



Eclipse IDS Integrated Operator Terminal

Your programmed Access codes may vary from the ones used in this guide. Your System Manager can tell you how your access codes are programmed. You may wish to fill in your information here before you continue.

Feature	Access Code Number
Call Forward	
Call Forward to Voicemail	
Call Pick-up	
Camp-On	
Extension Numbers	
Group Pick-Up	
Meet Me Page	
Orbit	
Page All	
Page Zones	
Selecting Ring Tone	

The Integrated Operator Terminal's CRT shows office calling activity. The keyboard is used to pass commands to the system via feature keys, function keys, the alphanumeric and dial pads.

Some of the keys available on the Keyboard are:

Call Back	Will notify you when a busy extension you have tried to reach becomes available.
FWD	Re-route incoming calls from the operator station to another extension.
OUT	Place outside calls
LCR Out	Access an outside line using Least Cost Routing.
Page	Broadcasts your announcement through each phone or over the external page.
RIs	Acts as a substitute hook switch.
Pick	Retrieves a call from the "Calls in Progress" box. Use the pick key and the last 3 digits of the extension number assigned to the call you wish to retrieve.



Hold	Place your call on hold
Trans	Transfer calls to system extensions. If you do not have a call in progress, the Trans key will retrieve the unanswered call most recently transferred.
Camp On	When an extension you wish to call is busy, press Camp on to create a tone on the busy phone.
MSG	Light an extension's message waiting LED.
Delete	Erase information from the directory.
Help	Displays information on features and functions.
2 nd Trans	Transfer to hunt groups, ACD groups, Voicemail and modem. This key may be labeled "2 nd Trans" or "IVIE.2 nd TransorIVIE"
Arrow Keys	Move the cursor through functions and features on the screen.
]	Momentarily disconnects an outside line.
	Park key.

A 3-digit code on the upper half of your operator screen indicates the status of extensions on your system.

Extension number will be	When it is...
Dim	Not active
Blinking	Ringing
Solid black	In use
Blinking solid black	In Do Not Disturb
Preceded by an asterisk	In the "Out" mode
Preceded by a bold "f"	Being forwarded
Bold and underlined	Being forwarded to voicemail



Answering a Call

Incoming calls are announced at the terminal in two ways.

1. If your terminal is idle, it will ring. If you are already on a call, you will hear a camp-on tone.
2. The word "Ringing" appears on the Active Call Box. If a trunk is ringing, the trunk number appears in the Pending Calls Box and is indicated by 4 and the 3-digit line number. If your system is equipped with Caller ID, the calling party's number will appear.

Incoming calls are automatically connected to the Operator when the RLS key is pressed. Pressing the RLS key while you are on a call disconnects that call and connects the call ringing in.

To answer a call, lift the handset and press "RLS". The call will now appear in the Active Call Box.

To disconnect, press the RLS key. As noted above, if another call is ringing, RLS will disconnect the first call and automatically connect to the new one.

Hold

To place a call on hold, press the "Hold" key. The call will appear in the Calls in Progress box. Press the RLS key.

Pick up a Holding Call

Lift the handset and press the RLS key. When you hear the dial tone, press the "Hold" key. Calls are picked up in first in, first out order. Because of this, you may prefer to use the Orbit feature, discussed later.

Recalls

Calls transferred or placed on hold or orbit will recall to the operator if not answered in the specified time period.

Answer a Recall in the same way you answer regular calls.

Paging

Used to broadcast an announcement, the page is heard through telephone speakers and/or through an external paging system. The operator's extension is programmed in one of two ways. The Page key can be set to page all zones or can be used with the dial pad to select the zone (61-69 with 60 as page all or 601-624 with 600 as page all). Contact your installer for configuration information.

If your system is programmed to page all zones by default, lift the handset, press the RLS key, then the PAGE key. After the brief tone, make the desired announcement and press the RLS key again.

If your system is programmed to page individual zones, lift the handset, press the RLS key and then the PAGE key. Dial the last digit (for systems with 9 zones) or the



last 2 digits (for systems with 24 zones) of the zone. After the brief tone, make the desired announcement and press the RLS key again.

Orbit

There are 10 "orbit" zones available. Place a call in orbit when you wish to page the call's intended recipient. When a call is placed in orbit it can be retrieved from any extension by dialing the 2-digit zone number.

Calls placed in orbit are transferred to the first available orbit zone (50-59). The number of the chosen zone appears in the Calls in Progress box.

Place a Call in Orbit

1. Press the Orbit key. The call appears in the Calls in Progress box.
2. Page or otherwise locate the person the caller wishes to speak with. Make sure to specify which zone the call is on.
3. Press the RLS key.

Retrieve a Call From Orbit

1. Lift the handset and press the RLS key.
2. Press the Orbit zone and look in the Calls in Progress box for the zone number.

Dial the last digit of the orbit zone and the call will be connected.

Ring Type

Eleven tones are available for the operator's position. To change:

1. Lift the handset and press the RLS key.
2. Dial "70" on the dial pad.
3. Dial a digit "1" through "0" and "*" on the dial pad (each representing a different tone). Keep dialing until you hear the desired tone.
4. Dial "#" on the dial pad when you hear the tone you want.

Set the Date and Time (Not available on the terminal in all configurations)

1. While the terminal is idle, press and hold Ctrl and "C". Release both keys. The cursor moves to the Hour field.
2. Enter the 2-digit hour in 24-hour clock format (ie., 16 for 4pm). The cursor moves to the Minutes field.
3. Enter the 2-digit minutes. The cursor moves back to the Hour field.
4. Press the Return key. The cursor moves to the Month field.
5. Enter the 2-digit month, day and year. The system inserts the "-" automatically.



6. Press and hold Ctrl and "C". Release.

Volume Control

You can control volume on these functions:

1. CO calls
2. Internal calls
3. Page volume
4. CO line ringing volume
5. Internal ringing volume
6. Background music volume

To adjust the volume, with the terminal using the desired function, press the up or down arrow key. For instance, to raise the ring volume, the station must be ringing.

Night Mode

Activate Night Mode

1. Press the Shift+Night key. The word "NIGHT" appears on the screen. On some keyboards, the Night key and the Out key are separate keys. In this case, press the Night key alone.
2. If the system display reads "NITE ON Y/N", press the "Y" key.

Deactivate Night Mode

1. Press the Shift+Night key (see above). The word "NIGHT" disappears from the screen.

If the screen reads, "NITE OFF Y/N" press the "Y" key.

Transfer a Call

Using an Extension Number.

1. Press the Trans key.
2. On the dial pad, dial the last 3 digits of the extension number you wish to transfer the call to. When the double tone is heard, you may announce the call or press the RLS key to connect. A call transferred to a busy station will be automatically camped-on that extension.
3. If the party is not available to take the call, press the Trans key to reconnect the call.

Using the Directory

1. Press the first letter, letters or complete name of the desired party. Letters will appear in the Active Call Box as you type.



2. Press the Space Bar on the keyboard. Move the cursor to the desired name. Press "0" on the dial pad to move the cursor down and "1" to move up.
3. When the cursor is to the left of the desired extension, press the Trans key. When the double tone is heard, announce the call or press RLS to transfer. If the party does not wish to take the call, press the Trans key to reconnect with the call. A call transferred to a busy station will be automatically camped-on that extension.

To ACD

1. Press the 2nd Trans key.
2. Dial "8" and the desired 2-digit ACD number.
3. Press the RLS key.

To a Hunt Group

1. Press the 2nd Trans key.
2. Dial "4" and the hunt group number (01-36). The call is transferred to the hunt group.
3. Press the RLS key. If it is not picked up in the specified time, it will ring back to the operator.

To the VMS System

1. Press the 2nd TRANS key.
2. Dial "4" and the 2-digit VMS hunt group number (usually 36).
3. Press the RLS key to complete the transfer.

To a VMS Mailbox Using an Extension Number

1. Press the 2nd TRANS key.
2. Dial "5" and the last 3 digits of the extension number belonging to the intended recipient of the message.
3. Press the RLS key.

To a VMS Mailbox Using a Mailbox Number.

1. Press the 2nd TRANS key.
2. Dial "7" and the mailbox number.
3. Press the RLS key.



Making Calls

Call an Extension

1. Lift the handset and press the RLS key.
2. Dial the 4-digit extension number. If the extension is busy, you can use the Camp-on, Call Back or Message Waiting features.

Place an Outside Call

1. Lift the handset. Press the Out key.
2. Dial the desired number.

Place an Outside Call Using LCR (Least Cost Routing)

1. Lift the handset.
2. Press the LRC OUT key.
3. Dial the number.

Place an Outside Call Using the Function Keys

1. Lift the handset.
2. Press the desired function key (function keys must be programmed to access outside lines).
3. Dial the number.

Using Call Back

When an extension you call is busy,

1. Press the Call Back key.
2. Press the RLS key. When your line is free and the extension you called is idle, your extension will ring.
3. When the calls rings back to you, press the RLS key.

Call Forwarding

Use this feature to re-route incoming calls to another extension. Options include:

- Forward on Busy
- Forward no Answer



- Forward all
- Separate settings for DAY and NIGHT modes
- Separate settings for internal and external calls
- Intercom calls can be forwarded to a hunt group, another extension, or VMS.
- Outside calls can be forwarded to a hunt group, ACD group, System Speed Dial number, extension or VMS.

The operator can activate Call Forward All Calls and change the destination. Destinations for Call Forward No Answer and Call Forward Busy are in system programming.

Set Call Forward

Press the FWD key. "FWD" will show to the left of the Active Call Box.

Cancel Call Forward

Press the FWD key.

Change the Destination Extension for DAY mode

1. Lift the handset and press the RLS key.
2. Press the FWD key.
3. Dial the 4-digit extension number you wish to receive your calls.
4. "FWD" will show to the left of the Active Call Box.
5. Press the RLS key.

Change the Destination Extension for NIGHT Mode

1. Lift the handset and press the RLS key.
2. Press the FWD key.
3. Dial "5" and the 4-digit extension number you wish to receive your calls.
4. Press the RLS key.

Directory Programming

Use the directory programming screen to assign names and department numbers to extensions. There are 10 available department numbers. Names within each department will be displayed alphabetically. To change the order, use number "0" to display the name first and "10" for last, etc.

Access and Insert Names

1. Press Ctrl and "D" together. The directory programming screen replaces the operator screen (which cannot be used to process calls at this time). The



cursor is in the top right corner of the screen. There are screens to accommodate all the extensions in the system.

2. Press the Return key to move the cursor to the top of the name field. Arrow keys will navigate you to the extension numbers.
3. Type the desired name into the space provided. Up to 10 characters may be used. To correct, press the Delete key and start over.
4. Press the Return key.
5. Press Return again to move to the next extension number.

Assign Department and Order Numbers

1. Move to the desired name using the arrow keys.
2. Press the Tab key. The cursor moves to the department column.
3. Enter the desired department number (1-10) and press Return. Department numbers are accessed by the function keys when you wish to access the directory by department (F1-F10 correspond with departments 1-10).
4. Press the Tab key to get to the order column.
5. Enter the order number (0-10, 0 being first) and press Return.

Delete a Name from the Directory

1. Use the arrow keys to move to the desired name.
2. Press the Delete key.