Xen IPK II
ATTENDANT
User Guide

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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
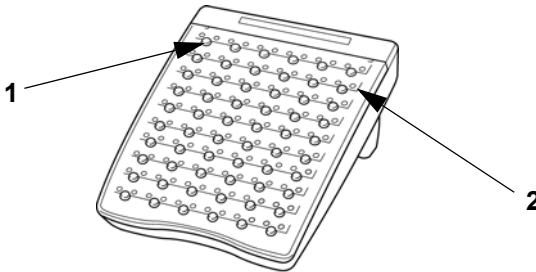
Xen IPK II DSS Console with DSS/BLF

| 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 announce 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 dialled 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 her 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 = 1:00 pm)

- 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: 2-2-6-6-6-2-2

Key	Key Press													
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th
1	1	@	[	¥	]	^	_	'	{	I	}	→	←	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													

NEC

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