



DEFINITY[®] Enterprise Communications Server (ECS) Release 5

8410 Voice Terminal Quick Reference

**555-230-764
Comcode 107672974**

Refer to the procedures on this card to use the features on your 8410 voice terminal. The features here are listed in alphabetical order. In the spaces provided, write the feature access codes for your system. For more information about any of these features, see your system manager or refer to the *DEFINITY[®] Enterprise Server (ECS), Release 5 8410 Voice Terminal User's Guide, 555-230-763*.

USING THE SOFTKEYS

If your 8410 has a display, you may be able to access up to 12 features with the softkeys. You can activate available softkey features by pressing **Menu** and then the softkey below the feature abbreviation. If the feature you want to use is not on the bottom line of the display, press **Next ►** or **◀ Prev** until you see the feature you wish to access. When the feature is active, an arrow appears above the feature. (However, if the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.)

ABBREVIATED DIALING (AD)

To program/reprogram an AD button

- 1 Pick up handset.

NOTE: For speakerphone users, press a call appearance button or press **Speaker**.

- 2 Press softkey below **Prog** (for display users)
or Press **Program**
or Dial AD Program access code _____.
- 3 Press AD button to be programmed.

- 4 Dial outside number, extension, or feature access code you want to store (up to 24 digits).
- 5 Press **#**.
- 6 Repeat Steps 3 through 5 to program additional buttons.
- 7 Hang up.

To place an AD call

- 1 Pick up handset or press **Speaker**.
- 2 Press selected AD button.

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

- 1 Pick up handset.
NOTE: For speakerphone users, press a call appearance button.
- 2 Press softkey below **Prog** (for display users)
or Press **Program**
or Dial AD Program access code _____.
- 3 Dial Personal List number (**1, 2, or 3**).
- 4 Dial list item (**1, 2, 3...**).
- 5 Dial number you want to store (up to 24 digits).
- 6 Press **#**.
- 7 Repeat Steps 4 through 6 to program additional items on the same list.
- 8 Hang up.

To place a call using an AD list button or access code

- 1 Press **Pers List** or **Grp List** or **Sys List**
or Dial appropriate AD List access code:
 - List 1 _____
 - List 2 _____
 - List 3 _____**NOTE:** An **Enhcd List** may also be available.
- 2 Dial desired list item (**1, 2, 3...**).

AUTOMATIC CALLBACK

To automatically place another call to an extension that was busy or did not answer

- 1 During call attempt, press softkey below **AutCB** (for display users)
or Press **AutoCallBk**.
- 2 Hang up.
 - You hear a 3-burst priority ring when both you and the called extension are idle. Pick up handset to be connected to call.

To cancel Automatic Callback

- 1 While on-hook, press softkey below **AutCB** again (for display users)
or Press **AutoCallBk** again.

CALL COVERAGE/CONSULT

To answer a call for a coworker for whom you are a coverage point

- 1 Press the call appearance of incoming call when ring begins or green light flashes.

To talk privately with a coworker after answering a redirected call

- 1 Press **Transfer**.
 - Call is put on hold.
- 2 Press **Consult**
or Dial coworker's extension.
- 3 Discuss call, if appropriate.
- 4 If coworker is not available, press the call appearance button next to the fluttering light to reconnect to the call
or Press **Transfer** again to send call to coworker
or Press **Conf** to make it a 3-party call.

CALL FORWARDING ALL CALLS

To temporarily redirect all calls to an extension or outside number

- 1 Press softkey below **CFrwd** (for display users)
or Press **Call Fwd**
or Dial Call Forward access code _____.
- 2 Dial extension or number where calls will be sent.
- 3 Hang up.

To cancel Call Forwarding

- 1 While on-hook, press softkey below **CFrwd** (for display users)
or Press **Call Fwd** again
or Dial Call Forward cancel code _____.

CALL PARK

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

NOTE: Press the softkey below **CPark** (for display users) or press **Call Park** and hang up; otherwise do this:

- 1 Press **Transfer** .
- 2 Dial Call Park access code _____.
- 3 Press **Transfer** again.
- 4 Hang up.

To retrieve a parked call from any extension.

- 1 Dial Answer Back access code _____.
- 2 Dial extension where call is parked.

CALL PICKUP

To answer a call placed to a member of your pickup group

- 1 Press softkey below **CPkUp** (for display users)
or Press **Call Pickup**
or Dial Call Pickup access code _____.

CONFERENCE

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

- 1 Press **Conf**.
- 2 Dial number of new party and wait for answer.
- 3 Press **Conf** again.
- 4 Repeat Steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call to which you are connected

- 1 Press **Conf**.
 - You are given a new call appearance.
- 2 Press call appearance of call on hold (first call).
- 3 Press **Conf** again.

To drop the last party added to a conference call

- 1 Press **Drop**.

DIRECTORY (display feature)

To search directory for a name

- 1 Press the softkey below **Dir** (for display users) or Press **Directory**.
- 2 Key in name with dial pad [last name, comma (use *), first name or initial].
- 3 Press **Next Msg** for next directory name.

NOTE: If you want to dial the displayed number, press **Call Display** (if available), or press **Exit** and then dial the number using the dial pad.

EXIT/NORMAL (display feature)

When you are ready to leave Display or Softkey Mode and return to Normal (call-handling) Mode

- 1 Press **Exit**.

HOLD

To put a call on hold

- 1 Press **Hold**.

To answer a new call while active on another

- 1 Press **Hold**.
- 2 Press call appearance of incoming call.

To return to held call

- 1 Press call appearance of held call.

LAST NUMBER DIALED

To automatically redial the last number you dialed

- 1 Press softkey below **Last** (for display users)
or Press **LastDialed**
or Dial Last Number Dialed access code _____.

LEAVE WORD CALLING (LWC)

To leave a message after dialing an extension

- 1 Press softkey below **LWC** (for display users)
or Press **LWC** before hanging up your handset.

To leave a message without ringing an extension

- 1 Press softkey below **LWC** (for display users)
or Press **LWC**
or Dial Leave Word Calling access code _____.
- 2 Dial extension.

To cancel a Leave Word Calling message

- 1 Press the softkey below **CnLWC** (for display users)
or Press **Cancel LWC**
or Dial Leave Word Calling cancel code _____.
- 2 Dial extension.

PRIORITY CALLING

To place a priority call (3-burst ring)

- 1 Press the softkey below **PCall** (for display users)
or Press **Priority**
or Dial Priority Calling access code _____.
- 2 Dial extension or wait for party to answer.

RESET SPEAKERPHONE

NOTE: You can use this feature only if the *Reset Spkr* label appears under the **Speaker** button.

To adjust the speakerphone to the surrounding room acoustics

- 1 While on-hook, press **Shift** and then press **Speaker**.
 - You hear a series of tones.

SELECT RING (and RINGER VOLUME)



To select a personalized ring

- 1 If your 8410 has a **Shift** button, press **Shift** and then press **Hold**;
if your 8410 has a **Ring** button, press **Ring**.
 - Current ringing pattern plays.
- 2 To cycle through all eight ring patterns:
if your 8410 has a **Shift** button, continue to press (and then release) **Hold** to hear each subsequent pattern;
if your 8410 has a **Ring** button, continue to press (and then release) **Ring** to hear each new pattern.

NOTE: If your 8410 has a display, you can also press **Next ▶** or **◀ Prev** to cycle through the eight ringing patterns.

- 3 To set your selected ringing pattern:
if your 8410 has a **Shift** button, press **Shift** when you hear the desired ringing pattern;
if your 8410 has a **Ring** button, do not press **Ring** anymore. You will hear the selected ringing pattern two more times, and then it will be automatically saved.
 - You hear confirmation tone.

To adjust ringer volume if necessary (speaker is not active)

- 1 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 .

SEND ALL CALLS

To send all calls (except priority calls) to coverage

- 1 While on-hook, press softkey below **SAC**
(for display users)
or Press **Send Calls**
or Dial Send All Calls access code _____.

To cancel Send All Calls



- 1 While on-hook, press softkey below **SAC**
(for display users)
or Press **Send Calls**
or Dial Send All Calls cancel code _____.

SPEAKERPHONE

NOTE: To use this feature, your voice terminal must be set for the Speakerphone (speak and listen) feature.

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

- 1 Press **Speaker**.
- 2 Place or answer call, or access selected feature.
- 3 Adjust speakerphone 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 .

To prevent the other party from hearing you

- 1 Press **Mute**.
 - Red Mute light goes on.
- 2 Press **Mute** again to resume talking to party.
 - Red Mute light goes off.

To change from speakerphone to handset

- 1 Pick up handset and talk.

To change from handset to speakerphone

- 1 Press **Speaker**.
- 2 Hang up handset.

To end a speakerphone call

- 1 Press **Speaker** again to hang up.

NOTE: With a DEFINITY G3V3 or later, if the person you are talking with hangs up first, the call will be disconnected. If you press **Speaker**, you will get dial tone.

STORED NUMBER (display feature)

To see number stored on an AD button

- 1 Press the softkey below **View** (for display users) or Press **Stored**.
- 2 Press selected AD button.

To see the last number you dialed

- 1 Press the softkey below **View** (for display users) or Press **Stored**.
- 2 Press the softkey below **Last** or, if **Last** is not available on your display, press **LastDialed** or Dial the Last Number Dialed access code _____.

TEST

To test the lights and display (if applicable) on your voice terminal)

- 1 Press and hold down **Test**.
 - Green Test light goes on.
 - Button lights go on in two separate groups, and, if your terminal has a display, all display segments fill in.
- 2 To end test, release **Test**.

TIME/DATE (display feature)

To see time and date

- 1 Press softkey below **TmDay** (for display users) or Press **Time/Date**.

TIMER (display feature)

To see elapsed time

- 1 To start timer, press **Menu** and the softkey below **Timer** (for display users)
or Press **Timer**.
- 2 To stop timer, press **Menu** and the softkey below **Timer**
or Press **Timer** again.

TRANSFER

To send present call to another extension or outside number

- 1 Press **Transfer**.
- 2 Dial number where call is to be transferred.
- 3 Press **Transfer** again.
- 4 Hang up.