



Attendant Console User Guide

(Version 15.5)



Creating a new world of IPportunities

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INTRODUCTION

Welcome to the Coral System and its associated Attendant Console. Much thought has gone into making this system flexible and easy to use. The Coral is an IP-enabled communications platform that offers *all* the features and capabilities required in today's business environment.

The Attendant Console will become an invaluable part of your work environment, providing you with an important tool for your daily business and communication activities. The console can be programmed for your own personal and company requirements. Should your needs change, the keys may be easily reprogrammed in order to meet your new and ever varying work conditions.

Many of the Coral features, which have been assigned during initial installation, are provided on an extension (station) basis. Feature allocation may also be changed to suit a changing working environment.

This attendant guide provides a full description of the capabilities and operation of the console in addition to the FlexSet features. Although the console is a very advanced instrument, its use is very simple and straightforward. Since the Attendant Console is a special use of the FlexSet telephone, please refer to the relevant user guide for operating most features on a day-by-day basis. The Attendant Console can be utilized with the FlexSet, as required.

This guide is organized according to usage groups, as follows: *Trunk Controls*, *System Controls*, *Station Controls*, *Return Calls* and *Troubleshooting*. An appendix is provided at the rear of the guide for clarifying terms and special conventions.

Not every feature code in this guide may have been installed in your system, or at your extension. Also some feature code numbers may be different in your system. When this is the case, please ask your Coral system manager for information.

List of Feature Codes

The following feature codes are the default feature codes for all Coral systems. Your Coral system may employ different feature codes. See your system administrator for the correct feature codes. The arrow (→) between the numbers for Room Status, indicates the range of code numbers available for operating the feature.

Feature	Code No.	Feature	Code No.
Editing Codes:		System Controls:	
Activation Code ✓	#11 or #01 or 01	Alternate Attendant Destination	#146
Cancellation Code ✕	#10 or #00 or 00	Attended/Unattended	#145
Fast Scroll Forward	#03	Day/Night Transfer (Auto/Manual)	#1993
Fast Scroll Backward	#05	Night-1/Day Selection	#185
Trunk Controls:		Night-2/Day Selection	#184
Direct in Lines	#164	Public Speed Call - Programming	#194
Hot Trunk Delay	#161	Time/Date Set	#188
Hot Trunk Immediate	#160	Station Controls:	
LAR Block	#1979	Busy ACD Group	#1746
Night 1 Destination	#163	Call Forward All	#168
Night 2 Destination	#165	Call Forward All External	#17707
Reserved To	#159	Call Forward Busy	#167
Trunk Busy Out	#155	Call Forward Busy External	#17706
Trunk Drop On No Dial	#162	Call Forward No Answer	#169
Trunk Incoming Only	#158	Call Forward No Answer External	#17708
Trunk Outgoing Only	#190	Call Forward Timed	#1984
		Call Forward Timed External	#17709
		Call Charge Printout	#1972
		Call Charge Reset with Printout	#1978

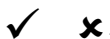
List of Feature Codes (cont.)

Feature	Code No.	Feature	Code No.
Canned Messages	7010→7025		
Check In/Out	#1970		
Do Not Disturb.....	#1999		
Hot Station Delay	#182		
Hot Station Immediate.....	#166		
Malicious Call Trace on/off.....	#1742		
Malicious Call Trace Printout.....	#1743		
Message Waiting.....	#156, Xfer 7		
Room Status.....	7010→7025		
Station Blocking.....	#153		
Station Originating Only	#151		
Station Outgoing Restriction.....	#154		
Station Terminating Only	#152		
Wakeup Request.....	#1980		
Wakeup Report	#1971		
Troubleshooting			
Alarm.....	#1997		
Trunk Auto Guard.....	#1998		
Trunk CO Blocked Display	#157		

Symbols and Icons Used in this Guide



DSS Keys: These keys perform various preprogrammed or user programmed functions. The keys include both a label and indicator LED. These are programmed using the procedure described in the FlexSet User Guide.



Activate and Cancel: These symbols indicate that you must activate or cancel a selected feature. You can dial the code or program keys with the code and press them when required. See Editing Codes on page iii.

MESSAGE DISPLAY

Message Display: In this user guide, the messages are shown as in the small display. When using the FlexSet 120D, the information is centered; when using the FlexSet 280D, the information is left aligned with one character space between words and numbers.



Volume Controls: These keys are used to scroll through available ports and features while displayed, as well as for adjusting the various station volumes.



Hotel/Motel: This hotel icon indicates that a feature is also applicable for Hotel/Motel use.



Print: This printer icon indicates a feature that allows printing out information.



Scrolling: This scroll icon indicates features for which scroll lists are available, see next page.

ON/OFF

When shown in the column labelled *Key LED*, indicates whether or not the key LED is illuminated.





YYYYY/ZZZZZ

Station/Station Group/Room Number or Name, Destination Number or Name, as shown in the Attendant Console display. Special use of these letters will be indicated in the text.

Scrolling and Selecting Ports

The icon shown in the upper corner of this page indicates that scrolling through various lists or libraries is possible for a feature. Whenever scrolling can be used with a feature, the icon is printed with the description and the following options.



- Press  or  port-by-port scroll
- Press  or dial #**83** to fast scroll forward to the next assigned feature
- Press  or dial #**85** to fast scroll backward to the previous assigned feature
- Dial the specific port number
- Press the relevant DSS KEY

LIST END
FEATURE NAME

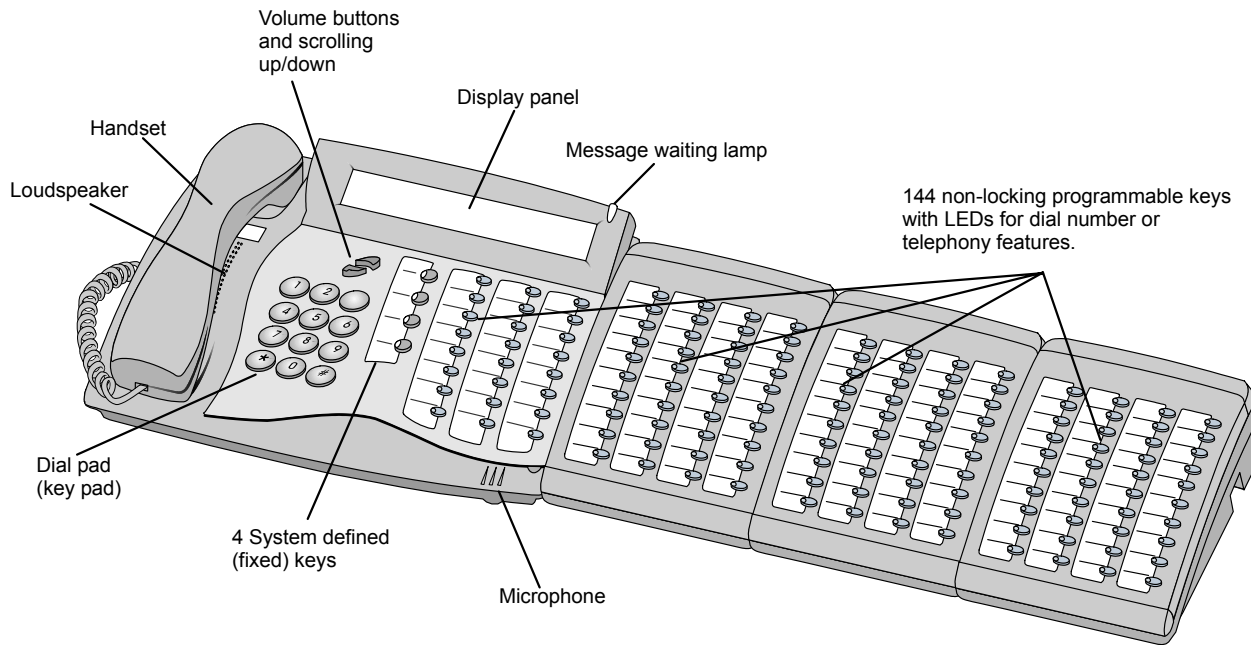
LIST START
FEATURE NAME

- |||► **Notes:** 1) When scrolling, after setting a feature for a port, you can continue to scroll the list and change the setting for additional ports, before pressing SPKR to release.
- 2) Programmed keys may be used to set features. They are programmed using the procedure described in the FlexSet User Guide.
- 3) Programmed keys can be used to activate and cancel settings by programming them to the activation and cancellation codes used in your system.

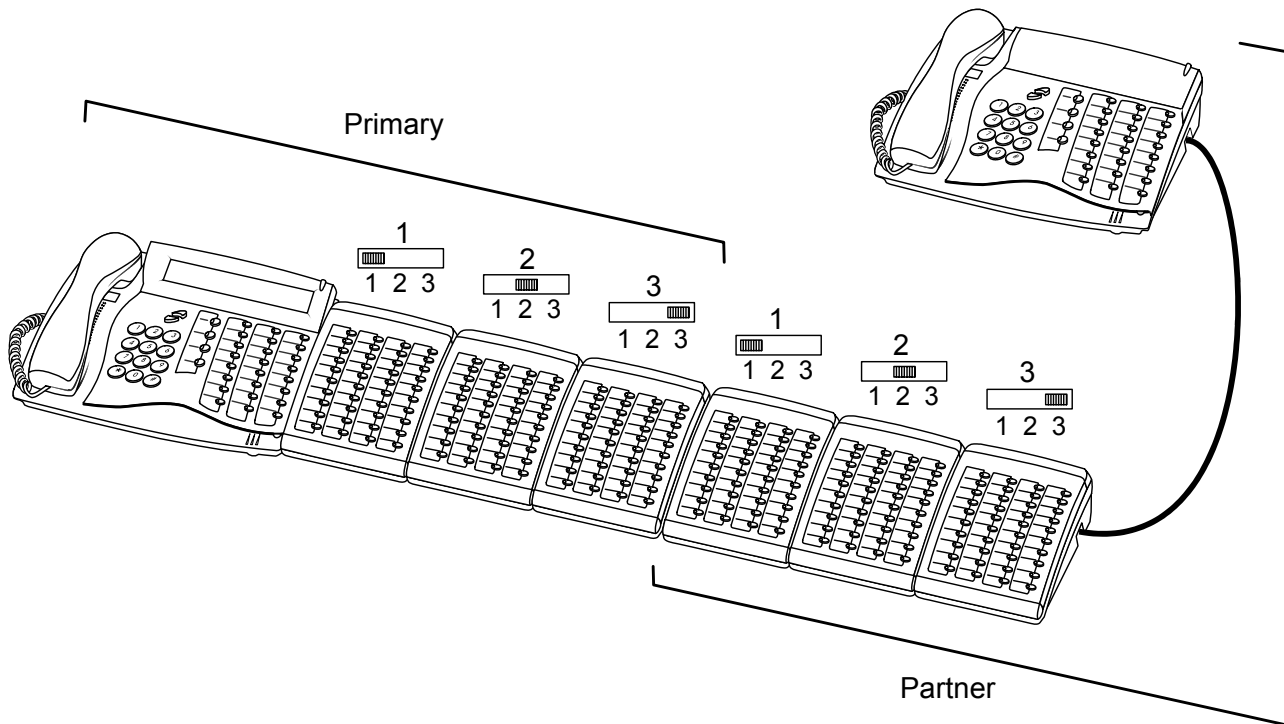
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FlexSet 280D Attendant Console with Three Optional 40B Expansions



Turret FlexSet 280D with Six 40B



TRUNK CONTROLS



Trunk Controls allow the attendant to define the operation of system trunks for special use, such as for incoming or outgoing calls only or for designating a trunk as reserved for a particular group or specific station.

Busy Out	2
Direct in Line (Day, Night 1, Night 2)	3
Drop on No Dial	4
Hot Trunk Delay	5
Hot Trunk Immediate	6
Incoming Only	7
LAR Block	8
Outgoing Only	10
Reserved To	11

The attendant may block any trunk for both incoming and outgoing calls. (This feature may be used to block faulty trunks until the CO service is restored.)

T = trunk number or name

To prevent incoming and outgoing calls:



1. Dial BUSY OUT Access Code #155.
2. Dial trunk number or .
3. Dial Activation Code or press ✓.
4. Press  to terminate.

BUSY OUT

DEASSIGN TTTTT
BUSY OUT

ASSIGN TTTTT
BUSY OUT

To cancel Busy Out for a trunk:

1. Dial BUSY OUT Access Code #155.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press ✕.
4. Press  to release.

BUSY OUT

ASSIGN TTTTT
BUSY OUT

DEASSIGN TTTTT
BUSY OUT

The attendant may program incoming CO lines to ring directly at a specific destination depending on the required service mode (Day, Night 1, Night 2), without intervention. Possible destinations are operator, station, hunt group, boss group, UNA/central bell, public speed call, voice mail, modem, group call, pre-recorded DVMS message, wait queue and network number.



T = trunk number or name

Y,Z = destination

type = the current service mode type

Service Mode Type	Feature Code
Day (Direct In Line)	#164
Night 1	#163
Night 2	#165

To program destination:




1. Dial required feature code (see table above).
2. Dial trunk number or .
3. Dial destination number (enter in the form on page 18)
4. Press  to release.

DIRECT type

TTTTT ZZZZZ
DIRECT type

TTTTT YYYYY
DIRECT type

To cancel destination:

1. Dial required feature code (see table above).
2. Dial assigned trunk number or .
3. Dial cancellation code or press .
4. Press  to release.

DIRECT type



TTTTT YYYYY
DIRECT TYPE

TTTTT
DIRECT type

The attendant may program an outgoing trunk to be dropped when a caller does not dial the first digit within a system-wide time limit. The trunk is then made available to other users.

T = trunk number or name

To program Drop On No Dial:

1. Dial DROP ON NO DIAL Access Code #162.
2. Dial trunk number or .
3. Dial Activation Code or press ✓.
4. Press  to release.



DROP ON NO DIAL

DEASSIGN TTTTT
DROP ON NO DIAL

ASSIGN TTTTT
DROP ON NO DIAL

To cancel Drop On No Dial:

▶▶▶▶ **Note:** Outgoing trunk will not disconnect when no dialing has taken place.

1. Dial DROP ON NO DIAL Access Code #162.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press ✕.
4. Press  to release.

DROP ON NO DIAL




ASSIGN TTTTT
DROP ON NO DIAL

DEASSIGN TTTTT
DROP ON NO DIAL

The attendant may program an outgoing trunk to automatically connect to the system, after first digit time-out, when no dialing has taken place.

T = trunk number or name

To program Hot Trunk Delay:




1. Dial HOT TRUNK DELAY Access Code #161.
2. Dial trunk number or .
3. Dial Activation Code or press .
4. Press  to release.

DELAY HOT TRUNK

DEASSIGN TTTTT
DELAY HOT TRUNK

ASSIGN TTTTT
DELAY HOT TRUNK

To cancel Hot Trunk Delay:

1. Dial HOT TRUNK DELAY Access Code #161.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press .
4. Press  to release.

DELAY HOT TRUNK




ASSIGN TTTTT
DELAY HOT TRUNK

DEASSIGN TTTTT
DELAY HOT TRUNK

The attendant may program an outgoing trunk so that the trunk automatically and immediately connects to the system.

T = trunk number or name

To program Hot Trunk Immediate:




1. Dial HOT TRUNK IMMEDIATE Access Code #160.
2. Dial trunk number or .
3. Dial Activation Code or press .
4. Press  to release.

```

HOT TRUNK
-----
DEASSIGN TTTTT
HOT TRUNK
-----
ASSIGN TTTTT
HOT TRUNK
-----

```

To cancel Hot Trunk Immediate:

1. Dial HOT TRUNK IMMEDIATE Access Code #160.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press .
4. Press  to release.

```




HOT TRUNK
-----
ASSIGN TTTTT
HOT TRUNK
-----
DEASSIGN TTTTT
HOT TRUNK
-----

```

Enables the attendant to reserve any trunk for incoming calls only, thereby preventing outgoing calls on that trunk.

T = trunk number or name

To prevent Outgoing calls:




1. Dial INCOMING ONLY Access Code #158.
2. Dial trunk number or .
3. Dial Activation Code or press .
4. Press  to release.

INCOMING ONLY

DEASSIGN TTTTT
INCOMING ONLY

ASSIGN TTTTT
INCOMING ONLY

To cancel Incoming Only command:

1. Dial INCOMING ONLY Access Code #158.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press .
4. Press  to release.

INCOMING ONLY

ASSIGN TTTTT
INCOMING ONLY

DEASSIGN TTTTT
INCOMING ONLY

The attendant may view which of the trunks/Dial Services have been automatically blocked from use for outgoing calls by the LAR Block feature. When ASSIGN appears on the display the trunk/Dial Service line is blocked. DEASSIGN means the trunk/Dial Service line is in use by the system. The system automatically blocks a trunk/Dial Service in case of failure to establish outgoing connection via that trunk/Dial Service.

LAR Block allows an attendant to manually block/unblock the failed trunk/Dial Service.


If the trunk/Dial Service was manually blocked, it can only be unblocked manually. Automatic unblock will not work in this case.

T = Trunk/Dial Service number

To view blocked trunks/Dial Services:

1. Dial LAR BLOCK Access code #1979.

LAR BLOCK

2. Dial trunk/Dial Service number or .

ASSIGN TTTTT
LAR BLOCK

**Trunk/D.S
blocked**

3. Press  to release.


DEASSIGN TTTTT
LAR BLOCK

Trunk/D.S OK

When a trunk/Dial Service is in ASSIGN status (blocked):

1. Dial LAR BLOCK Access Code #1979.

LAR BLOCK

2. Dial trunk/Dial Service number or .

ASSIGN TTTTT
LAR BLOCK

3. Dial Cancellation Code or press ✕.

```
DEASSIGN    TTTTT
LAR BLOCK
```

4. Press [SPKR] to release.

5. Make an external call on the specific trunk/Dial Service. If the call goes through, the trunk/Dial Service is okay. If the trunk/Dial Service is still blocked, call the technician and re-activate LAR BLOCK.

To activate LAR Block and prevent outgoing calls:

1. Dial LAR BLOCK Access Code #1979.

```
LAR BLOCK
```

2. Dial assigned trunk/Dial Service number or .

```
DEASSIGN    TTTTT
LAR BLOCK
```

3. Dial Activation Code or press ✓.

```
ASSIGN      TTTTT
LAR BLOCK
```

4. Press [SPKR] to release.

5. If activation failed due to insufficient resources (the system ran out of LAR Service Timers), the following display appears upon dialing activation code:

```
NO RESOURCE
LAR BLOCK
```


Enables the attendant to reserve any trunk for outgoing calls only. All incoming calls on that trunk will continue ringing with no answer and will not be transferred to any destination.

T = trunk number or name

To prevent Incoming calls:

1. Dial OUTGOING ONLY Access Code #190.

OUTGOING ONLY

2. Dial trunk number or .

DEASSIGN TTTTT
OUTGOING ONLY

3. Dial Activation Code or press .


ASSIGN TTTTT
OUTGOING ONLY

4. Press  to release.

To cancel Outgoing Only command:

1. Dial OUTGOING ONLY Access Code #190.

OUTGOING ONLY

2. Dial assigned trunk number or .

ASSIGN TTTTT
OUTGOING ONLY

3. Dial Cancellation Code or press .

DEASSIGN TTTTT
OUTGOING ONLY

4. Press  to release.


The attendant may reserve any trunk and trunk group to a specific station or boss group. The reservation will prevent any other stations or boss group stations from making outgoing calls on these trunks.

T = trunk/group number or name
Y = station or boss group

To reserve a trunk:

1. Dial RESERVED TO Access Code #159.

RESERVED TO

2. Dial trunk/group number or .

TTTT
RESERVED TO

3. Press  to release.

TTTTT YYYYY
RESERVED TO


To cancel reserved trunk:

1. Dial RESERVED TO Access Code #159.

RESERVED TO


2. Dial assigned trunk/group number or .

TTTTT YYYYY
RESERVED TO

3. Dial Cancellation Code or press .

TTTTT
RESERVED TO

4. Press  to release.

 **Note:** Enter “Outgoing CO Lines Reserved To” information in the form on page 18.

SYSTEM CONTROLS

System Controls allow the attendant to program certain features for system-wide operations.

Alternate Attendant Destination	13
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Day/Night - Auto Manual	16
Day/Night Information	17
Day/Night-1/Night-2 Service Modes	19
Programming Public Library	21
Time/Date Set	24

Alternate Attendant Destination**#146**

Display Message

Key LED

Enables the attendant to program an alternate attendant destination or extension if the console is left unattended. After a time-out period, incoming calls to an unattended console will be re-routed to the selected destination and the attendant console will go into unattended mode. Any action that is performed at the original console will force it back to attended mode and the alternate destination back to normal operation. *Possible destinations are station, hunt group, boss group, UNA/central bell, pre-recorded DVMS message, public/private speed call, DSS key, group call.*

Z = alternate attendant destination
(number or name)

To redirect incoming calls:

1. Press ATTENDANT STATION or dial Access Code #146.
2. Dial destination number where calls are to be forwarded.
3. Hear confirmation tone.

ATTEN. TO	
ATTEN. TO ZZZZZ	OFF/ON
ATTEN. TO	ON

To cancel Attendant Station Destination:

1. Press the lit ATTENDANT STATION or dial Access Code #146.
2. Dial Cancellation Code or press **X**.
3. Hear confirmation tone.

ATTEN. TO ZZZZZ	
ATTEN. TO	ON
ATTEN. TO	OFF

Enables the attendant to inhibit calls from ringing at the console, although Voice Page calls will continue to be received. Calls can still be made from the console. Calls forwarded to the attendant console will be automatically cancelled when Unattended is activated. Stations with DND/Security Override privilege will be able to call the Unattended console. If a destination has been programmed using Alternate Attendant Destination (see previous page), all calls will be automatically rerouted to that destination.

X = caller name or number

To activate while your console is ringing:

1. Press **[UNATTENDED/ATTENDED]**.

XXXXX CALL (YOUR#)	OFF
UNATTENDED	ON

■► **Note:** This feature can only be activated by a programmed key.

To activate from idle:

1. Press **[UNATTENDED/ATTENDED]**.

or

Dial UNATTENDED feature code #145.

ATTENDED	OFF
----------	-----

2. Dial Activation Code or press **✓**.

UNATTENDED	ON
------------	----

3. Hear confirmation tone.

To cancel from idle:

1. Press the lit UNATTENDED/ATTENDED.

UNATTENDED

ON

or

Dial UNATTENDED feature code #145.

2. Dial Cancellation Code or press **X**.

ATTENDED

OFF

3. Hear confirmation tone.

Determines whether the system will automatically or manually transfer between the various Day/Night service modes.

To select Automatic Night Transfer:

1. Press DAY/NIGHT.

or

Dial DAY/NIGHT AUTO/MANUAL Access Code #1993.

2. Dial Activation Code or press ✓.

3. Hear confirmation tone.

DAY NIGHT MANUAL TRANSFER	OFF
------------------------------	------------

DAY NIGHT AUTO TRANSFER	ON
----------------------------	-----------

To select Manual Night Transfer:

1. Press the lit DAY/NIGHT.

or

Dial DAY/NIGHT AUTO/MANUAL Access Code #1993.

2. Dial Cancellation Code or press ✕.

3. Hear confirmation tone.

DAY NIGHT AUTO TRANSFER	ON
----------------------------	-----------

DAY NIGHT MANUAL TRANSFER	OFF
------------------------------	------------

- ▣ **Notes:** 1) When set to automatic, the system will transfer service modes without attendant intervention.
2) When set to manual, the attendant must decide when to change service modes. In order to change modes, follow the instructions on page 19.

Please use this form to write in the relevant information concerning Day/Night transfer.

Service Mode	Start Time	Incomplete Calls Destination	Intercept Calls Destination	COS Primary/Secondary
Day				
Night 1				
Night 2				

- |||► **Notes:** 1) Shaded area can only be programmed by an authorized technician or system manager.
- 2) Start time for automatic transfer can only be programmed by an authorized technician or system manager.

Please use this form to write in the relevant information concerning Day/Night transfer.

CO Trunk Number (as listed in your local telephone directory)	Coral Trunk Number	Incoming CO lines ring directly at the following destinations according to Service Mode			Outgoing CO Lines Reserved To	Power Fail Destination
		DAY	NIGHT 1	NIGHT 2		

▣▣▣▣ **Note:** Shaded area can only be programmed by an authorized technician or system manager.

The attendant may place the system in night or day service modes. This feature is used when the system is in manual mode (see page 16).

current = the service mode currently active, Day, Night 1, Night 2

To place the system in Night 1 Service Mode:

1. Press **[NIGHT 1]**.

or

Dial NIGHT 1 TRANSFER Access Code #185.

current TIME
SERVICE

OFF

2. Dial Activation Code or press **✓**.

NIGHT 1 TIME
SERVICE

ON

3. Hear confirmation tone.

To place the system in Night 2 Service Mode:

1. Press **[NIGHT 2]**.

or

Dial NIGHT 2 TRANSFER Access Code #184.

current TIME
SERVICE

OFF

2. Dial Activation Code or press **✓**.

NIGHT 2 TIME
SERVICE

ON

3. Hear confirmation tone.

To place the system in DAY Service Mode:

1. Press the lit **NIGHT 1** or **NIGHT 2**.

or

2. Dial NIGHT TRANSFER Access Code #185 or #184.

3. Dial Cancellation Code or press **X**.

4. Hear confirmation tone.


current TIME
SERVICE **ON**

DAY TIME
SERVICE **OFF**

Enables the attendant to program or update the Public Speed Call telephone library.

X = outside line access code
 A = library number or name
 D = outside telephone number

To update/add a Public Speed Dial number:

1. Dial PUBLIC SPEED CALL Access Code #194.
2. Dial the library number or .
3. Dial the required outside line Access Code or press a pre-programmed outside line feature key.
4. Dial the required outside line Access Code or press a pre-programmed outside feature key.

 PUBLIC LIBRARIES

 PUBLIC LIB AAAAA



 PUBLIC LIB AAAAA

 PUBLIC LIB AAAAA
 XXXXX

|||▶ **Note:** Possible outside line access codes: trunk number, trunk group number, dial service, routing access or another public/personal library number and for special purposes, station/group number.




5. Dial the outside telephone number.
 (see table on page 23).

 PUBLIC LIB AAAAA
 XXXXX DDDDDDDDDD

6. Press  to release or continue .

|||▶ **Note:** A new number programmed into the library number will erase the old number, but will save the old library name.

To delete a Public Speed call number:

- 1. Dial PUBLIC SPEED CALL access Code #194.
- 2. Dial the library number or .
- 3. Dial Cancellation Code or press **x**.
- 4. Press  to release or continue .

```
_____  
PUBLIC LIBRARIES  
_____  
_____  
PUBLIC LIB    AAAAA  
XXXXX    DDDDDDDDD  
_____  
_____  
PUBLIC LIB    AAAAA  
XXXXX  
_____
```

! CAUTION: When a number is deleted, the name is also deleted. Names can only be entered by an authorized technician or system manager.

The following table defines the special codes, which may be used as part of the outside number.

Table of Special Dial Codes

CODES	DESCRIPTION
ⓧ	Delay dialing by X seconds (x=1 to 9)
#0	Stop dial (end of outside or network number)
#1	Outpulsing wait period during which user is able to dial any number of digits
#2	All digits following will be Dial Pulse
#3	All digits following will be DTMF
#4	Inhibits display (for Call Accounting System and keyset display)
#5	Enables display (for Call Accounting System and keyset display)
#6	Wait for second dial tone
#8	Display '—' (for Call Accounting System and keyset display)
#9	Calibrated Opening on trunk (Flash)
ⓧⓧ	Dial ⓧ out
##	Dial # out

►►►► **Note:** The number of digits that can be programmed, including dial codes, is limited by the system (defined system-wide). Should you try entering a longer digit string than allowed the system will give the error message LENGTH EXCEEDED, and programming will stop.

The attendant may change the system time and date.

To change time:


1. Dial TIME DATE SET Access Code #188.
2. Dial in the time (4 digits required [12 hour clock] use leading zeros, e.g. 0805 for 5 past 8).
3. Dial 2 for AM or 7 for PM.
4. Dial Activation Code or press ✓.
5. Hear confirmation tone.

TIME	10:09 am
DATE	05:05:97

TIME	
DATE	05:05:97

CLOCK CONFIRMED

To change date:

1. Dial TIME DATE SET Access Code #188.
2. Press .
3. Dial date: month, day, year (2 digits each)
or (system-wide defined)
Dial European date: day, month, year (2 digits each).
4. Dial Activation Code or press ✓.
5. Hear confirmation tone.

TIME	10:09 am
DATE	05:05:97

TIME	10:09 am	USA
DATE	MM:DD:YY	

TIME	10:09 am	EUROPE
DATE	DD:MM:YY	

CLOCK CONFIRMED

STATION CONTROLS

The station controls described in the following pages allow the attendant to define stations for specific feature activation. Some of these features operate permanently, or until redefined, such as Call Forward All. Other features operate on a one-time basis. After the feature is activated it is then cancelled and must be redefined or reactivated in order to operate again. An example of such a feature is Wakeup Report. Features marked with a ♦ can also be operated directly from a user station, when defined by COS, without attendant interference.

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The attendant may program maximum number of calls that can wait to be answered by an ACD group. A caller to the ACD group will hear a busy tone when the predefined limit on calls allowed to wait is reached. Thus, the caller does not have to wait in the queue for a long time.

X = maximum number of calls allowed to camp on for a busy ACD group
 Y = ACD group name/number

To define maximum number of calls allowed to wait for the Busy ACD Group:

1. Dial BUSY ACD GROUP Access Code #1746.

ENTER ACD #	
CALLS FOR BUSY	ON

2. Dial ACD group number or .

ACD yyyyy	
CALLS FOR BUSY	ON

3. Dial Activation Code or press .

ENTER NUMBER	
CALLS FOR BUSY	ON

4. Dial the number (3 digits required [e.g. 001, 023, etc., up to 254]. Use leading zero)


ACD yyyyy xxx	
CALLS FOR BUSY	ON

5. Press **[SPKR]** to release.


To cancel the limitation on number of waiting calls for ACD Group:

1. Dial BUSY ACD GROUP Access Code #1746.

ENTER ACD #	
CALLS FOR BUSY	ON

2. Dial ACD group number or .

ACD yyyyy xxx	
CALLS FOR BUSY	ON

3. Dial Cancellation Code or press .

ACD yyyyy	
CALLS FOR BUSY	ON

4. Press **[SPKR]** to release.



The attendant may program stations, boss groups and ACD/UCD groups so that all incoming calls ring at another destination.

The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 36.

Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls).

Y = station/group
 Z = destination
 (E) = External call

To activate Call Forward All:

1. Dial CALL FORWARD ALL (#168) or
 CALL FORWARD ALL EXTERNAL (#17707) Access Code.
2. Dial station/group number or .
3. Dial destination number where calls are to be forwarded.
4. Press  to release.


CALL (E)FWD - ALL

YYYYY
 CALL (E)FWD - ALL


YYYYY ZZZZZ
 CALL (E)FWD - ALL

To cancel Call Forward All:

- 1. Dial CALL FORWARD ALL (#168) or
CALL FORWARD ALL EXTERNAL (#17707) Access Code

- 2. Dial assigned station/group number or .

- 3. Dial Cancellation Code or press **x**.

- 4. Press  to release.

CALL (E)FWD - ALL

YYYYY ZZZZZ
CALL (E)FWD - ALL



YYYYY
CALL (E)FWD - ALL

The attendant may program stations and boss groups so that incoming calls ring at another destination when the originally called station or boss group is busy.

The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 36. Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls).

Y = station/boss group
 Z = destination
 (E) = External call

To activate Call Forward Busy:

1. Dial CALL FORWARD BUSY (#167) or
 CALL FORWARD BUSY EXTERNAL (#17706) Access
 Code
2. Dial station/group number or .
3. Dial destination number where calls are to be forwarded.
4. Press  to release.

CALL (E)FWD - BUSY

YYYYY
 CALL (E)FWD - BUSY

YYYYY ZZZZZ
 CALL (E)FWD - BUSY

To cancel Call Forward Busy:

1. Dial CALL FORWARD BUSY (#167) or CALL FORWARD BUSY EXTERNAL (#17706) Access Code

CALL (E)FWD - BUSY

2. Dial assigned station/group number or .

YYYYY ZZZZZ
CALL (E)FWD - BUSY

3. Dial Cancellation Code or press **X**.

YYYYY ZZZZZ
CALL (E)FWD - BUSY

4. Press  to release.

The attendant may program stations and boss groups so that incoming calls ring at another destination when the originally called station or group does not answer within a system-defined number of rings.


The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 36. Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls).

Y = station/boss group
 Z = destination
 (E) = External call

To activate Call Forward No Answer:

1. Dial CALL FORWARD NO ANSWER (#169) or CALL FORWARD NO ANSWER EXTERNAL (#17708) Access Code.

CALL (E)FWD - NO ANS

2. Dial station/group number or .


YYYYY
 CALL (E)FWD-NO ANS

3. Dial station number where calls are to be forwarded.

YYYYY ZZZZZ
 CALL (E)FWD - NO ANS

4. Press  to release.

To cancel Call Forward No Answer:

- 1. Dial CALL FORWARD NO ANSWER (#169) or CALL FORWARD NO ANSWER EXTERNAL (#17708) Access Code.
- 2. Dial station/group number or .
- 3. Dial Cancellation Code or press **X**.
- 4. Press **[SPKR]** to release.

YYYYY
CALL (E)FWD-NO ANS

YYYYY ZZZZZ
CALL (E)FWD - NO ANS

YYYYY
CALL (E)FWD-NO ANS



The attendant may program stations, boss groups and ACD/UCD groups so that incoming calls ring at another destination during specified system-defined time periods. The system defined time can include up to two separate time periods, for example, between 12:00pm and 12:30pm and between 6:00pm and 6:30pm. Please use the form on the right to document the system-defined time periods.

The system can distinguish between calls arriving from an internal or external source when forwarding. Calls from Internal and External sources can be forwarded to different destinations, as described in Internal/External Call Forwarding on page 36. Possible destinations are operator, station/group, external number via public and private speed call library, DVMS pre-recorded message, UNA/central bell, group call, or network number (and the station itself for external calls)

Time Period	From	To
1st		
2nd		

Y = station group
 Z = destination
 (E) = External call

To activate Call Forward Timed:

1. Dial CALL FORWARD TIMED (#1984) or CALL FORWARD TIMED EXTERNAL (#17709) Access Code.
2. Dial station/group number or .
3. Dial destination number where calls are to be forwarded.
4. Press  to release.

TIMED (E)FWD ATT



YYYY

TIMED (E)FWD ATT

YYYYY ZZZZZ

TIMED (E)FWD ATT

To cancel Call Forward Timed:

- 1. Dial CALL FORWARD TIMED (#1984) or CALL FORWARD TIMED EXTERNAL (#17709) Access Code
- 2. Dial assigned station/group number or .
- 3. Dial Cancellation Code or press **X**.
- 4. Press  to release.

TIMED (E)FWD ATT

YYYYY ZZZZZ
TIMED (E)FWD ATT

YYYYY
TIMED (E)FWD ATT

Call Forward: Internal/External

In addition to the forwarding options detailed on pages 27-30 you can set the system to distinguish between calls arriving from an internal or external source when forwarding.

For each forwarding feature (forward all, when busy, on no answer, etc.), you can set station's (group's) calls to be forwarded as follows:

- Forward internal and external calls to the same destination
- Forward internal and external calls to different destinations
- Forward internal calls only, while external calls keep ringing at the originally called station/boss group
- Forward external calls only, while internal calls keep ringing at the originally called station/boss group

This is demonstrated in the following table using the Call Forward All as an example:

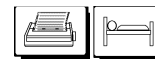
Forward Option				Resultant Call Destination	
Case	Call Forward All (#168) Set To:		Call Forward All External (#17707) Set To:	Internal Calls Go To:	External Calls Go To:
1	Feature not set	and	Feature not set	Station itself	Station itself
2	Destination X	and	Feature not set	Destination X	Destination X
3	Feature not set	and	Destination Y	Station itself	Destination Y
4	Destination X	and	Destination Y	Destination X	Destination Y
5	Destination X	and	Destination Y (programmed as the Station itself)	Destination X	Station itself

Possible destinations for X are: operator, station/group, external number via public and private speed call library, DVMS prerecorded message, UNA/central bell, group call, or network number.


Possible destinations for Y are the same as for X, plus the station itself, thus facilitating forwarding of internal calls to another destination, whilst retaining external calls at the station, as shown in Case 5 above.

The Call Charge Printout shows the charges accumulated per station. The attendant may request this printout at any time for a single station/room or for all stations/rooms without resetting the Charge Table content. The feature is useful for informing a hotel guest of current telephone charges.

Y = station/room number
or name



To obtain Charge Printout for a single station:

1. Press [CHARGE PRINT] or dial Access Code #1972.
2. Dial the station/room number or .
3. Dial Activation Code or press ✓.
4. Press [SPKR] to release.

```

_____
CHARGE PRINT
_____
PRINT  YYYYYY
CHARGE PRINT
_____
PRINTED YYYYYY
CHARGE PRINT
_____
    
```

To obtain Charge Printout for all stations:

1. Press [CHARGE PRINT] or dial Access Code #1972.
2. Dial Activation Code or press ✓.
3. Hear confirmation tone.

```

_____
CHARGE PRINT
_____
CONFIRMED
CHARGE PRINT
_____
    
```

The Call Charge Reset with Printout feature resets the charge table back to zero and prints the charges accumulated per station. The attendant may request reset at any time for a single station/room or for all stations/rooms. The feature is useful for giving a hotel guest the telephone charges at check-out time.

Y = station/room number
or name



To Reset the Charge Table for a single station:

1. Press **[CHARGE PRINT]** or dial Access Code #1978.
2. Dial the station/room number or **[CC]**.
3. Dial Activation Code or press **✓**.
4. Press **[SPKR]** to release.

PRINT
WITH RESET

PRINT YYYYY
WITH RESET

PRINTED YYYYY
WITH RESET

To Reset Charge Table for all stations:

1. Press **[CHARGE PRINT]** or dial Access Code #1978.
2. Dial Activation Code or press **✓**.
3. Hear confirmation tone.

PRINT
WITH RESET

CONFIRMED
WITH RESET


The Canned Messages feature is used to set a canned message for other stations. The attendant may set individual stations with any one of 16 canned messages so that internal callers to the station see the message displayed on the second line of their display panel until the call is answered. Canned messages can be used to indicate the station's status (or any other pertinent information) to the calling party.

Contact your system manager for the list of canned message texts used in your organization. Use the to list the canned messages available.

Note: Check with your system manager whether your Coral system supports the Canned Messages or Room Status feature (see page 52). If your Coral system supports the Room Status feature the Canned Messages feature is unavailable.

Y = station
Z = destination

To activate or set a Canned Message

1. Dial the required canned message code (see table below).
2. Dial the room/station number or .
3. Dial Activation Code or press ✓.
4. Press **[SPKR]** to release.



STATUS NAME

DEASSIGN YYYYYY
STATUS NAME

ASSIGN YYYYYY
STATUS NAME

Note: The first canned message that you activated is the one that will appear on the internal caller's display panel. Therefore, to set a new canned message ensure that you cancel all previously set canned messages.

To cancel or reset a Canned Message:

1. Dial the required canned message code (see table below).
2. Dial the room/station number or .
3. Dial Cancellation Code or press **X**.
4. Press  to release.

STATUS NAME

ASSIGN YYYYY

STATUS NAME

DEASSIGN YYYYY

STATUS NAME

Canned Message - Text and User Access Codes

Canned Message Number	Access Code	Canned Message Text
0	7010	
1	7011	
2	7012	
3	7013	
4	7014	
5	7015	
6	7016	
7	7017	
8	7018	
9	7019	
10	7020	
11	7021	
12	7022	
13	7023	
14	7024	
15	7025	


The attendant may activate the Check In/Out feature for rooms/stations. This feature enables certain activities to be performed automatically. These are: Room Block/Unblock, Charge Print, cancelling existing Messages and terminating DND. Additionally, if defined system-wide, Wakeup and Call Forward are cancelled and Charge is reset. In some systems (defined system-wide) this feature can be activated only on idle stations. If an attempt is made to activate the feature on a busy station, the following busy display will appear:

Y = station/room number
or name



BUSY YYYYYY
CHECK OUT

To Check In:


1. Press [CHECK OUT] or dial Access Code #1970.
2. Dial the station/room number or .
3. Dial Cancellation Code or press ✕.
4. Press [SPKR] to release.

CHECK OUT

ASSIGN YYYYYY
CHECK OUT

DEASSIGN YYYYYY
CHECK OUT

To Check Out:

1. Press [CHECK OUT] or dial Access Code #1970.
2. Dial the station/room number or .
3. Dial Activation Code or press ✓.
4. Press [SPKR] to release.

CHECK OUT

DEASSIGN YYYYYY
CHECK OUT


ASSIGN YYYYYY
CHECK OUT

The attendant may activate Do Not Disturb for a station or boss group. A caller to this station will hear reorder tone, and only a station with DND override is able to call that station.

Y = station/boss group



To activate Do Not Disturb:


1. Press **[DON'T DISTURB]** or dial Access Code #1999.
2. Dial the required station/boss group number or .
3. Dial Activation Code or press **✓**.
4. Press **[SPKR]** to release.

DONT DISTURB ATT

DEASSIGN YYYYY
DONT DISTURB ATT

ASSIGN YYYYY
DONT DISTURB ATT

To cancel Do Not Disturb:

1. Press **[DON'T DISTURB]** or dial Access Code #1999.
2. Dial station/boss group number or .
3. Dial Cancellation Code or press **✕**.
4. Press **[SPKR]** to release.

DONT DISTURB ATT



ASSIGN YYYYY
DONT DISTURB ATT

DEASSIGN YYYYY
DONT DISTURB ATT

The attendant may program a telephone to ring another station, automatically connect to a paging device or automatically dial out when the handset is taken off-hook and no digits are dialed within the programmed first digit time-out. Possible destinations are operator, station, hunt group, boss group, keyset voice page, zone group page, page public address, UNA/central bell, outside trunk call, public and private speed call, pre-recorded DVMS message, DSS key, group call, network number. *Hot Station Delay is not applicable for SIP stations.*

Y = station
Z = destination

To set up Hot Station Delay:




1. Dial HOT STATION DELAY Access Code #182.
2. Dial station number or .
3. Dial destination number.
4. Press  to release.

 DELAY HOT ST

 YYYYYY
 DELAY HOT ST

 YYYYYY ZZZZZ
 DELAY HOT ST

To cancel Hot Station Delay:

1. Dial HOT STATION DELAY Access Code #182.
2. Dial assigned station number or .
3. Dial Cancellation Code or press .
4. Press  to release.

 DELAY HOT ST



 YYYYYY ZZZZZ
 DELAY HOT ST

 YYYYYY
 DELAY HOT ST

The attendant may program a telephone to immediately ring another station, automatically connect to a paging device or automatically dial out when the handset is taken off-hook. Possible destinations are operator, station, hunt group, boss group, key set voice page, zone group page, page public address, UNA/central bell, outside trunk call, public and private speed call, pre-recorded DVMS message, DSS key, group call, network number.

Y = station
Z = destination

To activate Hot Station Immediate:



1. Dial HOT STATION IMMEDIATE Access Code #166.
2. Dial station number or .
3. Dial destination number.
4. Press  to release.

```

HOT STATION
-----
HOT STATION
-----
YYYYY
HOT STATION
-----
YYYYY ZZZZ
HOT STATION
-----

```

To cancel a Hot Station Immediate:

1. Dial HOT STATION IMMEDIATE Access Code #166.
2. Dial assigned station number or .
3. Dial Cancellation Code or press **x**.
4. Press  to release.

```

HOT STATION
-----
HOT STATION
-----
YYYYY ZZZZ
HOT STATION
-----
YYYYY
HOT STATION
-----

```

The attendant may activate Malicious Call Trace for a station or room.

Y = station/room number
or name



To start Malicious Call Trace for a station:

1. Press **[MALICIOUS CALL TRACE]** or dial Access Code #1742.
2. Dial the station/room number or **[CC]**.
3. Dial Activation Code or press **✓**.
4. Press **[SPKR]** to release.

```

ATT CALL TRACE
-----
DEASSIGN YYYYYY
ATT CALL TRACE
-----
ASSIGN YYYYYY
ATT CALL TRACE
-----
    
```

To stop Call Trace for a station:

1. Press **[MALICIOUS CALL TRACE]** or dial Access Code #1742.
2. Dial the station/room number or **[CC]**.
3. Dial Cancellation Code or press **✕**.
4. Press **[SPKR]** to release.

```

ATT CALL TRACE
-----
ASSIGN YYYYYY
ATT CALL TRACE
-----
DEASSIGN YYYYYY
ATT CALL TRACE
-----
    
```

|||▶ Note: This message indicates the system resources are insufficient for the feature to be available.

```

NO TRACE RECORD
-----
    
```

The Malicious Call Record Printout shows the details of callers to a station. The attendant may request this printout at any time for a station/room without resetting the Call Trace record.

Y = station/room number
or name



To obtain Call Trace Printout for selected stations:

1. Press **[MALICIOUS TRACE PRINT]** or dial Access Code #1743.
2. Dial the station/room number or **[CG]**.
3. Dial Activation Code or press **✓**.
4. Press **[SPKR]** to release.

```

ATT CALL PRINT
-----
ASSIGN  YYYYYY
ATT CALL PRINT
-----
CALL TRACE PRINT
ATT CALL PRINT
-----
    
```

|||▶ Note: This message indicates that Call Trace is not currently active for the required station, so printout is not possible. To start Call Trace for the station using see previous page.

```

CALL TRACE OFF
ATT CALL PRINT
-----
    
```

The attendant may leave a message waiting indication at a room/station/group. As an option, when the station handset is lifted, the attendant console may automatically ring. (See Return Calls, page 61.)

Y = station/room number
or name

**To leave a message:**

When a called room/station/group is busy or does not answer,

1. Press **MESSAGE WAITING**.

MESSAGE YYYYY
MESSAGE WAITING

2. Hear confirmation tone.

or

3. Press **XFERT**.


4. Dial MESSAGE WAITING code 7.

5. Hear confirmation tone.

▣▣▣▣► **Note:** To program a MESSAGE WAITING KEY, use Access Code #156.

To leave a message at an unoccupied desk/vacant room:

When the called party is not available, before calling the station number,

1. Press [MESSAGE WAITING] or dial Access Code #156.
2. Dial room/station/group number or .
3. Dial Activation Code or press ✓.
4. Press [SPKR] to release.

Y = station/room number
or name




MESSAGE WAITING

DEASSIGN YYYYY
MESSAGE WAITING

ASSIGN YYYYY
MESSAGE WAITING

To cancel Message Waiting indication:

1. Press [MESSAGE WAITING] or dial Access Code #156.
2. Dial assigned room/station/group number or .
3. Dial Cancellation Code or press ✕.
4. Press [SPKR] to release.

MESSAGE WAITING



ASSIGN YYYYY
MESSAGE WAITING

DEASSIGN YYYYY
MESSAGE WAITING

The attendant may prohibit incoming calls from arriving at a station. In this case the user can only make outgoing calls, but is unable to receive calls. A caller to this station will hear the reorder tone.

Y = station/room number or name

To prohibit incoming calls:



1. Dial ORIGINATING ONLY Access Code #151.
2. Dial station number or .
3. Dial Activation Code or press ✓.
4. Press  to release.

ORIGINATING ONLY

DEASSIGN YYYYY
ORIGINATING ONLY

ASSIGN YYYYY
ORIGINATING ONLY

To allow incoming calls:

1. Dial ORIGINATING ONLY Access Code #151.
2. Dial assigned station number or .
3. Dial Cancellation Code or press ✕.
4. Press  to release.

ORIGINATING ONLY




ASSIGN YYYYY
ORIGINATING ONLY

DEASSIGN YYYYY
ORIGINATING ONLY

The attendant may prevent a station from making outgoing trunk calls.

Y = station/room number or name

To prohibit outgoing calls:




1. Dial OUTGOING RESTRICTION Access Code #154.
2. Dial station number or .
3. Dial Activation Code or press .
4. Press  to release.

ST OUTGOING REST

DEASSIGN YYYYY
ST OUTGOING REST

ASSIGN YYYYY
ST OUTGOING REST

To allow outgoing calls:

1. Dial OUTGOING RESTRICTION Access Code #154.
2. Dial assigned station number or .
3. Dial Cancellation Code or press .
4. Press  to release.

ST OUTGOING REST

ASSIGN YYYYY
ST OUTGOING REST

DEASSIGN YYYYY
ST OUTGOING REST


The attendant may change the room status to one of 16 settings for any particular station or room.

Y = station/room number
or name



Note: Check with your system manager whether your Coral system supports the Room Status or Canned Messages feature (see page 39). If your Coral system supports the Canned Messages feature the Room Status feature is unavailable.


To activate or set Room Status:

1. Dial the required status code (see table below).
2. Dial the room/station number or .
3. Dial Activation Code or press ✓.
4. Press **[SPKR]** to release.

```

STATUS NAME
-----
DEASSIGN  YYYYYY
STATUS NAME
-----
ASSIGN    YYYYYY
STATUS NAME
-----
    
```

To cancel or reset Room Status:

1. Dial the required status code (see table below).
2. Dial the room/station number or .
3. Dial Cancellation Code or press ✕.
4. Press **[SPKR]** to release.

```

STATUS NAME
-----
ASSIGN    YYYYYY
STATUS NAME
-----
DEASSIGN  YYYYYY
STATUS NAME
-----
    
```




Room Status - Names and Attendant Access Codes

Room Status Number	Access Code	Name
0	7010	
1	7011	
2	7012	
3	7013	
4	7014	
5	7015	
6	7016	
7	7017	
8	7018	
9	7019	
10	7020	
11	7021	
12	7022	
13	7023	
14	7024	
15	7025	

The attendant may temporarily prevent a station from both making and receiving calls. A caller to this station will hear the reorder tone.

Y = station/room number or name

To temporarily block station calls:




1. Dial STATION BLOCK Access Code #153.
2. Dial station number or .
3. Dial Activation Code or press .
4. Press  to release.

STATION BLOCKED

DEASSIGN YYYYY
STATION BLOCKED

ASSIGN YYYYY
STATION BLOCKED

To allow originating calls:

1. Dial STATION BLOCK Access Code #153.
2. Dial assigned station number or .
3. Dial Cancellation Code or press .
4. Press  to release.

STATION BLOCKED




ASSIGN YYYYY
STATION BLOCKED

DEASSIGN YYYYY
STATION BLOCKED

The attendant may prohibit a station from originating any internal and/or external telephone calls. When defined as terminating only the user can receive calls, but is unable to make calls.

Y = station/room number or name

To prohibit a station from originating calls:




1. Dial TERMINATING ONLY Access Code #152.
2. Dial station number or .
3. Dial Activation Code or press .
4. Press  to release.

TERMINATING ONLY

DEASSIGN YYYYY
TERMINATING ONLY

ASSIGN YYYYY
TERMINATING ONLY

To unblock station:

1. Dial TERMINATING ONLY Access Code #152.
2. Dial assigned station number or .
3. Dial Cancellation Code or press .
4. Press  to release.

TERMINATING ONLY

ASSIGN YYYYY
TERMINATING ONLY


DEASSIGN YYYYY
TERMINATING ONLY

The attendant may program the system to call any room/station at a designated time. If the user does not answer, recall will be attempted three times before the feature cancels. In some systems, if the user does not answer by the third ring, the attendant is automatically called (see Return Calls, page 59). Printouts are possible for: new /cancel, fail, success. The printout type is defined system-wide.

Y = station/room
number or name



To enter new Wakeup request:

1. Press **[WAKEUP]** or dial Access Code #1980.
2. Dial room/station number or .
3. Dial Activation Code or press **✓**.
4. Dial in the time (4 digits required [**12 hour clock**], use leading zeros, e.g. 0805 for 5 past 8)
5. Dial 2 for AM or 7 for PM
6. Press **[SPKR]** to release.


ATTENDANT WAKEUP

YYYYY
ATTENDANT WAKEUP

ENTER TIME
ATTENDANT WAKEUP

YYYYY 10:09pm
ATTENDANT WAKEUP

To cancel Wakeup request:

- 1. Press **[WAKEUP]** or dial Access Code #1980.
- 2. Dial room/station number or .
- 3. Stop at wakeup time you wish to cancel.
- 4. Dial Cancellation Code or press **X**.
- 5. Press **[SPKR]** to release.

ATTENDANT WAKEUP

YYYYY 10:09pm
ATTENDANT WAKEUP

YYYYY
ATTENDANT WAKEUP

This feature provides the attendant with the ability to print out all unfulfilled wakeup requests, when required. The report may be sorted by the requested wakeup time, or by the station number, as defined system wide.

**To obtain Wakeup report:**

1. Press **[WAKEUP REPORT]** or dial Access Code #1971.
2. Hear confirmation tone.
3. Printer immediately operates.

WAKEUP REPORT

RETURN CALLS

This class of calls typically indicates user errors, system errors or messages that are sent back to the attendant after an operation has succeeded or failed. Calls that are returned to the attendant generally require additional operations. In order to identify the type of return call that is pending, accompanying detailed messages are also shown on the console display.

Intercept	60
Message Waiting	61
Port Without Disconnect Supervision.	62
Wakeup Fail	63

A Coral subscriber's call could be intercepted for the following reasons:

- **Dial Fail:** Incomplete number dialed.
- **COS Fail:** Class of Service denies the use of feature.
- **Toll Barrier:** Block on certain external numbers.
- **Undefined Destination:** The destination is not recognized by the system.
- **Illegal Account Code:** VFAC number is not recognized by the system.

```
INTCPT  YYYYYY  CCC
DIAL FAIL  ZZZZZ
```

```
INTCPT  YYYYYY  CCC
COS FAIL  FFFFF
```

```
INTCPT  YYYYYY  CCC
T-BAR   XXXXXDDDDD
```

```
INTCPT  YYYYYY  CCC
UNDEFINED  ZZZZZ
```

```
INTCPT  YYYYYY  CCC
PASSCODE FAIL
```

To answer Intercept:

1. Answer the call - Intercepted caller number and **COS** numbers are displayed.
2. Ask the caller for the dialed number; if the number is incorrect or a denied facility, you may then transfer the call to another destination.

COS = COS Number

D = Outgoing Destination Dial Number

F = Feature Code

Y = Station Number/Name that misdialed

Z = Dialed Number

X = Outside trunk code or name

Y = station/room number or
name

**To answer a Message Waiting Return Call:**

1. Answer the call and check the station number displayed:
2. Deliver the relevant message.
3. Message Waiting indication for the relevant station will be cancelled automatically on answering if defined as Hot Line.
or
4. Press **[MESSAGE WAITING]** in order to cancel the Message Waiting indication if NOT defined as Hot Line.
5. Press **[SPKR]** or hang up to release.

YYYYY MSG. (your #)
MESSAGE ANSWER

ANSWER YYYYYY

- **Note:** The method of cancelling Message Waiting indication is defined system-wide, as Message Waiting return calls are defined system-wide to be Hot Line or not.

Ports Without Disconnect Supervision

Display Message

Key LED

When two Ports Without Disconnect Supervision (PWDS) are connected, the length of conversation allowed is predetermined.

1. Answer the call.
2. The connected parties hear break-in warning tone.
3. If conversation has finished press **[FORCE RELEASE]**.

If not, you may press **[SPKR]** and allow the continuation of the call for another time period.

X = connected ports

PWDS CALL (your #)
XXXXX PWDS XXXXX

B TO XXXXX XXXXX

FORCED RLS XXXXX

Wakeup Fail

Display Message

Key LED

This type of call is received if for any reason (No Answer, Busy or the handset is not on the cradle), the system fails to complete the wakeup after three attempts. Should such a failure occur, it is recommended that the attendant provide an alternate means for waking the guest.

Y = station/room number or
name



YYYYY NOT WOKEN

TROUBLESHOOTING

Troubleshooting allows limited attendant control over blocked trunks by operating the Auto Guard or CO Blocked features. In addition, certain system and SMDR printer alarms can be identified.



In most cases, however, the Coral system manager should be consulted whenever an error message or warning appears.

Trunk Controls	
Lar Block	8
Auto Guard	65
CO Blocked (Display Only)	67
System Controls: Alarm	68

The attendant may view which of the trunks have been automatically blocked from use for outgoing calls by the Auto Guard feature. When ASSIGN appears on the display the trunk line is blocked. DEASSIGN means the trunk line is in use by the system. Auto Guard automatically blocks a trunk when the system detects no dial tone on the trunk.

T = trunk number or name

To view outgoing blocked trunks:

1. Dial AUTO GUARD Access Code #1998.
2. Dial a specific trunk number or .
3. Press  to release.

AUTO GUARD



ASSIGN TTTT
AUTO GUARD

Trunk Blocked

DEASSIGN TTTT
AUTO GUARD

Trunk OK

When a trunk is in ASSIGN status (blocked):



1. Dial AUTO GUARD Access Code #1998.
2. Dial assigned trunk number or .
3. Dial Cancellation Code or press **x**.
4. Press  to release.
5. Make an external call on the specific trunk:
 - If the call goes through, the line is okay;
 - If the trunk is still blocked, call the technician and reactivate AUTO GUARD (see next page).

AUTO GUARD

ASSIGN TTTT
AUTO GUARD

DEASSIGN TTTT
AUTO GUARD

To activate Auto Guard and prevent outgoing calls:

- 1. Dial AUTO GUARD Access Code #1998.
- 2. Dial trunk number or .
- 3. Dial Activation Code or press ✓ .
- 4. Press  to release.

AUTO GUARD



DEASSIGN TTTTT
AUTO GUARD

ASSIGN TTTTT
AUTO GUARD

The attendant may view which of the trunks have been blocked at the central office. When ASSIGN appears in the display the trunk line is blocked for both outgoing and incoming calls. DEASSIGN means the trunk line is in use by the system.

T = trunk number or name

To activate Auto Guard and prevent outgoing calls:

1. Dial CO BLOCK Access Code #157.
2. Dial a specific trunk number or .
3. Press  to release.


CO BLOCKING

DEASSIGN TTTT
CO BLOCKING

ASSIGN TTTT
CO BLOCKING

This feature allows the attendant to identify and examine system Alarms.

To examine Alarm list:

1. Press **[ALARM]** or dial Access Code #1997.
2. Press  to scroll through the alarm numbers and make a note of each alarm number. (These numbers should be reported to the service technician; see next page).
3. Press **[SPKR]** to release.

ALARM

Alarm Message - LED Status

When an **ALARM** key is programmed, the **LED** status indicates the following conditions:

- OFF:** No Alarms
- BLINKING:** Alarm condition has occurred
- STEADY ON:** Alarm conditions remains but has been examined by the attendant

Alarm Message - Display Elements

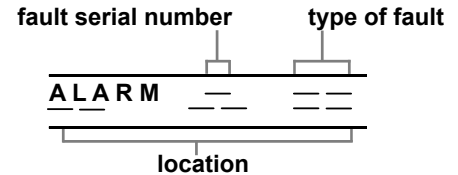


Table of Alarm Types

Type of Fault	Description	Action
60	Data Terminal Ready (DTR) not sent.	SMDR printer is malfunctioning and requires service.
61	SMDR backup buffer has reached 75% of its capacity. Only 25% of the number of records defined system-wide can now be accommodated in the space remaining.	The printer requires immediate service or the SMDR record will be lost.
Other	—	Call service technician.

APPENDICES

The appendices contain additional information about the Attendant Console and supplementary information concerning terms and conventions that appear throughout this guide.

Glossary	A-2
Telephone Types Currently in Use	B-1

Glossary

- Access Code Number** A series of digits that must be dialed or keyed in order to gain access to an outside line or a Coral feature.
- Attendant/Operator** The attendant responsible for answering incoming calls and transferring them to their required destinations.
- Central Office (CO)** Area switching facility serving customers in a defined geographical location.
- Call Waiting Tone** Tone heard while engaged on a call or activating a feature indicating that another call is waiting to be answered.
- Class of Service (COS)** A COS consists of a list of features available to the telephone line user. Certain features may be denied when the attendant switches between Day/Night service modes. Each internal telephone is marked with two Classes of Service (COS), primary and secondary.
- CO Trunk Number (Incoming)** The number that is dialed by an outside telephone user from the public network in order to call into the Coral for an internal station. (Number listed in the local telephone directory).
- Database** The memory in which the “flexible system information” is stored. Programming the database is usually carried out during installation. The database can be programmed and modified from a remote or field location.
- Dial** For the purpose of this Attendant Console manual “Dial” means entering the relevant digits, which operate a feature or send a call to a destination. Dial also means pressing a key programmed with the feature or destination (DSS).

Digitized Voice Message System (DVMS)	DVMS is the utility that provides the means for embedding prerecorded announcements into the system. Recorded messages can be informative, for example: transfer messages, or advertisements.
Direct Station Selection (DSS)	Permits an attendant to transfer an incoming call to an extension by using a defined key. DSS can also be used on all accessible system ports. This is achieved by pressing the programmed key instead of dialing a number.
Flash/Transfer/Xfer	While engaged on a call you can initiate a feature by pressing the XFER (Transfer) key. If your Coral is connected to another PABX you may have to use the FLASH key instead of the XFER key. The XFER key is used for local Coral features, while the FLASH key is used to flash on trunks. In some systems, if you are not connected to a DTMF destination, transfer is performed by dialing '1' instead of pressing the XFER key. In some systems transfer is applied automatically when the attendant dials a number.
Intercept	Where a call is misdialed or an unauthorized code is dialed the caller will either receive a reorder tone or the call will be rerouted to the Intercept Call Destination, as defined system-wide.
Key Set	This is the general term that is used to describe the FlexSet, GKT, and EKT type proprietary telephones. (See "Telephone Types and Units Currently in Use" at the end of the glossary.)
Off-Hook	Lifting the telephone handset from its cradle - has the same effect as pressing a pre-programmed unlit LOOP or LINE or SPKR key but automatically inhibits the Speakerphone facility.

On-Hook	Replacing the telephone handset on its cradle - has the same effect as pressing the lit SPKR key.
Outside Line Access Code	The access code number that must be dialed or keyed in order to gain access to a trunk or trunk group for external numbers.
Port	Provides access to a device, station or trunk from within the system.
Power-Fail (Option)	During a power failure one of the CO lines may be routed directly to a power failure station, which functions as a standard telephone with only the outside dial operative. Upon power restoration the station will return to normal operation. (For list of all trunk destinations see page 18.)
Recall Automatic	A call that you have transferred to another extension that is busy, or that does not answer, or that you have put on hold, which has returned to you after a predetermined time-out period.
Scroll	This feature enables you to view the contents of various libraries, or feature lists. Scrolling is useful if you do not know or have forgotten the number/name/time contents of libraries or feature lists. See page vi for a more detailed explanation.
SLT (2500)	Single Line Telephone — This is the standard off-the-shelf telephone with optional message waiting indicator and Caller ID display.
Station/Extension	Each Coral internal telephone is called a station/extension. They perform many activities enabling input and output through the communications system.
Station Group	A station can be defined as a member of a hunt group and/or boss group.

Time-Out A predetermined period of time allowed to complete a specific function. If the function is not completed, for example dialing, the caller is dropped and the exchange equipment freed for other users. See also Recall Automatic.

Trunk An outside line from the telephone company that terminates at the customer's location.

Trunk Group A number of trunks linked together (members) for a common outgoing function.

Trunk Number (Coral) The Access Code number that is dialed or keyed by station user in order to gain access to a specific outside line.

Telephone Types and Units Currently in Use

The following table lists the special telephones and units currently supported by the Coral system.

FlexIP SoftPhone (FLIPS)	IP SoftPhone
FlexSet 120L	Digital Standard Telephone
FlexSet 280, 120	Digital Keypad Telephones
FlexSet 280D, 120D	Digital Keypad Telephones with Display
FlexSet 280D-Z	Digital Keypad Telephone with Display and Zip tone
FlexSet 281S, 280S, 121S, 120S	Digital Keypad Telephones with Soft keys
FlexSet 80S, 80P	Digital Graphic Key Telephone (GKT) with Soft keys and Help
FlexSet-IP 280S	IP Keypad Telephone with Soft keys
Magneto	Military Telephone Subscriber
SLT	Single Line Telephone (2500)
T207M, T207M/NP, T208M, T208M/BL	IP Keypad Telephone with Soft keys
T207S, T207S/NP, T208S, T208S/BL	IP SIP Keypad Telephone
T-304, T-402, T-404, T-408	FlexAir Wireless Handset



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