

AT&T

DEFINITY[®] Communications
System Generic 2

and System 85

**7444 Voice Terminal
User's Guide**



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Order: Document No. 555-104-744
Issue 1, July 1991

For more information about AT&T documents, see *Business Communications Systems Publications Catalog* (555-000-010).

HEARING AID COMPATIBILITY

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

Prepared by
AT&T Technical Publications Department
Denver, CO 80234

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Contents

Your 7444 Voice Terminal	1
A Quick look at the Features	4
How to Use the Features	8
Abbreviated Dialing (AD)	10
Automatic Callback	12
Bridging	13
Call Coverage/Consult	13
Call Forwarding — Busy/Don't Answer	14
Call Forwarding — Follow Me	15
Call Park	16
Call Pickup	17
Conference	18
Drop	19
Hold	20
Intercom (Automatic/Dial)	20
Last Number Dialed	21
Leave Word Calling (LWC)	21
Message	22
Mute	23
Priority Calling	23
Reset speakerphone	24
Select Button	25
Select Ring (and Ringer Volume)	25
Self-Test	26
Send All Calls	27
Speaker	28
Speakerphone	29
Terminal Busy Indication	31
Transfer	31
Display Features	32
Date/Time	32
Inspect	33
Message Retrieval	33
Normal	35
Stored Number	35
Timer	36

Tones and Their Meanings

37

Key Words to Know

38

Quick-Reference Lists

40

Your 7444 Voice Terminal

The 7444 Voice Terminal is designed so that you can conveniently use the features of the AT&T DEFINITY® Communications System Generic 2 and System 85. Familiarize yourself with your telephone, shown in Figure 1 and explained below.

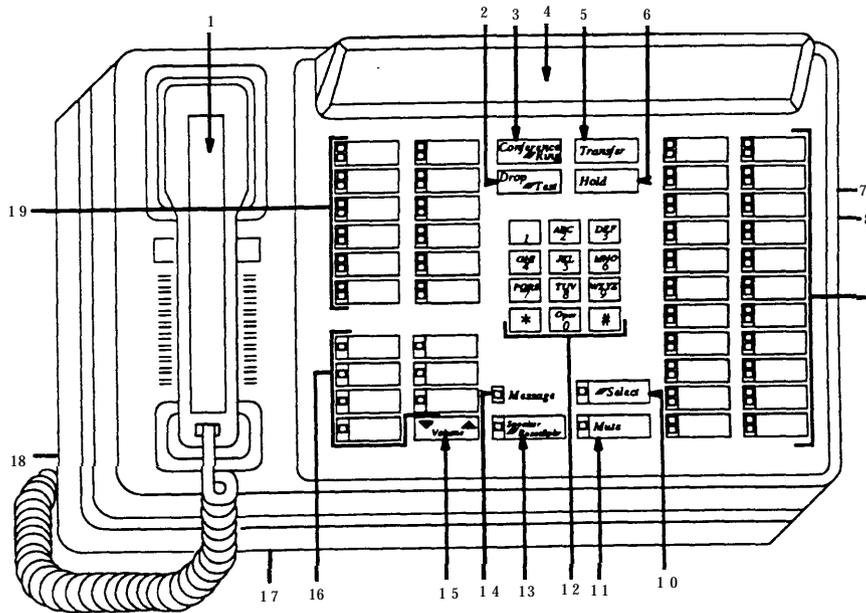


Figure 1. 7444 Voice Terminal

Starting with the handset and continuing clockwise:

- | | |
|--|---|
| 1) Handset | For placing and answering calls. Also known as the receiver. |
| 2) Drop/Test button | For disconnecting from a call. When used with [<u>-Select</u>], you can test the lights, ringer, and display on your telephone. |
| 3) Conference/Ring button | For setting up conference calls. When used with [<u>-Select</u>], you can select your own personalized ring. |
| 4) Display | A built-in 2-line by 40-character VFD (vacuum fluorescent display). |
| 5) Transfer button | For transferring a call to another telephone. |
| 6) Hold button | For putting a call on hold. |
| 7) Speakerphone/
headset adapter jack
(on back of telephone) | This jack is used for connecting an external speakerphone or a headset adapter to your telephone. The jack is labeled  . |
| 8) Line jack (on back
of telephone) | This jack is used for connecting a line cord to your telephone. The jack is labeled "LINE." |

- 9) Call appearances/feature buttons
These 22 buttons can be used for *either* incoming and outgoing calls (**call appearances**) and are labeled with an extension number for accessing features (**feature buttons**) and are labeled with a feature name. Each has a red in-use light to tell you the line is being used or that this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.
- 10) Select button
Can be used in 3 different ways:
- 1) Used with [Drop-Test] to initiate a self-test of your telephone;
 - 2) Used with [Conference-Ring] to select your own personalized ring from among 8 available patterns;
 - 3) Used with [Speaker-Reset Spkr] to perform an acoustic test of the environment and adjust the speakerphone to the surrounding acoustic environment for optimal performance.
- 11) Mute button
For turning off the microphone of the built-in speakerphone or the handset so the other person cannot hear you.
Note: If your telephone is set for the Speaker (listen-only) feature, pressing [Mute] while on a call using the handset will affect *only* the microphone associated with the handset. When you use the Speaker feature, the Mute feature is also activated and the light next to [Mute] is always on.
- 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/Reset Speakerphone button
For accessing the speaker *or* the built-in speakerphone and microphone combination. When you touch [-Select] and then [Speaker-Reset Spkr] you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use.
Note: Your telephone 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.
- 14) Message light
A red light which goes on when a message has been left for you.

15) Volume control button	For adjusting the volume of the speaker or the built-in speakerphone when you are on a call, or for adjusting the volume for the tone ringer when you are not using the speakerphone.
16) Display control buttons	Each of these 7 buttons accesses display features and is labeled with a feature name.
17) Microphone	For Speakerphone operation. Used when the Speakerphone option is set and Speaker button is depressed.
18) Handset jack	For connecting the handset cord to the telephone. Located on the back of your telephone, labeled  .
19) Call appearances/feature buttons	At least 3 of these 12 buttons are devoted to incoming and outgoing calls (call appearances) and are labeled with an extension number; the remainder access features (feature buttons) and are labeled with a feature name.

The following optional modules are compatible with the 7406 Plus telephone:

500A Headset Adapter	Provides a dual-purpose switch that turns on the adapter connecting the headset to the telephone. 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 speakerphone/headset adapter jack.
7400B Data Module	Provides data capability to the attached DCP telephone. It also provides integrated simultaneous voice data communications over standard twisted-pair wiring. Plugs into the line jack.
S101A and S201A Speakerphone	Provides total telephone 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 speakerphone/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, Mute, Select, Select Ring, Self-Test, and Transfer voice features and Message Retrieval and Normal mode among the display features. You may also be able to use the Speakerphone (and Reset Speakerphone) or the Speaker feature. 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 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 telephone. 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 telephone 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 telephone is busy, you are out of the office, or you have pressed Send All Calls button.

Call Forwarding — Busy/Don't Answer Temporarily forwards all your calls to another extension or to the attendant if your telephone 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 telephone, 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 telephone.

Call Pickup Lets you answer a call at your telephone 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 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 telephone 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 telephone. 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 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 Your Message light lets you know that a caller has left a message for you. You can then follow your System Manager's local message retrieval procedures to get your message.

Mute Turns off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation.

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.

Reset Speakerphone Initiates an acoustic test of the surrounding acoustic environment by using a sequence of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. Use whenever you move your telephone to a different location (even in the same room), or whenever the light next to [Speaker-Reset Spkr] is fluttering.

Select Button Used in any of 3 different ways:

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

- 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 telephones.
- 3) When used with [**Speaker-Reset Spkr**] the built-in speakerphone performs an acoustic test of the environment to provide optimal speakerphone performance. Use whenever you move your telephone to a different location (even in the same room), when the telephone is unplugged, or when there has been a power failure. When any of these three things happen, the light on this button will flutter to notify you that the sound level and quality needs to be reset.

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 telephones.

Self-Test Activates the lights, ringer, and display of your telephone. Use when you want to test their operation.

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 In the listen-only mode, allows you to place calls or access other voice features without lifting the handset (when the speaker is on). However, in order to speak to the other party, you must use the handset (the speaker must be off). Use with feature activities that require *listening only*, such as on-hook dialing, monitoring calls on hold, and retrieving messages. **Note:** Your telephone has either the Speaker (listen-only) or the Speakerphone function. Check with the System Manager to see how your telephone is set.

Speakerphone Allows you to place and answer calls or access other voice features without lifting the handset. When used with [**-Select**], the built-in speakerphone performs a test of the surrounding acoustic environment by using a sequence of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. Use the built-in speakerphone anytime you prefer hands-free communication, both speaking and listening or for group conference situations. **Note:** Your telephone may be set for the Speaker (listen-only) rather than the Speakerphone (listen and speak) feature. Check with the System Manager.

Terminal Busy Indication Provides a visual indication of the busy (off-hook) or idle (on-hook) status of specified telephone. 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 telephone 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 telephone can be transferred only to an extension, *not* to another outside number.

Display Features

Date/Time Shows you the date and time. Use as a handy calendar and clock.

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 telephones 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.

Stored Number Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure that Last Number Dialed is appropriate to use.

Timer Allows you to measure elapsed time. Use to keep track of time spent on a call or task.

How to Use the Features

Many features are available for use with your 7444 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 telephones. This System Manager can tell you how to use the features that have been administered for your particular telephone. 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. Some features (Conference, Drop, Hold, Message, Mute, the Select button, Select Ring, Self-Test, and Transfer) are already marked for you. Ask your System Manager if your telephone is set for the Speaker (listen only) or the Speakerphone (speak and listen) feature, and then place a check in the box beside that feature also. **Note:** If your telephone is set for the Speakerphone feature, you can also put a check in the box beside the Reset Speakerphone feature.

- *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 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.*
- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- System 85 is available 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 at the first step.

Conventions

The following conventions are used in the procedures:

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

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

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]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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
 - Begin again at step 1 to program *another* personal list (if you want to continue programming).

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 *Abbreviated Dialing list code (while off-hook)*

Note: This code is unique to your system and must be obtained from your System Manager.

- *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]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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 *unprogram* an Abbreviated Dialing (AD) button

- 1 Simply program a new one over the old one by using the preceding procedure

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]

Note: This code is unique to your system and must be obtained from your System Manager.

- If you have an [**Auto Callback**] button, green light comes 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 telephone 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]

Note: This code is unique to your system and must be obtained from your System Manager.

- Green light goes off

To answer a bridged call

- 1 Press [xxxxx] of bridged call

Note: If your telephone 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 telephones 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/Consult

To answer a call for a co-worker for whom you are a coverage point

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

Note: If your telephone has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset. Also, the call is *not* at your telephone 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 a 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]

Note: This code is unique to your system and must be obtained from 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

Press [Call-Forward] again from the extension where you activated Call Forward (while off-hook)
or dial *Call Forward cancel code (while off-hook)* _____
[confirmation tone]

Note: This code is unique to your system and must be obtained from your System Manager.

2 Hang up

- Your calls will ring at your own telephone again

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 Forwarding — Follow Me code (while off-hook)* _____
[dial tone]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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 telephones 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 from the extension where you activated Call Forward (while off-hook)
or dial Call Forward cancel code (while off-hook) _____
[confirmation tone]

Note: This code is unique to your system and must be obtained from your System Manager.

- 2 Hang up
 - Your calls will ring at your own telephone again

Call Park

[_]

To park a call (for retrieval at any extension)

Note: The Call Park button may be an Abbreviated Dialing button that has been programmed with the Call Park trunk code.

- 1 Press [**Transfer**] [dial tone]
 - Second party is temporarily put on hold
- 2 Press [**Call Park**]
or dial Call Park trunk code _____ [dial tone]
Note: This code is unique to your system and must be obtained from your System Manager.
- 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
telephone is idle

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

Note: This code is unique to your system and must be
obtained from your System Manager.

- 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* _____

Note: This code is unique to your system and must be
obtained from your System Manager.

- Called telephone stops ringing
- You are connected to ringing call

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

Conference



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 [xxxx] 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 [xxxx] of first call
- 3 Press [Conference-Ring] 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 connectd.

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 [**lcom 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 [**lcom 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 [**lcom**]
• You are connected to call

Note: If you are active on another call, first press [**Hold**], then press flashing [**lcom**].

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) _____

Note: This code is unique to your system and must be obtained from your System Manager.

- 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 (SM DR) account codes are NOT retained in memory and must be redialed for each call.

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 telephone 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] _____ [dial tone]
or dial *Leave Word Calling* code _____ [dial tone]

Note: This code is unique to your system and must be obtained from your System Manager.

- 2 Dial extension _____ [confirmation tone]

- Message light on called telephone 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] again from the extension where you activated Leave Word Calling (while off-hook) *or dial Leave Word Calling cancel code (while off-hook)* [dial tone]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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 procedures

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

- When you are talking on the handset, the Mute feature affects the handset rather than the speakerphone attached to the telephone.
- If your telephone has the Speakerphone feature, use the Mute button to turn off the microphone associated with the built-in speakerphone *or* the handset.
- If your telephone has the Speaker (listen-only) function, the Mute button affects only the handset.

This feature has no effect on an external speakerphone attached to your telephone.

To prevent the 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 the other party, press [**Mute**] again
 - Red light goes off and other party can hear you again

Note: When the telephone is set for the Speaker (listen-only) feature, the light next to [**Mute**] will go on whenever the speaker is activated.

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.

To place a priority call (3-burst ring)

- 1 Press [**Priority**] (while off-hook) *or dial Priority Calling code (while off-hook)* _____ [dial tone]

Note: This code is unique to your system and must be obtained from your System Manager.

- 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.

Note: If you are uncertain whether your telephone is set for Speaker (listen only) or Speakerphone (listen and talk), check with your System Manager. Use the following procedures if your telephone is set for the Speakerphone (listen and speak feature).

Note: When used with [-Select], the built-in speakerphone performs a test of the surrounding acoustical environment to provide optimal speakerphone performance. Use the Reset Speakerphone feature when you move your telephone to a different location (even in the same room), when the telephone is unplugged, or when there has been a power failure. When any of these three things happen, the light on this button will flutter to notify you that the sound level and quality needs to be reset. If you find the green light next to [Speaker-Reset Spkr] fluttering when you return to your office, the telephone may have lost power (for example, by being unplugged or due to a power failure). In this case, you will need to readjust the speakerphone's sound level and quality again.

You can initiate the Reset Speakerphone feature when your handset is on-hook, or during a call in which you are using the built-in speakerphone in the unlikely event that your speakerphone makes a squealing noise. If a call is in progress, you will *not* hear the tones, and the sound quality is reset *only* for the duration of that call. Reset Speakerphone should be used again after hanging up from the call.

To adjust the speakerphone's sound quality to the room acoustics

- 1 Ensure that the front of the telephone is not blocked in any way and that the telephone is on a flat smooth surface
- 2 Press [-Select]
 - Green light next to [-Select], goes on steadily
- 3 Press [Speaker-Reset Spkr]
 - Green light next to [-Select], goes off
 - Green light next to [Speaker-Reset Spkr] flutters intermittently
 - You hear a series of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your built-in speakerphone is ready for use.

To use any of the features that require the Select button ([-Select])

- 1 Choose any of the following after pressing [-Select]:
 - Press [Drop-Test] to initiate a self-test of your telephone lights, ringer, and display. For procedures, see “Self-Test” in this section.
 - Press [Conference-Ring] to select one of 8 personalized ringing patterns for your telephone. For procedures, refer to “Select Ring” in this section.
 - Press [Speaker-Reset Spkr] to adjust the sound level and quality of your built-in speakerphone. Use whenever you move your telephone to a different location (even in the same room), when the telephone is unplugged, or when there has been a power failure. For procedures, refer to “Speakerphone” in this section.

Select Ring (and Ringer Volume)

To select a personalized ring

- 1 While on-hook, press [-Select]
 - Green light goes on steadily
- 2 Press [Conference-Ring]
 - Green light next to [-Select] flutters; current ringing pattern plays and repeats every 4 seconds
 - Display shows [**PERSONAL RING #x**] (x will be a number from 1 to 8)
- 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; green 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 start again. If you lose power *after* you have selected your personalized ring you will have to select your ring pattern again.

If you select any ringing pattern other than the first one, outside calls will not be differentiated from inside calls.

To adjust the volume of the tone ringer on your telephone (when on-hook or off-hook on handset or external adjunct)

- 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 [▼]
 - Display shows [**RINGER L >>>> H**] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting and 8 arrows is the highest setting)

Self-Test



To test the lights, ringer, and display of your telephone

- 1 While on-hook or off-hook, press [-Select]
 - Green light goes on steadily
- 2 Press and hold [Drop-Test]
 - Ringer sounds, all lights go on and display lights up
- 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

Note: See your System Manager to determine how your coverage path is set up

- 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 telephone again

Note: Your telephone 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. You can use the Reset Speakerphone feature *only if* your telephone is set for Speakerphone (listen and talk).

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

To place a call without lifting the handset, or to use speaker with any listening-only 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 speak through the handset.

- 1 Press [**Speaker-Reset Spkr**]
- 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 [▼]
 - Display shows [**SPEAKER L >>>> H**] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting and 8 arrows is the highest setting)

Note: If your telephone is set for the Speaker feature, the Mute feature is activated and the light next to [**Mute**] goes on whenever you use the speaker.

Pressing [**Mute**] while you are on a call using the handset affects only the microphone associated with the handset.

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 activate the speaker while using the handset

- 1 Press [**Speaker-Reset Spkr**]
 - Green light next to [**Speaker**] and the red light next to [**Mute**] go on steadily
 - The speaker is active, and the handset is turned off

To turn off the speaker and return to handset

- 1 Pick up handset
 - Green light next to [Speaker-Reset Spkr] and red light next to [Mute] go off
 - Speaker goes off

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

- 1 Press [Speaker-Reset Spkr]
 - Green light next to [Speaker-Reset Spkr] and red light next to [Mute] go off

Speakerphone

[_]

Note: If you are uncertain whether your telephone is set for the Speaker button (listen-only) feature or the Speakerphone (listen and talk) feature, check with your System Manager. Use the following procedures if your telephone is set for the Speakerphone (listen and talk) feature.

For directions on using the Reset Speakerphone feature, see “Reset Speakerphone” in this section.

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

- 1 Press [Speaker-Reset Spkr]
 - Green light goes on steadily
- 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 [▼]

- The display shows [**SPEAKER L >>> H**] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

Note: The Volume control does *not* affect an external speakerphone attached to your telephone.

To prevent other party from hearing you

Note: If the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone).

- 1 Press [**Mute**]
 - Red light goes on and other 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 Pickup handset and talk
 - Green light goes off next to [**Speaker-Reset Spkr**]
-

To change from handset to speakerphone

- 1 Press [**Speaker-Reset Spkr**]
 - Green light goes on next to [**Speaker-Reset Spkr**]
 - 2 Hang up handset
-

To end a call

- 1 Press [**Speaker-Reset Spkr**] again to hang up
 - Green light next to [**Speaker-Reset Spkr**] goes off

To see if the specified telephone is busy or idle

- 1 Look at the Terminal Busy Indication status light
 - The light will be on if the telephone is busy and off if idle

Transfer

To send present call to another extension or outside number

Note: See your System Manager to determine whether you can forward calls to an 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

Activating and Clearing the Display

Your display is *automatically* activated when you press a call appearance or feature button which requires displayed information. The display screen is usually cleared by pressing [**Normal**] but, for some features, the display automatically returns to normal mode after the information has been displayed for a predetermined number of seconds. To clear the display after using the Timer feature, you must press [**Timer**] a second time.

Note: You may not have all of the display features listed below.

Normal Mode

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

- 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; 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**].

Date/Time

[_]

To see date and time

1 Press [**Date/Time**]

- Display returns to normal mode after a few seconds

To see who's calling while on a call

- 1 Press [Inspect]
 - Name and number of caller shown if from extension; [OUTSIDE CALL] or other trunk source shown if from outside
 - The display screen automatically returns to display from present call

Note: New caller information is shown for 30 seconds when call is received.
-

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 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 you Message light is on (while on-hook, off-hook, or on a call)

- 1 Press [Msg Rtrv]
 - 2 Press [Next Msg] to see first message (and then for each following message)
-

To return a call to message sender

- 1 Lift handset [dial tone]
 - 2 Press [ReturnCall] while any part of message *is* shown
- Note:** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press [ReturnCall].
-

To erase a message

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

To see co-worker's messages (can be during call with co-worker)

Note: You must first be designated as a systemwide message retriever, that is, have console permission administered by your System Manager.

- 1 Press [CvrMsgRtrv]
- 2 Dial co-worker's extension
- 3 Press [Next Msg] to see first message (and then for each following message)

To return call for co-worker to displayed extension (while on call with co-worker)

- 1 Press [Transfer]
 - Co-worker is put on hold
- 2 Press [ReturnCall] while any part of message is shown
- 3 Press [Transfer]
 - Co-worker is connected to call attempt

To erase a message

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

To leave Message Retrieval and return to normal display

- 1 Press [Normal]

To return to normal display after using any display feature

- 1 Press [Normal]
 - Display will show call information for active call appearance

Stored Number

[_]

To see number stored on an AD button

- 1 Press [Stored]
- 2 Press selected [AD xxxxx]
 - Stored number shown
- 3 Press [Normal] to return to normal display or repeat step 2 to see another stored number

To see number stored as a list item

- 1 Press [Stored]
- 2 Lift handset [dial tone]
- 3 Press selected [Pers List] or [Gp List] or [Sys List] or, if you can use an Enhanced List, press selected [Enhcd List] or *Dial appropriate AD List code:*
 - List 1 _____
 - List 2 _____
 - List 3 _____

- 4 Dial selected list item (1, 2, 3...)
Stored number shown
 - 5 Hang up
 - 6 Press [Normal] to return to normal display or begin again at step 2 to see another stored number
-

To see the number you last dialed

- 1 Press [Stored]
- 2 Press [LastDialed]
or *Dial Last Number Dialed code* _____

Timer

[_]

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).

Ring

ing 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 telephone 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 telephone to another telephone 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 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 telephone 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 item, depending on the number of members in the list.

handset The hand-held part of the telephone 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 and 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 or by pressing the Program button.

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 telephone.

Ringling Appearance Preference If your telephone is assigned Ringling 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) 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 may be 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. 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 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
ABBREVIATED DIALING 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	
Cancel		SEND ALL CALLS	
CALL FORWARDING — FOLLOW ME		Cancel	
Cancel			

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
Message	
Attendant	
AUDIX	

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