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Strata® DK

Digital Business Telephone Systems

PC Attendant Console
Quick Reference Guide

Telephone Directory

Name	Number

Telephone Systems

This quick reference guide applies to the PC Attendant Console for Microsoft® Windows® as used with the Strata DK280, DK424, DK424i systems with all processors except the RCTUA.

See the *Strata DK PC Attendant Console User Guide* for more details.

Conventions

Note   Elaborates specific items or references other information.

Letters in [brackets] represent buttons which have Directory Numbers on them, such as PDN. For example:

[PDN] Primary Directory Number button (the Extension or Intercom Number).

Bracketed letters also represent variables. For instance, instructions for pressing an **Alt** + a keyboard letter will be shown as **Alt + [letter]**.

courier letters represent PC Attendant Console keyboard keys. For example: **Dial**.

Words that are capitalized represent a specific dialog box button. For example: Transfer button.

"Select" means to choose a specific keyboard *or* dialog box button.

"Click" means to press and then release the mouse button without moving the mouse.

"Press" means to touch a specific keyboard button.

Soft keys are on-screen keys which change according to the current conditions.

➤   denotes the step in a one-step procedure.

~   means "through". For example: 5~10.

Incoming Calls

➤ **To answer Calls by Priority**

   ➤ Select the **Answer** button.

➤ **To select which Incoming Call to answer**

   1. Highlight the call type to answer from the Incoming Call box, such as "Dial 0" or "Line Group 1."

   2. Select the **Answer Incoming** button.

Holding Calls

➤ **To place a call on Hold**

   ➤ Select the **Hold** button.

➤ **To retrieve a held call**

   ➤ Double-click on the held call in the Loop box

      ...or

   1. Highlight the held call in the Loop box.

   2. Select the **Retrieve** button.

➤ **To use Automatic Hold**[*]

   ➤ While on a call, select the **Answer Incoming** button to hold the existing call and answer a new call.

➤ **To switch between held calls***

   ➤ While on a call, highlight the held call in the Loop box

      ...or

   1. Select the held call.

   2. Select the **Retrieve** button.

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[*] The "Automatic Hold" option must be selected in the Setup Menu or calls may drop.

Transferring Calls

➤ **To make a direct ("blind") transfer using the Busy Lamp Field (BLF) directory**

   ➤ Double-click on a name.

➤ **To make an Announced Transfer**

1. Click on a name.

2. Announce the call when the called party answers.

3. Select the Transfer button.

➤ **To transfer a call using the keyboard**

1. While connected to the current call, type a name, (first or last) or an extension number.

2. If Auto Dial is on and a match is found, the system Auto Transfers

   ...or if Auto Dial is off and a match is found, press **Enter**. A Blind Transfer or an Announced Transfer is based on Setup menu options.

3. If no match is found in the Conference/ Transfer dialog box, highlight the name in the Number drop-down box. Then select Transfer.

   ...or to Camp-on, select the Transfer button.

   ...or to Announce a call, select the Conference button, announce the call, then select the Transfer button.

   ...or to Supervise a call, select the Supervised button.

   ...or to transfer to Voice Mail, select the Transfer VM soft key.

   ...or to change the ringing station to Voice Announce, select the Voice soft key.

   ...or to return to the original party, close the Transfer dialog box by selecting Cancel or press the **Esc** key.

➤ **To transfer a caller back to another trunk (Trunk-to-Trunk)**

1. While connected to the current call, select the **Conf/Trn** button

   ...or enter the name of a directory entry setup to include the trunk access code plus the outside number.

2. If no directory entry exists, enter the outside number in the Number field.

3. Click on the arrow next to the drop-down Number field. Then, select a line or line group, or Least Cost Routing (LCR).

4. Click on Conference.

5. Click on the Join soft key.

6. Click Exit to leave the two parties connected

   ...or click Split to return to the original caller.

➤ **To transfer to a PBX or Centrex system**

1. While connected to the current call, select the **Conf/Trn** button

   ...or enter the name (first or last) of the desired party. When you begin typing, the Conference/Transfer dialog box opens for name or number entry.

2. Select the **Flash** button.

3. Wait for an answer, select the **Release** button.

➤ **To transfer a call to a department**

1. From the Main Screen, select the Dept Select user button.

2. From the Department Transfer dialog box, select the desired name

   ...or enter the department name.

You have the following options:

➤ To transfer, select the Transfer button.

➤ To announce the call, select the Conference button, announce the call, then select the Transfer button.

➤ To supervise the call, select the Supervised button.

Taking Notes About a Call

➤ **To Take a Note**

1. While connected to the call, from the Main Screen, select the Take Note user button.

   Note The Take Note button must be assigned to your console.

2. In the Line Note dialog box, enter a short note (16 characters max.) about the call.

3. Select the Save button (or press **Enter**) to save the note.

   The note appears in the Loop box if the call is held, or in the Notes box if the call recalls.

Using Voice Mail

➤ **To transfer a call to a voice mailbox**

1. When you are on a call, select the Voice Mail button

   ...or press the Transfer VM button in the Conference/Transfer dialog box or Dialing dialog box after selecting a name.

2. From the Voice Mail Number dialog box, select a name from the directory or type a name or number.

3. Select the OK button.

4. Wait for voice mail to answer, then click on the Transfer button.

➤ **To manually connect to Voice Mail**

1. Dial the Voice Mail code.

2. Select the **Tone** button and dial to the voice mail.

3. Select the OK button to close the Outdialing Dialog box when done sending DTMF tones.

Placing Calls

➤ **To dial with the Busy Lamp Field (BLF)**

➤ Select the desired station in the BLF directory display on the bottom of the screen.

➤ **To dial with the Keyboard or Dial button**

1. Type the name or number of the party to call

   ...or select the on-screen Dial button, then select a name from the directory.

➤ (Optional) If you are dialing an outside number, dial the trunk access code or select a Line, Line Group, or LCR. ("X" is selected.)

➤ (Optional) Enter a toll restriction override code; select the T. R. Override Code box. Enter the code.

➤ (Optional) Enter an account code: Select the entry box and enter a code.

2. From the Dialing dialog box, select the on-screen Dial button.

Call Forward

➤ **To set Internal Call Forward**

1. From the Menu Bar, choose Console, then Call Forward.

2. From the Call Forward / Voice Mail dialog box, click an "X" into the desired Call Forwarding box.

3. Choose Destination and enter a number

...or select a number from the Fixed
Destination drop-down box.

➤ (Optional) Select No Answer Time in
Seconds and enter the seconds the call rings
before forwarding.

4. Select **OK**.

➤ **To toggle Fixed Call Forward**

➤ From the Menu Bar, select Console, then
Call Forward Fixed.

➤ **To set Call Forward to an external station or
device**

1. From the Menu Bar, select Console, then
Call Forward.

2. From the Call Forward/Voice Mail box, enter
the destination telephone number (outside
the system) into the External Call
Forwarding box.

3. Click an "X" into the External Set box.

4. If the Call Forward destination is over a tie
or CO line, place the CO line access code in
front of the external telephone number.

Other Features

➤ **To set Night Transfer**

1. From the Menu Bar, select Console then
Night Transfer.

2. From the Night Transfer dialog box, select a
Night Mode from the Tenant 1 drop-down
box. Either two or three settings are allowed
(Day, Day2, Night), depending on the
Telephony Setup parameter for Night
Modes.

3. If there is more than one Tenant, choose the
next Tenant box and select a Night Mode and
Day, Day2, Night settings.

➤ (Optional) To control Night Transfer
automatically, toggle Enable Automatic ON

("X" in the box).

➤ (Optional) To control Night Transfer manually, toggle Enable Automatic OFF (No "X" in the box).

4. Select the OK button.

➤ **To toggle Console Overflow**

➤ From the Menu Bar, select Console. Toggle Console Overflow ON (check mark) or OFF (no check mark).