AT&T

DEFINITY® Communications System Generic 2

and System 85

7406BIS Voice Terminal
User's Guide

Contents

Your 7406BIS Voice Terminal

The 7406BIS voice terminal is available in two models: one with a display and one without a display. The display adds some functionality, but both models are designed so that you can conveniently use the features of the AT&T DEFINITY® Communications System Generic 2 and System 85.

The 7406BIS voice terminal also offers a high-quality, built-in speakerphone. You can use the speakerphone for placing and answering calls or for using voice features without lifting your handset, and for allowing others to participate in your telephone conversations.

Note: For best sound quality, place your voice terminal flat on your desk or other working area.

The display-equipped 7406BIS voice terminal is shown and explained on the following pages. Both models (with display and without display) have the same button layout.

Call appearances/feature buttons

Handset

Display

Select Ring button

Shift button

Display-viewing adjustment

Speaker button

Mute button

Feature button

Message light

Conference button

Transfer button

Drop button

Hold button

Volume control (under voice terminal)

Shiftable feature buttons

Speaker volume-control buttons

Dial Pad

Figure 1. 7406BIS Voice Terminal

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

Handset

For placing and answering calls. In most cases, you must lift the handset (go off-hook) before you can use a feature. Also known as the receiver.

Call appearances/ feature buttons

For handling incoming and outgoing calls (call appearances), labeled with extension numbers. For accessing features (feature buttons), labeled with feature names.

Display

For showing information (2-line, 48-character display).

Select Ring button

For accessing the Select Ring feature.

Shift button

For accessing the top-labeled features on shiftable buttons.

Display-viewing adjustment

For adjusting the viewing angle of the display.

Speaker button

For accessing the speaker or the built-in speakerphone and microphone combination. **Note:** Your voice terminal can be set for either the Speaker (listen-only) feature *or* the Speakerphone (listen and talk) feature. Check with your System Manager to see how your Speaker button is to be used.

Mute button	For turning off the microphone of the built-in speakerphone or the handset so that the caller cannot hear you. **Note:** If your voice terminal is set for the Speaker (listen only) feature, pressing the Mute button will affect only the handset.
Feature button	For accessing a feature, labeled with a feature name and equipped with a green light.
Transfer button	For transferring a call to another voice terminal.
Hold button	For putting a call on hold.
Shiftable feature buttons	For accessing each, two features, labeled with feature names; features on the top of the label are accessed when [Shift] is activated.
Speaker volume-control button	For adjusting the volume of the speaker or the built-in speakerphone.
Dial pad	For dialing the telephone numbers and accessing features (12-button pad).
Volume control (under voice terminal)	For adjusting the volume of the tone ringer.

Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Conference button	For setting up conference calls.
Message light	For indicating when a message has been left for you (steady green light).

The following optional modules are compatible with the 7406BIS voice terminal:

500A Headset Adapter	Provides a dual-purpose switch that turns on the adapter connecting the headset to the voice terminal. Pressing the ON switch is equivalent to going off-hook with the handset, and pressing the OFF switch is equivalent to going on-hook with the handset.
7400B Data Module	Provides data capability to the attached DCP voice terminal. It also provides integrated simultaneous voice data communications over standard twisted-pair wiring.
C401A or C401B Call Coverage Module	Provides 20 call appearance/feature buttons to supplement those on the associated voice terminal. For more information about using the features assigned to this module, see the appropriate feature procedures that follow.
D401A Digital Display Module	Provides visual indication of call-related information, time and date, elapsed time on calls, messages, and abbreviated dialing numbers.

S101A and S201A Speakerphone

Provides total voice terminal operation without using the handset. Turning on the speakerphone is equivalent to going off-hook when placing or answering a call and turning off the speakerphone is equivalent to going on-hook. A mute switch is provided to temporarily cut off transmission to the distant caller.

A Quick Look at the Features

Here are brief descriptions of some features, including what each one does and how you might want to use it. The first features are voice features followed by display features. You will have the Conference, Drop, Hold, Message, Mute, Select Ring, Self-Test, Shift, and Transfer voice features, and Message Retrieval and Normal display features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Voice Features

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

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

Bridging   Permits you to answer or join calls to someone else's extension by pressing a bridged appearance button on your voice terminal. This button can be any call appearance 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 coworker.

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. Call Coverage can also automatically redirect your calls when your voice terminal is busy, you are out of the office, or you have pressed the Send All Calls button.

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

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

Call Park   Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you want 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 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 want to handle a call for a group member who is absent or otherwise unable to answer. **Note:** You can use this feature only if you and the called party have been assigned to the same pickup group by your System Manager.

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

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

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

Intercom (Automatic/Dial)   Gives you quick access to specified voice terminals. With Automatic Intercom, you can call predetermined persons, by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group by pressing a feature button and then dialing the group member's 2- or 3-digit code.

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

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

Message Retrieval   Lets you know that a caller has left a message for you when the message light goes on. You can then follow your System Manager's local message retrieval procedures to get your message. See the **Message Retrieval** procedures under the **Display Features** heading.

Mute   Allows you to turn off the microphone of the speakerphone or the handset so that the caller cannot hear you.

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

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

Self-Test Allows you to test the operation of the lights and ringer of your voice terminal.

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 want to be interrupted by telephone calls.

Shift Allows you to access the top-labeled features on split-labeled, shiftable buttons, including Select Ring. Use whenever you need to access one of these features.

Speaker Allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must lift the handset. Use with features that require listening *only,* such as on-hook dialing, monitoring calls, on hold, and group listening situations. **Note:** Your voice terminal has either the Speaker (listen-only) or the Speakerphone function. Check with the System Manager.

Speakerphone Allows you to place calls or access other voice features without lifting the handset. Use any time you prefer hands-free communication, both speaking and listening or for group listening. **Note:** Your voice terminal may be set for the Speaker (listen-only) feature. Check with the System Manager.

Terminal Busy Indication Provides a visual indication of the busy (off-hook) or idle (on-hook) status of a specified voice terminal. Use this information when servicing calls for another person. For example, if you are a secretary servicing your supervisor's calls, use this feature to see whether your supervisor's extension is busy or idle.

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.

Display Features

Note: These features can be used *only* with a 7406D05A voice terminal, the 7406BIS voice terminal with a display.

Inspect   Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

Message Retrieval   Allows you to retrieve messages left for you that have lit your message light. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your System Manager). Use to quickly and conveniently check messages, even when you are already on a call.

Normal   Identifies current call appearance, calling/called party, and calling/called number. Use to see who is calling you and, when placing a call, to verify the number you have dialed.

Time   Shows you the date and time, and with the Elapsed Timer button, allows you to measure elapsed time. Use as a handy calendar and clock, and to keep track of time spent on a call or task.

How to Use the Features

Many features are available for use with your 7406BIS voice terminal. Because no organization can use all of the available features, each organization must choose those that best suit its needs. After the choices have been made, the person within your organization who manages your telecommunication system must do any necessary administration and label the feature buttons on individual voice terminals. This System Manager can tell you how to use the features that have been administer for your particular voice terminal. The procedures that follow give instructions for using some of the more frequently used features. Features are listed alphabetically.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself. 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 box if the box is blank. Voice features (Conference, Drop, Hold, Message, Mute, Select Ring, Speakerphone, and Transfer) and display features (Message Retrieval and Normal) are already marked for you.

- *To use a voice feature you must have the handset off-hook (that is, you must pick up the handset or turn on the speakerphone,* if *you have one) unless you are instructed to remain on-hook in the procedures.* You can activate and cancel most of the voice features by dialing 2- or 3-digit codes (if they are not already assigned to a button). Write the feature code numbers in the blanks provided within the procedures. These codes are unique to your system; see your System Manager for the codes or to obtain more information.

• System 85 exists in several versions. In some cases, a feature operates differently with one version than it does with another; where this occurs, the procedures include a release (R) and version (V) notation. Be sure to follow the directions corresponding to the release and version you are using. Ask your System Manager if you do not know the release and version you have.

Note: You must press [Shift] before you use any of the top-labeled features on shiftable buttons. Also, 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 step, have made a dialing error, or do not have the feature available to you. If appropriate, hang up or press [Drop], get dial tone, and begin at the first step.

Conventions

The following conventions are used in the procedures:

Italic procedure steps	Procedural steps in italic type are steps that you should follow if you do not have a button assigned for the feature.
[xxxxx]	A box representing a call appearance that is used exclusively for placing, receiving, or holding calls.

[**Feature**] and	Boxes representing buttons that have features assigned
[**Feature xxxxx**]	to them. The buttons are labeled with the feature name, sometimes followed by an extension number or a person's name.
[**DISPLAY INFORMATION**]	A box containing fully capitalized words represents information shown on the display.
[feedback tone]	The tone appearing in brackets after a step indicates what you hear after successfully performing that step.

For more information, see **Tones and Their Meanings** and **Key Words to Know** at the end of this guide.

Quick-Reference Lists

At the end of this guide is a set of quick-reference lists. Use the lists to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, flip to that page as needed, or make a photocopy and keep it handy.

Voice Features

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

Abbreviated Dialing (AD)

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

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

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

2 Press [**Program**] (while off-hook)
   or dial Abbreviated Dialing program code (while off-hook)
   [confirmation tone]

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

3 Press [**Personal List**]
  or dial personal list code _____

4 Dial desired list item number (for example, 0-9, 01-95,
  and so on, depending on list size)   [dial tone]

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

6 Press [**Personal List**]
  or press [#]   [confirmation tone]

  ● Number is stored

  ● Repeat steps 3 through 6 if you want to program
    additional items on the same list

7 Hang up or press [**Drop**] to end programming

  ● If you want to continue programming, begin again at
    step 1 to program another personal list

Note: Record your personal list items on the
Abbreviated Dialing list in the back of this guide; group
and system lists are available from the controller of the
list or from your System Manager.

To place a call using a personal, group, or system list	1 Press [**Personal List**] or [**Group List**] or [**System List**] (while off-hook) *or dial appropriate Abbreviated Dialing list code (while off-hook)*
	• *Personal* _____ [dial tone]
	• *Group* _____ [dial tone]
	• *System* _____ [dial tone]
	2 Dial desired list item (1, 2, 3..., 01, 02...)
	• Stored number is automatically dialed
To program an Abbreviated Dialing (AD) button	1 Press [**Program**] while off-hook) *or dial the Abbreviated Dialing program code (while off-hook)* _____ [confirmation tone]
	2 Press selected [**AD xxxxx**]
	3 Dial the outside number, extension, or feature code you want to store
	4 Press [**AD xxxxx**] again [confirmation tone]
	5 Hang up or press [**Drop**] to end programming

To see number stored on an Abbreviated Dialing (AD) button	1	Press selected [**AD xxxxx**] while on-hook
		• Stored number is shown
	2	Press [**Normal**] to return to normal display or repeat step 1 to see another number

| To place a call using an Abbreviated Dialing (AD) button | 1 | Press selected [**AD xxxxx**] (while off-hook) |
| | | • Call is automatically dialed |

Automatic Callback

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

1 Press [**Auto Callback**] before or during call attempt
[dial or confirmation tone]
or dial Automatic Callback code before call attempt
[dial tone]

- If you have an [**Auto Callback**] button, green light goes on
  until callback is completed or canceled

2 Hang up (within 7 seconds) or press [**Drop**]

- You will receive a 3-burst priority ring when both
  your voice terminal and the called extension are idle

3 Lift handset when you hear priority ring
[ringback tone]

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

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

To cancel Automatic Callback

1 Press [**Auto Callback**] again (while off-hook)
  or dial Automatic Callback cancel code (while off-hook)

  [confirmation tone]

- Green light goes off

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.

2 Pick up handset

To prevent other
bridged voice 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 coworker for whom you are a coverage point

1 Press [**xxxxx**] of incoming call when ring begins or green light flashes

Note: The call is *not* at your voice terminal until the light is flashing.

To leave a message telling a coworker to call the original caller's extension

1 Press [**Coverage Callback**] while connected to the call

[confirmation tone]

Note: To leave a message telling a coworker to call *you,* activate Leave Word Calling instead.

To talk privately with a coworker after answering a redirected call

1 Press [**Transfer**] or [**Conference**]   [dial tone]

● Call is temporarily put on hold

2 Press [**Consult**]   [priority ring to coworker]
or dial coworker's extension

[single-burst ring to coworker]

Note: You can privately discuss call; if coworker is not available, press the fluttering [**xxxxx**] to reconnect to call.

If your coworker has activated Send All Calls, you must use [**Consult**] to reach your coworker.

3   Press [**Transfer**] again to send call to coworker or press [**Conference**] to make it a 3-party call

Call Forwarding — Busy/Don't Answer

To activate Call
Forwarding —
Busy/Don't Answer

1 Press [**Call Forward**] (while off-hook)
or dial Call Forwarding — Busy/Don't Answer code
(while off-hook) ⎯⎯⎯⎯⎯⎯ [dial tone]

Note: To find out
which type of Call
Forwarding [**Call Forward**]
activates, contact your
System Manager.

2 Dial extension where calls will be sent
[confirmation tone]

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

3 Hang up or press [**Drop**]

To cancel Call
Forwarding —
Busy/Don't Answer

1 Press [**Call Forward**] again (while off-hook)
or dial Call Forward cancel code (while off-hook) _____
[confirmation tone]

2 Hang up

- Your calls will ring at your own voice terminal again

Call Forwarding — Follow Me

<table>
<tr>
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To temporarily redirect all calls to an extension or outside number of your choice

Note: To find out which type of Call Forwarding [**Call Forward**] activates, contact your System Manager.

</td>
<td>

1 Press [**Call Forward**] (while off-hook)
   or dial Call Forwarding — Follow Me code (while off-hook)
   _____ [dial tone]

2 Dial extension or number where calls will be sent
   [confirmation tone]

   Note: You may hear a half ring for each call forwarded after you have activated this feature and hung up. Also, some voice terminals may have restrictions on where calls can be forwarded (only on DEFINITY Generic 2 and System 85 R2V4 and later releases); see your System Manager.

</td>
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<td>

To cancel Call Forwarding — Follow Me

</td>
<td>

1 Press [**Call Forward**] again (while off-hook)
   or dial Call Forward cancel code (while off-hook)
   _____ [confirmation tone]

2 Hang up

   ● Your calls will ring at your own voice terminal again

</td>
</tr>
</table>

Call Park

To park a call (for retrieval at any extension)

1   Press [**Transfer**]   [dial tone
    - Second party is temporarily put on hold

2   Press [**Call Park**]
    or dial Call Park trunk code _____   [dial tone

3   Dial the Call Park zone number   [confirmation tone

4   Dial an idle answer-back channel number
                                                  [confirmation tone

5   Press [**Recall**]

6   Press [**Transfer**]   [ringback tone

7   Hang up
    - Held party is transferred to the answer-back channel
      and hears ringback tone (or music) while waiting

To retrieve parked call from any extension

1 Dial Call Park answer-back code _____ [dial tone]

2 Dial channel number where call was parked
[confirmation tone]

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

Call Pickup ■

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

1 Press [**Call Pickup**] (while off-hook)
   or dial Call Pickup code (while off-hook) _____

   • You are connected to ringing call

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

1 Press [**Hold**]

   l Present call put on hold

2 Press an idle call appearance   [dial tone]

3 Press [**Call Pickup**]
   or dial Call Pickup code _____

   • Called voice terminal stops ringing

   • You are connected to ringing call

   Note: To return to held call after completing present
   call, press fluttering [**xxxxx**].

Conference ✓

To add a third party to a call

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

- Present call temporarily put on hold and you are given a new call appearance

2 Dial number of third party and wait for answer

Note: You can privately discuss the call with the third party at this time; if no answer or busy, press fluttering [**xxxxx**] to return to the original party.

3 Press [**Conference**] again

- All parties now connected

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

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

2 Press [**xxxxx**] of first call

3 Press [**Conference**] again

- All parties now connected

To drop a third party 1 Press [**Drop**]

- You remain connected to original party

Drop ✓

To disconnect from a
normal call, or to drop
the last party added to
a conference call

1   Press [**Drop**]

Hold ▪

To keep a call waiting 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.

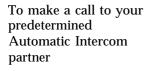To answer a new call while active on another

1 Press [**Hold**]

   ● Green light flutters

2 Press [**xxxxx**] of incoming call

   ● You are connected to incoming call

To return to a 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.

Intercom (Automatic/Dial) ■

To make a call to your predetermined Automatic Intercom partner	1	Press [**Icom Auto xxx**] (while off-hook) [ringback tone]
		• Intercom ring is sent

To dial a call to a member of your Dial Intercom group	1	Press [**Icom Dial xxx**] (while on-hook) [dial tone]
	2	Dial group member's 1- or 2-digit code [ringback tone]
		• Intercom ring is sent

To answer any intercom call	1	Pick up handset and press [**Icom**]
		• You are connected to call
		Note: If you are active on another call, first press [**Hold**], then press flashing [**Icom**].

Last Number Dialed

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

1 Press [**Last Dialed**] (while off-hook)
  or dial Lust Number Dialed code (while off-hook) _____

  • Number is automatically dialed (up to 20 digits)

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

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

To see the number you
last dialed (you must
have a voice terminal
with a display and you
must be on-hook)

1 Press [**Last Dialed**] (while on-hook)
  or dial Last Number Dialed code (while on-hook) _____

  • Last number dialed is shown

Leave Word Calling (LWC)

To leave a message
after dialing an
extension (when call is
not answered, or you
hear a coverage or
busy tone)

Note: You must have a
[**LWC**] button.

1 Press [**LWC**] any time after you complete dialing
[confirmation tone

● Message light on called voice terminal goes on (if so
equipped)

Note: If reorder tone is heard, 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 on called voice terminal goes on (if so
equipped)

3 Hang up or press [**Drop**]

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

1 Press [**Cancel LWC**] (while off-hook)
   or dial Leave Word Calling cancel code (while off-hook)
   _____   [dial tone]

2 Dial extension   [confirmation tone]

   • Message is deleted

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

Message ✓

To retrieve a message
when your message
light is on

1 See the **Message Retrieval** procedures under the
   Display Features heading

                              or

   Ask your System Manager for local retrieval methods

Mute ✓

Note: Use the Mute button in one of the following ways.

- If your voice terminal has the Speakerphone feature, use the Mute button to turn off the microphone associated with the built-in speakerphone *or* the handset.

- If your voice terminal has the Speaker (listen-only) feature, the Mute button turns off only the handset.

This feature has no effect on an external speakerphone.

To prevent other party from hearing you

1 Press [**Mute**]

- Red light goes on and other party cannot hear you

2 When you are ready to resume conversation with other party, press [**Mute**] again

- Red light goes off and other party can hear you again

Note: The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

Priority Calling

To place a priority call (3-burst ring)	1	Press [Priority] (while off-hook) or *dial Priority Calling code (while off-hook)* _____ [dial tone]
	2	Dial extension

To change a regular call into a priority call (3-burst ring) when you hear a call-waiting ringback tone	1	Press [Priority]
		● Called party receives a priority call-waiting tone (3-burst ring)
	2	Wait for called party to answer
		Note: If you still receive a call-waiting ringback tone, wait a few minutes and try again.

Select Ring ✓

To select a personalized ring

1 Press [**Shift**] (while on-hook)

   ● Green light goes on

2 Press [**Select Ring**]

   ● Green light flashes; current ring pattern plays and repeats every 4 seconds

   ● Display shows [**PERSONAL RING #x**] (x is a number from 1 to 8)

3 Adjust ringer volume with control on left underside of voice terminal, if desired

4 Repeat step 2 to cycle through all 8 ring patterns

5 Press [**Shift**] again when you hear the desired ring pattern

   ● Your new ring is set; green light goes off

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

Self-Test   ✓

To test lights and
ringer of your voice
terminal

1 Press [**Shift**]

   ● Green light goes on

2 Press and hold [**Drop**]

   ● Ringer sounds

   ● All columns of lights next to buttons above and to
     right of dial pad go on

   ● Display is activated

3 Release [**Drop**] to end test

   ● Ringer and lights return to pretest state

   Note: If ringer or lights do *not* respond during test,
   notify your System Manager.

Send All Calls

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

1   Press [**Send All Calls**] (while on-hook or off-hook)
    or lift handset and dial Send All Calls code _____
                                              [confirmation tone]

    Note: You may hear a half ring as each call is sent to coverage if you have a DEFINITY Generic 2 or System 85 R2V4.

To send an assigned group of extensions (except priority, intercom, and personal central office calls) immediately to an assigned extension, AUDIX, or message center for coverage

1   Press [**SAC Group**] (while on-hook or off-hook)
                                              [confirmation tone]

To cancel Send All
Calls or SAC Group

1 Press [**Send All Calls**] or [**SAC Group**] again (while on-hook or off-hook)
or lift handset and dial Send All Calls cancel code

_____   [confirmation tone

- Your calls ring at your own voice terminal again

Shift ✓

To use the Shift feature
1 Press [**Shift**] to access any of the top-labeled features on buttons with split labels

 • Green light goes on

2 Press the split-labeled button whose top feature you want to use

 Note: When you press a feature button, the green light for [**Shift**] automatically goes off; begin again at step 1 to use another top-labeled feature.

Speaker ■

Note: Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with your System Manager to see which of these two features you can use.

Use the following procedures if your voice terminal is set for the Speaker (listen only) feature.

To place a call without lifting the handset, or to use speaker with any feature activity (such as monitoring a call on which you have been put on hold, or for group listening)

Note: In order for the other party to hear you, you must speak through the handset.

1 Press [**Speaker**]

2 Place call, or access selected feature

3 Adjust speaker volume if necessary

- 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 Speaker volume control button labeled [▼]

- If you have a display, it shows [<u>SPEAKER L >>>> H</u>] (there are 8 possible volume settings)

To mute the microphone associated with the handset so the other party cannot hear you	1 Press [**Mute**]
	    • Red light goes on and other party cannot hear you
	2 Press [**Mute**] again to resume talking to other party through handset
	    • Red light goes off and other party can hear you again

To change from speaker to handset	1 Lift handset and talk

To change from handset to speaker	1 Hang up handset 2 Press [**Speaker**]

To activate the speaker while on the handset	1 Press [**Speaker**]
	● The handset will remain active, and the speaker will *also* be active. This allows group listening, although you can still only talk through the handset. **Do not hang up the handset or the call will be dropped**

To turn off speaker and return to handset only	1 Press [**Speaker**]
	● The speaker turns off (handset remains active)

To end a call if *only* the speaker is active (handset on-hook)	1 Press [**Speaker**]

To end a call if *both* the handset *and* speaker are active	1 Hang up handset
	● The speaker turns off automatically

Speakerphone

Note: If you are uncertain whether your voice terminal is set for Speaker (listen only) or Speakerphone (listen and talk), check with your System Manager.

Use the following procedures if your voice terminal is set for Speakerphone (listen and talk).

To place/answer a call without lifting the handset, or to use speakerphone with any feature

1 Press [**Speaker**]

- Green light goes on next to [**Speaker**]

2 Place or answer call, or access selected feature

3 Adjust volume if necessary

- 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 [▼]

- Display shows [SPEAKER L >>>> H] (there are 8 possible volume settings)

   Note: The Volume-control button does *not* affect an external speakerphone.

4 Press [**Speaker**] again to hang up

- Green light goes off

To prevent other party from hearing you
 	
Note: The Mute feature can also turn off the microphone associated with the handset.
	1 Press [**Mute**]
	  • Red light goes on and party cannot hear you
	2 Press [**Mute**] again to resume talking to party
	  • Red light goes off and other party can hear you again

To change from speakerphone to handset	1 Lift handset and talk • Green light next to [**Speaker**] goes off
To change from handset to speakerphone	1 Press [**Speaker**] • Green lights go on next to [**Speaker**] 2 Hang up handset

Terminal Busy Indication

To see if the specified
voice terminal is busy
or idle

1 Look at the Terminal Busy Indication status light

  ● The light will be on if the terminal is busy and off if
    the terminal is idle

Transfer ✓

To send present call to
another extension or
outside number

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

   • Present call put on hold and you are given a new call
     appearance

2 Dial extension or number to which the call is to be
   transferred   [ringback tone]

   • Remain on the line and announce call if desired; if no
     answer or number dialed is busy, return to held call
     by pressing its call appearance

3 Press [**Transfer**] again

   • Call is sent to dialed extension or number

4 Hang up or press [**Drop**]

Display Features

On/Off

The display is on when the voice terminal is on and off when the voice terminal is off.

Normal Mode

In the normal mode, the display shows call information for the current active call appearance:

- You may have as many as 10 call appearances. Beginning with the first button in the upper left corner of your faceplate and going down, the display identifies the first 5 buttons as **a** through **e;** the 5 buttons in the second column are identified as **f** through **j.** When the display shows [**a =**], it represents call information for the first call appearance. The next button down would be shown as [**b =**], and so on, continuing through [**j =**] if all 10 of these buttons are used for call appearances.

- When you dial an extension, that number is shown and then replaced by the called party's name and extension.

- When a call is received from another extension, the caller's name is shown (or the caller's extension if a name is not administered); when a call is received from outside, [OUTSIDE CALL] or a trunk identifier is shown.

- The display remains in normal mode until you activate one of the other display features. After using any of these features, return to normal mode by pressing [**Normal**].

Inspect

<div style="text-align: right;">▢</div>

To see who's calling
while on a call

1 Press [**Inspect**]

- Name and number of caller are shown if from extension; [OUTSIDE CALL] or other trunk source is shown if from outside

2 Press [**Normal**] to return to display for present call

To see who's on hold
while on a call

1 Press [**Inspect**]

2 Press [**xxxxx**] of held call

- You remain connected to present call

To answer a new call
while on a call

1 Press [**Normal**] (if not already in normal mode)

- Finish present call or put on hold

2 Press [**xxxxx**] of new call

Message Retrieval ✓

To see your messages when your message light is on (while on-hook, off-hook, or on a call)	1 Press [**Message Retrieve**] 2 Press [**Next Message**] to see first message (and then for each following message)
To return a call to a message sender	1 Pick up handset or activate speakerphone [dial tone] 2 Press [**Return Call**] while any part of message is shown
To erase a message	1 Press [**Delete**] while any part of message is shown
To see a principal's (coworker's) messages (can be during a call with principal)	1 Select an idle [**xxxxx**] button, or put principal on hold and select an idle [**xxxxx**] button [dial tone] 2 Press [**Covr Msg Retrieve**] 3 Dial principal's extension

Note: You must first be designated as a system-wide message retriever by your System Manager or principal must have Message Retrieval coverage that allows a coverage point to retrieve messages.

4 Press [**Next Message**] to see the first message (and then for each following message)

5 Press held [**xxxxx**] to give them their messages, if appropriate

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To return a call for the principal to the displayed extension (while on a call with principal)

1 Press [**Transfer**]

● Principal is put on hold

2 Press [**Return Call**] while any part of message is shown

3 Press [**Transfer**]

● Principal is connected to call

To erase a message

1 Press [**Delete**] while any part of message is shown

Normal ✓

To return to normal
display after using any
display feature

1 Press [**Normal**]

• Display will show call information for active call
appearance

Time

To see date and time

1 Press [**Date/Time**]

• Display returns to normal mode after a few seconds

To see elapsed time
(hours, minutes,
seconds)

1 Press [**Timer**]

• Green light goes on

2 Press [**Timer**] again to stop timer and clear display

• Green light goes off

Tones and Their Meanings

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

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 a call from an Automatic Callback call that you placed.
- **half ring** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding — Follow Me is active.
- **intercom ring** — A call directed to you by the Intercom feature.

Feedback Tones

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

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

- **confirmation tone** — 3 short bursts of tone; indicates that a feature activation or cancellation has been accepted.

- **coverage tone** — 1 long burst of tone; indicates that your call will be sent to another extension to be answered by a covering user.

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

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

- **recall dial tone** — 3 short bursts of tone followed by a steady dial tone; indicates that the feature request has been accepted and dialing can begin.

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

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

Key Words to Know

access code   See **feature code.**

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

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

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

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

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

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

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

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

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

feature code   A dial code of 1, 2, or 3 digits (4 digits in System 85 R2V4), that you use to activate or cancel the operation of a feature.

group list   One of the 3 types of Abbreviated Dialing lists; programmable by the System Manager or a controller of the list. Contains telephone numbers useful to members of a specific group, and stored as 1- or 2-digit list items, depending on the number of members in the list.

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

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

off-hook   When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call) or speakerphone is ON.

on-hook   When the handset is left on the cradle or speakerphone is OFF.

party   A person who places or answers a call.

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

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

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

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

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

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

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

Ringing Appearance Preference   If your voice terminal is assigned Ringing Appearance Preference, you will automatically be connected to an incoming call when you lift the handset. You *do not* have to press a call appearance.

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

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

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

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

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

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

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

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

Quick-Reference Lists

Feature Codes

Feature	Code	Feature	Code
Personal		CALL PARK	
Group		Answer Back	
System		CALL PICKUP	
Program		LAST NUMBER DIALED	
AUTOMATIC CALLBACK		LEAVE WORD CALLING	
Cancel		Cancel	
CALL FORWARDING — BUSY/DON'T ANSWER		PRIORITY CALLING	
		SEND ALL CALLS	
Cancel		Cancel	
CALL FORWARDING— FOLLOW ME			
Cancel			

Trunk Codes	
Description	**Code**

Miscellaneous	
Description	**Extension**
Message	
Attendant	
AUDIX	

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