AT&T

AT&T DEFINITY® Communications System Generic 1

7313H, 7314H, 7315H, 7316H and 7317H

Voice Terminals

User's Guide

HEARING AID COMPATIBILITY

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

Your 7313H, 7314H, 7315H, 7316H and 7317H Voice Terminals

The 7313H BIS-10, 7314H BIS-22, 7315H BIS-22D, 7316H BIS-34 and 7317H BIS-34D voice terminals are designed so that you can conveniently use the many features of the AT&T DEFINITY® Communications System Generic 1. For System 25/Merlin® customers who are migrating to the DEFINITY® Communications System Generic 1, please note: Features and terminal functionality may no longer be provided or may not be provided in the identical state. Equivalent feature and terminal capabilities will be available for the most important features.

The following **Figures** - **1, 2 and 3** depict the 7313H, 7314H and 7317H voice terminals.

Figure 1. 7313H Voice Terminal

The 7314H and 7316H are similar, except for the number of feature buttons.

Figure 2. 7314H Voice Terminal

The 7315H and 7317H are similar, except for the number of feature buttons.

Figure 3. 7317H Voice Terminal

The feature buttons, LEDs and controls on the voice terminals pictured in **Figures 1, 2** and **3** are described below. For your convenience, they are listed alphabetically.

Call appearances/ Feature buttons	Usually, 3 of these 10 buttons are devoted to handling incoming and outgoing calls (**call appearances**) and are labeled with an extension number. The remainder of these buttons access features (**feature buttons**) and are labeled with a feature name. Each call appearance/feature button has a red in-use light and a green status light.
Conference button	For setting up conference calls.
Contrast dial	Available on some of the display voice terminals, to alter the contrast on the Liquid Crystal Display (LCD).
Dial pad	The standard 12-button pad for dialing phone numbers and accessing features.
Drop/Stop button	A fixed feature button for dropping the last party added to a conference call or for disconnecting from a regular call. The **Stop** subfeature is not supported by AT&T DEFINITY® Communications System Generic 1. (Stop can be programmed into an abbreviated dial string by pressing "7" rather than pressing the Stop button.)
Feature buttons	Each of these buttons accesses features and is labeled with a feature name. (The 7314H and 7315H have 12 feature buttons; the 7416H and the 7317H have 24 feature buttons.)
Handset	For placing and answering calls (also known as the **receiver**). In most cases, you must lift the handset (go off-hook) before you can use a feature.
HFAI button	Hands Free Answer on Intercom is not supported by AT&T DEFINITY® Communications System Generic 1. See **Internal Automatic Answer** (int-aut-an), the new automatic answering capability for internal calls, which will provide equivalent functionality.
HFAI light	Not supported by AT&T DEFINITY® Communications System Generic 1.
HFAI/Mic button	A fixed feature button on the 7313H. Hands-Free Answer on Intercom is not supported by AT&T DEFINITY® Communications System Generic 1. (See **Internal Automatic Answer**, the new automatic answering capability for internal calls, which will provide equivalent functionality.) The HFAI/Mic button operates as a local ON/OFF control for the terminal's microphone. (The microphone goes on automatically when an internal automatic answer call is answered.)
HFAI/Mic light	A green light on the 7313H that blinks when the microphone is activated.

Hold/Pause button	For putting a call on hold. The **Pause** subfeature is not supported by AT&T DEFINITY® Communications System Generic 1. (Pause can be programmed into an abbreviated dial string by pressing "8" rather than pressing the Pause button.)
Liquid Crystal Display (LCD)	Available only on the 7315H and 7317H voice terminals, a 1-line, 16 character alphanumeric display, with the ability to scroll to a second line, used as a clock, calendar, alarm, and timer in Local mode, and used to display number dialed, account code, and calling party ID in Normal mode.
Message button	A fixed feature button, not supported by AT&T DEFINITY® Communications System Generic 1.
Message light	A green light which goes on steadily when a message has been left for you.
Microphone/Mic button	A fixed feature which comes on automatically when an internal automatic answer call is answered. It can also be turned *on* or *off* manually.
Microphone light	A green light which goes on steadily when the microphone is activated.
Mode switch	A sliding switch with 3 settings - test (T), operate (●) and program (P). To test your voice terminal's ringer and lights (and the alarm on display voice terminals), slide the switch up away from you (T) - the ringer will sound and the red and green lights will flash alternately until you

	release the switch. (See your System Manager if either the ringer or the lights do *not* respond during the test.) To operate your voice terminal, slide the switch to the center position (●). The program mode (P) is not supported by AT&T DEFINITY® Communications System Generic 1.
Recall button	A fixed feature button, not supported by AT&T DEFINITY® Communications System Generic 1.
Ringer volume control	A sliding switch to control the volume for the tone ringer. Slide it up away from you (Hi) for a louder ring, down toward you (Lo) for a quieter ring.
Set button	Available only on the 7315H and 7317H display voice terminals, used with Timer Start/Fwd, Timer Stop/Rev and Time/Timer Exit to set time related information on the Liquid Crystal Display.
Speakerphone button	A fixed feature button, with a single LED visual indicator, for accessing the built-in speaker. Speakerphone goes on automatically when an internal automatic answer call is automatically answered.
Speakerphone light	A green light which goes on steadily when the built-in speaker is activated.

Timer Start/Fwd button	Available only on the 7315H and 7317H display voice terminals, forwards time related information on the Liquid Crystal Display when used with Set and Time/Timer Exit buttons.
Timer Stop/Rev button	Available only on the 7315H and 7317H display voice terminals, reverses time related information on the Liquid Crystal Display when used with Set and Time/Timer Exit buttons.
Time/Timer Exit button	Available only on the 7315H and 7317H display voice terminals, used with Set, Timer Start/Fwd and Timer Stop/Rev buttons to save time related information on the Liquid Crystal Display.
Transfer button	For transferring a call to another voice terminal.
Volume control dial	Available only on the 7314H, 7315H, 7316H and 7317H, used to control the volume of the built-in speaker. With a dial range of 1 to 8, move the dial to 1 for the lowest volume and 8 for the loudest volume.
Volume control switch	Available only on the 7313H, used to control the volume of the built-in speaker. Slide the switch up away from you (Hi) for the loudest volume; slide the switch down toward you (Lo) for the lowest volume.

What the Features Do

Here are brief descriptions of the commonly used features, including what each one does and how you might want to use it. The first 20 are voice features, and the last 2 are display features.

Voice Features

Abbreviated Dialing (AD)   Allows you to store selected phone numbers for quick and easy dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. Abbreviated Dialing offers 4 possible types of lists—personal, group, system, and enhanced—and you can have a total of 3 out of the 4 lists. Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the System Manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Automatic Callback   Sends you a special 3-burst ring indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office. **Note**: Can be used only for extensions, not outside numbers.

Bridging   Permits you to answer or join in calls to someone else's extension by pressing a **bridged appearance button** on your voice terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your System Manager. Use to assist in handling calls for a

designated co-worker.

Call Coverage   Provides automatic redirection of certain calls to your voice terminal for answering. (Your System Manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage. **Note**: If you have **Go to Cover**, you (the calling party) can send internal calls directly to coverage any time after dialing is completed (the person you call must be in a call coverage group).

Call Forwarding All Calls   Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your calls to be forwarded to a phone number of your choice.

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

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

Conference   Allows you to add parties to a call, so that you can conduct up to a 6-way conversation. (If you wish to conference more than 6 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

Drop/Stop   Disconnects from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call. (The **Stop** subfeature is not supported by AT&T DEFINITY® Communications System Generic 1. Stop can be programmed into an abbreviated dial string by pressing "7" rather than the Stop button.)

Hold/Pause   Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to perform another task. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else. (The **Pause** subfeature is not supported by AT&T DEFINITY® Communications System Generic 1. Pause can be programmed into an abbreviated dial string by pressing "8" rather than the Pause button.)

Intercom (Automatic/Dial)   Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users by pressing a feature button and then dialing the group member's 2- or 3-digit code. Use to rapidly dial frequently called numbers.

Internal Automatic Answer (int-aut-an)   Sends you a distinctive tone burst via the speaker or headset, indicating that an internal call is being automatically answered. (Internal calls which are eligible for IAA can be grouped into two categories: (1) station-to-station voice calls, with both stations on the same switch—this includes redirected intra-switch calls; and (2) calls from another switch node in a DCS configuration and the origin of the call is known to be an internal, non-attendant voice station on that switch—this includes redirected inter-DCS node calls.) IAA allows you to automatically answer subsequent incoming internal calls (one or more calls may be held at call appearances).

Last Number Dialed   Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

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

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

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

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

Speakerphone   Allows you to place calls or access other voice features without lifting the handset. Use with feature activities that require listening only (such as Voice Message Retrieval, Internal Automatic Answer or Call Forwarding All Calls), and for group listening situations.

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

Voice Message Retrieval   Gives you messages (via computerized voice) left for you through Leave Word Calling or as entered by a covering user. If authorized by your System Manager, you may also retrieve messages for one or more of your coworkers. Use to hear all messages received while you were away.

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Display Features

The following display features apply only to the 7315H and 7317H display voice terminals.

Local/Normal (Disp-Norm)   Allows you to toggle the station between Local mode and Normal mode. (An idle station will be in Local mode; an activated station will be in Normal mode.) Use Local mode to display terminal generated time/date related information, such as clock, calendar, alarm and timer; Use Normal mode to display switch controlled call related information, such as number dialed, calling/called party information, and automatic incoming call identification.

Scroll   Allows you to toggle between two lines of alternated 16 character display, when in the Normal mode. (Only one line is visible at a time.)

How to Use the Features

The procedures which follow give short, step-by-step instructions for using each of the voice and display features. For your convenience, features in each category are listed alphabetically.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions below. Your System Manager can supply the information required.

- To the right of each feature name is a box. For each feature that you have, mark a ☐ in the blank box as a reminder. (Fixed feature buttons for Conference, Transfer, Drop, Hold and Speakerphone are already marked for you.)

- To use a voice feature, you must have the handset off-hook unless you are instructed to remain on-hook in the procedures or you are using the built-in speaker. You can activate or cancel most of the voice features by dialing 2- or 3-digit codes (if they are not already assigned to a button). In the blanks provided within the procedures, write in the feature code numbers.

- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up or press `Drop`, get dial tone, and begin again at Step l.

Conventions

The following conventions are used in the procedures:

`Gray Type`	Procedural steps in gray type are steps that you should follow if you do not have a button assigned for the feature.
`xxxxx`	This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red in-use light and a green status light and is labeled with an extension number (shown as **xxxxx**).
`Feature` `Feature xxxxx`	Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number or a person's name (shown as **xxxxx**).

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

Quick Reference Lists

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

Voice Features

When placing calls or using the voice features, you have the option of doing so **off-hook** by lifting the handset or by pressing `Speakerphone` button. If your voice terminal is set for the Speakerphone feature, pressing `Speakerphone` simultaneously activates the built-in microphone so that you can place and answer calls without lifting the handset.

Answering and Placing Calls ☐

To answer a call

1 Lift the handset

- Green light goes on steadily at the selected call appearance button

Note: If you are not connected immediately, press the call appearance button next to the flashing green light.

To place a call

1 Lift the handset

- Green light goes on steadily at the selected call appearance button

Note: If you want to use a different call appearance, press the desired call appearance button.

2 Listen for the dial tone and dial the number

To end (or drop) a call

1 Hang up handset or press `Drop` button

Note: If you use the `Drop` button, you will hear a dial tone and your voice terminal is ready for another call.

Abbreviated Dialing (AD) ☐

To program/reprogram an AD button

Note: AD buttons must first be assigned by your System Manager.

1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program

Note: Each AD button will hold one complete phone number or feature code.

2 Pick up handset

3 Press ⎡ **Program** ⎤ (if this button has been assigned to your voice terminal)
or Dial AD Program code _____   [dial tone]

4 Press ⎡ **AD xxxxx** ⎤ to be programmed   [dial tone]

5 Dial outside number, extension or feature code you want to store

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

6 Press ⎡ **#** ⎤ (on the dial pad)   [confirmation tone]

- Number is stored

- To program additional buttons, repeat Steps 3-6

7 Hang up or press ⎡ **Drop** ⎤ to end programming

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To place an AD call

1 Press selected ⎡ **AD xxxxx** ⎤   [ringback tone]

- Call is dialed (silently)

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

1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)

Note: Each phone number or feature code is stored as a separate item.

2 Press ⎡ **Program** ⎤
or Dial AD Program code _____   [dial tone]
[dial tone]

3 Dial Personal List number (1, 2, or 3)   [dial tone]

5 Dial number you want to store

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

6 Press #   [confirmation tone]

- Number is stored

- To program additional items on the same list, repeat steps 4-6; to program items on another list press ⎡Drop⎤ and begin again at step 1

7 Hang up or press ⎡Drop⎤ to end programming

Note: Record your personal list items on the Abbreviated Dialing list in the back of this booklet; group, system, and enhanced lists can be obtained from the System Manager.

To place a call using an AD list code

1 Dial appropriate AD list code:

      List 1 _____
      List 2 _____   [dial tone]
      List 3 _____

2 Dial desired list item (**1, 2, 3...**)

- Call is dialed

Note: You can program a list code on one of your AD buttons for faster access to a list. To place a call, simply press the AD button and then dial the desired list item.

Automatic Callback   ☐

To automatically place
another call to an
extension that was busy,
did not answer, or
returned a call waiting
ringback tone

1 Press ⌈ **Auto Callback** ⌉ during call attempt
                                      [confirmation tone]

- Green light goes on steadily until callback is
  completed or canceled

Note: If you send your calls to coverage after
activating Automatic Callback, your callback calls
will still ring at your extension and will *not* be
redirected to coverage.

2 Hang up

- You will get a 3-burst priority ring when the
  extension you attempted to call becomes available

Note: After you activate Automatic Callback, the
system monitors the called extension. That
extension becomes available after the called party
completes a call.

3 Lift handset when you hear priority ring

- A call is automatically placed to the extension,
  which receives regular ringing

To cancel Automatic
Callback

1 Press ⌈ **Auto Callback** ⌉ again (while on-hook)
or Dial Automatic Callback Cancel code _____
                                      [confirmation tone]

- Green light goes off

Note: Automatic Callback is automatically canceled
after 30 minutes or if the callback call is
unanswered.

Bridging

To answer a bridged call	**1** Press ⌑ xxxxx ⌑ of bridged call
	Note: If your voice terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset.

To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per-call basis)	**1** Press ⌑ Exclusion xxxxx ⌑ while connected to the call
	Note: Pressing ⌑ Exclusion xxxxx ⌑ again reactivates bridging.

Call Coverage

To answer a call for a co-worker for whom you are a coverage point	**1** Press ⌑ xxxxx ⌑ of incoming call when ring begins or green light flashes
	Note: If your voice terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset. Also, the call is *not* at your voice terminal until the green light is flashing.

To leave a message for a co-worker to call the original caller's extension	**1** Press ⌑ Coverage Callback ⌑ while connected to the call [confirmation tone]
	Note: To leave a message for a co-worker to call *you*, activate Leave Word Calling instead.

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To talk privately with co-worker after answering a redirected call	**1**	Press ⎡ **Transfer** ⎤
		• Call is put on hold
	2	Press ⎡ **Consult** ⎤ [priority ring to co-worker] **or Dial co-worker's extension**
		Note: You can privately discuss the call at this time; if your co-worker is not available, press the fluttering ⎡ **xxxxx** ⎤ to reconnect to call.
	3	Press ⎡ **Transfer** ⎤ again to send call to co-worker **or** press ⎡ **Conference** ⎤ to make it a 3-party call

Call Forwarding All Calls ☐

To temporarily redirect all calls to an extension or outside number of your choice	**1**	Press ⎡ **Call Forward** ⎤ **or Dial Call Forward code** _____ [dial tone]
		• Green light flutters
	2	Dial extension or number where calls will be sent [confirmation tone]
		Note: Some voice terminals have restrictions on where calls can be forwarded (see your System Manager).
	3	Hang up
		Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

| To cancel Call Forwarding | **1** | Press ⎡ **Call Forward** ⎤ again (while on-hook) **or Dial Call Forward Cancel code** _____ [confirmation tone] |
| | | • Your calls will now ring at your own voice terminal |

Call Park

To park a call at your extension (for retrieval at any extension)

Note: If a Call Park button has been assigned to your voice terminal, simply press Call Park to park the call and hang up; otherwise, follow the instructions below.

1 Press Transfer   [dial tone]

2 **Dial Call Park code _____**   [confirmation tone]

  • Green light flutters

3 Press Transfer again

  • Call is parked

4 Hang up

To return to a call parked at your extension

1 Press Call Park
   or Dial the Answer Back code _____ and then your extension number

   • You are connected to call

To retrieve a parked call from any extension	**1**	**Dial Answer Back code** _____ [dial tone]
	2	Dial extension number where call is parked [confirmation tone]

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

Call Pickup ☐

To answer a call placed to a member of your pickup group when your voice terminal is idle	**1**	Press Call Pickup **or Dial Call Pickup code** _____
		• You are connected to ringing call

To pick up a call while you are active on another call	**1**	Press Hold
		• Present call is put on hold
		• Green light flutters
	2	Press Call Pickup
		• Called terminal stops ringing
		• You are connected to incoming call

Note: To return to held call after completing pickup call, press fluttering xxxxx .

Conference ⬜

To add another party to a call (for a total of up to 6 parties)

1 Press ⬚ **Conference** ⬚   [dial tone]

- Present call is put on hold, and green light flutters
- You are given a new call appearance; all other parties remain connected to each other

2 Dial number of new party and wait for answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering ⬚ **xxxxx** ⬚ to return to held call.

3 Press ⬚ **Conference** ⬚ again

- All parties are now connected
- Repeat Steps 1-3 for additional conference connections

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To add a call you've put on hold to another call you're connected to

1 Press ⬚ **Conference** ⬚   [dial tone]
- Held call light continues to flutter; current call light also flutters
- You are given a new call appearance

2 Press ⬚ **xxxxx** ⬚ of call on hold (first call)

3 Press ⬚ **Conference** ⬚ again
- All parties are now connected

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To drop the last party added to a conference call

1 Press ⬚ **Drop** ⬚
- Last party you added will be dropped
- You remain connected to other parties

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

Drop   □

To disconnect from a
normal call and obtain
dial tone without hanging
up the handset

1 Press Drop   [dial tone]

   Note: Pressing Drop will also disconnect the last
   party added to a conference call.

Hold   □

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

1 Press Hold

   • Green light flutters

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

To answer a new call
while active on another

1 Press Hold

   • Green light flutters

2 Press xxxxx of incoming call

   • You are connected to incoming call

To return to held call

1 Press xxxxx of held call

   • You are connected to held call

   Note: If you are active on a call and you press the
   xxxxx of the held call, the active call will be
   dropped.

Internal Automatic Answer (int-aut-an) ☐

To answer internal calls automatically	**1**	Press ⌑int-aut-an⌑

1 Press ⌑int-aut-an⌑

Note: Pressing ⌑int-aut-an⌑ has no affect on an active call.

2 An internal call is received

- Distinctive tone burst is sent, via the speaker or headset, and then the call is automatically answered

- Speakerphone and microphone are automatically activated

Note: You can press ⌑Microphone⌑ to turn the microphone off (while on a call) for privacy or you can lift the handset after the call is automatically answered.

Note: If you have an IAA call in progress, and your voice terminal has an idle line preference (second call appearance is

reserved for outgoing calls), subsequent callers will receive a busy signal.

To answer a second internal call while an IAA call is in progress

1 Place the first call on hold, and answer the second call

Note: The second call will *not* be automatically answered.

To answer a second internal call while an IAA call is in progress, and a hunt group has been administered

1 Complete the first call

- Distinctive tone burst is sent, via the speaker or headset, and the next call (waiting in queue) is automatically answered

Note: A hunt group queue lamp can be administered to indicate that a call is waiting.

To cancel internal automatic answer

1 Press ⌑int-aut-an⌑ again

Intercom (Automatic/Dial) □

To make a call to your predetermined Automatic Intercom partner

1 Press `Auto Icom xxx` [ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press `Go to Cover` while call is ringing if you want to redirect it to coverage.

To dial a call to a member of your Dial Intercom group

1 Press `Dial Icom xxx` [dial tone]

- Green light goes on steadily

2 Dial group member's 1- or 2-digit code

[ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press `Go to Cover` while call is ringing if you want to redirect it to coverage.

To answer any intercom call

1 Pick up handset

- You are connected to call

Note: If you are active on another call, first press `Hold` , then press flashing `xxxxx` .

Last Number Dialed □

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

1 Press ⃞ Last Number Dialed ⃞
or Dial Last Number Dialed code _____
[ringback tone]

2 Wait for called party to answer

Leave Word Calling (LWC) □

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

Note: To do this, you must have a ⃞ **LWC** ⃞ button.

1 Press ⃞ **LWC** ⃞ before hanging up your handset
[confirmation tone]

• Message light goes on at called voice terminal

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

To leave a message without ringing an extension

1 Press ⃞ **LWC** ⃞
or Dial Leave Word Calling code _____
[dial tone]

2 Dial extension [confirmation tone]

• Message light goes on at called voice terminal

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To cancel a Leave Word
Calling message

Note: You cannot cancel
a message left for an
AUDIX subscriber.

1 Press `Cancel LWC`
or Dial Leave Word Calling Cancel code _____

[dial tone]

2 Dial extension   [confirmation tone]

Note: If you hear reorder tone, message is not
canceled; try again.

Message ☐

To retrieve a message
when your Message light
is on

1 See your System Manager for instructions regarding
your local message retrieval procedures

Priority Calling □

To place a priority call
(3-burst ring)

1 Press ⌜ **Priority Call** ⌝
or Dial Priority Calling code _____ [dial tone]

2 Dial extension [ringback tone]

3 Wait for called party to answer

Note: If your call is not answered and you wish to
redirect it to coverage, press ⌜ **Go to Cover** ⌝ while call
is ringing.

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

1 Press ⌜ **Priority Call** ⌝

2 Wait for called party to answer

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

Send All Calls □

To send all calls (except
priority calls)
immediately to coverage

1 Press ⌜ **Send All Calls** ⌝ (while on-hook)
or Dial Send All Calls code _____
[confirmation tone]

• Green light flutters

Note: You may hear a ring-ping tone from your
voice terminal as each call is forwarded.

To cancel Send All Calls

1 Press ⌜ **Send All Calls** ⌝ again (while on-hook)
or Dial Send All Calls Cancel code _____
[confirmation tone]

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Speakerphone □

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

1 Press ⌈ **Speakerphone** ⌉

- Speakerphone light goes on steadily
- You hear dial tone on speaker

2 Dial number or access selected feature

- Adjust speakerphone volume, if desired

3 If you placed a call, lift handset to speak when called party answers

- Speakerphone turns off when handset is lifted

4 If you accessed a feature, press ⌈ **Speakerphone** ⌉ when finished to hang up

---

To turn speakerphone on *during* a call for group listening

1 Press ⌈ **Speakerphone** ⌉

- Speakerphone light goes on steadily

2 When finished listening, press ⌈ **Speakerphone** ⌉ again to turn speaker off

Transfer □

To send present call to another extension or outside number

1 Press ⌈ **Transfer** ⌉   [dial tone]

- Present call is put on hold

2 Dial number that call is to be transferred to
                                                      [ringback tone]

- Remain on line and announce call; if no answer or busy, return to held call by pressing its ⌈ **xxxxx** ⌉

3 Press ⌈ **Transfer** ⌉ again

- Call is sent to dialed number

Note: Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.

4 Hang up

Voice Message Retrieval

To retrieve your voice
messages when your
Message light is on

1 Dial the Voice Message Retrieval code _____
                                                         [dial tone]

2 Press `#`   [voice prompting]

Note: Do *not* press `#` if calling from someone
else's extension; instead, dial your own extension
number and your security code, if required.

3 Move through the messages with these dial pad
buttons:
(Press `#` to retrieve first message)

   `#`   NEXT (read next message)
   `3`   DELETE (erase from storage)
   `4`   HELP (request assistance)
   `5`   REPEAT (read message again)
   `8`   CALL (call back named extension)

Note: When you call back an extension with `8` , be
sure to also delete the message by pressing `3`
before you press `8` ; otherwise the message will
remain in storage.

To retrieve voice
messages for a co-worker

1 Dial Voice Message Retrieval Coverage code _____
                                                      [dial tone]

2 Dial co-worker's extension   [voice prompting]

Note: If you receive an intercept tone, see your
System Manager for further instructions.

3 Move through the messages with dial pad buttons
previously listed to end Voice Message Retrieval

To end Voice Message
Retrieval

1 Hang up or press `Drop`

Display Features

The following display features apply only to the 7315H and 7317H voice terminals.

Adjusting the Display

The display contrast is controlled as follows:

Note: Not all display terminals have a contrast control dial.

To adjust the contrast on
the display

1 Move the `Contrast dial`
upward to increase the contrast of the display

2 Move the `Contrast dial`
downward to decrease the contrast of the display

Local Mode Displays

To display time/date
related information while
you are on a call

1 Press `Disp-Norm`

- Green light goes out

- Local mode is activated, and time, day and date
  are displayed

2 Press `Set`

- Alarm is displayed

3 Press `Set` again

- Timer is displayed

To set the display clock

Note: When your voice terminal is first powered up, or when power to the voice terminal is interrupted, `12:00a Su 01-01` flashes on the display.

1 Press `Disp-Norm` if you are in Normal mode, otherwise start at step 2

  • Green light goes out

  • Local mode is activated, and time related information is displayed

2 Press `Set` until time, day and date information is displayed

  • Time related information is displayed

  • Time (hh:mma/p) is flashing

3 Press `Timer/Fwd` or `Timer/Rev` until the correct time appears

4 Press `Set` to save the correct time and to display the day

  • Day is flashing

5 Press `Timer/Fwd` or `Timer/Rev` until the correct day appears

6 Press `Set` to save the correct day and to display the date (mm-dd)

  • Date is flashing

7 Press `Timer/Fwd` or `Timer/Rev` until the correct date appears

8 Press `Set` to save the correct date

9 Press `Time/Exit` to save time, day and date

To set the timer when you are on a call	1	Press `Disp-Norm`
		• Green light goes out
		• Local mode is activated, and time related information is displayed
	2	Press `Set` until the timer display appears
		• Timer is set at 0
	3	Press `Timer/Start` to start the timer
	4	Press `Timer/Stop` to stop the timer
	5	Press `Timer/Exit` to exit timer and to display time, day and date

To set the alarm	1	Press `Disp-Norm` if you are in Normal mode, otherwise start at step 2
		• Green light goes out
		• Local mode is activated, and time related information is displayed
	2	Press `Set` until the alarm display appears
		• Alarm (hh:mma/p) is flashing
	3	Press `Timer/Fwd` or `Timer/Rev` to set the time on the alarm
	4	Press `Set` to save
	5	Press `Timer/Exit` to exit alarm and display time, day and date
		Note: The alarm will send 3 sets of 3 short beeps at the programmed time.

Normal Mode Displays □

To display called party information for an internal call

1 Dial extension or select call appearance

- Green light goes on steadily

- Normal mode is activated, and time related information is cleared

- Each digit entered is displayed until a complete extension is dialed

- After extension is accepted, the name of called party and miscellaneous identifier (if applicable) are displayed on line 1 (See **Key Words to Know** for a list of miscellaneous identifiers.)

2 Press `Scroll`

- Extension of called party is displayed on line 2

To display called party information for an outside call

1 Dial the outside number or select a call appearance

- Green light goes on steadily

- Normal mode is activated, and time related information is cleared

- Each digit entered is displayed until a complete number is dialed

Note: If the trunk group is set to **NO**, digits 1-14 are displayed on line 1, and 15-32 are automatically scrolled on line 2. If the trunk group is set to **YES**, the trunk name is displayed on line 1, and the trunk access code is displayed on line 2. The default trunk name is "OUTSIDE CALL."

To display calling party information for an incoming internal call

1 While on-hook

- Green light (next to the call appearance with the incoming call) flashes and the voice terminal rings

- Normal mode is activated, time related information is cleared, and the green light (next to the disp-norm button) goes on steadily

- Name of calling party and miscellaneous identifier (if applicable) are displayed on line 1

2 Press `Scroll`

- Extension of the calling party is displayed on line 2

3 Pick up handset to receive call

Note: If internal automatic answer is activated, Step 3 is unnecessary (the call is automatically answered).

To display calling party information for an outside call

1 While on-hook

- Green light (next to the call appearance with the incoming call) flashes and voice terminal rings

- Normal mode is activated, time related information is cleared, and the green light (next to the disp-norm button) goes on steadily

- "OUTSIDE CALL" is displayed on line 1 (if the trunk group has no name administered)

2 Pick up handset to receive call

| To display calling party information for an incoming internal call, when connected to another call | **1** Automatic Incoming Call Identification is activated |

To display calling party information for an incoming internal call, when connected to another call

1 Automatic Incoming Call Identification is activated

- Name of the calling party and miscellaneous identifier (if applicable) are displayed on line 1

2 Press `Scroll`

- Extension of the second or subsequent caller is displayed on line 2

3 Press `Hold` to place first call on hold

4 Receive the second call

Note: If you remain on the first call and the incoming caller disconnects or you do not answer the incoming call within 30 seconds, the display will revert to Normal mode, and the information from the first call will be displayed.

To display a redirected call at the answering party voice terminal

1 While on-hook

- Green light (next to the call appearance with the incoming call) flashes

- Normal mode is activated, time related information is cleared, and and the green light (next to the disp-norm button) goes on steadily

- Name of the original called party and redirection character (<) are displayed on line 1

2 Press `Scroll`

- Name of the calling party and redirection reason code are displayed on line 2 (See **Key Words to Know** for a list of redirection codes.)

3 Pick up handset to receive call

To display dialed digits for purposes other than calling	**1** Go off-hook and dial a Feature Access or Authorization Code
	• Green light goes on steadily
	• Normal mode is activated, and time related information is cleared
	• Each digit entered is displayed until a complete code is dialed

To display number of conferees on a conference call	**1** See "Conference" in section **How to Use the Features** to set up a conference call.
	• CONFERENCE and "n" (n = number of conferees excluding yourself) are displayed on line 1.

Scroll ☐

To select between two lines of alternated character displays (This applies only to Normal mode.)	**1** Press `Scroll`
	• Second line of text is displayed
	2 Press `Scroll` again
	• Previous or first line of text is displayed

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset (receiver).

Ringing Tones

- **1 ring**—A call from another extension.

- **2 rings**—A call from outside or from the attendant.

- **3 rings**—A priority call from another extension, or from an Automatic Callback call you placed.

- **ring-ping (half ring)**—A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

- **busy tone**—A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

- **call waiting ringback tone**—A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.

- **call waiting tone**—One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.

- **confirmation tone**—Three short bursts of tone; indicates a feature activation or cancellation has been accepted.

- **coverage tone**—One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.

- **dial tone**—A continuous tone; indicates dialing can begin.

- **intercept/time-out tone**—An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.

- **recall dial tone**—Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.

- **reorder tone**—A fast busy tone repeated 120 times a minute; indicates all **trunks** are busy.

- **ringback tone**—A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

- **ZIP tone**—A tone burst of one-pitch on ACD calls.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in the book.	1) Reread the procedure and try again. 2) For many features you must *lift the handset* before you can use the feature. 3) Check with your System Manager to be sure this feature is administered on your voice terminal.
There are no Feature Codes (such as Call Forward code or Send All Calls code) written in the appropriate blanks in this guide.	See your System Manager for a list of Feature Codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	1) Check with your System Manager to be sure your voice terminal is administered correctly. 2) Make sure that the handset and line cords at your voice terminal are securely connected at both ends. 3) Find a working voice terminal of the same type as your own. Unplug this voice terminal from its modular wall jack. Plug your voice terminal into that jack and check if it gets dial tone. 4) If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your System Manager.

Problem	Solution
The telephone doesn't ring.	1) Set the ringer volume to a higher level. 2) Place a test call from another extension to your extension. 3) Use the Self-Test feature. 4) Check the line cord to make certain that it is securely connected at both ends. 5) If there is still a problem, see your System Manager.
The lights do not go on next to the buttons.	1) Use the Self-Test feature. 2) Check the line cord to make certain that it is securely connected at both ends. 3) If there is still a problem, see your System Manager.
Excessive delays on display when many calls come in at the same time.	1) Obtain a DCP set. 2) If there is still a problem, see your System Manager.

Key Words to Know

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

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

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

Automatic Incoming Call Identification   Provides display equipped voice terminal users, who are active on a call, with the identity of a second or subsequent caller.

BIS   Built-In Speakerphone, provides both a microphone and a speaker which can be used to place and receive calls.

call appearance   A button used to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

called ext/calling ext   For internal calls, the 1 to 5 digit extension of the called or calling party.

called name/calling name   For internal calls, the name of the called or calling party.

called number   For external calls, the 1 to 32 digit number of the called party.

called tac/calling tac   The 1 to 3 digit trunk access code of an outgoing or incoming trunk group.

calling trunk group name   For an external call, the group name (e.g., "OUTSIDE CALL") of the calling party.

console permission   The authorization (from your System Manager) to initiate Call Forwarding All Calls for an extension other than your own.

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

DEFINITY® Communications System Generic 1   The AT&T switch to which you may be connected. DEFINITY® Generic 1 is a communications system which transmits and receives voice and data signals for all communications equipment in your network.

dial pad   The 12 pushbuttons you use to dial phone numbers and access features.

enhanced list   One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension   A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY® Communications System Generic 1.

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

feature code   A dial code of 1, 2, or 3 digits, which you use to activate or cancel the operation of a feature.

handset   The handheld part of the voice terminal which you pick up, talk into, and listen from. Also known as the **receiver**.

LCD   **Liquid Crystal Display**, an alphanumeric display which provides time/date related information and switch controlled call related information.

message retriever   A person authorized by the System Manager to retrieve messages for other users.

miscellaneous identifier (MISCID)   A miscellaneous identifier is a character or word that is displayed at the calling party's display voice terminal (position 16 of line 1) when various features are activated for the call. Following are feature and miscellaneous identifiers for one-identity call-related display information:

Automatic Callback Activation/Callback	Q
Automatic Route Selection	A
Call Coverage	c
Call Forwarding	f

Call Park	p
Call Pickup	c
Call Waiting	w
Code Call Access	p
Intercom	i
Outgoing Trunk Queueing Activation/Callback	q
Priority Calling	!
Radio Paging	p

off-hook   When the handset is removed from the cradle (e.g., when you lift the handset to place or answer a call).

on-hook   When the handset is left on the cradle.

party   A person who places or answers a call.

personal list   One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains phone numbers of your 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 9 personal list items are given digits 1 to 9, with 0 for the tenth item. You may have as many as 3 personal lists.

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

pooled modem   A modem (a device which allows a data terminal to send and receive data over a telephone line) which is shared by other users.

priority call   An important or urgent call which sends a special 3-burst ring, and does not redirect to coverage.

program/reprogram   To use your dial pad to assign a phone number to a personal list item or an $\boxed{\text{AD xxxxx}}$ button for Abbreviated Dialing.

redirection reason code   A character that is displayed at the answering party's display voice terminal (position 16 of line 2) when a call is being redirected to coverage. Following are reason codes and descriptions for two-identity call-related display information:

Call Coverage	s (send all calls)
	b (active)
	C (cover all calls)
	B (busy)
	d (don't answer)
Call Forwarding	f
Call Pickup	P
Controlled Outward Restricted	r
Controlled Termination Restricted	r
Controlled Station Restricted	r
Do Not Disturb	D
Night Service (Hunt or Trunk Group)	n
Night Service (LDN)	#
Service Observing	o
Supervisory Assist	S

retrieve   To collect phone messages with the 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.)

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

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 phone number, an extension, a trunk or a 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 AD xxxxx , the number can be accessed by simply pressing that button.

switch   The device which makes connections for all voice and data calls for a network, and also contains software for features. Also known as a **system**, **switching system**, or **PBX** (private branch exchange). (Your switch is a **AT&T DEFINITY® Communications System Generic 1**.)

system list   One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

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

trunk   A telecommunications channel between your DEFINITY® Communications System Generic 1 and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

trunk access code   A dial code of 1, 2, or 3 digits which you dial to access a trunk group to place an outside call.

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

Quick Reference Lists

Feature Codes

Feature	Code
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program	
CALL FORWARDING ALL CALLS	
Cancel	
CALL PARK	
Answer Back	

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Attendant	

Feature Codes	
Feature	**Code**
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	
VOICE MESSAGE RETRIEVAL	
Coverage	

Abbreviated Dialing*		
Item No. / **Personal List 1** / **Name**	**Personal List 2** / **Name**	**Personal List 3** / **Name**
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		

* You may have as many as 3 personal lists, and each list can have either
  5 or 10 items; see your System Manager.