
DIGITAL SWITCHING SYSTEMS

DMS-250 OPERATOR SERVICES

IN-CHARGE POSITION REFERENCE MANUAL

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1. GENERAL

PURPOSE

1.01 This practice describes the DMS-250 In-Charge Position. The In-Charge Position operator provides administrative support and assistance to the operator force. From this position, the operator can display Traffic Office information, provide statistical operational data to the Operator Network Center (ONC), and receive assistance requests from other operators.

1.02 Operator requests for assistance, referred to an In-Charge Position, normally result from customer calls that require special assistance or information. The In-Charge Position can also monitor an operator position's voice calls and terminal displays.

1.03 The In-Charge Position operator functions are automated by integrating the position with the DMS-250's stored program-controlled switching system and switch-independent applications software.

1.04 The In-Charge Position operator can assume the responsibilities of an Assistance Position, although the In-Charge keyboard is not configured with special billing keys. However, it is equipped with special Office Management Query function keys.

1.05 The In-Charge Position operator uses a keyboard send/receive teletypewriter (TTY) to input commands or to query the DMS-250 switch, for the purpose of gathering operator statistical information. The type of TTY required depends on the configuration needs of the office. Refer to Fig. 1-1.

Fig. 1-1
System Configuration of Operator Services

1.06 The In-Charge operator performs the following services:

* answers other operators' requests for assistance with customer calls (but cannot process calls)

* pages operator positions

* provides statistical data pertaining to the ONC

* monitors other operators' calls

SCOPE

1.07 This practice is designed to serve as a reference manual for the In-Charge Position. It describes the following functional areas:

* equipment configuration, including the keyboard, monitor, and TTY

* keyboard functions

* monitor display messages, including keystroke combinations and messages by keyboard row

* call handling procedures

APPLICABILITY

1.08 Information in this practice is applicable to Batch Change Supplement (BCS) 20 and later software release, unless reissued.

REFERENCES

1.09 Refer to the following documents for further information relevant to the topics discussed in this practice:

NUMBER	TITLE
297-2501-451	DMS-250 Common Customer Data Schema
297-25XX-451	DMS-250 series Customer Data Schema (as appropriate)
297-26XX-451	DMS-250 series Customer Data Schema (as appropriate)
297-2631-100	Operator Services System Description
297-2631-300	Operator Position Reference Manual
297-2631-301	Assistance Position Reference Manual
297-2631-303	Supervisor Position Reference Manual

2. IN-CHARGE POSITION CONFIGURATION

DESCRIPTION

2.01 The In-Charge Position consists of an IBM-compatible personal computer (PC), based on an 80386 processor; a color monitor; keyboard; and headset. This position interfaces a Novell 286B File Server.

2.02 The In-Charge Position can access information residing in two locations: the File Server databases in the Local Area Network (LAN), and the DMS-250 switch. See Fig. 2-1.

Fig. 2-1
In-Charge Position Configuration

2.03 The In-Charge Position console must be co-located with the LAN. If a DMS-250 Operator Service System employs two LANs, an In-Charge Position must be located on each LAN.

2.04 An In-Charge Position should be configured for every Operator Network Center (ONC), or traffic office, to keep current operator force status, and resolve problems as they may arise.

2.05 An In-Charge Position requires one 2-wire trunk circuit for voice; a 4-wire trunk circuit for data; a modem for analog/digital conversion; a 3-way conference circuit (on a 6-port conference card); a source of conventional ac power and -48 V central office battery power.

IN-CHARGE POSITION KEYBOARD

2.06 The In-Charge Position keyboard has standard QWERTY (typewriter) keys and a space bar, which are used for typing callers' names, or similar information, as well as a 10-key dial pad (the * and # are not used). See Fig. 2-2 and Fig. 2-3.

Fig. 2-2
In-Charge Position Keyboard (Top Side)

Fig. 2-3
In-Charge Position Keyboard (Front Side)

2.07 In addition, several keys have standard computer characters labelled. These keys are used when the position is functioning as a PC, using standard Disk Operating System (DOS). The majority of the function keys are designated to assist the In-Charge operator in monitoring call status and staffing activities.

2.08 The eight query (Q) keys are used for special office management query functions that provide monitoring capabilities. These query keys request additional data displays. Only one data display can be generated at a time.

2.09 The ERASE key is used to clear the monitor of information presented when one of the query keys is pressed.

IN-CHARGE TELETYPEWRITER

2.10 A send/receive teletypewriter (TTY) keyboard is used by the In-Charge Position to perform the following tasks:

* collect hardcopy of operator feedback information

* collect half-hour force administration data

* assign study registers

* assign operator identification by password

* input controlled traffic mode commands for operator numbers

IN-CHARGE POSITION DISPLAY

2.11 The In-Charge Position screen is used to display operator force status information. See Fig. 2-4.

Fig. 2-4
In-Charge Position Screen Display

2.12 Additional information is displayed by pressing a query key. Along with the display information, special monitoring information is shown continuously, and updated every 10 seconds. Pressing a query key updates the display.

2.13 The In-Charge Position monitor displays up to 38 different messages that indicate the following conditions:

* a request from an operator for assistance

* the calling party is in an off-hook condition

* the called party is in an on-hook condition

* the number of calls waiting to be handled exceeds the threshold value of the office

* the In-Charge Position, or one or more Assistance Positions is in the monitoring mode

* the office is in a traffic-overload condition, and certain calls are being deflected to a recorded announcement

* the In-Charge Position operator has paged an operator position

* all or certain operator positions are in the Make Busy state

* certain operators are in the Controlled Traffic mode

* all of the Assistance Positions are either in the Make Busy state, or are unavailable to handle general assistance requests

* the In-Charge Position is available only for directed assistance calls

2.14 If the In-Charge Position isn’t processing calls, the monitor displays position status data and POS BUSY, updating the position status data every 10 seconds.

3. IN-CHARGE POSITION KEYBOARD FUNCTIONS

KEYSTROKE DEFINITIONS

3.01 The keystroke definitions that follow are described from left-to-right and top-to-bottom on the keyboard. See Fig. 3-1. The In-Charge Position keyboard is physically the same as the Enhanced Operator Position keyboard, however, only the keys described in the following paragraphs are programmed to be functional.

Fig. 3-1
In-Charge Position Keyboard

Alpha-Digit Keys

3.02 The Alpha-Digit keys are QWERTY typewriter keys and a 10-digit dial pad to enter alphanumeric information.

ESC

3.03 The Escape (ESC) key is used to leave a connection.

GEN CALL

3.04 The General Call (GEN CALL) key enables the position to accept or refuse outgoing calls.

QMB

3.05 The Query Make Busy (QMB) key displays the position number of operator positions in the MAKE BUSY state.

QOD

3.06 The Query Out of Order (QOD) key displays the position number of those positions in an OUT OF ORDER state. The position number is displayed in a steady mode.

QCT

3.07 The Query Controlled Traffic (QCT) key displays the operator position numbers of operators logged on and working in a Controlled Traffic mode.

QUCP

3.08 The Query Unoccupied Call in Progress (QUCP) key displays the position numbers on those positions that are unoccupied with a call in progress.

QUCD

3.09 The Query Unoccupied Call Terminated (QUCD) key displays the position numbers of those positions unoccupied with a call that has been terminated and requires immediate attention.

QAST POS

3.10 The Query Assistance Positions (QAST) key displays the number of Assistance Positions in the queue available to accept assistance requests.

QST

3.11 The Query Study Registers (QST) key displays the operator numbers of those opertors assigned to study registers. If the number exceeds the amount of space in the query area of the monitor, the last number displayed will be followed by a display of "++++", and a hard copy can be received by using the "R" command at the Traffic Office TTY.

QACS	3.12 The Query Access (QACS) key displays a specific number of positions that have access to a loop with no call at these positions.
ERASE	3.13 The ERASE key erases from the screen, specific position information that was requested earlier.
ASST POS	3.14 The Assistance Position (ASST POS) key displays available postitions, number of assistance requests connected to an Assistance Position, and the operator position number generating the request.
MAKE BUSY	3.15 The MAKE BUSY key prevents new calls from accessing the position during call handling, when pressed once; notifies the system that the position is ready to handle call requests, when pressed twice.
OPR	3.16 The Operator (OPR) key signals a specific operator to call the calling position, and also allows monitoring of a specific operator's voice calls. Assistance Positions, however, cannot be monitored.
BACKSPACE	3.17 The BACKSPACE key replaces characters when the keyboard is used for typing.
INSERT	3.18 The INSERT key inserts characters in a line of a field.
HOME	3.19 The HOME key moves the cursor to the beginning of the text.
PAGE UP	3.20 The PAGE UP key moves upward in the text on the display screen for viewing or editing.
BACK	3.21 The BACK key is used to establish a subsequent attempt to complete a call after a flashing CLG# is displayed on the monitor, indicating an Automatic Number Identification (ANI) failure or an Operator Number Identification (ONI) call.
FWD	3.22 The Forward (FWD) key is used to establish a forward connection.

RLS FWD	3.23 The Release Forward(RLS FWD) key releases a forward connection.
DELETE	3.24 The DELETE key deletes a character underthe cursor in a field that can be edited.
END	3.25 The END key moves the cursorto the end of the text during editing.
PAGE DOWN	3.26 The PAGE DOWN key scrolls to the end of a page for viewing or editing.
MON	3.27 The Monitor (MON) key is used to monitor the performance of particular operator.
ACS1	3.28 The Loop 1 Access (ACS1) key enables communication with the party connected to the loop, by securing a trunk.
ROOM POS	3.29 The Room Position (ROOM POS) key is used to enter room number, file, or extension number from calls that originate from hotels or hotel-type businesses (calls that require a time and charge quote).
NAME	3.30 The NAME key is used to key in the name of the calling party.
HOLD	3.31 The HOLD key holds a loop associated with a connection at the operator position.
ACS2	3.32 The Loop 2 Access (ACS2) key enables communication with the party connected to the loop, by securing a trunk.
START	3.33 The START key enters information after all sequenced keys have been pressed.
SIGN ON	3.34 The SIGN ON key connects the position to the DMS-250.
SIGN OFF	3.35 The SIGN OFF key disconnects the position from the DMS-250.
POS REL	3.36 The Position Release (POS REL) key releases the position from an active loop, after all information has been entered.

ST TMG POS REL

3.37 The Start Timing Position Release (ST TMG POS REL) key, releases the position, ends operator handling, and makes the position available to receive calls.

4. IN-CHARGE POSITION DISPLAY MONITOR MESSAGES.

4.01 Call arrival displays on the In-Charge Position are in response to the following events:

* key presses

* changes in supervision

* pages generated from an Assistance Position

* pages generated fom the In-Charge Position

4.02 The In-Charge Position screen displays several forms of information. If the position isn't processing calls, the monitor displays position status data and POS BUSY, updating the position status every 10 seconds (see Fig. 4-1).

Fig. 4-1
In-Charge Position Display

Position Status Data Columns

4.03 The position status data columns appearing on the In-Charge Position display are defined as follows:

OC	occupied positions
MB	occupied positions in Make Busy mode
CT	positions in Controlled Traffic mode
OD	positions out of order
UCP	positions unoccupied with a call in progress
UCD	positions unoccupied with a call terminated
ACS	positions with a loop accessed; no call in progress
OC1	Transfer One positions occupied
MB1	Transfer One positions in Make Busy mode
OC2	Transfer Two positions occupied
MB2	Transfer Two positions in Make Busy mode

Operator Status Messages

4.04 The signals and messages listed in Table 4-A appear on the In-Charge Position display, as a result of the operator force conditions described.

Table 4-A
OPERATOR FORCE STATUS MESSAGES

MESSAGE	CONDITION
CW	When the ratio of calls in queue to occupied positions reaches a predefined threshold, the CW signal is displayed. When the queue length falls below a lower predefined threshold, the CW signal is erased.

Table 4-A Continued
OPERATOR FORCE STATUS MESSAGES

MESSAGE	CONDITION
CWI	When the ratio of calls in the transfer queue to the ratio of positions occupied by transfer operations reaches a predefined threshold, the CWI signal is displayed. When the queue length falls below a lower predefined threshold, the CWI signal is erased.
CD	When the ratio of calls in queue to occupied positions reaches a predefined higher threshold, the CD signal is displayed. This signal is accompanied by a bell (SONALERT) that alerts the In-Charge operator that customer-dialed calls are being refused entry into the call queue. When the queue length falls below that threshold, the CD signal is erased.
<25% CT>	This message flashes when the number of positions occupied by operators in the Controlled Traffic (CT) reaches 25 percent of all occupied positions.
<ALL T&C POS OD>	This message flashes when all Time and Charge (T&C) positions have been removed from service.
<CAMA SUSPENDED>	This message flashes when billing is suspended on Centralized Automatic Message Accounting (CAMA) calls.
<POS BUSY>	This message flashes when the position is placed in a Maintenance Busy mode. It is erased when the position leaves that state.
NO ST REG	This message appears when all operator Study Data Registers have been assigned.
(broadcast message)	When a broadcast message is transmitted from the Force Administration Data System (FADS) teletypewriter (TTY), the message sent appears at the bottom of the screen.
(operator display)	When the In-Charge Position monitors an operator position, the operator’s display appears on the In-Charge Position screen.

4.05 Table 4-B defines the display messages that are responses to operator keystrokes. The messages are listed in alphabetical order.

4.06 A display message, or portion of a message, enclosed in the symbols, < >, indicates that the text flashes.

Table 4-B
IN-CHARGE POSITION DISPLAY MESSAGES

DISPLAY	DESCRIPTION
ACS XXX	Identifies the number of positions with a loop accessed, when neither calling nor called party is connected and off-hook. ACS is a header displayed just above the number. If the condition does not exist, the XXX area is blank.
ALL T&C POS OD	Indicates that all of the T&C Positions are out-of-order. The display is accompanied by an audible tone.
ASST POS AVL X CALLS X OPR POS XXXX	Identifies the Assistance Positions available to accept assistance requests (not in a MAKE BUSY state), the number of assistance requests connected to an Assistance Position, and the operator number(s) generating the assistance request(s).
CT XXX	Identifies the number of positions in the CT mode. CT is a header displayed just above the number. If no positions are in the CT mode, the XXX display area is blank.
DIR CALL	Indicates the position can accept directed assistance requests only. When neither DIR CALL or POS BUSY are displayed, the In-Charge Position is in a mode to accept general assistance requests.
MB XXX	Identifies the number of positions in a MAKE BUSY state. MB is a header displayed just above the number. If no positions are in the MAKE BUSY state, the XXX display area is blank.
MB1 XXX	Identifies the number of MAKE BUSY positions with a logged-in operator able to handle transfer calls. MB1 is a header displayed just above the number. If none of the positions are in the MAKE BUSY state, the XXX display area is blank.

Table 4-B Continued
IN-CHARGE POSITION DISPLAY MESSAGES

DISPLAY	DESCRIPTION
MB2 XXX	Identifies the number of MAKE BUSY positions with a logged-in operator able to handle transfer calls. MB2 is a header displayed just above the number. If none of these positions are in the MAKE BUSY state, the XXX display area is blank.
MON (Position 1)	Indicates that one or more Service Assistance or In-Charge Positions are in the monitor mode.
MON (Position 2)	Indicates that the In-Charge Position is in the monitor mode.
NO ST REG	Indicates that all study registers are assigned.
OC XXX	Identifies the number of occupied positions. OC is a header displayed just above the number. If all positions in an office are unoccupied, OC is displayed in a steady mode, and 0 is displayed in a flashing mode. An operator position is considered occupied when a headset is plugged into the position and the following conditions are met: the position is not in a maintenance busy state the position is not connected to a working Assistance Position the position is not connected to a working training position.
	Note: If no positions are occupied and a new call arrives, an audible tone alerts the In-Charge Position that a call is waiting.
OC1 XXX	Identifies the number of positions occupied by a logged-in operator able to handle type 1 (XFR1) transfer calls. OC1 is a header displayed just above the number. If all of these positions are unoccupied, OC is displayed in a flashing mode.
OC2 XXX	Identifies the number of positions occupied by a logged-in operator able to handle type 2 (XFR2) transfer calls. OC2 is a header displayed just above the number. If all of these positions are unoccupied, OC is displayed in a stead mode and 0 is in a flashing mode.

Table 4-B Continued
IN-CHARGE POSITION DISPLAY MESSAGES

DISPLAY	DESCRIPTION
OD XXX	Identifies the number of positions out-of-order (including plant maintenance). OD is a header displayed just above the number. If all positions are in working order, the XXX display area is blank.
UCD XXX	Identifies the number of unoccupied positions on which a call has terminated. UCD is a header displayed just above the number. If all positions on which a call has terminated are occupied, the XXX display area is blank.
UPC XXX	Identifies the number of unoccupied positions with a call in progress. UPC is a header displayed just above the number. If no positions are unoccupied with a call in progress, the XXX display area is blank.
<XXX%> CT	Identifies the percentage of positions in the CT mode, if greater than 25 percent.

Keystroke Operations

4.07 Tables 4-C through 4-H list operator keystrokes, by key function, for display rows 0 through 5, and the resultant display on the monitor. Key functions are listed from left to right on the keyboard (see Fig 4-2).

Fig. 4-2
In-Charge Position Keyboard

Table 4-C
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 0

This table lists the operator keystrokes on row 0 of the In-Charge Position.(Refer to Figure 4-2.)

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
ESC — Used to leave connection.	Press ESC	Screen clears.
GEN CALL — Enables the position to accept or refuse general assistance calls from operators. Press key a second time to return position to direct call status.	Press MAKE BUSY + GEN CALL + calling number + START	POS BUSY
QMB — Displays the position number of operator positions.	Press QMB + START	POS BUSY XXX (If no positions are in the MAKE BUSY state, the XXX area is blank.) MB XXX (XXX identifies the number of positions in the MAKE BUSY state. If no positions are in the busy state, the XXX area is blank.) MB1 XXX (Identifies operators able to handle transfer calls. If none of the positions are in MAKE BUSY state, the XXX is blank.) MB2 XXX (Identifies number of positions able to handle transfer

Table 4-C Continued
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 0

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
calls. If none are in MAKE BUSY state, the XXX display is blank.)		
	Note: Press QMB the second time for a display of position numbers in MAKE BUSY state.	
QOD — Displays the position number of those positions in an out-of-order state.	Press QOD	OD XXX (If all positions are in working order, the XXX area is blank.)
QCT — Displays the operator position numbers of operators logged on and working in a CT mode, if greater than 25 percent.	Press QCT	XXX%CT
QUCP — Displays the number of unoccupied positions with a call in progress.	Press QUCP	UPC XXX (If no positions are unoccupied and a call is in progress, the XXX is blank.)
QUCD — Displays unoccupied position numbers that have a call in progress, that requires immediate attention.	Press QUCD	UCD XXX (If all positions on which a call has terminated are occupied, the XXX display is blank.)
QAST POS — Displays the number of Assistance Positions that are unable to receive calls.	Press QAST	AST POS XXX

Table 4-C Continued
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 0

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
QST — Displays the number of operators assigned to a study register. If an operator is entered in a study register, the DMS-250 records each call procedure. If the number of operators assigned to study registers exceeds the amount of space in the query area, the last number displayed will be followed by a display of ++++. A hardcopy of the operator numbers assigned to study registers is obtained by typing the command "R" at the In-Charge TTY.	Press QST	NO ST REG (Indicates that all study registers are assigned.)
QACS — Displays a specific number of positions that have access to a loop, with no call at these positions.	Press QACS	OPR XXX
ERASE — Erases the previous display information from the screen.	Press ERASE	Screen clears
ASST POS — Displays the available positions, number of assistance requests connected to an Assistance Position, and operator position numbers generating the requests.	Press ASST POS	ASST POS AVL X CALLS X OPR POS XXXX

Table 4-C Continued
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 0

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
	For General Assistance:	GEN ASSIST
	Press ASST POS + START, or ACS1/ACS2 + ASST POS, if not in loop.	
	For Directed Assistance:	DIR CALL
	Press ASST POS + PPPP + START, orACS1/ACS2 + ASST POS +START, if not in loopwhere PPPP is the floor plan number of the Assistance Positionrequested.	
MAKE BUSY — Notifies the system that the position is ready to handle requests.	Press MAKE BUSY	MAKE BUSY
OPR — Signals a specific operator to call the In-Charge Operator; also allows monitoring of a specific operator’s voice calls (cannot monitor Assistance Position).	Press OPR + XXXX + START where XXXX is the signaled operator number.	OPR XXXX

Table 4-D
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 1

This table lists the operator keystrokes on row 1 of the In-Charge Position.(Refer to Figure 4-2.)

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
BACKSPACE — Replaces characters on the display, when typing text.	Press BACKSPACE	(cursor moves backward on a line of text)
INSERT — Inserts characters, when typing text.	Press INSERT	(characters are inserted at the point of the cursor)
HOME — Moves the cursor to the beginning of the text.	Press HOME	(cursor returns to beginning of text or line)
PAGE UP — Moves page of text up for viewing or editing.	Press PAGE UP + CC or NPA	(text moves upward)
BACK — Used to establish a subsequent attempt to complete a call, after flashing CLG# is displayed on the monitor, indicating an ANI failure,or an ONI call.	Press BACK + digits + START	CLG# + digits
FWD — Used to establish a forward connection to the called number.	Press FWD + ACS1 + called number + START	CLD# + digits

Table 4-E
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 2

This table lists the operator keystrokes on row 2 of the In-Charge Position.

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
RLS FWD — Releases a forward connection.	Press RLS FWD	RLS FWD (a one-second message)
DELETE — Deletes a character under the cursor in a field that can be edited.	Press DELETE	(deletes a character under the cursor)
END — Scrolls to the end of the text, while editing.	Press END + INSERT + DELETE	Scrolls to end of text
PAGE DOWN — Moves a page of text down for edit or viewing.	Press PAGE DOWN	(page moves down)
MON — Monitors an operator position.	Press MON + START To disengage the monitoring activity, press MON.	(Two monitor displays: one indicates the number of positions in the monitoring mode; the other indicates that the In-Charge Position is in the monitor mode.)

Table 4-F
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 3

This table lists the operator keystrokes on row 3 of the In-Charge Position.(Refer to Figure 4-2.)

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
ACS1 — Enables communication with the party connected to the loop, by securing a trunk.	Press ACS1/2 + FWD	ACS1/2
ROOM POS — Used to enter the room number, file, or extension number from calls that originate from hotel-type businesses (calls that require time and charge quote).	Press ROOM POS + called number (if ANI is used) + RLS FWD + START	SHIFT (room number)
NAME — Used to key in the name of the calling party.	Press NAME + alphabetic characters + START	(name)

Table 4-G
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 4

This table lists the operator keystrokes on row 4 of the In-Charge Position.(Refer to Figure 4-2.)

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
HOLD — Holds a loop associated with a connection at the In-Charge Position.	Press HOLD Note: Do NOT press HOLD until all keying sequences are complete. To release, press REL + START	HLD1 or HLD2
ACS2 — See ACS1 for definition.		
START — Used to enter information after all sequenced keys have been pressed.	Press START	(applicable call handling functions)

Table 4-H
IN-CHARGE POSITION KEYSTROKES AND DISPLAY— ROW 5

This table lists the operator keystrokes on row 5 of the In-Charge Position.(Refer to Figure 4-2.)

KEY FUNCTION	OPERATOR ACTION	MONITOR DISPLAY
SIGN ON — Connects position to the DMS-250.	Press SIGN ON	MAKE BUSY
SIGN OFF — Disconnects the position from the DMS-250.	Press SIGN OFF	(screen clears)
POS REL — Releases the position from an active loop, after all information has been entered.	Press POS REL	(screen clears)
ST TMG POS REL — Releases the position, ends operator handling, and makes the position available to receive calls.	Press ST TMG POS REL	MAKE BUSY

5. CALL HANDLING PROCEDURES

5.01 The procedures that follow in this part of the reference manual provide step-by-step instructions for processing calls from the In-Charge Position. The type of call is noted in the title of each chart.

5.02 A note sometimes accompanies a procedure for the purpose of clarity.

Basic Call Types

5.03 To understand these calls, an explanation of Zero Plus (0+) and Zero Minus (0-) calls (and their basic variations) is presented, following.

5.04 ZERO PLUS CALL (0+). 0+ calls have both the CLG and CLD numbers displayed on the screen. If the 0+ is displayed, but the CLG and CLD numbers are not, press the CALL DET key on the top-most row of keys, and the fields will appear on the screen. The only information needed to complete this type of call is the billing information.

5.05 ZERO MINUS CALL (0-). ZERO MINUS means that no positive sign (+) is displayed beside the zero. With this type of call, only the CLG (calling) number appears on the screen. The operator must ask the calling party for the area code and telephone number of the call, in addition to the billing number.

5.06 ZERO PLUS (0+) SPECIAL CALL (AUTOMATIC COLLECT). A 0+ (AUTO COL) call is a call that is placed to an 800 number or a non-billable number.

5.07 ZERO PLUS (0+) STATION COLLECT (STA COL). A 0+ station-to-station collect call is one in which the calling (CLG) party will talk to anyone and the call is collect.

Monitoring

5.08 The In-Charge Position can monitor voice channels of the Enhanced Operator Position (EOP), but cannot monitor the Assistance Position.

5.09 While monitoring, the In-Charge operator can hear the EOP operator, the calling party and the called party, but cannot be heard.

Logon/Logoff	5.10 To log on or off the position, press SIGN ON or SIGN OFF.

Chart 5-1
ACCEPTING AN INCOMING CALL

STEP	PROCEDURE
1	Press MAKE BUSY.
2	Press ACS1 or ACS2 when call arrival tone is heard.
3	Press POS REL when conversation is completed.

Chart 5-2
PLACING AN OUTGOING CALL

STEP	PROCEDURE
1	Press ACS2 to obtain loop.
2	Press FWD.
3	Enter 10-digit telephone number.
4	Press START.
5	Press POS REL to terminate call.

Chart 5-3
PAGING BY POSITION NUMBER

STEP	PROCEDURE
1	Press MAKE BUSY.
2	Press ROOM/POS.
3	Enter 10-digit position number.
4	Press START to activate page.

Chart 5-3 Continued
PAGING BY POSITION NUMBER

STEP	PROCEDURE
5	Press ROOM/POS to begin cancellation.
6	Press START to cancel page.

Chart 5-4
PAGING BY OPERATOR NUMBER

STEP	PROCEDURE
1	Press MAKE BUSY.
2	Press OPR.
3	Enter 10-digit operator number.
4	Press START to activate paging.
5	Press OPR to begin cancellation.
6	Press START to cancel paging to operator.

Chart 5-5
MONITORING BY POSITION NUMBER

STEP	PROCEDURE
1	Press MAKE BUSY.
2	Press ROOM/POS.
3	Press MON.
4	Enter position number.
5	Press START to begin monitoring.
6	Press MON to cancel monitoring.

Chart 5-6
MONITORING BY OPERATOR NUMBER

STEP	PROCEDURE
1	Press MAKE BUSY.
2	Press OPR.
3	Press MON.
4	Enter operator number.
5	Press START to begin monitoring.
6	Press MON to cancel monitoring.

Chart 5-7
CONTACTING A SPECIFIC ASSISTANCE POSITION

STEP	PROCEDURE
1	Press ACS1 or ACS2.
2	Press ASST POS.
3	Enter position number.
4	Press START.

Chart 5-8
RETURNING TO MAIN MENU

STEP	PROCEDURE
1	Press ESC.
2	Press ENTER.
3	Press (simultaneously) Ctrl, Alt, and Del.
	Note: Return to the main menu can also be accomplished by rebooting: turning the computer off and then on again.

Chart 5-9
SELECTING IN-CHARGE SCREEN

Operator must be at the Menu level.

STEP	PROCEDURE
1	Enter appropriate number from display for In-Charge Screen.
2	Press START.

6. ABBREVIATIONS

ANI	Automatic Number Identification
BCS	Batch Change Supplement
CAMA	Centralized Automatic Message Accounting
CC	Central Control
CLD	Called
CLG	Calling
CPU	Central Processor Unit
CT	Controlled Traffic
DOS	Disk Operating System
DMS	Digital Multiplex Switch
EOP	Enhanced Operator Position
FADS	Force Administration Data System
LAN	Local Area Network
ONC	Operator Network Center
ONI	Operator Network Identification
PC	Personal Computer
T&C	Time and Charges
TTY	Teletypewriter