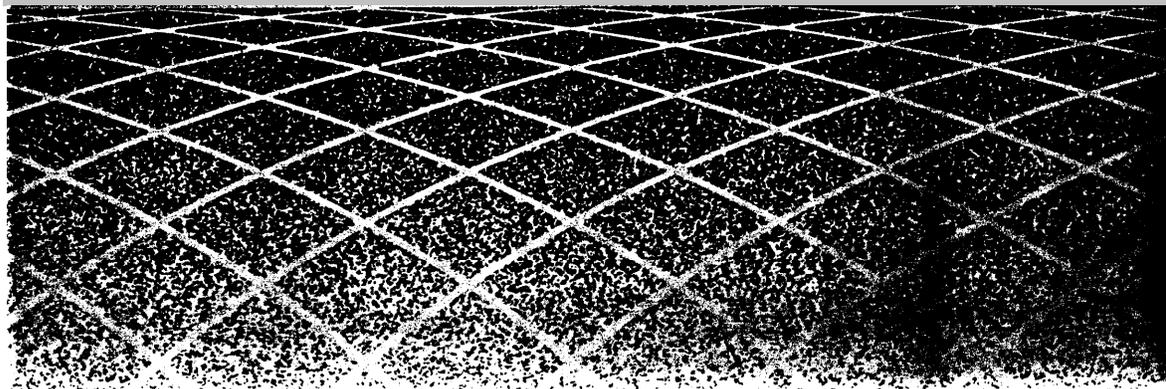


AT&T

DEFINITY[®] Communications System
Generic 2 and System 85
8434 Voice Terminal User's Guide



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HEARING AID COMPATIBILITY

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

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Contents

<i>Your 8434 Voice Terminal</i>	1
<i>A Quick Look at the Features</i>	5
Voice Features	5
Display Features and Features Used with the Softkeys	8
<i>How to Use the Features</i>	9
General Instructions	9
Conventions Used in The Following Procedures	10
Troubleshooting (Later in This Guide)	10
Quick Reference Lists (At the Back of This Guide)	10
<i>Using the Display, Softkeys and Display Control Buttons</i>	11
Entering Softkey Mode and Viewing the Three Feature Option Screens	11
Using the Softkeys to Activate a Feature	13
Resetting the Speakerphone with the Softkeys (When Powering Up the Voice Terminal)	14
<i>Voice Feature Procedures</i>	16
Abbreviated Dialing (AD)	16
Automatic Callback	18
Bridging/Manual Exclusion	19
Call Coverage/Consult	20
Call Forwarding — Busy/Dont Answer	21
Call Forwarding — Follow Me	22
Call Park	23
Call Pickup	24
Conference	24
Drop	25
Handset Volume	25
Hold	26
Intercom (Automatic/Dial)	27
Last Number Dialed	27
Leave Word Calling (LWC)	28
Message	29
Mute	29
Priority Calling	30
Reset Speakerphone	31
Select Ring (and Ringer Volume)	32
Send All Calls	33
Speaker	34

Speakerphone	36
Test	37
Transfer	38
<i>Display Feature Procedures</i>	39
Call Information	39
Exit (Normal)	39
Inspect	40
Message Retrieval	40
Normal (Exit)	42
Time/Date	42
Timer	42
<i>Tones and Their Meanings</i>	43
Ringling Tones	43
Feedback Tones	43
<i>Troubleshooting</i>	44
<i>Key Words to Know</i>	46
<i>Quick Reference Lists</i>	

Your 8434 Voice Terminal

The 8434 voice terminal is designed so 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 below and explained on the following pages.

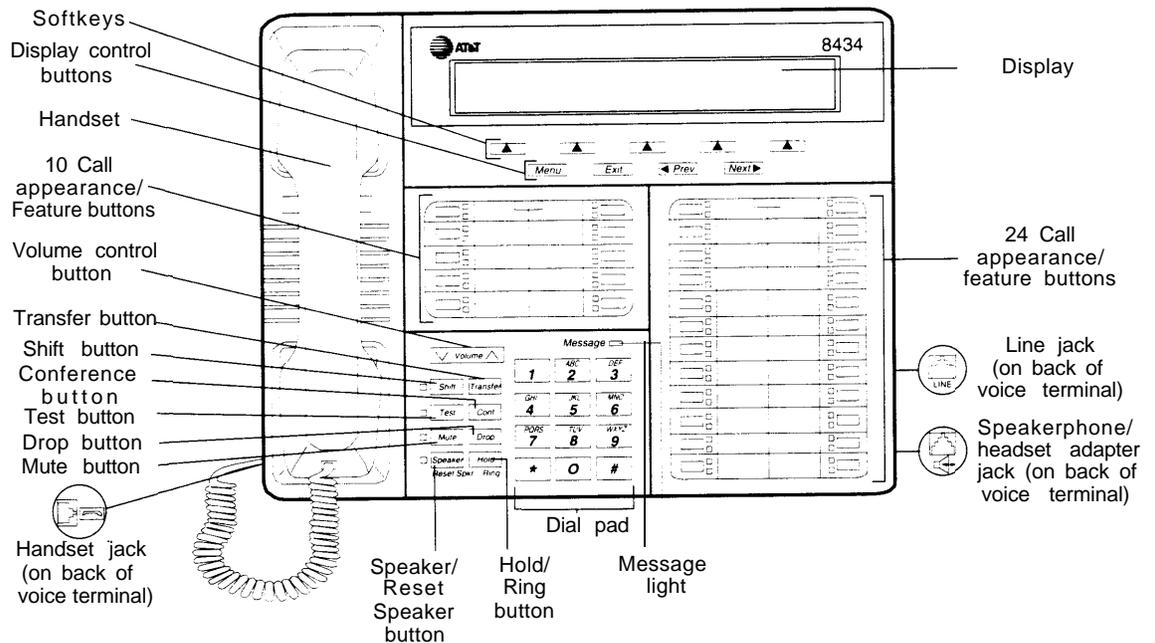


Figure 1. 8434 Voice Terminal

Starting with the display at the top of Figure 1 and continuing clockwise:

Display	A 2-line by 40-character display.
24 Call appearances/ feature buttons	These 24 buttons can be used <i>either</i> for incoming and outgoing calls (call appearances) and are labeled with an extension number <i>or</i> for accessing features (feature buttons) and are labeled with a feature name. Each has a red light telling you this is the line you are using or 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.
Line jack (on back of voice terminal)	This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
Speakerphone/headset adapter jack (on back of voice terminal)	This jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A Headset Adapter) to your voice terminal. The jack is labeled  .
Message light	A red light which goes on steadily when a message has been left for you.
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.
Hold/Ring button	A red button for putting a call on hold. By pressing [<u>Shift</u>] and then [<u>Hold</u>] , you can select a personalized ring for your voice terminal from eight possible ringing patterns.
Speaker/Reset Spkr button	For accessing the built-in 2-way speakerphone. When you press [<u>Shift</u>] and then [<u>Speaker</u>] (your voice terminal must be on-hook, and it must be set for the Speakerphone feature), 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 and is ready for use. Note: Your voice terminal can be set for either the Speaker (listen-only) feature <i>or</i> the Speakerphone (listen and talk) feature. Check with your system manager to see how your Speaker button is to be used.
Handset jack (on back of voice terminal)	This jack is for connecting a handset to your voice terminal. The jack is labeled  .

Mute button	For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.
Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Test button	When the voice terminal is initially powered up, the green light next to [<u>Test</u>] flashes if the link with the PBX is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the PBX, and then goes off after a short period of time. After the voice terminal is powered up, you can press [<u>Test</u>] to test the lights and the display on your voice terminal.
Conference button	For setting up conference calls. This button is labeled [<u>Conf</u>] .
Shift button	A blue button which can be used to access two additional features (when [<u>Shift</u>] is active, the red light next to the button is on): <ul style="list-style-type: none"> • When used with [<u>Hold</u>] , you can select a personalized ring from among eight available patterns.
Transfer button	<ul style="list-style-type: none"> • When used with [<u>Speaker</u>] , you can perform an acoustic test of the environment and adjust the speakerphone to the surrounding acoustic environment for optimal performance (for the built-in speakerphone option only). For transferring a call to another voice terminal.
Volume control button	For adjusting the volume of the following: <ul style="list-style-type: none"> • The speakerphone or speaker when a call is in progress using the 2-way speakerphone or 1-way speaker • The handset receiver level while a call is in progress using the handset • The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active <p>Note: When the speaker is active, the ringer volume is automatically reduced to a low setting. The volume is restored when the speaker is turned off.</p> <p>Remember: The Volume control button on your voice terminal does not control the volume level of adjunct equipment.</p>

**10 Call appearances/
feature buttons**

At least three of these 10 buttons are devoted to incoming and outgoing calls (**call appearances**) and are labeled with an extension number. The remaining buttons can also be call appearance buttons, or they can access features (**feature buttons**) and are therefore labeled with a feature name.

Handset

A handset is provided for placing and receiving calls. (The handset is also known as the **receiver**.) In most cases, you must lift the handset (go off-hook) or activate the speaker or speakerphone before you can use a feature.

Display control buttons

These four buttons are labeled [**Menu**], [**Exit**], [**←Prev**], and [**Next→**].

- [**Menu**] is used to enter Softkey Mode and access the first feature option screen.
- [**Exit**] is used for exiting the Softkey Mode and returning to Normal (call-handling) Mode.
- [**←Prev**] and [**Next→**] can be used to help you go back and forth through the feature option screens.

Softkeys

The five buttons located below the display and labeled with arrows ([**▲**]) correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 15 features on your voice terminal *in addition to* those features administered on the call appearance/feature buttons.

For a list of the features that can be accessed with the softkeys, check with your system manager. For procedures for using these softkey features, see “Using the Display, Softkeys, and Display Control Buttons” later in this guide.

A Quick Look at the Features

Here are brief descriptions of both voice features and display features that can be used with the 8434 voice terminal. Each description includes what the feature does and how you might want to use it.

Note: You will automatically have the following features on your voice terminal: Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features and Normal Mode/the Exit feature (labeled [Exit] on the voice terminal) among the display features. You may also be able to use the Speakerphone (and Reset Speakerphone) *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY Generic 2 or the System 85 switch.

You may also be able to use up to 15 other features accessed with the sofkeys and display control buttons. These features are *in addition to* the features administered on the call appearance/feature buttons on your voice terminal. Check with your system manager to see which softkey features are available to you.

Voice Features

Abbreviated Dialing (AD) Allows you to store selected telephone numbers as three 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 access code. There are three possible types of lists — personal, group, and system — and you can have a total of three lists. Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the system manager. Use this feature as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Note: Check with your system manager for the types of lists you have and how many of each list.

Automatic Callback Sends you a special 3-burst ring tone indicating 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.

Briding/Manual Exclusion Permits you to answer or join calls to someone else's extension by pressing a **bridged appearance button** on your voice terminal. This button can be any call appearance labeled with another user's primary extension number, as assigned to you by your system manager. Use to assist in handling calls for a designated coworker. **Note:** You can use the **Manual Exclusion** feature to keep other users with whom you have a bridged call appearance from listening in on an existing call.

Call Coverage/Consult Provides automatic redirection of certain calls to your voice terminal for answering. (Your system manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage. Call Coverage can also automatically redirect your calls when your voice terminal is busy, you are out of the office, or you have pressed the Send All Calls button. **Note:** If you are a covering user, you can use the **Consult** feature, after answering a coverage call, to call the principal (the person for whom you are answering calls) for private consultation. Then, you can add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

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

Drop Disconnects from a call without requiring you to hang up the handset, turn off the speakerphone, 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 or speakerphone for another action after ending a call.

Hold Puts a call on hold 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 you don't want to drop, but have to interrupt briefly to do something else.

Intercom (Automatic/Dial) Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users. (For the Dial Intercom feature, you need to know the group member's 2- or 3-digit code.) Use to rapidly dial frequently called numbers.

Last Number Dialed Automatically redials the last number you dialed, whether it's 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. **Note:** This feature can be accessed either with the softkeys or by pressing an administered feature button.

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

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

Mute Allows you to turn off the microphone of the 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 person on the call to hear your conversation.

Priority Calling Allows you to call another extension with a distinctive 3-burst ring to indicate 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 voice terminal to a different location (even in the same room), or whenever the light next to [**Speaker**] is fluttering, or when the display shows you a message that the speakerphone needs to be reset. You can access this feature by pressing [**Shift**] and then [**Speaker**] or pressing the softkey below the word "Begin" on the display.

Select Ring Allows you to choose your own personalized ringing pattern for your voice terminal from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby voice terminals. You can access this feature by pressing [**Shift**] and then [**Hold**] .

Send All Calls Temporarily sends all your calls to the extension of a person designated to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not want to be interrupted by telephone calls.

Speaker (Listen-Only) In the listen-only mode, allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must lift the handset. Use with features that require listening *only*, such as on-hook dialing, monitoring calls on hold, and retrieving messages.

Note: Your voice terminal may be administered for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with your system manager.

Speakerphone Allows you to place *and* answer calls or access other voice features without lifting the handset. When you press [**Shift**] (when on-hook) and then [**Speaker**] , 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. (See "Reset Speakerphone.") Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations. **Note:** Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone (listen and speak) feature. Check with your system manager to see how your voice terminal is administered.

Test When the voice terminal is initially powered up, the green light next to [**Test**] flashes if the link with the PBX is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the PBX, and then goes off after a short period of time. After the voice terminal is powered up, you can press [**Test**] to test the lights and the display on your voice terminal.

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.

Display Features and Features Used with the Softkeys

Note: Besides the display features listed and described below, you can also use up to 15 additional features accessed with the softkeys and display control buttons. Your system manager can tell you which softkey features are available to you.

Exit Use [**Exit**] to leave Display Mode (after using any display or softkey feature) and return to Normal (call-handling) Mode. Once you are in Normal Mode, you can use the display to identify current call appearance, calling/called party, and calling/called number.

Feature Status Indication Indicates the status of each feature accessed with the softkeys. If the feature is active, an arrow appears above the feature abbreviation; if the arrow does *not* appear above the feature, the feature is off.

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 when your Message light is on. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your system manager). Use to quickly and conveniently check messages, even when you are already on a call.

Normal see “**Exit.**”

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

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

How to Use the Features

The procedures which appear in the sections, **Voice Feature Procedures** and **Display Feature Procedures**, give short, step-by-step instructions for using each feature. For your convenience, the features in each section are listed alphabetically.

General Instructions

Use the following special instructions for operating your voice terminal.

- The first time you use these procedures, you will need to customize them for your voice terminal by obtaining the following information from your system manager:
 - Your system manager may assign call appearances or features to some of the 34 call appearance/feature buttons on your voice terminal. To the right of each feature name in this section is a box. For each feature you have on your voice terminal or feature you can access with the softkeys (see “**Note**” below), mark a [✓] in the blank box as a reminder. The Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features and the Normal Mode/Exit feature are already marked for you. You may also be able to use the Speakerphone (and Reset Speakerphone) *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY Generic 2 or the System 85 switch.

Note: You may also be able to use up to 15 additional features accessed with the softkeys and display control buttons. Check with your system manager to see which softkey features are available on your voice terminal and then put a checkmark in the box beside each of those features.

- Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Ask your system manager for the feature access codes for the features you need, and then write the assigned code number in the provided blanks in each feature procedure.
- **To operate a feature, you must have the handset off-hook (removed from the cradle of the voice terminal) or the speaker or speakerphone on unless otherwise noted. You may also have to lift the handset in order to cancel or deactivate a feature.**
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.

Conventions Used in The Following Procedures

[xxxxx]

This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red light and a green status light and is labeled with an extension number (shown as xxxxxx).

[Feature] and
[Feature xxxxx]

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as xxxxxx) or a person's name.

LWC CnLWC Cnslt AutCB Timer

This rectangular box, 2 lines by 40 characters, represents the 8434 display screen. Like the example to the left, the second line appearing on the display will most likely list the features you can access with the softkeys. For directions on using the display and softkeys, see the section titled **Using the Display, Softkeys, and Display Control Buttons**.

[feedback tones]

The tone that appears in brackets after a step, such as **[dial tone]**, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

For a list of tones and their meanings, see the section titled **Tones and Their Meanings**.

Troubleshooting (Later in This Guide)

Later in this guide you will find a short section on troubleshooting. Use the procedures listed in that section if you have problems in using your voice terminal.

Quick Reference Lists (At the Back of This Guide)

At the back of this guide is a set of quick reference lists. Use them to record your feature access codes and trunk codes, Abbreviated Dialing personal list items, and message and attendant extensions. Once you have completed the lists, remove the page from the guide (tear along the perforation), and keep the lists near your voice terminal.

Using the Display, Softkeys and Display Control Buttons

The following information will help you use the display, the softkeys, and the display control buttons on your 8434 voice terminal.

The softkeys are the five keys labeled with arrows ([▲]) located directly below the display. The four display control buttons, labeled [**Menu**], [**Exit**], [**← Prev**], and [**Next →**] are located under the softkeys. Figure 2 shows the location of the softkeys in relation to the display above the softkeys and the display control buttons below them.

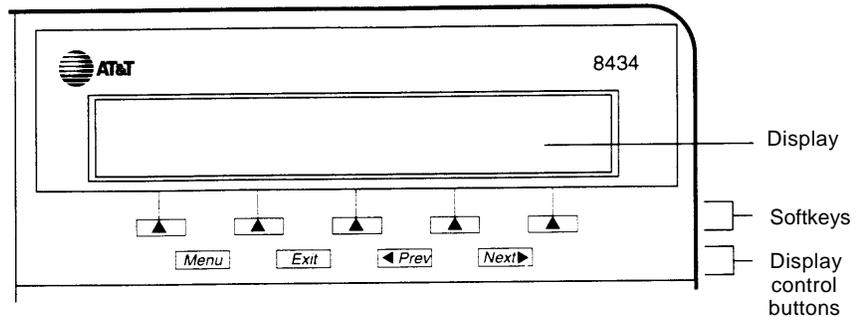
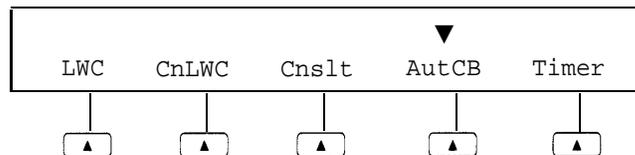


Figure 2. The Display, Softkeys, and Display Control Buttons

Entering Softkey Mode and Viewing the Three Feature Option Screens

There are three separate feature option screens. Each of these screens allows you to select from five different features.

You can enter Softkey Mode by pressing the display option button labeled [**Menu**]. The following is an example of a feature option screen.



The top line of each feature option screen shows you the status of each of the five features. An arrow appears above the name of a feature if that feature is active. If there is no arrow above the feature, the feature is *not* active. In the above example, the Automatic Callback feature is active because there is an arrow above that feature name.

Note: If the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.

The second line on each feature option screen shows the features you can access. To use any of these features, you must press the softkey below the feature name. For example, on the feature option screen shown on the previous page, you can leave a message for another extension to call you back by pressing the softkey below **LWC** (the Leave Word Calling feature). If you want to cancel the message, press the softkey below **CnLWC** (the Cancel Leave Word Calling feature).

To see the next set of five features, press the display control button labeled [**Next** →]; to move back a screen, press the display control button labeled [← **Prev**]. Press [**Next** →] or [← **Prev**] until the feature you want to use appears on the second line.

The following flowchart (Figure 3) shows the features on each of the three feature option screens.

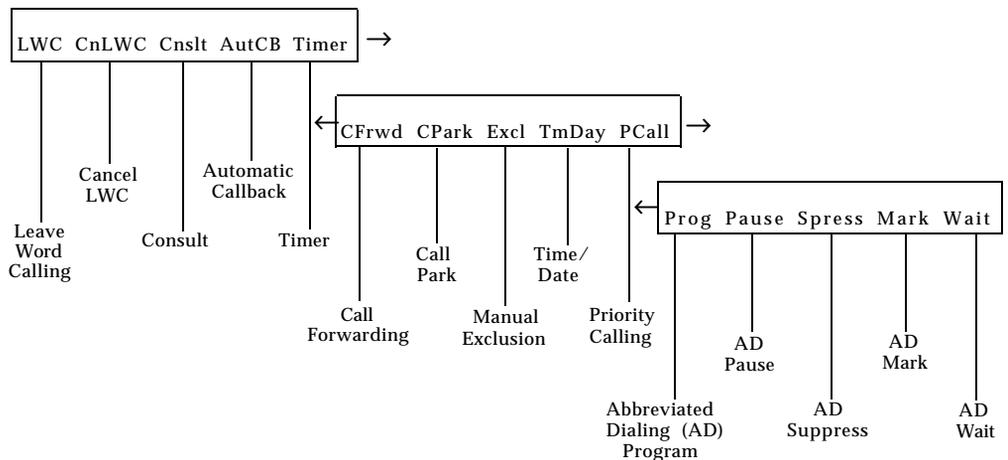


Figure 3. The Three Feature Option Screens

Notes on these Features:

On DEFINITY Generic 2 or System 85, the Call Forwarding feature accessed with the softkeys is Call Forward — Follow Me.

To use the Call Park softkey feature on DEFINITY Generic 2 or System 85, the Call Park feature must be administered as an Abbreviated Dialing button and programmed with the Call Park trunk group access code. Call Park also requires that the Recall feature be administered on one of the feature hardkey buttons.

An error tone (one beep) may sound when you have made a mistake in your softkey entries.

Press [**Exit**] at any time to exit Softkey Mode and return to Normal (call-handling) Mode.

Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 15 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a distinctive 3-burst ring. You can activate this feature with the softkeys in the following way:

To access a feature with the softkeys (Priority Calling is used in this example)

1 Press [**Menu**]

- The display shows the initial feature option screen:

LWC	CnLWC	Cnslt	AutCB	Timer
-----	-------	-------	-------	-------

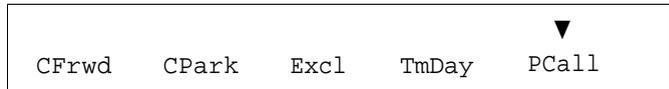
2 Press [**Next →**]

- The display shows:

CFrwd	CPark	Excl	TmDay	PCall
-------	-------	------	-------	-------

- 3 To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension

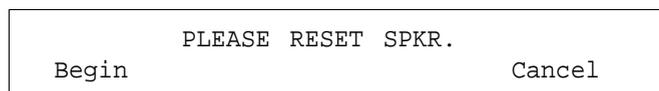
Note: When the feature is activated, after the display screen shows you the digits you are dialing, an arrow appears above the feature, as in the example below. If there is *not* an arrow above the feature, the feature is off.



When both parties hang up from the call, the arrow above **PCall** (showing feature status indication) disappears.

Resetting the Speakerphone with the Softkeys (When Powering Up the Voice Terminal)

When you first power up the voice terminal, the following display appears.



When you reset the speakerphone on your voice terminal, 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 and is ready for use. For more information about the Reset Speakerphone feature, see "Reset Speakerphone" in the section **Voice Feature Procedures** later in this guide.

To reset the speakerphone (when the voice terminal is first powered up)

1 Press the softkey below **Begin** to reset the speakerphone
(Press the softkey below **Cancel** if you do not want to reset the speakerphone at this time. However, note that the red light next to [**Speaker**] will continue to flutter.)

- If you press the softkey below **Begin**, the display shows the following timed screen:

OPTIMIZING PERFORMANCE OF THE SPEAKERPHONE.
--

- You will hear a set of rising tones as the speakerphone adjusts itself to the surrounding acoustical environment. *These tones are automatic. No user response is required.*

Voice Feature Procedures

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

Abbreviated Dialing (AD)

Note: Before you can use this feature, AD buttons must first be assigned by your system manager. If you hear the intercept tone while programming, start over from the beginning.

You may also be able to use the following softkey features with Abbreviated Dialing: (Press [**Menu**] and then the softkey below the feature abbreviation.)

- **Program** (labeled **Prog**) — You can program a telephone number, extension, or feature access code on an AD button.
- **Pause** (labeled **Pause**) — A 1.5-second pause can be placed in an AD number, such as between an access code and the telephone number.
- **Mark** (labeled **Mark**) — Numbers included after a Mark on an AD button are dialed in Touch-Tone signal form.
- **Wait** (labeled **Wait**) — Numbers included after a Wait on an AD button are delayed 5 to 25 seconds until the voice terminal receives dial tone from the switch.
- **Suppress** (labeled **Spres**) — Suppressed numbers are dialed but not shown on the display (an “s” appears instead). Used for passwords or authorization codes.

-
- | | |
|---|--|
| To program or reprogram an outside number, extension, or feature access code into a personal list | <ol style="list-style-type: none">1 On a separate sheet of paper, write down the outside numbers, extensions, and feature access codes you want to program as items on your personal list2 Press [Menu] and then press the softkey below Prog (while off-hook)
or Press [Program] (while off-hook)
or Dial Abbreviated Dialing Program access code _____ (while off-hook) [confirmation tone]3 Press [Personal List]
or Dial Personal List access code _____4 Dial desired list item number (for example, 0 to 9, 01 to 95, and so on, depending on list size) [dial tone] |
|---|--|

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

Note: You may also be able to use the softkeys to add special functions such as Pause, Mark, Suppress, or Wait into the programmed telephone numbers.

- 6 Press [Personal List] (if you used [Personal List] in Step 3)
or Press [#] (if you used an access code in Step 3) [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 While off-hook, press [Personal List] or [Group List] or [System List]
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 While off-hook, press [**Menu**] and then press the softkey below **Prog**
or Press [**Program**] (while off-hook)
or Dial the Abbreviated Dialing Program access code _____ (while off-hook) [confirmation tone]
- 2 Press selected [**AD xxxxx**]
- 3 Dial the outside number, extension, or feature access code you want to store
Note: You may also be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.
- 4 Press [**AD xxxxx**] again [confirmation tone]
- 5 Hang up or press [**Drop**] to end programming

To see number stored on an Abbreviated Dialing (AD) button

- 1 While on-hook, press selected [**AD xxxxx**]
 - Stored number is shown
- 2 Press [**Exit**] to return to normal display or repeat Step 1 to see another number

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

- 1 While off-hook, press selected [**AD xxxxx**]
 - Call is automatically dialed [ringback tone]

Automatic Callback

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

- 1 Press [**Menu**] and then press the softkey below **AutCB** before or during call attempt
or Press [**Auto Callback**] before or during call attempt [dial or confirmation tone]
or Dial Automatic Callback access code before call attempt _____ [dial tone]
- 2 Hang up (within seven 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 While off-hook, press [**Menu**] and then press the softkey below **AutCB** again
 - or Press [**Auto Callback**] again (while off-hook)
 - or Dial Automatic Callback cancel code _____ (while off-hook) [confirmation tone]
- Green light goes off

Bridging/Manual Exclusion

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 or press [**Speaker**]

To prevent other bridged voice terminals from entering a call (on a per-call basis)

- 1 While on a call, press [**Menu**] and then press the softkey below **Excl**
 - or Press [**Exclusion xxxxx**] while connected to the call
- Note:** Pressing the softkey below **Excl** or pressing [**Exclusion xxxxx**] again reactivates bridging.



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

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

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

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

- 1 Press [Coverage Callback] while connected to the call [confirmation tone]

Note: To leave a message telling a coworker to call *you*, press [LWC] instead.

To use the Consult feature to talk privately with a coworker after answering a redirected call

- 1 Press [Transfer] or [Conf] [dial tone]

- Call is temporarily put on hold

- 2 Press [Menu] and then press the softkey below **Cnslt**

or Press [Consult] [priority ring to coworker]

or Dial coworker's extension [single-burst ring to coworker]

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

If your coworker has activated Send All Calls, you must use the Consult feature to reach your coworker.

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



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 While off-hook, press [Call Forward]
or Dial Call Forwarding — Busy/Don't Answer access 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 While off-hook, press [Call Forward]
or Dial Call Forward cancel code _____ (while off-hook) [confirmation tone]

2 Hang up

- Your calls will ring at your own voice terminal again



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 While off-hook, press [**Menu**] and then press the softkey below **CFrwd**
or Press [**Call Forward**] (while off-hook)
or Dial Call Forwarding — Follow Me access 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; see your system manager.

- 3 Hang up

To cancel Call Forwarding — Follow Me

- 1 While off-hook, press [**Menu**] and then press the softkey below **CFrwd** [dial tone]
or Press [**Call Forward**] (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



To park a call (for retrieval at any extension)

- 1 Press [Transfer] [dial tone]
 - Second party is temporarily put on hold
- 2 Dial Call Park trunk group access code _____ [dial tone]
- 3 Dial the Call Park zone number
- 4 Dial an idle Answer Back channel number [confirmation tone]
- 5 Press [Recall] [ringback tone]
- 6 Press [Transfer]
- 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 _____
- 2 Dial channel number where call was parked [confirmation tone]

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

Call Pickup



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

- 1 While off-hook, press [**Call Pickup**]
or Dial Call Pickup access 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 is put on hold
 - 2 Press an idle call appearance [dial tone]
 - 3 Press [**Call Pickup**]
or Dial Call Pickup access code _____
 - Called voice terminal stops ringing
 - You are connected to ringing call
- Note:** To return to held call after completing present call, press fluttering [**xxxxx**] .

Conference



To add a third party to a call

- 1 Press [**Conf**] [dial tone]
 - Present call is 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 [**Conf**] again
 - All parties now connected

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

- 1 Press [**Conf**] [dial tone]
- 2 Press [**xxxxx**] of first call
- 3 Press [**Conf**] again
 - All parties now connected

To drop the last party added to a conference call

- 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**] [dial tone]

Handset Volume



To raise or lower the receive level volume of the handset

- 1 While handset is off-hook, press the Volume control button
 - 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:

HANDSET L > > > > H

(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)



To keep a call waiting while you answer another call, make a call, or perform some other task

1 Press [Hold]

- Green light next to held call 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 next to held call flutters

2 Press [xxxx] of incoming call

- You are connected to incoming call
-

To return to a held call

1 Press [xxxx] of held call

- You are connected to held call

Note: If you are active on a call and you press the [xxxx] of the held call, the active call will be dropped.

Intercom (Automatic/Dial)

- To make a call to your predetermined Automatic Intercom partner
- 1 While off-hook, press [lcom Auto xxx] [ringback tone]
 - Intercom ring is sent
-
- To dial a call to a member of your Dial Intercom group
- 1 While off-hook, press [lcom Dial xxx] [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 access code)
- 1 While off-hook, press [Last Dialed]
or Dial Last Number Dialed access code _____ (while off-hook)
 - Number is automatically dialed (up to 20 digits)

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

Limitations on this feature should be noted. Digits dialed via Abbreviated Dialing, feature dial codes, authorization codes, and Station Message Detail Recording (SMDR) account codes are *not* retained in memory and must be redialed for each call.
-
- To see the number you last dialed (you must be on-hook)
- 1 While on-hook, press [Last Dialed]
 - Last number dialed is shown on the display screen

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)

- 1 Press [**Menu**] and then press the softkey below **LWC** after you complete dialing
or 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 While off-hook, press [**Menu**] and then press the softkey below **LWC**
or Press [**LWC**] (while off-hook)
or Dial Leave Word Calling access code _____ (while off-hook) [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 While off-hook, press [**Menu**] and then press the softkey below **CnLWC**
 - or Press [**Cancel LWC**] (while off-hook)
 - or Dial Leave Word Calling cancel code _____ [dial tone] (while off-hook)
 - 2 Dial extension _____ [confirmation tone]
 - Message is deleted
- Note:** If reorder tone is heard, message is not deleted; try again.

Message



To retrieve a message when your Message light is on

- 1 See the “Message Retrieval” procedures under the **Display Features** heading. Otherwise, see your system manager for instructions regarding local message retrieval methods.

Mute



Note: When you are talking on the handset, the Mute feature affects the microphone associated with the handset rather than the speakerphone.

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

To prevent the other party from hearing you (to mute the handset or speakerphone microphone)

- 1 Press [**Mute**]
 - Red light next to [**Mute**] goes on, and the other party cannot hear you
- 2 When you are ready to resume conversation with the other party, press [**Mute**] again
 - Red light next to [**Mute**] goes off, and the other party can hear you again

Note: When the voice terminal is set for the Speaker (listen-only) feature, the light next to [**Mute**] goes on whenever you are using the speaker.

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** While off-hook, press [**Menu**] and then press the softkey below **PCall**
 - or** Press [**Priority**] (while off-hook)
 - or** Dial Priority Calling access code _____
(while off-hook) [dial tone]
- 2** Dial extension [ringback tone]
 - Wait for called party to answer

To change a regular call
into a priority call
(3-burst ring) when you
hear a call-waiting
ringback tone

- 1** Press [**Menu**] and then press the softkey below **PCall**
 - or** 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.

Reset Speakerphone

You can adjust the speakerphone to the surrounding room acoustics to provide optimal performance. Use the Reset Speakerphone feature in the following ways:

- Whenever you move your voice terminal to another place (even in the same room)
- Whenever the red light next to [**Speaker**] is fluttering

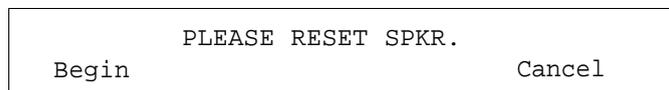
Note: You may also use this feature when you are on a call in the unlikely event your speakerphone makes a squealing noise during the call. Your speakerphone will adjust itself to normal for that call. (No tones will be heard.)

Important: If there has been an interruption in power (such as, the system has just been powered up again, or you have plugged in the voice terminal at another location), the light next to [**Speaker**] flutters until you reset the built-in speakerphone.

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. (If a call is in progress, you will *not* hear the tones, and the new speakerphone adjustment is reset for *only* the duration of that call.)

Remember that you can use the Reset Speakerphone feature *only* if your voice terminal is set for the Speakerphone feature (as opposed to the Speaker feature).

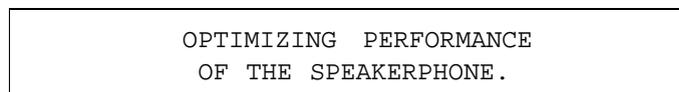
When you first power up the voice terminal, the following display appears.



To reset the speakerphone (when the voice terminal is first powered up)

- 1 Press the softkey below **Begin** to reset the speakerphone (Press the softkey below **Cancel** if you do not want to reset the speakerphone at this time. However, note that the red light next to [**Speaker**] will continue to flutter.)

- If you press the softkey below **Begin**, the display shows the following timed screen:



- You will hear a set of rising tones as the speakerphone adjusts itself to the surrounding acoustical environment. *These tones are automatic. No user response is required.*

To adjust the speakerphone to the surrounding room acoustics

- 1 While on-hook, press [**Shift**]
 - Red light next to [**Shift**] goes on steadily
- 2 Press [**Speaker**]
 - Red light next to [**Shift**] goes off
 - Red light next to [**Speaker**] flutters intermittently
 - You hear a series of tones as the speakerphone performs an acoustic test of the environment. The display shows:

OPTIMIZING PERFORMANCE
OF THE SPEAKERPHONE .

When the tones stop, your built-in speakerphone is ready for use.

Select Ring (and Ringer Volume)

To select a personalized ring

- 1 Press [**Shift**]
 - Red light next to [**Shift**] goes on steadily
- 2 Press [**Hold**]
 - Red light next to [**Shift**] winks
 - Current ringing pattern plays and repeats every four seconds. The display shows the ringing pattern you are hearing:

SELECT RING PATTERN: 1

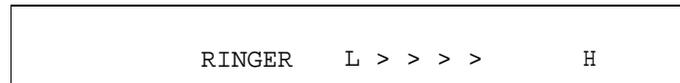
- 3 Continue to press (and then release) [**Hold**] (or press [**Next** →] or [← **Prev**]) to cycle through all eight ringing patterns

- 4 When you hear the desired ringing pattern, press [**Shift**] again
 - You hear confirmation tone (two rising tones)
 - Your new ringing pattern is set
 - The display shows the number of the ringing pattern you have selected
 - Red light next to [**Shift**] goes off

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

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

- 1 To raise the volume, press the right half of the Volume control button labeled [**△**]; to lower the volume, press the left half of the Volume control button labeled [**▽**]
 - The display shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

Send All Calls

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

- 1 While on-hook or off-hook, press [**Send All Calls**] **or** Lift handset and dial Send All Calls access code _____ [confirmation tone]

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

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

- 1 While on-hook or off-hook, press [**SAC Group**] [confirmation tone]

To cancel Send All Calls or SAC Group

- 1 While off-hook, press [**Send All Calls**] or [**SAC Group**] again
 - or Lift handset and dial Send All Calls cancel code _____ [confirmation tone]
 - Your calls ring at your own voice terminal again

Speaker

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

You can use the Reset Speakerphone feature *only if* your voice terminal is set for Speakerphone (listen and talk).

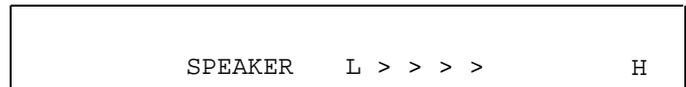
In order for the other party to hear you, you must speak through the handset.

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

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

- 1 Press [**Speaker**]
 - Red light next to [**Speaker**] goes on; red light next to [**Mute**] goes on
- 2 Place call or access selected feature
- 3 Adjust speaker volume if necessary
 - To raise the volume, press the right half of the Speaker Volume control button labeled [**△**]; to lower the volume, press the left half of the Speaker Volume control button labeled [**▽**]

- The display shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

To turn off the speaker and return to handset

- 1 Pick up handset
 - Red light next to [**Speaker**] and red light next to [**Mute**] go off
 - Speaker goes off

To mute the microphone associated with the handset so the other party cannot hear you

- 1 Press [**Mute**]
 - Red light next to [**Mute**] goes on and other party cannot hear you
- 2 Press [**Mute**] again to resume talking to other party through handset
 - Red light next to [**Mute**] goes off and other party can hear you again

To activate the speaker while using the handset

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

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

- 1 Press [**Speaker**]
 - Red light next to [**Speaker**] and red light next to [**Mute**] go off

Speakerphone



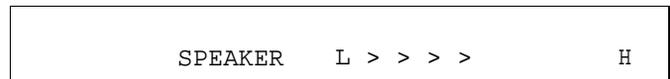
Note: If you are uncertain whether your voice terminal is set for the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature, check with your system manager.

Use the following procedures if your voice terminal is set for the Speakerphone (speak and listen) 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**]
 - Red light next to [**Speaker**] 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:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

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

To prevent the 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). However, if the speakerphone is active and the handset is not active, then the Mute feature turns off the microphone associated with the speakerphone (not the handset).

- 1 Press [**Mute**]
 - Red light next to [**Mute**] goes on and other party cannot hear you
- 2 Press [**Mute**] again to resume talking to party
 - Red light next to [**Mute**] goes off and other party can hear you again

To change from
speakerphone to handset

- 1 Pick up handset and talk
 - Red light goes off next to [**Speaker**]

To change from handset
to speakerphone

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

To end a call

- 1 Press [**Speaker**] again to hang up
 - Red light next to [**Speaker**] goes off

Test



To test the lights and the
display on your voice
terminal

- 1 While on-hook or off-hook, press and hold [**Test**]
 - Green light next to [**Test**] goes on
 - Note:** If the green light next to [**Test**] flashes rather than goes on steadily, it means the voice terminal is not communicating with the PBX. In such a case, see your system manager.
 - The button lights go on steadily in four groups, and the display fills in all the segments
- 2 To end test, release [**Test**]
 - Lights return to pretest state; green light next to [**Test**] goes off
 - Note:** If the display or the lights do *not* respond during the test, notify your system manager.



To send present call to another extension or outside number

- 1 Press [Transfer] [dial tone]
 - Present call is put on hold and green light next to held call flutters
 - 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

Note: Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.
- 4 Hang up or press [Drop]

Display Feature Procedures

This section includes the procedures for seven display features you may use with the 8434 voice terminal. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 15 softkey features. For procedures on using the display and softkeys and a list of the features that can be accessed with the softkeys, see “Using the Display, Softkeys, and Display Control Buttons” earlier in this guide.

Call Information

You may have as many as 34 call appearance buttons. The two columns of buttons on the left (five buttons in each column) are labeled **a** through **e** and **f** through **j**. (The 24 buttons on the right are NOT labeled.) When the display shows [a], it represents call information for the first call appearance button. The next button down would be shown as [b], and so on, continuing through [j] if all 10 of the buttons are used for call appearances.

When you dial an extension, that number is shown 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 or softkey features. After using any of these features, return to Normal Mode by pressing [Exit].

Exit (Normal)



To return to normal display after using any display feature

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

Inspect



To see who's calling
(if you are already on a
call)

- 1 Press [Inspect]
 - Name and number of caller are shown if from extension; "OUTSIDE CALL" or other trunk source is shown if from outside
 - 2 Press [Exit] to return to display for present call
-

To see who's on hold
while on a call

- 1 Press [Inspect]
- 2 Press [xxxx] of held call
 - Information is shown on display screen; you remain connected to present call
- 3 To return to held call, press [Exit] and [xxxx] of held call

Message Retrieval



To see your messages
when your Message light
is on (while on-hook,
off-hook, or on a call)

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

To return a call to a
message sender

- 1 Pick up handset or activate speakerphone [dial tone]
- 2 Press [Return Call] while any part of message is shown

To erase a message

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

To see a coworker's messages (can be during a call with coworker)

Note: You must first be designated as a system-wide message retriever by your system manager.

- 1 Select an idle [**xxxxx**] button, or put coworker on hold and select an idle [**xxxxx**] button [dial tone]
- 2 Press [**Covr Msg Retrieve**]
- 3 Dial coworker's extension
- 4 Press [**Next Message**] to see the first message (and then for each following message)
- 5 Press held [**xxxxx**] to give them their messages, if appropriate

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

- 1 Press [**Transfer**]
 - Coworker is put on hold
- 2 Press [**Return Call**] while any part of message is shown
- 3 Press [**Transfer**]
 - Coworker is connected to call

Normal (Exit)



To return to normal display after using any display feature

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

Time/Date



To see date and time

- 1 Press [Menu] and then press the softkey below **TmDay**
or Press [Date/Time]
 - Display returns to Normal Mode after a few seconds

Timer



To see elapsed time (hours, minutes, seconds)

- 1 Press [Menu] and then press the softkey below **Timer**
or Press [Timer]
 - Elapsed time is shown
- 2 To stop timer and clear display, press [Menu] and then press the softkey below **Timer** again
or Press [Timer] again
 - Elapsed time is displayed on the screen for about four seconds and then disappears

Tones and Their Meanings

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

Ring 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 from an Automatic Callback call you placed.
 - **ring-ping (half ring)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.
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Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting tone** — One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.
- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and the called party has been given a call waiting tone.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted. When you have finished selecting a ringing pattern for your voice terminal, you hear two rising tones.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **local error tone** — A steady low tone; indicates an incorrect button press.
- **recall dial tone** — Three short bursts of tone followed by a steady dial tone; indicates 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.
- **speakerphone reset tones** — A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in the guide.	<ol style="list-style-type: none">1 Reread the procedure and try again.2 For many features you must <i>lift the handset</i> before you can use the feature.3 Check with your system manager to be sure this feature is administered on your voice terminal.4 You may have an older version of the System 85 software so some features may work differently from the procedures described in this guide.
There are no feature access codes written in the appropriate blanks in this guide.	See your system manager for a list of feature access codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	<ol style="list-style-type: none">1 Check with your system manager to be sure your voice terminal is administered correctly.2 Make sure the handset and line cords at your voice terminal are securely connected at both ends.3 Press [<u>Test</u>] . If the green light next to [<u>Test</u>] does not go on or flashes rather than goes on steadily, the voice terminal is not communicating with the PBX.4 Find a working voice terminal of the same type as your own. Unplug this voice terminal from its wall jack. Plug your voice terminal into that jack and check if it gets dial tone.5 If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your system manager.

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none"> 1 Make sure the ringer is turned on. 2 Set the ringer volume to a higher level. 3 Place a test call from another extension to your extension. 4 Check the line cord to make certain it is securely connected at both ends. 5 If there is still a problem, see your system manager.
The lights do not go on next to the buttons.	<ol style="list-style-type: none"> 1 Press [Test] to check if the voice terminal lights go on. 2 Check the line cord to make certain it is securely connected at both ends. 3 If there is still a problem, see your system manager.

Key Words to Know

access code See **feature access code**.

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

attendant The person who handles incoming and outgoing calls at the main 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 or receive calls. It has an assigned extension number and is equipped with a red light and a green status light.

console permission The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

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

DEFINITY Communications System Generic 2 The AT&T switch to which you may be connected. (Your voice terminal may be connected to System 85 instead.) Both DEFINITY Generic 2 and System 85 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

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

display and softkey features Those features accessed with one of the five arrowed softkeys ([▲]) and one of the four display control buttons.

display control buttons These buttons are labeled [**Menu**], [**Exit**], [**← Prev**], and [**Next →**]. [**Menu**] is used to access the first feature option screen. [**Exit**] allows you to exit a display feature and return to Normal (call-handling) Mode. [**← Prev**] and [**Next →**] can be used to help you go back and forth through the feature option screens.

enhanced list One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension A dialing number of one to five 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, Send All Calls, etc.

feature access code A dial code of one, two, or three digits, which you use to activate or cancel the operation of a feature. Check with your system manager for the feature access codes for your system.

group list One of the four types of Abbreviated Dialing lists; programmable by the controller of the list or the system manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset The handheld 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.

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

on-hook When the handset is left on the cradle or when the speakerphone is turned off.

party A person who places or answers a call.

personal list One of the four 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 single-digit list item.

personal list item One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of up to 25 voice terminal 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 which sends a special 3-burst ring.

program/reprogram To use your dial pad to assign a telephone number to a personal list item or an [AD xxxxx] for Abbreviated Dialing.

reset the speakerphone Press [Shift] and then [Speaker] to perform an acoustic test of the surrounding environment and adjust the speakerphone for optimal performance.

retrieve To collect telephone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

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

softkey features Those features accessed with the five arrowed softkeys ([▲]) and the four display control buttons. A person using an 8434 can access up to 15 softkey features.

softkeys The five buttons below the display labeled with arrows ([▲]). These buttons correspond to words on the display screen. Softkeys can be used along with display control keys to access up to 15 features. (These features are *in addition to* those features assigned to the call appearance/feature buttons on your voice terminal.)

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

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

system list One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

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

System 85 The AT&T switch to which you may be connected. (Your voice terminal may be connected to DEFINITY Communications System Generic 2 instead.) Both System 85 and DEFINITY Generic 2 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the public network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code A dial code of one, two, or three digits which you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specifically designed features (for example, call appearance/feature buttons, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

Feature Access Codes			
Feature	Code	Feature	Code
ABBREVIATED DIALING		CALL PICKUP	
List 1		LAST NUMBER DIALED	
List 2		LEAVE WORD CALLING	
List 3		Cancel	
Program		PRIORITY CALLING	
CALL FOWARDING		SEND ALL CALLS	
ALL CALLS		Cancel	
Cancel			
CALL PARK			
Answer Back			

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
Message	
Attendant	
AUDIX	

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

* You may have as many as 3 personal lists, and each list can have either 5 or 10 items; see your system manager.