

# HOW TO OPERATE THE CONSOLE



## 761B GUEST DIAL PAK

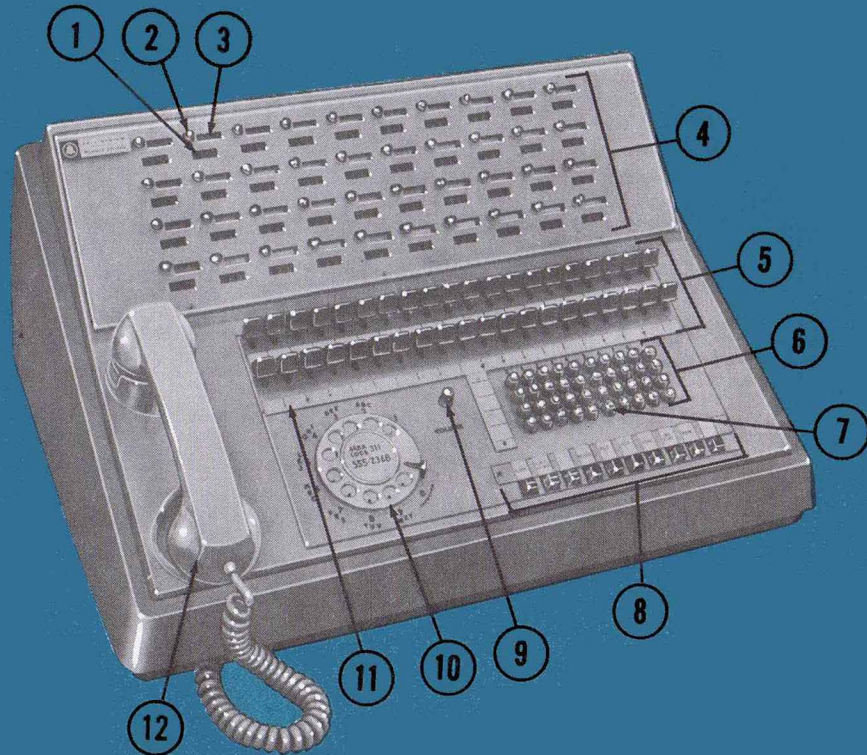
The 761B Guest Dial Pak PBX system uses a desk set, Princess® or Trimline® telephone equipped with a standard message waiting lamp to provide the guest with simplified room telephone service. The console provides all the normal features of call handling. It contains the message registers for each room, Direct Station Selection buttons, and Message Waiting Control buttons.

®Registered service mark of the Bell System

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## Description of the Console



1. Totalizer for room message register
2. Reset button
3. Room number designation
4. Room message registers
5. Message waiting control keys
6. Direct station selection field
7. Direct station selection button
8. Attendant control buttons
9. Audible signal volume control
10. Rotary or TOUCH-TONE® dial
11. Designation strip for room numbers
12. Handset

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## Incoming Calls

### ANSWERING THE CALL

When the LOCAL button (2) flashes at the rate of 60 ipm, (interruptions per minute) and an audible signal is heard:

- **Remove the handset and momentarily depress flashing LOCAL button.**  
Flashing LOCAL button changes to steady and audible signal is silenced.
- **Answer with the hotel name or telephone number as directed locally.**

### ESTABLISHING CONNECTION

Upon receiving calling party's request for connection to a station:

- **Check the DSS (Direct Station Selection) field (1) to see if the desired room telephone is idle (DSS button dark).**
- **If the room telephone is idle, depress the appropriate DSS button and hold it depressed until it lights.**  
Ringing is heard.
- **Remain on the connection in order to give progress reports.**

When the room telephone answers:

- **Disconnect by replacing the handset on the switch-hook.**  
LOCAL button goes dark, the DSS button remains lighted, and the console is available for other calls.

### HOLDING A CALL

Always attempt to complete each call immediately after receiving the order.

If it becomes necessary to hold an incoming call:

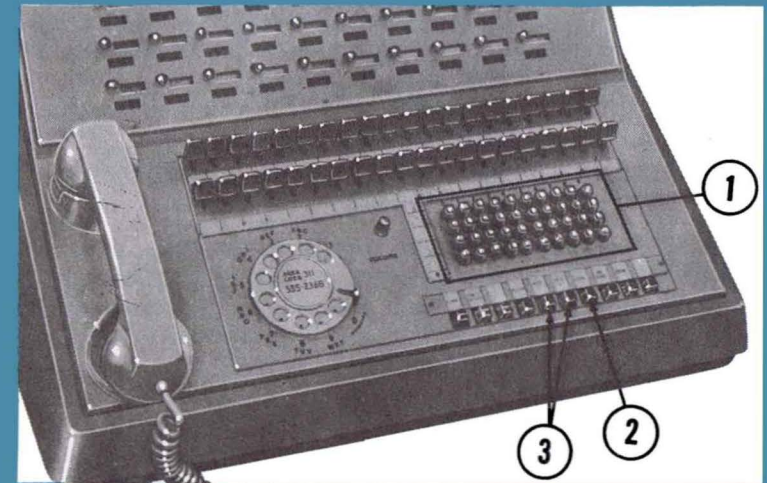
- **Depress one of the two red HOLD buttons (3) and keep it depressed until the button lights.**  
Local button goes dark.

To reenter the connection to give progress reports or complete the call:

- **Depress the HOLD button originally used to hold the call.**

HOLD button goes dark; LOCAL button lights.

A maximum of two calls may be held at any time.



## ROOM TELEPHONE DOES NOT ANSWER

If the desired room telephone does not answer and you have remained on the connection, depress the **RELEASE** button (4) to release the room telephone and give a report to the calling party. Hang up to release the call.

If the call was placed on hold, handle as described under **HOLDING A CALL**.

## ROOM TELEPHONE BUSY

If the desired room telephone is busy (DSS button lighted), report the busy condition to the calling party. If he wishes to wait, place the call on hold.

Continue giving progress reports every 30 to 40 seconds until the desired room telephone becomes available (DSS button dark) and then establish the call by operating the **HOLD** button and completing the connection in the usual manner.

## CALLS WAITING

If after depressing the flashing button to answer a call, the audible signal is still heard, it indicates that one or more calls are waiting to be answered. You may place the first call on hold if you are unable to complete it immediately. The **LOCAL** (3), **LONG DISTANCE** (2) or **ROOM** (1) button will flash. Depress the flashing button and proceed to answer the next waiting call.

If after the button is depressed the second time the audible signal continues, a third call is waiting. Unless one of the first two calls has been completed, the third cannot be placed on hold. Complete this call, then reenter the first, then the second held call to establish the connection or give progress reports.

## GUEST RECALLS ATTENDANT

If a guest wishes to recall you, he may do so by depressing his switchhook once firmly. The audible signal will be heard and the **LOCAL** button will flash at 120 ipm.

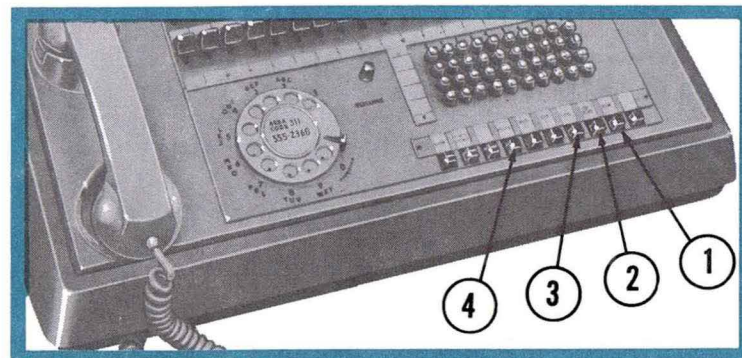
- **Depress the flashing button.**

Button changes to steady and the audible signal is silenced.

- **Answer the recall with an appropriate phrase.**

If you receive a request to transfer the call, acknowledge and ask the guest to hang up. If he does not hang up promptly, operate the **RELEASE** button.

Check the DSS field to see if the desired room telephone is idle (DSS button not lighted). If the room telephone is idle, transfer the call to the desired room telephone by depressing the appropriate DSS button until it lights.



## RE-RING FROM TOLL OPERATOR

When the **LONG DISTANCE** button flashes at 60 ipm and the audible signal is heard:

- **Remove the handset and momentarily depress the flashing button.**

Flashing button changes to steady.

The toll operator will normally quote time and charges by re-ringing the attendant. This is done by the operator removing her cord to drop the guest connection and re-seizing the trunk. If the operator does not first remove the cord after the guest disconnects, her ring will go directly to the guest telephone.

## Outgoing Calls

### GUEST-ORIGINATED

#### LOCAL AND LONG DISTANCE CALLS

Local and long distance calls can be made by the guest with no assistance from the attendant. Instruction cards describing the use of the room telephone sets are supplied with each set.

### GUEST-TO-ATTENDANT CALLS

#### *Answering the Call*

When a guest dials "O" from his room telephone, the DSS button associated with his room will light. The audible signal will be heard and the ROOM button will flash at 120 ipm.

- **Remove the handset and depress the ROOM button.**  
ROOM button changes to steady and the audible signal is silenced.
- **Answer with an appropriate phrase.**

### *Establishing Outside Connection*

If the calling party asks to be connected to an outside number, advise him that he can dial out directly by dialing the correct code as indicated on the station instruction card. If however, he requests your assistance note his room number, obtain the called number and ask him to hang up.

For a local number:

- **Depress the LOCAL button, listen for dial tone, and dial the called number.**

For a toll call:

- **Depress the LOCAL button and dial "O" or the code for the Long Distance Operator.**
- **When the operator answers, announce "hotel call" and give the call details.**

When the called party answers, ask them to hold the line and then establish connection to the calling guest in the same manner as for an incoming call.

### ***Establishing a Room-to-Room Connection***

If one guest wishes to call another guest, he must place the call through the attendant. The DSS button on the console associated with the calling room will light. The audible signal will be heard and the ROOM button (1) will flash at 120 ipm.

- **Remove the handset and depress the ROOM button.**  
ROOM button changes to steady and audible signal is silenced.
- **Answer with an appropriate phrase.**
- **After receiving the request, check the DSS field to see if the desired room telephone is idle (DSS button dark).**
- **Depress the appropriate DSS button until it lights.**
- **When the called party answers, leave the connection by replacing the handset on the switchhook.**  
ROOM button goes dark; both DSS buttons remain lighted.

### **ATTENDANT-TO-GUEST CALLS**

If you wish to originate a call to a room telephone:

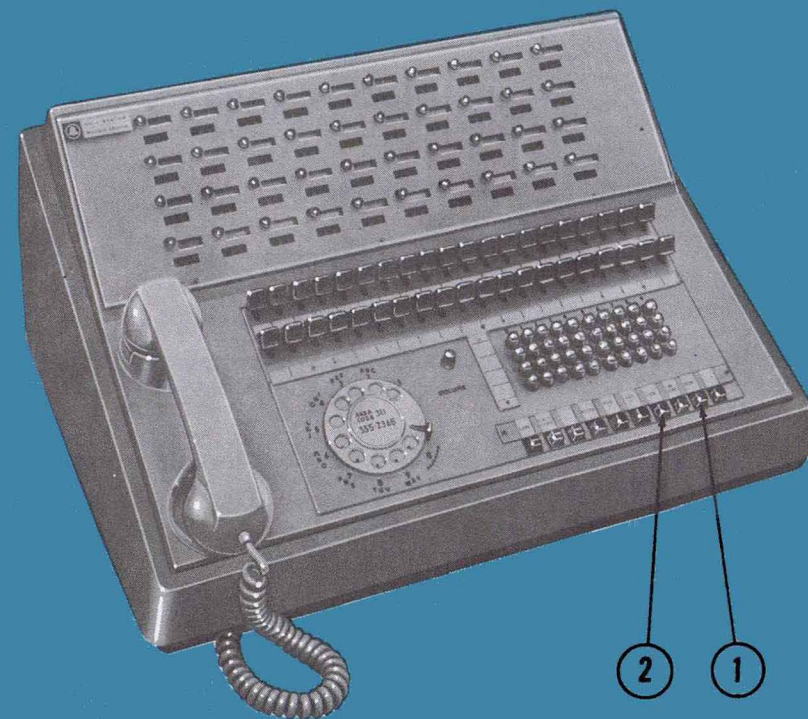
- **Remove the receiver and depress the ROOM button.**  
ROOM button lights.
- **Depress the desired DSS button (unless it is already lighted).**  
DSS button lights and ringing is heard.

### **ATTENDANT-ORIGINATED LOCAL CALLS**

To make a local call:

- **Remove the receiver and depress the LOCAL button (2).**  
LOCAL button will light.

- **Listen for dial tone and dial the desired number.**



# Remote Answering

## FROM ANY ROOM TELEPHONE

If the console must be left unattended:

- **Turn the REMOTE ANSWER button (2) to the ON (vertical) position.**  
Any incoming call will then activate a conveniently located auxiliary audible signal.
- **Answer the call from any telephone connected to the console by lifting the handset and dialing "7" (or the digit locally specified).**

Upon leaving the console unattended, the attendant should carry a list of guests' names and numbers in order to establish the connection from any remote answering station without returning to the console.

## ESTABLISHING CONNECTION

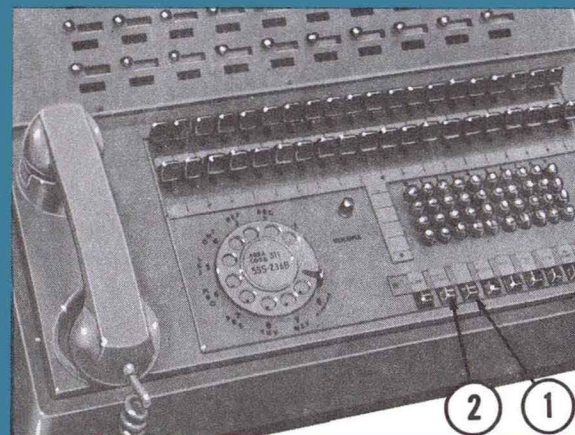
To connect the calling party to a room telephone:

- **Depress the switchhook firmly once (the calling party is split off while dialing takes place) and listen for dial tone.**
- **Dial the 2-digit room telephone number corresponding to the DSS button assignments.**

Since you cannot reenter the connection (the call cannot be placed on hold), you should remain until the call has been answered and conversation starts. To leave the connection, replace the handset on the switchhook. You are then ready to receive another call.

If it is determined that the party can be reached at another room telephone, depress the switchhook firmly *once* to release the called station and obtain dial tone. Dial the new 2-digit room telephone number.

In some cases, when the customer desires the option, arrangements may be made to transfer calls to a specific station. This requires the special transfer (TRANS) button which is positioned as spare button number 3. Service to this station requires the operation of both the TRANSFER button (1) and the REMOTE ANSWER button (2). Calls may be answered and completed at this station but may not be placed in a "hold" condition. Under present equipment arrangements, calls cannot be originated to the rooms from this special station.



## BUSY OR DON'T ANSWER

If you reach a busy signal or the station does not answer, depress the switchhook firmly *once* to reconnect to the incoming call. After giving the proper report, if the calling party requests that you try another room telephone, depress the switchhook firmly *once* and proceed as before.

## Message Waiting Service

If you receive an incoming call for a guest who is absent from his room, offer to take a message. After receiving the message, operate the MESSAGE WAITING key (4) for that particular room.

When the guest returns, he is made aware that a message is waiting for him by a flashing light labeled MESSAGE WAITING on his telephone set. To obtain his message, the guest calls the desk by dialing "O".

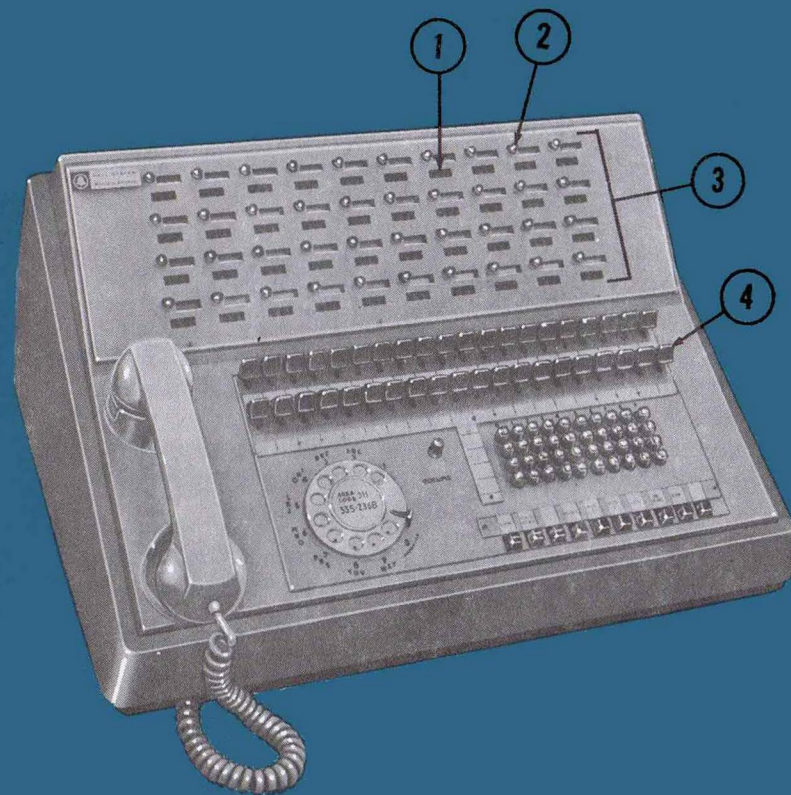
After you deliver the message, restore the MESSAGE WAITING key to normal.

## Message Registers

The message registers (3), located in the upper section of the console, record automatically the number of local originating calls accumulated from each room telephone. Each register has a pull-type button (2) which is used to clear the number wheel (1) to zero when a new guest checks into a room. (It is very important that the registers be cleared as guests check in to avoid erroneous charges.)

## Call by Area Code and Number

In giving call details to the Operator, first give the Area Code if one is required, then the called number. Give your listed number when the Operator requests it.



## Placing Administrative Calls

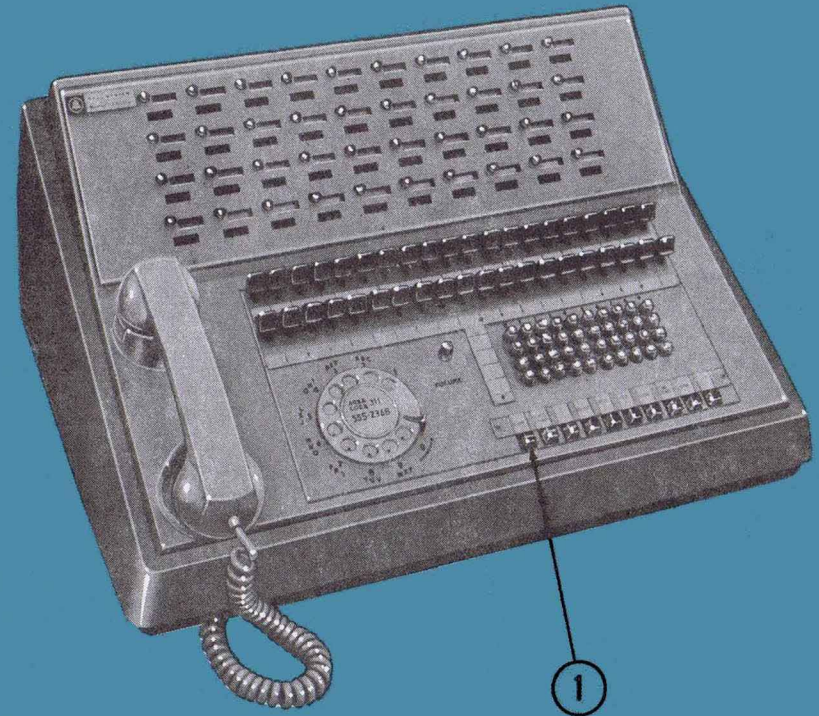
The attendant should not place administrative Long Distance calls using the LONG DISTANCE button since this could deny a circuit to a guest and will interfere with established billing procedures. Since restrictions for guests do not apply to the attendant's outgoing calls, the LOCAL button should be used for both local and toll calls of an administrative nature. This allows the attendant to dial her own toll calls in accordance with locally established dialing procedures.

## Equipment Trouble

The turn button labeled ALARM (1) permits the attendant to silence the alarm bell. The button illuminates when a trouble occurs and remains lighted until the trouble is cleared regardless of the operation of this button. Promptly report console or room telephone trouble to Telephone Company Repair Service.

Test all faults before reporting them to "Repair Service" to ensure that actual troubles are being reported.

Report room telephone trouble by room and DSS button number, not by name.





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