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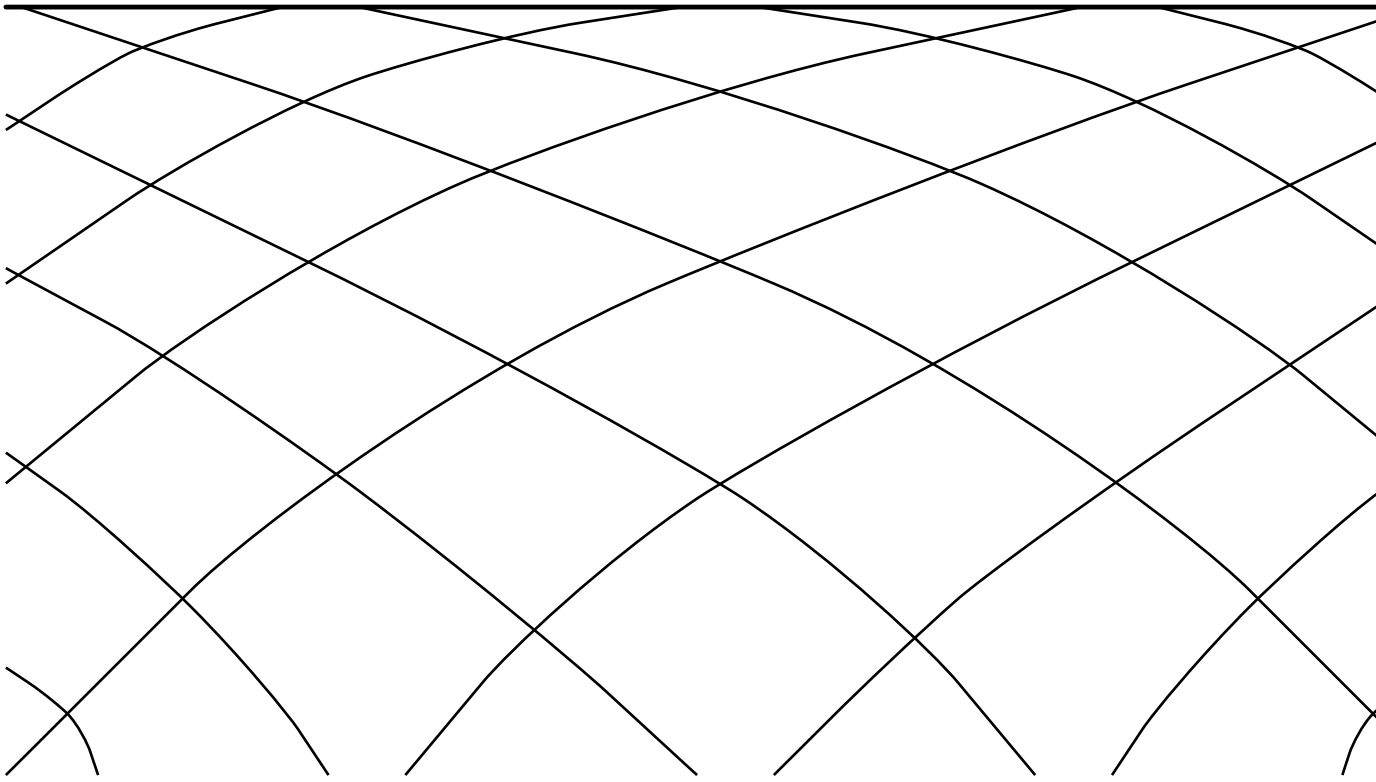
Issue 1, May 1994

DEFINITY® Communications System Generic 1, 2, and 3 and System 75 and System 85

MDC 9000 Wireless Telephone

User's Guide



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

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Document Number: **555-230-769, Issue 1, May 1994**

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Your MDC 9000 Cordless Telephone

The MDC 9000 Cordless Telephone has two basic parts, the handset (see Figure 1) and the charging base (see Figure 2). The handset has:

- User instructions
- Directory card
- Flexible antenna
- Headset jack
- Headset On/Off button
- Battery charging contacts
- Earpiece volume control switch
- Line/programmable feature/intercom buttons/Drop button
- LCD display
- Status button
- Handset On/Off button
- Hold button
- Dial pad

- Conference button
- Transfer button
- Feature button
- Handset extension label

The charging base has:

- Battery charging contacts
- Handset hook
- Ringer volume controls
- Talk indicator
- Charge indicator
- Message indicator
- Base ringer
- Base extension label

This portable, cordless telephone is designed to help you use the many features of the AT&T DEFINITY® Communications System Generic 1, Generic 2, and Generic 3, System 75, and System 85.

In order to provide you with the freedom of mobility, the MDC 9000 is not connected physically (by a line cord or wire from the handset) to the DEFINITY system (or System 75 or System 85). Instead, the MDC 9000 handset communicates by way of a radio link to its radio base, which connects to the telephone system.

See Figure 1 to view the handset and Figure 2 to see its charging base. Then read the explanations of this telephone's many features following the figures.

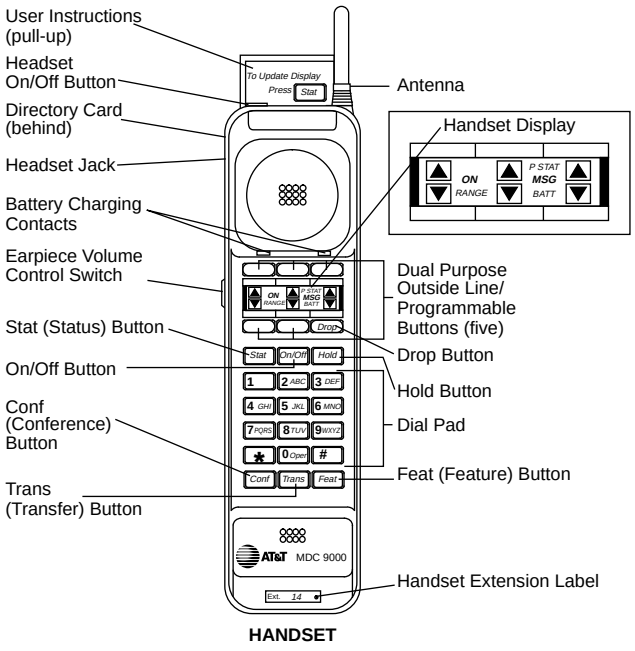

Figure 1. MDC 9000 Telephone, Top View of Handset, including Enlarged Display Area

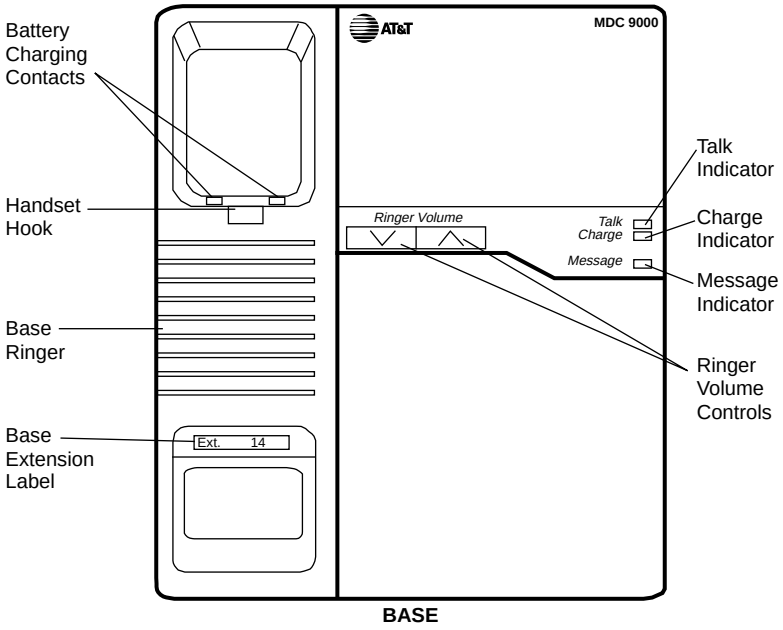

Figure 2. MDC 9000 Telephone, Top View of Charging Base

The handset of the MDC 9000 has the following features as shown in Figure 1, **Top View of Handset** (the list begins with the antenna and then continues clockwise around the handset drawing):

Antenna	For receiving the transmissions from the radio module. This antenna is flexible and is permanently attached to the handset.
LCD Display	Provides information on the status of lines and range, battery power, etc.
Outside Line or Intercom/ Programmable Feature Buttons	When labeled with an extension number, these buttons indicate lines used for incoming and outgoing calls (call appearances) and for using the telephone as an intercom; when programmed and labeled with feature names, these buttons access features (feature buttons). In use, the light next to that button is lit; when a call is on hold, it winks.
Drop Button	For disconnecting from a call or dropping the last person you added to a conference call. The **Drop** button *is NOT labeled*. It is located in the lower right corner of the LCD display.

Hold Button	For placing a call on hold.
Dial Pad	The standard 12-button pad for dialing telephone numbers and accessing features.
Feature Button	The Feature button (labeled **Feat**) is NOT used.
Handset Extension Label	For writing the extension number (using a pencil or ballpoint pen only). *Do not use a felt-tip pen*.
Transfer Button	The Transfer button (labeled **Trans**) enables you to transfer calls to other extensions or numbers.
Conference Button	The Conference button (labeled **Conf**) is used to set up conference calls.
On/Off Button	For turning the handset on and off. (This button can also turn the headset on and off.)
Status Button	The Status button (labeled **Stat**) is used to update all handset visuals if pressed when the **STAT** indicator appears (the handset is on), and to turn on the display when the handset is off.

Earpiece Volume Control Switch	For sliding between the two earpiece volume control positions, *Normal* and *High*.
Battery Charging Contacts	For charging the handset when contact is made with the charging base.
Headset Jack	For connecting the headset to the handset.
Directory Card	For manually inserting names of frequently dialed telephone numbers or extensions. It is located on the bottom of the handset cover.
Headset (On/Off Button)	For turning the headset on and off.
User Instructions	A quick reference that you can pull up to review basic procedures for using this telephone's features.

Figure 2, **Top View of Charging Base**, shows the following features (the list begins with the Talk indicator and continues clockwise around the drawing of the charging base):

Talk Indicator	This indicator is lit when the handset is off-hook. (The **ON** icon on the handset is also lit.)
Charge Indicator	This indicator is lit when the battery is charging and the handset is properly placed on the base.
Message Indicator	This indicator is lit when you have a message. (**MSG** also appears on handset display.)
Ringer Volume Controls	For adjusting the base's ringing volume. Press the left button to decrease the ringer volume; press the right button to increase the ringer volume. **Note:** When the handset is on the base, only the base rings. Both ring when the handset is out of the base.
Base Extension Label	For writing the extension number (using a pencil or ballpoint pen only). *Do NOT use a felt-tip pen.*
Base Ringer	This is the ringer located in the base.
Handset Hook	For hanging up the handset in the base.
Battery Charging Contacts	For charging the handset when contact is made with the charging base.
Power Cord Jack (not shown in the figure)	For connecting the power cord to your telephone. This cord is then plugged into a wall outlet. This jack is located on the other side of the base.

What the Features Do

The following section lists the many voice features that you can use with your MDC 9000 and briefly explains what each one does and how you might want to use it.

The features in this guide have been divided into two categories:

- **Phone Features —** Those telephone features that you can use immediately *regardless of which communications system* your telephone is behind.
- **System Features —** Those features that you can use *only* with a DEFINITY Communications System or System 75 or System 85. Some system features may not be available for all system types. If a feature is not supported by all systems, the systems that do support that feature are identified in this document by **boldface** type for the system name. Most of the system features must be assigned to your telephone by the system manager. Check with your system manager to see which of these features you can use.

Phone Features

The following features can be used immediately. They do *not* need to be administered on your telephone.

Conference Allows you to include up to five parties, including yourself (with a **DEFINITY G1** or **G3** or **System 75**), or three parties, including yourself (with **DEFINITY G2** or **System 85**) on a conference call, without losing voice quality. **Note:** If you have both an active call and a call on hold, you must terminate one of them before you can use Conference.

Display Information Provides visual call and telephone status information through the following set of icons:

- ▼ *or* ▲ *or* ▭ shows the status of the adjacent button. If the triangle and rectangle both appear, you are using that line; if only the rectangle appears, the line is in use.
- **ON** appears when the handset is on.
- **RANGE** flashes to indicate that you are out of range and appears steadily when you have lost communication.
- **P** is not used with DEFINITY or System 75 or System 85.
- **STAT** appears when the status mode is active, refreshing the icons and indicating that you should move closer to the base.
- **MSG** appears when there is a message waiting for you.

- **BATT** appears when the battery is low.

Drop Allows you to disconnect any call or drop the last person you added to a conference call. [The (unlabeled) **Drop** button is located in the lower right corner of the LCD display.]

Hold Puts a call on hold until you can return to it. While a call is on hold, you can leave your telephone to perform another task or pick up a call on another call appearance.

Out-of-Range Indication While the set is still active, it gives an audible indication (double beep) and visual indication (the **RANGE** icon appears on the LCD display) when the handset is getting out of range.

Status Lets you know if your telephone is within working range. If you press the Status button while the handset is out of range, a loud double beep is sounded and the **RANGE** icon appears. These Status responses do not respond in-range and/or off-hook.

Test (Local Test) Allows you to verify the operation of the audio and visual warning signals.

Transfer Transfers a call from your telephone 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 telephone can be transferred only to an extension, *not* to another outside number.

System Features

These features must be administered for your telephone by the system manager. Check with your system manager to see which features you can use.

Abbreviated Dialing Allows you to store selected number groups for quick and easy dialing of frequently called, lengthy, or emergency numbers. Any number group can be a complete or partial telephone number, an extension number, a trunk, or a feature access code. There are four possible types of lists—personal, group, system, and enhanced—and you can use as many as three out of these four (see your system manager for details). Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the system manager.

Automatic Callback Sends you a special 3-burst ringing tone indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you want 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. If your telephone is connected to **DEFINITY G2** or **System 85**, the Automatic Callback feature works only with extensions that were busy; that is, it does *not* work with extensions at which the person did not answer.

Call Forwarding All Calls This Call Forwarding feature is for **DEFINITY G1** and **G3** and **System 75** only. See "Call Forwarding — Busy/Don't Answer" and "Call Forwarding — Follow Me" for the **DEFINITY G2** and **System 85** Call Forwarding features. 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 telephone and you want your calls forwarded to a telephone of your choice.

Call Forwarding — Busy/Don´t Answer This is a **DEFINITY G2** and **System 85** feature only. See "Call Forwarding All Calls" for **DEFINITY G1** and **G3** and **System 75** call forwarding. Temporarily forwards all your calls to another extension or to the attendant if your voice terminal is busy or you do not answer your calls within a preset number of rings. Use when you want your calls forwarded to a telephone number of your choice.

Call Forwarding — Follow Me This is a **DEFINITY G2** and **System 85** feature only. See "Call Forwarding All Calls" for **DEFINITY G1** and **G3** and **System 75** call forwarding. Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you want your calls to be automatically forwarded to a telephone number of your choice.

Call Park Puts a call on hold at your telephone, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you want to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from the nearest available telephone.

Call Pickup Lets you answer a call at your telephone for another extension in your pickup group. Use when you want 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.

Consult This feature is for **DEFINITY G1** and **G3** and **System 75** only. Allows you to screen calls for another party in your local calling group.

Intercom Allows you to communicate with other local telephones via an intercom feature.

Leave Word Calling Leaves a message for another extension to return your call. The called party is able to dial a message service (for example, 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 want to have someone call you back while helping cut down on repeated call attempts.

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.

How to Use the Features

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

Special Instructions for General Use

As you operate the features assigned to your telephone, keep in mind the following general rules.

- Carefully follow *all* the steps in the procedure for each feature you are using.
- 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 the (unlabeled) **Drop** button, get a dial tone, and begin again at the first step.
- In most cases, before you begin a procedure, you must have the handset off-hook (removed from the base of the telephone).
- To the right of each Phone Feature is a box marked with a check (☐). This check will remind you that you can use the feature immediately, without help from your system manager.

Conventions Used in Procedure Descriptions

In this guide, the following conventions are used in the procedure descriptions:

xxxxx	This box represents a call appearance button which is used exclusively for placing or receiving calls. The button 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**).
[feedback 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.**

Quick Reference Lists

At the end 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 telephone.

Phone Features

The following features can be used immediately, no matter which communications system your MDC 9000 telephone is connected to.

Note: For a description of the Display Information and Out-of-Range Indication on your MDC 9000, see "Phone Features" in the section, **What the Features Do**.

Answering and Placing a Call

To answer a call	**1** Pick up handset **2** Press On/Off on the front of the handset **3** Speak to other party	
To answer a call using the headset	**1** Press On/Off on top of the handset **2** Speak to other party	
To place a call	**1** Pick up handset **2** Press On/Off **3** Press an available line button **4** Dial desired number	[dial tone]
To place a call using the headset	**1** Press On/Off on top of the handset **2** Dial desired number	[dial tone]
To end a call	**1** Place the handset back in the charging base or press On/Off to turn off the handset or headset **or** press the (unlabeled) **Drop** button if you want to place another call	

Conference

Note: With **DEFINITY G1** and **G3** and **System 75** you can have a conference call which includes up to five people (including yourself); with **DEFINITY G2** and **System 85**, you can have a conference call which includes three people (including yourself).

To add another person to a call

1 Press Conf [dial tone]

- Present call is put on hold

2 Dial number of other person to be added to call

3 When other person answers, press Conf

Note: You can privately discuss the call with the newly added person at this time; if there is no answer or if the line is busy, press Conf twice to return to original party.

- All parties are now connected to the call

To drop the last person added to the conference call

1 Press the (unlabeled) **Drop** button

Drop

To disconnect from a normal call, or to drop the last person added to a conference call

1 Press the (unlabeled) **Drop** button. (The **Drop** button is located in the lower right corner of the LCD display.)

Hold

To put a call on hold

1 Press Hold

- LCD display icon winks for the line that is on hold

2 You may place handset in base; the call remains on hold

or

you can press another line button to answer another call; the first call remains on hold

To return to the held call

1 Press the line button with the winking display to resume the call

or

if you have hung up the handset, pick up handset from the base before pressing the line button

Message

To retrieve a message when your **MSG** icon is flashing

1 See your system manager for instructions about your local message retrieval procedures

Note: The message icon also appears when a call is coming in (that is, when the telephone is ringing). It continues to appear until the message is handled.

Status

To update icons while set is in active mode

1 Press **Stat**

- The **STAT** icon appears
- Updates icons in display area

Note: The **STAT** icon also appears when you are out of range.

Test (Local Test)

To verify the operation of the telephone's visual and audio warning signals

1. Remove the handset from the base
2. Hold down the ringer volume control buttons, both [▼] and [▲], simultaneously, for at least two seconds
   - The **BATT, P, ON, MSG, STAT**, and **RANGE** icons light, and you hear a double beep emitted from the handset
3. To exit the local test mode, release the volume control buttons
   or
   return the handset to the base or turn off the handset

Note: If the ringers do not sound or the indicators do not appear, contact your system manager.

Transfer

To transfer a call to another telephone

1. Press [Trans]
   - Call appearance button for that call winks, and present call is put on hold
   - Calling party cannot hear you
   - Second call appearance becomes active
2. Dial the number to which the call is to be transferred

   Note: Remain on the line and announce the call if desired; if there is no answer or the line is busy, return to the held call by pressing its winking call appearance button.
3. When the third party answers or when you hear the other telephone ringing, press [Trans] again
4. Hang up or press the (unlabeled) **Drop** button

System Features

Since your MDC 9000 telephone is connected to a DEFINITY, System 75, or System 85, you may be able to use some of the following features. Check with your system manager to see which of these features have been assigned to your telephone.

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 check (☐) in the blank box as a reminder.
- You can activate or cancel most of the features by dialing a 2- or 3-digit feature access code. In the blanks provided within the procedures, write in the assigned feature access code numbers. Obtain system feature access codes from your system manager.
- System 75 is available in more than one version. In some cases, a feature operates differently with one version than it does with other versions; where this occurs, the procedures include a **Version Note** with directions for using one version or the other. Contact your system manager to find out which system and which version of that system you are using. Then, be sure to follow the directions corresponding to that version.

In addition, some differences exist in feature availability and procedures for Generic 1, Generic 2, or Generic 3 systems. Where this occurs, the procedures are separated by system type and clearly identified in the procedure.

Abbreviated Dialing ☐

Note: DEFINITY Generic 1, Generic 2, and Generic 3 systems allow you to store numbers in Abbreviated Dialing lists.

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

1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s).

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

2 Pick up handset [dial tone]

3 Press **On/Off**

4 Press **Program**
or
dial an Abbreviated Dialing Program access code _____ [dial tone]

5 Dial personal list code (**1, 2,** or **3**)

Version Note: If you are using System 75, Version 1, you may omit this step.

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

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

Version Note: If you are using System 75, Version 1, you can use only up to 16 digits.

8 Press # [confirmation tone]

- Number is stored
- Repeat Steps 4 through 8 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

9 Hang up to end programming

Note: Keep your own personal lists in the Abbreviated Dialing table provided in the back of this booklet; group, system, and enhanced lists are available from your system manager.

To place a call using a personal, group, system, or enhanced list (enhanced lists apply to **Generic 1** or **Generic 3** only)

1 Pick up handset

2 Press On/Off

3 Press an available line button [dial tone]

4 Dial appropriate Abbreviated Dialing List access code:

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

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

- Stored number is automatically dialed

Automatic Callback

Note: If your telephone is connected to **DEFINITY G1** or **G3** or **System 75**, you can use this feature for an extension that was busy or at which the person did not answer. However, for **DEFINITY G2** and **System 85** users, this feature works only when the called extension is busy.

To automatically place another call to an extension that was busy or did not answer (See above note)

1. Pick up handset
2. Press On/Off
3. Press an available line button [dial tone]
4. Press Auto Callback
   or
   dial the Automatic Callback access code _____
   [confirmation tone]
5. Hang up by pressing On/Off (within seven seconds)
   - You will receive a 3-burst priority ring when the extension you attempted to call is available

   Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.
6. Press On/Off when you hear priority ring [ringback tone]
   - A call is automatically placed to an extension, which receives regular ringing

   Note: You can place only one Automatic Callback call at a time, and Automatic Callback is canceled after 30 minutes (for **Generic 1** and **Generic 3**) or 20 to 40 minutes (for **Generic 2**), or if the callback call is unanswered.

To cancel an Automatic Callback request

1. Pick up handset
2. Press On/Off
3. Press an available line button [dial tone]
4. Dial Automatic Callback cancel code _____
   [confirmation tone]

Call Forwarding All Calls (for G1 & G3))

Note: This Call Forwarding system feature is for **DEFINITY G1** and **G3** and **System 75** users only. See "Call Forwarding — Busy/Don't Answer" and "Call Forwarding — Follow Me" for the **DEFINITY G2** and **System 85** Call Forwarding features.

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

1 Pick up handset

2 Press **On/Off**

3 Press an available line button [dial tone]

4 Press **Call Forward**
or
dial Call Forward access code _____
[dial tone]

Note: If you are using System 75, the Call Forwarding All Calls procedure begins with this step. You must also have console permission to proceed.

5 Dial extension or number where calls will be sent
[confirmation tone]

Note: Some telephones may have restrictions on where calls can be forwarded (see your system manager). If you are using System 75, for example, you may not forward calls to an outside number.

6 Hang up

Note: If you remain close to your telephone, you may hear a ring-ping tone as each call is forwarded.

To cancel Call Forwarding

1 Pick up handset

2 Press **On/Off**

3 Press an available line button [dial tone]

4 Press **Call Forward**
or
dial Call Forward cancel code _____
[confirmation tone]

- Your calls will ring at your own telephone again

Call Forwarding — Busy/Don´t Answer (for G2)

Note: This is a **DEFINITY G2** and **System 85** feature only. See "Call Forwarding All Calls" for **DEFINITY G1** and **G3** and **System 75** call forwarding.

DEFINITY G2 users may be able to use Call Forwarding — Follow Me instead of this Call Forwarding feature. To find out which type of Call Forwarding [Call Forward] activates, contact your system manager.

To activate Call Forwarding — Busy/Don't Answer

1. Pick up handset
2. Press [On/Off] [dial tone]
3. Dial Call Forwarding — Busy/Don't Answer access code (while off-hook) _____ [recall dial tone]
4. Dial extension where calls will be sent [confirmation tone]

   Note: If you hear an intercept tone, you are attempting to forward your calls to a restricted telephone, a telephone with Call Forwarding — Follow Me activated, or a telephone in another partition or group (if you are in a tenant services environment). See your system manager for more information.

5. Hang up or press the (unlabeled) **Drop** button

To cancel Call Forwarding — Busy/Don't Answer

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Dial Call Forward cancel code (while off-hook) _____ [confirmation tone]
5. Hang up
   - Your calls will ring at your own voice terminal again

Call Forwarding — Follow Me (for G2)

Note: This is a **DEFINITY G2** and **System 85** feature only. See "Call Forwarding All Calls" for **DEFINITY G1** and **G3** and **System 75** call forwarding.

DEFINITY G2 users may be able to use Call Forwarding — Busy/Don't Answer instead of this Call Forwarding feature. To find out which type of Call Forwarding [Call Forward] activates, contact your system manager.

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

Note: To find out which type of Call Forwarding [Call Forward] activates, contact your system manager.

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Dial Call Forward — Follow Me access code (while off-hook) _____ [recall dial tone]
5. Dial extension or number where calls will be sent [confirmation tone]
6. Hang up

   Note: You may hear a half ring for each call forwarded after you have activated this feature and hung up. Also, some voice terminals may have restrictions on where calls can be forwarded; see your system manager.

To cancel Call Forwarding — Follow Me

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Dial Call Forward cancel code (while off-hook) _____ [confirmation tone]
5. Hang up by pressing [On/Off]
   - Your calls will ring at your own voice terminal again

Call Park

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

1 Pick up handset

2 Press On/Off

3 Press an available line button

- Line answered

4 Press Trans

5 Press Call Park
or
dial Call Park access code _____
[confirmation tone]

- Call is parked at your extension

Note: To return to the parked call *before* you hang up, press Call Park again.

6 Hang up by pressing On/Off

To retrieve parked call from any extension

1 Pick up handset

2 Press On/Off

3 Press an available line button [dial tone]

4 Dial Answer Back access code _____
[recall dial tone]

5 Dial extension where call is parked
[confirmation tone]

- If you are returning to a call parked at your telephone, dial your own extension
- You are connected to parked call

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

Call Pickup

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

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Press [Call Pickup]
   or
   dial Call Pickup access code _____
   [confirmation tone]
   - Called voice terminal stops ringing
   - You are connected to ringing call

To pick up a call while you are active on another call

1. Press [Hold]
   - Present call is put on hold
   - LCD display icon winks for the line that is on hold
2. Press an available line button [dial tone]

3. Press [Call Pickup]
   or
   dial Call Pickup access code _____
   [confirmation tone]
   - You are connected to incoming call
   - Called voice terminal stops ringing

To return to a held call on **DEFINITY G1** and **G3** and **System 75**:

1. Complete present call and hang up
   - Held call sends 3-burst priority ring
2. Lift handset
   - You are connected to held call

To return to a held call on **DEFINITY G2** and **System 85**:

1. Complete present call
2. Press an available line button of held call
   - You are connected to held call

Consult (for G1 & G3)

Note: The Consult feature can be used only if your telephone is connected to a **DEFINITY G1** or **G3** or **System 75**.

To talk privately with a coworker after answering a redirected call

1 Press Trans [dial tone]

- Call is put on hold

2 Press Consult [priority ring to coworker]
or
dial coworker's extension

Note: You can privately discuss call; if coworker is not available, press the line button with the winking display to reconnect to call.

3 Press Trans again to send call to coworker
or
press Conf to make it a 3-party call

Intercom

To make a call to your predetermined Automatic Intercom partner

1 Pick up handset

2 Press On/Off

3 Press an available line button [dial tone]

4 Press Icom Auto xx [ringback tone]

- Special intercom ring is sent

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

1 Press Icom Auto xx

2 Dial group member's 1- or 2-digit code [ringback tone]

- Special intercom ring is sent

To answer any intercom call

1 Pick up handset

- You are connected to the call

Note: If you are active on another call at the time, first press Hold , then press the line button with the winking display.

Last Number Dialed

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

1 Pick up handset

2 Press On/Off

3 Press an available line button [dial tone]

4 Dial Last Number Dialed access code (while off-hook) _____

- Number is automatically dialed (up to 20 digits)

Note: Digits dialed via Abbreviated Dialing, feature dial codes, and authorization codes are *not* retained in memory and must be redialed for each call.

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)

1 Press On/Off

2 Press an available line button [dial tone]

3 Press LWC
or
dial Leave Word Calling access code _____
[confirmation tone]

- Message icon or light goes on at called telephone

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

To leave a message without ringing an extension

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Press [LWC]
   or
   dial Leave Word Calling access code _____
   [dial tone]
5. Dial the extension [confirmation tone]
   - Message icon or light goes on at called telephone
6. Hang up by pressing [On/Off]

To cancel a Leave Word Calling message

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

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Press [Cancel LWC]
   or
   dial Leave Word Calling cancel code _____
   [dial tone]
5. Dial extension [confirmation tone]

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

Priority Calling

To place a priority call

1. Pick up handset
2. Press [On/Off]
3. Press an available line button [dial tone]
4. Dial Priority Calling access code_____
   [dial tone]
5. Dial extension

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)**—A call redirected from your telephone to another because the Call Forwarding feature is active.

Handset Tones

- **busy tone**—A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting tone**—One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.
- **call waiting ringback tone**—A ringback tone with a lower-pitched signal at the end; indicates 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, 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.
- **priority ringing**—Eight individual ringing patterns administered by the system manager.
- **programming tone**—A low continuous tone when you are in programming mode (programming a programmable dialing button).
- **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 that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

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

DEFINITY System Generic 1, Generic 2, Generic 3 The AT&T switch to which your MDC 9000 telephone may be connected. (Your telephone may be connected to System 75 or System 85 instead.) The DEFINITY system 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 four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

extension A dialing number of one to five digits assigned to each telephone connected to your DEFINITY system or System 75 or System 85.

feature A special telephone function or service, such as Conference, Hold, Leave Word Calling, etc. A **phone feature** already appears on your telephone and can be used immediately. A **system feature** can be used only if the telephone is connected to a DEFINITY Generic 1, Generic 2, or Generic 3, or System 75 or System 85, and if the feature has been assigned to your telephone by your system manager.

feature code A dial code of one, two, or three digits you use to activate or cancel the operation of a feature.

group list One of the four types of Abbreviated Dialing lists; programmable only 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 telephone that you pick up, talk into, and listen from.

party A person who places or receives a call.

personal list One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains telephone numbers of your choice, and stores each of them as a single-digit list item.

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

phone features Those telephone features you can use immediately no matter which communications system your telephone is connected to.

pickup group A group of telephone users which 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 that sends a special 3-burst ring.

program/reprogram To use your dial pad to assign a telephone number to a personal list item for Abbreviated Dialing.

retrieve To collect telephone messages with the Message feature. (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 telephone.

stored number A telephone number that 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.

system The device that 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).

system features Those features you can use only if your telephone is connected to a DEFINITY Generic 1, Generic 2, Generic 3, System 75, or System 85 switching system.

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

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

System 75 and System 85 The AT&T switch to which you may be connected. (Your telephone may be connected to DEFINITY Communications System Generic 1, Generic 2, or Generic 3 instead.) System 75 and System 85 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the 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 one, two, or three digits you dial to access a trunk group to place a call.

Quick Reference Lists

Feature Codes	
Feature	**Code**
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING ALL CALLS (G1 & G3)	
Cancel	

Trunk Codes	
Description	**Code**

Miscellaneous	
Description	**Extension**
Message	
Attendant	
AUDIX	

Feature Codes	
Feature	**Code**
CALL FORWARDING — BUSY/DON'T ANSWER (G2)	
Cancel	
CALL FORWARDING — FOLLOW ME (G2)	
Cancel	
CALL PARK	
Answer Back	
CALL PICKUP	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	

*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