INDeX 11.0
20CC Turret User's Guide

Contents

Introduction

Using This Guide

This guide is for 20CC Turrets used on the **INDeX** telephone system operating under **Software Release 11.0**.
To check the Software Release of your system, press **ANSWER/RELEASE** and then **PROGRAM.** The phone displays the Software Release level. Cancel the display by pressing **ANSWER/RELEASE** again.

What Features Can I Use?

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

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

Further Help

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

System Manager on extension: ....

This guide is also available from our Internet site: http://support.avaya.com

20CC Turret Features

Introduction to 20CC Turrets

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

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

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

Using Soft Keys and the SCROLL Key

The four lower Display Keys provide access to Soft Keys functions, e.g. Voice, Page, INDeX, etc. There are sometimes more Soft Key options available than the phone can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display these other options.

The Soft Key displays change during calls and will also change according to your own customisation. A ●-symbol next to a display key indicates an option you can use by pressing that key. Therefore, due to the number of variations involved, this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

Your System Manager can disable any one or all of the following Soft Keys:

VOICE, PAGE, ACCOUNT, RECORD, RECALL, CAMP-ON, MESSAGE, OVERRIDE and PASS.

Headset Connection & Use

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

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

Tones & Ringing

The turret uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc *(see page 34)*.

Incoming Calls:
– **Repeated Single Ring:** Internal call.
– **Repeated Double Ring:** External call.
– **Repeated Triple Ring:** System or personal alarm.
– **Single Tone:** Page call (see page 10).

During Calls:
– **Repeated Double Pip:** Camp on set *(see page 21)*.
– **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

Making Calls:
– **Dial Tone:** Dial number.
– **Broken Dial Tone:** Forwarding calls *(see page 37)*.
– **Repeated Tone:** Busy number *(see page 20)*.
– **Repeated Triple:** Tone: Diverting to external number.
– **Continuous Tone:** Number on no calls or unobtainable.

The Turret Lamp

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

 Fast Flashing Lamp: Call Waiting, see page 12.

 Lamp On: Message, see page 10.

Repeating Double Flash: External call.

Repeating Single Flash: Internal call.

ACD Working

Overview of ACD

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

As an ACD agent you have a log on number. Once logged on you can receive call from your group. Your system supports **Roaming Agents**, you can log on at any ACD turret.
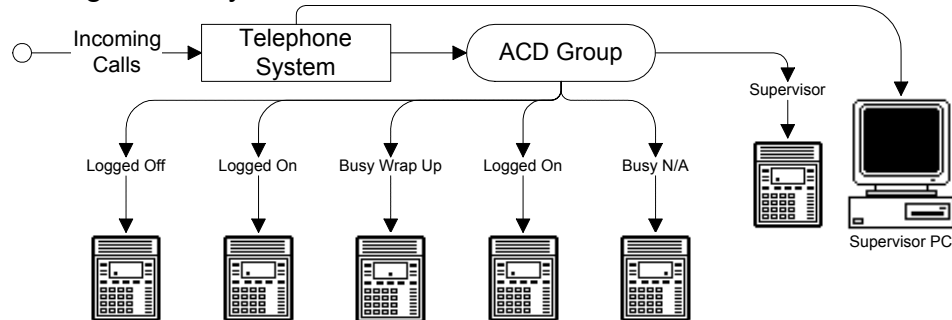
The ACD records information about calls and agents. It display this on Supervisor PC's, wallboards and reports.

Starting Work - Logging On

When logging on, you may be asked to enter your turret's passcode (see page 39).

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

Finishing Work - Logging Off

Logging off stops you receiving ACD calls.

To log off:
1. Press **LOG ON/OFF**.

Stopping Work Temporarily - Busy

You can stop receiving ACD calls without logging off.

- **Busy Wrap Up:** Use this when at your desk but doing other work such as finishing notes on your previous call. Note that the system can automatically put you into busy wrap-up after each call. It can also automatically cancel busy wrap-up after a short time. Both of these facilities are set by your System Manager.

- **Busy Not Available:** Use this when away from your desk, e.g. for breaks, lunch, etc. The turret displays the time.

To temporarily stop receiving ACD group calls:
1. Press either **WRAP-UP** (at the desk but doing other work) or **BUSY N/A** (away from the desk).
   - The system may require you to select a reason from several options shown on the display before going into **BUSY N/A**.
   - Select the reason required and press the display key next to it (use the **SCROLL** key to see all the reasons available). Otherwise press ⚫**DONE**.
2. The ⚫-symbol above the appropriate key flashes.

To return to receiving ACD calls again:
1. Press the key below the flashing ⚫-symbol.

Sending Supervisor Messages

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

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

Viewing Waiting Calls

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

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

Answering Calls

Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer, if on, also shows the call type by a repeated single or double ring *(see page 34)*.

To answer the call:
1. Press **ANSWER/REL**EASE.

Answering a Page Call

When someone pages your turret *(see page 16)* or a group to which it belongs (your turret does not have to be in group), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows *PAGING* and the pager's number. If you answer a page it turns into a normal call. Note that this feature can be switched off for the whole system.

To answer a page:
1. Press **ANSWER/RELEASE.**

Answering a Message

Other extensions can leave their number on your turret *(see page 21)*. Your turret can store several messages. It shows *CALL FOR MESSAGE*, the caller's number and the lamp comes on. The exceptions are:

*   If your own number appears, this indicates an alarm *(see page 10)*.
*   If **Message From Voice Mail** appears, this indicates that you have new voice mail *(see page 41)*.

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

Alarms - Triple Ring, Music or Announcements

You can set an alarm to ring your turret *(see page 36)*. The System Manager can also set system alarms to call a group to which you belong. In both cases the alarm can consist of ringing, music or a recording plus a displayed message.

To answer an alarm:
1. Press ●**CANCEL** or **ANSWER/RELEASE**.

Automatic External Call Connection

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

Answering a Callback

You can arrange a callback from a busy or ringing extension *(see page 20)*. When the callback takes place, your turret displays the call details and **"CALLING"** above ●**CALLBACK**. If you do not answer, the callback cancels after a short time *(see page 35)*.

To answer/cancel a call back:
1. To continue the callback, press **ANSWER/RELEASE**.
2. To cancel the callback, press ●**CALLBACK**.

Answering Other Extensions - Call Pickup

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

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

To set the turret's pickup group:
1. Press **PROGRAM** and then **SCROLL**. Press ●**PICKUP**.
2. Enter your passcode *(see page 39)*.
3. The display shows the current pickup group (if set).
4. Press ●**CANCEL** and enter a new pickup group number.
5. Press **PROGRAM0** to finish.

Actions During a Call

Answering a Call Waiting

A fast flashing lamp means someone has 'camped on' to your turret *(see page 21)*. Press the ●-symbol *(if shown)* opposite the name to switch between details of the waiting and current call.

To answer a call waiting:

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

Adding Voluntary Account Codes

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

To enter a voluntary account code:

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

Using the Notepad

Whilst on an external call or listening to a Voice Mail message, you can store a number for future use on the Notepad. Please note that you have a maximum of five redial stores that are shared by both *save last external number* and *Notepad* numbers, e.g. Three *saved last external* numbers and two *Notepad* numbers (see "Redialling External Numbers" on page 16).

To store number on the Notepad:

1. When, with an external call in progress or whilst listening to a Voice Mail message, you wish to store another external number, press **SCROLL●** and **Notepad.**
2. Key the external number (do not add the access prefix, this is automatically added when the number is recalled from storage).
3. Press ●**DONE** to store the number.

To dial a number from the Notepad:

1. Press **SPEED DIAL** and then ●**DIALLED** and select from the last five stored numbers (move between them by pressing the lower left and right ● symbols). When the number you require is shown press ●**CALL.**

Create a Conference Call

You have two methods of holding conference calls.

- During a call, you can add callers to create a conference.

- Alternatively, you can dial-in to a conference call being held at a pre-defined time. The numbers and passwords (optional) used for dial-in conferences are established by your System Manager. External callers can join dial-in conferences, but they must dial in to the INDeX and request a transfer to the dial-in conference.

Both types of conference calls can have up to 64 participating members.

External Lines:

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

Creating a conference during a call:

To start or add to a conference:

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference.
   If "yes" press ●**CONFER**.
   If "no" and you clear down first, press **SCROLL●, CLEAR●** and then **HOLD** to retrieve the first call.
   If "no" and called party clears down first, then press **HOLD** to retrieve the first call.
4. If unanswered, press **HOLD** to retrieve to the first call.

To exit the conference:

1. Press **ANSWER/RELEASE** or replace the handset.

To park all the conference parties:

1. Press ●**PARK** (see page 23).

To split a 3-way conference:

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

Starting/Joining a dial-in conference:

1. To initiate a dial-in conference call, dial the conference call number and press ●**SET UP**. You may be asked for a password.
   If **PASS●** *is also displayed, then you can change the password.*
2. To join a dial-in conference call, dial the conference call number and press ●**JOIN**. You may be asked for a password.
3. As new members join the conference, you will hear two bleeps.
4. At any time during the conference you can press ●**VIEW** to display the extension number of the last member to join.
5. Tapping ●**VIEW** will cycle through all of the extension numbers of the members of the conference call.
6. Press **ANSWER/RELEASE** or replace the handset to exit.

Answering an Alert

If **ON HOLD** appears during a call, an extension with your number set as a Soft DSS key has sent you an alert *(see page 33)*. Press the ●-symbol *(if shown)* opposite the name to switch between details of the current and waiting alert call.

To switch between calls:

Press **HOLD**. Use the held call features *(see page 22)*.

Single Pips - Intrusion

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

Please Finish Call Message

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

Muting Calls

You can stop the caller from hearing you if necessary.

To switch mute on/off:

1.   Press **MUTE**. The ☎-symbol disappears when muted.

Changing the Call Volume

You can change the caller volume during a call.

To change the call volume:

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

Malicious Call Trace

With an external call in progress that is deemed by the user to be malicious, then the display terminal user can press ●**MCID** (the **SCROLL** key may have to be used). INDeX will then notify the local exchange that a malicious call trace request has been made. The terminal user is notified that the local exchange has processed this request by the ●**MCID** display being cleared. If the local exchange does not acknowledge or process this request, the ●**MCID** key remains.

This feature is only applicable to the Australian market.

Making Calls

Notes on Making Calls

When making calls, the display shows details about call progress, time, etc. It also shows messages if you cannot make the call. To simplify dialling, the system also stores speed dials for use by all extensions *(see page 18)*. You can also store your own frequently used numbers as speed dials.

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

Making External Calls

The system may apply call barring to some or all external numbers. You can also lock your turret *(see page 36)* or bar it by wrong passcode entry *(see page 39)*.

To dial an external call:

1. Dial **9** to get an external line. Your System Manager will inform you if you need to dial a different number.
   - If **"ENTER ACCOUNT"** appears, see page 19.
   - If **"ENTER PIN"** appears, see page 19.
2. Dial the external telephone number.

To redial the last external number used:

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

Redialling External Numbers

You can either redial the last external number dialled, select from one of the last five external numbers dialled or save the last external number dialed. Please note that you have a maximum of five redial stores that are shared by both *save last external number* and *Notepad* numbers, e.g. Three *saved last external* numbers and two *Notepad* numbers (see page 12).

To redial the last external number used:

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

To save the last external number used:

1. Whilst making an external call, press ●**SAVE**. This stops the number being removed as you make further external calls until you choose to press ●**DELETE**. The dialled numbers facility stores a maximum of five numbers including both Notepad and saved last external numbers (see page 12).

To redial one of the last five external numbers used:

1. Press **SPEED DIAL** and then ●**DIALLED** and select from the last five stored numbers (move between them by pressing the lower left and right ● symbols). When the number you require is shown press ●**CALL.**

Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the ●**INDeX** feature *(see page 16)* or DSS keys *(see page 28 & page 32)*.

To dial an internal call:

1. Dial the extension number. A triple-tone means that extension is diverting calls to an external number.
2. If unanswered, your turret provides options to wait or notify the extension *(see page 20)*. If your system has a Voice Manager attached, you can record a voice message instead *(see page 43)*. The Voice Manager may also instruct you to dial another number to be automatically transferred to the Operator or another extension.
3. If your turret displays a ●**RINGER** option, then the called extension is set to automatically connect internal calls.
   Press ●**RINGER** to send a reminder ring if no one has answered the call.

Making a Page Call

You can page any INDeX phone. They will hear the call without doing anything; you cannot hear them. If wanted, they can turn the page into a normal call *(see page 10)*. If the turret paged is diverting calls, the page also diverts *(except group pages)*.

To page an extension or group:

1. Press ●**PAGE.** Your turret displays *PAGING*.
2. Dial the extension or group or press a DSS key *(see page 28)*.
3. If busy or unavailable, the display shows options to wait or leave a message *(see page 20).*
4. Speak and then press **ANSWER/RELEASE**.

Making Calls from the INDeX Directory

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

- By Alpha Group
- By Dial by Name

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

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

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

Speed Dials, PIN & Account Codes

Using Speed Dials

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Manager for a list.
- **Personal speed dials:** You can store up to 10 speed dials for your own use *(see below)*.

To use a speed dial:

1. Press **SPEED DIAL**.
2. To select a system speed dial by name, press ●**INDeX** *(see* "Making Calls from the INDeX Directory*" on page 17)*.
3. To select a system speed dial by number, press ●**SYSTEM** and dial the store number (100 to 899 and 9000 to 9999).
4. For a personal speed dial, press ●**OWN** and dial the personal speed dial number (0 to 9) or press the matching DSS key *(the DSS keys match personal speed dials 1 to 8 (1 at the top))*.
   - If **"ENTER ACCOUNT"** appears, see page 19.
   - If **"ENTER PIN"** appears, see page 19.
5. Continue as for a normal external call *(see page 15)*.

Storing Personal Speed Dials

To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter your passcode *(see page 39)*.
3. The display shows **0-9** or **DSS KEY**. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.
4. The display shows the current stored number (if set). Press ●**DELETE** and dial the number.
   If the number is external, add the external line access prefix to the number, this is normally 9. Your System Manager will inform you if you have to add a different prefix before external numbers.
5. When finished, press ●**DONE**.
6. Select another store or press **PROGRAM** to finish.

PIN & Account Codes

If ENTER ACCOUNT Appears

If *ENTER ACCOUNT* appears when making an external call, you must enter an account code to continue. The system checks this against its list of codes before allowing the call. *(To enter an account code at any time during a call see page 12)*.

To enter a forced account code:

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

If ENTER PIN Appears

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

To enter a forced PIN code:

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

Roaming PIN's

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

To use a roaming PIN:

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

Busy or Unanswered

Options If Busy or Unanswered

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

- **Leave a Message:** Lights the lamp of the extension called. It also stores your number as a message to reply. If your system has an integrated Voice Manager attached, you can record a voice message instead *(see page 43)*. The Voice Manager may also instruct you to dial another number to be automatically transferred to the Operator or another extension.
- **Callback:** Rings your turret when the extension called becomes free or is next used.
- **Camp On:** Flashes the extension's lamp to warn that you are waiting. It also stops other calls interrupting you.
- **Intrude:** Forces the other extension's call into a conference with you *(not available to all turrets)*.
- **Monitor:** Allows you to hear the other call without interrupting it *(not available to all turrets)*.

Arrange a Callback

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

The Ringer Timeout sets how long a callback rings your extension before it cancels *(see page 35)*. The system also cancels any callbacks that have not taken place after a set period *(normally 2 hours)*.

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

To clear the Call Back:
1. Press ●**CALLBACK** again.

Leave a Message

You can leave your extension number as a message for someone to call you *(see page 10)*. If their extension has a message lamp, it lights. If your call is diverted, the message goes to the extension you first called.

To leave a message:

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

Camp On and Wait

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

To Camp On to a busy extension:

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

Intrude

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

To intrude on a call:

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

Monitoring a Call

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

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

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

Transfer, Park & Hold Calls

Transferring Calls

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

To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
   - **Announced transfer:** Wait to be answered.
     If unanswered, press **HOLD** to retrieve to the first call.
     If okay to transfer, press **ANSWER/RELEASE**.
     If not okay to transfer and you clear down first, press **SCROLL●, CLEAR●** and then **HOLD** to retrieve the first call.
     If not okay to transfer and called party clears down first, then press **HOLD** to retrieve the first call.
   - **Unannounced transfer:** Press **ANSWER/RELEASE** immediately (even if you hear ringing or busy tone).

To transfer a call using dial ahead:

1. Whilst still connected to the other party, either dial the number of the other extension or press **HOLD** and use the Directory feature (see page 17).
2. If the display shows **FREE**, press **ANSWER/RELEASE** to transfer (otherwise press ●**CANCEL**).

To transfer an external call using park:

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

Holding Calls

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

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

To hold a call:

1. Press **HOLD** (Pressing **ANSWER/RELEASE** now parks the call, see page 23).
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then:
3. Press the ●-symbol (if shown) opposite the name to switch the display between the current and the held call details.
   - To switch between calls, press **HOLD**.
   - To conference, press ●**CONFER** *(see page 13)*
   - To transfer the held call, press **ANSWER/RELEASE**.

Parking Calls

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

To park an external call:
1. During the call, press ●**PARK.**

To unpark calls parked at your extension:
1. Press the display key next to the flashing ●-symbol.

To unpark a call at another extension:
1. Dial the parked call's line number *(external calls only).*

Dialling Ahead

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

To check the status of another extension during a call:
1. Either, press ●**INDeX** and obtain required number from the Directory by keying name (see page 17), or, if you know the number, simply dial.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Dial another number or press **CANCEL.**

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

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

To select show free or ring if free:
1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter your passcode (see page 39).
3. To change the current setting, press ●**CHANGE**.
4. Press ●**DONE** and then press **PROGRAM** to finish.

Displaying an Absence Message

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

To select an absence message:

1. Press **PROGRAM** and then ●**ABSENT**.
2. Enter the your passcode (see page 39).
3. Press ●**CHANGE** to select a message (or ●**CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press ●**DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press ●**NONE**. To add some text press ●**EDIT**. Enter text as for editing the phone name *(see page 40)*.
5. When complete, press ●**SET**.

Forwarding Calls

Forward allows you to remotely set your turret to divert. By default, the system bars remote forwarding of extensions. Contact your System Manager to enable this feature. Call to any group number that your turret may belong to are not affected. *Forward* is only applicable to your turret's extension number.

To set a forward:

1. From another 20 series display phone, press **PROGRAM** and then ●**FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the number of your turret and press ●**DONE**.
3. Enter **your** passcode *(see page 39)* for your turret.
4. The display shows **FORWARD TO ?** and the turret's current *Divert All* number (if set).
5. To change the forward, press ●**CANCEL** and enter the new number for diverting all calls.
6. Press ●**DONE** and then press **PROGRAM** to finish.

Diverting Calls

Using Diverts

Your 20CC turret can store divert destination personal numbers for different situations, i.e. when busy, not answering and to when you wish to divert all calls. However, 20CC turrets are intended for use in situations where calls should not be really be diverted and hence 20CC turrets do not support all the divert features available on 2030 terminals. E.g. The *Divert all* feature must be enabled by your System Supervisor. Diverts, where permitted, are only from **your turret's number** and not from any group that you may belong to. The divert types are:

Divert Types

- **Divert All:** Used with the **LOG ON/OFF** key and only with the permission of your System Supervisor. When logged off, only the extension to which you diverted to can ring you.
- **Divert on Busy:** Used when you are on a call and a caller has rung **your turret's number** and not a group number. When set, callers cannot set a callback or camp on.
- **Divert on No Answer:** Used after a call rings **your turret's number** for a set period *(see P34)*.

Divert All is only activated by pressing the **LOG ON/OFF** key. *Divert on Busy* and *Divert on No Answer* are, once set are always active. See the next page for instructions on setting up these divert destinations. In addition, you can use either:

- **Remote forward:** This feature must be permitted by the System Manager. Allows you to remotely change your **Divert All** number and switch **DIVERT** on/off (see P26).

Divert Destinations

Divert destinations can be to your **HOME, MOBILE, DELEGATE**(secretary, etc.), or a system speed dial number (see page 26). These divert destinations are known as *Personal Numbers* and can be set from your phone as frequently used or infrequently used destinations. Hence, you choose when and where you want to receive your calls.

Personal Number Divert Settings

When setting personal number diverts to Mobile/Home destinations the following general points should be considered:

- If your Home /Mobile destination is configured to divert callers on busy (i.e. to voice mail supplied by your service provider), we recommend that you activate Call Waiting (if available with your service provider), so that Personal Numbering callers can be recalled to your INDeX voice mailbox once the Personal Numbering Recall timer has expired.
- If your Home or Mobile destination is configured to divert callers on no answer, but you require unanswered Personal Numbering calls to recall to your INDeX voice mailbox, then ensure that the Personal Numbering Recall timer is lower than that of the destination no answer timer.
- Do not configure your Mobile or Home destination to divert back to your office DDI number.

Some systems will be able to provide the following features:

When a terminal is diverted off switch to their Mobile/Home and calls back in to their terminal, they hear a broken dial tone and then have five options:
1. Direct Inward Station Access (DISA) options
2. Access Voice Manager
3. Swap their Personal Numbers
4. De-activate their Personal Number
5. Toggle the Group key (take themselves in or out of group)
   Note: if you are in group any call coming into the group will be diverted to your personal number.

Remote Setting of Personal Number Diverts

When you are away from your desk or even out of the office, you can dial the Voice Manager and set/change your Personal Number divert settings:
To access the Voice Manager:
1. If internal, dial the Voice Manager extension number.
2. If external, either dial in to your company and ask to be transfer to the Voice Manager extension or use a direct number if your company has one set up
3. When you hear the Voice Manager respond, press #.
4. Enter your mailbox ID and then your mailbox password if requested.
5. The voice manager will provide you with prompts to control the messages.

Setting the Divert Types and Personal Numbers

It is strongly recommended that you set up *Divert All* with frequently used personal number destinations. You can also set your turret to divert when *Busy* or on *No Answer* (see below)*.*

To set frequently used Divert All numbers:

1. Press **PROGRAM** and then **LOG ON/OFF**.
2. Enter your passcode (see page 39)*)* and press **SCROLL.**
3. Press ●**NUMBER.** The divert destination options ●**MOBILE,** ●**HOME** or **DELEGATE**● are displayed**.**
4. Select the first divert all destination. Press ●**DELETE** to remove any previous entry and then enter the required number.
   Note: For ●**MOBILE,** and ●**HOME** numbers **only**, you do not have to add the line access prefix. If you are setting ●**OTHER** with an off switch number, you **must** add a line access number. Press **DONE**● to enter the number.
5. Either select the next divert destination and repeat step 4 or press **DONE**● and **SCROLL** again to set the timeout (if required). Otherwise jump to step 7.
6. Press **TIMEOUT**● and select the divert all destination from the options displayed. Press ●**CANCEL** to remove any previous entry and then enter the time in seconds (sets the length of time that the call will ring at the active destination number before reverting to your voice mailbox). Press **DONE**● and either select another divert all destination and enter a timeout or jump to step 7.
7. If a system speed dial number is required, press ●**ALL** followed by **SPEED DIAL**. Select the required system speed dial store number. Alternatively, enter another alternative *Divert All* destination.
8. Press **PROGRAM** to finish.
9. To activate divert all, press **LOG ON/OFF**.

To set Divert on Busy or No Answer:

1. Press **PROGRAM, LOG ON/OFF** and enter your passcode (see page 39).
2. Select either ●**ON BUSY** or **NO ANS.**● followed by ●**DELETE.**
3. Enter the required divert destination number and press **DONE**●.
4. Press **PROGRAM** to finish.

These diverts, once set up, are always active. The *No Answer* divert is normally set to your voice mailbox. You can alter the time that a calls rings you before being diverted *(see page 35).*

DSS Keys

Setting Up a DSS Key

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

You can also use DSS keys to dial personal speed dial numbers (*see page 18*). In addition, certain network environments may allow you to program remote extensions under DSS keys. Consult your System Manager for details.

To set a DSS/BLF key directory number:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter your passcode *(see page 39)*.
3. The display shows the current stored number (if set).
4. Press ●**CANCEL** and dial an extension or group number.
5. Select another DSS key or press **DONE**● and **PROGRAM** to finish.

Using DSS Keys

Once setup, you can use the DSS key for the following. You can also use DSS keys to dial personal speed dial numbers *(see page 18)*.

- **To make internal calls:**
  Press the DSS key storing the extension or group number.

- **To make external calls:**
  Press the DSS key storing the line or line group number, then dial the external number.

- **To pickup calls:**
  Press the DSS key storing the ringing extension number *(fast flashing red BLF lamp)*.

- **To unpark calls:**
  Press the DSS key storing the parked line number *(slow flashing green or red BLF lamp)*.

- **To make a page call:**
  Press ●**PAGE** and then the DSS key storing the extension or group number.

BLF Status Lamps

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

Red BLF Lamp Signals: *Calls to/from other extensions.*
- **Slow Flash:** Call on line parked at another extension.
- **Fast Flash:** Extension ringing.
- **Long On/Short Off:** Extension or line busy.
- **Solid:** Extension or line disconnected.

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

Alternate Green/Red Lamp Signals: Pilot number.
- **Slow Flash:** Caller ringing pilot number.

DSS Key Label

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

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

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

DSS Key Label Template

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

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

Manager-Secretary Setup

Planning Soft DSS Keys

The four Display Keys can be set up for Soft DSS working (see page 32). When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**
  Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.

- **What Soft DSS key features do you want to have?**
  You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.

- **What type of calls do you want to make/receive?**
  When using Soft DSS keys to make a call, the usage setting of your turret and the turret called determines the type of call. The possibilities are:

- **Standard Call:** The same as a normally dialled call.

- **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).

- **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). (See "Changing the Soft DSS Usage" on page 31 for how the different usage settings interact.)

Setting Up Soft DSS Keys

To clear all the Soft DSS keys, cancel the set extensions *(see page 31)*.

To setup Soft DSS keys:
1. Press **PROGRAM**, then **SCROLL**. Press ●**SOFT DSS**.
2. Enter your passcode *(see page 39)*.
3. The turret shows *NO SOFT DSS KEYS*. Press ●**CHANGE** until the display mode required appears, then press ●**DONE**.
4. Enter the first extension number and then press ●**NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extension, press ●**DONE**.
5. Press ●**USAGE**. Press ●**CHANGE** until the setting required appears and then press ●**DONE**.
6. Press **PROGRAM** to finish.

Changing the Soft DSS Display Mode

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

To set the Soft DSS key display mode:
1. Press **PROGRAM**, then **SCROLL**. Press ●**SOFT DSS**.
2. Enter your passcode *(see page 39)*.
3. Press ●**MODE**. The display shows the current mode.
4. To change mode, press ●**CHANGE**.
5. Press ●**DONE**. The display goes to extension entry below .
6. Press **PROGRAM** to finish.

Changing the Soft DSS Extensions

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

To set a Soft DSS key extension:
1. Press **PROGRAM**, then **SCROLL**. Press ●**SOFT DSS**.
2. Enter your passcode *(see page 39)*.
3. Press ●**EXTNS.** to display the first number set.
   • To cancel the number, press ●**CANCEL**.
   • To display the next number, press ●**NEXT**.
   • To enter a new number, press ●**NEXT** until the top-right display goes blank, then enter the number.
4. Press **PROGRAM** to finish.

Changing the Soft DSS Usage

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

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

To set the soft DSS key usage:
1. Press **PROGRAM**, then **SCROLL**. Press ●**SOFT DSS**.
2. Enter your passcode *(see page 39)*.
3. Press ●**USAGE**. The display shows the current setting.
4. To change the current usage, press ●**CHANGE**.
5. Press **PROGRAM** to finish.

Manager-Secretary Working

Using Soft DSS Keys

The INDeX system supports a range of functions for users who work together, i.e. regularly call and transfer calls between each other. This is called "Manager-Secretary working". These functions can be set-up under the four Display Keys used to provide Soft DSS working (see page 30for set-up details).

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

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

Soft DSS Key Display

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

Alan.R		Off = Extension is free.
●Alan.R		Flashing = Extension is ringing.
●Alan.R		On = Extension is busy.

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

●Alan.R →)	●		Set to No Calls, no divert all set.
●Alan.R →)	● 204		Set to No Calls, diverting to 204.
●Alan.R →)204		Set to Divert All, diverting to 204.

Making Calls

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

To make a call using a Soft DSS key:

1. Press the display key next to the extension name. The Soft DSS usage setting of your turret and the turret called determine what type of call occurs *(see page 31)*.
2. If the extension is busy, the turret displays the same options as for normal calls *(see page 20)*.

Park Transferring Calls

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

To park transfer a call:

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

Alerting a Busy Extension

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

To alert the extension:

1. Press the display key on the right of the name. The display shows details of the extension's current call.
2. If ●**ALERT** does not appear, the extension is busy for reasons other than a call, e.g. handset off-hook.
3. Press ●**ALERT**. The display shows **HOLDING**.
4. If ●**INTRUDE** appears, you can intrude on the call *(see page 21)*.

Remotely Switching No Calls/Divert On/Off

In full-line mode (see page 31), each Soft DSS key allows you to remotely switch the other extension's *NO CALLS* or *DIVERT ALL* setting on/off.

To switch on/off divert all or no calls:

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

Ringer Controls

You can change for your **OWN** phone and, if in a group, the **Group** ringer's:
- **Volume** (including the **Steps** in which the volume increases).
- **Sound** of the ringer to your own distinctive ring.
- **Timeout** period before a callback call can ring before being cancelled, the period in which your group phone rings before trying the next number and/or the time your phone rings before the system uses a divert.

In addition, for incoming **Internal** and **External** calls, you can turn the ringer off.

Changing the Ringer Sound

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

To change the ringer sound:
1. Press **PROGRAM** and then ●**RINGER**.
2. Enter your passcode *(see page 39)*.
3. Select from: **OWN**● or **GROUPS**●.
4. Press ●**SOUND**. The display shows a slider. Adjust this using the ●-keys on its left and right.
5. To select another part of the sound to adjust, press ●**TONE**. This changes the slider to a different tone.
6. Press **DONE**● and **PROGRAM** to finish.

Switching the Ringer On/Off

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

For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single tone. This feature is sometimes called "Splash calls". A similar feature can also be enabled for external calls (see page 11).

To switch the internal or external ring on/off:
1. Press **PROGRAM** and then ●**RINGER**.
2. Enter your passcode *(see page 39)*.
3. Select either ●**EXTERNAL** or ●**INTERNAL**.
   The display shows the current setting.
4. To change the ringer mode, press ●**CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** *(internal only)*.
5. Press **DONE**● and **PROGRAM** to finish.

Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step.

To set the ringer volume step size:
1. Press **PROGRAM** and then ●**RINGER**.
2. Enter your passcode (see page 39).
3. Select from: **OWN**● or **GROUPS**●.
4. Press ●**STEPS**.
   The display shows the current setting;
   LARGE STEP, **SMALL STEP** or **NO STEP** (no increase).
5. To select another step size, press ●**CHANGE**.
6. Press **DONE**● and **PROGRAM** to finish.

Setting the Ringer Timeout

The ringer timeout control several actions.

- **Callback:**
  How long a callback rings you before cancelling.

- **Group hunting:**
  How long calls to a group of which your phone is a member, rings your phone before trying the next member.

- **Divert on no answer:**
  How long calls ring at your phone before the system uses Divert on No Answer if set.

To set the ringer timeout:
1. Press **PROGRAM** and then ●**RINGER**.
2. Enter your passcode *(see page 39)*.
3. Select from either **OWN**● or **GROUPS**●.
4. Press ●**TIMEOUT**. The display shows the current setting.
5. Press ●**CANCEL** and enter the new timeout in seconds. The normal value of 10 seconds is equal to 3 rings.
6. Press **DONE**● and **PROGRAM** to finish.

Other Features

Personal Alarms

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

To set a personal alarm:

1. Press **PROGRAM** and then ●**ALARM**.
2. Enter your passcode *(see page 39)*. If you have an alarm set, ●**CLEAR** appears below the alarm time.
3. **To set the alarm type:** Press ●**TYPE**. Press ●**CHANGE** until the required type of alarm appears, then press ●**DONE**.
4. **To add or remove an alarm message:** Press ●**MESSAGE** and:
   - To select no message, press ●**NONE**.
   - To alter the message, press ●**EDIT**. Enter the message text *(see page 40)* and then press ●**DONE**.
5. **To set the alarm time and day:** Press ●**SET**. Dial the alarm time in 24-hour clock format. Press the ● symbol on either side of the day shown to select the day or days for the alarm, then press ●**DONE**.
6. Press **PROGRAM** to finish.

To clear a personal alarm:

1. Press **PROGRAM** and then press ●**ALARM**.
2. Enter your passcode *(see page 39)*.
3. Press ●**CLEAR** to cancel the alarm settings.

Recording Calls

If your system has an integrated Voice Manager, you may be able to record calls. To do this, press ●**RECORD** during the call. Depending on how the feature has been set, it may give warning pips to indicate that you are recording the call.

Recall

Your phone system may connect to another phone system by a fixed line (tie line). If this is the case, you may occasionally need to use a 'recall' (your System Manager will advise). To do this, ●**RECALL** appears when necessary. You may also use ●**RECALL** to switch from Dial Ahead to sending tones on incoming calls.

Locking/Unlocking the Turret

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

Groups

Your phone is allocated to groups by your System Supervisor and can be either one or both of the following features-

- Press the **BUSY N/A** key and hence be seen as busy in all groups.
- Membership of multiple groups that you can select to join and leave **individually** by pressing the key next to the **GROUPS●** display.

When *in group*, you receive calls made to the **group number** (not your extension number; however you can still receive calls made to your extension number).
In addition, the group's type sets the order in which its members ring (defined by your System Manager). The types are rotary, collective, sequential and longest waiting *(see "Glossary" on page 44)*.
When in a group, where each member rings in turn, your phone rings for the time set by its ringer timeout; you may change this timeout *(see page 35)*. Similarly, you can change the ringer sound for group ringing *(see page 34)*.

Going into group switches no calls off.

You can divert group calls to your Home/Mobile number. The **GROUP** key can be toggled to take you in or out of group whilst still keeping the divert active *(see page 27)*.

To join/leave a group or groups:
1. Pressing the **BUSY N/A** key takes your phone in or out of all groups that you are a member of.
2. When *out of group* (shown by a flashing ● symbol above the **BUSY N/A** key) you cannot receive calls made to the group.

To select which group you wish to join/leave:
1. Pressing the key next to the **GROUPS●** display will cause the first group you are permitted to join/leave to be displayed.
2. You may step through the available groups by pressing the key next to the displayed name (when other groups are available they are indicated by a ● symbol next to the group name).
3. Press ●**JOIN**/●**LEAVE** as appropriate followed by ●**DONE**.

Missed Calls

The ●**MISSED** function displays the last five unanswered external calls to your phone. Note that this function only works for calls which include CLI, i.e. the caller's phone number.

Press ●**MISSED** and either the name of the missed caller or the date and time of the missed call is displayed. If only the name is displayed, press **SCROLL**● to display the date and time. Use the lower left and right display keys to move between details of different calls. You can recall the displayed caller by pressing ●**CALL**.

You can save a number by pressing ●**SAVE**. This stops the number being removed until you press ●**DELETE**. The missed calls function stores a maximum of five missed numbers including saved numbers.

Note that unsaved missed numbers are removed once you exit the missed function.

Forwarding Calls

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

To set a forward:
1. Press **PROGRAM** and then ●**FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the turret from which you want to forward calls and press ●**DONE**.
3. Enter **that** turret's passcode *(see page 39)*.
4. The display shows **FORWARD TO ?** and your current Divert All number (if set).
5. To change the forward, press ●**CANCEL** and enter the new number for diverting all calls.
6. Press ●**DONE** and then press **PROGRAM** to finish.

Software Release

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

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

Turret Settings

The Turret Passcode

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

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

To enter your passcode:

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

To change your passcode:

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

Background Music

If your system has external Music-on-Hold installed, you may be able to have it play when the turret is not in use. The turret's speaker volume controls the loudness of the music *(see page 14)*, this can be adjusted for you by the system maintainer.

To switch background music on/off:

1. Press **PROGRAM** and then **SCROLL**. Press ●**MUSIC**.
2. Enter **your** passcode *(see page 39)*.
3. The display shows the **NO MUSIC** or **BACKGROUND MUSIC**.
4. To change the current setting press ●**CHANGE**.
5. Press ●**DONE** to continue or press **PROGRAM** to finish.

Displaying Turret Details

You can view the details of **<u>your</u>** type, number and directory name on the display.

<u>To display the turret's details:</u>

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

Language Controls

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

<u>To change the turret's display language:</u>

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

Groups

A group's type sets the order in which the system rings group members when a call arrives *(see the glossary for details)*. Normally for ACD the group type used is 'longest waiting'. This presents new calls to the agent who has been free (not on a call) for the longest. The system rings the turret for the time set by its ringer timeout before trying the next available agent *(see page 35)*.

For instruction on joining/leaving groups, see page 37.

Voice Manager

Voice Manager Functions

The INDeX supports a number of different Voice Managers and so the range of features/options available to you may differ. Check with your System Manager for features/options available to you.

Listening to Voice Messages

The system can include a Voice Manager to record messages in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts *(see page 25)*. Remember to check your mailbox regularly as the Voice Manager can delete messages after set periods.

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

To control your mailbox messages:
1. To rewind the message, press ●**REWIND**.
2. To fast forward the message, press ●**FFWD**.
3. To hear the next message, press ●**NEXT**.
4. To delete the message, press ●**DELETE**.
5. To hear the previous message, press ●**SCROLL** and ●**PREVIOUS**.
6. To find out when the message was left, press ●**WHEN**.
7. To copy the message to a mailbox, press ●**COPY**.
8. To save the message press **SCROLL** and then ●**SAVE**.
9. To record a message on the Notepad, press **SCROLL** and then ●**SAVE.**

Using Any Phone

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

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

Modifying Your Mailbox

Dependant upon the Voice Manager type that you are using, there are basically two methods of modifying your mailbox settings. If, when you press ●**VOICE** and ●**MODIFY** is displayed, then use procedure **1** below, Otherwise use procedure **2** below:

1. To modify your mailbox name, password and greeting:

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

2. To modify your mailbox permanent greeting:

1. Press ●**VOICE** and then **PERM MSG**●.
2. The display shows *ENTER PASSCODE*.
   Enter your passcode (to change your passcode see page 39).
   If you make an error, press ●**CANCEL** to restart.
3. Press ●**CHANGE** and, after the bleep, change your greeting.
4. Press ●**FINISH**, you will hear a confirmation message if recorded successfully.
5. When finished, replace the handset.

3. To modify your mailbox personal greetings:

1. Dial the Voice Manager extension number (_____).
2. When answered, dial # for the message desk.
3. Dial your ID. (_____) and your password if requested.
4. You should hear the normal voice manager greeting telling you what messages you have. Dial **7** and then Dial **5**.
   - **Personal Greetings:** A personal greeting can be played according to the reason why the call was diverted to your mailbox.

Changing Your Temporary Greeting

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

To add a temporary mailbox greeting:

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

Dial 1 Divert for Incoming Calls

If your system has the feature installed (consult your System Manager), you can set up your mailbox such that incoming calls (from MF phone only) can be instructed to dial 1 and then be diverted to a 'delegate' number of your choice.

To set up the dial 1 divert:

1. Press **PROGRAM** and then **DIVERT**.
2. The display shows *ENTER PASSCODE*.
   Enter your passcode.
3. Press **SCROLL** and then **NUMBER**●
4. Select **DELGATE**● and then ●**CANCEL.**
5. Enter the extension or group number that you wish incoming calls to be diverted to
6. Press **DONE**● and **PROGRAM** to finish.
7. Record your message for incoming calls, e.g. "*Sorry that I cannot take your call, please dial 1 to be transferred to the Operator,* as either a permanent or temporary greeting as follows:
8. Press ●**VOICE** and then either **PERM MSG**● OR **TEMP MSG**●.
9. The display shows *ENTER PASSCODE*.
   Enter your passcode.
10. Once the Voice Manager accepts your passcode, it shows ●**LISTEN**, ●**DELETE, CHANGE**●, and **VOLUME**●
11. Press **CHANGE**● and record your message.
12. On completion, press **FINISH**● and replace the handset.

Leaving Voice Mail Messages

To leave voice messages:

1. Press ●**VOICE** and then ●**MESSAGE**.
2. The display shows *DIAL EXTENSION* and *INDeX*.
3. Either, enter the extension number or press **INDeX** and use the directory to obtain the extension name/number.
4. Voice Manager plays the extension's mailbox name and gives a tone. Speak your message immediately after the tone and then press ●**FINISH**.
   - To check your message, press ●**REVIEW**.
   - To change the message, press ●**RERECORD**.
   - To send the message if okay, press ●**SEND**.
   - To cancel the message, press **ANSWER/RELEASE**.
5. If you want to leave another message, press ●**NEXT**, otherwise replace the handset.

Glossary

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Index