



INDeX 9.1+

20DS User's Guide

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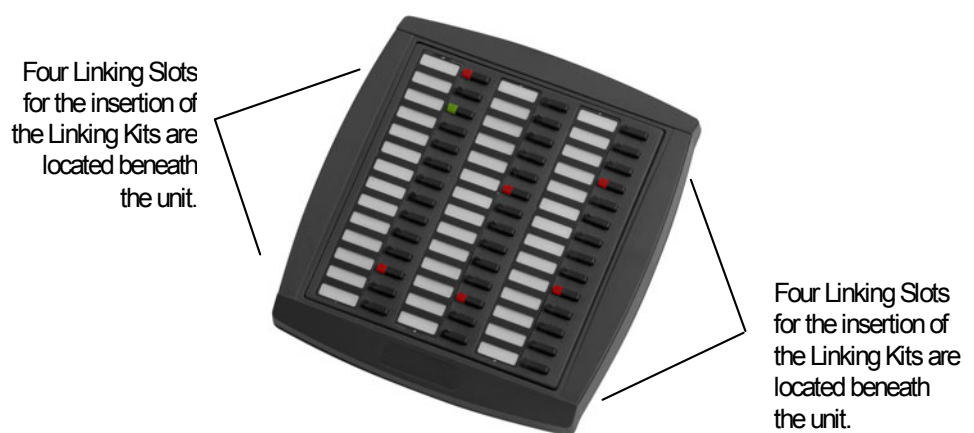
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Introduction

Introduction to the 20DS

This guide is for the INDeX 20DS used on the **INDeX** telephone system operating under **Software Release 9.1**. Your System Manager will be able to tell you which Software Release your system is operating under.

The 20DS works in association with your INDeX display phone and each 20DS provides your phone with an additional 42 DSS keys. You can associate several 20DS's with your INDeX display phone. Linking kits are provided to link the 20DS to your display phone and any additional 20DS units. To link the 20DS to a display phone or another unit, simply clip two of the Linking Kit pieces into two of the slots on a 20DS unit and then clip these two pieces into the corresponding two slots on the underside of the phone or unit .



Each 20DS requires its own telephone socket and a mains power socket.

- **DSS Keys: (Direct Station Select)**

- Each DSS key can store an extension, line or group number. You can then use the key to dial that number using a single key press. Please note that, when working with remote numbers, certain limitations may apply. Consult your System Manager for details.
- Alternatively you can use a DSS key to dial a system speed dial number.

- **BLF Lamps: (Busy Lamp Field)**

The DSS keys incorporate dual-colour BLF lamps. These show the status of the extension, line or group number stored under each key. The lamps use different flashing rates and colours to show different conditions (e.g. busy, ringing, on hold, etc - see page 4).

The BLF Lamps

The DSS keys incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

Red BLF Lamp Signals:

- **Slow Red Flash:**
A call on a line set under the key has been parked. To unpark the call press the DSS key.
- **Fast Red Flash:**
Shows that the extension set under the key is ringing. To pickup the call press the DSS key.
- **Solid Red:**
The extension, line or group set under the key is busy or not available (e.g. set to no calls with no divert number set). Groups only show busy if all members are busy.

Green BLF Lamp Signals:

- **Slow Green Flash:**
Shows a call parked by your phone. To unpark the call, press the DSS key.
- **Fast Green Flash:**
Shows an external call ringing on a line. To answer the call, press the DSS key.
- **Solid Green:**
Shows a call connected to your phone (or held by it).

Alternating Green/Red Lamp Signals:

- Indicates a call to a Pilot number set under the DSS key.

The Power Supply Unit

The 20DS requires the use of a power supply unit (PSU) plugged into a mains power socket. You must **only** use the PSU's supplied by Avaya.

WARNING:

**You must ensure that the PSU's ventilation slots are not obstructed and that there is clear space all around the PSU.
Do not fit the PSU adjacent to other PSU's as excessive heat may be generated.**

Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

System Manager on extension:

This guide is also available from our Internet site
<http://support.avaya.com>

Using the 20DS

Notes

Once associated with a phone, the 20DS provides that phone with an additional 42 DSS keys. This section gives examples of some of the functions of the keys.

To check the unit is associated:

1. Press **PROGRAM** on your phone.
2. Press one of the DSS keys on the 20DS.
 - If **ENTER PASSCODE** appears on the phone, then the units are correctly associated.
 - If **ENTER PASSCODE** does not appear, the 20DS is associated with another phone (see "Re-associating a DSS Unit" on page 9).
3. Press **PROGRAM** to end the test.

Setting up the DSS Keys.

See "Programming the DSS Keys" on page 9.

Making Calls

To call an extension or group of extensions:

1. Press the DSS key under which the extension or group is set.
2. If busy (shown by a solid red BLF lamp), your phone displays the options available (usually callback or camp on). If your system has an integrated Voice Manager attached, you can record a voice message instead. The Voice Manager may also instruct you to dial another number to be automatically transferred to the Operator or another extension.

To make an external call using a particular line or group of lines:

1. Press the DSS key under which the line or line group is set.
2. If busy (shown by a solid red BLF lamp), your phone displays the options available.
3. Otherwise, dial the external number.

Answering a Call - Fast Green Flash

A fast flashing green lamp shows an external call ringing on a line.

To answer a call:

1. Press the fast flashing DSS key associated with the call you want to answer.
2. Continue the call using handsfree or pickup the handset.
3. To end the call either press **ANSWER RELEASE** or replace the handset.

Speed Dials

To dial a speed dial:

1. Press the DSS key under which the speed dial store is set.
-

Holding Calls - Solid Green

To hold a call:

1. Press **HOLD** on your phone.

To retrieve a held call:

1. If the held line or extension is set under a DSS key, the key's BLF lamp is solid green.
 2. To retrieve a held call press **HOLD** again.
-

Unparking Calls - Slow Red/Green Flash

Telephones on the INDeX system can park calls (2030/50/60 phones and the 20CC turret can do this using the **●PARK** option on the display). Each phone can park several calls and unlike held calls, they can be retrieved by any other phone.

To unpark a call:

1. A slow flashing BLF lamp indicates a parked call:
 - **Red:** Another extension has parked a call on a line set under the DSS key.
 - **Green:** You have parked a call to your phone (by pressing **●PARK** or **HOLD, ANSWER RELEASE**).
2. Press the DSS key to unpark the call at your phone.
3. Continue the call using handsfree or lift the handset.

Transferring Calls

After answering a call, you can transfer it to any extension (or group of extensions) set under a DSS key.

To make an unannounced transfer:

1. Whilst talking to the caller, press the DSS key for the required extension or group of extensions.
2. Press **ANSWER RELEASE** on your phone or replace the handset.

To make an announced transfer:

1. Whilst talking to the caller, press **HOLD** and then the DSS key for the required extension or group of extensions.
2. When answered, ask if they wish to accept the call.
 - If "yes", press **ANSWER RELEASE** on your phone.
 - If "no", press **HOLD** to return to the held call.

Picking up Calls - Fast Green/Red Flash

Fast flashing BLF lamps indicate calls waiting.

- A fast flashing **red** lamp indicates a call ringing the extension or group of extensions set under that DSS key.
- A fast flashing **green** lamp indicates an incoming call on a line.

To pickup the call:

1. Press the DSS key.
2. Continue the call using handsfree or lift the handset.

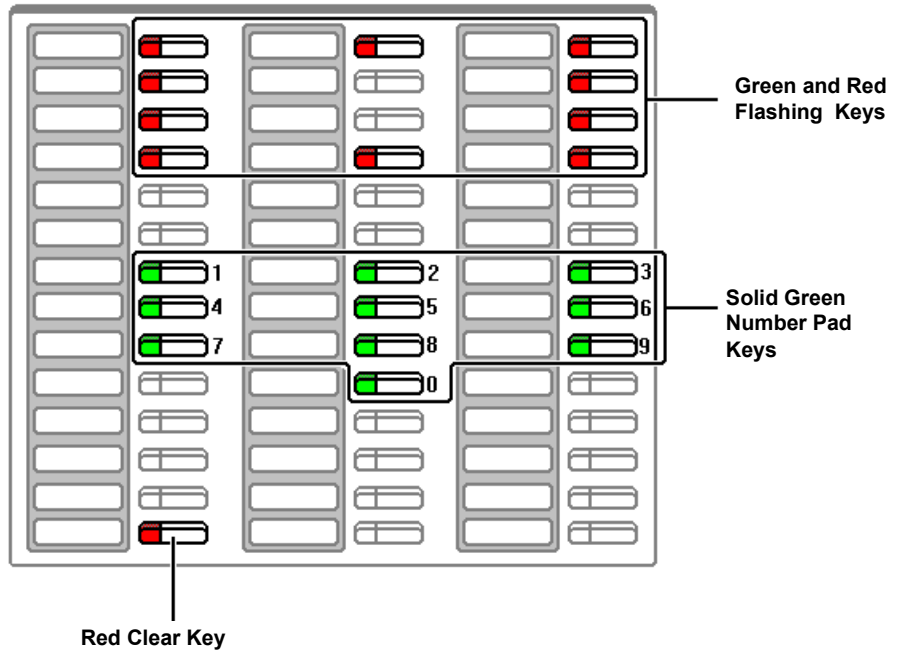
Setting Up the 20DS

Associating the 20DS

Before using the 20DS, you must associate it with an INDeX terminal. You can associate several 20DS's with the same terminal if required (*to reassociate a 20DS with a different terminal after setting up the DSS keys, see page 9*).

To associate a 20DS:

1. Ensure that the unit's power supply is connected and switched on (the BLF lights should flash briefly and the unit gives a short ring).
2. Plug the unit's line cord into its LINE socket (on the base of the unit) and then into an INDeX system phone socket .
3. The units BLF lamps come on in the pattern shown below:



- The green and red flashing lamps indicate associate mode.
 - The solid green DSS keys form a dialling pad matching keys 1 to 9 and 0 on 2030/50/60 phone or the 20CC turret.
 - The lower solid red DSS key acts as a clear key.
4. Using the solid green DSS keys, dial the number of the display phone with which you want the unit associated.
 - If you misdial part of the number, use the bottom solid red DSS key to clear the whole entry.
 - If the number dialled is not an extension, the unit clears the number entered.
 - If the number dialled is okay, all the lights go out. You can now program the DSS keys (*see page 9*).

Programming the DSS Keys

You can program each DSS key with a line, extension or group directory number. Once programmed, the key's BLF lamp displays the status of that number and call to that number (e.g. free, busy, ringing, etc). Alternatively, you can program a key with a system speed dial number.

To program a DSS key:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone's passcode.
3. The display shows the current stored number (if set).
4. Press **●CANCEL** to clear the stored number.
5. Enter the number to store:
 - For an extension, line or group number, simply dial the directory number to store.
 - For a system speed dial number, press the **SPEED DIAL** key and dial the required speed dial store number.
6. Select another DSS key or press **●DONE**.
7. Press **PROGRAM** to finish.

Re-associating a DSS Unit

You can change the phone with which the 20DS is associated without physically moving the unit. This saves having to reprogram the DSS keys. The associated phone must still be a INDeX display phone.

To reassociate a 20DS:

1. Switch off the unit's power supply.
2. While holding down any two DSS keys in different columns, switch the unit's power supply back on.
3. The unit should switch back on with the top keys flashing alternate green and red. Continue from Step 3 of associating a 20DS (*see page 8*).

Clearing Settings

Inserting any other type of phone (even temporarily) into the 20DS's socket, erases all the 20DS's programming. If the 20DS is reconnected you must associate it with a INDeX display phone again (*see "Associating the 20DS" on page 8*) and then reprogram the DSS keys (*see above*).

DSS Key Label

Next to each column of DSS keys is an area in which you can label each key. You can remove the label cover to write on the card below.

To remove the label cover:

1. Insert a fine but not sharp point (e.g. end of a paper-clip) into the pin hole at the top of the label cover. Use this to squeeze the label downwards, the label should bow.
2. Lift the label cover clear and remove the card insert.

To replace the label cover:

1. Replace the card insert.
2. Slide the tabs on the bottom edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the top edge into their slots.

Label Template

A template exists for creating labels for the DSS keys on terminals, 20CC turrets and 2030/50/60 telephones. The template file (DSSKEYUK.DOT) works with Microsoft Word for Windows 2, 6 and 7.

You can download a copy of the DSS Label Template from our Internet site <http://support.avaya.com> or from the CD supplied with the terminal.

To use the template:

1. Copy the file **DSSKEYUK.DOT** into the Word template directory, i.e. the directory containing other **.DOT** files (this varies according to the version of Word and other Microsoft programs that you use, typically it is the **WINWORD** or **TEMPLATE** directory).
2. Start Word. Select **File** and then **New....**
3. From the list of templates select **DSSKEYUK**.
4. Follow the instructions included within the template.

Testing the Keys & Lamps

The 20DS has a test cycle that checks all its lamps and keys. You can do this without affecting the unit's programming (i.e. your phone and DSS key settings).

To test the keys and lamps:

1. Turn the 20DS's power supply off.
2. Whilst holding down the bottom-left DSS key, switch the power supply back on and then release the DSS key.
3. All the key lamps will come on green and you will hear a tone. All the key lamps will then switch to red and again you will hear a tone.
4. Only the top-left three DSS keys will now be on with green lamps.
5. Pressing the top-left DSS key again will now illuminate all the red lamps.
6. Pressing the top-left DSS key will illuminate all the green lamps.
7. Pressing the top-left DSS key yet again will switch all the lamps off.
8. Pressing any DSS key now will switch its lamp on/off in a red/green cycle.
9. To end the test, simultaneously press any two DSS keys in different columns.

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