

# TOSHIBA

## *Perception<sup>®</sup> & ex*

*Digital Hybrid/PBX*

*User Guide*

*DSS Console &*

*Attendant-Position*

*Electronic Telephone*



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# **Direct Station Selection Console and Attendant-Position Electronic Telephone User Guide**

The PERCEPTION<sub>e&ex</sub> Direct Station Selection Console and Attendant Telephone allow a station user to perform many functions that are normally performed by an attendant console.

A DSS console allows calls to be received and directed to specific stations, and provides immediate information about station status. Each console's 60 programmable buttons can be assigned to access either specific calling features or fixed or switched directory numbers. If two consoles are assigned to a telephone set, 120 buttons are available for programmed use.

An electronic telephone that is an assigned Attendant-Position Electronic Telephone has access to several important attendant console features, including the assignment and cancellation of a Meet-Me Page, the assignment of a Remote Access Code, the system-wide cancellation of registered Call Forwards, and the ability to alternate day and night system operation.

This user's guide outlines the information that you will need to know to perform all of these various operations from your electronic telephone.

## **DIRECT STATION SELECTION (DSS) BUTTON OPERATION**

All DSS console buttons are assigned in programming. Buttons can be assigned to access either switched or fixed directory numbers (DNs) or calling features.

### **BUTTONS ASSIGNED TO FEATURES:**

A list of features that are available for DSS button assignment is shown below. The operation of each of these features is identical to its operation on an electronic telephone without a DSS console connection. Refer to the PERCEPTION<sup>e&ex</sup> Electronic Telephone User Guide for procedures regarding the operation of each of these features.

Account Number	Manual Signaling
Alphanumeric Message	Message Waiting
Automatic Callback	Override
Automatic Dialing, Fixed or Flexible	Paging, External
Call Forward-All Calls	Paging, Internal
Call Forward-Busy	Privacy Release
Call Forward-Busy/No Answer	Release
Call Forward-No Answer	Repeat Last Number
Call Forward-Busy (System/DID)	Dialed
Call Forward-Busy/No Answer (System/DID)	Speaker Cut-off
Call Park	Speed Dial - System
Call Pickup Directed	Speed Dial - Station
Call Pickup Group	Station-to-Station
Do Not Disturb	Message
Flash	Universal Night Answer
	VCP

### **BUTTONS ASSIGNED FOR DIRECT STATION SELECTION:**

DSS buttons can be assigned as either fixed or switched. Calling procedures for both DSS types are identical except for the difference explained in the following paragraphs.

## **BUTTON OPERATION** (continued)

### **Buttons Assigned as Fixed Directory Numbers:**

Fixed DSS console buttons are permanently-assigned to a single extension directory number (1 ~ 4 digits). These buttons can be used either to perform a direct voice announcement or to transfer calls to a station user. The LEDs that are associated with each of these buttons also provide a busy lamp field, which indicates, at a glance, which directory numbers are busy or idle.

### **Buttons Assigned as Switched Directory Numbers:**

Switched DSS console buttons are each assigned to the last two digits of a directory number (e.g., 00~09). Entire directory numbers are formed through the use of an assigned Hundreds Group button, which, when selected, supplies the remaining first digit of a directory number. For example, when a Hundreds Group button of 2 is pressed, switched DN buttons 00~09 become buttons 200~209. When a Hundreds Group button of 3 is pressed, these same buttons become buttons 300~309. Up to nine Hundreds Group buttons may be assigned to either your electronic telephone or your DSS console. If your electronic telephone is connected to two switched DN DSS consoles, then these buttons control operation on both consoles.

Once the desired Hundreds Group Button has been selected, these buttons can be used either to make a direct voice announcement or to transfer calls to a station user, in exactly the same manner as fixed DSS buttons.

### **To call another station:**

- 1) Press the button which corresponds to the desired directory number.
  - The DSS LED that is associated with that DN button

## **BUTTON OPERATION** (continued)

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  - The DSS LED that is associated with that DN button

## **BUTTON OPERATION** (continued)

- The electronic telephone LED corresponding to the line on which the call originally arrived will flash at twice the On-hold rate.
- 3) Hang up.
- The electronic telephone LED corresponding to the line on which the call originally arrived will go out.
  - The call will be camped-on to the called station.
  - The DSS LED corresponding to the called station will remain steadily lit.

### **NOTES:**

1. *If the called station does not pick up the camped-on (or Call Waiting) call before the Camp-on timeout period elapses, then the call will recall to your station.*
2. *You may reconnect to a call at any time before the called party answers (and before releasing the transfer), by pressing the **DN** button corresponding to the line on which the call is being held.*
3. *If you attempt to transfer a call to a station that is either making or receiving an internal page, you will hear a busy tone and the transfer will be prevented. There will be no LED indication on your DSS console to indicate that this station is busy.*

## **ATTENDANT-POSITION ELECTRONIC TELEPHONE FEATURE OPERATION**

Up to eight electronic telephones per system can be assigned as Attendant-Position Electronic Telephones. This designation allows these telephones to perform several operations that are normally associated exclusively with attendant consoles. It is strongly recommended that only LCD telephones be



## **BUTTON OPERATION** (continued)

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**FEATURE OPERATION** (continued)**NOTE:**

*There will be a break in the connection while the digits are dialed.*

- You can now transfer the call to another station or take a message for the caller.

**NOTE:**

*If the parked call is not picked up by the paged party before the Meet-Me Page timer expires (COT timer), the call will recall to your station. You can either re-park the call or cancel the Meet-Me Page and transfer the call to another station. An LCD Electronic Telephone will indicate the call as a Meet-Me Page Recall: MMP RCL TK XXXX*

**ASSIGNMENT OF A REMOTE ACCESS CODE:**

An Attendant-Position Electronic Telephone can change the system's remote access code by dialing a special change code, followed by the new remote access code. The remote access code is used by outside callers to access PERCEPTION<sub>e</sub> features.

**To alter a remote access code:**

- 1) Go off-hook (or press DN).
- 2) Dial the remote access change code (#\*2).
  - You will hear recall dial tone.
- 3) Dial the new remote access code.
  - You will then hear recall dial tone.
- 4) Hang up your handset (or press **SPKR** in speaker mode).
- 5) The new code will be registered in the system.

**SYSTEM-WIDE CALL FORWARD CANCELLATION:**

All call forwards that are currently registered in a system may be simultaneously canceled by an Attendant-Position Electronic Telephone.

**FEATURE OPERATION** (continued)**To cancel all system call forwards:**

- 1) Go off-hook.
- 2) Dial the Call Forward - All Clear access code (#18).
  - You will hear recall dial tone.
- 3) Hang up.
- 4) All call forwards in the system will be canceled.

**NOTE:**

*Call Forwards that are set to the electronic telephone will not be canceled.*

**SYSTEM NIGHT OPERATION BUTTON:**

A System Night Operation button can be assigned to one Attendant-Position Electronic Telephone (or its connected DSS console) per system. (System Night Operation buttons are available only in systems which do not have an attendant console.) The use of this button will alternate the system between day and night operational modes. The ringing assignment of trunks will also be affected whenever this mode change is made. The alteration of modes allows you to tailor system operation to periods of greater/lesser call traffic, as well as to particular times of the day.

**To change system operational mode:**

- 1) Press the assigned System Night Operation (SYS) button.
- 2) The system will now change over to its alternate mode (day or night).
- 3) When the system is in night mode, the System Night Operation button's LED will light.
- 4) To alternate the system operational mode back to its original mode, press the System Night Operation button again. By subsequently pressing this button, the system will alternate between day and night operation.