. Click the buttons with single arrows to move the selected date to the previous or next day.

Last Wake-up call on: Click on the date the last Wake-up call is to be made. Note that the selected day is highlighted in red and underlined. Click the buttons with double arrows at the top of the calendar to display the previous or next month. Click the buttons with single arrows to move the selected date to the previous or next day.

Skip Next: Click on this button to skip the next wake-up call, and leave the remaining wake-up schedule in place.

Stop All: Click on this button to clear the guest's wake-up call schedule.

Figure 59
Wakeup Call dialog box



Setting up a Wake-up call

If you want to set up a wake-up call, use the following procedure:

- 1 Highlight the name of the guest
- 2 Choose **Wake-up Call** from the Directory menu.
- 3 Check 'VIP' if the guest prefers an operator call rather than an automated phone call.
- 4 Type in the wake-up time in the Time text box using the format HH:MMPM or HH:MM or select a time using the Hours and Minutes radio buttons.
- 5 Select a start wake-up date by clicking on the day in the calendar entitled Start Wake-up Calls On. Note that the selected day displays in red and is underlined. Use the double arrow buttons to scroll to the previous or next month. Use the single arrow keys to tab to the previous or next day.
- 6 Select a last wake-up date by clicking on the day in the calendar entitled Last Wake-up Call On.
- 7 Check the current and New status at the bottom of the dialog box to make sure that the dates selected are correct.
- 8 Click **OK**.

Skipping a Wake-up call

If a guest wants to skip a Wake-up day, you can use the **Skip Next** command to skip a day without reentering the entire schedule.

If you want to skip a wake-up call, use the following procedure:

- 1 Highlight the guest's record in the directory
- 2 Choose **Wake-up Call** from the directory menu.
- 3 Select **Skip Next**.

Note: This option allows you to skip the next wake-up call only. You cannot set the Skip Next option more than one day in advance.

Canceling a Guest's Wake-up calls

If you want to cancel a guest's wake-up call,

- 1** Highlight the guest's record in the Directory.
- 2** Choose **Wakeup Call** from the Directory menu.
- 3** Click **Stop All**.
- 4** Click **OK** (see Figure 59)

Figure 60 shows the Wakeup flow from the Attendant to the Wakeup Manager to the Property Management System (PMS).

Figure 60
Wakeup flow from the Attendant to the Wakeup Manager to the PMS

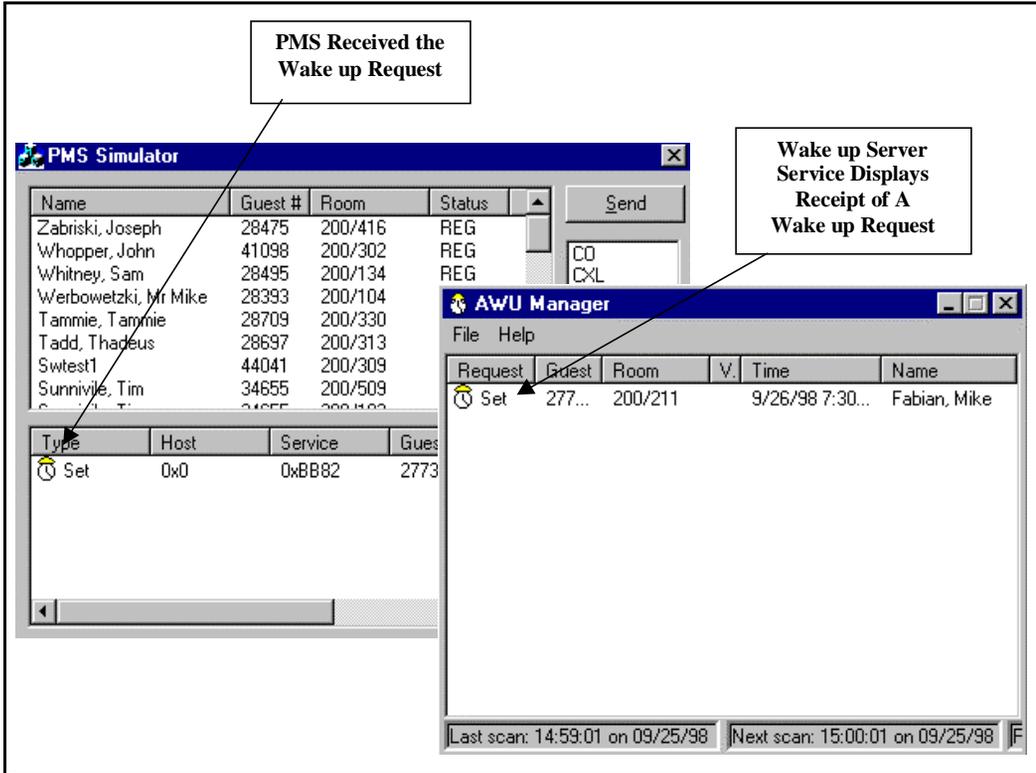
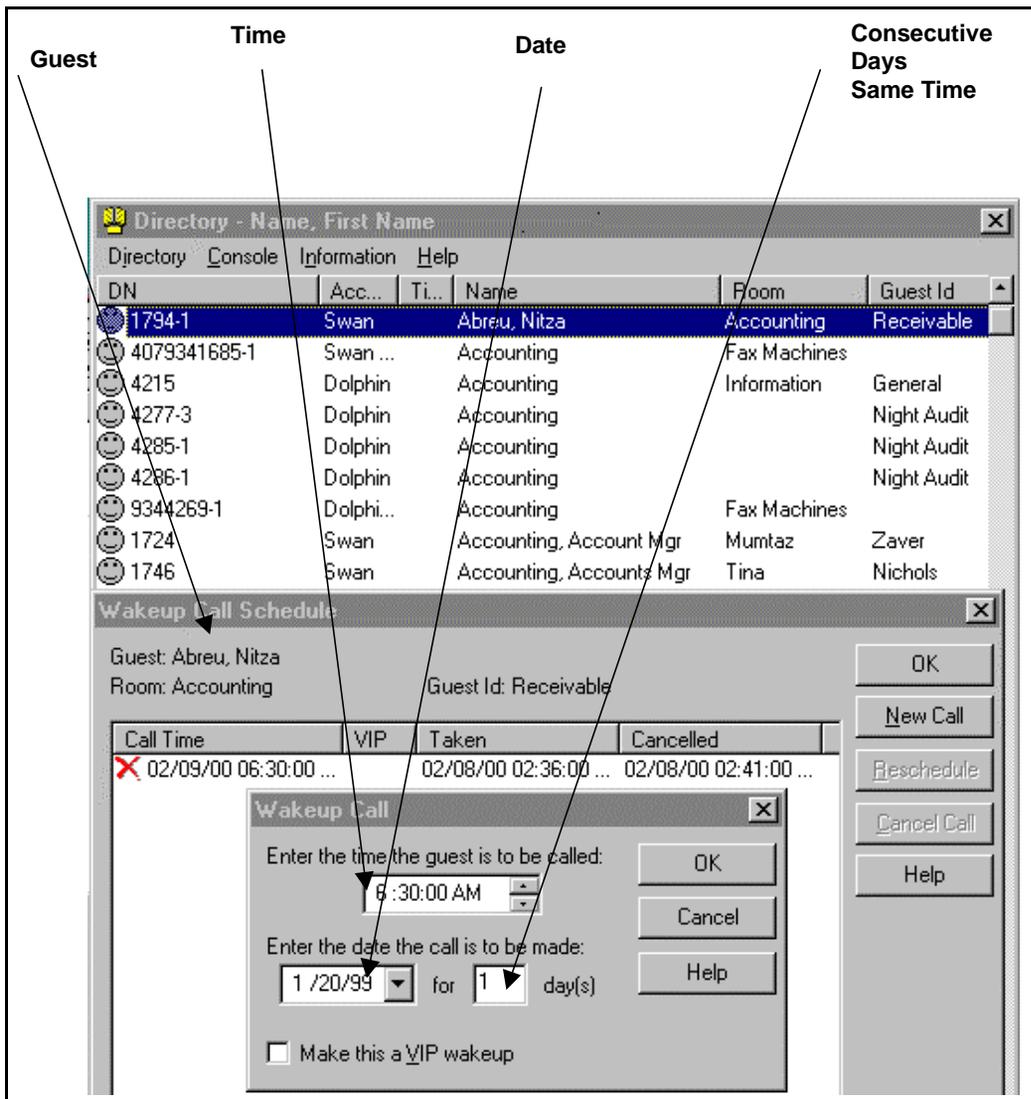


Figure 61 shows the Wakeup Call dialog box in the Wakeup Call application.

Figure 61
Wakeup Call Dialog box in Wakeup Call application

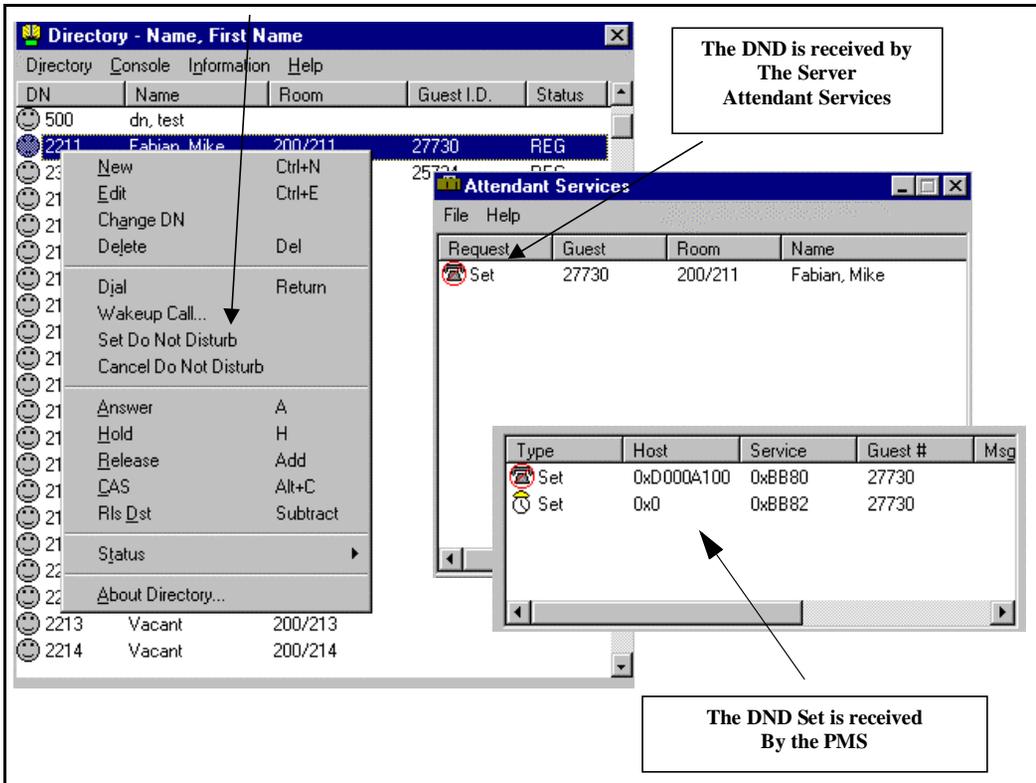


Setting or Canceling Do-Not-Disturb features

The Enhanced Do-Not-Disturb (DND) feature allows DND requests to be processed from the Directory rather than assigning a feature key. The DND activation is scheduled by the DIS which generates a transaction and transmits the information to the PMS. The PMS is responsible for communicating the DND condition to the appropriate system. To set up or cancel a Do-Not-Disturb condition:

- 1 Highlight the name of the guest.
- 2 Press the right mouse button.
- 3 Select **Set** or **Cancel Do-Not-Disturb** (see Figure 62).

Figure 62
Do-Not-Disturb



Class of Service

The Attendant Class of Service feature provides the attendant the ability to easily change the class of service for a guest's room. A short description (label) of each service class is entered along with the numerical value assigned as the class of service by the Meridian 1 systems engineer.

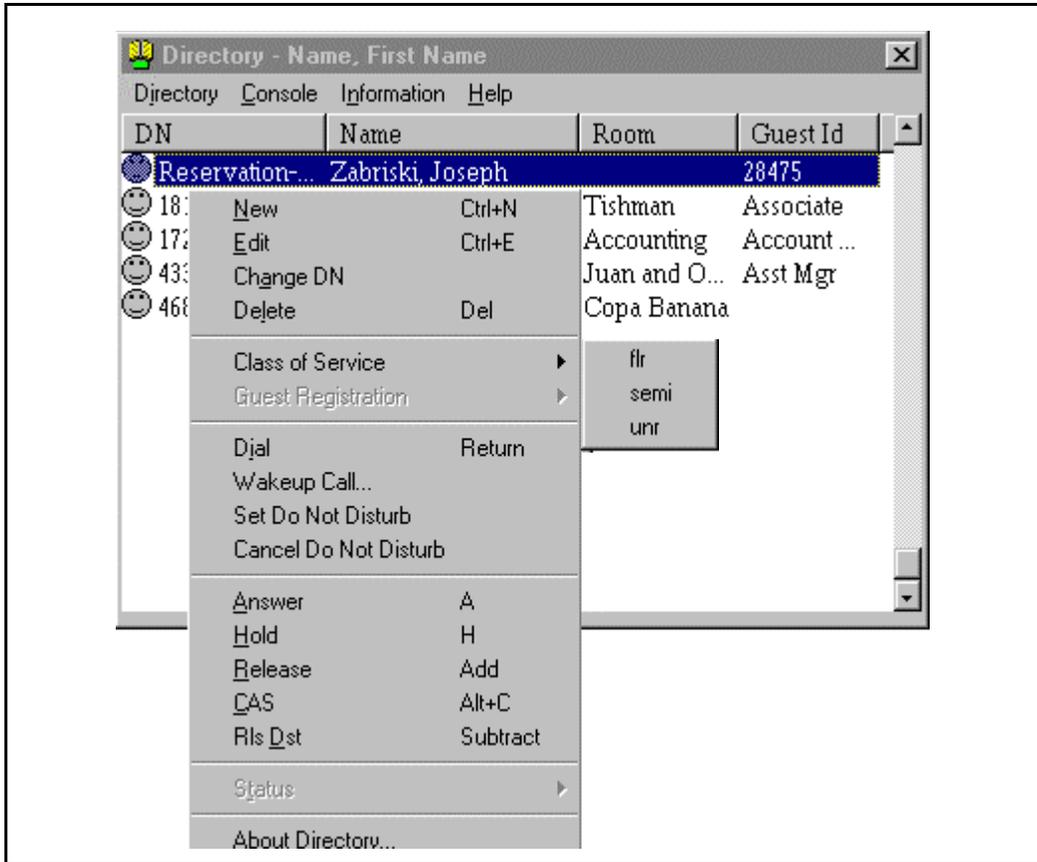
Selecting one of the classes causes a class of service notification to be sent to the PMS. The PMS is responsible for forwarding the change to the Meridian 1 for implementation.

Class of service definitions

Figure 63 shows Class of Service selection for a guest's room.

- 1 Select the guest room to be modified.
- 2 Right-click the mouse button.
- 3 Highlight **Class of Service**.
- 4 Select "flr" for Fully Restricted Class of Service, "semi" for Semi-restricted Class of Service, or "unr" for Unrestricted Class of Service.

Figure 63
Selecting Class of Service



Manually Changing Guest Registration Status

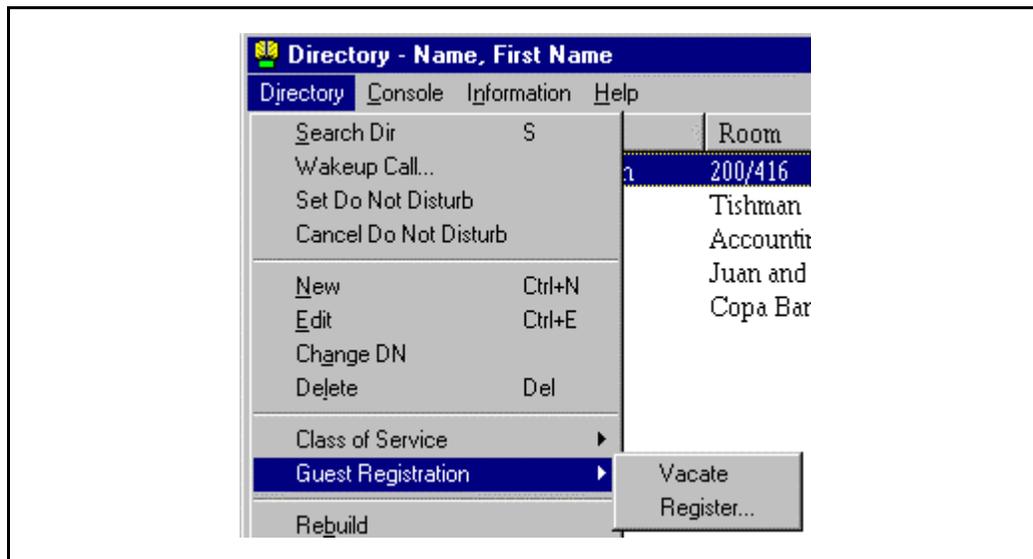
From time to time it may become necessary for an Attendant to update the status of a guest. The Attendant can, at any time manually Register or Vacate a room based on current status information.

Normally, this information is sent from the PMS to the Directory. However, occasionally you may need to manually update this information.

Figure 64 shows how to update Guest Registration.
To update the status of a guest:

- 1 Click the **Directory** menu.
- 2 Highlight **Guest Registration** from the Directory menu.
- 3 Select **Vacate** or **Register**.

Figure 64
Guest registration status



Interface Status Monitor

The Interface Status Monitor provides a visual display of the current status of the various interface connections within the DeskTop Information Server (DIS) and an audible notification of potential interface failures. It also provides notification to the Meridian 1 Attendant PC when the server is brought on line to allow it to automatically reconfigure itself to provide functions that are available only to a fully connected system.

Visual and audible notification is made when the server stops responding to the network, the PMS disconnects from the server, or any of the server's services terminate. Visual notification is made when any of the functions resume activity. When the monitor is run on a PC where the Meridian 1 Attendant PC is running it automatically notifies the Meridian 1 Attendant PC when it detects the server has resumed functioning. This background notification allows the attendant console to automatically be reconfigured to provide those functions that are available only when connected to the server and the PMS (e.g. Do Not Disturb, Class of Service changes, etc.).

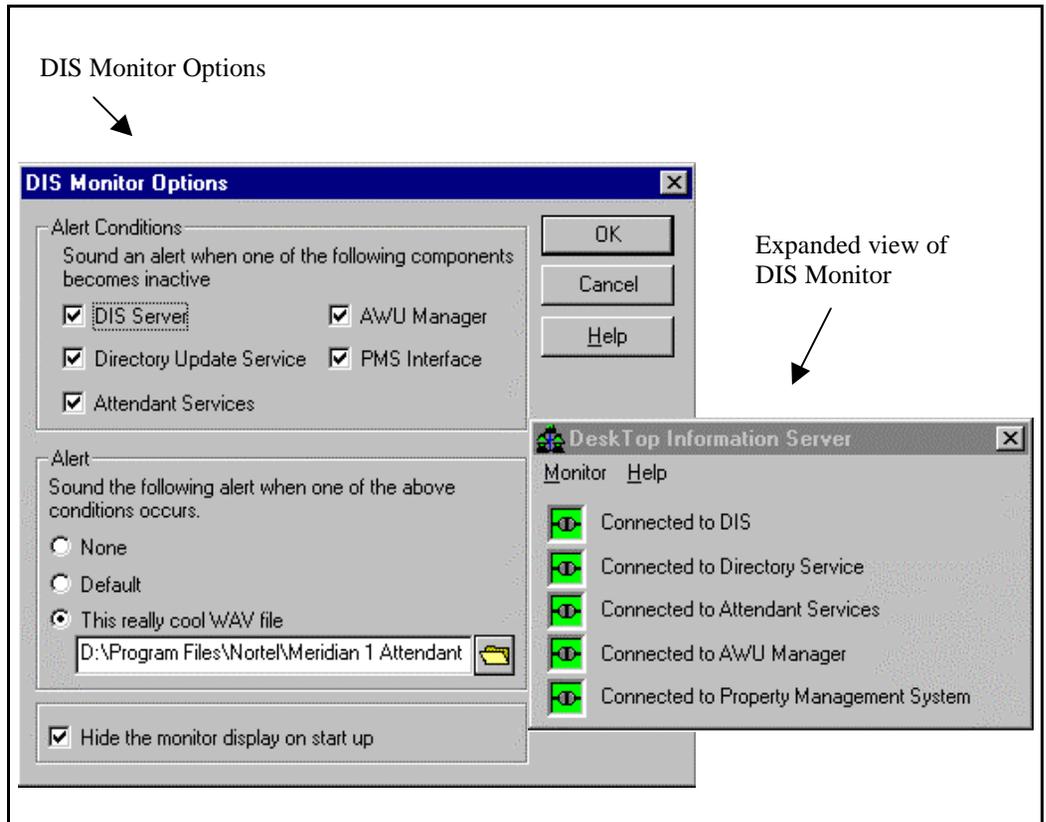
To start the Monitoring the Attendant will go to the Start Menu of the PC, select programs, Meridian 1 Attendant PC and then select DIS Status Monitor. The DIS status Monitor can be minimized on the Task bar. Optionally the DIS status monitor can be added to the startup folder so that monitoring begins at startup.



Monitor Icon on the task bar

Figure 65 shows the Interface Status Monitor options and monitor:

Figure 65
DIS Status Monitor options and monitor



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.

Automatic Wake-up, Enhanced Automatic Wake-up

A hospitality feature which allows an overnight guest to state the time he/she wants to be awakened. The telephone system will ring the guest at the specified time and connect the called party upon answer to music followed by a recorded wake-up announcement.

The enhanced Automatic Wake-up feature allows AWU calls to be scheduled in any amount of time from 1-23 hours and repeated each day during the range of dates given.

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 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 centralizes attendant services for customers with multiple locations. A typical CAS configuration consists of one or more remote locations, each served by its own switch and attendants and a main site location where the CAS attendants are located.

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.

CIU

Console Interface Unit. This is the hardware device that provides the interface between the Meridian 1 PBX and the PC.

Class of Service option

A feature that allows the attendant to modify the level of telephone restriction (class of service) of a guest's room.

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; a key/lamp pair and a tone provide a warning. 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.

DIS/DTIS

DeskTop Information Server. This term refers to a PC connected to the LAN and optionally attached to a CIU. The PC will support the actual interface between the PMS system. The optional CIU will provide a mechanism to perform automated functions that are not initiated by an individual attendant.

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, enhanced

The enhanced Do-Not-Disturb (DND) feature allows DND requests to be processed from the Directory rather than assigning a feature key.

Do-Not-Disturb Group

A programmable feature key that enables you to place a predefined group of extensions in the Do-Not-Disturb mode. A DN in this mode is free to originate calls, but appears busy to incoming calls.

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. A DN in this mode is free to originate calls, but appears busy to incoming calls.

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 unit, 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 (Voice Mail) and paging from the attendant.

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 in the Meridian 1 by an engineer 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.

FX

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

Guest Status

A feature that allows the attendant to modify the registration status of a guest’s room.

ICI

Incoming Call Indicator. A key on the Attendant PC interface unit 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.

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.

Interface Status Monitor

The Interface Status Monitor provides a visual display of the current status of the various interface connections within the DeskTop Information Server (DIS) and an audible notification of potential interface failures. It also provides notification to the Meridian 1 Attendant PC when the server is brought on line to allow it to automatically reconfigure itself to provide functions that are available only to a fully connected system.

Internal DN

Directory numbers that are under the control of the DIS. They do not represent an actual telephone and are not required to be valid DNs as defined by the Meridian 1. They are simply storage areas for directory information for guests that are not currently assigned to a room.

Interpositional Call

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

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.

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 flexible feature key that enables you to turn off the message waiting signal at an extension after you have delivered the message for that extension.

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.

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.

PMS

Property Management System.

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.

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 seconds). 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 Attendant PC 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 Line 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.

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 specific set of numbers, such as for emergencies (ambulance, fire department, 911) or to a company out-of-area branch office, etc.

Text Messaging

A feature integrated with the Property Management System that allows messages to be entered and received for guests.

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
**Attendant PC Hospitality
Services**
Software User Guide

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