

Dterm Attendant Answering Position

The Attcon LDN key ring to loop key answer can be emulated on a Attendant Dterm station using ICI and Loop Line keys. For those familiar with the NEC Key System the operation can be compared to the CAR/CAP key feature.

Calls ring in on a designated ICI key that when answered jump to a loop key. Different calls can be sent to different ICI keys so that they can be identified. This is useful when an attendant must identify the number dialed by the caller so as to answer with an appropriate greeting. Internal 0 dialed calls can also be routed to an ICI key to help isolate these from outside trunk calls.

The keys can also be assigned to multiple stations with delayed or no ringing to act as a backup to the main answering position. **Note 5.**

Programming Example

The following example is programming for Dterm Attendant position 2000. Two DID calls (digits 2998 for company A and 2999 for company B) are identified on two different ICI keys while a 3rd ICI key identifies internally dialed 0 calls. Five loop keys are assigned for call appearance.

1. **CM 11>000~004>AA01~AA05** Where 000~004 are available virtual LENS and AA01~AA05 are the 5 Loop Line keys assigned for this example. **Note 1.**
2. **CM 11>005~007>AB00~AB02** Where 005~007 are available virtual LENS and AB00~AB02 are 3 ICI keys assigned for this example. **Note 2.**
3. **CM 1203>AA01~AA05>08** Where AA01~AA05 are the 5 assigned Loop Line keys and setting data 08 is Attendant Loop Line.
4. **CM 1202>AB00~AB02>1502** Where AB00~AB02 are the ICI keys and 15 is Service Restriction Class A while 02 is Service Restriction Class B.
5. **CM 1573>02>0** Where 02 is the Service Restriction Class B for the ICI keys and Setting data 0 sets these as ICI keys.
6. **CM 1202>2000~2002>1501** Where 2000 = the Dterm attendant position and 15 is Service Restriction Class A while 01 is Service Restriction Class B.
7. **CM 1571>01>0** Where 01 is the Service Restriction Class B for Attendant position 2000 and Setting data 0 allows the Attendant position feature.
8. **CM 1203>AB00~AB02>04** Where AB00~AB02 are the ICI keys and setting data 04 assigns Hotline.
9. **CM 171>AB00~AB02>1** Where AB00~AB02 are the ICI keys and setting data 1 represents Pilot.
10. **CM 172>AB00~AB02>XX** Where AB00~AB02 are the ICI keys and XX = a UCD group number. **Note 3.**
11. **CM 08>250>0**
12. **CM 5112>XX>AB02** Where XX = the tenant of the station dialing 0.
13. **CM 200>0>A088** Where 0 is an operator call.
14. **CM 7600>2998>000** Where 2998 = the DID for company A to pattern 000
15. **CM 7600>2999>001** Where 2999 = the DID for company B to pattern 001
16. **CM 7601>000>AB00** Where pattern 000 terminates to ICI key for company A.
17. **CM 7601>001>AB01** Where pattern 000 terminates to ICI key for company B.
18. **CM 9000>2000,01~2000,05>AA01~AA05** Assigns Loop Line keys to first 5 keys of Attendant station 2000.
19. **CM 9000>2000,07~2000,09>AB00~AB02** Assigns ICI keys for company A, company B and 0 calls to keys 7~9 on the Attendant station 2000.

Note 1. Only 5 loop line keys can be assigned for an Attendant position. Each of these can be placed on multiple Attendant positions and will light simultaneously.

Note 2. AB00~AB99. ICI keys can be assigned on multiple Attendant positions and will light simultaneously.

Note 3. Each ICI key must be placed in it's own individual UCD group.

Note 4. Automatic Hold feature is not available when using ICI with Loop Line keys.

Note 5. Calls to an ICI key cannot be overflowed or forwarded to another destination if not answered.

Note 6. When multiple ICI keys are ringing at the same time, and Ring Line Pick-up is enabled, the ICI on the lowest numbered key will be answered first.

Note 7. Additional Dterm Attendant programming that maybe required.....

- a. Ringing Line Pick-up (handset) CM 1582
- b. Ringing Line Pick-up (Speaker) CM 1586
- c. Remote Hold CM 15124
- d. Line pre-selection on a Dterm CM 08>199
- e. Day Night mode by station dialing CM 08>244