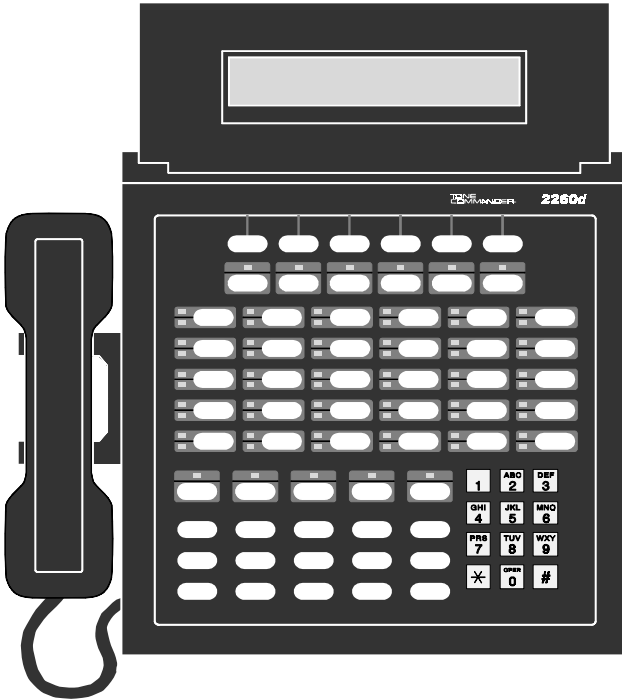


2260d Attendant's Guide



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The **Tone Commander 2260d** console is an easy to use attendant console utilizing ISDN technology. All calls are handled over a single attendant loop.

The console includes autodialing and station status display for up to 60 stations.

The features of the Tone Commander 2260d include:

- ENHANCED INCOMING CALL IDENTIFICATION – Calling and called party identification, call type, hold status, and other useful information is shown on a large, easy to read display.
- FLEXIBLE BUTTON ASSIGNMENTS – Console button layout may be customized by your installer for your installation.
- CALL QUEUING – Ringing calls are presented to the console in the order received, prioritized by call type or directory number.
- SINGLE BUTTON ANSWERING – Ringing calls can be answered by pressing a single button.
- DSS (Direct Station Select) – Autodials a station's number with a single button.
- HOLD LOOPS – Held calls are individually assigned to a buttons used for call information or retrieval.
- HOLD RECALL – Calls left on hold longer than the time selected by the installer will recall the attendant.

Buttons and indicators on the 2260d console are described on the following page.

Buttons, Display, Indicators

2260d Console

Hold Loop Buttons

retrieve calls on hold, and display held call information.

(see page 5)

Display

provides the attendant with diverse information during operation of the console, including calling and called party identification, call type, hold status, and the time of day.

(see page 6)

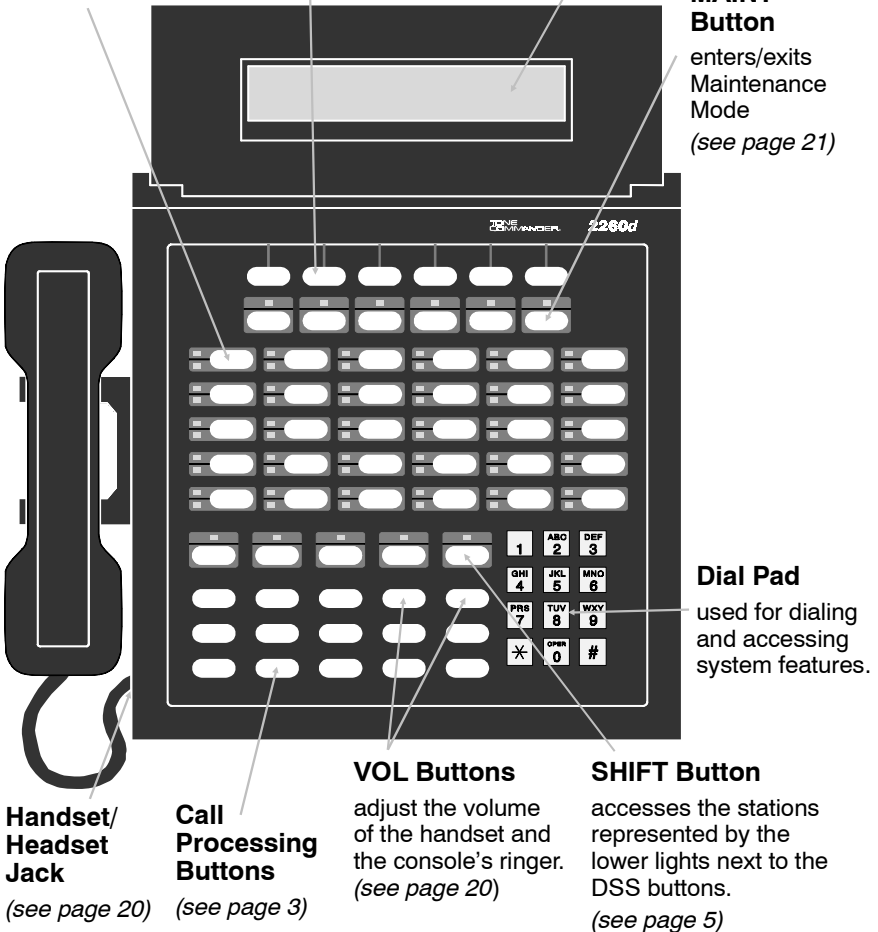
DSS Buttons and Line Status Lights

(see page 5)

MAINT Button

enters/exits Maintenance Mode

(see page 21)



Dial Pad

used for dialing and accessing system features.

VOL Buttons

adjust the volume of the handset and the console's ringer.

(see page 20)

SHIFT Button

accesses the stations represented by the lower lights next to the DSS buttons.

(see page 5)

Call Processing Buttons

Most call handling operations can be initiated by pressing a single button. Your console button configuration has been customized by the installer for your installation.

All buttons except the MAINT, VOL, SHIFT, and Hold Loop buttons are configurable. Some buttons have an associated light to indicate an active feature.

Button assignments may include the following:

- ANSWER – answers a ringing call.
- CALLBACK – after originating a call to a busy station, automatically calls back the console when the called line is idle.
- CALL FWD – forwards primary directory number calls to a designated station or destination.
- CANCEL – aborts most operations. Reverts to the previous call state when conditions permit.
- CONF – places conference calls.
- CONNECT – connects a transferred call to a station.
- DROP – removes the last-added party from a conference call.
- HOLD – places a call on hold. The call hold time will be shown in the first available hold loop on the bottom line of the display.
- INTERCOM
INTCOM 1-4 – originates an outgoing intercom call.
- ORIGINATE – originates an outgoing call.
- PAGE – connects to a dial access paging unit.
- PARK – parks a call at a directory number. The user can dial a code to retrieve the call.
- PICKUP – picks up a call ringing at a station.
- POLL – allows visual scanning of held call information.
- PRIORITY – originates a call-waiting call.
- RELEASE – disconnects a call.
- RING DLY – delays ringing for a backup answering console

- SPLIT – toggles between the calling and called parties during call transfer.
- TIME – displays the current network time and date.
- UNPARK – retrieves a call that has been parked.
- V MAIL – accesses a voice mail system.
- V MAIL 1-2

Some features may not be available from your telco central office.
Contact your service provider or installer for more information.

Hold Loop Buttons

After the HOLD button is pressed, the active call is placed in the first available hold loop. The hold type (Hold, Page, etc.) and the time the call has been on hold (in 10 second increments) is shown on the bottom line of the display.

The Hold Loop (numbered) button directly beneath the call's hold display will connect the held call to the handset.

Press the POLL button, then any Hold Loop button to display call information for a held call.

Shift Button

Some stations or autodial numbers are represented by the lower lights next to the DSS buttons. Dialing is initiated by first pressing and releasing the SHIFT button, then pressing the DSS button. The console will automatically switch back to the upper stations after completing an operation, or you can manually select the upper stations by pressing the SHIFT button again. The light above the button will be on when the lower group of stations is currently selected.

DSS (Direct Station Select) Buttons

DSS buttons originate calls with a single button.

Each button can accommodate two stations. The station represented by the lower status light is accessed by first pressing the SHIFT button.

Spare DSS buttons may be used for autodialing (speed dialing) frequently-dialed numbers.

Line Status Lights

off – the directory number is idle.

flashing – the directory number is ringing.

on steady – the directory number has an active call.



Note: For key telephones with multiple lines (directory number call appearances), the Line Status Light indicates the state of the first line. The station may be able to accept calls on other lines when busy is indicated.

Display

The status of all calls being processed at the console is shown in the display.

During normal console operation, the first two lines show information pertaining to the currently active call. Line 3 shows ringing call information. Hold type and time on hold for up to 6 calls is shown in line 4.

Line 1 – Talk/Dial

Information about the line or party you are currently connected to is displayed on line 1.

TALK will be shown at the left of the display when your handset is connected to a calling or called party.

The type of call or call progress information follows the call state. Call information displays are described on page 7.

Caller identification is displayed next. A name will be shown if one is sent from the central office or matched to the calling number in the console's internal database. If no name is found, the calling number will be displayed when available from the central office.

The time of day in 12 hour *hh:mm* format is shown at the right of the display.

Call State	Call Information	Name / Number	Time
TALK	Internal	Bob Smith	12:32
RING	Internal	Barney Jones	
HLD 2	HLD 3	PAG 2	

Line 2 – 2nd Party

Information about the second party (not connected to the handset) is shown on line 2. This is usually the party waiting to be transferred or conferenced.

In the example below, the caller info has moved to the second line while the party being transferred to is dialed. The caller is on hold.

Call State	Call Information	Name / Number	
DIAL	Enter#	555-1234	12:32
HOLD	Internal	Bob Smith	
RING	External	Barney Jones	
HLD 2	HLD 3	PAG 2	

Lines 1 and 2 will exchange positions when the SPLIT button is pressed. The party you are connected to always appears on the top line.

Line 3 – Ringing Calls

The next ringing call is shown in line 3. At the right side of the display is the number of additional calls waiting to be answered.

Call Ringing	Call Information	Name / Number	Calls Waiting
DIAL	Enter#	555-1234	12:32
HOLD	Internal	Bob Smith	
RING	External	Barney Jones	CW=3
HLD 2	HLD 3	PAG 2	

Line 4 – Hold Status

Hold loop status is shown on line 4. Displays correspond to hold loop keys. Held calls can be retrieved by pressing their hold loop button. More information about a call is displayed if the POLL button is pressed before the hold loop button. Hold type can be one of the following:

- HLD – call placed on manual hold
- PAG – call placed on hold during a paging operation.
- NXF – call placed on hold due to an aborted transfer operation.
- CBK – call placed on hold during a callback operation

The time that the call has been on hold, in 10 second increments, is displayed after the hold type.

In the display below, call #1 has been on hold for 20 seconds, call #2 for 30 seconds, and call #3 on hold during a paging operation for 20 seconds.

```
TALK External      Barney Jones      12:33

HLD 2  HLD 3  PAG 2
```

Call Information

The type of call is shown in the call information field on lines 1-3. Possible displays include:

- | | | |
|-------------|-------------|------------------------------------------|
| Internal | Page Recall | All from <i>(call fwd, all calls)</i> |
| External | NXF Recall | Busy from <i>(call fwd, busy)</i> |
| Hold Recall | CBK Recall | No Ans from <i>(call fwd, no answer)</i> |

During dialing, call progress is displayed.

- Enter# – dial tone has been received, ready to dial
- Call Setup – dialing completed, waiting for the network to connect to called party
- Ringing – dialed call is ringing
- User Busy – called line is busy
- No Answer – called line did not answer
- Rejected – remote end rejected the call
- Not Avail – service or feature is not available
- Congestion – network indicates congestion
- Waiting for Response – the central office has not yet responded; the call cannot proceed until it does

Call Answering

Ringing calls are prioritized according to the call type queues that have been set up by your installer. The next call waiting to be answered is shown on line 3 of the display – see page 7.

To answer the ringing call shown in the display:

ANSWER

➡ Press the ANSWER button.

If you were connected to a call (call was displayed on line 1, with no call on line 2), that call will be placed on hold.

After answering, you may:

- transfer the call to a station or voice mail system
- place the call on hold
- announce the call over a paging system
- release (disconnect/hang up) the call

Transferring Calls

To transfer a call to a station:



- ➔ Press the DSS button for the desired station.

or



- ➔ Press the ORIGINATE button. When "Enter #" is displayed, dial the station number with the dial pad. The entered digits will be displayed.

The caller will be placed on hold, and will move to line 2 of the display. The party being transferred to will be displayed on line 1.

(If the wrong DSS button was selected, press the CANCEL button to cancel dialing. Select another DSS button.)

"Ringing" will be displayed when the called station begins to ring. You will hear ringback in the handset.

If the called station is busy, you can:

- Press the CANCEL button to return to the caller.

or

- Press the RELEASE button to cancel transfer; the caller remains on hold and moves to a hold loop with an NXF (incomplete transfer) indication. The console is now free to answer another call.

or

- Page the called party after pressing the CANCEL button (see page 15).

CONNECT

- ➔ Press the CONNECT button to immediately transfer the call without talking to the called party (unscreened transfer).

or

- ➔ Wait for the called party to answer, then ask them if they will accept the transferred call.

SPLIT

(At this time you can use the SPLIT button to switch the handset between the calling and called parties. The party you are connected to is displayed on the top line, and the party on hold is displayed on line 2.)

CONNECT

- ➔ If the caller will accept the call, press the CONNECT button. The calling party will be connected to the called party.

CANCEL

- ➔ If the caller will *not* accept the call, press the CANCEL button to return to the caller.

or

RELEASE

- ➔ Press the RELEASE button to disconnect the called party and move the calling party (on hold) to a hold loop.

Call Hold

To place a call on hold:

HOLD

- ➔ Press the HOLD button.

The call will be placed in the first available hold loop. The display will show “HLD” and the time, in 10 second increments, that the call has been on hold (see page 8).

Calls that are on hold longer than a preset recall time will ring at the console.

To reconnect to a call on hold:

- 1** ➔ Press the Hold Loop button for the held call.

To check the status of held calls:

- POLL** ➔ Press the POLL button.
- 1** ➔ Press the Hold Loop button for the call to be checked.
Information about the calling party will be displayed.
- 2** ➔ Press other Hold Loop buttons if you want to check the status of other held calls.
- POLL** ➔ Press the POLL button when finished. The console will return to normal operation.

To connect the call displayed on line 1 to a call on hold:

- 4** ➔ Press the Hold Loop button for the held call.
The call on line 1 will be put on hold and will move to line 2 of the display.
- CONNECT** ➔ Press the CONNECT button.
The calls will be connected together, and removed from the console.

If the wrong hold loop button is inadvertently selected, press the HOLD button to place the call back on hold.

Call Park

The Call Park feature parks a call at a directory number. Another party can pick up the call by dialing a park retrieve code or pressing a feature key on an ISDN set.

To park a call:



- ➔ Press the PARK button.



- ➔ Press a DSS button or dial the directory number where the call is to be parked.
- ➔ Page the requested party, and inform them that a call is parked at the directory number (see page 15).

To retrieve a parked call:



- ➔ Press the UNPARK button.



- ➔ Press a DSS button or dial the directory number where the call is parked.

You will be reconnected to the caller.
If the parked call has been retrieved or abandoned, you will hear reorder (fast busy) tone.

Note: This feature requires proper configuration of the 2260d ISDN line in the telco central office to support Directed Call Park. This feature is not supported on Nortel DMS-100 central offices.

Call Pickup

To pick up a call ringing at a station:



➔ Press the PICKUP button.



➔ Press the ringing station's DSS button.

You will be connected to the call.

Note: This feature requires proper configuration of the 2260d ISDN line in the telco central office to support Directed Call Pickup.

Automatic Callback

The system can alert the console when a busy station becomes idle.

To initiate an automatic callback:



➔ Dial the busy station.

➔ Press the CALLBACK button.

If a call waiting to be transferred is displayed on line 2, that call will be placed in a hold loop. The display above the Hold Loop button will show "CBK".

When the busy station becomes idle, the console will ring. Line 3 will show a ring callback with the party's identification.



➔ Press the ANSWER button. The station will be dialed.



➔ If the callback was set up for a held party, press CONNECT to transfer the call.

Note: This feature requires proper configuration of the 2260d ISDN line in the telco central office to support Automatic Callback. This feature is only supported with Lucent 5ESS Custom ISDN.

Announcing Calls

To announce a call over an in-house paging system:

PAGE

- ➔ Press the PAGE button. If you were connected to a call, the caller is placed in a hold loop with “PAG” displayed.
- ➔ After the paging system answers, announce the call.

RELEASE

- ➔ Press the RELEASE button to disconnect from the page. The caller will remain on hold.

The paged party must dial the console to retrieve an announced call. When you answer their call, press the Hold Loop button for the calling party, then press the CONNECT button to transfer the call.

Voice Mail

To transfer a call to a voice mail system:

V MAIL

- ➔ Press the VOICE MAIL button.

(DSS)

- ➔ Press the DSS button for the requested voice mailbox (optional, if you want to connect to a specific mailbox).

CONNECT

- ➔ Press the CONNECT button to transfer the call.

Call Release

To release (disconnect, or hang up) a call:

The call to be released must be active on line 1 of the display.



- ➔ Press the RELEASE button.

If there is a second party active on line 2 of the display, they will remain on hold and move to a Hold Loop button with "NXF" displayed.

Call Originating

To place an outside call:



- ➔ Press the ORIGINATE button, then dial the number with the dial pad. The digits entered will appear in the display.

or



- ➔ Press an autodial button (a spare DSS button that has been programmed with the desired number).

To call a station:



- ➔ Press the DSS button for the desired station.

or



- ➔ Press the ORIGINATE button, then dial the station number with the dial pad.

To place an intercom call:

INTERCOM

- ➔ Press the INTERCOM button if your system has a single intercom group, or press the INTCOM button for the desired intercom group.

Dial the number of the station you want to call with the dial pad.

Priority Calls

The priority feature originates a call-waiting call to a station. If the station is busy, the user will hear a call waiting tone. They can then hookflash to answer your call.

To initiate a priority call:

PRIORITY

- ➔ Press the PRIORITY button (instead of the ORIGINATE button).

You will hear a confirm tone.

If you were connected to a call, it will move to line 2 of the display.



(DSS)

- ➔ Press the called party's DSS button, or dial the call with the dial pad.

You will hear ringback; the called party will hear a call waiting tone. You may press the CONNECT button at this time for an un-screened transfer.

If screening the transfer, you will be connected to the called party when they flash their hookswitch to accept the call.

- ➔ Proceed with transferring the call as explained on page 11.

Note: Both the 2260d and called station lines must be properly configured in the telco central office for this feature to operate. This feature is only supported with Lucent 5ESS Custom ISDN.

Conference Calls

To set up a conference call:

ORIGINATE

- ➔ Press the ORIGINATE button and establish the first call (or answer a ringing call). It will be shown on line 1 of the display.

CONF

- ➔ Press the CONF* button and establish the second call. The first call will move to line 2 of the display.

CONF

- ➔ After the second called party answers, press the CONF button again to join all parties in a conference call.

CONF

- ➔ To add an additional party to the conference, press the CONF* button, then dial. After the party answers, press the CONF button again to join all parties.

CONF

DROP

- ➔ If you need to remove the last party added, press the DROP button.

RELEASE

Press the RELEASE button to remove the console from the conference. The parties will remain connected.

* *Lucent 5ESS Custom ISDN*: Press the ORIGINATE button instead of the CONF button before adding parties to the conference call.

Note: The 2260d must be properly configured for multiparty conference in the telco central office for this feature to operate. Conferencing more than three parties is not available on some central offices.

Ring Delays

A backup console may be installed with a delayed ringing option. When this feature is enabled, the backup console will not respond to a ringing call until that call has been ringing at the primary console for a preset time. Use ring delays when you want the backup console to ring only when calls have not been answered at the primary console.

To enable ring delays:



- ➔ Press the RING DLY button.

The light above the button will turn on, indicating that ring delays are enabled.

To disable ring delays:



- ➔ Press the RING DLY button again.

The light above the button will turn off.

All calls will now ring immediately.

Adjusting the Ringer Volume

To adjust the volume of the console ringer:



- ➡ While not connected to a call, press the VOL▼ or VOL▲ button. The console will beep with the new ringer volume setting.



Adjusting the Handset Volume

To adjust the volume of the handset or headset:



- ➡ While connected to a call, press the VOL▼ or VOL▲ button.



Volume levels are not reset after each call.

Using a Headset

A headset may be used in place of the handset. Unplug the handset cord from the jack on the left side of the console, and plug the headset into the jack. Some headsets have a jack for the handset, allowing you to switch between the two devices without unplugging.

The 2260d console is compatible with amplified electronic headsets only. Contact your system vendor, headset manufacturer, or Tone Commander if you have any questions regarding headset compatibility.

Console Setup

Use Maintenance Mode to make changes to the name database or to set the clock. See your installer or system administrator for other Maintenance Mode options.

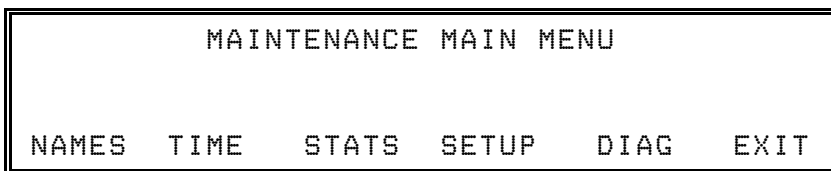
To enter Maintenance Mode:



- ➔ Press the MAINT button.

The main Maintenance Mode screen will be displayed.

All menus other than the Maintenance Main Menu are identified in the upper right corner. If the screen below is not shown, press the EXIT button (Hold Loop button 6) until you see the Maintenance Main Menu screen.



A menu is shown on the bottom line of the display. Press the Hold Loop button directly below a menu option to select the option. Names and numbers are entered with the dial pad.

To exit Maintenance Mode:



- ➔ Select EXIT from the menu until the console returns to normal call processing mode.

or



Press the MAINT button to temporarily exit Maintenance Mode. Press the MAINT button again to return to the same Maintenance Mode screen. This allows you to answer a call, then resume console programming where you left off.

Name Database

Your console can store up to 1000 name/telephone number entries. The name database will identify callers by name based on the number sent from the central office. A DSS button may be associated with a name/number entry to simplify dialing.

Initial database entry and any extensive changes are most easily accomplished with the 2260d Setup Utility. Please see your system administrator for details.

The console's built-in editing capability provides a convenient method for making a few quick changes.

To view the name database:

```
MAINTENANCE MAIN MENU

NAMES  TIME  STATS  SETUP  DIAG  EXIT
```

1

- ➔ Select NAMES from the Maintenance Main Menu. *NAMES programming may be password protected – see your system administrator.*

A name/number entry screen will be displayed.

```
NAME: Bill Jones [NAMES]
DN:4253351234    DSS#:1234
DSS KEY: 27    VM#:1017    SPID:    CA:027
NEXT  LAST  EDIT  ADD  RESET  EXIT
```

- NEXT – move to the next name/number entry
- LAST – move to the previous name/number entry
You can also press a DSS button to select its associated name/number entry, if the button has already been assigned to an entry.
- EDIT – make changes to the displayed name/number entry
- ADD – add a new name/number entry
- RESET – resets all line status lights to the default locations;
for use only by your system administrator
- EXIT – return to the Maintenance Main Menu

To edit or add a name/number entry:

3

- ➔ Select EDIT to change the currently displayed entry.

A name/number editing screen will be displayed.

```
NAME:                                [EDIT]
DN:                                  DSS#:
DSS KEY:          VM#:              SPID:   CA:
NEXT    <--      -->    DELETE  ABORT  DONE
```

NEXT – moves to the next field

<-- – moves to the previous character in the current field
(or use the VOL▼ button)

--> – moves to the next character in the current field
(or use the VOL▲ button)

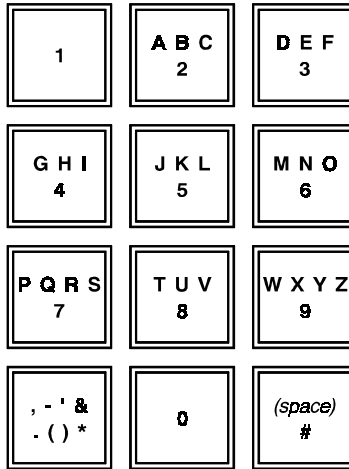
DELETE – select CHAR. to delete the character under the cursor, FIELD to delete all characters in the field, ENTRY to delete the entire name/number entry, or ABORT to cancel the delete operation

ABORT – cancel any changes made to the name entry and return to the main NAMES menu

DONE – save changes made to the name entry and return to the main NAMES menu

Use the dial pad to enter characters in the NAME and DSS# fields. When editing the NAME field, each dial pad button selects several characters, corresponding to the letters and numbers printed on the button when possible. Press the button repeatedly until the desired character appears under the cursor, then press the --> button to move to the next character position.

Characters available with each dial pad key are shown below.



Enter up to 18 characters in the NAME field; use the --> button to advance to the next character position. This field entry will be displayed during call processing operations.

Enter up to 18 digits (numbers only) in the DSS# field; the character position will advance automatically. Enter all digits as they should be dialed (e.g. 9+1+area code+number for long distance calls, station number only for internal calls). This telephone number is dialed when the DSS button is pressed for call origination or call transfer.

A DSS button on a 120d console may be assigned to this name/number entry. Press the desired DSS button when the cursor is in the DSS KEY field. Press the SHIFT button first to select the lower entry for a DSS button. The DSS button number may also be entered with the dial pad.

The DN, VM#, SPID, and CA fields are for use only by your system administrator. DO NOT change the entries in these fields.

The console will display a "DELETE OLD ENTRY?" warning if you attempt to enter a number or DSS button that has already been used in another entry. Select YES to delete the old entry, or ABORT to return to the editing screen and change the new entry.

Setting the Clock

To set the time of day clock:



2

➔ Select TIME from the Maintenance Main Menu.

The time display screen will be displayed.



3

➔ Select EDIT to change the time.

The time editing screen will be displayed.

Note: The clock will be automatically synchronized with network time if time information is available (Lucent 5ESS Custom ISDN only).

```
TIME:  2:31                                [EDIT]

      <--      -->  DELETE  ABORT  DONE
```

- <-- – moves to the previous character (or use the VOL▼ button)
- > – moves to the next character (or use the VOL▲ button)
- DELETE – select CHAR. to delete the character under the cursor,
 FIELD to delete the entire time field (all characters),
 or ABORT to cancel the delete operation
- ABORT – cancel any changes made to the time setting and return
 to the main TIME display menu
- DONE – save changes made to the time setting and return
 to the main TIME display menu

Enter the time with the dial pad.

The cursor will advance to the next character position automatically. You can manually select the character position with the arrow buttons.

Your Tone Commander console is easy to care for. There are no specific maintenance requirements.

Never attempt to clean a console by spraying it with cleaners. Do not use solvents or abrasive substances – harm to the console finish may result.

A mild glass cleaner sprayed on a soft cloth is sufficient to clean a console. Wipe the console face gently to remove fingerprints and surface dirt.

Although your console is not fragile, it is a precision instrument and should be treated as such. Spilling liquids on it may adversely affect internal electronics and void your warranty.

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