

# Alcatel-Lucent **OmniPCX** Enterprise Communication Server



**Manager / Assistant**



# Introduction

The manager/assistant application is a special configuration of at least two multiline stations offering specific additional features via programmable keys.

The manager/assistant configuration can include several manager stations, several assistant stations and a 'substitute assistant' station.

Refer to the user guide for your station for the telephone functions proposed by the Alcatel-Lucent OmniPCX Enterprise Communication Server.

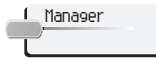


***The availability of certain functions described in this guide may depend on your system version or configuration. If in doubt, contact the person in charge of your installation.***

# Contents

<b>1.</b>	<b>Secretary station</b> . . . . .	<b>p. 4</b>
	1.1 Call your manager. . . . .	p. 4
	1.2 Supervise the filtering . . . . .	p. 4
	1.3 Managing the filtering . . . . .	p. 4
	1.4 Send a text message to your manager . . . . .	p. 4
	1.5 Putting a party on hold . . . . .	p. 5
	1.6 Cancel discrete listen-in . . . . .	p. 5
	1.7 Supervise the status of the manager station . . . . .	p. 5
	1.8 Substitute assistant station . . . . .	p. 5
	1.9 Signal your absence. . . . .	p. 5
<b>2.</b>	<b>Manager Station,</b> . . . . .	<b>p. 6</b>
	2.1 Call your assistant. . . . .	p. 6
	2.2 Answer a message from your assistant . . . . .	p. 6
	2.3 Supervise the status of the assistant station . . . . .	p. 6
	2.4 Activating call screening . . . . .	p. 6
	2.5 Pick-up a filtered call. . . . .	p. 7
	2.6 Discrete listen-in on a filtered communication . . . . .	p. 7
<b>3.</b>	<b>Glossary</b> . . . . .	<b>p. 8</b>

### 1.1 Call your manager



*If you work with several managers, you can have a key for each manager.*

### 1.2 Supervise the filtering

You can supervise the filtering keys of the manager station(s). For each filtering key, you have one supervision key available. The icons associated with the supervision keys are:



icon off: supervised filtering key not active,



supervised filtering key active the filtered calls are sent t you,

(on steady)



supervised filtering key active the filtered calls are sent to another assistant

(Flashing)

*If you work with several managers, you can have a key for each manager.*

### 1.3 Managing the filtering



Manager station filtering key  
disabled



Manager station filtering key  
enabled

To activate the filtering key on the manager station and become the recipient of the filtered calls, press the corresponding filtering supervision key.

To deactivate the filtering key on the manager station, whether or not you are the recipient of the filtered calls, press the corresponding supervision key

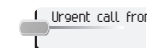
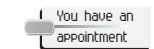
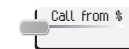
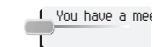
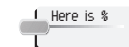
### 1.4 Send a text message to your manager

You can send a predefined message or a message to be completed to the manager station display screen, whether the station is free or busy.



Select message

The predefined messages are:



Erase last character entered

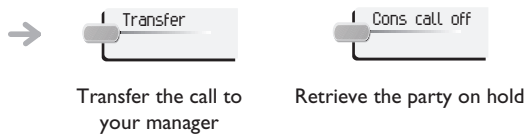
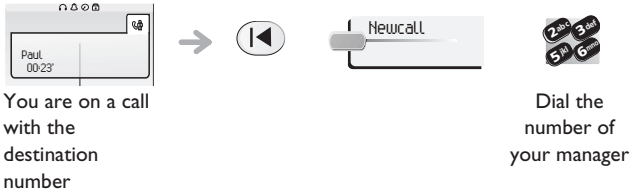


Move up one level during programming

# Secretary station

## 1.5 Putting a party on hold

You manager has activated the filtering key. You take a filtered call. to ask your manager if he wants to take the call:



## 1.6 Cancel discrete listen-in

You answer a filtered call and your manager listens in discretely. Your display informs you of this.



## 1.7 Supervise the status of the manager station

The icon associated with the manager station call key is used to supervise the status of the manager station.

icon off: station free or ringing



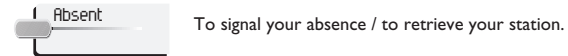
## 1.8 Substitute assistant station

The call functions of this station are identical to those of the main assistant station. However, filtering management is only possible if the main assistant has been declared absent.

## 1.9 Signal your absence

When you are away, an absent icon is displayed on the manager station and your calls are forwarded to the substitute assistant station.

If there is no substitute assistant station, your manager receives the calls directly.



## 2.1 Call your assistant



*Note: if you work with several assistants, you can have a key for each one.*

## 2.2 Answer a message from your assistant

When the station is idle or during a communication, you can answer a message sent by your assistant. Press the display key corresponding to the one you want to send. The available 11 messages are:

Busy	I'm busy	I'll take the ca	Put him through please
Wait	2 minutes please	I am on my wa	I'm coming
Absent	I'm absent	Cancel	Please cancel
Enter	Tell him to come in	Please wait...	2 min please
I will call back	I'll callback	Please handle	Do the best you can
He calls back	Have him callback please		

## 2.3 Supervise the status of the assistant station



the icon associated with this key is used to supervise the status of your assistant's station.



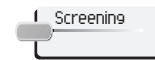
: Assistant in communication



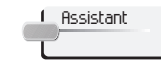
: Assistant absent

## 2.4 Activating call screening

A filtering key lets you forward your calls to a assistant station. Each filtering key has an associated filter table (defined by the installer) that can contain either priority numbers or numbers to screen. You can have several filter keys but you cannot activate a priority numbers table and a numbers to screen table at the same time. Activating the priority numbers table cancels the filtering by the numbers to screen table.



Press the filter key to activate



Select the assistant to receive the filtering

- if you have a priority numbers table, only the partys identified in that table will be able to call you directly.
- If you have a table of numbers to screen, only the calls from partys identified in this table will be forwarded to the assistant.

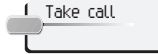


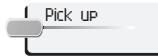
*if you have one or more private lines, the filtering can be selective (on the main number only) or non selective (main number and private lines) depending on the configuration.*

## 2.5 Pick-up a filtered call

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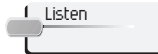
Filtering is activated and a call reaches your assistant's station. While the assistant station is ringing, the name of the caller will be displayed on the screen of your station.


 : To pick-up the call before the assistant answers

 : To take the communication after your assistant has answered

## 2.6 Discrete listen-in on a filtered communication

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 : To enter discrete listen-in mode when your assistant is in communication (your micro is inhibited).

 : To terminate the discrete listen-in.



- **Discreet listen-in:** this listen-in, signalled only to the assistant, allows the manager, with micro inhibited, to listen-in when the assistant is in communication.
- **Manager/assistant screening:** This service, available for 'manager/assistant' tandems, is used to direct calls destined for the manager station to one or more assistant stations
- **Private line:** The manager station can have one or more so called 'private' lines, as they can be dissociated from the main number at the screening level
- **Screened number:** this number is automatically forwarded to the assistant
- **Priority number:** Only this number can reach the manager station when screening is activated
- **Substitute assistant station / Main assistant station:** When the main assistant is declared absent, the calls are directed to the substitute assistant station. The functions of this station are identical to those of the main assistant station
- **Manager/assistant station:** Set of specific services (filtering, forwarding) between a manager station and one or more assistant stations
- **Filtering supervision:** one key allows the assistant to signal or activate from her station the filtering on the manager station