Commander®

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Features for the receptionist

Commander NT provides many useful features to help you handle your calls and the calls that come in for your colleagues. Commander NT provides call information on lines equipped with call information services, which helps you prioritise calls and handle them more appropriately. As a receptionist, you handle calls for everyone in the office. You need to transfer these calls to your colleagues, handle callers efficiently when the person they are trying to reach is out, and leave messages for your colleagues. Sometimes you have to transfer a call to a colleague when that colleague is in another part of the building. In some circumstances you may need to interrupt a colleague who is already on a call. When you are away from your desk, you need to make sure that calls are still handled properly. Commander NT provides features to help you with all these tasks.

Special features of your keystation

As a receptionist your keystation has probably been set up somewhat differently from other keystations in your system. Your keystation is programmable, however, so if it is not set up as described below, you may wish to discuss this with the person in charge of your system.

Yours is the prime station

Your keystation has probably been programmed as the prime station for your system. This means that any call in the system that is not answered, or gets transferred, parked, or put on hold and is not picked up, or any call that for one reason or another is not being handled, will ring at your keystation.

Yours is the Direct-Dial station

Your keystation has probably been programmed as the Direct-Dial station for your system. In effect this makes you the operator for your system. Anyone in the system can ring you by dialling a single digit, usually ⑨ .

Yours is the Control station

Your keystation has probably been programmed as the Control station for your system. Commander NT supports six Service Modes that are used to change how your system works at various times of the day. These Service Modes are switched on and off at the Control station.

Setting up your keystation

Your Commander NT Keystation is highly flexible. You can set it up the way that suits you best. Your Keystation User Card tells you how to do basic tasks like setting the contrast of the keystation display or selecting a distinctive ring. Here are some suggestions for setting up your keystation to make your job as receptionist easier:

Labelling your keys

As a receptionist, you will be calling your colleagues constantly to transfer calls to them. Your keystation is probably either an Advantage Keystation with a Busy Lamp Field Display or an Principal Keystation with one or two Direct Station Select (DSS) Consoles attached. If it is an Advantage Keystation, it has been automatically programmed with autodial keys for some or all of your colleagues. This means you can call any colleague just by pressing the appropriate autodial key. Although these keys are programmed automatically, you will need to label them so that you know which key calls which person.

Among the documents you received with your keystation, there is a sheet of key labels. Use this sheet to label your keys.

To find out which keys are programmed as autodial keys for which people, use Key Inquiry:

1. Press `Feature` `*` `0`. The display reads Press a key.
2. Press any programmable key. If it is an autodial key the display will read Autodial followed by the name or the station number of the person the key is for.

Programming feature keys

The keys labelled with the names of features (`Last No.` or `Speed Dial` for example) are programmed feature keys. You can use the feature simply by pressing the key. You can also use each of these features by pressing `Feature` and entering a feature code. Since Commander NT has far more features than there are keys on a keystation, you need to decide which features you will use most often (this card contains some suggestions as to those you will find most useful) and make sure those features are programmed onto keys for easy access. The rest you can use by pressing `Feature` and entering feature codes.

To view what has been programmed on a feature or memory key, enter the Key Inquiry feature code (`Feature` `*` `0`) and press the key.

Programming feature keys

To program a feature onto a key:

1. Choose the key you want to program. This can be a blank key or one programmed with a feature you don't expect to use very much.
2. Press `Feature` `*` `3`. Your keystation display reads `Press a key.`
3. Press the key you wish to program. The display reads `Feature code.`
4. Press `Feature`, followed by the feature code you want to program. The display reads `Programmed` and then returns to normal.
5. Label the new feature key. Rather than writing your own label, check in the bag of key caps that came with your keystation. There are key caps for most Commander NT features.

You can now use that feature simply by pressing the programmed key.

To erase a feature or memory key:

1. Press `Feature` `*` `1`. (This is actually the External autodial feature code.)
2. Press the key you want to erase.
3. Press `Hold` or `OK`.

Keys and lines

Apart from the autodial and feature keys, there are four other kinds of programmable keys that may appear on your keystation: Answer keys, line keys, intercom keys, and the Handsfree/Mute key. Though these keys are programmable keys just like the feature and autodial keys, you cannot program them. These keys are assigned to your keystation by the system when it is programmed and you cannot override this programming. You can, however, move the line keys (not the others).

Moving line keys

Moving your line keys around can be useful, because it lets you arrange your keys to suit your needs. Here's how it's done:

1. Press `Feature` `*` `8` `1`. The display reads `Move line from:.`
2. Press the line key you want to move. The display reads `Move line to:.`
3. Press the key you want to move the line to. The display reads `Exchanged`, and then asks you for another line to move.
4. Move another line or press `Rls`.

When you move a line, the feature or line programmed on the key you move it to is not lost, it moves to the key the line was on before. You will receive an error message if you try to move a key that is not a line, or if you try to move a line to an Answer, intercom or Handsfree/Mute key.

You can also move your autodiallers to arrange them in the order that suits you best. To switch the position of autodiallers A and B, program autodialler A onto the key of autodialler B. Autodialler B automatically moves to the key occupied by autodialler A.

Understanding rings and line indicators

Your keystation rings differently for different types of calls. External calls ring normally, internal calls have a single ring followed by a longer pause.

Indicators beside the keys tell you the status of a call on your line, line pool, Answer, and intercom keys.

lit	The line is active on a call.
fast flash	You have put a call on hold on that line.
medium flash	There is an incoming call.
slow flash	Somebody else has put a call on hold on that line.
unlit	The line is available.

Handling calls

Answering many calls

Sometimes calls will come in faster than you can answer them. When this happens it is important to answer the calls in the order they arrive so that no caller is kept waiting too long. When you have several calls ringing, use the Call Queuing feature to answer the call that has been ringing longest.

1. Enter the Call Queuing feature code ([Feature] [8] [0] [1]).
   (It is a good idea to program this feature onto a key to speed up your handling of calls.)

You are connected to the call that has been ringing longest.

Getting information on a call

If your system has call information services, most likely your keystation has been set up to receive call information on all or most lines automatically. If so, call information will appear on your display when a call rings or when you pick up a call. The information consists of two parts: the number of the call and the line it is on. Press [#] or MORE to see the second part of the information.

You can get information on any held or ringing call on your keystation by entering the Call Information feature code (⌷Feature ⌷ ⌷8⌷ ⌷1⌷ ⌷1⌷) and selecting the key of the call you want to know about.

If your system has call information services, you should have a programmed key for the Call Information feature.

Transferring a call to a colleague

The right-hand display key beneath your keystation display is a transfer key whenever you are on a call.

When you receive a call for one of your colleagues:
1. While still connected to the caller, press TRANSFER. The display reads Transfer to:.
2. Press the autodial key for your colleague (or dial the station number).
3. If you want to speak to your colleague about the call, stay on the line until your colleague answers. The caller is not yet connected. When you are finished talking to your colleague, hang up. The caller will be transferred. If you don't want to speak to the colleague, just hang up. The call will ring at the colleague's keystation. If your colleague does not answer it, it will be transferred back to you after a few rings.

Transferring a call when a colleague is not at their desk

If the person a call is for is not at their desk, or if the call could be handled by any one of a number of people, you can park the call so that someone can pick it up at any keystation in your Commander NT.

1. While still connected to the caller, enter the Call Park feature code (⌷Feature ⌷ ⌷7⌷ ⌷4⌷). The display reads Parked on: followed by a number. This number is the retrieval code for the call. Remember it.
2. Press PAGE.
3. Choose the appropriate type of page. (The person in charge of your system should be able to explain the options.)
4. Make the page announcement asking your colleague to pick up the call using the retrieval code.

Your colleague can pick up the call by entering the retrieval code on any keystation in your Commander NT.

If your system uses Associate handsets, transfer the call to your colleague's portable handset.

Camping a call when transfer is denied

When you transfer a call to a colleague, your call appears on one of your colleague's line or intercom keys. If there are no free keys on your colleague's keystation, you will receive a message `Transfer denied`. You can still send the call to that colleague using the Camp-on feature.

1. Enter the Camp-on feature code `Feature` `8` `2`. The display reads `Camp to:`.

Handling unanswered calls

Your Commander NT is designed to prevent calls from going unanswered. If someone puts a call on hold and forgets to pick it up again, or if you transfer a call and nobody answers it, the system will send the call back to you. If your keystation is the prime station, it will also receive calls that have gone unanswered from other people in the system.

Your keystation's display will tell you what type of call you are receiving. These are some examples of displays you might see on callback calls:

`LESLIE no reply`	Leslie did not answer the call you transferred.
`Parked call`	Nobody retrieved the call you parked.
`Line 01 callback`	No one answered the call transferred or parked on line 01.
`Held by PAT`	Pat put the call on hold but did not retrieve it.
`DRT Line 01`	No one answered the call on line 01.

Checking if your colleague is busy

You can quickly check to see if a colleague is busy on the telephone. Check the indicator next to the autodial key for your colleague's keystation. If the indicator is lit, your colleague is on the telephone.

Leaving a message for a colleague

Commander NT has a Message feature which you can use to leave a message asking a colleague to call you.

1. Enter the Message feature code (`Feature` `1`). (Don't forget that you can program this code onto a key if you use it often.)
2. Press `ADD`.
3. Press the autodial key for your colleague.

The colleague's keystation will display `Message for you`.

Making sure calls are answered when you are away from your desk

If you are away from your desk you can have someone else answer your calls.

1. Enter the Divert feature code (`Feature` `4`).
2. Dial the number of the person who will be answering your calls for you.

Your calls will now ring at that person's keystation.

When you get back to your desk you will want to cancel Divert.
1. Enter the Cancel Divert feature code ([Feature] [#] [4]).

Your calls will ring at your keystation.
A more sophisticated way to provide good call answering while you are away is to invoke a Service Mode. Ask the person in charge of your system for more information on Service Modes.

Having the system tell you when a colleague is off the telephone

If your colleague is busy on the telephone, you can have the Commander NT notify you as soon as your colleague puts the handset down to end the call.

1. Call your colleague. If your colleague is on another call you will either hear ringing, or a busy signal. Your display will read On another call.
2. Press LATER. The display will read Callback. Press YES.
3. When your colleague hangs up, your keystation will ring and the display will ask you if you want to ring your colleague. Press YES to call your colleague. If you don't want to call your colleague any more, just press [Rls] or NO.

Interrupting a colleague's current call

If your colleague is on the telephone and an important call comes in, you can interrupt your colleague's current call.

1. Call your colleague. The display will read On another call.
2. Enter the Priority Call feature code ([Feature] [6] [9]).

After a pause, your call will go through to your colleague.

Note that the priority call feature is disabled when your Commander NT is first installed. The person in charge of your system must specifically assign your keystation the ability to make Priority Calls before this feature will work.

Using Voice Call for quick communication

It is possible to use your keystation like an intercom system so that you can converse with a colleague without that colleague having to touch their keystation.

1. Enter the Voice Call feature code ([Feature] [6] [6]).
2. Press the autodial key for your colleague.
3. Speak. Your colleague will hear your voice over the keystation's speaker and will be able to answer you without picking up the handset.