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This user guide is published to support Dterm Series E ACD Terminal operation with ACD Release II, III, IV (NEAX2400 IMS) and CallCenterWorX (NEAX2000 IVS).
DEDICATED FUNCTION KEYS AND LAMPS

FUNCTION KEYS

RELEASE
Press this key to release an established ACD or NON-ACD call.

WORK
Used to set or reset Work mode.

HOLD
Used to hold an ACD call or a NON-ACD call presently in progress.

DIAL KEY PAD
Provides access to NON-ACD PBX dialed features and input of Tally Count data to the MIS system.

LOGON
Press to LOGON or LOGOFF status.

BREAK
When pressed by the ACD Agent, the position is still Logged On, but it is temporarily unavailable to receive ACD calls. (This key is used for lunch time and breaks, etc)

TRANSFER
Allows the console user to transfer established calls to another station, agent or queue without attendant assistance.

CONF
Allows simple access to establish a three-way conference.

TALLY
By pressing this key an Agent enters the tally count mode. The Agent can register up to 22 digits by pressing the dial pad digit x (x=1-9) and then #, for each different event.
**ACD Programmable Line/Feature Keys**

**AUTO/MAN**
When pressed the associated lamp will light steadily indicating the Agent is in the Automatic Answer Mode and will automatically receive a new ACD call upon the release of an established call if calls are in queue to that Split. Before being connected to a new call the Agent will hear “Zip” tone.

When pressed again the Agent’s Answer mode will change from Automatic to Manual. The associated lamp is dark. When an ACD call comes into the ACD Agent position which is set for manual operation, the console rings and must be manually answered by pressing the ACD call key.

**MONITOR/BARGE**
This feature allows the Agent to select another Agent position to monitor or barge into calls on both the ACD line and NON-ACD line at that Agent position.

**EMER**
This feature permits an ACD Agent to record a conversation between an ACD Agent and caller if recording equipment is provided. Simultaneously, a call is placed to the Split Supervisors Line key for silent monitoring.

**ACD CALL**
All ACD calls directed to an ACD Agent will terminate to this line key.

**LINE**
This key is used by the Agent to originate or answer a NON-ACD call.

**TRK TRBL**
The Agent presses this key to report low volume, static, or any problem with trunks encountered during a call.*

*This feature does not improve upon problem encountered.
ASSIST
Feature activation provides immediate call connection to a split supervisor’s line key for assistance in handling a complaint or problem.

CW
This key is used to indicate calls in queue. The Agent presses this key to show how many calls in queue and the time of the longest waiting call.

FEATURE
Used to adjust LCD contrast, speaker/receiver, volume, and ringer volume.

UP/DOWN
▶ LCD Contrast:
   Press ▲ or ▼ key while idle.
▶ Speaker/Receiver Volume:
   Press ▲ or ▼ key during conversation.
▶ Ringer Volume:
   Press ▲ or ▼ key during ringing.

NON-ACD PROGRAMMABLE LINE/FEATURE KEYS

NOTE: Each ACD Agent may program PBX features in any of the unused twenty-four programmable line keys or available one touch calling keys.

MSG
Message Reminder – Dterm Series E station users may leave messages on the alphanumeric displays of other Dterm Series E instruments, indicating their station number and time of call attempt.

RECALL
Press to terminate established call and reseize internal dial tone.

PICK
Call Pick-Up-Group – this feature allows a station user to intercept calls directed to another station.
PICK-DIRECT
Call Pick-Up-Direct – allows a station user to intercept calls directed to another station.

FWD
Call Forwarding-All Calls – this feature allows the station user to forward a split incoming call to an alternate answering position.

DSY/AUTO
While engaged in a voice conversation, the Agent presses this key to display the status of a data connection. If this key is pressed while not engaged in a data connection the agent sets the data terminal equipment to the Automatic Answer Mode.

DATA
The Agent presses this key to set up a connection between the MIS system and the MIS terminals.

DTX
Press key to transfer a call from a voice line to a data line.

DND
Do not disturb – the feature allows a station user to stop calls from ringing at the station during on hook or off hook condition.

CALL BACK
Enables an originated NON-ACD call upon encountering a busy condition to have a call automatically completed when the called ACD Agent or busy trunk becomes idle.

NOTE: Lower line of LCD constantly indicates time, day and date.

NOTE: Display indications may change depending on the PBX product. Display in this manual reflect the indicates behind the NEAX2400 PBX.
SOFT KEYS

On Hook State
(Telephone is idle)

Off Hook State
(Telephone is in use)

Headset
Press the Soft Key below “Headset” to activate Headset operation. The primary extension LED will illuminate when headset is on.

Mic
Press the Soft Key below “Mic” to activate or deactivate the Microphone. The Mic LED will illuminate when Mic is on.

Help
Press the Help Key. Press desired Soft Key for helpful information about that key.

Exit
Press the Exit Key to exit the Help program.

OHROFF (Off Hook Ringing Off)
Go off-hook or press Speaker Key, then press Soft Key below “OHROFF” to disable ringing on secondary and trunk line appearances on this telephone while in use.

OHR-ON (Off Hook Ringing On)
Go off-hook or press Speaker Key, then press Soft Key below “OHR-ON” to allow ringing on secondary and trunk line appearances on this telephone while in use.

MUTE
Go off-hook or press Speaker Key, then press Soft Key below “MUTE”. MUTE will flash and Voice Path is eliminated to the handset, headset or speaker.
TO LOG ON WHEN ID CODE IS REQUIRED

If the entered Log On ID code is currently in use, the display indicates **ID IN USE** and then returns to **LOGON ID?**

If an invalid ID code is entered, the display returns to **LOGON ID?** and the Agent must enter a current Log On ID.

**From VACANT Status:**

- **LOGON lamp** is dark.

- Press **LOGON** key, **LOGON** key flashes.

- Dial Agent LOG ID Code, press the # key, digits dialed are displayed. The LOGON and WORK lamps light steadily; display indicates greeting.

Then reviews the following modes:

- NOTE: Auto Answer is displayed and active only if auto answer is programmed.

- NOTE: Work mode is displayed and active only if work mode has been programmed.
The **WORK** key must be pressed before Agent can begin taking calls. The console is now in Ready status.

---

**TO LOG ON WHEN ID CODE IS NOT REQUIRED**

*From VACANT Status:*

- LOGON lamp is dark.

- Press **LOGON** key, LOGON lamp is lit steadily; display indicates the greeting.

Then reviews the following modes:
NOTE: Auto answer is displayed and active only if auto answer is programmed.

NOTE: Work mode is displayed and active only if work mode has been programmed.

♦ The **WORK** key must be pressed before the Agent can begin taking calls. The console is now in Ready status.

---

**TO LOG OFF WITH OR WITHOUT ID CODES**

---

**FROM BREAK MODE, WORK MODE OR READY STATUS**

♦ Press **LOGON** key, lamp is dark. Several displays will cycle on the display for 4 seconds each, ending with farewell greeting.

NOTE: Name will only be displayed if LOGON ID codes are used. During LOGOFF, ACD calls cannot be received.

♦ The time since LOGON in hours, minutes and seconds.
The number of incoming calls handled.

Of the calls handled, the average time spent on each call in minutes, seconds and tenths of a second.

The cumulative amount of time spent in Work mode during the shift in hours, minutes and seconds.

Finally, the display shows VACANT.

TO SET AUTOMATIC ANSWER

NOTE: This feature applies only to a station that is off hook on handset or headset.

NOTE: Automatic Answer applies only to ACD calls. It does not apply to calls terminated on the agent line key.

FROM MANUAL ANSWER STATUS

Press AUTO key.

Lamp lights steadily.

Incoming, ACD calls are answered automatically. “Time in Q: X:XX” is displayed temporarily.

Zip tone is heard before call is connected to ACD Agent.
TO SET MANUAL ANSWER

FROM AUTOMATIC ANSWER STATUS

♦ Press AUTO key.

♦ Lamp is dark.

♦ Incoming ACD calls.

♦ Press ACD CALL key or go off hook on the ACD line to answer calls.

♦ Upon completion of conversation, press RELEASE key if using handset, position is returned to Ready Status.

TO ANSWER/RELEASE AN INCOMING ACD CALL

FROM THE MANUAL ANSWER STATUS

♦ Incoming ACD call, associated lamp flashes red.

Display alternates between who is calling name, ACD Agent number, trunk etc. and time in queue in minutes and seconds.

♦ Press ACD CALL key or go off hook on the ACD line, lamp is steadily lit green.
Upon completion of conversation, press RELEASE key.

Position is returned to Ready Status, agent position is available for the next call in queue.

NOTE: Automatic Answer applies only when the Agent is in the off-hook condition.

FROM AUTOMATIC ANSWER STATUS

♦ Incoming ACD call, hear zip tone, lamp lights green, name displayed.

Zip tone is heard before call is connected to the agent.

♦ Upon completion of call, press RELEASE key.

Position is returned to Ready Status, agent position is available for the next call in queue.
TO HOLD A CALL

WHILE ENGAGED IN AN ACD CALL

- Press **HOLD** key; held line will flash green.

- Displayed name, ACD Agent number, trunk, etc. flashes.

TO RETRIEVE

- Lift Handset.

- Press **ACD** key.

- Upon call completion press **RELEASE** key.

IF UNANSWERED

- After a preprogrammed time, automatic recall is initiated.

- Visual and audible signal (rapid flash and ring burst) will be sent to ACD Agent which placed call on hold.
TO TRANSFER A CALL TO SPLIT QUEUE

FROM A PBX STATION OR AN ACD AGENT OR SUPERVISOR POSITION

After pressing the TRANSFER key, the PBX station or ACD agent or supervisor position transfers the calling party to the ACD pilot by dialing the pilot number associated with the split the call is being transferred to.

♦ Press TRANSFER key, receive interrupted dial tone.

NOTE: ACD calls transferred to a NON-ACD transfer station will recall if the station is busy upon release.

♦ Dial the destination split via a pilot number.

♦ Press RELEASE key, hang up (announcements will be heard by the transferred party) or wait for transfer ACD agent to answer.
TO SET/RESET BREAK MODE

**WHILE ENGAGED IN AN ACD CALL**

- Press **BREAK** key, lamp lights steadily.
- Position in the Break mode upon completion of the conversation, will be taken out of queue and no ACD calls will be routed to the position.

**FROM READY STATUS USING A NORMAL BREAK TYPE**

- Press **BREAK** key, lamp lights steadily.

**TO RESET**

- Upon completion of Break mode, press **BREAK** key. Lamp lights steadily.
- Break mode is canceled and the LCD display indicates time spent on break in minutes and seconds.

*NOTE:* Break mode can be set if any call is on hold. Break Mode may be set/reset when NON-ACD LINE is actively engaged in a call.
Status returned to Ready or Work mode.

NOTE: Depending on the type of MIS system used, the ACD system can be set up for multiple break type.

♦ Multiple break types is selected by the system. Press the BREAK key, lamp lights steadily.

♦ The agent then inputs x via the key pad, one digit (x=x1-9), then presses the # key.

NOTE: The Supervisor defines Break selection types in the MIS and provides this information to the Agent.

Example:
Break 1 - Lunch
Break 2 - Restroom
Break 3 - Files
Break 4 - Coffee
WORK MODE DURING A CALL

TO SET WORK MODE DURING A CALL

♦ While engaged in an ACD call, press WORK key, WORK lamp lights steadily.

♦ Displays Work Pending.

♦ Press RELEASE key or go on hook to terminate ACD call.

♦ Work lamp light steady red.

♦ No further ACD calls will be received.

♦ Upon completion of Work, press WORK key, lamp extinguishes.

♦ Work mode is canceled, status returns to Ready, ACD calls will be received.
TALLY COUNT

**While Engaged in an ACD Call or In Work Mode**

- Press TALLY key; lamp flashes green.
- Press desired digit 1-9 key on dial keypad up to 22 digits, press # key to validate entry. The entered digits are displayed.

<table>
<thead>
<tr>
<th>TALLY NUMBER?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Time display)</td>
</tr>
</tbody>
</table>

Then changes to:

<table>
<thead>
<tr>
<th>TALLY ENTERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Time display)</td>
</tr>
</tbody>
</table>

- TALLY lamp extinguishes.
- Data is registered in the MIS system.

**To Place an Assistance Call**

**Agent is Engaged in an ACD Call**

- Agent presses ASSIST key; lamp lights steadily.
- The Agent hears ring back tone and the assist destination is rung (normally a supervisor). If no supervisor is available, the call waiting indicator is provided to each supervisor, until answered. (Depends on ACD programming).
- Agent may converse with supervisor, ACD Call is held in automatic hold mode.
- To cancel assistance call, press the TRANSFER key; the ACD will be recovered.
CALL CONFERENCE/TRANSFER

♦ Upon completion of conversation, press CONF key, all three parties will be connected.

♦ Either the Supervisor or the Agent may drop out of the call by pressing RELEASE key. When the agent or supervisor disconnects from the assisted call, the ASSIST lamp extinguishes and the display returns to the original status.

♦ The remaining party may converse with the ACD caller.

♦ If the assist feature is terminated to a busy supervisor.

TO CANCEL

♦ Press TRANSFER key to return to the calling party, the assistance call is canceled.

MONITOR ME

♦ An agent can request to be monitored by a specific agent or supervisor. If the ASSIST key feature is dedicated to the MONITOR ME feature.

♦ Press the ASSIST key. The ASSIST lamp lights.

Either the supervisor’s name or the name of the supervisor’s split is displayed.

♦ When the supervisor answers.

♦ The ASSIST lamp flashes red at the ACD Agent.

♦ The monitor lamp flashes red at the supervisor position.

♦ To barge into the call, the supervisor presses the MON key, then 1, #.
If the supervisor decides to join the call, the agent and calling party will hear a warning tone.

**TO PLACE AN EMERGENCY CALL**

**AGENT CONSOLE IS ENGAGED IN AN ACD CALL**

- Agent presses **EMER** key, lamp lights red steadily.
- Supervisor is monitoring call between Agent and ACD caller.
- ASSOCIATED lamp will flash.
- Conversation is simultaneously being recorded if equipment has been provided.

- To barge into the call the supervisor presses the **MON** key, then 1, #.
- Press **RELEASE** key to transfer the call to supervisory position after the supervisor answers. No dialing is necessary.
- To cancel emergency request (to ringing destination), press the **EMER** key again.

**TO BUSY DESTINATION**

- If the request is routed to an individual supervisor's ACD or PBX line, press the **EMER** key.
- If the request is routed to a busy supervisor, the agent's LED is extinguished.
- The ACD agent's conversation is never interrupted.
TO REPORT TRUNK TROUBLE

NOTE: The ACD call is not effected by this procedure. ACD Agent must be engaged in a call to initiate a trunk trouble report. Pressing TRK TRBL key does not clear the problem. Trunk trouble can only be activated while on an ACD call (station or trunk call).

♦ While engaged in an ACD call, press TRK TRBL key once only.

When changes to: after 4 seconds:

Trouble report is automatically reported to MIS subsystems and Maintenance Administration Terminal.

TALLY-OH FEATURES

♦ Tally-Oh codes beginning with a zero are reserved for special use by agents and are not reported to the MIS. These codes invoke various actions, such as statistical displays and mode changes performed on a tenant basis.

OPERATING PROCEDURES

♦ Press TALLY key.

♦ Enter tally code, then #.
Special Agent System Tally Code (Leading 0)

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>000#</td>
<td>Displays the agent’s statistics (shift time, number of ACD calls answered, average talk time, total time in Work mode since logging on, and total time in Break mode since logging on) for the current agent or the last agent logged on. The statistics are for the shift, they are not given on a per split basis. To invoke, press 000#.</td>
</tr>
<tr>
<td></td>
<td><strong>SAMPLE DISPLAYS:</strong></td>
</tr>
<tr>
<td></td>
<td>SHIFT 3:12:48 (hours, minutes, seconds)</td>
</tr>
<tr>
<td></td>
<td>ACD CALLS 22 (one to three digits)</td>
</tr>
<tr>
<td></td>
<td>AVG TALK 3:11 (minutes and seconds)</td>
</tr>
<tr>
<td></td>
<td>T-WORK 0:20:16 (hours, minutes, seconds)</td>
</tr>
<tr>
<td></td>
<td>T-BREAK 0:10:00 (hours, minutes, seconds)</td>
</tr>
<tr>
<td>001#</td>
<td>Displays the queue depth of the split(s) served by the logged on agent. If the position is Vacant and allowed a single split, the queue depth for that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 001#.</td>
</tr>
<tr>
<td></td>
<td><strong>SAMPLE DISPLAY:</strong></td>
</tr>
<tr>
<td></td>
<td>ORDERS 10</td>
</tr>
<tr>
<td>002#</td>
<td>Displays the time waited by the longest waiting call in the split(s) served by the logged on agent. If the position is Vacant and allowed a single split, the wait time for that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval. To invoke, press 002#.</td>
</tr>
<tr>
<td></td>
<td><strong>SAMPLE DISPLAY:</strong></td>
</tr>
<tr>
<td></td>
<td>SERVICE 1:28 (Minutes, Seconds)</td>
</tr>
</tbody>
</table>
### Special Agent System Tally Code (Leading O)

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>003#</td>
<td>Displays the quantity of working agents (on an ACD call, in Work mode, in Ready mode) in the split(s) served by the logged-on agent. If the position is Vacant and allowed a single split, the quantity of working agents in that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval.</td>
<td>To invoke, press 003#. SAMPLE DISPLAY: SERVICE 26</td>
</tr>
<tr>
<td>004#</td>
<td>Displays the quantity of agents in Break mode in the split(s) saved by the logged on agent. If the position is Vacant and allowed a single split, the quantity of agents in Break mode in that split is shown. For an agent, in multi-split mode, the information for each split will be displayed for a four second interval.</td>
<td>To invoke, press 004#. SAMPLE DISPLAY: DELIVERY 6</td>
</tr>
<tr>
<td>005#</td>
<td>Displays the elapsed time since entering the current mode. The code is valid for the following modes: on an ACD call, Work mode, Break mode, Ready mode.</td>
<td>To invoke, press 005#. SAMPLE DISPLAY: BREAK 0:10:00 (hours, minutes, seconds)</td>
</tr>
</tbody>
</table>
### Special Agent System Tally Code (Leading O)

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
</table>
| 006# | Sends a request during an ACD call for a supervisor to monitor the conversation. The display shows the designated supervisor’s name or split.  
To invoke, press 006#.  
**SAMPLE DISPLAY:** MONITOR JAMES |
| 007# | Sends a request to temporarily disable the Work mode time limit. This request is only valid from Work mode, and the timer will be disabled only until the agent leaves Work mode.  
To invoke, press 007#.  
**SAMPLE DISPLAY:** TIMEOUT DISABLED |
| 008# | Displays the time and date for four seconds. This request can be made from any mode.  
To invoke, press 008#.  
**SAMPLE DISPLAY:** 1:32 PM MON 22 |
<p>| 009# | Clear permanent display such as “READY,” “ON BREAK,” or “VACANT.” |
| 021# | Setup Connection Displays, see “CONNECTION DISPLAYS C-199” see ACD F&amp;S. |
| 022# | Online Help, see “CONNECTION DISPLAYS C-199” see ACD F&amp;S. |
| 023# | Show Connection Displays, see “CONNECTION DISPLAYS C-199” see ACD F&amp;S. |</p>
<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
</table>
| 024  | To add a new split to split list.  
        To invoke, press **024sssp**# to add a new working split (sss) at preference level (pp) to the list of working splits. An agent may work in up to 16 splits simultaneously. |
| 025  | To delete a split from the split list.  
        To invoke, press **025ss**# to delete a split (sss) from the list of splits. |
| 026# | To display current split list.  
        To invoke, press **026**# to display a list of the currently assigned splits on the agent’s LCD display. Each split’s name will be shown for approximately 3 seconds. |
| 027# | To save the current working split list to permanent ACD database memory.  
        To invoke, press **027**# to save the current split assignments to permanent ACD database memory.  
        Ordinarily, when splits are added or deleted (via Tally-Oh 024 and 025) they are in use for the current logon session only. However, if the split selections are to be permanently assigned (until modified) to that agent’s logon ID then they must be transferred to permanent ACD database memory. |
| 028# | Unlocks the agent’s current position. This request is for emergency use only. There is no display associated with this request.  
        To invoke, press **028**. *(Emergency use only, notify NECAM of any lockups.)* |
### Special Agent System Tally Code (Leading 0)

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>029#</td>
<td>Forces the agent to log off at the current position. This request is for emergency use only. There is no display associated with this request. To invoke, press <strong>029#</strong>. <em>(Emergency use only, notify NECAM of any lockups.)</em></td>
</tr>
</tbody>
</table>
In this section, additional Function Keys (e.g. FEATURE, ANSWER, TRANSFER, etc.) must first be programmed on the Agent Console by the System Administrator.

TO ORIGINATE AN OUTSIDE CALL

♦ Lift handset or headset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone, Dial the Central Office Access Code, e.g. 9.
♦ Dial desired telephone number.
♦ Use handset to converse.

TO ORIGINATE AN INTERNAL CALL

♦ Lift handset or headset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone.
♦ Dial desired station number; display indicates digits dialed.
♦ Use handset to converse.
TO ORIGINATE A CALL USING SPEED CALLING (ONE-TOUCH KEYS)

♦ Press **NON-ACD LINE** key.

♦ Press desired **SPEED CALL** key, or press **SPKR** and **SPEED CALL**.

**TO PROGRAM**

(Available only on Dterm stations with speed calling keys).

♦ Press **FEATURE** key.

♦ Press desired **SPEED CALL** key.

♦ Enter desired telephone number or feature code on the keypad. Display indicates digits dialed.

**TO VERIFY**

♦ Press **FEATURE** key.

♦ Press desired **SPEED CALL** key.

♦ Display indicates digits programmed.

NOTE 1: To program a hookswitch for transfer or feature activation, press **RELEASE** key as first digit ("!" displays on LCD).

NOTE 2: To program a pause, press **RELEASE** key as any digit other than the first ("-" displays on LCD).

NOTE 3: To program a Voice Call press **TRANSFER** key after dialing station number ("V" displays on LCD).

NOTE 4: Speed calling for feature access: Speed call keys may be used as feature keys by storing the NEAX2400 feature access codes. The feature may be programmed on a system basis by the PBX engineer. Access codes may be stored in conjunction with telephone numbers. For example, one button can be programmed by the user to transfer to a certain extension.
ACCOUNT CODE

TO ENTER ACCOUNT CODE AFTER AUTHORIZATION CODE

✧ Lift handset.
✧ Press NON-ACD LINE key.
✧ Receive dial tone.
✧ Enter Authorization Code, receive second Service Set tone.*
✧ Enter Account Code, receive dial tone and dial desired number.

*Service Set tone is optional depending upon system programming.
FORCED ACCOUNT CODE

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone.
♦ Enter feature Access Code, receive Service Set tone.*
♦ Enter Forced Account Code (up to 10 digits), receive dial tone.
♦ Dial desired number.

*Service Set tone is optional depending upon system programming.

AUTHORIZATION CODE

TO ENTER WITHOUT ACCOUNT CODE

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone.
♦ Enter feature Access Code, receive Service Set tone.*
♦ Enter Authorization Code (up to 10 digits), receive second service set tone.
♦ Receive dial tone, dial desired number.

*Service Set tone is optional depending upon system programming.
-OR-

- Press **NON-ACD LINE** key.
- Receive dial tone.
- Dial desired number.
- If Authorization Code is required, caller hears special dial tone.
- Enter Authorization Code, or call will be denied.

**CONFERENCE**

- With call in progress, ask party to hold.
- Press **TRANSFER** key, receive interrupted dial tone.
- Dial desired number.
- After call is answered, press **CONF** key; CONF LED lights.
- Three-way conference is established.
- If one party hangs up, other two remain connected; CONF LED goes out.
TO ESTABLISH A BROKER CALL

◊ While engaged in a call and wishing to consult a third party, press **TRANSFER** key; receive interrupted dial tone, caller is automatically placed on hold.

◊ Dial desired party to consult.

◊ Press **TRANSFER** key to return to original caller. Third party is automatically placed on hold.

◊ By repeating these steps, it is possible to alternate between calls.

**NOTE:** Display will indicate connected station or trunk at any given time.

TO ANSWER A CAMPED-ON CALL

FROM THE ATTENDANT

◊ While engaged in a call, receive camp-on indication (one short tone burst); the ANSWER LED will flash.

◊ Press **ANSWER** key; call in progress is placed on hold.

◊ Connection to camped-on call is established.

◊ By repeating these steps, it is possible to alternate between calls.

**NOTE:** Display will indicate connected station or trunk at any given time.

◊ Press **ANSWER** key to return to original call, camp-on call is placed on Hold.
CALL WAITING – ORIGINATING

**TO PROGRAM CALL WAITING KEY (ON ONE-TOUCH SPEED KEY)**

- Press **FEATURE** key.
- Press desired **ONE-TOUCH SPEED** key.
- Press **RECALL** key ("!" will appear on LCD).*
- Dial call waiting feature access code.
- Repress **FEATURE** key.

*To program a hook switch for transfer or feature activation, press **RELEASE** key as first digit ("!" will be displayed on LCD).

**TO ACTIVATE CALL WAITING – ORIGINATING**

- Dial desired station number, receive busy tone.
- Press **CALL WAITING** key.
- Receive special ring back tone, Call Waiting tone will be sent to busy station.

- **OR** -

- Lift handset.
- Dial Call Waiting access code, receive dial tone.
- Dial busy station.
**To Answer a Call Waiting**

- Call Waiting tone is heard.

- Press **ANSWER** key.

  NOTE: By pressing the **ANSWER** key, station can alternate between the original and camped-on parties, display will indicate connected station or trunk at any given time.

- Call Waiting-Originating call is automatically connected; original party is placed on hold.

**To Disconnect**

- Press **RECALL** key, station user will automatically be connected to original party.

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**Call Park**

**To Program Call Park Key (On One-Touch Speed Key)**

- Press **FEATURE** key.

- Press one touch speed key.

- Press **RECALL** key (“!” will appear on LCD.)

- Dial Call Park Access Code.

- Press **FEATURE** again.
**TO PARK A CALL ON A NON-ACD LINE KEY**

*While connected to a station or trunk:*

♦ Press **TRANSFER** key.

♦ Dial the Call Park Access Code or press the **CALL PARK** key.

**TO RETRIEVE A PARKED CALL FROM AN ORIGINATING STATION**

*Or, while connected to a station or trunk on a NON-ACD LINE key:*

♦ Press one touch key or

♦ Dial Call Park local retrieval code.

♦ Station user is connected to parked call.

**TO RETRIEVE A PARKED CALL FROM A REMOTE STATION**

♦ Dial Call Park remote retrieval code* and the station number against which the call was parked.

♦ Station user is connected to parked call.
CALL PICK-UP (GROUP)

Station Within Pick-Up Group Rings

♦ Lift handset.

♦ Press NON-ACD LINE key.

♦ Press CALL PICK-UP feature button or dial CALL PICK-Up Access Code. (Also, may be stored on one touch speed calling key.)

♦ Connection to calling party is established.

♦ If engaged on call on NON-ACD LINE key, press TRANSFER key and dial Call Pick-Up Access Code. The original party will be placed on hold.

CALL PICK-UP (DIRECT)

To Program Pick-Direct Key (On One-Touch Speed Key)

♦ Press FEATURE key.

♦ Press ONE-TOUCH SPEED key.

♦ Dial Direct Call Pick-Up Access Code.

♦ Re-press FEATURE key again.

A Station Within the System Rings

♦ Lift handset, receive dial tone.

♦ Press PICK-DIRECT key and dial the station number to be picked up.
– OR –

♦ Dial **DIRECT CALL PICK-UP** Access Code and the station number to be picked up.

♦ Connection to calling party is established.

– OR –

♦ Press programmed **ONE-TOUCH SPEED** key.

♦ If busy, original call must be placed on hold before new call can be picked up.

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**OUTGOING TRUNK QUEUING**

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If trunk “Busy”:

♦ Receive TRUNK BUSY indication; press **CALL BACK** key.

Call is placed in queue for next available trunk.

♦ When trunk is available, setting station is alerted by ringing and flashing red LED.

♦ Lift handset or headset.

♦ Press **NON-ACD LINE** key.

♦ Dial tone is heard or number is automatically dialed if NEAX2400 IMS is programmed with Least Cost Routing.
OFF-HOOK TRUNK QUEUING

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone.
♦ Dial OFF-HOOK QUEUING access code.
♦ Dial desired telephone number; encounter a trunk busy condition.
♦ Station user receives Service Set tone, and leaves speaker on. The desired number will automatically be dialed when a trunk becomes available.

LAST NUMBER REDIAL

TO RECALL THE LAST TELEPHONE NUMBER DIALED

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Receive dial tone.
♦ Press REDIAL key, outside or internal station is automatically redialed, when party has answered, lift handset to converse.

To display last number dialed:
♦ While on hook, press REDIAL key.
♦ Display indicates digits stored.
CALL FORWARDING – ALL CALLS

TO SET

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Press **FWD** key or dial Call Forward access code; receive special dial tone.

♦ Dial destination station or external telephone number; receive Service Set tone.*

♦ FWD LED lights (at your station or at the Dterm of the subline station you are setting).

♦ Return to onhook condition, call forwarding all calls is set.

TO CANCEL

♦ Lift handset.

♦ Press **NON-ACD LINE** key.

♦ Receive dial tone.

♦ Press **FWD** key or dial Call Forward cancel code; receive Service Set tone*, FWD lamp goes out at your station.

♦ Press **LINE** key; Call forward all calls canceled.

*Service Set tone is optional depending upon system programming.
CALL BACK

**CALL BACK**

If Called Station is “Busy”

♦ Press CALL BACK key if; receive Service Set tone.*

- OR -

♦ Press FLASH key** and enter CALL BACK access code.

♦ When both parties become idle, calling party’s phone rings. Calling party would go off hook and hear ring back tone. The called station would then be ringing.

♦ Lift handset, then called party’s phone rings.

♦ Connection is established when called party answers.

NOTE: Call Back may be programmed by the PBX Engineer on a Programmable Line/Feature key or by the user on a Speed Calling One-Touch key.

*Service Set tone is optional depending upon system programming.

**FLASH key must be programmed on ONE-TOUCH SPEED call key.
TO SAVE AND REPEAT A NUMBER

TO SAVE

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Dial desired telephone number.
♦ Press S & R key; dialed number is now stored.
♦ S & R key LED lights.

— OR —

♦ Receive Internal Call.
♦ Press S & R. Number is stored in memory.
♦ S & R LED lights.

TO VERIFY

♦ While idle, press S & R key, display indicates digits stored.

TO REPEAT

♦ Lift handset.
♦ Press NON-ACD LINE key.
♦ Press S & R key; Dterm Series E will automatically redial the programmed number.
♦ S & R key automatically canceled, LED goes out.

NOTE: If Save and Repeat number is busy or no answer is received, to save it again, press S & R key before going back on hook.
TO LEAVE A MESSAGE

♦ Lift handset.

♦ Press NON-ACD LINE key.

♦ Receive dial tone.

♦ Dial desired station number; encounter a “No-Answer” or Busy condition.

♦ Press MSG key; message is sent to called Dterm Series E.

♦ Called station MSG LED lights.

NOTE:

♦ Up to four messages can be stored in Dterm Series E memory. If a fifth message is attempted, ring back tone is heard.

♦ If station is not equipped to receive messages, reorder tone is heard.

TO ANSWER A MESSAGE

TO DISPLAY

♦ MSG LED LIT; station is idle.

♦ Press MSG key; display indicates time of message and station number leaving message;

♦ Re-press MSG key again to display additional messages in order received.
**TO RESPOND**

♦ While displaying desired message, lift handset and Press **NON-ACD LINE** key.

♦ Press **MSG** key; station which left message will be automatically redialed.

**TO ERASE**

♦ Message is erased.

♦ To erase a message without returning the call, press **MSG** key to display desired message.

♦ Dial # while message is displayed, message is erased.

**NOTE:** If station which left message is busy, callback or **MSG** may be set. If station which left message does not answer, **MSG** may be set, thus notifying originating party that a message return was attempted.

**DO NOT DISTURB**

**WHILE IDLE (ON HOOK)**

♦ Press **DND** key*; LED lights.

**TO CANCEL**

♦ Press **DND** key; LED goes out.

* **DND** key must be programmed by the PBX engineer on a programmable feature key.
PRIVACY

WHILE OFF-HOOK

❖ Press DND key, LED flashes; Display indicates:
❖ Privacy feature prevents interruptions for the duration of a call.

TO CANCEL

❖ Press DND; LED goes out.
❖ OR ❖ Replace handset; privacy feature is automatically canceled.

DATA FEATURES

TO ACTIVATE SIMULTANEOUS VOICE/DATA TRANSMISSION

❖ To send data to the same station already involved in voice conversation, originating station presses DTX key.
❖ Receiving station presses DATA key.
❖ Data connection is established.
❖ Voice conversation can be terminated by either station without affecting data connection.
To disconnect from DATA connection, either station can press DATA key.

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

**To Send Data to a Station While Involved in a Voice Conversation With Another Station**

♦ Originating station presses DATA key and dials the Data port number of the destination station.

♦ Receiving station presses DATA key.

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

DATA connection is established while voice conversation continues. Voice conversation can be disconnected without affecting DATA connection.

♦ To disconnect from DATA connection, either station can press DATA key at any time.

**To Send Data to an Internal Station When No Voice Communication Is Taking Place**

♦ Originating station presses DATA key and dials receiving station's data extension.
Receiving station presses DATA key.

Data is established.

To disconnect from DATA call, either originating or receiving station can press DATA key.

Released station’s display indicates:

NOTE: If receiving station is programmed for Auto Answer, disregard this step.

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TO ESTABLISH EXTERNAL DATA TRANSMISSION VIA MODEM POOLING

Internal station user initiates a voice conversation to an external party.

External party switches over from voice to modem, or modem carrier tone is heard immediately.

After hearing modem carrier tone, originating (internal) station presses DTX key.

Originating station’s DTX lamp lights and Service Set tone is heard, replace handset.

Called data terminal answers.

DATA connection is established.

NOTE: If internal station is programmed for Auto Answer, disregard this step.
**INTERNAL PARTY RECEIVES A DATA CALL**

- Station’s data port will ring.
  Data lamp flashes.

- Press **DATA** key to answer.

  ![Data Call Interface](chart)

  **NOTE:** If receiving station is programmed for Auto Answer, disregard this step.

  *Service Set tone is optional depending upon system programming.*

- Data connection is established.

**TO RELEASE FROM A MODEM CALL**

- Press **DATA** key, LED goes out.
**MIC (Microphone) Lamp**

**RELEASE**

**LOGON**

**CONF** (Conference)

**TALLY**

**PROGRAMMABLE KEYS**

- One-Touch Speed Dial/Feature Keys (Programmable by user)

- Flexible Line/Feature Keys (Programmable by telephone system administrator)

- Transfer

- Break (Enter/Exit Break Mode)

- Holds

- Work

- Up/Down (▲▼) (Volume/Contrast)

**SOFT KEYS (4)**

- Help

- Exit

- LCD

**Call Indicator Lamp**