

## 1. INTRODUCTION

Operator console (OPCON) is an effective system to handle calls in offices, factories, hotels, hospitals and other such business establishments.

The various functions provided by OPCON are as follows :

1. Internal call management.
2. External call management.
3. General administration of EPABX system.
4. Programming of EPABX system.
5. Hotel applications.

## 2. APPLICATIONS

The operator console (OPCON) is highly recommended for applications where the call traffic is heavy. It supports following features :

1. Status of all junctions and extns on respective LEDs.
2. Direct selection for all junctions (10 keys with LEDs).
3. Direct key selection for first 36 extns.
4. Shift key to select next 36 extns.
5. Main function keys like HOLD, TRANSFER, ANSWER and RELEASE provided in separate group.
6. Display of pending extn and junction calls.
7. Display of various elaborate messages on LCD to guide or indicate response at each stage.
8. Display of day, date, time and number of unattended pending calls.
9. Call answering in selective or incoming order.
10. Programmable key click timer.
11. Auto answer mode.
12. Extn. name display.
13. Password protected USER mode for limited programming.

14. Distance upto 30 feet between OPCON and system allowed.
15. Operator absent/present mode.

### **3. INSTALLATION**

The installation process is divided broadly in two parts.

#### **3.1 Hardware installation**

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During this process the system must be kept in power OFF condition. The various steps to be followed are as follows :

1. After switching off the system, wait for approx. 10 sec to allow the power supply to discharge completely.
2. Lay the OPCON cable from the EPBAX to the OPCON. The cable end with two loose wires for MDF is to be connected to the EPBAX side and the other end is to be connected to the OPCON.
3. Select any unused extension to be used as operator extension.
4. Use a small piece of telephone cable to connect the MDF with the loose wires coming out from the cable (polarity of the cable may be ignored). The joints made should be proper with twisting and soldering with good quality insulation tape to prevent any type of shorting.
5. At the reception area provide a convenient place for the OPCON on the desk facing the operator.
6. Route the OPCON cable from the system properly.
7. Connect the cable to OPCON and put screws to avoid disconnections.
8. Connect the handset to the OPCON.

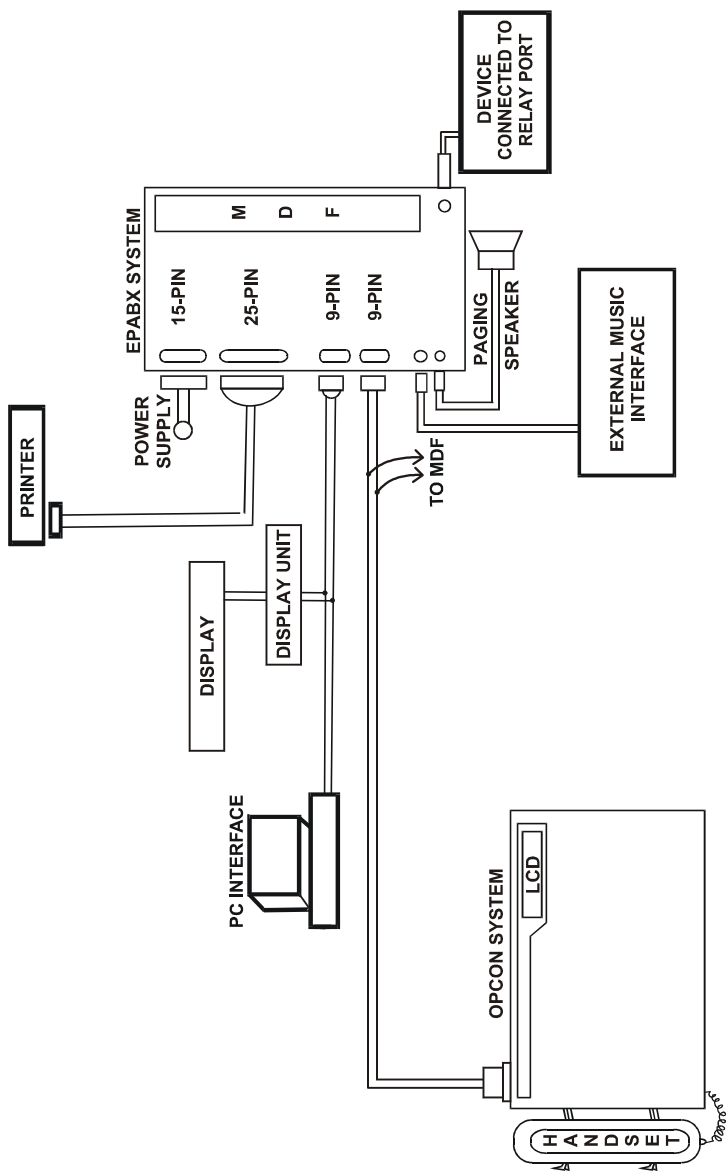


Fig 1. For 618/1030 System

### 3.2 Software Installation

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When a new OPCON is connected with the EPABX system, it does not become operational. CRYSTAL EPABX system is designed to work with or without OPCON.

Switch ON the system.

The OPCON will reset with message "PLEASE WAIT.."followed by "\*\*\*\*\* PIGEON \*\*\*\*\*".

Now the OPCON must be activated before it can be used.

To activate, from programming mode,

#### **Dial**



#### **611 1**

You will not hear any confirmation tone after giving this command. Since, before activating OPCON, you can't give this command from it, the command has to be given from some extension. If the handshaking with OPCON is proper, the message "OPR ABSENT" is displayed on LCD.

Now to set the console for "OPR PRESENT" mode, dial from user password



#### **612 1**

You shall get time / date display on the LCD, indicating that the console is now operational

This command can be given from OPCON also.

In case of OPCON being taken out of service, dial from programmer mode,



#### **611 0**

You will not hear confirmation tone. After this c o m m a n d the lights and LCD shall go blank and it shall not respond to any key.

#### **NOTE :**

- 1) The console is always active (it is never on-hook). As such you shall not get any dial tone on the console hand set.

- 2) In case you are installing the console on any other extn. other than 201 then programme as follows (from main password)

**391- extn no.**

Programme auxillary operator extension by the command

**392-extn. no.**

(Switch the system OFF/ON after above programming)

## 4. OPERATIONAL MODES

### 4.1 Operator Absent/Present

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When the operator is manning an OPCON system, it is said to be in "operator present" mode.

But, when the operator is not present, the system is said to be in "Operator absent" mode.

**A) Operator present :**

In this case all external and internal calls are directed to OPCON and all call management functions are allowed from OPCON.

To make operator present, from user programming mode,

**Dial**



**612 1**

Time / date shall now be displayed on the LCD

**B) Operator absent :**

During operator absent mode, no call management functions are allowed from OPCON, but user and programming functions along with other control functions are allowed.

During this time, the external calls are directed to respective programmed destinations, while the extension dialing "9" has his call directed to auxillary operator.

To make operator absent i.e. at the end of working hours or during holidays, dial from user programming mode,

**6120**

The message "OPR ABSENT" is displayed on LCD.

## 5. LED INDICATIONS

Following status information is shown by OPCON :

### 5.1 Extension LEDs

There are 36 red LEDs for 1st 36 extensions. For next group of 36 extensions, shift key is used to determine their status.

S. No.	STATUS OF LED	MEANING
1.	OFF	The extn. is free
2.	ON	The extn. is busy
3.	Ring cadence	The extn. is ringing
4.	Dial cadence	The extn. is dialing
5.	Flashing fast	The extn. is calling operator
6.	Flashing slow	The extn. is on hold.

### 5.2 Junction LEDs

There are 10 red LEDs for ten junctions. Present status of each junction is shown on these LEDs.

S. No.	STATUS OF LED	MEANING
1.	OFF	Junction is free
2.	ON	Junction is busy
3.	Dial cadence	Number being dialed on junction
4.	Ring cadence	Junction ringing on an extension
5.	Flashing fast	Junction ringing for incoming call
6.	Flashing slow	Junction is on hold.

### 5.3 Status LEDs

OPCON is provided with certain LEDs that show the current status of the system. These are as follows :

S. No.	STATUS OF LED	MEANING
1.	ON	Power indication
2.	ACT	ON when OPR is present. OFF when OPR is absent
3.	NT	ON when system is in night mode. OFF when system is in day mode
4.	BUF	ON when buffer is full OFF when buffer is not full
5.	PGM	ON when system prog. mode is active
6.	USR	ON when system user mode is active
7.	FN 1	Not used
8.	FN 2	Not used
9.	FUN	ON when FUN key is pressed to perform a system function
10.	SHIFT	OFF when lower group of extns and junction is selected ON when higher group of extns are selected

## 6. FUNCTIONAL KEYS

### 6.1 Main Keys

Four bigger keys are provided in a separate group for the functions used repeatedly. These functions are :

#### 1. TRANS :

This key is used to transfer a call from junction to some extn. or from an extn. to other extn. or from an extn. to a junction.

#### 2. HOLD :

This key is used to hold an extension / junction call.

#### 3 ANS :

This key is used to respond to an incoming call whether from a junction or an extn.

#### 4. REL :

This key is used to disconnect a call made by or made to some junction or an extn.

### 6.2 Dialing Keys :

13 dialing keys are used for dialing an internal or external number. These are also used for programming purpose. These keys are 0,1-9,★, # and FLASH.

### 6.3 Special function keys :

S. NO.	KEY	MEANING
1.	CON	Conference
2.	CHN	Call chaining
3.	MEM	Memory dialing
4.	ACK	Acknowledge ring : Used to switch off the ring
5.	RDL	Redial
6.	FUN	Function : Used for programming and other functions.
7.	SHIFT	Toggle between lower and higher group of extensions.
8.	FLSH	Flashing on junction.

## 7. LCD DISPLAY

A 16 character alpha-numeric back-lit green LCD (Liquid Crystal Display) is used to provide information about different conditions.

OPCON displays different messages on LCD on different occasions. These may be as follows :

S. NO.	F U N C T I O N	DISPLAY
1.	Idle	Day Date HH : MM <small>PENDING CALL COUNTER</small>
2.	Extn calling on operator	Extn no. CALLING
3.	Incoming jn. call	Jn. no.
4.	Operator calling free extn.	Extn no. FREE
	Operator called extn. busy with other extn.	Extn. no. BUSY extn. no.
	Operator called extn. busy with a jn.	Extn. no. BUSY jn no.
	Operator called a ringing extn.	Extn no. RINGING
	Operator called extn. which is in prog. mode	Extn no. PRG MODE
	Operator called extn. getting dial tone	Extn no. DIAL TONE
	Operator called extn. getting busy tone	BUSY extn. no. extn. no.
	Operator called extn. getting error tone	Extn. no. ERR TONE
	Operator called extn. getting confirmation tone	Extn no. CNFR TONE
	Operator called extn. getting ring back tone (2 way)	Extn. no. RBT 2 WAY
	Operator called extn. getting ring back tone (3 way)	Extn no. RBT 3 WAY
	Operator called extn. held by other extn.	Extn. no. HELD
	Operator called extn. which is announcing on PAS system	Extn. no. PAGING
	Operator called extn. dialing any number or code	Extn. no. DIALING
	Operator called extn. in 3 way conference	Extn. no. 3 PARTY
	Operator called extn. which is parked	Extn. no. PARKED

S. No.	F U N C T I O N	D I S P L A Y
5.	Fresh call arriving on a junction jn. is being used by an extension Operator siezes a free trunk for a call Operator tries to siezes a reserved trunk jn. put on hold by an extension jn. returns to OPCON after not being answered by the destination extension Extn. in conference with two jn. Operator in conference with two jn. Operator in conference with a trunk and extension. Operator in conference with a extn. an extension Operator tries to sieze a disabled jn.	Jn. no. BUSY jn no. extn. no. Jn. no. FREE Jn. no. RESERVED Jn no. HELD Jn. no. RET extn. no.  EXTN. 3 party CONF jn no. jn. no. CONF extn. no. Jn. no.  CONF jn. no. extn. no.  Jn. no. DISABLED
6.	Operator announcing on the PAS	PAS ACCESS
7.	Operator trying to barge-in on busy extn.	BARGE-IN
8.	System prompting OPR to enter extn. name	GIVE NAME
9.	System prompting OPR to enter password	PASSWORD ?
10.	OPCON showing room status of extns.	ROOM STATUS
11.	OPCON showing alarm status of extns.	ALARM STATUS
12.	Prompt for extn. for display of accrued amount	GIVE EXT # >
13.	FUN key pressed to enter a command	FUN COMMAND ?
14.	System waiting for programming command	PGM COMMAND ?
15.	System waiting for user command	ADM COMMAND ?
16.	System accepting the command and asking for next command to be entered	OK, COMMAND ?
17.	Sytem rejects the command and asks for next command to be entered	ERROR, COMMAND ?
18.	System reminding operator to give message to the guest	GIVE MSG
19.	Operator trying to dial a number from memory	MEM DIALING
20.	Operator dials an invalid key	ERROR !
21.	Operator clicks ANS when no call is pending	NO CALLS !
22.	OPCON gets an alarm ring	ALARM RING
23.	Operator is absent	OPR ABSENT



## 9. DIRECT ACCESS KEYS

The OPCON allows the operator to directly access any junction or extn. There is no need to dial full extension numbers.

The OPCON has :

**36 keys for extensions**

**10 keys for junctions**

If the main system is configured for more than 36 extensions, the shift key is used to access the higher group of extensions.

When shift LED is

**OFF** : Extns 201 to 236, Junction L1 to L10 are selected.

**ON** : Extns 237 to 272, Junction L11 to L16 are selected.

## 10. THE 'FUNCTION' KEY

The OPCON operation may be divided in two parts :

**Normal call management functions**

**Control functions**

If FUN key is pressed, the system expects control commands. The FUN LED indicates whether the system is ready for control functions or normal functions.

FUN key works as a toggle switch. If you activate the function mode by pressing FUN key, it remains in the same mode till FUN key is pressed again.

## 11. PENDING CALL COUNT DISPLAY

The right corner of LCD displays the number of pending calls unattended by the operator. This helps the operator to adjust to speed and priority in the job.

When there are no calls pending, the LCD display count shows '00'.

For a fresh external call, the count becomes 10, while for a fresh internal call, the count becomes 01.

After answering the call, the count becomes '00' again.

## 12. RINGER MODES

The OPCON ring's every time there is a fresh call, to draw operator's attention to it.

But, if desired, the operator may completely switch off the ringer and know the arrival of fresh call from LCD and OPCON lights.

Different ringer modes are as follows :

- Delay the ringer for some time, upto which if the operator does not respond to the call, the ringer gets activated. This time is programmable from 01 to 99 seconds.
- Allow the ringer to get activated only if operator is idle. If at the time of arrival of a fresh call, the operator is in speech with anyone, the ringer shall not activate till his call is over. After the operator becomes idle, the ringer is activated.
- Allow the ringer to get activated as soon as the new call arrives on the system.

Incoming ring can be acknowledged by pressing 'ACK' key in any of the above cases. As soon as 'ACK' key is pressed, the ringer is switched off.

### 13. KEY CLICK

Whenever any OPCON key is pressed, it produces a sharp beep, known as key click. This key click assures the operator about sure depression of key. This is very useful in noisy environment. But, at places where absolute silence is desired, the key click timer may be decreased or even turned OFF. Refer programming section for this.

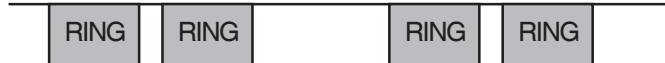
### 14. RINGING PATTERNS

The OPCON ringer will ring with different cadences depending on the type of incoming call thus making it easy for the operator to guess the caller type.

#### Internal Call :



#### External Call :



#### Alarm Ring :



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## 15. CALL MANAGEMENT

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### 15.1 Making an Internal Call

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To call any extn.

Press either the OPCON key of that extn. directly or use numeric keys to dial the extn. number.

If the extn. is free, ring back tone is heard and the extn. starts ringing.

If the extn. is busy , you will get busy tone.

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### 15.2 Making an External Call

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To make an external call:

☛ **Press OPCON key of free junction.**

☛ **DIAL the external number.**

After the conversation is over,

☛ **Press REL key to free the junction.**

During conversation if the operator tries to make or answer any other call, the present junction goes on hold and music is given to the person.

☛ **Re-dialing of a number is done by using RDL key. The system seizes the junction used last time and dials out the number.**

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### 15.3 Answering a Call

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When a new call arrives on the OPCON, the buzzer shall ring and a message is displayed on LCD with corresponding LED blinking.

For answering the calls according to incoming order,

☛ Press ANS key.

External calls have higher priority in the queue which in turn are also answered according to their incoming order.

An internal call is answered only if there is no external call pending.

For answering the calls selectively,

- ☛ Press OPCON key for the respective incoming calling junction or extn.

This helps the operator to respond to any important junction or extn call regardless of its position in queue.

#### **15.4 Transferring a Call**

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When the operator is in speech with an external caller who wants to get connected to a certain extn no., press OPCON key for the extn where the call is to be transferred. The external caller goes on hold and gets music while the called extn. starts ringing.

The operator may press TRNS key while the extn. is ringing or after consulting the person at the extn.

After pressing TRNS key, the external caller is connected directly to the required extn.

The operator becomes free to attend to other calls.

#### **16. CALL PICK UP - GROUP**

This feature enables the operator to answer any call from the OPCON itself without physically going to the called extension.

The operator pick-up group is same as the extension to which the OPCON is connected.

If any extn is ringing, the operator can pick it by,

- ☛ **Dialing 4**

The caller gets connected to operator.

#### **17. CALL RELEASE**

This feature enables the operator to release any active call by pressing REL key. If the released call is a junction call, the extn. speech is disconnected and he does not get any tone.

While transferring junction calls, if the operator desires to try some other extn. he does not need to press REL key to disconnect first extn. If he presses any other key, the first extn. is released automatically.

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## 18. CALL TOGGLE

### 18.1 Between Junction and Extension

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This feature enables the operator to switch between a call from junction/extension. The operator shall be able to converse with only one of the two parties at a particular time. The other shall get music. The operator can toggle between two extns./an extn. and a junction or two junction's. Conference can also be established by pressing CON key to include both the parties.

**For Example :** If the operator wants to talk simultaneously to external caller and to extn 203.

☞ **Press ANS to get connected to external caller.**

☞ **Press either OPCON key for extn 203 or dial 203**

The caller goes on hold and gets music.

☞ **Press L1 to get connected to junction on hold again.**

During this time the extn goes on hold and gets music.

If the operator wants to establish conference with both junction L1 and extn 203,

☞ **Press CON key.**

### 18.2 Between Two Junctions

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This feature helps the operator to switch between two junctions. Here also the operator can press CON key to include both the junction's in conference mode.

**For Example :** If the operator wants to toggle between L1 and L2,

☞ **Press L1 DSS key.**

☞ **DIAL the external number.**

Enter into speech with first junction.

☞ **Press L2 DSS key.**

L1 goes on hold and the person gets music.

☞ **DIAL the second external number.**

Enter into speech with second junction.

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- To return to L1,
    - ☛ **Press L1 DSS key**L2 goes on hold and the person gets music.
  - If conference is to be established,
    - ☛ **Press CON key**

## 19. CALL TRANSFER

This feature enables the operator to transfer any junction call to the desired extn. The operator can transfer the calls to busy extn. or after first talking to the extn. and then transferring the incoming call to that extn. The call can also be transferred while the extn. is ringing.

The operator can also transfer one jn. call to another trunk.

### 19.1 On Busy Extn.

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While transferring calls to a busy extn, the busy extn. gets intrusion beeps indicating him of a waiting call. He can answer this call by dialing FLASH-1

**For example :** If the external caller wants to get connected to extn. 203, which is busy with extn 204,

- ☛ **Receive the external jn. call.**
- ☛ **Press the extn. OPCON key for 203**
- ☛ **Press TRNS and the call is transferred to extn 203.**

The person at 203 gets intrusion beeps intimating him of a waiting call.

To pick it,

- ☛ **Dial**
  - ☛ **FLASH 1**
- Extn. 204 goes on hold and receives music.

## 19.2 After Consultation

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Before transferring any call to the desired extn, the operator may first consult. During this period, the caller is put on hold and gets music. After getting desired consent of the extn. called, the call may be transferred or not.

**For example :** If the operator desires to first consult the extn. 203 before transferring a call from jn L1,

☞ **Press ANS key or the corresponding L1 OPCON key to get connected to external caller.**

☞ **Press 203 extn OPCON key and consult the called extn. number about transferring of call.**

L1 goes on hold and gets music

☞ **Press TRNS if call is to be transferred.**

else

☞ **Press L1**

☞ **You shall be connected back to the external caller.**

## 19.3 Junction - to - Junction

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This feature enables the operator to transfer a call from one junction to another junction.

If call is to be transferred from junction L1 to L2,

☞ **Press ANS key to receive the external call on L1**

☞ **Dial the external number.**

After entering into speech mode,

☞ **Dial the DSS key for junction L2.**

☞ **Dial the external number.**

During this, L1 is held and the person gets music.

After entering into speech mode with L2,

☞ **Press the TRNS key to transfer the call from jn. L1 to L2.**

## 19.4 While Extn. is ringing :

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This is to re-direct a call without waiting for the called extn. to answer

If the external caller wants to talk to extn 203

- ☞ **Press OPCON jn. key to get connected to external caller.**
- ☞ **Press OPCON key for extn. 203. and wait for ring back tone.**
- ☞ **Press TRNS key and the call is transferred.**

In this case, the operator need not waste time in waiting for the called extn. to answer the ring in order to transfer a call.

If the called extn does not respond within 30 sec, the call return's back to the operator. Music in given to the external caller while his call is transferred to the required extn.

## 20. CONFERENCE

The operator can enter into conference mode simultaneously with two parties. The two parties may be either two extns., an extn. and a trunk or two trunks.

**Case 1 :** For conference between jn. L1 and extn. 203

- ☞ **Press OPCON key for any free jn..**
- ☞ **Dial the external number.**  
Talk to called person.
- ☞ **Press OPCON key of extn and enter in speech mode with him.**  
During this the external person is on hold and gets music.
- ☞ **Press CON and conference between the three parties is established.**

**Case 2 :** For conference between two extension's.

- ☞ **Press OPCON key for 1st extn. no.**  
Enter into speech mode with the called extn.
- ☞ **Press OPCON key for 2nd extn. no.**  
During this 1st extn. goes on hold and receives music.  
Wait for 2nd extn. to respond to your call.
- ☞ **Press CON key and conference between the three parties is established.**

**Case 3 :** For conference between two junctions

- ☛ **Press the OPCON key for any free jn.**
- ☛ **Dial the first external number.**  
Start talking to the called person.
- ☛ **Press the OPCON key for 2nd jn.**
- ☛ **Dial the second external no. and wait till the called person answers your call. During this period, person at first jn. is on hold and receives music.**
- ☛ **Press CON key.**  
Conference between the three parties is established.

## 21. CALL INTRUSION

### 21.1 Barge - in

The main purpose of this feature is to enable the operator to talk to a busy extension after giving him intrusion beeps. While executing this feature, the operator gets music for certain time, after which speech is automatically established putting the third party on hold to prevent him from listening to your conversation. After the conversation is over, operator presses REL key and the extn. goes back to the original call.

This feature may be used to transfer any important call to the extn. After barge - in, the operator presses TRAN key. The extn. goes in 3 WAY mode. He can speak to both calls alternately by dialing Flash - 1.

To barge - in after getting busy tone from the extn. called,

#### ☛ **DIAL 83**

The extn. will get a warning beep and the operator shall get music and after that he will be connected to the extn.

#### **NOTE :**

BARGE -IN does not work when the extn. is in conference mode.

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## 22. CALL CHAINING

This feature is needed when the external caller needs to talk to more than one person in the office. Since, all the extns. may not have the call transfer facility and moreover some senior person's would not like to waste their time in transferring calls ,so it is advisable for the operator to use call chaining feature.

When the external caller needs to speak to more than one person, the operator chains the call back to him before transferring the call to next required extn.

When the call with first extn. is over, the jn. is not released and the call is returned back to the operator. The operator can once again speak to the caller and (after chaining it once again if need be) transfer the call to next extn. The operator can chain the call as many times as needed.

**For example :** If the external caller on jn. L1 intends to talk to extn. numbers 202 and 203.



**Press the OPCON key for L1 or ANS key and talk to the external caller.**



**Dial 202**



**Press CHN key**



**Press TRNS key**

When the first call is over, the operator console (OPCON) starts to ring again.



**Dial 203**



**Press TRNS key**

The call is now transferred to next extn. (i.e. 203)

## 23. CALL HOLD

The operator can hold any active call by just pressing the HOLD key and held up person gets music.

During transferring jn. calls, if the operator presses any key, the jn. goes on hold automatically. If the operator does not return within specified time, the DSS starts to ring again.

## 24. FLASHING ON JUNCTION

Modern DOT exchanges support many advanced features like call waiting, call forward etc. These features require dialing of codes during speech. This may not create any problem when you are on jn. directly, but when EPABX is in between, the jn. codes clash with EPABX codes. This may create difficulty in accessing jn. features while in speech.

On hearing call waiting beeps from DOT indicating that a 2nd call is waiting to be answered



**Press #**

Once this code is dialed, you can dial any code within 5 seconds.



**Press Flash-1/Flash- 2 (Same as dialing on direct lines.)**

Speech with second call is established.

Talk for atleast 7 seconds.



**Press #** to inform the system to pass following code.



**Press Flash-1/Flash- 2**

Speak with first call. Talk for atleast 7 seconds



**Press #** again to inform the system the pass following code



**Press Flash - 2**

Speak with second call. and so on.

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## 25. REDIALING ON TRUNK

Many times, we get busy tone after dialing a number on the trunk. Instead of dialing the same number again manually, we can release the trunk by pressing REL key. After this, just press RDL. The system automatically seizes the same trunk and dials out the same number.

## 26. TRUNK RESERVATION

This feature is used by the operator to reserve any trunk for his personal use only. The access to this trunk is restricted for all other extensions.

The reserved trunk gets freed automatically if it is not used for 3 minutes. The trunk can also be freed by the operator by giving a command.

To reserve a trunk,

 **Press FUN - 51 - X**

Where X = Trunk no. to be reserved.

To cancel the reserved trunk,

 **Press FUN - 51 - 0**

Trunk no. '0' can not be reserved.

## 27. ALARMS

The operator can set any type of alarm ring for any extension from the OPCON. To set

Dial

 **FUN - 84 - Extn. number - Alarm code - HH - MM**

Where Alarm code = 2 for one time alarm

3 for daily alarm.

**For example :** To set 7.00 am daily alarm for extension 202,

**Dial**



**FUN - 84 - 202 - 3 - 0700**

This feature is useful for receptionist in a hotel.

The duration of alarm ring is 150 sec. If extn. does not answer to the alarm ring within 90 sec,. ring will start simultaneously at OPCON and the extn. The operator or the receptionist can then take other appropriate action to alert the guest.

To cancel remote alarm,

**Dial**



**FUN - 84 - Extn. number - 0**

## 28. AUTOMATIC ACKNOWLEDGE

While the operator is busy with a call, a ring from a new caller may disturb him. To continue with the present call, he may press ACK key to manually stop the new ring. However the caller keeps on getting ring back tone. This is manual acknowledge.

But, the OPCON can also be set in automatic acknowledge mode, which makes it to ring for a specified time only whenever a new call arrives while the operator is busy on previous call. The time is enough to draw operator's attention to new call, and he does not need to press ACK key.

For this, refer programming section.

## 29. AUTOMATIC ANSWER

In normal operation, the operator may answer any incoming call by either pressing the ANS key (to answer in incoming order) or the OPCON key (to answer selectively).

But, when the traffic of incoming calls is heavy, the operator may set OPCON in auto answer mode. In such case whenever the operator is free and there is an incoming call, the operator shall automatically be connected to the incoming caller.

The calls are answered in incoming order with junction calls given priority over extension calls. Before answering any new call, an intrusion tone is given to the operator, time for which is programmable. Once the set timer expires, the tone stops and the operator is able to answer the new call.

Operator has the liberty to answer calls by manually using ANS or OPCON keys. Hence, the simultaneous use of auto and manual answering is allowed.

For this refer programming section.

### 30. PAGING

This feature is used by the operator to make announcements on the public address system (PAS).

To make announcement,



**Press FUN - 2**

The announcement can also be made directly by



**Dialing 3998.**

After these commands, the operator gets ring back tone for 3 sec while the paging port gets music, at the end of which the operator's speech is connected to the paging speaker.

### 31. D.I.D. DIALLING

When the operator dial's any outgoing number and gets D.I.D. beeps or voice prompt from the other end (i.e. requesting the operator to dial required number) the operator can do so as follows



**Press #**

Now dial the required number

### 32. CALLER I.D. NUMBER

If a caller I.D. unit is connected with your EPABX system, you shall get the incoming callers number display on the OPCON LCD. While transferring the call from the OPCON to any extn., dial



**Extn. no.**

On getting ring back tone



**Press REL**

Immediately on pressing REL, the cli number shall be transferred on the ringing extn.

**NOTE :** If the ringing extn. lifts his handset before the operator presses REL, he shall not get the calling number display.

### 33. REMOTE PROGRAMMING

From the OPCON, unlike any normal extension, there is no need to dial any special code to enter remote programming.

The operator can also perform normal call management and control functions simultaneously from OPCON. The speech with the remote end is also not disturbed during programming.

To perform remote programming, the operator needs to establish speech with the remote end to know about the programming password / details.

After this,



**Press FUN** key and

then



**Press key 9**

Enter program password.

Then, while discussing with remote end start entering desired programming commands and after finishing, exit the program mode by,



**0**

### 34. HOTEL APPLICATIONS

Hotel application needs different features and facilities as compared to office application's.

These features may include keeping track of calls made from any room, room status, room extn. locking and unlocking to avoid any misuse, extn name programming, message wait, remote alarm etc.

#### 34.1 Guest/Service Group Programming

This facility is basically specific for hotels only. It helps to classify each extension under service group or guest group.

Broadly there can be following these types of groups:

**1) Guest group ('0' group) :**

This is the group of individual guests who only need to call service group extensions. These guests cannot dial any other extn. number,

**2) Guest group ('1' to '8' group) :**

This is for a group of more than one guests and occupying more than one rooms. These guests can not only call service group extensions but can also call each other.

**3) Service group :**

This group of extensions includes hotel staff and management. Any extension can call this group and this group can call any other extension.

---

**34.2 Floor service destination**

---

You can set a room service extn. separately for each floor. Access code for room service for all floors shall be same (default 38), but the ring shall go to corresponding room service extn. depending on the caller's floor.

**For example :**

If room 210 on second floor calls for room service, ring should go to the room service extension on second floor. Similarly, if room 415 on fourth floor calls for room service, ring should go to room service extension on fourth floor.

This helps the hotel management staff to address to guest call's more efficiently and quickly. This feature is also known as "**floor service**".

In this,

- Each extn. is assigned a floor group.
- Each group of floors is assigned a service extension and
- Room / floor service access code is defined.

---

**34.3 Check in/ Check-out**

---

Check-in is group of functions performed at the time of new registration. When check-in is done, the following functions are performed :

- New account opened for that extn. for telephone calls
- STD/ISD/Local facilities lock opened (as per the class of service provided to that extn.)
- Room status changed to ON
- Guest name entered

To check in,

**Press**

**FUN - 3★1-extn. no-1 - guest name - ENT**

Similarly, when the guest leaves the hotel, various check-out functions are performed like

- ASMDR report with summary of that extn printed (with printer ON line, otherwise the command will not be accepted and OPCON LCD will show error manage).
- Locking of extn. for STD/ISD/Local calls.
- Room status changed to 'Not cleaned'

To check out,

**Press**

**FUN -3★1 extn. number - 0**

If you intend to take a reprint of the calls made by any room (after checkout operation has already been done, but before any new check-in)

Dial (from user password)

**FUN - 741 + extn. no.**

#### **34.4 Temporary check-in and check-out :**

It is desirable to lock the extensions when the guests go out during day time and unlock when the guests return to prevent any misuse during their absence. For temporary check-out,

**Press**

**FUN - 3 ★ 3 - extn. no. - 0**

For checking in,

**Press**

**FUN - 3 ★ 3 - extn. no. - 1**

#### **34.5 Message wait :**

During day time, when the guests are absent from their rooms, and the receptionist receive's any message for the guest, he may use the message wait feature to pass on the message when the guest returns.

If message wait feature is set on a guest extension, his


extn. shall ring for certain time, at regular intervals which is programmable. As soon as the guest answers the ring, he will be connected to the receptionist.

At the reception, on OPCON LCD, Extn. no. "GIVE MSG" will be displayed and the message can be informed to the guest.

**For example :** For a message to be given to extn. 202, the LCD display shows "202-GIVE MSG"


To set message wait on guests extension

**Press**

 **FUN - 4 - Extn. number - 1**

To cancel,

**Press**

 **Fun - 4 - Extn. number - 0**

For setting message wait parameters refer programming section.

### **34.6 Extn. Name programming :**

---

Guest name programming is helpful in providing personalized service as the guest's feel happy to be addressed by their name.

Whenever the guest calls the reception for any assistance, his name appears on display of OPCON, and the operator is able to greet the guest by his name.

Max. length of guest name can be of 16 characters.

For entering guest name for extn. no. 202 as ATUL

**Press**

 **FUN - 3 ★ 2 - 202 - ATUL - ENT**

The extn. keys of OPCON also function as alphabet keys during entering of name.

Table listing them is as below :

---

KEY	CHARACTER
01	A
02	B
03	C
04	D
05	E
06	F
07	G
08	H
09	I
10	J
11	K
12	L
13	M
14	N
15	O
16	P
17	Q
18	R
19	S
20	T
21	U
22	V
23	W
24	X
25	Y
26	Z
27	"
28	&
29	(
30	<SPACE>
31	)
32	,
33	-
34	.
35	:
36	<ENT>

### 34.7 Hotel name Programming

This feature helps to programme the hotel name in the system for all future reports printed. This name is printed as the first line. For this, from user password.

**Press**

**201 - Hotel Name - ENT**

Max. length of hotel name can be 80 characters.

#### SAMPLE PRINT OUT REPORTS :

**\*\* HOTAL TAJ \*\***

**SMDR REPORT # 5 : ON-LINE LISTING AS ON 30-01-04 (FRI) AT 18:18**

SR	EXT1-EXT2	T	NUMBER	DATE	TIME	DJR	RATE	UNITS	AMOUNT	REM
1	203-203	1	00856256356	30-01-04	18:18	00:12	2.0	7	10.50	?
2	203-203	1	5698856	30-01-04	18:20		* INCOMINGCALL		*	?
3	202-202	1	8523256256	30-01-04	18:21	00:03	300.0	1	1.50	
4	203-203	2	5698867	30-01-04	18:22		* INCOMINGCALL		*	
5	202-202	1	011526256326	30-01-04	18:23	00:12	2.0	7	10.50	?

**PIGEON CRYSTAL 1030 Ver : 507**

**\*\* HOTAL TAJ \*\***

**SMDR REPORT #9 : GUEST CALL REPORT AS ON 30-01-04 (FRI) AT 18:43**

**FOR ROOM NO : 203**

**GUEST NAME : ATUL**

**CHECK-IN ON : 30-01-04 AT 18:11:22 CHECK-OUT ON : 30-01-04 AT 18:18:43**

SR	EXT1-EXT2	T	NUMBER	DATE	TIME	DJR	RATE	UNITS	AMOUNT	REM
1	203-203	1	008525262563	30-01-04	18:15	00:55	2.0	2	42.00	?
2	203-203	1	055252625852	30-01-04	18:17	00:06	2.0	4	6.00	?
3	203-203	1	5698970	30-01-04	18:17	00:00	300.0	1	1.50	
Local :-Calls			1	Time:00:00:00		Units:1		Amt.:1:50		
STD:-CALLS :			1	TIME:00:00:06		UNITS:4		AMT.:6.00		
ISD:-CALLS :			1	TIME:00:00:55		UNITS:28		AMT.:42.00		
TOTAL:-CALLS :			3	TIME:00:01:01		UNITS:33		AMT.:49.50		

**PIGEON CRYSTAL 1030 Ver : 507**

### 34.8 Room status display

---

This feature helps display the status of all rooms and hence enables the receptionist to find out vacant rooms immediately when a new guest walks in for registration.

The receptionist can find out room status by using following command from OPCON :



**FUN - 1-1**

**For a vacant (available) room, the LED is OFF.**

(i.e. after checkout & room cleaned operation is performed)

**For a vacant (but not cleaned) room, the LED is BLINKING.**

**For an occupied room, the LED is ON.**

(i.e. after check-in)

When guest leaves the hotel, the boy after cleaning the room must **DIAL 3997** from room extension to change the status from 'Not cleaned' to vacant (available).

### 34.9 Memory Dialing

---

The OPCON system maintains a global directory of max. of 90 numbers in its non-volatile memory.

A 2 - digit location code is used to save and retrieve any number. This global directory is common for all extensions and the OPCON.

Usually all emergency numbers are stored as global numbers and can be dialed by any extn. or the operator irrespective of its class of service.

Now, whenever the operator desire's to dial any global number



**Press MEM key**

The message **MEM DIALING** is displayed



**Now, Dial desired memory location number**

The system automatically siezes the junction and dials the number.



## 36. RINGER PROGRAMMING

To set ringer status,

**Dial**

☛ **614 - X**

Where X = 0 for Ringer always OFF  
1 for delayed ringer  
2 for only when operator is idle  
3 for immediate ringer

To set delayed ring timer,

**Dial**

☛ **616 - XX**

XX = Seconds (Default = 10 Sec.)

## 37. KEY CLICK

To set key click timer,

**Dial**

☛ **617-MM**

Where MM=00 to 50 milliseconds. (Default = 10 msec)

To turn off the key click,

**Dial**

☛ **617-00**

### 38. AUTOMATIC ACKNOWLEDGE

To set automatic acknowledge,

**Dial**

**615 - X**

Where X = 0 for auto acknowledge OFF  
1 for auto acknowledge ON

In default, the auto acknowledge feature in OFF.

### 39. AUTOMATIC ANSWER

To set automatic answer mode,

**Dial**

**613 - XX**

Where XX is time in seconds (00 to 99 Seconds)

In default, auto answer in OFF.

### 40. CONSOLE CLASS OF SERVICE

To enable class of service to console,

**Dial**

**632 - XY**

Where X (Day mode) = 0 for Intercom  
1 for local  
2 for STD  
3 for ISD

Y (Night mode) = 0 for Intercom  
1 for local  
2 for STD  
3 for ISD

In default, OPCON is set in 22 mode.

---

## 41. GUEST / SERVICE GROUP PROGRAMMING

To assign extn to any group,

**Dial**

**38 - Extn number - Group number**

To assign floors to extension,

**Dial**

**305 - Extn number - Floor number**

To assign a service extn. to different floors,

**Dial**

**2042 - Floor number - Extn. number**

In default floor service extn. for each group is 22/202.

To assign floor service code,

**Dial**

**2041 - XX- #**

Where XX is any two digit number from 30 to 38.

**For example :** Consider a hotel with nine rooms spread over three floors with three rooms on each floor. Room numbers 202, 203, 204, 206, 207 and 208 are used for individual guests (group '0') whereas room numbers 210, 211 and 212 are for a common guest group.

The service extn number for each floor is as shown.

OPERATOR – 201					
INDIVIDUAL GUESTGROUP	202 Room 1	203 Room 2	204 Room 3	205 Room Service	FLOOR 1
	206 Room 4	207 Room 5	208 Room 6	209 Room Service	FLOOR 2
GROUP GUESTS	210 Room 7	211 Room 8	212 Room 9	213 Room Service	FLOOR 3

To programme individual guests,

**Dial**



38-202-0

38-203-0

38-204-0



38-206-0

38-207-0

38-208-0

To programme group guests,

**Dial,**



38-210-1

38-211-1

38-212-1

To programe service group extensions,

**Dial,**

- ☛ 38-201-9
- 38-205-9
- 38-209-9
- 38-213-9

Now, to assign floors to extensions

**Dial,**

- ☛ 305-202-1
- 305-203-1
- 305-204-1
  
- ☛ 305-206-2
- 305-207-2
- 305-208-2
  
- ☛ 305-210-3
- 305-211-3
- 305-212-3

To assign service extensions to different floors,

**Dial**

- ☛ 2042-1-205
- 2042-2-209
- 2042-3-213

---

## 41.1 Message Wait

---

Setting of message parameters :

To set for the number of times an extn. should ring, dial



**217-15-XX**

Where XX=01 to 99 (Default 20 times)

To set the delay between to rings, dial



**217-16-XX**

Where XX = 01 to 99 min (Default 30 min)

To set the ring duration, dial.



**217-17-XX**

Where XX = 01 to 99 sec (Default 15 sec)

## 42. MEMORY DIALING

**Dial**



**88 + location code + XX + Jn. No. + External no. + #**

Where XX=10 to 99

**For Example :** For storing an external no. 27923985 on trunk no.1 at location code. 15,

**Dial**



**88-15-1-27923985- #**

**APPENDIX – A** **OPCON PARAMETERS**

<b>S. NO.</b>	<b>PROGRAMME</b>	<b>COMMAND</b>
1.	Deactivate/ Activate Console	611-0/1
2.	Operator absent/present	612-0/1
3.	Auto answer timer	613-seconds
4.	Ringer mode	614-code
5.	Ringer auto ack OFF/ON	615-0/1
6.	Ringer delayed mode timer	616-seconds
7.	Key disable/enable	621-Location-function-shift code
8.	Associating status light code to location	622-Status light code-loc.-shift code
9.	Class of service	632-day mode-night mode

**APPENDIX – B** **OTHER PARAMETERS**

<b>S. NO.</b>	<b>PROGRAMME</b>	<b>COMMAND</b>
1.	Memory directory	88-location-jn. -external no.-#/Flash
2.	Exit program mode	0

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