

AT&T

DEFINITY[®] Communications
System Generic 2

and System 85

**7401 Plus Voice Terminal
User's Guide**

NOTICE

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Indianapolis, IN 46219
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HEARING AID COMPATIBILITY

This equipment is compatible with the inductively coupled hearing aids prescribed by the Federal Communication Commission (FCC).

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Your 7401 Plus Voice Terminal

The 7401 Plus voice terminal has an innovative design to make it easy to use the many features of the AT&T DEFINITY® Communications System Generic 2 and System 85. Familiarize yourself with your voice terminal, shown in Figure 1 and explained below.

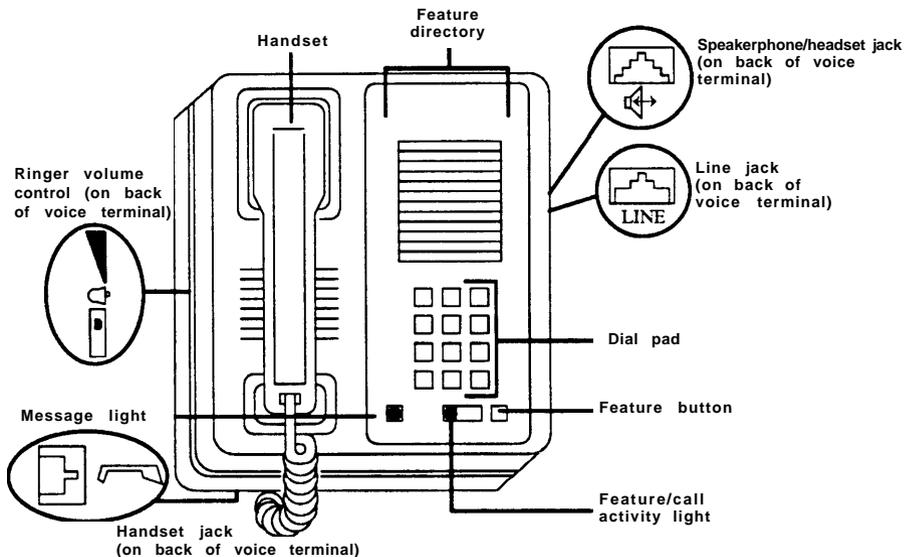


Figure 1. 7401 Plus Voice Terminal

Starting at the upper left of Figure 1 and continuing clockwise:

Handset	For placing and answering calls. In most cases, you must lift the handset (go off-hook) before you can use a feature. Also known as the receiver.
Feature Directory	A quick-reference list of 12 voice features available on your voice terminal, including each feature name and its corresponding 2-button dial code.
Optional speakerphone headset adapter jack (on back of voice terminal)	An optional jack for accommodating an external speakerphone (such as the S201A) or a headset adapter (such as the 500A). Located on the back of your voice terminal near the center, labeled  .
Line jack (on back of voice terminal)	For connecting a line cord to your voice terminal. Located on the back of your voice terminal near the center, labelled "LINE."
Dial pad	For dialing the telephone numbers and accessing features (12-button pad).
Feature button	For accessing the 12 features listed on the Feature Directory. (This button will be shown as [<u>Feature</u>] in the remainder of this guide.)

Feature/call activity light

A green light which comes on steadily when you press [**Feature**]. Also, it flutters when you have an incoming call or when you put a call on hold, and flutters intermittently when you use Select Ring.

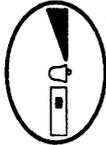
Handset jack (on back of voice terminal)

For connecting the handset cord to the voice terminal. Located on the back of your voice terminal near the bottom, labeled .

Message light

For indicating when a message has been left for you (Steady red light).

Volume control

For adjusting the volume of the tone ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring. Located on the underside of your voice terminal, labelled .



A Quick Look at the Features

Here are brief descriptions of some features, including what each one does and how you might want to use it. **Note:** You will have the Conference, Drop, Hold, Message, Select Ring, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Abbreviated Dialing (AD) Allows you to store selected telephone numbers as 3 or fewer digits for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature code. There are 3 possible types of lists — personal, group, and system — and you can have access to all three types of lists. Numbers on a personal list are programmable by you; numbers on group lists are programmable by the controller of the list; system lists are programmable only by the System Manager. Use this feature as a timesaver for dialing frequently called, lengthy, or emergency numbers. **Note:** Check with your System Manager for the types of lists you have and how many of each.

Automatic Callback Sends you a special 3-burst ring tone indicating that a previously busy extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone. **Note:** You can use this feature only for extensions, not outside numbers.

Automatic Line Management Allows you to answer or place a second call when you are already on a call. Use to avoid missing important calls or to make another call to get information you need for your current call. **Note:** Incoming second calls may be limited to priority calls depending on how your system is administered; see your System Manager.

Call Forwarding — Busy/Don't Answer Temporarily forwards all your calls to another extension or to the attendant if your voice terminal is busy or you do not answer your calls within a preset number of rings. Use when you want your calls to be forwarded to a telephone number of your choice.

Call Forwarding — Follow Me Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you want your calls to be automatically forwarded to a telephone number of your choice.

Call Park Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from the nearest available voice terminal.

Call Pickup Lets you answer a call at your voice terminal for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer. Note: You can only use this feature if you and the called party have been assigned to the same pickup group by your System Manager.

Conference Allows you to add a third party to a call, so that you can conduct a 3-way conversation. (If you wish to conference more than 3 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a third party important to a discussion.

Drop Disconnects from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call.

Hold Puts a call in a holding state until you can return to it. While a call is on hold, you can answer a waiting call or leave your voice terminal to do another task. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Last Number Dialed Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number. Available with DEFINITY Generic 2 and System 85 R2V4 and some R2V3 systems. Check with your System Manager to see if the feature is available in your system.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial Message Center, AUDIX, or a covering user to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use any time you wish to have someone call you back; it will help cut down on repeated call attempts.

Message Your Message light lets you know that a caller has left a message for you. You can then follow your System Manager's local message retrieval procedures to get your message.

Priority Calling Allows you to call another extension with a distinctive 3-burst ring to indicate that your call requires immediate attention. Use when you have important or timely information for someone.

Select Ring Allows you to select your own personalized ring from among 8 available ringing patterns. Use to distinguish your ring from that of other nearby voice terminals.

Send All Calls Temporarily sends all your calls to the extension of a person designated to answer them when you cannot (perhaps a secretary, receptionist, or AUDIX). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by calls.

Transfer Transfers a call from your voice terminal to another extension or outside number. Use when your caller needs to speak further with someone else. **Note:** Calls from an outside number to your voice terminal can be transferred only to an extension, not an outside number.

How to Use the Feature Directory

The Feature Directory provides a convenient quick-reference list for 12 features which can be accessed by first pressing [Feature] and then pressing the corresponding entry number (1-9 and 0) or character (# and *). For example, to put a call on hold, you would press [Feature], then [#]. To set up a conference you would begin by pressing [Feature], then [8]. The green light next to [Feature] goes on steadily when the button is pressed to let you know that your dial pad is now in the feature selection state.

Your Feature Directory will look like the one shown in Figure 2.

Feature Directory	
F1	
F2	
F3	
F4	
F5	
F6	
F7	
F8	Conference (F8, dial party, F8)
F9	Transfer (F9, dial party, F9)
F0	Drop (Disconnect last party)
F#	Hold (Press switchhook to return)
F*	Select Ring (Press Feature to store)
Press Feature button, then dialpad button	

If you have entries **F1 — F7** blank, your System Manager will assign feature to them, and you can write or type in the name of the features assigned.

Figure 2. Assignable Feature Directory

The last 5 features are fixed:

F8	Conference
F9	Transfer
F0	Drop
F#	Hold
F*	Select Ring

You can write (or type) on your Feature Directory to identify the assigned features. First, remove the plastic faceplate by unsnapping it. You can then remove the Feature Directory. The surface is erasable if you write in pencil. For your convenience, the lines are spaced for typing.

Note: You are not limited to the 12 features shown on your directory. All other features available with your DEFINITY communications System Generic 2 and System 85 can be accessed by simply dialing a 1-, 2-, or 3-digit feature code, without using [Feature]. Your System Manager can supply those codes for you.

How to Use the Features

The procedures which follow give short, step-by-step instructions for using each feature. For your convenience, features are listed alphabetically.

Key Words

You will see these two terms used regularly in the procedures:

entry number

A number from **1-9** and **0**, corresponding to the first 10 entries on the Feature Directory. Each of these numbers is dialed in conjunction with [**Feature**] to access an assigned feature.

flash the switchhook

To press and then release the button under the handset (receiver). This button is the **switchhook**. If you are using an optional speakerphone (such as the S201A), you can also "flash the switchhook" by turning the speakerphone off and then back on.

For a list of other glossary terms, see the chapter titled **Key Words to Know**.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your System Manager.

- To the right of each feature name is a box. For each feature that you have on your Feature Directory and any other feature that has been assigned to you, mark a [] in the box if the box is blank as a reminder. (Conference, Drop, Hold, Message, Select Ring, and Transfer are already marked for you.)
- *To use a voice feature you must be off-hook (that is, you must pick up the handset or turn on the speakerphone, if you have one) unless you are instructed to remain on-hook in the procedures. Any feature not listed on your Feature Directory can be activated or canceled by dialing a 1-, 2-, or 3-digit feature code. In the blanks provided within the procedures, write in the assigned code numbers. See your System Manager to obtain the codes or more information.*
- Step 1 in most procedures gives you two options. Follow the first option if the named feature is listed on your directory; follow the second option (in *italic* type) if it is not.
- System 85 is available in several versions. In some cases, a feature operates differently with one version than it does with another; where this occurs, the procedures include a Release (**R**) and Version (**V**) notation. Be sure to follow the directions corresponding to the release and version you are using. Ask your System Manager if you do not know the release and version you have.

Note: If you receive an intercept tone (high-pitched, alternating high and low tone while attempting to use any feature, you have taken too much time to complete a step, have made a dialing error, or do not have the feature available to you. If appropriate, hang up or press [**Drop**], get dial tone, and begin at the first step.

Quick-Reference Lists

At the end of this guide is a set of quick-reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, remove the page from the guide (tear along the perforation), and keep the lists near your voice terminal.

Abbreviated Dialing (AD)



Note: If you hear the intercept tone while programming, start over from the beginning. Abbreviated Dialing buttons must first be assigned by your System Manager.

To program or reprogram an AD entry on your Feature Directory

Note: AD entry must first be assigned to your directory by your System Manager.

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and feature codes you want to store as AD entries

Note: Each AD entry will hold one complete telephone number or feature code.

- 2 Dial Program code (while off-hook) _____
[confirmation tone]
- 3 Press [**Feature**], then the entry number for the AD entry you wish to program [dial tone]
 - For example, to store a number in AD entry **F3**, press [**Feature**], then [**3**]
- 4 Dial outside number, extension, or feature code you want to store

Note: If you are storing an outside number, be sure to include a trunk code, if applicable.

- 5 Press [**Feature**], then [**3**] [confirmation tone]
 - 6 Hang up
 - Be sure to write the name of the AD party (or feature) on your Feature Directory
-

To place an AD call from your Feature Directory

- 1 Press [**Feature**] (while off-hook), then the entry number for the AD entry you wish to call [ringback tone]
 - For example, to call the number stored as AD entry **F3**, press [**Feature**], then [**3**]

To program or reprogram an outside number, extension, or feature code into a personal list

Personal List 1	
<u>Item</u>	<u>Number</u>
1	9-555-4280 (home)
2	ext 6344 (guard)
3	9-919-755-0000 (print shop)
4	*60 (msg retrieval)

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)
Note: Each telephone number or feature code is stored as a separate item.
- 2 Dial Abbreviated Dialing Program code (while off-hook)
_____ [confirmation tone]
- 3 Dial personal list access code
or press [Feature], then the appropriate entry number
- 4 Dial desired list item number (0-9, 01-95, depending on list size) [dial tone]
- 5 Dial outside number, extension, or feature code you want to store

- 6 Press [#]
or press [**Feature**], then the appropriate entry number
[confirmation tone]
- Number is stored
 - Repeat Steps 3-6 if you want to program additional items on the same list. Hang up and begin again at Step 1 to program another personal list
- 7 Hang up to end programming
- Note:** Record your personal list items on the Abbreviated Dialing list in the back of this guide; group and system lists are available from your System Manager.
-

To place a call using a personal, group, or system list

- 1 Dial appropriate personal list access code (while off-hook):
- Personal _____ [dial tone]
 - Group _____ [dial tone]
 - System _____ [dial tone]
- 2 Dial desired list items (**0, 1, 2, ..., 01, 02, ...**)
or press [**Feature**], then the appropriate entry number (if you have a list programmed as a Feature Directory entry)
- Stored number is automatically dialed

Automatic Callback



To automatically place another call to an extension that is frequently busy

Note: You can do this only if Automatic Callback is assigned to your Feature Directory.

- 1 Press [**Feature**], then the Automatic Callback entry number (during call attempt) [confirmation tone]
- 2 Hang up (within 7 seconds)
 - You will receive a 3-burst priority ring when the called extension is idle
- 3 Lift handset when you hear priority ring [ringback tone]
 - A call is automatically placed to extension, which receives regular ringing

Note: Only one Automatic Callback call at a time can be placed, and Automatic Callback is canceled after 20 to 40 minutes if the callback call is unanswered.

To cancel Automatic Callback

- 1 Press [**Feature**] (while off-hook), then the Automatic Callback entry number again [dial tone]

To automatically place another call to an extension that is frequently busy if you do not have Automatic Callback assigned to your Feature Directory

- 1 Dial Automatic Callback dial access code [dial tone]
 - 2 Dial extension
 - You will hear the called extension ringing if it is not busy. You will hear confirmation tone if it is busy, and Automatic Callback will be activated.
 - 3 Hang up (within 7 seconds)
 - You will receive a 3-burst priority ring when the called extension is idle
 - 4 Lift handset when you hear priority ring [ringback tone]
 - A call is automatically placed to extension, which receives regular ringing
- Note:** Only one Automatic Callback call at a time can be placed, and Automatic Callback is canceled after 20 to 40 minutes if the callback call is unanswered.

To cancel Automatic Callback if you activated it with a dial access code

- 1 Dial Automatic Callback cancel dial access code [confirmation tone]

Automatic Line Management



To end first call and answer second call

- 1 After first caller hangs up, flash the switchhook
 - Second call is connected

Note: Depending on how your system is administered, the incoming call may be limited to priority calls. Check with your System Manager.

To put first call on hold and answer second call

- 1 Press [**Feature**], then [#]
 - First call is put on hold
 - 2 Flash the switchhook
 - Second call is connected
-

To return to first call

- 1 Complete second call or put it on hold
- 2 Flash the switchhook
 - First call is reconnected

Note: By repeatedly using hold, you can toggle back and forth between calls.

To put first call on hold
and place a second call

- 1 Press [Feature], then [9] [dial tone]
 - First call is put on hold

Note: Pressing [Feature], and [9] instead of [#] gives you the dial tone needed to place the second call.
- 2 Dial second call

To put second call on
hold and return to first
call

- 1 Press [Feature], then [#]
 - Second call is put on hold
- 2 Flash the switchhook
 - First call is reconnected

Call Forwarding — Busy/Don't Answer

To activate Call Forwarding — Busy/Don't Answer

- 1 Press [**Feature**] (while off-hook), then the Call Forward — Busy/Don't Answer entry number *or dial Call Forwarding — Busy/Don't Answer code* (while off-hook) [dial tone]
- 2 Dial extension or number where calls will be sent [confirmation tone]

Note: If you hear intercept tone, you are attempting to forward your calls to a restricted telephone or a telephone with Call Forwarding — Follow Me activated, or a telephone in another partition or group (if you are in a tenant services environment). See your System Manager for more information.

- 3 Hang up

To cancel Call
Forwarding —
Busy/Don't Answer

- 1 Press [Feature] (while off-hook), then the Call Forward
— Busy/Don't Answer entry number again
or dial Call Forward Cancel code (while off-hook) _____
[confirmation tone]
- 2 Hang up
 - Your calls will ring at your own voice terminal again

Call Forwarding — Follow Me

To temporarily redirect all calls to an extension or outside number of your choice

- 1 Press [**Feature**] (while off-hook), then Call Forward entry number
or dial Call Forward code (while off-hook) _____
[dial tone]
- 2 Dial extension or number where calls will be sent
[confirmation tone]

Note: You may hear a half ring for each call forwarded after you have activated this feature and hung up; also, some voice terminals may have restrictions on where calls can be forwarded; see your System Manager.

To cancel Call Forwarding — Follow Me

- 1 Press [**Feature**] (while off-hook), then Call Forward entry number again
or dial Call Forward Cancel code (while off-hook) _____
[confirmation tone]
- 2 Hang up
 - Your calls will ring at your own voice terminal again

Call Park



To park a call (for retrieval at any extension)

Note: You can Call Park only if Recall is assigned to your Feature Directory

- 1 Press [Feature], then [9] [dial tone]
- 2 Press [Feature], then the Call Park entry number
or dial *Call Park trunk code* _____ [dial tone]
- 3 Dial the Call Park zone number
- 4 Dial an idle answer-back channel number [confirmation tone]
- 5 Press [Feature], then the Feature Directory number assigned to Recall.
 - Call is parked at your extension
- 6 Hang up
 - Held party is transferred to the answer-back channel and hears ringback tone (or music) while waiting

To return to a call
parked at your
extension

- 1 Press [**Feature**], and then the Feature Directory number assigned to Recall
or dial Answer Back code _____ [dial tone]
- 2 Dial Call Park Answer-Back code _____ [dial tone]
- 3 Dial channel number where call was parked
[confirmation tone]

Note: If you receive intercept tone, parked call has been disconnected or retrieved by another party.

To retrieve parked call
from any extension

- 1 Dial Call Park Answer-Back code _____ [dial tone]
- 2 Dial channel number where call was parked
[confirmation tone]

Note: If you receive intercept tone, parked call has been disconnected or retrieved by another party.



To answer a call to a member of your pickup group when your voice terminal is idle

- 1 Press [Feature] (while off-hook), then the Call Pickup entry number
or dial Call Pickup code (while off-hook) _____
 - You are connected to ringing call

To answer a call to your pickup group while on another call

- 1 Press [Feature], then [9]
 - Present call put on hold
 - Call activity light flutters
- 2 Press [Feature], then the Call Pickup entry number
or dial Call Pickup code _____ [dial tone]
 - Called voice terminal stops ringing
 - You are connected to ringing call

Note: To return to held call after completing present call, flash the switchhook.



To add a third party to a call

- 1 Press [**Feature**], then [**8**] [dial tone]
 - Present call temporarily put on hold
 - 2 Dial number of third party and wait for answer

Note: You can privately discuss the call with the third party at this time; if no answer or busy, flash the switchhook to return to the original party.
 - 3 Press [**Feature**], then [**8**] again
 - All parties now connected
-

To drop third party

- 1 Press [**Feature**], then [**0**]
or ask third party to hang up
 - You remain connected to original party



To drop the last party added to a conference call

- 1 Press [**Feature**], then [**0**]

Note: Parties other than the last one must hang up to be released from the conference call.



To keep a call waiting while you answer another call, make a call, or perform some other task

- 1 Press [**Feature**], then [#]
 - Call activity light flutters; you may hang up if you wish

Note: If you put a conference call on hold, the other parties remain connected.
-

To answer a new call while active on another

- 1 Press [**Feature**], then [#]
 - Call activity light flutters
 - 2 Flash the switchhook
 - You are connected to incoming call
-

To return to held call

- 1 Flash the switchhook (or pick up handset if you hang up)
 - You are connected to held call



To automatically redial the last number you dialed (extension, outside number, or trunk/feature code)

- 1 Press [Feature] (while off-hook), then the Last Dialed entry number
or dial Last Number Dialed code (while off-hook) _____
 - Number is automatically dialed (up to 20 digits)

Note: Available with DEFINITY Generic 2 and System 85 R2V4 and some R2V3 systems. Check with your System Manager to learn if the feature is available on your system.

Limitations on this feature should be noted. Digits dialed via Abbreviated Dialing, feature dial codes, authorization codes, and Station Message Detail Recording (SMDR) account codes are NOT retained in memory and must be redialed for each call.

Leave Word Calling (LWC)

To leave a message *after* dialing an extension (when call is not answered, or you hear a coverage or busy tone, or you have been put on hold)

Note: You can do this only if Leave Word Calling is assigned to your Feature Directory.

1 Press [Feature], then the Leave Word Calling Activate entry number [confirmation tone]

- Message light on called voice terminal goes on (if equipped)

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1 Press [Feature], then the Leave Word Calling Activate entry number *or dial Leave Word Calling Activate code* _____ [dial tone]

2 Dial extension [confirmation tone]

- Message light on called voice terminal goes on (if equipped)

3 Hang up

To cancel a Leave
Word Calling message
(you cannot cancel
messages for an
AUDIX subscriber)

- 1 Press [**Feature**] (while off-hook), then the Leave Word
Calling Cancel entry number
or dial Leave Word Calling Cancel code (while off-hook)
_____ [dial tone]
- 2 Dial the extension [confirmation tone]
 - Message is deleted

Note: If reorder tone is heard, message is not deleted
try again.



To retrieve a message
when your Message
light is on

- 1 Ask your System Manager for local retrieval procedures methods

Priority Calling



To place a priority call (3-burst ring)

- 1 Press [**Feature**] (while off-hook), then the Priority Calling entry number
or dial Priority Calling Code (while off-hook) _____
[dial tone]
- 2 Dial the extension

To change a regular call into a priority call (3-burst) when you hear a call-waiting ringback tone

- 1 Press [**Feature**], then the Priority Calling entry number
 - Called party receives a priority call-waiting tone (3-burst)
- 2 Wait for called party to answer

Note: You can do this only if Priority Calling is assigned to your Feature Directory.

Note: If you still receive a call-waiting ringback tone, wait a few minutes and try again.

Select Ring



To select a personalized ring

- 1 Press [**Feature**], then [*] (while on-hook)
 - Green light flutters intermittently
 - Voice terminal plays current ring pattern
- 2 Adjust ringer volume with the sliding switch on left underside of voice terminal, if desired
- 3 Press [*] again to hear the next pattern

Note: There are 8 different patterns; cycle repeats after the last pattern.
- 4 Press [**Feature**], when you hear the desired ring pattern
 - Your new ring is set; green light goes off

Note: If you receive a call, go off-hook, or lose power *during* selection, process is interrupted and you must repeat from Step 1. If you lose power *after* selection, you will have to select your ring pattern again.

Send All Calls



To send all incoming calls (except priority, intercom, and personal central office calls) immediately to an assigned extension, AUDIX, or Message Center for coverage

- 1 Press [**Feature**] (while off-hook), then the Send All Calls entry number
or dial Send All Calls code (while off-hook) _____
[confirmation tone]

Note: You may hear a half ring as each call is sent to coverage. (only on DEFINITY Generic 2 and System 85 R2V4 and later releases). See your System Manager.

To cancel Send All Calls

- 1 Press [**Feature**] (while off-hook), then the Send All Calls entry number again
or dial Send All Calls cancel code (while off-hook) _____
[confirmation tone]
- Your calls ring at your own voice terminal again



To send present call to another extension or outside number

- 1 Press [Feature], then [9] [dial tone]
 - Present call put on hold
 - 2 Dial extension or number to which the call is to be transferred [ringback tone]
 - Remain on line and announce call if desired; if no answer or number dialed is busy, return to held call by flashing the switchhook
 - 3 Press [Feature], then [9] again
 - Call is sent to dialed extension or number
- Note:** Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.
- 4 Hang up

Tones and Their Meanings

Ring tones are produced by an incoming call. **Feedback tones** are those that you hear through the handset (receiver) or the speaker (if you have one).

Ring tones

- **1 ring** — A call from another extension.
 - **2 rings** — A call from outside or from the attendant.
 - **3 rings** — A priority call from another extension, or a call from an Automatic Callback call that you placed.
 - **half ring** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding — Follow Me is active.
-

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates that the number dialed is in use.
- **call-waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call-waiting tone.

- **call-waiting tone** — 1, 2, or 3 beeps of high-pitched tone, not repeated; indicates that an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** — 3 short bursts of tone; indicates that a feature activation or cancellation has been accepted.
- **coverage tone** — 1 long burst of tone; indicates that your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates that dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the requested service, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** — 3 short bursts of tone followed by a steady dial tone; indicates that the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast-busy tone repeated 120 times a minute; indicates that all trunks are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates that the number dialed is being rung.

Key Words to Know

access code See feature code.

activate To begin or turn on the operation of a feature.

attendant The person who handles incoming and outgoing calls at the main telephone console.

AUDIX Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

coverage Automatic redirection of calls from an unanswered voice terminal to another voice terminal or answering service. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

DEFINITY® Communications System Generic 2 The AT&T switch to which you may be connected. It transmits and receives voice and data signals for all communications equipment in your network. (See also System 85.)

dial pad The 12 pushbuttons you use to dial a number and access features.

entry One of 12 spaces on the Feature Directory. At least 5 of these entries will already have features assigned to them; the remainder will be assigned features by your System Manager.

entry number A number from **1-9** and **0**, corresponding to the first 10 entries on the Feature Directory. Each number is dialed in conjunction with [**Feature**] to access an assigned feature.

extension A dialing number of 3 to 5 digits assigned to each voice terminal connected to your DEFINITY® Generic 2 or your System 85.

feature A special function or service, such as Conference, Hold, and Send All Calls.

Feature/call activity light The green light to the left of [**Feature**]. It goes on steadily when you use [**Feature**], flutters when you receive an incoming call or put a call on hold, and flutters intermittently when you use Select Ring.

feature code A dial code of 1, 2, or 3 digits (4 digits in DEFINITY Generic 2 and System 85 R2V4), that you use to activate or cancel the operation of a feature not listed on your Feature Directory.

Feature Directory The list of features on our voice terminal just above the dial pad. Each feature is activated by pressing [**Feature**] and an entry number, and is assigned by your System Manager. The directory has a surface you can write on for labeling entries not preprinted with a feature name.

handset The hand-held part of the voice terminal that you pick up, talk into, and listen from. Also known as the receiver.

party A person who places or answers a call.

personal list One of the 3 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains telephone numbers of your choice, and stores each of them as a 1- or 2-digit list item, depending on the number of members in the list.

personal list item One of the slots on an Abbreviated Dialing personal list.

pickup group A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

priority call An important or urgent call that sends a special 3-burst ring and does not redirect to coverage or forward to designated alternative number.

program/reprogram To use your dial pad to assign a telephone number to an AD entry on your Feature Directory or to a personal list item for Abbreviated Dialing. Programming is activated by dialing an access code.

retrieve To collect telephone messages using your local retrieval methods. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer The device that produces the electronic ringing sound in your voice terminal.

stored number A telephone number that has been programmed and stored as a 1-, 2-, 3-, or 4-digit list item for use with Abbreviated Dialing. It can be a complete or partial telephone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored. (Alternatively, if Abbreviated Dialing is on your Feature Directory, a number can be accessed by simply pressing [**Feature**], then dialing the appropriate entry number.)

switch The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or PBX (private branch exchange). Your switch is an AT&T DEFINITY® Communications System Generic 2 or an AT&T System 85.

switchhook The button under the handset in the cradle of the voice terminal.

System 85 The AT&T switch to which you may be connected. It transmits and receives voice and data signals for all communications equipment in your network. (See also **DEFINITY® Communications System Generic 2.**)

system list One of the 3 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers helpful to all system users.

System Manager The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk A telecommunications channel between your switch and the local or long-distance calling network or to another switch. Trunks of the same kind connecting to the same endpoints are assigned to the same trunk group.

trunk code A dial code of up to 4 digits that you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specially designed features (for example, administrable buttons) and functional capabilities that distinguish it from a conventional telephone.

Quick-Reference Lists

Feature Codes

Feature	Code
ABBREVIATED DIALING Personal	
Group	
System	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING — BUSY/DON'T ANSWER	
Cancel	
CALL FORWARDING — FOLLOW ME	
Cancel	

Feature	Code
CALL PARK	
Answer Back	
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Message	
Attendant	
AUDIX	

Abbreviated Dialing

Item No.	Personal List 1	Personal List 2
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		

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