Chapter 7
Attendant Console
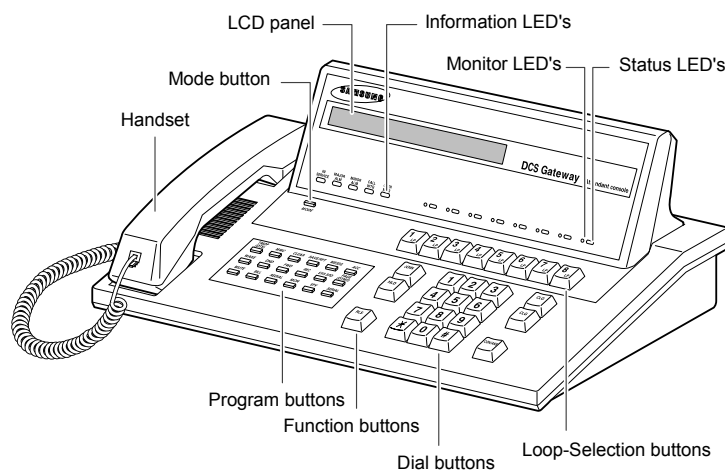
Chapter 7 Attendant Console

Attendant Console

FEATURE DESCRIPTION

The DCS Gateway has a dedicated ATC(Attendant Console) for use by a receptionist position to answer and transfer calls and access features of the DCS Gateway system. The ATC can have up to two Add On Modules (AOM's) connected to it.

In addition to the Samsung ATC, other system operator options include Smart Operator which is a PC based software controlled operator position utilising the CTI features of the DCS Gateway and Samsung Digital telephones with AOM's.

ATTENDANT CONSOLE LAYOUT

LCD Panel

The attendant console LCD panel displays information relating to the incoming call and originating call as follows.

Loop Buttons

These buttons are used to choose the loop for the console to connect the incoming call. Since the DCS Gateway attendant console can support 8 loops, there are 8 Loop buttons from 1 to 8.

Function Buttons

These buttons enable simplified use of the basic functions offered by the attendant console. There are 6 Function buttons as follows.

- **JOIN button**
  This button is used to connect two parties who called into the operator on two different loops.

- **HLD button**
  This button is used to hold the call after responding to the incoming call.

- **RLS button**

  This button is used for the following.
  1. To terminate a call in service
  2. To cancel the selected function

  To erase a letter on the line displayed on the LCD panel whilst the attendant console is in MMC mode.

- **CLG button**

  This button is used to respond to an incoming call where the incoming calls and outgoing calls are responded to alternately.

- **CLD button**

  This button is used to respond to an extension call where the incoming calls and outgoing calls (extension call) are responded to alternately.

- **CON/ANS button**

  This button is used to connect CLD party (the called party) with the CLG party (the originating party) so they can speak with each other.

  It is also used to answer incoming calls to the Attendant Console. The "CON/ANS" button can be pressed rather than pressing the individual loop keys to answer calls.

- **Keypad**

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

Program Buttons

- **TMDP(DTS) button**

  This button is used to display the current time on the LCD display panel in "day date month year time: minute" format.

- **MMC button**

  This button is used to enter into the MMC (program) mode from the attendant console, Modes are 1-6.

- **Clear button**

  This button is used to forcibly hang up a busy line. The call is terminated if the clear button is pressed whilst the operator is in "call break in" status.

- **SAVE/REPT button**

  This button is used to save an external telephone number so that it can be re-dialled at a later time.

- **MESSG button**

  This button is used to delete a message left on an extension telephone or to leave a message on an extension telephone from the attendant console.

- **WAKE button**

  This button is used to set or clear the time to ring an extension for a "Wake Up" call from the attendant console.

- **DND button**

  This button is used to set or cancel extensions in the "Do Not Disturb" mode.

- **FWD button**

  This button is used to set or cancel the forwarding facility where incoming calls to a specific extension number can be forwarded to another extension telephone.

- **MUTE button**

  This button is used to silence the operator's microphone, so that the operator can listen to conversations but not speak or interrupt speech.

- **SYS SPD button**

  This button is used to access system speed dial numbers from the attendant console by entering the index code for the speed dial number.

- **PAGE (DTMF) button**
  The function of this button differs according to the status of the attendant console as shown below:
  - When the attendant console is idle
    The Paging functions such as "Zone Paging" and "Digital Phone Paging" are executed.
  - When there is a call to the attendant console.
    The MEET ME function the "Obit Parking Announcement" feature is executed.
  - When there is an outgoing call from the attendant console.
    The DTMF Sending function which detects the Dial keys being pressed on the keypad so digits can be dialled to establish an outgoing call.

- **BILL button**
  This button is used to charge the billing rates for the called outgoing call.

- **ACC button**
  This button is used to assign the account number to the connected call.

- **REDIAL button**
  This button is used during an outgoing call to correct the number entered, or for last number redial.

- **BRK button**
  This button is used to "break in" on a busy line and establish a 3-way call between the operator and the parties engaged on the call.

- **SPV button**
  This button is used to monitor the status of incoming trunk calls.

- **SERIAL button**
  This button is used to return a trunk call to the attendant console after connecting the call to an extension. Once that call to the extension is terminated the call is recalled back to the attendant console.

Mode Button

The attendant console has two modes of operation, being "day" and "night" modes. In the day mode, calls can be both originated and received by the attendant console whilst in the night mode calls cannot be answered by the attendant console. The mode button is used to set the working mode (day or night) of the attendant console.

- **IN SERVICE LED**
  This LED displays the current working mode of the attendant console. When the attendant console is in day mode this LED is on whilst when it is in night mode the LED is off.

PNA Group Service

If the Direct in Line function is not used for trunk calls, the call is terminated to the ATC.
At this time, if the ATC is in night mode and the call is terminated to a particular station (PNA station), the termination service differs depending on the group that the PNA station belongs.
When the PNA stations line is busy or the call can not be connected and the line is the general directory number of the station group, the corresponding group service will be performed. When PNA station is the pilot of Ring group, all members of the group will be called at the same time.

Recall Services are defined as the situation in which the operator connects the incoming call to an extension when the extension line is busy or not responding. The call is returned to the attendant console for attention after a pre-defined period.
If the extension does not take the "parked" call within a pre-defined time then the call will be recalled to the operator.

Serial Calls

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

Monitoring the Call

The attendant console can monitor to determine if a specific extension telephone is busy or not. When there is a trunk call for a busy extension, the trunk call is put on "Hold" status, and the call can be monitored as follows: if the trunk is still on hold status, if the extension is ringing, if the line is busy and if the call is terminated.
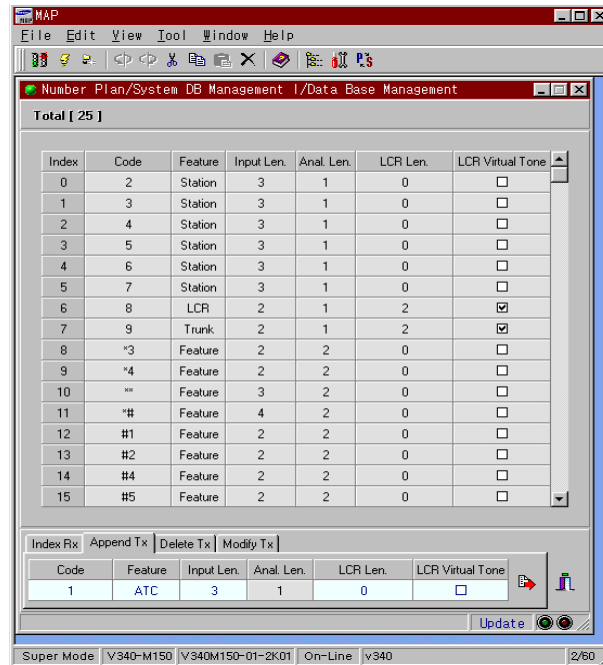
SETTING THE MAP

ATC Number Plan

Pilot Tel number for ATC must be pre-defined for ATC in the Number Plan.

1. Selecting Menu

   Database Management ⇒ System DB Management I ⇒ Number Plan

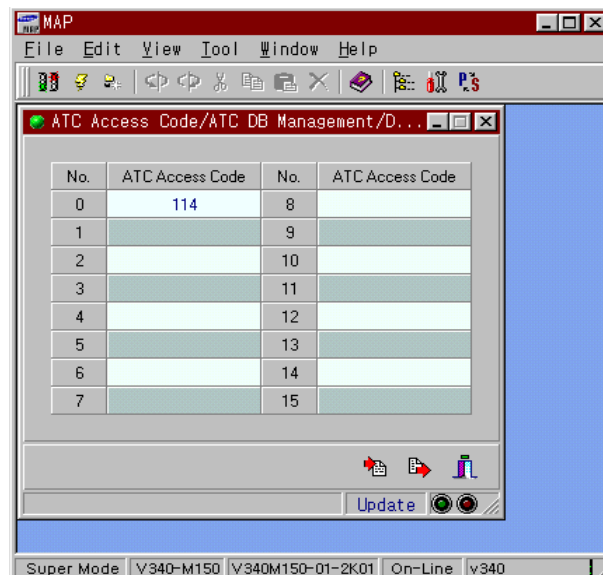2. Press [Append Tx] Tab to enter 0 for Code, Feature, Input Digit length and LCR length.

3. Press [Append Tx] button.

Registering / Browsing ATC Access codes

Browses and adds registered or new ATC Access codes. (maximum 4 digits).

1. Selecting Menu

   Database Management ⇒ ATC DB Management ⇒ ATC Access Code

2. Enter ATC Access Code.
   Access codes have a maximum 4 digit number and cannot be overlapped.
3. Press the [Tx] button to save input values.

Configuring an ATC Group Information

Browses a specific ATC group information (Service mode, Number of ATC's, Group Configuration telephone number) by tenant or registers a new station to a specific ATC group as well as deleting an existing ATC.

1. Selecting Menu

   Database Management ⇒ ATC DB Management ⇒ ATC Group Information & Configuration

Note.
[Call Interception Table] item will not be not used.(deleted)

2. Browsing : Select [Tenant Rx] tab and input the Tenant number. Press the [Tenant Rx] button.

   • **Service Mode**
     Select the ATC service type.

   • **A general ATC has 4 possible service modes**
     Choose one of the service types among the 4 service types by clicking on this item.

     ✓ Overflow
       If the number of calls received is more than the 'ATC Overflow' call number set in the 'Port Information' menu of the applicable ATC, these calls will be handled by the next available ATC.

     ✓ Equality
       Each ATC can handle the same number of calls. The overflow calls will be transferred to another available ATC according to the set order.

     ✓ Simultaneous (Hotel Only)
       Each call will be received by all ATCs simultaneously and calls will be transferred to the ATC that answers the call first. This type of service can be only provided by the Hotel ATC.

     ✓ Distribution
       Calls will be distributed to each ATC evenly. The ATC arranged next to the ATC that received the most recent call will answer the next incoming call.
       If you wish to use ATC No Answer forwarding, select Distribution Service beforehand.

   • **OAI (available only for the Hotel ATC)**
     Choose whether to provide the OAI function, which connects the ATC and the computer by using the Infolink Protocol..

- **Announcement Group (available only for the Hotel ATC)**
  Input the number of the announcement groups (0 ~ 63) which will be heard while the caller is in the queue in the Hotel ATC. The contents of each announcement group can be set by using the 'ACD & Infolink DB Management ⇒ Set Announcement Group' menu.

- **Pilot (available only for the Hotel ATC)**
  Input the representative phone number of the ATC group.

- **Password Input**
  Choose whether to input the MMC password when using the ATC MMC menu. The MMC password can be inserted by using the above-mentioned 'ATC MMC PSWD DB' menu.

- **PNA Tel.**
  Input the representative phone number that will be used to receive all incoming calls when NIGHT mode is in effect.
  After setting values ,press the [ATC Group Tx] button to send the values to the system.

- **Operation Mode**
  This is used to display on the extensions LCD in case of Group Overflow. It will display as Operator if selected as Operator, and no display if selected as None. (Refer to Group Overflowing in General Features)

- **Group Overflow Table**
  The overflow route index when ATC group can not receive any call.
  ATC Group cannot receive any call when ATC calling Trunk or station Tenant is defined as Night, when other ATC node is not available because INI is Busy, and when all ATC Group members are Busy.
  (See 'Group Overflowing' in General Features)

- **Configuration Tel.**
  The phone number of the ATC, which belongs to the applicable Tenant.

3. Appending - Select [Append Tx] tab and input the ATC Group Config. Tel number to be appended avoid overlapping with other numbers. Press the [Append Tx] button.

4. Deleting - Select [Delete Tx] tab and input the ATC Tel number to be deleted. Press the [Delete Tx] button.

Setting/Browsing the MMC password of ATC

Secures information by setting passwords in each ATC when the MMC keys in an ATC are pressed. A database of passwords for ATC Groups can be configured in this function.

1. Selecting Menu

   Database Management ⇒ ATC DB Management ⇒ ATC MMC Password DB
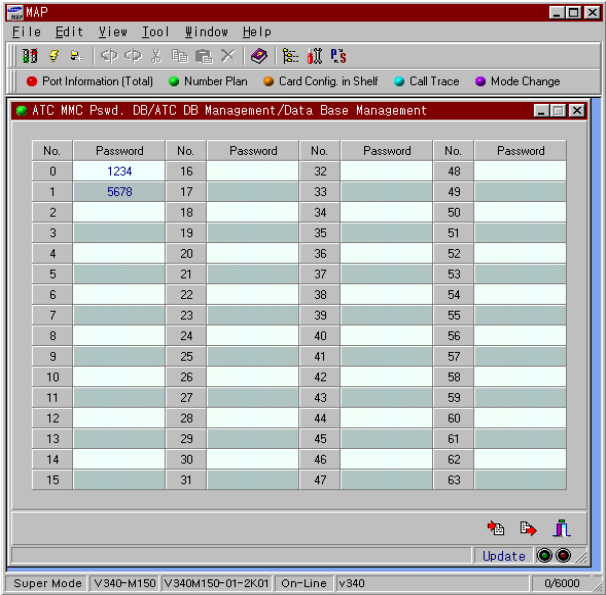
2. Enter Password. You can enter password up to 12 digit.

   > **NOTE** This password has nothing to do with ATC Group. Make sure that entering password is enable in the ATC Group information and when password is entered holding down the MMC function key, the password must match with one of ATC MMC passwords in DB.

3. Press the [Tx] button to save the input values.

Setting/Browsing ATC Programmable Keys

1. Selecting Menu

   Database Management ⇒ ATC DB Management ⇒ ATC Programmable Key
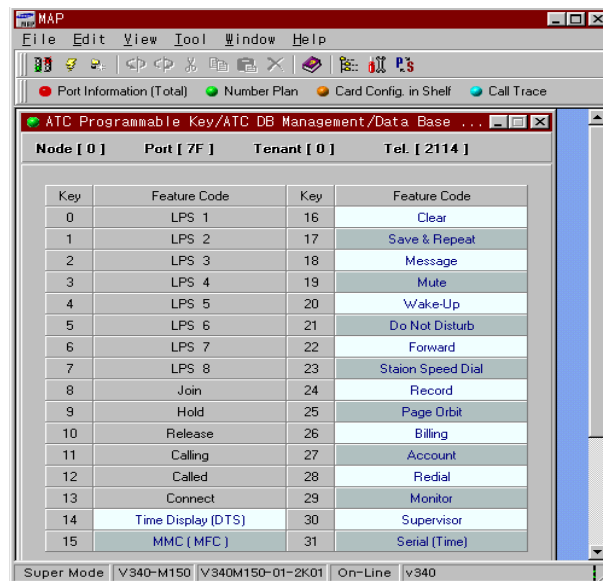
2. Select [Port Rx] tab or Tel Rx tab and input the Node number, Port number, Tenant number, or Telephone number to browse information. Press the [Rx] button.
   Key Index 0~13 are fixed so that cannot be modified.

3. After setting the values press the [Tx] button to send the input values to the system.

Setting Day time mode in each tenant

ATC Day/Night Mode is determined by the ATC Mode key and ATC daytime table If ATC Mode key is Day Mode and the current time is on Day Time in ATC daytime table, ATC Day service is applied.

ATC Mode key	ATC Day Time Table	ATC Service
Night	Night	Night Service
Night	Day	Night Service
Day	Night	Night Service
Day	Day	Day Service

* In case ATC Mode Key is Night, it indicates that all the ATC Group member's Mode Key is Night.

In the 'Night Mode', every phone call will be forwarded to the PNA telephone number. The ring in the ATC will ring if a phone call is coming in 'Day Mode'.

1. Selecting Menu

   Database Management ⇒ ATC DB Management ⇒ ATC Day Time Table
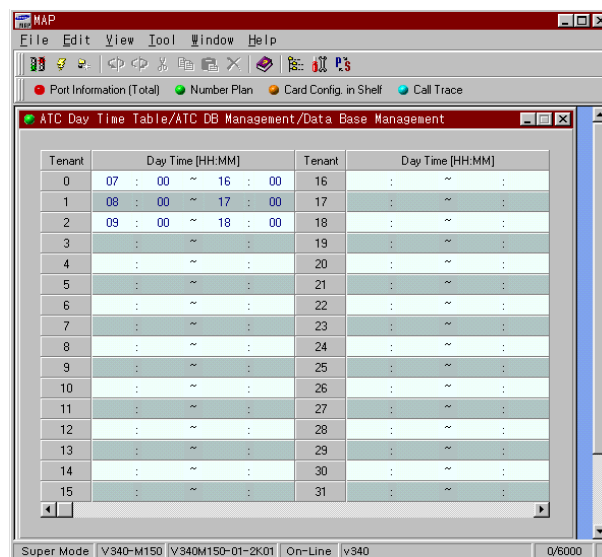
2. Press the [Rx] button.
   Input day time in each tenant on day mode. The time ranges that are not input here will be considered as night times.

3. Press the [Tx] button to send the values to the system.

   > **NOTE** Trunk DIL function can service only if current time is on the Day Time by referring to ATC DAY Time Table.

ATC calling Tenant Service

System can divide the Tenant to enable each Tenant to use ATC. When Trunk or station calls ATC, in other word, the call is received to ATC, the call is received to ATC of the Tenant to which the caller belongs If station or Trunk is allowed to call other ATC Tenant, the other Tenant's ATC can receive the call instead of forwarding to PNA when the ATC of Tenant to which the caller belongs is Night Mode. In case other Tenant's ATC is Night Mode, it calls self Tenant 's PNA. If calling is not allowed for other Tenant 's ATC, PNA is called when the ATC of Tenant to which the caller belongs is Night Mode.

| Tenant with caller		Tenant without caller		ATC call reception
Self Node (A)	Other Node (B)	Self Node (C)	Other Node (D)	
DAY	D/N	D/N	D/N	A receives the call
NIGHT	DAY	DAY	D/N	C received the call if call is allowed between Tenants. If not B receives the call.
NIGHT	DAY	NIGHT	D/N	B receives the call
NIGHT	NIGHT	DAY	D/N	C receives the call if call is allowed between Tenants. If not, PNA receives the call.
NIGHT	NIGHT	NIGHT	DAY	D receives the call if call is allowed between Tenants. If not, PNA receives the call.
NIGHT	NIGHT	NIGHT	NIGHT	PNA receives the call.

* "DAY"   : Among ATC Group 's member, ATC of which Mode Key is Day is present.

* "NIGHT" : Mode key for all ATC Group's member is NIGHT.

* "D/N"   : DAY / NIGHT

1. Selecting Menu

   Database Management ⇒ System DB Management I ⇒ Service Allowance Inter-Tenant
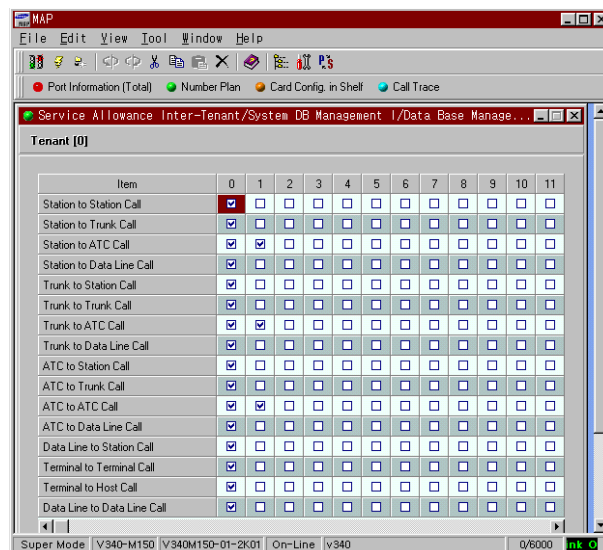
2. Enter Tenant number and press [Rx] button.
   Also check User to ATC call and Trunk to ATC call for other Tenants

3. Press [Tx] button to transmit settings to System.

Incoming Trunk No Answer announce (Courtesy Service)

If 'Incoming Trunk No Answer Announce' is in service, when Trunk calls are received at the ATC and are not answered for certain period of time (Trunk Day Incoming 1st No Answer Time before forwarding), when called Trunk's Tenant is Night or Trunk call forwarded to PNA has no answer for the certain period of time(Trunk Night Incoming 1st No Answer Time before forwarding), AVA voice set in the announcement group or no answer tone is played.

At this time, if the tenant number of incoming trunk is '0', and the mode is 'Day', AVA port of the no.62 Announcement group's first step is connected, or 'NoAnswer(Day)' tone which is set in Tone Option is heard and ringing to the ATC / PNA extension continuously.

On the other hand, if tenant number of incoming trunk is '0' ,and the mode is 'Night', AVA port of the no.62 Announcement Group's second step is connected, or 'NoAnswer(Night)' tone which is set in Tone Option is heard and disconnected.

In case that the tenant of incoming trunk is '1', the AVA ports of the no.62 and no 63 Announcement group's fourth step and fifth step are connected.

Use the no.62 and no.63 Announcement group for 'Incoming Trunk No Answer Announce Service' , and provide tenant(0~7) of incoming trunk with announcement service .

Each tenant uses three steps in Day, Night and Emergency mode.

NOTE: Only 0-31 can be assigned

NOTE If called Trunk's Tenant is Night, Night Service is on with Night Mode of ATC Group, ATC Day Time Table, and ATC to Tenant service.

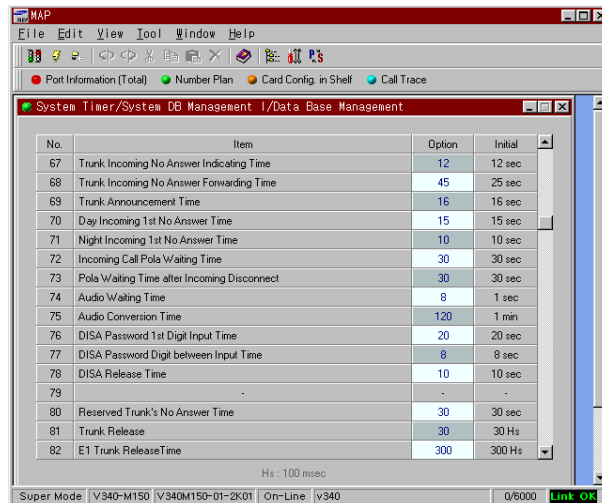1. Trunk incoming call No answer announcement selection.

    Database Management ⇒ Trunk DB Management ⇒ Trunk Service Option

    '[93]. Select Incoming Trunk No Answer Announce Service'.
    Press [Tx] button to transmit to System

2. System Timer Setting

    Database Management ⇒ System DB Management I ⇒ System Timer

'67,Select Trunk Incoming No Answer Indicating Time'
'70.Specify Day Incoming 1st No Answer Time'
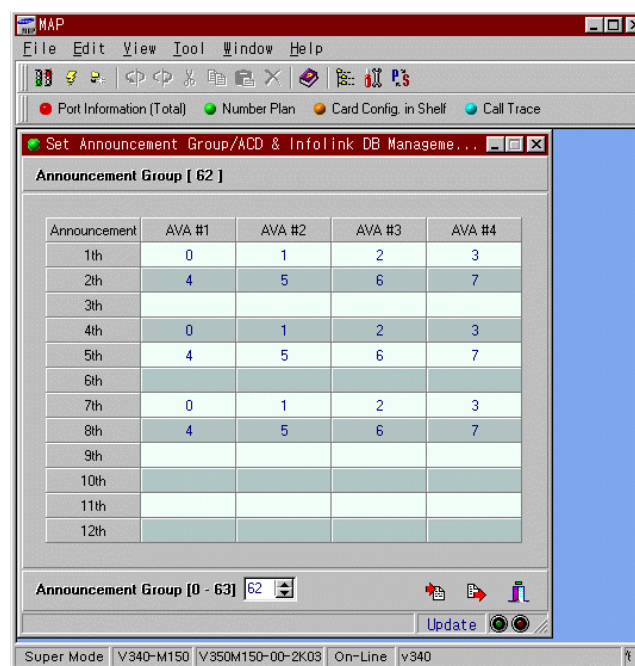'71.Specify Night Incoming 1st No Answer Time'.
Press [Tx] button to transmit to System.

NOTE: end of timer 71 starts announcement, then timer 67 is finish of announcement and disconnect of call. Call Intercept is 55 On/Off.

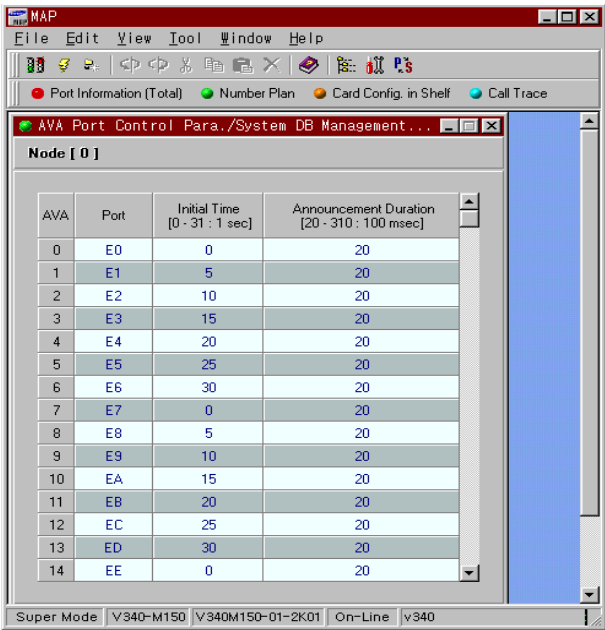3. No Answer Tone Setting

    AVA setting

    Database Management ⇒ ACD & Infolink DB Management ⇒ Set Announcement Group

For the Tenant no.0, place AVA no. in the 1st Day Incoming No Answer Announcement, place AVA no. in the 7th Night incoming No Answer Announcement. Then transmit.

Database Management ⇒ System DB Management I ⇒ AVA Port Control Para.

Enter Port number and the Initial Time for each AVA number and transmit.

TONE Setting

Database Management ⇒ **System DB Management I** ⇒ **Tone Option**

'[21] Insert tone for Option and Port of No Answer (Day)'.
'[22] insert tone for Option and Port of No Answer (Night)'.
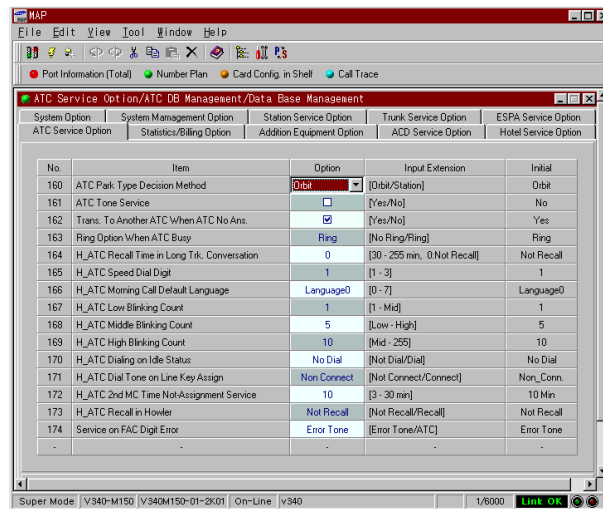
Press [Tx] button to send settings to System.

Setting ATC service options

To set the specifications related to the ATC.

1. Selecting Menu

    Database Management ⇒ **ATC DB Management** ⇒ **ATC Option**

2. Input values into each items.
    Press the [Tx] button after inputting all the values for the items.

    -   **ATC Park Type decision Method**
        When receiving an incoming ATC call, if the applicable user is not available, you can put the caller on hold while looking for the call receiver. You can select the option for this function.
        -   ✓ ORBIT   : to hold the call by using the Orbit phone.
        -   ✓ STATION : to hold the call by using an internal line.

    -   **Trans. To Another ATC When ATC No Ans.**
        Choose whether to transfer an ATC call to another ATC when there is no answer.
        You can select the 'ATC No Answer Time' function which shows that the ATC is not answering from the '[41] ATC No Answer Time' items of the 'System DB Management => System Timer' menu.

    -   **Ring Option When ATC Busy**
        Choose whether to ring when receiving an incoming call while the applicable ATC is busy.

    -   **H_ATC Recall Time in Long T. conversation**

    -   **H_ATC Speed Dial Digit**

    -   **H_ATC Morning Call Default Language**

    -   **H_ATC Low Blinking Count**

    -   **H_ATC Middle Blinking Count**

    -   **H_ATC High Blinking Count**

    -   **H_ATC Dialing in Idle Status**

    -   **H_ATC Dial Tone on Line Key Assign**

    -   **H_ATC 2nd MC Time Not-Assignment Service**

    -   **H_ATC Recall in Howler**
        ↪ For Hotel ATC Option, refer to feature descriptions in Hotel ATC section.

    -   **Service on FAC Digit Error**
        Choose whether to let the caller hear the error tone or to connect the error call to the ATC when the inserted password is incorrect when using the FAC.

OPERATING PROCEDURES

Monitoring the Call (Supervision function)

1. Press the "CON/ANS" button or the flashing Loop button to answer the incoming call.

2. Dial the extension telephone number to be connected to the incoming caller.

3. To monitor the status of a busy extension telephone, press the "SPV" button. The SPV button will then be lit.

4. Park the incoming call to the extension line by pressing the "CON/ANS" button.

5. The monitoring LED of the loop button to which the incoming call is connected will be on.

6. The Loop LED indicates the current status of the extension.

   • If the LED is flashing.
     The extension is still busy or ringing.

   • If the LED is on continuously.
     The extension has answered.

   If both the Loop LED and the monitor LED are off. The extension has hung up the phone.

NOTE Trunk incoming call supervision function turns off when Trunk incoming call under supervision is transferred or forwarded to other extension, whether or not the Trunk call is closed.

NOTE Automatic Trunk call supervision function : After answering Trunk incoming call in the ATC and dial a trunk number to connect to theTrunk, pressing "CON/ANS" button will initiate monitoring even when 'Disconnect Supervision' is 'No' for incoming trunk and outgoing Trunk in Port Information without pressing "SPV" button.

Serial Calls (Time Recall)

1. Press the "CON/ANS" button or the flashing Loop button to answer the incoming call.

2. Dial the extension number that the incoming caller wishes to be connected to. The incoming caller will be automatically placed on hold.

3. Connect the caller to the extension by pressing the "SERIAL" button and then the "CON/ANS" button.

4. When the caller finishes the call with the extension and the extension hangs up the phone, the operator will be recalled.

5. Press "CON/ANS" button or the flashing loop button to answer the recall.

6. Dial the next required extension number. The "SERIAL" button does not need to be pressed 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" button.
   Time Recall to ATC in following cases.

ATC Flow	Recall ?
Trunk incoming call answer → Call after sending the extension → TIME(serial) →CON/ANS	YES
Trunk sending and Talk → Call after sending the extension → TIME → CON/ANS	YES
Extension incoming call answer → Call after sending the Trunk → TIME → CON/ANS	YES
Call after talking to the extension → Call after sending the Trunk → TIME → CON/ANS	YES
Trunk incoming call answer → Call after sending the extension → TIME → SPV → CON/ANS	YES
Call after sending the Trunk → Call after sending the extension → TIME → SPV → CON/ANS	YES
Extension incoming call answer → Call after sending the Trunk → TIME → SPV → CON/ANS	YES
Call after sending the extension → Call after sending the Trunk → TIME → SPV → CON/ANS	YES

NOTE When Trunk call registered for Time Recall function is transferred to other station during call with station, Time Recall function ends, if it is transferred to other station before the other station answers. In other words, even if Trunk is released, Recall for ATC is not performed.

Trunk forced release function

1. Press the Idle loop button during a call with station

2. Dial the STN or Trunk tel No (DTS)

3. Press the monitor key (if the destination is busy)

4. "BRK-IN" appears on LCD then conference call is set for dialed DTS, the busy station with the Trunk and ATC.

5. If you press "Clear" key during the conference call, the party that was called by the ATC stays in conversation and the other party is disconected.

6. If you press "CON/ANS" key in ATC, the station on hold and the trunk become busy Trunk. ATC becomes 'Idle'.

NOTE   Trunk forced release function allows ATC to connect station to trunk by ending the busy trunk forcefully. To activate the trunk forced release function, "[110] Trunk Forced Release" option must be selected in the "Database Management =>Trunk DB Management =>Trunk Service Option".