

Lucent Technologies
Bell Labs Innovations



**DEFINITY[®] Enterprise Communications
Server Generic 2 and System 85**

8411 Voice Terminal User's Guide



*Lucent Technologies —
formerly the communications
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units of AT&T*

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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 8411 Voice Terminal</i> | 1 |
| The PassageWay Connection | 7 |
| Connection with Analog Equipment | 7 |
| The PassageWay Button (Button #9) and the Analog Adjunct Status Button (Button #10) | 7 |
| PassageWay Status Indications | 8 |
| Analog Adjunct Status Indications | 8 |
| Sharing the 8411 Telephone Line with the Analog Adjunct | 9 |
| <i>A Quick Look at the Features</i> | 10 |
| Voice Features | 10 |
| Display Features and Features Used with the Softkeys | 13 |
| <i>How to Use the Features</i> | 14 |
| General Instructions | 14 |
| Conventions Used in The Following Procedures | 15 |
| Troubleshooting (Later in This Guide) | 15 |
| Quick Reference Lists (at the Back of This Guide) | 15 |
| | |
| <i>Using the Display, Softkeys and Display Control Buttons</i> | 16 |
| Entering Softkey Mode and Viewing the Three Feature Option Screens | 16 |
| Other Softkey Features That May Be On Your Display | 18 |
| Using the Softkeys to Activate a Feature | 19 |
| <i>Voice Feature Procedures</i> | 20 |
| Handset and Speaker | 20 |
| Abbreviated Dialing (AD) | 20 |
| Automatic Callback | 23 |
| Bridging/Manual Exclusion | 24 |
| Call Coverage/Consult | 25 |
| Call Forwarding All Calls | 26 |
| Call Park | 27 |
| Call Pickup | 28 |
| Conference | 28 |
| Diagnostics | 29 |
| Drop | 29 |
| Handset Volume | 30 |
| Hold | 30 |
| Intercom (Automatic/Dial) | 31 |
| Last Number Dialed | 32 |
| Leave Word Calling (LWC) | 32 |
| Message | 33 |

| | |
|---|----|
| Mute | 34 |
| Priority Calling | 34 |
| Select Ring (and Ringer Volume) | 35 |
| Send All Calls. | 37 |
| Speaker. | 38 |
| Speakerphone. | 39 |
| Test/Diagnostics. | 41 |
| Transfer | 42 |
| <i>Display Feature Procedures</i> | 43 |
| Call Information | 43 |
| Directory. | 44 |
| Exit (Normal). | 45 |
| Inspect | 45 |
| Message Retrieval | 46 |
| Normal (Exit). | 47 |
| Stored Number. | 47 |
| Time/Date. | 48 |
| Timer | 48 |
| <i>Tones and Their Meaning</i> | 49 |
| Ringing Tones | 49 |
| Feedback Tones | 49 |
| <i>Troubleshooting</i> | 50 |
| System 75 Version Notes | 51 |
| | |
| <i>Key Words to Know</i> | 52 |
| <i>Quick Reference Lists</i> | |

Your 8411 Voice Terminal

The 8411 voice terminal is available in two models: the 8411D, shown below in **Figure 1**, has a display; the 8411B does not have a display. Although the display on the 8411D, along with the softkeys and display control buttons, offers the user valuable added functionality, both models are comprehensively equipped so you can make the best use of the many features of the Lucent Technologies DEFINITY[®] Enterprise Communications Server (ECS) Generic 2 and System 85.

To familiarize yourself with the various features of your voice terminal, you can use **Figure 1** below, which shows a top view of the 8411D voice terminal (the 8411B has the same button layout, but does not have a display), **Figure 2**, on page 5, which shows a bottom view, and **Figure 3**, on page 6, which shows a rear view of the 8411. The features offered on the 8411 voice terminal are explained below each figure

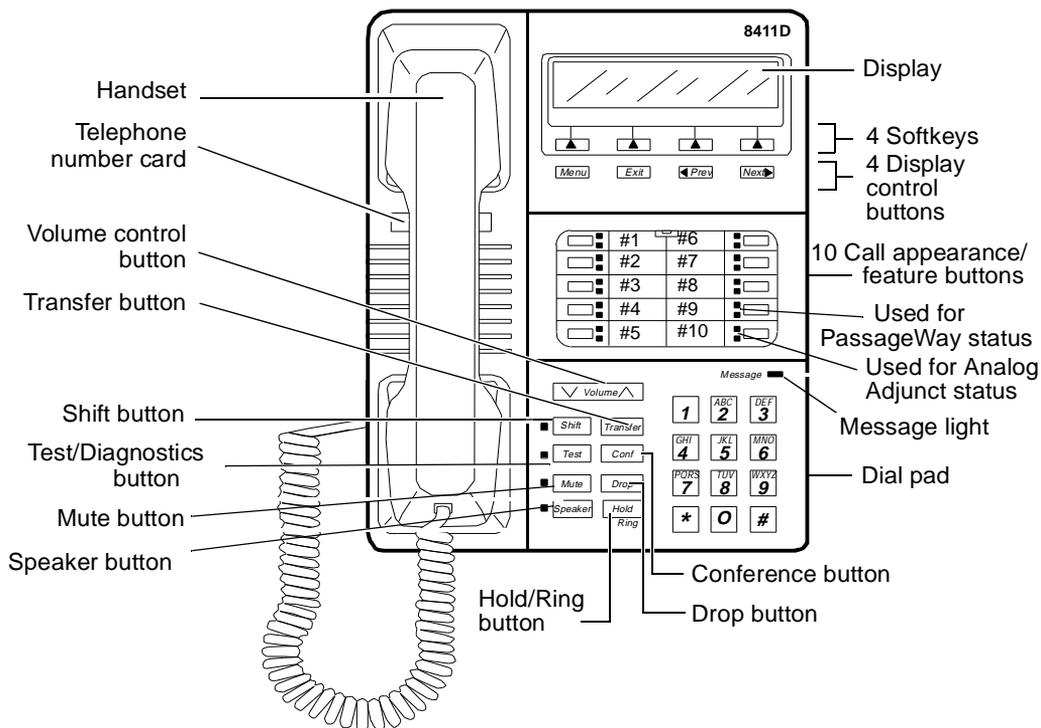


Figure 1. Top View of the 8411D Voice Terminal (With Display)

Starting with the upper right corner of **Figure 1** and continuing clockwise:

Display
(on 8411D terminal only)

A 2-line by 24-character display.

4 Softkeys
(on 8411D terminal only)

The four 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 12 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.

4 Display control buttons
(on 8411D terminal only)

These four buttons are labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶**.

- **Menu** is used to enter Softkey Mode and access the three feature option screens.
- **Exit** is used for exiting the Display 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.

**10 Call appearances/
feature buttons**
(and designation card)

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 access 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.

On the designation card, write the call appearance telephone number or extension or the feature that each of these 10 buttons can access.

(The lights beside **Button #9**
are) used for **PassageWay**
status

The red and green lights next to **Button #9** show the status of the **PassageWay®** connection, if a PC used for **PassageWay** is connected to the rear of the 8411. For the meaning of the lights, see “**PassageWay** and **Analog Adjunct Status Indications**” later in this guide.

(The lights beside
Button #10 are) used for
Analog Adjunct status

The red and green lights next to **Button #10** show the status of the **Analog Adjunct**, if there is one connected to the rear of the 8411. For the meaning of the lights, see “**PassageWay** and **Analog Adjunct Status Indications**” later in this guide.

Note: The system manager may also option **Button #10** so it can be used to send a disconnect signal to the analog adjunct when the 8411 and analog adjunct share the same telephone line.

| | |
|--------------------------------|--|
| Message light | A red light which goes on steadily when a message has been left for you. Check with your system manager to see how you can retrieve your messages. |
| 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. |
| Conference button | For setting up conference calls. This button is labeled Conf . |
| Drop button | For disconnecting from a call or dropping the last party added to a conference call. |
| Hold/Ring button | A red button for putting a call on hold. By pressing Shift and then Hold , you can select a personalized ring for your voice terminal from eight possible ringing patterns. |
| Speaker button | For accessing the built-in 2-way speakerphone. 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. |
| 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. |
| Test/Diagnostics button | When the voice terminal is initially powered up, the red light next to Test flashes if the link with the PBX is not (or not yet) operational. The light changes to steady red 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. If you press Shift and then Test , you can perform a diagnostics test of the PassageWay connection (if a PC has been connected to the RS-232-D jack on the rear of the set) and the status of the Analog Adjunct (if one has been connected to the Analog Adjunct jack also on the rear of the set). For more information on the meaning of the diagnostics lights for the PC and the Analog Adjunct, see “PassageWay and Analog Adjunct Status Indications” later in this manual. |

Shift button

A blue button which can be used in two ways:

- When used with **Hold**, you can select a personalized ring from among eight available patterns.
- When used with **Speaker**, 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).
- When used with **Test**, you can perform a diagnostics test of the PassageWay and/or the Analog Adjunct connected to the RS-232-D jack and Analog Adjunct jack, respectively, on the rear of the set.

Transfer button

For transferring a call to another voice terminal.

Volume control button

For adjusting the volume of the following:

- 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

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.

Remember: The Volume control button on your voice terminal does not control the volume level of adjunct equipment.

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.

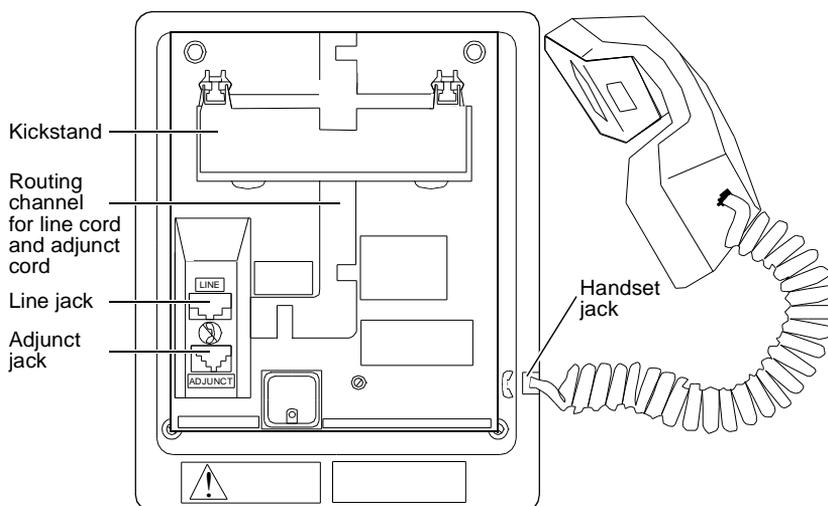


Figure 2. Bottom View of the 8411 Voice Terminal

The various components which appear on the bottom of the 8411 voice terminal are shown in **Figure 2** and listed and explained below.

- | | |
|------------------------|---|
| Handset jack | This jack is for connecting a handset, with handset cord, to your voice terminal. The jack is labeled  . |
| Adjunct jack | 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 "ADJUNCT." |
| Line jack | This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE." |
| Routing channel | Thread the line cord (and adjunct equipment cord, if applicable) through the routing channel. |
| Kickstand | Can be lifted from the deskstand or can be left level with the bottom of the voice terminal. Check which kickstand adjustment allows you the best viewing angle of the display. (Only the 8411D has a display.) |

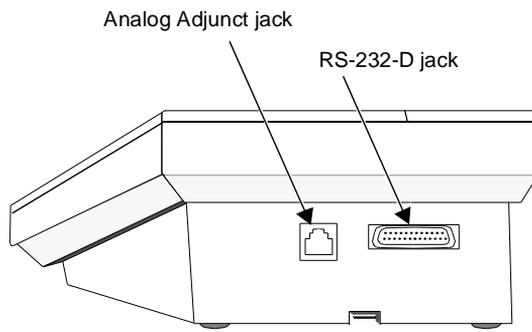


Figure 3. A Rear View of the 8411 Voice Terminal

The Analog Adjunct jack and the RS-232-D jack, shown in **Figure 3**, are located on the rear of the voice terminal.

Analog Adjunct jack

This RJ11C jack is used for connecting analog equipment such as answering machines, fax machines, PC or laptop data/fax modem cards, data sets or modems, audio teleconferencing equipment, and TTY machines commonly used by the hearing impaired. For more information about this connections, see “Connection with Analog Equipment” later in this section.

RS-232-D jack

This asynchronous RS-232 jack is used for connecting the voice terminal to the COM port on an IBM[®]-compatible personal computer on which you can load and use the Lucent Technologies PassageWay Solution software. For a description of the PassageWay applications, see “The PassageWay Connection” on the next page.

The PassageWay Connection

The EIA RS-232 type jack on your 8411 voice terminal provides you with an interface between the voice terminal and the COM port on an IBM-compatible personal computer. This interface allows you to access Lucent Technologies PassageWay Solution software which you can install on your PC.

For more information on using PassageWay Solution with your 8411 voice terminal, read the information contained in the *PassageWay Solution For DEFINITY® Communications System 8411 Voice Terminal User's Guide*, 585-201-115. You can order this book by calling the GBCS Publications Fulfillment Center at 1 800 457-1235.

Connection with Analog Equipment

Through the Analog Adjunct RJ11C jack on the rear of the set, the 8411 voice terminal provides connection with Analog Adjuncts such as answering machines, fax machines, PC or laptop data/fax modem cards, automatic alarm alerting devices, and TTY machines commonly used by the hearing impaired. On System 85, and the DEFINITY ECS G2, the analog equipment shares the voice communication channel (I1-Channel) with the voice terminal. Therefore, the voice terminal and analog equipment can be used separately, but *cannot* be used simultaneously. While the telephone is being used, you cannot use the Analog Adjunct at the same time, or vice versa.

The PassageWay Button (Button #9) and the Analog Adjunct Status Button (Button #10)

The system manager may choose to option Button #9 on the 8411 voice terminal, the next-to-last button in the second column (see **Figure 1** for button numbering), so that the red and green lights next to the button provide PassageWay status information. (See "PassageWay Status Indications" below.) If Button #9 is optioned in this manner, it is then disabled and CANNOT be used as a call appearance button.

The system manager may also choose to option Button #10 (again, see **Figure 1** for its location) so that its adjacent red and green lights provide Analog Adjunct status information. (See "Analog Adjunct Status Indications" on the next page.) If Button #10 is optioned in this way, the button's function changes from a call appearance button to a local button that can be used to send a disconnect signal to the analog adjunct. (See "Sharing the 8411 Telephone Line with the Analog Adjunct" later in this section.)

Notes: If optioned by the system manager, the light indications next to these two buttons go on and off automatically.

If these buttons are optioned for PassageWay and Analog Adjunct status, Button #9 is always used to monitor PassageWay, and Button #10 is always used to monitor the Analog Adjunct.

You can also perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct by pressing **Shift** and then **Test**. These two button presses will activate the red and green lights next to Buttons #9 and #10 to show the status of the PassageWay and Analog Adjunct connections.

PassageWay Status Indications

The 8411 provides the following status indications next to Button #9 for the PassageWay connection:

| PassageWay Status | Green Light | Red Light |
|-------------------------|--------------------|-----------|
| AT Command Mode | Off | On |
| PassageWay Mode | On | Off |
| DCP Looparound | Flash ¹ | Flash |
| Switch Link Down | Wink ² | Wink |
| EIA Out-of-Sync | Flash | Off |
| Memory Error/Wait Modes | Off | Flash |
| Program Mode | On | Flash |

1. A *Flash* is a repeating pattern of 500 ms ON and 500 ms OFF.
2. A *Wink* is a repeating pattern of 750 ms ON and 250 ms OFF.

Analog Adjunct Status Indications

On the 8411 the GREEN light provides the following status indications, next to Button #10, for the Analog Adjunct connection.:

| Analog Adjunct Status | Green Light |
|--|-------------|
| The Analog Adjunct is off-hook | On |
| The Analog Adjunct is on-hook and idle | Off |
| The voice terminal is sending a ringing signal to the Analog Adjunct | Flash |

The RED light next to Button #10 on the 8411 shows whether the Analog Adjunct OR the 8411 voice terminal is currently using the telephone line.

| Which has control of the telephone line? | Red light |
|--|-----------|
| The Analog Adjunct has control of the telephone line | On |
| The 8411 voice terminal has control of the line, or the line is idle | Off |

Sharing the 8411 Telephone Line with the Analog Adjunct

When your 8411 voice terminal has not been assigned a separate telephone number for your analog adjunct, that is, the telephone line must be shared between your voice terminal and the analog adjunct connected to the Analog Adjunct jack, you CANNOT use your 8411 and the analog adjunct at the same time. If you desire to use your 8411 (the handset, the built-in speakerphone, or any adjunct equipment connected to the Speakerphone/Headset jack) while the analog adjunct is using the line, you must first disconnect the analog adjunct.

You may disconnect the analog adjunct manually using a button on the analog adjunct or use a PC command if the analog adjunct is connected to the PC. Button #10 can also be used to disconnect the call on the analog adjunct if that

button has been enabled for the disconnect function.

In addition to the manual and Button #10 methods for disconnecting the analog adjunct, going off-hook and pressing the appropriate call appearance button will also cause the line to be switched to the voice terminal (the handset, speakerphone, or any adjunct equipment connected to the Speakerphone/Headset jack) and a disconnect signal will be sent to the analog adjunct. This method allows you to automatically disconnect the analog adjunct to:

- Answer an incoming call on another call appearance
- Originate a call on an idle call appearance
- Interrupt the analog adjunct and use the active call appearance

Note: This feature requires the 8411 to use the first three call appearance/feature buttons (the top three button in the first column) as call appearance buttons. If there are more than three call appearance buttons administered, the feature will still work with these (top) three buttons, but NOT with the additional call appearance buttons.

For incoming calls, the device that answers first (that is, the 8411 handset, 8411 built-in speakerphone, any adjunct equipment connected to the Speakerphone/Headset jack on the 8411, or the analog adjunct connected to the 8411 Analog Adjunct jack) gets control of the call. Note that not all incoming calls will cause a ringing signal to be sent to the analog adjunct. A ringing signal will be sent only if all call appearances are idle and the incoming call is either an inside call, a DID/Attendant call, or a Priority call.

A Quick Look at the Features

Here are brief descriptions of both voice features and display features that can be used with the 8411 voice terminal. Each description includes what each 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 *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY ECS Generic 2 or the System 85 switch.

Note: If you are using an 8411D voice terminal (which has a display), you may also be able to use up to 12 other features accessed with the softkeys 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 group 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 indicating a previously busy extension you dialed 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 for outside numbers.

Bridging/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 wish 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 it 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 wish 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 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.

Diagnostics Allows you to perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct (if either of these is connected to your 8411 set). The red and green lights go on next to Buttons #9 and/or #10 to indicate the status of these two functions. For more information on the meaning of the PassageWay and Analog Adjunct lights, see "PassageWay and Analog Adjunct Status Indications" earlier in this guide.

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 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 voice terminals. With Automatic Intercom, you can call a predetermined persons by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group. (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, either an extension or an outside number. Use to save time in redialing a busy or unanswered number. Available with the DEFINITY ECS 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 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 an extension with a distinctive 3-burst ring to indicate your call requires immediate attention. Use when you have important or timely information for someone.

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. This feature is accessed 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 your handset. However, in order to speak to the other party, you must use 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 is set for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with the system manager.

Speakerphone Allows you to place *and* answer calls or access other voice features without lifting the handset. 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 is set for 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 red light next to **Test** flashes if the link with the PBX is not (or not yet) operational. The light changes to steady red 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.

Note: Calls from an outside number to your voice terminal can be transferred only to an extension, *not* to another outside number.

Display Features and Features Used with the Softkeys

Note: If you are using an 8411D voice terminal (which has a display), you can also be able to use up to 12 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 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 in order 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 yourself by obtaining the following information from your system manager:
 - Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your voice terminal. To the right of each feature name in this section is a box. For each feature that 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/Exit mode display feature are already marked for you.) You may also be able to use the Speakerphone *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY ECS Generic 2 or System 85 switch.

Note: If you are using an 8411D voice terminal (which has a display), you may also be able to use up to 12 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 check 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 **xxxxx**).

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 **xxxxx**) or a person's name.

LWC CnLWC AutCB Timer

This rectangular box, 2 lines by 24 characters, represents the 8411 display screen (for those sets that have a built-in display). 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**.

[handset 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

If you are using an 8411D voice terminal (which has a display), the following information will help you use the display, the softkeys, and the display control buttons.

The softkeys are the four 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 4** shows the location of the softkeys in relation to the display above the softkeys and the display control buttons below them.

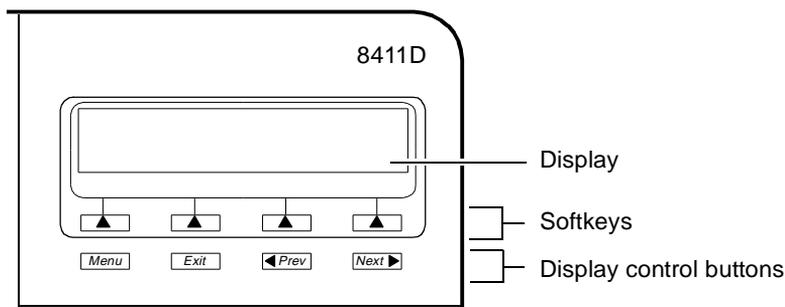
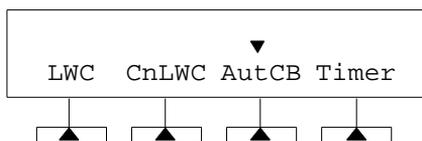


Figure 4. The Display, Softkeys, and Display Control Buttons

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 four 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 four features. An arrow appears above the name of the 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 abbreviation.

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 or abbreviation. 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 four 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 5**) shows the default features for the three feature option screens.

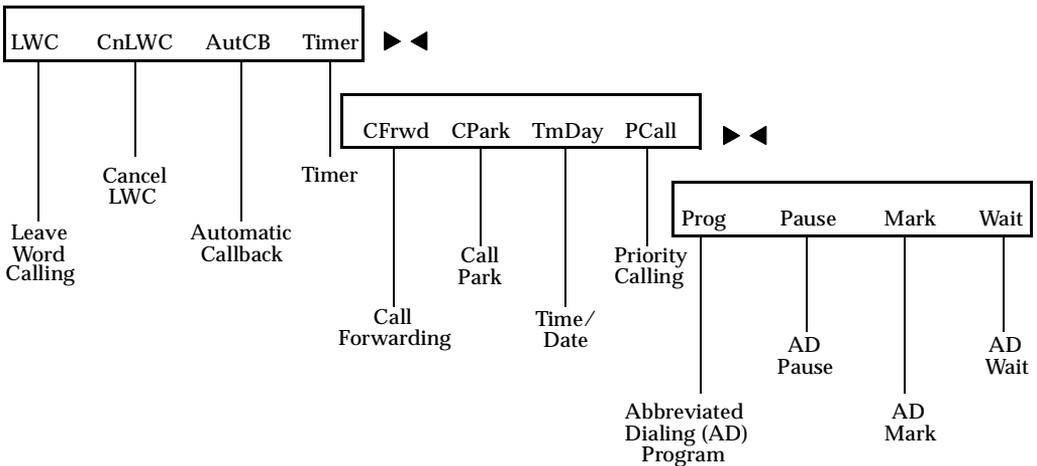


Figure 5. The Three Feature Option Screens

Note: On the DEFINITY ECS G2 or System 85, the Call Forwarding feature accessed with the softkeys is Call Forwarding — Follow Me.

To use the Call Park softkey feature on the DEFINITY ECS 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.

Note: 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.

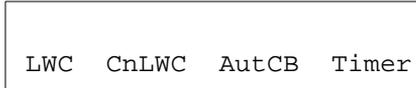
Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 12 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**

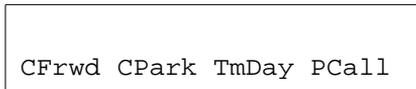
- The display shows the initial feature option screen:



```
LWC  CnLWC  AutCB  Timer
```

2 Press **Next ▶**

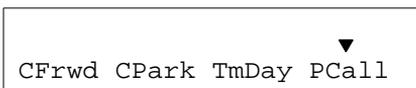
- The display shows:



```
CFrwd  CPark  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.



```
CFrwd  CPark  TmDay  PCall
```

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

Voice Feature Procedures

Handset and Speaker

When placing 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. (These AD locations can be assigned to actual buttons, or they can be accessed with the softkeys.)

If you hear the intercept tone while programming, start over from the beginning.

If you have an 8411D (which has a display), you may 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 is 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.

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

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program as items on your personal list
- 2 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Prog** (while off-hook)
If your 8411 does *not* have a display, 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 code _____
- 4 Dial desired list item number (for example, 0 through 9, 01 through 95, and so on, depending on list size) [dial tone]

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

Note: If your 8411 has a display, you may 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.

- 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 Press **Personal List** or **Group List** or **System List** (while off-hook)

or Dial appropriate Abbreviated Dialing list code (while off-hook)

- Personal _____ [dial tone]
- Group _____ [dial tone]
- System _____ [dial tone]

- 2 Dial desired list item (1, 2, 3..., 01, 02...)

- Stored number is automatically dialed

To program an Abbreviated Dialing (AD) button

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Prog** (while off-hook)

If your 8411 does *not* have a display, press **Program** (while off-hook)

or Dial Abbreviated Dialing Program access code _____ (while off-hook)

[confirmation tone]

- 2 Press selected **AD xxxxx**
- 3 Dial outside number, extension, or feature access code you want to store
- 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 Press selected **AD xxxxx** while on-hook
 - 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 Press selected **AD xxxxx** (while off-hook)
 - Call is automatically dialed [ringback tone]

Automatic Callback



You can access this feature with the softkeys only if your voice terminal has a display.

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

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **AutCB** before or during call attempt.

If your 8411 does *not* have a display, press **AutoCallBk** 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** If you are using an 8411 with a display, press **Menu** and then press the softkey below **AutCB** again (while on-hook)
- If your 8411 does *not* have a display, 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 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 use Manual Exclusion feature to prevent other bridged voice terminals from entering a call (on a per-call basis)
- 1** Press **Exclusion xxxxx** while connected to the call
- Note:** Pressing **Exclusion xxxxx** or the softkey below **Excl** again reactivates bridging.

Call Coverage/Consult



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

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

Note: The call is *not* at your terminal until the green 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*, activate Leave Word Calling 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 **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

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 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.

Call Forwarding — Follow Me



You can access this feature with the softkeys only if your voice terminal has a display.

To temporarily redirect all calls to an extension or outside number of your choice

Note: If you have a **Call Forward** button, check with your system manager to see which type of Call Forwarding it activates.

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CFrwd** (while off-hook)

If your 8411 does not have a display, 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 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CFrwd** (while off-hook) [dial tone]

If your 8411 does *not* have a display, 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

Call Park



You can access this feature with the softkeys only if your voice terminal has a display.

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 access code _____
- 3 Dial the Call Park zone number
- 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 a 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, the parked call has been disconnected or retrieved by another party.

Call Pickup



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

- 1 Press **Call Pickup** (while off-hook)
or Dial Call Pickup 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 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 are now connected

To drop the last party added to a conference call

1 Press **Drop**

- You remain connected to other parties

Diagnostics



For procedures on using the Diagnostics feature, see “Test/Diagnostics” later in this section.

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.)

Hold



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 **xxxxx** of incoming call

- You are connected to incoming call

To return to held call

1 Press **xxxxx** of held call

- You are connected to held call

Note: If you are active on a call and you press the **xxxxx** of the held call, the active call will be dropped.

Intercom (Automatic/Dial)



To make a call to your predetermined Automatic Intercom partner

1 Press **Icom Auto xxx** (while off-hook)

[ringback tone]

- Intercom ring is sent

To dial a call to a member of your Dial Intercom group

1 Press **Icom Dial xxx** (while off-hook)

[dial tone]

2 Dial group member's 1- or 2-digit code

[ringback tone]

- Intercom ring is sent

To answer any intercom call

1 Pick up handset and press **Icom**

- You are connected to call

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

Last Number Dialed



To automatically redial the last number you dialed (up to 24 digits) (extension, outside number, or trunk/feature access code)

- 1 Press **Last Dialed** (while off-hook)
or Dial Last Number Dialed access code _____ (while off-hook)

- Number is automatically dialed (up to 20 digits)

Note: Available with the DEFINITY ECS 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 have a voice terminal with a display, and you must be on-hook)

- 1 Press **Last Dialed** (while on-hook)
 - Last number dialed is shown on the display screen

Leave Word Calling (LWC)



You can access the Leave Word Calling feature (**LWC**) and the Cancel Leave Work Calling feature (**CnLWC**) with the softkeys only if your voice terminal has a display.

To leave a message after dialing an extension (when call is not answered, or you hear a coverage or busy tone)

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **LWC** after you complete dialing

If your 8411 does *not* have a display, press **LWC** any time after you complete dialing
[confirmation tone]

- Message light goes on at called voice terminal (if so equipped)

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **LWC** (while off-hook)

If your 8411 does *not* have a display, press **LWC** (while off-hook)

or Dial Leave Word Calling access code _____ [dial tone] (while off-hook)

2 Dial extension [confirmation tone]

- Message light goes on at called voice terminal (if so equipped)

3 Hang up or press **Drop**

To cancel a Leave Word Calling message (you cannot cancel messages left for an AUDIX subscriber)

1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CnLWC** (while off-hook)

If your 8411 does *not* have a display, 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 If your set has a display, see the “Message Retrieval” procedures under the **Display Features** heading. Otherwise, see your system manager for instructions regarding your 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.

Priority Calling



You can access this feature with the softkeys only if your voice terminal has a display.

To place a priority call
(3-burst ring)

1 If you are using an 8411 with a display, press **Menu**
and then press the softkey below **PCall**
(while off-hook)

If your 8411 does *not* have a display, 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 If you are using an 8411 with a display, press **Menu**
and then press the softkey below **PCall**

If your 8411 does *not* have a display, 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.

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.
 - If your 8411 has a display, it shows the ringing pattern you are hearing, such as:

SELECT RING PATTERN: 1

- 3 Continue to press (and then release) **Hold** (or, if you are using a display set, you can also press **Next ►** or **◀ Prev**) to cycle through all eight ringing patterns

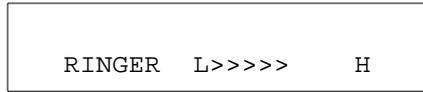
- 4 When you hear the desired ringing pattern, press **Shift** again
 - You hear confirmation tone (two rising tones)
 - If your 8411 has a display, it shows the number of the ringing pattern you have selected
 - Red light next to **Shift** goes off

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 

 - If you have a display, it shows:



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

One full ring cycle will sound to demonstrate the new volume.

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 Press **Send All Calls** (while on-hook or off-hook)
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 ECS 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 Press **SAC Group** (while on-hook or off-hook) [confirmation tone]

To cancel Send All Calls or SAC Group

1 Press **Send All Calls** or **SAC Group** again (while on-hook or off-hook)

or Lift handset and dial Send All Calls cancel code _____ [confirmation tone]

- Your calls ring at your own voice terminal again

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.

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

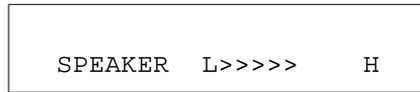
2 Place call or access selected feature

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 .

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

- If you have a display, it 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 the red light next to **Mute** go on steadily
 - The speaker is active, and the handset is turned off

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

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

Speakerphone



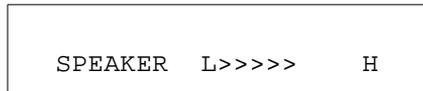
Note: If you are uncertain whether your voice terminal is set for the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature, check with your system manager.

Use the following procedures if your voice terminal is set for the Speakerphone (speak and listen) feature.

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 

- If you have a display, it 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



To test the lights and the display on your voice terminal

- 1** While on-hook or off-hook, press and hold **Test**
 - Red light next to **Test** goes on

Note: If the red light next to **Test** does not go on or flashes rather than goes on steadily, it means that the voice terminal is not communicating with the PBX. In such a case, see your system manager.
 - The button lights go on steadily in two groups, and, if your 8411 has a display, all the display segments fill in
- 2** To end test, release **Test**
 - Lights return to pretest state; red light next to **Test** goes off

Note: If the display or the light do *not* respond during the test, notify your system manager.

To perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct (if either of these is connected to your 8411 set)

- 1** Press **Shift**
- 2** Press **Test**
 - The red and green lights go on next to Buttons #9 and/or #10 to indicate the status of these two functions. For more information on the meaning of the PassageWay and Analog Adjunct lights, see “PassageWay and Analog Adjunct Status Indications.”
- 1** If you press any voice terminal buttons or if you receive or place a call during the diagnostics test, the test is terminated and the voice terminal returns to Normal Mode.

Transfer



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 the held call flutters
 - You are given a new call appearance
 - 2** Dial number or number to which the call is to be transferred to [ringback tone]
 - Remain on 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 five display features you may use with the 8411 voice terminal equipped with a display. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 12 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 10 call appearance buttons. Beginning with the first button in the upper left hand corner of your faceplate and going down, the display identifies the buttons in the left column as **a** through **e**. The buttons in the right column are identified as **f** through **j**. When the display shows it represents call information for the first call appearance button. The next button down would be shown as , and so on, continuing through 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 (call-handling) Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal (call-handling) Mode by pressing .

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 the trunk source is shown if the call is 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 **xxxxx** of held call
 - Information is shown on display screen; you remain connected to present call
- 3 To return to held call, press **Exit** and **xxxxx** 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 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

Press **Delete** while any part of message is shown

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

- 1 Select an idle **xxxxx** button, or put principal on hold and select an idle **xxxxx** button [dial tone]
- 2 Press **Covr Msg Retrieve**
- 3 Dial principal's extension
Note: You must first be designated as a system-wide message retriever by your system manager or principal must have Message Retrieval coverage that allows a coverage point to retrieve messages.
- 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 principal to the displayed extension (while on a call with principal)

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

Normal (Exit)



To exit any display feature and return to normal display

- 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 (call-handling) 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 Meaning

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

Ringling 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.
-

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting** — 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 ringling 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 listing 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.

Troubleshooting

| Problem | Solution |
|--|--|
| A feature doesn't work as noted in this 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 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 Test. If the red light next to Test 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 modular 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 |
|---|---|
| <p>The telephone doesn't ring.</p> | <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. |
| <p>The lights do not go on next to the buttons.</p> | <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 Enterprise Communications Server (ECS) Generic 2 The switch to which you may be connected. (Your voice terminal may be connected to a System 85 instead.) Both the DEFINITY ECS 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 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 ECS 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 and 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.

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 four arrowed softkeys (**▲**) and the four display control buttons. A person using an 8411D (with display) can access up to 12 softkey features.

softkeys The four 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 12 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 **DEFINITY Enterprise Communications Server (ECS) 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 switch to which you may be connected. [Your voice terminal may be connected to the DEFINITY Enterprise Communications Server (ECS) Generic 2 instead.] Both System 85 and the DEFINITY ECS 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, the Conference or Hold button, 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 PARK | |
| List 1 | | Answer Back | |
| List 2 | | CALL PICKUP | |
| List 3 | | LAST NUMBER DIALED | |
| Program | | LEAVE WORD CALLING | |
| CALL FORWARDING — BUSY DON'T ANSWER | | Cancel | |
| Cancel | | PRIORITY CALLING | |
| CALL FORWARDING — FOLLOW ME | | SEND ALL CALLS | |
| Cancel | | Cancel | |

| Abbreviated Dialing* | | | |
|-----------------------------|------------------------|------------------------|------------------------|
| Item No. | Personal List 1 | Personal List 2 | Personal List 3 |
| | Name | Name | 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.

| Miscellaneous | |
|----------------------|------------------|
| Description | Extension |
| Message | |
| Attendant | |
| AUDIX | |
| | |
| | |

| Trunk Codes | |
|--------------------|-------------|
| Description | Code |
| | |
| | |
| | |
| | |
| | |

Blind Perf