



**NEC**



**Xen IPK II  
ATTENDANT  
User Guide**



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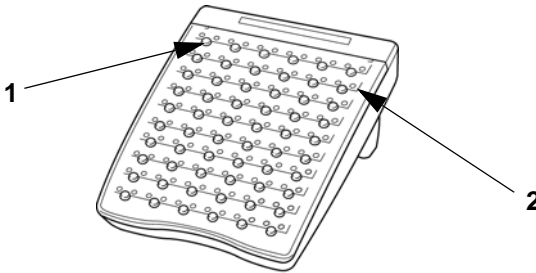
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# General Information

The following should be considered when reviewing this Attendant User guide:

- Attendant console keys can be assigned as Direct Station Selection/Busy Lamp Field (DSS/BLF), Call Arrival/Virtual Extensions, central office lines or selected features.
- Refer to the *Xen IPK II Digital Telephone User Guide* for additional information on telephone operation.
- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned.
- All access codes listed are standard; some may vary based on system assignment.
- Access to many features is based on system assignments. Not all features may be available from your telephone.
- The telephone display provides useful call processing information such as trunk access, recall indication, feature confirmation, etc.

## Xen IPK II Console



### Xen IPK II DSS Console with DSS/BLF

1	60 DSS/BLF keys
2	Status Indicators (red and green)

# Attendant Add-On Console

## Answering Calls

When CO incoming ringing occurs:

- Lift the handset
- Converse and process the call

## Transferring Calls

With a call in progress:

- Press Transfer on the Multiline terminal
- Press **DSS/BLF** key for the desired station
- Voice announce after the tone burst

**-OR-**

Wait for the ringing call to be answered

- Hang up

**Note 1:** Pressing **Transfer** immediately after the DSS key will result in an unscreened ring transfer or camp-on.

**Note 2:** If the called station is busy or unanswered, press the flashing **Line** key, **Call Appearance** key, or **Conf** key (internal calls) to return to the original party.

**Note 3:** Unanswered camp-ons and unscreened transfers will recall to the attendant telephone.

## Placing Internal Calls

To make a call within the organisation:

- Lift the handset
- Press the **DSS/BLF** key on the Attendant Add-On Console
- Voice announcement after the tone burst

**-OR-**

Wait for the ringing call to be answered

**Note 1:** When calling a multiline telephone, dialling **1** after the station number will change the ringing to voice or voice to ringing.

**Note 2:** To directly access a personal voice mailbox, dial **8** after dialling the station number.

## Placing Calls to Call Arrival Keys

To make a call using Call Arrival Keys:

- Lift the handset
- Press **DSS/BLF** key on the Attendant Add-On Console representing a **Call Arrival** key
- Wait for the ringing call to be answered

## Placing Outgoing Calls

To place an outside call:

- Lift the handset
- Press an idle **CO Line** key on the Attendant Add-On Console
- Dial the telephone number
- Converse

## Night Transfer

To activate Night Service using programmable function keys:

- Press **Night Service** key  
(Service Code 751:09 + Mode number below):
  - 1 = Day 1 Mode
  - 2 = Night 1 Mode
  - 3 = Midnight 1 Mode
  - 4 = Rest 1 Mode
  - 5 = Day 2 Mode
  - 6 = Night 2 Mode
  - 7 = Midnight 2 Mode
  - 8 = Rest 2 Mode

To activate Night Service using service codes:

- Press **Speaker**

- Dial **718**

**-OR-**

To change a different group's mode, dial **618** + the group number (**01~32**)

- Dial **Night Service** code:
  - 1 = Day 1 Mode
  - 2 = Night 1 Mode
  - 3 = Midnight 1 Mode
  - 4 = Rest 1 Mode
  - 5 = Day 2 Mode
  - 6 = Night 2 Mode
  - 7 = Midnight 2 Mode
  - 8 = Rest 2 Mode
- Press **Speaker**

**Note:** When programmed for Automatic Night Service, the system will enter/exit the assigned mode at the pre-programmed times.

## Trunk to Trunk Transfer

With an outside call in progress:

- Press **Transfer**
- Dial the trunk access code, i.e. **0**
- Dial the telephone number and wait for an answer
- Press the **Transfer**
- Replace the handset

**Note:** Once established, a trunk to trunk connection cannot be re-entered.

## Message Waiting

To leave a Message Waiting:

- Call busy or unanswered extension
- Dial **0** or press **Message Waiting** key (Service Code 751:38)
- Hang up

**Note:** The called station, the MW LED lights.

To cancel the Messages Waiting you have left at a specific extension:

- Press **Speaker**
- Dial **771**
- Dial number of extension you do not want to have your messages
- Hang up

## Code Restriction, Dial Block

To set Dial Block for another extension:

- Press **Speaker**
- Dial **601** (default)
- Dial the 4-digit **Dial Block** code (as set in programming)
- Dial the extension number to be blocked
- Dial **1**

**Note:** Confirmation tone is heard.

- Press **Speaker**

To release Dial Block for another extension:

- Press **Speaker**
- Dial **601**
- Dial the 4-digit **Dial Block** code
- Dial the extension number to be released from Dial Block
- Dial **0**

**Note:** Confirmation tone is heard.

- Press **Speaker**

# Paging

## Paging Using the Direct Paging Access Key

To make the page:

- Lift the handset
- Press the **Direct Paging Access** key
- Make Announcement
- Wait for the Meet-Me Answer or replace the handset

## Paging Using the Access Code

To make an Internal Page announcement:

- Lift the handset
- Dial **701** and the **Paging Zone** number (**00~64**)

**Note:** Dialling **00** calls All Call Internal Paging.

**-OR-**

Dial **\*1** and the **Combined Paging Group** code **1~8** or **0** for Internal/ External All Call)

- Make Announcement
- Wait for the Meet-Me Answer, or replace the handset

To page an external zone:

- Lift the handset
- Dial **703** and the **External Paging Zone** code **1~8** or **0** for All Call

**-OR-**

Dial **\*1** and the **Combined Paging Group** code **1~8** or **0** for Internal/ External All Call)

- Make Announcement
- Wait for the Meet-Me Answer, or replace the handset

**Note 1:** Display indicates the Combined Paging as an External Page.

**Note 2:** If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.

## Direct Inward System Access (DISA)

To place a DISA call into the system (from an offsite DTMF type telephone):

- Dial the telephone number that rings the DISA trunk
- Wait for the DISA trunk to automatically answer with a unique dial tone
- Dial the **6-digit DISA password** (User ID)
- Wait for a second unique dial tone
- Dial an extension

**-OR-**

Dial **0** for Trunk Group Routing or ARS

**-OR-**

Dial **Alternate Trunk Route Access Code** (if enabled)

**-OR-**

Dial **704** + a **trunk group number** (1~100) for an outside call

**-OR-**

Dial **#0** + a **trunk number** (1~200) fro an outside call

**-OR-**

Dial **#2** + **Common Abbreviated Dialling bin** number

**-OR-**

Dial **9** for the operator.

**-OR-**

Dial **701** + an **Internal Paging Zone** number (0, 1~9, 00, 01~64)

**-OR-**

Dial **703** + an **External Paging Zone** number (1~8 or 0 for All Call)

**-OR-**

Dial **710** + a busy extension number to barge in to a call

To forward an extension's calls using a DISA call into the system from an offsite DTMF type telephone:

- Dial the telephone number that rings the DISA trunk
- Wait for the DISA trunk to automatically answer with a unique dial tone
- Dial the **6-digit DISA password** (User ID)
- Wait for a second unique dial tone
- Dial the **Call Forward** service code
- Dial the number of the extension to be forwarded
- Dial **1** to set Call Forwarding or **0** to cancel Call Forwarding
- Dial the extension number to which the calls will be forwarded

To use the Continue code to extend a DISA call:

- An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller)
- After the Long Conversation Warning Timer has expired, a warning tone is heard and the user dials the **Continue** code to extend the conversation
- After the Continue Timer has expired, the warning tone is heard again. After the Disconnect Timer has expired, the call is disconnected if the **Continue** code is not dialed again

# Recording Voice Prompts

To record a VRS message:

- Lift the handset
  - Dial **616**
  - Dial **7** (Record)
  - Dial the **VRS message number** you want to record (**01~48**)
  - When you hear "Please start recording" followed by a beep, record your message
- Note:** Normally, your message cannot exceed 16 seconds. If you hear, "Recording finished," you have exceeded the allowed message length.
- Press **#** to end recording
- OR-**
- Hang up to save the message

To listen to a previously recorded VRS message:

- Press **Speaker**
  - Dial **616**
  - Dial **5** (Listen)
  - Dial the **VRS message number** to which you want to listen (**01~48**)
- Note:** You will hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.
- Press **#** to hear the message again
- OR-**
- To hear another message, press **5** and then enter the **message number (01~48)**.
- OR-**
- Hang up

To erase a previously recorded VRS message:

- Press **Speaker**
- Dial **616**
- Dial **3** (Erase)
- Dial the number of the **VRS message** you want to erase (**01~48**)
- Press **HOLD** to cancel the procedure without erasing (and return to step 3)

**-OR-**

Hang up to erase the message

To record, listen to or erase a VRS message if you call in using DISA:

- Place call to the system
- After the system answers, dial the **DISA password** \_\_\_\_\_
- Dial **616** and the **VRS password** \_\_\_\_\_
- Dial the function you want:  
**7** = Record  
**5** = Listen  
**3** = Erase
- Dial the **message number (01~48)**, to record the message and press **#** to end recording

**Note:** If you dialled **7** to record, you can dial **#** to listen to the message you just recorded.

**Note:** If you dialled **5** to listen, you can dial **5** and the message number to hear it again or if you want to Record, Listen to or Erase another message, go back to step 4.

# Programming System Speed Dial

To store a System or Group Speed Dialling number:

- Press **Speaker**
- Dial **753** (for system) or **754** (for group)
- Dial system or group speed dial buffer number

**Note:** At default, there are 1000 System Speed Dialling codes (**000~999**). There are Group Speed Dialling codes only if assigned in programming.

- Dial the Trunk Access Code (e.g., **0**) – if required
- Dial telephone number you want to store (up to 24 digits)

**Note:** Valid entries are **0~9**, **#** and **\***. To enter a pause, press **MIC**. To enter a Flash, press **Recall**.

- Press **Hold**
- Enter the name associated with the Speed Dialling number (display telephones only). Refer to the **Character Entry Table** later in this guide.
- Press **Hold**
- Press **Speaker**

## Clock/Calendar Setting

To set the system time:

- Press **Speaker**
- Dial **728**
- Dial two digits for the hour (24 hour clock, 13 = 1:00pm)
- Dial two digits for the minutes (00~59)
- Press **Speaker**

**Note:** The date must be set in system programming (10-01).

# Character Entry Table

When required to enter characters (e.g., station name or speed dial name), press the dial pad number corresponding to the alpha character desired.

i.e. 2 = A,B,C,a,b,c, or 2

3 = D, E, F, d, e, f, or 3

4 = G, H, I, g, h, i, or 4

For the name Bob press: 2-2-6-6-2-2

Key Press														
Key	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th
1	1	@	[	¥	]	^	_	'	{		}	→	←	Back to 1
2	A	B	C	a	b	c	2	Back to A						
3	D	E	F	d	e	f	3	Back to D						
4	G	H	I	g	h	i	4	Back to G						
5	J	K	L	j	k	l	5	Back to J						
6	M	N	O	m	n	o	6	Back to M						
7	P	Q	R	S	p	q	r	s	7	Back to P				
8	T	U	V	t	u	v	8	Back to T						
9	W	X	Y	Z	w	x	y	z	9	Back to W				
0	0	!	"	#	\$	%	&	'	(	)	Back to 0			
*	*	+	,	-	.	/	:	;	<	=	>	?	Back to *	
#	Accept	Space	Back to Accept											
Conf	Clear and back 1 character before cursor													
Hold	Clears all characters to the right of the cursor													

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