AT&T

DEFINITY® Communications System Generic 1

7406BIS Voice Terminal User's Guide

Your 7406BIS Voice Terminal

The 7406 Built-In-Speakerphone (BIS) voice terminal is available in two models: one with a display and one without. The display offers some added functionality, but both models are comprehensively equipped so that you can conveniently use the many features of the AT&T DEFINITY Communications System Generic 1.

This voice terminal also offers you the many conveniences of a high-quality built-in speakerphone. You can use the speakerphone for placing and answering calls or for using voice features without lifting your handset, and for allowing others to participate in your telephone conversations.

Note: For best sound quality, place your voice terminal flat on your desk or other working area.

Figure 1 below depicts the display-equipped model. Both this model and the 7406BIS without a display have the same button layout. Familiarize yourself with your voice terminal, shown here and explained on the following page.

Call appearances/
feature buttons

Handset   Display

Select Ring/
feature button

Shift button

Display viewing
adjustment

Speaker button

Mute button

Feature button

Message light

Conference button

Drop button

Transfer button

Hold button

Shiftable feature
buttons

Ringer volume
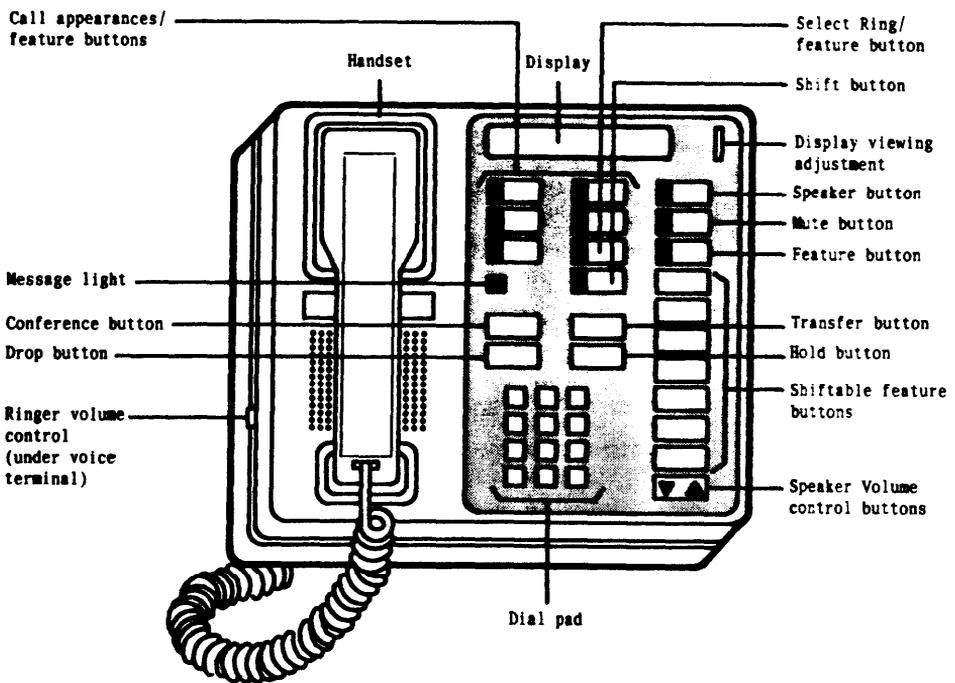control
(under voice
terminal)

Speaker Volume
control buttons

Dial pad

Figure 1. 7406BIS Voice Terminal (With Display)

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

Handset	For placing and answering calls (also known as the **receiver).**
Call appearances/ feature buttons	At least 3 of these 5 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 button has a red light to tell you the line is being used or that this is the line that you will get when you lift your handset. The green light next to each call appearance and feature button tells you the line or feature is being used.
Display	A built-in 2-line, 48-character display. (Each line allows 24 characters.)
Select Ring/ feature button	For accessing the Select Ring feature when [**Shift**] is activated, or the bottom-labeled feature when it is not.
Shift button	For accessing the top-labeled features on shiftable buttons.
Display viewing adjustment	A thumbwheel for adjusting the viewing angle of the display.
Speaker button	For accessing the speaker *or* the built-in speakerphone and microphone combination. **Note:** Your voice terminal can be set for either the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature. Check with your System Manager to see how your Speaker button is to be used.
Mute button	For turning off the microphone of the built-in speakerphone or the handset so the other person cannot hear you. **Note:** If your voice terminal is set for the Speaker (listen-only) feature, pressing the Mute button will affect only the handset.
Feature button	This button, equipped with a green light, accesses a feature 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.
Shiftable feature buttons	Each of these 7 buttons accesses 2 features, one printed on the top half of the label and one printed on the bottom half of the label. Features on the top are accessed when [**Shift**] is activated.
Speaker Volume control button	For adjusting the volume of the built-in speakerphone or speaker.

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Dial pad	The standard 12-button pad for dialing the telephone numbers and accessing features.
Ringer volume control (under voice terminal)	A sliding switch to control the volume for the tone ringer.
Drop button	For disconnecting from a call and dropping the last party added on a conference call.
Conference button	For setting up conference calls.
Message light	A red light which goes on steadily when a message has been left for you.

What the Features Do

Here are brief descriptions of 30 features, including what each one does and how you might want to use it. The first 24 are voice features and the final 6 are display features.

Voice Features

Abbreviated Dialing (AD) Allows you to store selected telephone numbers for quicker and easier dialing. Each number can be a complete or partial telephone 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 out of the 4 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 tone 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 telephone 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. 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 add parties to a call, so that you can conduct 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.

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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 built-in speaker instead of the handset, or 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 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.

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 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 Your Message light goes on 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. **Note:** If you have a display, see Message Retrieval under the **Display Features** heading that follows.

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

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

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

Self-Test Activates the lights and ringer of your voice terminal. Use when you want to test their operation.

Shift Accesses the top-labeled feature on split-labeled, shiftable buttons, including Select Ring. Use whenever you need to access one of these features.

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 wish to be interrupted by telephone calls.

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

Speakerphone Allows you to place and answer calls or access other voice features without lifting the handset. Use any time you prefer hands-free communication, both speaking and listening, or for group conference situations. **Note:** Your voice terminal may be set for the Speaker (listen only) feature. Check with the System Manager.

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.

Display Features

Note: These features can be used *only* with a 7406D05A voice terminal, the 7406BIS voice terminal with a display.

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.

Integrated Directory Searches for the extension of another user by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Message Retrieval Allows you to retrieve messages left for you that have turned on your Message light. 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 Identifies current call appearance, calling/called party, and calling/called number. Use to see who is calling you and, when placing a call, to verify the number you have dialed.

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

Time Shows you the date and time, and also allows you to measure elapsed time. Use as a handy calendar and clock, and to keep track of time spent on a call or task.

How to Use the Features

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

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions. 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. (Voice features Conference, Drop, Hold, Message, Mute, Select Ring, Self-Test, Shift, and Transfer and display feature Normal are already marked for you.) Ask your System Manager if your voice terminal is set for the Speaker (listen only) or the Speakerphone (speak and listen) feature, and then place a check in the box beside that feature also.

- You can activate and 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.

Note: Remember to press [Shift] before attempting to use any of the top-labeled features on shiftable buttons. Also, 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

The following conventions are used in the procedures:

Gray Type	Procedural steps in gray type are steps that 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 light and a green 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 or a person's name (shown as [**xxxxx**]).
[**DISPLAY INFORMATION**]	A white box containing fully capitalized words represents information shown on the display.

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| [handset tone] | The tone that appears in brackets after a step indicates what you should hear from your handset after successfully performing that step. For a list of tones and their meanings, see the section titled **Tones and Their Meanings.** |

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

Quick Reference Lists

Following the procedures is a set of quick reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed it, remove the page from the booklet (tear along the perforation), and keep the lists near your voice terminal.

Voice Features

Handset and Speaker

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

Abbreviated Dialing (AD)

To program/reprogram
AD button

Note: AD buttons must
first be assigned by
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
telephone number or feature code.

2 Pick up handset

3 Press call appearance button   [dial tone]

4 Press [**Program**]
or Dial AD Program code _____ [dial tone]

5 Press [**AD xxxxx**] to be programmed   [dial tone]

  • Press [**Shift**] first if the [**AD xxxxx**] is top-labeled
   on a shiftable key

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

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

7 Press [**#**]   [confirmation tone]

  • Number is stored

  • Repeat Steps 5-7 to program additional buttons

8 Hang up or press [**Drop**] to end programming

To place an AD call

1 Press selected [**AD xxxxx**]   [ringback tone]

  • Press [**Shift**] first if the [**AD xxxxx**] is top-labeled
   on a shiftable key

  • Call is dialed (silently)

To program/reprogram an outside number, extension, or feature code into a personal list
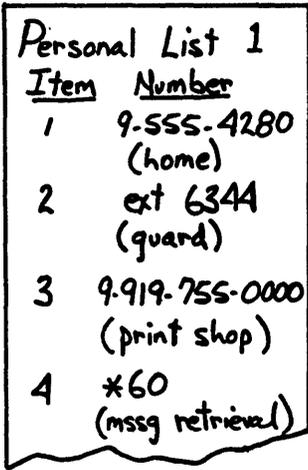
```
Personal List 1
Item   Number
  1    9-555-4280
       (home)
  2    ext 6344
       (guard)
  3    9-919-755-0000
       (print shop)
  4    *60
       (mssg retrieval)
```

1   On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program 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   Press [**Program**]

   or Dial AD Program code _____   [dial tone]

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

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

5   Dial number you want to store (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]

   ● 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 button or code

1   Press [**Pers List**] or [**Grp List**] or [**Sys List**]
   or Dial appropriate AD List code:

   ● List 1 _____

   ● List 2 _____   [dial tone]

   ● List 3 _____

   Note: An [**Enhcd List**] may also be available; see you System Manager.

2   Dial desired list item **(1, 2, 3...)**

   ● Call is dialed

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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 [**AutoCallBk**] during call attempt

[confirmation tone]

- Green light goes on steadily 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 get a 3-burst priority ring when both you
  and the called extension are idle; when you
  answer, regular ringing is sent to the called party

Note: Automatic Callback is automatically
canceled after 30 minutes.

To cancel Automatic
Callback

1 Press [**AutoCallBk**] again _____ [dial tone]

- Green light goes off

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 [**Excl xxxxx**] while connected to the call

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

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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 light flashes **Note:** The call is *not* at your terminal until the green light is flashing.
To leave a message for a co-worker to call the original caller's extension	**1** Press [**Cvr CallBk**] 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**] [dial tone] ● 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 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**] 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 Fwd**] (while on-hook or off-hook) or Dial Call Forward code _____ [dial tone] **Note:** If you have console permission, 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). **3** Hang up **Note:** You may hear ring-ping tone from your voice terminal as each call is forwarded.
To cancel Call Forwarding	**1** Press [**Call Fwd**] again (while on-hook) 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)

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

1   Press [**Transfer**]   [dial tone]

2   Dial Call Park code _____   [confirmation tone]

3   Press [**Tranfer**] again

● Call is parked

4   Hang up

To retrieve parked call from any extension

1   Dial Answer Back code _____   [dial tone]

2   Dial extension where call is parked
                                                                    [confirmation tone]

● If returning to call parked at your voice terminal, dial your own extension

Note: If you receive intercept tone, parked call has been answered or 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 [**CallPickup**]
or Dial Call Pickup code _____

● You are connected to ringing call

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

1 Press [**Conference**]   [dial tone]

- Present call 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 [**xxxxx**] to return to the held call.

3 Press [**Conference**] again

- All parties 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 light continues to flutter; current call light 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.

Drop

✔

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

1 Press [Drop]

Note: If you press [Drop] during a conference
call, the last party added will be dropped, and you
will remain connected to the other parties.

Hold

✔

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

1 Press [Hold]

● Green light flutters

Note: If you put a conference call on hold, the
other parties remain connected.

To answer a new call
while active on another

1 Press [Hold]

● Green light flutters

2 Press [xxxxx] of incoming call

● You are connected to incoming call

To return to 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 [**IcomAutoxx**]　　　　[ringback tone]

● Special intercom ring is sent

Note: If call is unanswered, press [**Go to Cvr**] 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 [**IcomDialxx**]　　　　[dial tone]

● Green light goes on 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 Cvr**] 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 [**LastDialed**]
or Dial Last Number Dialed code_____
(up to 24 digits)

Leave Word Calling (LWC) ■

To leave a message *after* dialing an extension (when call is not answered, or you hear a coverage or busy tone, 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 light goes on called voice terminal

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

To leave a message without ringing extension

1 Press [**LWC**]

or Dial Leave Word Calling code _____ [dial tone]

2 Dial the extension [confirmation tone]

● Message light comes on called voice terminal

To cancel a LWC message

Note: You cannot cancel messages for an AUDIX subscriber.

1 Press [**Cancel LWC**]

or Dial Leave Word Calling Cancel code _____ [dial tone]

2 Dial the extension [confirmation tone]

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

Message ✔

To retrieve a message when your Message light is on

1 If your voice terminal 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 procedures

Mute ✔

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

- If your voice terminal has the Speakerphone feature, use the Mute button to turn off the microphone associated with the built-in speakerphone or the handset.

- If your voice terminal has the Speaker (listen-only) function, the Mute button affects only the handset.

This feature has no effect on an external speakerphone.

To prevent the other party from hearing you

1 Press [Mute]
   - Red light goes on and other party cannot hear you

2 When you are ready to resume conversation with the other party, press [Mute] again
   - Red light goes off and other party can hear you again

   Note: 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 ▪

To place a priority call (3-burst ring)

1 Press [Priority]
   or Dial Priority Calling code ———— [dial tone]

2 Dial the extension

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

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

1 Press [Priority]

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 ✔

To select a personalized ring

1 Press [**Shift**]

● Green light comes on

2 Press [**Select Ring**]

● Shift light flashes; current ring pattern plays and repeats every 4 seconds

● If you have a display it shows [**PERSONAL RING #X**] (x will be a number from 1 to 8)

3 Adjust ringer volume with volume control switch on left underside of voice terminal, if desired

4 Repeat Step 2 to cycle through all 8 ring patterns

5 Press [**Shift**] again when you hear the desired ring pattern

● Your new ring is set; Shift light goes off

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

Self-Test ✔

To test the lights and ringer of your voice terminal

1 Press [**Shift**]

● Green light goes on

2 Press and hold [**Drop**]

● Ringer sounds

● All columns of lights next to buttons above and to right of dial pad go on steadily

● Display is activated

3 Release [**Drop**] to end test

● Ringer and lights return to pretest state

Note: If ringer or lights do *not* respond during test, notify your System Manager.

Send All Calls ▪

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

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

Shift ✔

To use the Shift feature

1 Press [**Shift**] to access any of the top-labeled
features on buttons with split labels

- Green light goes on

2 Press the split-labeled button whose top feature you
wish to use

Note: When You press the chosen feature button,
the green light for [**Shift**] automatically goes off;
begin again at Step 1 to use another top-labeled
feature.

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 activity (such as, monitoring a call on which you have been put on hold or for group listening)	**1** Press [**Speaker**]
	2 Place call or access selected feature
	3 Adjust speaker volume if necessary
	• To raise the volume, press the right half of the Volume control button labeled [▲]; to lower the volume, press the left half of the Volume control button labeled [▼]
Note: In order for the other party to hear you, you must speak through the handset.	• If you have a display, it shows [**SPEAKER L>>>> H**] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

To mute the microphone associated with the handset so the other party cannot hear you	**1** Press [**Mute**]
	• Red light goes on and other party cannot hear you
	2 Press [**Mute**] again to resume talking to other party through handset
	• Red light goes off and other party can hear you again

To activate the speaker while using the handset	**1** Press [**Speaker**]
	• The handset and speaker are *both active*
	Note: If you want to speak to the other party, you must speak through the handset. If you hang up the handset, the call is disconnected.

To turn off speaker and return to handset	**1** Press [**Speaker**]
	• The speaker turns off, but the handset remains active

| To end a call (while handset is on-hook and only speaker is active) | **1** | Press [**Speaker**] |

| To end a call (while hand set *and* speaker are active) | **1** | Hang up handset |
| | | ● The speaker automatically turns 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**]
		● Green light next to [**Speaker**] goes on
	2	Place or answer call, or access selected feature
	3	Adjust speaker volume if necessary
		● To raise the volume, press the right half of the Volume control button labeled [▲]; to lower the volume, press the left half of the Volume control button labeled [▼]
		● If you have a display, it shows [**SPEAKER L>>>> H**] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

Note: The Volume control button does *not* affect an external speakerphone.

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To prevent other party from hearing you **Note:** The Mute feature can also turn off the microphone associated with the handset.	**1** Press [Mute] ● Red light goes on and party cannot hear you **2** Press [Mute] again to resume talking to party ● Red light goes off and other party can hear you again
To change from speakerphone to handset	**1** Lift handset and talk ● Green light goes off next to [Speaker]
To change from handset to speakerphone	**1** Press [Speaker] ● Green light goes on next to [Speaker] **2** Hang up handset
To end a call	**1** Press [Speaker] again to hang up ● Green light goes off

Transfer ✔

To send present call to another extension or outside number	**1** Press [Transfer] [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 desired; if no answer or number dialed is busy, return to held call by pressing its [xxxxx] **3** Press [Transfer] again ● Call is sent to the 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 light is on

1 Dial the Voice Message Retrieval code _____
(while on-hook or off-hook)   [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
[**8**], be sure to also delete the message by
pressing [**3**] *before* you press [**8**]; otherwise, the
message will remain in storage.

4 Hang up or press [**Drop**] to end Voice Message
Retrieval

To retrieve voice messages
for a co-worker

1 Dial Voice Message Retrieval Coverage code _____
(while on-hook or off-hook)   [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

Display Features

Note: These features can be used *only* with a 7406D05A voice terminal, the 7406BIS voice terminal with a display.

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

- You may have as many as 5 call appearance buttons. Beginning with the first button in the upper left-hand corner of your faceplate and going down, the display identifies the first 3 buttons as **a, b,** and **c;** the 2 buttons in the second column are identified as **d** and **e.** When the display shows [**a=**], it represents call information for the first call appearance button. The next button down would be shown as [**b =**], and so on, continuing through [**e =**] if all 5 of these buttons are used for call appearances.

- When you dial an extension, that number is shown and then replaced by the called party's name and extension.

- When a call is received from another extension, the caller's name is shown; when a call is received from outside, [**OUTSIDE CALL**] or a trunk identifier is shown.

- The display remains in normal mode until you activate one of the other display features. After using any of these features, return to normal mode by pressing [**Normal**].

Inspect ▪

To see who's calling while on a call	**1**	Press [**Inspect**]
		- Name and number of caller shown if from extension; [**OUTSIDE CALL**] or other trunk source shown if from outside
		Note: New caller information is shown for 30 seconds when call is received; then display returns to normal mode.

To see who's on hold while on a call	**1**	Press [**Inspect**]
	2	Press [**xxxxx**] of held call
		- You remain connected to present call

To answer new call while on a call	**1**	Press [**Normal**] (if not already in normal mode)
		- Finish present call or put on hold
	2	Press [**xxxxx**] of new call

Integrated Directory

To search directory for a name

1   Press [**Directory**]

2   Key in selected name with dial pad:
last name, comma (use [*]), first name or initial

Note: For Q dial [**7**] (PRS); for Z dial [**9**] (WXY).

3   Press [**Next Msg**] for each successive directory name you wish to see

● To search for a new name, begin at Step 1

To place a call to name shown

1   Press [**ReturnCall**] while name is shown

To leave directory and return to normal display

1   Press [**Normal**]

Message Retrieval

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

1   Press [**Msg Rtrv**]

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

To return a call to message sender

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

To erase a message

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

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

Note: You must first be designated as a systemwide message retriever by your System Manager.

1   Press [**CvrMsgRtrv**]

2   Dial co-worker's extension

3   Press [**Next Msg**] to see first message (and then for each following message)

To return call for co-worker to displayed extension (while on call with co-worker)	**1**	Press [**Transfer**]
		● Co-worker is put on hold
	2	Press [**ReturnCall**] while any part of message is shown
	3	Press [**Transfer**]
		● Co-worker is connected to call attempt

| To erase a message | **1** | Press [**Delete**] while any part of message is shown |

| To leave Message Retrieval and return to normal display | **1** | Press [**Normal**] |

Normal ✔

| To return to normal display after using any display feature | **1** | Press [**Normal**] |
| | | ● Display will show call information for active call appearance |

To see number stored on
an AD button

1   Press [**Stored**]

2   Press selected [**AD xxxxx**]

 • Stored number shown

3   Press [**Normal**] to return to normal display or repeat
Step 2 to see another stored number

To see number stored as a
list item

1   Press [**Stored**]

2   Press selected [**Pers List**] or [**Grp List**] or

[**Sys List**]
or Dial appropriate AD list code:

 • List 1 _____

 • List 2 _____

 • List 3 _____

Note: An [**Enhcd List**] may also be available; see
your System Manager.

3   Dial selected list item **(1, 2, 3...)**

 • Stored number shown

4   Press [**Normal**] to return to normal display
or begin again at Step 2 to see another stored
number

To see the number you
last dialed

1   Press [**Stored**]

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

Time

To see date and time

1 Press [Date/Time]

- Display returns to normal mode after a few
  seconds

To see elapsed time
(hours, minutes, seconds)

1 Press [Timer]

- Green light comes on

2 Press [Timer] again to stop timer and clear display

- Green light goes off

Tones and Their Meanings

Ringing tones are produced by an incoming call. **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 telephone 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 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, 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 3-digit list item.

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

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.**

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).

on-hook When the handset is left in 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 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 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 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.

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 If the number is stored on an [**AD xxxxx**] button, 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 DEFINITY**® **Communications System Generic 1.)**

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 local or long distance calling network. Trunks of the same kind connecting to the same endpoints are assigned to the same **trunk group.**

trunk code A dial code of 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, speakerphone, display, administrable buttons, 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

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			

Miscellaneous

Description	Extension
Attendant	

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