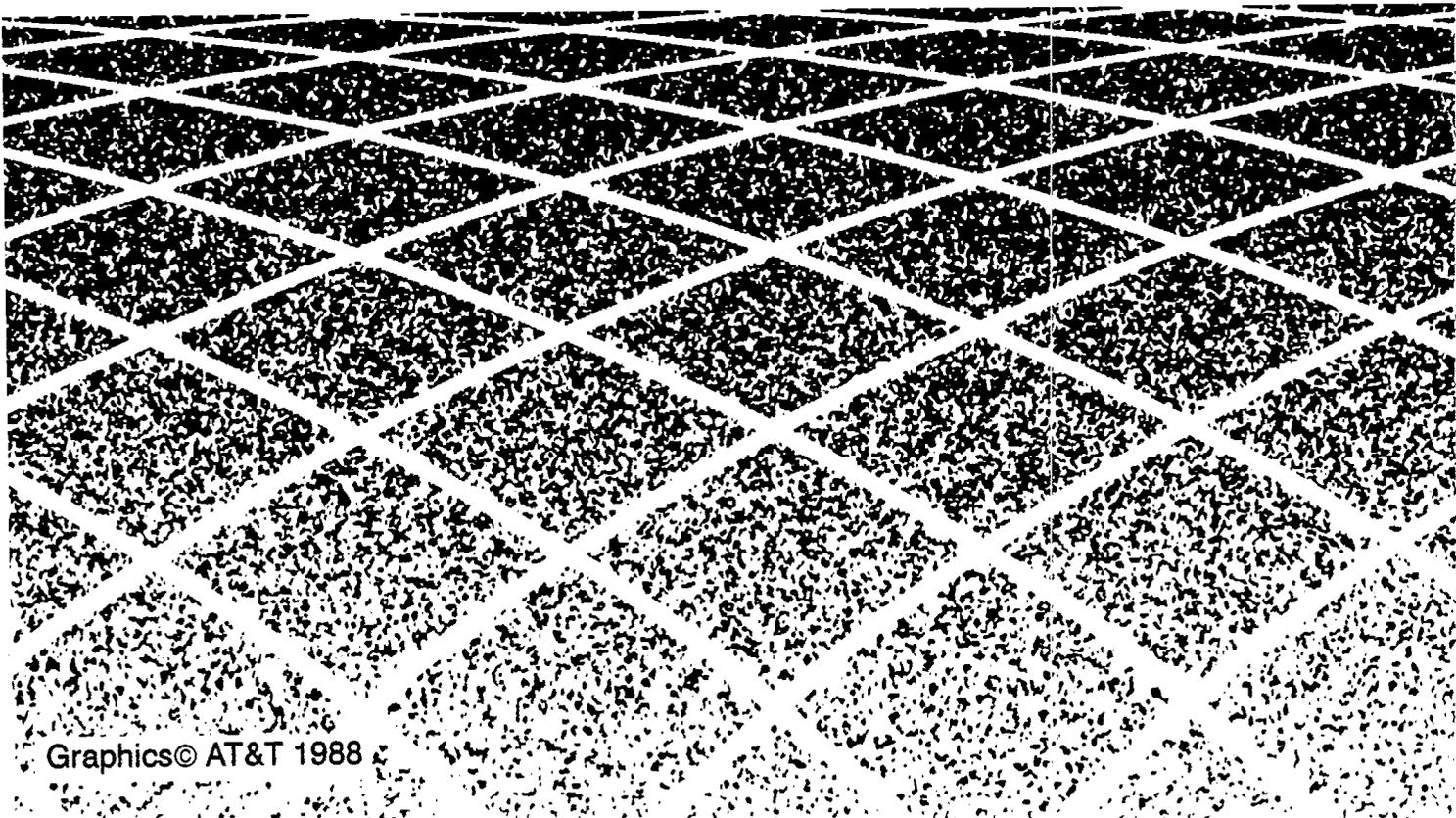




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Issue 1, January 1992

DEFINITY[®] Communications System
Generic 1 & Generic 3
Voice Terminal Operations



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CHAPTER 1. INTRODUCTION

This guide on voice terminal operations is designed as a reference manual for the Communications Counselor, the person who will be training employees how to use their system voice terminals. Since the Communications Counselor must be the system expert on the ways in which voice terminal features work, this guide provides descriptions of all the possible system features along with operating procedures for each feature.

The information contained in this guide applies to DEFINITY® Communications System Generic 1 and Generic 3 (single and multi-carrier cabinet).

Purpose

This issue replaces all previous issues of this guide. The reasons for reissue are to include:

- The 8102 and 8110 analog telephones
- The 7401 Plus, 7408 Plus, 7407 Plus, 7410 Plus, and 7444 digital, multi-appearance voice terminals
- The 7505, 7508, 7507, and 8503T ISDN voice terminals
- The S201A, S202A, and S203A Speakerphones

Detailed information on all of the voice terminals and voice/data terminals covered in this guide can be found in the Terminals and Adjuncts Reference manual, 555-015-201, and in two addenda published to update this book. (The addenda can be ordered with the following numbers: 555-015-201ADD1 and 555-015-201 ADD2).

This guide does not cover operations associated with Hospitality Services and Automatic Call Distribution (ACD). Information on these groups of features can be found in the following documents:

- *DEFINITY® Communications System Generic 1 and Generic 3—Hospitality Operations, 555-230-723*
- *AT&T DEFINITY® Generic 1 and Genetic 3—Automatic Call Distribution (ACD)—Agent Instructions, 555-230-722*
- *AT&T DEFINITY® Generic 1 and Generic 3—Automatic Call Distribution [ACD]—Supervisor Instructions, 555-230-724*

Organization

The remainder of this guide is divided as follows:

- **Chapter 2, The Basics: Answering and Placing Calls**—Provides discussion of the use of the handset and headset, a list of the uses of the button lights and handset and ringing tones, and the procedures for answering and originating calls. Display information is also provided.
- **Chapter 3, Using the Voice Terminal Features**—Provides a brief description of the system features and presents the operating procedures for these features. Display information is provided where appropriate.
- **Chapter 4, Using a Voice Terminal To Troubleshoot the System**—Describes the features used for isolating troubles and presents the operating procedures for these features.
- **Chapter 5, Using the Speakerphone and Display**—Describes use of the built-in speakerphone, an optional external speakerphone which can be connected to a voice terminal with an Adjunct jack, and provides a brief description of the voice terminal display.
- **Chapter 6, Feature Buttons And Access Code**—Lists and describes the feature buttons that can be assigned to voice terminals and lists the system Feature Access Codes.
- **Chapter 7, Training**—Contains suggestions for training employees and how to use the voice terminal documentation.
- **Chapter 8, References**—Lists other DEFINITY system documents.
- **Glossary**—Contains the definition of key terms and words used with the system.
- **Index**—Contains an alphabetical subject-to-page number cross-reference.

System Voice Terminals

The following table lists all of the voice terminals and voice-capable data terminals that are used with the system and are covered by the procedures in this guide.

System Voice Terminals

TYPE	MODEL	
<p>Single-Line Voice Terminals</p>	<p>500 2500 2500 DMGC 2500 YMGK 2554 7101</p>	<p>7102A 7103A Fixed Feature 7103A Programmable 7104A 8102 8110</p>
<p>Multi-Appearance Voice Terminals</p>	<p>7203H MFET 7205H MFET 7303S 7305S 7401D (7401D01A) 7401 Plus (7401D02A) 7403D 7404D 7405D 7406D (7406D01A—04A) 740661S (7406D05A & 06A) 7406 Plus (7406D07A & 08A)</p>	<p>7407D (7407D01B) Enhanced 7407 7407D02C) 7407 plus (7407D02D) 7410D (7410D01A) 7410 plus 7410I302A) 7434 7444 CALLMASTER ISDN 7505 ISDN 7506 ISDN 7507 ISDN S503T</p>
<p>Multi-Button Electronic Telephone (MET) Sets</p>	<p>10 Button 10 Button with Built-In Speakerphone 20 Button 30 Button</p>	
<p>Voice/Data Terminals</p>	<p>510D Personal Terminal 515 Business Communications Terminal</p>	

Conventions Used in This Guide

The operating procedures in this guide are divided into voice terminal categories (such as Single-Line, Multi-Appearance, and 7401D/7401 Plus) when the operations are different for the various voice terminal models.

Most voice terminal procedures are arranged in two columns. The first column contains numbered steps that the user must perform in sequence to complete the procedure. The second column contains indications and results that accompany the steps. Display information, if applicable, is presented separately.

The procedures do not contain specific feature access codes because the codes originally supplied with the system software (the default values) may have been changed by the local System Manager. Wherever applicable, the procedures have blank spaces (such as _____) where the actual codes should be written. Refer to Chapter 6, "Feature Buttons and Access Codes," for a list of feature access codes.

Buttons used within the procedures in this guide are shown as follows:

Ext #

This box represents a call appearance button, used exclusively for placing, receiving, or holding calls, where "Ext #" represents the primary extension number of the user's voice terminal. (This extension number consists of 1 to 5 numbers.) The button has a red light and a green status light beside it (or under it).

Feature

This box represents a feature button. The button will be labeled with the feature or function being used within the procedure, such as **[AD (NAME)]** for an Abbreviated Dialing button designated for a particular person or **[LWC]** for a Leave Word Calling button.

CHAPTER 2. THE BASICS: ANSWERING AND PLACING CALLS

This chapter presents the basic operation of the voice terminals and telephones that can be used with the DEFINITY Communications System including:

- The uses of the handset and headset (also see the procedures for using the speaker and speakerphone in Chapter 5, “Using the Speakerphone and Display”).
- The meaning of the button lights.
- The meaning of the handset and ringing tones.
- The procedures for answering and placing calls.

Each voice terminal user in the system must be familiar with these basics, regardless of the features that may be available at the user’s voice terminal.

The Handset and Headset

Handset (Except CALLMASTER™ Digital Voice Terminal)

The handset is the user’s correction to the system. On single-line voice terminals, lifting the handset immediately connects the user to the system. On multi-appearance voice terminals, the connection is made in one of two ways, depending on how the voice terminal is programmed.

- Ringing Appearance Preference automatically connects the user to an incoming call when the handset is lifted. This option gives priority to incoming calls. One call appearance, however (if administered), is always retained for outgoing calls, and the user can place an outgoing call even when an incoming call is ringing at the voice terminal.
- Idle Appearance Preference works in the opposite way. When the handset is lifted, the user is automatically connected to an idle call appearance that gives priority to outgoing calls. Thus, any time the user lifts the handset he or she will hear dial tone even if a call is incoming on another call appearance. To answer an incoming call, the user must press the button with the flashing green light.

To override either preference option listed above, the user would press the appropriate button before lifting the handset to place or answer a call. This option is called “Preelection.”

CALLMASTER Digital Voice Terminal Headset/Handset

Although a handset is usually used to handle calls, it is more convenient to use a headset if a large volume of calls is expected. However, the operating procedures are the same regardless of which device is used. Connecting either the headset or handset to the voice terminal places the voice terminal in the off-hook (idle) state available to answer incoming calls and place outgoing calls. When a call comes in, a single distinctive ring alert signal is heard in the headset or handset. Press the incoming call appearance button to answer the call. When placing a call, press an idle call appearance button and dial the number.

Button Lights

Two types of lights appear on multi-appearance voice terminals (except the 7401 D and 7401 Plus):

- A Red light appears next to buttons that can be used as either call appearances of the extension number or as feature access buttons. Buttons used for call appearances must have red lights; buttons used for feature access may or may not require red lights.

One red light is always on at the voice terminals even when the voice terminal is not being used. This light is normally next to the first, or top, call appearance. This call appearance is where the user will receive dial tone when the handset is lifted or where an incoming call will ring. When the voice terminal is idle, all other lights will be off.

- A Green Status light appears beside or below each red button light. The green status lights change with changing conditions. For example, when a call appearance is being used, the green light goes on; when the user places a call on hold, the green light flutters.

Table 2-A gives some quick information about the various light conditions and what action should be taken according to the light condition.

TABLE 2-A. Call Appearance and Feature Button Light Indications

Light	Signal	Meaning	Action
Red	Steadily On	Call appearance idle.	Lift handset to use.
	off	Call appearance not connected.	Press call appearance, and lift handset to use.
Green Status	Off	Call appearance idle. Feature not active.	
	Steadily On	Call appearance active. Feature active.	
	Flashing (slow on/off)	Incoming call.	Lift handset or press call appearance and lift handset.
	Fluttering (slow On/off)	Call on hold.	Press call appearance to be reconnected to line.
	Broken flutter (3 fast on/off, pause, repeat)	Feature denial. Invalid action.	Try again.
	Winking (long on/short off)	Call on hold from another voice terminal.	Press call appearance to be connected to call.

Ringling and Handset Tones

The tones that a voice terminal user hears can be divided into two categories:

- **Ringling Tones**—Those that are generated in the base of the voice terminal and can be heard in the surrounding area; they indicate incoming calls.
- **Handset Tones**—Those that are transmitted through the handset, or through the speakerphone when it is turned on, and heard only by the user.

Ringling Tones

Ringling Tones are the only tones heard *outside the voice terminal* when it is receiving a call and the voice terminal is idle or (multi-appearance voice terminals only) busy with another call. This signal cycles in 1, 2, or 3 ringling patterns. Only one cycle of ringling is heard if the multi-appearance voice terminal is busy with another call.

One ring—A call from another voice terminal in the system

Two rings—A Call from the attendant or outside caller

Three rings—Priority calls, for example, Automatic Callback, Priority Calling, or Ringback from a queued call

One short unmodulated tone An intercom call

One unmodulated tone (shorter than intercom call tone)—Manual signal from another voice terminal

Ring-Ping (half ring)—A call redirected away from the voice terminal because Send All Calls or Call Forwarding is active; also called redirect or redirect notification tone.

Handset Tones

- **Answer Tone**—A high-pitched continuous tone indicating that a data endpoint has answered.
- **Busy Tone**—A low-pitched tone repeated 60 times a minute; indicates that the number dialed is in use.
- **Call Waiting Tone (Single-Line Voice Terminals)**—One, 2, or 3 beeps (short bursts of high-pitched tone), not repeated; indicates to the user at a busy single-line telephone or voice terminal that an incoming call is waiting to be answered. The number of beeps indicates the source of the waiting call:

One beep—A call from another voice terminal in the system

Two fast beeps—A call from the attendant or an outside caller

Three fast beeps—A priority call.

- **Confirmation Tone**—Three short bursts of tone; indicate that a feature activation or cancellation has been accepted or that an outgoing call from a single-line telephone or voice terminal has been placed in a ringback queue.
- **Coverage Tone**—One short burst of tone; indicates to the calling party that a call to an extension number will be answered at another extension number by a covering user.

- Ž Dial Tone—A continuous steady tone; indicates that dialing or feature activation can begin.
- Ž Intercept Tone—Art alternating high and low tone; indicates either a dialing error or a denial of the service requested.
- Recall Dial Tone—Three short bursts of dial tone followed by steady dial tone; indicates that the feature requested has been accepted and dialing can start.
- Recorded Telephone Dictation Ready Tone—A high-pitched continuous tone; indicates that a dictation machine has been connected to your voice terminal.
- Reorder Tone— fast busy tone repeated 120 times a minute; indicates that all outgoing trunks are busy.
- Ringback Tone—A low-pitched tone repeated 15 times a minute; indicates to the calling party that the number dialed has been reached successfully and is ringing.
- Ringback Tone, Call Wafting—A ringback tone with a short lower-pitched signal at the end; indicates to the calling party that the extension called is busy, but that the called party has been given the call waiting signal.
- Time-Out Tone—An alternating high and low tone (same as intercept tone); indicates a failure to dial within a preset interval (usually 10 seconds) after the handset is lifted or after the previous digit was dialed.
- Ž Warning Tone (Bridging)—A low-pitched tone heard by all parties in a Busy Verification attempt that bridges onto an active call; initially applied in a 2-second burst, then in half-second bursts every 15 seconds. Also used with Service Observing when the warning tone is enabled through system administration.

Answering an Incoming Call

The first indication of an incoming call at any voice terminal is ringing. The user's response depends on whether the voice terminal is a single-line or a multi-appearance model.

Single-line voice terminals can receive only one call at a time; therefore, answering a call is merely a matter of lifting the handset and talking.

The 7401D and 7401 Plus voice terminals have two "virtual" call appearances. The first call appearance is used to place and receive calls the same as the single-line voice terminals. The second call appearance receives incoming priority calls when the first appearance is active, is used with the Conference and Transfer features, and may also be administered to receive any incoming second call.

Answering a call at all other multi-appearance voice terminals is somewhat more involved. An incoming call is routed by the system to one of at least two call appearances on the voice terminal. The green status light at the call appearance flashes. If the red light at the same call appearance is also on (Ringing Appearance Preference), the incoming call will be automatically connected when the handset is lifted, and conversation can begin. If the red indication is not at the same appearance (Idle Appearance Preference), it must be moved there by pressing the flashing call appearance button before or after the handset is lifted. Refer to the Multi-Appearance Preference and Preselection feature in Chapter 3 of this guide for a detailed explanation of the two types of preference.

Single-Line Voice Terminals

To answer a call:

1. Lift handset.	<ul style="list-style-type: none">• Ringing stops.• Incoming call connected.
2. Talk to caller.	
3. Hangup when call is completed.	

Note: The Call Waiting Termination feature, described in Chapter 3, can be assigned to single-line voice terminals to provide a way for those users to know when someone is trying to reach them when they are busy with another call. This feature can prevent missed calls at single-line voice terminals.

7401D and 7401 Plus Voice Terminals

The procedure for answering a call at 7401 D and 7401 Plus voice terminals is the same as the procedure for Single-Line Voice Terminals. The following procedure describes how to answer a second call at a 7401 D or a 7401 Plus voice terminal.

To answer a second call while active on a call, the user must end the current call or put it on hold:

<p>1. To end current call, go to Step 2. To put current call on hold, go to Step 3.</p>	
<p>2. Ask party to hang up, and then flash the switchhook.</p>	<ul style="list-style-type: none"> • Second call is connected.
<p>3. Press [Feature] and then [#] .</p>	<ul style="list-style-type: none"> • First call is on hold.
<p>4. Flash the switchhook.</p>	<ul style="list-style-type: none"> • Second call is connected.
<p>5. To return to the call on hold, complete second call or put it on hold.</p>	
<p>6. Flash the switchhook.</p>	<ul style="list-style-type: none"> • Reconnected to first call.

CALLMASTER Digital Voice Terminal

To answer incoming calls:

<p>1. Plug a headset or handset into the voice terminal. Place headset in comfortable position or locate handset nearby.</p>	<ul style="list-style-type: none"> • Voice terminal is now off-hook (idle), and available to answer calls.
<p>2. Listen for a single distinctive ring alert signal in headset or handset. Observe light indications at the call appearance.</p>	<ul style="list-style-type: none"> • Green light is flashing at call appearance.
<p>3. Answer call:</p> <ul style="list-style-type: none"> • Press [Ext #] next to the flashing green light (unless automatic answer is enabled). Begin speaking. • If the red light is steadily on at an idle call appearance, press flashing [Ext #] and begin speaking. 	<ul style="list-style-type: none"> • Green light changes from flashing to steadily on. • Red light is steadily on. • Incoming call connected. • Active red light moves from idle call appearance to incoming call appearance. • Green light changes from flashing to steadily on. • Incoming call connected.
<p>4. Press either [Release] or [Drop] when call is completed.</p>	<ul style="list-style-type: none"> • Green and red lights go off.
<p>5. Remove headset or handset from voice terminal.</p>	<ul style="list-style-type: none"> • Red call appearance light is steadily on. • Terminal is now on-hook.

Other Multi-Appearance Voice Terminals

To answer a single incoming call:

<p>1. Observe light indications at the call appearance.</p>	<ul style="list-style-type: none"> • Green light is flashing at call appearance. • If voice terminal has Ringing Appearance Preference, red light is on at the same call appearance. • If voice terminal has Idle Appearance Preference, red light is on at an idle call appearance reserved for placing calls.
<p>2. Answer call:</p> <ul style="list-style-type: none"> • If the red light is on steadily at the same call appearance with the flashing green light, lift the handset (not necessary to press flashing [Ext #]). • If the red light is steadily on at an idle call appearance, in either order lift the handset and press flashing [Ext #] . 	<ul style="list-style-type: none"> • Ringing stops. • Green light changes from flashing to steadily on. Ž Incoming call connected. • Ringing stops. Ž Active red light moves from idle call appearance to incoming call appearance. • Green light changes from flashing to steadily on. • Incoming call connected.
<p>3. Talk to caller.</p>	
<p>4. Hang up when call is completed.</p>	<p>Ž Green light goes off.</p>

To answer one of several incoming calls:

<p>1. Observe light indications.</p>	<ul style="list-style-type: none"> • Green light is flashing at several call appearances. • If voice terminal has Ringing Appearance Preference, red light is on at one of the call appearances where green light is flashing. • If voice terminal has Idle Appearance Preference, red light is on at an idle call appearance reserved for placing calls.
<p>2. Answer call, using one of the following methods:</p> <ul style="list-style-type: none"> • If the red light is on at the same call appearance with the flashing green light, lift the handset (not necessary to press flashing <u>[Ext #]</u>). • Decide which of the incoming calls you want to answer first; then lift the handset, and press flashing <u>[Ext #]</u> in either order. 	<ul style="list-style-type: none"> • Ringing stops. • Green light changes from flashing to steadily on at answered call appearance. • Green lights continue to flash at unanswered call appearances. • Incoming call that has been ringing at the voice terminal for the longest time is connected. • Ringing stops. • Active red light moves from idle call appearance to incoming call appearance. • Green light changes from flashing to steadily on at answered call appearance. • Green light continues to flash at unanswered call appearances. • Incoming call that you selected is connected.

(Continued)

3. Talk to caller.	
4. Hangup when call is completed or press [Ext #] where green light is still flashing.	<ul style="list-style-type: none"> • Green light goes off.

To end an active call and answer an incoming call:

1. End active call; do not hang up. Press flashing [Ext #].	<ul style="list-style-type: none"> • Green light of earlier call goes off. • Green light at incoming call appearance changes from flashing to steadily on. • Active red light moves from earlier call to new call. • New call connected.
2. Talk to caller.	
3. Hangup when call is finished.	<ul style="list-style-type: none"> • Green light goes off.

To put an active call on hold and answer an incoming call:

<p>1. Press [<u>Hold</u>] .</p>	<ul style="list-style-type: none"> • Red light of held [<u>Ext #</u>] goes off. • Green light changes from on to fluttering.
<p>2. Press flashing [<u>Ext #</u>] of incoming call.</p>	<ul style="list-style-type: none"> • Red light goes on at incoming call appearance. • Green light changes form flashing to steadily on at incoming call appearance. • New call connected.
<p>3. Talk to caller.</p>	
<p>4. End call; return to call on hold by pressing [<u>Ext #</u>] where green light is fluttering.</p>	<ul style="list-style-type: none"> • Lighted green tight goes off. • Lighted red light moves back to call picked up from hold. • Fluttering green light changes to steadily on. Ž Held call connected again.

Display Information—Called Terminal

If the voice terminal has display capability and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this document for additional display information.

Activity	Display
Receiving an inside call from another voice terminal.	<ul style="list-style-type: none"> • Call appearance designator (a represents first call appearance, b the second, c the third, and so on) followed by = • Caller's name and extension number. • If caller's name is not available, "EXT" followed by caller's extension number is displayed instead.

Examples:

- 1) a= RUTH JONES 2010
- 2) a= EXT 2010 2010

Activity	Display
<p>Receiving incoming call ringing and flashing while active on another call.</p>	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Calls name and extension number. • If caller's name is not available, "EXT" followed by caller's extension number is displayed instead. • No interruptions to active call, or new incoming call. • Display overrides current display for 30 seconds. • Display overwrites again for 30 seconds if subsequent call comes in.

Examples:

1) b= JOHN SMITH 4781

2) b= EXT 4781 4781

Activity	Display
Receiving an attendant-extended inside call from another voice terminal.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • OPERATOR” and “0”. • When attendant releases, “OPERATOR” changes to caller name and extension number.

Example:

a= OPERATOR 0

changing to

a= RUTH JONES 2010

or

a= EXT 2010 2010

Activity	Display
Receiving an attendant-extended incoming trunk call.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • “OPERATOR” and “O”. • When attendant releases, “OPERATOR” changes to trunk identification including access code of incoming trunk group.

Example:

a= OPERATOR 0
 changing to
 a= CHICAGO 102
 or
 a= OUTSIDE CALL 102

Activity	Display
Receiving a direct-inward-dialed trunk call.	<ul style="list-style-type: none"> • Call appearance designator (a = : b = ; etc), • Trunk identification or “OUTSIDE CALL” and access code of incoming trunk.

Example:

a= CHICAGO 102
 or
 a= OUTSIDE CALL 102

Placing a Call

Two general types of calls can be placed from a system voice terminal, inside calls and outside calls. An inside call is one to another extension number inside the system. An outside call is one to a location outside the system, that is, a trunk call.

The first step in placing any call is to get dial tone. The procedure for doing this is the same for inside and outside calls. The next step is to dial the desired number, These steps are presented in detail in the following procedures.

Single-Line and 7401 D Voice Terminals

To place a call from an idle voice terminal:

<p>1. Lift handset.</p> <ul style="list-style-type: none"> • To place an inside call, go to step 2. • To place an outside call, go to step 3. 	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial desired extension number, and then listen for call progress tone.</p>	<ul style="list-style-type: none"> • Ringback tone call successful—Go to Step 7 (if call is not answered, Automatic Callback can be activated as described in Chapter 3). • Busy tone—Try again later, or activate Automatic Callback as described in Chapter 3. • Coverage tone—Call will be answered by covering party--Go to Step 7 (or take other action as described under Call Coverage in Chapter 3). • Call waiting ringback tone—Called party has been alerted by call waiting tone-Go to Step 7. • Interoept tone-Call cannot be processed.

(Continued)

<p>3. Dial Automatic Route Selection (ARS) access code _____ for a public network call, Automatic Alternate Routing (MR) access code _____ for a private network call, or an appropriate trunk access code.</p>	<ul style="list-style-type: none"> • Second dial tone.
<p>4. Dial desired destination number, and then listen for call progress tone.</p>	<ul style="list-style-type: none"> • Ringback tone—call successful—Go to Step 7. • Busy tone—Try again later. • Confirmation tone—All trunks busy but call has been placed in outgoing trunk queue to Step 5. • Intercept tone—call cannot be processed.
<p>5. Hang up, and then wait for 3 bursts of ringing indicating that trunk is available.</p>	
<p>6. Lift handset, and then listen for call progress tone (redialing is not necessary).</p>	<ul style="list-style-type: none"> • Ringback tone—Go to Step 7. • Busy tone. • Intercept tone.
<p>7. When call is answered, talk to called (or covering) party.</p>	
<p>8 Hangup when call is completed.</p>	

Other Multi-Appearance Voice Terminals

To place a call from an idle voice terminal:

<p>1. Observe light indications.</p>	<ul style="list-style-type: none"> • Red light is on at some idle call appearance reserved for placing calls. • Green light is off.
<p>2 . Lift handset (necessary to press <u>[Ext #]</u> if off-hook idle).</p> <ul style="list-style-type: none"> • To place an inside call, go to Step 3. • To place an outside call, go to Step 4. 	<ul style="list-style-type: none"> • Green light next to active red light goes on steadily (no red light indication appears). • Dial tone.
<p>3. Dial desired extension number; listen for call progress tone.</p>	<ul style="list-style-type: none"> • Ringback tone—call successful—Go to Step 10 (if call is not answered, Automatic Callback can be activated as described in Chapter 3). • Busy tone—Try again later, or activate Automatic Callback as described in Chapter 3. • Coverage tone—Call will be answered by covering party—Go to Step 10 (or take other action described under Call Coverage in Chapter 3). • Call waiting ringback tone—Called party has been alerted by call waiting tone—Go to Step 10. • Intercept tone—call cannot be processed.

(Continued)

<p>4. Dial ARS access code _____ for a public network call, MR access code _____ for a private network call, or an appropriate trunk access code.</p>	<ul style="list-style-type: none"> • Second dial tone.
<p>5. Dial desired destination number, and then listen for call progress tone.</p>	<ul style="list-style-type: none"> • Ringback tone—Call successful—Go to Step 10. • Busy tone—Try again later. • Confirmation tone—Call is in outgoing trunk queue; green light at <u>[Auto Callback]</u> goes on steadily. • Reorder tone—All trunks busy—Try again later. • Intercept tone—Call cannot be processed.
<p>6. Hangup (if you decide not to wait for callback, press <u>[Auto Callback]</u> to remove call from queue).</p>	<ul style="list-style-type: none"> • Green light at call appearance goes off.
<p>7. Wait for 3 bursts of ringing, indicating that trunk is available.</p>	<ul style="list-style-type: none"> • Green light starts flashing at incoming call appearance.
<p>8. Lift handset. Press the flashing <u>[Ext #]</u> only if the red light is off at the same call appearance. Do not redial the original call.</p>	<ul style="list-style-type: none"> • Red light goes on steadily at incoming call appearance. • Green light changes from flashing to steadily on at incoming call appearance.

(Continued)

<p>9. Listen for call progress tone.</p>	<ul style="list-style-type: none"> • Ringback tone—Go to Step 10. • Busy tone. • Intercept tone.
<p>10. When call is answered, talk to called (or covering) party.</p>	
<p>11. Hang up when call is finished.</p>	<ul style="list-style-type: none"> • Green light goes off.

To put an active call on hold and place another call:

<p>1. Press [Hold] .</p>	<ul style="list-style-type: none"> • Red light at held call appearance goes off . • Green light at held call appearance changes from steadily onto fluttering.
<p>2. Press idle [Ext #] .</p>	<ul style="list-style-type: none"> • Red and green lights at selected call appearance go on steadily. • Dial tone.
<p>3. Dial the call using procedures described earlier in this chapter.</p>	

To place a call while an unanswered incoming call is ringing:

<p>1. Obtain dial tone for placing call:</p> <ul style="list-style-type: none"> • If red light is on at the same call appearance where the green light is flashing, press any idle [Ext #] then lift handset within 5 • If red light is steadily on at an idle c-all appearance, lift handset (it is not necessary to press [Ext #]). 	<ul style="list-style-type: none"> • Active red light moves to selected call appearance, and green light goes on steadily at same appearance. • Dial tone. • Green light continues to flash at incoming call appearance. • Red light remains on at call appearance reserved for placing calls. • Green light goes on steadily next to active red light. • Dial tone. • Green light continues to flash at incoming call appearance.
<p>2. Dial the call using procedures described earlier in this chapter.</p>	

Display Information-Calling Terminal

If the voice terminal has display capability and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this document for additional display information.

Activity	Display
Dialing an inside call to another voice terminal.	<ul style="list-style-type: none"> • Call appearance designator (a represents the first call appearance, b the second, c the third, and so on) followed by = • Digits dialed. • At completion of dialing, digits dialed change to called party's name and extension number. • If called party's name is not available, "EXT" followed by extension number is displayed instead.

Example:

a=2010

changing to

a= RUTH JONES 2010

or

a= EXT 2010 2010

Activity	Display
Dialing an outside call.	<ul style="list-style-type: none"> • Call appearance designator. • Digits dialed; or As an option, the display changes to trunk identification after the access code has been dialed.

Exam pies:

a=97276181

changing to

a= LOCAL 9

or

a= OUTSIDE 9

or

(if selected trunk has outgoing display = NO)

a=97276181

CHAPTER 3. USING THE VOICE TERMINAL FEATURES

Voice terminal features are special applications or services that enhance the basic call answering and call placing capabilities of the system. Some features apply to individual voice terminals or groups of voice terminals, while others are systemwide. In the following procedures it is assumed that the voice terminal users know which features are accessible at their voice terminals. The procedures in this section will assist users in understanding how to use the features effectively.

Important Note for Users of the 2500 YMGK Telephone: Many features allow users of a single-line telephone to press [Recall] or flash the switchhook. Users of the 2500 YMGK must press [Recall]; they cannot flash the switchhook. If they do so, they will disconnect the call.

Important Note for Multi-Appearance Voice Terminal Users: On some multi-appearance voice terminals, three of the standard fixed buttons (Conference, Drop, Transfer) have a second level on the button label. Therefore, do the following:

- If the Conference button on the voice terminal is labeled [conference ring], press that button whenever the procedures direct you to press [Conference].
- If the Drop button on the voice terminal is labeled [Drop test], press that button whenever the procedure asks you to press [Drop];
- On the 8503T voice terminal, use [Transfer] to insert a 1.5-second pause (the Pause feature) into a programmed dialing sequence.

Feature Differences

To many customers some of the voice terminal features will seem very similar and thus confusing. For example, a customer might ask, "Sometimes I need to travel to our company's other satellite office. If I want all my calls forwarded there so I don't miss any, do I use the Send All Calls feature or the Call Forwarding feature?" The following list will help you define the differences between these two features and others that seem similar.

- **Send ALL Calls vs. Call Forwarding All Calls**
Use Send All Calls to have all calls to go immediately to coverage. This feature is useful when employees will be away from their desk for a period of time.
Use Call Forwarding to have all calls go to another voice terminal or an outside number. This feature is useful when employees will be working at another location for a period of time, but still wish to receive their calls.
- **Leave Word Calling vs. Coverage Callback**
Use Leave Word Calling when a call is placed but not answered or when coverage or busy tone is received. A "call me" message is left for the called party, and the Message light on his or her voice terminal goes on.
Use Coverage Callback when a call is answered for another person and that person should place a return call to the original caller.

- **Drop vs. Disconnect**

Use Drop to disconnect the last party added to a conference call (multi-appearance voice terminals only); or to receive dial tone if NOT on a conference call.

Use Disconnect to get dial tone without hanging up the handset.

- **Call Coverage vs. Bridging**

Use Call Coverage to allow calls to be answered by someone else when the called party is busy or not available.

Use Bridging to allow two voice terminals to receive the same tails at the same time.

- **Last Number Dialed (Redial) vs. Auto Callback**

Use Last Number Dialed (Redial) to redial the last number dialed automatically.

Use Auto Callback when a call is placed to a busy or unanswered voice terminal, or, when coverage tone is heard. The system automatically places the callback call when the called voice terminal becomes available.

- **Hold vs. Call Park**

Use Hold to disconnect from a call temporarily, use the voice terminal for other purposes, and then return to the original call.

Use Call Park to put a call on hold and then retrieve it from another voice terminal in the system. This feature is useful when a user is on a call but needs to go to another location to obtain information for the caller.

- **Auto intercom vs. Consult**

Use Auto intercom as a distinctive way of letting the called party know who is calling.

After answering a coverage call, use Consult to talk to the principal (original tailed party).

Effect of System Power Loss on Features

If the system is powered down for maintenance purposes or if power is accidentally lost, communications and features are temporarily interrupted. Systems with Emergency Transfer can maintain basic minimum calling and answering service. When power is restored, system operation returns to normal, except for certain voice features. This situation should present no special problems if users know what to expect.

All messages stored by the Leave Word Calling feature are lost (unless this feature is supported by an Applications Processor). All lighted Message Waiting lights go off.

The following features, if activated before power loss, are deactivated: Automatic Callback, Call Forwarding, Call Park, Auxiliary Work for Direct Dialing Call (DDC) and Uniform Call Distribution (UCD), and Send All Calls.

The numbers stored by the Last Number Dialed (Redial) feature are lost. Abbreviated Dialing list entries programmed by voice terminal users are lost if they were done after the System Manager's most recent "save translations" command; these entries should be checked by each system user if there is any doubt.

Abbreviated Dialing (AD)

Abbreviated Dialing provides lists of stored numbers that system users can access for quickly placing internal, local, long-distance, and international calls, activating features, and performing end-to-end signaling. (End-to-end signaling allows access to remote computer equipment.) Stored numbers can be accessed by voice terminal users, data terminal users, and incoming tie trunk groups.

For most voice terminals, four types of lists are available: personal lists, group lists, a system list, an enhanced system list that can contain 1000 numbers. There is also a special list available only for users of the 7103A Fixed Feature voice terminal. Each voice terminal (except 7103A Fixed Feature) has access to a combination of three lists. The 7103A list, usually limited to feature access codes, is assigned to the eight feature buttons of each 7103A Fixed Feature voice terminal in the system.

A stored number (referred to as a list item) can contain up to 24 digits. A special character (discussed later) included within a list entry counts as two digits.

Personal lists can be programmed by the voice terminal user or by the System Manager. Group and system lists and the 7103A Fixed Feature list must be programmed entirely by the System Manager, who also assigns all list access codes.

Here is a brief and simplified scenario of how a personal list gets programmed:

- First, the System Manager assigns an empty list to a voice terminal.
- The System Manager may also associate certain feature buttons with positions on the empty list so that one-touch dialing can take place.
- Now the voice terminal user or the System Manager accesses the list and fills it in with numbers and codes.

A stored number can be accessed in two different ways:

- By dialing the code of the number list and then dialing a 1- or 2-digit code that identifies the specific number on the list
- By simply pressing the feature button [Ad (name)] has been assigned to the desired number on the list.

Note: Abbreviated Dialing can be assigned to any feature button. The status light indication is not significant.

The 7103A Programmable Voice Terminal (applicable only to the older 7103A “Burned-in Dialing Sets”) is different from all other system voice terminals; its 10 feature buttons are programmed entirely by the user. Feature access codes, extension numbers, and outside numbers can be stored. Users of 7103A Programmable can have access to personal, group, and system lists assigned by the System Manager. Procedures for this voice terminal are presented separately after the instructions for the other voice terminals.

The newer 7103A voice terminals store the numbers in the set, and therefore no Abbreviated Dialing list is necessary.

Abbreviated Dialing is not available to callers using the Remote Access feature.

All Voice Terminals Except 7401 D, 7401 Plus, and 7103A Programmable

To program (or reprogram) an Abbreviated Dialing button:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [<u>Ad Program</u>] or dial AD Program access code _____ to enter the personal list programming mode.	<ul style="list-style-type: none"> • Dial tone.
3. Get access to the specific list item by pressing [<u>AD</u>] assigned to the position (this button will later be used for dialing).	<ul style="list-style-type: none"> • Dial tone.
4. Dial the number to be stored, followed by '#' to signify end of entry. Note: Users can store up to 24 digits.	<ul style="list-style-type: none"> • Confirmation tone-The number is now stored in the personal list and can be called by pressing [<u>AD</u>] (any number previously stored here is erased).
5. Label the button.	
6. Repeat Steps 3 through 5 to store other numbers.	
7. Hangup to exit the programming mode.	

To store (or change) a number in a personal list:

1. Lift handset.	• Dial tone.
2. Press [AD Program] or dial AD Program access code _____ to enter the personal list programming mode.	• Dial tone.
3. Dial the single digit (1, 2, or 3) that identifies the personal list where the number is to be stored.	• Dial tone.
4. Get access to the specific list item on the personal list by dialing the list item number (1 through 5 for a 5-entry list or 1 through 9 and 0 for a 10-entry list).	• Dial tone.
5. Dial the number to be stored, followed by “#” to signify end of entry. Note: Users can store up to 24 digits.	• Confirmation tone--The number is now stored in the personal list and can be called by dialing the list code and the list item number (any number previously stored here is erased).
6. Repeat from Step 4 to store other numbers in the same list.	
7. Hang up to exit the programming mode.	

To place a call using an Abbreviated Dialing button:

<p>1. In either order, lift handset and press [AD (name)] of party to be called.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>2. Continue call in normal way.</p>	

To place a call by accessing the list and list item:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial as follows:</p> <ul style="list-style-type: none"> • Access code _____ for List 1 • Access Code _____ for List 2 • Access Code _____ for List 3 <p>If codes are programmed on feature buttons, press the appropriate button.</p>	<ul style="list-style-type: none"> • Second dial tone.
<p>3. Dial the list item number (1 digit for personal list, 2 digits for group or system list, and 3 digits for enhanced system list).</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>4. If stored number is not complete, dial remaining digits to complete call.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>5. Continue call in normal way.</p>	

Special Characters Used in Programming at Multi-Appearance Voice Terminals

Four special characters can be programmed into list entries by the System Manager when numbers to be dialed over a trunk are stored. The special characters are PAUSE, WAIT, MARK, and SUPPRESS. Any special character included as part of a stored number counts as two digits.

- PAUSE is used when transmission of dialing should be delayed until dial tone is returned from a distant point; however, the calling party does not hear the dial tone. The pause interval is 1.5 seconds.
- WAIT is used when transmission of dialing should be delayed until dial tone is returned from a distant point and heard by the calling party. The wait interval can be set from zero through 10 seconds; if no value is set, the interval will be four seconds.
- MARK is used in End-to-End Signaling. (End-to-End Signaling is the transmission of touch-tone dialing signals to distant computer equipment after the point-to-point connection has been established.) Following MARK, only touch-tone signals may be sent.
- When the sending voice terminal has a digital display module, SUPPRESS is used to prevent display of all digits that follow the character. The SUPPRESS character protects the privacy of selected stored numbers.

Feature buttons, [Abrv Dial Pause], [Abrv Dial Wait], [Abrv Dial Mark], and [Abrv Dial Suppress], can be assigned to store the special characters in the list entry. As an alternative, a single button, [Abrv Dial Function], can be assigned to be used with the digit 1 for pause, 2 for wait, 3 for mark, or 4 for suppress.

Display information-Calling Terminal

Users with display-equipped voice terminals can press **[Stored Number]** during programming to display the numbers being stored. When programming is complete, press **[Normal]** so that call information will be displayed.

Activity	Display
Programming numbers into a personal list or on AD buttons.	<ul style="list-style-type: none"> • All digits as they are programmed.

If the display is in the Normal Mode when Abbreviated Dialing is used to place a call, the following information is shown,

Activity	Display
Calling another voice terminal using Abbreviated Dialing.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc), • All digits as they are dialed • Then name (if extension has name associated with it), or "EXT" followed by extension number.

Examples:

- 1) a= 3012
- 2) a= JOE BROWN 3012
- or
- a= EXT 3012 3012

Activity	Display
Calling an outside number using Abbreviated Dialing.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • All digits as they are dialed. • Then trunk identification or group name (if name display option is assigned) or digits dialed.

Examples:

- 1) a=913034512712
- 2) a= OUTSIDE CALL
 - or
 - a= WATS
 - or
 - a= 913034512712

7401D and 7401 Plus Voice Terminals

If the directory lists Abbreviated Dialing, the procedures listed below should be followed. The directory may also have AD Program listed. If so, the AD Program entry number will be used in the following procedures. The procedure “Press [Feature] and then the AD Program entry number” is equivalent to “Dial AD Program access code.”

To program or reprogram a personal List entry:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the AD Program access code _____	<ul style="list-style-type: none"> • Dial tone.
<p>3. Press [Feature] and then the AD button to be programmed.</p> <p>Note: If the 7410D voice terminal does not have an AD button or if it does and you don't want to use the AD button, do Steps 1 and 2; then dial the AD list and entry number.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>4. Dial the number to be stored, and then dial “#” to signify end of entry.</p> <p>Note: Users can store up to 24 digits.</p>	<ul style="list-style-type: none"> • Confirmation tone—The number is now stored in the personal list and any number previously stored here is erased. A call can be placed to the stored number by pressing [Feature] and then the AD entry number.
5. Write the name of the AD party (or feature) on the directory.	
6. To program additional AD entries, repeat from Step 3.	
7. Hangup to exit the programming mode.	

If the directory lists AD, to place an AD call:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Press [Feature] and then the AD button of the party to be called. Note: If you are not using the AD button, go to Step 1. Dial AD access code and list item number.	<ul style="list-style-type: none">• Call is automatically dialed.• Normal call progress tones.
3. Continue call in normal way.	

If Abbreviated Dialing is not listed on the directory, but the user has been told that Abbreviated Dialing personal list(s) is assigned to the telephone, the procedures listed below should be used.

To store (or change) a number in a personal list:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [Feature] and then the AD Program button, or dial the AD Program access code _____	<ul style="list-style-type: none"> • Dial tone.
3. Dial personal list code (1, 2, or 3).	<ul style="list-style-type: none"> • Dial tone.
4. Dial list item number (1, 2, 3...).	<ul style="list-style-type: none"> • Dial tone.
5. Dial the number to be stored, and then dial “#” to signify end of entry. Note: Users can Store up to 24 digits.	<ul style="list-style-type: none"> • Confirmation tone-The number is now stored in the personal list and any number previously stored is erased.
6. To store other numbers in the same list, repeat from Step 4.	
7. Hangup to exit the programming mode.	

To place a call by accessing an AD list (personal, system, group, or enhanced):

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [Feature] and then the AD button for the AD list, or dial as follows:</p> <ul style="list-style-type: none"> • Access code _____ for List 1 • Access code _____ for List 2 • Access Code _____ for List 3 	<ul style="list-style-type: none"> • Second dial tone.
<p>3. Dial the list item number (1 digit for personal list, 2 digits for group or system list, and 3 digits for enhanced system list).</p>	<ul style="list-style-type: none"> • Call is automatically dialed. • Normal call progress tones.
<p>4. If stored number is not complete, dial remaining digits to complete call.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>5. Continue call in normal way.</p>	

7103A Programmable Voice Terminal (Newer Version)

*To store a feature access code on a feature button
(numbers stored within the voice terminal):*

1. Be sure that handset is on-hook and the Message light is off.	
2. Press [Program] to enter programming mode.	<ul style="list-style-type: none">• Steady tone from voice terminal.
3. Press feature button being programmed.	<ul style="list-style-type: none">• Steady tone is interrupted momentarily.
4. If programming Leave Word Calling, Automation Callback, or Call Park, press [Recall] first; then dial the access code. If programming any other feature, dial only the access code.	<ul style="list-style-type: none">• Access code is now stored on feature button.• Access code stored on feature button.
5. Label the button.	
6. Repeat Step 3 through 6 to store other codes.	
7. Press [Program] to exit programming mode.	

To store an inside extension number or an outside number:

<p>1. Be sure that handset is on-hook and the Message light is off.</p>	
<p>2. Press [Program] to enter programming mode.</p>	<ul style="list-style-type: none"> • Steady tone from voice terminal. • [Last Number Wait] is now in the Wait mode.
<p>3. Press feature button being programmed.</p>	<ul style="list-style-type: none"> • Steady tone is interrupted momentarily.
<p>4. Go to Step 5 to store an outside number, or to Step 6 to store an number.</p>	
<p>5. Dial trunk access code; press [Last Number Wait] then dial outside number.</p>	<ul style="list-style-type: none"> • Outside number is now stored on feature button.
<p>6. Dial inside number.</p>	<ul style="list-style-type: none"> • Inside extension number is now stored on feature button.
<p>7. Label the button.</p>	
<p>8. Repeat from Step 3 to store other numbers.</p>	
<p>9. Press [Program] to exit programming mode.</p>	

To store a number in a personal list:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial AD program access code _____ to enter personal list programming mode. Do not use [Program].</p>	<ul style="list-style-type: none"> • Dial tone.
<p>3. Dial the single digit (1,2, or 3) that identifies the personal list where the number is to be stored.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>4. Get access to the specific list entry position where the number is to be stored by dialing the list entry number (1 through 5 for 5-entry list, 0 through 9 for 10-entry list).</p>	<ul style="list-style-type: none"> • Dial tone.
<p>5. Dial the number to be stored.</p>	
<p>6. Dial “#” to signify end of entry.</p>	<ul style="list-style-type: none"> • Confirmation tone—Number is stored; any number previously stored here is erased.
<p>7. Repeat from Step 3 to store other numbers.</p>	
<p>8. When all numbers have been stored, hang up to exit programming mode.</p>	

To place an inside call using a programmed feature button:

1. Lift handset.	• Dial tone.
2. Press programmed button.	• Normal call progress tones.

To place an outside call using a programmed feature button:

1. Lift handset.	• Dial tone.
2. Press programmed button.	• Second dial tone.
3. Press button again.	• Normal call progress tones.

To call a number stored in any list:

1. Lift Handset	• Dial tone.
2. Dial as follows: <ul style="list-style-type: none"> • Access code _____ for List 1 • Access code _____ for List 2 • Access Code _____ for List 3 	• Second dial tone.
3. Dial list entry number.	• Normal call progress tones.

Attendant Recall

Attendant Recall allows the voice terminal user on a 2-party or conference call held on the console to recall the attendant for assistance.

Single-Link Voice Terminals

To recall the attendant from an established connection or conference on hold at the attendant console:

1. Press [Recall] , or press [Flash] , or flash switchhook to signal the attendant.	<ul style="list-style-type: none"> • Call held at attendant console starts ringing and flashing at console. • All parties on call hear ringback tone.
2. Attendant answers.	<ul style="list-style-type: none"> • All parties in call remain connected. • Connection now under control of attendant.

7401D and 7401 Plus Voice Terminals

To recall the attendant from an established connection or conference on hold at the attendant console:

1. Press [Feature] , and then [8] (Conference) or [9] (Transfer) to signal the attendant.	<ul style="list-style-type: none"> • Call held at attendant console starts ringing and flashing all console. • All parties on call hear ringback tone.
2. Attendant answers.	<ul style="list-style-type: none"> • All parties in call remain connected. • Connection now under control of attendant.

Other Multi-Appearance Voice Terminals

To recall the attendant from an established connection or conference on hold at the attendant console:

<p>1. Press [Conference] or [Transfer] to signal the attendant.</p>	<ul style="list-style-type: none"> • Call held at attendant console starts ringing and flashing at console. • All parties on call hear ringback tone.
<p>2. Attendant answers.</p>	<ul style="list-style-type: none"> • All parties in call remain connected • Connection now under control of attendant.

Audio information Exchange (AUDIX) Interface

The AUDIX[™] interface is a message-handling system for recording and distributing spoken messages or “voice mail.” The AUDIX interface provides stored voice prompts that guide users so that they can create, send, retrieve, answer, save, and forward spoken messages. The procedures for using AUDIX are covered in AUDIX-specific user instructions.

Automatic Alternate Routing (AAR)

Automatic Alternate Routing (AAR) provides alternate routing choices for private on-network calls. It also provides digit modification to allow on-network calls to route via the public network when on-network routes are not available.

To use AAR, dial the AAR access code (normally the digit 8) and the called number. The called number may be a 7-digit on-network number, a 10-digit public network number, a service code, an International Direct Distance Dialing (IDDD) number, an operator code (0), or a customer-dialed and operator-serviced (CDOS) number (0+ or 01 + the number). Feature operation is completely transparent to the user.

Automatic Callback

Automatic Callback allows inside users who place a call to a busy or unanswered inside voice terminal to be called back automatically when the called voice terminal becomes available.

Single-Line Voice Terminals

To activate Automatic Callback when the called extension number is busy or does not answer:

<p>1. Press [Recall], or [Flash] , or flash the switchhook.</p>	<ul style="list-style-type: none"> • Recall dial tone.
<p>2. Dial Automatic Callback activation code _____, and listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone-Automatic Callback is in effect; go to Step 3. • Reorder tone-Called number already has call waiting; try again later. • Intercept tone-Feature cannot be activated (possibility, because the number you have called has Call Coverage activated); place call again later.
<p>3. Hang up. Wait for 3-ring priority ringing, indicating that called party is available. (The system cancels callback after 30 minutes.)</p>	<ul style="list-style-type: none"> • Ringing ceases if call not answered within preadministered number of tone cycles (2 through 9).
<p>4. Lift handset (dialing is not necessary).</p>	<ul style="list-style-type: none"> • Priority ringing stops. • Ringback tone heard in receiver called party being rung. • If confirmation tone followed by silence is heard, Automatic Callback is still in effect; but the called party is busy again. Hang up and wait for callback.
<p>5. Wait for called party to answer.</p>	

To cancel Automatic Callback on a call:

1. Lift handset.	• Dial tone.
2. Dial Automatic Callback Cancel code_____	• Confirmation tone—Automatic Callback canceled.

7401D and 7401 Plus Voice Terminals

To activate Automatic Callback the called extension number is busy or does not answer:

<p>1. Press [<u>Feature</u>] and then the Auto Callback entry number (during call attempt). Listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone-Automatic Callback is in effect; go to Step 2. • Reorder tone-Called number already has call waiting; 2 seconds of broken flutter on green light; place call again later. • Intercept tone-Feature cannot be activated; 2 seconds of broken flutter on green light; place call again later.
<p>2. Hang up. Wait for 3-ring priority ringing indicating that called party is available. (The system cancels callback after 30 minutes.)</p>	<ul style="list-style-type: none"> • Ringing ceases if callback not answered within preadministered number of tone cycles (2 through 9).
<p>3. Lift handset. Do not radial the original call.</p>	<ul style="list-style-type: none"> • Priotity ringing stops. • Ringback tone heard in handset; called party's voice terminal is ringing. • If confirmation tone followed by silence is heard, Automatic Callback is still in effect but the called party is busy again. Hang up and wait for callback.
<p>4. Wait for called party to answer.</p>	

To cancel Autotmatic Callback on a call:

<p>1. Press [<u>Feature</u>] and then the Auto Callback entry number.</p>	<ul style="list-style-type: none"> • Dial tone.
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Other Multi-Appearance Voice Terminals

To activate Automatic Callback when the called extension number is busy or does not answer:

<p>1. Press idle [<u>Auto Callback</u>] while still active on a busy or unanswered call; listen for tone.</p>	<ul style="list-style-type: none"> • Green light at [<u>Auto Callback</u>] goes on. • Confirmation tone—Automatic Callback is in effect; go to Step 2, • Reorder tone—Called number already has call waiting; green light flutters for 2 seconds; place call again later. • Intercept tone—Feature cannot be activated; green light flutters for 2 seconds; place call again later.
<p>2. Hang up. Wait for 3-ring priority ringing, indicating that called party is available. (The system cancels callback after 30 minutes.)</p>	<ul style="list-style-type: none"> • Green lights at [<u>Auto Callback</u>] and incoming call appearance flash. • Ringing ceases if callback not answered within preadministered number of tone cycles (2 through 9).
<p>3. Lift handset. Press the flashing [<u>Ext #</u>] only if the red light is not on at the same call appearance. Do not redial the original call.</p>	<ul style="list-style-type: none"> • Priority ringing stops. • Ringback tone heard in handset; called party's voice terminal is ringing. • If confirmation tone, followed by silence, is heard, Automation Callback is still in effect but the called party is busy again. Hang up and wait for callback.
<p>4. Wait for called party to answer.</p>	

To cancel Automatic Callback on a call:

<p>1. Without lifting handset, press [Auto Callback] again.</p>	<ul style="list-style-type: none"> • Green light at [Auto Callback] goes off .
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Display Information—Calling Terminal

If the voice terminal has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
<p>Call put on Automatic Callback is now being completed; the called voice terminal is available and is being rung.</p>	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or extension number of called party. • Word “callback” on right side of display.

Example:

a= JANE MILLER callback

Automatic Circuit Assurance (ACA)

Refer to the description of this feature in Chapter 4, “Using a Voice Terminal To Troubleshoot the System.”

Automatic Route Selection (ARS)

Automatic Route Selection (ARS) routes long-distance calls over the public network and other common earners based on the preferred normally the least expensive) route.

To use ARS, simply dial the ARS access code (which is usually 9) and the outside number. Your DEFINIY system may have two different ARS access codes. (Your System Manager will supply this information,) Feature operation is completely transparent to the user.

Bridged Call Appearance

Bridged Call Appearance allows a multi-appearance voice terminal user to have call appearances of another multi-appearance user's primary extension number or of an analog station. These are called bridged appearances. They can be used to originate and answer calls and to bridge onto calls to or from the other user's primary extension.

The voice terminal with the bridged appearances also has its own primary extension number. The bridged appearance buttons are labeled with the primary extension number of the other voice terminal. The bridged appearance buttons always correspond on a one-to-one basis to the primary appearance buttons at the other voice terminal.

The procedures for placing and answering calls on a bridged appearance are exactly the same as those for primary appearances.

To bridge onto an active call on a bridged appearance, the user simply lifts the handset and presses the button of the bridged extension.

Busy Verification of Terminals and Trunks

Refer to the description of this feature in Chapter 4, "Using a Voice Terminal To Troubleshoot the System."

Call Coverage/Consult

Call Coverage provides automatic redirection of certain calls to alternate answering positions in a Call Coverage Path.

A coverage path can have up to three alternate answering positions: primary, backup, and final.

Certain options are available to voice terminal users in connection with the Call Coverage feature:

- **Caller Response Interval** allows an inside caller a time interval to choose how to respond after being alerted that the call is going to coverage. The caller can drop the call, go to coverage, leave a message, or activate Automatic Callback.
- **Go to Cover** allows the caller to bypass the Caller Response Interval and ring the coverage position immediately.
- **Consult** allows the covering user to consult privately with the original called party (principal).
- **Coverage Callback** allows the covering user to leave a message for the principal (original called party) to call the original calling party (inside calls only).
- **Send All Calls** allows a principal to redirect all calls to coverage on a temporary basis. (The operating procedures are covered under the Send All Calls description in this chapter.)
- **Coverage Answer Group** allows anyone of eight members in Coverage Answer Group to answer a redirected call. Coverage Incoming Call Identification light goes on notifying the coverage group of an incoming call.
- **Temporary Bridged Appearance** allows a principal (original called party) to bridge onto a call that has been redirected to coverage, even if it has been answered by a covering user.

The original called party's (a principal's) voice terminal can be administered to produce a single "ring-ping" when a call is redirected; otherwise, no ringing is heard.

A user can have up to four distinct coverage paths that are "linked" to supply different coverage criteria depending on the incoming call.

For additional procedures that use Coverage Callback, refer to the Leave Word Calling feature description later in this chapter.

All Voice Terminals

To complete a call that goes to coverage:

<ol style="list-style-type: none"> 1. After extension number is dialed, coverage tone is heard; decide what action to take during silent Caller Response Interval: <ul style="list-style-type: none"> • Talk to covering user—Go to Step 2 or 3. • Use the Leave Word Calling feature. • Drop call before covering user answers—Go to Step 4. • Use the Automatic Callback feature. 	
<ol style="list-style-type: none"> 2. Wait for covering user to answer. 	<ul style="list-style-type: none"> • Ringback tone—Covering user being rung.
<ol style="list-style-type: none"> 3. Bypass the interval by pressing [Go to Cover] , Wait for covering user to answer. 	<ul style="list-style-type: none"> • Ringback—Covering user being rung.
<ol style="list-style-type: none"> 4. Hang up, or press [Drop]. 	<ul style="list-style-type: none"> • Call ended.

Single-Line Voice Terminals

To answer a coverage call at a covering voice terminal:

<ol style="list-style-type: none"> 1. When ringing is heard, answer call in normal way. 	<ul style="list-style-type: none"> • No specific indication of coverage call.
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7401D and 7401 Plus Voice Terminals

If the directory lists Coverage Callback or Leave Word Calling, the procedures listed below should be followed. If the directory does not list either of these features, the procedures listed for Single-Line Voice Terminals should be followed.

To answer a coverage call

<p>1. When ringing is heard, answer call in normal way.</p>	<ul style="list-style-type: none"> • No specific indication of coverage call.
<p>2. If Coverage Callback or LWC is listed on the directory, go to Step 3 or 4.</p>	
<p>3. If call is internal and caller wants to leave “call me” message for principal (original called party) press [Feature] and then the Coverage Callback entry number.</p>	<ul style="list-style-type: none"> • Message is left for principal to call extension number. • Message light at principal’s voice terminal goes on.
<p>4. If caller wants you to relay a message to principal, press [Feature] and then the LWC entry number.</p>	<ul style="list-style-type: none"> • Leave Word Calling is activated, and message is left for principal to call you to get information about original call. • Message light at principal’s voice terminal goes on.

Other Multi-Appearance Voice Terminals

To answer a coverage call at a covering voice terminal:

<p>1. Observe light indications.</p>	<ul style="list-style-type: none"> • Green light flashing at incoming call appearance button. • Green light flashing at Coverage Answer Group button (if provided) to identify call as coverage call.
<p>2. Answer call in normal way.</p>	<ul style="list-style-type: none"> • Both green lights go on steadily.
<p>3. If call is internal and caller wants to leave "call me" message for principal (original called Party), press <u>[Coverage Callback]</u> .</p>	<ul style="list-style-type: none"> • Message is left for principal to call extension number. • Message light at principal's voice terminal goes on.
<p>4. If caller wants you to relay a message to principal, press <u>[LWC]</u> .</p>	<ul style="list-style-type: none"> • Leave Word Calling is activated, and message is left for principal to call you to get information about original call. • Message light at principal's voice terminal goes on.

To have an immediate discussion about an active call with the principal (original called party), if the principal is available:

<p>1. Press [Transfer].</p>	<ul style="list-style-type: none"> • Call is put on hold. • Idle call appearance automatically selected. • Dial tone.
<p>2. Press [Consult] ; listen for tone.</p>	<ul style="list-style-type: none"> • Ringback tone heard—Principal's voice terminal receives priority ringing—Go to Step 3. • Busy tone—Try again later.
<p>3. Consult with principal.</p>	
<p>4. If principal wants to talk to caller with covering user still on call, press [Conference].</p>	<ul style="list-style-type: none"> • The 3 parties connected.
<p>5. If principal decides to take call alone, press [Transfer] .</p>	<ul style="list-style-type: none"> • Caller and principal connected.
<p>6. If principal does not want to talk to the caller, press call appearance of held call.</p>	<ul style="list-style-type: none"> • Principal disconnected. • Caller and covering user connected.

Display Information-Calling Terminal

If the caller has a display-equipped voice terminal and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

Activity	Display
A call to another voice terminal is redirected to a covering voice terminal coverage tone heard).	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of called principal (original called party). • The word “cover” at right of display.

Example:

a= TOM HILL cover

Display Information—Covering Terminal

If the covering user has a display-equipped voice terminal and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

Activity	Display
Receiving a redirected inside call.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of caller. • Word “to” (indicates redirected call). • Name or number of called principal (original called party). • Code letter at right of display shows reason call has redirected to this voice terminal. <ul style="list-style-type: none"> b= called user is busy, but can bridge onto the incoming call. B= called user is busy; cannot bridge onto the incoming call. d= called user does not answer, or caller has sent call to coverage. s= called user has activated Send All Calls.

Example:

b= TOM HILL to JANE MILLER d

Activity	Display
Receiving a redirected incoming trunk call.	<ul style="list-style-type: none">• Call appearance designator (a = ; b = ; etc).• "OUTSIDE CALL.*• Word "to" (Indicates redirected call).• Name or number of called principal (original called party).• Code letter at right of display.

Example:

c= OUTSIDE CALL to JOHN SMITH b

Call Forwarding All Calls

This feature allows all incoming calls to an extension number to be redirected to another location. Calls can be forwarded to an extension number, an outside number, the attendant group (0), or a specific attendant. This feature is act-mated or deactivated by dial access code or by a Call Forwarding button.

A user at a voice terminal with console permission [administered as a Class of Service (COS) option] can also activate and deactivate the Call Forwarding feature for other voice terminals. The user must use the dial access code rather than the feature button for this purpose.

All Voice Terminals

The following procedures apply to all voice terminals except when Call Forwarding All Calls is listed on the directory for the 7401D or 7401 Plus voice terminals.

To activate Call Forwarding All Calls for the users own voice terminal:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Press [Call Forward] , or dial Call Fowarding activation code _____	<ul style="list-style-type: none">• Second dial tone.• Green light at [Call Forward] goes on.
3. Dial the extension or outside number where calls will be forwarded.	<ul style="list-style-type: none">• Confirmation tone-Call Forarding is now in effect at this voice terminal.
4. Hang up.	

To cancel Call Forwarding All Calls:

<p>1. At same voice terminal where Call Forwarding was activated, lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [Call Forward] again, or dial Call Forwarding Cancel code _____</p>	<ul style="list-style-type: none"> • Confirmation tone. • Green light at [Call Forward] goes off.
<p>3. Hang up.</p>	

7401D and 7401 Plus Voice Terminal (With Call Forwarding All Calls Listed on Directory)

If Call Forwarding is not listed on the directory, follow the procedures for All Voice Terminals.

To activate Call Forwarding All Calls for the user's own voice terminal:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [Feature] and then the Call Forwarding entry number.</p>	<ul style="list-style-type: none"> • Second dial tone.
<p>3. Dial the number where calls will be forwarded.</p>	<ul style="list-style-type: none"> • Confirmation tone—Call Forwarding is now in effect at the voice terminal.
<p>4. Hang up.</p>	

To cancel Call Forwarding All Calls:

1. At same voice terminal where Call Forwarding was activated, lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [Feature] and then the Call Forwarding entry number.	<ul style="list-style-type: none"> • Confirmation tone.
3. Hang up.	

Voice Terminals With Console Permission

To activate Call Forwarding All Calls for another voice terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial Call Forwarding activation code _____	<ul style="list-style-type: none"> • Second dial tone.
3. Dial the extension number of the user whose calls are to be forwarded.	<ul style="list-style-type: none"> • Third call tone.
4. Dial the number where calls will be forwarding.	<ul style="list-style-type: none"> • Confirmation tone—Call Forwarding is now in effect at the other voice terminal.
5. Hang up.	

To cancel Call Forwarding All Calls at another Voice Terminal:

1. At the same voice terminal where Call Forwarding was activated, lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial Call Forwarding Cancel code _____	<ul style="list-style-type: none">• Second dial tone.
3. Dial the extension number for which Call Forwarding is being deactivated (the forwarding extension).	<ul style="list-style-type: none">• Confirmation tone.
4. Hang up.	

Display Information—Calling Terminal

If the calling voice terminal has display capability and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

Activity	Display
A call made to another voice terminal is forwarded to a selected answering voice terminal.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of person called. • Word “Forward” at right of display.

Example:

a=EXT 6181 forward
 or
 a=HARRY forward

Display Information-Covering Terminal

If the voice terminal receiving a forwarded call has display capability and the display is in the Normal Mode, the following information is shown.

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

Activity	Display
Receiving a forwarded Call.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of caller. • Word “to.” • Name or number of party dialed originally. • Letter “f” at right of display.

Example:

b= AL JONES to BOB SMITH f

Call Park

Call Park allows users to put a call on hold and then retrieve the call from any other voice terminal within the system.

Single-Line Voice Terminals

To park an active call:

<p>1. Press [Recall] or [Flash] or flash the switchhook.</p>	<ul style="list-style-type: none"> • Recall dial tone. • Call put on hold.
<p>2. Dial Call Park access code _____</p>	<ul style="list-style-type: none"> • Confirmation tone.
<p>3. Hang up.</p>	<ul style="list-style-type: none"> • Call is now parked on this extension and can be retrieved from any voice terminal.

To retrieve a call parked at any voice terminal:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial Answer-Back code _____ and the extension number where the call is parked.</p>	<ul style="list-style-type: none"> • Confirmation tone—2-way connection being established. • Intercept tone-Parked call no longer on line.

7401D and 7401 Plus Voice Terminals

If the directory lists Call Park, the procedures listed below should be followed. If the directory does not list Call Park, the procedures listed for Single-Line Voice Terminals should be followed.

To park an active call:

<p>1. Press [<u>Feature</u>] and then [<u>9</u>] (see Note).</p>	<ul style="list-style-type: none"> • Call put on hold. • Dial tone.
<p>2. Press [<u>Feature</u>] and then the Call Park item number.</p>	<ul style="list-style-type: none"> • Confirmation tone.
<p>3. Press [<u>Feature</u>] and then [<u>9</u>] again, and hang up.</p>	<ul style="list-style-type: none"> • Call is now parked on this extension and can be retrieved from any voice terminal.

Note: Even though the call can be parked without using [Transfer] this sequence is recommended to prevent the parked party from hearing unexpected tones.

To Retrieve a parked call

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. At the same voice terminal where the call was originally parked, press [<u>Feature</u>] and then the Call Park entry number at any other voice terminal, dial Answer-Back code _____ and the extension number where the call is parked.</p>	<ul style="list-style-type: none"> • Confirmation tone-2-way connection being established. • Intercept tons-Parked call no longer on line.

Other Multi-Appearance Voice Terminals

To park an active call:

<p>1. Press [Transfer] (see Note below).</p>	<ul style="list-style-type: none"> • Call put on hold. • Dial tone.
<p>2. Press [Call Park], or dial Call Park access code _____</p>	<ul style="list-style-type: none"> • Confirmation tone. • Green light at [Call Park] , goes on.
<p>3. Press [Transfer] , again, and hang up.</p>	<ul style="list-style-type: none"> • Call is now parked on this extension and can be retrieved from any voice terminal.

Note: Even though the call can be parked without using **[Transfer]** , this sequence is recommended to prevent the parked party from hearing unexpected tones.

To retrieve a parked call:

<p>1. Lift handset</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. At the same voice terminal where the call was originally parked, simply press [Call Park] at any other voice terminal, dial Answer- Back code _____ and the extension number where the call is parked.</p>	<ul style="list-style-type: none"> • Confirmation tone—2-way connection being established. • Intercept tone-Parked party no longer on line.

Display Information

If the voice terminal used to park a call has display capability and the display is in the Normal Mode, the information shown is supplemented by “park” on the right side of the display.

Example:

- a. OUTSIDE CALL park

Call Pickup

Call Pickup allows voice terminal users to answer calls ringing at other extension numbers within the user's specified Call Pickup group.

All Voice Terminals

When the voice terminal is idle, to pickup a call that is ringing at another voice terminal in the same pickup group:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Press [Call Pickup] , or dial Call Pickup access code _____.	<ul style="list-style-type: none">• Called voice terminal stops ringing.• Incoming call is connected to this voice terminal.• If the original called voice terminal is multi-appearance, the user can bridge onto the call.

Single-Line Voice Terminals

To pick up a call while busy on an active call:

<p>1. Press [<u>Recall</u>] or [<u>Flash</u>] , or flash switchhook,</p>	<ul style="list-style-type: none"> • Recall dial tone. • Current call is put on soft hold.
<p>2. Dial the Answer Hold-Unhold access code _____</p>	<ul style="list-style-type: none"> • Call on soft hold is now put on hard hold.
<p>3. Press [<u>Call Pickup</u>] , or dial Call Pickup access code _____</p>	<ul style="list-style-type: none"> • Called voice terminal stops ringing. • Incoming call is connected to this voice terminal. • If the original called voice terminal is multi-appearance, its user can bridge onto the call.
<p>4. To drop the picked up call and return to the held call, press [<u>Disconnect</u>] or go on- and off-hook.</p>	<ul style="list-style-type: none"> • Pickup call is disconnected. • Held call is connected again.

7401D and 7401 Plus Voice Terminals

When the voice terminal is idle, to pick up a call that is ringing at another voice terminal in the same pickup group:

<p>1. Lift handset, and press [Feature] and the Call Pickup entry number or dial the Call Pickup access code _____</p>	<ul style="list-style-type: none"> • Called voice terminal stops ringing. • Incoming call connected to this voice terminal. • If called voice terminal is multi-appearance, the user can bridge onto the call.
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To pick up a call while busy on an active call:

Note: This procedure is available if the second call appearance is not restricted

<p>1. Press [Feature] and then [#].</p>	<ul style="list-style-type: none"> • Current call put on hold. • Call activity light starts fluttering.
<p>2. Press [Feature] and then the Call Pickup entry number, or dial the Call Pickup access code _____</p>	<ul style="list-style-type: none"> • Called voice terminal stops ringing. • Incoming call connected to this voice terminal. • If called voice terminal is multi-appearance, the user can bridge onto the call.
<p>3. To return to original call, flash the switchhook</p>	<ul style="list-style-type: none"> • Picked up call disconnected.

Other Multi-Appearance Voice Terminals

To pickup a call while busy on an active call

<p>1. Press [Hold] .</p>	<ul style="list-style-type: none"> • Current call put on hold. • Green light at held call appearance flutters.
<p>2. Press [Call Pickup], or dial the Call Pickup access code _____</p>	<ul style="list-style-type: none"> • Called voice terminal stops ringing. • Incoming call connected to this voice terminal. • If called voice terminal is multi-appearance, the user can bridge onto the call.
<p>3. To return to original call, press fluttering call appearance button.</p>	<ul style="list-style-type: none"> • Picked up call disconnected.

Display information—Calling Terminal

If the calling terminal has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
<p>A member of a call pickup group answers an inside call to another voice terminal in the group.</p>	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or extension number dialed. • Word “cover” at right of delay.

Example:

a= RON JONES cover

Display Information—Answering Terminal

If the answering pickup voice terminal has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
Answering an incoming call that is ringing at another voice terminal in the pickup group.	<ul style="list-style-type: none">• Call appearance designator (a = ; b = ; etc). • Callers name or extension number. • Word “to” • Identity of originally dialed party. • Letter “p” at right of display.

Example:

a= BILL JONES to BOB SMITH p

Call Waiting Termination

The Call Waiting Termination feature applies only to single-line voice terminals. This feature allows an incoming call to wait at a busy single-line voice terminal, and sends one of the following distinctive call waiting tones to the called party.

One beep—Call from an internal voice terminal

Two fast beeps—Call from an attendant or outside caller

Three fast beeps—A priority call

The called party hears the call waiting tone from the handset during the active call.

Note: The original call can be held while the waiting call is answered.

Incoming calls to multi-appearance voice terminals are routed to idle call appearances, and do not wait. If all call appearances are in use, incoming code are redirected to coverage.

To answer a waiting call:

<p>1. After hearing call waiting tone, press [Recall] or [Flash], or flash the switchhook.</p>	<ul style="list-style-type: none"> • Current call is put on soft hold (in this state an outgoing call can be made, but an incoming call cannot be answered). • Dial tone.
<p>2. Dial the Answer Hold-Unhold access code _____</p>	<ul style="list-style-type: none"> • Current call is put on hard hold. • Waiting call is connected
<p>3. To toggle between the two calls, repeat Steps 1 and 2.</p>	
<p>4. When finished with either call, do Step 5 or Step 6.</p>	
<p>5. Hang up, and answer the held call when it re-rings.</p>	<ul style="list-style-type: none"> • Held call re-rings (3-burst priority ring).
<p>6. Return to the held call by repeating Steps 1 and 2.</p>	<ul style="list-style-type: none"> • Held call is reconnected (other caller can hang up at the distant end).

Code Calling Access

Code Calling Access allows attendants, voice terminal users, and tie trunk users to page with coded chime signals.

To use Code Calling to page another person:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Press [Recall] or [Flash] , or flash the switchhook.	<ul style="list-style-type: none">• Recall dial tone.
3. Dial Code Calling access code for desired zone.	<ul style="list-style-type: none">• Second dial tone.
4. Dial extension number of paged Party.	<ul style="list-style-type: none">• Confirmation tone—Call parked on paged party's extension number. Chime code played over code c-ding system. Go to Step 5.• Reorder tone—Call cannot be parked.• Intercept tone—Call access prevented by restriction.• Confirmation followed by intercept tone—Call successfully parked, but failed at another stage. System automatically un parks call.
5. Keep handset lifted while waiting for paged party to answer.	

For paged party to respond to a code call (chime paging):

1. At any voice terminal, lift handset.	<ul style="list-style-type: none">• Dial tone.
2. <u>Dial Answer Back</u> code	<ul style="list-style-type: none">• Second dial tone.
3. Dial your own extension number.	<ul style="list-style-type: none">• Confirmation tone—Paged party being connected.

Conference—Attendant

The Attendant Conference feature makes it possible for a voice terminal user to have the console attendant set up a conference with up to six parties. Details of the attendant conferencing procedures are covered in *DEFINITY® Communications System Generic 1 and Generic 3 Console Operations, 555-230-700*.

To have a conference established:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial attendant access code "0."	<ul style="list-style-type: none">• Normal call progress tones.
3. When attendant answers, provide names and numbers of parties to be included in conference.	<ul style="list-style-type: none">• Attendant establishes conference.
4. After conference is set up, recall attendant as required for further assistance as described under the Attendant Recall feature. If attendant has released the conference, dial "0."	

Display Information

If any voice terminal involved in an attendant-controlled conference call has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
Conference established and controlled by attendant.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • “CONFERENCE” followed by number of other conferees.

Example:

a= CONFERENCE 4

Note: When one person hangs up from a 3-party conference, the conference becomes a 2-party call and the display at each voice terminal identifies the other person.

Conference—Terminal

The Terminal Conference feature allows multi-appearance voice terminal users to set up 6-party conference calls without attendant assistance. Single-line voice terminal users can set up 3-party conference calls without attendant assistance.

Single-Line Voice Terminals

To add another party to a 2-party connection:

<p>1. Press [Recall] or [Flash] , or flash the switchhook.</p>	<ul style="list-style-type: none"> • Recall dial tone. • Current call is put on hold.
<p>2. Dial third party.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>3. When call is answered, discuss the call purpose; then press [Recall] or [Flash] , or flash the switchhook.</p>	<ul style="list-style-type: none"> • 3-party conference is established.
<p>4. If number dialed is busy or is not answered, or if reorder or intercept tone is returned, press [Recall] twice, or press [Flash] twice, or flash the switchhook twice.</p>	<ul style="list-style-type: none"> • Call to third party is dropped. • Original 2-party call is reestablished.
<p>5. To drop last added party from conference, press [Recall] once, or press [Flash] once, or flash the switchhook once.</p>	<ul style="list-style-type: none"> • Original party is still connected.

Note: After a 3-party conference is set up by a single-line voice terminal user, no more conferees can be added by that user. However, another inside single-line voice terminal user in the conference can add one more conferee, or another multi-appearance voice terminal user can add up to three more parties.

7401D and 7401 Plus Voice Terminals

To add more parties to a 2-party connection:

<p>1. Press [Feature] and then [8] .</p>	<ul style="list-style-type: none"> • Dial tone. • Current call is put on hold; call activity light flutters.
<p>2. Dial next party.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>3. When call is answered, discuss the call purpose; then press [Feature] and [8] .</p>	<ul style="list-style-type: none"> • All parties now connected. • Fluttering call activity light goes off.
<p>4. Repeat Steps 1,2, and 3 to add each additional party to conference.</p>	<ul style="list-style-type: none"> • Maximum of six conferees including this voice terminal and up to two trunks.
<p>5. To remove this voice terminal from conference, hang up.</p>	<ul style="list-style-type: none"> • Other parties remain connected.
<p>6. To disconnect last party added, press [Feature] and then [0] (must be done by same party that added last party).</p>	
<p>7. If one of called numbers is busy or is not answered, flash the switchhook to return to held call.</p>	<ul style="list-style-type: none"> • Uncompleted call is dropped automatically.

Other Multi—Appearance Voice Terminals

Note: If the Conference button on your voice terminal is labeled (Conference Ring) or (Conf), use that button whenever the following procedures direct you to press (Conference). In like manner, if the Drop button on your voice terminal is labeled (Drop Test), use that button whenever the procedures ask you to press (Drop).

To add more parties to a 2-party connection:

<p>1. Press <u>[Conference]</u> .</p>	<ul style="list-style-type: none"> • Dial tone. • Current call on first call appearance is put on hold; red light goes off, and green light flutters. • Idle call appearance is automatically selected for placing call to another party; red and green lights go on steadily.
<p>2. Dial next party.</p>	<ul style="list-style-type: none"> • Normal call progress tones.
<p>3. When call is answered, discuss the call purpose; then press <u>[Conference]</u> .</p>	<ul style="list-style-type: none"> • Conference of all parties is established at new call appearance. • Red and green lights at new call appearance remain on. • Fluttering green light goes off.
<p>4. Repeat Steps 1,2, and 3 to add each additional party to conference.</p>	<ul style="list-style-type: none"> • Maximum of six conferees including this voice terminal and up to two trunks. • Conference always moves to call appearance of last party added.
<p>5. To remove this voice terminal from conference, press <u>[Disconnect]</u> or hang up.</p>	<ul style="list-style-type: none"> • Other parties remain connected.
<p>6. To disconnect last party added. press <u>[Drop]</u> (must done by same party that added last party).</p>	
<p>7. If one of called numbers is busy or is not answered, press flashing call appearance to return to held call.</p>	<ul style="list-style-type: none"> • Uncompleted call is dropped automatically.

Display Information

If any voice terminal involved in a conference call has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
Conference established among 3 through 6 parties	<ul style="list-style-type: none">• Call appearance designator (a = ; b = ; etc).• “CONFERENCE” followed by number of other conferees.

Example:

a= CONFERENCE 3

Note: When one person hangs up from a 3-party conference call, the call becomes a 2-party call and the display at each terminal identifies the other person.

Controlled Restrictions

The Controlled Restrictions feature allows a voice terminal user with console permission to activate and deactivate the following restrictions for an individual voice terminal or a group of voice terminals having the same Class of Restriction (COR):

- Outward—the voice terminal(s) cannot be used for placing calls to the public network.
- Total—the voice terminal(s) cannot be used for placing or receiving calls.
- Termination—the voice terminal(s) cannot receive any calls.
- Station-to-Station—the voice terminal(s) cannot place or receive station-to-station calls.

To activate controlled restriction for a voice terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the User-Controlled Restriction activation code _____ and then one of the following: <ul style="list-style-type: none"> • "1" for Outward • "2" for Total • "3" for Termination • "4" for Station-to-Station. 	<ul style="list-style-type: none"> • Second dial tone.
3. Dial the extension number of the voice terminal to be restricted.	<ul style="list-style-type: none"> • Confirmation tone.

To deactivate controlled restriction for a voice terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the User-Controlled Restriction Cancel code _____ and then one of the following: <ul style="list-style-type: none"> • "1" for Outward • "2" for Total • "3" for Termination • "4" for Station-to-Station. 	<ul style="list-style-type: none"> • Second dial tone.
3. Dial the extension number of the voice terminal.	<ul style="list-style-type: none"> • Confirmation tone.

To activate controlled restriction for a group of voice terminals:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the Group-Controlled Restriction activation code _____ and one of the following: <ul style="list-style-type: none"> • “1” for Outward • “2” for Total • “3” for Termination • “4” for Station-to-Station. 	<ul style="list-style-type: none"> • Second dial tone.
3. Dial COR number of the Group.	<ul style="list-style-type: none"> • Confirmation tone.

To deactivate controlled restriction for a group of voice terminals:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the Group-Controlled Restriction Cancel code _____	<ul style="list-style-type: none"> • Second dial tone.
3. Dial the COR number of the	<ul style="list-style-type: none"> • Confirmation tone.

Data Call Setup

Data Call Setup permits system users to establish data calls. Data calls can be made at any of the industry standard data rates up to 19.2 kbps. Data Call Setup eliminates the need to dedicate a voice terminal to a data call, although such arrangements are supported. The system provides two methods for establishing data calls: Voice Terminal Dialing and Data Terminal (Keyboard) Dialing. The voice terminal is released from a data call when transfer to the data mode is completed; voice calls can be placed and received even though the two data endpoints are still connected.

Single-Line Voice Terminals

To setup a data call:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. If distant data module is to be transferred to analog modem or acoustically coupled modem at near end, dial Data Origination access code _____; then listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone followed by steady dial tone—Pooled modem conversion resource reserved. • Reorder tone—No pooled modem conversion resource available.
<p>3. Dial number of distant data module or modem; then listen for tone.</p>	<ul style="list-style-type: none"> • Answer tone—Distant data module connected. • Busy tone—Endpoint not available. • Ringback tone—Module is in hunt group, and call has queued; or endpoint has not answered yet. • Reorder tone—Module is in hunt group that is all busy, and queuing not available. • Intercept tone—Call cannot be completed as dialed.

(Continued)

4. Press[Recall] or [Flash] , or flash switchhook; do Steps 5 and 6 within 15 seconds of hearing answer tone.	
5. Dial number of near-end data module or modem; then listen for tone.	<ul style="list-style-type: none">• Same tones as in Step 3.
6. Hangup handset when answer tone is heard.	<ul style="list-style-type: none">• Data call in progress.
7. When data call is finished, disconnect it.	

7401D and 7401 Plus Voice Terminals

To setup a data call:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. If the distant data module is to be transferred to an analog modem or an acoustically coupled modem at the near-end, dial Data Origination code _____; listen for tone.	<ul style="list-style-type: none"> • Confirmation tone followed by steady dial tone—Pooled modem connected. • Reorder tone—No pooled modem available.
3. Dial number of distant data module or modem; listen for tone.	<ul style="list-style-type: none"> • Answer tone—Distant data module connected. • Busy tone—Module not available. • Ringback tone—Module in hunt group, and call has queued; or endpoint has not answered yet. • Reorder tone—Module in hunt group that is all busy, and queuing not available. • Intercept tone—Call cannot be completed.
4. Press [Feature] and then [9] immediately after answer tone is heard; do Steps 5 and 6 within 15 seconds.	
5. Dial number of near-end data module; listen for tone.	<ul style="list-style-type: none"> • Same tones as in Step 3.
6. Press [Feature] and then [9] again, and hang up.	<ul style="list-style-type: none"> • Data call in progress
7. When data call is finished, disconnect it.	

Other Multi-Appearance Voice Terminals

If the voice terminal is equipped with a Data button, the button can be used to set up a data call. It can also be used to pre-indicate the data call, that is, reserve a near-end data module and a pooled modem conversion resource, if needed, for connection to a distant data module or modem. Pre-indication is not a requirement before making a data call, but it can prevent an unnecessary call to the distant end when a transmission path is not immediately available. The Data button of the voice terminal is labeled with the extension number of the associated near-end data module and is shown in the procedures as [Data Ext #]. If the voice terminal does not have a [Data Ext #], the Transfer feature can be used for setting up data calls.

To pre-indicate and setup a data call using the Data button:

1. Lift handset.	
2. If the green light at <u>[Data Ext #]</u> is off, press the button (if the green light is on, the associated data module is in use from another voice terminal, and pre-indication cannot be done now).	<ul style="list-style-type: none"> • Green light at <u>[Data Ext #]</u> starts winking, • At all other voice terminals that share control of data module, green light at <u>[Data Ext #]</u> goes on steadily, indicating busy condition.
3. Keep handset lifted, and proceed with setting up data call.	<ul style="list-style-type: none"> • Dial tone.
4. Dial the number of the distant data module or modem; then listen for tone.	<ul style="list-style-type: none"> • Answer tone—Distant data module or modem is connected. • Busy tone—Endpoint busy. • Ringback tone—Module or modem is in a hunt group, and call has queued; or endpoint has not answered yet. • Reorder tone—Module or modem is in a hunt group that is all busy, and queuing is not available. • Intercept tone—Call cannot be completed as dialed.

(Continued)

<p>5. Press [Data Ext #] If green light is blinking slowly (pre-indication in effect) or if it is off (associated data module is available).</p>	<ul style="list-style-type: none"> • Green light at [Data Ext #] goes on steadily. • If the near-end data module is connected to a data terminal equipped with a screen, "PLEASE ANS-ANSWERED" is displayed.
<p>6. Hang up.</p>	<ul style="list-style-type: none"> • Data call in progress.

To disconnect a data call using the Data button:

<p>1. Observe green light at [Data Ext #] associated with the data call.</p>	<ul style="list-style-type: none"> • Light goes on steadily.
<p>2. Press [Data Ext #] .</p>	<ul style="list-style-type: none"> • Green light at [Data Ext #] goes off. • Associated data module is disconnected. • If data module is connected to a data terminal equipped with a screen, "DISCONNECTED-TRANSFER" is displayed.

To setup a data call using the Transfer feature:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. If the distant data module is to be transferred to an analog modem or an acoustically coupled modem at the near-end, dial Data Origination code _____; then listen for tone.	<ul style="list-style-type: none"> • Confirmation tone followed by steady dial tone—Pooled modem connected. • Reorder tone—No pooled modem available.
3. Dial number of distant data module or modem; then listen for tone.	<ul style="list-style-type: none"> • Answer tone—Distant data module connected. • Busy tone—Module not available. • Ringback tone—Module in hunt group, and call has queued; or endpoint has not answered yet. • Reorder tone—Module in hunt group that is all busy, and queuing not available. • Intercept tone—all cannot be completed.
4. Press [Transfer] immediately after answer tone is heard; then do Steps 5 and 6 within 15 seconds.	
5. Dial number of near-end data module; then listen for tone.	
6. Press [Transfer] again, and hang up.	<ul style="list-style-type: none"> • Data call in progress.
7. When data call is finished, disconnect it.	

Data Privacy

Data Privacy protects calls from being disturbed by any of the system's overriding or alerting features. Data Privacy denies the system the ability to gain access to, or to superimpose tones onto, the protected call.

To activate Data Privacy:

1. Lift handset.	• Dial tone.
2. Dial Data Privacy access code _____	• Second dial tone.
3. Dial number to complete call.	

Dial Access to Attendant

Dial Access to Attendant allows voice terminal users to access an attendant by dialing 0. Attendants can then extend the call to a trunk or to another voice terminal.

To access an attendant:

1. Lift handset.	• Dial tone.
2. Dial attendant access code (Usually 0).	• Normal call progress tones.

Direct Department Calling (DDC)

The Direct Department Calling (DDC) feature allows direct inward access to an answering group other than the attendant even if the system does not have the Direct Inward Dialing (DID) feature. Incoming calls to a DDC group will always ring at the first idle voice terminal in an administered sequence. (Calls are not equally distributed among the DDC group members.) Operating procedures for DDC are covered under the Hunt Groups feature in this chapter.

Distributed Communications System (DCS)

A Distributed Communications System (DCS) is a cluster of from two through 20 private communications switches interconnected among several geographic locations. An attribute of a DCS configuration that distinguishes it from other networks is that it appears as a single switch with respect to a number of system features.

The following features that are used with voice terminals operate in the same way in a DCS configuration as they do in a stand-alone System:

- Abbreviated Dialing
- Audio Information Exchange (AUDIX) Interface
- Automatic Callback
- Automatic Circuit Assurance
- Busy Verification of Terminals and Trunks
- Call Forwarding All Calls
- Call Waiting
- Conference/transfer
- Distinctive Ringing
- Leave Word Calling
- Voice Terminal Display

Emergency Access to the Attendant

Emergency Access to the Attendant allows voice terminal users to place emergency calls to the attendant and assures that such calls receive priority handling by the attendant.

To place an emergency call to the attendant:

<p>1. Lift or knock the handset off the voice terminal.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. A) Dial the Emergency Access to the Attendant access code _____ or B) Leave the handset off-hook for at least 30 seconds. Note: Step 2B applies only if administered with Off-hook Alert in Class of Service.</p>	<ul style="list-style-type: none"> • An attendant receives visible and audible indication of the incoming emergency call and answers the call immediately; even if the caller cannot talk, the attendant knows the source of the call.

Facility Busy indication

Refer to the description of this feature in Chapter 4, "Using a Voice Terminal To Troubleshoot the System."

Facility Test Calls

Refer to the description of this feature in Chapter 4, "Using a Voice Terminal To Troubleshoot the System."

Hold

Hold allows voice terminal users to disconnect from a call temporarily, use the voice terminal for other call purposes, and then return to the original call. I-fold is a fixed feature on the 7401 D and 7401 Plus voice terminals. All other multi-appearance voice terminals also have a Hold button for activating this feature.

Single-line voice terminals, except for the 8102 and 8110 telephones, do not have the Hold button, but they have access to two forms of hold by using Recall and a dial access code. "Soft" hold allows the user to put an existing call on hold and place outgoing calls, but not to receive calls. "Hard" hold is equivalent to the hold of multi-appearance voice terminals but is activated in a different way. The DEFINITY system has both soft and hard hold. Refer to the procedures for the Call Waiting Termination feature for a special application of soft and hard hold.

The 8102 and 8110 telephones have a Hold button which can be used to put a call on hold; however, once a call is put on hold in this way, another call cannot be received or placed. In order to get second dial tone and then place another call while the current call is on hold, the 8102 and 8110 telephone user must use the system Hold feature (by using the Flash button).

Single-Line Voice Terminals

To put a call on hold:

<p>1. Press [Recall] or [Flash] , or flash the switchhook.</p>	<ul style="list-style-type: none"> • Current call is put on soft hold. • Dial tone heard; an outgoing call or a feature access code can now be dialed.
<p>2. Dial the Answer Hold-Unhold access code_____.</p>	<ul style="list-style-type: none"> • Call on soft hold is moved to hard hold. If a call is not waiting, dial tone is heard; calls can be placed and received. • If a call is waiting, that call will be connected.

To return to a call on soft hold:

<p>1. Press [Recall] twice, or press [Flash] twice or flash the Switchhook twice.</p>	<ul style="list-style-type: none"> • Original call is connected again.
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To return to a call on hard hold:

<p>1. Hang up, and answer the held call when it re-rings; or obtain dial tone, and dial Answer Hold-Unhold access code.</p>	<ul style="list-style-type: none"> • Held call re-rings (3-burst priority ring),
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8102 and 8110 Telephones

Note: If you are using an 8102 or 8110 telephone, you can use the Hold button to put a call on hold and perform another task. While the current call is put on hold, you cannot answer or receive another call.

To put a call on hold (using the Hold button) while you perform another task:

<p>1. Press [Hold] .</p>	<ul style="list-style-type: none"> • Red light next to [Hold] goes on
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To return to a held call: (if call has been put on hold with the Hold button):

<p>1. Press [Hold] or if you have hung up the handset, pick up handset again from the cradle.</p>	<ul style="list-style-type: none"> • Red light next to [Hold] goes off.
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Note: If you want to answer or place another call on a 8102 or 8110 telephone, while the current call is on hold, you must use **[Flash]** rather than **[Hold]** .

To put call 1 on hold and place call 2:

1. Press [Flash] .	<ul style="list-style-type: none"> • Recall dial tone. • Call 1 is put on hold
2. Dial call 2 (or another feature).	

To put call 2 on hold and return to call 1:

1. Press [Flash] .	<ul style="list-style-type: none"> • Recall dial tone. • Call 2 is put on hold.
2. Press [Flash] twice.	<ul style="list-style-type: none"> • Call 1 is reconnected

To complete call 2 and return to call 1:

1. After party on call 2 hangs up, press [Flash] twice.	<ul style="list-style-type: none"> • Call 1 is reconnected.
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7401D and 7401 Plus Voice Terminals

To put a call on hold:

<p>1. Press [<u>Feature</u>] and then [<u>9</u>].</p>	<ul style="list-style-type: none">• Call activity light flutters while call is on hold.• The handset can be hung up, if desired.
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To return to a held call:

<p>1. Flash switchhook (or pickup handset if it was hung up).</p>	<ul style="list-style-type: none">• Call activity light goes off.
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Other Multi-Appearance Voice Terminals

To put a call on hold:

<ol style="list-style-type: none">1. Press [Feature] .	<ul style="list-style-type: none">• Red light at held call appearance goes off .• Green light changes from steadily on to fluttering.
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To return to a held call:

<ol style="list-style-type: none">1. Press call appearance button where call is on hold.	<ul style="list-style-type: none">• Red light goes on.• Green light changes from fluttering to steadily on.
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Hot Line Service

Hot Line Service allows the user of a single-line voice terminal designated as a Hot Line station to place a call automatically to a preassigned extension number, public or private network number, or feature simply by lifting the handset.

To use the Hot Line:

1. Lift the handset.	<ul style="list-style-type: none">• Ringback is heard until the call is answered.
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Hunt Groups (Non-ACD)

Hunt Groups, Uniform Call Distribution (UCD)

The Direct Department Calling (DDC) and Uniform Call Distribution (UCD) features allow direct inward access to an answering group other than the attendant even if the system does not have the Direct Inward Dialing (DID) feature.

Voice terminal users in a DDC or UCD group can activate a busy-out condition to make the terminal appear busy to calls coming into the group. The busy-out condition can be activated by dialing the busy-out code or by pressing [Auxiliary Work]. This button is located on multi-appearance voice terminals only. Busy-out goes into effect automatically when the Send All Calls button is pressed.

Voice Terminals Without Button

To busy-out a terminal:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial busy-out activate code _____ followed by the UCD group number.</p>	<ul style="list-style-type: none"> • Voice terminal is busied out if it is not the last active voice terminal in group or if it is the last active voice terminal in group, but no calls are in queue. • Confirmation tone—Terminal is now busy to incoming calls to this group.

To cancel the busy-out condition:

<p>1. Lift Handset</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial busy-out deactivate code _____ followed by UCD group number.</p>	<ul style="list-style-type: none"> • Confirmation tone—This terminal is active in DDC or UCD group again.

Multi-Appearance Voice Terminals With Button

To busy-out a terminal:

<ol style="list-style-type: none">1. Without lifting handset, press <u>[Auxiliary Work]</u> associated with DDC or UCD group.	<ul style="list-style-type: none">• Green light at <u>[Auxiliary Work]</u> flutters-Voice terminal is last active one in group, and calls are still in queue; voice terminal is not busied out.• Green light at <u>[Auxiliary Work]</u> goes on steadily—Voice terminal is busy to incoming calls to group.
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To cancel the busy-out condition:

<ol style="list-style-type: none">1. Without lifting handset, press <u>[Auxiliary Work]</u> again.	<ul style="list-style-type: none">• Green light at <u>[Auxiliary Work]</u> goes off-this voice terminal is active in DDC or UCD group again.
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Display Information—Calling Terminal

If the terminal being used to place a call to an extension number in a DDC or UCD group has display capability and the display is in the Normal Mode, the following information will be shown.

Activity	Display
Placing an inside call to a DDC or UCD group.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Group extension number. • At completion of dialing, extension changes to group name (if available).

Example:

a=6181
 changes to
 a= SALES
 or
 a= EXT 6181

Display Information—Receiving Terminal in DDC or UCD Group

If the voice terminal in the DDC or UCD group receiving the call has display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
Receiving an incoming DDC or UCD Call.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of caller. • The word “to.” • DDC or UCD group identity.

Example:

a= FRED JONES to SALES
 or
 a= FRED JONES to EXT 6181
 or
 a= OUTSIDE CALL to SALES

Inspect

The Inspect feature allows users at display-equipped voice terminals to see call-related information when they are already active on a call. This allows the user to identify and screen new calls.

New caller information is shown for 30 seconds when the call is received. Then the display returns to normal mode.

To see who's calling while you are on a call:

1. Press [Inspect] ,	<ul style="list-style-type: none"> Name and number of caller shows if from extension; [OUTSIDE CALL] or other trunk source shown if from outside.
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To see who's on hold while on a call:

1. Press [Inspect] .	
2. Press [Ext #] of held call.	<ul style="list-style-type: none"> You remain connected to present call.
3. Press [Normal] to exit Inspect mode.	

To answer the new call while on another call:

1. Press [Normal] .	
2. Finish present call or put it on hold.	
3. Press [Ext #] of new call.	

Integrated Directory

Integrated Directory allows internal system users with display-equipped voice terminals to access the system data base, use the touch-tone buttons to key in a name, and retrieve an extension number from the system directory. The directory contains an alphanumeric listing of the names and extension numbers assigned to all voice terminals administered in the system.

Note: A 7404D voice terminal with Message Cartridge with integrated Directory can only input the name using the attached voice terminal keyboard.

The following conditions apply to the use of the touch-tone buttons:

- [#] is not used.
- [*] is used for a space or a comma.
- If [7] does not contain a Q (that is, if the button reads 'PRS' rather than "PQRS"), [7] (PRS) is also used for a Q.
- If [9] does not contain a Z (that is, if the button reads "WXY" rather than "WXYZ"), [9] (WXY) is also used for a Z.

While a voice terminal is in the Integrated Directory mode, the touch-tone buttons cannot be used for placing a call. However, calls that do not require dialing can be placed, and calls can be received.

The user of integrated Directory can enter names in any of the following formats:

- last-name, first-name
- first-name last-name
- single name (such as an organization or group)

Initials can be entered, if desired, but periods are not valid. The maximum length of a name in the directory is 15 characters, including spaces and commas. The extension number cannot exceed 5 digits.

To search for an extension number corresponding to a known name:

<p>1. Press [<u>Integrtd Directory</u>].</p>	<ul style="list-style-type: none"> • Green light at [<u>Integrtd Directory</u>] goes on steadily. • Voice terminal enters Integrated Directory mode. • “DIRECTORY—PLEASE ENTER NAME” displayed.
<p>2. Using the touch-tone buttons, start entering letters of desired name (i voice terminal is Model 7404D, type name on associated keyboard).</p>	<ul style="list-style-type: none"> • Names (with extension numbers) that match entered letters are displayed. • Display may change as more letters are entered. • Number of characters entered displayed on right side.
<p>3. Continue entering letters of name; or Press [<u>Next</u>] repeatedly to advance display from current name.</p>	<ul style="list-style-type: none"> • Desired name and extension number displayed. • Number of characters displayed is updated. • If the entered name is not in the directory, “NO MATCH-TRY AGAIN” is displayed; go to Step 5.
<p>4. To call the displayed number, lift handset; press [<u>Make Call</u>] ,</p>	<ul style="list-style-type: none"> • Normal call progress tones. • Display automatically returns to Normal Mode.
<p>5. To search for another name, repeat Steps 1 through 3.</p>	
<p>6. When finished with Integrated Directory , press [<u>Normal Mode</u>] .</p>	

Integrated Services Digital Network (ISDN)—Primary Rate

This feature provides some display information in addition to the normal display information described under the various features throughout this document.

The following terms are associated with ISDN-PRI display information:

- **Station Identification Number (SID)**—the 10-digit number associated with each voice terminal. The SID number includes the area code, the office code, and the local extension number (for example, 201-555-1 234).
- **Automatic Number Identification (ANI)**—the calling party's billing number used by the interexchange carrier through Equal Access. If the SID number is not available on an incoming ISDN call, the ANI will be displayed.

The ISDN-PRI display information includes the following:

- **Calling Party's Number**

When an incoming ISDN-PRI call that was originated at a DEFINITY switch is received, the calling party's SID number will be displayed. On other calls, either the SID number or the ANI will be displayed. A 10-digit number display will include a dash between the area code (if shown), the office code, and the local number. Extension numbers and 12-digit international numbers are displayed without dashes.
- **Calling Party's Name**

When an incoming ISDN-PRI call that was originated at a DEFINITY switch is received, the calling party's name will be displayed. Calls originated from the public or other private networks may not provide the calling party's name. If the caller's name is not available, "CALL FROM" followed by the calling party's number will be displayed.
- **Called Party's Number**

When a call is placed over ISDN-PRI facilities, the called number will be displayed as it is dialed. When the call is answered, the display will show the 10-digit number of the voice terminal where the call was answered. (This display may not be the same number that was dialed.)
- **Called Party's Name**

On incoming ISDN-PRI calls, the DEFINITY system always provides the called party's name to the calling party. The calling party's display will always show the name of the person who answers the call, (This display may not be the name of the person that was actually called.)
- **Miscellaneous Identification (MISCID)**

Basic ISDN-PRI Call

A basic ISDN-PRI call has both a calling and a called party, and the called party answers the call. When the calling party places the call, the digits are displayed as they are dialed. The display of dialed digits may be overwritten by the trunk group name (depending on how the system is administered). Once the call is connected, the displays for the calling and called parties are discussed below.

- If both the name and number information are available, the displays are as follows. The MISCID is not always provided.

- Calling Party Display

a= CALLED NAME CALLED NUMBER MISCID

- Called Party Display

a= CALLING NAME CALLING NUMBER MISCID

- If only the name information is available, the displays are as follows:

- Called Party Display

a= CALLED NAME	MISCID
----------------	--------

- Calling Party Display

a= CALLING NAME	MISCID
-----------------	--------

- *If only the number information is available, the displays areas follows:*

- **Calling Party Display**

a= ANSWERED BY CALLED NUMBER MISCID

- **Called Party Display**

a= CALL FROM CALLING NUMBER MISCID

- *If neither the name nor number information is available, the displays areas follows*

- **Calling Party Display**

a= DIALED NUMBER MISCID

o r

a= TRUNK NAME MISCID

- **Called Party Display**

a= TRUNK NAME MISCID

Redirected ISDN-PRI Call

Redirected ISDN-PRI calls are those that have been redirected from the Called party's extension through features such as Call Coverage and Call Forwarding All Calls. Once the call is connected, the displays are as follows:

- **Calling Party Display**

```
a= CONNECTED NAME CONNECTED NUMBER MISCID
```

- **Called Party Display**

The following information is displayed if the called party bridges onto the redirected call after it has been answered.

```
a= CONFERENCE 2
```

- **Connected Party Display**

The connected party is the person who answered the redirected call. The "CP" in the following example indicates the call purpose. (The codes for a redirected call can be found in the Call Coverage feature earlier in this section.)

```
a= CALLING ID to CALLED ID CP
```

Intercom-Automatic

The Automatic Intercom feature provides a talking path between two voice terminal users. An Automatic Intercom call must originate at a multi-appearance voice terminal, where a separate feature button is dedicated to each path. The Automatic Intercom button is labeled with the name of the party at the other end of the link. The called party receives distinctive intercom ringing, and the green status light associated with the Intercom button, if provided, flashes.

To place an Automatic /intercom call:

<p>1. In either order, lift handset and press [Autolcom (name)] for the destination being called.</p>	<ul style="list-style-type: none"> • Green light at [Autolcom (name)] goes on steadily. • Call appearance selected. • Normal call progress tones.
<p>2. Wait for answer from called voice terminal.</p>	

To answer an Automatic Intercom call at a multi-appearance voice terminal equipped with an Intercom button (Auto or Dial):

<p>1. Incoming call.</p>	<ul style="list-style-type: none"> • Distinctive intercom call ringing (unmodulated single tone, repeated). • Green light at Intercom button flashes.
<p>2. Lift handset; select call appearance, if necessary, by pressing intercom button or flashing call appearance button.</p>	<ul style="list-style-type: none"> • Call appearance selected. • Green light changes from flashing to steadily on.
<p>3. Talk to caller.</p>	

To answer an Automatic Intercom call at a multi-appearance voice terminal not equipped with an Intercom button:

1. Incoming call.	<ul style="list-style-type: none"> • Distinctive intercom call ringing (unmodulated single tone, repeated).
	<ul style="list-style-type: none"> • Green light at a call appearance flashes.
2. Lift handset; select call appearance, if necessary, by pressing flashing call appearance button.	<ul style="list-style-type: none"> • Call appearance selected.
3. Talk to caller.	

To answer an Automatic intercom call at a single-line voice terminal:

1. Incoming call.	<ul style="list-style-type: none"> • Standard inside call ringing.
2. Lift handset; talk to caller.	

Display Information

If either the calling or called voice terminal has display capability and the display is in the Normal Mode, information shown will be supplemented by ICOM on the right of the display.

Example:

a= Jim GREEN ICOM

Intercom-Dial

The Dial Intercom feature allows a multi-appearance voice terminal user to gain rapid access with up to 32 other voice terminal users within an administered intercom group. The called user receives distinctive intercom ringing, and the green statue light associated with the Intercom button, if provided, flashes.

To place a Dial Intercom call from a multi-appearance voice terminal:

<p>1. In either order, lift handset and press [DialIntercom] .</p>	<ul style="list-style-type: none"> • Green light at [DialIntercom] goes on steadily. • Call appearance selected. • Dial tone.
<p>2. Dial intercom code of voice terminal to be called. Listen for tone.</p>	<ul style="list-style-type: none"> • Ringback tone. • Busy tone-try again later. • Intercept tone-an invalid code.
<p>3. Wait for answer from called voice terminal.</p>	

To answer a Dial Intercom call at a multi-appearance voice terminal equipped with an Intercom button (Auto or Dial):

<p>1. Incoming call.</p>	<ul style="list-style-type: none"> • Distinctive intercom call ringing (unmodulated single tone, repeated). • Green light at Intercom button flashes.
<p>2. Lift handset; select call appearance, if necessary, by pressing Intercom button or flashing call appearance button.</p>	<ul style="list-style-type: none"> • Call appearance is selected. • Green light changes from flashing to steadily lighted.
<p>3. Talk to caller.</p>	

To answer a Dial intercom call at a multi-appearance voice terminal not equipped with an Intercom button:

1. Incoming call.	<ul style="list-style-type: none"> • Distinctive intercom call ringing (unmodulated single tone, repeated). • Green light at a call appearance flashes.
2. Lift handset; select call appearance, if necessary, by pressing flashing call appearance button.	<ul style="list-style-type: none"> • Call appearance is selected.
3. Talk to caller.	

To answer a Dial Intercom call at a single-line voice terminal:

1. Incoming call.	<ul style="list-style-type: none"> • Standard inside call ringing.
2. Lift receiver, talk to caller.	

Display Information

If either the calling or called voice terminal has display capability and the display is in the Normal Mode, information shown will be supplemented by ICOM on the right of the display.

Example:

a= JIM GREEN ICOM

Last Number Dialed (or Redial)

The Last Number Dialed (or Redial) feature automatically redials the last number dialed when users press the [Last Number Dialed] or [Redial] button or dial the Last Number Dialed feature access code. The Last Number Dialed feature can be used to redial a call made through the Abbreviated Dialing feature.

Note: On the 8102 and 8110 telephones, the Last Number Dialed (or Redial) feature redials only the last number dialed from the dial pad.

All Voice Terminals Except 7103A Programmable

To recall a number using the Last Number Dialed feature:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [LastNumb Dialed] , or [Recall] , or dial access code _____	<ul style="list-style-type: none"> • Call appearance selected. • Normal call progress tones.
3. Wait for called party to answer.	

Note: The system stores any special characters that are included within a dialed number. Each special character counts as two digits. A user can store and redial up through 24 digits.

7401 D and 7401 Plus Voice Terminals

If Last Number Dialed is listed on the directory, use the following procedures. If Last Number Dialed is not listed on the directory, use the procedures listed above for “All Voice Terminals Except 7103A Programmable.”

To recall a number using the Last Number Dialed, or Redial, feature:

1. Lift handset.	• Dial tone.
2. Press [Feature] and then the last Number Dialed item number or dial the access code,	• Normal call progress tones.
3. Wait for called party to answer.	

Note: The system stores any special characters that are included within a dialed number. Each special character counts as two digits. The user can store and redial up through 24 digits.

7103A Programmable Voice Terminal Feature

Last Number Dialed (7103A Programmable) operates exactly the same as the system feature on inside calls except that the [Last Number/Wait] button is used for activation. On outside calls, the user must prepare in advance for automatically recalling a number.

To recall an outside number:

7. Lift handset.	• Dial tone.
2. Dial ARS access code _____ or a trunk access code; then press [<u>LastNumber/Wait</u>] .	• Second dial tone.
3. Dial outside number.	• Normal call progress tones.
4. If call is not completed, hang up. Recall the number later using Steps 5 through 7.	
5. Lift handset.	• Dial tone.
6. Press [<u>LastNumber/Wait</u>].	• Second dial tone.
7. Press [<u>LastNumber/Wait</u>] again.	• Normal call progress tones.

Leave Word Calling

Leave Word Calling (LWC) allows internal system users to leave short preprogrammed messages for other internal users. A caller can activate LWC at any time during a call attempt. A covering user in a call coverage path can activate LWC for the original called party (the principal) after answering a call. A Message light automatically goes on at the called party's voice terminal as soon as LWC is activated.

The procedures for leaving messages for another party vary according to the type of voice terminal the caller or covering user has. Likewise, the voice terminal user whose Message light goes on has several means available for retrieving the message(s). A called party can also protect the security of his/her stored messages.

The procedures for retrieving messages are covered under the Message Retrieval feature description in this chapter.

Leaving Messages

2500, 7102A, 7103A, 7104A, 8102, and 8110 Single-Line Voice Terminals

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

<p>1. Press [Recall] or [Flash], or flash the switchhook.</p>	<ul style="list-style-type: none"> • Recall dial tone.
<p>2. Press [LWC] , or dial LWC access code _____ (not necessary to redial extension number of called party).</p>	<ul style="list-style-type: none"> • Confirmation tone—Message stored. • Reorder tone—Message not stored; place call again.
<p>3. Hang up.</p>	

Other Single-Line Voice Terminals

To leave a message for a called party when a call is not completed:

1. Disconnect, and get dial tone again.	<ul style="list-style-type: none"> • Dial tone.
2. Dial LWC access code _____	<ul style="list-style-type: none"> • Second dial tone.
3. Redial extension number of called party, and listen for tone.	<ul style="list-style-type: none"> • Confirmation tone—Message stored. • Reorder tone—Message not stored; try again later.
4. Hang up.	

All Single-Line Voice Terminals

To leave a message for a called party without trying to establish a voice connection:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [LWC] , or dial LWC access code _____	<ul style="list-style-type: none"> • Second dial tone.
3. Dial extension number of called party and listen for tone.	<ul style="list-style-type: none"> • Confirmation tone—Message stored. • Reorder tone—Message not stored; try again later.
4. Hang up.	

To cancel a message left for a called party:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [Cancel LWC] , or dial LWC Cancel code _____	<ul style="list-style-type: none"> • Second dial tone.
3. Dial called party's extension number where message was left.	<ul style="list-style-type: none"> • Confirmation tone—All messages left by this caller for extension number dialed are canceled. • Reorder tone—Message not canceled; place call again.
4. Hang up.	

7401D and 7401 Plus Voice Terminal

If the directory lists Leave Word Calling, the procedures listed below should be followed. If the directory does not list Leave Word Calling, the procedures listed for Single-Line Voice Terminals should be followed.

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

<p>1. Press [Feature] and then the Leave Word Calling entry number.</p>	<ul style="list-style-type: none"> • Confirmation tone—Message stored, and the Message light at called voice terminal goes on. • Reorder tone—Message not stored; try again.
<p>2. Hang up.</p>	

To leave a message for a called party without trying to establish a voice connection:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [Feature] and then the Leave Word Calling entry number.</p>	<ul style="list-style-type: none"> • Second dial tone.
<p>3. Dial extension number of called Party.</p>	<ul style="list-style-type: none"> • Confirmation tone—Message stored, and Message light at called voice terminal goes on. • Reorder tone—Message not stored; try again.
<p>4. Hang up.</p>	

To cancel a message left for a called party:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Press [Feature] and then the Leave Word Calling Cancel entry number.	<ul style="list-style-type: none">• Second dial tone.
3. Dial extension number where message was left, and listen for tone.	<ul style="list-style-type: none">• Confirmation tone—Message canceled.• Reorder tone—Message not canceled; try again.
4. Hang up.	

Other Multi-Appearance Voice Terminals

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

<p>1. Press [LWC] .</p>	<ul style="list-style-type: none"> • Green light at [LWC] goes on steadily to indicate message stored. • If green light flutters at broken rate and reorder tone is heard, message not stored; try again.
<p>2. Hang up.</p>	<ul style="list-style-type: none"> • Green light at [LWC] goes off.

To leave a message for a called party without trying to establish a voice connection:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [LWC] .</p>	<ul style="list-style-type: none"> • Green light at [LWC] goes on momentarily.
<p>3. Dial extension number of called party; observe light indication, and listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone—Message stored. • Green light at [LWC] goes on steadily. • If green light flutters at broken rate and reorder tone is heard, message not stored; place call again.
<p>4. Hang up.</p>	<ul style="list-style-type: none"> • Green light at [LWC] goes off.

To cancel a message left for a called party:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Press [Cancel LWC] or dial LWC Cancel code_____</p>	<ul style="list-style-type: none"> • Second dial tone. • Green light at [Cancel LWC] goes on momentarily.
<p>3. Dial extension number where message was left; listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone—Message canceled. • Reorder tone—Message not canceled; try again.
<p>4. Hang up.</p>	

For a covering user to leave a message for a principal to return a call to an inside extension number:

<p>1. While inside caller is still on line, press [Coverage Callback] .</p>	<ul style="list-style-type: none"> • No interruption in talking path with caller. • Green light at [Coverage Callback] goes on steadily to indicate message stored for principal.
<p>2. Hang up.</p>	<ul style="list-style-type: none"> • Green light at [Coverage Callback] goes off.

Leave Word Calling Message Protection

This option enables the user of a voice terminal with display capability to prevent unauthorized persons from retrieving, canceling, or deleting the users own messages at that voice terminal. It also prevents unauthorized persons from retrieving another person's messages through speech synthesis. A [LockLWC] green status light, administered at a nonoperating feature button, indicates when the protection, or lock, is in effect.

To lock your voice terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial LWC message retrieval look feature access code _____.	<ul style="list-style-type: none"> • Confirmation tone—Lock feature access code accepted. • Green light at [LockLWC] goes on. • Intercept tone—Feature access code not accepted; try again.
3. Hang up.	<ul style="list-style-type: none"> • Unauthorized persons cannot retrieve your messages at your voice terminal; you cannot retrieve your own messages until you unlock your voice terminal using the next procedure.

To unlock your voice terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial LWC message retrieval look feature access code _____ followed by your personal unlock security code.	<ul style="list-style-type: none"> • Confirmation tone—Unlock feature access code and security code accepted. • Green light at [LockLWC] goes off. • Intercept tone-Codes not accepted; try again.
3. Hang up.	<ul style="list-style-type: none"> • Your voice terminal is no longer looked for message retrieval: anyone can retrieve your messages.

Loudspeaker Paging Access

Loudspeaker Paging Access provides attendants and voice terminal users dial access to voice paging equipment.

To originate a page:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial access code for desired paging zone; listen for tone.	<ul style="list-style-type: none">• Confirmation tone—Paging zone idle and available for use.• Busy tone—Paging zone busy; try again later.
3. Speak into handset to announce the page.	
4. Hangup when paging is finished.	

Note: Single-line voice terminal users who are busy on Loudspeaker Paging will not receive call waiting tone.

Loudspeaker Paging Access-Deluxe

Loudspeaker Paging Access-Deluxe provides attendants and voice terminal users dial access to voice paging equipment to make announcements for others or for themselves, and park the call.

Note: Loudspeaker Paging Access-Deluxe is a system option. Ask your System Manager if Loudspeaker Paging Access-Deluxe is available on your system.

Paging

To originate a page for yourself:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial paging access code for desired paging zone listen for tone.	<ul style="list-style-type: none"> • Second dial tone—Paging zone idle and available for use. • Busy tone—Paging zone busy; try again later.
3. Dial “#” (pound sign - shorthand for your extension number). (For paging on a remote switch, dial the remote access extension number followed by the park extension number.)	<ul style="list-style-type: none"> • Confirmation tone—Telephone number is valid.
4. Speak into handset to announce the page.	
5. Hang up.	

Note: Single-line voice terminal users who are busy on Loudspeaker Paging will not receive call waiting tone.

To originate a page for another from multi-appearance voice terminals:

These instructions can be used when Party A asks Party B to originate a page and transfer the called party to Party A or to a conference.

<p>1. Press [Transfer] or [Conference].</p>	<ul style="list-style-type: none"> • Call is held. • Dial tone.
<p>2. Dial paging access code for desired paging zone; listen for tone.</p>	<ul style="list-style-type: none"> • Second dial tone—Paging zone idle and available for use. • Busy tone—Paging zone busy; try again later.
<p>3. Dial the Call Park (Answer Back) extension number.</p>	<ul style="list-style-type: none"> • Confirmation tone.
<p>4. Speak into handset to announce the page.</p>	<ul style="list-style-type: none"> • If paging times out, the call will automatically be parked on the paging party.
<p>5. Press [Transfer] or [Conference] .</p>	<ul style="list-style-type: none"> • If [Transfer] is pressed: <ul style="list-style-type: none"> — Paging equipment is released. — Held party is parked waiting for paged party to dial Answer Back extension number. • If [Conference] is pressed: <ul style="list-style-type: none"> — Paging equipment is released. — Paging party and held party are parked waiting for paged party to dial Answer Back extension number.

***To originate a page for another from multi-appearance voice terminals
(using PagePac® equipment):***

1. Press [<u>Transfer</u>].	<ul style="list-style-type: none">• Call is held.• Dial tone.
2. Dial trunk access code; listen for dial tone.	
3. Dial the park extension number.	<ul style="list-style-type: none">• Second dial tone.• Steady tone from PagePac equipment.
4. Dial the number of the desired PagePac zone.	
5. Speak into handset to announce the page.	
6. Press [<u>Transfer</u>] .	<ul style="list-style-type: none">• Paging equipment is released.• Held party is parked waiting for paged party to dial Answer Back extension number.

To originate a page for another from multi-appearance voice terminals (using Call Park and Call Page separately):

<p>1. Press [Transfer] .</p>	<ul style="list-style-type: none"> • Call is held. • Dial tone.
<p>2. Dial Call Park feature access code; listen for tone.</p>	<ul style="list-style-type: none"> • Confirmation tone. • Green light at [Call Park] goes on.
<p>3. Press [Transfer] again.</p>	<ul style="list-style-type: none"> • Call is now parked on this extension.
<p>4. Press idle call appearance.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>5. Dial Paging Access code for desired paging zone.</p>	<ul style="list-style-type: none"> • Second dial tone-Paging zone idle and available for use. • Busy tone-Paging zone busy try again later.
<p>6. Dial “#” (pound sign - shorthand for your extension number). (For paging on a remote switch, dial the remote access extension number followed by the park extension number.)</p>	<ul style="list-style-type: none"> • Confirmation tone.
<p>7. Speak into handset to announce the page.</p>	
<p>8. Hang up. (No answer back required.)</p>	<ul style="list-style-type: none"> • Paging equipment is released. • Held party is parked waiting for paged party to dial Answer Back extension number.

Replying to Page

To answer the page:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial Answer Back access code.	<ul style="list-style-type: none">• Dial tone.
3. Dial the Answer Back extension number.	<ul style="list-style-type: none">• Confirmation tone—Parked party and paged party are connected.• Intercept tone—Attempt failed.

Manual Originating Line Service

The Manual Originating Line Service feature connects users to the attendant automatically when the user lifts the handset.

To use the Manual Originating Line, lift the handset. Ringback is heard until the call is answered.

Manual Signaling

Manual Signaling allows a voice terminal user to signal another voice terminal user. The receiving voice terminal user hears a short burst of tone.

To use Manual Signaling to send a message to another terminal:

<p>1. Press [Signal (name)] momentarily.</p>	<ul style="list-style-type: none">• Green light at [Signal (name)] lights steadily for 2 seconds.• Audible signal sounds at other voice terminal.• If other voice terminal cannot receive signal, green light flutters momentarily; try again later.
<p>2. Press button as often as necessary to transmit prearranged message.</p>	<ul style="list-style-type: none">• Audible signal sounds for 2 seconds at other voice terminal each time button is pressed.

Message Retrieval

Retrieving Messages, Using Display-Equipped Terminals

A voice terminal user with any of the following visual displays can retrieve his/her own messages directly and retrieve messages for other users if assigned to do so.

- Digital display module on a 7405D and 7434D voice terminal
- Built-in display of a 7406D (7406D01A and 7400D03A), 7406BIS (7406D05A) 7406 Plus (7406D07A), 7407D (7407D01B), EnhancEd 7407D (7407D02C), 7407 Plus (7407D02D), and 7444 voice terminal
- Display screen of data terminal associated with 74040 voice terminal
- Display screen of a PT 510 or a 515 BCT

To retrieve one's own LWC messages left by inside callers:

<p>1. Press [<u>Message Retrieve</u>] .</p>	<ul style="list-style-type: none"> • Green light at [<u>Message Retrieve</u>] lights steadily. • Display shows "MESSAGES FOR" and name.
<p>2. Press [<u>Next</u>] .</p>	<ul style="list-style-type: none"> • Latest message stored displayed.
<p>3. To call a displayed extension number, without dialing:</p> <ul style="list-style-type: none"> • Lift handset. • Press [<u>Call-Disp</u>] . 	<ul style="list-style-type: none"> • Dial tone. • Green light at [<u>Call-Disp</u>] goes on steadily. • Display remains in Message Retrieval mode with same message delayed until [<u>Next</u>] is pressed. • Normal call progress tones as call is automatically placed to delayed number.
<p>4. Press [<u>Delete Message</u>] to delete displayed message, if desired.</p>	<ul style="list-style-type: none"> • Display blanks momentarily; then "DELETED" displayed.

(Continued)

<p>5. To clear displayed message and display next message, press [Next] . Continue until all messages have been displayed. Use Step 4 to delete displayed messages.</p>	<ul style="list-style-type: none"> • “END OF MESSAGES (NEXT To REPEAT)” displayed when all messages have been retrieved. Message file still contains messages that were not deleted.
<p>6. In accordance with display, press [Next] .</p>	<ul style="list-style-type: none"> • Latest undeleted message displayed. • “NO MESSAGES” displayed if no more messages exist.
<p>7. Press [Normal Mode] .</p>	

For a covering user with a display, to retrieve a principal's (original called party's) LWC messages:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [<u>CovrMsg Retrieve</u>] .	<ul style="list-style-type: none"> • Green light at [<u>CovrMsg Retrieve</u>] goes on steadily. • “WHOSE MESSAGES? (DIAL EXTENSION NUMBER)” displayed.
3. Dial principal's (original called party's) extension number.	<ul style="list-style-type: none"> • Display shows “MESSAGES FOR” followed by extension number or name of principal.
4. Press [<u>Next</u>] .	<ul style="list-style-type: none"> • Latest message stored displayed.
5. Press [<u>Delete Message</u>] to delete message delayed, if desired.	<ul style="list-style-type: none"> • Display blanks momentarily, then “DELETED” displayed.
6. To clear displayed message and display next message, press [<u>Next</u>] . Continue until all messages have been displayed. Use Step 5 to delete any displayed messages.	<ul style="list-style-type: none"> • “END OF MESSAGES (NEXT TO REPEAT)” displayed when all messages have been retrieved. Message file still contains messages that were not deleted.
7. In accordance with display, press [<u>Next</u>] .	<ul style="list-style-type: none"> • Latest undeleted message displayed. • “NO MESSAGES” displayed if no more messages are in principal's file.
8. Press [<u>Normal Mode</u>] .	

For a covering user with a display, to retrieve a principal's (original called party's) LWC messages during a call with the principal:

<p>1. Press [<u>CovMsg Retrieve</u>].</p>	<ul style="list-style-type: none"> • Green light at [<u>CovMsg Retrieve</u>] lights steadily. • “WHOSE MESSAGES? (DIAL EXTENSION NUMBER)” displayed.
<p>2. Dial extension number of principal (original called party) who has requested messages.</p>	<ul style="list-style-type: none"> • Display Shows “MESSAGES FOR” followed by extension number or name of principal.
<p>3. Press [<u>Next</u>] to relay message to principal.</p>	<ul style="list-style-type: none"> • Latest message stored is displayed.
<p>4. To call a displayed extension number for the principal, without dialing:</p> <p>a. Press [<u>Transfer</u>].</p> <p>b. Press [<u>Make Call</u>].</p> <p>c. Press [<u>Transfer</u>] again.</p>	<ul style="list-style-type: none"> • Principal placed on hold. • Green light at [<u>Make Call</u>] goes on steadily. • Display remains in Retrieval mode with same message displayed until [<u>Next</u>] is pressed. • Normal call progress tones as call is automatically placed to displayed extension number. • Principal connected to called number.
<p>5. Press [<u>Delete Message</u>] to delete message displayed, if desired.</p>	<ul style="list-style-type: none"> • Display blanks momentarily; then “DELETE” displayed.

(Continued)

<p>6. To clear displayed message and display next message, press [Next] . Continue until all messages have been displayed.</p>	<ul style="list-style-type: none"> • “END OF MESSAGES (NEXT TO REPEAT)” displayed when all messages have been retrieved. Message file still contains messages that were not deleted.
<p>7. In accordance with display, press [Next] .</p>	<ul style="list-style-type: none"> • Latest undeleted message displayed. • “NO MESSAGES” displayed if no more messages are in principal’s file.
<p>8. Press [Normal Mode] .</p>	

Retrieving Messages Using Speech Synthesis

This feature provides retrieval of Leave Word Calling and Call Coverage messages in the form of voice output. Voice terminal users can retrieve their own messages and, if authorized to do so, messages for other users. Voice messages are protected by the same Lock and Unlock functions that are used with message retrieval through visual displays.

To retrieve ones own messages:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. If message retrieval is locked, dial unlock access code _____ followed by your personal unlock security code.	
3. Dial access code _____ for message retrieval by speech synthesis (principal, original called party); then do one of the following: <ul style="list-style-type: none"> • If dialing from your extension, dial “#.” • If dialing from an extension other than your own, dial your extension number followed by your personal unlock security code. 	<ul style="list-style-type: none"> • After entry dialing is finished, system responds by voice, stating number of messages for user (identified by initials or extension).
4. Dial “#” to hear first or next message.	<ul style="list-style-type: none"> • System responds by voice.
5. If at any time you need help, dial “4”.	
6. Dial “5” to have previously received message repeated.	<ul style="list-style-type: none"> • System responds by voice, repeating message and spelling calling party’s name.

(Continued)

<p>7. Dial "3" to delete previously retrieval message,</p>	<ul style="list-style-type: none">• System confirms deletion by voice.
<p>8. Dial "8" to call extension number of previously retrieved message.</p>	<ul style="list-style-type: none">• User exits from the message retrieval.
<p>9. Repeat Steps 4 through 8 to retrieve all messages.</p>	
<p>10. Hang up.</p>	

For a covering user with message retrieval authority to retrieve messages for another user:

<p>1. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>2. Dial access code _____ for message retrieval by speech synthesis (covering user); then dial extension number of user whose messages are to be retrieved.</p>	<ul style="list-style-type: none"> • System responds by voice, stating number of messages for user (identified by initials or extension).
<p>3. Dial “#” to hear first or next message.</p>	<ul style="list-style-type: none"> • System responds by voice.
<p>4. If at any time you need help, dial “4.”</p>	
<p>5. Dial “5” to have previously received message repeated.</p>	<ul style="list-style-type: none"> • System responds by voice, repeating message and spelling calling party's name.
<p>6. Dial “3” to delete previously retrieved message.</p>	<ul style="list-style-type: none"> • System confirms deletion by voice.
<p>7. Dial “8” to call extension number of previously retrieved message.</p>	<ul style="list-style-type: none"> • User exits from the message retrieval mode.
<p>8. Repeat Steps 3 through 7 to retrieve all messages.</p>	
<p>9. Hang up; then relay messages to other user.</p>	

Message Waiting—Manual

The Manual Message Waiting feature enables multi-appearance voice terminal users, by pressing a designated button on their own voice terminals, to light the green status light associated with the Manual Message Waiting button at another multi-appearance voice terminal. Activating the feature causes the light to go on at both the originating and receiving voice terminals. Either voice terminal user can cause the light to go off by pressing the button.

To use Manual Message Waiting to send a message to mother terminal:

1. Press [Msg Wait (name)].	<ul style="list-style-type: none">• Green light at [Msg Wait (name)] goes on steadily at calling voice terminal.• Green light at corresponding [Msg Wait (name)] on signaled voice terminal goes on steadily.
2. User at signaled voice terminal observes green status light and can respond to prearranged message.	

To turn off the Manual Message Waiting lights:

1. At either voice terminal, press [Msg Wait (name)].	<ul style="list-style-type: none">• Green lights at both voice terminals go off.
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Multi-Appearance Preference and Preselection

The Preference and Preelection feature applies to all multi-appearance voice terminals except the 7401D) and 7401 Plus voice terminals and provides options that make placing and answering calls more efficient. Each multi-appearance voice terminal in the system is individually programmed with either Ringing Appearance Preference or Idle Appearance Preference. In either case, a call appearance is always available for placing a call or answering a priority call.

When the user lifts the handset at an idle multi-appearance voice terminal, the system automatically connects the user to a call appearance and provides dial tone. Only when calls are coming into a terminal do Ringing Appearance Preference and Idle Appearance Preference become apparent in terminal operation.

- **Voice Terminal Operation With Ringing Appearance Preference**

When an incoming call is alerting (that is, ringing accompanied by a flashing green call appearance indicator) and the user lifts the handset, the system automatically connects the user to the incoming call appearance; the user does not have to press the button. To place an outgoing call instead of answering a ringing incoming call, the user should first press the button of an idle appearance, then lift the handset.

- **Voice Terminal Operation With Idle Appearance Preference**

When the user lifts the handset, the system automatically connects the user to an idle call appearance and provides dial tone, even if an incoming call is flashing at another appearance. To *answer* a call at a terminal with Idle Appearance Preference, the user must manually select the flashing call appearance.

Preelection allows the voice terminal user to override Preference. Before lifting the handset to place or answer a call, the user can manually select an appearance by pressing the appropriate button.

Each user of a multi-appearance voice terminal should know which type of preference is administered for his or her voice terminal.

Outgoing Trunk Queuing

Outgoing Trunk Queuing automatically places outgoing trunk calls in a waiting queue when all routes for completing a call are busy and queuing is available. The caller hangs up and is called back when a trunk becomes available. Queuing is automatic at single-line voice terminals. At multi-appearance voice terminals, queuing is automatic only if the terminal has one or more Automatic Callback buttons; the user presses the button to remove a call from queue.

Note: The Automatic Callback button has a different use for calls to inside extension numbers.

Personal Central Office Line

Personal Central Office (CO) Line provides a dedicated trunk for direct access to or from the public network for multi-appearance voice terminal users except those with 7401D and 7401 Plus voice terminals.

To place a call on the personal CO line:

<p>1. In either order, lift handset and press [<u>CO Line</u>] .</p>	<ul style="list-style-type: none"> • Green light at [<u>CO Line</u>] goes on. • Call appearance is selected; red and green lights go on. • Dial tone.
<p>2. Dial desired outside number (not necessary to dial "9").</p>	<ul style="list-style-type: none"> • Normal call progress tones.

To answer a call on the personal CO line:

<p>1. Incoming call.</p>	<ul style="list-style-type: none"> • Standard outside call ringing. • Green light at [<u>CO line</u>] flashes. • Green light at call appearance flashes.
<p>2. In either order, lift handset and press [<u>CO line</u>] or flashing call appearance button.</p>	<ul style="list-style-type: none"> • Green light at [<u>CO line</u>] changes from flashing to steadily on. • At call appearance button, red and green lights go on. • Call connected.
<p>3. Talk to caller.</p>	

To bridge onto a call in progress on a group personal CO line:

1. Observe light indications.	<ul style="list-style-type: none"> • Green light [<u>CO Line</u>] goes on.
2. In either order, lift handset and press [<u>Hold</u>].	<ul style="list-style-type: none"> • Call appearance selected; red and green lights go on. • Terminal connected to personal CO line call in progress unless other terminal user has activated Exclusion feature.

To prevent other voice terminals in a personal CO line group from bridging on to your call:

1. Press [<u>Exclusn</u>] before or after personal CO line call is established.	<ul style="list-style-type: none"> • Green light at [<u>Exclusn</u>] goes on. • Other voice terminals in same personal CO group cannot bridge on to call.
2. To cancel exclusion, press [<u>Exclusn</u>] again.	<ul style="list-style-type: none"> • Green light goes off.

To put a call on hold:

1. Press [<u>Hold</u>].	<ul style="list-style-type: none"> • Green light at [<u>Co Line</u>] remains steadily on. • Green and red light at held call appearance remains on.
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To return to a held call:

<p>1. Press [CoLine] or call appearance button where all is on hold.</p>	<ul style="list-style-type: none"> • Green Light at [CoLine] remains steadily on. • Green and red lights at held c-all appearance remains on.
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Display Information

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

If the voice terminal where the personal CO line call was placed or received has display capability and the display is in the Normal Mode, the following information will be shown.

Activity	Display
<p>Personal CO line in use.</p>	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Identity of trunk circuit assigned as personal CO line.

Example:

a= CENTRAL OFFICE LINE

Personalized Ringing (or Select Ring)

Personalized Ringing enables users of certain voice terminals to select and program their own unique ringing patterns for incoming calls. It allows easy identification of call destination in areas where several voice terminals are in use.

This user-controlled feature is available on the following system voice terminals: 7103A Programmable, 7104A, 7401D, 7404D with an associated data terminal, 7406D (7406D01A, 7408D02A, 7408D03A, 7408D04A), 7408BIS (740805A and 7408D08A), 7406 Plus (7408D07A and 7408D08A), 74070 (7407D01B), Enhanced 7407D (7407D02C), 7407 Plus (7407020), 7410D (7410D01A), 7410 Plus (7410D02A), 7434D, and 7444. (The 7303S and 7305S voice terminals have administered-only personalized ringing.)

The procedure for setting personalized ringing patterns is different for each type of voice terminal.

7103A Programmable Voice Terminal

Three small switches on the bottom of this voice terminal control personalized ringing. The battery switch has a red (on) position and a white (off) position. The two ringing switches each have two positions, 1 and 2, allowing four different ringing combinations.

1. Make sure the battery switch is in the red position.	• Voice terminal memory on.
2. Select the ringing pattern you want by setting the 2 ringing switches to positions 1 or 2; have someone call you from another voice terminal to try the various rings; adjust the volume.	

7104A Voice Terminal

A 4-position RING switch on the back of the voice terminal controls personalized ringing. Four ringing patterns are possible.

<p>1. Open the door on the back of the terminal to get access to the RING switch.</p>	
<p>2. Set the switch for the ringing pattern you want; have someone call you from another voice terminal to try the various rings; adjust the volume.</p>	

7401D and 7401 Plus Voice Terminal

Personalized Ringing is labeled “Select Ring” on the directory. Eight different ringing patterns are available. If an incoming call arrives during the ringing pattern selection, the selection process is interrupted and must be started again.

<p>1. Press [Feature] and then [*].</p>	<ul style="list-style-type: none"> • [Feature] light flutters. • User hears current ringing pattern.
<p>2. Press [*] to hear the next ringing pattern.</p>	<ul style="list-style-type: none"> • User hears next ringing pattern.
<p>3. When the desired ring is chosen, press [Feature] and hang up.</p>	<ul style="list-style-type: none"> • Selection process ends. • Call activity light goes off.

7404D Voice Terminal

Personalized Ringing is set at the associated data terminal using the keyboard and display.

1. While in the 'idle" mode, move the cursor to "options" on the menu; operate carriage return.	<ul style="list-style-type: none">• New display appears.
2. Select "ring" from display with cursor and carriage return.	<ul style="list-style-type: none">• New display of digits 1 through 8 appears.
3. Position the cursor under the digit of ringing pattern you want, and type "h" to hear it; adjust the volume.	<ul style="list-style-type: none">• Personalized ringing heard from voice terminal.
4. Operate the carriage return to store the selected ringing pattern.	

7406D and 7406BIS Voice Terminal

Personalized Ringing selection on the 7406D (7406D01A, 7406D02A, 7406D03A, and 7406D04A) voice terminals and the 7406BIS (7406D05A and 7406D06A) voice terminals is controlled by the **[Shift]** and the **[Select Ring]** buttons on the front of the terminal, Eight different ringing patterns are available.

<p>1. Press [Shift] .</p>	<ul style="list-style-type: none"> • Green light at [Shift] goes on steadily.
<p>2. Press [Select Ring] once to hear each ringing pattern; adjust the volume.</p>	<ul style="list-style-type: none"> • Each of the ringing patterns sounds. • Green light at [Shift] flashes. • Display shows the ringing pattern number.
<p>3. When the desired ringing pattern is heard, press [Shift] again.</p>	<ul style="list-style-type: none"> • The selected ringing pattern is programmed into the voice terminal. • Green light goes off. • The [Select Ring] button shifts back to its normal feature mode.

7407D Voice Terminal

Personalized Ringing selection is controlled by two buttons on the front of the terminal: the **[Calculator Select Ring]** fixed feature button and the **[PR]** button (located at the top of the column of feature buttons, second from the right side). Eight different ringing patterns are available.

<p>1. While the voice terminal is idle, press [Calculator Select Ring].</p>	<ul style="list-style-type: none"> Green light next to [Calculator Select Ring] goes on steadily.
<p>2. Press [PR] once to hear each personalized ringing pattern; adjust the volume.</p> <p>3. Green light next to [Calculator Select Ring] flashes.</p>	<ul style="list-style-type: none"> Each ringing pattern sounds for about 4 seconds.
<p>4. When the desired ringing pattern is heard, press [Calculator Select Ring] again.</p>	<ul style="list-style-type: none"> Selected ring is programmed into the voice terminal. Green light at [Calculator Select Ring] goes off.

Enhanced 7407D, 7410D and 7434D Voice Terminal

Personalized Ringing selection on the Enhanced 7407D (7407D02C), 741011, and 7434D voice terminals is user-controlled by the **[Select Ring *]** button on the voice terminal. Eight different ringing patterns are available, (Personalized Ringing may also be set by administration of station as with the other user-controllable voice terminals.)

<p>1. Press [Select Ring *].</p>	<ul style="list-style-type: none"> • Green light goes on.
<p>2. Press [*] .</p>	<ul style="list-style-type: none"> • Green light next to [Select Ring *] flashes; user hears current ringing pattern; ringing pattern repeats every 4 Seconds. • On the Enhanced 7407D voice terminal, the display shows the personal ringing pattern number.
<p>3. Press [*] to cycle through all 8 ringing patterns.</p>	
<p>4. When desired ring pattern is heard, press [Select Ring *] again.</p>	<ul style="list-style-type: none"> • Ringing pattern is set. • Green light goes off.
<p>5. On the Enhanced 7407D voice terminal, the ringer volume can be controlled by the Volume control button:</p> <p>To raise the volume, press the right half of the button labeled  ; to lower the volume, press the left half of the button labeled </p>	

7406 Plus, 7407 Plus, 7410 Plus, and 7444D Voice Terminal

On these voice terminals, the user can select a personalized ringing pattern by pressing **[Select]** and then **[Conference Ring]**. Eight different ringing patterns are available. If the user wants to adjust the ringer volume, he or she presses the Volume control button while the voice terminal is on-hook.

<p>1. While the voice terminal is on-hook, press [Select] .</p>	<ul style="list-style-type: none"> • Green light at [Select] goes on steadily.
<p>2. Press [Conference Ring] once to hear current ringing pattern.</p>	<ul style="list-style-type: none"> • Green light next to [Select] winks. • Current ringing pattern plays and repeats every 4 seconds. • Display shows ringing pattern number.
<p>3. Continue to press [Conference Ring] to cycle through all 8 ringing patterns.</p>	
<p>4. When the desired ringing pattern is heard, press [Select] again.</p>	<ul style="list-style-type: none"> • New ringing pattern is set. • Green light next to [Select] goes off.
<p>5. To adjust ringer volume, if necessary,</p> <p>To raise the volume, press the right half of the Volume control button labeled  ;</p> <p>To lower the volume, press the left half of the Volume control button labeled  .</p>	

ISDN 7505,7505, and 7507 Voice Terminals

Personalized Ringing selection on the ISDN 7405, 7506, and 7507 voice terminals is user-controlled by **[Select]** in the voice terminal. Eight different ringing patterns are available. (Personalized Ringing may also be set by administration of station as with the other user-controllable voice terminals.)

<p>1. Press [Select] or [Shift Select]</p>	<ul style="list-style-type: none"> • Green light next to [Select] or [Shift Select] goes on.
<p>2. Press [Conference Ring]</p>	<ul style="list-style-type: none"> • User hears current ringing pattern. • On the 7506 and 7507 voice terminals, the display shows the personal ringing pattern number.
<p>3. Press [Conference Ring] again to hear next ringing pattern; in this way, cycle through all 8 ringing patterns.</p>	
<p>4. When desired ring pattern is heard, press [Select] or [Shift Select] again.</p>	<ul style="list-style-type: none"> • Ringing pattern is set. • Green light next to [Select] or [Shift Select] goes off.
<p>5. Ringer volume can be controlled by the Volume control button:</p> <p>To raise the volume, press the right half of the button labeled  ; to lower the volume, press the left half of the button labeled .</p>	

ISDN 8503T Voice Terminal

Personalized Ringing selection on the ISDN 8403T voice terminal is user-controlled by the **[Program]** and the **[Conf]** on the voice terminal. Eight different ringing patterns are available. (Personalized Ringing may also be set by administration of station as with the other user-controllable voice terminals.)

1. While handset is on-hook, press [Program] .	<ul style="list-style-type: none">• Red light next to [Program] goes on steadily.
2. Press [Conf] .	<ul style="list-style-type: none">• Voice terminal plays current ringing pattern.
3. Press [*] to hear next ringing pattern; there are 8 different ringing patterns.	
4. To save the ringing pattern you have selected, press [*] .	<ul style="list-style-type: none">• You hear 2 rising tones, and voice terminal returns to normal call-handling mode.

Power Failure Transfer

This feature provides service to and from the local telephone company central office (CO), including Wide Area Telecommunications Service (WATS), during a power failure. If power fails, some features are adversely affected. The effect of a system power loss on features is discussed at the beginning of the chapter.

Priority Calling

Priority Calling provides a special form of call ringing between internal voice terminal users. The called voice terminal user receives a distinctive 3-burst ringing signal. A Priority Call to a busy single-line voice terminal will wait if no other call is waiting or on hard hold there.

Note: Priority calls Will NOT go to coverage.

All Voice Terminals Except the 7401D and 7401 Plus

To place a priority call:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [<u>Priority Call</u>] or dial Priority Calling access code _____ Note: [<u>Priority Call</u>] can also be pressed after the call is dialed to change a regular call into a priority call.)	<ul style="list-style-type: none"> • Second dial tone.
3. Dial desired extension number; listen for tone.	<ul style="list-style-type: none"> • Standard ringback tone—called party being rung; wait for answer. • Busy tone—called party cannot receive priority call; try again later.

7401D and 7401 Plus Voice Terminals

To place a priority call:

1. Lift handset.	
2. Press [Feature] and then the Priority Calling entry number, or dial the Priority Calling access code _____. Note: if Priority Calling is listed on the Feature Directory, the above procedure can also be performed after the call is dialed to change a regular call into a priority call.)	<ul style="list-style-type: none"> • Second dial tone.
3. Dial desired extension number, and listen for tone.	<ul style="list-style-type: none"> • Standard ringback tone—Called party being rung; wait for answer. • Busy tone—Called party cannot receive priority call; try again later.

To answer a priority call while active on a call, the user must end the current call or put it on hold:

1. To end current call, go to Step 2. To put current call on hold, go to step 3.	
2. Ask party to hang up, and then flash the switchhook.	<ul style="list-style-type: none"> • Second call is connected.
3. Press [Feature] and then [*].	<ul style="list-style-type: none"> • First call is on hold.
4. Flash the switchhook.	<ul style="list-style-type: none"> • Second call is connected.

Privacy—Manual Exclusion

Privacy-Manual Exclusion allows multi-appearance voice terminal users to prevent other users with appearances of the same extension number from bridging onto an existing call.

The voice terminal user can repeatedly activate and deactivate the feature during an established conversation by repeated use of the Exclusion button. If a call on which exclusion was used is put on hold, exclusion can be used on another call.

The green status light associated with the Exclusion button goes on steadily when Privacy—Manual Exclusion is in effect.

Privacy-Manual Exclusion is used with the Personal Central Office Line (PCOL), Terminating Extension Group (TEG), and Bridged Call Appearance features.

Recorded Announcement

Recorded Announcement provides announcements that can be played back on user demand or system demand. Voice terminal users with console permission can hold announcement sessions for recording, playback/repeat, and deletion of announcements. All users can access the announcements recorded in such sessions by dialing appropriate extension numbers.

To record, play back, or delete an announcement:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial the Announcement Access feature access code _____ followed by the extension where the announcement is to be recorded, played back, or deleted. Then go to Step 3,5, or 6.	<ul style="list-style-type: none"> • Dial tone-Announcement instruction digit can now be dialed. • Reorder tone-System is busy now; call is dropped in 5 seconds. • Intercept tone-Access to feature is denied; call is dropped in 5 seconds.
3. To record, dial "1".	<ul style="list-style-type: none"> • Record tone (short burst of low-pitched tone)—Recording can begin. • Reorder tone (same as Step 2). • Intercept tone (same as Step 2).
4. To end the recording, dial "#" or hang up.	<ul style="list-style-type: none"> • If "#" was dialed, another announcement instruction can now be dialed (for playback or deletion).
5. To play back an announcement, dial "2".	<ul style="list-style-type: none"> • Announcement on this extension is played back. • When playback is finished or interrupted, another instruction can be dialed or the session can be ended (Step 7).

(Continued)

<p>6. To delete an announcement, dial "3".</p>	<ul style="list-style-type: none">• Confirmation tone—Announcement is deleted.• Reorder tone-System is busy or announcement is protected from deletion; call is dropped in 5 seconds.
<p>7. End the session by hanging up or by taking no action for 10 seconds.</p>	

Recorded Telephone Dictation Access

Recorded Telephone Dictation Access permits voice terminal users, including Remote Access and incoming tie trunk users, to access dictation equipment.

To access a recorded telephone dictation trunk and record a message:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Dial telephone dictation access code.	<ul style="list-style-type: none"> • Ready ton—Dictation machine connected.
<p>3. If dictation machine is voice controlled, do Step 4.</p> <p>If dictation machine is dial controlled, do Steps 5,6, and 7.</p>	
<p>4. Dial appropriate activation digit and speak into voice terminal receiver transmitter.</p> <p>5. Dial appropriate start digit and speaker into voice terminal receiver transmitter.</p> <p>6. To stop recording, redial start digit.</p>	<ul style="list-style-type: none"> • Dictation machine starts when talking starts. • Dictation machine stops when talking stops. • Dictation machine stabs recording.
7. By dialing start digit, alternately start and stop dictating machine as required to complete dictation.	

To start playback of a recorded message:

1. Dial appropriate playback digit.	<ul style="list-style-type: none"> • Last part of recorded message plays back (length of playback characteristic of dictating machine).
2. Dial playback digit repeatedly to extend length of playback.	

To stop playback of a recorded message:

1. Dial appropriate stop digit.	<ul style="list-style-type: none"> • Playback stops. • Ready tone.
2. Resume dictation.	

To make a correction while in the dictating process:

1. Dial appropriate correction digit.	<ul style="list-style-type: none"> • Acknowledge tone heard (momentary burst of tone, followed by ready tone). • Previous information overwritten.
2. Resume dictation.	

To end the dictating process:

1. Dial appropriate termination digit.	<ul style="list-style-type: none">• Acknowledge tone.
2. Hang up.	<ul style="list-style-type: none">• Dictation machine disconnected.

Remote Access

Remote Access permits callers from the public network to access the system and then use some of its features and services.

To access the system from a remote location:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial number assigned for remote access.	<ul style="list-style-type: none">• System dial tone (during interval between first dial tone and system dial tone, ringback maybe heard).
3. Dial barrier code within 10 seconds, if required.	<ul style="list-style-type: none">• Dial tone.
4. Within 10 seconds of last dial tone, dial desired extension number or feature access code.	<ul style="list-style-type: none">• Normal call progress tones for extension number dialed.• Appropriate system response for feature access code dialed.• Intercept tone if number not dialed within time limit.

To place an outgoing trunk call through the system from a remote location:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial number assigned for remote access.	<ul style="list-style-type: none">• System dial tone (during interval between first dial tone and system dial tone, ringback may be heard).
3. Dial barrier code within 10 seconds, if required.	<ul style="list-style-type: none">• Dial tone.
4. Dial ARS access code _____ for a public network call, AAR access code _____ for a private network call, or an appropriate trunk access code.	<ul style="list-style-type: none">• Dial tone.
5. Dial desired outside number, and listen for tone.	<ul style="list-style-type: none">• Ringback.• Busy tone.• Reorder tone-All 'trunks busy; queuing cannot be activated; place call again later.

Display Information—Called Terminal

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

If a remote access call is received by a voice terminal with display capability and the display is in the Normal Mode, the following information is shown.

Activity	Display
Receiving a remote access call.	<ul style="list-style-type: none">• Call appearance designator (a= ; b = ; etc).• Indication of outside call.

Example:

a= OUTSIDE CALL

Self-Test

This feature allows the user to initiate a self-test of the button lights, the tone ringer, and the display, if the voice terminal has one. When the user presses the **[Select Ring]** button on or the **[Select]** button and then the **[Drop]** or **[Drop/Test]** button (the 7407D01B voice terminal has a Self-Test button on the back of the housing), the lights go on beside all of the voice terminal buttons, the tone ringer sounds, and, if there is a display, all the Character Positions are lit. If the ringer or lights do not respond during the test, the user should notify the System Manager.

7407D Voice Terminal

To test the lights, ringer, and display on the voice terminal:

<ol style="list-style-type: none"> 1. Press the button on the left side under the voice terminal. 	<ul style="list-style-type: none"> • The lights go on; the ringer sounds, and the character positions on the display are lit.
--	--

Enhanced 7407D, 7410D, and 7434D Voice Terminals

To test the lights and ringer on the voice terminal:

<ol style="list-style-type: none"> 1. While on-hook press [Select Ring] . 	<ul style="list-style-type: none"> • Green light goes on steadily.
<ol style="list-style-type: none"> 2. Press and hold [Drop] . 	<ul style="list-style-type: none"> • Ringer sounds: lights go on.
<ol style="list-style-type: none"> 3. To end test, release [Drop] . 	<ul style="list-style-type: none"> • Ringer and lights return to pretest state

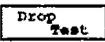
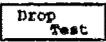
7406BIS Voice Terminals

To test the lights and ringer on the voice terminal:

1. Press [Shift] .	<ul style="list-style-type: none"> • Green light goes on next to [Shift] .
2. Press and hold [Drop] .	<ul style="list-style-type: none"> • Ringer sounds; lights go on steadily. • Display is activated.
	<ul style="list-style-type: none"> • Ringer and lights return to pretest state.

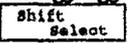
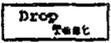
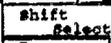
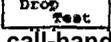
7406 Plus, 7407 Plus, 7410 Plus, and 7444D Voice Terminals

To test the lights and ringer on the voice terminal:

1. While on-hook, press [Select] .	<ul style="list-style-type: none"> • Green light next to [Select] goes on steadily.
2. Press and hold  .	<ul style="list-style-type: none"> • Ringer sounds, lights go on steadily. • On 7406 Plus, 7407 Plus, and 7444 voice terminals, the display is activated.
3. To end test, release  .	<ul style="list-style-type: none"> • Ringer and lights and display return to pretest state. • Green light next to [Select] goes off.

7505, 7506, and 7507 Voice Terminals

To test the lights and ringer on the voice terminal:

<p>1. While on-hook, press [Select] or </p>	<ul style="list-style-type: none"> • Green light goes on next to [Select] or 
<p>2. Press  .</p>	<ul style="list-style-type: none"> • Self-test begins. If test passes, you hear tones every few seconds and green Message light goes on. Display shows "SELF TEST PASSED." • If test fails, you hear 2 short beeps, a pause, end then another 2 short beeps. This sequence lasts for 30 seconds. Repeat the test.
<p>3. If test passes, test your buttons and lights by pressing each voice terminal button that has a light.</p>	<ul style="list-style-type: none"> • Green and red light go on next to the button (if the button has each of these lights) indicating the button light is working correctly.
<p>4. Lift handset.</p>	<ul style="list-style-type: none"> • Green light next to Message light flutters.
<p>5. Press each dial pad key.</p>	<ul style="list-style-type: none"> • As you press each dial key, you hear the appropriate tones, indicating that each key is working.
<p>6. When finished testing all buttons and lights, hang up handset, Press [select] or  and then press  to exit and return to call-handling mode.</p>	

ISDN 8503T Voice Terminal

To test the lights and ringer on the voice terminal:

1. While handset is on-hook, press [Program] .	<ul style="list-style-type: none"> • Red light next to [Program] goes on steadily.
2. Press [Drop] .	<ul style="list-style-type: none"> • You hear a tone. • Red Message light goes on steadily.
3. When tone is repeated, press any button on the voice terminal.	<ul style="list-style-type: none"> • Voice terminal emits a key click. • As you press [Mute] , [Program] , [Conf] , and [Transfer] , the lights next to these buttons go on steadily. • As you press [Redial] , [Memory] , [Drop] , and [Hold] , the lights next to [Mute] , [Program] , [Conf] , [Transfer] flash.
4. Lift handset and press each dial pad key.	<ul style="list-style-type: none"> • Handset emits tone as each dial pad key is pressed.
5. Hangup handset when finished testing dial pad keys.	
6. Press [Program] and then [Drop] to end test and return to normal call-handling mode.	<ul style="list-style-type: none"> • All lights flash once.

Send All calls

This feature allows users to direct all incoming calls to coverage on a temporary basis. Send All Calls also allows covering users to remove their voice terminals from the coverage path on a temporary basis.

Single-Line Voice Terminals

To activate Send All Calls by dialing a code:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial Send All Calls activation code _____	<ul style="list-style-type: none">• Confirmation tone-All calls to voice terminal are now directed to next coverage point in assigned coverage path.

To cancel Send All Calls by dialing a code:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial Send All Calls Cancel code _____.	<ul style="list-style-type: none">• Confirmation tone.

7401D and 7401 Plus Voice Terminal

If the directory lists Send All Calls, the procedures listed below should be followed. If the directory does not list Send All Calls, the procedures listed for Single-Line Voice Terminals should be followed.

To activate Send All Calls:

<ol style="list-style-type: none">1. Without lifting handset, press [Feature] and then the send All Calls entry number,	<ul style="list-style-type: none">• Calls, including any that were ringing when Send All Calls was activated, will redirect to coverage.
--	--

To cancel Send All Calls:

<ol style="list-style-type: none">1. Without liftng handset, press [Feature] and then the Send All Calls entry number.	<ul style="list-style-type: none">• Send All Calls is deactivated, and calls will now ring at the voice terminal.
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Other Multi-Appearance Voice Terminals

To activate Send All Calls:

1. If terminal has <u>[Send All Calls]</u> , go to Step 2. If not, go to Step 3.	
2. Without lifting handset, press <u>[Send All Calls]</u> .	<ul style="list-style-type: none"> • Green light at <u>[Send All Calls]</u> goes on. • Calls, including any that were ringing when button was pressed, will redirect to coverage.
3. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
4. Dial Send All Calls activation code _____	<ul style="list-style-type: none"> • Confirmation tone—Calls will redirect to coverage.

To cancel Send All Calls:

1. If voice terminal has <u>[Send All calls]</u> , go to Step 2. if not, go to Step 3.	
2. Without lifting handset, press <u>[Send All Calls]</u> again.	<ul style="list-style-type: none"> • Green light at <u>[Send All Calls]</u> goes off .
3. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
4. Dial Send All Calls Cancel code _____	<ul style="list-style-type: none"> • Confirmation tone.

Display Information—Covering Terminal

If the covering user has a display-equipped terminal and the display is in the Normal Mode, the following information is shown.

Activity	Display
Receiving a redirected inside call.	<ul style="list-style-type: none"> • Call appearance designator (a = ; b = ; etc). • Name or number of caller. • Word “to” (indicates redirected call). • Name or number of called principal. • Code letter at right of display shows reason call has redirected to this terminal. <ul style="list-style-type: none"> s= Called principal has activated Send All Calls.

Example:

b= TOM HILL to JANE MILLER s

Speakerphone and Speaker/Spokesman

Many of the voice terminals described in this guide are equipped with a built-in speakerphone. The Speakerphone capability allows a user to engage in a hands-free conversation with the far-end party. The speakerphone can be turned off or on by using a button, can be muted during a call so the other party cannot hear you, and the volume of the incoming voice can be raised and lowered. Often, the installer can change the Speakerphone capability to a Speaker function (listen-only) or Spokesman function (the speaker and the handset can be operational at the same time). For more information about these features, see the detailed procedures listed in Chapter 5, "Using the Speakerphone and Display."

The Speakerphone feature on the 7406 Plus (7406D07A and 74061308A), 7407 Plus (7407D02D), and 7444 voice terminals also allows the user to adjust the speakerphone for optimal performance. By pressing the [Select] button and then the  button (if the voice terminal is set for the Speakerphone feature), the user hears a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, the speakerphone has finished adjusting itself and is ready for use. The user must reset the speakerphone in any one of 3 instances: whenever the voice terminal is moved to another place (even in the same room), whenever the green light next to the  button is fluttering, and, when, in the unlikely event, the speakerphone is making a squealing sound. Again, for procedures, see Chapter 5.

On some of the voice terminals, the volume control for the speaker is a sliding control switch. On other voice terminals, there is a volume control button with double arrows, one for raising the volume level and one for lowering the volume.

Speaker or Spokesman Feature

Many voice terminals that come with a built-in speakerphone can be optioned for Speaker or Spokesman operation. Although the voice terminals with Speakerphone capability are shipped with the Speakerphone setting in place, the installer can change the internal jumper setting or reset a DIP switch in order to change the voice terminal to the Speaker or Spokesman function.

The Speaker and Spokesman capabilities allow a user to engage in a one-way conversation with the far-end. Specifically, the user can only listen to the far-end; the user is not able to transmit his voice over the Spokesman. To speak with the far-end, the user must use the handset. With the Spokesman feature, the speaker and handset can remain active at the same time. For procedures on using the Speaker or Spokesman features, see Chapter 5.

Station Message Detail Recording (SMDR)

Station Message Detail Recording (SMDR) allows certain calls to be associated with a particular project or account number. This feature is accomplished by dialing specified account codes before making outgoing calls. This information is recorded and can be used for amounting and/or billing purposes.

To assign an outgoing call to a specific amount in SMDR:

1. Lift handset.	<ul style="list-style-type: none">• Dial tone.
2. Dial SMDR access code _____, and then dial the account code.	<ul style="list-style-type: none">• Second dial tone.
3. Continue call in normal way, dialing ARS access code _____ for a public network call, ARS access code _____ for a private network call, or an appropriate trunk access code and then the destination number.	

Terminating Extension Group (TEG)

Terminating Extension Group (TEG) allows an incoming call to ring as many as four voice terminals at one time. Any of the voice terminal users can answer the call.

A [Send All Calls] button can be assigned to one or more multi-appearance voice terminals in a TEG to allow calls to the group to be redirected to coverage.

Single-Line, 7401C), and 7401 Plus Voice Terminals

Answer TEG call in the same way as any incoming call.

Other Multi-Appearance Voice Terminals

To answer a TEG call:

<p>1. Observe light indications of incoming call.</p>	<ul style="list-style-type: none"> • Green light at <u>[Term Grp (number)]</u> is flashing. • Green light at a call appearance button is flashing.
<p>2. Lift handset, and select call appearance, if necessary, by Pressing <u>[Term Grp (number)]</u> or flashing call appearance button.</p>	<ul style="list-style-type: none"> • Flashing green light at <u>[Term Grp (number)]</u> changes from flashing to steadily on. • At incoming call appearance, red and green lights go on steadily.
<p>3. Talk to caller.</p>	

To bridge onto a Call in progress on a TEG line:

<p>1. Observe light indications.</p>	<ul style="list-style-type: none"> • Green light at <u>[Term Grp (number)]</u> goes on steadily.
<p>2. Lift handset and bridge onto call in progress by pressing <u>[Term Grp (number)]</u>.</p>	<ul style="list-style-type: none"> • Call appearance is selected; red and green lights go on steadily. • You are connected to TEG call in progress unless other voice terminal user has activated Exclusion feature.

To prevent other voice terminals in a TEG from bridging onto the call:

<p>1. Press <u>[Exclusn]</u> before or after TEG call is established.</p>	<ul style="list-style-type: none"> • Green light at <u>[Exclusn]</u> goes on steadily. • Other voice terminals in same TEG cannot bridge onto call.
<p>2. To remove exclusion, press <u>[Exclusn]</u> again.</p>	<ul style="list-style-type: none"> • Green light goes off.

Display information

Note: If the DEFINITY system has Integrated Services Digital network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

If the terminal has display capability, the information shown is the same as for any incoming call. Refer to the chapter on answering incoming calls.

Time-of-Day Routing

The Time-of-Day-Routing feature allows outgoing calls to be placed over the most economical route based on the time of day. The system can have up to eight routing plans, and one of these plans will be designated as the standard routing plan for each day of the week.

This feature may be assigned to attendant consoles or to specified display-equipped multi-appearance voice terminals within the system. Voice terminal operations for Time-of-Day Routing are covered here; however, information concerning when to use this feature should be obtained from the System Manager.

The Time-of-Day Routing feature allows the standard daily routing plan to be changed up to six times each day. Two options are available for changing the daily routing plan; Immediate Manual Override and Clocked Manual Override.

Immediate Manual Override Option

When this option is activated, the currently active routing plan is changed immediately to a new plan. The new plan remains in affect until the override is manually deactivated or until the next scheduled routing plan takes effect.

To activate immediate Manual Override: .

Note: The green light at [Immediate Override] will be on if this option is already active. However, pressing [Immediate Override] will deactivate the option.

<p>1. Press <u>[Immediate Override]</u></p>	<ul style="list-style-type: none">• Green light at <u>[Immediate Override]</u> flashes.• Display shows: OLD ROUTE PLAN: X ENTER NEW PLAN: (where “x” is a number from 1 through 8 that identifies the routing plan currently in effect).
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(Continued)

<p>2. Use the touch-tone buttons to enter the number (from 1 through 8) of the new routing plan.</p> <p>Note: If any button other than 1 through 8 is pressed, the Override attempt is denied and the display will return to the Normal mode. Repeat from Step 1 to try again.</p>	<ul style="list-style-type: none"> • Green light continues to flash. • Display updates to: OLD ROUTE PLAN: x ENTER NEW PLAN: y (Where “x” is the routing plan number; “y” is the number just entered).
<p>3. Press [Normal] to complete the procedure.</p>	<ul style="list-style-type: none"> • Green light changes from flashing to steadily on. • Immediate Manual Override is active.
<p>4. Press [Immediate Override] to complete the procedure.</p>	

To deactivate Immediate Manual Override:

<p>1. Press [Immediate Override] .</p>	<ul style="list-style-type: none"> • Green light goes off. • Scheduled daily routing plan goes into effect immediately,
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Clocked Manual Override

This option overrides the scheduled Time-of-Day Routing plan with a specified day and time. A deactivate day and time can also be specified, or the Clocked Manual Override option can be manually deactivated.

In the following procedure, a number from 1 through 8 will specify the desired routing plan; a number from 1 through 7 will specify the day (1 is for Sunday, and 7 is for Saturday); the time is specified in military hours (0000 for 1:00 a.m. and 2359 for midnight).

To activate Clocked Manual Override:

Note: The green light at [Clocked Override] will be on if the option is already active, However, pressing [Clocked Override] will deactivate the Option.

<p>1. Press <u>[Clocked Override]</u>.</p>	<ul style="list-style-type: none"> • Green light at <u>[Clocked Override]</u> flashes. • Display shows: ENTER ACTIVATION ROUTE PLAN, DAY & TIME
<p>2. Use the touch-tone buttons to enter the following in the order shown:</p> <p>1 through 8 (to specify the routing plan)</p> <p>1 through 7 (to specify the day)</p> <p>0000 through 2859 (to specify the hour).</p> <p>Note: If any invalid information is entered, the Override attempt is denied and the display will return to the Normal mode. Repeat Step 1 to try again,</p>	<ul style="list-style-type: none"> • Green light continues to flash. • Display shows: ROUTE PLAN: X FOR: yyy ACT-TIME: Zz:zz <p>(Where “x” is the routing plan number “yyy” is the 3-letter abbreviation for the day of the week, and “zz:zz” is the activation time).</p>
<p>3. To enter a deactivate date, go to Step 4; otherwise, go to Step 6.</p>	

(Continued)

<p>4. Press [<u>Clocked Override</u>] .</p>	<ul style="list-style-type: none"> • Green light continues to flash. • Display shows: ENTER DEACTIVATION DAY & TIME
<p>5. Enter the following in the order shown: 1 through 7 (to specify the day) 0000 through 2359 (to specify the hour).</p>	<ul style="list-style-type: none"> • Display shows: ROUTE PLAN: X FOR: yyy DEACT-TIME: ZZ:ZZ (Where “x” is the routing plan number “yyy” is the 3-letter abbreviation for the day of the week, and “zz:zz” is the deactivation time).
<p>6. Press [<u>Clocked Override</u>]</p>	<ul style="list-style-type: none"> • Green light changes from flashing to steadily on. • Clocked Manual Override is active.
<p>7. Press [<u>Clocked Override</u>] to complete the procedure.</p>	

To manually deactivate Clocked Manual Override:

<p>1. [<u>Clocked Override</u>] .</p>	<ul style="list-style-type: none"> • Green light goes off. • Scheduled Time-of-Day Routing plan goes into effect immediately.
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Transfer

Transfer allows voice terminal users to transfer trunk or inside calls to other voice terminals within the system without attendant assistance.

Note: The system does not allow a trunk call (outside number) to be transferred to another outside number.

Single-Line Voice Terminals

To transfer a call:

<p>1. While still active on call to be transferred, press [Recall] , or press [Flash] , or flash the switchhook.</p>	<ul style="list-style-type: none"> • Call put on hold. • Recall dial tone.
<p>2. Dial number of third party.</p>	<ul style="list-style-type: none"> • Normal call progress:) tones. • Remain on line and announce call, if desired. • If number dialed is busy or not answered, press [Recall], or flash switchhook to return to held call call.
<p>3. Hang up.</p>	<ul style="list-style-type: none"> • Party on hold is transferred to third party. • Transferring terminal released from call.

7401D and 7401 Plus Voice Terminal***To Transfer a call:***

1. While still active on call to be transferred, press [<u>Feature</u>] and then [<u>9</u>].	<ul style="list-style-type: none">• Current call is placed on hold.• Call Activity light flutters.• Dial tone.
2. Dial number of third party.	<ul style="list-style-type: none">• Normal call progress tones.• Remain on line and announce call, if desired.• If number dialed is busy or not answered, return to held call by flashing the switchhook.
3. Press [<u>Feature</u>] and then [<u>9</u>] again.	<ul style="list-style-type: none">• Party on hold is transferred to third party.• Transferring terminal released from call.
4. Hang up.	

Other Multi-Appearance Voice Terminals

To transfer a call:

<p>1. While still active on call to be transferred, press [Transfer] .</p>	<ul style="list-style-type: none">• Other party placed on hold.• Green light at held call appearance changes from onto fluttering; red light goes off.• Red and green lights go on steadily at idle call appearance.• Dial tone.
<p>2. Dial number of third party.</p>	<ul style="list-style-type: none">• Normal call progress tones.• If you wish to announce the call, remain on the line.
<p>3. Press [Transfer] again.</p>	<ul style="list-style-type: none">• Party on hold is transferred to third Party.• Your terminal is released from call.
<p>4. Hang up.</p>	

Trunk Answer From Any Station

Trunk Answer From Any Station allows voice terminal users to answer all incoming attendant-seeking trunk calls when an attendant is not on duty (that is, the system is in Night Service and night attendant is not available) and when other voice terminals have not been designated to answer the calls.

To answer these calls:

1. Lift handset, and select call appearance, if necessary.	<ul style="list-style-type: none"> • Dial tone.
2. Dial Trunk Answer access code _____	<ul style="list-style-type: none"> • Two-way connection established with incoming call.

Display Information—Answering Terminal

Note: If the DEFINITY system has Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) capability, refer to the ISDN-PRI feature in this chapter for additional display information.

If voice terminal where the call was answered has display capability and the display is in the Normal Mode, the following display information is shown:

Activity	Display
Answering a trunk call directed to an unattended console.	<ul style="list-style-type: none"> • Call appearance designator, • Call source. • Word “to.” • Attendant identification.

Example:

a= OUTSIDE CALL to OPERATOR

Trunk Identification

Refer to the description of this feature in Chapter 4, “Using a Voice Terminal To Troubleshoot the System.”

Uniform Call Distribution

The Uniform Call Distribution (UCD) feature allows direct inward access to an answering group other than the attendant even if the system does not have the DID feature. Incoming calls to a UCD group will always ring at the voice terminal that has not received a UCD call for the longest period of time. (Calls are equally distributed among the UCD group members,) Operating procedures for DDC are covered under the Hunt Group feature in this chapter.

CHAPTER 4. USING A VOICE TERMINAL TO TROUBLESHOOT THE SYSTEM

A voice terminal may be assigned several features and facilities that allow the user to troubleshoot system problems. This chapter provides some suggestions for isolating and analyzing problems and presents the operating procedures for the troubleshooting features.

Trouble Reporting

Each system site should have a well-defined policy for collecting and responding to system alarms and user-generated trouble reports. System-alarmed troubles produce visible signals at selected voice terminals and at the attendant console(s) as well as on the system equipment cabinet.

if the system has a link to the remote maintenance center, alarms are sent to that location automatically. Otherwise, system-alarmed troubles must be reported immediately to the System Manager who is responsible for clearing them or calling a designated maintenance organization.

Troubles detected by system users must be reported to a designated person within your company (such as the System Manager). This person will either resolve the trouble or request help from the remote maintenance center.

Features Used in Troubleshooting

The following features, listed earlier in Chapter 3, can be used by authorized voice terminal users for simple trouble isolation and analysis. Step-by-step procedures for each feature are provided.

- Automatic Circuit Assurance
- Busy Verification of Terminals and Trunks
- Facility Busy Indication
- Facility Test Calls
- Terminal Alarm Notification
- Trunk identification

Automatic Circuit Assurance (ACA)

The Automatic Circuit Assurance (ACA) feature assists the user of a display-equipped voice terminal in identifying possible trunk malfunctions.

When ACA is enabled by the System Manager, the system measures the short-holding and long-holding times for trunk calls, (Holding time is measured from the time a trunk is accessed until it is released.) A short-holding time limit and a long-holding time limit are administered for your system, When either of these preset limits are exceeded, the system sends a referral call to a specific voice terminal or to the attendant console.

An excessive number of short calls may indicate that a trunk is noisy, for example, and causing users to shorten their calls, A trunk that remains busy for an abnormally long time may be permanently busy due to a problem on the trunk, Once a trunk is suspected of being faulty, the voice terminal user can check the trunk through the Busy Verification of Terminals and Trunks feature.

The ACA feature must be activated by the voice terminal user in order to receive referral calls from the system, When a referral call is received and answered, the display identifies the call as an ACA call, identifies the trunk group access code and the trunk group member number, and shows the reason for referral (short or long holding time).

To activate ACA so that the voice terminal can receive referral calls:

1. press [<u>Auto Ckt Assure</u>]	• The green light goes on.
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To deactivate ACA:

1. Press [<u>Auto Ckt Assure</u>] again.	• The green light goes off.
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Busy Verification of Terminals and Trunks

This feature allows multi-appearance voice terminal users to place test calls to other voice terminals, hunt groups (Direct Department Calling and Uniform Call Distribution features), and, trunks to determine the status of the called facility. This feature is actiated by a **[Verify]** button.

The following procedures include display information; however, display capability is optional:

To busy verify another terminal:

1. Lift handset.	<ul style="list-style-type: none"> • Dial tone.
2. Press [Verify] .	<ul style="list-style-type: none"> • Green fight at [Verify] goes on.
3. Dial extension number of voice terminal to be verified.	<ul style="list-style-type: none"> • Intercept tone, “INVALID” displayed— Invalid extension number dialed; try again. • Ringback, “TERMINATED” displayed— Called extension is idle and being rung; verification successful. • Initial warning tone, “BRIDGED” displayed-Bridged onto an active call; talk to other parties; verification successful. • Reorder tone, “OUT OF SERVICE” displayed-Terminal out of service; report problem.

To busy verify a hunt group:

<p>1. Press [Verify] .</p>	<ul style="list-style-type: none"> • Green light at [Verify] goes on.
<p>2. Dial extension number of hunt group to be verified.</p>	<ul style="list-style-type: none"> • Intercept tone, “INVALID” displayed—Invalid hunt group extension number was dialed; try again. • Ringback, “TERMINATED” displayed—Called hunt group has available member and is being rung; verification successful. • Reorder tone: <ul style="list-style-type: none"> — “ALL MADE BUSY” displayed—All hunt group members have activated Make Busy or Auxiliary Work. — “DENIED” displayed—All hunt group members active on calls. — “OUT OF SERVICE” displayed—Terminal out of service; report problem.

To busy verify a trunk::

<p>1. Press [Verify] .</p>	<ul style="list-style-type: none"> • Green light at [Verify] goes on.
<p>2. Dial trunk access code.</p>	<ul style="list-style-type: none"> • Dial tone—Go to Step 3. • Intercept tone, “DENIED” displayed—Invalid “code was dialed; try again.
<p>3. Dial trunk group member number.</p>	<ul style="list-style-type: none"> • Intercept tone, “INVALID” displayed—Invalid member number was dialed; try again. • Dial tone—Trunk idle and can be used for test call; verification successful. • Initial warning tone, “BRIDGED” displayed—Bridged onto an active call; talk to other parties; verification successful. • Confirmation tone, “VERIFIED” displayed-Trunk is l-way incoming and idle; verification successful. • Ringback—Trunk is idle automatic tie trunk or release link trunk; verification Successful. • Reorder tone, “OUT OF SERVICE” displayed-Trunk out of service; report problem.

Facility Busy Indication

This feature provides multi-appearance voice terminal (except 7401 D and 7401 Plus) users with a visual indication of the busy or idle status of an extension number, a trunk group or any loudspeaker paging zone, including all zones. This feature is activated by a **[Busy (facility)]** button. The button is labeled Busy followed by a name or number, and be used for 1-touch calling to the monitored facility.

A monitored facility that remains busy for an unusually long time may indicate that a problem exists. If a problem is suspected, the voice terminal user can use the Busy Verification of Terminals and Trunks feature to check the status of the monitored facility.

To use the Facility Busy Indication feature:

<p>1. Observe the green light at [Busy (Facility)] associated with the monitored extension, trunk, or zone.</p>	<ul style="list-style-type: none"> • If light is off—Facility is idle; go to Step 2. • If light is on—Facility is active, but a call can still be attempted; go to Step 2.
<p>2. Lift handset.</p>	<ul style="list-style-type: none"> • Dial tone.
<p>3. To call the monitored facility, press [Busy (facility)] (not necessary to press call appearance button).</p>	<ul style="list-style-type: none"> • Green light at [Busy (Facility)] goes on steadily. • Call appearance selected. • Normal call progress tones.
<p>4. Continue call in normal way.</p>	

The Facility Busy Indication feature may be assigned to provide alarm lights for links between the system and peripheral support equipment or other sites. When used as a link alarm indicator, the light will remain on as long as the link is active. If the link fails, the light will go off. Link failure should be reported immediately to a designated person within your company.

The buttons associated with link alarm lights are not used for placing calls.

Facility Test Calls

The Facility Test Calls feature allows voice terminal users to place test calls to specific trunks, touch-tone receivers, time slots, and system trunks, (If your system has a maintenance contract, maintenance center personnel can use the Facility Test Calls feature remotely by dial-in access.)

To place a test call, voice terminal users will use the following procedures,

Trunk Test Call

The trunk test call accesses specific Tie or Call trunks, The DID trunks cannot be accessed

To place the call:

1. Dial the Facility Test Call access code _____, and listen for dial tone.
2. Dial "1" for Processor Port Network, or dial "2" for Expansion Port Network.
3. Dial the 5-digit port number "xyyzz," where:
 - "x" = Carrier number (A=1, B=2, C=3 D=4, E5.
 - "yy" = Slot number (01-20),
 - "zz" = Port number (01-08),
4. Listen for one of the following tones:
 - Dial Tone—Trunk is connected, Go to Step 4.
 - Reorder Tone—Trunk is busy.
 - Intercept Tone—A trunk or touch—tone receiver has not been accessed
5. Place a call.

Touch-Tone Receiver Test Call

The touch-tone receiver call accesses and tests the four touch-tone receivers located on the Tone Detector circuit pack.

To place the call:

1. Dial the Facility Test Calls access code _____, and listen for did tone.
2. Dial "1" for Processor Port Network, or dial "2" for Expansion Port Network.
3. Dial the 5-digit port number "xyyzz," where:
 - "x" = Carrier number (A=1, B=2, C=3, D=4, E=6),
 - "w" = Slot number (01 through 20).
 - "22" = Touch-tone receiver port number (01, 02, 05, or 06).
4. Listen for one of the following tones:
 - Dial Tone-Touch-tone receiver is connected. Go to Step 4.
 - Reorder Ton-Touch-tone receiver is busy.
 - Intercept Tone-A touch-tone receiver or trunk has not been accessed.
5. Dial "1234567t390* #," and listen for dial tone (test passed) or intercept tone (test failed).

Time-Slot Test Call

The time-slot test call connects the voice terminal user to a specific time slot located on the TDM buses (A or Et) or out-of-service time slots.

To place a call to specific time slots:

1. Dial the Facility Test Calls access code _____, and listen for dial tone.
2. Dial "1" for Processor Port Network or 2 for Expansion Port Network.
3. Dial "#" and the 3-digit time-slot number "w," where:
 - "xxx" = Time slot number (000 through 255 on Bus A and 256 through 511 on Bus B).

4. Listen for one of the following tones:

- Confirmation Tone-Time slot is idle.
- Reorder Tone-Time slot is busy.
- Dedicated Tone-Qne of the following tones is heard:

TDM slot No.	Tone
261	697 Hz*
262	770 Hz*
263	852 HZ*
264	941 Hz*
265	1209 Hz*
266	1336 Hz*
267	1447 Hz*
268	1637 Hz*
269	Dial Tone
270	Re-order Tone
271	Intercept Tone
272	Busy Tone
273	Ringing Tone
274	Call Waiting Ringback Tone
275	2025 Hz
276	2225 Hz
277	Music

* These tones are used to generate touch-tone signals.

To place a call to out-of-service time slots:

1. Dial the Facility Test Calls access code _____, and listen for dial tone.
2. Dial "1" for Processor Port Network or dial "2" for Expansion Port Network.
3. Dial "***" and listen for the following tones:
 - Confirmation Tone-Connection is made. Go to Step 4.
 - Reorder Tone-All time slots are in working order.
4. Repeat from Step 1 to alternate between time slots on TDM Bus A and B.

System Tone Test Call

The system tone test call connects the voice terminal user to a specific system tone.

To place the Call:

1. Dial the Facility Test Calls access code _____, and listen for dial tone.
2. Dial "1" for Processor Port Network, or dial "2" for Expansion Port Network.
3. Dial "*" and the 2-digit tone identification number shown below.
4. Listen for tone as shown below.

2-Digit Tones Identification Number	Tone Heard
00	Null Tone
01	Dial Tone
02	Reorder Tone
03	Reorder Tone
04	Busy Tone
05	Recall Dial Tone
06	Confirmation Tone
07	Calls Waiting Tone
08	Ringing Tone
09	Call Waiting Ringback Tone
11	697 Hz*
12	770 Hz*
13	852 Hz*
14	941 Hz*
15	1209 Hz*
16	1336 Hz*
17	1447 Hz*
18	1637 Hz*
19	Dial Tone
20	Chime
21	350 Hz
22	440 Hz
23	480 Hz
24	620 Hz
25	2025 Hz

* These tones are used to generate touch-tone signals.

2-Digit Tone Identification Number	Tone Heard
26	2225 Hz
27	Counter
28	Calls Waiting 2
29	Calls Waiting 3
30	Busy Verification
31	Executive Override
32	incoming Call Identification
33	Dial Zero
34	Attendant Transfer
35	Test Calls
36	Recall on Don't Answer
37	Ringing
38	Camp-Call Recall
39	Camp-On Confirmation
40	Hold Recall
41	Hold Confirmation
42	Zip Tone
43	2804 Hz
44	1004 HZ (-16 db)
45	i 004 Hz (0 db)
46	404 Hz
47	105-Type Test Line, Default Sequence
48	Redirect Tone
49	Voice Signaling Tone
50	Digital Milliwat
51	440 Hz+ 480 Hz (Ringback)
52	Music
53	100-Type Test Line
54	102-Type Test Line
55	Laboratory Test Tone 1
56	Laboratory Test Tone 2
57	Disable Echo Supervision Dial Tone
58	3 Seconds of Answer Tone
59	4 Seconds of Answer Tone
60	Restore Music (or Silence)

Terminal Alarm Notification

This feature allows lights associated with buttons on voice terminals (or the attendant console) to be administered as alarm indicators. When an alarm occurs, the green light at the assigned button will flash. If the remote maintenance center is notified and acknowledges the alarm condition, the light will change from flashing to steadily on. When the alarm is resolved, the light will go off. The voice terminal user can press the associated button to cause the light to go off; however, the light will flash again if the alarm is still active when the system performs the next automatic system test.

The levels of alarms are identified by the system:

- **Major Alarms**—Failures that cause critical degradation of service. A major alarm condition requires immediate attention.
- **Minor Alarms**—Failures that cause some degradation of service, but do not render a crucial portion of the system inoperable. A minor alarm condition requires action, but is not as critical as a major alarm.
- **Warning Alarms**—intermittent or insignificant failures that normally do not affect service.

The following alarm indicators may be administered to voice terminals:

- **Major Alarm**—Goes on if a major system alarm is detected.
- **Minor Alarm**—Goes on if a minor system alarm is detected.
- **Link Alarm**—Goes on if a major, minor, or warning alarm occurs on one of the communications links. (A DEFINiTY system may have up to eight link alarm indicators.)
- **PMS Alarm**—Lights if a major, minor, or warning alarm occurs on the link to the Property Management System (PMS). (This alarm is used only for systems with Hospitality Services features.)
- **RS-Alert**—Lights if a Reset System 2 or 3 is performed.

A Reset System 2 or 3 disrupts all calls in the system. If the following features are activated, a Reset System 3 will deactivate them:

- **Attendant Trunk Group Control**
- **Automatic Callback**
- **Call Park**
- **Auxiliary Work associated with hunt groups (Direct Department Call and Uniform Call Distribution features).**

In addition, the numbers stored by the Last Number Dialed feature are lost. In some cases, Abbreviated Dialing list entries programmed by users may be lost, and the Call Forwarding All Calls, Send All Calls, and Ring Cutoff features maybe deactivated if they were activated before a Reset System occurred.

Trunk Identification

This feature can be assigned to display-equipped voice terminals and to the attendant console, and is activated by **[Trunk ID]**. The Trunk Identification feature lets the user identify a specific trunk that is faulty. The faulty trunk is then reported to the System Manager or other designated person.

When **[Trunk ID]** is pressed during a call, the trunk identification (access code and group number) is displayed. If two trunks are used on the call, the identification of the last trunk added to the call is displayed. Trunk Identification is denied if more than two trunks are on a call.

In the following operation it is assumed that the user is on an active call; however, the **[Trunk ID]** can be used while a trunk is being accessed, while digits are being outputted on a trunk, or during intervals between digit outputting.

To identify a specific trunk being used on a call:

<p>1. Press [Trunk ID].</p>	<ul style="list-style-type: none"> • Trunk access code and trunk group member number are displayed.
<p>2. Report the trunk problem and the identification information to the System Manager or other designated person.</p>	

CHAPTER 5. USING THE SPEAKERPHONE AND DISPLAY

Many of the features and basic operations of the DEFINITY system described in this guide can be used with the built-in speakerphone on the voice terminal, an external speakerphone connected to the voice terminal, and the display. The built-in speakerphone can often be optioned for the Speaker (listen-only) or Spokesman® function. The following procedures apply to features previously described in previous parts of this guide.

The Built-in Speakerphone

Some voice terminals are equipped with a built-in speakerphone. The Speakerphone capability allows a user to engage in a hands-free conversation with the far-end party. The speakerphone can be turned off or on by using a button, can be muted during a call so the other party cannot hear, and the volume of the incoming voice can be raised and lowered. On some voice terminals, the installer can change the Speakerphone capability to a Speaker (listen-only) or Spokesman function (with the Spokesman function, the handset and speaker can be used simultaneously).

Resetting the Speakerphone

The Speakerphone feature on the 7406 Plus (7406D07A and 7406D08A), 7407 Plus (7407D02D), and 7444 voice terminals also allows the user to adjust the speakerphone for optimal performance. By pressing **[Select]** and then **[^{Speaker}Reset Spkr]** (if the voice terminal is set for the Speakerphone feature), the user hears a set of tones as speakerphone performs an acoustic test of the environment. When the tones stop, the speakerphone has finished adjusting itself and is ready for use.

You must reset the Speakerphone feature in the following instances:

- Whenever you move your voice terminal to another place (even in the same room)
- Whenever the green light next to **[^{Speaker}Reset Spkr]** is fluttering.

Important: If there has been an interruption in power (such as, the system has just been powered up again, or you have plugged in the voice terminal at another location), the light next to **[^{Speaker}Reset Spkr]** flutters until you reset the built-in speakerphone.

- You may also use this feature when you are on a call in the unlikely event that your speakerphone makes a squealing noise during the call. When you press **[Select]** and **[^{Speaker}Reset Spkr]** your speakerphone will adjust itself to normal for that call. (No tones will be heard.)

You can initiate the Reset Speakerphone feature when your handset is on-hook, or during a call in which you are using the built-in speakerphone. (If a call is in progress, you will not hear the tones, and the *new* speakerphone adjustment is reset for only the duration of that call.)

Remember that you can use the Reset Speakerphone feature only if your voice terminal is set for the Speakerphone feature (as opposed to the Speaker or Spokesman feature).

The Mute Feature

Some of the voice terminals are equipped with **[Mute]** . The 7407D01B voice terminal is muted with **[Microphone]** , **[Mute]** and **[Microphone]** are fixed feature buttons. (**[Mute]** has a red status light.) The Mute feature turns off the microphone of the built-in speakerphone or the handset so that a person can converse with another person in the room without the other party listening in.

Spokesman and Speaker Feature

Many voice terminals that come with a built-in speakerphone can be optioned for either Speaker operation (listen-only) or the Spokesman function (both handset and speaker can be active simultaneously). The installer can change the internal jumper setting by removing the back of the voice terminal (such as on the 7406 Plus voice terminal), or by setting a DIP switch on the back of the voice terminal (such as on the 7407 Plus and 7444 voice terminals). Note that these voice terminals are shipped with the Speakerphone setting in place.

The Spokesman capability allows a user to engage in a one-way conversation with the far-end. Specifically, the user can only listen to the far-end; the user is not able to transmit his voice over the Speaker. To speak with the far-end, the user must use the handset.

Speakerphone Volume Control

On some of the voice terminals, the volume control for the speakerphone is a sliding control also used for the tone ringer volume. On other voice terminals, there is a volume control button with double arrows.) The left side of the Volume control button lowers the volume; the right side of the button raises the volume.

This button usually has a double function, When the user is using the speakerphone, the Volume control button controls the volume of the speakerphone; at all other times, the Volume control button controls the volume of the tone ringer.

If voice terminal has a display, the display will show a “bar away” that indicates the volume setting.

7303 and 7305 Voice Terminals

The 7303S and 7305S voice terminals have listen-only speaker, with which a user can monitor a call while dialing or for group listening.

To place a call without using the handset, or to use the speaker with any listen-only feature activity:

1. Press [Speaker] .	<ul style="list-style-type: none"> • Speaker light goes on steadily. • You hear dial tone.
2. Dial number or access selected feature.	
3. Adjust speaker volume with sliding switch on left side of set, if desired.	
4. If you have placed a call, lift handset to speak when party answers.	<ul style="list-style-type: none"> • Speaker turns off when handset is lifted.
5. If you accessed a feature, press [Speaker] when you are ready to hang up.	

To turn on speaker during a on for group listening:

1. Press [Speaker] .	<ul style="list-style-type: none"> • Speaker light goes on steadily.
<p>2. To respond to other party, use the handset.</p> <p>Note: Do not hangup the handset. If you do so, you disconnect the call.</p>	
3. When finished (group) listening, press [Speaker] again to turn speaker off.	

7406D Voice Terminal

The 7406D (7406D1A, 7406D2A, 7406D03A, 7406D04A) voice terminal has a built-in (listen-only) speaker which allows the user to place calls or access other voice features without lifting the handset. The Speaker can be turned on and off by [Speaker]. The voice terminal also has a sliding Speaker volume control under the left edge of the set which also controls ringer volume.

To place a call without lifting the handset, or to use speaker with any listening-only feature:

1. Press [<u>Speaker</u>] .	• You hear dial tone.
2. Place call or access selected feature.	
3. To adjust speaker volume, use sliding arm on left underside of voice terminal.	
4. Press [<u>Speaker</u>] again when you are ready to hang up.	

To change from the speaker to the handset:

1. Lift handset and talk.	
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7406BIS Voice Terminal

The 7406BIS voice terminal has a built-in speakerphone that can be turned on and off by **[Speaker]** . It also has **[Mute]** for muting the microphone associated with the speakerphone or the handset, and a Speaker Volume control button.

The voice terminal may be set for the Spokesman feature (you can hear the other party's voice through the speaker, but you must speak to the other person by using the handset). Be sure to use the appropriate feature procedures listed below.

Speakerphone

To place or answer a call without lifting the handset:

<p>1. Press [Speaker] .</p>	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on. • You hear dial tone.
<p>2. Place or answer call or access selected feature.</p>	
<p>3. To adjust speakerphone volume:</p> <p>To raise the volume, press the right half of the Speaker Volume control button labeled  ; to lower the volume, press the left half of the button labeled  .</p>	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
<p>4. To end a call, press [Speaker] again.</p>	<ul style="list-style-type: none"> • Green light next to [Speaker] goes off.

To prevent the other party from hearing you (To mute the microphone):

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear.
<p>2. When you want to speak to other party again, press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To change from the speakerphone to the handset:

1. Lift handset and talk.	<ul style="list-style-type: none"> • Green light next to [Speaker] goes off.
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To change from the handset to the speakerphone:

1. During a call using handset, press [Speaker] .	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on.
2. Hang up handset.	

Spokesman (for the 7406BIS Voice Terminal)

To place a call without lifting the handset or to use speaker with any listen-only activity:

1. Press [Speaker] .	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on. • You hear dial tone.
2. Place or answer call or access selected feature.	
3. To adjust speaker volume: To raise the volume, press the right half of the Speaker Volume control button labeled  ; to lower the volume, press the left half of the button labeled 	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
4. To end a call, press [Speaker] again.	<ul style="list-style-type: none"> • Green light next to [Speaker] goes off.

To mute the microphone associated with the handset so the other party cannot hear you:

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear.
<p>2. When you want to speak to other party again, press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To activate the speaker while using the handset:

<p>1. Press [Speaker] .</p> <p>Note: If you want to speak to the other party, you must speak through the handset. If you hang up the handset, the call is disconnected.</p>	<ul style="list-style-type: none"> • The handset and the speaker are both active.
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To turn off the speaker and return to the handset:

<p>1. Press [Speaker] .</p>	<ul style="list-style-type: none"> • The speaker turns off, but the handset remains active.
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To end a call while handset is on-hook and only speaker is active:

<p>1. Press [Speaker] .</p>	
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To end a call while handset and speaker are active:

<p>1. Hangup handset.</p>	<ul style="list-style-type: none"> • Speaker automatically turns off.
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7407D Voice Terminal

The 7407D (7407D01B) voice terminal has a built-in speakerphone that can be turned on and off by [Speakerphone] . It also has [Microphone] for muting the microphone associated with the speakerphone, and a sliding volume control arm on the lower front of the voice terminal.

To place or answer call without lifting the handset:

1. Press [Speakerphone] .	<ul style="list-style-type: none"> • Green lights next to [Speakerphone] and [Microphone] go on.
2. Place or answer call or access selected feature.	
3. To adjust speakerphone volume, use sliding arm on front of voice terminal.	
4. To end a call, press [Speakerphone] again.	<ul style="list-style-type: none"> • Green lights next to [Speakerphone] and [Microphone] go off.

To prevent the other party from hearing you (to mute the microphone):

1. Press [Microphone] .	<ul style="list-style-type: none"> • Green light next to [Microphone] goes off . • Other party cannot hear you.
2. When you want to speak to other party again, press [Microphone] .	<ul style="list-style-type: none"> • Green light next to [Microphone] goes on. • Other party can hear you again, and you can continue the conversation.

To change from the speakerphone to the handset:

1. Lift handset and talk.	<ul style="list-style-type: none"> • Green lights next to [Speakerphone] and [Microphone] go off.
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To change from the handset to the speakerphone:

1. During a call using handset, press [Speakerphone] .	• Green lights next to [Speakerphone] and [Microphone] go on.
2. Hangup handset.	

Enhanced 7407D Voice Terminal

The Enhanced 7407D (7407D02C) voice terminal has a built-in speakerphone that can be turned on and off by **[Speaker]** . It also has **[Mute]** for muting the microphone associated with the speakerphone or the handset, and a Speaker Volume control button.

The voice terminal may be set for the Spokesman feature (you can hear the other party through the speaker, but you must speak to the other person with the handset). Be sure to use the appropriate feature procedures listed below.

Speakerphone

To place or answer a call without lifting the handset:

1. Press [Speaker] .	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on. • You hear dial tone.
2. Place or answer call or access selected feature.	
<p>3. To adjust speakerphone volume:</p> <p>To raise the volume, press the right half of the Speaker Volume control button labeled  ; to lower the volume, press the left half of the button labeled  .</p>	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
4. To end a call, press [Speaker] again.	<ul style="list-style-type: none"> • Green light goes off next to [Speaker] .

To prevent the other party from hearing you (to mute the microphone):

1. Press [Mute] .	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear you.
2. When you want to speak to other party again, press [Mute] .	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To change from the speakerphone to the handset:

1. Lift handset and talk.	<ul style="list-style-type: none"> • Green light next to [Speaker] goes off.
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To change from the handset to the speakerphone:

1. During a call using handset, press [Speaker] .	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on.
2. Hang up handset.	

Spokesman (for the Enhanced 7407D)

To place a call without lifting the handset or to use speaker with any listen-only activity:

1. Press [Speaker] .	<ul style="list-style-type: none"> • Green light goes on next to [Speaker] . • You hear dial tones.
2. Place or answer call or access selected feature.	
3. To adjust speaker volume: To raise the volume, press the right half of the Speaker Volume control button labeled  ; to lower the volume, press the left half of the button labeled  .	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
4. To end a call, press [Speaker] again.	<ul style="list-style-type: none"> • Green light next to [Speaker] goes off.

To mute the microphone associated with the handset so the other party cannot hear you:

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear you.
<p>2. When you want to speak to other party again, press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To change from the speaker to the handset:

<p>1. Lift handset and talk.</p>	<p>2. Green light next to [Speaker] goes off.</p>
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To change from the handset to the speaker:

<p>1. Press [Speaker] .</p>	
<p>2. Hang up handset.</p>	

7406 Plus, 7407 Plus, and 7444 Voice Terminals

The 7406 Plus (7406D07A and 7406D08A), 7407 Plus (7407D02D), and 7444 voice terminals have a built-in speakerphone that can be turned on and off by **[Speaker]**. These voice terminals also have **[Mute]** for muting the microphone associated with the speakerphone or the handset, and a Speaker Volume control button.

The Reset Speakerphone feature initiates an acoustic test of the surrounding environment by using a series of tones. When the tones stop, the speakerphone has finished adjusting itself for optimal performance, it is now ready for use. The user can reset the speakerphone whenever the voice terminal is moved to a different location (even in the same room), or whenever the light next to **[Speaker
Reset Spkr]** is fluttering. See the procedure which follows to reset the speakerphone

The voice terminal may be set for the Speaker feature. If so, the user can use the (listen-only) Speaker feature rather than the (listen and speak) Speakerphone feature. Be sure to use the appropriate feature procedures listed below.

Speakerphone (Listen and Speak)

To phone or answer a call without lifting the handset:

<p>1. press [Speaker Reset Spkr].</p>	<ul style="list-style-type: none"> • Green light next to [Speaker Reset Spkr] goes on. • You hear dial tone.
<p>2. Place or answer call or access selected feature.</p>	
<p>3. To adjust speakerphone volume: To raise the volume, press the right half of the Volume control button labeled [▲]; to lower the volume, press the left half of the button labeled [▼].</p>	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
<p>4. To end a call, press [Speaker Reset Spkr] again.</p>	<ul style="list-style-type: none"> • Green light next to [Speaker Reset Spkr] goes off.

To prevent the other party from hearing you (to mute the microphone):

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear you.
<p>2. When you want to speak to other party again, press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To adjust the speakerphone to the surrounding room acoustics:

<p>1. Press [Select] .</p>	<ul style="list-style-type: none"> • Green light next to [Select] goes on steadily.
<p>2. Press $\left[\begin{array}{c} \text{Speaker} \\ \text{Reset Spkr} \end{array} \right]$.</p>	<ul style="list-style-type: none"> • Green light next to [Select] goes off. • Green light next to [Select] flutters intermittently. • You hear a series of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your built-in speakerphone is ready for use.

To change from the speakerphone to the handset:

<p>1. Lift handset and talk.</p>	<ul style="list-style-type: none"> • Green light next to $\left[\begin{array}{c} \text{Speaker} \\ \text{Reset Spkr} \end{array} \right]$ goes off.
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To change from the handset to the speakerphone:

<p>1. During a call using handset, press $\left[\begin{array}{c} \text{Speaker} \\ \text{Reset Spkr} \end{array} \right]$.</p>	<ul style="list-style-type: none"> • Green light next to $\left[\begin{array}{c} \text{Speaker} \\ \text{Reset Spkr} \end{array} \right]$ goes on.
<p>2. Hangup handset.</p>	

Speaker (Listen-only for the 7406 Plus, 7407 Plus, and 7444 Voice Terminals)

To place a call without lifting the handset or to use the speaker with any listen-only activity:

<p>1. Press [Speaker Reset Spkr] .</p>	<ul style="list-style-type: none"> • Green light next to [Speaker Reset Spkr] goes on. • You hear dial tone.
<p>2. Place or answer call or access selected feature.</p>	
<p>3. To adjust speaker volume: To raise the volume, press the right half of the Speaker Volume control button labeled  ; to lower the volume, press the left half of the button labeled  .</p>	<ul style="list-style-type: none"> • If you have a display, it shows 1 through 8 arrows, according to the volume setting.
<p>4. To end a call, press [Speaker Reset Spkr] again.</p>	<ul style="list-style-type: none"> • Green light next to [Speaker Reset Spkr] goes off.

To mute the microphone associated with the handset so the other party cannot hear you:

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes on. • Other party cannot hear you.
<p>2. When you want to speak to other party again, press [Mute] .</p>	<ul style="list-style-type: none"> • Red light next to [Mute] goes off. • Other party can hear you again, and you can continue the conversation.

To activate the speaker while using the handset;

1. Press   .	<ul style="list-style-type: none">• Green light next to  and red light next to [Mute] go steadily.• Speaker is active, and the handset is turned off. <p>Note: If the user wants to speak to the other party, he or she must pickup the handset (which turns off the speaker). If he or she then hangs up the handset, the call is disconnected.</p>
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To turn off the speaker and return to the handset:

1. Lift handset.	<ul style="list-style-type: none">• Green light next to  and red light next to [Mute] go off.• Speaker goes off.
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7410 Plus Voice Terminal

The 7410 Plus (7410D01A) voice terminal has a built-in (listen-only) speaker which allows the user to place calls or access other voice features without lifting the handset. The speaker can be turned on and off by a **[Speaker]** button. The voice terminal also has a **[Mute]** button, and a Volume control button.

To place a Call without lifting the handset, or to use speaker with any listening-only feature:

1. Press [Speaker] .	• You hear dial tone.
2. Place call or access selected feature.	
3. To adjust speakerphone volume: To raise the volume, press the right side of the Volume control button labeled  ; to lower the volume, press the left side of the Volume control button labeled  .	
4. When you are ready to hang up, press [Speaker] again.	

To change from the speaker to the handset:

1. Lift handset and talk.	• Speaker turns off when you lift handset.
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To change from the handset to the speaker:

1. While handset is off-hook, press [Speaker] .	• You can now hangup handset and call will remain active on speaker.
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7505, 7506, 7507 Voice Terminals

The 7505, 7506, and 7507 voice terminals have a built-in speakerphone that can be turned on and off by [Speaker] . The volume can be controlled by using the Volume control button.

Speakerphone

To place or answer a call without lifting the handset:

<p>1. Press [Speaker] .</p>	<ul style="list-style-type: none"> • Green light next to [Speaker] goes on. • You hear dial tone.
<p>2. Place or answer call or access selected feature.</p>	
<p>3. To adjust speakerphone volume:</p> <p>To raise the volume, press the right half of the Volume control button labeled  ; to lower the volume, press the left half of the Volume control button labeled  .</p>	
<p>4. When you are ready to hang up, press [Mute] again.</p>	<ul style="list-style-type: none"> • Green light next to [Mute] goes off.

To prevent the other party from hearing you:

<p>1. Press [Mute] .</p>	<ul style="list-style-type: none"> • Green light goes on next to [Mute] . • Other party cannot hear you.
<p>2. To resume speaking to other party, press [Mute] again.</p>	<ul style="list-style-type: none"> • Green light next to [Mute] goes off.

To change from the speakerphone to the handset:

1. While you are using the speakerphone, lift up handset and talk.	• Green light next to [Speaker] goes off.
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To change from the handset to the speakerphone:

1. While handset is off-hook, press [Speaker] .	• Green light next to [speaker] goes on.
2. Hangup handset.	

8110 Telephone

The 8110 telephone has a built-in speakerphone and microphone combination that can be turned on and off by [Spkr]. The telephones also have [Mute], and a sliding Speaker volume control.

To place or answer a call without lifting the handset:

1. Press [<u>Spkr</u>].	<ul style="list-style-type: none"> • Red light next to [<u>Spkr</u>] goes on. • You hear dial tone.
2. Place or answer call.	
3. To adjust speakerphone volume, use sliding arm on right of set.	
4. Press [<u>Spkr</u>] again when you are ready to hang up.	<ul style="list-style-type: none"> • Red light next to [<u>Spkr</u>] goes off.

To prevent the other party from hearing you (to mute the microphone):

1. Press [<u>Mute</u>].	<ul style="list-style-type: none"> • Red light next to [<u>Mute</u>] goes on. • Other party cannot hear you.
2. When you want to speak to other party again, press [<u>Mute</u>].	<ul style="list-style-type: none"> • Red light next to [<u>Mute</u>] goes off. • Other party can hear you again, and you can continue the conversation.

To change from the speakerphone to the handset:

1. Lift handset and talk.	<ul style="list-style-type: none"> • Red light goes off next to [<u>Spkr</u>].
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To change from the handset to the speakerphone:

1. During a call using handset, press [<u>Spkr</u>].	<ul style="list-style-type: none"> • Red light goes on next to [<u>Spkr</u>].
2. Hangup handset.	

10-Button MET Set

To use the built-in speakerphone on the 10-Button MET Set:

<p>1. To turn on the built-in speakerphone, press [On/Quiet] .</p>	<ul style="list-style-type: none"> • The On light goes on This operation is equivalent to lifting the handset.
<p>2. To turn off the speakerphone to end a call, press [off] .</p>	<ul style="list-style-type: none"> • The On light goes off.
<p>3. To transfer from the speakerphone to the handset during a call, lii the handset and continue the conversation.</p>	<ul style="list-style-type: none"> • The On light goes off.
<p>4. To transfer from the handset to the speakerphone during a call, press and hold [On/Quiet] until the handset is replaced.</p>	<ul style="list-style-type: none"> • The On light goes on.
<p>5. To temporarily prevent the other party from hearing you, press and hold [On/Quiet] .</p>	<ul style="list-style-type: none"> • The On light goes off.
<p>6. To talk to the other party again, release [On/Quiet] .</p>	<ul style="list-style-type: none"> • The On light goes on.

The External Speakerphone

An external speakerphone connected to the voice terminal allows the user the convenience of performing most voice terminal operations without lifting the handset. During a conversation, both hands are free for writing or checking call-related information. Tones and voice normally heard from the handset are heard from the speakerphone. To talk to the other party, the user can speak in a normal voice. The output volume of the speakerphone (and microphone) is adjustable.

The S201A, S202A, and S203A Speakerphones have the added advantage of performing an acoustic test of the environment. The light next to the Speakerphone, Mute, and Volume buttons go on, and you hear a set of tones. When the tones stop, the speakerphone is ready for use.

If an external speakerphone is connected to a voice terminal with an Adjunct or Speakerphone/headset adapter jack and has proper auxiliary power, if necessary, you can use the speakerphone for any of the operations in this guide by using the following procedures.

Suggestions for Positioning Your Speakerphone

Keep the following points in mind as you decide where to place your external speakerphone.

- A speakerphone is usually used about an arm's length from you or any other person talking into it.
- Place the speakerphone at least a foot from any wall.
- Avoid placing the speakerphone in a partly enclosed area, such as underneath a bookcase.
- Position the unit as far as possible from interfering noise sources such as a personal computer, fan, or air conditioner. Your speaking position should be closer to the speakerphone than the interfering noise source.

Using the S101A and S1012A Speakerphones

Listed below are the ways of turning on the S101A and S102A external speakerphone to answer a call or place a call. Regardless of the method used, the Speakerphone and Microphone lights go on when the speakerphone is turned on.

- Pressing Speakerphone **[On/Off]** is equivalent to lifting the handset; dial tone is heard from the speakerphone.
- Pressing a call appearance, Abbreviated Dialing, or Facility Busy button (without lifting the handset) to place a call turns on the speakerphone automatically; dial tone is heard from the speakerphone.
- Pressing a call appearance or Terminating Extension Group button (without lifting the handset) to answer a call turns on the speakerphone automatically.
- Pressing the intercom or Personal Central Office Line feature button (without lifting the handset) to place or answer a call turns on the speakerphone automatically.

To turn on the speakerphone:

<p>1. Press Speakerphone <u>[On/Off]</u> .</p>	<ul style="list-style-type: none"> • Green lights next to Speakerphone <u>[On/Off]</u> and Microphone <u>[On/Off]</u> . go on.
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To turn off the speakerphone to end a call:

<p>1. Press Speakerphone <u>[On/Off]</u> .</p>	<ul style="list-style-type: none"> • Green lights next to Speakerphone <u>[On/Off]</u> and Microphone <u>[On/Off]</u> go off.
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To change from the speakerphone to the handset during a call:

<p>1. Lift handset and continue conversation.</p>	<ul style="list-style-type: none"> • Green lights next to Speakerphone <u>[On/Off]</u> and Microphone <u>[On/Off]</u> .
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To change from the handset to the speakerphone during a call:

<p>1. Press Speakerphone <u>[On/Off]</u> , and then hangup handset.</p>	<ul style="list-style-type: none"> • Green lights next to Speakerphone <u>[On/Off]</u> and Microphone <u>[On/Off]</u> go on.
<p>2. You can continue the conversation.</p>	

To temporarily prevent the other party from hearing you:

<p>1. Press Microphone <u>[On/Off]</u> .</p>	<ul style="list-style-type: none"> • Green light next to Microphone <u>[On/Off]</u> goes off.
<p>2. Press Microphone <u>[On/Off]</u> again to return to the other party.</p>	<ul style="list-style-type: none"> • Green light next to Microphone <u>[On/Off]</u> goes on again.

Using the S201A and S202A Speakerphones

Use the following procedures *for* using a S201A or S202A speakerphone attached to your voice terminal. (Check with your System Manager to ensure that your voice terminal has proper auxiliary power to support your speakerphone.)

Whenever you move your speakerphone more than a few inches to a new location, press the RESET button on the back of the speakerphone and then move your hand away from the unit.

- The speakerphone unit produces a series of tones as it performs an acoustic test of the environment. (You will also hear these tones when you unplug and then reconnect your speakerphone.)
- Be as quiet as possible, Any speaking or abnormally high noise can interfere with the accuracy of your speakerphone's acoustic tests.

Note: In the unlikely case that your speakerphone makes a squealing noise during a call, press the RESET button. The speakerphone will adjust itself to normal.

To raise or lower the volume on the speakerphone:

<p>1. To raise volume, press Volume control button above  (the right arrow). To lower volume, press Volume control button above  (the left arrow).</p>	<ul style="list-style-type: none"> • Yellow light on Volume control bars increases or decreases as volume is raised or lowered. (There is a maximum of 10 lighted bars.)
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To place a call using your speakerphone:

<p>1. Press Speakerphone button.</p>	<ul style="list-style-type: none"> • Green light next to Speakerphone button goes on.
<p>2. When you hear dial tone, dial telephone number.</p>	

To answer a call using your speakerphone:

1. Press Speakerphone button.	• Green light next to Speakerphone button goes on.
2. Speak to caller.	

To change from the speakerphone to the handset:

1. Lift handset and continue conversation through handset.	• Green light next to Speakerphone button goes off.
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To change from the handset to the speakerphone:

1. Press Speakerphone button.	• Green light next to Speakerphone button goes on.
2. Hangup handset and begin your speakerphone conversation.	

To turn off the microphone temporarily on the speakerphone so the other person cannot hear you:

1. Press Mute button.	• Red light next to Mute button goes on.
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To turn on the microphone again on your speakerphone:

1. Press Mute button again.	• Red light next to Mute button goes off.
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To end a call while using your speakerphone:

1. Press Speakerphone button.	• Green light next to Speakerphone button goes off.
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Using the S203A Speakerphone

The procedures for using the S203A Speakerphone are very similar to those for the S201A and S202A. However, with the S203A Speakerphone, a user can have calls answered automatically; that is, when a call comes in, the speakerphone automatically goes on.

Whenever you move the speakerphone more than a few inches to a new location, if your Speakerphone button is flashing, or if your speakerphone should make a squealing noise during a call, press the RESET button on the back of your speakerphone and then move your hand away from the unit.

- The speakerphone unit produces a series of tones as it performs an acoustic test of the environment.
- Be as quiet as possible, Any speaking or abnormally high noise can interfere with the accuracy of your speakerphone's acoustic tests.

To raise and lower the volume on your speakerphone:

<p>1. To raise the volume, press Volume control button above  (the right arrow), To lower the volume, press Volume control button above  (the left arrow).</p>	<ul style="list-style-type: none"> • Yellow light on Volume control bars increases or decreases as volume is raised or lowered. (There is a maximum of 10 lighted bars.)
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To answer a call using your speakerphone:

<p>1. Press Speakerphone button.</p>	<ul style="list-style-type: none"> • Green light next to Speakerphone button goes on.
<p>2. Speak to caller.</p>	

The Auto Answer mode allows you to answer calls without pressing the Speakerphone button. To set the speakerphone to automatically answer calls:

<p>1. Press the Mute/Auto Answer button when the speakerphone is not in use on a call.</p>	<ul style="list-style-type: none"> • Red light next to Mute/Auto Answer button will flash to indicate that the Auto Answer feature is on. • When a call comes in, the speakerphone rings once, and then answers the call automatically. • Both you and the caller will hear a short burst of tone to indicate that the call has been answered.
<p>2. When the red light next to mute/Auto Answer button stops flashing, you can speak to the caller.</p>	

To cancel the Auto Answer feature:

<p>1. Press Mute/Auto Answer button again when the speakerphone is not in use.</p>	<ul style="list-style-type: none"> • Red light next to Mute/Auto Answer button will stop flashing.
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To place a call, if a telephone is connected to the line:

<p>1. Lift the handset and dial the call.</p>	
<p>2. Press Speakerphone button, hang up the handset, and begin your speakerphone conversation.</p>	<ul style="list-style-type: none"> • Light next to Speakerphone button goes on.

To turn off the microphone temporarily on the speakerphone so the other person cannot hear you:

<p>1. Press Mute/Auto Answer button while you are on a speakerphone call.</p>	<ul style="list-style-type: none"> • Red light next to Mute/Auto Answer button goes on steadily to indicate that the other person cannot hear you.
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To turn on the microphone again on your speakerphone:

<ol style="list-style-type: none"> 1. Press Mute/Auto Answer button. 	<ul style="list-style-type: none"> • Red light next to Mute/Answer Answer button goes off to indicate that the other person can hear you again.
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To end a call while using your speakerphone:

<ol style="list-style-type: none"> 1. Press Speakerphone button. 	<ul style="list-style-type: none"> • Red light next to Speakerphone button goes off.
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To have the speakerphone automatically end a call:

<ol style="list-style-type: none"> 1. When the calling party hangs up, do not press Speakerphone button. 	<ul style="list-style-type: none"> • After a short period of time, the speakerphone will automatically disconnect.
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To change from the handset to the speakerphone if a telephone is connected to the line:

<ol style="list-style-type: none"> 1. Press Speakerphone button. 	<ul style="list-style-type: none"> • Green light next to Speakerphone button goes on.
<ol style="list-style-type: none"> 2. Hang up handset and begin your speakerphone conversation. 	

To change from the speakerphone to the handset if a telephone is connected to the line:

<ol style="list-style-type: none"> 1. Lift handset and continue conversation through handset. 	<ul style="list-style-type: none"> • Speakerphone automatically goes off when you lift handset.
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The Display

Call-related information display is available in the following configurations:

- The display screen of a data terminal associated with a 7404D Voice Terminal
- The optional digital display module mounted on the 7405D or 7434D Voice Terminal
- The built-in displays of the 7406D (7406D01A and 7406D03A), 7406BIS (7406D05A), 7406 Plus (7406D07A), 7407D (740701 EI), Enhanced 7407D (7407D02C), 7407 Plus (7407D02D), and 7444 voice terminals
- The touch-screen of Personal Terminal 510D
- The conventional screen of Model 515 BCT.

Functionally, the various types of displays are equivalent, even though operating details *may* differ. Their feature control buttons have similar nomenclature.

Note: The display on a data terminal associated with a 7404D Voice Terminal is controlled from the keyboard by using the keys corresponding to the first letters of the display functions.

Turn on the display as follows:

- 7404D—turn on the associated data terminal.
- 7405D or 7434D with a digital display module—press [On/Off] ; the green status light goes on.
- 7406D, 7406BIS, 7406 Plus, Enhanced 7407D, 7407 Plus, and 7444—the display is always on while the voice terminal is plugged in; if the terminal has no display control buttons assigned, the display remains in the normal mode. This display is menu-driven while in the non-data call mode.
- 7407D—press [Display] ; the green status light goes on.
- 510D—use the On/Off switch on the back to turn on the entire unit; then press [Phone] to display the voice communications functions.
- 515 BCT—use the On/Off switch on the back to turn on the entire unit.

Press [Normal Mode] to display incoming and outgoing call information. Always return to Normal Mode after doing any other display functions.

To display date and time of day, press [Date/Time] . Then return to Normal Mode.

Use the other display buttons as directed in the individual terminal procedures of this guide.

CHAPTER 6. FEATURE BUTTONS AND ACCESS CODES

Assigned Feature Buttons

Table 6-A lists and briefly describes the feature buttons that can be assigned to voice terminals. The buttons used with Hospitality Services operations are listed; however, the operating procedures of the Hospitality Services features are not covered in this guide.

Any time a feature button is pressed and the feature is not available, the light associated with the feature button will flash momentarily.

If a feature cannot be accessed by a feature button, the user should check the “Feature Access Codes” portion of this chapter to see if there is a dialing code that can be used to access that feature and then check with the System Manager to see if the feature is available on the system.

TABLE 6-A. Feature Buttons Assigned to Voice Terminals

Typical	what the Button Does
<u>[Abrv Dial (name)]</u>	Provides 1-touch dialing of the number or access code assigned to the button.
<u>[Abrv Dial Program]</u>	Allows the user to program a number in an Abbreviated Dialing list.
<u>[Abrv Dial Pause]</u>	Inserts a 1.5-second delay interval into a string of digits stored in an Abbreviated Dialing list.
<u>[Abrv Dial Wait]</u>	Inserts a 0 through 10-second delay interval into a string of digits stored in an Abbreviated Dialing list.
<u>[Abrv Dial Mark]</u>	Inserts a mark character into a string of digits stored in an Abbreviated Dialing list; following a mark, only touch-tone signals are sent.
<u>[Abrv Dial Suppress]</u>	Inserts a suppress character into a string of digits stored in an Abbreviated Dialing list; digits following a suppress character are not displayed when the number is dialed.
<u>[Abrv Dial Function]</u>	Allows the user to insert a special character--pause, wait, mark, or suppress--into a string of digits; press the button and then dial “1” to insert a pause, dial “2” to insert await, dial “3” to insert a mark, or dial “4” to insert a suppress.
<u>[Auto Callback]</u>	Activates the Automatic Callback feature.

TABLE 6-A *(continued)*.
Feature Buttons Assigned to Voice Terminals

Typical Button Label	What the Button Does
<u>[Auto Ckt Assure]</u>	Activates the Automatic Circuit Assurance (ACA) feature.
<u>[Auto Icom (name)]</u>	Provides a talking path between two voice terminal users (Automatic Intercom feature).
<u>[Auto Wakeup]</u>	Allows the user to enter a wakeup call for a guest (Hospitality Services feature).
<u>[Aux Work]</u>	Makes a hunt group voice terminal unavailable to incoming group calls (Direct Department Calling and Uniform Call Distribution features).
<u>[Busy (facility)]</u>	Light goes on when the assigned trunk or extension number is in use; button places a call to that facility (Facility Busy Indication feature).
<u>[Call Forward]</u>	Allows the user to send his or her calls to another location (Call Forwarding All Calls feature).
<u>[Call Park]</u>	Allows the user to park calls (Call Park feature).
<u>[Call Pickup]</u>	Allows the user to answer a call intended for a member of his or her Call Pickup group (Call Pickup feature).
<u>[Cancel LWC]</u>	Allows the user to cancel a message that he or she previously left for another person (Leave Word Calling feature).
<u>[Check In]</u>	Cancels the outward calling restriction for the voice terminal in an occupied guest room (Hospitality Services feature).
<u>[Check Out]</u>	Activates the outward calling restriction for the voice terminal in a vacant guest room (Hospitality Services feature).
<u>[Class (COR)]</u>	Displays an internal caller's Class of Restriction (attendant only).
<u>[Clocked Override]</u>	Changes the active routing plan to another routing plan on a specified day and time (Time-of-Day Routing feature) requires display and Class of Service console permission.

TABLE 6-A *(continued)*.
Feature Buttons Assigned to Voice Terminals

Typical Button Label	What the Button Does
<u>[COLine]</u>	Accesses a dedicated trunk (Personal Central Office Line feature).
<u>[Coverage]</u>	Allows the covering user to talk privately with the called party (principal, Call Coverage feature). <u>[Coverage]</u>
<u>[Coverage]</u>	Light goes onto identify an incoming call directed to a Coverage Answer Group (Call Coverage feature).
<u>[Coverage Check]</u>	Leaves a message for the called party (principal) to call the calling party (Leave Word Calling feature).
<u>[Cover Msg Retrieve]</u>	Allows the user to display messages left for other system users (Message Retrieval feature).
<u>[Date Ext #]</u>	Allows the user to setup a data call (Data Call Setup feature); tracks state of Data extension when in use.
<u>[Date Time]</u>	Displays the current date and time of day (Voice Terminal Display feature).
<u>[Dele Message]</u>	Deletes the currently displayed message (Message Retrieval feature).
<u>[Dial Icom]</u>	Allows the user to gain rapid access to up through 32 other users within his or her Dial Intercom group (Dial Intercom feature).
<u>[Do Not Disturb Ext #]</u>	Allows the user to activate Do Not Disturb for an extension number (Hospitality Services feature).
<u>[Do Not Disturb Grp]</u>	Allows the user to activate Do Not Disturb for a group of extension numbers (Hospitality Services feature).
<u>[Exclusn]</u>	Prevents other users from bridging onto an active call (Privacy-Manual Exclusion feature; button used with Bridged Call Appearance, Personal Central Office Line, and Terminating Extension Group features).
<u>[Go to Cover]</u>	Sends a call directly to coverage (Call Coverage feature).
<u>[TrunkID]</u>	Identifies a specific trunk being used on a call (Trunk Identification display feature).

TABLE 6-A *(continued)*.
Feature Buttons Assigned to Voice Terminals

Typical Button Label	What the Button Does
<u>[Immediate Override]</u>	Immediately changes the currently active muting plan to another routing plan (Time-of-Day Routing feature); requires display and Class of Service console permission.
<u>[Inspect Mode]</u>	Displays call-related information for a call on hold or an incoming call (voice Terminal Display feature).
<u>[Intgrtd Directory]</u>	Accesses the integrated Directory (feature).
<u>[Last Numb Dialed]</u>	Automatically redials the last number dialed (Last Number Dialed feature).
<u>[Lock LWC]</u>	Light goes onto indicate that Leave Word Calling messages are protected (Leave Word Calling feature).
<u>[LWC]</u>	Leaves a message for a called party to returns, call (Leave Word Calling feature).
<u>[Link Failure]</u>	Light goes on if a communications link fails (Terminal Alarm Notification feature).
<u>[Major Alarm]</u>	Light goes on if a major system alarm occurs (Terminal Alarm Notification feature).
<u>[Major/Minor Alarm]</u>	Light goes on if a major or minor system alarm occurs (Terminal Alarm Notification feature).
<u>[Make Call]</u>	Places a call to an extension number associated with a displayed message or directory listing (Used with Message Retrieval and integrated Directory features).
<u>[Message Retrieve]</u>	Allows display-equipped voice terminal users to retrieve and display their messages (Message Retrieval feature).
<u>[M s g]</u>	Light goes on when a message is waiting for a specified user; standard terminal light indicator.
<u>[MsgWait (name)]</u>	Allows the user to turn on a Manual Message Waiting light at a specified voice terminal.
<u>[Msg Waiting Act]</u>	Causes the Message light to go on at a specified voice terminal (Hospitality Services feature).
<u>[Msg Waiting Deact]</u>	Causes the Message light to go off at a specified voice terminal (Hospitality Services feature).

TABLE 6-A *(continued)*.
Feature Buttons Assigned to Voice Terminals

Typical Button Label	What the Button Does
<u>[Next]</u>	Displays the next message or next name in the directory (Used with Message Retrieval and Integrated Directory features),
<u>[OCM Alarm]</u>	Light goes on if the Outgoing Call Management link fails.
<u>[Night Serve Hunt Grp]</u>	Puts a hunt group in the Night Service mode.
<u>[Night Serv Trunk Grp]</u>	Puts a trunk group in the Night Service mode.
<u>[Dial Mode]</u>	Displays call-related information for the active call appearance (Voice Terminal Display feature); pressing the button causes the user to exit the Message Retrieval or the integrated Directory mode and completes the immediate Manual Override and Clocked Manual Override procedures or any other non-Normal display mode.
<u>[PMS Alarm]</u>	Light goes on if the Property Management System link fails (Terminal Alarm Notified feature; indicator used with the Hospitality Services features).
<u>[Print Msgs]</u>	Activates the AP Demand Print feature.
<u>[Priority Call]</u>	Activates a special form of ringing when the user places a call to another user (Priority Calling feature).
<u>[Program]</u>	Allows 7203A voice terminal users to enter the Abbreviated Dialing Program Mode.
<u>[Send All Calls]</u>	Allows the user to redirect his or her incoming calls to coverage.
<u>[Signal (name)]</u>	Allows the user to send a signal to another user (Manual Signaling feature).
<u>[SMDR Alarm]</u>	Light goes on if the Station Message Detail Recording link fails (Terminal Alarm Notification feature).
<u>[Stored Number]</u>	Displays the last number dialed, the number stored in an Abbreviated Dialing button or list, or a number assigned to a Facility Busy Indication button.
<u>[Term Grp (number)]</u>	Light goes on when an incoming group call arrives (Terminating Extension Group feature).

TABLE 6-A *(continued)*.
Feature Buttons Assigned to Voice Terminals

Typical Button Label	What the Button Does
<u>[Timer]</u>	Displays the elapsed time (Voice Terminal Display feature).
<u>[Verify]</u>	Allows the user to check the status of voice terminals, hunt groups, and trunks (Busy Verification of Terminals and Trunks feature).

Feature Access Codes

Many features of the system require the dialing of codes for access and activation/deactivation. These codes consist of combinations of 1, 2, or 3 digits (0 through 9, * and #). Values of feature access codes called "default" values are programmed into software during system manufacture and are ready to use when a system is installed. If for any reason these preset values do not meet the business requirements at a specific installation, the System Manager can assign different ones. A few features do not have preset access codes; in those cases the System Manager must assign values.

The following list contains the default feature access codes associated with the voice features of the system and blank spaces for listing different values assigned by the System Manager. The actual codes used must also be marked at appropriate places in the procedures.

FEATURE	DEFAULT CODE	ASSIGNED CODE
Abbreviated Dialing Features		
Access to List 1	101	_____
Access to List 2	102	_____
Access to List 3	103	_____
Program Personal List	*0	_____
Announcement Access	none	_____
Answer Back (for Call Park)	120	_____
Answer Hold-Unhold	none	_____
Automatic Alternate Routing	norm	_____
Automatic Callback	*5	_____
Automatic Callback Cancel	#5	_____
Automatic Route Selection	none	_____
Call Forwarding	*2	_____
Call Forwarding Cancel	#2	_____
Call Park	115	_____
call Pickup	117	_____

FEATURE	DEFAULT CODE	ASSIGNED CODE
Code Calling Access		_____
Data Origination	134	_____
Data Privacy	135	_____
Emergency Access to the Attendant	none	_____
Facility Test Call	197	_____
Hunt Group Busy Activation	* 8	_____
Hunt Group Busy Deactivation	# 8	_____
Last Number Dialed	* 9	_____
Leave Word Calling Features:		
Send Message	* 4	_____
Cancel Message	# 4	_____
Message Retrieval Lock	* 1	_____
Message Retrieval Unlock	# 1	_____
Message Retrieval by Speech Synthesis (Principal)	none	_____
Message Retrieval by Speech Synthesis (Covering User)	none	_____
Print Messages	none	_____
Priority Calling	* 7	_____
Restriction-Controlled:		
Group Controlled Restriction Activation	125	_____
Group Controlled Restriction Deactivation	126	_____
User-Controlled Restriction Activation	105	_____
User-Controlled Restriction Deactivation	106	_____
Send All Calls	* 3	_____
Send All Calls Cancel	# 3	_____

FEATURE	DEFAULT CODE	ASSIGNED CODE
SMDR Account Code	* 6	_____
Trunk Answer From Any Station	1 1 2	_____

CHAPTER 7. TRAINING

This chapter contains hints and suggestions for the Communications Counselor in preparing training sessions for the employees. The Communications Counselor should become familiar with this entire document, and use it as a prompter at the training sessions. If questions arise that aren't answered by this document, the System Manager should be able to help. The Communications Counselor might also want to keep a list of answers to commonly asked questions so that information is always handy.

Why a Training Session?

It is important that employees have a short training session to familiarize them with the system's features and operation. Often employees are confused when faced with a new and "fancy" telephone or even with the same old telephone with many new capabilities. Even those who are used to switches with similar features "are helped by a few minutes with an "expert." And, the system has a lot of new capabilities and terms that employees need to learn.

Of course, training takes time and maybe a little inconvenient during the hustle and bustle of cut-over. However, the 20 minutes or so spent with the employees to prepare them for the capabilities of the system will considerably reduce the number of questions that will arise once the switch is operational. In fact, a short training class will make using the system an easy operation—something that will encourage the employees to use all of the capabilities that are available to them. This means that the company will be getting the most for its investment.

When and Where To Train

It is recommended that the training sessions take place as soon as possible after the switch is programmed. At that time, the Communications Counselor will know which features will be available and which groups of employees will be using those features.

Each training session should last about 20 to 30 minutes and should be held away from the employees' work locations—possibly in a conference room. Then, the trainees won't be bothered by their day-to-day activities or be distracted by people looking for their help. They will be able to concentrate on the training session and what the Communications Counselor is teaching.

Whom To Train

The training groups should be small—up to about 10 people. Since the different types of voice terminals access features differently, it's a good idea to group people who use the same type of voice terminal/telephone. For instance, one training session could be for all people using the 2500 telephone, one for all 7401 voice terminal users, and one for users with voice terminals that have displays. It's easier to teach and to learn one set of rules rather than having to sort out several exceptions.

Another good idea is to group people with similar jobs; for instance, secretaries with 7407 Plus voice terminals might make up one class session, The special needs of that work group could be addressed, and the Communications Counselor could discuss how the system's features can facilitate their tasks.

What To Teach

All employees should understand:

- How to use printed user information, either user's manuals, user's guides, or documents created with the on-line PC Phone Facts software program (see "Available Voice Terminal User Information" in this chapter);
- Key words used with the system (see Chapter 9 in this guide);
- System tones and signals (see "Ringing and Handset Tones" in Chapter 2, "The Basics: Answering and Placing Calls");
- Ž The difference between similar features (see "Feature Differences" in Chapter 3, "Using the Voice Terminal Features");
- Ž How to use the fixed features—Hold, Transfer, Conference, and Drop (see the procedures for these features in Chapter 3);
- Ž How to select a personalized ringing pattern for the telephone/voice terminal (see the procedures for "Personalized Ringing" in Chapter 3).

In addition, employees who have multi-appearance voice terminals should understand the Preference and Preselection feature and what the red and green lights on the voice terminals mean.

The Communications Counselor will have to decide which other features should be discussed in detail at the various training sessions and should be sure not to overwhelm the employees, It's best to discuss the features that will be used the most rather than try to cover all the features that are available. A little research about the employees' work environment will help determine which features will be most appropriate to discuss. For example, secretaries should have the Call Coverage feature explained carefully; executives will want to hear about Conference, and work groups should learn about Call Pickup and Call Park.

Toward the end of this book there is a Glossary which contains a list of key words and terms associated with the system. The communications Counselor should decide which words and terms to teach at the various training sessions. Handouts of the words and terms taught at each session would probably be helpful to the employees.

Teaching Aids

The Communications Counselor may find it helpful to keep copies of all the voice terminal user's guides. Each of these guides details feature operation for a particular voice terminal and will be valuable as quick reference when employees ask voice terminal-specific questions.

The appropriate user information should be given to each employee attending the training session. This information can be used to explain which features are available to them and can be used when specific procedures are being discussed.

The Communications Counselor might want to make up individual instruction cards or booklets for some employees, especially if the number of features available to them is limited or if they need specialized information. (If the Communications Counselor has access to the PC Phone Facts software package, the program may be helpful for this purpose) This individualized information also should have plenty of space on it so that employees can make notes to themselves.

Other aids that might be helpful during a training session are:

- Training video tapes that show how to use the basic calling features. Each package contains two versions, one for analog telephones and one for digital voice terminals.
- Voice terminals of the appropriate type for hands-on use by the employees in the session.
- Case studies of situations where feature use could be discussed so that the employees could see how the features would help them do their jobs.
- Questions and answer periods where employees could discuss their work and which features they could use to do the same tasks they do differently now.
- Comparative charts that show the employees which system features approximate the features on the switch being replaced.

Available Voice Terminal User Information

Some of the voice terminals have user's manuals which are shipped in the box with the voice terminal. These generic manuals usually demonstrate to the installer how to install and set up the voice terminal and instruct the telephone user how to use the local features on the telephones.

The main source of voice terminal user information will probably be the individual voice terminal user's guide. These quick reference guides describe the most widely-used local and system features and give step-by-step procedures on how to use each feature. The guides can be ordered from the AT&T Customer Information Center (CIC) in Indianapolis, IN; the telephone number and address for ordering appear at the front of this guide or at the front of every voice terminal user's guide.

Users may also choose to purchase and use the PC Phone Facts software program so that they can customize their own documents. PC Phone Facts, a PC-based software package which includes diskettes and a reference guide, gives users on-line access to descriptions and procedures for voice terminal features. By selecting and printing specific on-line feature descriptions and procedures, the person or people responsible for using the PC Phone Facts program can create documentation for individual users in the system. Thus, a person could construct a voice terminal document that includes only the features used by a particular group of telephone users or, if appropriate, print out all the feature portions and procedures to be used as a centrally-located reference guide. In addition, users can also transfer PC Phone Facts files to their own word processor, edit the files, change the format, rearrange the features, or even add graphics in order to meet their own individual telephone needs.

Using the Correct Voice Terminal User's Guides

Employees should be sure that they are using the right user's guide. To make sure, they should match the faceplate of their voice terminal with the drawing on the cover of the user's guide and Figure 1 in the text and check that the buttons are in the same place. Employees can also check the model number by looking on the bottom of the voice terminal. When these guides are not being used, they should be kept next to the voice terminal for easy reference.

Checking Off the Accessible Features

Above each procedure on the voice terminal user's guides is a white square. This square will have a check mark for fixed features and will be blank for other features. When employees are told which features are assigned to their voice terminals, they should put a check mark in the white square for the feature. The mark will be useful when the card is used for quick reference.

Activating Features

Features are activated and deactivated either by pressing programmed feature buttons or dialing feature access codes. (An access code is a 1-, 2-, or 3-digit "password" that tells the system which feature is being requested.) Feature access codes can be recorded in the spaces provided in the procedural steps for each feature which can be activated or deactivated by an access code and on the Quick Reference List at the back of each user's guide.

Using the Procedures

The procedures in the user's guides are numbered items that provide step-by-step instructions for activating or deactivating a feature. After most steps, bulleted items tell how the system responds to the action just taken.

For some features, the procedures show that either button or dial access can be used to activate a feature. If the voice terminal being used has a button assigned, the employee would follow the button instructions. If a button is not assigned, the employee would dial the access code. Enough space has been left within the procedures for the employees to write in the access code.

For Further Information About Individual Voice Terminals

In addition to the individual user's guides, further information about individual voice terminals can be found in the *Terminals and Adjuncts Reference manual, 555-015-201*. This reference manual provides physical and functional descriptions of each voice terminal and adjunct (such as speakerphones or data modules) that can be used with the DEFINITY Communications System, System 75, and System 85. The manual includes a detailed physical description of the voice terminal, power requirements, switch administration, and distance limitations. Although this manual is directed mainly to the system installer, this book may also help you, as the trainer, answer questions about a specific voice terminal.

CHAPTER 8. REFERENCES

The following is an abbreviated listing of DEFINITY Generic 1 and Generic 3 documentation. (Some of these documents also contain information on using the voice terminals with System 75 and/or System 85.) Included is a brief description of each document in the list. User guides are also available for all terminals used with the systems.

To order copies of any of these documents, refer to the address at the front of this book.

Business Communications Systems Publications Catalog 555-000-040

Provides a list of publications that support AT&T business communications systems. Also provides a brief description of each publication listed.

DEFINITY® Cmmunications System and System 75 and System 85 Terminals and Adjuncts Installation and Test 555-015-104

Provides procedures for installing and removing voice terminals (including Business Communications Terminal built-in voice terminals) and adding modules and adjuncts to voice terminals. Shows how to provide auxiliary power for voice terminals and associated modules and adjuncts. Provides references to other documents that contain step-by-step instructions for making cross-connections.

DEFINITY® Communications System and System 75 and System 85 Terminals and Adjuncts Reference 555-015-201

Provides concise physical and functional descriptions of the peripheral equipment that can be used with DEFINITY Generic 1, DEFINITY Generic 2, System 75, and System 85. It is intended as an aid for both AT&T and customer personnel in selecting appropriate components for these systems and in training and management.

DEFINITY® Communications System and System 75 and System 85 DS1/DM/ISDN-PRI Reference 555-025-101

Provides a broad but detailed description of the DS1 Tie Trunk Service, Digital Multiplexed interface (DMI), and integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) features. Introduces and defines concepts and terminology unique to DS1, DMI, and ISDN-PRI. Also includes applications, engineering procedures and considerations, cabling and connection arrangements, administration requirements, restrictions and limitations, etc.

**An Introduction to DEFINITY® Communications System
Generic 3** **555-230-020**

Provides an overview of DEFINITY Generic 3. Major hardware components, such as the switch, terminals, and software applications, are described to provide an understanding of the system's functional areas. Also provides an overview of System Management and data features and functions available with DEFINITY Generic 3.

**Introduction to DEFINITY® Communications System
Generic 3 Hospitality Services** **655-230-021**

Provides an overview of DEFINITY Generic 3 Hospitality Services, Major hardware components, such as the system cabinet, and terminals are described to provide an understanding of the system's functional areas. Also provides an overview of the hospitality features available with the system, as well as other voice, data, and System Management features.

**DEFINITY® Communications System Generic 1 and
Generic 3 Feature Description** **555-230-201**

Provides a technical description of the system features and parameters, For each feature, the following information is provided:

- Limitations/considerations
- Feature interactions
- Administration requirements
- Hardware and software requirements.

**DEFINITY® Communications System Generic 3
Pocket Reference** **555-230-202**

Provides the reader with a quick, pocket-sized reference to the benefits, requirements, limitations, parameters, features, and circuit packs associated with the system.

**DEFINITY® Communications System Generic 1
and Generic 3; System Reports** **555-204-510**

Describes the management of the system's administration and operation, Includes the guidelines for initialization, reconfiguration, backup procedures, monitoring system performance, and maintaining system security. Includes a description of the tasks that can be performed via the administration terminal and prerequisites for completion. Also included is a description of the Traffic Measurement Reports for the system.

**DEFINITY® Communications System Generic 1 and
Generic 3 Planning and Configuration** **555-230-4500**

Provides information be used by the Account Team to determine the customer's requirements and to collect the information needed to estimate system hardware requirements.

**DEFINITY® Communications System Generic 1 and
Generic 3 Console operations** **555-230-700**

Provides "how-to-operate" instructions for the attendant console. Serves as a reference when defining the console control keys and incoming Call Identification requirements.

**AT&T DEFINITY® Communications System Generic 1 and
Generic 3 Automatic Call Distribution (ACD) Agent
instructions** **555-230-722**

Provides information for use by agents after training is completed. The various ACD features are described and the procedures for using them are provided in this document. These instructions apply to DEFINITY Communications System Generic 1 and Generic 3.

**AT&T DEFINITY® Communications System Generic 1 and
Generic 3 Automatic Call Distribution (ACD) Supervisor
instructions** **555-230-724**

Provides information for use by supervisors after training is completed. The various ACD features are described and the procedures for using them are provided in this document. These instructions apply to DEFINITY Communications System Generic 1 and Generic 3.

**DEFINITY® Communications System Generic 1 and
Generic 3 Hospitality Considerations User's Guide** **555-230-723**

Contains procedures for using the Hospitality Services of DEFINITY Generic 1 and Generic 3. These services include a group of system-based features that support the lodging and health industries.

**DEFINITY® Communications System Generic 1 and
Generic 3 installation and Test** **555-230-104**

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

- DEFINITY® Communications System Generic 1 and Generic 3 Upgrades and Additions** 555-230-106
- Provides procedures and information required to upgrade a System 75 V1, V2, or V3 to a DEFINITY Generic 1 system, and to upgrade a DEFINITY Generic 1 to a DEFINITY Generic 3 system. Also provides information on making additions to an operational system after the initial switch installation.
- DEFINITY® Communications System Generic 1 and Generic 3 Wiring** 555-204-111
- Provides an overview of the DEFINITY Generic 1 and Generic 3 wiring plan.
- DEFINITY® Communications System Generic 1 and Generic 3 System Description and Specifications** 555-230-200
- Provides a technical description of the system and its hardware, environmental and space requirements, and parameters. Also provides a brief description of features and services.
- DEFINITY® Communications System Generic 3 Maintenance** 555-230-105
- Provides the information necessary for monitoring, testing, and maintaining DEFINITY Generic 1. It is intended to cover many of the faults and troubles that can occur in the system.
- DEFINITY® Communications System Generic 3 Implementation** 555-230-661
- Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the Generic 3 Management Terminal.
- DEFINITY® Communications System Generic 1 and Generic 3 Basic Call Management System (BCMS) Operations** 555-230-703
- Describes all the features and provides instructions for operating the Basic Call Management System (13CMS) feature.

**DEFINITY® Communications System Generic 1 and
System 76 Automatic Call Distribution Application Notes**

555-209-013

Describes in detail the Automatic Call Distribution (ACD) feature of System 75 R1V3 and DEFINITY Generic 1 systems. Also described are the associated “embedded” features (such as Intraflow/Interflow, Queue Status Indications, Agent Call Handling, etc.) required for efficient operation and use of the ACD feature.

GLOSSARY

Access Code

A1-, 2-, or 3-digit dial code used to activate or cancel a feature or access an outgoing trunk. The star (*) and pound (#) can be used as the first digit of an access code.

Activate

To begin or turn on the operation of a feature.

Administer

To access and change the parameters associated with the services or features of the system.

Answer Back Code

A code dialed to retrieve a parked call.

Appearance

See Call Appearance.

Asynchronous Data Transmission

A scheme for sending and receiving data if no restriction has been made as to when data elements may occur.

Attendant

The operator of the console.

Attendant Console

An electronic call-handling position with pushbutton control. Used by attendants to answer and place calls and to manage and monitor some of the system operations.

Audio Information Exchange (AUDIX)

An optional voice mail and message service which provides Coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

Authorization Code

A system code used to upgrade the calling privileges of the voice terminal user or attendant, or a code required for use of certain trunks.

Automatic Alternate Routing (AAR)

A system feature that allows up to four choices for private network calls from the customer location to another.

Automatic Route Selection (ARS)

A system feature that provides automatic selection from a preprogrammed sequence of the least costly facilities for completing calls to the public network.

Barrier Code

A security code used with the Remote Access feature to prevent unauthorized access to the system.

Bridge (Bridging)

The sharing of the same extension by two or more voice terminals.

Bridged Appearance

A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.

Busy Out

A method used to cause a line or trunk to appear (signal) busy to incoming calls.

Busy Tone

A low-pitched tone repeated 60 times a minute indicating that the extension number dialed is in use.

Call Appearance, Multi-Appearance Voice Terminals Except 7401D

A button labeled with an extension number used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance or status of the call.

Call Appearance, 7401D Voice Terminal

Has two “virtual” appearances that do not have buttons or status lights. The first call appearance is used to place calls, receive calls, and hold calls. The second appearance is used with the Conference and Transfer features, receives priority calls when the first appearance is active, and may be administered to receive any other incoming second call.

Callback Call

A call that is automatically returned to a voice terminal user who activated the Automatic Callback or Ringback Queuing feature.

Call Waiting Ringback Tone

A tone with a low-pitched signal at the end indicating that the extension number called is busy, but that the called party has been given call waiting tone.

Call Waiting Tone

A low-pitched beeping tone, not repeated, indicating that an incoming call is waiting to be answered. The number of beeps tells the source of the waiting call: 1 beep indicates a call from another telephone/voice terminal; 2 beeps indicates a call from an attendant or from an outside caller; 3 beeps indicates a priority call.

Central Office (CO)

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

Central Office Codes

The first 3 digits of a 7-digit public network telephone number. These codes are numbered from 200 through 999.

Central Office Trunk

A telecommunications channel that provides access from the system to the public network through the local central office.

Class of Service (COS)

A number that specifies the features and calling privileges that together determine the calling privileges of a group of extension numbers.

Confirmation Tone

Three short bursts of tone indicating that the activation or cancellation of a feature has been accepted.

Console

See Attendant Console.

Console Permission

The authorization (from the System Manager) to initiate Call Forwarding All Calls for an extension other than your own.

Coverage Answer Group

A group of up to eight voice terminals that ring simultaneously when a call is redirected to the group by the Call Coverage feature. The call can be answered by any group member.

Coverage Call

A call that is automatically redirected from the called party's extension number to an alternate answering position when certain coverage criteria are met.

Coverage Path

The order in which calls are redirected to alternate answering positions.

Coverage Point

The attendant positions (as a group), Direct Department Calling group, Uniform Call Distribution group, Coverage Answer Group, a voice terminal extension, or Message Center Hunt Group designated as an alternate answering position in a coverage path.

Coverage Tone

One short burst of tone indicating a call to an extension number will be answered at another extension number by a covering user.

Covering User

The person at an alternate answering position who answers a coverage call.

Designated Voice Terminal

The specific voice terminal to which calls, originally directed to a certain extension number, are redirected. Commonly used to mean the ‘forwarded-to’ terminal when Call Forwarding All Calls is active.

Dial Tone

A continuous steady tone indicating that dialing may begin or a feature may be activated.

Digital Terminal Data Module (DTDM)

An adjunct to Model 7403D or 7405D voice terminals that provides the required interface between the system and a data terminal such as a 513 Business Communications Terminal.

Direct Distance Dialing (DID)

Long distance calls completed without operator assistance.

Direct Inward Dialing (DID) Trunk

An incoming trunk used for dialing directly into a switching system without assistance from the attendant.

End-to-End Signaling

The transmission of touch-tone signals generated by dialing from a voice terminal to remote computer equipment. A connection must first be established over an outgoing trunk from the calling party to the computer equipment. Then additional digits can be dialed to transmit information to be processed by the computer equipment.

Enhanced List

One of the four types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

Extension Number

A 1- to 5-digit number assigned to each voice terminal, certain system groups, data modules, 510 Personal Terminal, or 515 Business Communications Terminal within the system.

External Call

A connection between a system user and a party on the public telephone network or on a tie trunk.

Facility

A general term used for the telecommunications transmission pathway and associated equipment.

Feature

A specifically defined function or service provided by the system.

Feature Button

A labeled button on a voice terminal or attendant console designating a specific feature.

Feature Code

A dial code of 1,2, or 3 digits that a user can use to activate or cancel the operation of a feature.

Foreign Exchange (FX)

A central office other than the one providing local access to the public telephone network.

Foreign Exchange Trunk

A telecommunications channel that directly connects the system to a central office other than its local central office.

Group List

One of the four types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

Handset

The handheld part of the voice terminal which the user pick up, talks into, and listens from. Sometimes known as the receiver.

Idle Appearance Preference

A feature assigned to a multi-appearance voice terminal which allows the user to be automatically connected to an idle call appearance upon going off-hook.

Intercept Tone

An alternating high and low tone indicating a dialing error or denial of the service requested.

Internal Call

A connection between two users within the system.

Line

The communications path connecting a voice terminal to the digital switch of the system.

Message Center

An answering service for calls that might otherwise go unanswered; an agent accepts and stores messages for later retrieval. (Requires an Applications Processor.)

Message Center Agent

A member of the Message Center Hunt Group who takes and retrieves messages for voice terminal users.

Message Retriever

A person authorized by the System Manager to retrieve messages for other users.

Modern Pooling

Provides shared-use conversion resources that eliminate the need for a dedicated modem when a data module accesses, or is accessed by, an analog line or trunk.

Multi-Appearance Voice Terminal

A terminal equipped with at least two call appearances for the same extension number, Allows the user to handle more than one call on that same extension number at the same time.

On-Hook

A term signifying that the telephone/voice terminal handset has been lifted.

On-Hook

A term signifying that the telephone/voice terminal handset has been placed on the switchhook (hung up).

Paging Trunk

A telecommunications channel used to access an amplifier for loudspeaker paging.

Personal List

One of the four types of Abbreviated Dialing lists; programmable by the System Manager or by the user. Contains telephone numbers of the user's choice, and stores each of them as a single-digit list item.

Personal List Item

One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

Pickup Group

A group of individuals authorized to answer any call directed to an extension number within the group.

Primary Coverage Extension Number

A first telephone/voice terminal in a coverage path when a call is redirected to coverage.

Principal (User)

In terms of Call Coverage, a person for whom a call was originally intended.

Priority Call

An important or urgent call which sends a special 3-burst ring.

Program/Reprogram

To use your dial pad to assign a telephone number to a personal list item or an Abbreviated Dialing number.

Public Network

The network that can be openly accessed by all customers for local or long-distance calling.

Queue

An ordered sequence of calls waiting to be processed.

Queuing

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk, Calls are automatically connected in first-in, first-out sequence.

Recall Dial Tone

Three short bursts of tone followed by dial tone indicating that the feature requested has been accepted and that dialing may begin.

Redirection Criteria

The information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

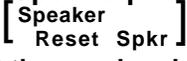
Remote Access Trunk

A telecommunications channel used by an authorized caller to gain access to the system.

Reorder Tone

A fast busy tone repeated 120 times a minute indicating that all trunks or other facilities are busy.

Reset The Speakerphone

To use  to perform an acoustic test of the surrounding environment and adjust the speakerphone for optimal performance.

Retrieve

To collect telephone messages with the Message Retrieval or Voice Message Retrieval features, (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

Ringback Queuing

The process by which a caller attempting to complete an outgoing call is placed in queue. The caller may then hang up and is called back when an outgoing trunk becomes available.

Ringback Tone

A low-pitched tone repeated 15 times per minute indicating that the telephone dialed is ringing.

Ringer

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

Ringling Tone

The ring heard when a call is being received and the handset is on-hook. This signal may be 1, 2, or 3 rings: 1 ring indicates a call from another voice terminal on the system; 2 rings indicates a call from the attendant or an outside caller; 3 rings indicates priori calls.

Single-Line Voice Terminals

Voice terminals served by a single-line tip and ring circuit.

Station Message Detail Recording (SMDR)

A service that records detailed call information on incoming and outgoing calls and changes the calls to an account charge number.

Status Light

A light showing the status of a call appearance by the state of the light (on, flashing, fluttering, or off), outgoing calls and changes the calls to an account charge number.

Stored Number

A telephone number which has been programmed and stored as a 1-, 2-, or 3-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; if the number is stored on an Abbreviated Dialing number, the number can be accessed by simply pressing that button.

Switchhook

The button(s) on a telephone/voice terminal located under the handset. To “flash the switchhook means to press down and then immediately release this button.

System List

One of the four types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

System Manager

A person responsible for specifying and administering features and services for the system.

Tandem Tie Trunk Network

A private network that interconnects several customer switching systems by dial repeating tie trunks. Access to the various systems is dictated by codes that must be individually dialed for each system.

Tie Trunk

A telecommunications channel that directly connects two private switching systems.

Tone Ringer

A device with a speaker, used in electronic voice terminals to alert the user.

Trunk

A telecommunications channel between two switching systems.

Trunk Code

A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

Trunk Group

Telecommunications channels assigned as a group for certain functions.

Voice Terminal

A single-line or multi-appearance voice instrument.

Wide Area Telecommunications Service (WATS)

A service that allows calls to a certain area or areas for a flat-rate charge based on expected usage.

800 Service

A service that allows incoming calls from a certain area or areas to an assigned number for a flat-rate charge based on usage.

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