



# **EuroGeneris**

*Version 600*

Attendant user guide . . . . .	■
Manuel poste opérateur . . . . .	■
Bedienungsanleitung der Zentrale . . . . .	■
Instrucciones de uso . . . . .	■
Handleiding Bedienpost . . . . .	■



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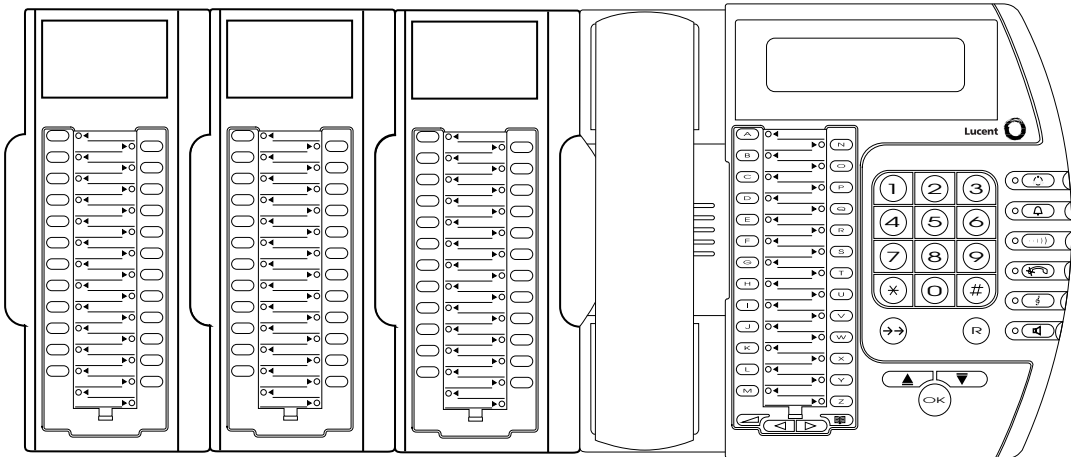
# Introduction

The attendant console may be a Solaris  $\alpha$  or a Galilée 960  $\alpha$  voice terminal. It gives the attendant fingertip access to all the powerful features offered to system users plus a few specific functions.

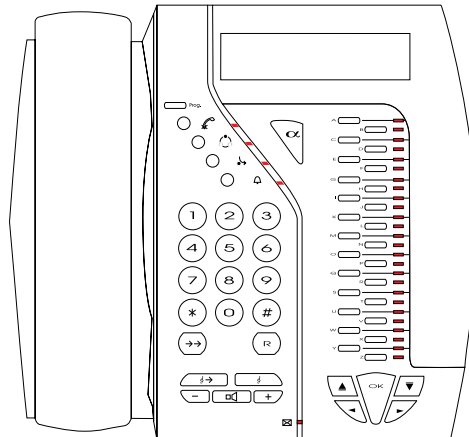
The Solaris  $\alpha$  voice terminal supports up to three DSS modules. Each DSS module has 24 flexible buttons with status lights. A Solaris  $\alpha$  voice terminal with three DSS modules used as the attendant console guarantees optimal surveillance of the whole traffic.

The system supports up to two voice terminals designated as attendant positions.

The Solaris  $\alpha$  voice terminal equipped with 3 DSS modules.



The Galilée 960  $\alpha$  voice terminal



## Answer a trunk call

To answer a trunk call, you may:

- Pick up the handset
- Or** • Press the **Speaker** button
- Or** • Press the **OK** button
- Or** • Press the feature button with the flashing status light
- Or** • Dial the feature access code **5** when the terminal is not in the “direct connection” mode.

## Call-related information

When you answer a trunk call, the system provides the following call-related information:

- the calling party identification
- the called party identification.

### Calling party identification

```
WE-23-JUN 11:33  
<- LUCENT R
```

- The calling party's number is provided by the network and is an entry in the system directory. The display shows the calling party's name.

```
WE-23-JUN 11:33  
<- 0241534222
```

- The calling party's number is provided by the network but is not an entry in the system directory. The display shows the calling party's number.

```
WE-23-JUN 11:33  
<- Trunk call
```

- The calling party's number is not provided by the network. The display shows the message “Trunk call”.

### Called party identification

```
WE-23-JUN 11:33  
11 -> LUCENT S
```

- The DID number dialed by the caller is provided by the network. As this DID number is an entry in the system directory, the display shows the assigned called party's name (Additional information).

```
WE-23-JUN 11:33  
11 -> 0299842000
```

- The DID number dialed by the caller is provided by the network. As this DID number is not an entry in the system directory, the display shows the digits as they are dialed.

WE-23-JUN 11:33 11 ->
--------------------------

- The DID number dialed by the caller is not provided by the network. The call is coming in on a non-DID trunk with no DID number assigned to it.

## Using the call appearance buttons

Call appearance buttons allow the attendants to visualize established trunk call status and thus facilitate monitoring operations. (See *Program features into buttons*, page -13.)

When an incoming or outgoing trunk call is established, the system temporarily and automatically assigns it to a call appearance button when administered.

- ⇒ The status light next to the assigned call appearance button goes on.

You can place the current call on hold to answer another call. (See *Place a call on hold*, page -8.)

- ⇒ The status light next to the assigned call appearance button flashes.

To return to the held call:

1. Press the assigned call appearance button.

When the current call is transferred or dropped, the assigned call appearance button becomes available for another trunk call.

- ⇒ The status light next to the call appearance button goes off.

## Mishandled operation

WE-23-JUN 11:33 415 MISHANDLE
----------------------------------

This call purpose identifier indicates that the incoming call has been redirected to the attendant console as a result of a mishandled operation.

WE-23-JUN 11:33 415
------------------------

## Unanswered call

WE-23-JUN 11:33 415 RECALL 1
---------------------------------

This call purpose identifier indicates that the incoming call (on trunk 415) extended to extension 310 and unanswered within the administered interval (40 seconds) has returned to the console.

WE-23-JUN 11:33 415 JOHN 310
---------------------------------

The display shows the number of incoming calls ringing extension 310 (2 in our example). Press the **Next** button to identify the different calls.

WE-23-JUN 11:33 415 RECALL 2
---------------------------------

WE-23-JUN 11:33 415 DID 1650>40s
-------------------------------------

## Answer an internal call

WE-23-JUN 11:33  
310 JOHN

WE-23-JUN 11:33  
310 CALL

To answer an internal call, you may:

- Pick up the handset
- Or** • Press the **Speaker** button
- Or** • Press the **OK** button
- Or** • Press the feature button with the flashing status light.

## Attendant busy

WE-23-JUN 11:33  
310 JOHN

WE-23-JUN 11:33  
310 ATTD. BUSY

This message is displayed when a coworker (extension 310) is calling for assistance while the attendant is busy with another call.

## Place a call on hold

This feature is used by attendants who have to interrupt a call briefly to do something else (such as place another call, activate another feature, answer a waiting call or perform another task).

1. Press the **Hold** button.

15-  
Return to call ?

15-P311-17  
Return to call ?

Up to 10 calls may be held at a time. The display shows the held calls.

## Return to the held call

15-P311-17  
Return to call ?

### Returning to the held trunk call

- Press the assigned call appearance button
- Or** • Press the appropriate feature button
- Or** • Dial the trunk number (415 in our example)
- Or** • Press the 'Return' button or press the **OK** button when the display shows "Return to call". (See *Considerations*, page -9.)



15-P311-17  
Return to call ?

### Returning to the held internal call

- Press the appropriate feature button
- Or** • Dial the extension number (311 in our example)
- Or** • Press the 'Return' button or press the **OK** button when the display shows "Return to call". (See *Considerations*, page -9.)

### Considerations

15-P311-17  
Return to call ?

#### Several calls are held at your terminal

- ⇒ Activating the "Return to call" feature reestablishes the connection with your last caller (trunk 17 in our example).

17 1:45 1,50  
Return to call ?

#### A call is in progress and several calls are held at your terminal

- ⇒ Activating the "Return to call" feature drops the current call (trunk 17 in our example) and reestablishes the connection with your last caller (extension 311 in our example).

## Transfer a call

### Internal transfer

Trunk or internal calls may be transferred to other voice terminals within the system.

To send the present call from your terminal to an extension number:

15-P311-17  
Return to call ?

1. Place the call on hold.

**Warning** : You may only transfer the last call you have placed on hold. To transfer another call, you have to return to it and place it on hold before transferring it.

310 JOHN  
Call transfer ?

2. Dial the extension number to which the call is to be transferred.
3. Press the appropriate feature button

**Or** • Press the **OK** button when the display shows "Call transfer".

## Outside transfer

Trunk calls may be transferred to coworkers who are elsewhere on business (branch, mobile telephone...).

To send the present call from your terminal to an outside number:

```
15-P311-17
Return to call ?
```

```
310 JOHN
Out. transfer ?
```

1. Place the call on hold.  
*Warning : You may only transfer the last call you have placed on hold. To transfer another call, you have to return to it and place it on hold before transferring it.*
2. Dial the number to which the call is to be transferred (**outdial code 0 + telephone number**).
3. Press the appropriate feature button  
**Or** • Press the **OK** button when the display shows "Out. transfer".
4. Press the **OK** button to transfer the call.

## Call an outside party

```
17 0241534222
Call duration ?
```

1. • Dial the outdial code **0** (also known as system access digit)  
**Or** • Press the appropriate feature button  
**Or** • Dial a trunk number.
2. Dial the outside party's telephone number.

## System directory

To place a call to an outside party whose telephone number is stored in the system directory, you may key in a name.

```
Enter name
external :
```

```
LU
```

```
LUCENT
8440 Place call?
```

```
17 0241534222
Call duration ?
```

1. Press the **Directory** button.
2. Enter the first letters of the outside party's name.
3. Press the **Next** button to display in alphabetical order all the names beginning with the letters you entered.  
*If the display shows "more than 5", you may enter additional letters to accelerate the search or press the next button to display all the names matching the request.*
4. When the requested name is displayed, press the **OK** button to place the trunk call.

## Call a coworker

1. Dial your coworker extension number  
**Or** • Press the appropriate feature button.

## Automatic callback

310 JOHN  
Auto callback ?

310 BUSY  
Auto callback ?

If the extension you are calling is busy or unanswered, you may automatically place another call to your coworker. The “Automatic callback” feature will give you a ring as soon as the previously busy or unanswered extension is available.

1. Press the appropriate feature button
  - Or • Press the **OK** button when the display shows “Auto callback?”.

## Intrusion

310 JOHN  
Auto callback ?

310 IntrudeOut

If the extension you are calling is busy, you may enter your coworker’s call.

1. Press the **Paging** button
  - Or • Dial the feature access code **46**.

*The intrusion is heard as long as the “Paging” or “6” button is held down.*

## Paging

You may make an announcement to summon a person to the nearest telephone or to deliver messages. Paging is done through idle speakerphones and voice paging equipment.

310 JOHN
----------

310 PAGE
----------

### Making a paging announcement to an individual or a group of coworkers

1. Dial the extension number or extension group number (☎4501 to ☎4532)
2.
  - Press the **Paging** button and talk**Or**
  - Dial the feature access code ☎46 and talk.

*The announcement is heard as long as the "Paging" or "6" button is held down but cannot exceed the administered expiration interval (15 seconds).*

PAGE
------

PAGE ALL
----------

### Making a paging announcement to all the extensions

1. Press the **Paging** button and talk
- Or**
  - Dial the feature access code ☎460 and talk.

*The announcement is heard as long as the "Paging" or "0" button is held down but cannot exceed the administered expiration interval (15 seconds).*

PAGE
------

LOUDSPEAKER
-------------

### Making a paging announcement through loudspeakers in the ceiling

1. Dial the feature access code ☎469 and talk.

*The announcement is heard as long as the "9" button is held down but cannot exceed the administered expiration interval (15 seconds).*

## Enter an alarm call request

Attendants may request that an alarm call be placed automatically to any extension number within the system.

*Note that any voice terminal user may request that an alarm call be placed automatically to his/her extension number at a later time.*

Alarm call ?
--------------

ALARM CALL User : ...
--------------------------

ALARM CALL 311 Time : .....
--------------------------------

ALARM CALL 10:15 User : 311
--------------------------------

1. The console being idle:
  - Press the **Next** button until the display shows «Alarm call ?» and press the **OK** button**Or**
  - Press the "Alarm call" button**Or**
  - Dial the feature access code ☎642.
2. Dial the appropriate extension number.
3. Enter the requested time (4 digits).

To cancel the feature, repeat steps 1 and 2 then press the **OK** button.

## Redirect your calls to an extension number

Program ?
PROGRAM Call forward ?
ATTENDANT FWD To : ....
WE-23-JUN 11:33 ATTENDANT FWDED

1. The console being idle:
    - Press the **Next** button until the display shows «Program ?» and press the **OK** button
    - Or** • Press the **Program** button
    - Or** • Dial feature access code **799** and go to step 3.
  2. Press the **Next** button until the display shows «Call forward ?» and press the **OK** button.
  3. Dial the forwarded-to extension number.
  4. Press the **OK** button.
  5. Press the **Speaker** button to leave the programming procedure.
- To cancel the feature, repeat steps 1,2,4 and 5.

## Program features into buttons

Additional feature and DSS buttons are used for quick and easy access to features or numbers (outside or extension).

**Note that any feature programmed into an additional feature or DSS button will no longer be displayed.**

## Programming features into additional feature buttons

Program ?
PROGRAM Buttons ?
BUTTON: ..
BUTTON: J

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** • Press the **Program** button
  - Or** • Dial feature access code **73** and go to step 3.
2. Press the **Next** button until the display shows «Buttons ?» and press the **OK** button.
3. Press the additional feature button you wish to program.
4.
  - Press the **Next** button until the display shows the required feature
  - Or** • Dial the appropriate feature access code. (See *Feature access codes*, page -15.)
5. Press the **OK** button twice.
6.
  - Repeat from step 3 to program another button
  - Or** • Press the **Speaker** button to leave the programming procedure.

## Selecting a DSS configuration

Program ?
PROGRAM Miscellaneous ?
MISCELLANEOUS DSS
CONFIG. NB 2 Modify DSS ?
MODIFY DSS Config. nb. :.

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** • Press the **Program** button
  - Or** • Dial feature access code **762** and go to step 3.
2. Press the **Next** button until the display shows «Miscellaneous ?» and press the **OK** button.
3. Press the **Next** button until the display shows «DSS» and press the **OK** button.  
*The current DSS configuration number is displayed.*
4. To select another configuration, dial the required number (from **1** to **9**) and press the **OK** button.
5. Press the **Speaker** button to leave the programming procedure.

## Programming features into DSS buttons

Program ?
PROGRAM Modify config ?
MODIFY CONFIG DSS config nb: 2
DSS BUTTON :01

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** • Press the **Program** button
  - Or** • Dial feature access code **7\*** and go to step 3.
2. Press the **Next** button until the display shows «Modify config ?» and press the **OK** button.
3.
  - Press the **OK** button to modify the current DSS configuration
  - Or** • Enter the number of the DSS configuration you wish to modify (from **1** to **9**).
4. Press the DSS button you wish to program.
5.
  - Press the **Next** button until the display shows the required feature
  - Or** • Dial the appropriate feature access code. (See *Feature access codes*, page -15.)
6. Press the **OK** button twice.
7.
  - Repeat from step 4 to program another DSS button
  - Or** • Press the **Speaker** button to leave the programming procedure.

## Feature access codes

Table 1 : Available feature access codes for button assignment

Feature	Code	Feature	Code	Feature	Code
Common outgoing (ARS)	0	Alarm call	642	Internal auto answer	74
Return to call	1	Call appearance	643	Caller ID	741
Toggle (Broker's call)	22	Outside transfer	644	Called ID	742
Trunk groups	400-409	Call pick-up	65	Direct connection	75
Trunks	411-442	Transfer/Group park	66	Message retrieval	77
Extension groups	4501-4532	Exclusive hold	67	Personal AD numbers-store	78
Page an individual	460	Ringer on	68	Place call using AD	8
Loudspeaker page	469	Forward internal-activate	691	Alphabetical AD	8*
Voice services group	471-478	Forward off-premises-activate	695	Memory	80
Answer incoming trunk call	5	Program	7	Personal AD	81
Answer page	60	Mute	70	Personal AD numbers	810-819
Automatic callback	61	Drop	71	System AD numbers	8200-8999
Do not disturb	62	Leave word calling	72	Attendant	9
Three-party conference	63	Vega DSS-configuration	731-733	Internal call	fd+Nb
Override restriction	641	Solaris DSS-configuration	731-739		

## Administer system features

### Setting the time

Program ?
PROGRAM Time ?
TIME      10:20 ..i..

- The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** Press the **Program** button.
  - Or** Dial feature access code **71** and go to step 3.
- Press the **Next** button until the display shows «Time ?» and press the **OK** button.  
*The current time is displayed.*
- Enter the new time (4 digits) press the **OK** button.
- Press the **Speaker** button to leave the programming procedure.

## Setting the date

Program ?
PROGRAM Time ?
TIME            10:20 ..i..

- The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or Press the **Program** button
  - Or Dial feature access code **72** and go to step 3.
- Press the **Next** button until the display shows «Time ?» and press the **OK** button.  
*The current date is displayed.*
- Enter the day (2 digits), the month (2 digits) and the year (2 digits) and press the **OK** button.
- Press the **Speaker** button to leave the programming procedure.

## Monitoring the use of trunks

Allows the attendants to control trunks and prevents voice terminal users from directly accessing a controlled trunk.

Program ?
PROGRAM Control trunk ?
CONTROL TRUNK Trunk nb : 4..
CONTROL TRUNK Trunk nb : 411
411 FREE Control trunk ?

- The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or Press the **Program** button
  - Or Dial feature access code **74** and go to step 3.
- Press the **Next** button until the display shows «Control trunk ?» and press the **OK** button.
- Enter the trunk number (410 to 449) and press the **OK** button.  
*The display shows the trunk status "FREE" or "CONTROLLED".*
- Press the **OK** button to modify the trunk status.

A controlled trunk can only be used by the attendant(s).

## Activating the external ringer

EXTERNAL RINGER
-----------------

- The console being idle:
    - Press the **Ringer** button
    - Or Dial feature access code **68**.
- The status light next to the button goes off when the feature is active.*

This feature is used when the attendant is unavailable for a short period.

To deactivate the external ringer, press the **Ringer** button.

### **Considerations**

When the external ringer is activated, one of the following will occur:

- One of the two attendants enables the feature.
  - ↳ Incoming trunk calls ring the other console.



- Both attendants enable the feature.
  - ↳ Incoming trunk calls ring the external ringer, ring the members of the call coverage answer group having their ringer on and ring the attendant consoles if administered.
- The single attendant enables the feature.
  - ↳ Incoming trunk calls ring the external ringer, ring the members of the call coverage answer group having their ringer on and ring the attendant console if administered.

## Activating night service

Program ?
PROGRAM Miscellaneous ?
MISCELLANEOUS Night/day mode ?
NIGHT/DAY MODE Night mode on ?
NIGHT MODE ON

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** • Press the **Program** button
  - Or** • Dial feature access code **763** and go to step 3.
2. Press the **Next** button until the display shows «Miscellaneous ?» and press the **OK** button.
3. Press the **Next** button until the display shows «Night/day mode ?» and press the **OK** button.
4. Press the **OK** button.
5. Press the **Speaker** button to leave the programming procedure.

To deactivate the feature, repeat the above steps.

This feature is used when the attendant is off-duty, during non-working hours or vacation periods and public holidays for instance. Incoming trunk calls are redirected to a designated night service extension or answering machine.

## Selecting music-on-hold tune

Program ?
PROGRAM Miscellaneous ?
MISCELLANEOUS Music on hold ?
MUSIC ON HOLD Option : .

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button
  - Or** • Press the **Program** button
  - Or** • Dial feature access code **761** and go to step 3.
2. Press the **Next** button until the display shows «Miscellaneous ?» and press the **OK** button.
3. Press the **Next** button until the display shows «Music on hold ?» and press the **OK** button.
4. Select the appropriate option:
  - 0 = Beeps
  - 1 = External music source
  - 2 = Synthesized tune 1
  - 3 = Synthesized tune 2.

## Activating night restriction manually

Program ?
PROGRAM Miscellaneous ?
MISCELLANEOUS N/D restriction
N/D RESTRICTION Password -->****
N/D RESTRICTION Password -->####
N/D RESTRICTION Night override ?

Night restriction is administered to go on and off automatically at preset times each day according to the administrable time-of-day plans.

This feature allows attendants to activate the night restriction manually during vacation periods and public holidays for instance.

1. The console being idle:
  - Press the **Next** button until the display shows «Program ?» and press the **OK** button

**Or**

  - Press the **Program** button
  - Dial feature access code **764** and go to step 3.
2. Press the **Next** button until the display shows «Miscellaneous ?» and press the **OK** button.
3. Press the **Next** button until the display shows «N/D restriction» and press the **OK** button.
4. Enter the current End-user's login password.  
*This password is given by the Installer.*
5. Press the **OK** button.  
*You are offered the possibility of overriding the current restriction.*
6.
  - Press the **OK** button to validate the displayed proposal

**Or**

  - Press the **Next** button to display the opposite proposal and press the **OK** button.
7. Press the **Speaker** button to leave the programming procedure.

When night restriction is activated manually at the attendant console, voice terminal users are restricted according to their assigned night restriction class and their assigned time-of-day plans no longer apply.

To deactivate the feature, repeat the above steps.

## System alarms and responses

The console display may show the following system alarms and responses:

NO AC POWER

AC power has been cut off. The system is fed by batteries.  
⇒ Test the AC power outlet.

TRK NON EXISTENT

The number of connected trunks is less than half the number of administered trunks.  
⇒ Call your equipment supplier for assistance.

EXTERNAL RINGER

The attendant is unavailable. Incoming trunk calls ring at the same time:

- the external ringer
- the attendant console(s)
- the members of the call coverage answer group.

⇒ See *Activating the external ringer*, page -16.

NIGHT MODE ON

The attendant is off-duty. Incoming trunk calls may ring a night extension or an answering machine according to system administration.  
⇒ See *Activating night service*, page -17.

POWER OVERLOAD

The number of dedicated voice terminals connected to the system exceeds the capacity of the power supply which is implemented.  
⇒ Call your equipment supplier for assistance.

CONTROLLED :01

The display shows the number of trunks controlled by the attendant(s).  
⇒ See *Administer system features*, page -15.

INOPERATIVE TRK

The display may indicate that:

- the number of trunks connected to the system exceeds the maximum number of administered trunks

**Or**

- the connected trunk has not been assigned a port number.

⇒ Call your equipment supplier for assistance.

REMOTE ADMIN. ON

Remote administration is taking place.

*System alarms and responses*  
Activating night restriction manually

.....

NIGHT RESTRICTED

The system is under night restriction.  
⇒ See *Activating night restriction manually*, page -18.

CDR OVERLOAD

The available storage space is not large enough for customized CDR data collection.  
⇒ Call the Call Detail Recording administrator.

WE-23-JUN 11:33  
PRI CONFIG ERROR

The number of administered B-channels is less than the number of B-channels ordered from the carrier.  
⇒ Call your equipment supplier for assistance.



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