



**DEFINITY® Communications System
Generic 1 and Generic 3 and System 75**

**8411 Voice Terminal
Quick Reference Guide**

**555-230-873
Comcode 107537102**

Refer to the procedures on this card to use the features on your 8411 voice terminal. The features here are listed in alphabetical order. In the spaces provided, write in the feature access codes for your system. For more information about any of these features, see your system manager or refer to the *DEFINITY® Generic 1 and Generic 3 and System 75 8411 Voice Terminal User's Guide*, 555-230-872.

**PASSAGEWAY® AND ANALOG ADJUNCT
CONNECTION**

For directions on using the PassageWay software, refer to the *PassageWay® Direct Connection Solution for DEFINITY® Communications System 8411 Voice Terminal User's Guide*, 585-201-115.

The lights next to Buttons #9 and Button #10, the last two buttons in the second column, can be used to monitor the status of the PassageWay connection and the status of the Analog Adjunct, *if either or both are connected to the jacks on the rear of the set.*

Note: The lights next to Button #9 are used to monitor PassageWay. The lights next to Button #10 are used to monitor the Analog Adjunct. At any time, you can use the Diagnostics feature to view these status lights.

The 8411 provides the following status indications for PassageWay and the Analog Adjunct.

Table 1: PassageWay Status Lights

PassageWay Status	Green Light (next to Button #9)	Red Light (next to Button #9)
AT Command Mode	OFF	ON
PassageWay Mode	ON	OFF

Table 1: PassageWay Status Lights

PassageWay Status	Green Light (next to Button #9)	Red Light (next to Button #9)
DCP Looparound	FLASH	FLASH
Switch Link Down	OFF	ON
EIA Out-of-Sync	FLASH	OFF
Memory Error/Wait Modes	OFF	FLASH
Program Mode	ON	FLASH

Table 2: Analog Adjunct Status Lights

Analog Adjunct Status	Green Light (next to Button #10)	Red Light (next to Button #10)
Analog Adjunct is off-hook	ON	
Analog Adjunct is on-hook and idle	OFF	
Voice Terminal is sending a ringing signal to the Analog Adjunct	FLASH	
The Analog Adjunct is using the telephone line		ON
The 8411 Voice Terminal is using the telephone line		OFF

Note: If the 8411, with Analog Adjunct, is connected to a DEFINITY G3V4, Issue 3 (or later) switch, the red light next to Button #10, the button light that monitors the Analog Adjunct interface, is always ON.

USING THE SOFTKEYS

If your 8411 has a display, you may be able to access up to 12 features with the softkeys. You can activate available softkey features by pressing **Menu** and then the softkey below the feature abbreviation. If the feature you want to use is not on the bottom line of the screen, press **Next ►** or **◀ Prev** until you see the

feature you wish to access. When the feature is active, an arrow appears above the feature. (However, if the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.)

ABBREVIATED DIALING (AD)

To program/reprogram an AD button

- 1 Pick up handset or press **Speaker**.

NOTE: For speakerphone users, press a call appearance button before the next step..

- 2 Press softkey below **Prog** (for display users)
or Press **Program**
or Dial AD Program access code _____.
- 3 Press AD button to be programmed.
- 4 Dial outside number, extension, or feature access code you want to store (up to 24 digits).
- 5 Press **#**.
- 6 Repeat Steps 3 through 5 to program additional buttons.
- 7 Hang up.

To place an AD call

- 1 Pick up handset or press **Speaker**.
- 2 Press selected AD button.

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

- 1 Pick up handset or press **Speaker**.

NOTE: For speakerphone users, press a call appearance button before the next step.

- 2 Press softkey below **Prog** (for display users)
or Press **Program**
or Dial AD Program access code _____.
- 3 Dial Personal List number (**1, 2, or 3**).
- 4 Dial list item (**1, 2, 3...**).
- 5 Dial number you want to store (up to 24 digits).
- 6 Press **#**.
- 7 Repeat Steps 4 through 6 to program additional items on the same list.

8 Hang up.

To place a call using an AD list button or access code

- 1 Press **Pers List** or **Grp List** or **Sys List** or Dial appropriate AD List access code:

- List 1 _____
- List 2 _____
- List 3 _____

NOTE: An **Enhcd List** may also be available.

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

AUTOMATIC CALLBACK

To automatically place another call to an extension that was busy or did not answer

- 1 During call attempt, press softkey below **AutCB** (for display users) or Press **AutoCallBk**.
- 2 Hang up.
 - You hear a 3-burst priority ring when both you and the called extension are idle. Pick up handset to be connected to call.

To cancel Automatic Callback

- 1 While on-hook, press softkey below **AutCB** again (for display users) or Press **AutoCallBk** again.

CALL FORWARDING ALL CALLS

To temporarily redirect all calls to an extension or outside number

- 1 Press softkey below **CFrwd** (for display users) or Press **Call Fwd** or Dial Call Forward access code _____.
- 2 Dial extension or number where calls will be sent.
- 3 Hang up.

To cancel Call Forwarding

- 1 While on-hook, press softkey below **CFrwd** (for display users) or Press **Call Fwd** again or Dial Call Forward cancel code _____.

CALL PARK

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

NOTE: Press the softkey below CPark (for display users) or press **Call Park** and hang up; otherwise do this:

- 1 Press **Transfer** .
- 2 Dial Call Park access code _____.
- 3 Press **Transfer** again.
- 4 Hang up.

To retrieve a parked call from any extension.

- 1 Dial Answer Back access code _____.
- 2 Dial extension where call is parked.

CALL PICKUP

To answer a call placed to a member of your pickup group

- 1 Press softkey below **CPkUp** (for display users)
or Press **Call Pickup**
or Dial Call Pickup access code _____.

CONFERENCE

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

- 1 Press **Conf** .
- 2 Dial number of new party and wait for answer.
- 3 Press **Conf** again.
- 4 Repeat Steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call to which you are connected

- 1 Press **Conf** .
 - You are given a new call appearance.
- 2 Press call appearance of call on hold (first call).
- 3 Press **Conf** again.

To drop the last party added to a conference call

Press **Drop**.

DIAGNOSTICS

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

- 1 Press **Shift**
- 2 Press **Test**
 - The red and green lights go on next to Buttons #9 and/or #10, the last two buttons in the second column, indicate the status of these two functions. For the meaning of these lights, see “PassageWay and Analog Adjunct Connection” earlier in this guide.

DIRECTORY (display feature)

To search directory for a name

- 1 Press the softkey below **Dir** (for display users) or Press **Directory**.
- 2 Key in name with dial pad [last name, comma (use *), first name or initial].
- 3 Press **Next Msg** for next directory name you wish to see.

EXIT/NORMAL (display feature)

When you are ready to leave Display or Softkey Mode and return to Normal (call-handling) Mode

- 1 Press **Exit**.

HOLD

To put a call on hold

- 1 Press **Hold**.

To answer a new call while active on another

- 1 Press **Hold**.
- 2 Press call appearance of incoming call.

To return to held call

- 1 Press call appearance of held call.

LAST NUMBER DIALED

To automatically redial the last number you dialed

- 1 Press softkey below **Last** (for display users)
or Press **LastDialed**
or Dial Last Number Dialed access code _____.

LEAVE WORD CALLING (LWC)

To leave a message after dialing an extension

- 1 Press softkey below **LWC** (for display users)
or Press **LWC** before hanging up your handset.

To leave a message without ringing an extension

- 1 Press softkey below **LWC** (for display users)
or Press **LWC**
or Dial Leave Word Calling access code _____.
- 2 Dial extension.

To cancel a Leave Word Calling message

- 1 Press the softkey below **CnLWC** (for display users)
or Press **Cancel LWC**
or Dial Leave Word Calling cancel code _____.
- 2 Dial extension.

PRIORITY CALLING

To place a priority call (3-burst ring)

- 1 Press the softkey below **PCall** (for display users)
or Press **Priority**
or Dial Priority Calling access code _____.
- 2 Dial extension or wait for party to answer.

SELECT RING (and RINGER VOLUME)

To select a personalized ring

- 1 Press **Shift** and then press **Hold**.
 - Current ringing pattern plays.
- 2 To cycle through all eight ring patterns, continue to press (and then release) **Hold** (or, if you have a display, you can press **Next ▶** or **◀ Prev**).
- 3 When you hear the desired ring pattern, press **Shift** again.
 - You hear confirmation tone.
 - The ringing pattern is set.

To adjust ringer volume if necessary (speaker is not active)

- 1 To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled .

SEND ALL CALLS

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

- 1 While on-hook, press softkey below **SAC** (for display users)
or Press **Send Calls**
or Dial Send All Calls access code _____.

To cancel Send All Calls

- 1 While on-hook, press softkey below **SAC** (for display users)
or Press **Send Calls**
or Dial Send All Calls cancel code _____.

SPEAKERPHONE

NOTE: To use this feature, your voice terminal must be 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**.
- 2 Place or answer call, or access selected feature.

- 3 Adjust speakerphone volume if necessary:
- 4 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 .

To prevent the other party from hearing you

- 1 Press **Mute**.
 - Red Mute light goes on.
- 2 Press **Mute** again to resume talking to party.
 - Red Mute light goes off.

To change from speakerphone to handset

- 1 Pick up handset and talk.

To change from handset to speakerphone

- 1 Press **Speaker**.
- 2 Hang up handset.

To end a speakerphone call

- 1 Press **Speaker** again to hang up.

STORED NUMBER (display feature)

To see number stored on an AD button

- 1 Press the softkey below **View** (for display users) or Press **Stored**.
- 2 Press selected AD button.

TEST

To test the lights and the display on your voice terminal

- 1 Press and hold down **Test**.
 - Green Test light goes on.
 - Button lights go on in two separate groups, and, if your terminal has a display, all display segments fill in.
- 2 To end test, release **Test**

TIME/DATE (display feature)

To see date and time

- 1 Press softkey below **TmDay** (for display users)
or Press **Time/Date**.

TIMER (display feature)

To see elapsed time

- 1 To start timer, press **Menu** and the softkey below **Timer** (for display users)
or Press **Timer**.
- 2 To stop timer, press **Menu** and the softkey below **Timer**
or Press **Timer** again.

TRANSFER

To send present call to another extension or outside number

- 1 Press **Transfer**.
- 2 Dial number where call is to be transferred.
- 3 Press **Transfer** again.
- 4 Hang up.