



Commander®

The Direct Station Select (DSS) Console

Why use the DSS?

The Commander NT Direct Station Select (DSS) Console consists of a Commander NT Principal Keystation and one or two DSS Consoles. The DSS Console allows you to:

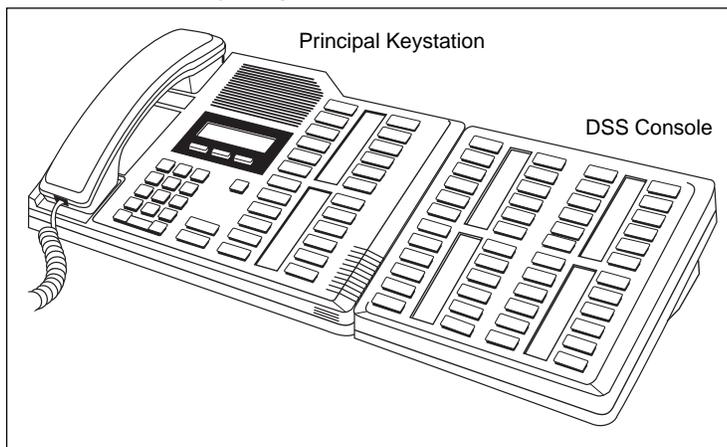
- answer calls made from outside your Commander NT system when more than 24 line appearances are required
- check the busy/not busy or Do Not Disturb status of the keystations in your Commander NT system
- transfer calls to your colleagues' keystations
- use many more features and autodial numbers with single-touch access

Note: The DSS Console(s) must be designated as a DSS station in Administration before it can have line keys assigned to it.

What is a DSS Console?

A DSS Console is an add-on device that provides 48 extra memory or line keys for the Commander NT Principal Keystation. A DSS Console is connected to the side of the keystation; a second DSS Console can be connected to the first DSS Console. When two DSS Consoles are connected, they provide a total of 96 extra memory or line keys for the keystation.

Commander NT Principal Keystation with one DSS Console attached



By pressing a line key on your DSS Console and lifting the handset, you can answer a call made from outside your Commander system. Pressing the appropriate programmed memory key allows you to use a feature or dial an internal or external number automatically.

Note: A headset may also be plugged into the bottom of the Commander NT Principal Keystation when Handsfree has been programmed in Administration.

Checking DSS Console keys

Assigned keys

Each DSS Console key comes assigned to select a line or feature, or dial an station number.

If you have been assigned up to 12 lines, you can select them by pressing the keys in the left-hand column of your Commander NT Principal Keystation. Any remaining lines are assigned to keys on the DSS Console(s), beginning at the top left-hand corner of the first DSS Console, moving down and then across the columns, as required. If all DSS console keys are filled, the keys in the right-hand column of your keystation are used.

The remaining keys on your DSS Console(s) become Internal Autodial keys, starting with the lowest default extension number. These extension numbers can be between two and seven digits. The numbering length is controlled in Configuration programming.

Note: If your keystation is designated a DSS station in Administration, keys should be assigned already.

Checking the assigned DSS Console keys

1. Replace the handset.
2. Press * 0 .
3. Press the keys that you want to check and read the display.
4. Ensure that the assigned line keys and Internal Autodial keys have the correct snap-on caps.
5. Press when you have finished.

Customising your DSS Console

You can customise your DSS Console by programming any of the keys on the DSS Console that do not select lines. These keys can be programmed to dial internal or external numbers automatically. You can also program features onto DSS Console keys. If you want more line keys programmed, see your System Administrator.

Your DSS will be most effective if you use it along with the Call Park, Transfer, Conference, Camp-On, Message, or Voice Call features. These features can be programmed on your DSS Console keys by following the steps presented in this card. The layout of external line keys can be changed with the Moving Line Keys feature.

Programming DSS Console keys

Programming DSS Console keys

External Autodial

1. Replace the handset.
2. Press **[Feature]** * **[1]** .
3. Press a DSS Console key.
4. Dial the external number.
5. Press **[OK]** to store the number.
6. Label the new key.

Features

1. Replace the handset.
2. Press **[Feature]** * **[3]** .
3. Press a DSS Console key.
4. Press **[Feature]** and the feature code.
5. Label the new key.

Moving external line keys

1. Replace the handset.
2. Press **[Feature]** * **[8]** **[1]** .
3. Press the line key that you want to move.
4. Press the memory key to which you want the line moved.
5. If there are no more line keys to be moved, press **[Ris]** .
6. Label the new key.

Internal Autodial

1. Replace the handset.
2. Press **[Feature]** * **[2]** .
3. Press a DSS Console key.
4. Dial the extension number.
5. Label the new key.

Erasing memory keys

1. Replace the handset.
2. Press **[Feature]** * **[1]** .
3. Press the memory key that you want to erase.
4. Press **[OK]** to erase the key.

Monitoring Internal Autodial indicators

It is important that you pay attention to the indicator  beside the Internal Autodial key(s) on your DSS Console. This tells you the status of a Commander NT Keystation, which may be important when redirecting a call.

A solid indicator appears:

- when the keystation is active on an internal or exchange line
- OR**
- when the keystation is in the Do Not Disturb mode

No indicator appears:

- when the keystation is idle
- OR**
- when the keystation is ringing
- OR**
- when the keystation has one or more calls on hold, but is not connected to any active calls

The DSS Console cannot monitor the status of a Commander NT Keystation if an Internal Autodial key has not been programmed.

Answering and transferring a call

Most of the keystation calls that you handle involve the following:

1. Answering a call from outside the Commander NT system.
2. Determining whom the call is for.
3. Checking the status of the destination Commander NT Keystation on the DSS Console.
4. If the indicator is OFF, transferring the call to that keystation.

OR

If the indicator ► is ON, using the Send Message, Callback on Busy, or Camp-On feature.

Note: If your keystation is designated a DSS station in Administration, you can send up to 30 messages.

More information

Please be sure to read the *Commander NT Principal Keystation User Card* and the *Commander NT Receptionist User Card* (if applicable). They contain information that should help you to use Commander features more effectively with the DSS Console.
