



Operator Set OS33

connected to
Communication Server Integral 55

Operating instructions

Things worth knowing about this manual

With this manual you learn how to use your operator set quickly and reliably. The manual is divided into three parts.

Getting to know your operator set

In this section you will find basic information on the structure and operation of your operator set. Read how to unlock your terminal and how to make calls.

Find out by reading pages 6 to 31.

How to use your operator set

All functions you can use with your operator set are described in detail.

Find out by reading pages 32 to 86.

Quick reference

Use this section to look for a particular topic, e.g. a display message. You will find an index on the final pages.

Find out by reading pages 87 to 95.

Declaration of conformity

We, Tenovis GmbH & Co. KG, declare that the OS33 operator set complies with the basic requirements and other relevant rules in accordance with EU directive 1999/5/EU (radio and telecommunication terminal equipment, R&TTE). This operator set is intended for connection to digital interfaces of Tenovis telecommunications systems and meets the fundamental requirements in accordance with the EU directive 1999/5/EU (Radio and Telecommunication Terminal Equipment, R&TTE). Due to its type, this operator set is not suitable for direct operation on interfaces to public telecommunications networks.

When using link and DSS- modules:

This link / DSS module is intended for connection to the OS 33 operator set and meets the basic requirements of EU directive 1999/5/EU (Radio and telecommunication terminal equipment, R&TTE). This link / DSS module is only designed for operation on the OS 33 operator set.

If any problems should occur during operation, please initially contact your specialist dealer or Tenovis Service department.

The complete declaration of conformity can be requested from the following internet address: www.tenovis.com/deutsch/verzeichnis/conformance.htm or in the index look for the keyword: conformity

CE Symbol



Contents

Getting to know your operator set

Things worth knowing about this manual	2
Contents	4
Overview	6
Features of your operator set	7
Structure of the display	9
Keys	14
Creating an individual configuration	21

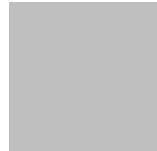
How to use your operator set

Unlocking the operator set	23
Locking the operator set	25
Calling with a locked operator set	26
Taking a break	27
Making calls as usual	28
Finding and seizing a free trunk line (Bundle)	30
Making a call	32
Answering specific calls	34
Transferring a call (brokerage)	35
Override do-not-disturb	37
Conversation between several parties (Three-party conference)	38
Recall	40
One external call for several parties (Chain call)	42
Putting a call on hold (Hold call)	44
Putting a specific call on hold	46

Answering a renewed call	48
Answering an internal call (Internal call)	49
Assigning a trunk line to an internal extension	51
Accepting a trunk call via a consultation call (Assist)	53
Connection with another operator set (Station transfer)	54
Displaying the last callers (Call list)	56
Displaying free extensions (Busy display)	58
Displaying call charges	61
Speed dialling via the switchboard (Code dialling)	63
Speed dialling with destination keys (Destination dialling)	64
Saving destinations (Setup)	65
Using the electronic telephone book	70
Additional information about connections	73
Redialling a call number (Redialling)	75
Calling someone anonymously	79
Switching over trunk line COS	80
Setting tones, calls and contrast	81
Switching off the ringer	84
Transmitting special dial signals (DTMF dialling)	85
Using recording devices (Tape recorder)	86

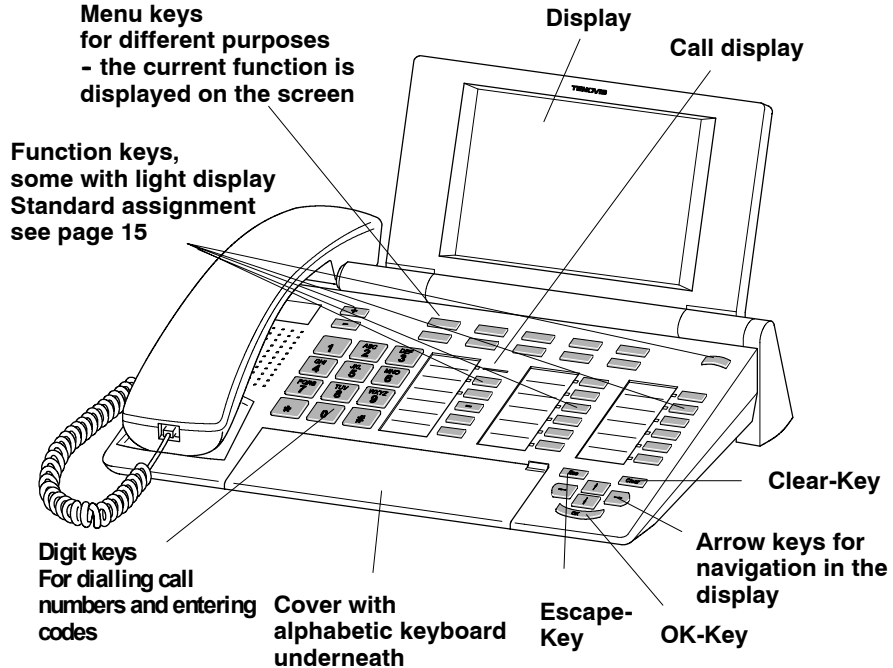
Quick reference

Tones and signalling	87
Messages	89
Help with the operation	90
Notes on Installation and Maintenance	91
Glossary	92
Index	94



Overview

The illustration below shows the control elements and functional units of the OS13 operator set.



Features of your operator set

Apart from being able to use your operator set like any standard telephone, the OS33 offers some special features.

The possibilities of your operator set and where to find further information in this document are listed below.






- Clear representation of various kinds of information on the display, see page 9
- Keys of your operator set and their functions, see page 14
- Creating a personal configuration, see page 21
- Unlocking with an identification number (PIN) and password, see page 23
- Telephoning with a locked operator set, see page 26
- Finding and seizing a free trunk line (bundle display), see page 30
- Handsfree, monitoring, see page 33
- Answering specific calls, see page 34
- Transferring a call, see page 35
- Overriding do-not-disturb, see page 37
- Talking to several subscribers, see page 38
- External conversation for several subscribers (chain call), see page 42
- Call hold, see page 46
- Transferring to other operator sets, see page 54

- Displaying the last callers, see page 56
- Displaying busy extensions, see page 58
- Displaying call charges, see page 61
- System speed dialling, see page 63
- Destination dialling, see page 64
- Creating destination keys in the Setup menu, see page 65
- Using the electronic telephone book, see page 70
- Displaying additional information about connections, see page 73
- Extended redial, see page 75
- Setting call signalling and contrast, see page 81
- Switching off tone ringing, see page 84
- Transmitting DTMF signals, see page 85
- Using a tape recorder, see page 86

Structure of the display

Your operator set is equipped with a window-orientated user interface. The display provides you with the latest details on all states. The display is divided into eight sections. The sections are explained below. Eight levels of display contrast can be selected with the **Contrast** function key. You can adjust the display angle.

The illustration below shows a standard assignment with international times. The user name, international times and menus can be configured individually.

U. Glaser 123		User line		21. Jun 11:35	
	Answering side			 am	
	Assignment side			NY	
				Internat.times	
	Preview			 ST	
Status line					
Number of pending calls					
EXT	HOLD	RECL	RENEW	INT	
CHRG	OS	hold	Hld1	Paus	
Number of pending calls					

User line

The user line at the top shows your user name, identification number (PIN), date and time.

Answering side and assignment side

These two lines show information about answered or pending calls. A rectangle marks whether the operator set is currently active on the answering or the assignment side.

Preview

If the operator set is in conversation state and is assigned further calls, they are displayed in the preview. The preview shows a maximum of three calls of any call type. The calls are listed according to priority.

Status line

In addition to the different states of the operator set, different basic conditions are displayed. Graphic symbols in the status line indicate these states. The following states are indicated with symbols.

Night service



Your operator set does not take part in the call distribution. Only terminal calls are switched through. You can sign on your operator set with the **Connect** key. You can sign it off with the **Disconnect** key.



If you do not answer an incoming call, your operator set switches to night service after a time.

Pause



Your operator set is temporarily disconnected from the call distribution.

Call list



The call list contains entries.



The call list contains one or more new entries. You open the call list with the **Call List** key.

Ringer



The ringer is switched off. Calls are not signalled acoustically. Your operator set can be set so that the ringer is switched on automatically after 10 seconds. You switch the ringer on and off with the **Ringer** key.

Muting the microphone



The microphone is switched off. The connected party cannot hear you talking with other persons in the room. You mute the microphone with the **Mute** key. The microphone can only be muted during a conversation.

Monitoring



Persons in the room can listen to a conversation. You switch monitoring on or off with the **Monitoring** key.

Handsfree



You can make a call without using the handset. Other persons in the room may participate in the conversation. You switch handsfree on or off with the **Handsfree** key.

Anonymous



You have pressed the **Anonymous** key. Your internal call number is suppressed.

DTMF transmitter



You need the DTMF transmitter for special functions, e.g. getting voice mail. You switch the DTMF transmitter on and off with the **DTMF** key.

Tape connection



A tape recorder connected to the operator set is switched on. You switch the tape recorder on and off with the **Tape** key. Your operator set can be set so that a recording device is automatically switched on at the beginning of a conversation and off at the end.

Headset



A headset is switched on. The headset is connected to the AEI interface of the CTI-/Audio-Link. Use the **Headset** key to switch the headset on- or off.

Automatic answering



A call is answered automatically after a certain time. A connection is then established without you pressing the **Answer** key. Your system administrator can set the time and configure your operator set accordingly.

International times

Two local times maximum are displayed. The analogue clocks show a text for the time zone and the abbreviations "am" or "pm". The minute hand moves in 1 minute intervals, the hour hand in half hour intervals.

Number of pending calls

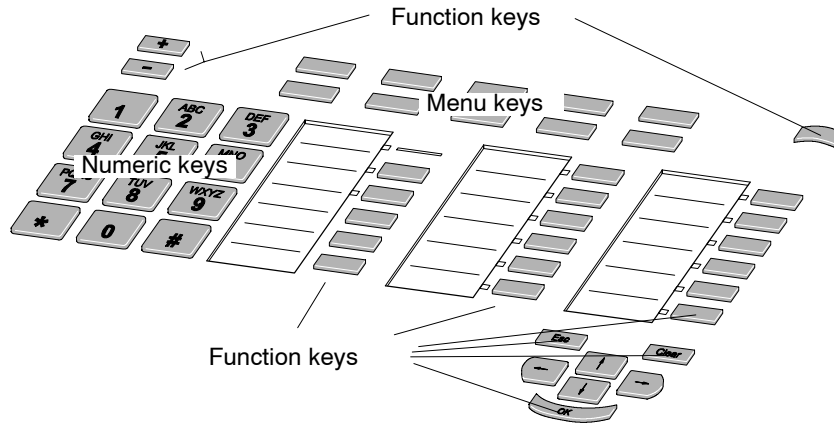
In addition to the answering side and the preview and depending on the type of call distribution, the overload display shows calls pending at the operator set or in the system. The calls are sorted according to type and total number per type. The number of calls is displayed only if the corresponding answer key (e.g. EXT) is assigned to one of the top eight menu keys. Then the number of calls for this call type is shown in the corresponding field, in the above example the number of external calls.

Menus

There are 10 keys below the display. The fields at the bottom of the display show the corresponding functions. The functions of these keys may change during operation. Your system administrator can configure these keys.

Keys

Your operator set has 23 function keys, 12 numeric keys and 10 menu keys. All function and menu keys have pre-assigned functions. Your System engineer (Revisor) or Supervisor can assign the function or menu keys other functions than the default settings.



Numeric keys

1 **Numeric keys**
for dialling call numbers and entering codes.

*** #** **Star and Hash**
for special functions.

Function keys (standard assignment)

Connect

to connect your operator set to the call distribution system.

Sign off

signs off your operator set from the call distribution.

Logout

to switch off your operator set.

Escape

cancels an entry (quits the menu and goes up one menu level).

Clear

deletes the character above the mark. If the marker comes after the last character, the last character is deleted.

OK

calls up a highlighted menu item, or confirms an entry.

Left function key column

Answer

to answer the respective current call (every call type).

Transfer

to switch calls to other parties.

Disconnect

clears the current connection or breaks off initiated actions.

Internal

to dial an internal call number.

End

ends a connection.

Centre function key column

Busy display

to display busy state.

Headset

to switch the headset on or off.

Phone Book

Electronic Telephone Book. Let's you search and select call numbers.

■ Setup

for changing options and configuring and changing destinations. The corresponding LED lights up, while Setup is activated.

■ Charges

to enable call charge registration for external connections.

■ Trunk

to seize any trunk line.

Right function key column

■ Acoustics

to change call and signal tones.

■ Handsfree

switches microphone and loudspeaker on or off. When handsfree is on you can make a call without using the handset. Other persons in the room may participate in the conversation. When a function key with LED is assigned this function, the LED stays on as long as handsfree is activated

■ Monitoring

to let other persons in a room overhear a conversation. The associated LED stays on, as long as Monitoring is activated.

■ Ringer

switches the ringer on or off. If the ringer is switched off, no signal is sounded when you receive a call. Your operator set can be set so that the ringer is switched on automatically after 10 seconds. If a function key with LED is assigned this function, the LED stays on, as long as the ringer is switched off.

■ Call list

to display the received calls.
The call list contains one or more new entries. If a function key with LED is assigned this function, the LED stays on, as long as a new entry exists.

■ Redial

redials a number. You can choose between the last seven call numbers.

Function keys (optional)

Your revisor or supervisor can set up the following functions for your operator set. The name shown on the display when a menu key is assigned this function is given in brackets.

■ **Anonymous (Anon)**

suppresses your internal call number. If a function key with LED is assigned this function, the LED stays on, as long as Anonymous is switched on.

■ **Cut in**

to an existing connection to announce a call. The associated LED flashes, as long as Answer is activated.

■ **Tape connection (Tape)**

switches the connected tape on or off. Your operator set can also be set so that a recording device is automatically switched on at the beginning of a conversation and off at the end.

■ **Change over class of service (COSc)**

to change the class of service of internal extensions.

■ **Bundle (Bndl)**

to seize a certain trunk line.

■ **Code dialling (SSD)**

to speed-dial a centrally stored call number.

■ **Override (Over)**

to cut in on a line if do-not-disturb is activated for subscribers. If a function key with LED is assigned this function, the LED stays on, as long as Override is active.

■ **Answer recall (Renw)**

to answer a returned call or a renewed call.

■ **Answer external call (ExtI)**

to answer external calls.

■ **Charges answer (Chg.),**

to display the recorded charges.

■ **Answer hold position 1 (Hld1)**

to specifically hold and answer a call on position field 1 (not a hold call).

■ **Answer hold position 2 (Hld2)**

to specifically hold and answer a call on hold position 2 (not a hold call).

■ **Answer hold position 3 (Hid3)**

to specifically hold and answer a call on hold position 3 (not a hold call).

■ **Hold (Hold)**

to put the current call on hold. A hold call occurs.

■ **Answer hold (HOLD)**

to answer a call on hold.

■ **Identify (Iden),**

to display additional information about the connection.

■ **Answer internal call (Intl)**

to answer internal calls.

■ **Chain call (Chn),**

to connect a caller with several extensions one after the other.

■ **Conference (Conf)**

to interconnect several subscribers (three-party conference).

■ **Contrast (Cntr)**

to change the display contrast.

■ **DTMF transmitter (DTMF)**

to switch the DTMF transmitter on or off. The DTMF transmitter is used for special functions, as, e.g, for voice mail requests. If a function key with LED is assigned this function, the LED stays on, as long as DTMF is switched on.

■ **Temporary Pause (Paus)**

to disconnect your operator set from the call distribution temporarily. If a function key with LED is assigned this function, the LED flashes when set to Pause.

■ **Answer station transfer (OTrA)**

to answer a call another operator set transferred to you.

■ **Answer station call (OS)**

to answer a call with a station call number.

■ **Station transfer (OSTr)**

to transfer a connection to another operator set.

■ **Pause (Paus)**

to disconnect your operator set from the call distribution.

■ **Mute**

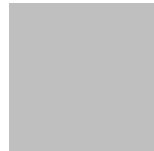
to switch off the microphone. The called party cannot hear what you or others say. The microphone can only be muted during a conversation. The associated LED stays on, as long as the microphone is muted.

■ **Answer recall (RECL)**

to answer a returned call or a renewed call.

■ **Central telephone book (CTB)**

to open the central electronic telephone book. Your system must provide the corresponding function.



Menu keys (standard assignment)

The standard assignment lets you choose among the following menu keys:

EXT	HOLD	RECL	RENEW	INT
CHRG	OS	Ho1d	H1d1	Paus

D. Jones 123 21. Jun 11:35

-{ NY am

{- ST am

EXT	HOLD	RECL	RENEW	INT
CHRG	OS	Ho1d	H1d1	Paus

Changes of the standard assignment are subject to technical requirements.

The illustration shows the on-screen presentation of assigned menu keys. The functions of the menu keys and the corresponding presentations vary depending on the operating context.

In this example, the upper left menu key is assigned the **Answer external call** function and the menu key below the **Answer hold field 1** function.

The assignment of function keys is determined with the configuration. You can assign a free menu key in the Setup a destination.

Creating an individual configuration

Your operator set can be customized. You need to have the necessary authorization to do so. Settings can be made in the Setup menu or with the Operator Set Manager (OSM) programme.

Authorization

There are four classes of service for an operator set. These are System engineer (Revisor), Supervisor, Operator and Temporary staff.

A Revisor can edit all options of your operator set. A supervisor can edit all options except AEI and the V.24 interface. As operator you can edit destinations and view the terminal pass. Temporary staff cannot use the functions of the Setup menu at all.

Options and destinations can be edited with the Setup menu of the operator set or with the OSM (Operator Set Manager) programme. Function keys can only be configured with the OSM.

Setup menu

You open the Setup menu with the Setup function key. As an operator you can then configure and change destinations and assign keys. How to edit destinations in the-Setup-Menü bearbeiten, Setup menu see page 65. You cannot use this function if you are temporary staff.

Operator Set Manager (OSM)



The OSM programme is a comfortable tool for managing and configuring operator sets. A PC is required. The PC must be connected to your operator set.

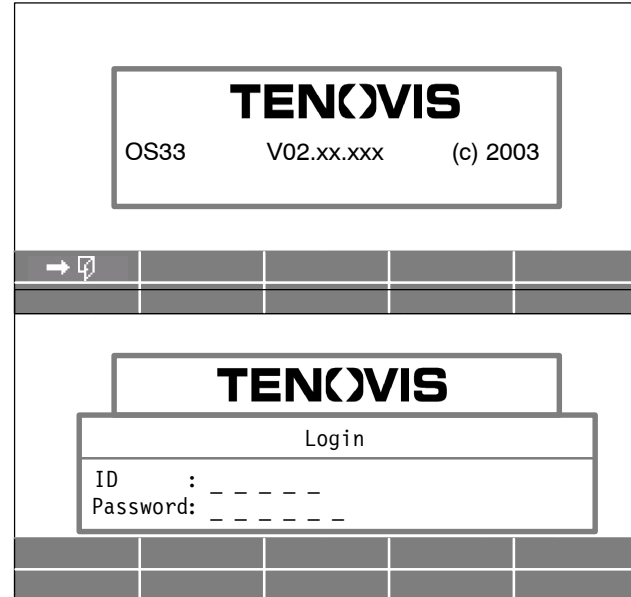
The keypad assignment depends on how your operator set is set up. The operator set must be configured. Up to ten users can be set for each configuration. Revisor and supervisor must always be set up. This leaves eight users to be set up as operators or temporary staff. Every user is assigned his own options. The key assignment is the same for one configuration.


With the OSM programme you or your Revisor can:


- create and change configurations for an operator set,
- load changed configurations on the operator set.
- manage and set up a maximum of ten users for a configuration with individual options,
- download a new programme version to the operator set,
- create macro sequences,
- import destinations from databases
- and print label strips.

Unlocking the operator set

1. You must unlock your operator set before you can use it. You will need your identification number (ID) and your six-digit password. You can get these numbers from your supervisor.
2. Your operator set is locked. You can answer an incoming call by picking up the handset.
3. Press the  (Unlock) key. The **Login** menu appears.
4. Enter your identification number, e.g. 123. Your supervisor can tell you your identification number.
5. Press the  (Arrow down) key.




6. Enter your six-digit password, e.g. 123123.
7. Press the  (Ok) key. Identification number and password are verified.
8. Your user interface appears.
9. To be able to use all the functions of your operator set, you must sign on to the call distribution. Your operator set can also be set to sign on automatically.
10. To sign on your operator set manually, press the "+" key at the top left of your keypad.

D. Jones 123			21. Jun 11:35	
→ [
[→				
				
☾				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

Locking the operator set

Locking

1. Lock your operator set to prevent unauthorized access.
2. Press the  key at the top right of your telephone (**Logout**). Your operator set is now switched off.
3. The user can log in again with his identification number and password.



Calling with a locked operator set

You can answer incoming calls even if your operator set is locked. If an emergency key is configured, you can also call a stored emergency call number. The emergency call number is configured by your Revisor or supervisor.

Answering a call

1. Your operator set is locked and you are called. Pick up the handset. You are connected with the caller.



Emergency call

1. Your operator set is locked. An emergency call key is configured.
2. Press the  (Emergency) key.
3. Press the  (Ok) key. The stored emergency call number is dialed automatically.

Taking a break

If you want to take a break you can sign off your operator set from the call distribution temporarily. Nevertheless, calls directly to your operator set are still switched through. The “Paus” key must be set up for this.

Pause machen







1. Press the **“Paus”** (Pause) key. Your operator set logs off from the PBX. Calls to your station are diverted.
2. The  symbol indicates that your operator set is not taking part in the call distribution.
3. Press the “: +”  (Connect) key to end the break.

Making calls as usual

You make calls with the operator set as with any other telephone. If you want to call a number of the public telephone network, you can choose whether you want to seize any or a specific trunk. Your operator set distinguishes between dialling within your telephone system (Internal) and dialling externally into the public telephone network (Trunk).







Making a call (internal)

1. Press the **Internal** key. That way you initiate dialling an internal call number.
2. Dial the desired call number, e. g. 33.
The number is displayed.
3. The display shows you whether the extension is free. You can then make the call as usual. If the extension is busy the display signals **busy**.

D. Jones 123		21. Jun 11:35		
	internal free	Extn. 33 SMITH J.		am
				am
				
				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Hold	Hld1	Paus

Calling via any trunk line (external)

1. Press the **Trunk** key. You seize any free trunk line. You hear the dial tone.
2. Dial the desired call number, e.g. 135860. The number is displayed.
3. You hear either a ringing or a busy tone. Make your call once the called party answers.

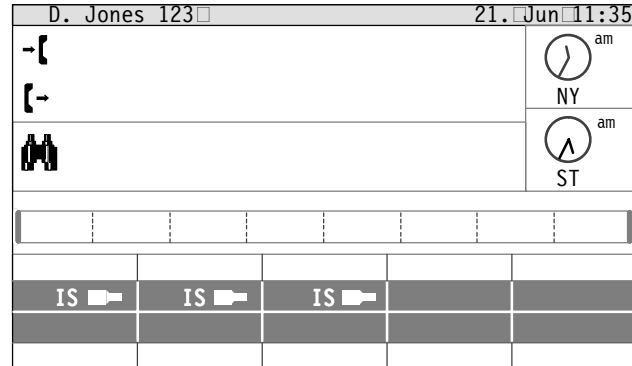
D. Jones 123		21. Jun 11:35		
	Outg.trunk 135860 free	 am NY		
		 am ST		
				
				
EXT	HOL	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

Finding and seizing a free trunk line (Bundle)

At your PBX, several trunk and tie lines can be combined in a bundle. You can seize a line of a free bundle. The bundles must be configured for your PBX.

Calling via a dedicated trunk line (external)

1. Press the **Bundle** key.
2. The display shows the states of different bundles. The bundle name identifies the bundle.
3. Press the desired bundle key to seize a free line of this bundle.
4. Dial the call number. You hear either the ringing or the busy tone. Make your call once the called party answers.



Bundle display

The bundle display shows you the states of the bundles. You can see whether a bundle is free, busy, blocked or off.

■ The bundle is free. You can seize a line of the bundle.

≡ The bundle is busy. You cannot use this bundle.

⊗ The bundle is blocked. You cannot use this bundle.

⦿ The bundle is off. You cannot use this bundle.

Closing the bundle display

1. Press the **ESC** (Esc) key. The bundle window is closed.
2. **Note:**
The window closes automatically after ten seconds.


Making a call

You can make a call using either handset or headset. You can also use the handsfree function. Your operator set has a built-in microphone and a loudspeaker. That way other persons in the room may participate in the conversation. You may wish that other persons in the room just listen in to a conversation (Monitoring)


Using the headset

1. Press the **Answer** key or pick up the handset to answer a call.
2. Make your call. The connection is cleared if you go on hook.
3. You can also press the **End** key to end a conversation.


When using a headset

1. Press the **Answer** key to answer a call. Your operator set might also be set up to answer a call automatically after a certain ringing time.
2. You activate or deactivate a headset connected to the AEI interface of the Link module with the **Headset** key.
3. The symbol  (Headset) is displayed.
4. Make your call with the headset.
5. Press the **End** key to clear the connection.

Handsfree

1. Tell the connected party when other people are listening in.
2. Press the **Handsfree** key. You switch handsfree on or off.
3. The symbol  indicates that handsfree is switched on.

Listening in to a conversation (Monitoring)

1. Tell the connected party when other people are listening in.
2. Press the **Monitoring** key. You switch Monitoring on or off.
3. The symbol  indicates that Monitoring is switched on.




Answering specific calls

Pending calls are signalled differently in the display. The call type name is displayed. If several calls are waiting at the same time, the extended preview helps you decide which call to answer first.

Your Revisor determines which answer key answers which call type. The answer keys Answer station transfer (OTRa), Answer internal call (INT), Answer charge call (CHRG), Answer station call (OS), Answer external call (EXT), Answer hold call (HOLD), Answer recall (RECL) and Answer renewed call (RENEW) can be set up by your Revisor. The Revisor determines e.g. that the call types external call and trunk request can be answered with the EXT key.

Answering a specific call

1. The display shows two pending calls, an internal call and an external call.
2. If you press the general answer key the internal call is answered by extension 43.
3. The preview also shows an external call. You can answer this call specifically.
4. Press the **EXT** (Answer external call) key. You are connected with the external caller (Trunk call). The internal caller is still waiting.

D. Jones 123		21. Jun 11:35		
-{	Internal call Extn. 43 HUNT D.			am
{->			NY	
	Trunk call 07111358693			am
			ST	
[Empty display area]				
1			1	
EXT	HOLD	RECL	RENEW	INT
CHRG	OS	Ho1d	H1d1	Paus






Transferring a call (brokerage)

You can connect a caller with an extension of your PBX any time. You transfer external and internal calls in the same way. Your extension is free again once you have established the connection.

Initiating a transfer

1. You are on the phone. The caller wants to speak to a subscriber of your PBX.
2. Press the **Transfer** key. That way you initiate the transfer.
3. Dial the desired call number, e.g. 60. The number is displayed. In the display you can view if the desired extension is free or busy.

Note: You can also switch a caller without pressing the **Transfer** key. It can be set up whether you remain connected with the caller or not.

D. Jones 123		21. Jun 11:35		
	Trunk call ISDN-TRUNK 1 Conversation 07111358612		am	
		NY		
			am	
		ST		
[Empty display area]				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

Extension is free

1. Announce the call once the called party answers
2. Press the **End** key to connect the two parties.

Extension is busy

1. Press the **Cut** (Cut-in) key. This function must be enabled in the PBX to announce the call. Both connected parties hear the cut-in tone. Announce the trunk call.
2. If the call is not answered press **Cut** (Cut-in) again. Thus cut-in is cancelled.
3. Press the **End** key. The caller waits until the extension is free. He is then connected automatically.
4. If the extension does not answer the external call within a certain time, you get a recall.

Brokering

1. With the **Transfer** key you switch between the caller and the called party.










Override do-not-disturb

You can even transfer a call if the called party has activated do-not-disturb. You must override do-not-disturb before you can transfer the call.

This function is only possible if your operator set is set up accordingly.

Do-not-disturb

1. You try to transfer a call.
2. The display shows that do-not-disturb is active.
3. Decide whether you want to override do-not-disturb.
4. Press the **Over** (Override) key . That way you override do-not-disturb. You can only transfer the call if the called party answers.
5. Press the **End** key. The caller is connected with called party.






D. Jones 123		21. Jun 11:35		
	Trunk call ISDN-TRUNK 1	 am		
	Conversation 07111358612	NY		
	internal Extn. 43	 am		
	Do-not-disturb	ST		
				
				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus
				

Conversation between several parties (Three-party conference)

With a three-party conference you can establish a simultaneous connection between your operator set and any two other parties. All parties can talk. This saves having to make several calls.

Initiating a three-party conference

1. You have established a brokering connection and spoken to both parties. (See page 35) to find out how to set up a brokering connection.
2. Press the **Conf** (Conference) key. The conference is established. You and the two subscribers are interconnected.

D. Jones 123		21. Jun 11:35		
	Trunk call ISDN-TRUNK 1			 am
	Conversation 07111358612			NY
	internal Extn. 43			
	Conversation			 am
				ST
[Progress bar]				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

Ending the three-party conference and brokering

1. Press the **Transfer** key. You are connected to the first party again.
2. The other party is waiting.

Ending the three-party conference and connecting

1. Press the **End** key. The two parties are connected with each other.




Recall

If you assign an external call to a subscriber and he does not answer within a certain time, the call is switched back to the operator set. Recall is displayed as call type. The time before a recall is initiated is set by the Customer Service.

Wiederanruf annehmen

1. The called subscriber has not answered the call. The display shows the recall.
2. Press the **RECL** (Answer recall) key. That way you can pick up the return call. You can then transfer the call to the same extension again or to another extension.
3. **Note:** You can also answer the recall with the general answer key.

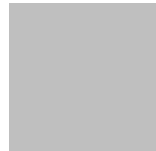
D. Jones 123		21. Jun 11:35																	
→{	Recall Extn.93	ISDN-TRUNK 1 07111358612	am NY																
{→			am ST																
																			
<table border="1"> <tr> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>EXT</td> <td>HOLD</td> <td>RECL</td> <td>RENEW</td> <td>INT</td> </tr> <tr> <td>CHRG</td> <td>OS</td> <td>Hold</td> <td>H1d1</td> <td>Paus</td> </tr> </table>					1					EXT	HOLD	RECL	RENEW	INT	CHRG	OS	Hold	H1d1	Paus
1																			
EXT	HOLD	RECL	RENEW	INT															
CHRG	OS	Hold	H1d1	Paus															

Transferring the call to the same extension again

1. Press the **End** key. The caller is transferred to the same extension again.

Transferring the call to another extension

1. Press the **Disconnect** key. This clears the previous connection.
2. Dial the desired call number, e.g. 61. The number is displayed. In the display you can view if the desired extension is free or busy.
3. If the extension is free, press the **End** key.








One external call for several parties (Chain call)

If an external caller tells you that he wants to speak to several subscribers, you can connect him with these one after another. After each conversation, the caller is automatically switched back to you. The Chain call function key must be configured.

Initiating a chain call

1. You are on the phone. The caller wants to speak to several subscribers of your PBX.
2. Press the **Chain** (Chain call) key. This initiates the connection for a chain call. You can now connect the external caller with the first extension as usual with the **Transfer** key. The call is returned to you after the conversation.

D. Jones 123		21. Jun 11:35											
	Trunk call ISDN-TRUNK 1 Conversation 07111358612		 am NY										
			 am ST										
<table border="1"> <tr> <td>EXT</td> <td>HOLD</td> <td>RECL</td> <td>RENW</td> <td>INT</td> </tr> <tr> <td>CHRG</td> <td>OS</td> <td>Ho1d</td> <td>H1d1</td> <td>Paus</td> </tr> </table>				EXT	HOLD	RECL	RENW	INT	CHRG	OS	Ho1d	H1d1	Paus
EXT	HOLD	RECL	RENW	INT									
CHRG	OS	Ho1d	H1d1	Paus									

Cancelling a chain call






1. The caller tells you that he does not want any further connections after the next call.
2. Press the **Chain** (Chain call) key again. The caller is not switched back to you after his last call.
3. The chain call is cancelled automatically when the caller hangs up.
4. **Note:**
If several internal parties want to speak to the same external party, you can also initiate a chain call. This may be useful if you want to keep using a certain trunk line.

Putting a call on hold (Hold call)

If you cannot switch a call through right away, you can keep the caller waiting until the desired extension is free. You can put the call on hold simply by pressing a key. When the desired subscriber becomes available the caller is not connected automatically. You must answer the hold call and then transfer it.

Putting a call on hold

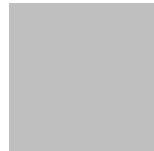
1. You cannot transfer a call right away e.g. because the desired extension is busy.
2. Press the **Hold** (Hold) key. The connection is maintained.
3. As soon as the desired extension is free, answer the hold call and transfer it.

D. Jones 123		21. Jun 11:35																						
	Trunk call ISDN-TRUNK 1 Conversation 07111358612			am																				
			NY																					
				am																				
			ST																					
<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>EXT</td> <td>HOLD</td> <td>RECL</td> <td>RENW</td> <td>INT</td> </tr> <tr> <td>CHRG</td> <td>OS</td> <td>Ho1d</td> <td>H1d1</td> <td>Paus</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>										EXT	HOLD	RECL	RENW	INT	CHRG	OS	Ho1d	H1d1	Paus					
EXT	HOLD	RECL	RENW	INT																				
CHRG	OS	Ho1d	H1d1	Paus																				

Answering a held call

1. Press the **Answer**, to answer the hold call. You are reconnected to the caller.
2. Transfer the call as usual with the **Transfer** key.
3. **Note:**

Press the **HOLD** (Answer hold call) function key to answer hold calls specifically.






Putting a specific call on hold

If you cannot transfer several calls immediately, you can put up to three calls specifically on hold (once the Hld2 and Hld3 menu keys have been set up). The difference to the hold call described on the previous page is, that you can answer the three calls specifically, irrespective of their incoming order.

Putting several calls on hold

1. You cannot transfer several calls immediately.
2. Press the **H1d1** (Hold 1) key
(or, if set up, **H1d2**, **H1d3**).
The call is put on hold (position 1).
3. The hold call is displayed in the preview. You can have up to three calls waiting. Hold position number and call number of the subscriber are displayed.

D. Jones 123		21. Jun 11:35		
-[ am	
[→			NY	
	Hold field 1 07111358645		 am	
			ST	
[-----]				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	HoId	H1d1	Paus
			1	

Answering the call on a hold field




1. With the right key **H1d1** (Hold1) in our example, you specifically answer the corresponding hold call. You cannot answer a call on a hold position with the general answer key.
2. You are reconnected to the caller.
3. Transfer the call as usual with the **Transfer** key.

Answering a renewed call

A trunk call is automatically transferred to your station, if an extension of your PBX has not answered a call. For this the “Return to operator” feature must be set up in the PBX. “Renewed call” is shown on the display. The function key “Answer renewed call” must be configured.

Answering a renewed call

1. You are called. **Renewed call** is shown on the display. An extension has transferred a trunk call to you.
2. Press the **RENW** (Answer renewed call) key to answer the call. You are connected with the caller.
3. If the caller wants to be transferred again you can forward her call as usual with the **Transfer** key.
4. You can also answer the renewed call with the general answer key.

D. Jones 123		21. Jun 11:35		
-[Renewed Call ISDN-TRUNK 1 07111358612			 am NY
[→				 am ST
		1		
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

Answering an internal call (Internal call)

You can answer a call from within your PBX simply by pressing a key. Your operator set distinguishes calls according to their call type. The call type tells you how your operator set is called. You can answer all call types with the Answer key. Or you can answer a certain call type with an answer key specifically set up for this. Thus you can e.g. answer an external call among several calls specifically.


Internal call with code number

1. You are called internally with your code number. "Internal call" is displayed as call type.
2. Press the **INT** (Answer internal call) key. Accept the call. You can then transfer the call internally or externally.
3. You can also answer the call with the Answer key.

D. Jones 123				21. Jun 11:35	
- [Internal call NASH				am	
Extn. 35				NY	
[-				am	
[[ST	
[: : : : :]					
					1
EXT	HOLD	RECL	RENEW	INT	
CHRG	OS	HoId	HIId1	Paus	

When you are called with your station call number (Station call)

1. An internal subscriber calls you directly with the call number of your operator set (station call number). "Station call" is shown on the display.
2. With this call number the operator set can even be called if it is switched off.
3. Press the **OS** (Answer station call) key. Accept the call.
4. You can then transfer the call internally or externally.








D. Jones 123		21. Jun 11:35		
-[Station call	HUTT	am	
[→	Extn. 43		NY	
		am		
		ST		
[-----]				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Hold	Hld1	Paus
	1			

Assigning a trunk line to an internal extension

You can assign a trunk line to an extension simply by pressing a key. You can choose whether to seize any or a specific trunk line.

Assigning any trunk line

1. A semi-restricted subscriber requests a trunk line. Press the **Trunk** key. You seize any free trunk line. You hear the dial tone.
2. Dial the call number the subscriber requests, e.g. 135860, or cancel the process directly with the **End** key.
3. After you entered the call number end the process with the **End** key.

D. Jones 123		21. Jun 11:35		
	Trunk request HUNT waiting Extn. 43			
	Trunk outgoing 135860			
				
				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus
				

Assigning a certain trunk line




1. A semi-restricted subscriber requests a trunk line.
2. Press the **Bundle** key. The bundle assignment is displayed.
3. Press the key of a free bundle.
4. Dial the call number the subscriber requests, e.g. 135860, or cancel the process directly pressing the **End** key.

Accepting a trunk call via a consultation call (Assist)

You can accept an internal subscriber's external call, if the subscriber calls you with a consultation call.

Accepting an external call

1. You are called. "Assist" is shown on the display. A subscriber calls you with a consultation call.
2. Press the **INT** (Answer internal call) key. You are connected with the internal subscriber.
3. If the subscriber hangs up you are automatically connected with the external party.

D. Jones 123				21. Jun 11:35
-[Internal call HUNT			 am
	R-b.Intl Extn. 43			
[-				 am
				

				1
EXT	HOL	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus






Connection with another operator set (Station transfer)

You can transfer external calls to other operator sets or get calls transferred from other sets. To be able to transfer a call to another operator set, you need the logical device number of this operator set. The logical device number always has two digits.

The “Station transfer” and “Answer station transfer” keys must be set up.






Answering a transferred call

1. You are called. “OS transfer” is shown on the display. This call is transferred to you from another operator set.
2. Press the **OTrA** (Answer station transfer) key to answer the call. You are connected with the caller.

D. Jones 123		21. Jun 11:35		
	OS transfer DIPL Extn. 4321	 am NY		
		 am ST		
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	OTrA
				1

Transferring a call to another operator set


1. You get an external call. You want to transfer this call to another operator set.
2. Press the **OSTr** (Station transfer).
3. Dial the logical device number of the other operator set. The number has to have two digits. e.g. 02. Announce the external call.
4. Press the **End** key. The call is transferred. The process is completed.

D. Jones 123		21. Jun 11:35		
	Trunk call ISDN-TRUNK 1 Conversation 07111358612			 am NY
				 am ST
				
[Empty display area]				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	OSTr


Displaying the last callers (Call list)

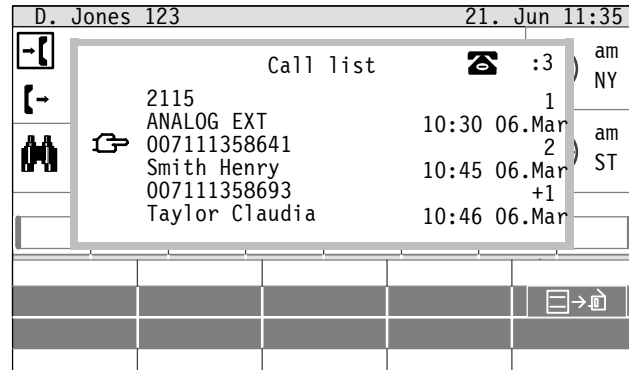
If you missed calls you can display a list of callers' names, call numbers and call times. The call list contains a maximum of twenty entries. A counter shows how often the same caller tried to reach you. Only callers who dialled your station call number are entered in the call list.

Displaying the call list


1. The symbol  indicates that the call list contains one or more new entries.
2. Press the **Call list (List)** key. The call list is displayed.

Selecting a call list entry


1. The call list is displayed. Select an entry with the arrow keys. A pointer (hand) shows the selected call. The total number of entries in the call list is shown next to the telephone symbol. A "+" in front of the number of call attempts marks a new entry in the call list.
2. Press the  (OK) key. The displayed call number is dialled automatically. After the call, the entry is automatically deleted from the call list.




Deleting an entry

1. The call list is displayed. Select an entry with the arrow keys. A pointer shows the selected call.
2. Press the  (Clear) key. The marked entry is deleted.


Deleting all entries

1. You can delete all entries of the call list.
2. Press the  (Delete all entries) key. All call list entries are deleted.

Closing the call list window

1. Press the  (ESC) key. The call list window is closed.

2. **Note:**

The window closes automatically after the  (OK) key was pressed or if more than 10 seconds pass between inputs.

Displaying free extensions (Busy display)

Your operator set has a convenient Busy display. At a glance you see which extensions are busy. You can thus tell a caller immediately whether the desired extension is busy or free.

Using the Busy display

1. Press the **BD** (Busy display) key. The busy display appears.

2. The busy display has ten pages maximum. One page includes 50 consecutive subscriber call numbers. Only the busy extensions are listed. The positions of the call numbers are fixed. The first number is at the top left, the last at the bottom right

D. Jones 123		21. Jun 11:35		
Trunk call ISDN-TRUNK 1		am		
Conversation 07111358612		am		
2100	10	01 02	08	
			26	29
				44
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Paus

3. The number on the left shows the first call number in full. The last two digits of a call number are displayed.

4. In the example on the right, the busy display shows the entries for the extensions with the call numbers 2100 to 2149.

5. The subscribers with the call numbers 2101, 2102, 2108, 2126 and 2129 telephone internally, the extensions with the call numbers 2110 and 2144 externally.

Scrolling to the next page of the busy display

1. The busy display can have ten pages maximum. You can only scroll forwards.
2. Press the **BD** (Busy display) key. The next page of the Busy display is shown.

Switching states of the extensions

The following states of extensions are indicated:

There is no call number. The extension is free.

01 A call number is displayed. The subscriber is talking to an internal party.

10 A call number is inverted. The subscriber is talking to an external party.

Closing the busy display

1. You can close the busy display by scrolling through all pages with the **BD** (Busy display) key. The Busy display closes after the last page.

or

2. Press the **ESC** (ESC) key. The Busy display is closed.

or

If you end a call with the **End** key, the busy display closes.

or

Your Revisor can set the display time for the Busy display.

Finding a free extension with the Busy display (“Dynamic display”)

1. Your operator set can be configured such that the busy display opens automatically, if the internal call number dialled corresponds with a section of the busy display.
2. Example:
A busy display for the range 100 to 149 is set up. You start dialling an internal extension by entering the (still incomplete) call number 11. The busy display appears. You can see right away whether the desired extension, e.g. 115, is free or busy.






Displaying call charges

The call charges of the current call can be recorded any time. The charges are not stored.

If a printer is connected to your operator set you can print out the charges.

Recording charges

1. You have seized a trunk line for a subscriber of your PBX.
2. Press the **Charges** (Charge recording on) key.
3. Transfer the call to a subscriber of your PBX. The subscriber dials the external number. The charges of the current call are being recorded






D. Jones 123		21. Jun 11:35		
	Internal call HUNT	 am NY		
	waiting Extn. 43			
	Trunk outgoing	 am ST		
				
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Charges

Speed dialling via the switchboard (Code dialling)

Some call numbers were stored in your PBX by the customer service. You can dial these numbers by entering fixed code numbers.

Dialling by Code numbers

1. Press the **SSD** (Code dialling) key. This starts code dialling.
2. Enter the code number, e.g. 22. The number is displayed.
3. The full call number is dialled automatically.
4. If the extension is free you can make your call.
5. **Note:**
If a call number is not stored in full, "Postdial" is displayed." You can then post-dial the additional digits.

D. Jones 123		21. Jun 11:35												
	Code dialling 22	 am												
	Dial	 am												
														
<table border="1" style="width: 100%; text-align: center;"> <tr> <td>EXT</td> <td>HOLD</td> <td>RECL</td> <td>RENW</td> <td>INT</td> </tr> <tr> <td>CHRG</td> <td>OS</td> <td>Hold</td> <td>Hld1</td> <td>Paus</td> </tr> </table>					EXT	HOLD	RECL	RENW	INT	CHRG	OS	Hold	Hld1	Paus
EXT	HOLD	RECL	RENW	INT										
CHRG	OS	Hold	Hld1	Paus										

Speed dialling with destination keys (Destination dialling)

You can store frequently used call numbers and dial them later simply with destination keys. It is advisable to use an additional module—a DSS module—for destination keys. Up to two DSS modules can be connected to your operator set.

A DSS module has 36 keys. Each key can be assigned a function, a macro or a destination. A LED is integrated in every key. It signals different states.

Dialling an extension with destination dialling

1. Press the desired destination key.
2. The stored call number, no matter if internal or external, is dialled automatically.

Indicating the status of an internal extension

If the key of a DSS module is assigned an internal extension, the built-in LED signals the conversation state of the extension. The LED indicates the following states:

Off: The internal subscriber is free.


On: The internal subscriber is on the phone.

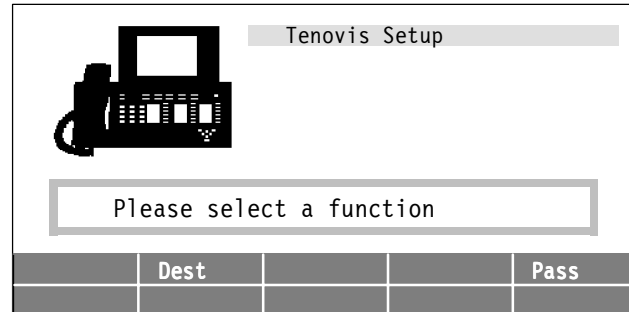
Flashing slowly: The internal subscriber is on the phone with an external call.

Saving destinations (Setup)

You can store frequently used call numbers as destinations for speed dialling. Destination keys are created, changed and saved in the Setup menu. You need to have the corresponding authorization to use the Setup menu. If you only have a Temporary staff authorization you cannot create destination keys.

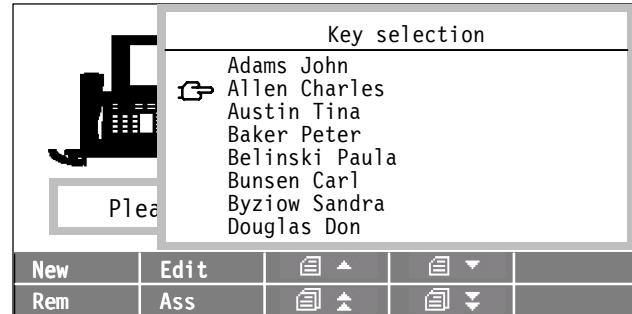
Starting the setup

1. End an active conversation. Press the “-”  (Disconnect) key. You must disconnect your operator set from the call distribution to be able to use Setup.
2. Press the **Setup** key. The Setup menu appears.
3. In the Setup menu you can edit destination dialling keys and view the terminal ID. Your operator set can manage up to 1000 destinations.
4. Your user name is displayed.





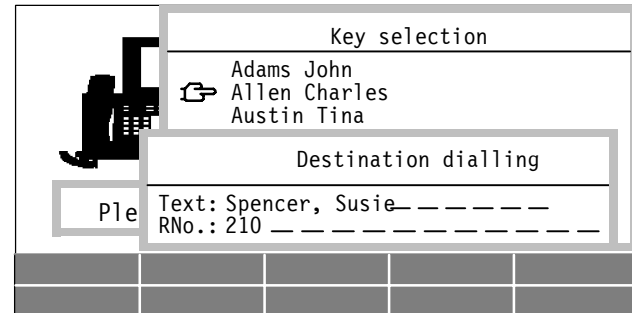
Start key selection






1. Press the **Dest** (Destination) key.
2. You can now create, change or delete destination keys. The destinations are listed in alphabetical order.




Creating a destination key

1. Press the **New** (New) key, to create a new destination key.
2. Enter a name, e.g. Spencer, Susie.
3. Move the cursor to the next line with the   keys.
4. Enter the call number with the numeric keys, e.g. 36.
5. With the Shift key on the alphanumeric keypad you switch the case.






6. With the  (Clear) key you delete the last character.
7. With the   arrow keys you move the cursor left and right.
8. Confirm your input with the  (Ok) key.
9. Press the  (ESC) key, to close the input window.

Assigning a destination key


1. After you have entered a new destination you can assign this destination a free key of the operator set or of an additional module (DSS).
2. Select the desired entry with the pointer.
3. Press the  (Assign) key.
4. Press the desired free key.
5. Press the **End** key to complete the process.
6. **Note:**
You do not have to assign the destination to a key. You can also use destinations with the telephone book function.

Changing a destination key




1. Select the desired entry with the pointer.
2. Press the  (Edit) key to change the destination key
3. Edit the entries.
4. Confirm your input with the  (Ok) key.

5. Press the  (ESC) key to close the input window.





Deleting the assignment of a destination key

1. You can delete the assignment of a destination key. The key of the operator set assigned to this destination is then free again.
2. Press the  (Remove) key to delete the assignment of a destination key.
3. Press the key you want to remove.
4. Press the **End** key to complete the process.

Removing a destination key

1. You can remove a destination key. The destination key is removed from the selection of keys and the key is free again.
2. Press the  (Clear) key.
3. If you really want to delete the element, press the  (Ok) key.
4. You can cancel the process with the  (ESC) key.







Scrolling the key selection

1. You scroll one page back or forth with the   keys.
2. You scroll up to ten pages back or forth with the   keys.



Ending key selection

1. Press the  (ESC) key, to end the key selection.

Viewing the Terminal ID

1. Press the  key. You can view OS33 passport-related information.
2.  or  lets you view the corresponding Link ID.  returns you to the terminal pass display.
3.  lets you switch from page 1 to page 2.
4. Press the  (ESC) key to close the Terminal ID window.

Ending Setup

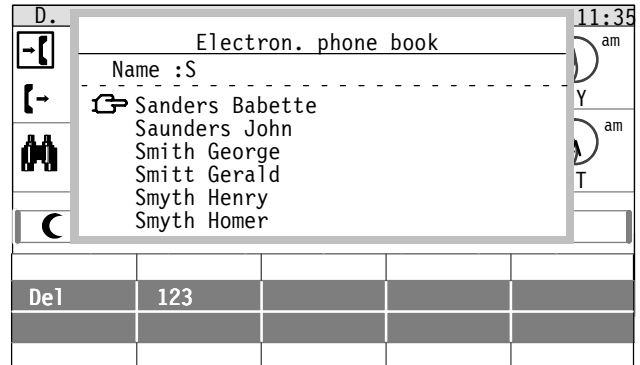
1. Press the  (ESC) key, to close the Setup menu. Your changes are saved.
2. Sign on back to the call distribution with the “+”  (Connect) key.

Using the electronic telephone book


Your operator set is equipped with an electronic telephone book. This enables you to select and dial a subscriber conveniently by using a name or part of a name. The electronic telephone book distinguishes between local and central electronic telephone book (option). The operation is the same for both. You can add or change entries of the local telephone book with the Setup menu.

Opening the electronic telephone book


1. Press the **Phone book** key. The telephone book is displayed
2. In the "Name:" line you can enter a search term. A maximum of 6 entries matching the search term are displayed.

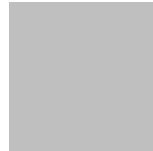


Entering search term

1. Enter a search term with the letter keys. No distinction is made between capital and small letters. You can enter 12 characters maximum.
2. With the  (Clear) key you delete the last character.

Calling a subscriber

1. Select an entry with the arrow keys. A cursor (hand) points to the selected entry.
2. Press the  (OK) key or lift the handset. The displayed call number is dialled automatically.



Switching between name and call number

1. You can display the call number of the selected subscriber.
2. Press the **123** (123) key. The call number of the entry is displayed.
3. Press the **123** (123) key again to display the name.

Scrolling in the Phone book

1. You scroll with the arrow keys **↑** **↓** if more than six entries match your search term.

Opening the Central Phone book

2. A central telephone book must be set up at your PBX. Press the **CTB** (CTB) key. You now search the central phone book.

Exiting the Phone book






1. Press the **ESC** (ESC) key to close the Phone book. The search term is saved. Thus the matching entries are displayed again the next time you open the telephone book.

Additional information about connections

You can have different information on individual connections displayed. Apart from the call number for example the name of an internal subscriber. This information must be centrally stored in your PBX.

Displaying various information






1. The call number of an extension in your PBX is displayed.

D. Jones 123		21. Jun 11:35		
	Internal call Extn. 43 Conversation HUNT D.	 am NY		
		 am ST		
				

EXT	HOLD	RECL	RENW	INT
CHRG	OS	Hold	Hld1	Iden

2. Press the **Iden** (Identify) key to see the subscriber's name.

3. If you want to see the call number again press the Iden key once more.

D. Jones 123		21. Jun 11:35		
	Internal call HUNT D. Conversation Extn. 43	 am		
		NY		
		 am		
		ST		
EXT	HOLD	RECL	RENW	INT
CHRG	OS	Ho1d	H1d1	Iden

Information

The **Iden** key lets you switch between the following displays at will (if they are programmed in the PBX).

Extn.	Call number / Name
LN/Tie	Line/ Tie line
OS.	Station call number
Tr. grp.	Bundle number
CW	Code dialling
Div	Diversion destination
Ref-back	Refer-back

Redialling a call number (Redialling)

With your operator set you can redial a call number you already dialled. You have the following possibilities: dial the last internal or external call number again, or dial a certain saved call number again (extended redial).

Redialling the last internal call number

1. Press the **Internal** key, then press **Redial**.
2. Die letzte interne Rufnummer wird automatisch noch mal gewählt.



Redialling the last external call number

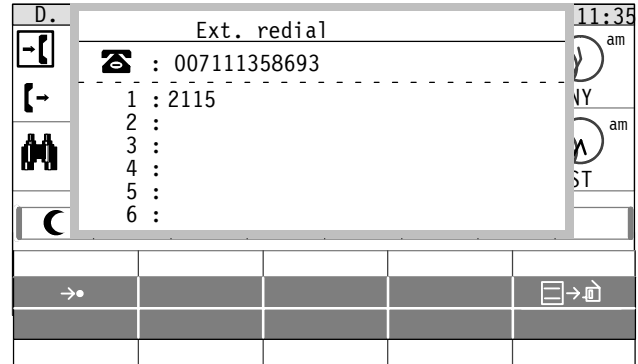
1. Press the **External** key, then press **Redial**.
2. The last external call number is dialled again automatically.

Redialling the last call number

1. Press the **Redial** key twice.
2. The last call number, be it internal or external, is dialled again.

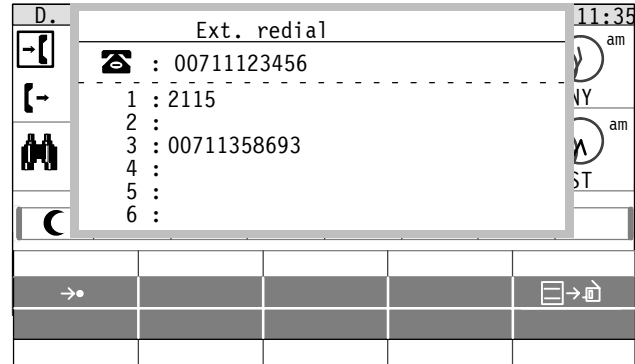
Saving a call number for extended redial

1. Press the **Redial** key. The “Ext. redial” display appears.
2. Either the last call number or the call number of the subscriber you are talking to right now, are displayed next to the telephone symbol. You can save the displayed call number specifically.
3. Press the  (Save) key to change to saving mode.
4. Press one of the number keys 1 to 6, e.g. 3. The displayed call number is saved under the selected memory number.
5. Press the  (Back) key. You can now dial the saved call number.

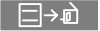


Dialling a call number again with extended redial


1. Press the **Redial** key. The “Ext. redial” display appears. You can dial one of the saved call numbers.
2. For example, you might want to dial the call number saved under the third memory number again.
3. Press the number key for the desired call number, e.g. 3. The call number is dialled automatically.



Deleting all saved redial numbers

1. Press the  (Delete all entries) key. All entries of the extended redial are deleted.


Closing the extended redial window

1. Press the  (ESC) key. The extended redial display is closed.
2. **Note:**
The display closes automatically after 20 seconds.

Calling someone anonymously

One feature of an ISDN network is that your call number is displayed at the called destination, if the called party has a suitable phone. You can suppress your internal call number. Only the general call number of your PBX is transmitted. The Anonymous function key must be set up.

Suppressing your internal call number

1. Press the **Anym** (Anonymous) key.
2. The symbol  indicates that the terminal call number is not transmitted on dialling.
3. Dial the internal or external subscriber as usual. Your internal terminal number is suppressed.

Transmitting your internal call number again

1. Press the **Anym** (Anonymous) key again. Your terminal call number is transmitted again when you dial.

Switching over trunk line COS

You can switch over the programmed trunk line COS for your PBX. The individual changes are determined by your Revisor.

Switching over trunk line COS

1. Press the **COSc** (COS change) key. This initiates programming.
2. To change the COS, press the **OK** (Ok) key. The COS is changed over in your PBX.
3. End the procedure pressing the **ESC** (ESC) key.

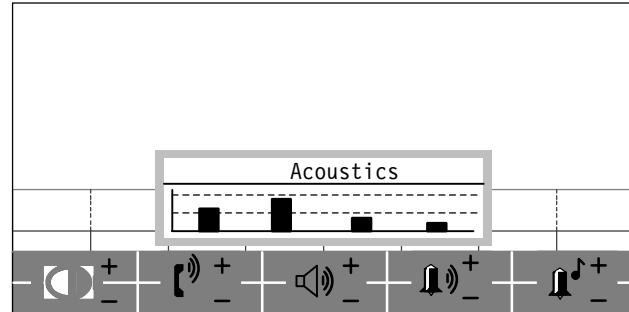
D. Jones 123		21. Jun 11:35	
-[am
[→			NY
⏏			am
			ST
COS			
active: no			

Setting tones, calls and contrast




You can adjust the volumes of handset and loudspeaker, the sound and frequency of the ringer as well as the display contrast on your operator set. The settings remain active only until you lock the operator set.

Calling up the Acoustics menu




1. Press the **Acoustics** key. The Acoustics menu appears.






Setting display contrast

1.  With this setting you change the display contrast.
2. Press the  (+) or  (-) menu key to increase or decrease the contrast.

Setting the handset volume



1.  With this setting you adjust the handset volume.
2. Press the  (+), key to increase the volume or the  (-) key to reduce it. Your setting is immediately shown as a bar.

Setting the loudspeaker volume

1.  With this setting you adjust the volume of the built-in loudspeaker.
2. Press the  (+), key to increase the volume or the  (-) key to reduce it. Your setting is immediately shown as a bar.



Setting the ringer volume




1. With this setting you adjust the ringer volume.
2. Press the  (+), key to increase the volume or the  (-) key to reduce it. Your setting is immediately shown as a bar. You hear the changed ringing sound for control purposes.

Setting the ringer melody



1. With this setting you change the frequency (pitch) of the ringer (ringing).
2. Press the  (+), key to increase the frequency or the  (-) key to reduce it. Your setting is immediately shown as a bar. You hear the changed ringing sound for control purposes.


Closing the Acoustics menu

1. Once you have customized all tones and ringer settings press the  (ESC) key or the **Acoustics** key again. The Acoustics menu is closed.
2. **Note:**
The Acoustics menu closes automatically if you do not make any changes within 20 seconds.

Switching off the ringer

You can switch off the ringer temporarily. A call is then only signalled by a message on the display. After about ten seconds the ringer is automatically switched back on.

Switching off the ringer

1. Press the **Ringer** key. The ringer is switched off.
2. The symbol  (Ringer off) is displayed.

Switching on the ringer


1. Press the **Ringer** key again. The ringer is switched on again.

Transmitting special dial signals (DTMF dialling)

You can send DTMF signals with your operator set. DTMF stands for dual tone multifrequency. You need DTMF signals for example for pagers, answering machines or other special services. The DTMF transmitter function key must be set up.

Your operator set can be set as to switch on the DTMF transmitter automatically in conversation state. Thus you can send DTMF signals anytime during a call.

Switching on the DTMF transmitter

1. Press the **DTMF** (DTMF transmitter) key.
2. The symbol  (DTMF signalling) is displayed.
3. You can now transmit DTMF signals with the number key. The special keys “*” and “#” can also be used.


Switching off the DTMF transmitter

1. Press the **DTMF** (DTMF transmitter) key again to switch off the transmitter.

Using recording devices (Tape recorder)

A recording device, e.g. a tape recorder, can be connected to your operator set. Your operator set can be set so that the recorder starts automatically at the beginning of a conversation and stops at the end of it. You can also control the recorder manually. The Tape connection function key must be configured.

Switching on the tape recorder

1. You are on the phone and want to record the conversation.
2. Press the **Tape** (Tape connection) key.
3. The symbol  (Tape connection) is displayed.

Switching off the tape recorder

1. Press the **Tape** (Tape connection) key again to end recording.

Tones and signalling

Apart from the ringing tone there is a number of acoustic signals indicating various telephony processes.

You can listen to and change all settings for tones with the “Acoustics” menu (see page 80).



Standard ringing tone for external calls:
You can switch off this tone.



Standard ringing tone for internal calls:
You can switch off this tone.



Attention tone:
Signals an additional call during a conversation.



Handset tones



Tone during a cut-in.



Signal tone:

when switching on monitoring,

Handsfree and dialling with the handset on-hook.

The connected party also hears this tone.

Messages

Your display helps you operate your operator set. The most important display messages are listed below.

- Trunk seizure** A semi-restricted subscriber requests a trunk line.
- Code dialling** You have initiated the system speed dialling function.
- Assist** A subscriber calls you with a consultation call.
- Recall** A call you transferred has not been answered and is returned to you.
- D-channel connection
disturbed** The connection of your terminal with the PBX is interrupted.
- Hold call** You put a caller you cannot transfer directly on hold.
- Conference** You and two other subscribers are taking part in a conference.
- Chain call** A caller wants to be connected to several extensions successively.
You initiate a chain call.
- Station call** You are called by an external or internal party with your terminal call number.
Only terminal calls are saved in the call list.
- Station transfer** An external call is transferred to you via terminal transfer.
- Renewed call** The called subscriber has not answered an external call.

Help with the operation

Refer to this page first if you need help with the operation of your operator set.

You are called while configuring a destination key with the Setup

Press the **ESC** “ESC” key. The Setup menu is closed.
You can answer the call.

“Overload” is displayed instead of the international times

If a caller has been waiting for more than 40 seconds, or if more calls are waiting at the call distribution than operator sets are connected, “Overload” is displayed instead of the international times.

The name of an internal subscriber is not displayed

Press the “Identify” key. If this does not help, the name is not stored in your PBX.

After a power failure

If your operator set was temporarily without power, your set re-establishes the connection with the PBX automatically. You can log in again after a short time. If your terminal is still not ready after a while contact your system engineer.

Unfamiliar display message

Consult the chapter “Messages” to find out what this display means.

Notes on Installation and Maintenance

Installation

Install your operator set in a suitable place. Make sure the terminal is not exposed to direct sunlight.

Install the set where it does not get in contact with water or chemicals.

Your operator set is designed for standard operation. Today's furniture is treated with a multitude of varnishes etc. It is possible that some of these substances contain constituents that attack and soften the plastic stands of the operator set. The stands may then leave unwanted marks on furniture surfaces.

For obvious reasons, Tenovis cannot be made liable for such damage. Put a non-slip pad underneath your operator set especially if your furniture is new or freshly polished.

Maintenance

Clean your operator set only with a slightly damp or an antistatic cloth.
Do not use a dry cloth or chemicals!

Make sure that no moisture gets into your set.

Glossary

A

Authorization

Your operator set distinguishes four levels of authorization. These levels are service personnel (revisor), supervisor, operator and assistant. You can change the options of your operator set according to your authorization.

B

Brokerage

You can hold up to two subscribers and talk to each party alternately.

Bundle

A bundle includes several trunk and tie lines. Your operator set shows you whether a bundle is busy, blocked or free.

C

Call distribution

Several operator sets can be connected to your PBX. All these sets are signed on to the call distribution and can be reached via a common number. The operator sets can be configured so that one set receives only external calls while another receives internal calls.

Caller identification

Caller identification is a feature of the ISDN network. Call number, name and connection type are displayed.

Call types

Your operator set distinguishes between call types (internal, external, etc.). Your service personnel can configure a specific answer key for each call type. Thus you can answer a specific call when several calls are pending.

City call

Radio paging service transmitting (tones, digits, texts) across one or several areas.

Collective call

Several telephones of a PBX can be called internally at the same time. The subscriber answering first is assigned the call.

CTB

Central Telephone Book. The central telephone book is a database application for finding and dialing internal and external call numbers. The data is stored on a PC. An application allowing the PBX to access this data is installed on the PC.

Cut-in

Possibility provided by PBXs to cut in on an established connection. The cut-in is signalled acoustically.

D [redacted]

king notes etc. while on the phone.

S [redacted]

DTMF

Dual Tone Multifrequency. Transfers dial signals as combinations of frequencies.

I [redacted]

ISDN

Integrated Services Digital Network. Network integrating all services and features.

Semi-restricted

A subscriber of your PBX requests a trunk line by dialing a code. The subscriber is semi-restricted so the call is transferred to your operator set. You answer the call and assign a trunk line to the subscriber.

E [redacted]

Extended redial

An unsuccessfully dialed call number is “parked” in the memory of the operator set. It can be redialed later even if you have called other numbers in the meantime.

M [redacted]

Monitoring

All persons in the room can listen to a conversation (no handsfree).

T [redacted]

Station call number

The terminal call number is the physical address of your operator set. A subscriber can call you directly with this number.

H [redacted]

Handsfree

You can make a call without having to use the handset. Other persons in the room can participate in the conversation.

Muting the microphone

The connected party cannot hear you talk to other persons in the room.

Three-party conference

A three-party conference is a telephone connection with three simultaneously interconnected subscribers.

Headset

The combination of headphone and microphone is a convenient aid for all persons wanting to keep their hands free for ma-

N [redacted]

Night service

Calls arriving outside office hours are transferred to a certain manned extension or to an answering machine.

Trunk line

Connection between PBX and public exchange (external line).

Index

A

- Acoustics, 16
- Acoustics , 81
- Additional information, 73
- Anonymous, 12, 17, 79
- Answer, 15, 32
- Answering side, 10
- Assignment side, 10
- Assist, 53, 89
- Authorization, 21, 92
- Authorization , 65
- Automatic answer, 13

B

- Break, 27
- Brokerage, 92
- Bundle, 17, 30, 52, 92
- Bundle number, 74
- Busy display, 15, 58

C

- Call
 - answering specifically, 34
 - internal, 49
 - on hold, 46
 - renewed, 48
 - transferring, 35
- Call charges, 17, 61
- Call distribution, 92
- Call list, 11, 16, 56
- Call number, dial again, 75
- Call type, 92
- CE Symbol, 3
- Chain call, 18, 42
- Charges, 16
- City Call, 92
- Class of service, 17
- Clear, 15
- Code dialling, 17, 63, 74, 89
- Collective call, 92
- Conference, 18, 38, 89

- Configuration, 21
- Connect, 15
- Consultation, 53
- Contrast, 9, 18, 82
- CTB, 92
- Cut in, 17

D

- Date, 10
- Declaration of conformity, 3
- Destination dialling, 64, 65
- Disconnect, 15
- Display, 9
- Diversion destination, 74
- Do-not-disturb, 37
- DSS-Modul, 64
- DTMF, 12, 18, 85, 93
- Dynamic display, 60

E [redacted]

Emergency call, 26
End, 15, 32
Escape, 15
ETB, 15
Extended redial, 93

F [redacted]

Features, 7

H [redacted]

Handset, 82
Handsfree, 12, 16, 33, 93
Hash, 14
Headset, 12, 15, 32, 93
Hold, 18
Hold call, 44, 89
Hold position, 17, 47

I [redacted]

Identification number, 10, 23

Identify, 18, 73
Installation, 91
Internal, 15, 28
International times, 13
ISDN, 93

K [redacted]

Keys, 14

L [redacted]

LED, 64
Line, 74
Listen in, *see* Monitoring
Lock, 25
Login, 23
Logout, 15
Loudspeaker, 32
Loudspeaker , 82

M [redacted]

Maintenance, 91

Making calls, as usual, 28
Menu keys, 20
Menus, 13
Messages, 89
Microphone, 11, 32, 93
Monitoring, 11, 16, 33, 93
Mute, 19

N [redacted]

Name, 74
Night service, 10, 93
 after a time, 10
Numeric keys, 14

O [redacted]

OK, 15
Operator, 21
Operator Set Manager, 22
Overload, 90
Override, 17, 37
Overview, 6

P

Pager, City Call, 85
Password, 24
Pause, 11, 27
 temporary, 18
Personal computer, 22
Postdial, 63
Power failure, 90
Preview, 10
Programme, *see* Operator Set
 Manager

R

Recall, 17, 19, 40
Redial, 16, 75
Refer-back, 74
Renewed call, 89
Revisor, 21
Ringer, 11, 16, 83
 off, 84
Ringer melody, 83
Ringing, 83
Rufnummer, 74

S

Semi-restricted, 93
Setup, 16, 21, 22, 65
Signal tone, 88
Signals, 87
Speech equipment, 93
Speed dialling, 63
Standard assignment, 9, 20
Star, 14
Station, 89
 call number, 74
 transfer, 18
Station call, 18, 50
Station call number, 93
Station transfer, 54, 89
Status line, 10
Supervisor, 21
Symbols, 10

T

Tape connection, 12, 17, 86
Tape recorder, 86
Telefonbuch, 15

Telephone book, 70
 central, 19
Temporary staff, 21
Terminal ID, 69
Three-party conference, 38, 93
Tie line, 74
Time, 10
 see also International times
Transfer, 15
Trunk, 16, 28
Trunk line, 51, 93

U

Unlock, 23
User interface, 9
User line, 10
User name, 10

V

Volume
 handset, 82
 loudspeaker, 82
 ringer, 83

www.tenovis.com
kundendialog-center@tenovis.com

(Germany)
T 0800 2661000
F 0800 2661219

(International)
T +49 69 7505-2833
F +49 69 7505-2841