

AT&T

CALLMASTER[®]
Digital Voice Terminal
User's Guide

NOTICE

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HEARING AID COMPATIBILITY

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

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Your CALLMASTER Digital Voice Terminal

Congratulations on the addition of the AT&T CALLMASTER Digital Voice Terminal (Figure 1) to your communications system. Following our tradition of excellent quality and high reliability, this new voice terminal provides the latest in telecommunications technology.

Your CALLMASTER voice terminal is either a model 602D1 or a model 602A1. The model number is printed on a sticker located on the bottom of the voice terminal. Model 602D1 is equipped with a recorder interface module (RIM) that enables the recording of all voice interactions. Model 602A1 does not have a recorder interface module.

If you are using a CALLMASTER voice terminal with RIM, both calling and called parties hear a soft beep tone that is repeated every 15 seconds. This beep indicates that RIM is active and the call is being recorded.

This guide describes the CALLMASTER digital voice terminal and some of its many features for handling Automatic Call Distribution (ACD) calls. The *AT&T System 75 Automatic Call Distribution Agent Instructions* (555-200-722) describes specific call-handling procedures and System 75 features. (The information in that book also applies to DEFINITY Generic 1.) The *AT&T DEFINITY™ Generic 2 and System 85 Automatic Call Distribution Agent Instructions* (555-104-713) describes specific call-handling procedures and DEFINITY Generic 2 and System 85 features.

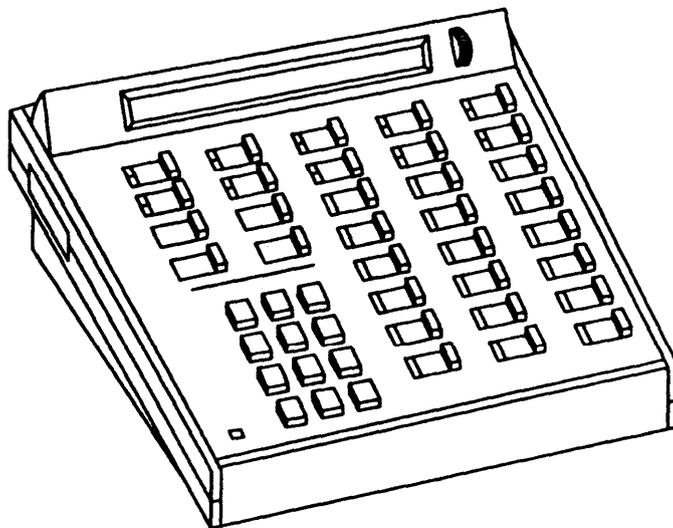


Figure 1. CALLMASTER Digital Voice Terminal

Conventions Used in This Guide

The following conventions are used in the procedures in this guide

- | | |
|--------------------|--|
| [<u>xxxxx</u>] | This box represents a call appearance button, where xxxxx is the extension number. |
| [Feature] | This box represents a labeled fixed-feature button. The fixed-feature buttons used in this guide are Conference , Drop , Hold , Transfer , and Mute . |

Organization of This Guide

The remainder of this guide is arranged as follows:

- **Physical Description** — Describes the physical characteristics of the CALLMASTER digital voice terminal.
- **Feature** — Explains how to use the fixed-feature buttons.
- **References** — Lists available documents that are related to the CALLMASTER digital voice terminal and that may be useful as background or reference information.

Physical Description

The functional areas of the CALLMASTER digital voice terminal are shown in Figure 2 and described on the following pages.

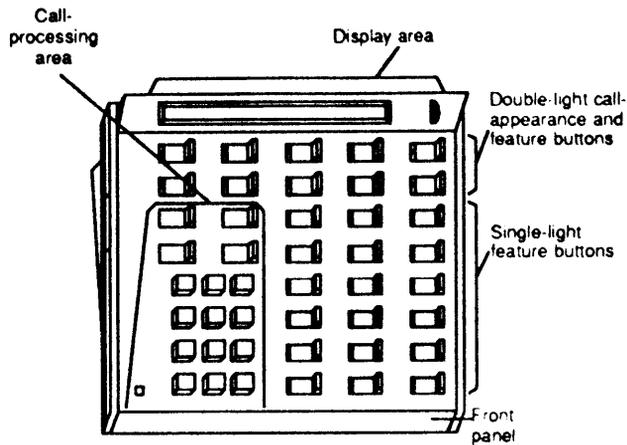


Figure 2. CALLMASTER Digital Voice Terminal Functional Areas

Call-Processing Area

As shown in Figure 3, this area contains the following:

Dial pad	Use the touch-tone buttons, 1 through #, to dial calls and access features.
Conference button	Use to set up conference calls with 3 people (DEFINITY Generic 2 and System 85) or up to 6 people (DEFINITY Generic 1 and System 75).
Transfer button	Use to send a call to another extension or outside number.
Drop button	Use to end one call, immediately obtain dial tone, and place another call; also, use to drop the last person added to a conference call.
Hold button	Use to put a call on hold.
Message light	Goes on when a message is waiting.

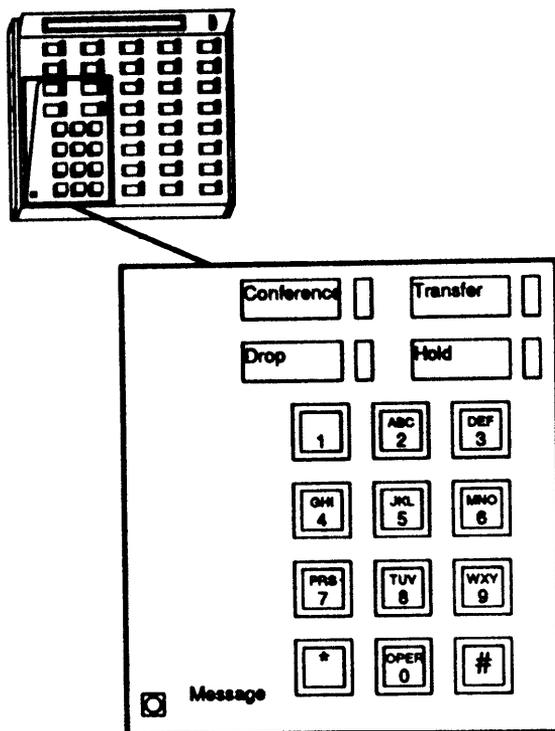


Figure 3. Call-Processing Area

Display Area

As shown in Figure 4, this area contains an alphanumeric display and a display contrast-control wheel.

The 2-line, 40-character-per-line, alphanumeric display shows call- and system-related information, including incoming and outgoing calls.

The person who manages your system may assign several display-mode buttons to your voice terminal. These display modes are discussed in *AT&T System 75 Automatic Call Distribution Agent Instructions* (555-200-722) and *AT&T DEFINITY™ Generic 2 and System 85 Automatic Call Distribution Agent Instructions* (555-104-713).

The contrast-control wheel rotates up to make the display darker and down to make the display lighter.

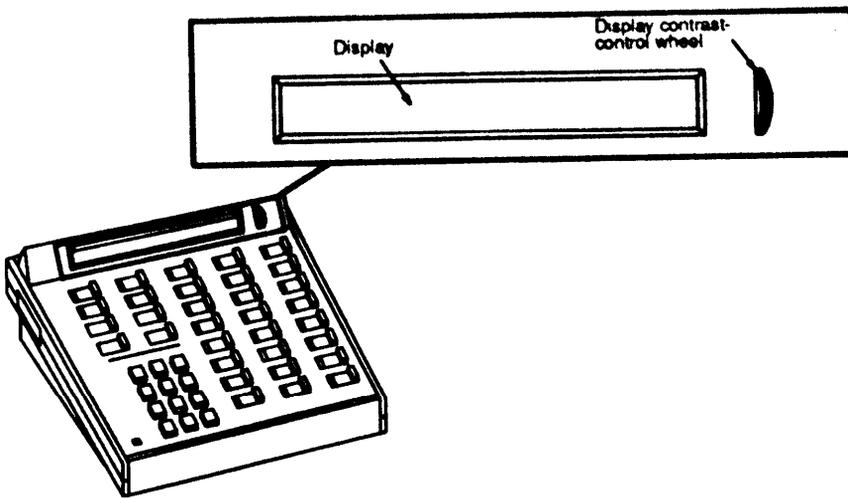


Figure 4. Display Area

Double-Light Call-Appearance and Feature Buttons

The 10 buttons shown in Figure 5 can be administered by the person who manages your system for use as call appearances or for feature activation and deactivation. Each button has a label, a red light and a green light.

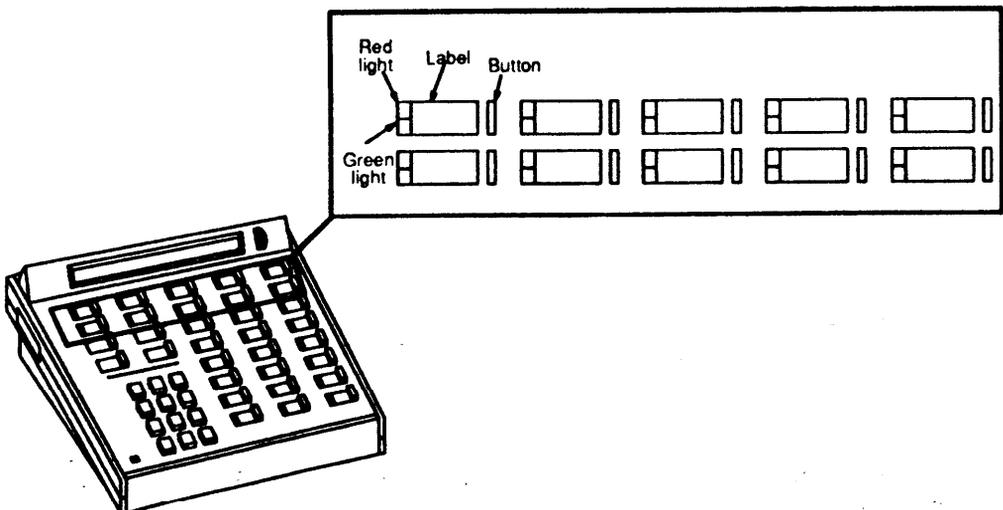


Figure 5. Double-Light Call-Appearance and Feature Buttons

Single-Light Feature Buttons

The 18 buttons shown in Figure 6 are arranged in 3 columns of 6 buttons. Each button has a label and a green light. The last button in the first column is preprogrammed as the [**Mute**] button. You can use the [**Mute**] button when you are active on a call and want to speak, perhaps to someone near you, without being overheard by the caller. Operation of the [**Mute**] button is described on page 12.

The person who manages your system can administer the remaining 17 buttons to activate and deactivate features or to perform special functions. One of these buttons will be administered as a [**Release**] button, which is necessary for proper ACD operation. You must press [**Release**] to return to normal mode:

- After every call.
- If power is removed or after any service-affecting maintenance test has been run on your switch.

When you press [**Release**], a dial tone will not be returned.

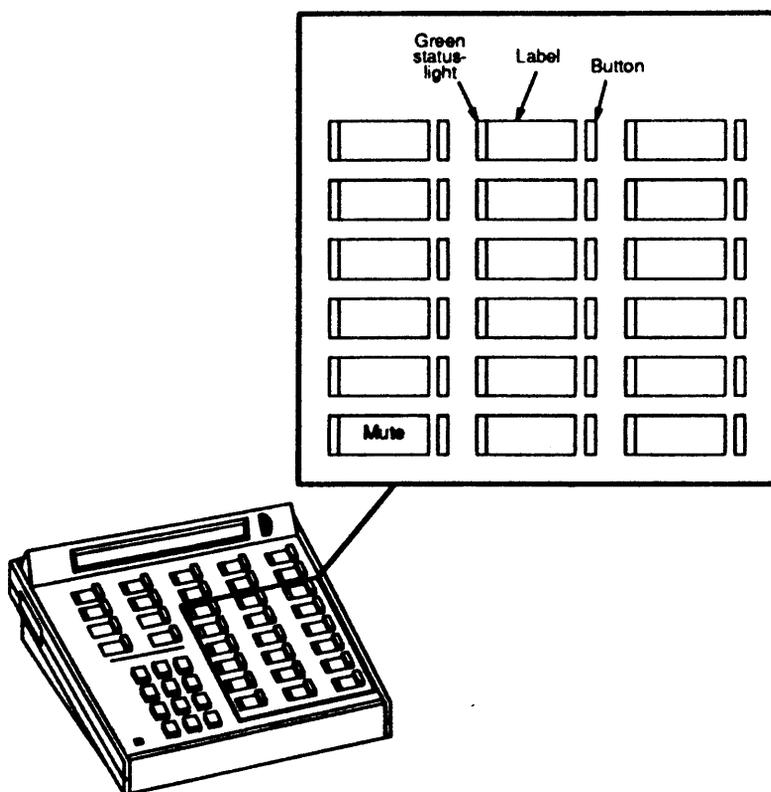


Figure 6. Single-Light Feature Buttons

Front Panel

As shown in Figure 7, the front panel drops down to reveal:

Instructions for
button-label strips

Follow these instructions to remove or insert button-label strips for call-appearance and feature buttons. (These strips will probably be labeled for you. However, if they are not, or if you need to change a label, you can remove the strips and write or type on them.)

Self-test button

Use to test the lights, ringer, and display.

- 1 Gently pull down on the front panel to open it.
- 2 Press and hold the self-test button. If all is well, the ringer sounds, the lights go on (one field of lights at a time), and the display shows 80 discrete blocks.
- 3 Release the button. The ringer stops, the active lights go off, and the display returns to its former state.

1-2 switch

This switch is set by the installer; you should not change the switch setting.

Ringer-volume control

Move the control to the right to increase the ringer volume and to the left to decrease the volume.

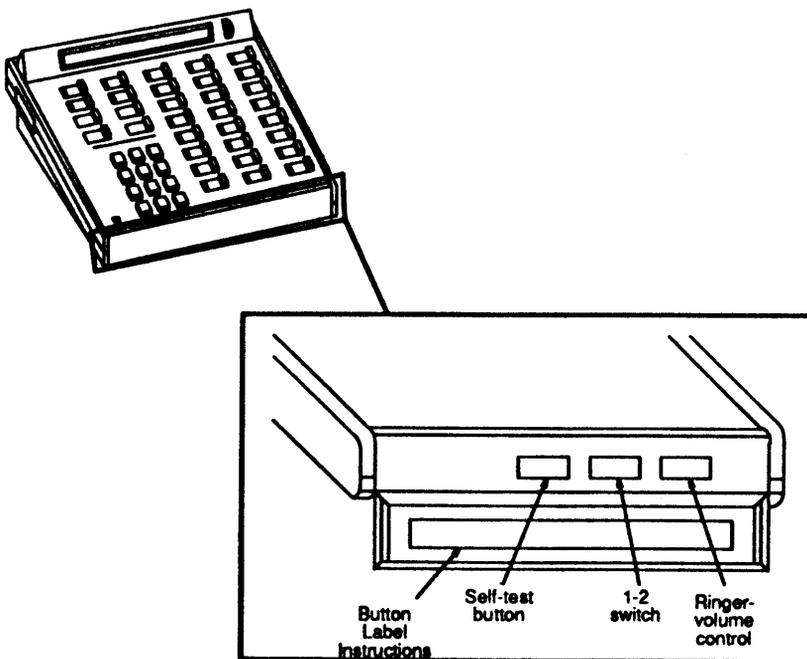


Figure 7. Front Panel

Sides and Back of the Terminal

One side and the back of the terminal are shown in Figure 8. Each side of the terminal contains a headset jack and a screw hole.

Side jacks	A headset or handset (with special adapters) can be plugged into the jacks on each side of the terminal. Both hand/headsets can be used at once.
Screw holes	Optional handset cradles can be attached using the screw holes on each side of the terminal and an available handset kit. Note: Handsets are not normally used with ACD operations; the handset kit will <i>not</i> allow you to go off-hook.
Back jack	An optional kneewell adapter may be plugged into the jack on the back of the terminal. The adapter attaches under the desk to eliminate cord clutter. You can plug 2 headsets or 2 handsets into the adapter; the 2 headsets or 2 handsets must both be the same model.

To connect the kneewell adapter to the terminal:

- 1 Locate the jack on the back of the terminal.
- 2 Plug in the cord from the kneewell adapter.

The use of a kneewell adapter brings the number of available headset jacks to 4; however, only 2 jacks should be used at one time.

Model number	The model number tells you whether your terminal is a model 602D1 or a model 602A1. Model 602D1 is equipped with a recorder interface module (RIM) that enables the recording of all voice interactions. Model 602A1 does not have a RIM. If there is not a model number, your terminal is a model 602A1.
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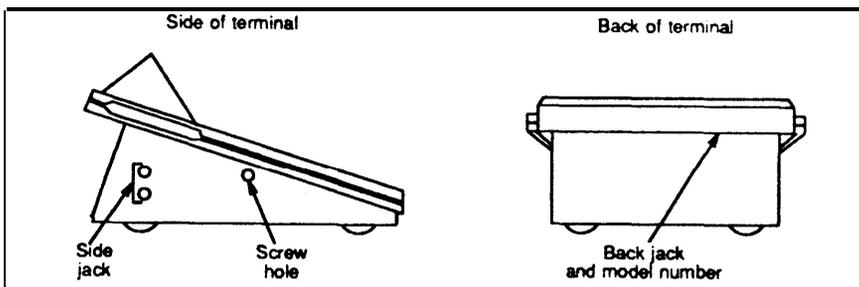


Figure 8. Side and Back of the Terminal

Bottom of the Terminal

As shown in Figure 9, a line jack is located on the bottom of the terminal. The line jack is used to connect the voice terminal to a wall telephone jack.

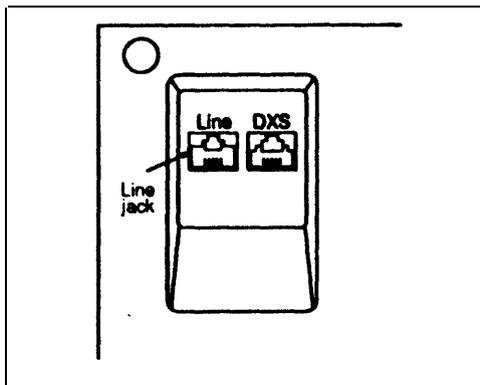


Figure 9. Bottom of the Terminal

Features

Many features are available for use with your CALLMASTER 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 administered for your particular CALLMASTER voice terminal. All CALLMASTER voice terminals have 5 fixed features — Conference, Drop, Hold, Mute, and Transfer. These 5 features, listed alphabetically, are discussed below.

Conference

To add another party to an existing call (for a total of up to 3 parties in DEFINITY Generic 2 and System 85 or 6 parties in DEFINITY Generic 1 and System 75)

- 1 Press [**Conference**]
 - Present call is put on hold; all other parties remain connected to each other
 - You are given a new call appearance and hear dial tone
- 2 Dial number of new party and wait for answer
 - If party answers, explain who's on the conference call and go to step3
 - If party does not answer or if line is busy, press fluttering [**xxx**] to return to held call
- 3 Press [**Conference**] again
 - All parties are now connected
- 4 Repeat from step 1 to add another party to the conference call

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

- 1 Press [**Conference**]
 - Green light at held call appearance continues to flutter
 - Green light at current call appearance also flutters
 - You are given a new call appearance and hear dial tone
- 2 Press [**xxx**] of held call (first call)
- 3 Press [**Conference**] again

Drop

To disconnect from an active 2-party call

- 1 Press [**Drop**]
 - Hear dial tone

Note: You may press [**Release**] instead of [**Drop**] to disconnect faster. You will not hear dial tone.

To drop the last party you added to a conference call

- 1 Press [**Drop**]
 - Last party added to Conference call is dropped; you and other parties remain connected

Hold

To put a call on hold while you answer another call, place a call, or perform some other task

- 1 Press [**Hold**]
 - Green light at held call appearance flutters**Note:** If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another call

- 1 Press [**Hold**]
 - Green light at held call appearance flutters
- 2 Press [**xxxx**] of incoming call

To return to held call

- 1 Press [**xxxx**] of held call

Mute

To speak to someone near you without being overhead by the caller

- 1 Press [**Mute**]
 - Green light goes on; your voice is not transmitted
- 2 To reestablish 2-way transmission, press [**Mute**] again
 - Green light goes off; caller can now hear you

Transfer

To send an existing call to another extension or outside 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.

- 1 Press [**Transfer**]
 - Green light at call appearance flutters
 - Present call is put on hold
 - You are given a new call appearance and hear dial tone
- 2 Dial number where call will be transferred
 - Hear ringback tone
 - If answered remain on line and announce call if desired.
 - If not answered or if line is busy, return to held call by pressing [**xxx**] where green light is fluttering
- 3 Press [**Transfer**] again
 - Call is transferred to dialed number

References

- *AT&T System 85 CALLMASTER™ Digital Voice Terminal — Application Notes (555-103-523)*
- *AT&T System 75 CALLMASTER™ Digital Voice Terminal — Application Notes (555-103-253)*
- *AT&T DEFINITY™ Generic 2 and System 85 Automatic Call Distribution Supervisor Instructions (555 104 714)*
- *AT&T System 75 Automatic Call Distribution Supervisor Instructions (555-200-724)*
- *AT&T DEFINITY™ Generic 2 and System 85 Automatic Call Distribution Agent Instructions (555-104-713)*
- *AT&T System 75 Automatic Call Distribution Agent Instructions (555-200-722)*

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