AT&T

DEFINITY® Communications System Generic 2

and System 85

7410 Plus Voice Terminal
User's Guide

Contents

Your 7410 Plus Voice Terminal

The 7410 Plus voice terminal is designed so that you can conveniently use the many features of the AT&T DEFINITY Communications System Generic 2 and System 85. Familiarize yourself with your voice terminal, shown in Figure 1 and explained below and on the following page.
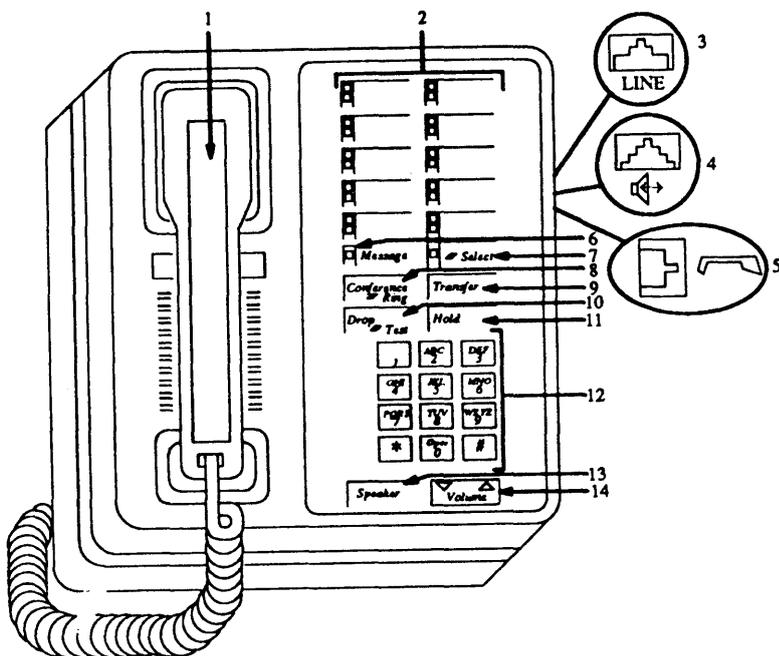
Figure 1. 7410 Plus Voice Terminal

Starting at the top of Figure 1 and continuing clockwise:

1) 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.

2) 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.

3) Line jack
For connecting a line cord to your voice terminal. Located on the back of your voice terminal just to the right of the center, labeled "LINE."

4) Speaker/headset adapter jack
For connecting an external speaker or headset adapter to your voice terminal. Located on the back of your voice terminal near the center, labeled ⊄→.

5) Handset jack
For connecting the handset cord to the voice terminal. Located on the back of your voice terminal, labeled ⌐⌐.

6) Message light
For indicating when a message has been left for you (steady red light).

7) Select button	Can be used in 2 different ways:
	1) Used with [**Drop Test**] to initiate a self-test of your voice terminal
	2) Used with [**Conference Ring**] to select your own personalized ring from among 8 available patterns
8) Conference/Ring button	For setting up conference calls. When used with [**Select**], you can select a personalized ringing pattern for your voice terminal.
9) Transfer button	For transferring a call to another voice terminal.
10) Drop/Test button	For disconnecting from a call or dropping the last party added to a conference call. When used with [**Select**] you can perform a self-test of your voice terminal button lights and tone ringer.
11) Hold button	For putting a call on hold.
12) Dial pad	The standard 12-button pad for dialing phone numbers and accessing features. The letters, "Q" and "Z" have been added to the appropriate dial pad keys for directory access, and the "5" button on your dial pad has raised bars for visually-impaired users.
13) Speaker button	For accessing the listen- only speaker.
14) Volume button	For adjusting the volume of the speaker when you are using the speaker and a call is in progress, or for adjusting the volume of the tone ringer when you are not using the speaker.

The following optional modules are compatible with the 7410 Plus voice terminal:

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. Plugs into the line jack.
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. Plugs into the speaker/headset adapter jack.
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. Plugs into the speaker/headset adapter jack.

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. You will have the Conference, Drop, Hold, Message, Select Button, Select Ring, Self-Test, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

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 group lists are programmable by the controller of the list; system 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 concerning what 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 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. Call Coverage can also automatically redirect your calls when your voice terminal is busy, you are out of the office, or you have pressed Send All Calls.

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.

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 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 the message center, AUDIX, or a covering user 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 want to have someone call you back; it will help cut down on repeated call attempts.

Message 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 procedure on page 18.

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 Button Used in any of 2 different ways:

1) When used with [**Drop Test**] you can perform a self-test of your voice terminal's lights and ringer.

2) When used with [**Conference Ring**] you can select your own personalized ring from among 8 available 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, receptionist, or AUDIX). Use when you will be away from your desk for awhile or when you do not want to be interrupted by calls.

Speaker   Allows you to place calls or access other voice features without lifting the handset when speaker is on. 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 retrieving messages.

Terminal Busy Indication Provides a visual indication of the busy (off-hook) or idle (on-hook) status of 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.

How to Use the Features

Many features are available for use with your 7410 Plus 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 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. (Conference, Drop, Hold, Message, Select Button, Select Ring, Self-Test, and Transfer 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 speaker) unless you are instructed to remain on-hook in the procedures.* 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). 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: If you receive an intercept tone (high-pitched, alternating high and low tone) while attempting to use 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 again at the first step.

Conventions

The following conventions are used in the procedures:

Italic procedure steps   Procedural steps in gray 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 [**Feature xxxxx**]	Boxes representing buttons that have features assigned to them. The buttons are labeled with the feature name, sometimes followed by an extension number or a person's name.
[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.

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

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

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 to the left)

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

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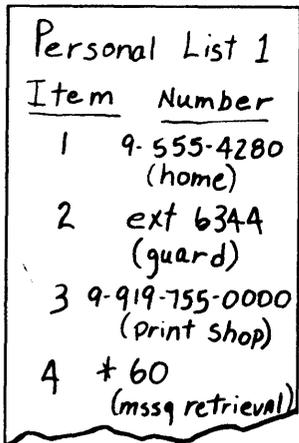
6   Press [**Personal List**]
    or press [**#**]   [confirmation tone]

    ● 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 place a call using an
Abbreviated Dialing
(AD) button

1   Press selected [**AD xxxxx**] (while off-hook)

    ● Call is automatically dialed

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

To leave a message telling 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 telling a co-worker to call you, activate Leave Word Calling instead.

To talk privately with co-worker after answering a redirected call

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

   • Call is temporarily put on hold

2 Press [**Consult**]   [priority ring to co-worker]
   or dial co-worker's extension

                                       [single-burst ring to co-worker]

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

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

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

Call Forwarding — Busy/Don't Answer ▪

To activate Call Forwarding — Busy/Don't Answer

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

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

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

11

Call Forwarding — Follow Me ■

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.

1 Press [**Call Forward**] (while off-hook)
or dial Call Forward — 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.

To cancel Call Forwarding — Follow Me

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 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 interrupt 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**]

● 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**].

To add a third party to a call	1 Press [**Conference Ring**]	[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 Ring**] again

  • All parties now connected

To add a call you've put on hold to another call you're connected to	1 Press [**Conference Ring**]	[dial tone]

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

3 Press [**Conference Ring**] again

  • All parties now connected

To drop 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 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 off-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 Last 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 SMDR account codes are NOT retained in memory and must be redialed for each call.

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 Ask your System Manager for local retrieval methods

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) when you hear a call-waiting ringback tone

1 Press [Priority]

● Called party receives a priority call-waiting tone (3-burst)

2 Wait for called party to anxwer

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

18

Select Button   ✔

To use either of the
features that require
the Select button
([**Select**])

1   Choose either of the following after pressing [**Select**]:

    ● Press [**Drop test**] to initiate a self-test of your voice
      terminal lights and ringer. For procedures, see "Self-
      Test" in this section.

    ● Press [**Conference Ring**] to select one of 8 personalized ringing
      patterns for your voice terminal. For procedures,
      refer to "Select Ring" in this section.

Select Ring and Ringer Volume   ✔

To select a personalized
ring

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

    ● Green light goes on

2   Press [**Conference Ring**]

    ● Green light next to [**Select**] flutters

    ● Current ring pattern plays and repeats every 4
      seconds

3   Continue to press [**Conference Ring**] to cycle through all 8
    ringing patterns

4   When you hear the desired ringing pattern, press
    [**Select**] again

    ● Your new ring is set. Light next to [**Select**] 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
    also have to select your ring pattern again.

| To adjust ringer volume if necessary (speaker must be off) | 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 [▼]. |

Self-Test ✔

To test lights and ringer of your voice terminal

1 Press [**Select**] (while on-hook or off-hook)

- Green light goes on

2 Press and hold [**Drop Test**]

- Ringer sounds
- All lights go on

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

- Ringer and lights return to pretest state. Green light next to [**Select**] goes off.

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

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 calls, 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

21

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

Note: In order for the other party to hear you, you must lift 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
      Volume control button, labeled [▲]; to lower the
      volume, press the left half of the Volume control
      button, labeled [▼]

To activate the speaker while using the handset

1   Press [Speaker]
    ● The speaker is active and the handset is turned off

To turn off speaker and return to handset

1   Pickup the handset

To end a call (while handset is on-hook and only speaker is active)

1   Press [Speaker]

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 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 idle line 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 [**xxxxx**]

3 Press [**Transfer**] again

   ● Call is sent to dialed extension or number

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

Tones and Their Meanings

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

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 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 all trunks are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates 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 which 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 or answering service. 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 2 The AT&T switch to which you are 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 and Generic 2), 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 which 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 speaker is ON.

on-hook When the handset is left on the cradle and the speaker is OFF.

party A person who places or answers a call.

trunk code A dial code of up to 4 digits 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
ABBREVIATED DIALING Personal	
Group	
System	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING — BUSY/DON'T ANSWER	
Cancel	
CALL FORWARDING — FOLLOW ME	
Cancel	

Feature	Code
CALL PARK	
Answer Back	
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	

Trunk Codes	
Description	**Code**

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

Miscellaneous	
Description	**Extension**
Message	
Attendant	
AUDIX	