

# **SAMSUNG**

## **DCS GATEWAY**

DIGITAL COMMUNICATION GATEWAY SYSTEM

### **ATTENDANT CONSOLE USER GUIDE**



TELECOMS



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ELECTRONICS

## EU Declaration of Conformity (RTTE)

**Samsung Electronics Co., Ltd.**

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declare under our sole responsibility that the product

**Digital Telephone Exchange model "DCS Gateway"**

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC ( Annex II )

Low Voltage Directive 73/23/EEC

EMC Directive 89/336/EEC:92/31/EEC



By application of the following standards

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## **Intended Use**

This digital telephone is intended to be connected to a digital extension of a Samsung DCS telephone system. The connection allows voice communication between the central processor unit and the telephone. It is not intended to be connected to any other telephone system or the public telephone network.

Please read the provided user instructions carefully.

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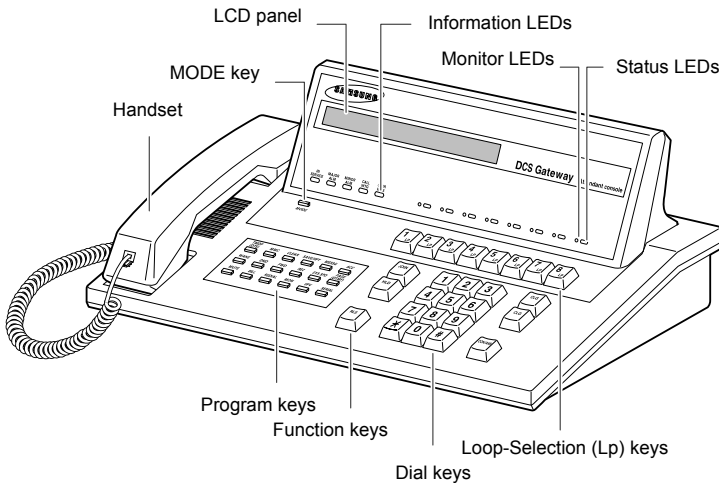
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# Chapter 1 Attendant Console Layout



## Console LCD Panel

The attendant console LCD panel displays information relating to incoming calls as follows.

- Details of incoming calls are displayed on the LCD panel if the attendant console is not otherwise busy.
  - If caller line identification (CLI) information exists for a call, this is displayed. The Trunk Directory number can be displayed depending on the option set in the system (see the *DCS Gateway Maintenance & Administration Program (MAP) User Guide* for details).

- If direct dialling inwards (DDI) translation is used, DDI information is displayed in the second line of the LCD panel.
- If RECALL / FORWARD / INTERCEPT is set, this information is displayed.
- If a call is received by the DDI TRANSLATION / RECALL / INTERCEPT method, calling information is displayed in the first line of the LCD panel, and the information related to DDI TRANSLATION / RECALL / FORWARD / INTERCEPT is displayed in the second line of the LCD panel.
- If a call is transferred to an extension, the current status—RING (ringing), HOLD (on hold), CONV (conversation) etc.—is displayed.
- If a call is transferred when an extension is busy, details of the calling party are displayed in the first line of the LCD panel, and details of the called extension are displayed in the second line.



.....  
If you require more information on any of these topics, refer to your System Administrator or to the *DCS Gateway Feature Description* and *General Description Guides* supplied with your system.  
.....

## Displayed Information

To summarise, information is displayed on the LCD panel in the following situations:

- A call is ringing at, or is answered by, the console.



- A Recall/Forward/Intercept call is received.
- A call is transferred.

The following is an example of a typical display.

[illegible]

### Calling/Called Indication

In the display:

- CLG means the party who calls in to the console (‘calling’ party).
- CLD means the party whom the console calls (‘called’ party).

## Call Type

‘CLG/CLD Type’ displays the call type as follows:

C. O.	(Central Office) trunk call.
TIE	Leased line.
STN	Extension telephone (station).
OPR	Attendant console (operator).
Room Call	Hotel room extension.
VIP Call	Hotel room set as VIP status.

**CLG/CLD Number**

Displays the CLI for an incoming call or the extension number for an internal call, and the called party's number.

## **CLG Number (Name)/CLD Name**

Displays the caller's phone number or name and the called party's name.

## **CLG/CLD Status**

Displays the status of the calling and called parties as follows.

RING	The party's phone is ringing.
CONV	The party is talking on the current call.
BUSY	The party is on another call.
FORWARD	The party has set call forwarding to the console.
HOLD	The call is on hold.
HANG UP	The party has hung up.
DND	The party has set a "do not disturb".
NOT EXIST	The dialled extension is not in service.
NOT USE	The console cannot process the incoming call.
BLOCK	The party's phone is out of order.
PILOT BUSY	Station group busy.

If you see 'TRY AGAIN' displayed, you have entered an invalid console keyboard command and should enter the correct command.

## **Console Keys**

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There are four categories of keys on the console keypad: Loop-Selection keys, Program keys, Function keys, and Dial keys. There is also a MODE key. (Refer to the console layout diagram, above.)

## ■ Loop-Selection (Lp) Keys

These keys are used to choose the loop for the console to connect an incoming call. Since the console can support eight loops, there are eight Lp keys (1–8).

## ■ Function Keys

These keys are used for basic console functions. There are six function keys.

### ***JOIN key***

Connect two parties who have called into the console on different loops.

### ***HLD key***

Hold an incoming call after answering it.

### ***RLS key***

This key has a number of functions depending on when it is selected. These are:

- Terminate the current call.
- Cancel the selected function.
- Erase the line displayed on the LCD panel while the console is in MMC programming mode.

### ***CLG key***

Toggle the console to talk with the incoming caller ('calling' party) when speaking alternately to the caller and the called extension.

***CLD key***

Toggle the console to talk with the called extension (‘called’ party) when speaking alternately to the extension and the incoming caller.

***CON/ANS key***

Connect the called (CLD) party with the calling (CLG) party so they can talk to each other.

It can also be used to answer incoming calls to the console instead of pressing individual Lp keys to answer calls.

**■ Dial Keys**

The dial keys on the keypad are used to dial telephone numbers when the operator is making an outside call, calling an extension or transferring a call.

**■ Program Keys*****TMDP (DTS) key***

This key has two functions depending on when it is used. It displays the current time and date on the LCD panel in “day / date / month / time” format (e.g. TUE 01 AUG 17:16). It can also be used to directly choose a specific trunk line while pressing an Lp key (direct trunk selection, or DTS).

(The DTS function is not used in the UK.)

***MMC key***

Enter the console into MMC programming mode.

***CLEAR key***

Forcibly hang up a busy line. The call is terminated if the **CLEAR** key is pressed whilst the operator is in “call break-in” status.

***SAVE/RPT key***

Save an outside telephone number so that it can be redialled at a later time.

***MESSG key***

Leave a message on an extension or delete a message left on an extension.

***ACC key***

Assign an account number to a connected call.

***WAKE key***

Set or clear the time to ring an extension for a wake-up call.

***DND key***

Set or cancel Do Not Disturb (DND) mode for extensions.

***FWD key***

Set or cancel the forwarding facility where incoming calls to a specific extension number can be forwarded to another extension.

***REC key***

(Not used in the UK.)

***SYS SPD key***

Access system speed dial numbers from the console by entering the index code for the speed dial number.

***PAGE (DTMF) key***

The function of this key changes according to the status of the console as follows:

- When the console is idle.

Paging functions such as Zone Paging and Digital Phone Paging are executed.

- When there is a call to the console.

The MEET ME function (Orbit Parking feature) is executed.

- When there is an outgoing call from the console.

The DTMF Sending function is executed. This detects the dial keys being pressed on the keypad to establish an outgoing call.

***MUTE key***

Silences the operator's microphone so that the operator can listen to conversations but not speak or interrupt speech.

***BILL key***

Charge the billing rates for the outgoing call.

***REDIAL key***

Correct a misdialled number when making an outgoing call, or redial the last number dialled.

***MON key***

Break in on a busy line and establish a three-way call between the operator and the parties engaged on the call.

***SPV key***

Monitor the status of incoming trunk calls (call supervision).

***SERIAL key***

Return a trunk call to the console after connecting the call to an extension. Once that call to the extension is terminated, it recalls to the console.

**■ MODE Key**

The console has two modes of operation: day and night. In day mode, calls can be both made and received by the console. In night mode, calls cannot be received by the console. The **MODE** key is used to set day or night mode for the console.

**Console LED Indications**

---

Each program key (see descriptions, above) has its own LED which lights when the key is pressed. There are three further sets of LEDs on the console, referred to as Information, Status and Monitor LEDs.

## ■ Information LEDs

The attendant console has five information LEDs located below the LCD panel, marked as follows.

### ***IN SERVICE***

Displays the current working mode of the console. When the console is in day mode this LED is lit; when it is in night mode the LED is off.

### ***MAJOR ALM (Major Alarm)***

The major alarm LED indicates that the DCS Gateway system has a serious problem which may require attention from service personnel.

### ***MINOR ALM (Minor Alarm)***

The minor alarm LED indicates that errors have occurred during system operation that should not affect the overall performance of the system.

### ***CALL WTG (Call Waiting)***

The call waiting LED will light when all eight loops are busy and further calls are received.

### ***OPER MISS (Operator Misoperation)***

The OPER MISS LED will light if the operator attempts to operate the console incorrectly. To turn off this LED, the **RLS** key must be pressed.



## ■ Status LEDs

The status LEDs indicate the current status of each of the eight loops on the console. Each Loop-Selection (Lp) key has a corresponding green status LED located above it which looks like this:



The status LEDs display as follows:

- LED is off if the corresponding loop is not in use.
- LED is on if the corresponding loop is in use.
- LED flashes four times per second for an incoming call.
- LED flashes twice per second if a call is recalled to the corresponding loop.
- If the call on the corresponding loop is on hold, the LED flashes on for three seconds and off for one second, repeatedly.



### What is 'Recall'?

This is defined as the situation in which the operator connects the incoming call to an extension when the extension is busy or not responding. The call is returned (recalled) to the attendant console for attention if not answered by the extension in a pre-defined time.

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## ■ Monitor LEDs

The monitor LEDs indicate if a C.O. trunk call is still connected to an extension. Each Lp key has a corresponding monitor LED located directly above it (the red LEDs next to each status LED).

Pressing the **SPV** key prior to connecting the C.O. trunk to an extension will light the monitor LED.

When the call is connected, the status of the extension will be monitored and indicated on the status LED of the loop by which the extension is connected.

# Chapter 2 Using Basic Console Functions

## Calling an Extension

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To call an extension from the attendant console:

1. Press an unused Lp key.
2. Dial the extension number.

## Making an Outside Call

---

1. Press an unused Lp key.
2. Dial 9.

You will hear dial tone.

3. Dial the number.

## Connecting a C.O. Trunk Call to an Extension

---

When there is a C.O. trunk call, the status LED of the corresponding loop will flash. To connect the call to an extension:

1. Press the CON/ANS key or the Lp key with the flashing LED.

The LCD panel will display information about the trunk line. You can talk to the caller.

2. Dial the extension number to which the trunk caller wishes to be transferred.

The incoming caller is put on hold and information relating to the dialled extension will be displayed on the LCD panel.

3. To connect the incoming caller to the extension after speaking with the extension, press the **CON/ANS** key.

## **Connecting an Extension Call to a C.O. Trunk Line**

---

When an extension calls the operator, the loop LED will flash. Extension calls begin ringing from Lp 8.

1. Press the **CON/ANS** key or the Lp key with the flashing LED.
2. Dial **9**.

You hear trunk dial tone and the extension call will be put on hold. Information relating to the trunk line is displayed on the LCD panel.

3. Dial the telephone number to be connected to the extension.
4. Press the **CON/ANS** key to connect the dialled trunk number with the extension on hold.

## **Charging Calls to an Account Code**

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An account code can be assigned to a call so that call costs can be allocated to that code. Codes can be assigned when making or receiving a call.

### **When Making a Trunk Call**

1. Press an unused Lp key.
2. Dial **9**.
3. Dial the telephone number.
4. Press the **ACC** key.
5. Using the keypad, enter the account code to be assigned to the extension, up to a maximum of 12 digits. (If there are less than 12 digits, the final digit must be #.)
6. Press the **CLD** key.
7. Dial the extension number to be connected to the C.O. trunk call.
8. Press the **CON/ANS** key to connect the external party to the extension.

### **When Receiving a Trunk Call**

1. Press the **CON/ANS** key or the Lp key with the flashing LED to answer the call.
2. Press the **ACC** key.
3. Using the keypad, enter the account code to be assigned to the extension, up to a maximum of 12 digits. (If there are less than 12 digits, the final digit must be #.)
4. Press the **CLD** key.
5. Dial the extension number to be connected to the trunk call.
6. Press the **CON/ANS** key to connect the trunk caller with the dialled extension.

## Camp-On to a Busy Extension

---

When a call is received for an extension already busy on a call, you can “camp on” the call to the extension. The incoming caller will be placed on hold and the extension will receive camp-on tone. When the extension finishes the current call and hangs up the phone, the call camped on to the extension will be automatically connected.

To camp the call on to the extension:

1. Press the **CON/ANS** key or the flashing Lp key to answer the call.
2. Dial the extension number.
3. Press the **CON/ANS** key.



### Automatic Recall Function

If the extension does not answer the camped-on call within a pre-defined time, the call will recall to the console.

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## Monitoring Camped-On Calls

A camped-on call can be monitored to determine if it is still on hold, if the extension is ringing, if the call has been answered and if the call has terminated.

1. Press the **CON/ANS** key or the flashing Lp key to answer the incoming call.
2. Dial the extension.
3. To monitor the status of a busy extension, press the **SPV** key. The **SPV** key LED will light.

4. Camp the incoming call on to the extension by pressing the **CON/ANS** key.
5. The monitoring LED of the Lp key to which the incoming call is connected will light.
6. Press the Lp key and the **RLS** key to clear the LCD panel.

The LED indicates the status of the extension, as follows:

- If the LED is flashing, the extension is still busy or ringing.
- If the LED lights continuously, the extension has answered.
- If both the status LED and the monitor LED are off, the extension has hung up.

## **Breaking in on Calls**

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If set up for your console, this function allows you to break in on a busy extension line or C.O. trunk line call in an emergency. This is known as a 'Break-in'.

1. Press an unused Lp key.
2. Dial the Trunk Directory number of the trunk line in use by the extension
3. Press the **MON** key. The call status is changed to a 'Break in', allowing a 3-way conversation.

## **Breaking in on and Terminating Calls**

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During a ‘Break-in’ (see above), the current call between the extension and caller can be terminated and the caller reconnected to the operator.

1. Press an unused Lp key.
2. Dial the extension number.
3. Press the **MON** key. The call status is changed to a ‘Break in’, allowing a 3-way conversation.
4. To terminate the call, press the **CLEAR** key. The call between the C.O. trunk line caller and the extension will be terminated. The operator and the caller will be connected.

## **Toggling Between an Incoming Call and the Called Extension**

---

After receiving a call, you can dial an extension using the same loop to consult with the extension user. In this case, you can only speak with one party while the other party is put on hold. To toggle between the parties, use the **CLD** and **CLG** keys.

1. Press the **CON/ANS** key or the flashing Lp key to answer the call.
2. Dial the extension number. The incoming call will be placed on hold and you can talk with the extension. (The called extension must first answer your call before you are able to toggle between the trunk caller and the extension using the **CLD/CLG** keys.)
3. To speak with the incoming caller (currently on hold) and put the extension on hold, press the **CLG** key.



To speak with the extension again (currently on hold) and put the incoming caller on hold, press the **CLD** key.

Use the **CLG** and **CLD** keys to toggle between the parties as required.

## **Holding Calls**

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■ **If you are not currently on a call and want to hold an incoming call that you cannot deal with immediately:**

1. Press the **CON/ANS** key or the flashing Lp key to answer the call.
2. Press the **HLD** key. The loop status LED flashes slowly and the call is cleared from the LCD panel.

To retrieve the call when ready to deal with it, press the flashing Lp key. Information about the call is displayed on the LCD panel.

■ **If you are already on a call when another call is received, you can put the current call on hold while you answer the new call.**

When a new call is received, the loop LED will flash and details concerning the incoming call will be displayed on the LCD panel.

1. To hold the current call and answer the new call, press the Lp key with the flashing LED.

The current call is put on hold and the LED of the corresponding loop will flash slowly. Information about the held call will be displayed on the LCD panel.

2. To place the new call on hold and continue with the previous call, press the Lp key holding the previous call.



If a call is held longer than the time pre-set in the system, the call will recall to the console.

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## Transferring a Call to Another Attendant Console

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If several attendant consoles are connected to the DCS Gateway system, calls can be transferred between them.

1. Press the **CON/ANS** key or the Lp key with the flashing LED to answer the call.
2. Dial the number of the console to which you want to transfer the call.

The incoming call is put on hold while you talk with the other operator.

3. Press the **CON/ANS** key to connect the caller with the other console.

## Leaving a Message Indication on a Called Extension

---

If you call an extension and the user does not answer or the line is busy, the 'message' LED on the extension phone can be lit to alert the user that a message indication has been left.

To leave a message indication, press the **MESSG** key. The extension's 'message' LED is lit and they can ring you back.



If the extension user tries to make a call by lifting the handset or pressing the Speaker key, message parking tone will be heard to indicate that a message indication has been left.

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If you want to leave a message indication without ringing the extension—for example, if you know the extension is busy—see *Leaving a Message Indication on a Busy Extension* in Chapter 3, *Other Useful Functions*.

## Paging

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### Zone Paging

The Zone Paging function sends a page announcement to selected groups and members located in a specific area.

1. Press an unused Lp key.
2. Press the **PAGE (DTMF)** key.
3. Dial **1**.
4. Dial the area group (1-digit number) and the members (1-digit number) you wish to page.
5. When you hear confirmation tone, make your announcement.
6. Press the **RLS** key.

## **Digital Phone Paging**

The Digital Phone (DGP) Paging function sends an announcement through the speakers of keysets in a specific digital phone group.

1. Press an unused Lp key.
2. Press the **PAGE (DTMF)** key.
3. Dial **2**.
4. Dial the DGP group number to be paged (00–99).
5. When you hear confirmation tone, make your announcement.
6. Press the **RLS** key.

## **Using the MEET ME Announcement**

The console can ‘park’ incoming calls while paging extension users. This function is called MEET ME announcement.

### **MEET ME (Orbit Parking)**

To make an announcement after parking the trunk call on the orbit number, follow these steps:

1. Press the **CON/ANS** key or the Lp key with the flashing LED to answer the incoming call.
2. Press the **PAGE (DTMF)** key. The incoming call will be automatically placed on hold.
3. Dial **1** for Zone paging or dial **2** for DGP paging.

4. For the Zone paging option, dial the area group (1-digit number) and members (1-digit number) you want to page. For the DGP paging option, dial the paging group number.
5. After checking tone, make your announcement.
6. Press the **CON/ANS** key and the incoming call will be parked on the orbit number.

## **Saved Number Redial**

---

If an outside number is called and the line is busy, the number can be saved for redial at a later time.

1. Press an unused Lp key.
2. Dial **9**.
3. Dial the telephone number.
4. If the line is busy or there is no answer, the number can be saved for redial at a later time by pressing the **SAVE/RPT** key. The **SAVE/RPT** key LED will light.
5. To clear the LCD panel display, press the **RLS** key.
6. To call the saved number, press an unused Lp key and press the **SAVE/RPT** key.

The number will be dialled.

## **Using System Speed Dial**

---

The console can access all system speed dial numbers registered in the DCS Gateway system (up to 1,000 numbers). These numbers can be dialled on behalf of extension users.

1. Press the **CON/ANS** key or the flashing Lp key to answer the calling extension.
2. When the extension requests a call that is registered as a speed dial number, press the **SYS SPD** key. The **SYS SPD** key LED lights
3. Enter the speed dial number of the requested phone number. While this is happening, the extension call will be automatically placed on hold.
4. Connect the held extension to the system speed number dialled by pressing the **CON/ANS** key.

## **Serial Calls**

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Where an incoming caller needs to speak to further extensions after completing a call to the first extension, you can use the Serial Call function. Using this function, once the first call is completed, the caller is automatically recalled to the console to be transferred to other extensions as required.

1. Press the **CON/ANS** key or the flashing Lp key to answer the incoming call.
2. Dial the extension that the incoming caller wishes to be connected to. The caller will be automatically placed on hold.
3. Connect the caller to the extension by pressing the **SERIAL** key and then the **CON/ANS** key.
4. When the caller finishes the call with the extension and the extension hangs up, the console will be recalled.
5. Press the **CON/ANS** key or the flashing Lp key to answer the recall.

6. Dial the next required extension number. (You do not need to press the **SERIAL** key this time unless the caller wishes to speak to further extensions at the conclusion of this call.)
7. Connect the caller and the extension together by pressing the **CON/ANS** key.

## **Displaying the Current Date and Time**

---

The current date and time can be displayed on the LCD panel of the console at any time, except when call details are displayed.

1. When the LCD panel display is clear, press the **TMDP (DTS)** key.
2. The current time and date will be displayed on the LCD panel in a day / date / month / time format (e.g. TUE 01 AUG 17:16).

## **Last Number Redial**

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To redial the last number called:

1. Press an unused Lp key.
2. Press the **REDIAL** key.

## Correcting a Misdialled Number

---

You can amend incorrect digits you dialled as follows.

1. Press the **REDIAL** key. Each press of the **REDIAL** key erases an entered digit. Continue until all incorrect digits have been erased.
2. Dial the correct digits.

## Connecting Two Callers

---

Use the Join function to connect two callers together.

1. Press the **CON/ANS** key or the flashing Lp key to answer the incoming call.
2. If there is another incoming call while speaking with the first caller, press the flashing Lp key. The first call will be put on hold.
3. To connect the new call with the first call, press the **JOIN** key.
4. Press the Lp key on which the first call was connected and the callers will be connected.



# Chapter 3 Other Useful Functions

## Setting Do Not Disturb for Extensions ---

When an extension requests the attendant console not to transfer incoming calls to the extension, you can set the Do Not Disturb (DND) function on the extension as follows.

1. Press the **DND** key.
2. Dial the extension on which you want to set DND.
3. Press the **CON/ANS** key.

(If you enter the wrong extension number, press the **RLS** key and enter the correct number.)

## Clearing a Do Not Disturb

To clear the DND function assigned to a specific extension:

1. Press the **DND** key.
2. Press the **CLEAR** key.
3. Dial the extension on which the DND is set.
4. Press the **CON/ANS** key.

(If you enter the wrong extension number, press the **RLS** key and enter the correct number.)

---

## Setting Call Forward for Extensions

---

To forward calls for a specific extension to another extension (or offsite):

1. Press the **FWD** key.
2. Select the desired call forward option.
  - To forward all calls, dial **1**.
  - To forward calls when the extension is busy, dial **2**.
  - To forward calls when the extension does not answer, dial **3**.
  - To forward calls when the extension is busy or does not answer, dial **4**.
  - To forward calls to an external number (offsite), dial **5**.
  - To forward calls to a control group, dial **6**.
  - To forward calls to an 'Alter fwd' number, dial **7**. (Refer to your System Administrator for more information on this option.)
3. Dial the extension from which calls are to be forwarded. (For the Control Group forward option, the 3-digit control group number must be dialled.)
4. Dial the destination number to which calls are to be forwarded.
5. Store the details by pressing the **CON/ANS** key.

## Clearing a Call Forward

To clear a Call Forward function that is set for a specific extension:

1. Press the **FWD** key.
2. Select the call forwarding type to be cancelled (1–7).
3. Press the **CLEAR** key.
4. Dial the extension on which Call Forwarding is set.
5. Press the **CON/ANS** key.

## Setting Appointment Reminder / Alarm Calls

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The attendant console provides a wake-up/reminder call function for calling extensions at pre-set times. The console can register up to four wake-up calls for an extension.

1. Press the **WAKE** key.
2. Enter the desired wake-up time from the keypad (HHMM format, e.g. 0830).
3. Enter the extension to be called at the set wake-up time.

If a wake-up time is already registered against the entered extension, it will be displayed on the LCD panel.

4. If the extension is a digital keyset with a display, enter the message number (two digits—see ‘Note’) to be displayed on the keyset and the repeat number (REPT). The REPT number is the number of days to repeat the alarm/reminder:

0 (every day) or 1–9 (selected number of days up to a maximum of nine).

**NOTE**

There are 32 possible messages (00–31) set up for your system. See your System Administrator for more details.

5. Press the **CON/ANS** key to store the information.

## Clearing Appointment Reminder / Alarm Calls

To clear wake-up calls set for an extension:

1. Press the **WAKE** key.
2. Press the **CLEAR** key.
3. Enter the extension on which the wake-up calls have been set.
4. Enter the wake-up time to be cleared.
5. Press the **CON/ANS** key.

## Leaving a Message Indication on a Busy Extension

If you are aware that an extension is busy or is otherwise not answering calls, you can leave a message on the extension without calling the extension.

1. Press the **MESSG** key.
2. Dial the phone number of the caller leaving the message.
3. Dial the extension on which the message indication is to be left.

4. Press the **CON/ANS** key.

The extension's 'Message' LED is lit to alert the user that a message indication has been left, and they can ring back the caller who left the message indication.



If the extension user tries to make a call by lifting the handset or pressing the **SPEAKER** key, message parking tone will be heard to indicate that a message indication has been left.

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## Deleting Messages

To delete a message left on an extension:

1. Press the **MESSG** key.
2. Press the **CLEAR** key.
3. Dial the phone number of the caller leaving the message.
4. Dial the extension at which the message has been left.
5. Press the **CON/ANS** key.

## Displaying Major Alarm Details

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In the DCS Gateway system, information about alarms can be displayed on the LCD panel. If a serious problem occurs in the system, the MAJ ALM LED will light. If the LED is on, information about the error can be displayed.

1. Press the **MMC** key.
2. Dial **1**.

The displayed menu shows details of the major alarm.

3. Dial the node number 0–3 (0 for a single-site system).
4. Press the **CON/ANS** key.

Details of the alarm will be displayed on the LCD panel. The “NO MORE FAULT” message will be displayed if the alarm is cleared or the error condition is no longer evident.

## **Displaying Minor Alarm Details**

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If the MINOR ALM LED is lit, this indicates that a minor error has occurred which will not significantly affect system operation. Information about the alarm can be displayed on the LCD panel.

1. Press the **MMC** key.
2. Dial **2**.

The displayed menu shows details of the minor alarm.

3. Dial the node number 0–3 (0 for a single-site system).
4. Press the **CON/ANS** key.

The contents of the alarm will be displayed on the LCD panel. The “NO MORE FAULT” message will be displayed if the alarm is cleared or the error condition is no longer evident.

## **Checking “No Answer” to Wake-Up Calls**

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If a wake-up call has been set at a specific extension and the extension does not answer after a preset period of ringing, this information will be saved in the system. Details of wake-up

calls that have not been answered can be retrieved by the console operator.

1. Press the **MMC** key.
2. Dial **3** to display the “Wake Up Call No Answer” menu.
3. Dial the node number 0–3 (0 for a single-site system).
4. Press the **CON/ANS** key. The number of an extension which did not respond to a wake-up call will be displayed on the LCD panel.
5. To check other extensions that have not responded to wake-up calls, press the **CON/ANS** key.
6. To finish checking extensions, press the **RLS** key.

## **Changing the Class of Service of Extensions**

All extensions connected to the DCS Gateway system are assigned a class of service which determines the facilities that can be accessed by the extension, and the trunk barring to be applied to the extension. You can change the class of service applying to specific extensions.

1. Press the **MMC** key.
2. Dial **4**.
3. Dial the extension number.
4. Enter the new class of service for the extension (00–99).
5. To save the change, press the **CON/ANS** key.
6. If you want to change the class of service of other extensions, repeat from step 3 for each extension. To finish

changing the class of service of extensions, press the **RLS** key.

## **Changing the System Date and Time**

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If you change the current system date and time from the console, the date and time on all extensions connected to the system will be changed.

1. Press the **MMC** key.
2. Dial **5**.
3. Enter the new system date and time in YYYY MM DD HHMM format (e.g. 2000 08 09 1216, for 9<sup>th</sup> August 2000 12.16pm).
4. Press the **CON/ANS** key.
5. To save the new date and time, press the **CON/ANS** key again. However, if you want to keep the previous date and time, press the **RLS** key instead.

## **Changing System Speed Dials**

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In the DCS Gateway system, system speed dials are registered for both the attendant console and extensions to use. To change the phone numbers registered in the system speed dial numbers:

1. Press the **MMC** key.
2. Dial **6**.
3. Enter the index number (three digits) of the system speed dial to change.



To select another index other than the currently entered index, press either the **CLG** key for the next speed dial index number or the **CLD** key for the previous speed dial index number.

4. Press the **CON/ANS** key.
5. Enter the 2-digit **TENANT** number and the new phone number.
6. Press the **CON/ANS** key.
7. To continue changing other system speed dial numbers, select the index number using the **CLG** key or the **CLD** key, enter the new phone number and press the **CON/ANS** key.
8. When finished changing system speed dial numbers, press the **RLS** key.

## **Password for Entering MMC Mode**

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To prevent unauthorised use of the MMC function from the console, a password can be set. The System Administrator must set this password.

To enter MMC mode if a password has been set:

1. Press the **MMC** key.
2. Dial the password assigned by the System Administrator.
3. Press the **CON/ANS** key.

If the password is correct, you enter MMC mode. If the password is incorrect, an error message will be displayed and the **OPER MISS** LED will light. In this case, press the **RLS** key and re-enter the correct password.

## Changing Day/Night Mode

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During normal console operating hours, calls will be received and can be made by the console. This is referred to as day mode. In day mode the IN SERVICE LED is on.

If you press the **MODE** key and switch the IN SERVICE LED off, the console is put in Night mode. In Night mode, no calls can be made to the console.

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