AT&T

DEFINITY ® Communications System Generic 1
7401D Voice Terminal
User's Guide

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HEARING AID COMPATIBILITY
This equipment is compatible with the inductively coupled hearing aids prescribed by the Federal Communications Commission (FCC).

Contents

Your 7401D Voice Terminal

The 7401D voice terminal has an innovative design to make it easy to use the many features of the AT&T DEFINITY Communications System Generic 1. Familiarize yourself with your voice terminal, shown in Figure 1 and explained below.
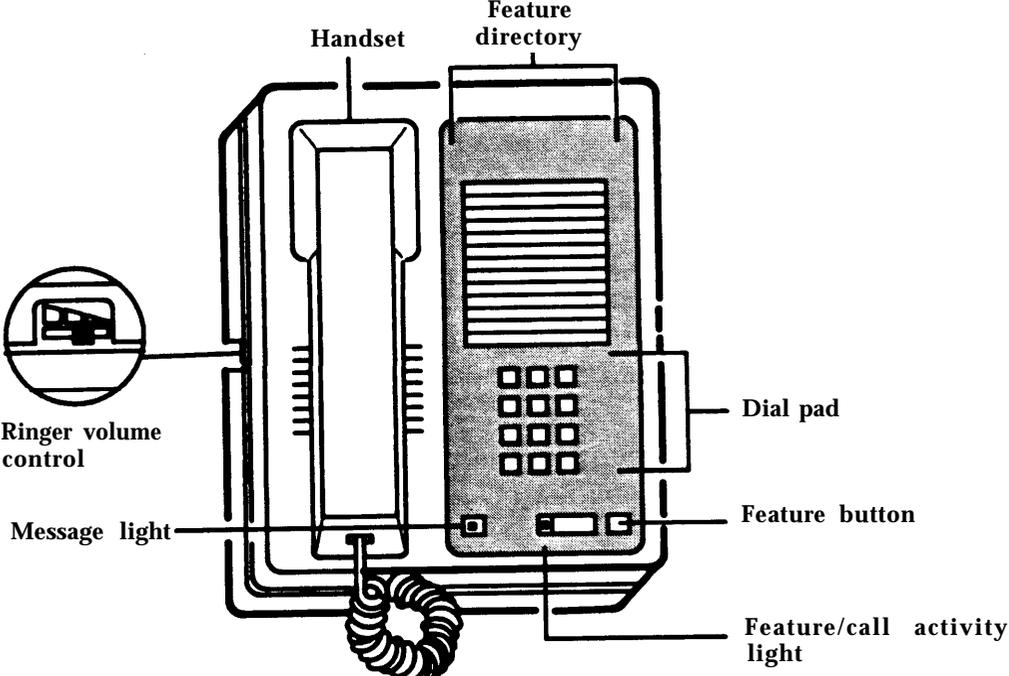
Figure 1. 7401D Voice Terminal

Starting at the top of Figure 1 and continuing clockwise:

Handset   For placing and receiving calls (also known as the **receiver).** In most cases, you must lift the handset (go off-hook) before you can use a feature.

Feature Directory   A quick reference list of 12 voice features available on your voice terminal, including each feature name and its corresponding 2-button dial code.

Dial pad   The standard 12-button pad for dialing telephone numbers and accessing features.

Feature button   A special button used for accessing the 12 features listed on the Feature Directory. (This button will be shown as ⌈ **Feature** ⌉ in the remainder of this booklet.)

Feature/call activity light   A green light which goes on steadily when you press ⌈ **Feature** ⌉ . Also, it flutters when you have an incoming call or when you put a call on hold, and flutters intermittently when you use Select Ring.

Message light	A green light which goes on steadily when a message has been left for you.
Ringer volume control	A 3-position switch to control the volume for the ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring.

What the Features Do

Here are brief descriptions of 17 features, including what each one does and how you might want to use it. **Note:** You will have the Conference, Drop, Hold, Message, Select Ring, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Abbreviated Dialing (AD) Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature code. Abbreviated Dialing offers 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.

Answering or Placing a Second Call Allows you to answer or place a second call when you are already on a call. Use to avoid missing important calls or to make another call to get information you need for your current call. **Note:** Incoming second calls may be limited to priority calls depending on how your system is administered; see your System Manager.

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

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 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 the nearest available voice terminal.

Call Pickup Lets you answer a call at your voice terminal for another extension in your pickup group. Use when you 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 conference up to 6 parties on a call (including yourself) so that you can conduct a 6-way discussion. Use to set up time-saving conferences, or to spontaneously include an additional party important to a conversation. **Note:** If you have both an active call and a call on hold, you must terminate one of the calls before you can use Conference.

Drop Drops the last party from a conference call. Use when you want to remain connected to the other parties.

Hold Puts a call on hold until you can return to it. While a call is on hold, you can answer a waiting priority call or leave your voice terminal to do 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.

Last Number Dialed Automatically redials the last extension or outside number you dialed. Use to save time in redialing a busy or unanswered number.

Leave Word Calling 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 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 Turns on your Message light 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.

Select Ring Allows you to select your own personalized ring for your voice terminal from among 8 available ringing patterns. Use to distinguish your ring from that of other nearby voice terminals.

Send All Calls Temporarily sends all your calls to the extension of a person designated by your System Manager 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 wish to be interrupted by telephone calls.

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. Also, if you have both an active call and a call on hold, you must terminate one of the calls before you can use Transfer.

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.

How to Use the Feature Directory

The Feature Directory provides a convenient quick reference list for 12 features which can be accessed by first pressing ⌈ **Feature** ⌉ and then pressing the corresponding entry number **(1**-**9** and **0)** or character **(# and *).** For example, to put a call on hold, you would press ⌈ **Feature** ⌉, then ⌈ **#** ⌉. And to set up a conference you would begin by pressing ⌈ **Feature** ⌉, then ⌈ **8** ⌉. The green light next to ⌈ **Feature** ⌉ goes on steadily when the button is pressed to let you know that your dial pad is now in the feature selection state.

Your Feature Directory will look like that shown in either Figure 2 or Figure 3 below:

Feature Directory	
F1	
F2	
F3	
F4	
F5	
F6	
F7	
F8	Conference (F8, dial party, F8)
F9	Transfer (F9, dial party, F9)
F0	Drop (Disconnect last party)
F#	Hold (Press switchhook to return)
F*	Select Ring (Press Feature to store)
Press Feature button, then dialpad button	

If you have entries **F1—F7** blank, your System Manager will assign features to them, and you can write or type in the name of the features assigned.

Figure 2. Assignable Feature Directory

Feature Directory	
F1	AD-
F2	AD-
F3	AD-
F4	AD-
F5	AD-
F6	Last Dialed
F7	Leave Word Calling
F8	Conference (F8, dial party, F8)
F9	Transfer (F9, dial party, F9)
F0	Drop (Disconnect last party)
F#	Hold (Press switchhook to return)
F *	Select Ring (Press Feature to store)
Press Feature button, then dialpad button	

If you have a preprinted directory, all of your features are already selected for you. The **AD** entries are for Abbreviated Dialing, and each one can be used for an outside number, extension, or trunk or feature code.

Figure 3. Preprinted Feature Directory

With both types of directory the last 5 features are fixed:

F 8   **Conference**
F 9   **Transfer**
F 0   **Drop**
F #   **Hold**
F *   **Select Ring**

You can write (or type) on your Feature Directory to identify the assignable features of the **AD** parties. First, remove the plastic faceplate by unsnapping it. You can then remove the Feature Directory. The surface is erasable if you write in pencil. For your convenience, the lines are spaced for typing.

> **Note:** You are not limited to the 12 features shown on your directory. All other features available with your DEFINITY Communications System Generic 1 can be accessed by simply dialing a 1-, 2-, or 3-digit feature code, without using ⌈ **Feature** ⌉ . Your System Manager can supply those codes for you.

How to Use the Features

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

Key Words

You will see these two terms used regularly in the procedures:

entry number	A number from **1**-**9** and **0,** corresponding to the first 10 entries on the Feature Directory. Each of these numbers is dialed in conjunction with ⌈ **Feature** ⌉ to access an assigned feature.
flash the switchhook	To press and immediately release the button under the handset (receiver). This button is the **switchhook.**

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

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your System Manager:

- To the right of each feature name is a box. For each feature that you have on your Feature Directory and any other feature that has been assigned to you, mark a [✓] in the blank box as a reminder. (Conference, Drop, Hold, Message, Select Ring, and Transfer are already marked for you.)

- To operate a feature, you must have the handset off-hook (removed from the cradle of the voice terminal) unless otherwise noted. Any feature not listed on your Feature Directory can be activated or canceled by dialing a 1-, 2-, or 3-digit feature code. In the blanks provided within the procedures, write in the assigned code numbers.

- Step 1 in most procedures gives you two options. Follow the first option if the named feature is listed on your directory; follow the second option (in gray type) if it is not.

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, get dial tone, and begin at Step 1.

Quick Reference Lists

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

Abbreviated Dialing (AD)

To program/reprogram an AD entry on your Feature Directory

Note: AD entry must first be assigned to your directory by your System Manager.

1. On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to store as AD entries

   Note: Each AD entry will hold one complete telephone number or feature code.

2. Pick up handset   [dial tone]

3. Dial Program code _____   [dial tone]

4. Press ⌈ **Feature** ⌉ , then the entry number for the AD entry you wish to program   [dial tone]

   - For example, to store a number in AD entry **F3,** press ⌈ **Feature** ⌉ , then [3]

5. Dial outside number, extension, or feature code you want to store (up to 24 digits)

   Note: If you are storing an outside number, be sure to include a trunk code, if applicable.

6. Press [#]   [confirmation tone] then [dial tone]

7. Hang up

   - Be sure to write the name of the AD party (or feature) on your Feature Directory

To place an AD call from your Feature Directory

1 Press ⌈ **Feature** ⌉ , then the entry number for the AD entry you wish to call   [ringback tone]

• For example, to call the number stored as AD entry **F3,** press ⌈ **Feature** ⌉ , then [3]

To program or reprogram
a personal list item

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

1 On a separate sheet of paper, jot down the outside
numbers, extensions, and/or feature codes you want
to store as items on your personal list(s) (see
example to the left)

Note: Each telephone number or feature code is
stored as a separate item.

2 Pick up handset   [dial tone]

3 Dial Program code ———————————   [dial tone]

4 Dial Personal List number **(1, 2, or 3...)**   [dial tone]

5 Dial list item **(1, 2, 3...)**   [dial tone]

6 Dial outside number, extension, or feature code you
want to store (up to 24 digits)

7 Press [#]   [confirmation tone] then [dial tone]

Note: Repeat Steps 5-7 if you want to program
additional items on the same list. Hang up and begin
again at Step 1 if you want to program items on
another personal list.

8 Hang up

- Record the personal list item on the Abbreviated
  Dialing list in the back of this booklet.

To place a call from a list (personal, system, group, or enhanced)

1 Dial appropriate List code:

- List 1 _____
- List 2 _____   [dial tone]
- List 3 _____

or Press ⌈ **Feature** ⌉ , then the appropriate entry number (if you have a list code programmed as a Feature Directory entry)

2 Dial desired list item **(1, 2, 3...)**   [ringback tone]

Note: Keep your own personal lists in the back of this booklet; system, group, and enhanced lists are available from your System Manager.

Answering or Placing a Second Call

To end first call and answer second call	**1**	Ask first caller to hang up, then flash the switchhook
		• Second call is connected
		Note: Depending you how your system is administered, the incoming call may be limited to priority calls. Check with your System Manager.

To put first call on hold and answer second call	**1**	Press ⌈ **Feature** ⌉ , then [#]
		• First call is put on hold
	2	Flash the switchhook
		• Second call is connected

To return to first call	**1**	Complete second call or put it on hold
	2	Flash the switchhook
		• First call is reconnected
		Note: By repeatedly using hold, you can toggle back and forth between calls.

To put first call on hold and place a second call	**1**	Press ⌈ **Feature** ⌉ , then [9] [dial tone]
		• First call is put on hold
		Note: Pressing ⌈ **Feature** ⌉ , then [9] instead of [#] gives you the dial tone needed to place the second call.
	2	Dial second call

To put second call on hold and return to first call	**1**	Press ⌈ **Feature** ⌉ , then [#]
		• Second call is put on hold
	2	Flash the switchhook
		• First call is reconnected

Automatic Callback

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

Note: You can do this only if Automatic Callback is assigned to your Feature Directory.

1 Press ⌈ **Feature** ⌉ , then Automatic Callback entry number (during call attempt)   [confirmation tone]

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 ⌈ **Feature** ⌉ , then the Automatic Callback entry number again [dial tone] |

Call Forwarding All Calls ■

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

1 Press ⌈ **Feature** ⌉ , then the Call Forward entry number
   or Dial Call Forward code _____ [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).

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 ⌈ **Feature** ⌉ , then the Call Forward entry number again
   or Dial Call Forward Cancel code _____
                                      [confirmation tone]

   • Your calls will now ring at your own voice terminal

Call Park

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

1 Press ⌈ **Feature** ⌉ , then [9]   [dial tone]

2 Press ⌈ **Feature** ⌉ , then the Call Park entry number

   or Dial Call Park code ————————————
                                            [confirmation tone]

3 Press ⌈ **Feature** ⌉ , then [9] again

   • Call is parked at your extension

4 Hang up

To return to a call parked at your extension

1 Press ⌈ **Feature** ⌉ , then the Call Park entry number
                                            [confirmation tone]

   or Dial Answer Back code _____   [dial tone]

2 Dial your own extension number [confirmation tone]

   • You are reconnected to call

To retrieve a call parked
at another extension

1 Dial Answer Back code _____ [dial tone]

2 Dial extension where call is parked

[confirmation tone]

- You are connected to call

Note: If you receive intercept tone, parked call
has been disconnected or retrieved 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 ⌈ **Feature** ⌉ , then the Call Pickup entry number

or Dial Call Pickup code _____

- You are connected to ringing call

To pickup a call when you are already active on another call

Note: Depending on how your system is administered, you may not be able to do this procedure on your voice terminal. See your System Manager for more details.

1 Press ⌈ **Feature** ⌉ , then [#]

- Present call put on hold
- Call activity light flutters

2 Press ⌈ **Feature** ⌉ , then the Call Pickup entry number

or Dial Call Pickup code _____

- You are connected to ringing call

Note: To return to held call after completing present call, flash the switchhook.

Conference ✔

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

1 Press ⌈ **Feature** ⌉ , then [**8**]   [dial tone]

- Present call is put on hold

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, flash the switchhook to return to held call.

3 Press ⌈ **Feature** ⌉ , then [**8**] again

- All parties now connected

- Repeat Steps 1-3 for additional conference connections

To drop a party

1 Ask party to hang up

- You remain connected to other parties

Drop ✔

To drop last party from conference call

1 Press ⌈ **Feature** ⌉ , then [**0**]

- You remain connected to other parties

Note: Parties other than the last one added must hang up to be released from conference call.

Hold ✔

To put a call on hold while you answer another call or perform some other task

1 Press ⌈ **Feature** ⌉ , then [#]

- Call activity light flutters; you may hang up if you wish

To return to held call

1 Flash the switchhook (or pick up handset if you hung up)

Last Number Dialed

To automatically redial
the last number you
dialed

1 Press ⌈ **Feature** ⌉ , then the Last Dialed entry number

   or Dial Last Number Dialed code ————————————

   Note: The redialed number can be an outside
   number (up to 24 digits), an extension, or a trunk or
   feature code.

Leave Word Calling

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: You can do this only if Leave Word Calling is assigned to your Feature Directory.

1 Press ⌈ **Feature** ⌉ , then the Leave Word Calling entry number   [confirmation tone]

- Message light goes on at called voice terminal

To leave a message without ringing an extension

1 Press ⌈ **Feature** ⌉ , then the Leave Word Calling entry number
or Dial Leave Word Calling code _____ [dial tone]

2 Dial extension   [confirmation tone]

- Message light goes on at called voice terminal

To cancel a Leave Word
Calling message

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

1   Press ⌈ **Feature** ⌉ , then the Leave Word Calling
    Cancel entry number
    or Dial Leave Word Calling Cancel code ⎯⎯⎯⎯
                                              [dial tone]

2   Dial the extension   [confirmation tone]

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Message ✔

To retrieve a message
when your Message light
is on

1 See your System Manager for instructions regarding
your local retrieval procedures

Priority Calling ▪

To place a priority call
(3-burst ring)

1 Press ⌈ **Feature** ⌉ , then the Priority Calling entry
number
or Dial Priority Calling Code _____ [dial tone]

2 Dial the extension

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

Note: You can do this
only if Priority Calling is
assigned to your Feature
Directory.

1 Press ⌈ **Feature** ⌉ , then the Priority Calling entry
number

2 Wait for called party to answer

- If you still receive a busy tone or call waiting
  ringback tone, wait a few minutes and try again

Select Ring   ✔

To select a personalized
ring pattern

1   Press ⌈ **Feature** ⌉ , then [*] (leave handset in cradle)

   • Green light flutters intermittently

   • Voice terminal plays current ring pattern

2   Adjust ringer volume with the sliding switch on left
    side of voice terminal, if desired

3   Press [*] again to hear the next ring pattern

   Note: There are 8 different patterns; cycle repeats
   after the last pattern.

4   Press ⌈ **Feature** ⌉ when you hear the desired ring
    pattern

   • Your new ring is set; selection process ends

   Note: If you receive a call during selection,
   process is interrupted and you must begin again.

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Send All Calls

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

1 Press ⌈ **Feature** ⌋ , then the Send All Calls entry
number   [dial tone]

or Dial Send All Calls code ────────────

[confirmation tone]

Note: When a call comes to your extension, call
activity light will flutter and you may hear a
ring-ping tone indicating that the call has been sent
to coverage.

To cancel Send All Calls

1 Press ⌈ **Feature** ⌋ , then the Send All Calls entry
number again   [dial tone]

or Dial Send All Calls cancel code ────────

[confirmation tone]

Transfer ✔

To send present call to
another extension or
outside number

1   Press ⌈ **Feature** ⌉ , then [9]   [dial tone]

  • Present call put on hold

2   Dial extension or number that call is to be
    transferred to   [ringback tone]

  • Remain on line and announce call; if number
    dialed is busy or unanswered, return to held call
    by flashing the switchhook

3   Press ⌈ **Feature** ⌉ , then [9] again

  • Call is sent to the 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

Voice Message Retrieval

To retrieve your voice
messages when your
Message light is on

1 Dial the 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 (if prompted) your security code.

3 Move through the 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 [<u>8</u>] , be sure to also delete the message with [<u>3</u>] either *before* you place the call or after you complete it; otherwise, the message will remain in storage.

4 Hang up to end Voice Message Retrieval

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 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, not repeated)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

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

- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.

- **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.

- **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.

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.

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.**

DEFINITY Communications System Generic 1 The AT&T switch to which you are connected. It transmits and receives 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.

enhanced list One of the 4 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.

entry One of 12 spaces on the Feature Directory. At least 5 of these entries will already have features assigned to them; the remainder will be assigned features by your System Manager.

entry number A number from **1**-**9** and **0,** corresponding to the first 10 entries on the Feature Directory. Each number is dialed in conjunction with ⌈ **Feature** ⌉ to access an assigned feature.

extension A dialing number of 1 to 5 digits assigned to each voice terminal connected to your DEFINITY Generic 1.

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

Feature/call activity light The green light to the left of ⌈ **Feature** ⌉ . It lights steadily when you use ⌈ **Feature** ⌉ , flutters when you receive an incoming call or put a call on hold, and flutters intermittently when you use Select Ring.

feature code A dial code of 1, 2, or 3 digits, which you use to activate or cancel the operation of a feature not listed on your Feature Directory.

Feature Directory This list of features on your voice terminal just above the dial pad. Each feature is activated by pressing ⌈ **Feature** ⌉ and an entry number, and is assigned by your System Manager. The directory has a surface you can write on for labeling entries not preprinted with a feature name.

group list One of the 4 types of Abbreviated Dialing lists; programmable by 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.**

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 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 9 personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of up to 25 telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

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

program/reprogram To use your dial pad to assign a telephone number to an AD entry on your Feature Directory or to a personal list item for Abbreviated Dialing.

public network The communications system that can be accessed by all telephone customers for local or long distance calling.

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.

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 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. (Alternatively, if Abbreviated Dialing is on your Feature Directory, a number can be accessed by simply pressing ⌈ **Feature** ⌉ , then dialing the appropriate entry number.)

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 DEFINITY Communications System Generic 1.)**

switchhook The button under the handset in the cradle of the voice terminal.

system list One of the 4 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.

trunk A telecommunications channel between your DEFINITY Generic 1 and the public network. Trunks of the same kind connecting to the same endpoints are assigned to the same **trunk group.**

trunk code A dial code of 1, 2, or 3 digits which you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specially designed features (for example, Feature button, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

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

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Message	
Attendant	

Abbreviated Dialing*

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

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