



# **INDeX 9.1**

## 20CC Turret

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# Introduction

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## Using This Guide

This guide is for 20CC Turrets used on the **INDeX** telephone system operating under **Software Release 9.1**.

To check the Software Release of your system, press **ANSWER RELEASE** and then **PROGRAM**. The phone displays the Software Release level. Cancel the display by pressing **ANSWER RELEASE** again.

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## What Features Can I Use?

This guide covers most of the features supported by the INDeX 20CC Turret. However, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Manager.

- **Network Features:**  
Your phone system may be part of a network linking several sites. Where possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and type of system at the other end of the link. Some links may be to non-INDeX telephone systems.

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## Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

- **System Manager:**
- **on Extension:**

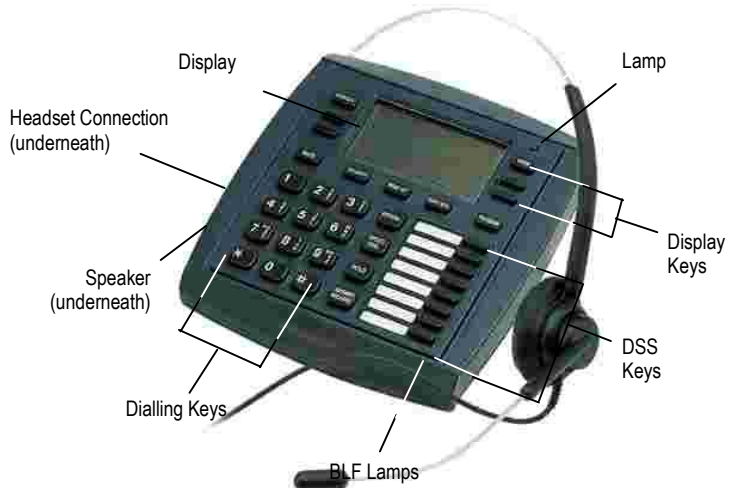
This guide is also available in several computer formats. Contact your System Manager to obtain copies or download them from our internet site (<http://www.sdxplc.com>).

# 20CC Turret Features

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## Introduction to 20CC Turrets

The diagram shows the main features of an INDeX 20CC turret.



The turret display changes during use to show options and information available. A ●-symbol next to a display indicates an option you can use by pressing that key.

- **Desk Brackets**  
Clip-on plastic 'shoes' are available for you to raise the viewing angle of your turret. Only one pair of brackets ('shoes') are required per turret. To change the viewing angle, simply click-on a pair of 'shoes' over the top two legs of the turret.

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## Using the SCROLL Key

Sometimes there are more options available than the turret can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display the other options.

The turret display changes during calls and according to your own customisation. Thus this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

## Headset Connection & Use

The INDeX 20CC turrets are designed for headset use. Pressing **ANSWER RELEASE** has the same effect as lifting or replacing the handset on a normal phone.

If headsets are connected via a Multi-Purpose Amplifier (MPA) box, the barrier box (supplied with the turret) must be used. The barrier box then connects to the socket marked H/SET under the turret. Use of the barrier box protects the turret in high static environments.

## Tones & Ringing

The turret uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc (see page 29).

### Incoming Calls:

- **Repeated Single Ring:** Internal call.
- **Repeated Double Ring:** External call.
- **Repeated Triple Ring:** System or personal alarm.
- **Single Tone:** Page call (see page 8).

### During Calls:

- **Repeated Double Pip:** Camp on set (see page 18).
- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

### Making Calls:

- **Dial Tone:** Dial number.
- **Broken Dial Tone:** Forwarding calls (see page 32).
- **Repeated Tone:** Busy number (see page 17).
- **Repeated Triple:** Tone: Diverting to external number.
- **Continuous Tone:** Number on no calls or unobtainable.

## The Turret Lamp

The turret uses its lamp (above the **VIEW** key) to show calls and messages.



**Fast Flashing Lamp:** Call Waiting, see page 10.



**Lamp On:** Message, see page 8.



**Repeating Double Flash:** External call.



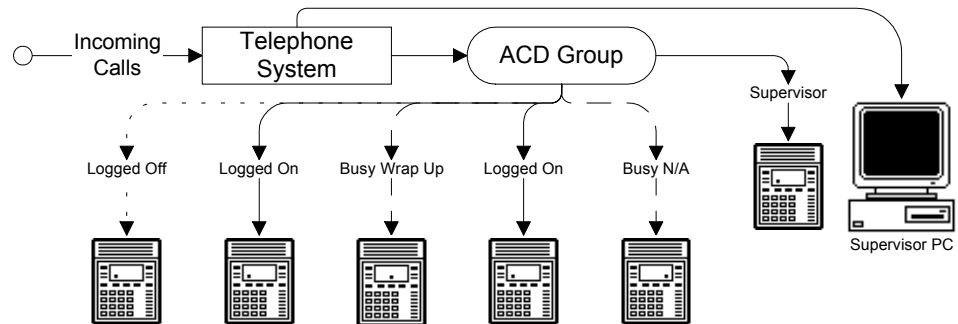
**Repeating Single Flash:** Internal call.

# ACD Working

## Overview of ACD

Typically agents on a phone system are grouped together, eg. Sales group, technical support group. ACD (Automatic Call Distribution) routes calls on the sales number to any free agent in the sales group.

As an ACD agent you have a log on number. Once logged on you can receive call from your group. If your system supports **Roaming Agents**, you can log on at any ACD turret, otherwise you must log on at a particular turret (check with your Supervisor).



The ACD records information about calls and agents. It display this on Supervisor PC's, wallboards and reports.

## Starting Work - Logging On

When logging on, you may be asked to enter your turret's passcode (see page 33).

1. Press **LOG ON/OFF**.
2. Enter your agent number. If you make a mistake, press **●CANCEL** and re-enter your agent number.
3. Press **●DONE**.
4. If okay, a **●**-symbol appears above **LOG ON/OFF**.
5. If already logged-on, the turret displays the extension where your log on number is in use.
6. If not recognised, the turret displays **NOT AGENT**, either enter your number again or press **●DONE**.

## Finishing Work - Logging Off

Logging off stops you receiving ACD calls.

### To log off:

1. Press **LOG ON/OFF**.

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## Stopping Work Temporarily - Busy

You can stop receiving ACD calls without logging off.

- **Busy Wrap Up:** Use this when at your desk but doing other work such as finishing notes on your previous call. Note that the system can automatically put you into busy wrap-up after each call. It can also automatically cancel busy wrap-up after a short time.
- **Busy Not Available:** Use this when away from your desk (for breaks, lunch, etc. The turret displays the time.

### To temporarily stop receiving ACD group calls:

1. Press either **WRAP-UP** (at the desk but doing other work) or **BUSY N/A** (away from the desk).
  - The system may require you to select a reason from several options shown on the display before going into **BUSY N/A**.
2. The ●-symbol above the appropriate key flashes.

### To return to receiving ACD calls again:

1. Press the key below the flashing ●-symbol.

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## Sending Supervisor Messages

You can use the ●**ACD MSG** key to send a message to your supervisor. The message appears on their PC's screen. The messages available to each turret can be altered by the system maintainer.

### To send a message:

1. Press ●**ACD MSG**.
2. Select the message required and press the display key next to it (use the **SCROLL** key to see all the messages available). Otherwise press ●**DONE**.

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## Viewing Waiting Calls

A fast flashing lamp indicates a call(s) waiting. Your turret can display details of the waiting calls.

### To view call waiting information:

1. When the turret lamp is flashing, press **VIEW** to cycle through the different options.
  - **CALLS WAITING:** Displays the number of calls waiting.
  - **WAITING TIME:** Displays the longest waiting call time.
  - **CALL WAITING FROM:** Displays the line on which the longest waiting call arrived (or extension if internal).
  - **TIME:** Returns to normal call display.

# Answering Calls

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## Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer, if on, also shows the call type by a repeated single or double ring (see page 29).

### To answer the call:

1. Press **ANSWER RELEASE**.

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## Answering a Page Call

When someone pages your turret (see page 13) or a group to which it belongs (your turret does not have to be in group), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call. Note that this feature can be switched off for the whole system.

### To answer a page:

1. Press **ANSWER/RELEASE**.

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## Answering a Message

Other extensions can leave their number on your turret (see page 18). Your turret can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on. The exceptions are:

- If your own number appears, this indicates an alarm (see page 8).
- If "Message From Voice Mail" appears, this indicates voice mail (see page 35).

### To answer or cancel a message:

1. To view any other message, press **●NEXT** if shown.
2. To call the extension, press **●CALL**.
3. To clear the message, press **●CANCEL**.
4. At the last message, press **●AGAIN** to repeat the list.

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## Alarms - Triple Ring, Music or Announcements

You can set an alarm to ring your turret (see page 31). The System Manager can also set system alarms to call a group to which you belong. In both cases the alarm can consist of ringing, music or a recording plus a displayed message.

### To answer an alarm:

1. Press **●CANCEL** or **ANSWER RELEASE**.



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## Automatic External Call Connection

The System Manager can set a turret to free flow mode. In this mode, the system connects external calls automatically after giving a single tone (but not transferred external calls). After ending a call, the system waits 3 seconds before connecting the next call.

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## Answering a Callback

You can arrange a callback from a busy or ringing extension (see page 17). When the callback takes place, your turret displays the call details and "CALLING" above ●CALLBACK. If you do not answer, the callback cancels after a short time (see page 30).

### To answer/cancel a call back:

1. To continue the callback, press **ANSWER RELEASE**.
2. To cancel the callback, press ●CALLBACK.

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## Answering Other Extensions - Call Pickup

You can pickup an external call to any other extension regardless of whether or not the other extension is in your group. In addition, your turret can store a pickup group number (see below). This allows you to pick up calls ringing any turret in that group. The ●PICKUP option only appears when a turret in your pickup group is ringing.

### To show and pick up ringing turrets:

1. When you hear another extension ringing either:
  - Dial their number and press ●PICKUP.
  - If you are in ringing group press ●PICKUP to show the longest ringing call.
2. Press the ●-symbol (if shown) opposite the name to switch between details of who is calling and being called.
3. To display other ringing turrets, press ●NEXT (if shown).
4. To pick up the displayed call, press **ANSWER RELEASE**.
5. To cancel the pick-up display, press ●CANCEL.
6. To repeat the list press ●AGAIN.

### To set the turret's pickup group:

1. Press **PROGRAM** and then **SCROLL**. Press ●PICKUP.
2. Enter the turret's passcode (see page 33).
3. The display shows the current pickup group (if set).
4. Press ●CANCEL and enter a new pickup group number.
5. Press **PROGRAM** to finish.

# Actions During a Call

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## Answering a Call Waiting

A fast flashing lamp means someone has 'camped on' to your turret (see page 18). Press the ●-symbol (if shown) opposite the name to switch between details of the waiting and current call.

### To answer a call waiting:

1. Park (press ●PARK) or end your current call.
2. The waiting call rings your turret.

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## Muting Calls

You can stop the caller from hearing you if necessary.

### To switch mute on/off:

1. Press MUTE. The 📞-symbol disappears when muted.

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## Changing the Call Volume

You can change the caller volume during a call.

### To change the call volume:

1. During the call, press ●VOLUME. To change the volume without making a call, just press ANSWER RELEASE first.
2. A slider appears. Adjusts this using the ●-keys on its left (softer) and right (louder).
3. When finished, press ●DONE.

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## Adding Voluntary Account Codes

You can enter an account code during any external call. If the system records the call on its call log, it includes the account code. The system checks the code against its stored codes. Ask your System Manager for a list of valid codes.

### To enter a voluntary account code:

1. During the call, press ●ACCOUNT.
2. Enter an account code. If you make a mistake, press ●DELETE to delete the last digit entered.
3. When you have entered the full code, press ●DONE.
4. If the system does not recognise the code, the turret displays **REENTER ACCOUNT**. Repeat the steps above.

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## Answering an Alert

If ON HOLD appears during a call, an extension with your number set as a Soft DSS key has sent you an alert (see page 26). Press the ●-symbol (if shown) opposite the name to switch between details of the current and waiting alert call.

### To switch between calls:

1. Press HOLD. Use the held call features (see page 19).

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## Single Pips - Intrusion

Single pips during a call indicate that another phone is about to intrude on your call. Once they intrude the system gives regular reminder pips.

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## Please Finish Call Message

The system supports **Clearcheck**. "**PLEASE FINISH CALL**" appears when maintenance is about to start on a part of the system your turret is using. The message "**THIS TERMINAL IS OFFLINE**" appears when maintenance is in progress.

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## Create a Conference Call

During a call, you can add callers to create a conference (of up to 64 calls).

- **External Lines:**

If your exchange uses digital lines, you can conference several of these with internal calls. However, if your exchange uses any other types of line, you can only include one of those in a conference. Check with your System Manager.

**To start a conference or add to a conference:**

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference; if "yes" press **●CONFER**, if "no" press **HOLD**.
4. If unanswered, press **HOLD** to retrieve to the original call.

**To exit the conference:**

1. Press **ANSWER RELEASE**. If only two callers remain, it becomes a normal call.

**To park all the conference parties:**

1. Press **●PARK** (see page 20).

**To split a 3-way conference:**

1. Press **●SPLIT** to hold one caller and connect the other.
2. To switch between calls, press **HOLD**.


# Making Calls

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## Notes on Making Calls

When making calls, the display shows details about call progress, time, etc. It also shows messages if you cannot make the call. To simplify dialling, the system also stores speed dials for use by all extensions (see *page 15*). You can also store your own frequently used numbers as speed dials.

- **Call Barring:**

The system can bar you from dialling particular numbers or types of number (eg. national, international). Typically call barring increases when a turret goes into night service (when it displays a  symbol). Call barring can also change according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detail their effect.

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## Making External Calls

The system may apply call barring to some or all external numbers. You can also lock your turret (see *page 32*) or bar it by wrong passcode entry (see *page 33*).

**To dial an external call:**

1. Dial **9** to get an external line. Your System Manager will inform you if you need to dial a different number.
  - If "**ENTER ACCOUNT**" appears, see page 16.
  - If "**ENTER PIN**" appears, see page 16.
2. Dial the external telephone number.

**To redial the last external number used:**

1. Press **REDIAL** to repeat the last external number used (including speed dials).

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## Automatic Calls - Hotline Operation

Hotline operation allows a turret to automatically dial a number when left off-hook for a set period. Your System Manager or maintainer controls this feature.

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## Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the **•INDeX** feature (see page 13) or DSS keys (see page 23 & page 25).

### **To dial an internal call:**

1. Dial the extension number. A triple-tone means that extension is diverting calls to an external number.
2. If unanswered, your turret provides options to wait or notify the extension (see page 17).
  - If your turret displays a **•RINGER** option, then the called extension is set to automatically connect internal calls. Press **•RINGER** to send a reminder ring if no one has answered the call.

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## Making a Page Call

You can page any INDeX phone. They will hear the call without doing anything; you cannot hear them. If wanted, they can turn the page into a normal call (see page 8). If the turret paged is diverting calls, the page also diverts (*except group pages*).

### **To page an extension or group:**

1. Press **•PAGE**. Your turret displays **PAGING**.
2. Dial the extension or group or press a DSS key (see page 23).
3. If busy or unavailable, the display shows options to wait or leave a message (see page 17).
4. Speak and then press **ANSWER RELEASE**.

## Making Calls from the INDeX Directory

Using the INDeX Directory, your phone can display a selected entry from an index of either extensions or speed dial names plus their numbers. There are two methods of selecting entries of names and numbers from the INDeX Directory:

- By Alpha Group
- By Dial by Name

In addition, the INDeX Directory entries can be sorted either by 1<sup>st</sup> name or by last name. The particular method used and 1<sup>st</sup> or last name search is selected by your System Manager. Consult your System Manager for which method is available to you and if the sorting is by 1<sup>st</sup> or last name.

### To make a call using Alpha Group search:

1. Press ●**INDeX** for an internal call or **SPEED DIAL** and then ●**INDeX** for an external number.
2. Press the key matching the 1<sup>st</sup> letter of the name you want. For example, to display the **L** Alpha Group, press the **JKL** key 3 times. The INDeX System displays the 1<sup>st</sup> name beginning with **L** from it's Directory entries.
  - To move through the names beginning with L, press the ●-keys on the right and left of the current name.
  - To skip forward 10 names, press ●**SKIP**.
  - To select another letter, press a letter key.
3. To dial the name/number shown, press ●**CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

### To make a call using Dial by Name search:

1. Press ●**INDeX** for an internal call or **SPEED DIAL** and then ●**INDeX** for an external number.
2. Press the key matching the 1<sup>st</sup> letter of the *Name* you want. For example, to find the name **SMITH** press the **PRS** key.
3. The INDeX System begins searching it's Directory on the first press and will display the 1<sup>st</sup> name/number immediately, in this example a name beginning with **P**. You can either:
  - Continue dialling the letters of the name, e.g. **MNO**, then **GHI**, etc. until the required name (SMITH) is displayed **OR**.
  - Press **CYCLE** to move onto the next alpha group of the **PRS** key, e.g. a name beginning with **R**. To move through the names beginning with **R**, press the ●-keys on the right and left of the current name.
  - To select the next letter of the alpha group of the **PRS** key, press **CYCLE** again.
  - If **NO MATCH** is displayed, press **PREVIOUS** to go back one step or press **ANSWER RELEASE** to cancel.
4. To dial the name/number shown, press ●**CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

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# Speed Dials, PIN & Account Codes

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## Using Speed Dials

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Manager for a list (note that call barring may still apply).
- **Personal speed dials:** You can store up to 10 speed dials for your own use (*see below*).

### To use a speed dial:

1. Press **SPEED DIAL**.
2. To select a system speed dial by name, press **●INDeX** (*see "Making Calls from the INDeX Directory" on page 14*).
3. To select a system speed dial by number, press **●SYSTEM** and dial the store number (100 to 899 and 9000 to 9999).
4. For a personal speed dial, press **●OWN** and dial the personal speed dial number (0 to 9) or press the matching DSS key (*the DSS keys match personal speed dials 1 to 8 (1 at the top)*).
  - If **"ENTER ACCOUNT"** appears, see page 16.
  - If **"ENTER PIN"** appears, see page 16.
5. Continue as for a normal external call (*see page 12*).

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## Storing Personal Speed Dials

### To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the turret's passcode (*see page 33*).
3. The display shows **0-9 OR DSS KEY**. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.
4. The display shows the current stored number (if set). Press **●DELETE** and dial the number.
  - If external, prefix 9 to the number, this is the normal number to seize an external line. Your System Manager will inform you if you have to add a different prefix before external numbers.
5. When finished, press **●DONE**.
6. Select another store or press **PROGRAM** to finish.

# PIN & Account Codes

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## If ENTER ACCOUNT Appears

If **ENTER ACCOUNT** appears when making an external call, you must enter an account code to continue. The system checks this against its list of codes before allowing the call. (*To enter an account code at any time during a call see page 10*).

### To enter a forced account code:

1. Dial the account code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered the full code, press ●**DONE**.
3. If the system does not recognise the code it displays **REENTER ACCOUNT**. Repeat the entry or end the call.
4. If the code is recognised your call can continue.

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## If ENTER PIN Appears

If **ENTER PIN** appears when making an external call, you must enter a PIN code to continue. When you use a PIN code, its turret and call barring settings override those of the turret from which you dial. The system checks the code against its list of codes before allowing the call.

### To enter a forced PIN code:

1. Dial your **PIN** code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press ●**DONE**.
3. If the system does not recognise the code it gives a constant tone. End your call attempt.
4. If the code is recognised your call can continue.

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## Roaming PIN's

When you use a PIN code, its settings override those of the turret from which you dial. Note however that the system automatically prefixes digits to force the call externally.

### To use a roaming PIN:

1. Press # and enter your PIN code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press ●**DONE**.
3. If the system does not recognise the code, your turret gives a constant tone. End your call attempt.
4. If the code is recognised your call can continue.



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# Busy or Unanswered

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## Options If Busy or Unanswered

Your turret provides several methods for contacting an extension that is busy, not answering calls or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message**: Lights the lamp of the extension called. It also stores your number as a message to reply. If your system has an integrated Voice Manager attached, you can record a voice message instead (*see page 36*).
- **Callback**: Rings your turret when the extension called becomes free or is next used.
- **Camp On**: Flashes the extension's lamp to warn that you are waiting. It also stops other calls interrupting you.
- **Intrude**: Forces the other extension's call into a conference with you (*not available to all turrets*).
- **Monitor**: Allows you to hear the other call without interrupting it (*not available to all turrets*).

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## Arrange a Callback

If the extension you call is busy or just rings, you can set a callback. When that extension becomes free or is next used, your turret rings. If you answer, the other extension rings. After setting a callback you can make other calls, it will not take place while you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings your extension before it cancels (*see page 30*). The system also cancels any callbacks that have not taken place after a set period (*normally 2 hours*).

### **To arrange a Callback:**

1. Press **●CALLBACK** (the option does not appear if you already have a callback set).
2. The system ends the call.
3. Your turret shows **●CALLBACK**.

### **To clear the Call Back:**

1. Press **●CALLBACK** again.

## Leave a Message

You can leave your extension number as a message for someone to call you (see page 8). If their extension has a message lamp, it lights. If your call is diverted, the message goes to the extension you first called.

### To leave a message:

1. Press **●MESSAGE**. Your call ends unless the extension called has already reached its limit of stored messages.

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## Camp On and Wait

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension. Also, if the busy extension has a suitable display, it sees your name, number and **CALL WAITING**. While camped on you cannot make or receive other calls. Your turret gives regular pips to remind you of the camp on.

### To Camp On to a busy extension:

1. Press **●CAMP ON**.
2. To end the camp on, press **ANSWER RELEASE**.

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## Intrude

If your turret can intrude, an **●INTRUDE** option appears when calling a busy extension. Your System Manager controls which extensions can intrude and be intruded on.

### To intrude on a call:

1. Press **●INTRUDE**.
2. There is a short delay during which you and the other parties hear several short pips.
3. After the intrusion, the system gives regular pips.

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## Monitoring a Call

Silent monitoring allows you to listen to another call without being heard. There are restriction on who can use this function (contact your System Maintainer).

If your turret can use silent monitoring, a **●LISTEN** option appears when calling a busy extension. While monitoring, ACD turrets with Supervisor status also have a **●REVIEW** option. Pressing this connects them with the monitored extension once the monitored call ends.

- **Note:** Whist monitoring, ACD turrets with Supervisor status also have an **●INTRUDE** option. Pressing this connects them with the monitored extensions forming a conference call.

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# Transfer, Park & Hold Calls

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## Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

### To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
  - **Announced transfer:** Wait for the call to be answered. If okay to transfer, press **ANSWER RELEASE**. If unanswered or not okay to transfer, press **HOLD** to retrieve the call.
  - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

### To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows **FREE**, press **ANSWER RELEASE** to transfer (otherwise press **●CANCEL**).

### To transfer an external call using park:

1. Press **●PARK** to park the current call. Note the line number of the call and give this to the person whom you want to unpark the call (eg. by calling or paging them).

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## Holding Calls

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, your turret displays its details on the right side of the display and the caller hears music (*if installed*). You can only hold one call.

Note that the 20CC does not return dial tone after you put a call on hold.

### To hold a call:

1. Press **HOLD** (Pressing **ANSWER RELEASE** now parks the call, see page 20).
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then:
3. Press the **●**-symbol (if shown) opposite the name to switch the display between the current and the held call details.
  - To switch between calls, press **HOLD**.
  - To conference, press **●CONFER** (see page 11)
  - To transfer the held call, press **ANSWER RELEASE**.

## Parking Calls

You can retrieve parked calls at any other extension on the system. Your turret displays calls you parked by a flashing ●-symbol next to the line number. You can park several calls at the same time. Calls parked and not retrieved, may recall your turret after a short time.

### To park an external call:

1. During the call, press ●**PARK**.

### To unpark calls parked at your extension:

1. Press the display key next to the flashing ●-symbol.

### To unpark a call at another extension:

1. Dial the parked call's line number (*external calls only*).

---

## Dialling Ahead

Whilst on an incoming call you can display the status of another extension (or group) without interrupting your call.

### To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Dial another number or press ●**CANCEL**.

### If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or **HOLD** again to switch between calls.

You can set your turret to always automatically hold your current call and ring the dial ahead number if it is free (rather than display **FREE**).

### To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter the turret's passcode (*see page 33*).
3. To change the current setting, press ●**CHANGE**.
4. Press **PROGRAM** to finish.

---

# Diverting Calls

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## Using Diverts

INDeX phones can store a range of divert numbers for different situations. 20CC turrets are intended for use in situations where calls should really not be diverted and so do not support a range of diverts.

You can set a divert all number. This is used when you are not logged on to reroute anyone who calls your agent number directly.

- **Remote forward:**  
Allows you to remotely change your **Divert All** number and switch **DIVERT** on/off.

---

## Setting Divert Numbers

Selecting a system speed dial for **Divert All** allows you to divert your calls to an external number. When you do this, internal callers hear a triple tone to warn them of the external divert.

### To set a divert number:

1. Log on. Press **PROGRAM** and then **LOG ON/OFF**.
2. Enter the turret's passcode (*see page 33*).
3. Select **●ALL**.
4. The display shows the current divert all number (if set).
5. Press **●DELETE** and then dial the new number (for **ALL**, you can also press **SPEED DIAL** and select a system speed dial for an external divert).
6. Press **●DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

---

## Switching Divert All On/Off

Logging off switches **Divert All** on if set. Whilst on, all your calls go to the **Divert All** number.

## Displaying an Absence Message

You can select an absence message to display on your phone whilst logged on. It then also appears on any other suitable phones that calls you.

### To select an absence message:

1. Press **PROGRAM** and then **●ABSENT**.
2. Enter the phone's passcode (see page 33).
3. Press **●CHANGE** to select a message (or **●CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press **●DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press **●NONE**. To add some text press **●EDIT**. Enter text as for editing the phone name (see page 34).
5. When complete, press **●SET**.

---

## Forwarding Calls

Forward allows you to remotely set your phone to divert. By default, the system bars remote forwarding of extensions. Contact your System Manager to enable this feature.

### To set a forward:

1. Press **PROGRAM** and then **●FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the phone from which to forward calls and press **●DONE**.
3. Enter that phone's passcode (see page 33).
4. The display shows **FORWARD TO ?** and the phone's current Divert All number (if set).
5. To change the forward, press **●CANCEL** and enter the new number for diverting all calls.
6. Press **●DONE** and then press **PROGRAM** to finish.

---

# DSS Keys

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## Setting Up a DSS Key

INDeX 20CC turrets have eight DSS keys along their right-hand edge. Each of these can store a line or extension number. They allow you to dial the numbers in a single key press and do actions such as pickup, unpark, etc.

You can also use DSS keys to dial personal speed dial numbers (see page 15). In addition, certain network environments may allow you to program remote extensions under DSS keys. Consult your System Manager for details.

### **To set a DSS/BLF key directory number:**

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the turret's passcode (see page 33).
3. The display shows the current stored number (if set).
4. Press **●CANCEL** and dial an extension or group number.
5. Select another DSS key or **PROGRAM** to finish.

---

## Using DSS Keys

Once setup, you can use the DSS key for the following. You can also use DSS keys to dial personal speed dial numbers (see page 15).

- **To make internal calls:**  
Press the DSS key storing the extension or group number.
- **To make external calls:**  
Press the DSS key storing the line or line group number, then dial the external number.
- **To pickup calls:**  
Press the DSS key storing the ringing extension number (*fast flashing red BLF lamp*).
- **To unpark calls:**  
Press the DSS key storing the parked line number (*slow flashing green or red BLF lamp*).
- **To make a page call:**  
Press **●PAGE** and then the DSS key storing the extension or group number.

## BLF Status Lamps

The DSS keys on 20CC turrets incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

**Red Lamp Signals:** Call to/from other extensions.

- **Slow Flash:** Call on line parked at another extension.
- **Fast Flash:** Extension ringing.
- **Solid:** Extension or line busy.

**Green Lamp Signals:** Calls to your extension.

- **Slow Flash:** Call on line parked at your extension.
- **Fast Flash:** External call ringing your extension.
- **Solid:** Call connected or held at your extension.

**Alternate Green/Red Lamp Signals:** Pilot number.

- **Slow Flash:** Caller ringing pilot number.
- 

## DSS Key Label

Next to the DSS keys is an area in which you can label each key. You can remove the label cover to write on the card below.

**To remove the label cover:**

1. Insert a fine but not sharp point (eg. end of a paper-clip) into one pin hole. Use this to squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

**To replace the label cover:**

1. Replace the card insert.
  2. Slide the tabs on the right-hand edge of the label cover into their slots.
  3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.
- 

## DSS Key Label Template

A template for printing DSS key labels exists. It can be used with Word for Windows 6 or 7. Contact your System Manager for a copy of the template, alternatively you can obtain it from the Avaya internet site (<http://www.sdxplc.com>) and/or from the CD supplied with the turret.

**To use the template:**

1. Copy the file **DSSKEYUK.DOT** into the Word template directory, i.e. the directory containing other **.DOT** files (this varies according to the version of Word and other Microsoft programs that you use, typically it is the **WINWORD** or **TEMPLATE** directory).
2. Start Word. Select **File** and then **New...**
3. From the list of templates select **DSSKEYUK**.
4. Follow the instructions included within the template.



# Manager-Secretary Working

## Using Soft DSS Keys

The system supports a range of functions for users who work together, ie. regularly call and transfer calls between each other. This is called "Manager-Secretary working".

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display key's ●-symbol acts as a busy lamp to show the extension's status.

Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

## Soft DSS Key Display

After setting up a Soft DSS key, the ●-symbol next to the extension's name shows its status, eg.

Alan.R [ ] \* Off = Extension is free.

● Alan.R [ ] \* Flashing = Extension is ringing.

● Alan.R [ ] \* On = Extension is busy.

In full-line mode, the display also shows when an extension is on **DIVERT** or **NO CALLS**.

● Alan.R -| \* [ ] \* Set to No Calls, no divert all set.

● Alan.R -| \* 204 [ ] \* Set to No Calls, diverting to 204.

● Alan.R -| \* 204 [ ] \* Set to Divert All, diverting to 204.

## Making Calls

The ●-symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

### **To make a call using a Soft DSS key:**

1. Press the display key next to the extension name. The Soft DSS usage setting of your turret and the turret called determine what type of call occurs (*see page 28*).
2. If the extension is busy, the turret displays the same options as for normal calls (*see page 17*).

## Park Transferring Calls

During calls, full line Soft DSS keys display **<-PARK** next to each extension name. Pressing the ●-key next a **<-PARK** option, transfers and parks your call against that extension.

### To park transfer a call:

1. Note the call's line number on the display.
2. Press the ●-key on the right of the Soft DSS name. The system transfers the call and parks it at that extension.
3. Press the ●-key on the left of the Soft DSS name to call that extension and announce the parked caller.
4. If the Soft DSS extension does not answer or want the call, dial the line number to retrieve the parked call.

---

## Alerting a Busy Extension

A solid ●-symbol next to a Soft DSS key means that extension is busy. In full-line mode, you can send them an alert (*only to another display turret*). This places you on hold against their extension.

### To alert the extension:

1. Press the display key on the right of the name. The display shows details of the extension's current call.
2. If ●**ALERT** does not appear, the extension is busy for reasons other than a call, eg. handset off-hook.
3. Press ●**ALERT**. The display shows **HOLDING**.
4. If ●**INTRUDE** appears, you can intrude on the call (*see page 18*).

---

## Remotely Switching No Calls/Divert On/Off

In full-line mode, each Soft DSS key allows you to remotely switch the other extension's **NO CALLS** or **DIVERT ALL** setting on/off.

### To switch on/off divert all or no calls:

1. Press the ●-key on the right of the extension name.
2. If ●**ALERT** appears the extension is busy. Press the ● key on the right of the extension name again (press ●**SCROLL** if necessary to redisplay the name).
3. Select the option to change; ●**NOCALLS** or ●**DIVERT** (**DIVERT** does not appear if the extension does not have a Divert All number set).
4. The Soft DSS display shows the new status.

---

# Manager-Secretary Setup

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## Planning Soft DSS Keys

When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**  
Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.
- **What Soft DSS key features do you want to have?**  
You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.
- **What type of calls do you want to make/receive?**  
When using Soft DSS keys to make a call, the usage setting of your turret and the turret called determines the type of call. The possibilities are:
  - **Standard Call:** The same as a normally dialled call.
  - **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).
  - **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). (See "Changing the Soft DSS Usage" on page 28 for how the different usage settings interact.)

---

## Setting Up Soft DSS Keys

To clear all the Soft DSS keys, cancel all the set extensions (see "Changing the Soft DSS Extensions").

### **To setup Soft DSS keys:**

1. Press **PROGRAM**, then **SCROLL**. Press **●SOFT DSS**.
2. Enter the turret's passcode (see page 33).
3. The turret shows **NO SOFT DSS KEYS**. Press **●CHANGE** until the display mode required appears, then press **●DONE**.
4. Enter the first extension number and then press **●NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extension, press **●DONE**.
5. Press **●USAGE**. Press **●CHANGE** until the setting required appears and then press **●DONE**.
6. Press **PROGRAM** to finish.

## Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

### To set the Soft DSS key display mode:

1. Press **PROGRAM**, then **SCROLL**. Press **●SOFT DSS**.
2. Enter the turret's passcode (see page 33).
3. Press **●MODE**. The display shows the current mode.
4. To change mode, press **●CHANGE**.
5. Press **●DONE**. The display goes to extension entry below .
6. Press **PROGRAM** to finish.

## Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

### To set a Soft DSS key extension:

1. Press **PROGRAM**, then **SCROLL**. Press **●SOFT DSS**.
2. Enter the turret's passcode (see page 33).
3. Press **●EXTNS**. to display the first number set.
  - To cancel the number, press **●CANCEL**.
  - To display the next number, press **●NEXT**.
  - To enter a new number, press **●NEXT** until the top-right display goes blank, then enter the number.
4. Press **PROGRAM** to finish.

## Changing the Soft DSS Usage

When using Soft DSS Keys to make a call, the usage setting of the two turrets determines the type of call that occurs (see diagram). The turret's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **NORMAL CALL**.

Usage Setting	Call Type	Usage Setting
Normal or Auto Answer	< Standard / Standard >	Normal or Auto Answer
Normal	< Page / Standard >	Voice or Intercom
Auto Answer	< Direct / Standard >	Voice or Intercom
Voice	< Page / Page >	Voice
Voice	< Page / Direct >	Intercom
Intercom	< Direct / Direct >	Intercom

### To set the soft DSS key usage:

1. Press **PROGRAM**, then **SCROLL**. Press **●SOFT DSS**.
2. Enter the turret's passcode (see page 33).
3. Press **●USAGE**. The display shows the current setting.
4. To change the current usage, press **●CHANGE**.
5. Press **PROGRAM** to finish.

---

# Ringer Controls

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## Changing the Ringer Volume

While altering the volume, the turret rings.

### To change the ringer volume:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the turret's passcode (*see page 33*).
3. Press **●VOLUME**. The display shows a slider. Adjust this using the **●**-keys on its left (softer) and right (louder).
4. Press **PROGRAM** to finish.

---

## Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the turret rings.

### To change the ringer sound:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the turret's passcode (*see page 33*).
3. Press **●SOUND**. The display shows a slider. Adjust this using the **●**-keys on its left and right.
4. To select another part of the sound to adjust, press **●TONE**. This changes the slider to a different tone.
5. Press **PROGRAM** to finish.

---

## Switching the Ringer On/Off

You can switch the ringer on or off for internal and/or external calls. This does not affect the information displayed.

For internal calls you can also select **AUTO ANSWER** to connect internal calls after just a single tone. A similar feature can also be enabled for external calls (*see "Automatic External Call Connection" on page 9*).

### To switch the internal or external ring on/off:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the turret's passcode (*see page 33*).
3. Press **●SCROLL** and then press **●EXTERNAL** or **●INTERNAL**. The display shows the current setting.
4. To change the ringer mode, press **●CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** (*internal only*).
5. Press **PROGRAM** to finish.

## Setting a Ringer Step

If a call rings unanswered, the turret can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step. This feature is call **Persuasive Ringing**.

### To set the ringer volume step size:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the turret's passcode (*see page 33*).
3. Press **●STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).
4. To select another step size, press **●CHANGE**.
5. Press **PROGRAM** to finish.

---

## Setting the Ringer Timeout

The ringer timeout controls several actions:

- **Callback:**  
How long a callback rings you before cancelling.
- **Group hunting:**  
How long calls to a group of which your turret is a member, ring your turret before trying the next member.

### To set the ringer timeout:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the turret's passcode (*see page 33*).
3. Press **●TIMEOUT**. The display shows the current setting.
4. Press **●CANCEL** and enter the new timeout in seconds. The normal value of 10 seconds is equal to 3 rings.
5. Press **PROGRAM** to finish.

---

# Other Features

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## Personal Alarms

You can set the turret to give you an alarm call at a set time on a particular day or type of day (e.g. Weekdays). The alarm can be normal ringing, music or an announcement. You can also add your own short text message. If your turret is busy at the set time, the alarm waits until it is free. Your System Manager can also arrange alarms. System alarms do not wait until your turret is free. You do not have to be in group to receive a System alarm.

### To set a personal alarm:

1. Press **PROGRAM** and then **●ALARM**.
2. Enter the turret's passcode (see page 33). If you have an alarm set, **●CLEAR** appears below the alarm time.
3. **To set the alarm type:** Press **●TYPE**. Press **●CHANGE** until the required type of alarm appears, then press **●DONE**.
4. **To add or remove an alarm message:** Press **●MESSAGE** and:
  - To select no message, press **●NONE**.
  - To alter the message, press **●EDIT**. Enter the message text (see page 34) and then press **●DONE**.
5. **To set the alarm time and day:** Press **●SET**. Dial the alarm time in 24-hour clock format. Press the **●** symbol on either side of the day shown to select the day or days for the alarm, then press **●DONE**.
6. Press **PROGRAM** to finish.

### To clear a personal alarm:

1. Press **PROGRAM** and then press **●ALARM**.
2. Enter the turret's passcode (see page 33).
3. Press **●CLEAR** to cancel the alarm settings.

---

## Recording Calls

If your system has an integrated Voice Manager, you may be able to record calls. To do this, press **●RECORD** during the call. Depending on how the feature has been set, it may give warning pips to indicate that you are recording the call. The recording is placed into your voice mailbox (see page 35).

## Recall

Your phone system may connect to another phone system by a fixed line (tie line). If this is the case, you may need to use a 'recall' (your System Manager will advise). To do this a ●**RECALL** option appears.

---

## Locking/Unlocking the Turret

Your turret can be locked by a system maintainer. This stops people using it to make external calls (they hear continuous tone instead). You can still make internal calls when the turret is locked. Locked turrets can still make external calls but only to some special numbers, eg. emergency calls.

---

## Forwarding Calls

Forward allows you to remotely set your calls to divert. By default, the system bars remote forwarding of an extension. Contact your System Manager to enable this feature.

### **To set a forward:**

1. Press **PROGRAM** and then ●**FORWARD**.
  2. The display shows **FORWARD FROM ?**. Enter the turret from which you want to forward calls and press ●**DONE**.
  3. Enter **that** turret's passcode (*see page 33*).
  4. The display shows **FORWARD TO ?** and the turret's current Divert All number (if set).
  5. To change the forward, press ●**CANCEL** and enter the new number for diverting all calls.
  6. Press ●**DONE** and then press **PROGRAM** to finish.
- 

## Software Release

Occasionally you may need to talk to someone for support about your turret or phone system. It may be useful to tell that person what software your phone system uses.

### **To display the software release:**

1. During a call, press **PROGRAM**, the turret displays the software installed on your system (*To do this without making a call, just press **ANSWER RELEASE** first*).
2. Press **SCROLL** to return to the normal display.



---

# Turret Settings

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## The Turret Passcode

If the turret displays **ENTER PASSCODE**, it expects you to dial its passcode.

Wrong passcode entry can result in the turret becoming barred. Barred turrets cannot access features requiring passcode entry. They can make external calls but only to special numbers, eg. emergency numbers.

### To enter the turret's passcode:

1. Dial the passcode. If you make a mistake, press **●CANCEL** and restart entry.
2. If you enter the wrong number, the turret displays **REENTER**. Enter the passcode again or press **PROGRAM** to end programming.
3. If you enter the wrong passcode 5 times, the turret displays **THIS TERMINAL IS BARRED**. To unbar your turret contact the System Manager.

### To change the turret's passcode:

1. Press **PROGRAM**, then **SCROLL** twice. Press **●PASS**.
2. Enter the current passcode.
3. The display shows **ENTER NEW CODE**. Enter the new passcode.
  - To restart after a mistake, press **●CANCEL**.

---

## Background Music

If your system has external Music-on-Hold installed, you may be able to have it play when the turret is not in use. The turret's speaker volume controls the loudness of the music (*see page 10*), this can be adjusted for you by the system maintainer.

### To switch background music on/off:

1. Press **PROGRAM** and then **SCROLL**. Press **●MUSIC**.
2. Enter the turret's passcode (*see page 33*).
3. The display shows the **NO MUSIC** or **BACKGROUND MUSIC**.
4. To change the current setting press **●CHANGE**.
5. Press **●DONE** to continue or press **PROGRAM** to finish.

## Displaying Turret Details

You can view the details of the turret's type, number and directory name on the display.

### To display the turret's details:

1. Press **PROGRAM** and then press **VIEW**.
2. The display shows the turret's type, number and on the bottom line the turret's directory name.
3. Press **PROGRAM** to return to normal use or follow the steps below to change the turret's directory name.

---

## Language Controls

The system allows you to select which language to use for the turret's display.

### To change the turret's display language:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **●LANGUAGE**.
3. Press **●CHANGE** to select the language required or your system's **DEFAULT** language. Press **●DONE** and then press **PROGRAM** to finish.

---

## Groups

A group's type sets the order in which the system rings group members when a call arrives (*see the glossary for details*). Normally for ACD the group type used is 'longest waiting'. This presents new calls to the agent who has been free (not on a call) for the longest. The system rings the turret for the time set by its ringer timeout before trying the next available agent (*see page 30*).

---

# Voice Manager

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## Listening to Voice Messages

The system can include a Voice Manager to record messages in your own voice mailbox. Remember to check your mailbox regularly as the Voice Manager can delete messages after set periods.

- **Voice Manager Functions :**

The INDeX supports a number of different Voice Managers and so the range of options available to you may differ.

### To check your mailbox:

1. Press ●**LISTEN** or ●**VOICE** and then ●**LISTEN**.
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode (not the turret's passcode).
  - If you make an error, press ●**CANCEL** to restart.
3. Once in your mailbox, the Voice Manager tells you how many new, read or saved messages you have. Use the controls below.

### To control your mailbox messages:

- To rewind the message, press ●**REWIND**.
- To fast forward the message, press ●**FFWD**.
- To hear the next message, press ●**NEXT**.
- To delete the message, press ●**DELETE**.
- To hear the previous message, press ●**PREVIOUS**.
- To find out when the message was left, press ●**WHEN**.
- To copy the message to another mailbox, press ●**COPY**.
- To save the message press **SCROLL** and then ●**SAVE**.

---

## Using Any Phone

You can dial the Voice Manager and check your mail when away from your desk or even out of the office. The phone you use must have MF tone dialling with \* and # keys.

### To access the Voice Manager:

1. If internal, dial the Voice Manager extension number.
2. If external, either dial in to your company and ask to be transfer to the Voice Manager extension or use a direct number if your company has one set up
3. When you hear the Voice Manager respond, press #.
4. Enter your mailbox ID. And then your mailbox password if requested.
5. The voice manager will provide you with prompts to control the messages.

## Changing Your Temporary Greeting

You can replace your mailbox greeting with a temporary one. The Voice Manager will delete it during its daily housekeeping (which normally occurs at night).

### To add a temporary mailbox greeting:

1. Press ●**VOICE** and then ●**TEMP MSG**.
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode.
3. Once the Voice Manager accepts your password, it shows ●**LISTEN**, ●**CHANGE**, ●**DELETE** and ●**FINISH**.
4. When finished press **ANSWER RELEASE**.

---

## Leaving Voice Mail Messages

### To leave voice messages:

1. Press ●**VOICE** and then ●**MESSAGE**.
2. The display shows **DIAL EXTENSION**. Enter the extension for whom you want to leave a message.
3. Voice Manager plays the extension's mailbox name and gives a tone. Speak your message and press ●**FINISH**.
  - To check your message, press ●**REVIEW**.
  - To change the message, press ●**RERECORD**.
  - To send the message if okay, press ●**SEND**.
  - To cancel the message, press **ANSWER RELEASE**.
4. If you want to leave another message, press ●**NEXT**, otherwise press **ANSWER RELEASE**.

---

## Modifying Your Mailbox

### To modify your mailbox name, password and greeting:

1. Press ●**VOICE** and then ●**MODIFY** (If lines to the Voice Manager are busy, the phone displays a ●**WAIT** option).
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode (*If you make an error, press ●**CANCEL** to restart*).
3. Once the Voice Manager accepts your password, select the feature you wish to change (each has options to ●**LISTEN**, ●**CHANGE** and ●**FINISH**).
  - To alter your mailbox password, select ●**PASSWORD**. Do not set an obvious password such as 1234, 0000 or your extension number.
  - To alter your greeting, select ●**PERM MSG**.
  - To alter your mailbox name, select ●**NAME**.
4. When finished press **ANSWER RELEASE**.

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# Good Phone Usage

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## General Phone Usage

The phone provides a quick method of communication. However, think carefully about how you use the phone. Your manner is a key part of the company's and your image. Since the phone does not convey smiles, shrugs, nods, etc, how you speak is all important.

- Speak clearly and maintain a friendly manner.
- Be precise and avoid rambling.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy.
- If you have to talk to someone else in the office during a call, inform the caller and then use **HOLD** (see page 19).
- Avoid giving your operator unnecessary work:
- Transfer callers yourself rather than via the operator.
- Keep your System Manager informed of changes in your department, so that they can keep your pickup groups, phone directories, etc. up to date.

---

## Answering Calls

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers, always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the callers name, date, time and subject.
- If cut-off, wait for the original caller to call back.

---

## Making Calls

- Know what you want to say, avoid rambling. If necessary prepare key point notes before the call.
- If you get a wrong number, always apologize, it is not the other person's fault.
- If cut-off, callback as soon as possible.
- If the extension diverts to Voice Mail, leave a message. Do not hold for the operator unless urgent.

# Glossary

## **ACA**

(Automatic Call Announcer) Messages played to waiting callers and used for system or personal alarms

## **Account Codes**

A code of up to 12 digits that the system outputs to its call log with call details. Codes entered are checked against up to 400 stored on the system.

## **Area**

Each extension and line on the system belongs to one of up to 250 areas. They then follow the night service timetable linked to that area.

## **BLF**

(Busy Lamp Field) Lamp which shows the status (busy, ringing, etc.) of a particular number. Normally associated with the number stored under a DSS key.

## **Call Log**

The system can log calls that match set criteria, eg. length, direction, line, extension. The log includes call details such as number, account codes, time, etc.

## **Camp On**

A function which leaves your turret set to ring a busy extension or line as soon as it becomes free. Stops you receiving any other calls in the meantime.

## **Collective**

A group where the system rings all the free group members at the same time.

## **DSS**

(Direct Station Select) Keys which store line, extension or group numbers. For use when making calls, etc.

## **Longest Waiting**

A group where the system rings the free group members in order of how long they have been free.

## **Manager Secretary Working**

A name for functions that help one user to make and receive calls for transfer to another user.

## **Offline**

A term used to mean out of service/not working.

## **Page**

A one-way call which connects without ringing and uses the speaker of the turret(s) called. Also called a broadcast call.

## **Pickup Group**

A group of phones within which you can pickup and answer calls ringing at member extensions.

## **PIN Code**

The system stores up to 400 6-digit PIN codes. Each has its own call barring and turret settings. When you use a PIN, its settings override those of the turret from which you dial.

## **POT**

(Plain Ordinary Telephone) Also called two-wire telephones, includes fax machines and answer phones.

## **Rotary**

A group where the system starts with the first free group member after the last member rung. If unanswered, the system tries the next free member and so on.

## **Sequential**

A group where the system rings the first free group member, always starting from the front of the group. If unanswered, the system tries the next free member and shuttles between the first two free members.

## **Speed Dials**

Speed dials store phone numbers (and sometimes account codes). The phone number can then be dialled by keying the number of the speed dial store.

## **Tenancy**

The system divides into tenancies, each containing different extensions and lines. Calls between tenancies are normally not allowed. Tenancies sub-divide into areas.

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