

The SelecSet 900 phones have been certified according to FCC part 68
Registration number: 2N3CHN-44658-PX-T

This equipment complies with Part 68 of the FCC Rules. A label on the phone contains, among other information, the FCC registration number for this equipment. If requested, provide this information to your telephone company.

SelecSet 900 phones are hearing aid compatible (HAC).

If your SelecSet 900 phone causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.

If a SelecSet 900 phone is used with a leased PBX system, it is necessary to obtain permission from the owner of the PBX system before connecting the phone to the leased system.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.

If you experience trouble with your SelecSet 900 phone, please contact Hitachi Telecom USA Inc. or an authorized representative of Hitachi Telecom (USA), Inc.

Note that SelecSet 900 phones cannot be repaired in the field. Repairs to your SelecSet 900 phone should be performed by Hitachi Telecom (USA), Inc. or an authorized representative of Hitachi Telecom (USA), Inc. For information, contact:

Hitachi Telecom (USA), Inc.
3617 Parkway Lane
Norcross, GA 30092
Tel (770) 446-8820

The SelecSet 900 phones have been verified according to FCC Part 15 Class B

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio or TV technician for help.

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PREFACE

About this section

This preface includes a description of the purpose, contents and use of this document and a description of how this document is organized.

Purpose

This guide describes SelecSet 940A™ attendant operations for WelCOMM® (hotel/motel) and COMMerce® (business) systems.

Some operations only apply to WelCOMM, while others only apply to COMMerce. In either case, a note is included.

Intended audience

This guide is intended to provide the attendant or any other user of the SelecSet 940A with descriptions and guidelines regarding attendant features and functions that are available with this attendant console.

Organization

Chapters and topics included in this document are:

Section 1	About Your SelecSet 940A	This section introduces the SelecSet 940A. It provides an overview of the phone, displays, and three types of keys.
Section 2	Basic Operations	Describes procedure for performing basic attendant operations
Section 3	Additional Operations	Describes operations that are performed less frequently than basic operations, including functions that are accessed via programmable option keys or that require additional equipment.
Section 4	Soft Key Operations	Describes operations that are performed using the soft key menu.
Section 5	Reference	The reference section of this user guide summarizes programmable keys/features and provides a quick reference to programming autodial keys, using headsets and a quick reference to basic attendant operations.

1 ABOUT YOUR SELECSET 940A

About the SelecSet 940A

The SelecSet 940A is a multifunction telephone known as an attendant console that is used for call control operations and to serve other users in a facility. See [Figure 1-1](#).

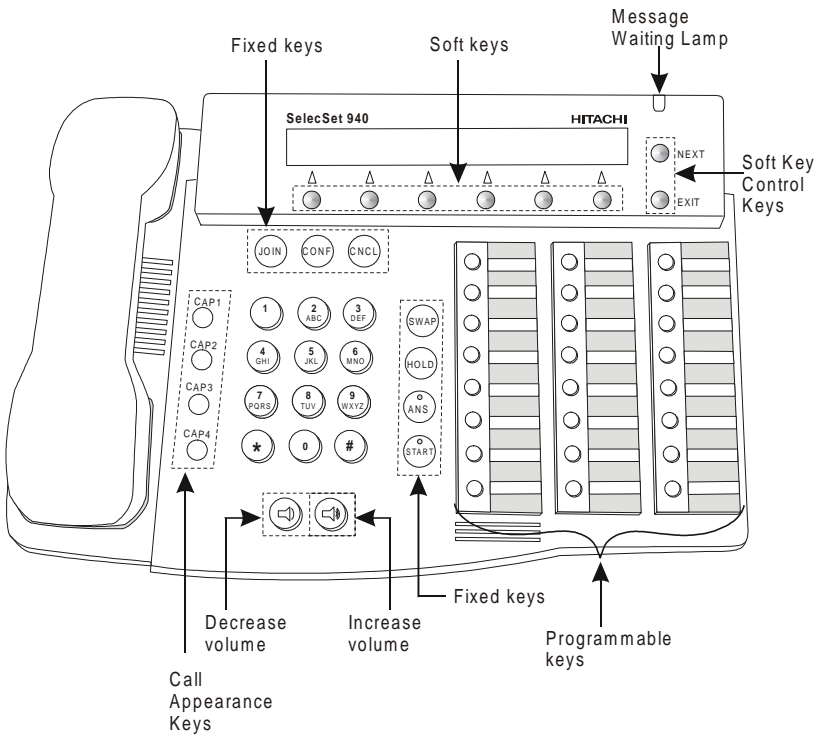


Figure 1-1: SelecSet 940A

Operations are performed on the 940A using the display and the keys, which are described on the following pages.

The Display

About your LCD

The SelecSet 940A is equipped with a liquid crystal display (LCD). The display changes when a call is made or received or when keys are used. However, all displayed information is related to call status, the current operation, or key action.

Main Menu Display

HH	MM	DAY	MM	MM	DD	1	2	3	4	5	CALLS	WAITING	: ##
MSG		WU 1		WU 2		DND		REST		TIME			
MESSAGE		WAKEUP 1		WAKEUP 2		DO NOT DISTURB		RESTRICT		TIME			

Second Display

HH	MM	DAY	MM	MM	DD	1	2	3	4	5	CALLS	WAITING	: ##
CREDIT		COVER		PROG		SEARCH							
CREDIT		COVER		PROGRAM		SEARCH							

Next

Next or Exit

Figure 1-2: Idle SelecSet 940A LCD Display

**Display
components**

Your SelecSet 940A two-line display displays information as follows:

This display line...	Shows this...
<i>Line 1</i>	<ul style="list-style-type: none">• Time• Date• Attendant station number• Number of waiting calls from outside the facility
<i>Line 2</i>	Two soft key menus, providing access to subsequent soft key functions to return and retrieve messages, set wakeups, and control station features.

Displaying Caller ID Information

About caller ID display

Depending on your phone system setup, your SelecSet may display caller ID information for incoming calls. This information may include:

- The caller's name (up to 15 characters, last name first)
 - The caller's number (up to 10 digits including area code and office code).
-

When caller ID information is displayed

Caller ID information is displayed between the first and second ring for both new and waiting calls. If the caller has privacy set, your SelecSet displays privacy text. See ["Blocking Calls Between Guest Rooms"](#) on page 3-14.

Calls from a business

If you receive a call from a business that uses a PBX that is not networked with your facility's telephone system, the business name and number is displayed, but not the caller's name or extension.

Displaying Programmable Key Information

About the DISPLAY key

You can program an autodial key, <DISPLAY> to display the data programmed on other autodial keys.

Procedure

To display autodial key programming:

- 1 Press <DISPLAY>
 - 2 Press the autodial key you want to display.
 - 3 Press <EXIT> or lift your handset to return to the main menu display.
-

Displaying VIP and language status

If your SelecSet 940A attendant console is used in a front desk operation or in a hotel/motel environment and a guest with VIP or foreign language status calls you, you may see VIP and language indicators on your SelecSet display.

While these indicators do not require any special attendant operations, they are intended to alert you to a guest's special status. If a guest has only VIP or language designated, that indicator is displayed in the same position as when the guest has both.

Keys

About your keys

The SelecSet 940A is equipped with three types of keys:

This key type...	Includes...
Fixed keys	<ul style="list-style-type: none"> • Seven hard keys: <ul style="list-style-type: none"> - <CNCL> - <SWAP> - <JOIN> - <CONF> - <START> - <HOLD> - <ANS> • Four CAP keys • Two volume control keys (increase and decrease)
Soft keys	<ul style="list-style-type: none"> • Two soft key control keys, located to the right of the display • Six soft keys, located beneath the LCD in the upper right of the terminal
Autodial keys	Twenty-four autodial keys, numbered 11 through 34: <ul style="list-style-type: none"> • Suggested programmable • Optional programmable

Fixed Keys

About fixed keys

Fixed keys provide fixed access to frequently-used functions that facilitate call control operations. These include:

- Call appearance keys (CAPs)
 - Other fixed keys
-

CAPs

CAPs are virtual lines that are used to receive, place and hold calls while call control operations such as hold, join, and conference are performed. When call handling operations are performed (answering, placing a call, etc.), the lowest-numbered CAP is automatically selected.

CAP	Function/Operation
1	Used to make/receive only one call.
2	To answer or make a second call, press <HOLD>, then press CAP 2 to answer or dial the second call.
3	Repeat the procedures for CAP 2 to handle a third call.
4	Reserved for holding calls and receiving special calls, e.g. priority calls.
<i>Note:</i> If you press a CAP before putting a call on hold, the call is disconnected.	

Other fixed keys

Table 1-1 describes other fixed keys and their operation.

Table 1-1 Fixed key operations

Key	Function
<START>	Use to originate calls or perform other call processing features (similar to picking up the receiver on other phones).
<ANS>	Use to answer <i>all</i> calls that ring at the attendant.
<SWAP>	Use to alternate between two sides of a split call.
<JOIN>	Use to transfer a call, and return the attendant to the idle state.
<HOLD>	Use to place an active call on hold.
<CONF>	<ul style="list-style-type: none"> • Use to establish a conference call. Press <JOIN>, dial a station or outside number, then press <CONF> to establish a three-party conference. • Press <CONF>, dial a number, and press <CONF> again to establish a multiparty conference of up to six parties.
<CNCL>	Press <CNCL> during call extension (transfer) if you misdial a number. Also disconnects the last party added to a conference.

Soft Keys

About soft keys

The SelecSet 940A has two types of soft keys:

Key Type	Location
Soft key control keys: <ul style="list-style-type: none"> • <NEXT> • <EXIT> 	To the right of the LCD
Soft keys	Below the LCD

Soft keys

The soft keys are the six unlabeled keys just under the display. These soft keys perform different functions, depending on the option listed in the display. Labels appear in the bottom line of the display to identify the function of the soft keys.

Soft key control keys

The SelecSet 940A is equipped with two soft key control keys.

Press...	To...
<NEXT>	Go to the next consecutive display
<EXIT>	Return to the main menu display

SelecSet 940A soft key menu

The SelecSet 940A has two displays.

- To advance from the main menu display to the second display or to return to the main menu display from the second display, press <NEXT>
- To return to the main menu display from any display, press <EXIT>.

See [Figure 1-3](#) for an example of the two idle menus in the SelecSet 940A soft key display.

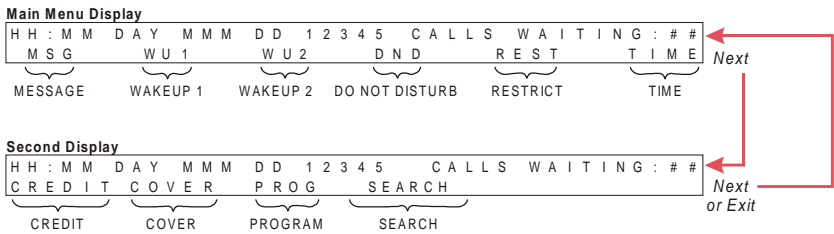


Figure 1-3: Soft key display

Using soft key features

To use a soft key, press the key below the LCD label. When you press a soft key, additional soft key options are displayed on your LCD.

The majority of the operations performed using these keys are described in the section, [“Soft Key Operations”](#) on page 4-1.

Programmable Autodial Keys

About programmable keys

The SelecSet 940A console has 24 programmable/autodial keys. These keys can be programmed to provide one-touch access to frequently used features, station numbers or outside phone numbers.

These keys can be programmed in one of three ways:

- By your system administrator at the CMAT
- At your console using feature access codes
- At your console using the <PROG> soft key

See “Programming Autodial Keys Using FACs” on page 5-11.

Key programming

Before using your SelecSet 940A, you should know how your autodial keys are programmed. Your system administrator may have programmed some keys.

Displaying programmed feature keys

To display programmed feature keys:

- 1** Locate and press your <DISPLAY> key.
 - 2** Press a programmable key to determine what feature is activated for that key. The feature name or speed dial number is shown on your LCD display.
 - 3** Repeat the procedure for each programmable key.
-

Suggested Programmable Keys

About suggested programmable keys

Your system administrator can program the keys in [Table 1-2](#) to perform operations that cannot be performed any other way. The keys are set up at your SelecSet 940A.

Table 1-2 Suggested programmable key names and functions

Key Name	Function
<CLME>	Sends a callme message for and turns on the message waiting lamp of the called station.
<DISC>	Disconnects an active call or operation and lets you dial another number (without first pressing <START>).
<DISPLAY>	Pressing the display key plus an autodial key displays the function of the programmed key.
<LTA/VER>	The lamp associated with the long trunk alarm/verification key flashes when a trunk has been connected for an unusually long time; you can also press this key to check a specific trunk.
<NIGHT>	Places the system in night mode. Press <NIGHT>. The night lamp lights. All incoming calls go to a predetermined location. Press <NIGHT> again to deactivate night mode.
<OVR>	Lets you break into a busy station or trunk. All parties hear breakin tone, and a three-way conference is established. Can be used to break into a station with do-not-disturb or to access central office trunks using switchhook-flash-to-trunk.
<SFPK>	Lets you place up to ten calls on hold, using a single key. Calls held at this key are answered in first-in/first-out order (FIFO) and do not occupy a call appearance (CAP) key.

Table 1-2 Suggested programmable key names and functions (continued)

Key Name	Function																				
<TONE>	Cancels automatic hold, so that you can use equipment controlled by touch tones.																				
<CALM>	<p>Lights when a malfunction is detected in the system or the answer detection, PMS/PMSHOBIC or VMS link as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Status</th> <th style="background-color: black; color: white;">Definition</th> </tr> </thead> <tbody> <tr> <td>Dark</td> <td>no alarm conditions exist</td> </tr> <tr> <td>Lit steadily</td> <td>one alarm has occurred</td> </tr> <tr> <td>Slow wink/flash</td> <td>two or three alarms have occurred</td> </tr> <tr> <td>Fast wink/flash</td> <td>all four alarms have occurred</td> </tr> </tbody> </table> <p>When you press the <CALM> key, alarm(s) that are activated are shown in the LCD:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Status</th> <th style="background-color: black; color: white;">Definition</th> </tr> </thead> <tbody> <tr> <td>MJ/MN</td> <td>major/minor system alarm</td> </tr> <tr> <td>ANSDET</td> <td>answer detection link alarm</td> </tr> <tr> <td>PMS</td> <td>PMS/PMSHOBIC link alarm (WelCOMM only)</td> </tr> <tr> <td>VMS</td> <td>VMS link alarm</td> </tr> </tbody> </table>	Status	Definition	Dark	no alarm conditions exist	Lit steadily	one alarm has occurred	Slow wink/flash	two or three alarms have occurred	Fast wink/flash	all four alarms have occurred	Status	Definition	MJ/MN	major/minor system alarm	ANSDET	answer detection link alarm	PMS	PMS/PMSHOBIC link alarm (WelCOMM only)	VMS	VMS link alarm
Status	Definition																				
Dark	no alarm conditions exist																				
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PMS	PMS/PMSHOBIC link alarm (WelCOMM only)																				
VMS	VMS link alarm																				

Optional programmable keys

Some optional programmable keys may already be set up for you. If you have some blank keys, you can program them. See [Table 5-3](#) on page 5-3 for available features.

Key Lamps

About autodial keys

Key lamps (LEDs) are provided for the following keys on your SelecSet 940A console:

- CAPs
- Programmable keys
- Fixed keys (except <DISC>)

These key lamps indicate the status of the key, informing you as to whether the line or feature is in use. [Table 1-3](#) describes the meanings of the lamp indications. Not all features invoke all indications and your programmed keys may not exhibit all of the indications described here.

Table 1-3 Lamp indications for autodial keys

Lamp status	Definition
Dark	Key is not in use
Steadily lit	Key is in use. Either an active call is at the key or a feature has been activated by the key
Slow flashing	A call is on hold at this key.
Fast flashing	A call is ringing at this key.
Very fast flashing	A call has terminated at this key with priority ringing.

Controls

Adjusting volume

Separate volume controls are provided to control the volume of the:

- Ringer
 - Speaker
 - Handset
 - Headset
-

Volume control location

The volume control is located on the lower front of your phone beneath the keypad. It features two keys, each with an illustration of a microphone on it. To adjust the volume:

Press the...	To do this...
left button	lower the volume
right button	raise the volume

Adjusting ringer volume

To raise or lower the ringing volume, adjust the volume control as follows:

- When your phone is ringing, press the up or down volume control key to adjust the volume.
 - When your phone is idle, listen for burst ringing, which indicates that the ringing volume is selected. Press the up or down volume control key.
-

Adjusting the speaker volume

To raise or lower the loudness of the speaker, adjust the volume control as follows.

- 1 Press <START>.
 - 2 Press the up or down volume control key to incrementally adjust the volume to the desired level.
-

Adjusting headset and handset volume

Handset and headset volume are controlled simultaneously. To raise or lower the loudness of your handset (receiver) and headset, adjust the volume control as follows:

- 1 Lift the handset or turn your headset on.
 - 2 Adjust the volume control by pressing the up or down key until the volume is at the desired level.
 - 3 Both your handset and headset volumes are adjusted accordingly.
-

LCD contrast

To control LCD visibility or contrast, adjust the tilt of your display.

Feature Access Codes Used In This Guide

Feature access code

Your system administrator has selected certain feature access codes that you can use with your SelecSet to perform the following functions:

- Register features
- Access features
- Cancel features

Feature access codes are also used to assign features to autodial keys, as described in “[Programming feature keys](#)” on page 1-18.

Boxes to record feature access codes

Throughout this user guide, boxes like the following are provided for you to record the feature access code assigned to each specific feature.



About feature access codes

These feature access codes consist of numbers in combination with the symbols * and # on your telephone keypad. You can complete the Feature Access Code Summary table in the reference section of this book by referring to [Table](#) on page 5-15.

Contact your system administrator for a list of these codes or if you have any questions about them.

Programming Feature Keys

Programming feature keys


You can program your autodial keys for one-touch feature access in two ways:

- Using a feature access code
- Using your soft key menu

The procedure used to set your autodial keys as feature keys using feature access codes is described here. To program a feature key using your soft key menu, see “Programming an Autodial Key” on page 4-30.

Setting your autodial keys as feature keys

To set your autodial keys as feature keys:

- 1 Decide which keys you want to program and which features you want to assign to them.
 - 2 Lift your handset or press <START>.
 - 3 Dial the station speed calling-register access code.
 - 4 Press the autodial key you want to program.
 - 5 Dial the feature access code for the feature you want stored at this key. 
 - 6 Wait for confirmation tone (three short beeps).
-

To reprogram the key

To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

**Canceling
feature key
programming**

To cancel feature key programming:

- 1 Lift your handset or press <START>.
 - 2 Dial the station speed calling cancellation code.
 - 3 Press the appropriate autodial key.
 - 4 Wait for confirmation tone (three short beeps).
-

**Feature access
code list**

For a list of feature access codes used in your system, contact your system administrator. Then, fill in the feature access codes next to the appropriate features in the Feature Access Code Summary on page [page 5-15](#).

Programming Speed Dialing Keys


About programmable speed dial keys

Programmable autodial keys that are not programmed with features default to autodial speed calling keys. Pressing a programmed autodial key automatically dials the station or outside phone number.

The procedure used to set your autodial keys as speed dial keys using feature access codes is described here. To program a speed dial key using your soft key menu, see [“Programming an Autodial Key”](#) on page 4-30.

Personal speed calling setup


Follow these steps to set up personal speed calling numbers:

- 1 Lift your handset or press <START>. Dial the station speed calling-register access code. 
- 2 Press the autodial key you want to program.
- 3 Dial the phone number you want stored at this key for speed calling (including the outside access code if it is an external call).
- 4 Wait for confirmation tone (three short beeps, about five seconds).

Note: To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

**Canceling
speed calling
programming**

To cancel speed calling programming, follow these steps:

- 1** Lift your handset or press <START>.
 - 2** Dial the station speed calling cancellation code. 
 - 3** Press the appropriate autodial key.
 - 4** Wait for confirmation tone (three short beeps, about five seconds).
-

2 BASIC OPERATIONS

About this chapter

This chapter provides descriptions and instructions for the basic operations you perform most frequently using your SelecSet 940A telephone. These operations can be performed using either a handset or a headset. To perform some of these operations using soft keys, see “Soft Key Operations” on page 4-1.

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Calling

About calling

This section describes different types of calling operations that you can perform using your SelecSet 940A phone.

You can:

- Place a call for yourself
 - Place an outside call for a connected station
 - Place an outside call for an idle station
-

Standard Calling

Procedure

Follow these steps to place a call:

- 1** Press <START>.
 - 2** Dial the station number or outside number. If you dial an outside number, remember to dial the trunk access code first (normally 9).
 - 3** Press <START> to disconnect the call.
-

Placing Outside Calls

For a connected station...

To place an outside call for a station while you are connected to that station:

- 1 Dial the trunk access code (normally 9) and the number.

As soon as you begin to dial the number, the connected station is automatically placed on hold.

- 2 When the dialed number rings, press <JOIN>.
-

For an idle station...

To place an outside call for an idle station:

- 1 Press <START>.
 - 2 Dial the trunk access code (usually 9) and the number.
 - 3 Press <CONF>.
 - 4 Dial the station number.
 - 5 When the station user answers, inform him or her that the outside call is ringing.
 - 6 Press <JOIN>.
-

**Placing calls
for stations
and TOS**

Each station within the facility is assigned a *type of station (TOS)* value. The TOS value determines a station's calling privileges. For example, some stations may be permitted to make local and long-distance calls, while others may be restricted to local calls only.

When a station user calls and asks you to dial an outside number, check the TOS value to make sure the connection is permitted. Your administrator should furnish a list of connections allowed for each TOS.

Intercom (ICOM) Calls

About intercom calls

An intercom call is a priority call that causes special ringing (four quick rings) at the phone you call.

If you are calling a SelecSet, the ICOM call rings at the highest-numbered CAP available.

Procedure

To make an intercom call:

- 1 Press <START>.
 - 2 Press <ICOM>.
 - 3 Dial the desired station number.
-

Using the ICOM key to transfer coverage calls

You also can use the <ICOM> key to transfer a coverage call to the station for which it was intended. (see “Answering Coverage Calls” on page 2-18).

Redialing Numbers

Overview of redial features

Two related features are available to simplify redialing of previously dialed numbers:

- Last number redial (LNR)
 - Saved number redial (SNR)
-

Last number redial (LNR)

This feature stores your most recently dialed number. To use last number redial:

- 1** Dial a number and complete your conversation.
- 2** Press <START>.
- 3** Press <LNR> to redial that number.

LNR does not store numbers dialed through *system* speed dialing. It does store internal numbers dialed through autodial keys, but not external numbers dialed via autodial keys.

Saved number redial (SNR)

Use saved number redial to save your most recently dialed number, and cause the last number redial function to ignore any new numbers dialed.

To save the number you just dialed...

- 1 Press the <SNR> key. The <SNR> key lights.

Note: You can press the <SNR> key as soon as the number is dialed, or you can wait until you hang up before pressing the key.

To dial the saved number...

- 2 Press the <LNR> key.

To cancel the saved number, and reactivate last number redial...

- 3 Press the <SNR> key again.

Using LNR and SNR

See [Table 2-1](#) for instructions on the use of LNR vs. SNR:

Table 2-1 Using LNR vs. SNR

To use LNR ...	To use SNR ...
<ul style="list-style-type: none"> • Press <LNR>. 	<ul style="list-style-type: none"> • Press <SNR> (SNR lamp on) <ol style="list-style-type: none"> 1 Press <LNR> to dial SNR number. 2 Press <SNR> to cancel

Speed Calling

About speed calling

Speed calling provides abbreviated access to frequently called internal and external numbers. Two types of speed calling are available:

- System speed calling
 - Station (personal) speed calling
-


System speed calling

System speed calling provides up to 1000 (depending on your system) phone numbers that can be speed dialed from anywhere in your facility. System speed calling codes are set by your system administrator for frequently called business numbers on one central speed calling list.

Contact your system administrator for a list of system speed calling numbers. Copy the ones you want to use into the system speed calling table, [Table 5-7](#) on page 5-18.

Using a system speed calling code

Follow these steps to place a call using a system speed calling code:

- 1 Lift your handset or press <START>
 - 2 Listen for dial tone. 
 - 3 Dial the system speed calling access code.
 - 4 Dial the 2 or 3-digit identification number that stands for the number you want to call. The telephone system automatically dials the telephone number.
-

Station Speed Calling

About station speed calling


Station speed calling codes are frequently called extensions or external numbers that you choose to store and access for your own personal use. You have twenty-four autodial keys that can be used for speed dialing codes and numbers or features.

Soft key menu

You also can program speed dial numbers from your soft key menu. See [“Programming an Autodial Key”](#) on page 4-30.

Storing a speed calling number at an autodial key

To store a speed calling number at an autodial key:

- 1 Lift your handset or press <START>.
- 2 Dial the station speed calling-register feature access code.
- 3 Press the key you want to program. 
- 4 Dial the phone number you want to store at this key (including the outside access code for external calls).
- 5 Wait for confirmation tone (three short beeps).
- 6 To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

You can register up to 24 personal speed calling codes.

Placing a call using an autodial key

Follow these steps to place a call using an autodial key:

- 1 Press the appropriate autodial key.
The off-hook or handsfree state is automatically initiated, and your number is automatically dialed.
 - 2 Lift the handset if you don't want to use the speakerphone.
-

Canceling a speed calling number at an autodial key

Follow these steps to cancel speed calling programming:


- 1 Lift your handset or press <START>.
 - 2 Dial the station speed calling-cancel code, .
 - 3 Press the appropriate autodial key.
 - 4 Wait for confirmation tone (three short beeps).
-

Speed calling using manual speed calling codes

If you use all of your autodial keys for feature access codes and stored speed calling numbers, you can program up to twenty more personal speed calling numbers for manual access.

Storing a manual speed calling code

To store a manual speed calling code:


- 1 Lift your handset or press <START>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling-register code. 
 - 4 Enter the two or three-digit identification code for the number you want to call (any 2-digit number up to 99, depending on what is allowed in your system).
 - 5 Enter the telephone number to be saved exactly as it would be dialed. Include the outside trunk access code and area code, if necessary.
 - 6 Wait for confirmation tone (three short beeps).
-

Example

Example: To store your home phone number, 212-123-4567, using the speed calling identification code 11, dial: #7 11 9 1 212-123-4567 (#7 is the station speed calling register access code).


Using a manual speed calling code

To use a manual speed calling code:

- 1 Lift your handset or press <START>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling feature access code. 
 - 4 Dial the two or three-digit identification number for the number you want to call. The telephone system automatically dials the full number.
-

Canceling a manual speed calling code

To cancel a manual speed calling code:

- 1 Lift your handset or press <START>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling-cancel access code. 
 - 4 Dial the two or three-digit identification code for the number you want to cancel.
 - 5 Listen for confirmation tone (three short beeps).
-

Answering

Answering calls

You can answer calls at your SelecSet 940A in several different ways, depending on how your system administrator has set up your phone.

Answer keys

<ANS> key

All calls always ring at the fixed <ANS> key. Your phone may also be programmed with special answer keys designed to expedite answering operations or to distinguish certain types of calls.

Answer keys

See [Table 2-2](#) for a description of the different answering keys.

Table 2-2 Answer keys

Answer Key Type	Description
Fixed Answer Key	
<ANS> answer key	All calls ring at this key.
Special Programmable Answer Keys	
<INC> incoming answer key	All calls from outside the facility come to this key
<INF> information answer key	All calls from stations in your facility ring at this key
<RCL> recall answer key	Calls from outside the facility that are extended to a station but not answered ring at this key. The unanswered call returns to your SelecSet (or another attendant) after a pre-set number of seconds. If the called station has coverage registered for outside calls, the call goes to the coverage point instead of to an attendant. See “Coverage” on page 4-24.
TGN0-TGN9 trunk group answer keys	Calls that come in over a special trunk group ring at these keys.

Table 2-2 Answer keys

CAPs											
CAPs (1-4)	<p>Calls that are made by dialing your station number (not 0), ring at a CAP rather than the <ANS> key. To answer these calls, press the flashing CAP. At least two CAPs must be available before you can answer a call so that one CAP can be used to answer a call, and another can be used to place a call.</p> <p>Calls that only ring at CAPs include:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: black; color: white;">Call type</th> <th style="background-color: black; color: white;">Description</th> </tr> </thead> <tbody> <tr> <td>Automatic callback</td> <td>Fast ringing pattern</td> </tr> <tr> <td>Outgoing trunk queuing</td> <td>Fast ringing pattern</td> </tr> <tr> <td>Calls to your directory number</td> <td>Three- or four-digit station number assigned to the attendant console</td> </tr> <tr> <td>Priority calls to the attendant</td> <td>Ring at the highest-numbered CAP available.</td> </tr> </tbody> </table>	Call type	Description	Automatic callback	Fast ringing pattern	Outgoing trunk queuing	Fast ringing pattern	Calls to your directory number	Three- or four-digit station number assigned to the attendant console	Priority calls to the attendant	Ring at the highest-numbered CAP available.
Call type	Description										
Automatic callback	Fast ringing pattern										
Outgoing trunk queuing	Fast ringing pattern										
Calls to your directory number	Three- or four-digit station number assigned to the attendant console										
Priority calls to the attendant	Ring at the highest-numbered CAP available.										

Answering Your Calls

About answering

When a call rings at a key, the lamp beside the key flashes. To answer the call, press one of the following:

- <ANS> key
 - The appropriate special answer key
-

Answering Returned Calls (Recalls)

About recalls

If you transfer an outside call to a station that does not answer, the call returns to your SelecSet. These returned calls are recalls. To answer a recall:

- 1 Press the <ANS> key or, if you have one, the <RCL> key.
- 2 If the called station has coverage registered for outside calls, the call goes to the coverage point rather than to your SelecSet.

The station continues to ring while you receive further instructions from the caller. If the station answers, the display changes from ringing to hold, and you can transfer the recall back to the station.

Recall options

While connected to the recall, you can:

- Turn on the message light at the called station by pressing <CLME>.
 - Transfer the caller back to the called station by pressing <JOIN> or transfer the call to another station.
 - Transfer the call to another station by dialing a new station number, then pressing <JOIN>.
 - Disconnect the called station by pressing <CNCL>.
-

Answering Coverage Calls

About coverage calls

Telephone users within the facility can forward calls to the attendant. These calls are coverage calls. Coverage calls that originate from within the facility ring at these keys:

- <INF> (Incoming station answer)
- <ANS>

Coverage calls from outside the facility ring at these keys:

- <INC> (Incoming trunk answer)
 - <ANS>
-

Procedure

To answer a coverage call and send it to a covered station:

- 1** Press the appropriate key to answer the call. Your SelecSet display indicates a coverage call.
- 2** To send the coverage call to the covered station, press <ICOM>. The caller is placed on hold, and the covered station is dialed automatically.

When sending a coverage call back to the covered station, you may want to remain in the connection to verify that the station answers.

- 3** If the station answers, press <JOIN> to connect the two parties.
 - 4** If the station does not answer, press <CNCL> to reconnect to the caller.
-

Answering Multiple Calls

Handling multiple calls

As an attendant operator, it is very likely that you handle multiple calls. During busy hours, you can use the <SFPK> (soft park) key to remove calls from your CAPs to ensure that at least one CAP is free for answering calls and another for placing calls. See “ **Holding** ” on page 2-22 for instructions on using soft park and other hold features.

Soft park answering procedure

To answer calls using the <SFPK> key:

- 1 If you’re talking on a call and other calls are waiting, press <SFPK> to place the active call on hold.
 - 2 The active CAP goes idle and the <SFPK> key winks.
 - 3 Press <ANS> (or the appropriate answer key) to answer the next call.
-

Maximum parked calls

You can place up to ten calls on the <SFPK> key.

Soft park retrieval procedure

To retrieve calls from soft park:

- 1 Press the winking <SFPK> key.
- 2 When multiple calls are held, continue pressing the winking <SFPK> key until it goes dark.

Soft-parked calls are retrieved in first-in/first-out order.

Trunk Answer From Any Station (TAFAS)

About TAFAS

This feature enables another station user to pick up your calls during periods of heavy call traffic. It is often requested by smaller hotel/motel properties that use the front desk for attendant backup.

Operation

When a second call comes to your attendant console while you are talking on another call, your console continues to ring until you answer the call at your console or until another, specially designated station picks up the call.

The TAFAS key

The station designated to pick up additional calls is alerted to ringing attendant calls by the TAFAS key, which flashes and/or rings.

Calls that can be picked up using TAFAS

Calls that can be picked up by the designated station include those listed below and are answered in the order in which they are listed:

- Code calls
 - Incoming calls
 - Recalls
 - Information calls (dial 0)
-

Calls that cannot be picked up using TAFAS

The designated station cannot pick up calls:

- to your attendant station number
 - to specific *trunk group answer* keys
 - parked or held via a hold loop key or soft park key
 - to the night attendant
-

Picking up the TAFAS call

To pick up calls ringing at your console while you are on a call, the TAFAS station does the following:

With this type of phone...	The user does this...
analog phone	<ul style="list-style-type: none"> • dials the TAFAS feature access code
SelecSet	<ul style="list-style-type: none"> • dials the TAFAS feature access code or • presses an autodial key programmed with the TAFAS feature access code

Holding

Holding calls

Depending on how your SelecSet 940A is programmed, you can hold calls in three different ways:

Use this hold method...	To...
Soft park	place up to ten calls on hold. The held calls do not occupy a CAP. Calls are automatically retrieved in first-in/first-out order, so the first call placed in soft park hold is the first call retrieved. Your system administrator must program this feature for you.
Hold loops (1-8)	hold a single call. The held call does not occupy a CAP. A single key represents a single call when using a hold loop. Your system administrator must assign these keys for you.
Hold key	place a single call on hold. This is not recommended because the held call occupies a CAP. Conferences can only be held using the <HOLD> key.

Recommended hold procedures

Whenever possible use the soft park key or hold loops instead of the <HOLD> key to hold a single call to avoid tying up CAPs. The <HOLD> key uses a cap. However, you must use the <HOLD> key to hold a conference.

Soft Park

About soft park

If your console is programmed with a soft park key, you can hold up to ten calls on one key using soft park. Because it provides an easy way to hold and retrieve a large number of calls, soft park is ideal for busy hours.

Parking calls

To park a call:

- 1 Press the <SFPK> key.
 - 2 CAP1 goes dark (it can now be used for another call), and the <SFPK> key begins to wink.
-

Retrieving calls

The first call parked is always the first call retrieved.

To retrieve a call:

- 1 Press the winking <SFPK> key.
 - 2 The <SFPK> key winks until all calls are retrieved.
-

Multiple attendants

If there are multiple attendants, soft-parked calls can only be retrieved by the attendant who parked them.

Hold Loops

About hold loops

If your console is programmed with a hold loop, this is the preferred way to hold a single call because hold loops do not tie up CAPs. To hold a call using hold loops:

- 1 Press a hold loop (HLD1-HLD8) while on an active call. The hold loop winks representing the held call.
 - 2 Press the winking hold loop to retrieve the call.
-

The Hold Key

Using the hold key

Although you can use the <HOLD> key to place a single call on hold, this is *not recommended* because the held call occupies a CAP. You *must* use the <HOLD> key to hold a conference.

To use the <HOLD> key:

- 1 Press the <HOLD> key while on an active call. A CAP winks representing the held call.
 - 2 Press the winking CAP to retrieve the call.
-

Transferring

Call transfer operation

Use the following operation to transfer a caller to another number. Use this procedure even if both the caller and the desired number are outside the facility.

Procedure

To transfer a call:

- 1** After making or answering a call, dial the number to which you are transferring the call. (Remember to dial the trunk access code (usually 9) if dialing an outside number.) The connected party is placed on hold and an idle CAP is automatically selected.
 - 2** To cancel the transfer and return to the caller, press <CNCL>.
 - 3** To transfer before the called party answers, press <JOIN>.
 - 4** To announce the call, wait until the user answers, announce the call, and press <JOIN> to complete the transfer.
-

Swapping between two sides of call

To swap between two sides of the call when the party answers:

- 1 Press <SWAP>. You are switched from the active call to the call on consultation hold.
 - 2 Press <SWAP> again to return to the original call. You can continue to toggle between the two calls.
 - 3 To disconnect the current call and reconnect to the call on consultation hold, press <CNCL>.
 - 4 To cancel the transfer and return to the person on consultation hold, press <CNCL> at any point in this operation.
 - 5 To exit and connect the two calls, press <JOIN>.
-

Transferring calls using switchhook- flash-to-a- trunk

You can use the switchhook-flash-to-a-trunk feature to access additional communication features offered by your local telephone company. Transfer is one of the most commonly used and most beneficial features of this type because it does not tie up two HCX trunks.

Conditions

To transfer a call using switchhook flash to a trunk, certain conditions must be satisfied:

- You must be talking on an incoming call from a central office phone
- The trunk over which this call is received must be set up to use the SHF-to-a-trunk feature.

Ask your system administrator if your system is set up for this feature.

Procedure

To transfer a call using switchhook-flash-to-trunk:

- 1 While connected to a caller on a trunk set up for switchhook flash to a trunk, press <OVR> (the override key). The HCX system then sends a switchhook flash signal to the central office, which places the caller you want to transfer on hold.

Pressing <OVR> activates the <TONE> key to provide DTMF tones, which let you dial the number to which you want to transfer the caller.

- 2 Dial the number for centralized reservations.
- 3 Press <START> to complete the transfer.

Deactivating the <TONE> key

There are different ways to deactivate the <TONE> key::

Do this...	To...
Press <START>	automatically deactivate the <TONE> key. Your next caller does not hear DTMF tones when you dial the number to transfer his/her call
Press <HOLD> or <HLD1-HLD8> or <CONF> or <JOIN>	deactivate the <TONE> key.
Press <OVR>	repeatedly toggle the <TONE> key between on and off status

Conferencing

Types of conferences

You can set up two types of conferences using your SelecSet 940A phone. These include:

- Three-party conferences
 - standard three-party conference
 - three-party conference using bridged CAPs
 - Multiparty conferences of up to six parties
-

Creating a Three-Party Conference

Procedure

To create a standard three-party conference:

- 1** While connected to one party, dial a second party. The first party is automatically placed on hold, and an idle CAP is automatically selected.
- 2** Press <JOIN>, and when the called party answers, announce the call.
- 3** Press <CONF> to connect all parties or press <CONF> as soon as the called party picks up to connect all parties immediately (without announcing the call).

Note: Wait for the party to pick up before pressing <CONF>. If you press <CONF> before the called party picks up, your action is ignored.

- 4** To disconnect the last person added to the conference, press <CNCL>.
- 5** To exit the conference without disconnecting the other two parties, press <JOIN>. The conference is still connected but no longer in your control.
- 6** To place the conference on hold, press <HOLD>.

A conference can only be held by pressing the <HOLD> key. Soft park and hold loops cannot be used to hold a conference.

- 7** To retrieve the held conference, press <START>, then the winking CAP representing the held conference.
-

Using Bridged CAPs

About bridged CAPs

You can create a three-party conference with two incoming calls using the call appearance keys on your SelecSet 940A console.

This capability is referred to as bridged CAPs (also loop-to-loop or meet-me conferencing). It is useful when you need to page guests or employees for waiting calls in a casino environment.

Example

If a call comes in for a guest, you can page the guest in the casino area. The guest goes to the nearest house phone, which automatically rings your console when taken off-hook.

Procedure

To create a three-party conference using bridged CAPs:

- 1** You are talking on a call on CAP1.
- 2** When a second call comes in, place the first caller on hold by pressing either a hold loop or the <HOLD> key. Answer the second call on CAP 2 by pressing the <ANS> key or make another outgoing call on CAP2.
- 3** Press the <CONF> key to place the second caller on consultation hold or press <JOIN> to connect the two callers.
- 4** To conference CAP 1 with CAP 2, press the CAP 1 key. This keeps the caller on CAP 2 on consultation hold and lets you talk with the caller on CAP 1. Notify the caller on CAP 1 that he or she is about to be conferenced, and with whom.

- 5** Press the <CONF> key a second time to make a three-way conference. When you press the <CONF> key again, only one CAP is in use (CAP2)—which is where the conference resides.

You must remain in the conference unless at least one of the conferenced members is an internal party to prevent trunk-to-trunk lockup.

- 6** To transfer the call to the caller on CAP1 and connect the two CAPs, press <JOIN>. You are then removed from the conversation.

Both the CAP key with the conference and the <CONF> key flash slowly.

If three CAPs are busy, you cannot use CAP 4 to initiate a conference or to join or bridge two parties.

- 7** To disconnect the last party from the conference (the caller on CAP1), press the <CNCL> key.
-

Creating a Multiparty Conference

Overview

Use the following procedure to set up a multiparty conference for up to six people.

Procedure

To set up a multiparty conference:

- 1** While connected to one party, press <CONF>. Dial a second party.
- 2** After the called party answers, press <CONF> to create a three-party conference.
- 3** To add another party, press <CONF> and dial the desired number. The two other parties are automatically placed on hold.
- 4** If you misdial, press <CNCL>. This returns you to the three-party conference. Then redial the new party.
- 5** To announce the conference to the new party, wait until the called party answers and announce the conference before pressing <CONF> to connect all parties. Or, connect all parties by pressing <CONF> as soon as the called party picks up.
- 6** Repeat these steps to add additional conferees. You can have a *total of six* people in a multiparty conference.
- 7** Press <CNCL> to disconnect the last person added to the conference. Only the final person added to the conference can be dropped by pressing <CNCL>. Other parties must disconnect by hanging up.
- 8** Press <JOIN> to exit (without disconnecting the other parties) or hang up to remove yourself from the conference. The other parties remain connected.

If you drop out of the conference...

If you drop out of a multiparty conference, the remaining conferees at your facility cannot transfer or add other members to the conference. (Dropping out of a three-party conference does not affect the internal, remaining parties this way.)

Placing the conference on hold

Follow these steps to place a conference on hold:

- 1** Press <HOLD> to place the conference on hold.

You can only hold a conference by pressing the <HOLD> key. Soft park and hold loops cannot be used to hold a conference.

- 2** Press <START>, then the winking CAP representing the held conference to retrieve the held conference.
-

Messaging

About messaging

This section describes messaging using the callme key.

Using the <CLME> key

You can use the <CLME> key to:

- Control message waiting lamps on internal phones
 - Retrieve your own messages using the message soft key
-

Turning on the MW lamp without calling the station

To turn on a message waiting lamp without calling a station:

- 1 Press <START>. An idle CAP is selected.
- 2 Press the <CLME> key.
- 3 Dial the desired station number.

The display confirms that the station's message waiting lamp is turned on, and you hear confirmation tone (three short beeps).

Turning on the MW lamp while calling the station

- 1 Press <START>.
- 2 Dial the desired station number.
- 3 Press <CLME> when the phone is either ringing or busy. The display confirms that the station's message waiting lamp is turned on, and you hear confirmation tone (three short beeps).

You also can activate message waiting when you call a station with coverage activated, even if your call is answered by the covering station.

Turning on the MW lamp while talking to a covering station

Follow these steps to turn on the message waiting lamp while talking to a covering station:

- 1 When you call a station that has calls covered to another station (the covering station) within your facility, and the covering station answers, press the <CLME> key.
 - 2 Your <CLME> key lamp lights, and the *called* station's message waiting lamp is lit, *not* the lamp of the *covering* station (to which you are currently connected).
-

**Turning off a
MW lamp
when you are
not connected
to the station**

Follow these steps to turn off a message waiting lamp when you are not connected to a station:

- 1 Dial the callme cancellation code.
 - 2 Dial the station number. The message waiting lamp is extinguished.
-

**Multiple
attendant
consoles**

In facilities with multiple attendant consoles, the <CLME> key on each attendant indicates the message lamp status of calling stations.

**Returned
callme
messages**

When a callme message is returned, it rings at both the <INF> and <ANS> keys. Press either key to answer.

Breaking into a Busy Station

Procedure

To break into a busy station:

- 1 While listening to busy tone, press <OVR>.
 - 2 All parties hear breakin tone, and a three-party conference is formed.
-

Using a Headset

Answering calls using a headset

You can also answer calls using a headset. A headset jack located on the left side of your phone supports two modes of headset operation.

In This Mode	To Answer...	To Disconnect...
Headset mode	Press <START> when your phone rings. Speak and listen through your headset.	Press <START>. Your handset remains in the cradle at all times.
Forced answer mode	You're automatically connected to incoming calls, which are preceded by a beep (breakin tone). When forced answer is active, you can only answer calls via your headset.	Press <START>. Your handset remains in the cradle at all times.

Flexible Headset Operation

Overview

With flexible headset operation, you can activate headset mode by pressing a programmable <HSET> key to toggle between headset and handset mode.

Headset jack

Your headset plugs into a dedicated headset port.

Placing a call

To place a call using the <HSET> key:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Press the <START> key. Your handset remains in the cradle.
 - 3 Dial the desired number.
-

Answering a call

To answer a call:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Press the <START> key. Your handset remains in the cradle.
-

Disconnecting a call

To disconnect a call, press the <START> key.

3 ADDITIONAL OPERATIONS

About this chapter

This chapter describes additional feature operations that you can perform using your SelecSet 940A.

Assigning an Account Code	page 3-2
Alarm Indications	page 3-5
Attendant Continuous Ringing	page 3-13
Blocking Calls Between Guest Rooms.....	page 3-14
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Trunk Group Answer Calls.....	page 3-32

Assigning an Account Code

About account codes

Assigning an account code associates a call with a specific account. Once a call is flagged with an account code, the account code appears with the call record in various call accounting reports. Account codes can be assigned to both incoming and outgoing calls.

Both *fixed* and *variable* account codes can be used with your system.

Account code	Description
Fixed account codes	conform to a predetermined length
Variable account codes	can be any length within a certain range

Assigning an account code using an autodial key

You can use an autodial key to assign an account code without interrupting a call.

Procedure

To assign an account code using an autodial key:

At the beginning of a call...

- 1 Press the <ACCODE> autodial key.
- 2 Dial the number.

During a call...

- 1 Press <ACCODE> autodial key anytime during the conversation.
- 2 The autodial key lights to confirm that the account code has been assigned.

Using an autodial key lets you assign the account code without interrupting the call.

Assigning account codes to autodial keys

Each autodial key must be programmed with the appropriate feature access code (either fixed or variable) followed by the account code. If using a variable account code, be sure to include a # sign at the end of the code. See [page 5-11](#) for instructions on programming autodial keys.

Using the keypad

At the beginning of a call...

- 1** Dial the appropriate feature access code followed by the account code.
- 2** Wait for dial tone.
- 3** Dial the desired number. Include the trunk access code (usually 9) if it is an outside call.

During a call...

- 1** During a call, ask the party to hold.
 - 2** Press <JOIN>.
 - 3** Dial the desired access code (either fixed or variable).
 - 4** Dial the account code. If using a variable account code, be sure to dial the # sign at the end of the account code.
 - 5** Wait for confirmation tone.
 - 6** Press the flashing CAP to retrieve the call.
-

Alarm Indications

About alarms

Your SelecSet 940A can alert you to several different types of alarms, depending on how your telephone system is configured and which alarm keys are programmed. This section describes:

- Alarms that may light lamps on your console
 - What to do when you receive an alarm
-

Receiving a Combined Alarm

The <CALM> key

The <CALM> (combined alarm) key conserves the number of keys assign to alarms by combining the system, PMS, and VMS alarms under one key (these alarms can also be programmed on separate keys).

The lamp associated with the <CALM> key lights when a malfunction is detected in:

- The system
- The answer detection link
- PMS/PMSHOBIC link
- The VMS link.

The <CALM> lamp stays lit until the problem is corrected.

Lamp Status	Meaning
Dark	No alarm conditions exist
Lit steadily	One alarm has occurred
Slow wink/flash	Two or three alarms have occurred
Fast wink/flash	All four alarms have occurred.

Alarm displays

When you press the <CALM> key, the alarm(s) that have occurred are displayed in the LCD:

Display	Meaning
MJ/MN	Major/minor system alarm
ANSDET	Answer detection link alarm
PMS	PMS/PMSHOBIC link alarm
VMS	VMS link alarm

PMS alarm

The PMS alarm applies to WelCOMM systems only.

Combined alarms

Some or all of the combined alarms can be programmed as a single alarm at a separate key.

Receiving a System Alarm

The <ALARM> lamp

The <ALARM> lamp lights in the case of a minor or major system alarm. If your <ALARM> lamp is lit, contact your administrator immediately. The <ALARM> lamp stays lit until the alarm condition is corrected.

Receiving a PMS Alarm

The <PMS-A> lamp

If your system is equipped with a property management system (PMS), the <PMS-A> lamp lights when the property management system is out-of-service. If you notice that the <PMS-A> lamp is lit, contact your administrator immediately.

The <PMS-A> lamp stays lit until the condition causing the alarm is corrected. Property management system alarms only apply to WelCOMM (hotel/motel) systems.

Receiving a VMS Alarm

The <VMS-A> lamp

If your system is equipped with a voice message system (VMS), the <VMS-A> lamp lights when the voice message system is out-of-service.

If you notice that the <VMS-A> lamp is lit, contact your administrator immediately. The <VMS-A> lamp stays lit until the condition causing the alarm is corrected.

Receiving an Answer Detection Alarm

The <DET> lamp

If your system is equipped with an answer detection unit, the <DET> lamp lights when the unit is out-of-service.

If you notice that the <DET> lamp is lit, notify your administrator immediately. The <DET> lamp stays lit until the unit is restored to service.

Receiving a Wakeup Alarm

The <WAL> alarm

The wakeup call alarm (WAL) lamp or the reminder call alarm (RAL) lamp informs you when a reminder or wakeup call has not been answered. In addition to a visual alarm, your console rings distinctively for wakeup alarms. You must acknowledge the alarm to disable the ringing.

If a wakeup/reminder call is not answered the first time, the system waits five minutes, then tries again. If the call is not answered the second time, the system waits another five minutes and tries a third time. A wakeup/reminder call alarm is presented to your console after the third unsuccessful attempt.

Determining the source of a wakeup

To determine the source of a wakeup/reminder call:

- 1 Press the flashing WAL/RAL lamp. The display indicates which station has not responded to the reminder call, and the WAL/RAL lamp stops flashing.
- 2 Press <START> or lift handset to return to the normal display.

The wakeup and reminder alarms are the same key, only the terminology is different. The term *wakeup* is used for WelCOMM (hotel/motel) systems and *reminder* is used for COMMERce (business) systems.

Receiving a Long Trunk Alarm

The <LTA/VER> lamp

When a trunk is connected longer than a predetermined time, the long trunk alarm/verification (LTA/VER) lamp flashes. (A trunk is an outside line.)

To determine the cause of a long trunk alarm:

- 1 Press the flashing <LTA/VER> key. A tone signaling the interruption is sent to the connection.
 - 2 Listen to determine if there is a conversation.
 - 3 If there is a conversation, press <START> to exit.
 - 4 If there is not a conversation, press <CNCL> to unlock the connection and free the trunk.
-

Receiving an E911 Alarm

The <E911> lamp

When someone on the property makes a 911 call, the E911 alarm lamp flashes to alert you to an emergency. Your console may also ring distinctively.

To determine who placed a 911 call:

- 1 Press the <E911> key.

The display shows the number of the station user who made the call.

If more than one 911 call was made, the E911 lamp continues to flash.

- 2 Press the <E911> key until all 911 calls have been displayed. When all 911 calls have been displayed, the E911 lamp stops flashing.

Once a 911 call has been displayed by pressing the <E911> key, information about the station that placed the call is erased from the E911 alarm queue and distinctive alarm ringing is disabled.

- 3 Press <START> or lift your handset to clear the display.
-

Receiving a Line Lockout Alarm

The <LOA> lamp

When a station is connected longer than a predetermined time, the line lockout alarm (LOA) lamp lights. (A station is a phone within your facility.) To determine which station is locked out:

- 1** Press the <LOA> key to display the locked-out station's number. If multiple stations are in the locked-out state, the LOA light remains lit until all stations are returned to the idle state.
 - 2** Continue to press the <LOA> key until all locked-out station numbers have been displayed. Someone should be sent to locked-out stations to determine if they are in use. Those that are not in use should be made idle.
 - 3** Press <START> or lift handset to clear the display.
-

Attendant Continuous Ringing

About attendant continuous ringing

Generally it is preferable that calls only ring once at your console to prevent distractions from excessive ringing. However, in some applications it is desirable to have calls continue to ring, even if you are on another call.

Example

For example, if you are in a minimally staffed hotel, where front desk personnel provide answering backup for the attendant, continuous ringing alerts the front desk staff to pick up calls.

Feature use

This feature is for attendants only.

Interaction with TAFAS

This feature is used with trunk answer from any station (TAFAS). See “[Trunk Group Answer Calls](#)” on page 3-32.

Feature setup

This feature is set at the CMAT and cannot be controlled from your console.

Blocking Calls Between Guest Rooms

About room-to-room blocking

The <RRB> room-to-room blocking key lets you block all calls between all guest rooms. When room-to-room blocking is activated, guests can still call outside numbers, administrative phones (restaurant, gift shop, etc.) and attendants. Attendants and administrative phones can also call guest rooms while room-to-room blocking is in effect.

Procedure

To block calls between guest rooms:

Activating RRB...

- 1 Press the <RRB> key.
- 2 The <RRB> lamp lights, and calls between guest rooms are blocked.

Canceling RRB...

- 1 Press the lit <RRB> key.
 - 2 The <RRB> key is extinguished, and calls between guest rooms are allowed.
-

While on an active call

You cannot activate or cancel room-to-room blocking while you're on an active call.

RRB call routing

If a guest attempts to call another guest while room-to-room blocking is in effect, the call is routed to an intercept announcement, intercept tone, or the attendant, depending on how the system is configured.

Applicable systems

Room-to-room blocking is only available with WeI COMM systems.

Camping-on to a Busy Station

About campon

Depending on how your system and phones in your facility are set up, you may be able to camp on automatically to a busy analog phone.

If not, to manually camp-on a caller to a busy analog station, use the <CAMP> key. When you camp-on a caller, the called station hears a tone, signaling that a call is waiting.

Procedure

To camp on to a busy station:

- 1 After answering the call and dialing the station, you hear busy tone and your LCD confirms that the station is busy.
 - 2 Press the <CAMP> key.

Busy tone changes to special ringback tone (similar to normal ringing, but the tone level drops at the end of each ring), and the display changes to confirm the call is being camped-on.
 - 3 Hang up or press <JOIN> to complete the camp-on.
-

Call waiting types

When a station user receives a tone indicating a call is camped-on, he or she normally hangs up and the camped-on call rings his or her station. However, another type of call waiting allows the user to retrieve a camped-on call by pressing then quickly releasing the switchhook.

(The switchhook is the small plastic piece you hold down when you want to disconnect your phone without returning the handset to its cradle.) For more on retrieving a camped-on call, see your administrator.

Checking a Trunk

Using the <LTA/VER> key

Your system administrator may ask you to check a specific trunk (outside line) to verify that it is not locked up or out of service.

Procedure

To check a trunk, use the long trunk alarm/verification (<LTA/VER>) key as follows:

- 1 Press <START> while your console is idle.
- 2 Press <LTA/VER>.
- 3 Dial the desired trunk number.
If the trunk is busy, an LCD message indicates this.
- 4 Press <OVR> to listen for a conversation.
(A warning tone signals the interruption.)
- 5 If a conversation is in progress, press <START> to exit.
- 6 If a conversation is not in progress, press <CNCL> to unlock the connection and free the trunk. If the trunk is not busy, you hear dial tone, and also receive an indication in the LCD.

- 7** Dial an outside number to check the trunk. Because you're already connected to a trunk, you do not have to dial the trunk access code (usually 9) before the outside number.

If the trunk is operational, you hear ringing or busy tone after the outside number is dialed. If the trunk is not operational, call your telephone system maintenance company.

- 8** Press <START> to disconnect.
-

About the <LTA/VER> key

The <LTA/VER> key is also used for the long trunk alarm. The long trunk alarm causes the LTA/VER key to flash when a trunk is connected for an unusually long time. (See [page 3-10](#) for more information.) When the <LTA/VER> key is flashing, you can still use it to check a trunk that is not causing the alarm.

Code Calls

About code calls

A code call indicates an emergency. When you make a code call, it causes special ringing (four quick rings) at a station dedicated to receive code calls. The person who receives the call uses the paging system to announce the emergency or give appropriate instructions (there may be several code calling stations in your facility). Keep a list of code calling access codes for each dedicated station, along with their location, near your console.

Placing a code call

Follow these steps to place a code call:

- 1 Press <START>.
- 2 Dial the desired code calling access code. The code call is sent to the dedicated station.

Note: Code calling access codes can be programmed as autodial numbers. See [“Programming Autodial Keys Using FACs”](#) on page 5-11 for instructions.

Receiving a code call

If you are designated as a code calling station, code calls ring with a special ringing pattern (four quick rings) at the <CODE> key and the <ANS> key. If you receive a code call, use zone paging to announce the emergency or give instructions. Keep a list of zone numbers nearby.

To answer a code call

Follow these steps to answer a code call:

- 1** Press the flashing <CODE> key (or the <ANS> key).
- 2** Press the <ZPG> key or dial the zone paging access code to access the zone paging system.
- 3** Dial the proper zone number.
- 4** Make your announcement.

Zone paging is described in more detail on [page 3-25](#).

Code calling and radio paging

Code calling is sometimes used with radio paging systems to signal voice or tone beepers. To use radio paging, press the radio paging key or dial the radio paging access code. Then dial the specific beeper identification number (BID). (See [page 3-27](#) for more detailed instructions on radio paging.)

Dialing Frequently Called Numbers

Autodialing

An autodial key is an optional programmable key that automatically dials an internal or external number. You can program and use autodial keys to dial frequently called numbers with one keystroke by using autodial keys.

Procedure

To use an autodial key:

- 1 Press a programmed autodial key.
- 2 The programmed number is dialed automatically.

For programming instructions, see [“Programming Autodial Keys Using FACs”](#) on page 5-11.

System speed calling

System speed calling allows you to automatically dial a programmed number by dialing a two-digit speed calling access code plus a two- or three-digit speed calling number. System speed calling numbers are available to everyone in the facility. A list of these numbers can be obtained from your administrator.

Dialing system speed calling numbers

To dial system speed calling numbers:

- 1 Dial the system speed calling access code.
 - 2 Dial the speed calling number.
-

Example

Assume that the number of your company's travel agent (446-8820) is stored as a system speed calling number. If the system speed calling access code is *9 and the system speed calling number for the travel agent is 77, you dial *9 plus 77 to call the number. A trunk access code (typically 9) is required to use an outside line.

Night Service

About night service

You can use the <NIGHT> key to activate night service. Night service directs all after-hour calls to an alternate destination (night bell, specified station, night attendant, etc.).

When your facility has multiple attendants

If your facility has multiple attendants, one attendant may be designated as the pilot station for the night service change. When the pilot station switches to night service, all other attendants are switched as well. See your system administrator if you need more information about your company's night service policy.

Procedure

Activating night service...

- 1 Press <NIGHT>. The NIGHT lamp lights.
- 2 All incoming calls are directed to the predetermined location.

Deactivating night service....

- 1 Press <NIGHT> again. The <NIGHT> lamp goes dark.
 - 2 Normal call routing resumes.
-

Paging

About paging

Paging lets you make announcements by sending pages to:

- Selected paging zones
 - Individual beepers.
-

Zone paging

You can use zone paging to send a page to external amplifiers. Two types of zone paging are available:

- Zone paging with auto meet-me
- Zone paging with park.

Use zone paging with auto meet-me when you want someone within the facility to call you. Use zone paging with park when you want to page someone who has a call.

Zone paging with auto meet-me

To use zone paging with auto meet-me:

- 1 Press the <ZPG> (zone paging) key or dial the zone paging access code.
- 2 Dial the proper zone number. (See your administrator for a list of zone numbers.)

Zone 0 - All zones.	Zone 5 - _____
Zone 1 - _____	Zone 6 - _____
Zone 2 - _____	Zone 7 - _____
Zone 3 - _____	Zone 8 - _____
Zone 4 - _____	Zone 9 - _____

- 3 Announce instructions for the desired party to respond to your page.
- 4 Remain on the line and you are automatically connected to the paged party.
- 5 To answer a zone page with auto meet-me, a user dials the zone paging answer code, and is connected to the paging party immediately.

Zone paging with park

To use zone paging with park:

- 1 Press the <ZPG/P> key or dial the zone paging with park access code while connected to the caller.
- 2 Dial the proper zone number.
- 3 Dial a parked call identifier (PCI).
- 4 Once the PCI is dialed, you can
 - Press <START> to complete the park
 - Press <CONF> to create a three-way conference when the paged party responds

About PCIs

A PCI (parked call identifier) is a number used to identify the parked call. Contact your system administrator for a list of the PCIs available in your system, or, use your own station number or the station number of the paged party as a PCI. PCIs are sometimes referred to as beeper identification numbers (BIDs).

Answering a zone page

To answer a zone page with park, the user dials the call park retrieve access code, plus the parked call identifier (PCI) used to park the call and is instantly connected to the parked call.

Radio paging

Radio paging lets you send a page to a beeper.

Your system may be equipped with voice or tone radio paging. The radio paging key/access code works for both types of radio paging.

To use radio paging:

- 1 Press the radio paging (RPG) key, or dial the radio paging access code.
- 2 Dial a beeper identification number (BID).

Note: BIDs are used differently in radio paging than in zone paging or call park. Radio paging BIDs must be obtained from the administrator, since they are determined by the paging system.

- 3 To answer a radio page, the user dials the park pickup code and BID.
-

Priority radio paging

To preempt other radio pages:

- 1 Press the <PRPG> priority radio paging or dial the priority radio page access code.
- 2 Dial the desired BID.

Answering a priority radio page

To answer a priority radio page, the user dials the park pickup access code, plus the BID.

Parking a Call

About call park

When you park a call, it can be picked up from any station.

Procedure

To park a call:

- 1 While talking on a call you want to park, dial the call park access code and a parked call identifier (PCI).
- 2 Press <START> to complete the park.

Note: A parked call identifier is a number used to identify the parked call. Contact your administrator for a list of the PCIs available in your system, or, use your own station number or the station number of the paged party as a PCI. Parked call identifiers (PCIs) are sometimes referred to as beeper identification numbers (BIDs).

Picking up a parked call

To pick up the parked call, dial the park pickup access code and the parked call identifier (PCI) used to park the call.

Picking Up a Call for Another Phone

Procedure

In some instances you may want to answer a call ringing at another phone. To answer a call that is ringing at another phone:

- 1 Press <START>.
 - 2 Dial the directed call pickup code and the number of the ringing station.
-

Recording a Conversation

About the record feature

You can record a conversation by using the <RECORD> key. The <RECORD> key activates a recorder that is located away from your console (but within the facility)



Consult federal, state, and local regulations before recording phone conversations. Certain restrictions may apply. Note that the HCX5000 system does not provide a tone or other warning prior to recording a conversation.

The recorder

The recorder is not provided with the phone system. It must be purchased separately.

Procedure

To use the record feature:

- 1 While on a conversation that you want to record, press <RECORD>. The <RECORD> lamp lights, and recording begins.
 - 2 To stop recording, press <RECORD> again. The <RECORD> lamp goes dark and recording ends.
-

Trunk Group Answer Calls

Procedure

Use trunk group answer keys to answer calls over a specific trunk (line) as follows:

- 1** Press the flashing trunk group answer key (or the <ANS> key) to answer the call.
- 2** You are connected to the caller, and the call is moved to the lowest numbered CAP available.

If text is assigned to the trunk group, it is shown in the display.

4 SOFT KEY OPERATIONS

About this chapter

This chapter describes attendant operations that are performed using the soft key menu.

Retrieving Messages.....	page 4-3
Wakeup/Reminder Calls.....	page 4-5
Registering a Wakeup/Reminder Call.....	page 4-6
Registering a Second Wakeup Call.....	page 4-7
Canceling a Wakeup/Reminder Call.....	page 4-8
Registering or Canceling a Repeat Wakeup.....	page 4-9
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Do-Not-Disturb.....	page 4-12
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Transferring a Caller to a DND Station.....	page 4-15
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Canceling Autodial Key Programming.....	page 4-32
Changing Autodial Key Programming.....	page 4-33

SelecSet 940A Soft Key Operations

Functions that you can perform with soft keys

You can use your SelecSet 930 phone to perform various functions using the soft key menu. The following operations are described:

- Retrieving messages
 - Setting and canceling first and second wakeups
 - Using do-not-disturb
 - Restricting calls
 - Setting the system clock
 - Setting and altering credit limits
 - Registering, changing and canceling coverage
 - Programming autodial keys
 - Searching the directory by name or number
-

Using soft key menus

This illustrates shows the two displays used to access soft keys and associated functions.

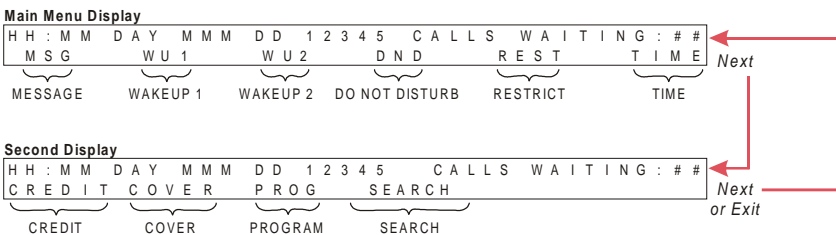


Figure 4-1: SelecSet 940A Soft Key Displays

Retrieving Messages

About messaging

You can use the <MSG> soft key to review, retrieve, return or delete callme and voice mail messages.

Retrieving callmes

To retrieve and return or delete new callme messages:

- 1 From the main menu display, press <MSG>. If you do not have any messages, you see this display:

```
You Have No Messages
```

If you have a callme message, you see this display, which identifies the caller:

```
01      Apr 5 10:05 am      1352      ANNA VRONSKY  
                                RETURN      DELETE
```

- 2 To call the station that left the callme, press <RETURN>.
 - 3 To delete the callme message, press <DELETE>.
-

**Retrieving
voice mail
messages**

To retrieve and return voice mail messages:

- 1 From the main menu display, press <MSG>.
- 2 If you have a voice mail message, you see this display:

01 Apr 5 10:05 am 1352	VOICE MAIL
	Return Delete

- 3 Press <RETURN> to be connected with the voice mail system.
-

Wakeup/Reminder Calls

About wakeup/ reminder calls

You can register wakeup/reminder calls to alert users at a certain time. When a wakeup/reminder call is registered, the telephone system automatically calls the station user at the designated time.

Terminology

Wakeup and reminder are different terms for the same feature. The term *wakeup* is used for WelCOMM (hotel/motel) systems, while *reminder* is used for COMMERce (business) systems. In the following displays and instructions, wakeup is used for example only. If you have a COMMERce system, reminder appears in the display instead of wakeup.

Second wakeup

In WelCOMM systems, you can register two wakeup calls for each station. A second wakeup may be required when there are two guests in one room, or when one guest wants a second wakeup just in case he falls back asleep after the first. Instructions for registering a second wakeup call begin on [page 4-7](#).

Language and VIP wakeups

You also can register a wake-up/reminder call in a foreign language, with VIP status, or register the wake-up to be repeated throughout the duration of a guest's stay. You can control wakeup/reminder calls while your console is idle or while you are talking.

Registering a Wakeup/Reminder Call

Registering a first wakeup

To register a first wake-up/reminder call:

- 1 From the main menu display, press the soft key under <WU1>. You see this display:

```
Dial Station No. :
      CLEAR
```

- 2 Enter the digits of the station number for which you want to enter a wakeup. Wakeup times are based on a 12-hour clock with * or # entered for AM and PM respectively.

If the station does not have a first wakeup assigned, you see this display:

```
OK:Reminder Call Reg. for 3:25 pm
```

- 3 Enter a valid wakeup time. You see this display:

```
7000 /Dial Time:                               (* = am, # = pm)
      CLEAR
```

- 4 If a wakeup has already been programmed for the station, you see this display:

```
7000 /Wake Up Time: 6:12 am
      CANCEL                                CHGREP
```

Registering a Second Wakeup Call

Procedure

To register a second wake-up/reminder call:

- 1 From the main menu display, press <WU2>. You see this display:

```
Dial Station No. :
      CLEAR
```

- 2 Enter the station number for which you want to enter a second wakeup. Wakeup times are based on a 12-hour clock. Enter * for AM and # for PM.
- 3 If a wakeup has not been programmed for the station, you see this display. Enter the four digits of the second wakeup time you want to set. For example, for 6:30 a.m., set 0630 then * for a.m. To clear digits, press <CLEAR>.

```
1 2 3 4 5 Dial Time :                ( * = a m , # = p m )
      CLEAR
```

- 4 If a station number was entered in wakeup screen 2 and a second wakeup has already been programmed for the station, you see this display:

```
1 2 3 4 5 / 2nd Wake Up Time :        6 : 2 3 a m
      CANCEL                CHGREP
```

Canceling a Wakeup/Reminder Call

Procedure

To cancel a wakeup/reminder call:

- 1 From the main menu display, press the soft key under <WU1> or <WU2> depending on which wakeup you want to cancel. In this example, wakeup 1 is being canceled. You see this display:

```

WU1 For Station=
                CLEAR
    
```

- 2 Enter the number of the station for which you want to cancel a wakeup/reminder time. You see this display:

```

1 2 3 4 5 / Wake Up Time : 6 : 3 0 a m
                CANCEL                CHGREP
    
```

- 3 Press <CANCEL>.

Your display confirms that you cancelled the wakeup.
 - 4 Follow the same procedure for a second wakeup.
-

Registering or Canceling a Repeat Wakeup

About repeat wakeups

You can register a repeat wakeup—the same wake-up time for the duration of a guest's stay—rather than registering a new time every day. You can register the repeat wake-up during or after the initial wakeup registration for first and second wake-ups. When a guest checks out, the wake-ups cancel automatically.

Procedure

To register a repeat wakeup:

- 1 Set a first or second wakeup time.
- 2 From the main menu display, press WU1 or WU2, depending on which you want to make a repeat wakeup. You see this display:

```
Dial Station No. :
                CLEAR
```

- 3 Enter the station number for which you want to enter a wakeup. If a wakeup time is already registered, you see this display:

```
7000 /Wake Up Time: 6:12 am
                CANCEL                CHGREP
```

- 4 To repeat the wakeup, press <CHGREP>. Your display updates with the REPEAT indication:

```
7000 /Wake Up Time: 6:23 am                REPEAT
                CANCEL                CHGREP
```

- 5 To cancel the repeat function, press <CHGREP>. The REPEAT indication is removed from your display.

Providing a VIP Wakeup

About VIP wakeups

If you work in a hotel/motel environment, your SelecSet 940A attendant console may be equipped with a VIP wakeup programmable option key. This key lets you provide VIP guests with preferential wake-up service.

When a wake-up call for a VIP guest is to occur, the telephone system sends a burst ring to the VIP wake-up key on your console, alerting you to a personalized wake-up call.

Procedure

To provide a guest with a VIP wakeup:

- 1** You hear a burst of ringing at your VIP programmable option key and the associated lamp lights.
- 2** Press <DISPLAY> and then <VIP> to display the room number, name, VIP status and language preference of the first VIP guest in the queue and the total number of VIP wakeups in the queue.

If you do not have a programmable option key set up for VIP wakeup, your wakeup alarm lamp lights.

- 3** Check the language indicator at the bottom right of your display to see if you need to speak to the guest in another language.
- 4** Press the <VIP> key. The system automatically places a call to the VIP guest's room while indicating the guest's room number, name and language preference on the display, based on how your telephone system is set up to display language preference.

**Procedure,
continued**

- 5 When the guest answers the wakeup call, respond with a spoken wakeup message.

If the guest does not answer the call before you hang up (or if you do not respond to the burst ring at your VIP key within a certain time period or if you disconnect from the wakeup call before the guest answers), depending on how your telephone system is set up, one of two events takes place:

- An alarm is sent immediately to your wakeup alarm key, which lights OR
 - The wakeup retries as a regular wakeup call three times and then goes to your wakeup alarm key. See [“Receiving a Wakeup Alarm”](#) on page 3-9 for more information on wakeup/reminder call alarms.
-

Do-Not-Disturb

About do-not-disturb

Do-not-disturb prevents a station from being called. You can control this feature from your SelecSet 940A console while a station is idle or while you are on a call.

Registering do-not-disturb

To register do-not-disturb for a station:

- 1 From the main menu display, press <DND>. You see this display:

```
Station or Group:                (Group = *NN)
      CLEAR
```

Enter the station number or the number for a do-not-disturb group (see your administrator for DND group numbers).

- 2 When you dial a valid number, you see this display:

```
Don't Disturb Station/Group
      REG
```

Press <REG>. You see this display, which confirms that you have registered DND:

```
Ok Don't Disturb Registered
```

- 3 If DND is already registered, you see this display:

```
Don't Disturb Station/Group: 12345
                        CANCEL
```

Canceling Do-Not-Disturb

Procedure

To cancel do-not-disturb:

- 1 Follow the steps used to register do-not-disturb.
- 2 After entering the station or DND group number, when you see the display confirming that DND is active, press the <DEACTIVATE> soft key.

```

Don't Disturb      Station/Group      1 2 3 4 5
                                CANCEL
  
```

- 3 Press <CANCEL>. You see this display, which confirms that Do Not Disturb is cancelled:

```

OK:Don't Disturb Cancelled
  
```

Feature access codes

Do-not-disturb can also be registered or canceled from a station by entering a feature access code (if do-not-disturb is allowed for that station).

Do-not-disturb priority

Attendant-registered do-not-disturb has no priority over station-registered do-not-disturb. So, do-not-disturb can be registered by the attendant, but canceled by the station, and vice versa.

Ringling a Station in Do-Not-Disturb

When you ring a station in do-not-disturb

When you dial a station with do-not-disturb activated, you hear reorder tone (a fast busy tone), and your display indicates that the station has this feature turned on.

Procedure

To ring the station:

- 1 Press <START>.
 - 2 Press <OVR>.
 - 3 Dial the station number.
-

Transferring a Caller to a DND Station

Procedure

To transfer a caller to a do-not-disturb station:

- 1** When you answer the call, dial the station number to which you want to transfer the call.

You hear reorder tone (sounds like a fast busy signal.)
The display indicates that the first party is on hold at CAP 2, and the second party, who is in the do-not-disturb state, is at CAP1.

- 2** Press the CAP representing the caller on hold.
 - 3** Press <JOIN>.
 - 4** Press <OVR>.
 - 5** Dial the station number.
-

Call Restrictions

Restriction levels

As the attendant, you can control station calling privileges using three levels of restrictions. These restrictions are set and canceled at the attendant console using the <REST> soft key. [Table 4-1](#) defines each restriction level.

The station restrictions invoked by this feature pertain only to calls that the station originates. These restrictions do not affect the station's ability to receive calls.

Table 4-1 Station restrictions

Restriction Name on LCD	Description
NONE	No calls are restricted.
TOLL	All direct-dial, long-distance calls are restricted. The station can make local calls, operator-assisted long-distance calls, calls to other stations, and calls to the attendant.
TOLL/OP	All long-distance calls are restricted. the station can make local calls, calls to other stations, and calls to the attendant.
ALL	All outside calls are restricted. The station can make calls to other stations and to the attendant.

You can control call restrictions while your console is idle or while you are talking.

Registering Call Restrictions

Procedure

To register call restrictions:

- 1 From the main menu display, press the <REST> soft key.
- 2 You see this display. Enter the station number for which you want to set restrictions.

```
Dial Station No:
                CLEAR
```

- 3 Press <CLEAR> to clear any dialed digits if you make a mistake while dialing. If no restrictions are assigned, you see this display:

```
Call Restrictions: Station 12345
ALL                TOL/OP                TOLL
```

- 4 Press the desired soft key to select the desired type of restriction. The restrictions are described in [Table 4-1](#) on page 4-16. Your display changes to confirm the restriction level you have selected. For example, if you select TOLL/OP, you see this display:

```
Ok: TOL/OP Call Restrictions Registered
```

- 5 If you don't want to register restrictions or if no restrictions are registered, press <EXIT> to return to the main menu display.
-

Canceling Call Restrictions

Procedure

To cancel call restrictions:

- 1 Follow the first three steps in “[Registering Call Restrictions](#)” on page 4-17. You see this display:

```
Call Restrictions: Station 12345
                        CANCEL
```

- 2 Press <CANCEL>. Your display confirms that the restrictions are cancelled.

```
OK: Call Restrictions Cancelled
```

Setting the Telephone System Clock

Overview

You can set the system clock from your SelecSet 940A to adjust for standard/daylight time and power outages.



The system clock affects various system operations. See your administrator before changing the time-of-day setting.

Procedure

Follow these steps to set the system clock:

- 1 From the main menu display, press <TIME>. You see this display:

```
Enter New Time : 1 2 3 4 #           ( * = AM # = PM )
                  CLEAR
```

- 2 Enter four digits for the new time from the keypad (* is for AM, # is for PM). Your display confirms the new system time you entered.

```
New Time : 03 : 25 pm
          SET
```

- 3 Press <SET>. You see this display:

```
OK : Time Changed
```

Credit Limit

About credit limit

Use the credit limit control feature on a per-station basis to regulate calling privileges for cash-paying customers. Your facility can choose from three versions of the credit limit feature. See [Table 4-2](#) for a summary of each type.

Table 4-2 Credit limit features

Feature	Description
Trunk disconnect	<i>Trunk disconnect</i> limits all calls from a credit-limit station to a certain duration. Any call that exceeds that duration is automatically disconnected. Note that this method is only appropriate in highly restrictive environments, for example, a prison, or in some cases, a business that wants to limit usage on certain phones.
Lookahead credit	The <i>lookahead</i> option pre-calculates a charge and corresponding maximum call duration for each call type. Calls are automatically disconnected when the current credit value is exhausted. A warning tone is sent to the caller 60 seconds before the call is disconnected.
Positive value	The <i>positive value</i> credit limit never disconnects a call in progress. However, the station is not allowed to begin the call unless the credit value is above zero.

Ask your system administrator what type of credit limit your facility uses.

**When to use
credit limit**

The credit limit feature is not appropriate for all establishments. Only those establishments that think it appropriate to either disconnect or disallow a person's call due to his or her account should use this feature.

Controlling Credit Limit

About credit limit

Credit limit can be assigned at the CommCenter-VDU, as well as from your SelecSet 940A. If you control credit limit from your console, you can do so while your console is idle or while you are talking. Using this soft key feature, you can add to, subtract from, clear or establish a balance for any station.

Setting a credit limit

To set a credit limit:

- 1 Press <NEXT> until you see <CREDIT>
- 2 Press <CREDIT>. You see this display:

```
Dial Station No :
                CLEAR
```

- 3 Enter the station number for which you want to view or set a credit limit. Press <CLEAR> to clear any dialed digits.

If the station previously had a credit limit, you see this display:

```
1 2 3 4 5 / CREDIT AMOUNT : + $    5 . 0 0
                UPDATE                CANCEL
```

If no credit information is set, you see this display:

```
1 2 3 4 5 / Not Using Credit Feature
                UPDATE
```

- 4 Press <UPDATE> to assign a credit to a station. You see this display:

```
Enter Chg Amount :                ( * = Add , # = Sub )
                CLEAR
```

- 5 Enter the amount of credit to add to or subtract from the station's credit balance. Input is in the format of DDCC, when D = dollars, and C = cents.

To add an amount of credit to a station, enter *
 To subtract an amount of credit, enter #.
 Entries can range from \$0 to \$99.99.

If you enter a valid dollar amount, you see this display:

```
OK: Credit Updated By + $10.00
```

Canceling a credit amount

To delete the amount of credit available to the station, from the credit display, press <CANCEL>.

```
1 2 3 4 5 / CREDIT AMOUNT: + $ 5.00
          UPDATE                      CANCEL
```

You see this display:

```
Ok: Credit Limit Cancelled
```

Coverage

About coverage

Coverage enables users to redirect calls that come to their stations. Depending on the type of coverage used, calls can be redirected automatically or only when the called station is busy or does not answer.

Setting coverage

With your SelecSet 940A, you can turn on cover busy/no answer coverage for a station for calls coming into the station either from other internal users or from callers outside the facility.

The coverage point can be another point within or outside the facility. You can set coverage as follows:

- One coverage point for internal and external calls
 - A separate coverage point for internal calls and another coverage point for external calls
-

Registering One Coverage Point for All Calls

Procedure

To register coverage so that all internal and external calls are directed to a single coverage point, follow these steps:

- 1 Press <NEXT> until you see <COVER>
- 2 Press <COVER>.

```
11:04 am Tue Feb 08 12345 Available
CREDIT COVER PROG SEARCH
```

You see this display:

```
Covered Station:
CLEAR
```

- 3 Dial the station number for which you want to set coverage. If you make an error before you finish dialing, press <CLEAR>, and reenter the number.
- 4 If you enter a valid station number and coverage has not been set for the station, you see this display:

```
EXT:None INT:None
EXT BOTH INT
```

- 5 Press <BOTH>. You see this display:

```
Both Cover:
CLEAR COVER
```

Enter a number that will serve as one coverage point for internal and external calls. Your display updates to confirm that you have set a coverage point.

- 6 If you make a mistake while dialing the coverage number, press <CLEAR> and start over or press <COVER> to return to the initial cover display.

Setting Different Covering Points for Internal and External Calls

Procedure

To register different coverage points for internal and external calls, follow these steps:

- 1 From the second display, press <COVER>.

11:04	am	Tue	Feb	08	12345	Available
CREDIT	COVER	PROG	SEARCH			

You see this display:

Covered Station:
CLEAR

- 2 Dial the station number for which you want to set coverage. If you make an error before you finish dialing, press <CLEAR>, and reenter the number.

EXT: NONE		INT: NONE
EXT	BOTH	INT

- 3 To set coverage...

Press...	To set a coverage point for...
<EXT>	external calls
<INT>	internal calls

When you press <EXT>, your display prompts you to enter a coverage point for all *external* calls when your phone is busy or you don't answer:

Ext: Cover: 11368		
	CANCEL	COVER

- 4 To program internal coverage for the same station or to program coverage for another station, press <COVER>. You see this display:

Covered Station :
CLEAR

- 5 Enter the station number for which you want to set coverage. You see this display:

EXT : NONE		INT : NONE
EXT	BOTH	INT

- 6 Press <INT>. You see this display, which prompts you to enter a coverage point for all *internal* calls when your phone is busy or you don't answer. In this example, all internal calls will go to station 11368:

Int : Cover : 11368
CLEAR COVER

- 7 Press <CLEAR> to clear any dialed digits. Press <COVER> to program coverage for another station.
-

Canceling Coverage Settings

Procedure

If coverage has already been set for a station, you see a display similar to this one when you press <COVER>.

Ext : 9 7 7 0 4 4 6 8 8 2 0	Int : 9 7 7 0 4 4 6 8 8 2 0
EXT	BOTH INT

To cancel coverage for external calls...

- 1 Press <EXT>.
- 2 Press <CANCEL>.

Ext : Cover : 9 7 7 0 4 4 6 8 8 2 0	CANCEL	OOVER
-------------------------------------	--------	-------

You see a display like this one:

Ext : None	Int : 9 7 7 0 4 4 6 8 8 2 0
EXT	BOTH INT

To cancel coverage for internal calls...

- 1 Press <INT>.
- 2 Press <CANCEL>.

Int : Cover : 9 7 7 0 4 4 6 8 8 2 0	CANCEL	OOVER
-------------------------------------	--------	-------

You see a display like this one:

EXT : None	INT : None
EXT	BOTH INT

To cancel programming for both internal and external call coverage...

- 1** Press <BOTH>.
- 2** Press <CANCEL>.

Both Cover: 97704468820
CANCEL O O V E R

Your display confirms that coverage is cancelled:

EXT: None	INT: None
EXT	BOTH INT

Programming an Autodial Key

About the PROG key

The <PROG> key enables you to program autodial keys from your soft key menu. This includes the following functions:

- Registering
 - Canceling
 - Changing
-

Registering an autodial key

To register an autodial key:

- 1 Press <NEXT> until you see <PROG>.
- 2 Press <PROG>.

```
11:29 am Tue Feb 08 7900 Available
CREDIT COVER PROG SEARCH
```

You see this display:

```
Press Auto Dial Key:
```

- 3 Press an autodial key that you want to program. The display that you see varies depending on whether or not the key has already been programmed.

If the key has not been programmed...

You see a display like this one:

2 2 :

C L E A R

Dial the number you want to assign to the autodial key (22 in this example). If you make an error before you finish dialing, press <CLEAR>, and reenter the number. Your display confirms that the autodial key has been successfully programmed:

A u t o D i a l * * R e g i s t e r e d

P R O G

- If the key has been programmed.

When you press an autodial key that has previously been programmed, you see a display like this one, in which the user has programmed the number 9-770-446-8821.

2 2 : 9 7 7 0 4 4 6 8 8 2 1

C A N C E L

C H A N G E

Canceling Autodial Key Programming

Procedure

You also can use the <PROG> soft key menu to cancel programming for an autodial key. To cancel autodial key programming, follow these steps:

- 1 From the second display, press <PROG>:

```
11:29 am Tue Feb 08 7900 Available
CREDIT COVER PROG SEARCH
```

- 2 You see this display:

```
Press Auto Dial Key:
```

- 3 Press the autodial key that you want to cancel. You see this display:

```
22:97704468821
CANCEL CHANGE
```

- 4 Press <CANCEL> to erase the stored number. Your display confirms that programming for the autodial key is cancelled:

```
Auto. Dial 22 Cancelled
PROG
```

- 5 Press <PROG> to program another autodial key.
-

Changing Autodial Key Programming

Procedure

You also can use the <PROG> soft key menu to change programming for a previously programmed autodial key. To cancel autodial key programming, follow these steps:

- 1 Press <NEXT> until you see <PROG>.

```
11:29 am Tue Feb 08 7900 Available
CREDIT COVER PROG SEARCH
```

- 2 Press <PROG>. You see this display:

```
Press Auto Dial Key:
```

- 3 Press the autodial key that you want to change. You see this display:

```
22:97704468821
CANCEL CHANGE
```

- 4 Press <CHANGE>. You see this display:

```
22:
CLEAR
```

- 5 Assign a new number to the autodial key. Your display confirms that the number has been registered to the key.
-

5 REFERENCE

About this section

This reference section:

- Describes programmable autodial features
- Describes how to program autodial keys
- Describes how to use a headset with the SelecSet 940A
- Provides a quick reference to commonly used SelecSet 940A features
- Provides tables to enter feature access codes, authorization codes and system and station speed dialing codes

Contents

This section contains the following sub-sections:

Programmable Features for SelecSet Keys	page 5-2
Programming Autodial Keys Using FACs	page 5-11
Quick Reference Sheet	page 5-13
Feature Access Code Summary	page 5-15
System Speed Calling Summary	page 5-18
Account Code Summary	page 5-19
Authorization Code Summary	page 5-20

Programmable Features for SelecSet Keys

Programming features

The features listed in [Table 5-3](#) are available for the SelecSet 940A. Some of these features can be programmed from your SelecSet; others must be programmed from the Customer Maintenance/Administration Terminal (CMAT). Some of the features must have feature access codes programmed for them at the CMAT before they can be activated.

If you cannot activate a feature, check with your administrator to see if an access code has been assigned.

Some are applicable for general use, others only for attendant use. The features are marked according to where they can be programmed and to indicate if they are attendant-only features.

Quick reference table to features

Although several of the operations described in this table are also described in the body of this user’s guide, you may want to use this table for a quick reference after you become familiar with attendant operations..

Table 5-3 SelecSet 940A Features

<p>ACCODE (Account code) ^{1, 4}</p>	<p><i>Fixed account codes</i> have a fixed number of digits.</p> <p><i>Variable account codes</i> have a variable number of digits. The # signals the end of the account code.</p> <p><i>Using account codes</i>—before making the call, dial the account code feature access code, (ACFAC) the account code (AC) (or press a key on which an account code has been programmed), then the phone number.</p> <p><i>During the call</i>—press a key programmed with the ACFAC and the AC. Your call is not interrupted. If you do not have a pre-programmed key, ask the party to hold. Press <TRANSFR>, dial the ACFAC + the AC, and wait for confirmation tone. Press the flashing CAP to resume your call.</p>
<p>ALM ^{2,3} (Alarm)</p>	<p>This key indicates a major and/or minor system alarm.</p>
<p>ANNO ^{2,4} (Announce)</p>	<p>Press <ANNO>, and dial another station. The call terminates with a beep, and the station user hears your voice over the speaker.</p>
<p>ACB ^{2,4} (Automatic callback)</p>	<p>Press <ACB> while listening to busy signal after dialing a 2500 set. The system rings your SelecSet and dials your call when the station is available. Or, you can activate this feature by remaining offhook for five seconds while listening to a busy signal. Ask your administrator which option is used at your location.</p>
<p>CALLME ^{2,4} (Callme)</p>	<p>Press <CALLME> while the called station is ringing to leave a callme message and turn on the called party’s message lamp. When that party presses <RETURN> or dials the return feature access code, your number is automatically dialed.</p>

Table 5-3 SelecSet 940A Features(continued)

<p>CALM ^{2,3} (Combined alarm)</p>	<p>The lamp associated with this key lights when a malfunction is detected in the system, the answer detection link, the PMS/PMSHOBIC link, or the VMS link. The CALM lamp stays lit until the problem is corrected.</p> <p>The CALM <i>lamp</i> indicates the status of the alarms:</p> <table border="1" data-bbox="267 435 954 659"> <thead> <tr> <th>This status...</th> <th>Indicates that...</th> </tr> </thead> <tbody> <tr> <td>Dark</td> <td>no alarm conditions exist</td> </tr> <tr> <td>Lit steadily</td> <td>one alarm has occurred</td> </tr> <tr> <td>Slow wink/flash</td> <td>two or three alarms have occurred</td> </tr> <tr> <td>Fast wink/flash</td> <td>all four alarms have occurred</td> </tr> </tbody> </table> <p>When you press the <CALM> key, the alarm(s) that have occurred are shown in the LCD:</p> <table border="1" data-bbox="267 794 954 1018"> <thead> <tr> <th>This status...</th> <th>Indicates this...</th> </tr> </thead> <tbody> <tr> <td>MJ/MN</td> <td>major/minor system alarm</td> </tr> <tr> <td>ANSDET</td> <td>answer detection link alarm</td> </tr> <tr> <td>PMS</td> <td>PMS/PMSHOBIC link alarm</td> </tr> <tr> <td>VMS</td> <td>VMS link alarm</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The PMS alarm applies to WelCOMM systems only. • Some or all of the combined alarms can be programmed as a single alarm at one key. 	This status...	Indicates that...	Dark	no alarm conditions exist	Lit steadily	one alarm has occurred	Slow wink/flash	two or three alarms have occurred	Fast wink/flash	all four alarms have occurred	This status...	Indicates this...	MJ/MN	major/minor system alarm	ANSDET	answer detection link alarm	PMS	PMS/PMSHOBIC link alarm	VMS	VMS link alarm
This status...	Indicates that...																				
Dark	no alarm conditions exist																				
Lit steadily	one alarm has occurred																				
Slow wink/flash	two or three alarms have occurred																				
Fast wink/flash	all four alarms have occurred																				
This status...	Indicates this...																				
MJ/MN	major/minor system alarm																				
ANSDET	answer detection link alarm																				
PMS	PMS/PMSHOBIC link alarm																				
VMS	VMS link alarm																				
<p>CAMP ^{2,3,5} (Campon)</p>	<p>Registers a campon for stations that do not have call waiting terminating activated in their BCLs.</p>																				
<p>CODE ^{2,3} (Code)</p>	<p>Distinguishes code calls from other calls. When a code call comes to your console, it rings at the <CODE> key and the <ANS> key. To answer, press either key.</p>																				

Table 5-3 SelecSet 940A Features(continued)

<p>CB/NA ^{1,4} COVR ^{2,4} (Call coverage)</p>	<p>Cover busy/no answer—dial the CB/NA access code plus the number of the station to which your calls will be directed. Calls made to your station while you are on a call or when you do not answer ring at the specified station. Dial the CB/NA cancellation code to cancel this feature.</p> <p>Cover all calls—Press <COVR>. All calls go directly to the station specified for CB/NA. No calls ring at your phone. Press <COVR> again to cancel cover all calls.</p> <p>A separate feature access code must be used to invoke CB/NA for internal calls and incoming calls. The same or different station numbers may be specified as the coverage point for internal and incoming calls</p>
<p>If you activate CAC or FAC (call forwarding) (internal or external), your <COVR> lamp lights. Pressing the <COVR> key cancels both features. To cancel only one of the features, dial the appropriate cancellation code.</p>	
<p>DISC Disconnect</p>	<p>Disconnects and provides dial tone.</p>
<p>E911</p>	<p>911 alarm key. The lamp for this key blinks when a 9-1-1 call is made. Pressing the key displays the number of the station that made the call. This information is then deleted from the 911 call queue. The lamp on all attendants continues to blink until all 911 calls in the queue are deleted.</p>
<p>FAC ^{1,4} (Call forwarding)</p>	<p>Calls can be forwarded to another station. A separate forward all calls (FAC) access code is used to forward calls to an internal or outside phone. When this feature is active, all calls to your phone are forwarded. Dial the FAC feature access code to activate. Dial cancellation code, or press <COVR> to cancel.</p> <p>Use call forwarding internal or external (outside), but not both at the same time. Forward all calls sends all calls to one destination.</p>
<p>DET ^{2,3} (Answer detection alarm)</p>	<p>This key lights when the link between the HCX and the answering device is down.</p>

Table 5-3 SelecSet 940A Features(continued)

DISPLAY ^{2,4} (Display)	Press <DISPLAY> + an autodial key to display the function of that key (for example, how it is programmed).
HSET Headset mode key	Activate headset mode by pressing an autodial key.
HLD1–HLD 8 ^{2,3} (Hold loops)	Press to place a call on hold and provide a display of the held call. You can hold one call at each <HLD> key. The held call does not occupy a CAP. Up to eight hold loop keys can be assigned.
INC ^{2,3} (Incoming)	Distinguishes incoming calls from outside the facility. When an outside call rings at your console, the <INC> key and the <ANS> keys both ring. Press either key to answer.
INF ^{2,3} (Information)	Distinguishes calls from inside the facility. When an inside call rings at your console, the <INF> key and the <ANS> keys both ring. Press either key to answer.
ICOM ^{1,4} (Intercom/Pri ority)	Press <ICOM>, and dial a station number; the call terminates with priority ringing (four quick rings).
LNR ^{1,4} (Last number redial)	Press <LNR> to redial the most recently dialed number. (Also see saved number redial.) Note: LNR does <i>not</i> store numbers dialed through system speed dialing. It does <i>not</i> store internal numbers dialed via autodial keys; it <i>does</i> store external numbers dialed via autodial keys.
LOA ^{2,3} (Line lockout alarm)	Lights when a station has been in use for an unusually long time. Press to display the locked out station number. Check to determine if the station is in use. If the station is not in use, it should be made idle.

Table 5-3 SelecSet 940A Features(continued)

<p>LTA (VER)^{2,3} (Long trunk call alarm) (Trunk verification)</p>	<p>This key lights when a trunk is tied up for an unusually long time. It can also be used to initiate a trunk check (verification).</p>
<p>MANS^{2,4} (Manual answer)</p>	<p>Press <MANS> to restrict announce calls to your SelecSet. Your phone rings, and you must answer it manually.</p>
<p>MW^{1,4} Message waiting</p>	<p>A message waiting key is not automatically equipped on the SelecSet 940A. You can program the message waiting key at your SelecSet. The message waiting lamp flashes when you have unsaved messages.</p>
<p>NIGHT^{2,3} (Night)</p>	<p>The NIGHT feature places the system in night mode. Press <NIGHT>. The NIGHT lamp lights. All incoming calls are directed to a predetermined location. Press <NIGHT> again to deactivate night service.</p>
<p>OTQ or QUEUE^{2,4} (Outgoing trunk queuing)</p>	<p>This feature is like ACB, except it applies to external calls. Like ACB, you can activate it by pressing <OTQ> or remaining offhook for five seconds.</p>
<p>OVR^{2,3} (Override/breakin)</p>	<p>Override breaks into a busy station’s call. It is used with TAFAS to put a caller on hold and deactivate the <TONE> key. See “Trunk Group Answer Calls” on page 3-32.</p> <p>You can also use the <OVR> key to use the switchhook flash to trunk feature. While connected to a caller on a trunk set up for switchhook flash to a trunk, press <OVR> to access the central office trunks. This automatically activates the <TONE> key to provide DTMF tones. If you’re transferring a call, these tones let you dial the number to which you want to transfer a caller.</p>

Table 5-3 SelecSet 940A Features(continued)

<p>PARK ^{1,4} (Call park)</p>	<p>Call park parks a call. Press <PARK>, dial a parked call identifier (PCI) and press <START> to complete the park. To pick up a parked call from any station, dial the park pickup access code plus the PCI used to park the call.</p>
<p>Paging^{1,4}: ZPG (Zone) ZPG/P (Zone paging with park) RPG (Radio paging) PRPG (Priority radio paging)</p>	<p>Press <ZPG> and dial a zone number. Remain on the line to be automatically connected to the party that was paged.</p> <p>To answer a zone page, dial the zone paging answer code.</p> <p>While on a call, press <TRANSFR>, <ZPG/P>, dial a zone number plus a PCI (parked call identifier). Hang up to complete the park, or press <CONF>, to establish a three-party conference when the paged party answers.</p> <p>Press <RPG> and dial a BID (beeper ID code) to initiate radio paging to a beeper.</p> <p>Press <PRPG> and dial a BID (beeper ID code) to initiate priority radio paging to a beeper. (The page is placed ahead of other pages to the beeper.)</p>
<p>PMS-A ^{2,3} (PMS and PMS-HOBIC alarm)</p>	<p>The PMS-A alarm indicates trouble with the property management system. It indicates problems over both the PMS and the PMS-HOBIC links (for PMS-HOBIC using the ACK/NAK protocol).</p>
<p>RCL^{2,3} (Attendant recall)</p>	<p>Use attendant recall to answer recalls.</p>
<p>RECORD ^{2,4} (Record)</p>	<p>Records a conversation (requires a recorder). Press <RECORD> to activate a recorder located away from your console but within the facility.</p>
<p>RETURN ^{1,4} (Return)</p>	<p>Press this key to call the source of the message; press <RETURN> to return a callme.</p>

Table 5-3 SelecSet 940A Features(continued)

<p>RRB ^{2,3} (Room-to-room blocking) (WelCOMM only)</p>	<p>Press <RRB> to block calls between guest rooms. Guests can still make outside calls and calls to administrative phones (restaurant, gift shop, etc.) and dial 0 to call an attendant. Press <RRB> again to deactivate room-to-room blocking.</p>
<p>SNR ^{2,4} (Saved number redial)</p>	<p>Press <SNR> to save your most recently-dialed number and cause the last number redial function to ignore any new numbers that you dial. Press <LNR> to dial the saved number.</p>
<p>SP ^{2,3} (Soft park)</p>	<p>Use this key to place up to 10 calls on hold, using a single key. Calls held at this key are answered in first-in/first-out order (FIFO) and do not occupy a call appearance (CAP) key.</p>
<p>Station speed dialing ^{1,4}</p>	<p>Press an autodial key that has been programmed with a station or outside phone number. If your handset is not lifted, the handsfree mode is automatically invoked.</p>
<p>TGN0-TGN ^{9 2,3} (Trunk group answer)</p>	<p>Allows calls over a specific trunk group to be answered. When a call over a specific trunk group rings at your console, both the <ANS> key and the appropriate <TGN> key ring. Press either key to answer.</p>
<p>TONE ^{2,3} (Tone)</p>	<p>Press the <TONE> key to cancel automatic hold and provide DTMF tones.</p>
<p>VIP ^{2,3} (VIP Wakeup)</p>	<p>The <VIP> key flashes, alerting you to place a VIP wake-up for a special guest in the hotel. Press the <DISPLAY> key plus the <VIP> key to display the name of the first guest in the VIP wakeup queue and also how many wakeups are in the queue. Press the <VIP> key to call the VIP guest's room and leave a personalized wakeup message.</p>

Table 5-3 SelecSet 940A Features(continued)

<p>VMS-A ^{2,3} (VMS alarm)</p>	<p>The VMS-A key lights if a problem is detected over the link(s) to the voice message system and remains lit until the problem is corrected This key can be programmed alone or in addition to the <CALM> key. (CALM is described in this table on page 5-4.)</p>
<p>RAL (reminder alarm) ^{2,3} or WAL (wakeup Alarm)^{2,3}</p>	<p>Indicates when a station has not answered a wakeup/reminder call after the system rings the station three times. The RAL or WAL key lights only after the third unsuccessful attempt.</p> <p>RAL and WAL are actually the same feature. The term reminder is used for COMMERce (business) systems, wakeup for WelCOMM (hotel/motel) systems.</p>

1. Indicates that this feature can be programmed at the SelecSet.
 2. Indicates that this feature must be programmed at the CMAT.
 3. Indicates that this feature is for attendants.
 4. Indicates that this feature is for general use.
 5. The CAMP key is programmed with the call waiting—register feature access code. The type of call waiting provided for a station when the attendant uses CAMP depends on how the call waiting—answer bit is set in a station’s BCL. (See your administrator for documentation on HCX.) If a station has:
Call waiting—terminate = off and call waiting—answer = off,
then call waiting—terminate is provided.
If a station has:
Call waiting—terminate = off and call waiting—answer = on,
then call waiting—answer is provided.
-

Programming Autodial Keys Using FACs

Procedure

To program an autodial key using feature access codes, follow these steps:

- 1 Press <START>.
 - 2 Dial the station speed dialing feature access code. (See your administrator for a list of feature access codes.)
 - 3 Press the key you want to program.
 - 4 Dial the station number, outside number, or feature access code you want programmed on this key.
 - 5 Wait for confirmation tone (three short beeps).
-

Emergency numbers

If you program an emergency number into an autodial key, make sure the key is programmed correctly by making a test call. When the called party answers, briefly explain the reason for the call before hanging up.

<DISPLAY> key

If you are not sure if a key is programmed, press <DISPLAY>. The feature access code or phone number that is programmed on the key appears in the LCD. If the key is not programmed, AUTODIAL is displayed. Press <START> or lift handset to return to the normal display.

**To re-program
a key**

Follow these steps to re-program a key:

- 1 Repeat steps 1 through 5. The new programming overwrites the old programming.
 - 2 Wait for confirmation tone (three short beeps).
-

**To cancel
programming**

Follow these steps to cancel programming for a key:

- 1 Press <START>
 - 2 Dial the cancellation code
 - 3 Press the autodial key.
-

Quick Reference Sheet

About this section

Use this section as a quick reference to performing basic attendant operations.

To place a call (page 2-2)

To place a call:

- 1 Press <START>.
 - 2 Dial the station number or outside number (including the trunk access code (usually 9) for outside numbers).
 - 3 Press <START> again to disconnect.
-

To answer and transfer a call (page 2-13 and page 2-25)

To answer and then transfer a call:

- 1 Press the <ANS> key to answer the call.
 - 2 Dial the number to which you want to transfer the call.
 - 3 Press <JOIN> to complete the transfer.
-

**To hold a call
(page 2-22)***Using soft park...*

- 1 While connected to another party, press <SFPK>.
- 2 Press the <SFPK> a second time to retrieve the call.

Using a hold loop...

- 1 While connected to another party, press a hold loop.
- 2 Press the same hold loop a second time to retrieve the call.

Using the <HOLD> key...

- 1 Press the <HOLD> key while on an active call. A CAP winks representing the held call.
 - 2 Press the winking CAP to retrieve the call.
-

**To create a
multiparty
conference
(page 2-32)**

Follow these steps to create a multiparty conference:

- 1 While connected to one party, press <CONF>.
 - 2 Dial a second party.
 - 3 After the called party answers, press <CONF> to create a three-party conference.
 - 4 To add an additional party, press <CONF>; then dial the desired number. Press <CONF> after the called party answers. A conference can consist of up to six parties.
 - 5 To exit the conference, press <JOIN>.
-

Feature Access Code Summary

Using this summary table

Use this summary table to record the feature access codes assigned in your system next to the appropriate feature. You may or may not have access to all of the features listed here, depending on your system setup. Contact your system administrator for a list of features and feature access codes that you can use.

Table 5-6 Feature access code list

<i>Feature</i>	<i>Access Code</i>
Account code—fixed	
Account code—variable	
ANI privacy (caller ID blocked)	
ANI publicity (caller ID sent)	
Authorization code—register	
Authorization code—cancel	
Automatic callback—register	
Automatic callback—cancel	
Automatic call return—register	
Breakin—register	
Buzzer	
Buzzer display	
Callme—register	
Callme—cancel	
Call block—register	
Call block—cancel	
Call forwarding—register	
Call forwarding—cancel	
Call park—register	

Table 5-6 Feature access code list (continued)

Call park—pickup	
Call pickup—directed	
Call pickup—directed group	
Call pickup—group	
Call trace—register	
Cover all calls—register	
Cover all calls—cancel	
Cover busy/no answer—register	
Cover busy/no answer—cancel	
Dictation access	
Direct inward system access (DISA)	
Do not disturb—register	
Do not disturb—cancel	
Forced account codes	
Forward all calls—register	
Forward all calls—cancel	
Group ICOM	
Hold—register	
Hold—cancel	
Intercom call (ICOM)	
Key group function control (allow or deny key group functions)	
Last number redial (LNR)	
Outgoing trunk queuing—cancel	
Paging—pickup	
Paging—tone	
Paging—priority tone	
Paging—voice	
Paging—priority radio	
Paging—radio	
Point of sale	
Return (callme messages)	

Table 5-6 Feature access code list (continued)

Private line—register	
Speed calling station—access	
Speed calling station—cancel	
Speed calling station—register	
Speed calling, system—access	
Switchhook flash to trunk—register	
System speed calling—dial	
Trunk answer from any station (TAFAS)	
Trunk group select access—register	
Trunk group select answer—register	
Trunk group select pickup—register	
Universal night answer	
Variable account code	
Zone paging—register	
Zone paging—answer	
Zone paging—(park)	

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