

# OPI-II

Operator Console for MD110

## User Guide



Welcome to the User Guide for the OPI-II Operator Console in the MD110 system.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of telephones, designed for ease of use in every situation.

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# Introduction

## How this manual works

The initial section of the manual introduces the equipment and familiarises you with the layout of the console.

The main body of the manual covers all the operating functions e.g. answering and extending calls.

The conventions used within this section are:

Actions appear in an alternative **bold typeface** and the key diagram appears in the left hand margin opposite the text.

For example:



**Press**



The systems response is shown with the illuminated display symbols where it facilitates the function, the symbols can be steady or flashing.



A number in the symbol indicates in which display the symbol appears, see section "The console" for the display numbers.

A quick reference guide is delivered together with this manual. The guide covers which keys to press for common operating actions and a list of call processing, special function and service key functions.

# The Console

The OPI-II operator console uses a combination of advanced digital technology, ISDN communication principles and distributed stored program control.

This makes it the perfect choice for an organisation that knows the value of fast and precise information handling.

The console consists of three components:

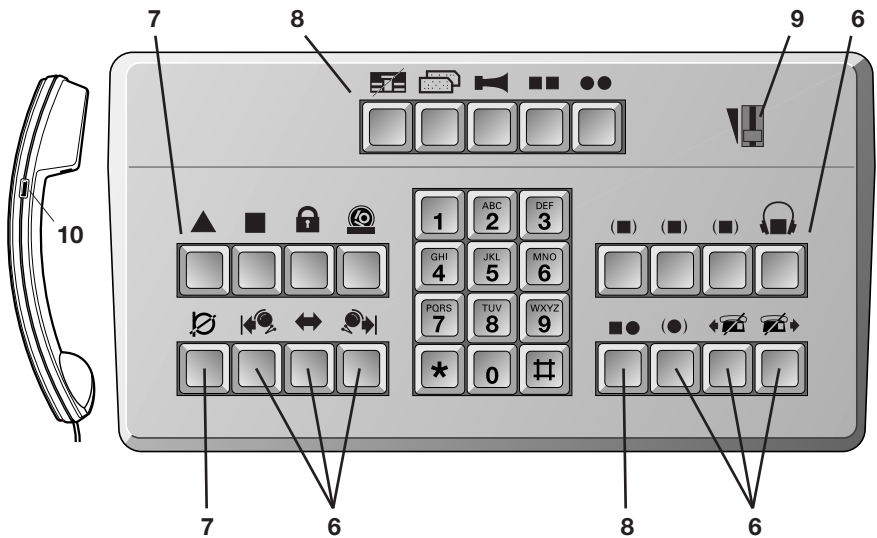
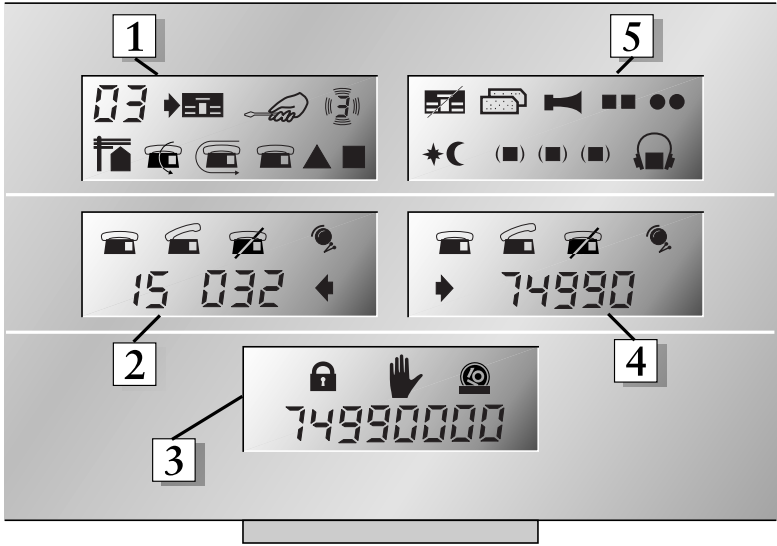
- Display unit which displays call information using symbols.
- Key panel for processing calls and performing operator tasks.
- Handset or headset.

The symbols on the display unit are not permanently visible, only the symbols relevant to an individual call appear. Numerical and digital information is provided in the call admittance, call status and connection fields.

A diagram of the console's displays and key panel is on the opposite page and on the fold-out cover. Use the key panel to instigate operations such as answering, extending and putting calls on hold. The console diagram has been numbered to enable you to see at a glance the functionality of the keys.

The handset is equipped with hearing aid function as standard.

### Description



### ***The displays***

The display symbols indicate which function the console is currently performing. There are five display fields:

- 1 Call admittance field**
  - The type of incoming call.
  - How many calls are waiting to be answered.
  - Alarm class and maintenance indication.
- 2 and 4 Call status fields**
  - Extension numbers and line data.
  - Status of called party or operator.
  - The first connected party appears in the left side.
- 3 Connection field**
  - Dialed digits (up to eight digits).
  - Call metering.
  - Calls to blocked extensions.
  - Control data when programming.
- 5 Programming/put-on-hold field**
  - The console mode.
  - Call put on hold and monitored calls.

Once you become familiar with the symbols the console status is automatically apparent. See section “Display unit symbols” for a comprehensive guide to the displays.

### ***The keyboard***

The key panel is used to instigate operations such as answering, extending and putting calls on hold. See section “Key description” for a description of the keys.

- 6 Call processing keys**
- 7 Service keys**
- 8 Special function keys**
- 9 Sound level control**
- 10 Press to talk**

**Note:** *The console diagram is also printed on the fold-out cover at the end of the guide.*

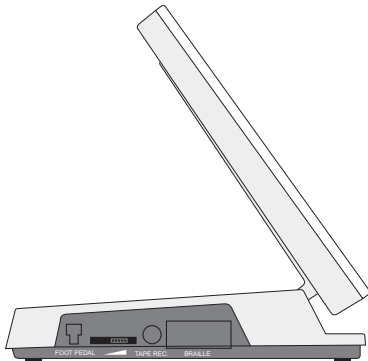
### Connection of accessories

Handset, headset, footpedal, braille unit and tape recorder can be connected to the display unit of the console, see the diagram below.

**Notes:**

- *The breakplates of some connector inlets must be removed before connection, preferably with a small screwdriver.*
- *When quick disconnect cable for handset is used, the coiled end of the cable should be connected to the console.*

**Display unit left side**



Tone ringer level control

**Display unit right side**





# Preparing the Console

## On/Off duty

The console must be turned on to receive calls. If an incoming call is not answered within a predetermined time, the console is automatically switched off.

### Notes:

- As an option, calls to the individual operator number can be received even if the console is turned off, if required contact system administrator.



Off appears on the display if the console is turned off.



Night appears on the display if the console is in night service mode.

To turn the console on/off or switch it to day service:



**Press**

---

## Acoustic signal

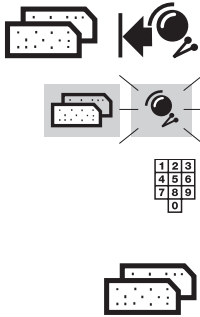
The console uses these acoustic sounds to signal incoming calls.

- One tone ringer, this signals a call to the console, used for normal and heavy traffic. There are four cadences: Internal call, external call, recall and emergency call.
- Continuous tone ringer, this signals when an emergency call or another call is not answered within a predetermined time.



**Press to alternate between continuous and one tone signal**

**Note:** *The tone ringer level can be altered by the control at the left side of the display unit, see section "The console". Calls waiting more than a predetermined time are always signalled with a continuous, acoustic signal.*



## Adjusting the tone ringer character

You can change the tone ringer to ten different characters.

### Press

You enter programming character adjustment mode.

### Dial any digit 0-9 to select a ringer character

Selected tone will be heard. The last digit pressed will be stored when you exit programming mode.

### Press to exit

**Note:** *The console must be idle or in absent/night mode. Tone ringer should be audible until exit of programming mode.*

---

## Manual or automatic answer

The console can be used in automatic or manual mode. In automatic mode, calls are answered immediately without the aid of pressing a key.



### Press to activate automatic answering

(To return to manual answering press the key again.)



The display shows that calls will be automatically answered.

**Note:** *If the console is programmed for automatic answer, you do not need to press the answer/extend key in order to answer calls.*

## Manual or automatic extending

Incoming calls can be extended automatically or manually, automatically extended calls are transferred to extensions without pressing a key. The operator functions in this user guide are for a console switched to automatic extending.



### Press to activate automatic extending

(To return to manual extending press the key again.)



The display shows that calls will be automatically extended.

**Note:** *If the console is programmed for automatic extending, you do not need to press the answer/extend key in order to extend calls.*

# Incoming Calls

## Incoming external calls

The console rings and the display shows a new external incoming call. Which symbols are displayed depends on the call type:



Incoming call from a public network



Incoming call from a private network



Incoming call from a tie line



### Press to answer the call



You are connected to the calling party.



The display shows this information if the call is from a private network.



## Rerouted calls

If a call fails to reach the designated location it is rerouted to the console.



### Press to answer the call

You are connected to the calling party.

There are four reasons a call is recalled to the console, the reason appears on the displays:



Dialled extension is busy.



Resource congestion is encountered.



Dialled extension is blocked.



Dialled number is vacant or an incomplete number.

### Correct if possible, and inform the caller

## An extension or operator calls the console

An extension or operator can contact the console using one of two methods:



Dialling a common operator number

**Note:** *If an operator dials a common operator number all the other operator consoles in the system ring.*



Dialling an individual operator number

**Note:** *If the function to "receive calls while the console is turned off" is used and the console is turned off, the left symbol will not light.*



### Press to answer the call

You are connected to the calling party.

---

## Inquiry

When an extension contacts the operator with an external call put on hold, proceed in the same manner as section "An extension or operator calls the console (common operator number)".

To reconnect the extension to the external line:



### Press

The console is cleared.

To connect the console to the external call:

### Ask the extension to replace the handset

When the extension replaces the handset you are automatically connected to the caller.

## Emergency calls

An emergency call from an extension, a private network or a tie line is signalled by a continuous acoustic signal.



Emergency call from an extension



Emergency call from a private network



Emergency call from a tie line



### Press to answer the call

You are connected to the calling party.

---

## Diverted calls

When a caller is diverted to your console. The console rings.



If the diverted call is from an external line



If the diverted call is from an extension



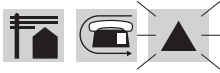
### Press to answer the call

You are connected to the calling party.

### Absence information (Message diversion)

When a called extension has activated an absence information and the call is diverted to your console. The absence information can be activated on consoles or extensions.

A single tone is heard.



If the diverted call is from an external line



If the diverted call is from an extension

The display unit shows the extension number, the absence code and the time/date of return for the called extension.



#### Press to answer the call

You are connected to the calling party.

#### Give the information to the caller

#### Press to clear the call

**Note:** *The activated absence information can be bypassed, see section "Extending - Bypassing".*





# Extending

This chapter describes how to extend calls to extensions, operators, paging units and external lines.

---

## Extending (in general)

To transfer a call to an extension.



### Dial the extension number



### Press to extend the call

The call is extended and the console is cleared.

**Note:** *If the console is set to automatic extending mode, the call is automatically extended after the last digit of the extension number is dialled and the console is cleared.*

### **Announce call**

If you want to announce the call before extending (the console must be in manual extending mode).



### **Dial the extension number**



### **Press**

**Note:** *If the called extension is in a private network, there is no need to press this key, the call is made automatically.*



The console rings the extension.



The called party answers.



### **Press to extend the call**

The call is extended and the console is cleared.



## Busy extension

If the extension is busy, inform the caller and ask if he/she wants to hold or call later.

If the caller wants to hold:



### Press to extend the call

The call is extended and camped on to the busy extension.  
The console is cleared.

If the caller wants to call later:



### Press

The call is disconnected and the console is cleared.

If the caller wants to be connected to another extension:



### Press



### Dial the extension number

Proceed to extend the call as normal.

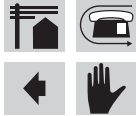


If the busy extension has a previous call camped on:

You can put the call on hold, see section "Service facilities - On hold".

## Barred extension

When an extension is barred from receiving direct indialled calls from the public network, it is rerouted to you.



Display example:

### Inform the caller that the requested extension is barred for direct indialling

If the caller wants you to extend the call to the required extension:



#### Press and dial the extension number

Extend the call in the usual manner.

If the called party is restricted to receive external calls at all you can pass on a message to the extension:



#### Press and dial the extension number

Extension is free.



#### Press

The console rings the extension. When the extension answers you can pass on the message.



#### Press

Inform the calling external party of the reply.



To terminate the calls:

#### Press

The calls are disconnected and the console is cleared.

## Vacant number

When a vacant extension number is given to you by the calling party:



### Inform the caller about the situation



### Press

The calls are disconnected and the console is cleared.

---

## Absence information (activated Message diversion)

When an external party wishes to speak to an extension with an activated absence information.



### Dial the extension number



The console shows the diversion code, and if entered, the time/date of return.

**Note:** *The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding your available absence codes.*

### Give the information to the caller



### Press

The calls are disconnected and the console is cleared.

**Note:** *The activated absence information can be bypassed, see section "Bypassing".*

### Diverted extension

When you extend a call to a diverted internal extension.



#### Dial the extension number

The console shows the diverted number.



#### Press to extend the call

The call is extended and the console is cleared.

---

### External follow-me

When you extend a call to an internal extension that has activated an external follow-me, i.e. ordered a transfer of incoming calls to an external telephone number.



#### Dial the extension number

The display shows that the call is being redirected to an external line.



#### Press to extend the call

The call is extended and the console is cleared.

## Personal number

When you extend a call to an extension that has activated a personal number profile.

**Note:** *At automatic extending, or when you extend before sending a ring signal towards the extension, the console gives normal information.*

If you want to send a ring signal before extending:



### Dial the extension number

**Note:** *Manual ringing is not possible to a cordless or IP extension, or to an ISDN terminal.*



### Press to send ring signal

The console shows both the dialled number and the answering position number.

**Note:** *If the answering position number is the same as the dialled number, the number is shown both as the dialled number and the answering number.*



### Press to extend the call

The call is extended and the console is cleared.

## Operators and groups

To extend a call to another operator or group in your own exchange or private network.

### Operators

1	2	3
4	5	6
7	8	9
	0	

#### Dial the operator number



#### Press to extend the call

The call is extended and the console is cleared.

### Groups

To extend a call to a group number:

1	2	3
4	5	6
7	8	9
	0	

#### Dial the group number

The console shows both the dialled group number and the number of the answering extension in the group.



#### Press to extend the call

The call is extended and the console is cleared.



## Paging unit

Calls can be extended to a paging unit.



### Dial the extension number



#### Press to activate the paging facility

You can extend the call before answer or wait for answer. The display shows the paging symbol.



#### Press to extend the call

The call is extended and the console is cleared.

**Note:** *The paging will start automatically if you extend a call to an extension which has an activated diversion to a paging unit.*

Normally you will not be involved in the answering procedure. Only if there is no answer you will be recalled after a predetermined time.



If the called person cannot be paged.

If the called extension is busy you can camp on announcing:



#### Press to activate the paging facility



#### Press to activate call announcing



#### Press to camp on the call

The call is camped on via the paging unit and the console is cleared.

### **Message paging**

The paging unit can be equipped to permit message paging. The messages are transmitted as predetermined digit codes containing a maximum of ten digits. The message is shown on the display of the paging receiver.

**\* 8 1 \***



**\***

#### **Dial**

**Dial pagee's extension number and press**



**Dial the message code (1-10 digits)**

**#**

#### **Press**

The console is cleared.

---

### **External line**

This could be a call to another office exchange within the private network or to the public network.



**Dial the code to get a line (for the line you wish to access) and the external number**



#### **Press to extend the call**

The call is extended and the console is cleared.

## Bypassing

### *Diverted extension*



When you have called a diverted extension the divertee number appears on the display.



**Press**

\* 6 0 \*

**Dial**



**Dial the extension number**

#

**Press to activate bypassing**



**Press**

If the diverted extension accepts the call:



**Press to extend the call**

### *Absence information*



When you have called an extension and receive absence information.



**Press**

The extension is called once again but this time there is no absence information.



**Press**

If the diverted extension accepts the call:



**Press to extend the call**

# Service Facilities

## On hold

Putting an ongoing call temporarily on hold leaves the console free to perform other functions. The call is time supervised, you are recalled if the call is not retrieved within a certain time period.

The call being put on hold must be in speech connection with the console.



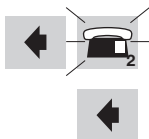
**Press to put the call on hold**



**Press to retrieve the call on hold**

You have speech connection with the party that was put on hold.

**Note:** *To retrieve the last call put on hold, the console must be in idle state.*



The display shows that the party is an extension.

The display shows that the party is an external line.

***To put on hold using the on-hold-keys***

An alternative method to put a call on hold is by using an on-hold-key.

**Press to put the call on hold**

The corresponding key symbol is displayed and the console is cleared.

**Press the relevant key to retrieve the call on hold**

You have speech connection with the party that was put on hold.

***To put on hold using the monitoring key***

Calls can also be put on hold using the monitoring key. This method allows the operator to listen to the party that is on hold. The call is not time supervised and does not recall.

**Press to put the call on hold**

The monitoring symbol appears on the display, the console is cleared and a one way listening path is established to allow you to monitor the party that is on hold.

**Press to retrieve the call on hold**

You have speech connection with the party that was put on hold.

## Announcing

When you receive a call for an extension that needs to be announced before extending follow these procedures (the console must be in manual extending mode).



*The extension is free*

**Dial the extension number**



**Press to call the extension**

**When the called party answers, announce the call**



**Press**



Speech connection with the caller and extension (Three-party connection).



**Press to extend the call**

The call is extended and the console is cleared.

***The extension is busy***

If you are announcing a call to a busy extension and call waiting is permitted.



The display shows this information.

If the caller wishes to wait:



**Press to activate call announcing**



**Press to camp on the call**

The call is camped on to the extension with announcing, the console is cleared.



When the extension becomes free you will be recalled:



**Press**

Speech connection with the party that was put on hold.



**Press to call the extension**

**When the called party answers, announce the call**



**Press**

Speech connection with the caller and the extension.



**Press to extend the call**

The call is extended and the console is cleared.

## Recall

A recall is a:

- Call put on hold by the answer/extend key.
- Call put on hold by a put-on-hold key.
- Call extended to a free extension which does not answer.
- Call extended to a busy extension.

The calls are time supervised. When the call is not retrieved or answered within a predetermined time (changeable by the system administrator), the call will be returned to the console.

### *Calls put on hold by the answer/extend key or by a put-on-hold key*



The console rings and this information is displayed.



**Press to answer the call**

### *No answer or busy extension*



If the extension is free but there is no answer.



If the extension is busy.



**Press to answer the call**

Inform the caller about the situation, proceed as normal extending.

If the extension answers:

A warning tone is heard.



You have speech connection with both parties.



**Press to extend the call**

The call is extended and the console is cleared.



## Call metering

An extension can request an external line with call metering. Do this using one of the following four methods:

**Note:** *The two first methods are not possible for a cordless or IP extension, or for an ISDN terminal, as manual ringing is not applicable towards these types of extensions.*

### Calling extension first

This method stops the extension from receiving or making other calls whilst you are preparing the requested metered call.

#### Ask the extension to hang up



**Dial the extension number**



**Press**



**Dial the external number**

**Ask the called party to hold the line**



**Press and announce the call**

You are reconnected to the extension.



**Press to talk to both parties**



**Press to extend the call**

The call is extended and the console is cleared.

*Calling external party first*

**Ask the extension to hang up**



**Press**



**Make an external call in the usual manner**

**Ask the called party to hold the line**



**Call the extension**



**Press**

**Announce the call when the extension answers**



**Press to talk to both parties**



**Press to extend the call**

The call is extended and the console is cleared.

*Extension is waiting with the handset off*



**Press**



**Dial the external number**

**Inform the called party that you have a caller for them**



**Press to talk to both parties**

**Announce the call**



**Press to extend the call**

The call is extended and the console is cleared.

**Extend dial tone**

An extension calls the console and requests an external metered line.



**Ask the caller to hold the line**

**Press**



**Dial the code to get an external line**

Dial tone.



**Press to extend the call**

The line is extended and the console is cleared.

**Recall from a metered call**

All metered calls are recalled to the operator on completion so the operator can read the meter. When a meter call is recalled to the console:



The displays show the following information.



**Press**

The ordering extension number and number of pulses appear in the displays.

**Note the number of pulses and the extension number/name**



**Press**

The last display row changes to show the external number.

**Note the external number**



**Press**

The call metered is zeroed and the console is cleared.

**Note:** External numbers with a maximum of 24 digits can be read off. The number is displayed, divided into three parts each with 8 digits. Press the call metering key to view each part, when you press it for the fourth time, the number of metered pulses and the symbol is shown.

## Serial calls

A serial call allows a caller to speak to several extension within the exchange without having to call back. After each conversation is terminated the caller is redirected to the console. The operator dials the next extension and extends the next call.

**Note:** *If you need to be absent marked after a serial call has been ordered, the function 'diversion of recall' must be activated, see section "Recalls diverted to another console".*

When the incoming external call requests a serial call:

### Instruct the caller to hold after each finished conversation



#### Press

The serial call symbol appear on the display.



#### Dial the extension number

Proceed in the same manner as section "Extending".



Each time a conversation is terminated the caller is recalled to the console. The extension number (8 digits) of the call that has terminated is shown on the display.



### Press to answer and ask which extension he/she requires next



#### Dial the next number and extend

When the last conversation is completed:



### Press to connect to the caller



### Press to cancel the serial call function



#### Press

The call is disconnected and the console is cleared.

## Recalls diverted to another console

If you need to leave the console unattended e.g. during a serial call you must insure that all calls are redirected to another operator.

To order diversion of recalls:

\* 2 1 \* 

1	2	3
4	5	6
7	8	9
		0

#

### Dial and dial the individual operator number

**Press**

**Note:** U.K., press \*2\* No. #



**Press to activate**



The console is marked absent.

To cancel the diversion of recalls:

# 2 1 #

**Dial**

**Note:** U.K., press #2#.

## Dialling during a connected call

When calling interactive tele services, e.g. telephone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If your exchange is not already programmed to automatically convert your entered digits into DTMF signals, you need to activate the function during the call.



**Press during the call**



The display shows that you have entered DTMF mode.



**Dial requested digits**



**Press to end DTMF mode**



**Press to terminate**

The console is cleared and the call is disconnected.

### Intrusion and forced release

For urgent calls you can use the intrusion function to enter busy extensions and, if accepted, disconnect him/her to extend the new call.

An incoming urgent call is connected to the console.



#### Dial extension number



Appears on the display if the extension is busy.



Appears on the display if the extension is busy with a call camped on.



#### Press to intrude on the conversation

The intrusion tone is heard and you are connected to the ongoing conversation.

#### Inform the called party about the urgent call

*If the extension agrees to accept the new call*



#### Press

The required connection is kept, the other extension is disconnected.



#### Press to connect the call

The urgent call is connected to the extension, the console is cleared.

*If the extension wishes to finish the ongoing conversation first*



#### Press

You are connected to the urgent caller.

**Inform the caller that you will extend the call as soon as the extension is free**



#### Press to camp on the call

The caller is connected on to the extension and the console is cleared.

*If the extensions class of service does not permit intrusion*



The displays signals that intrusion is not permitted on this extension.



**Press**

You are connected to the urgent caller.

**Inform the caller that you are unable to intrude and that they will have to wait until the extension is free**



**Press to camp on the call**

The caller is camped on to the extension and the console is cleared.

---

**Call splitting**

When two parties are connected to the console (internal or external), call splitting allows you to converse privately with either party.



**Press to speak to the left party only**

Speech connection with the left party.



The display shows this information.

**or**



**Press to speak to the right party only**

Speech connection with the right party.



The display shows this information.

# Assistance

## **Assistance methods**

If an extension cannot or is not allowed to perform a task, it can contact an operator to request assistance.

The operator can:

- Call the extension first
- Call the external/other party first
- Request the extension to wait for the call with the handset off
- Extend the dial tone so they can make the call themselves.

**Note:** *1 and 2 cannot be used for a cordless or IP extension, or an ISDN terminal as manual ringing is not applicable towards these types of extensions.*



***Extension first***

The extension hangs up after phoning the operator to request assistance. This method of assistance prevents the extension from making or receiving any calls.



**Dial the extension number and the requested number**



**Press (if the requested number is an internal number)**

**Inform the called party and ask to hold**



**Press**

**Announce the call**



**Press**

You have speech connection with both sides.



**Press to extend the call**

The call is extended and the console is cleared.

***Other party first***

This allows the extension to initiate or receive calls while the operator contacts the other party.



**Dial the number of the other party**

**Inform the called party and ask to hold**



**Dial the extension number**



**Press**

The console rings the extension.

**Announce the call when the extension answers**



**Press**

You have speech connection with both sides.



**Press to extend the call**

The call is extended and the console is cleared.



***Extension is waiting with handset off***

**Dial the number of the other party**

**Ask the called party to hold**



**Press**

**Announce the call**



**Press**

You have speech connection with both sides.



**Press to extend the call**

The call is extended and the console is cleared.

***Extending dial tone***

The calling party requests an external line.

**Ask the caller to hold**



**Dial the route access code for an external line**

Dial tone.



**Press to extend the line**

The line is extended to the extension allowing the caller to make the external call, the console is cleared.

## Conference calls

A conference call can be established with a maximum of 8 members, you can either lead the conference or be a member.

### Conference leader/initiator

To initiate a conference (console is idle on both sides):

✖ 3 #

**Dial**

To add a member to the conference:



**Dial the extension number**



**Press**

The console rings the extension, inform the extension that a conference call is starting.



**Press**



The number of conference members is displayed.

**Repeat the procedure to add more conference members**

To disconnect from an established conference.



**Press**

The console is cleared.

**Note:** When the maximum number of participants is reached, you are automatically disconnected from the conference.

### Conference member

An extension can include an operator in a conference they have initiated.

**Note:** As a conference member you do not have access to any operator functions.



**Press**



You are connected to the calling party. The caller informs you that you are connected to a conference.



**Press to terminate**

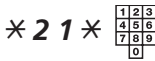
You are disconnected from the conference and the console is cleared.

---

### Internal group hunting

You can help group members to leave and join a group.

To leave the group:



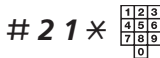
**Dial and dial the extension number**



**Press**

**Note:** U.K., press \*2\* No. #

To re-enter the group:



**Dial and dial the extension number**



**Press**

**Note:** U.K., press #2\* No. #

## Programming individual abbreviated numbers

You can assist extensions to program individual abbreviated numbers to digit keys 0-9 on the telephone key pad. The number to be programmed may consist of a maximum of 20 digits.

### Notes:

- The extension must have access to this function.
- In Finland only digits 1-9 can be used.

To program or alter a number:

- ✖ 5 1 ✖ **Dial**
- |   |   |   |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 0 |   |   |

 ✖ **Dial the extension number and press**
- (0-9) ✖ **Dial selected digit and press**
- |   |   |   |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 0 |   |   |

 # **Dial the complete number and press**

To erase a specific number:

- # 5 1 ✖ **Dial**
- |   |   |   |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 0 |   |   |

 ✖ **Dial the extension number and press**
- (0-9) # **Dial selected digit and press**

To erase all numbers:

- # 5 1 ✖ **Dial**
- |   |   |   |
|---|---|---|
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| 0 |   |   |

 # **Dial the extension number and press**

## Authorisation code

You can lock/unlock an extension using the individual authorisation code.

To lock an extension:

**\* 7 6 \***



**#**

**Dial**

**Dial the extension number and press**

To unlock an extension:

**# 7 6 \***



**\***

**Dial**

**Dial the extension number and press**



**#**

**Dial the individual authorisation code and press**

Contact your system administrator regarding the authorisation code.

## Diversion

You can assist an extension to divert calls to a predetermined position specified by the system administrator.

**Note:** *The extension must have access to this function.*

### Direct diversion when a call is extended to the extension

Activate:

**\* 2 1 \***



**#**

**Dial**

**Dial the extension number and press**

**Note:** *U.K., press \*2\* No. #*

Cancel:

**# 2 1 \***



**#**

**Dial**

**Dial the extension number and press**

**Note:** *U.K., press #2\* No. #*

### Diversion when the extension does not answer

Activate:

**\* 2 1 1 \***



**#**

**Dial**

**Dial the extension number and press**

Cancel:

**# 2 1 1 \***



**#**

**Dial**

**Dial the extension number and press**

### ***Diversion when the extension is busy***

Activate:

**\* 2 1 2 \***



**#**

**Dial**

**Dial the extension number and press**

Cancel:

**# 2 1 2 \***



**#**

**Dial**

**Dial the extension number and press**

---

### **Internal follow-me**

Assist an extension to divert calls to an alternative extension number.

**Note:** *The extension must have access to this function.*

Activate:

**\* 2 1 \***



**\***

**Dial**

**Dial the extension number and press**

**Note:** *U.K., press \*2\* No. #*



**#**

**Dial the new number and press**

Cancel:

**# 2 1 \***



**#**

**Dial**

**Dial the extension number and press**

**Note:** *U.K., press #2\* No. #*



## External follow-me

You can assist an extension to divert calls to an external number.

**Note:** *The extension must have access to this function.*

Activate:

✳ 2 2 ✳

**Dial**



#

**Dial the extension number and press**



#

**Dial the code to get a line/external no. and press**

Cancel:

# 2 2 ✳

**Dial**



#

**Dial the extension number and press**

---

## Follow-me to paging unit

You can assist an extension to divert calls to a paging unit.

Activate:

✳ 2 1 8 ✳

**Dial**



#

**Dial the extension number and press**

Cancel:

# 2 1 8 ✳

**Dial**



#

**Dial the extension number and press**

### Absence information (Message diversion)

You can assist an extension to divert calls into an absence message. The diversion reason is a predefined one digit code. Time of return is written as four digits, HHMM (time of day) MMDD (Date).

Activate:

✖ 2 3 0 ✖

1	2	3
4	5	6
7	8	9
0		

✖

**Dial**

**Dial the extension number and press**

(0-9) ✖

**Dial reason code and press**

Contact your system administrator regarding the valid reason codes.

1	2	3
4	5	6
7	8	9
0		

#

**Dial time or date (HHMM or MMDD) of return and press**

If no time or date is required:

✖ 2 3 0 ✖

1	2	3
4	5	6
7	8	9
0		

✖

**Dial**

**Dial the extension number and press**

(0-9) #

**Dial reason code and press**

Contact your system administrator regarding the valid reason codes.

Cancel:

# 2 3 0 ✖

1	2	3
4	5	6
7	8	9
0		

#

**Dial**

**Dial the extension number and press**

## Data traffic

Call to a data extension that is free:



**Dial the data extension number**



**Press to call the extension**

When the called party answers:



**Dial the data extension number again**

The display shows that the extension is free.



**Press to extend the call**

The call is extended and the console is cleared.

If the data extension is in test or local mode:



The display shows that it is not possible to make a connection.

If you cannot make a connection:



**Press to clear the console**

### Personal number (optional)

As an operator, you can activate, change or deactivate this function for a selected extension.

When an extension has activated a personal number search profile, incoming calls are transferred to internal or external telephones or back-up services (i.e. voice mail or operator) in the decided order to find the called person.

Depending on the functionality of your office exchange, the extension can have either one individual search profile or choose between five individual search profiles.

The search profiles are programmed or modified by the system administrator.

Activate:

**\* 1 0 \***



**\***

**Dial**

**Dial the extension number and press**

If a special search profile is required:

**(1-5)**

**Dial the search profile digit**

*Note: If a search profile digit is not entered, the default list is activated.*

**#**

**Press**

Personal number is activated.

Cancel:

**# 1 0 \***



**#**

**Dial**

**Dial the extension number and press**

Personal number is deactivated.

## Free seating

You can assist a user with the log off procedure. (The log on procedure must be done by the user from the telephone to be used.)

### *To log off:*

# 1 1 \*



#

### Dial

#### Dial the extension number and press

The user is logged off from the used telephone.

---

## General cancellation

You can cancel the following facilities on behalf of an extension by dialling a general cancellation command:

- Automatic callback
- Diversion direct
- Diversion when the extension is busy
- Diversion when the extension does not answer
- Do not disturb
- Flexible night service
- Follow-me (internal, external)
- Manual message waiting
- Absence information (Message diversion)

# 0 0 1 \*



#

### Dial

#### Dial the extension number and press

General cancellation.

# Outgoing Calls

## Via any external line

**Note:** *The console must be in idle state with no party on the left side of the display.*



### Dial the code to get an external line and the number



The display shows this information.

To terminate the conversation:



### Press

The call is disconnected and the console is cleared.



If all lines are busy, you can start supervision and be recalled when the line becomes free:



### Press



### Press



The route is supervised and the console is cleared. The console rings when a line becomes free.



### Press to answer



### Dial the external number

If urgent and all external lines are busy you can select a specific external line and use the force release function, see section "Via a specific external line".

## Via a specific external line

✖ 0 ✖

**Dial**



**Dial the line number and press**



**Dial the code to get an external line and the external number**



**Press to terminate the conversation**

The call is disconnected and the console is cleared.



If the line is busy you can start supervision and be recalled when the line becomes free:



**Press**



**Press**



The line is supervised and the console is cleared. The console rings when a line becomes free.



**Press to answer**



If you need to make an urgent call and all lines are busy you can intrude and force release a line:



**Press to intrude**

Inform the parties on the line about the situation.



**Press**



**Press to force release**

The call is disconnected and the console is cleared.

Start dialling again, use either 'Via any line' or 'Via a specific line'.

## Via an ISDN line or via a direct line to another office exchange



**Dial the code for the ISDN external line or for the direct line**



**Dial the external number**



**Press to terminate the conversation**

The call is disconnected and the console is cleared.



If all lines are busy this symbol is shown on the display.

---

## To an extension in the private network



**Dial the extension number**



**Press to terminate the conversation**

The call is disconnected and the console is cleared.



If all lines are busy this symbol is shown on the display.



## To an extension in your own exchange

Normal call:



### Dial the extension number



#### Press

The console rings the extension.



#### Press to terminate the conversation

The call is disconnected and the console is cleared.

If the called extension has activated an absence information:

You will see the activated information, see section "Extending - Absence information (activated message diversion)". You can bypass the information, see section "Extending - Bypassing".

If the called extension is diverted:



The display shows the divertee position and the diverted extension number.

You can bypass the diversion, see section "Extending - Bypassing".

If the called extension has external follow-me:



The display shows external line data and the dialed number.

If the extension is busy, you can supervise the line until the extension becomes free:

**Note:** A free extension that does not answer a call can also be supervised.



**Press**



**Press**

The extension is camped on. The console is cleared and the extension cannot initiate new calls.



The console rings when the extension becomes free.



**Press to answer the call**



**Press**

The console rings the extension and you are connected.



**Press to terminate the call**

The call is disconnected and the console is cleared.



If the extension is in line locked out state.



**Press to clear the console**

**Note:** You must clear the console and inform maintenance personnel so an investigation can be launched.

---

## To another operator



**Dial the individual operator number**



**Press to terminate the conversation**

The call is disconnected and the console is cleared.

## To paging unit

Persons equipped with a wireless paging receiver, can be paged from your console. Depending on the type of paging system it is possible to send digit messages or voice messages to the paged person. If you receive a congestion tone when paging, this indicates that the paged person has his paging receiver in the charging rack and is probably out of the office.



**Dial the extension number of the person you want to page**



**Press to activate the paging facility**

The paging starts.



**Press**



**Press**

You will be recalled when the person answers.

**Answer the recall in the normal way**

***Note:** If the paged person does not answer within a certain time, you will not be recalled.*

Paging receivers with voice message:



**Dial the extension number of the person you want to page**



**Press to activate the paging facility**

The paging starts.

**Leave your message after the tone**

Just before the predetermined speech time is ended, a warning tone will be heard.

***Note:** The voice channel can be a one way or both way connection.*

You can also send a digit message code, see section “Extending - Paging unit”.

Alarm paging without message code:

**\* 8 1 0 \***

1	2	3
4	5	6
7	8	9
0		

**#**

**Dial**

**Dial pagee's extension number and press**

Alarm paging with message code:

**\* 8 1 0 \***

1	2	3
4	5	6
7	8	9
0		

**\***

**Dial**

**Dial pagee's extension number and press**

1	2	3
4	5	6
7	8	9
0		

**Dial the message code (1-5 digits)**

**#**

**Press**

*Note: The alarm paging continues until it is answered.*

---

## Last external number redial

To redial the last external number called from the console:

**\* \* \***

**Dial**

*Note: Sweden and Finland, press \*x0*

---

## Abbreviated dialling

### Common abbreviated number

These numbers are the same for all users and are programmed centrally from the maintenance terminal.

1	2	3
4	5	6
7	8	9
0		

**Dial the common abbreviated number and proceed as a normal dialled call**

**Individual abbreviated number**

You can program up to 10 individual abbreviated numbers for your own use by using the digit keys 0-9 on the telephone key pad. The programmed numbers can consist of a maximum of 20 digits.

**Notes:**

- The console must have access privileges to this function.
- In Finland only up to 9 digits can be used.

**\* \*(0-9)**

**Press and dial the selected digit and proceed as a normal dialled call**

**Notes:**

- Finland, press **\*\*(1-9)**
- Sweden, press **(0-9)#**

To program or alter an individual abbreviated number:

**\* 5 1 \*****Dial****(0-9) \*****Dial selected digit and press****Note:** Finland, press **(1-9)\***

1	2	3
4	5	6
7	8	9
0		

**#****Dial the complete number and press**

To erase a specific number:

**# 5 1 \*****Dial****(0-9) #****Dial selected digit and press****Note:** Finland, press **(1-9)#**

To erase all numbers:

**# 5 1 #****Dial**

## Other Useful Facilities



### **Clock**

#### **Press and hold**

The time of day is shown on the display in 24 hour format.

---

### **Night service**

The exchange has four different types of night service:

- **Common night service**  
All incoming calls are rerouted to a predetermined extension(s).
- **Individual night service**  
Incoming calls on a particular external line or a group of external lines are rerouted to a predetermined extension or customer.
- **Universal night service**  
Incoming calls are signalled on several bells situated at different locations in the building. Any extension can answer the calls by lifting the handset and dialling a predetermined answer code.
- **Flexible night service**  
You can assist in assigning an external line to an extension for use temporarily.

To order flexible night service:

✱ 84 ✱

**Dial**



✱

**Dial the extension number and press**



✱

**Dial the code to get an external line and press**



#

**Dial the external line number and press**

To cancel flexible night service:

# 84 ✱

**Dial**



#

**Dial the extension number and press**

**Note:** *If night service is not cancelled by you manually and if it has lasted at least one hour, the flexible night service will be cancelled automatically one hour after the exchange has been switched back to day service.*



## Alarm

If a fault occurs in the exchange, this symbol flashes and shows 2, 3 or 4. The number indicates the degree of seriousness.

- 2 = Requires action within one week
- 3 = Requires immediate action during normal working hours
- 4 = Demands immediate action at all times

Use the following procedure to acknowledge the alarm:



### Press



The display shows this information.



### Dial and press



The symbols changes to steady light.



### Press

The console is cleared.

The purpose with the acknowledgement of the alarm is to avoid other operators from reporting the alarm. After acknowledgement, you must report the alarm to maintenance, stating the alarm class as above.

The alarm indication with steady light remains until maintenance staff have eliminated the fault and erased the alarm from the maintenance terminal.



When this symbol lights on the display the maintenance staff are working in the exchange room.



## Emergency switching

It is possible to switch the exchange into emergency state. This only allows predetermined extensions to initiate calls.

To switch the exchange into emergency state:

**\* 9 0 #**

**Dial**



The display shows that the console is in emergency state.

To return the exchange to normal state:

**# 9 0 #**

**Dial**

---

## Malicious call tracing

If you are disturbed by malicious external incoming calls you can invoke the malicious call tracing service which will cause an alarm and printout. The printout will contain the calling number, the dialled number, date and time. This information can then be used to determine the origin of the malicious calls.

**Note:** *The incoming route must have a category for MCT. The feature is supported by the interworking public exchange.*

To invoke the malicious call tracing service, after an external incoming call is answered:

**\* 3 9 #**

**Dial**

## Busy verification

If a specific extension or external line has been busy for an unusually long time, you can verify its status.

**Note:** *The right side of the console must be idle.*



### Dial the extension number

or



### Access a specific external line



The display shows this information.



### Press

The display shows who is connected to the busy extension or external line.

---

## Fault location

There may be situations when there are problems with a specific external line or other interference to equipment failure. There are two ways to verify faulty external lines:

If static or other interference is noticed while connected to an external party, make note of the route number, line module numbers and the external line number.

If all external lines are busy more frequently than seems reasonable, or there is any reason to suspect a problem in a specific external line, each one may be checked, individually, using the procedure described in section “Outgoing calls - Via a specific external line”.

The following information should be included in the report:

- Location
- Route number, line module numbers and external line number
- Person reporting the trouble
- Date and time reported
- Person correcting the problem
- Date and time corrected
- Fault reported
- Fault found

# Display Unit Symbols



## Symbols that appear in the call admittance field



Number of queuing calls.



Steady indicates a call to an individual operator. Flashing indicates a call is not answered within a predetermined time.



Maintenance work in progress in the exchange.



Alarm classes 2-4.



External call from public exchange.



Steady indicates an external call from private network (tie line). Flashing indicates an emergency call from private network (tie line).



Recall.



Call rerouted to operator on direct indialling or due to programmed diversion to operator.



Steady indicates an internal call. Flashing indicates an internal emergency call.



Steady indicates time is displayed or privacy mode activated by the privacy key. Flashing indicates a call with message diversion activated.



Paging.



### Symbols that appear in the call status fields (left/right)



Called extension is free.



Steady indicates the called extension is busy. Flashing indicates the called extension is busy with a call camped on.



Dialled extension is unassigned, called extension is in line lockout state or called console is in off duty state.



Called extension is busy and call waiting is allowed.



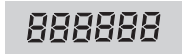
Individual do not disturb marked extension.



Called extension is in line lockout state.



Ring signal to called party.



Display with six digits.



Steady indicates speech connection with lefthand party. Flashing indicates console's lefthand side enters DTMF mode.



Steady indicates speech connection with righthand party. Flashing indicates console's righthand side enters DTMF mode.



Indicates speech connection with both lefthand and righthand parties.



## Symbols that appear in the connection field



Serial call.



Steady indicates a call to a blocked extension, extension with 'intrusion forbidden' or extending forbidden. Flashing indicates resource congestion is encountered.



Metered call.



Display with eight digits.

---



## Symbols that appear in the programming/ put-on-hold field



Steady indicates the console is in absent state. Flashing indicates the console is manually blocked.



Console is in programming mode.



Console is set to continuous ring signal.



Console is set for automatic admittance of calls.



Console is set for automatic call extending.



Steady indicates the exchange is switched to night service. Flashing indicates the exchange is switched to emergency state.



Steady indicates on which line a call was put on hold (3 links exists). Flashing indicates that the call is put on hold longer than a predetermined time.



Call on hold is being monitored.

## Key Description

All keys are non-locking.



### **Present/Absent key**

Press when you do not wish to admit any more calls to your console. Press again to terminate the state of absence. If all consoles are in state of absence the exchange will be switched for night service.



### **Program mode key**

Press to set PBX-operator console in programming mode. Press again to exit.



### **Continuous signal key**

Press when your console is to be left unmanned for a brief period. Press again when a return to normal signal is required.



### **Automatic accept mode key**

Press to automatically accept calls by the console. Press again to exit.



### **Automatic extend mode key**

Press to automatically connect to the extensions after you have dialled the extension number. Press again to exit.



### **Sound level control**

Use this to adjust the sound level in your receiver/headset.



### **Clock key**

Press to obtain the time of day.



### **Paging key**

Press to activate the paging function.



### **Serial call key**

Press to mark the external line for a serial call. Press again to release the external line.



### Call metering key

Used in two ways:

- Press to mark the external line to be metered.
- Press to read off the registered metering pulses and dialled external number.



### Privacy key

Can be used in two ways (programmable from a maintenance terminal):

- Press and hold: The caller will not be able to hear the conversation in your room.
- Toggle to change: Press to turn the microphone off. Press again to turn the microphone on.



### Left status field key

Used for:

- Speech connection with party in left call status field.
- Manual start of ring signal.
- Intrusion on busy extension or call waiting signal.



### Three party connect key

Press to gain connection with both the lefthand and righthand parties on the display.



### Right status field key

Used for:

- Speech connection with party in right call status field.
- Manual start of ring signal.
- Intrusion on busy extension or call waiting signal.



### Put-on-hold keys (3 keys)

For external lines and extensions.  
Press again to retake the call on hold.



### Put-on-hold key with monitoring facility

Press if you must answer other calls while called party is delayed in answering. Press again to regain speech connection.



### Answer/extend key

Used for:

- Answering incoming calls.
- Call extending and start automatic ring signal.
- Putting an external line or extension on hold.



**Call announcing key**

Used for:

- Call announcing towards busy extension.
- Supervision of busy external line.



**Left status field disconnect key**

Used in three ways:

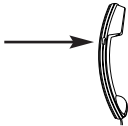
- Press to disconnect speech connection with party in left call status field.
- Press to correct digits dialled in connection with left call status field.
- Press to display the unanswered extended call.



**Right status field disconnect key**

Used in three ways:

- Press to disconnect speech connection with party in right call status field.
- Press to correct digits dialled in connection with right call status field.
- Press to display the unanswered extended call.



**Press to talk key**

Located on handset. Used in two ways:

- Press and hold: Speech connection with connected party(ies).
- Release: Disconnect from connected party(ies).



**Tone ringer level control**



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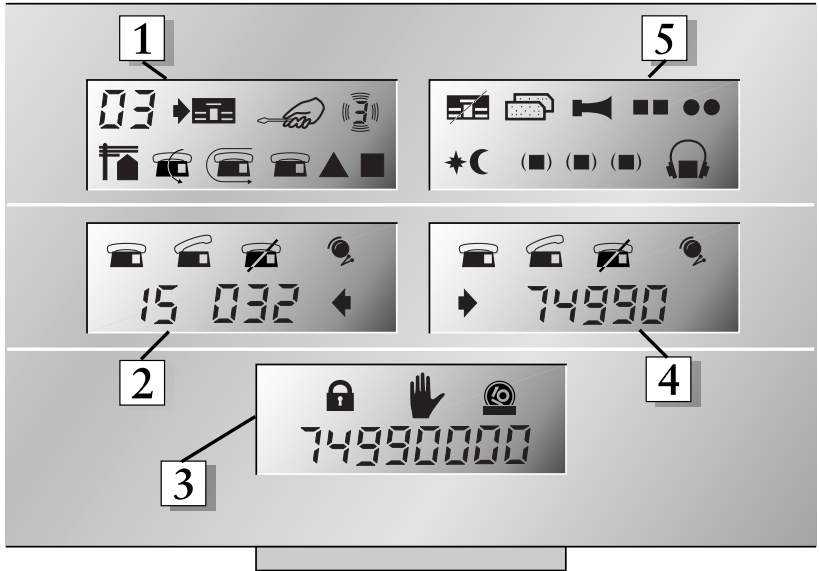
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Operator Console for MD110

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	Maintenance work in progress in the exchange.
	Alarm classes 2-4.
	External call from public exchange.
	External call or emergency call from private network.
	Recall.
	Call rerouted to operator, diversion to operator.
	Internal call or internal emergency call.
	Time, privacy mode or call with message diversion.
	Paging.

#### Call status fields (left/right)

	Called extension is free.
	Called extension busy or busy with call camped on.
	Extension unassigned, line lockout or console off duty.
	Called extension busy and call waiting allowed.
	Individual do not disturb marked extension.
	Called extension is in line lockout state.
	Ring signal to called party.
	Display with six digits.
	Connection left party or left side in DTMF mode.
	Connection right party or right side in DTMF mode.
	Connection left/right party.

#### Connection field

	Serial call.
	Blocked extension, intrusion forbidden or extending forbidden.
	Metered call.
	Display with eight digits.

#### Programming/put-on-hold field

	Console in absent state or manually blocked.
	Console in programming mode.
	Console set to continuous ring signal.
	Console set for automatic admittance of calls.
	Console set for automatic call extending.
	Exchange in night service or emergency state.
	Indicates on which line a call was put on hold or call is put on hold longer than predetermined time.
	Call on hold is monitored.





### Service facilities

On hold (alt. 1):	
Retrieve call	
On hold (alt. 2):	
	(Press again to retrieve)
Announcing:	
Free extension	Ext. No.
Busy extension	(Recall)
Recall:	




## Assistance

Diversion direct:	<b>* 2 1 *</b> Ext. No. <b>#</b>
<i>U.K. press 2 instead of 21 to activate and cancel</i>	
<i>Cancel</i>	<b># 2 1 *</b> Ext. No. <b>#</b>
Diversion when no answer:	<b>* 2 1 1 *</b> Ext. No. <b>#</b>
<i>Cancel</i>	<b># 2 1 1 *</b> Ext. No. <b>#</b>
Diversion when busy:	<b>* 2 1 2 *</b> Ext. No. <b>#</b>
<i>Cancel</i>	<b># 2 1 2 *</b> Ext. No. <b>#</b>
<i>Internal follow-me:</i>	<b>* 2 1 *</b> Ext. No. <b>*</b>
	<i>New ext. No. #</i>
<i>U.K. press 2 instead of 21 to activate and cancel</i>	
<i>Cancel</i>	<b># 2 1 *</b> Ext. No. <b>#</b>
External follow-me:	<b>* 2 2 *</b> Ext. No. <b>*</b>
	External No. <b>#</b>
<i>Cancel</i>	<b># 2 2 *</b> Ext. No. <b>#</b>
Following me to paging unit:	<b>* 2 1 8 *</b> Ext. No. <b>#</b>
<i>Cancel</i>	<b># 2 1 8 *</b> Ext. No. <b>#</b>
Conference (initiate):	<b>* 3 #</b>
Abbreviated number:	
<i>Program</i>	<b>* 5 1 *</b> Ext. No. <b>*</b>
	<b>(0-9) *</b> External No. <b>#</b>
<i>Erase number</i>	<b># 5 1 *</b> Ext. No. <b>*</b>
	<b>(0-9) #</b>


































## Other useful facilities

Alarm (acknowledge):	 <b>1 0 7</b>   
Emergency switching:	<b>* 9 0 #</b>
<i>Cancel</i>	<b># 9 0 #</b>
Malicious call tracing:	<b>* 3 9 #</b>
Flexible night service:	<b>* 8 4 *</b> Ext. No. <b>*</b>
	Route access code <b>*</b>
	External line No. <b>#</b>
<i>Cancel</i>	<b># 8 4 *</b> Ext. No. <b>#</b>

## Outgoing calls

External call:	Code to get a line External No.
Via a specific external line:	<b>* 0 *</b> Line No. <b>#</b> (Proceed as a normal call)
Extension in the private network:	Ext. No.
Extension in your exchange:	Ext. No. 
Cancel call:	
Supervise extension:	 (Recall)
Last external number redial:	<b>* * *</b>
<i>Sweden and Finland press</i>	<b>* * 0</b>
Individual abbr. number:	<b>* * (0-9)</b>
<i>Sweden press</i>	<b>(0-9) #, Finland press * * (1-9)</b>

## Extending

In general:	Ext. No.  
Call announcing:	Ext. No.   
Busy extension:	
<i>Camp on</i>	 
<i>Clear call</i>	 
<i>Other extension</i>	 Ext. No.  
Barred extension:	 Ext. No.  
Bypassing:	
<i>Diverted extension</i>	 <b>* 6 0 *</b>
	Ext. No. <b>#</b>   
<i>Absence information</i>	   
Personal number:	  
Paging unit:	Ext. No.   
<i>Busy extension</i>	   
Message paging:	<b>* 8 1 *</b> Ext. No. <b>*</b>
	Message code <b>#</b>

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for enterprise networks combine and improve advanced ways of exchanging information via voice, data, video and evolving future media.

This requires a true understanding of how businesses and professionals interact – an understanding that goes far beyond meeting just the technological requirements.

Our customers include owners of small to large enterprise networks, local as well as multinational. We also offer solutions for Internet service providers.

We deliver quality of service over converged networks. We provide staff with full onsite and offsite mobility.

We integrate computer and telephony applications on the desktop. We enable coordination of all business interactions over the media of choice. In essence, we help businesses forge enduring relationships with customers.

Ericsson is the leading provider in the new telecoms world, with communications solutions that combine telecom and datacom technologies with the freedom of mobility for the user. With more than 100,000 employees in 140 countries, Ericsson simplifies communications for its customers - network operators, service providers, enterprises and consumers - the world over.