



NEAX<sup>®</sup> 2000 IVS

SN716  
Console

.....  
USER GUIDE

**NEC**

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# INTRODUCTION



Welcome to the NEC Attendant Console User Guide. The console incorporates powerful call processing functions, a compact design and easy-to-use features that will enable you to quickly answer and route calls.

This guide has two main sections; the first section describes the keys, lamps and display on the console. The second section explains how to process calls using the features and functions.

Some keys and features are noted as optional or system specific. The system administrator at your company can provide details about these features. Examples of optional features are external paging, recording devices and warning tones. System specific features include call forwarding access codes, least cost routing and message waiting codes. These features are not configured in every system.

As you read through the guide, you may encounter some telecommunications terms that are unfamiliar. The terms defined below may be helpful:

## ATTENDANT

The person using the console as a tool for answering and routing calls.

## AUTOMATIC RECALL

A telephone system feature that returns unanswered calls to the attendant for further help.

## CENTRAL OFFICE

The external telephone switching network that carries calls to and from businesses and residences.

## CENTRAL OFFICE CALL

A call sent to a business from the external network.

## LOOP KEY

Keys on the console that are designated to ring and flash when a call is sent to the console.

These calls are usually from the central office.

The term "loop" refers to the wires that run from a central office to a customer site.

## NEAX<sup>®</sup>2000 IVS

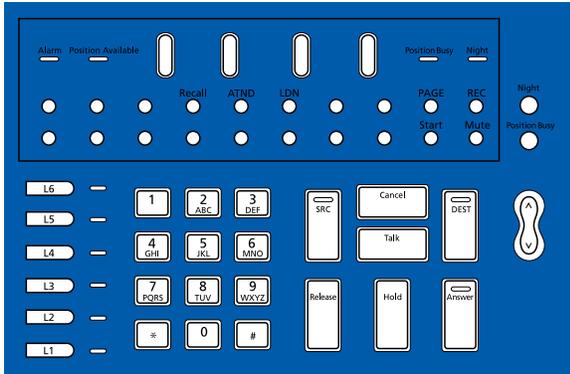
The entire NEC telephone system, including the system's central processor, lines, telephones and the console.

## STATION

A telephone that is part of the NEAX2000 IVS and has an extension number assigned. Calls from a station are considered internal calls for the purposes of this guide.

## TRUNK

A telephone line that connects a customer telephone system to the external telephone network.



## KEYS AND LAMPS

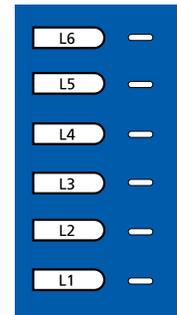
### LOOP (KEYS AND LAMPS)

Six keys – L1 through L6 – provide direct access to each loop for call processing and call origination.

Each loop has a lamp that is part of the loop key. This is the Ring/Answer/Hold lamp.

### LAMP ON LOOP KEY – RING/ANSWER/HOLD

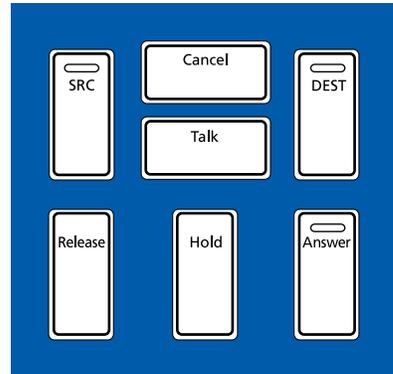
- ◆ Steady green lamp indicates a call in progress (talking).
- ◆ Slow flashing green lamp indicates held call.
- ◆ Rapid flash green lamp indicates recall from held call.
- ◆ Slow flash red lamp indicates an extended call waiting to be answered.
- ◆ Rapid flash red lamp indicates Automatic Recall.
- ◆ Steady red lamp indicates Automatic Recall-Busy call.



## PUSH BUTTON DIAL PAD

Allows the attendant to:

- ◆ Process incoming calls.
- ◆ Originate calls.
- ◆ Activate various service features.



## OPERATOR CALL PROCESSING KEYS

### SRC (Source Key and Lamp)

Allows the attendant to speak with the calling party. The associated lamp lights when the attendant is connected. The source trunk/station number appears on the LCD (Liquid Crystal Display) located at the top of the console.

## DEST (Destination Key and Lamp)

Allows the attendant to speak with the called party. The associated lamp lights when the attendant is connected. The destination station/trunk number appears on the LCD.

## TALK (Key)

Allows the attendant to join in a three-way conference with the calling and called parties. When connection is established, both SRC and DEST lamps will light.

*NOTE: Not assigned at default.*

## CANCEL (Key)

Allows the attendant to:

- ◆ Disconnect the calling (source) or called party (destination) from the loop.

- ◆ Disconnect an outgoing trunk or tone seized by the attendant.

- ◆ Disconnect a station recalling the attendant for transfer assistance.

## RELEASE (Key)

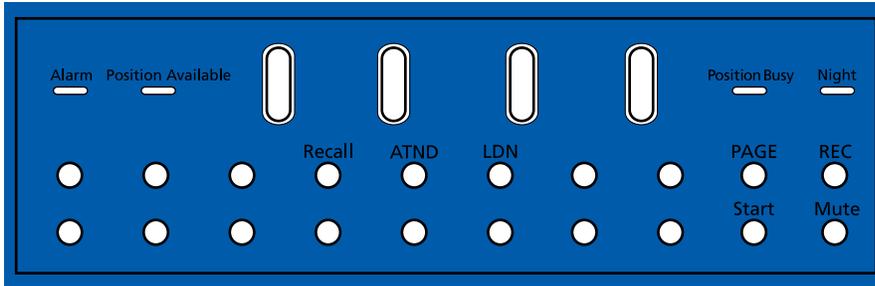
Allows the attendant to release from an established connection, freeing the console for processing of new calls.

## HOLD (Key)

Allows the attendant to hold a call at the console.

## ANSWER (Key and Lamp)

Allows the attendant to answer incoming calls in the order they arrive at the console.



## ADDITIONAL FUNCTION KEYS

### BV (Busy Verification Key and Lamp)

Allows the attendant to monitor or enter into a station-to-station or station-to-trunk connection.

*NOTE: Not assigned at default.*

### CALL PARK (Key and Lamp)

Allows the attendant to park a call that they have answered.

*NOTE: Not assigned at default.*

### SC (Serial Call Set Key and Lamp)

Allows the attendant to be automatically recalled when a station user replaces the handset. This is accomplished by pressing the SC Key after transferring an external (central office) call to a station.

*NOTE: Not assigned at default.*

### OPTION (Optional Key and Lamp)

Allows the attendant access to various optional features. Each key has an associated lamp.

### START (Key and Lamp)

Allows the attendant to originate an outgoing call for a station.

### MUTE (Key and Lamp)

Allows the attendant to cut off their voice transmission.

## **INCOMING CALL IDENTIFICATION**

Three non-locking keys with associated lamps provide the attendant access to specific types of incoming calls. A flashing red lamp indicates a call waiting to be answered. A steady red lamp indicates a call answered.

The standard arrangement of these keys is shown on the face layout:

### LDN (Listed Directory Number)

Incoming central office trunk call.

### TIE (Tie Line)

Allows the attendant to answer incoming tie line calls when the distant station dials an access code for the attendant.

*NOTE: Not assigned at default.*

### BUSY (Call Forward Busy Line)

Allows the attendant to answer incoming calls to a specified station when the station is busy.

*NOTE: Not assigned at default.*

### ATND (Attendant)

Incoming internal station call.

### NANS (Call Forwarding No Answer)

Allows the attendant to answer incoming calls to a specified station when the station does not answer within the predetermined time.

*NOTE: Not assigned at default.*

## RECALL

Incoming station call for attendant assistance in transferring an established outside call to another station.

## OPTION (Optional)

Additional incoming special service calls, such as a tie line. Consult the system administrator to find out how these keys are assigned.

*NOTE: Not assigned at default.*

## **STATUS, EXTERNAL DEVICE ACCESS KEYS AND TOGGLE**

### PAGE (Key and Lamp)

Allows the attendant to connect with an external paging system (optional feature).

### REC (Record Key and Lamp)

Allows the attendant to connect with a recording device (optional feature).

### ALARM (Lamp)

Steady lamp indicates trouble conditions in the PBX.

### POSITION AVAILABLE (Lamp)

When the attendant position (console) is available to process calls, the lamp lights a steady red.

### POSITION BUSY (Lamp)

When the attendant position (console) is not available to process calls, the lamp lights a steady red.

### POSITION BUSY (Key)

Allows the attendant to place the console in busy mode by depressing the key. The console will still ring, but calls cannot be processed until the Position Busy key is pressed again. Pressing the key again places the console in the available mode.

### SOFT KEYS (Key)

Reserved for future use.

## NIGHT (Lamp)

When the attendant is in night answer mode, the lamp lights a steady red.

## NIGHT (Key)

Allows the attendant to place the console in night mode by depressing the key. Releasing the key restores the console to normal operation.

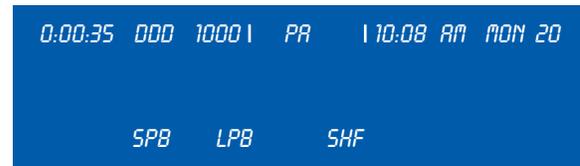
## UP/DOWN (Key)

Allows the attendant to adjust volume of the receiver and ringer as well as the contrast of the LCD.

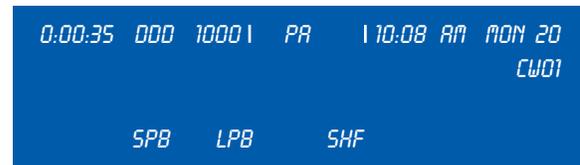
## LCD – LIQUID CRYSTAL DISPLAY

The four line display shows information about incoming and outgoing calls. The following information is displayed:

- ◆ First Line – The type of call connected to the attendant, truck number, date and time, and elapsed call timer.



- ◆ Second Line – Number of waiting calls.



◆ Fourth Line – Optional indication.

```
          |  PR  | 10:08 AM MON 20
MODE  PROG
```

```
        200 |  CL1 | 10:08 AM MON 20
SPB   LPB   SHF
```

```
        200 |  CL1 | 10:08 AM MON 20
RC    MW    DD    WKUP
```

## TO ANSWER AN INCOMING CALL

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### PRESS ANSWER KEY

◆ First call to the console will be answered.

### PRESS AN INCOMING CALL IDENTIFICATION KEY

◆ **LDN**

First outside call will be answered.

◆ **ATND**

First internal call will be answered.

◆ **RECALL**

Call transferred from an internal station will be answered.

- Press the **RECALL** key and speak to the internal party transferring the call.
- Press **CANCEL**.
- Speak to transferred outside party.
- Dial the number of the internal station.
- Press **RELEASE**.

## TO TRANSFER AN INCOMING CALL



### STATION IS IDLE

- ◆ Press **ANSWER** or an Incoming Call Identification key.
- ◆ Dial the number of the internal station.
- ◆ Press **RELEASE**. Station will ring with the calling party.

### STATION IS BUSY (CAMP ON CALL)

- ◆ Press **ANSWER** or Incoming Call Identification key.
- ◆ Dial the number of the internal station and hear busy tone.
- ◆ Press **RELEASE**.

*A Tone is Sent to the Called Party*

Camp On will be denied if the station has another call waiting. If the Camp On is denied:

- ◆ Press **CANCEL**. Inform outside party of status.
- ◆ Press **CANCEL**. Outside party will be disconnected.

### **ANNOUNCE A TRANSFERRED CALL**

- ◆ Press **ANSWER** or Incoming Call Identification key.
- ◆ Dial the number of the internal station.
- ◆ Wait for station to answer.
- ◆ Announce caller.

### **CALLED STATION CHOICES**

*Will Accept Call*

- ◆ Press **RELEASE**. Both parties will be connected.

*Or,*

*Will Not Accept Call*

- ◆ Press **CANCEL**.
- ◆ Inform outside caller.
- ◆ Press **CANCEL** to disconnect.

## INTERPOSITION TRANSFER

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### TRANSFER CALL FROM CONSOLE "A" TO CONSOLE "B"

- ◆ Dial Console "B" identification number.
- ◆ Press the **RELEASE** key on Console "A".

### PICK UP TRANSFERRED CALL AT CONSOLE "B"

- ◆ Press the **ANSWER** key and speak with transferred party.

## CONSOLE TO CONSOLE CALLING

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### CALL FROM CONSOLE "A" TO "B"

*Console "A"*

- ◆ Press idle **LOOP** key.
- ◆ Dial Console "B" identification number.

### ANSWER CALL AT CONSOLE "B"

- ◆ Press the **ANSWER** key and speak with Console "A".

## TO ANSWER CONSOLE RECALL



### CALL HOLD

- ◆ Press rapid flashing green **LOOP** key.
- ◆ Inform outside party (caller) of the status of the internal station they are trying to reach.

### CALLING PARTY CHOICES:

*Caller will Continue to Hold*

- ◆ Press **HOLD**. Caller will remain on hold.

*Or,*

*Caller will Call Back*

- ◆ Press **CANCEL**. Caller will be disconnected.

*If the Internal Station Rings with No Answer,*

- ◆ Press slow flashing red **LOOP**.
- ◆ Inform outside party (caller) of the status of the internal station they are trying to reach.

### CALLING PARTY CHOICES

*Caller will Wait for Answer*

- ◆ Press **RELEASE**. Caller will be reconnected to ringing station.

*Or,*

*Caller will Call Back*

- ◆ Press **CANCEL**. Caller will be disconnected.

*Or,*

*Caller will Try a Different Station*

- ◆ Press **DEST.**
- ◆ Press **CANCEL.**
- ◆ Dial the number of the new station.
- ◆ Press **RELEASE.**

*Busy Station (Camp-On Recall)*

- ◆ Press steady red **LOOP** key.
- ◆ Inform outside party of status.

## **CALLING PARTY CHOICES**

*Caller will Continue to Wait*

- ◆ Press **RELEASE.**
- ◆ Outside party will be reconnected to busy station.

*Or,*

*Caller will Call Back*

- ◆ Press **CANCEL.** Caller will be disconnectd.

*Or,*

*Caller will Try a Different Station*

- ◆ Press **DEST.**
- ◆ Press **CANCEL.**
- ◆ Dial the number of the new station.
- ◆ Press **RELEASE.**

## TO ORIGINATE A CALL

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### TO PLACE AN OUTSIDE CALL

- ◆ Press an idle **LOOP**.
- ◆ Dial access code (example: 9).
- ◆ Dial desired telephone number.

*To Disconnect*

- ◆ Press **CANCEL** or **RELEASE** key.

### TO CALL AN INTERNAL STATION

- ◆ Press an idle **LOOP**.
- ◆ Dial the number of the station.

*To Disconnect*

- ◆ Press **CANCEL** or **RELEASE** key.

## TO HOLD A CALL

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### ANSWER CALL

- ◆ Press **HOLD**.
- ◆ Another call now may be answered and processed.

### TO RETURN TO HOLD CALL

- ◆ Press associated slow flashing green **LOOP** key.

## TO ORIGINATE AN OUTSIDE CALL FOR A STATION



*Station Calls Attendant and Says on Loop while Attendant Processes Call.*

- ◆ Press **ANSWER** or **ATND** key.
- ◆ Obtain desired number from station.
- ◆ Dial access code (example: 9) and desired telephone number.

*Outside Call Ringing*

- ◆ Press **RELEASE**.
- ◆ Internal station will be connected to the outside ringing party.

*Outside Call Busy*

- ◆ Press **CANCEL**.
- ◆ Inform internal station of status.
- ◆ Press **CANCEL** or **RELEASE** key.

*Station is not on the Loop When the Attendant Initiates Call*

- ◆ Press an idle **LOOP**.
- ◆ Dial access code (example: 9) and requested telephone number.

### *Outside Call Ringing*

- ◆ Speak to answering party.
- ◆ Press **START**.
- ◆ Dial the number of the internal station that requested the call.
- ◆ Press **RELEASE**.
- ◆ Outside party will be connected to the internal station.

### *Outside Call Busy*

- ◆ Press **CANCEL** or **RELEASE** key.
- ◆ Attempt call at another time.

## CALL SPLITTING (THREE-WAY CONFERENCE)



When screening a call to station, the attendant may talk between inside **DEST** and outside **SRC** party, or connect both parties and remain in the conversation.

### TO SPEAK WITH CALLING PARTY ONLY

- ◆ Press **SRC**.

### TO SPEAK WITH STATION ONLY

- ◆ Press **DEST**.

### TO CONFERENCE

- ◆ Press **TALK**.

## To DISCONNECT ATTENDANT ONLY

- ◆ Press **RELEASE**.

*NOTE: Call Splitting is an optional feature. Check with your system administrator to determine if this feature is configured in your system.*

## CONSOLE INITIATED THREE-WAY CONFERENCE



### THE ATTENDANT MAY INITIATE A THREE PARTY CALL BY DIALING BOTH PARTIES

- ◆ Originate a central office (outgoing) call.
- ◆ Press **START** key after called party answers.
- ◆ Dial second central office number or internal station number.
- ◆ When call is answered, press **TALK**.
- ◆ To disconnect attendant only, press **RELEASE**.

*NOTE: Check with your system administrator to determine if this feature is configured in your system.*

## INDIVIDUAL TRUNK ACCESS



- ◆ Press an idle **LOOP** Key.
- ◆ Dial Individual Trunk Access Code (default 87).
- ◆ Dial desired trunk number (4 digits, example 1000).
- ◆ Dial tone will be heard if trunk is available.
- ◆ Busy tone will be heard if the trunk is unavailable.

## CONSOLE OVERRIDE



### OVERRIDE A TRUNK CONNECTION

- ◆ Press an idle **LOOP** Key.
- ◆ Dial individual Trunk Access Code (default 87).
- ◆ Dial desired trunk number (4 digits, example 1000).
- ◆ Receive busy tone.
- ◆ Depress **BV** (Busy Verification). Warning tone is sent to all parties alerting them to override.
- ◆ Press **RELEASE** or **CANCEL** key.
- ◆ Attendant only will be released.

*NOTE: Busy Verification (BV) is not allowed at default. Check with your system administrator.*

## OVERRIDE A STATION CONNECTION

- ◆ Press an idle **LOOP** key.
- ◆ Dial desired internal station.
- ◆ Receive busy tone.
- ◆ Press **BV** (Busy Verification). Warning Tone is sent to all parties alerting them to override.
- ◆ Press **RELEASE** or **CANCEL** key.
- ◆ Attendant only will be released.

*NOTE: Busy Verification (BV) not allowed at default. Check with your system administrator.*

## CALL FORWARDING (ALL CALLS, BUSY, NO ANSWER)



### TO SET FOR A STATION

- ◆ Press an idle **LOOP**.
- ◆ Dial the two-digit **CALL FORWARDING SET** access code (example: \*2) and receive Special Dial Tone.
- ◆ Dial the originating station number.
- ◆ Dial the terminating station number and receive Service Set Tone.
- ◆ Press **RELEASE**.

## TO CANCEL

- ◆ Press an idle **LOOP**.
- ◆ Dial the two-digit **CALL FORWARDING CANCEL** access code (example: #2) and receive Special Dial Tone.
- ◆ Dial the originating station number and receive Service Set Tone.
- ◆ Press **RELEASE**.

## CALL PARK – SYSTEM



- ◆ Dial the Call Park – System (Set) Access Code (default 6\*).
- ◆ Call is parked in the first available Call Park Location.
- ◆ Call Park Location number is displayed in LCD.
- ◆ Press **RELEASE** or **CANCEL** key.

*NOTE 1: A CALL PARK key can be assigned on the console. Check with your system administrator.*

*NOTE 2: Any station may retrieve a parked call by dialing the remote retrieval code followed by the Call Park location number.*

## EXTERNAL PAGING



### TO PAGE WITHOUT AN INCOMING CALL

- ◆ Press an idle **LOOP** key.
- ◆ Dial External Paging Access Code.
- ◆ Page the desired party.
- ◆ Press **RELEASE** or **CANCEL** key.

*NOTE : External Paging is an optional feature.  
Check with your system administrator to determine  
if this feature is configured in your system.*

## EXTERNAL PAGING WITH MEET ME



- ◆ Answer an incoming call.
- ◆ Press **HOLD** key.
- ◆ Press an idle **LOOP** key.
- ◆ Dial paging access code, receive 1 second of ringback tone.
- ◆ Page the desired party.

### When Paged Party Dials Answer Code

- ◆ Answer call ringing on **ATND** key; call in now on a **LOOP** key.
- ◆ Announce Caller.
- ◆ Press **LOOP** key of held outside call.
- ◆ Press **RELEASE** or **CANCEL** key.

*NOTE: External Paging with Meet Me is an optional feature. Check with your system administrator to determine if this feature is configured in your system.*

## SERIAL CALL



- ◆ Press **ANSWER** or **LCN** key to answer incoming Central Office call.
- ◆ Calling Party request to speak with two or more stations sequentially.
- ◆ Dial the first internal station number.
- ◆ Press the **SC** key (instead of **RELEASE** key).
- ◆ When the first called station hangs up, an audible tone is heard and **ANSWER** key flashes red.
- ◆ Press **ANSWER** key to return to calling party.
- ◆ Dial the second internal station number and press the **SC** key.
- ◆ Repeat this operation as many times as calling party requires.

- ◆ Use **RELEASE** key (instead of **SC** key) after extending call to final destination.

*NOTE: Serial Call is an optional feature. Check with your system administrator to determine if this feature is configured in your system.*

## MESSAGE WAITING FROM CONSOLE



### TO SET

- ◆ Press an idle **LOOP**.
- ◆ Dial **Message Waiting Set** code and receive Special Dial Tone.
- ◆ Dial internal station number and receive Service Set Tone.
- ◆ Press **RELEASE**.

## To CANCEL

- ◆ Press an idle **LOOP**.
- ◆ Dial **Message Waiting Cancel** code and receive Special Dial Tone.
- ◆ Dial internal station number and receive Service Set Tone.
- ◆ Press **RELEASE**.

*NOTE: If called station already has a message, the console will receive reorder tone and Cancel must be pressed.*

## POSITION BUSY (FOR LUNCH, BREAKS, ETC.)



### To SET

- ◆ Press **POSITION BUSY**.
- ◆ **POSITION BUSY** lamp will be lit and **POSITION AVAILABLE** lamp will be off.

### To CANCEL

- ◆ Press **POSITION BUSY**.
- ◆ **POSITION BUSY** lamp will be off and **POSITION AVAILABLE** lamp will be lit.

## NIGHT CONNECTION (FOR ACTIVATION OF NIGHT FEATURES AT CLOSE OF BUSINESS DAY)



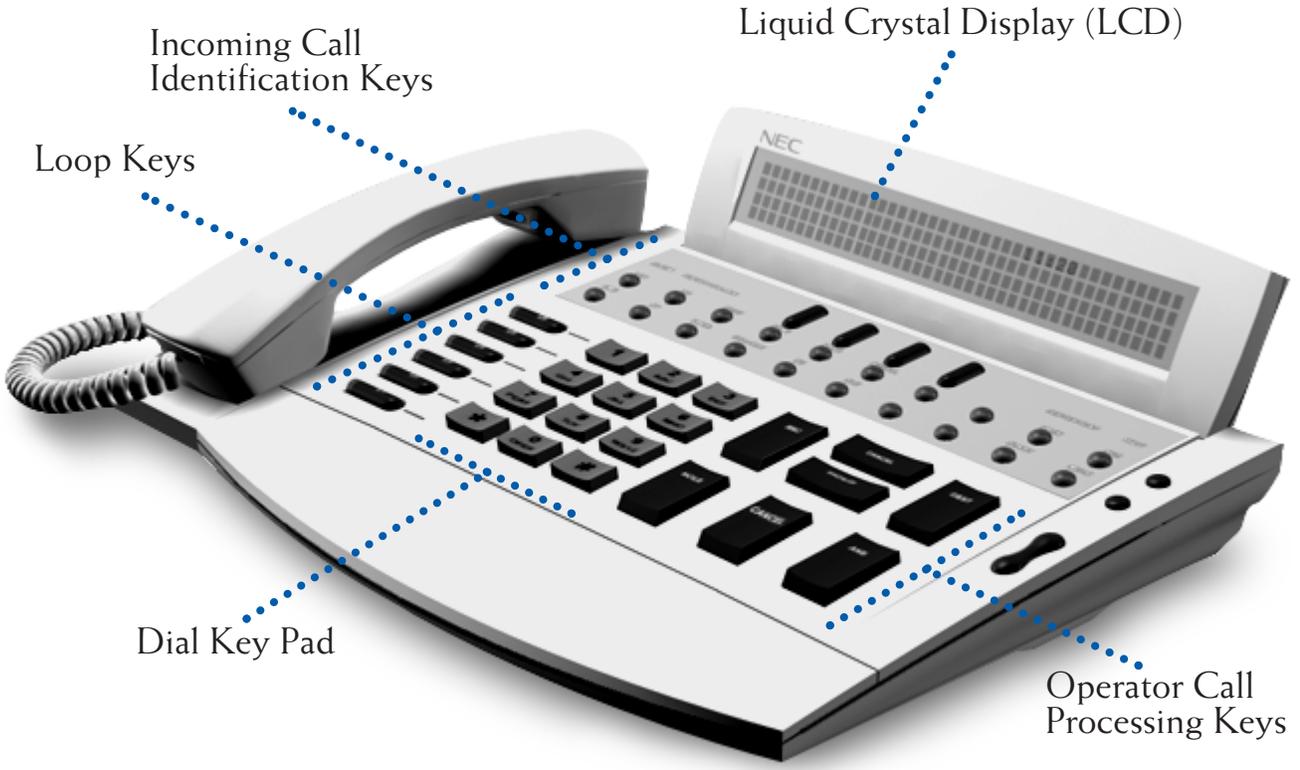
### To **ACTIVATE**

- ◆ Press **NIGHT**.
- ◆ **NIGHT** lamp will be lit.

### To **CANCEL**

- ◆ Press **NIGHT**.
- ◆ **NIGHT** lamp will be off.

*NOTE: Night features may or may not be configured in your system. Check with your system administrator for details.*



Incoming Call  
Identification Keys

Liquid Crystal Display (LCD)

Loop Keys

Dial Key Pad

Operator Call  
Processing Keys

**NEC**

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