

**Lucent Technologies**  
Bell Labs Innovations



**System 75**  
7303S and 7305S  
Voice Terminals  
User's Instructions

555-200-706  
Issue 4  
October 1988

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#### **HEARING AID COMPATIBILITY**

These telephones are compatible with the inductively coupled hearing aids prescribed by the Federal Communications Commission (FCC).

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# Your 7303S and 7305S Voice Terminals

The 7303S and 7305S voice terminals are designed so that you can conveniently use the many features of System 75. Figure 1 below depicts the 7305S voice terminal, which is similar in design to the 7303S voice terminal but has 24 additional feature buttons.

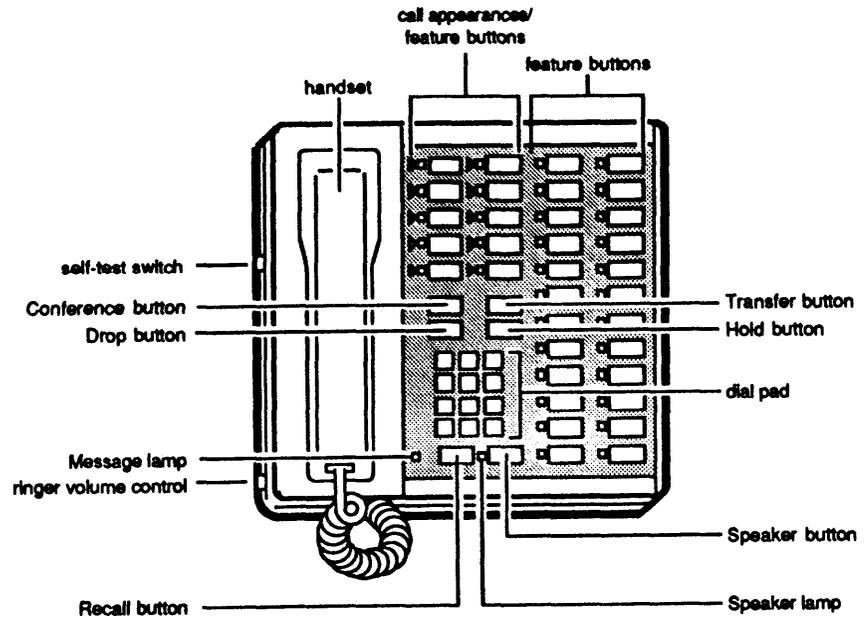


Figure 1. 7305S Voice Terminal

Starting at the top of Figure 1 and continuing clockwise:

- handset** For placing and answering calls (also known as the receiver). In most cases, you must lift the handset (go off-hook) before you can use a feature.
- call appearances/feature buttons** Usually 3 of these 10 buttons are devoted to handling incoming and outgoing calls (call appearances) and are labeled with an extension number; the remainder access features (feature buttons) and are labeled with a feature name. Each has a red in-use lamp and a green status lamp.
- feature buttons** Each of these 24 buttons accesses features and is labeled with a feature name.
- Transfer button** For transferring a call to another voice terminal.
- Hold button** For putting a call on hold.
- dial pad** The standard 12-button pad for dialing phone numbers and accessing features.
- Speaker button** For accessing the built-in speaker.
- Speaker lamp** A green lamp which lights steadily when the built-in speaker is activated.
- Recall button** (This button is reserved for future use.)
- ringer volume control** A sliding switch to control the volume for the tone ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring.
- Message lamp** A green lamp which lights steadily when a message has been left for you.

<b>Drop button</b>	For dropping the last party added to a conference call or disconnecting from a regular call.
<b>Conference button</b>	For setting up conference calls.
<b>self-test switch</b>	A sliding switch to test the operation of your voice terminal's ringer and lamps. To test, slide the switch up (away from you); the ringer will sound and the red and green lamps will alternately turn on and off until you release the switch (on the 7303S model) or slide it toward you (on the 7305S model). <b>Note:</b> See your System Manager if either the ringer or the lamps do <i>not</i> respond during the test.

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## What the Features Do

Here are brief descriptions of 19 commonly used features, including what each one does and how you might want to use it. You will have the Conference, Drop, Hold, Message, Speaker, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

**Abbreviated Dialing (AD)** Allows you to store selected phone numbers for quick and easy dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. There are 4 possible types of lists—personal, group, system, and enhanced—and you can have a total of 3 lists. Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the System Manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

**Automatic Callback** Sends you a special 3-burst ring indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the phone or in and out of the office.  
**Note:** Can be used only for extensions, not outside numbers.

**Bridging** Permits you to answer or join in calls to someone else's extension by pressing a bridged appearance button on your voice terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your System Manager. Use to assist in handling calls for a designated co-worker.

**Call Coverage** Provides automatic redirection of certain calls to your voice terminal for answering. (Your System Manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage. **Note:** If you have **Go to Cover**, you (the calling party) can send internal calls directly to coverage any time during the call attempt (the person you call must be in a call coverage group).

**Call Forwarding All Calls** Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your calls to be forwarded to a phone 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 the nearest available phone.

**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 only use this feature if you and the called party have been assigned to the same pickup group by your System Manager.

**Conference** Allows you to add parties to a call, so that you can conduct up to a 6-way conversation. (If you wish to conference more than 6 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

**Drop** Disconnects from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it 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 perform another task. Use when you have a call that you don't wish to drop, but which you 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

by pressing a feature button and then dialing 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.

**Leave Word Calling (LWC)** Leaves a message for another extension to call you back. The called party will be able to dial message service (e.g., attendant, AUDIX, covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use any time you wish to have someone call you back; it will help cut down on repeated call attempts.

**Message** Lights your Message lamp to let you know that a caller has left a message for you. You can then follow your System Manager's local message retrieval procedures to get your message.

**Priority Calling** Allows you to call another extension with a distinctive 3-burst ring to indicate that your call requires immediate attention. Use when you have important or timely information for someone.

**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 a while, or when you do not wish to be interrupted by phone calls.

**Speaker** Allows you to place calls or access other voice features without lifting the handset. Use with feature activities that require listening only (such as Voice Message Retrieval or Call Forwarding All Calls), and for group listening situations.

**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.

**Voice Message Retrieval** Gives you messages (via computerized voice) left for you through Leave Word Calling or as entered by a covering user. If authorized by your System Manager, you may also retrieve messages for one or more of your co-workers. Use to hear all messages received while you were away.

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## How to Operate the Features

The procedures which follow give short, step-by-step instructions for using each of the features. For your convenience, features are listed alphabetically.

### Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions below. Your System Manager can supply the information required.

- To the right of each feature name is a box. For each feature that you have, mark a ✓ in the blank box as a reminder. (Conference, Drop, Hold, Message, Speaker, and Transfer are already marked for you.)
- To use a voice feature you must have the handset off-hook, unless you are instructed to remain on-hook in the procedures or unless you are using the built-in speaker. You can activate or cancel most of the voice features by dialing 2- or 3-digit codes (if they are not already assigned to a button). In the blanks provided within the procedures, write in the feature code numbers
- System 75 is available in more than one version. Some features, such as Abbreviated Dialing and Last Number Dialed, operate differently with V1 than they do with later versions; where this occurs, the procedures include a V1 or V2 and later notation. Be sure to follow the directions corresponding to the version you are using.

**Note:** 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 or press [ **Drop** ], get dial tone, and begin again at step 1.

## Conventions

The following conventions are used in the procedures:

Gray Type

Procedural steps in gray type are steps you should follow if you do not have a button assigned for the feature.

[ **xxxxx** ]

This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red in-use lamp and a green status lamp, 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 or a person's name (shown as **xxxxx**).

For a list of glossary terms, see the section titled **Key Words to Know**.

## Quick Reference Lists

In the back of this booklet is a set of quick reference lists. Use them to record your feature codes and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, flip to that page as needed, or make a photocopy of the page and keep it handy.

# Abbreviated Dialing (AD)

To program/reprogram an AD button

**Note: AD buttons must first be assigned by your System Manager.**

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program  
**Note: Each AD button will hold one complete phone number or feature code.**
- 2 Press [ **Program** ] (if this button has been assigned to your voice terminal)  
or Dial Program code [dial tone]
- 3 Press [ **AD xxxxx** ] to be programmed [dial tone]
- 4 Dial outside number, extension, or feature code you want to program
  - **V1:** up to 16 digits; **V2 and later:** up to 24 digits
  - Note: If you are programming an outside number, be sure to include a trunk code, if applicable.**
- 5 Press [ # ] (on the dial pad)  
[confirmation tone], [dial tone]
  - Number is stored
  - To program additional buttons, repeat steps 3-5
- 6 Hang up or press [ **Drop** ] to end programming

To place an AD call

- 1 Press selected [ **AD xxxxx** ] [ringback tone]
- 2 Call is dialed (silently)

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

Item	Number
1.	9-555-1234 (Mr. Jones)
2.	ext. 5044 (Security)
3.	9-100-555-1111 (Barne's Shipping)
4.	*60 (Message Retrieval)
5.	

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)  
**Note: Each phone number or feature code is stored as a separate item.**
- 2 Press [ **Program** ]  
or Dial Program code \_\_\_\_\_ [dial tone]
- 3 Dial Personal List number (1, 2, or 3) [dial tone]
  - **V1:** omit this step
- 4 Dial list item (1, 2, 3...) [dial tone]
- 5 Dial number you want to program
  - **V1:** up to 16 digits; **V2 and later:** up to 24 digits
  - Note: If you are programming an outside number, be sure to include a trunk code, if applicable.**
- 6 Press [ # ] [confirmation tone], [dial tone]
  - Number is stored
  - Repeat steps 4-6 if you want to program additional items on the same list; press [ **Drop** ] and begin again at step 1 if you want to program items on another list
- 7 Hang up or press [ **Drop** ] to end programming  
**Note: Record your personal list items on the Abbreviated Dialing list in the back of this booklet; group, system, and enhanced lists can be obtained from your System Manager.**

To place a call using an AD list code

- 1 Dial appropriate AD list code:
  - List 1 \_\_\_\_\_
  - List 2 \_\_\_\_\_ [dial tone]
  - List 3 \_\_\_\_\_
- 2 Dial desired list item (1, 2, 3...)
  - Call is dialed**Note: You can program a list code on one of your AD buttons for faster access to a list. To place a call, simply press the AD button and then dial the desired list item.**

## Automatic Callback

To automatically place another call to an extension that was busy, did not answer, or returned a call waiting ringback tone

- 1 Press [ **Auto Callback** ] during call attempt [confirmation tone]

- Green lamp lights until callback is completed or canceled

**Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.**

- 2 Hang up

- You will get a 3-burst priority ring when the extension you attempted to call becomes available

**Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.**

- 3 Lift handset when you hear priority ring

- A call is automatically placed to the extension, which receives regular ringing

**Note: Automatic Callback is automatically canceled after 30 minutes or if the callback call is unanswered.**

To cancel Automatic Callback

- 1 Press [ **Auto Callback** ] again (while on-hook) or Dial the Automatic Callback Cancel code \_\_\_\_\_ [confirmation tone]

- Green lamp goes dark

## Bridging

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.**

To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per call basis)

- 1 Press [ **Exclusion xxxxx** ] while connected to the call

**Note: Pressing [ **Exclusion xxxxx** ] again reactivates bridging.**

## Call Coverage

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

- 1 Press [ xxxxx ] of incoming call when ring begins or green lamp flashes  
**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. Also, the call is not at your terminal until the green lamp is flashing.**

To leave a message for a co-worker to call the original caller's extension

- 1 Press [ Coverage Callback ] while connected to the call [confirmation tone]  
**Note: To leave a message for a co-worker to call you, activate Leave Word Calling instead.**

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

- 1 Press [ Transfer ]
  - Call is put on hold
- 2 Press [ Consult ] [priority ring to co-worker] or Dial co-worker's extension  
**Note: You can privately discuss call; if your co-worker is not available press the fluttering [ xxxxx ] to reconnect to call.**
- 3 Press [ Transfer ] again to send call to co-worker or press [ Conference ] to make it a 3-party call

## Call Forwarding All Calls

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

- 1 Press [ Call Forward ]  
or Dial Call Forward code \_\_\_\_\_ [dial tone]  
**Note: If you have console permission (V3): next, dial the extension number whose calls are to be forwarded; receive dial tone.**
- 2 Dial extension or number where calls will be sent [confirmation tone]  
**Note: Some voice terminals have restrictions on where calls can be forwarded (see your System Manager); also, for V1: calls can be forwarded only to an extension, not to an outside number.**
- 3 Hang up  
**Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.**

To cancel Call Forwarding

- 1 Press [ Call Forward ] again (while on-hook) or Dial Call Forwarding Cancel code \_\_\_\_\_ [confirmation tone]

## Call Park

To park a call at your extension (for retrieval at any extension)

**Note: If a Call Park button has been assigned to your voice terminal, simply press [ Call Park ] to park the call and hang up; otherwise follow the instructions below.**

- 1 Press [ Transfer ] [dial tone]
- 2 Dial Call Park code \_\_\_\_\_ [confirmation tone]
- 3 Press [ Transfer ] again
  - Call is parked
- 4 Hang up

---

To return to a call parked at your extension

- 1 Press [ Call Park ]  
or Dial the Answer Back code \_\_\_\_\_  
and then your extension number
  - You are connected to call

---

To retrieve a parked call from any extension

- 1 Dial Answer Back code \_\_\_\_\_ [dial tone]
  - 2 Dial extension where call is parked [confirmation tone]
- Note: If you receive intercept tone, parked call has been answered or disconnected by someone else.**

## Call Pickup

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

- 1 Press [ Call Pickup ]  
or Dial Call Pickup code \_\_\_\_\_
  - You are connected to ringing call

---

To pickup a call while you are active on another call

- 1 Press [ Hold ]
    - Present call is put on hold
    - Green lamp flutters
  - 2 Press [ Call Pickup ]
    - Called terminal stops ringing
    - You are connected to incoming call
- Note: To return to held call after completing pickup call, press fluttering [ xxxxx ].**



To add another party to a call (for a total of up to 6 parties)

- 1 Press [ **Conference** ] [dial tone]
  - Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other
- 2 Dial number of new party and wait for answer  
**Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering [ xxxx ] to return to held call.**
- 3 Press [ **Conference** ] again
  - All parties are now connected
  - Repeat steps 1-3 for additional conference connections

---

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

- 1 Press [ **Conference** ] [dial tone]
  - Held call lamp continues to flutter; current call lamp also flutters
  - You are given a new call appearance
- 2 Press [ **xxxxx** ] of call on hold (first call)
- 3 Press [ **Conference** ] again
  - All parties are now connected

---

To drop the last party added to a conference call

- 1 Press [ **Drop** ]
  - Last party you added is dropped
  - You remain connected to other parties**Note: Parties other than the last one must disconnect to be released from the conference call.**



To disconnect from a normal call and obtain dial tone without hanging up the handset

- 1 Press [ **Drop** ] [dial tone]  
**Note: Pressing [ Drop ] will also disconnect the last party added to a conference call.**



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

- 1 Press [ **Hold** ]
    - Green lamp 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 lamp flutters
- 2 Press [ **xxxxx** ] of incoming call
  - You are connected to incoming call

To return to a held call

- 1 Press [ **xxxxx** ] of held call
    - You are connected to held call
- Note: If you are active on a call and you press the [xxxxx] of the held call, the active call will be dropped.**

## Intercom (Automatic/Dial)



To make a call to your predetermined Automatic Intercom partner

- 1 Press [ **Auto Icom xxx** ] [ringback tone]
    - Special intercom ring is sent
- Note: If call is unanswered, press [ **Go to Cover** ] while call is ringing if you want to redirect it to coverage**

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

- 1 Press [ **Dial ICom xxx** ] [dial tone]
    - Green lamp lights steadily
  - 2 Dial group member's 1- or 2-digit code [ringback tone]
    - Special intercom ring is sent
- Note: If call is unanswered, press [ **Go to Cover** ] while call is ringing if you want to redirect it to coverage.**

To answer any intercom call

- 1 Pick up handset
    - You are connected to call
- Note: If you are active on another call, first press [ **Hold** ], then press flashing [ **xxxxx** ].**

## Last Number Dialed

To automatically redial the last number you dialed (extension, outside number, or trunk/feature code)

- 1 Press [ **Last Number Dialed** ]  
or Dial Last Number Dialed code \_\_\_\_\_ [ringback tone]
  - **VI:** up 16 digits; **V2 and later:** up to 24 digits
- 2 Wait for called party to answer

## Leave Word Calling (LWC)

To leave a message *after* dialing an extension (when your call is not answered, you hear coverage or busy tone, or you have been put on hold)

**Note: To do this, you must have a [ LWC ] button.**

- 1 Press [ **LWC** ] before hanging up your handset [confirmation tone]
  - Message lamp lights on called voice terminal

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

---

To leave a message without ringing an extension

- 1 Press [ **LWC** ]  
or Dial Leave Word Calling code \_\_\_\_\_ [dial tone]
- 2 Dial extension [confirmation tone]
  - Message lamp lights on called voice terminal

---

To cancel a Leave Word Calling message

**Note: You cannot cancel a message left for an AUDIX subscriber.**

- 1 Press [ **Cancel LWC** ]  
or Dial Leave Word Calling Cancel code \_\_\_\_\_ [dial tone]
- 2 Dial extension [confirmation tone]

**Note: If reorder tone is heard, message is not canceled, try again.**

## Message

To retrieve a message when your Message lamp is lit

- 1 See your System Manager for instructions regarding your local message retrieval procedures.

## Priority Calling

To place a priority call  
(3-burst ring)

- 1 Press [ **Priority Call** ]  
or Dial Priority Calling code \_\_\_\_\_ [dial tone]
- 2 Dial extension
- 3 Wait for called party to answer

**Note: If your call is not answered and you wish to redirect it to coverage, press [ **Go to Cover** ] while call is ringing**

---

For **V2 and later:**

To change a regular call  
into a priority call (when  
you hear a call waiting  
ringback tone)

- 1 Press [ **Priority Call** ]
  - 2 Wait for called party to answer
- Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.**

## Send All Calls

To send all calls (except  
priority calls) immediately  
to coverage

- 1 Press [ **Send All Calls** ] (while on-hook)  
or Dial Send All Calls code \_\_\_\_\_  
[confirmation tone]

**Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.**

---

To cancel Send All Calls

- 1 Press [ **Send All Calls** ] again (while on-hook)  
or Dial Send All Calls Cancel code \_\_\_\_\_  
[confirmation tone]

## Speaker



To place a call without lifting the handset, or to use speaker with any listening-only feature act activity

- 1 Press [ **Speaker** ]
  - Speaker lamp lights steadily
  - You hear dial tone on speaker
- 2 Dial number or access selected feature
  - Adjust speaker volume with sliding switch on left side of set, if desired
- 3 If you placed a call, lift handset to speak when called party answers
  - Speaker turns off when handset is lifted
- 4 If you accessed a feature, press [ **Speaker** ] when finished to hang up

To turn speaker on during a call for group listening

- 1 Press [ **Speaker** ]
  - Speaker lamp lights steadily

**Note: To respond to the caller, use the handset. Do not hang up the handset; if you do, the call will be disconnected.**
- 2 When finished listening, press [ **Speaker** ] again to turn speaker off

## Transfer



To send present call to another extension or outside number

- 1 Press [ **Transfer** ] [dial tone]
  - Present call is placed on hold
- 2 Dial number that call is to be transferred to [ringback tone]
  - Remain on line and announce call; if no answer or busy, return to held call by pressing its [ **xxxxx** ]
- 3 Press [ **Transfer** ] again
  - Call is sent to dialed 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



To retrieve your voice messages when your Message lamp is lit

- 1 Dial Voice Message Retrieval code \_\_\_\_\_ [dial tone]
- 2 Press [ # ] [voice prompting]  
**Note: Do not press [ # ] if calling from someone else's extension; instead, dial your own extension number and your security code, if required.**
- 3 Move through messages with these dial pad buttons:  
(Press [ # ] to retrieve first message)  
[ # ] NEXT (read next message)  
[ 3 ] DELETE (erase from storage)  
[ 4 ] HELP (request assistance)  
[ 5 ] REPEAT (read message again)  
[ 8 ] CALL (call back named extension)  
**Note: When you call back an extension with [ 8 ], be sure to also delete the message with [ 3 ] before you press [ 8 ]; otherwise the message will remain in storage.**
- 4 Hang up or press [ **Drop** ] to end Voice Message Retrieval

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To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code \_\_\_\_\_ [dial tone]
- 2 Dial co-worker's extension [voice prompting]  
**Note: If you receive an intercept tone, see your System Manager for further instructions.**
- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up or press [ **Drop** ] to end Voice Message Retrieval

---

# Tones and Their Meanings

**Ringing tones** are produced by an incoming call. **Handset tones** are those which you hear through the handset (receiver).

## Ringing Tones

- **1 ring** — A call from another extension.
- **2 rings** — A call from outside or from the attendant.
- **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** — call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.

## Handset Tones

- **answer tone** — A high-pitched continuous tone indicating a data call has been answered.
- **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: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
  
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **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.
- **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.

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# Key Words to Know

**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 in-use lamp and a green status lamp.

**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, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

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

**enhanced list** One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager (and available only with System 75 version 3). Contains phone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

**extension** A dialing number of 1 to 5 digits assigned to each voice terminal connected to your System 75.

**feature** A special function or service, such as Conference, Hold, Send All Calls, etc.

**feature code** A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

**group list** One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone 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 (e.g., when you lift the handset to place or answer a call).

**on-hook** When the handset is left on the cradle.

**party** A person who places or answers a call.

**personal list** One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains phone 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 telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

**principal** With Call Coverage or Voice Message Retrieval, a person for whom a call was originally intended (a co-worker at another extension).

**priority call** An important or urgent call which sends a special 3-burst ring.

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

**retrieve** To collect phone 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.

**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 phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an [ **AD xxxxx** ], the number can be accessed by simply pressing that button.

**switch** The device which makes connections for all voice and data calls for a network, and also contains software for features. Also known as a **system, switching system,** or **PBX** (private branch exchange). (Your switch is an **AT&T System 75.**)

**system list** One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers helpful to all system users, and stores each of those number 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 75** The AT&T switch to which you are connected. It transmits and receives voice and data signals for all communications equipment in your network.

**trunk** A telecommunications channel between your System 75 and the local or long distance calling 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 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

**voice terminal** A telephone equipped with an array of specifically designed features (e.g., administrable buttons, etc.) and functional capabilities that distinguish it from a conventional telephone.

Feature Codes			
Feature	Code	Feature	Code
<b>ABBREVIATED DIALING</b>		<b>CALL PICKUP</b>	
List 1		<b>LAST NUMBER DIALED</b>	
List 2		<b>LEAVE WORD CALLING</b>	
List 3		Cancel	
Program		<b>PRIORITY CALLING</b>	
<b>CALL FORWARDING ALL CALLS</b>		<b>SEND ALL CALLS</b>	
Cancel		Cancel	
<b>CALL PARK</b>		<b>VOICE MESSAGE RETRIEVAL</b>	
Answer Back		Coverage	

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
<b>Attendant</b>	

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.