

ULTRACOM™ III, IV, V ATTENDANT GUIDE

To cancel a message waiting indication:

- **Remain on-hook and depress MW key.**
- **Depress extension key.**

EXCLUSIVE HOLD TIME-OUT*

If your system is so equipped, a call placed on Exclusive Hold will ring back to the extension after a programmed period of time. If unanswered, the call will revert to the attendant.

PRIORITY QUEUEING*

If your system is so equipped, DSS attendant has priority queueing on all outside lines and will have the next free line extended to the DSS.

To initiate Queueing:

- **Lift handset.**
- **Depress intercom key (ICM).**
- **Depress * 'key'.**
- **Dial a number from 1 to 4, corresponding to desired queue group.**

- **Will receive dial tone if queue is accepted.**
- **Hang up. When line becomes available, your phone will ring and free outside line key will flutter. No one else will be able to use the free line but you.**
- **Lift handset and press fluttering line key.**

Note: Free lines will be offered in rotation of receipt. The line must be seized within 20 seconds. If you are on another call, you will be offered a line when you have terminated that call.

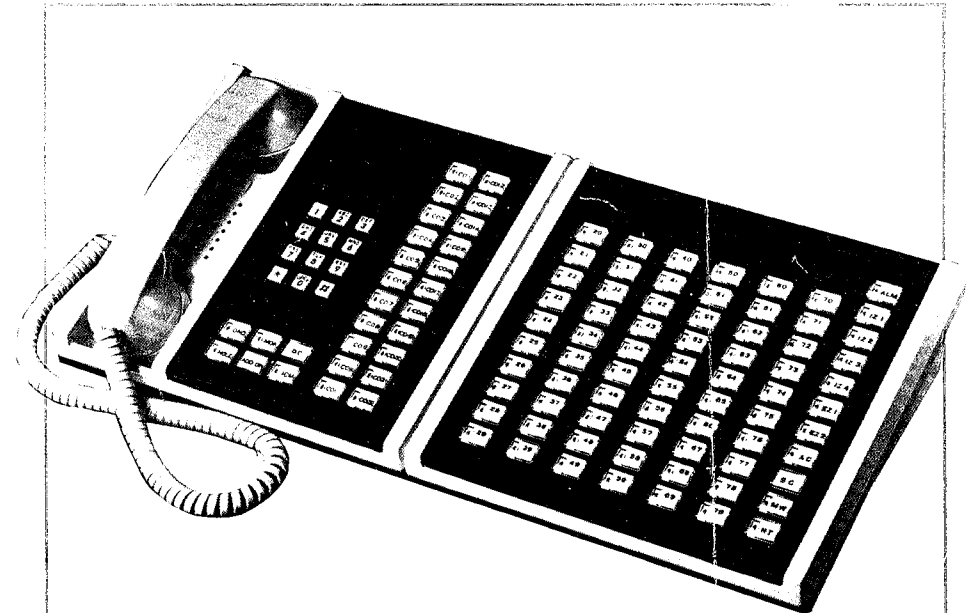
ALARM REPEATING

An alarm tone signal will be heard at the DSS and the alarm light will flash. Appropriate action should be taken.

NIGHT TRANSFER

The light under NT key will show steady when activated. All incoming calls will be routed to extensions programmed to receive night signalling.

* Features with this indication are optional and may not be available on your system.



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Your telephone and Direct Station Selection console are not only tools for processing calls, but also will assist you in keeping track of the calls. The system's Busy Lamp Field indicates the various modes under which the extensions are operating.

- **Steady for off-hook.**
- **Fast flash (300 per minute) for Do-Not-Disturb.**
- **Double flash (100 per minute) for a speaker in use at a certain station...indicates the attendant will interrupt a call in progress if DSS key is depressed.**
- **Double flash also indicates monitor is activated at a particular station.**
- **Slow flash (50 per minute) for message waiting.**

DSS LED DISPLAY*

If the system is so equipped your DSS will sequentially show outside lines placed on hold or extended by the attendant. Unanswered calls returning to the attendant by Exclusive Hold recall time-out will be displayed at the time of recall. When the attendant re-seizes an outside line, the display will "freeze" and show the number of the outside line and number of the extension to which it was extended or which placed the call on Exclusive Hold. Lines placed on Hold by individual extensions are not displayed.

VERRIDE

The DSS position can override an existing page or intercom call to reach a desired extension that is off-hook. The DSS is able to reach any extension unless the system is so programmed to restrict this.

INCOMING CALLS

are answered in the same manner as extension users. (See Users Guide)

TO TRANSFER A CALL:

- **Depress applicable extension DSS key and announce call. It is not necessary to depress Hold key before calling the extension. Incoming line key will give a double flash indication when call is extended.**
- **If call is unanswered at the extension, it will be recalled at the DSS console with an audible**

signal. When recall signals attendant, the line indication will change to a fast flutter.

SIGNAL CALLING

is used when a voice-announced call is not desired. By depressing the extension DSS key and the SC key, the called party will receive a tone signal.

(Not applicable to DSS console operation if your system is optionally equipped with PBX-Inward Ringing.)

PBX-INWARD RINGING*

- **Use during high traffic times. No need to wait and announce call.**
- **After answering the incoming call, depress extension key and the SC key.**
- **Call will ring through to the extension.**
- **If call is unanswered in 20 seconds, it will be returned to the attendant.**

PAGING

Depress the desired zone key one and page.

Internal: Lift handset, depress one of the following keys:

- IZ1 Zone 1
- IZ2 Zone 2
- IZ3 Zone 3
- IZ4 Zone 4

External: Lift handset, depress one of the following keys:

- EZ1 Zone 1
- EZ2 Zone 2

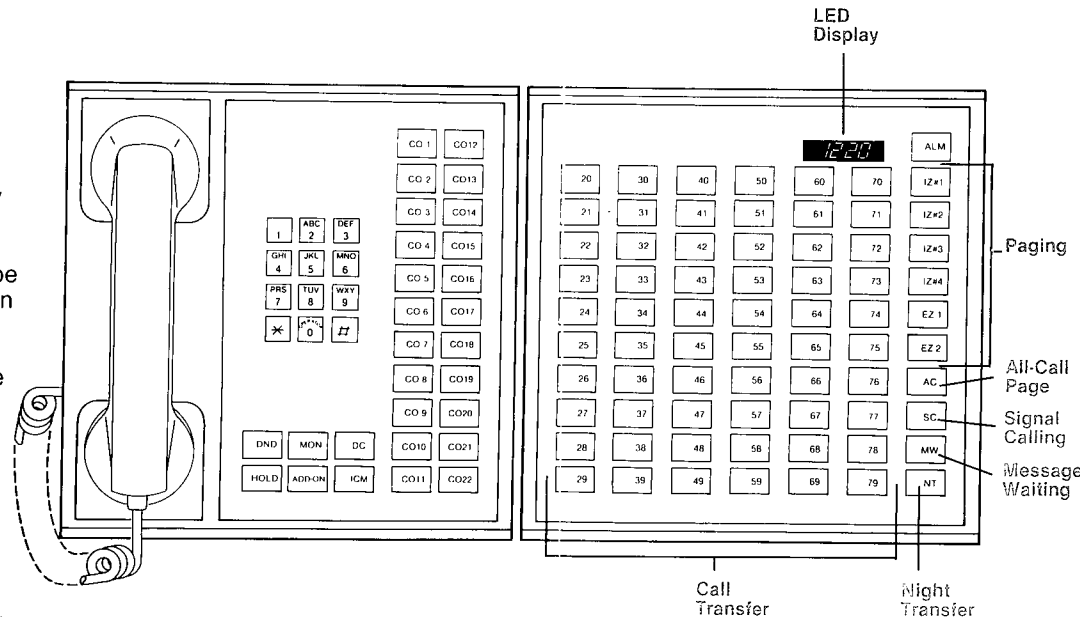
All Call:

- **Lift handset.**
- **Depress AC key to page all extensions and external zones.**

MESSAGE WAITING

To leave a message at an extension:

- **Lift handset and depress DSS key corresponding to extension you wish to reach with message.**
- **Depress MW key.**
- **Light will flash at DSS until extension responds.**



Note: Keys may appear at different places on your console, but designations and functions are as described.