

HITACHI

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Inspire the Next

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HCX5000i System
Release 9.0

Attendant Operations SelecSet 400A User Guide



HCXTD830
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PREFACE

Before You Begin

About this section

This preface includes a description of: the following components of this document:

- Purpose
 - Contents
 - Usage
 - Organization
-

Purpose

This guide describes SelecSet 400A™ attendant operations for both WelCOMM® (hotel/motel) and COMMERce® (business) systems. Differences between WelCOMM and COMMERce terminology are noted.

Your SelecSet 400A may not be able to perform all the operations described in this document. Your system administrator has carefully selected the features assigned to your SelecSet 400A phone.

If your phone system is part of a private network (separate phone systems sharing resources through direct connections), attendant operations may differ slightly. Contact your system administrator for more information.

Intended audience

This guide is intended to provide the attendant or any other user of the SelecSet 400A with descriptions and guidelines regarding attendant features and functions that are available with this attendant console.

Organization

Chapters and topics included in this document are:

Section 1:	About Your SelecSet 400A	This section introduces the SelecSet 400A attendant console and provides basic information that is essential to understanding how your telephone operates.
	Basic Operations	Describes procedures for basic attendant operations.
Section 2:	Additional Operations	Describes operations that are performed less frequently than basic operations.
Appendix:	Programming Your SelecSet 400A	Provides instructions on programming SelecSet keys.
	Quick Reference Sheet	Provides instructions for most frequently performed attendant operations.

1 ABOUT YOUR SELECSET 400A

About the SelecSet 400A

The SelecSet 400A is a multifunction telephone that is used for call control operations and to serve other users in a facility. It is also called an attendant console. Figure 1-1 shows an example of the SelecSet 400A. Note that some of your programmable keys may be labeled differently.

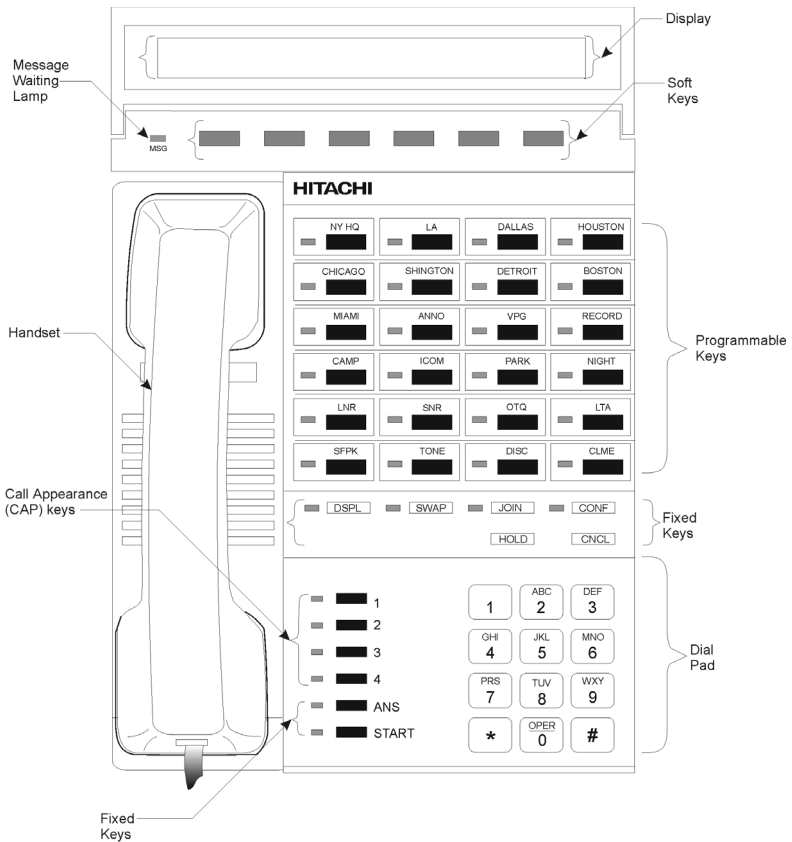


Figure 1-1: SelecSet 400A

The Display

About your 400A display

Your SelecSet 400A console is equipped with a 2-line by 40-character liquid crystal display. This display changes, depending on the operation being performed.

09:49 am Thu Apr 14 470	Calls Wait: 0
MSG	CHARGE FEATUR



Figure 1-2: SelecSet 400A LCD with soft keys

As various operations are described in the following sections, the appropriate displays are illustrated. For now, here are some of the most frequently viewed displays.

When your phone is idle...

You see this display when your phone is idle...

11:00 am Wed Mar 10 686	Calls Wait: 0
MSG	CHARGE FEATUR

- Line 1 of the display gives the time and date, your station number (normally three or four digits), and the number of calls waiting. The calls waiting display includes outside calls, inside calls and recalls (outside calls that are transferred to a station that doesn't answer and then automatically returned to your console).
- The second line of the display is the soft key menu. See [“Soft Keys”](#) on page 1-10.

When dialing a number in your facility...

You see this display when you dial a number in your facility.

1 Dial 300		
MSG	CHARGE	FEATUR

When connected to a number in your facility...

You see this display when you are connected to that number.

1 Connect 300	TOM SIKES	In Office
MSG	CHARGE	FEATUR

When answering a call from a user in your facility...

You see this display when you answer a call from a caller within your facility.

1 Inc Sta 300	TOM SIKES	
MSG	CHARGE	FEATUR

Displaying Caller ID Information

Caller ID for incoming calls

Depending on your telephone system setup, your SelecSet may display caller ID information for incoming calls.

Caller ID information

This information may include:

- The caller’s name (up to 15 characters with the last name displayed first)
- The caller’s number (up to 10 digits including the area code and office code).

Caller ID information is displayed between the first and second ring for both new and waiting calls. If the caller has privacy set for his or her phone, your SelecSet displays privacy text. See “[Blocking and Sending Caller ID](#)” on page 2-48.

Ringng call

The following information is shown on your display for a ringing PRI call.

```
05:56 pm ed Sep 24 2002 Calls Wait: 0
1 Inc Trnk 6300 DUNN CAROLYN 7704462002
```

Answered call

The following information is shown on your display when you answer an incoming PRI call.

```
1 Inc Trnk 6300 DUNN CAROLYN 7704468820
MSG CHARGE FEATUR
```

Pay phone calls

If you receive a call from a pay phone or some type of public telephone, the word PAYPHONE is shown on your display.

Calls from new telephone numbers

When you receive a call from a new telephone number, you may see the number displayed but not the name, because the name may not yet have been registered in the central office where the call originated.

Calls from a business

If you receive a call from a business that uses a PBX that is not networked with your facility's telephone system, the business name and number is displayed, but not the caller's name or extension number.

Displaying Programmable Key Information

Procedure

To display programmable autodial key information:

- 1** Press <DSPL>.
 - 2** Press the autodial key whose information you want displayed.
 - 3** Press <START> or lift the handset to return to the basic display.
-

Displaying VIP and Language Status

VIP and language indicators

If your SelecSet 400A attendant console is used in a front desk or in a hotel/motel environment and a guest with VIP or foreign language status calls you, you may see VIP and language indicators on your SelecSet display.

No attendant operations are associated with VIP and language indicators. The purpose of these indicators is to alert you to a guest's special status.

VIP/language indicator position

If a guest has only VIP or language designated, that indicator is displayed in the same position as when the guest has both.

Ringling VIP/language call

This is an example of a display for a ringing call with VIP and language indicators.

1	Inc - Sta	11852	DUNN	CAROLYN/V	FR	TOS=1
MSG		CHARGE		FEATUR		

Answered VIP/language call

This is a display for an answered call with VIP and language indicators.

1	Inc - Sta	11852	DUNN	CAROLYN/V	FR	TOS=1
MSG		CHARGE		FEATUR		

Message Waiting Lamp

Message indications

The message waiting lamp on your SelecSet 400A lights when you have messages. To display and retrieve callme, voice or text messages, press the <MSG> soft key. See “Retrieving Messages” on page 1-48.

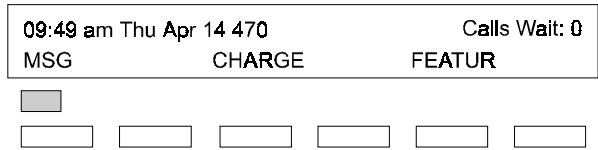


Figure 1-3: Display with Message Waiting Button

Keys

SelecSet 400A key types

Your SelecSet 400A phone is equipped with the following types of keys:

- Soft keys
 - Programmable keys
 - Suggested programmable keys
 - Optional programmable keys
 - Fixed keys
-

Soft Keys

Soft key menu

The soft keys are the six blank keys just under the display. These keys perform different functions, depending on how you use your phone. Labels in the bottom of the display identify active soft keys. In [Figure 1-4](#), the bottom line of the SelecSet 400A shows the soft key menu.

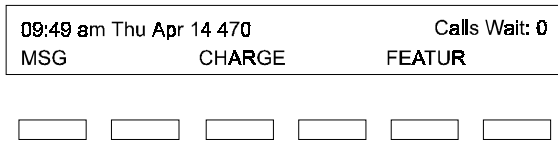


Figure 1-4: Soft key display

Three basic keys

The soft key menu consists of three basic keys:

This soft key...	Does this...
MSG key	allows you to retrieve or delete three types of messages, including callmes
CHARGE key	allows you to view the duration and cost of your last outgoing call.
FEATUR key	displays several features, which you can control for stations throughout your facility. These features include coverage, wakeup/reminder calls, do-not-disturb, call restrictions and credit limit.

See [page 2-3](#) to perform these functions.

Programmable Keys

Location of programmable keys

The SelecSet 400A includes 24 programmable keys, which are located above the second row of fixed keys. Seven of these keys should be used for specific features, which are listed under [Suggested programmable keys](#).

The remaining keys can be used for autodial keys (for one-key access to dial-access codes, account codes, and frequently called numbers), or for optional features. Instructions for programming these keys are contained in the section entitled [Programming your SelecSet 400A](#), on page A-1.

Suggested programmable keys

These features are recommended for attendant operation. All of these keys must be assigned at the CMAT by your system administrator.

Table 1-1 Suggested programmable keys

Key Name	Function																				
<CALM>	<p>The lamp associated with the combined alarm key lights when a malfunction is detected in the system, the answer detection link, the PMS/PMSHOBI link, or the VMS link. The CALM lamp stays lit until the problem is corrected. The CALM lamp indicates the status of the alarm as follows:</p> <table border="1" data-bbox="311 686 934 911"> <thead> <tr> <th>Status</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Dark</td> <td>no alarm conditions exist.</td> </tr> <tr> <td>Lit Steadily</td> <td>one alarm has occurred</td> </tr> <tr> <td>Slow Wink/Flash</td> <td>two or three alarms have occurred</td> </tr> <tr> <td>Fast Wink/Flash</td> <td>all four alarms have occurred</td> </tr> </tbody> </table> <p>When you press the <CALM> key, alarms that are activated are shown in the LCD as follows:</p> <table border="1" data-bbox="311 1045 934 1269"> <thead> <tr> <th>LCD display</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>MJ/MN</td> <td>major/minor system alarm</td> </tr> <tr> <td>ANSDET</td> <td>answer detection link alarm</td> </tr> <tr> <td>PMS</td> <td>PMS/PMSHOBI link alarm</td> </tr> <tr> <td>VMS</td> <td>VMS link alarm</td> </tr> </tbody> </table> <p><i>Note:</i> The PMS alarm applies to WelCOMM systems only.</p>	Status	Definition	Dark	no alarm conditions exist.	Lit Steadily	one alarm has occurred	Slow Wink/Flash	two or three alarms have occurred	Fast Wink/Flash	all four alarms have occurred	LCD display	Definition	MJ/MN	major/minor system alarm	ANSDET	answer detection link alarm	PMS	PMS/PMSHOBI link alarm	VMS	VMS link alarm
Status	Definition																				
Dark	no alarm conditions exist.																				
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Slow Wink/Flash	two or three alarms have occurred																				
Fast Wink/Flash	all four alarms have occurred																				
LCD display	Definition																				
MJ/MN	major/minor system alarm																				
ANSDET	answer detection link alarm																				
PMS	PMS/PMSHOBI link alarm																				
VMS	VMS link alarm																				
<CLME>	<p>Press <CLME> to send a callme message for and turn on the message waiting lamp of a called station.</p>																				

Table 1-1 Suggested programmable keys(continued)

Key Name	Function
<LTA/VER>	The lamp associated with the long trunk alarm/verification key flashes when a trunk has been connected for an unusually long time. Also allows you to check a specific trunk.
<OVR>	Press <OVR> to break into a busy station or a busy trunk. All parties hear breakin tone, and a three-way conference is established. Also breaks into a station with do-not-disturb activated. This button can also be used for the switchhook flash to a trunk feature to access central office trunks and related features.
<SF PK>	Use <SF PK> to place up to 10 calls on hold, using a single key. Calls held at this key are answered in first-in/first-out order (FIFO) and do not occupy a call appearance (CAP) key.
<TONE>	This key cancels automatic hold, allowing you to operate equipment controlled by touch tones.

Optional programmable keys

These keys can be used for autodial keys (one-key access to dial-access codes, account codes, and frequently called numbers), or for optional features. Some optional programmable keys are programmed from your SelecSet. Others must be programmed from the Customer Maintenance/Administration (CMAT) terminal.

A list of keys that are programmable from the SelecSet, along with instructions for programming them, is included in [Programming your SelecSet 400A](#) on page A-1. See [Table 1-2](#) on page 1-14 for possible uses for optional programmable keys.

Table 1-2 Optional programmable keys

Key Type	Purpose
Autodial keys	Provide one-key access to dial-access codes, account codes, and frequently called numbers.
Call park	Parks a call.
Code key	Distinguishes code calls from other calls. When a code call comes to your console, it rings at the <CODE> key and the <ANS> key. Press either key to answer.
Conversion (CONV) key	Changes an incoming voice call into a data call, allowing the attendant to transfer the data call to a station.
Detection (<DET>)	Lights when the answer detection unit is down. (The answer detection unit is optional external equipment).
E911alarm key	Lights any time a 911call is made. Pressing the flashing key displays the station number making the call. That same station number is printed on the FOA printer, with the time and date of the call. This key and/or alarm bell can be assigned with or without E911; E911 applies only for residential or extended stay packages.
Headset mode key (HSET)	Activates headset mode by pressing an autodial key.
Hold loops (HLD1 - HLD8)	Place a call on hold and provide a display of the held call (From one to eight can be assigned).

Table 1-2 Optional programmable keys(continued)

Incoming (INC)	Distinguishes incoming calls from outside the facility. When an outside call comes to the console, the Incoming key and the <ANS> key both ring. Press either key to answer.
Information (INF)	Distinguishes calls from inside the facility. When an inside call comes to your console, the <INF> key and the <ANS> key both ring. Press either key to answer.
Intercom/priority (ICOM)	Originates a priority call.
Last number redial (LNR)	Redials the last number dialed.
Line lockout alarm (LOA)	Lights when a station has been in use for an unusually long time.
Manual answer (MANS)	Press <MANS> to restrict announced calls to your SelecSet. Your phone rings and you must answer it manually.
Manual campon (CAMP)	Activates camp-on to a busy station.
Night	Places the system in night mode.
Outgoing trunk queuing (OTQ)	Initiates outgoing trunk queuing.
PMS or PMS-HOBIC alarm (PMS-A)	Lights if the property management system (optional external equipment) goes out. Also used to indicate trouble with the PMS-HOBIC link.
Priority radio paging (PRPG)	Initiates priority radio paging.
Radio paging (RPG)	Initiates radio paging.
Recall (RCL)	Distinguishes recalls (returned calls) from other calls. When a recall comes to your phone, both the <RECALL> key and the <ANS> key ring. Press either key to answer.

Table 1-2 Optional programmable keys(continued)

Record	Records a conversation (requires a recorder).
Reminder/wakeup alarm (WAL)	Indicates when a station has not answered a reminder/wakeup call. (When a reminder/wakeup call is not answered, the system automatically retries the call five minutes later. If the second attempt is unsuccessful, the system waits another five minutes and retries the call again. The <RAL> or <WAL> key lights only after the third unsuccessful attempt).
Room-to-room blocking (RRB)	Blocks calls between guest rooms.
Saved number redial (SNR)	Saves a specific number to be redialed later.
Trunk group answer (TGNO - TGN9)	Allows calls over a specific trunk group to be answered. When a call over a specific trunk group comes to your phone, both the <ANS> key and a <TGN/ANS> key ring. Press either key to answer.
VIP (VIP Wakeup)	The <VIP> key flashes, alerting you to place a VIP wake-up for a special guest in the hotel. Press the <DSPL> key then the <VIP> key to display the name of the first guest in the VIP wakeup queue and also how many wakeups are in the queue. Press the <VIP> key to call the VIP guest's room and leave a personalized wakeup message.
VMS alarm (VMS-A)	Lights if the VMS system (optional external equipment) goes out.
Voice announce (ANNO)	Initiates a voice-announced call.
Zone paging (ZPG)	Accesses zone paging equipment.
Zone paging with park (ZPG/P)	Accesses zone paging equipment and allows you to park a call.

Answer keys

These keys are used to answer specific types of calls:

- Incoming key
- Information key
- Recall key
- Trunk group answer keys

When a call rings at one of these keys, the lamp beside the key flashes. This can be helpful when you want to answer each type of call differently.

**Adjunct
button module**

Your SelecSet 400A may be used with an optional adjunct button module (ABM), which provides you with 50 additional autodial keys. The autodial keys on the ABM operate in the same way as they do on a SelecSet.

Fixed Keys

About fixed keys

Fixed keys are the first two rows of keys directly above the keypad (<DSPL>, <SWAP>, <JOIN>, and <CONF>) plus the single row of keys to the left of the keypad (four CAPs and the <ANS> and <START> keys). Fixed keys perform important, frequently used functions. Their location and purpose cannot be changed. See [Table 1-3](#) for a description of SelecSet 400A fixed keys.

Table 1-3 SelecSet 400A Fixed Keys

Key	Function
<DSPL>	Press <DSPL> to display functions of programmed keys.
<SWAP>	Press <SWAP> to alternate between two sides of a split call.
<JOIN>	Press <JOIN> to extend (transfer) a call, and return your phone to the idle state.
<CONF>	Press <CONF> to establish a conference call. Press <JOIN>, dial a station number or outside number and press <CONF> to establish a three-party conference. Press <CONF>, dial a number, and press <CONF> again to establish a multiparty conference of up to six parties.
<HOLD>	Press <HOLD> to place an active call on hold.
<CNCL>	Press <CNCL> during call transfer if you misdial a number. Pressing this key disconnects the last party added to a conference.
<START>	Press <START> to originate calls or perform call processing features (picking up another phone).
<ANS>	Press <ANS> to answer <i>all</i> calls that ring at the attendant position.

Call appearance keys (CAPs)

Call appearance keys, labeled 1, 2, 3, and 4, are located to the left of the keypad. These keys are *fixed* because their location and purpose do not change. However, they have different functions than the other fixed keys.

Together these keys simulate having four lines to your phone. While you actually have only one line, CAPs 1, 2, 3, and 4 can be used to control multiple calls. When a call rings at a CAP, you press the flashing CAP to answer the call.

Calls that ring at a CAP

These calls ring at a CAP (and not at your <ANSWER> key):

- Automatic callback (rings with a fast ringing pattern)
 - Outgoing trunk queuing (rings with a fast ringing pattern)
 - Calls to your directory number (the extension assigned to your SelecSet 400A that consists of 3 or 4 digits)
 - Priority calls to the attendant (ring at the highest number CAP available)
-

CAP keys

See [Table 1-4](#) for an explanation of CAP keys and their related functions.

Table 1-4 CAP keys and related functions

Fixed Keys	Function/Operation
CAPs	Call appearance keys (CAPs), are virtual lines used to receive/place and hold calls while call control operations such as hold, join, conference are performed. When performing call handling operations (answering, placing a call, etc.), the lowest-numbered CAP is automatically selected.
CAP 1	If you make/receive only one call, always use CAP 1.
CAP 2	If a second call rings at your station, or to make a second call, press <HOLD> and press CAP 2 to answer or dial a second call.
CAP 3	Repeat the procedures for CAP 2 to handle a third call.
CAP 4	This CAP is reserved for holding calls and for receiving special calls, e.g. priority calls.
If you press a CAP before placing an active call on hold, the call disconnects	

CAP availability

At least two CAPs must be available before a call can be answered. This ensures that one CAP can be used to answer a call, while another can be used to place a call.

Key Lamps

About key lamps

Every fixed or programmable key has an associated lamp beside it. The way that the key lamp lights depends on the key with which it is associated:

Key Lamp Type	Description
Feature key lamp (CONF, JOIN, etc.)	light when the key is activated
Answer key lamps (Answer, Incoming, Recall or Trunk group answer)	flash when a call terminates at the key.

Call appearance key lamps

Call appearance lamps (to the left of the CAPs) indicate the status of their associated CAPs:

When the lamp is...	then the CAP...
dark	is idle
winking	has a call on hold
flashing	has a ringing call
steadily lit	has an active call

Basic Operations

About this section

This section provides instructions for the most frequently performed attendant operations. Other operations are described in “Additional Operations” on page 2-1.

Calling	page 1-23
Answering	page 1-25
Holding	page 1-31
Transferring	page 1-36
Conferencing	page 1-39
Messaging.....	page 1-45
Breaking into a Busy Station.....	page 1-51

Calling

Placing calls

This section describes different ways of placing a call.

Placing calls to stations or outside numbers

To place a call to a station or outside number:

- 1 Press <START>.
- 2 Dial the station number or outside number. If you dial an outside number, remember to dial the trunk access code first (usually 9)

You hear ringing. You are connected as the called party answers. When you call an outside number, the duration of the call is displayed.

- 3 Press <START> to disconnect the call.
-

Placing outside calls while connected to the station

To place an outside call:

- 1 Dial the trunk access code (normally 9).
 - 2 Dial the number.
 - 3 When the dialed number begins to ring, press <JOIN>.
-

**Placing an
outside call for
an idle station**

To place an outside call to an idle station:

- 1** Press <START>.
 - 2** Dial the trunk access code (usually 9) and then the number.
 - 3** Press <CONF>.
 - 4** Dial the station number.
 - 5** When the station user answers, inform him or her that the outside call is ringing.
 - 6** Press <JOIN>
-

**Placing calls
for stations
and type of
station**

Each station within the facility is assigned a type of station value. The TOS value determines a station's calling privileges. For example, some stations may be permitted to make local and long-distance calls, while others may be restricted to local calls only.

When a station user calls and asks you to dial an outside number, check the TOS value to make sure the connection is permitted. Your administrator should furnish a list of connections allowed for each TOS.

Answering

Different ways to answer calls

You can answer calls at your SelecSet 400A in several different ways, depending on how your system administrator has set up your phone. All calls always ring at the fixed <ANS> key.

Your phone may also be programmed with special answer keys designed to expedite answering operations or to distinguish certain types of calls. See [Table 1-5](#) for a description of the different answering keys.

Table 1-5 Answer keys

Answer Key Type	Description
Fixed answer key	
<ANS> answer key	All calls ring at this key.
Special answer keys	
<INC> incoming answer key	all calls from outside the facility come to this key
<INF> information answer key	all calls from stations within your facility ring at this key
<RCL> recall answer key	calls from outside the facility that are extended to a station but are not answered ring at this key. The unanswered call returns to your SelecSet (or another attendant) after a pre-set number of seconds. If the called station has coverage registered for outside calls, the call goes to the coverage point instead of to an attendant. See “Coverage” on page 2-7.
TGN0-TGN9 trunk group answer keys	Calls that come in over a special trunk group ring at these keys.

Table 1-5 Answer keys(continued)

CAPs	
CAPs (1-4)	<p>Calls that are made by dialing your station number (not by dialing 0), ring at a CAP rather than the <ANS> key. To answer one of these calls, press the flashing CAP.</p> <p>At least two CAPs must be available before you can answer a call. This ensures that one CAP can be used to answer a call, while another can be used to place a call.</p> <p>The types of calls that ring at CAPs rather than at an answer key include:</p> <ul style="list-style-type: none"> • Automatic callback (rings with a fast ringing pattern) • Outgoing trunk queuing (rings with a fast ringing pattern) • Calls to the attendant's directory number (a directory number is a station number assigned to the attendant console that usually consists of three or four digits). • Priority calls to the attendant (ring at the highest-numbered CAP available).

Answering your calls

- 1** When a call rings at a key, the lamp beside the key flashes. To answer the call, press either the <ANS> key or the appropriate special answer key.
 - 2** As you press a key to answer a call, the display confirms the type of call.
-

Answering Returned Calls (Recalls)

Recalls

If you transfer an outside call to a station that does not answer, the call returns to your SelecSet. These returned calls are recalls.

Procedure

To answer a recall:

- 1** Press the <ANS> key or, if you have one, the <RCL> key.
- 2** If the called station has coverage registered for outside calls, the call goes to the coverage point rather than to your SelecSet.

When you answer the recall, you are connected to the calling party. The station continues to ring while you receive further instructions from the caller.

If the station answers, the display changes from ringing to hold, and you can transfer the recall back to the station. While connected to the recall, you can perform any of the following operations:

- Turn on the message light at the called station by pressing <CLME>.
 - Transfer the caller back to the called station by pressing <JOIN>.
 - Transfer the caller to another station by pressing <CNCL> to disconnect the called station, then pressing <JOIN>.
-

Answering Coverage Calls

Coverage calls

Telephone users within the facility can forward their calls to you. These calls are known as coverage calls. The keys where they ring depends on where the calls originate:

Coverage calls that originate here...	Terminate at these keys...
Inside your facility	<INF> and <ANS> keys
Outside the facility	<INC> and <ANS> keys

To answer the call, press the appropriate key.

Coverage display example

The coverage display in the following example shows that the call came to the attendant because the covered station did not answer. Other coverage displays include:

- Cov Busy
- Cov All

If users invoke *Cover All Calls (Cov All)*, you can intercept their calls and extend them to the covered party after you speak to the caller. (Coverage is described in **“Coverage”** on page 2-7)

Stations can cover calls to you by dialing the appropriate feature access code plus 0.

Procedure

To answer a coverage call and send it to the covered station, follow these steps:

- 1** Press the appropriate key to answer the call. Your SelecSet display indicates a coverage call.
- 2** To send the coverage call to the covered station, press <ICOM>. The caller is placed in consultation hold, and the covered station is dialed automatically. (Consultation hold temporarily removes a party from the connection so transfer or conference operations can be performed.)

Note: When sending a coverage call back to the covered station, you may want to remain in the connection to see if the station answers.

- 3** If the station answers, press <JOIN> to connect the two parties.
 - 4** If the station does not answer, press <CNCL> to reconnect to the caller.
-

Answering Multiple Calls

Using the soft park key

As an attendant operator, you probably handle multiple calls. During busy hours, use the soft park <SFPK> key to remove calls from your CAPs to ensure that at least one CAP is free for answering calls and another for placing calls.

Procedure

To answer calls using the soft park key:

- 1** If you're talking on a call and other calls are waiting, press <SFPK> to place the active call on hold.
- 2** The active CAP goes idle, and the <SFPK> key winks.
- 3** Press <ANS> (or the appropriate special answer key) to answer the next call.

Note: You can place up to 10 calls on hold on the <SFPK> key. To retrieve calls from soft park, press the winking <SFPK> key. When multiple calls are held, continue pressing the winking <SFPK> key until it goes dark. Soft-parked calls are retrieved in first-in/first-out order. See [“Holding Multiple Calls \(Soft Park\)”](#) on page 1-34 for more on soft park.

Holding

Hold options

Depending on how your 400A is programmed, you can hold calls in up to three different ways. In most cases, you should use the soft park key or a hold loop to hold calls because the <HOLD> key uses a CAP. A description of each of the different methods follows:

Hold Option	Description
Soft park	You can use the soft park key to place up to 10 calls on hold. The held calls do not occupy a CAP. Calls are automatically retrieved in first-in/first-out order, so the first call placed in soft park hold is the first call retrieved. Although soft park is often used to hold single calls, hold loops are preferred.
Hold loops (from one to eight)	Hold loops are used to hold a single call. The held call does not occupy a CAP. A single hold loop key represents a single call. Your system administrator must assign this feature to an autodial key for you.
Hold key	Can be used to place a single call on hold. This is not recommended because the held call occupies a CAP. However, you can only hold a conference using the <HOLD> key.

Note: Soft park and hold loop keys can only be assigned by your system administrator. If you do not have these features programmed on your phone, contact your system administrator.

Automatic Hold

Dialing a new number while on an active call

This attendant feature expedites transfer and conference operations. While you are on an active call, you can begin dialing a new number without first using any of the hold keys to place the active call on hold.

As soon as you begin to dial, the system automatically places the active call on consultation hold.

<TONE> key

If you have automatic hold, you should also have the <TONE> key assigned. The <TONE> key enables you to suspend automatic hold to enter access codes.

Holding a Single Call

Using a hold loop

If your console is programmed with hold loops, this is the preferred way to hold a single call because hold loops do not tie up CAPs.

Holding a call using hold loops

Follow these steps to place a call on hold using hold loops.

- 1 Press a hold loop (HLD1–HLD8) while talking on an active call. The hold loop winks representing the held call.
 - 2 Press the winking hold loop to retrieve the call.
-

Holding a call using the HOLD key

Follow these steps to place a call on hold using the <HOLD> key:

- 1 Press the <HOLD> key while talking on an active call. A CAP winks representing the held call.
- 2 Press the winking CAP to retrieve the call.

Note: While hold loops are preferred for single calls, you can only hold a conference using the <HOLD> key. See “[Creating a Three-party Conference](#)” on page 1-40.

Holding Multiple Calls (Soft Park)

Holding calls with the soft park key

If your console is programmed with a soft park key, you can hold up to 10 calls on one key. Because soft park makes it easy to hold and retrieve many calls, it is ideal for use during busy hours.

Placing calls on hold using soft park

Follow these steps to place calls on hold using soft park:

- 1 Press <SFPK> to place the call in soft park hold. CAPI goes dark (it can now be used for another call), and the <SFPK> key begins to wink.
 - 2 Park up to 10 calls on the <SFPK> key.
-

Displaying calls in soft park

Follow these steps to display calls in soft park:

- 1 Press <DSPL>.
 - 2 Press <SFPK>.
 - 3 Press <DSPL> plus any soft key to return to the normal display.
-

Retrieval in first-in, first-out order

Soft-parked calls are retrieved in first-in/first-out order, so you don't have to remember which call you placed on hold first. The first call in is always the first call out.

Procedure

To retrieve a soft-parked call:

- 1** Press the winking <SFPK> key to retrieve the first call placed in soft park.
- 2** The <SFPK> key winks until all calls are retrieved.

When there are multiple attendants, soft-parked calls can only be retrieved from the SelecSet attendant who parked them.

Transferring

Procedure

Use the following call transfer operation to transfer (extend) a caller to another number. This procedure can be used even if both the caller and the desired number are outside the facility. To transfer a call:

- 1** After making or answering a call, dial the number to which you are transferring a call. Remember to dial the trunk access code (usually 9) if dialing an outside number.

The caller is automatically placed in consultation hold. (Consultation hold temporarily removes a party from the connection so transfer or conference operations can be performed.) An idle CAP is automatically selected.

- 2** To cancel the transfer and return to the caller, press <CNCL>.
- 3** To transfer before the called party answers, press <JOIN>.
- 4** To announce the call, wait until the user answers and make your announcement, and then complete the transfer by pressing <JOIN>.
- 5** To swap between the two sides of the call, when the called party answers, press <SWAP>. The active call and call on consultation hold are switched.

To return to the originally active call, press <SWAP> again. You can alternate between the two calls as often as you like. To disconnect the person to whom you are speaking and reconnect the person on consultation hold, press <CNCL>.

To exit and connect the two calls, press <JOIN>.

Switchhook Flash

Transferring calls using switch hook-flash

The switch hook flash (SHF)-to-a-trunk feature lets you use business/telephone features provided by your central office. These services supplement the features provided by your HCX5000 system. Using the central office features prevents tying up two HCX5000 trunks.

Operation

To use this feature you must be talking on an incoming call from a central office phone, and the trunk over which this call is received must be set up to use the SHF-to-a trunk feature. (Ask your system administrator if your system is set up for this feature).

Example

You receive a call over a trunk that is set up for the switch hook-flash-to-a-trunk feature. The call is from Mr. Smith, whose phone is a central office station and who wants to make a reservation. You must transfer the call to the centralized reservation service for your hotel.

Procedure

To transfer a call using the switchhook-flash-to-trunk feature for this type of scenario:

- 1** While connected to a caller on a trunk set up for switchhook flash to a trunk, press <OVR> (the override key). When you press this key, the HCX5000 system sends a switchhook flash signal to the central office, which places the caller on hold.

Pressing <OVR> automatically activates the <TONE> key to provide DTMF tones. These tones enable you to dial the number to which you want to transfer the caller.

- 2** Dial the number for centralized reservations.
- 3** Press <START> to complete the transfer.

This automatically deactivates the <TONE> key. Therefore, your next caller does not hear DTMF tones when you dial the number to transfer his/her call.

Pressing <HOLD>, <HLD1-HLD8>, <CONF>, <JOIN>, also deactivates the <TONE> key. Pressing <OVR> repeatedly toggles the <TONE> key between on and off status.

Conferencing

Types of conferences

You can set up two types of conferences using your SelecSet 400A phone. These include:

- Three-party conferences
 - standard three-party conference
 - three-party conference using bridged CAPs
 - Multiparty conferences of up to six parties
-

Creating a Three-party Conference

Procedure

To create a three-party conference:

- 1** While connected to one party, dial a second party. The first party is placed in consultation hold and an idle CAP is automatically selected.
- 2** To cancel the call and return to the caller, press <CNCL>.
- 3** To announce the conference, wait until the called party answers and make your announcement. Press <CONF> to connect all parties.
- 4** To connect all parties immediately, press <CONF> as soon as the called party picks up. (Wait for the party to pick up before pressing <CONF>. Pressing <CONF> before the called party picks up is ignored.) When the conference is formed, your display indicates how many parties are in the conference.
- 5** To disconnect the last person added to the conference, press <CNCL>.
- 6** To exit the conference without disconnecting the other two parties, press <JOIN>. The conference is still connected but out of your control.
- 7** To place the conference on hold, press <HOLD>. A conference can only be held by pressing the <HOLD> key.
- 8** To retrieve the held conference, press <START>, then the winking CAP representing the held conference.

Bridged CAPs to Conference

About bridged CAPs

You can also create a three-party conference with two incoming calls using the call appearance keys on your SelecSet 400A console. This feature, known as bridged CAPs (loop-to-loop or meet-me conferencing), is especially helpful if you need to page guests or employees for waiting calls in a casino environment.

For example, if a call comes in for a guest, you can page the guest in the casino area. The guest simply goes to the nearest house phone, which automatically rings you when taken off-hook.

Procedure

To create a three-party conference using bridged CAPs:

- 1** You are talking on a call on CAP1.
- 2** When a second call comes in, place the first caller on hold by pressing either a hold loop or the <HOLD> key. Answer the second call on CAP 2 by pressing <START> then <ANS>.
- 3** Press the <CONF> key to place the second caller on consultation hold (or <JOIN> to connect the two callers).
- 4** To conference CAP 1 with CAP 2, press the CAP 1 key. This keeps the caller on CAP 2 on consultation hold and lets you talk with the caller on CAP 1. Notify the caller on CAP 1 that he or she is about to be conferenced, and with whom.
- 5** Press the <CONF> key again to join the two CAPs *or*: To transfer the call to the caller on CAP 1, press <JOIN>. You are out of the conversation once you press the <JOIN> key.

- 6** If your system administrator has set up your phone system with the multiparty conference capability, you can place a conference on hold after connecting the two parties on CAP 1 and CAP 2. You can then take another call by pressing the <HOLD> key. Both the CAP key with the conference and the <CONF> key flash slowly. At least one of these conferenced members should be an internal party to prevent trunk-to-trunk lockup.

Otherwise, remove yourself from the conference if an incoming internal caller is connected with an outside caller.

Note: If three CAPs are busy, you cannot use CAP4 to initiate a conference or join or bridge two parties.

- 7** To disconnect the last party from the conference (the caller on CAP1), press the <DISC> key.
-

Creating a Multiparty Conference

Procedure

To set up a multiparty conference:

- 1** While connected to one party, press <CONF>. Dial a second party.
- 2** After the called party answers, press <CONF> to create a three-party conference.
- 3** To add an additional party, press <CONF> and dial the desired number. The two other parties are automatically placed on hold.
- 4** If you misdial, press <CNCL>. This returns you to the three-party conference. You can then redial the new party.
- 5** To announce the conference to the new party, wait until the called party answers and then press <CONF> to connect all parties. Or, you can connect all parties immediately by pressing <CONF> as soon as the called party picks up.

Once the conference is formed, the display updates with the new number of conferees.

- 6** Repeat these steps to add additional conferees. You can have a total of six people in a conference.
- 7** Press <HOLD> to place the conference on hold.

A conference can only be held by pressing the <HOLD> key. Soft park and hold loops cannot be used to hold a conference.

- 8** Press <START>, then the winking CAP representing the held conference to retrieve the conference.

- 9** Press <CNCL> to disconnect the last person added to the conference. Only the final person added to the conference can be dropped by pressing <CNCL>. Afterwards, other parties must disconnect by hanging up.
- 10** Press <JOIN> to exit (without disconnecting the other parties). The conference is still active, however you no longer control it.

If you drop out of a multiparty conference, the remaining parties at your facility cannot transfer or add other members to the conference. (Dropping out of a three-party conference does not affect the remaining parties this way.)

Messaging

Controlling messages with the CLME key

You can use the <CLME> key to control the message waiting lamps on phones within your facility.

Turning on the message waiting lamp without calling the station

To turn on the message waiting lamp without calling the station, follow these steps:

- 1 Press <START>. An idle CAP is selected.
 - 2 Press the <CLME> key.
 - 3 Dial the desired station number.
 - 4 The display confirms that the lamp was turned on and you hear confirmation tone (three short beeps).
-

Turning on the message waiting lamp while calling the station

- 1 To turn on the message waiting lamp while the phone is ringing or busy, follow these steps:
 - 2 Press <START>.
 - 3 Dial the desired station number.
 - 4 Press <CLME>. The display confirms that the lamp is on and you hear confirmation tone (three short beeps).
-

Turning on the message waiting lamp while talking to a covering station

To turn on the message waiting lamp while talking to a covering station:

- 1 When you call a station that has calls covered to another station (covering station) within your facility, and the covering station answers, press the <CLME> key.
 - 2 Your <CLME> lamp lights and the *called* station's message waiting lamp is lit, *not* the lamp of the *covering* station to which you are currently connected. Because you are not connected to the station whose message waiting lamp you have activated, you do not receive either confirmation tone or a confirmation display.
-

Turning a message waiting lamp off

To turn a message waiting lamp off, follow these steps:

- 1 When a user calls you because his message lamp is flashing, your <CLME> key lamp lights.
 - 2 Press your <CLME> key to extinguish the caller's message waiting lamp.
-

<CLME> key

The <CLME> key indicates message lamp status only when someone calls you. If you call a station, the <CLME> key does not indicate the status of the message waiting lamp. To extinguish a message waiting lamp when you are not connected to the station, dial the callme cancellation code (usually ##0) then the station number.

Multiple attendant consoles

In facilities with multiple attendant consoles, the <CLME> keys on all attendants indicate the message lamp status of calling stations.

Turning off message waiting lamps

Pressing a lit <CLME> key or dialing the callme cancellation code only turns off message waiting lamps turned on by the <CLME> key on an attendant console. Message waiting lamps can also be turned on through the CommCenter or VMS (voice message system). When a callme message is returned, it rings at both the <INF> and <ANS> keys. Press either key to answer the call.

Automatic deletion of callme message

When a station returns a callme message, the message is automatically deleted. SelecSet users can also delete callme messages without returning them by using the <DELETE> soft key.

Returning callmes activated by non-attendants

A station's message waiting lamp may have been activated by someone other than the attendant such as another station or voice message system. Therefore, users who do not have SelecSet 400s (which have a <RETURN> soft key) should use the return feature access code (usually #0) to respond to their message lamps.

Retrieving Messages

Types of messages

You can retrieve three types of messages from your SelecSet 400A console using the <MSG> soft key in the soft key display. These include:

- Callme messages, which are sent by internal users (within your company)
- Voice messages (from internal and external callers)
- Text messages



Figure 1-5: Soft key display with MSG soft key

Procedure

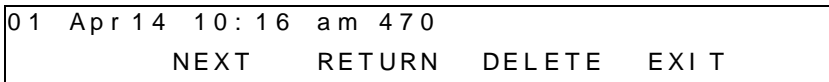
To retrieve messages:

- 1 If your message lamp is flashing, press the <MSG> soft key to retrieve your message(s).

For a callme message...

- 2 Press <NEXT> to view other messages, <RETURN> to dial the originator of the message and <DELETE> to discard the message or <EXIT> to leave the messaging displays.

When you have a callme message, you see this display:



**Procedure,
continued*****For a voice message...***

- 3 For a voice message from the VMS extension, press <NEXT> to view other messages, <RETURN> to dial the VMS, <DELETE> to discard the message, or <EXIT> to leave the messaging displays.

Note: If you receive a call while using the soft keys, press <EXIT> before answering the call.

- 4 When you have a voice message system (VMS) message, you see this display (the message is from the VMS extension, in this case, extension 350).

01	Apr 14	10:16	am	350				
					NEXT	RETURN	DELETE	EXIT

While connected to the VMS, you are directed to press keys on your keypad to retrieve your voice messages. Before pressing any keys, press the <TONE> key to send pushbutton signals to the VMS. When you finish sending pushbutton signals, press the <TONE> key again. See “[Sending Pushbutton Tones](#)” on page 2-73.

For a text message...

- 5 When you receive a text message, you see the following initial text message display, which in this case, shows a callme message from the text message center operator. To retrieve the text message, press <MAIL>. The display indicates a message from Jane Hitel, the text message center operator.

01	Apr 14	10:16	am	400	HITEL	JANE		
					MAIL	NEXT	RETURN	DELETE
								EXIT

**Procedure,
continued**

- 6** Press <RETURN> to speak to Jane to receive your message verbally or request a printout of your message from her, or you can press <MAIL> to view the text message yourself. After you press <MAIL>, the system may require a password and possibly a mailbox number. Your system administrator can help you in either case.
- 7** You can now do any of the following:

Press this soft key	To do this...
<SCROLL>	continue (showing more information about the sender and/or the message itself)
<NEXT>	view other messages
<DELETE>	discard the current message
<EXIT>	exit from the messaging displays

If you view the text message but do not want to delete it, call the text message center operator and ask him/her to save the message. Otherwise, your message waiting lamp continues flashing until the message is deleted.

Breaking into a Busy Station

Procedure

To break into a busy station:

- 1 While listening to busy tone, press <OVR>. You see this display:

1	Busy	200	SIKES	TOM	Available
MSG			CHARGE		FEATUR

- 2 All parties hear breakin tone, and a three-party conference is formed.
-

2 ADDITIONAL OPERATIONS

Overview of Additional Features

About this section

This section describes additional attendant operations. Some of these operations are performed using the soft key menu, while others require optional programmable keys or additional equipment.

Refer to “About Your SelecSet 400A” on page 1-1 and “Programming your SelecSet 400A” on page A-1 for more about optional programmable keys. This section includes instructions for various soft-key accessible operations.

Soft key features and functions

“Call Restrictions”	page 2-4
“Coverage”	page 2-7
“Credit Limit”	page 2-11
“Do-Not-Disturb”	page 2-15
“Setting the System Clock”	page 2-21
“Wakeup/Reminder Calls”	page 2-23
“Viewing the Cost of Calls”	page 2-33
“Using a Headset”	page 2-61
“Flexible Headset Operation”	page 2-62

Other feature operations

“Assigning Account Codes”	page 2-34
“Alarm Indications”	page 2-36
“Announced Calls”	page 2-44
“Answering Another User’s Phone”	page 2-45
“Answering a Specific Line”	page 2-46
“Attendant Continuous Ringing”	page 2-47
“Blocking and Sending Caller ID”	page 2-48
“Blocking Calls Between Guest Rooms”	page 2-50
“Calling Out On a Specific Trunk”	page 2-51
“Camping-on to a Busy Station”	page 2-52
“Checking a Trunk”	page 2-53
“Code Calls”	page 2-55
“Dialing Frequently Called Numbers”	page 2-58
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“Redialing Numbers”	page 2-70
“Sending Pushbutton Tones”	page 2-73
“Trunk Answer From Any Station”	page 2-74

Soft Key-Controlled Features

Overview

Using your SelecSet 400A, you can perform the following functions and activate the following features for stations (phones) within your facility via soft keys that interact with the LCD.

- Call restrictions
 - Coverage
 - Credit limit
 - Do-not-disturb
 - Setting the system clock
 - Wakeup (reminder) calls
 - Viewing the cost of calls
-

Call Restrictions

Controlling station calling privileges

As the attendant, you can control station calling privileges using three levels of restrictions. These restrictions are set and canceled at the attendant console through the <FEATUR> soft key menu. [Table 2-1](#) defines each restriction level.

The station restrictions invoked by this feature pertain only to calls originated by the station. These restrictions do not affect the station's ability to receive calls.

Table 2-1 Restriction levels

Name of restriction	Definition
TOLL	All direct-dial long-distance calls are restricted. The station can make local calls, operator-assisted long-distance calls, calls to other stations, and calls to the attendant.
TOL/OP	All long-distance calls are restricted. The station can make locals calls, calls to other stations, and calls to the attendant.
ALL	All outside calls are restricted. The station can make calls to other stations and the attendant.

Note: You can control call restrictions while your console is idle or while you are talking.

Registering call restrictions

To register call restrictions:

- 1 Press the <FEATUR> soft key. You see this display:

```
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT
```

- 2 Press <RESTR>. If you are not connected to the station for which you're setting the wakeup, enter the station number. If you are connected to the station, you see the restriction display.

```
Dial Station No:
          CLEAR          EXIT
```

- 3 If you make an error before you finish dialing, press <CLEAR> and re-enter the number.

```
Call Restrictions: Station 200
ALL          TOLL / OP          TOLL          EXIT
```

- 4 To set the restriction level, press the appropriate key.

To restrict...	Press...
all direct-dial long-distance calls	<TOLL>
all long-distance calls	<TOL/OP>
all outside calls	<ALL>
To exit without setting restrictions, press <EXIT>.	

- 5 The display changes to confirm the restriction level you have set as shown in this example (ALL):

```
OK: ALL Call Restrictions Registered
          EXIT
```

Note: If you try to register restrictions and system resources are unavailable, this message displays: *Please Try Later*. Try again momentarily.

Canceling call restrictions

To cancel call restrictions:

- 1** Press <FEATUR> to enter the call restrictions menu.
- 2** Press <RESTR>. (You must also dial the station number if your console is idle).

The following display shows restrictions registered for station 200:

```
Call Restrictions: Station 200
                   CANCEL                               EXIT
```

- 3** Press <CNCL>. When restrictions are canceled, you see this display:

```
OK:Call Restrictions Cancelled
                                           EXIT
```

Coverage

About coverage

Coverage enables users to redirect calls that come to their station. Depending on the type of coverage used, calls can be redirected automatically or only when the called station is busy or does not answer.

Controlling cover busy/no answer

You can control the cover busy/no answer setting for calls from outside the facility through your attendant console.

However, the covering point registered from the attendant can only be an inside number. All other types of coverage (including cover busy/no answer for outside calls going to an outside number) can only be programmed at the user's station.

Registering CBNA for outside calls to an inside number

Cover busy/no answer for outside calls going to an inside number can be registered either from a station or from your SelecSet 400A. Neither station nor attendant registration has priority. Therefore, the most recently registered cover busy/no answer setting for outside calls to inside numbers is the active one.

Registering coverage

- 1** Press the <FEATUR> soft key. You see this display. Press <COVER>.

```
Select One Soft Key
COVER  WAKEUP  DND    RESTR    NEXT    EXIT
```

- 2** Dial the desired station number. If you make an error before you finish dialing, press <CLEAR> and reenter the number.

```
Dial Station No:
                CLEAR                               EXIT
```

- 3** When a valid number is entered, you see this display. Enter the number of the covering station.

```
Coverage Station:
                CLEAR                               EXIT
```

When a valid covering station is dialed, you see this display:

```
OK: Coverage Registered
                               EXIT
```

Canceling coverage

- 1 To cancel coverage, press the <FEATUR> soft key.

```

11:00 am Wed Mar 10 686 Calls Wait:0
MSG          CHARGE          FEATUR
  
```

You see this display:

```

Select One Soft Key
COVER  WAKEUP  DND    RESTR  NEXT  EXIT
  
```

- 2 Press <COVER>. The display changes to let you enter a station number.

```

Dial Station No:
          CLEAR                               EXIT
  
```

- 3 Dial the desired station number. The current coverage point for the station is displayed (200 in this example).

```

Current Coverage Station:200
                               CANCEL EXIT
  
```

- 4 Press the <CANCEL> soft key to cancel the coverage. To change a station's coverage point, first cancel the active coverage point, then register a new one.

Registering coverage for a station

If you try to register coverage for a station and receive the message, *Invalid Station Class or Number*; coverage is not allowed for that station.

Registering a station as a covering point

If you try to register a station as a covering point and receive the message, *Invalid Station Number*; that station is not allowed as a covering point.

Credit Limit

Controlling credit limit

As the attendant you can control credit limit on a per-station basis to regulate calling privileges for cash-paying customers. Your facility can choose from three versions of the credit limit feature. See [Table 2-2](#) for a summary of each type.

Table 2-2 Credit limit feature

This feature...	Does this...
Trunk disconnect	limits all calls from a credit-limit station to a certain duration. Any call that exceeds that duration is automatically disconnected. This method is appropriate in highly restrictive environments such as prisons or businesses that want to limit usage on certain phones.
Lookahead credit	pre-calculates a charge and maximum call duration for each call type. Calls are automatically disconnected when the current credit value is exhausted. A warning tone is sent to the caller 60 seconds before a call is disconnected.
Positive value	prohibits the station from beginning a call if the credit value is below zero, but never disconnects a call.

The credit limit feature is only appropriate when it is appropriate to disconnect or disallow calls as a result of a user's account balance. Ask your system administrator what type of credit limit your facility uses.

Controlling credit limit

Credit limit can be assigned at the CommCenter-VDU as well as from the SelecSet 400A attendant console. If you control credit limit from your console, you can do so while your console is idle or while you are talking. To control credit limit:

- 1 Press the <FEATUR> soft key.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
MSG			CHARGE			FEATUR	

You see this display:

Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <NEXT>.

You see this display:

Select	One	Soft	Key				
TIME	2ND	WU	CREDIT	NEXT	EXIT		

- 3 Press <CREDIT>.
- 4 If you are not connected to the station for which you're setting credit, enter the station number. If you are connected, you see the following display where you can enter a credit value. To register credit limit for a group, your console must be idle.

Dial	Station	No:					
	CLEAR				EXIT		

If the station has a zero balance, you see this display:

200 / Not Using Credit Feature	
UPDATE	EXIT

If the station has a balance, the display shows the credit value. In the following display, station 200 has \$6.00:

200 / Credit Amount : + \$ 0 6 . 0 0	
UPDATE	CANCEL EXIT

- 5** To enter a credit value (either negative or positive), press <UPDATE>. To clear the current credit value assigned, press the <CANCEL> soft key.
- 6** Enter a credit value, use the key pad to dial a four- to five-digit number plus the * or # sign. The * means you are subtracting; the # means you are adding. For example, when adding \$4.00, your entry would look like this:

Enter Chg amount : 0400# (* = add , # = sub)	
CLEAR	EXIT

After updating, the display confirms the value entered:

OK: Credit Updated By : + \$ 4 . 0 0	
	EXIT

Error displays

Your display may indicate various errors when you attempt to set credit limit as shown in this table:

This error message	Means...
<i>Invalid Station Class or Number</i>	The station is not allowed to use the credit limit feature or an invalid station number was dialed
<i>Credit Feature In Use</i>	The credit limit is being edited from another terminal.
<i>Error: Max/Min Value Assigned</i>	The credit value update would make the credit limit more than \$9999 or less than \$0
<i>Error: Invalid Dollar Amount</i>	An invalid number has been entered or you waited too long before entering a value.

Do-Not-Disturb

Preventing a station from being called

Do-not-disturb prevents a station from being called. You can control this feature for station users from your SelecSet 400A console while a station is idle or while you are on a call.

Registering do-not-disturb

To register do-not-disturb for a station:

- 1 Press the <FEATUR> soft key.

```
11:00 am Wed Mar 10 686 Calls Wait:0
MSG          CHARGE          FEATUR
```

You see this display:

```
Select One Soft Key
COVER  WAKEUP  DND    RESTR  NEXT  EXIT
```

- 2 Press <DND>.

If you are not connected to the station for which you're setting DND, enter the station or group number. If you are connected to a station, you see the display allowing you to register DND.

Note: To register DND for a group, your console must be idle.

```
Dial Station No:
          CLEAR                               EXIT
```

- 3 If you make an error before you finish dialing, press <CLEAR> and reenter the number.

**Procedure,
continued**

- 4 Press <REG> to activate do-not-disturb. Press <EXIT> to leave the display without activating do-not-disturb

Don ' t Disturb Station / Group : 200 REG	EXIT
--	------

The following display confirms that do-not-disturb is registered:

OK : Don ' t Disturb Registered	EXIT
---------------------------------	------

**Canceling
do-not-disturb**

To cancel do-not-disturb:

- 1 To display the do-not-disturb registration, press <FEATUR> then <DND>. (Also dial the station number if you're not connected to the station.)

This display shows DND registered for station 200:

Don ' t Disturb Station / Group : 200 CANCEL	EXIT
---	------

- 2 Press the <CANCEL> soft key to cancel do-not-disturb.
- 3 Press <EXIT> to leave the display without canceling do-not-disturb. The following display confirms that do-not-disturb has been canceled:

OK : Don ' t Disturb Cancelled	EXIT
--------------------------------	------

- 4 Press <EXIT> to leave the display.

Feature access codes

You also can register or cancel do-not-disturb from a station by entering a feature access code (if do-not-disturb is allowed for that station).

Attendant-registered do-not-disturb has no priority over station-registered do-not-disturb. Do-not-disturb can be registered by the attendant, cancelled by the station, and vice versa.

Error messages

Your display may indicate various error messages as shown in the following table:

This error message	Means...
<i>Invalid Station or Group</i>	You have entered an invalid station or group number or do-not-disturb is not allowed for the station.
<i>Please Try Later</i>	You have attempted to register do-not-disturb when system resources are not available. Try again momentarily.
<i>Sorry: System Error</i>	A system error has occurred. Try again momentarily.
<i>Error: Invalid Dollar Amount</i>	An invalid number has been entered or you waited too long before entering a value.

Ringling a Station in Do-Not-Disturb

Ringling a do-not-disturb station from an idle console

When you dial a station with do-not-disturb activated, you hear reorder tone (a fast busy tone), and your display indicates that this station has do-not-disturb turned on by displaying NO DSTRB. In the following example, 3196 is the dialed number.

1	NO DSTRB	3196	
MSG		CHARGE	FEATUR

Procedure

To ring the station:

- 1 Press <START>.
 - 2 Press <OVR>.
 - 3 Dial the station number.
-

Forwarded Calls From DND Stations

Example displays

Although no attendant operations are required, when a station with do-not-disturb activated forwards calls to you, you see the following displays.

Display for incoming call (while ringing)

This is an example of the display for an incoming call before you answer it:

05:56	pm	Wed	Sep	24	1458	Available
1	No - DSTRB	1852	John	Black		TOS=1

Display for incoming station call (after answer)

This is an example of the display for an incoming call after you answer it.

05:56	pm	Wed	Sep	24	1458	Available
1	No - DSTRB	1157	Mary	Smith		TOS=1

Display for incoming trunk call (after answer)

This is an example of the display for an incoming trunk call after you answer it.

05:56	pm	Wed	Sep	24	1458	Available
1	No - DSTRB	8000	INC1			TOS=1

Transferring to a DND Station

Procedure

To transfer a caller to a do-not-disturb station:

- 1** When you answer the call, dial the station number to which you want to transfer the call.
- 2** You see the following display and hear reorder tone (sounds like a fast busy signal):

1	NO	DSTRB	3196
2	HOLD	1102	

The display indicates the first party (station 1102) is on hold on CAP 2, and the second party (station 3196), which is in the do-not-disturb state, is on CAP 1.

- 3** Press the CAP representing the caller on hold.
 - 4** Press <JOIN>.
 - 5** Dial the station number.
-

Setting the System Clock

Overview

You can set the system clock from your console to adjust for standard/daylight time and power outages.



The system clock affects various system operations. See your system administrator before changing the time-of-day setting.

Procedure

- 1 Press the <FEATUR> soft key.

```
11:00 am Wed Mar 10 686 Calls Wait:0
MSG                CHARGE          FEATUR
```

You see this display:

```
Select One Soft Key
COVER WAKEUP DND RESTR NEXT EXIT
```

- 2 Press <NEXT>. You see this display:

```
Select One Soft Key
TIME 2ND WU CREDIT          NEXT EXIT
```

- 3 Press <TIME>. You see this display:

```
Enter New Time          (* = am, # = pm)
TIME 2ND WU CREDIT          NEXT EXIT
```

- 4 Enter the new time from the keypad. Your input displays as you dial. If you make a mistake, press <CLEAR> to erase the input.

Your input must include five digits; a four digit number plus * (for am) or # (for pm). For example, a reminder call for 9:00 am is entered as: 0900*.

To confirm the entered time

- 1 If you enter 0900*, you see the following display. Press <SET> to set the new time.

New Time : 09 : 00 a m
SET
EXIT

- 2 Your display updates to confirm the time change.

OK : Time Changed
EXIT

Note: If you take too long to enter a new time, a timeout message displays. Press <EXIT> and try again. If you attempt to register a new time and you get a *Please Try Later* or *Sorry: System Error* message, try again momentarily.

Wakeup/Reminder Calls

About wakeup/ reminder calls

Wakeup/reminder calls let you register calls (like an alarm clock in your phone system) to alert users at a certain time. When a wakeup/reminder call is registered, the telephone system automatically calls the station user at the designated time.

Terminology

Wakeup and reminder are different terms for the same feature. The term wakeup is used for WelCOMM (hotel/motel) systems, while reminder is used for COMMERce (business) systems.

In the displays and instructions in this section, wakeup is used for example only. If you have a COMMERce system, you see reminder in the display instead of wakeup.

Second wakeup

In WelCOMM systems, you can register two wakeup calls for each station. A second wakeup may be required when there are two guests in one room, or when one guest wants a second wakeup just in case he or she falls back asleep after the first. For instructions on registering a second wakeup call, see [“To register a second wakeup call:”](#) on page 2-26.

Note: You can control wakeup/reminder calls while your console is idle or while you are talking.

Registering a Wakeup/Reminder Call

Procedure

To register a wakeup/reminder call:

- 1 Press the <FEATUR> soft key.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
MSG						CHARGE	FEATUR

You see this display:

Select	One	Soft	Key				
COVER	WAKEUP	DND	RESTR	NEXT	EXIT		

- 2 Press <WAKEUP>.

If you are not connected to the station for which you're setting the wakeup, enter the station number. If you *are* connected to the station, the display updates to allow you to enter the wakeup time as follows:

Dial	Station	No:					
	CLEAR						EXIT

- 3 If you make an error before you finish dialing, press <CLEAR> and reenter the number.
- 4 Enter the wakeup time from the keypad. The input must include five digits (a four digit number plus the * or # symbol). For example, a wakeup call for 9:00 AM is entered like this:

200 / Dial	Time:09:00*	(* = a m, # = p m)					
	CLEAR						EXIT

The display updates to confirm wakeup registration:

OK: Wake	Up	Call	Reg	For	9:00	am	
							EXIT

Canceling a Wakeup/Reminder Call

Procedure

To cancel a wakeup/reminder call:

- 1 To display the current wakeup time, press <FEATUR> then <WAKEUP>. (You also must dial the station number if you are not connected to the station.) The display shows the wakeup call currently registered for the station.

200 / Wake Up Time : 9 : 00 a m
CANCEL
EXIT

- 2 Press the <CANCEL> soft key to cancel the wakeup call.
-

Registering a Second Wakeup Call

Procedure

To register a second wakeup call:

- 1 Press the <FEATUR> soft key.

11:00	am	Wed	Mar	10	686	Calls	Wait:0
MSG						CHARGE	FEATUR

- 2 You see this display. Press <NEXT>.

Select	One	Soft	Key				
TIME	2ND	WU	CREDIT			NEXT	EXIT

- 3 You see this display. Press <2ND WU>.

If you are not connected to the station for which you're setting the wakeup, enter the station number. If you are connected to the station, you see this wakeup display:

Dial	Station	No:					
			CLEAR				EXIT

- 4 If you make an error before you finish dialing, press <CLEAR> and re-enter the number.
- 5 Enter the wakeup time from the keypad. The input must include five digits (a four digit number plus the * or # symbol). For example, a wakeup call for 9:00 am is entered like this:

200/Dial	Time:	9:00*	(* = am, # = pm)				
				CLEAR			EXIT

The display confirms registration of the second wakeup call:

OK:2nd	Wake	Up	Reg	For:	9:00	am	
							EXIT

Canceling a Second Wakeup Call

Changing a second wakeup

You cannot edit a second wakeup from your console. To change a second wakeup, you must first cancel the original second wakeup then program a new one. To cancel a second wakeup:

- 1 Display the current second wakeup by pressing <FEATUR> then <WAKEUP> (You also must dial the station number if you are not connected to the station). This display shows a second wakeup call for 9:00 am.

```
200 / 2nd Wake Up Time : 9:00 am
                        CANCEL                               EXIT
```

- 2 Press the <CANCEL> soft key to cancel the second wakeup. You see this display, which confirms that the second wakeup is canceled.

```
OK: 2nd Wake Up Cancelled
                                           EXIT
```

Registering a Repeat Wakeup

About repeat wakeup

You can register the same wake-up time for a guest for the duration of the guest's stay, rather than registering a new time every day.

When to register the repeat wakeup

You can register the repeat wake-up at either of these times:

- During the initial wakeup registration for first or second wakeups
 - After the initial wakeup registration for first and second wake-ups.
-

Wakeup cancellation

- When you cancel a wake-up, the repeat status remains.
 - When a guest checks out, his wake-ups are automatically canceled.
-

Wakeup register procedure

To register a repeat wake-up using your soft key menu:

For a first wakeup...

- 1 Set a first wake-up time.
- 2 From the wake-up (registered) display, press the <CHGREP> soft key:

1162_ / Wake Up	Time : 12:11 am	
CANCEL	CHGREP	EXIT

The wake-up menu is re-displayed with the REPEAT indication:

1162_ / Wake Up	Time : 12:11 am	REPEAT
CANCEL	CHGREP	EXIT

For a second wakeup...

- 1 Set a second wake-up time. Your display confirms that you have successfully entered the second wake-up time.
- 2 Press the <CHGREP> soft key to repeat the second wake-up throughout the guest's stay.

1162_ / 2nd Wake UP	Time : 12:11 am	REPEAT
CANCEL	CHGREP	EXIT

The wake-up menu redisplay the REPEAT indication on your display.

Converting a Repeat Wakeup

Procedure

To convert a repeat wakeup to a standard wakeup:

- 1 Press the <CHGREP> soft key.
- 2 The wake-up (registered) display menu is re-displayed *without* the REPEAT indicator. This applies to both first and second wake-ups.

Changing the Time of a Repeat Wakeup

Procedure

To change the time of a repeat wake-up:

- 1 Cancel the original wake-up time.
 - 2 Register a new time.
-

Displaying and Providing a VIP Wakeup

About VIP wakeups

If you work in a hotel/motel environment, your SelecSet 400A attendant console may be equipped with a VIP wakeup programmable option key, which enables you to provide VIP guests with preferential wake-up service. When a wake-up call for a VIP guest is to occur, the telephone system sends a burst ring to the VIP wake-up key on your console if the phone is not already ringing, alerting you to a personalized wake-up call.

Procedure

To provide a guest with a VIP wakeup, follow these steps:

- 1** You hear a burst of ringing at your VIP programmable option key and the associated lamp flashes. Press <DSPL> and then <VIP> to display the room number, name, VIP status and language preference of the first VIP guest in the queue and the total number of VIP wakeups in the queue.

Note: If you do not have a programmable option key set up for VIP wakeup, your wakeup alarm lamp lights.

- 2** Check the language indicator at the bottom right of your display to see if you need to speak to the guest in another language.

Procedure, continued

- 3 Press the <VIP> key. The system automatically places a call to the VIP guest’s room while indicating the guest’s room, name and language preference on the display, based on how your telephone system is set up to display language preference.

05 : 56 p m Wed Sep 24 11104 Available
23 22201 DUNN CAROLYN FR 02

23 = VIP key number
 22201 = guest’s room number
 DUNN CAROLYN = guest’s name
 FR = language preference
 02 = number of wakeup calls in your queue

- 4 When the guest answers the wakeup, provide a spoken wakeup message.

If the guest does not answer the call before you hang up (or if you do not respond to the burst ring at your VIP key within a certain time, or disconnect from the wakeup call before the guest answers), depending on how your telephone system is set up, one of two events takes place:

- An alarm is sent immediately to your wakeup alarm key, which lights *OR*
- The wakeup retries as a regular wakeup call three times and then goes to your wakeup alarm key. See [“Receiving a Wakeup/Reminder Call Alarm”](#) on page 2-40 for more information on wakeup/reminder call alarms.

05 : 56 p m Wed Sep 24 11104 Available
Wakeup Alarm : 14864 08:00 VIP

Note: If you call the VIP guest’s room directly without using the VIP key, you must manually cancel the wakeup. See [“Canceling a Wakeup/Reminder Call”](#) on page 2-25

Viewing the Cost of Calls

Determining the duration/cost of a call

You can view the duration and cost of an outgoing call as soon as it is completed.

Procedure

To view the cost of a call, follow these steps:

- 1 Press the <CHARGE> soft key.
- 2 If you receive a call while using the soft keys, press <EXIT> before answering the call.

11:00 am	Wed Mar 10	686	Calls Wait: 0
MSG	CHARGE		FEATUR

You see this display:

	23:14	\$ 1.50
		EXIT

- 3 Press <EXIT> to return to your normal display.

Other Feature Operations

About this section

This section describes other feature operations that you can perform using your SelecSet 400A.

Assigning Account Codes

About account codes

Assigning an account code associates a call with a specific account. Once a call is flagged with an account code, the account code appears with the call record in various call accounting reports.

Both *fixed* and *variable* account codes can be used with your system. *Fixed* account codes conform to a predetermined length. *Variable* account codes may be any length within a certain range. Account codes can be assigned to both incoming and outgoing calls

Assigning an account code using an autodial key

You can use an autodial key to assign an account code without interrupting a call. To assign an account code using an autodial key:

- 1 At the beginning of a call, press the desired autodial key *before* dialing the number.
 - 2 During a call, press the desired autodial key anytime during the conversation. The autodial key lights to confirm that the account code has been assigned.
-

Assigning account codes to autodial keys

Each autodial key must be programmed with the appropriate feature access code (either fixed or variable) followed by the account code. If using a variable account code, be sure to include a # sign at the end of the code. See “Programming Instructions” on page A-2 to program autodial keys.

Assigning an account code using the keypad*At the beginning of a call...*

- 1 Dial the appropriate feature access code followed by the account code.
- 2 Wait for dial tone.
- 3 Dial the desired number. Remember to include the trunk access code (usually 9) for outside calls.

During a call...

- 1 During a call, ask the party to hold.
 - 2 Press <JOIN>.
 - 3 Dial the desired access code (either fixed or variable).
 - 4 Dial the account code. If using a variable account code, be sure to dial the # sign at the end of the account code.
 - 5 Wait for confirmation tone.
 - 6 Press the flashing CAP to retrieve the call.
-

Alarm Indications

About alarms

Your SelecSet 400A can receive various alarms, depending on how the system is configured and the keys you program. This section describes various alarms that may light lamps on your console and what action you should take when you receive the alarm.

Receiving a Combined Alarm

The <CALM> key

This alarm conserves the number of keys that are assigned to alarms. The CALM (combined alarm) key combines the system, PMS and VMS alarms. Any combined alarm can be programmed as a single alarm at a separate key.

The <CALM> key lamp lights when a malfunction is detected in the:

- System
- Answer detection link
- PMS/PMSHOBI link
- VMS link

The lamp stays lit until the problem is corrected.

Lamp status

Four lamp status levels indicate the following alarm conditions:

Lamp Status	
Dark	No alarm conditions exist
Lit steadily	One alarm has occurred
Slow wink/flash	Two or three alarms have occurred
Fast wink/flash	All four alarms have occurred.

<CALM> key

Pressing the <CALM> key displays the active alarm(s):

Display	Meaning
MJ/MN	Major/minor system alarm
ANSDET	Answer detection link alarm
PMS	PMS/PMSHOBIC link alarm (WelCOMM only)
VMS	VMS link alarm

Receiving a System Alarm**The <ALARM> key**

The <ALARM> key lights in the case of a minor or major system alarm. If you notice that the <ALARM> lamp is lit, contact your system administrator immediately. The <ALARM> lamp stays lit until the condition causing the alarm is corrected.

Receiving a PMS alarm

About the PMS alarm

If your system is equipped with a property management system (PMS), the PMS-A lamp lights when the property management system is out-of-service.

If you notice that the PMS-A lamp is lit, contact your system administrator immediately. The PMS-A key stays lit until the condition causing the alarm is corrected.

Note: Property management system alarms only apply to WelCOMM (hotel/motel) systems.

Receiving a VMS Alarm

About the VMS alarm

If your system is equipped with a voice message system (VMS), the VMS-A lamp lights when the voice message system is out-of-service.

If you notice that the VMS-A lamp is lit, contact your administrator immediately. The VMS-A key stays lit until the condition causing the alarm is corrected.

Receiving an Answer Detection Alarm

About the answer detection alarm

If your system is equipped with an answer detection unit, the <DET> key lamp lights when the unit is out-of-service. If you notice that the DET lamp is lit, contact your administrator immediately. The <DET> key stays lit until the unit is restored to service.

Receiving a Wakeup/Reminder Call Alarm

About the <WAL> and <RAL> keys

The wakeup call alarm (WAL) and reminder call alarm (RAL) lamps inform you when a reminder or wakeup call has not been answered. Depending on system setup, this visual alarm may be accompanied by distinctive ringing, which is disabled when you acknowledge the wakeup alarm.

Wakeup retries

If a wakeup/reminder call is not answered the first time, the system waits five minutes, then tries again. If the call is not answered the second time, the system waits another five minutes and tries a third time. A wakeup/reminder call alarm is presented at your console after the third unsuccessful attempt.

Procedure

To determine the source of a wakeup/reminder call:

- 1 Press the flashing WAL/RAL lamp. The display indicates which station has not responded to the reminder call, and the WAL/RAL key stops flashing.

11:00 am Wed Mar 10 686 Calls Wait: 0
Reminder Call Alarm: 686

- 2 Press <DSPL> plus any soft key to return to the normal display

The wakeup and reminder alarms are the same key. The term *wakeup* is used for WeICOMM systems and *reminder* is used for COMMERCE systems.

Receiving a Long Trunk Alarm

About the <LTA/VER> lamp

When a trunk (outside line) is connected longer than a predetermined time, the long trunk alarm/verification (LTA/VER) lamp flashes. To determine the cause of a long trunk alarm:

- 1 Press the flashing <LTA/VER> key. A tone signaling the interruption is sent to the connection. The connected trunk is displayed.

1	8601	WATS1TULSA	201	SIKES TOM
MSG		CHARGE		FEATUR

- WATITULSA is the text name assigned to the connected trunk; 8601 is the trunk number; 201 is the connected station.
- 2 Listen for a conversation.
 - 3 If a conversation is in progress, press <START> to exit.
 - 4 If a conversation is not in progress, press <CNCL> to unlock the connection and free the trunk.
-

Receiving an E911 Alarm

About the E911 alarm

When someone on the property makes a 911 call, the E911 alarm lamp flashes to alert you to the emergency. Depending on system setup, this visual alarm may be accompanied by distinctive ringing, which is -disabled when you acknowledge the E911 alarm.

Procedure

To determine who placed a 911 call:

- 1** Press the <E911> key.

The display shows the number of the station that made the call. If more than one 911 call was made, the E911 lamp continues to flash.

- 2** Press the <E911> key until all 911 calls have been displayed. When all 911 calls have been displayed, the E911 lamp stops flashing.

Note: Once a 911 call has been displayed by pressing the E911 key, information about the station that placed the call is erased from the E911 alarm queue.

- 3** Press <START> or lift the handset to clear the display.
-

Receiving a Line Lockout Alarm

About the <LOA> lamp

When a station (a phone within your facility) is connected longer than a predetermined time, the line lockout alarm (LOA) lamp lights.

Procedure

To display locked out stations:

- 1 Press the lit LOA key to display the locked-out station as follows:

11:00 am Wed Mar 10 686 Calls Wait: 0 Locked Out: 300
--

- 2 Visit the locked-out station to determine if the phone is in use. If the phone is not in use, it should be made idle.
 - 3 Press <DSPL> plus any soft key to clear the display. If more than one station is locked-out, the LOA light remains lit until all stations are returned to the idle state.
-

Announced Calls

About the <ANNO> key

You can use the <ANNO> key to make a voice announcement to another phone within your facility, if that phone is equipped with a speaker. The called phone is automatically put in the handsfree state (speaker is automatically activated), allowing the other party to speak to you without lifting the handset.

Procedure

To use the *voice announce* feature:

- 1 Press <START>.
 - 2 Press <ANNO>.
 - 3 Dial the station number. If the party you're calling is busy, you receive busy tone.
-

Preventing voice announced calls

You can use the <MANS> (manual answer) key to prevent voice-announced calls from coming to your phone.

To prevent voice announced calls:

- 1 Press <MANS>. The <MANS> key lights. Voice-announced calls to your phone ring normally.
 - 2 To deactivate this feature, press <MANS> again.
-

Answering Another User's Phone

Procedure

To answer a call that is ringing at another phone:

- 1 Press <START>.
- 2 Dial the directed call pickup code and the number of the ringing station.

Pick up indicates that you picked up someone else's call; 8601 is the trunk number associated with the calling party.

Answering a Specific Line

About trunk group answer keys

Trunk group answer keys are used to answer calls over a specific trunk group.

Procedure

To use this feature:

- 1** Press the flashing trunk group answer key (or the <ANS> key) to answer the call.
 - 2** You are connected to the caller, and the call is moved to the lowest numbered CAP available. If text is assigned to the trunk group, you see it on your display.
-

Attendant Continuous Ringing

About continuous ringing

In most situations, it is preferable to have calls ring only once at your console to prevent distractions from excessive ringing. However, sometimes you may want calls to continue to ring, even if you are on another call.

For example, if you are in a minimally staffed hotel, where front desk personnel provide answering backup for the attendant, continuous ringing alerts the front desk staff to pick up calls.

Notes about attendant ringing

- This feature is for attendants only.
 - This feature is used in conjunction with trunk answer from any station (TAFAS) which is described in “[Trunk Answer From Any Station](#)” on page 2-74.
 - This feature is set at the CMAT and cannot be controlled from your console.
-

Blocking and Sending Caller ID

Using ANI block

Like other internal users, you can use the ANI block feature to allow your caller ID to be sent and displayed or prevent your caller ID from being sent and displayed on a per-call basis. Allowing the caller ID to be sent is referred to as ANI publicity. Preventing, or blocking your caller ID from being sent is known as ANI block (privacy).

Similarly, when users who call you either send or block caller ID, your SelecSet display reflects the user's specification for this feature.

ANI publicity and privacy

Depending on your basic class setup, either ANI publicity or privacy may be set for all calls that you make. Ask your system administrator for more information on how your basic class is set up.

Activating ANI privacy (block) on a per-call basis

If your phone is set up for ANI publicity, you can override this setting and block your caller ID from being sent and displayed on a per-call basis.

To activate ANI block on a per-call basis:

- 1 Dial the ANI privacy (block) feature access code (typically *67).
 - 2 Dial your desired number. Your caller ID is not sent for this call only. For all subsequent calls, your caller ID is sent.
-

Activating ANI publicity on a per-call basis

If your basic class is set for ANI privacy, you can override this setting and allow your caller ID to be sent and displayed. To activate ANI publicity on a per-call basis:

- 1 Dial the ANI publicity feature access code (e.g *82).
- 2 Dial your desired number. Your caller ID *is* sent for this call only. For all subsequent calls, your caller ID is made private.

Receiving a call from a user with ANI publicity or privacy

When you receive calls from external users who have ANI publicity or privacy activated, you will see varying results on your SelecSet 400A display. Following are some examples of your display in various states when users who have either ANI publicity and privacy active, call you.

ANI publicity for a ringing call

```
10:00 am on Jan 11 1000 Calls Wait: 0
1 Inc Trnk 9000 DUNN CAROLYN 7704468820
```

ANI publicity for an answered call

```
1 Inc Trnk 9000 DUNN CAROLYN 7704468820
MSG CHARGE FEATUR
```

ANI privacy for a ringing call

```
10:00 am Mon Jan 11 1000 Calls Wait: 0
1 Inc Trnk 9000 PRIVATE NAME & #
```

ANI privacy for an answered call

```
1 Inc Trnk 9000 PRIVATE NAME & #
MSG CHARGE FEATUR
```


Blocking Calls Between Guest Rooms

Room-to-room blocking

Room-to-room blocking is only available in WelCOMM systems. The room-to-room blocking (RRB) key lets you block all calls between guest rooms. When RRB is activated, guests can still call outside numbers, administrative phones (for example, the restaurant or gift shop), and attendants. Attendants and administrative phones can also call guest rooms while RRB is in effect.

Activating RRB

To activate room-to-room blocking:

- 1 Press the <RRB> key.
 - 2 The <RRB> lamp lights, and calls between guest rooms are blocked.
-

Canceling RRB

To cancel room-to-room blocking:

- 1 Press the lit <RRB> key.
 - 2 The <RRB> key is extinguished, and calls between guest rooms are allowed.
-

Notes about room-to-room blocking

- You cannot activate or cancel room-to-room blocking while you're on a call.
 - If a guest attempts to call another guest while room-to-room blocking is in effect, the call is routed to an intercept announcement, intercept tone, or the attendant, depending on how the system is configured.
 - Room-to-room blocking is only available with WelCOMM systems.
-

Calling Out On a Specific Trunk

About trunk group select keys

You can use trunk group select keys to call out over a specific trunk (outside line) or group of trunks, such as WATS (Wide Area Telecommunications Service).

Procedure

To use this feature:

- 1 Press the <START> key.
- 2 Press the desired trunk select key.

The trunk group select key lights, and an idle CAP is automatically selected.

- 3 Dial the desired digits.

Your display shows the text name of the trunk or trunk group, if text is assigned. Call duration is shown in minutes and seconds.

1	Trnk	65	WATS1	00:01
MSG			CHARGE	FEATUR

Camping-on to a Busy Station

Using the <CAMP> key

To camp-on a caller to a busy analog station, use the <CAMP> key. When you camp-on a caller, the called station hears a tone, signaling that a call is waiting.

Procedure

To camp on to a busy station:

- 1 After answering the call and dialing the station, you hear busy tone. Your LCD confirms that the station is busy. You see this display:

1	Inc Sta	300	MARTIN RYAN	
2	Busy	200	SIKES TOM	Available

- 300 is the calling station; 200 is the called station (the one that will be camped-on).
- 2 Press the <CAMP> key. Busy tone changes to special ringback tone (similar to normal ringing, but the tone level drops at the end of each ring), and the display changes to confirm the call is being camped-on.

1	Inc Sta	300	MARTIN RYAN	
2	Camp On	200	SIKES TOM	Available

- 3 Press <JOIN> to complete the camp-on.

When a station user receives a tone indicating that a call is camped-on, he normally hangs up and the camped-on call rings his station. However, another type of call waiting allows the user to retrieve a camped-on call by pressing then quickly releasing the switch hook (the small plastic piece you hold down when you want to disconnect your phone). For more information, see your system administrator.

Checking a Trunk

Using the <LTA/VER> key

Your system administrator may ask you to check a specific trunk (outside line) to verify that it is not locked up or out of service.

Procedure

To verify a trunk, use the <LTA/VER> (long trunk alarm/verification) key as follows:

- 1 Press <START> while your console is idle. The display shows the normal dial monitor.
- 2 Press the <LTA/VER> key. The normal dial monitor is displayed.
- 3 Dial the desired trunk number. If the trunk is valid and busy, you see this display:

```
1 * B u s y   8 6 0 1
MSG                C H A R G E                F E A T U R
```

- 4 Press <OVR> to listen for a conversation. (A warning tone is sent to the connection, signaling the interruption.)
- 5 If a conversation is in progress, press <START> to exit.
- 6 If a conversation is not in progress, press <CNCL> to unlock the connection and free the trunk.

If the trunk is not busy, you hear dial tone and see this display:

```
1 * D i a l   8 6 0 1
MSG                C H A R G E                F E A T U R
```

**Procedure,
continued**

- 7 Dial an outside number to check the trunk. You do not dial the trunk access code (usually 9) before the outside number. Because you're already connected to a trunk, you don't need a trunk access code.
 - 8 If the trunk is operational, you hear ringing or busy tone after the outside number is dialed. If the trunk is not operational, call your telephone system maintenance company.
 - 9 Press <START> to disconnect.
-

**About the
<LTA/VER>
key**

Note: The <LTA/VER> key is also used for the long trunk alarm, which causes the <LTA/VER> key to flash when a trunk is connected for an unusually long time. (See [“Receiving a Long Trunk Alarm”](#) on page 2-41 and [“Receiving an E911 Alarm”](#) on page 2-42 for more information.) When the <LTA/VER> key flashes, you can still use it to check a trunk that isn't causing the alarm.

Code Calls

About code calls

A code call indicates an emergency. When you make a code call, it causes special ringing (four quick rings) at a station dedicated to receive code calls.

The person receiving the call uses the paging system to announce the emergency or give appropriate instructions (there may be several code calling stations throughout your facility). Keep a list of the code calling access codes for each dedicated station near your console.

Procedure

To place a code call:

- 1 Press <START>.
- 2 Dial the desired code calling access code. The code call is sent to the dedicated station.

Note: Code calling access codes can be programmed as autodial numbers. See “[Programming your SelecSet 400A](#)” on page A-1 for instructions.

Receiving a code call

If you are designated as a code calling station, code calls ring with a special ringing pattern (four quick rings) at your <CODE> key and/or <ANS> key. If you receive a code call, use zone paging to announce the emergency or give instructions. Keep a list of zone numbers nearby.

Answering procedure

To answer a code call, follow these steps:

- 1 Press the flashing <CODE> key or the <ANS> key.

To access the zone paging system

- 2 Press the <ZPG> key or dial the zone paging access code.
- 3 Dial the proper zone number.
- 4 Make your announcement.

Zone paging is described in more detail in [“Paging”](#) on page 2-65.

Code calling and radio paging

Code calling is sometimes used with radio paging systems to signal voice or tone beepers. To use radio paging, press the radio paging key or dial the radio paging access code. Then dial the specific Beeper Identification Number (BID). See [“Radio paging procedure”](#) on page 2-67.

Data Calls

Using the <CONV> key

You can extend a data call to a station by using the <CONV> (convert) key. Note that the SelecSet 700 and 900 series phone do not support data calling.

- 1 While talking on a voice call, press the <CONV> key. The call is placed in consultation hold. (Consultation hold temporarily removes the party from the connection so transfer or conference operations can be performed.)
 - 2 The CAP representing the held call winks slowly.
 - 3 The <CONV> and <JOIN> keys are steadily lit.
 - 4 Dial the desired station number (you can dial your own station number to extend a data call to yourself).
 - 5 Press <JOIN>. The <JOIN> and <CONV> keys go dark. (If you are converting/transferring a data call to yourself, the data lamp should be flashing. Press <DATA> to answer the call).
 - 6 Press <START> to disconnect.
 - 7 To cancel a voice to data call conversion, press the winking CAP before pressing <JOIN>.
-

Dialing Frequently Called Numbers

Autodial keys

You can program and use autodial keys to dial frequently called numbers with one keystroke. An autodial key is an optional programmable key that automatically dials an internal or external number.

Procedure

To use an autodial key:

- 1 Press a programmed autodial key.
 - 2 The number programmed into the key is dialed automatically.
-

Programming instructions

For programming instructions, see [“Programming your SelecSet 400A”](#) on page A-1.

System speed calling

You can use the system speed calling feature to automatically dial a programmed number by dialing a two-digit speed calling access code plus a two- or three-digit speed calling number. System speed calling numbers are available to everyone in the facility. A list of these numbers can be obtained from your system administrator. To dial system speed calling numbers:

- 1 Dial the system speed calling access code.
 - 2 Dial the speed calling number.
-

Example

For example, assume that the number of your company's travel agent (446-8820) is stored as a system speed calling number. The system speed calling access code is *9 and the system speed calling number for the travel agent is 77. Therefore, to call the travel agent, dial *9 plus 77. A trunk access code (typically 9) is required to use an outside line.

Group Hold

About group hold

You can use group hold to pick up calls for other attendants.

Procedure

To use group hold:

- 1** Press the <GH> key while talking on a call. The call is placed in group hold, and the group hold key on each attendant's phone lights.
 - 2** To retrieve the call, any attendant presses the lit group hold key.
-

Using a Headset

Connecting a headset

To use a headset with the SelecSet 400A, you must connect the 400A by plugging it into the standard headset jack.

Headset modes

Three headset modes are available:

Mode	Description
Switchhook mode	<ol style="list-style-type: none"> 1 Disconnect the <i>handset</i> from the handset port and connect the headset to the handset port 2 To place or answer a call, remove the handset from the cradle. 3 Press <SPK> and listen/speak through the <i>headset</i> (Headset mode is <i>not</i> turned on in the SelecSet 400A's basic class). 4 To disconnect, press <SPK>
Headset mode	<ol style="list-style-type: none"> 1 Your SelecSet 400A rings. Press <START> to answer/disconnect. The handset remains in the cradle. 2 Listen/speak through the headset. (Headset mode is turned on in the SelecSet 400A's BCL.)

Check with your administrator to find out which headset mode is in effect for your system.

Flexible Headset Operation

Overview

With flexible headset operation, you can activate headset mode by pressing a programmable <HSET> key to toggle between headset and handset mode.

Placing a call

To place a call using the <HSET> key:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Remove the handset if it is in the cradle.
 - 3 Press the <SPK> key.
 - 4 Dial the desired number.
-

Answering a call

To answer a call:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Remove the handset if it is in the cradle.
 - 3 Press the <SPK> key.
-

Disconnecting a call

To disconnect a call, press the <SPK> key.

Intercom (ICOM) Calls

About intercom calls

An intercom call is a priority call that causes special ringing (four quick rings) at the phone you call. (If you are calling a SelecSet, the ICOM call rings at the highest-numbered CAP available.)

Procedure

- 1 Press <START>.
- 2 Press <ICOM>.
- 3 Dial the desired station number.

You also can use the <ICOM> key to transfer a coverage call to the station for which it was intended. See “[Answering Coverage Calls](#)” on page 1-28 for more information.

Night Service

Using the <NIGHT> key

You can use the <NIGHT> key to activate night service. Night service directs all after-hours calls to an alternate destination (night bell, specified station, etc).

Multiple attendants

If your facility has multiple attendants, one attendant can be designated as the pilot station for the night service change. When the pilot station switches to night service, all other attendants are switched as well. See your system administrator if you need more information about your company's night service policy.

Procedure

To activate night service:

- 1 Press <NIGHT>. The NIGHT lamp lights.
- 2 All incoming calls are directed to the predetermined location.

To deactivate night service

- 1 Press <NIGHT> again. The <NIGHT> lamp goes dark.
 - 2 Normal call routing resumes.
-

Paging

About paging

Paging lets you make announcements to selected paging zones or to send pages to individual beepers.

Zone paging

You can use zone paging to send a page to external amplifiers. Two types of zone paging are available:

Use this type of paging	When you want...
Zone paging with auto meet-me	a user in your facility to call you
Zone paging with park	to page a user who has a call

Zone paging with auto meet me procedure

To use zone paging with auto meet-me:

- 1 Press the <ZPG> (zone paging) key or dial the zone paging access code.
- 2 Dial the proper zone number (see your system administrator for a list of zone numbers.)

- | | |
|---------------------|----------------|
| Zone 0 - All zones. | Zone 5 - _____ |
| Zone 1 - _____ | Zone 6 - _____ |
| Zone 2 - _____ | Zone 7 - _____ |
| Zone 3 - _____ | Zone 8 - _____ |
| Zone 4 - _____ | Zone 9 - _____ |

**Procedure,
continued**

- 3** Announce instructions for the desired party to respond to your page.
 - 4** Remain on the line to be automatically connected to the paged party.
 - 5** To answer a zone page with auto meet-me, the user should dial the zone paging answer code.
 - 6** The user is connected to the paging party immediately.
-

**Zone paging
with park
procedure**

To use zone paging with park:

- 1** Press the <ZPG/P> (zone paging with park) key or dial the zone paging with park access code while connected to the caller.
- 2** Dial the proper zone number.
- 3** Dial a parked call identifier (PCI). When the PCI is dialed, you can do one of two things:
 - Press <START> to complete the park, or
 - Press <CONF> to create a three-way conference when the paged party responds.

Note: A PCI is a number used to identify the parked call. Contact your system administrator for a list of the PCIs available in your system, or, use your own station number or the station number of the paged party as a PCI. Parked call identifiers (PCIs) are sometimes referred to as beeper identification numbers (BIDs).

- 4** To answer a zone page with park, the user dials the call park retrieve access code, plus the parked call identifier (PCI) used to park the call and is instantly connected to the parked call.
-

Radio paging procedure

You can use radio paging to send a page to a beeper. Your system may be equipped with voice radio paging or tone radio paging. The radio paging key or radio paging access code works for either type of radio paging.

To use radio paging:

- 1 Press the radio paging <RPG> key, or dial the radio paging access code.
- 2 Dial a beeper identification number (BID).

Note: BIDs are used differently in radio paging than they are in zone paging or call park. Radio paging BIDs must be obtained from the communications manager, since they are determined by the paging system.

- 3 To answer a radio page, the user dials the park pickup access code followed by the BID.
-

Priority radio paging

To preempt other radio pages, press the priority radio paging (PRPG) key or dial the priority radio page access code. Next, dial the desired BID.

Answering a priority radio page

To answer a priority radio page, the user dials the park pickup access code, plus the BID.

Parking a Call

About call park

You can park a call, which allows it to be picked up from any station.

Procedure

To park a call:

- 1** While talking on a call you want to park, dial the call park access code and a parked call identifier (PCI).
- 2** Press <START> to complete the park.

Note: A parked call identifier is a number used to identify the parked call. Contact your system administrator for a list of the PCIs available in your system, or, use your own station number or the station number of the paged party as a PCI. Parked call identifiers (PCIs) are sometimes referred to as beeper identification numbers (BIDs).

- 3** Dial the park pickup access code and the parked call identifier (PCI) used to park the call.
-

Recording a Conversation

Using the <RECORD> key

You can record a conversation by using the <RECORD> key. The <RECORD> key activates a recorder that is located away from your console (but within the facility)



Consult federal, state, and local regulations before recording phone conversations. Certain restrictions may apply. The HCX5000 does not provide a tone or other warning prior to recording a conversation.

Note: The recorder is not provided with the phone system. It must be purchased separately.

Procedure

To use the record feature:

- 1 While on a conversation you want to record, press <RECORD>. The <RECORD> lamp lights and recording begins.
 - 2 To stop recording, press <RECORD> again. The <RECORD> lamp goes dark and recording ends.
-

Redialing Numbers

Redial features

Two HCX5000 features are available to simplify redialing of previously dialed numbers:

- Last number redial (LNR)
 - Saved number redial (SNR)
-

Last Number Redial (LNR)

About LNR

This feature stores your most recently dialed number.

Procedure

To use last number redial:

- 1** Press <START>. Dial a number and complete your conversation.
- 2** Press <LNR> to redial that number.

Note: LNR does not store numbers dialed through *system* speed dialing. It does store internal numbers dialed through autodial keys, but not external numbers.

Saved Number Redial (SNR)

About SNR

Use saved number redial to save your most recently dialed number and cause the last number redial function to ignore any new numbers that you dial.

Procedure

To use saved number redial, follow these steps:

To save the number you just dialed...

- 1 Press the <SNR> key. The <SNR> key lights. You can press the <SNR> key as soon as the number is dialed, or you can wait until you hang up before pressing the key.

To dial the saved number...

- 2 Press the <LNR> key.

To cancel the saved number and activate LNR...

- 3 Press the <SNR> key again.
-

Summary

Refer to the following table for a summary of how to use last number redial and saved number redial.

To use LNR	To use SNR
Press <LNR>.	<ol style="list-style-type: none"> 1 Press <SNR> (SNR lamp on). 2 Press <LNR> to dial SNR number. 3 Press <SNR> to cancel (SNR lamp off)

Example

You plan to call parties A, B, and C this afternoon. You just called A who was busy. Press <SNR> to save her number. Now dial B and then C, which LNR ignores. Later, press <LNR> to dial A's number. A's number is stored until you press <SNR> again to cancel it.

Sending Pushbutton Tones

Using the <TONE> key

You may need to send pushbutton tones to other types of telephone equipment. Pushbutton tones are generated by pressing keys on the keypad while you are connected to pushbutton-controlled equipment.

Example

To retrieve a message from a voice message system (VMS), press the <TONE> key while connected to the VMS to respond to VMS prompts with pushbutton tones. The VMS may direct you to press P to play your message. If you have activated the <TONE> key, you can press 7 (labeled PRS). If you have not activated the <TONE> key, pressing 7 places the VMS in consultation hold and activates another CAP. When you finish sending pushbutton tones, press the <TONE> key again.

Procedure

To send pushbutton tones:

- 1 Connect to the pushbutton-controlled equipment. (e.g. voice mail system)
- 2 Press the <TONE> key. The <TONE> key lights.
- 3 Generate pushbutton tones by pressing keypad keys.
- 4 When finish sending pushbutton tones, press the <TONE> key again.

The <TONE> key/lamp goes out and your console returns to normal operation. To transfer a call when the <TONE> key is lit, press <JOIN> before dialing the desired number. After dialing the number, press <JOIN> to transfer the call.

Trunk Answer From Any Station

About TAFAS

This feature enables another station to pick up your calls during periods of heavy call traffic. It is ideal for smaller hotels/motels that use the front desk for attendant backup.

Operation

When a second call comes to your attendant console while you are on another call, your console continues to ring until you answer or until another, specially designated station picks up the call.

The station designated to pick up additional calls is alerted to ringing attendant calls by his or her TAFAS key, which flashes and/or rings.

Calls that can be picked up using TAFAS

Calls that can be picked up by the designated station, which are answered in the order listed, include:

- Code calls
 - Incoming calls
 - Recalls
 - Information calls (dial 0)
-

Calls that cannot be picked up using TAFAS

Calls that cannot be picked up by the designated station include:

- Calls to your attendant station number
 - Calls to specific *trunk group answer* keys
 - Calls that are parked or held via a hold loop key or soft park key
 - Calls to the night attendant
-

Procedure

To pick up calls ringing at your console while you are currently on a call, the TAFAS station does the following:

- 1** If the TAFAS station is an analog phone, the person operating the station dials the TAFAS feature access code.
 - 2** If the TAFAS station is a SelecSet, the person operating the station can dial the TAFAS feature access code, or press an autodial key programmed with the TAFAS feature access code.
-

APPENDIX

Programming your SelecSet 400A

About programmable keys

Programmable keys consist of suggested programmable keys, and optional programmable keys. Refer to the first section of this guide, “About Your SelecSet 400A” on page 1-1, for general information on programmable keys.

Assigning programmable keys

Some programmable keys can be programmed from your SelecSet; others must be programmed from the Customer Maintenance/Administration Terminal (CMAT).

Keys that you can program

See [Table 3](#) for a description of keys that can be programmed from your SelecSet 400A:

Table A-3 Keys that you can program from your SelecSet 400A

Key Name	Purpose
Autodial keys	provide one-key access to dial-access codes, account codes, and frequently called numbers.
ACCODE (Account code)	Before making the call: dial the account code feature access code, (ACFAC) the account code (AC) (or press a key on which an account code has been programmed), then the phone number. During the call: press a key programmed with the ACFAC and the AC. Your call is not interrupted. If you do not have a pre-programmed key, ask the party to hold. Press <TRANSFR>, dial the ACFAC + the AC, and wait for confirmation tone. Press the flashing CAP to resume your call.
Breakin (BRKN)	breaks into a busy station, even if you are in a private network and that station is at another location within the network.
Call park (PARK)	parks a call
Forward all calls (FAC)	forward all calls to your phone
Headset mode (HSET)	activates headset mode by pressing a key
Intercom/priority (ICOM)	announces and originates a priority call
Last number redial (LNR)	redials the last number dialed
Manual campon (CAMP)	activates camp-on to a busy station that does not have call waiting assigned
Priority radio paging (PRPG)	initiates priority radio paging
Radio paging (RPG)	initiates radio paging
Zone paging (ZPG)	accesses zone paging equipment
Zone paging with park (ZPG/P)	accesses zone paging equipment and allows you to park a call

Programming Instructions

About emergency numbers

If you program an emergency number into an autodial key, make sure the key is programmed correctly by making a test call. When the called party answers, briefly explain the reason for the call before hanging up.

Determining if a key is programmed

If you are not sure whether a key is programmed, press <DSPL> and the programmable key. If the key is programmed, the bottom line of your display shows the feature or autodial number assigned to the key. If it is not, you see the word *autodial* displayed. Press <DSPL> plus any soft key to return to the normal display.

Programming an autodial number

To assign autodial numbers or features to a key:

- 1 Press <START>.
 - 2 Dial the station speed calling registration code (usually #7).
 - 3 Press the key that you want to program.
 - 4 Dial the desired station or outside number. Include the trunk access code (usually 9) if programming an outside number. (Remember that autodial keys can be used to store account codes and dial access codes.)
 - 5 You receive confirmation tone (three short beeps) when the number is programmed.
-

Programming emergency numbers

If you program an emergency number into an autodial key, make sure the key is programmed correctly by making a test call. When the called party answers, briefly explain the reason for the call before hanging up.

Canceling an autodial number

To cancel autodial numbers:

- 1 Press <START>.
 - 2 Dial the station speed calling cancellation code (usually ##7).
 - 3 Press the desired key. You receive confirmation tone (three short beeps) when the number is canceled.
-

Procedure***To program a feature***

- 1 Press <START>.
- 2 Dial the station speed calling registration code (usually #7).
- 3 Press the key that you want to program.
- 4 Dial the desired feature access code. You receive confirmation tone (three short beeps) when the feature is programmed.

To cancel a feature

- 1 Press <START>.
 - 2 Dial the station speed calling cancellation code (usually ##7).
 - 3 Press the desired key. You receive confirmation tone.
-

Applying labels

After you program your SelecSet, label the keys. A sheet of typical labels is provided for this purpose. Apply the labels to the paper insert located under the plastic faceplate.

Procedure

To remove the faceplate and apply the labels:

- 1** Insert lifting devices (for example a letter opener or the handle of a plastic spoon or fork) into slots in the lower-end sides of the faceplate and twist upward at the front.
 - 2** To label the paper insert, peel the desired labels from the sheet and place them on the paper sheet above the rectangular key openings. Place each label so that it is visible when the plastic faceplate covers the paper insert.
 - 3** The lines on the faceplate can cover a label if it is placed too high or to the right of a rectangular opening. Other labels can be typed directly on the paper insert, or they can be typed on the stick-on blanks provided on the sheet. Keep the sheet—you may need more labels in the future.
 - 4** Replace the paper insert and faceplate.
 - 5** Position the paper insert over the keys. Position the top of the plastic faceplate first, then lower it until you can press the lower edge into place.
-

Quick Reference Sheet

About this section

Use this section as a quick reference when you need to perform basic attendant operations.

Placing a call (page 1-23)

To place a call:

- 1 Press <START>.
 - 2 Dial the station or outside number (dial the trunk access code for outside numbers, usually 9).
 - 3 Press <START> again to disconnect.
-

Answering and transferring a call (page 1-25)

To answer and transfer a call:

- 1 Press the <ANS> key to answer the call.
 - 2 Dial the number to which you want to transfer the call.
 - 3 Press <JOIN> to complete the transfer.
-

**Holding a call
(page 1-31)**

To hold a call:

Using soft park...

- 1 While connected to another party, press <SFPK>.
- 2 Press the <SFPK> key a second time to retrieve the call.

Using a hold loop...

- 1 While connected to another party, press a hold loop.
- 2 Press the same hold loop a second time to retrieve the call.

Using the hold key...

- 1 Press the <HOLD> key while on an active call. A CAP winks representing the held call.
 - 2 Press the winking CAP to retrieve the call.
-

**Creating a
multiparty
conference call
(page 1-43)**

To create a multiparty conference call:

- 1 While connected to one party, press <CONF>; then dial a second party.
 - 2 After the called party answers, press <CONF> to create a three-party conference.
 - 3 To add an additional party, press <CONF>; then dial the desired number. Press <CONF> after the called party answers. A conference can consist of up to six parties.
 - 4 To exit the conference, press <JOIN>.
-

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