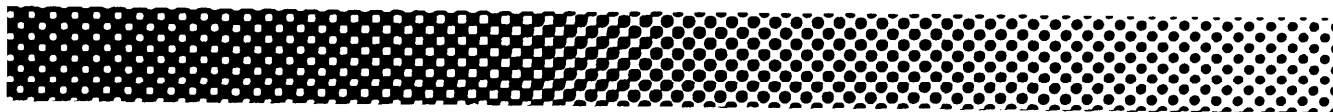


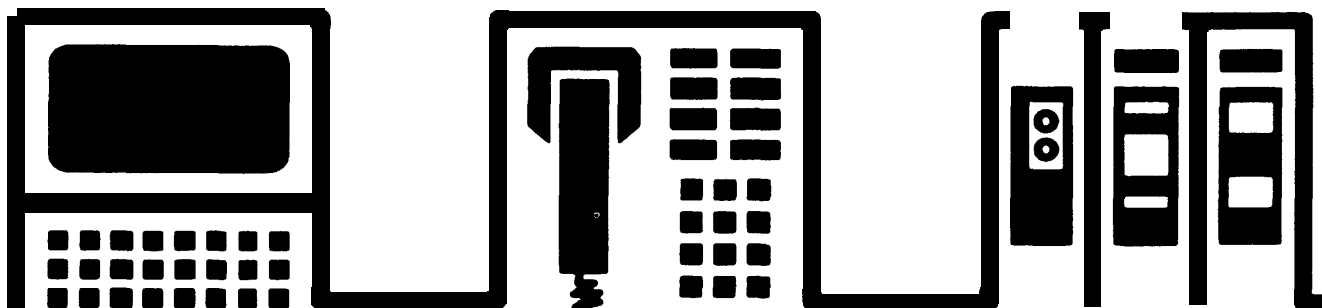


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AT&T SYSTEM 25

MULTILINE TERMINAL USERGUIDE



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Multiline Terminal User Guide
Prepared by System 25
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Introduction

This guide describes how users of multiline voice terminals may use System 25 features. The voice terminals that can be used with this guide are shown on pages 2 and 3.

Features

Your AT&T System 25 has two types of features, fixed and assignable, that transform your telephone into a voice terminal. Fixed features are available on every multiline voice terminal. Assignable features are assigned by your System Administrator. In this guide, fixed features are identified by a check in the box at the top of the page.



fixed feature



assignable feature

If you need an assignable feature, see your System Administrator. As a reminder, you may wish to check the boxes of the assignable features you have.

Buttons

There are three types of buttons on most multiline voice terminals. Each is represented in a special way in this guide:

TYPE

SHOWN AS:

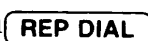
keypad buttons



dark background buttons with permanent labels



white background buttons with changeable labels



Each Multiline voice terminal has at least two System Access buttons that can be used to place and receive calls. From these buttons you can also gain access to outside lines and system features. On most terminals, these buttons are located in the upper left portion of the faceplate, and are labeled with your PDC (extension number). *Unless otherwise noted, you must use a System Access button for the procedures described in this manual.*

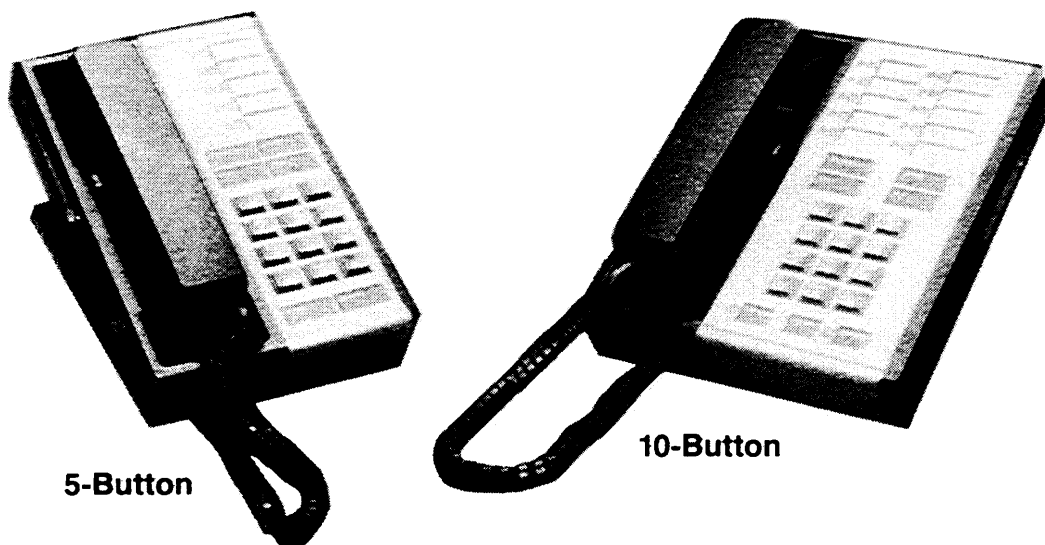
Line Selection

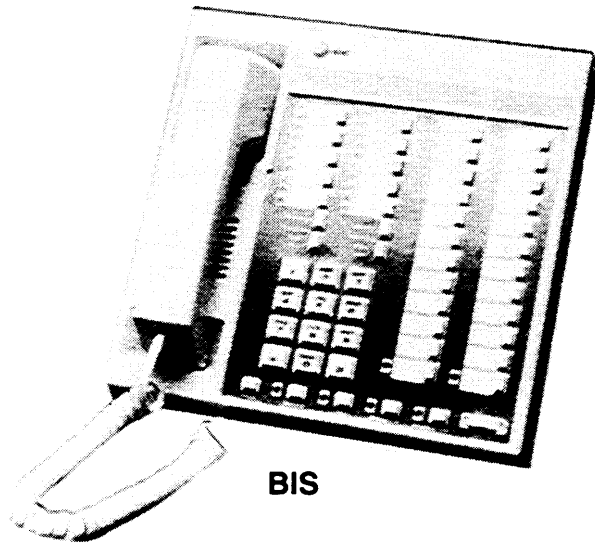
If your voice terminal automatically selects a line when you lift the handset to place a call, you have the option “prime line preference.” If your voice terminal automatically selects the ringing line when you lift the handset to answer a call, you have the option “ringing line preference. ”

Throughout this manual, it has been assumed that you have both ringing line preference and prime line preference (on a System Access button). *If you do not have these options, the appropriate line (button) must be manually selected at the beginning of most procedures.*

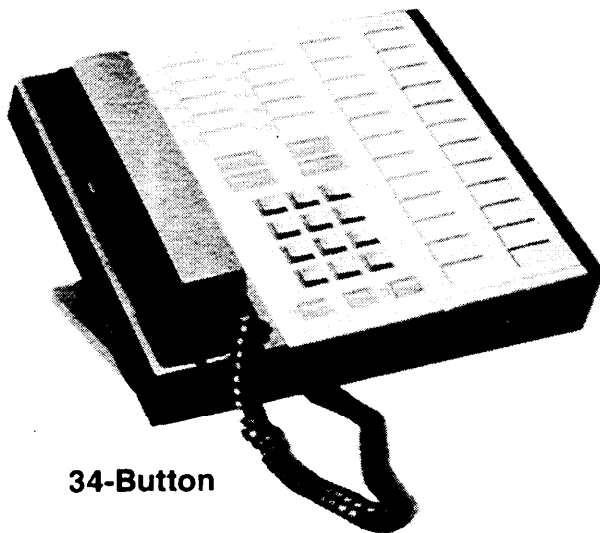
Multiline Voice Terminals

The voice terminals shown below and on the following page are some of the terminals that are supported by System 25. You can use this guide with any of these voice terminals.

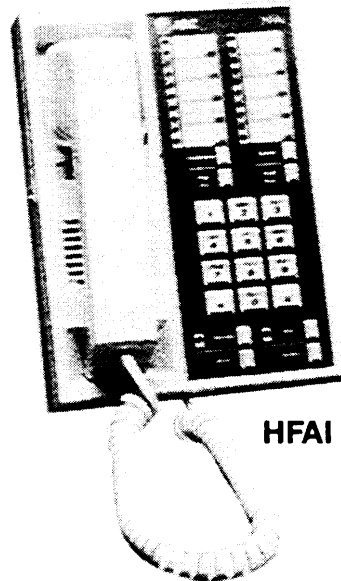




BIS



34-Button



HFAI



34-Button Deluxe

Handset Tones

System 25 signals you with tones that are heard through the handset. The tones and their descriptions are listed below.

DIAL TONE ||||| (a continuous steady tone)

You can dial.

CONFIRMATION TONE ||||| ||||| ||||| (three short tones)

Your action has been accepted. Proceed to the next step.

RINGBACK TONE ||||| ||||| ||||| (repeating on/off tone)

The number you dialed is ringing.

BUSY TONE ||||| ||||| ||||| (repeating on/off tone)

The number you dialed is busy.

FAST BUSY TONE ||||| ||||| ||||| (repeating on/off tone)

The number or access code you dialed was busy, misdialed, or restricted.

CALL WAITING TONE ||||| (one short tone—heard during a call)

You have another call waiting.

PREFERRED ROUTE TONE ||||| ||||| ||||| ||||| (five short tones)

Your call is waiting in line for the preferred route. You may wait by staying off-hook or you may hang up and try again later.

Ringling Tones

System 25 signals you with four distinctive rings. The rings and their descriptions are listed below.

INSIDE CALL ||||| (one long ring)

Your call is from a person inside your company.

OUTSIDE CALL ||||| ||||| (two short rings)

Your call is either from the Attendant or someone outside your company.

ABBREVIATED ALERT ||||| (one short burst of ringing)

This indicates a second call on another line, a busy-to-idle reminder, a manual signal, or that your voice terminal is in program mode.

PRIORITY RING ||||| ||||| ||||| (two short rings followed by one long ring)

A call is being set up remotely for this phone via Third-Party Call Set-Up, a data feature.

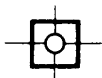
Lights



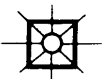
A steady red light identifies the line you are using or the line you will be using when you lift the handset.



A steady green light indicates that a line or feature is in use.



A slow flashing green light indicates an incoming call.



A fast winking green light indicates a call on hold. (An intermittent winking green light indicates a call held temporarily while being transferred or conference.)

DDCs and PDCs

When your System 25 was installed, Data Dial Codes (DDCs) were assigned to data terminals and Personal Dial Codes (PDCs) were assigned to voice terminals. In most cases, your PDC is your extension number. If a voice terminal is shared, each person may have been assigned their own "floating" PDC.

For Additional Information

See your System Administrator if you have any questions or would like additional information about your System 25 features.

Multiline Features

Account Codes



For bookkeeping purposes, your System Administrator may assign account codes to use with certain calls.

You will be disconnected from your call when you press **ACCT ENTRY**. Therefore, *do not press it until you have finished your conversation.*

- 1 Before you hang up, press **ACCT ENTRY**.
- 2 Dial the account code or speed dialing code, or press the **REP DIAL** button associated with the account code.
- 3 Listen for confirmation tone and then hang up.

Automatic Intercom



You and another person may each have a button, **AUTO ICOM**, that you can use to call each other. In addition, you can use **AUTO ICOM** to activate a busy-to-idle reminder that will let you know when the other person is free to answer your call.

Placing a Call Using Automatic Intercom

- 1 Lift the handset and listen for dial tone.
- 2 Press **AUTO ICOM**.

Activating a Busy-to-Idle Reminder

- 1 Do not lift the handset.
- 2 Press **AUTO ICOM**.

Your voice terminal will ring once when the other person hangs up and your call will be placed automatically when you lift the handset.

Call Accountability



You can use your PDC at any voice terminal to place toll calls that will be billed to you. Follow these steps to bill calls to your PDC.

- 1 Lift the handset and listen for dial tone.
- 2 Dial **# #**PDC, where PDC is your PDC.
- 3 Listen for dial tone.
- 4 Dial the telephone number.

Call Coverage



If your calls are covered by someone else, unanswered calls will start ringing at the covering terminal after a preset number of rings. However, if you are busy on another line, calls will go to coverage after one ring.

If you have a **SEND ALL CALLS** button, you may use it to tell System 25 that you do not want to be disturbed. When this feature is activated, most calls will be sent immediately to the covering terminal (although you may hear a single ring for each call, to remind you that the feature is still on).

Your System Administrator determines the number of rings before unanswered calls are sent to coverage, and whether users of **SEND ALL CALLS** will receive a single ring reminder when the feature is activated.

Sending All Calls to the Covering Terminal

1 Press **SEND ALL CALLS** .

- The light next to this button turns on.

Note

To turn off this feature, press

SEND ALL CALLS again.

- The light next to this button turns off.

Call Following (Forwarding)



You can have your calls forwarded to another voice terminal by *signing in* your PDC at that voice terminal. To cancel the request, you may either *sign out* your PDC from that other voice terminal or *sign in* at your own voice terminal.

Signing In Your PDC at a Voice Terminal

- 1 Lift the handset and listen for dial tone.
- 2 Dial * * PDC PDC, where PDC is your PDC.
- 3 Listen for confirmation tone and then hang up.

Signing Out Your PDC at a Voice Terminal

- 1 Lift the handset and listen for dial tone.
- 2 Dial * * PDC 0 where PDC is your PDC.
- 3 Listen for confirmation tone and then hang up.

Signing Out All PDCs at a Voice Terminal

Use of this procedure will sign out all PDCs *except* the PDC normally assigned to this voice terminal.

- 1 Lift the handset and listen for dial tone.
- 2 Dial * * *
- 3 Listen for confirmation tone and then hang up.

Call Pickup



Call pickup is both fixed and assignable. Your System Administrator will notify you if you have been assigned to a call pickup group. Call pickup is also a fixed feature since you can answer a call to another voice terminal, whether or not you belong to a call pickup group.

Picking Up a Call Within Your Call Pickup Group



- 1 Lift the handset and listen for dial tone.
- 2 Dial

Picking Up a Call Outside Your Call Pickup Group



- 1 Lift the handset and listen for dial tone.
- 2 Dial
- 3 Dial the PDC of the ringing voice terminal.



You can set up a conference that includes other System 25 stations as well as outside callers. You may have a maximum of five conferees. However, no more than two may be on outside lines.

Setting Up a Conference

- 1 Dial the first party.
- 2 Announce the conference call.
- 3 Press **CONFERENCE** listen for dial tone
 - The green light next to the button of the held call winks.
- 4 Dial the second party or press the line button for that party. You can use the following line button **AUTO ICOM**, **DSS**, or **FLEX DSS**.

Note

If, for any reason, this call should *not* be added to the conference (busy, no answer, or misdial), you should do the following:

- Press the switchhook and then release,
 - If you are reconnected to the first party, return to step 3 and continue.
 - Otherwise, return to step 4 and continue.
- 5 Announce the conference call.
 - 6 Press the button next to the winking light to join the conference parties together.
 - 7 If you want to add additional conferees, return to step 3 and continue.

Conference Call (Continued)

Dropping a Conferee

When you drop a conferee, the parties that were added by the dropped conferee are also dropped. In addition, if you try to drop the individual who added you to the conference, *you will drop the entire conference.*

1 Press **D R O P**.

2 Press the button of the conferee you wish to drop.

Direct Station Selection (DSS)



There are two kinds of DSS buttons—Fixed and Flexible. Fixed DSS buttons, **DSS**, are PDCs programmed by the System Administrator. Flexible DSS buttons, **FLEX DSS**, allow you to program frequently called PDCs and other System 25 access codes. If the green light is on next to these types of buttons, you can activate a busy-to-idle reminder. This reminder lets you know when you can make your call.

For instructions on how to store **FLEX DSS** numbers, see the section titled *Programming Numbers* on page 38.

Placing a Call Using Direct Station Selection

- 1 Lift the handset and listen for dial tone.
- 2 Press **DSS** or **FLEX DSS**.

Activating a Busy-to-idle Reminder

- 1 Do not lift the handset.
- 2 Press **DSS** or **FLEX DSS**.

Your voice terminal will ring once when the other person hangs up and your call will be placed automatically when you lift the handset.

Exclusion

With this feature, you can exclude others from listening in on a shared **PERS LINE** (Inside calls are always private.) If you activate this feature while on a conference call, you will drop all inside parties. Therefore, when you set up a conference call, you should press **EXCLUSION** before you add the inside conferees.

The *Exclusion* feature turns off automatically at the end of your call.

Activating Exclusion

- 1 Lift the handset.
- 2 Place or answer a call.
- 3 Press **EXCLUSION** .
 - The light next to this button turns on.

HFAI, Using the BIS Voice Terminal



When you use the Hands-Free Answer on Intercom feature (HFAI) on the Built-in-Speakerphone (BIS) Voice Terminal, you can answer inside calls without lifting your handset. You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

- 1 Press **H F A I**.
 - The light next to this button turns on.
- 2 Press **AUTO ANS**.
 - The light next to this button turns on.

Answering an Inside Call

- 1 Listen for the beep that announces a call.
 - The green lights next to **SPEAKERPHONE** and **MICROPHONE**
- 2 Begin speaking.

Note

If you wish to temporarily keep the calling party from hearing you, press **MICROPHONE**. The green light next to this button will turn off.

When you wish to resume your conversation with the calling party, press **MICROPHONE** again. The green light next to this button will turn on.

Ending an Inside Call

- 1 If the calling party hangs up, you will be automatically disconnected. Otherwise, press **SPEAKERPHONE**.

- The green lights next to **SPEAKERPHONE** and **MICROPHONE** turn off.

Turning Off the HFAI Feature

- 1 Press **AUTO ANS**.
 - The light next to this button turns off.
- 2 Press **H F A I**.
 - The light next to this button turns off.

HFAI, Using the HFAI Voice Terminal



When you use the Hands-Free Answer on Intercom (HFAI) feature on the HFAI Voice Terminal, you can answer inside calls without lifting your handset. You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

- 1 Press **HFAI/MIC**.
 - The light next to this button turns on.
- 2 Press **AUTO ANS**.
 - The light next to this button turns on.

Answering an Inside Call

- 1 Listen for the beep that announces a call.
 - The light next to **HFAI/MIC** begins to flash.
- 2 Begin speaking.

Note

If you wish to temporarily keep the calling party from hearing you, press **HFAI/MIC**. The green light next to this button will turn off.

When you wish to resume your conversation with the calling party, press **HFAI/MIC** again. The green light next to this button will begin to flash.

Ending an Inside Call

- 1 If the calling party hangs up, you will be automatically disconnected. Otherwise, press **SPEAKER**.
 - The green light next to **HFAI/MIC** stops flashing.

Turning Off the HFAI Feature

- 1 Press **AUTO ANS**.
 - The light next to this button turns off.
- 2 Press **HFAI/MIC**.
 - The light next to this button turns off.

HFAI, Using Voice Terminals With an HFU



When you use the Hands-Free Answer on Intercom (HFAI) feature on a voice terminal with a Hands-Free Unit (HFU), you can answer inside calls without lifting your handset. HFAI may be used on the terminals listed below *if they have an attached HFU*

- 10-Button Voice Terminal
- 34-Button Voice Terminal
- 34-Button Deluxe Voice Terminal

You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

- 1 Press **AUTO ANS** .
 - The light next to this button turns on.

Answering an Inside Call

- 1 Listen for the beep that announces a call.
 - The lights next to **MICROPHONE** and **SPEAKERPHONE** on the HFU turn on.
- 2 Begin speaking.

Note

If you wish to temporarily keep the calling party from hearing you press **MICROPHONE** on the HFU. The green light next to this button will turn off.

When you wish to resume your conversation with the calling party, press **MICROPHONE** again on the HFU. The green light next to this button will turn on.

Ending an Inside Call

- 1 If the calling party hangs up, you will be automatically disconnected. Otherwise, press **SPEAKERPHONE** on the HFU.
 - The green lights next to **SPEAKERPHONE** and **MICROPHONE** turn off.

Turning Off the HFAI Feature

- 1 Press **AUTO ANS**.
 - The light next to this button turns off.

HFAI, Using Voice Terminals Without an HFU



If you use the Hands-Free Answer on Intercom (HFAI) feature on the voice terminals listed below (*without an attached HFU*), your callers can “voice announce” their calls.

- 5-Button Voice Terminal
- 10-Button Voice Terminal
- 34-Button Voice Terminal
- 34-Button Deluxe Voice Terminal

You do not need to lift the handset to hear your caller; however, *you must lift your handset to reply.*

You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

- 1 Press **AUTO ANS**.

— The light next to this button turns on.

Answering an Inside Call

- 1 Listen for the beep that announces a call.
 - The light next to **SPEAKER** turns on.

Note

You can hear the caller, but the caller cannot hear you.

- 2 Lift your handset and begin speaking.

Turning Off the HFAI Feature

- 1 Press **AUTO ANS**.

— The light next to this button turns off.

Hold



You can hold calls while you attend to other matters and then pick them back up. After you put a call on hold, you may hang up the handset without losing the call. You can only pick up held calls at the terminal that put the call on hold or at a voice terminal that shares the held line.

Putting a Call on Hold

- 1 Press **HOLD**.
 - The green light next to the button of the held call winks.

Returning to a Held Call

- 1 Press the button next to the winking light.
- 2 Continue your conversation.

Putting a Call on Hold and Calling Another Person

- 1 Press **HOLD**.
 - The green light next to the button of the held call winks.
- 2 Press another line button, for example, **SYSTEM ACCESS**.
- 3 Listen for dial tone.
- 4 Dial the desired number and talk.
- 5 To return to the held call, press the button next to the winking light.

Hold (Continued)

Putting a Call on Hold and Answering Another Call

- 1 Press **HOLD**.
 - The green light next to the button of the held call winks.
- 2 Press the button next to the flashing light.
- 3 Speak with the caller.
- 4 To return to the held call, press the button next to the winking light.

Incoming Calls Group



You may be in an incoming calls group, which is also known as a Direct Group Calling (DGC) group. Calls to an incoming calls group are distributed among the group members. Members may leave the group *temporarily*, to prevent calls being sent to their voice terminal. Check with your System Administrator to see if you are in an incoming calls group.

Leaving the Group Temporarily

- 1 Lift the handset and listen for dial tone.
- 2 Dial * 4 .
- 3 Listen for confirmation tone and then hang up.

Returning to the Group

- 1 Lift the handset and listen for dial tone.
- 2 Dial * 6
- 3 Listen for confirmation tone and then hang up.

Last Number Dialed



You can redial the last inside or outside number you dialed (up to 16 digits) by using the button **LAST # DIALED**.

Numbers are stored in **LAST # DIALED** when you use the following buttons or features to place a call.

- **CONFERENCE**
- **FACILITY**
- **PERS LINE**
- **REP DIAL**
- Speed Dialing
- **SYSTEM ACCESS**
- **TRANSFER**

Numbers are *not* stored in **LAST # DIALED** when you use the following buttons or features.

- **ACCT ENTRY**
- **AUTO ICOM**
- Call Accountability
- **DSS**
- **FLEX DSS**

Redialing a Telephone Number

- 1 Lift handset, listen for dial tone.
- 2 Press **LAST # DIALED**.

Note

If you dialed the last telephone number with any of the following buttons, you must use the same type of button to obtain dial tone before you redial.

- **FACILITY**
- **PERS LINE**
- **SYSTEM ACCESS**

For example, if you used **PERS LINE** to dial the last number, you must select **PERS LINE** again before you press **LAST # DIALED**.

Manual Signaling



You can use a button to signal another voice terminal.

- 1 Do not lift the handset.
- 2 Press **SIGNAL**.

Message Waiting



Most voice terminals have a light that indicates a waiting message. There may be an associated **MESSAGE** button, which you can press to turn off the light after you receive messages. If your voice terminal does *not* have a **MESSAGE** button, you must ask the person who left the message waiting signal to turn it off.

If you have a **COVER MSG** button, you can control the message waiting lights on voice terminals for which you provide Individual Call Coverage.

Turning Off Your Message Waiting Light

- 1 Press **MESSAGE**.

Sending a Message Waiting Signal While on an Individual Call Coverage Call

- 1 Answer the call and take a message.
- 2 Press **COVER MSG**, if it is not lit.
- 3 Hang up.

Sending a Message Waiting Signal When Not on a Call Coverage Call

- 1 Lift the handset and listen for dial tone.
- 2 Press **COVER MSG**.
- 3 Dial the PDC of the voice terminal you want to signal.
- 4 Listen for confirmation tone and then hang up.

Canceling a Message Waiting Signal

- 1 Lift the handset and listen for dial tone.
- 2 Press **COVER MSG** .
- 3 Dial the PDC of the voice terminal you want to signal.
- 4 Listen for confirmation tone.
- 5 Press **COVER MSG** .
- 6 Hang up.

Night Service



When the Attendant leaves for the night, the system can be set so that incoming calls ring a night bell. Follow the steps below to answer calls that ring the night bell. See your System Administrator for the night service access code.

- 1 Lift the handset and listen for dial tone.
- 2 Dial the night service access code.

Paging



If your company has a paging system, you may access the system by using either a button or a code.

- 1 Lift the handset and listen for dial tone.
- 2 Press **PAGE** or dial the paging access code.
- 3 Make the announcement.
- 4 Hang up.



Parked calls are like held calls except that they can be picked up from any voice terminal. If a parked call is not picked up within two minutes, it will ring at the voice terminal that parked the call. Only *one call can be parked at a time by a voice terminal*.

Parking a Call

- 1 Press **HOLD**.
 - The green light next to the button of the held call winks.
- 2 Press **SYSTEM ACCESS**.
- 3 Listen for dial tone.
- 4 Dial ***** **5**.
- 5 Listen for confirmation tone and dial tone.
- 6 If the call is for someone else, dial or page that person. Tell the person the PDC of the voice terminal that parked the call. (If the person does not answer, press the button next to the winking light and complete your conversation with the caller.)
- 7 Hang up.

Picking Up a Parked Call

- 1 Lift the handset and listen for dial tone.
- 2 Dial ***** **8**
- 3 Dial the PDC on which the call is parked.

Placing Calls



You can place calls to people inside your company with **SYSTEM ACCESS** buttons and you can place calls to people outside your company with the following buttons.

- **SYSTEM ACCESS**
- **FACILITY**
- **PERS LINE**

The green light next to a **FACILITY** button indicates when all of the lines out of your company are busy. If the green light is on, you can activate a busy-to-idle reminder. This reminder lets you know when you can make your call.

Placing an Inside Call

- 1 Lift the handset and listen for dial tone.
- 2 Dial the PDC.

Placing an Outside Call Using **SYSTEM ACCESS**

- 1 Lift the handset and listen for dial tone.
- 2 Dial the outside line access code and listen for dial tone.
- 3 Dial the telephone number.

Note

If you hear the preferred route tone, all of the routes out of your company are busy and your call is being queued. You can either stay on the line until your call is completed, or you can hang up and try your call later.

Placing Calls (Continued)

Placing an Outside Call Using FACILITY or PERS LINE

- 1 Press **FACILITY** or **PERS LINE** .
- 2 Lift the handset and listen for dial tone.
- 3 Dial the telephone number.

Activating a Busy-to-idle Reminder

- 1 Do not lift the handset.
- 2 Press **FACILITY** .
Your voice terminal will ring once when a line is free.

Placing Data Calls from Your Voice Terminal



If your System Administrator has assigned a **DATA** button to your voice terminal, you can use it to place data calls for your associated data terminal.

- 1 Turn on your data terminal.
- 2 Lift the handset and listen for dial tone.
- 3 If your data call is an outside call, press **DATA** .
- 4 Dial the data number.
- 5 Listen for a high pitched answer tone.
- 6 Press **DATA** within 15 seconds of hearing answer tone.
- 7 Hang up the handset.

Programming Numbers

You can program Flexible Direct Station Selection buttons, Repertory Dialing buttons, and Personal Speed Dialing codes. While only PDCs can be programmed into **FLEX DSS** buttons, strings of numbers and special characters may be programmed into **REP DIAL** buttons and Personal Speed Dialing codes (maximum of 28 characters).

This first part of this section describes, with examples, the use of special characters in numbers to be stored (programmed) in **REP DIAL** buttons and Personal Speed Dialing codes (#20 – #26).

The remaining part of this section gives instructions on how to actually program these numbers using either a feature access code or the Test/Program switch.

Special Characters

You may use the * and the # in various capacities when you program numbers. The * may be used as a 1.5 second pause or as an actual * character. The # may be used as an actual # character, as the start of a System Speed Dialing code, or as the start of end-to-end signaling.

*Special characters cannot be stored in **FLEX DSS** buttons.*

Using * For Pausing

A * (by itself) will produce a 1.5 second pause. For example:

You program: 9*5557023

This means: 9 (1.5 second pause) 5557023

Using * as an Actual * Character

If you wish to use a * as an actual * character, you must place a # before the *. For example, you may wish to program the Feature Access Code *7O into **REP DIAL**.

You program: # *7O

This means: *7O

Programming Numbers (Continued)

Using # as an Actual # Character

If you wish to use a # as an actual # character, you must place two #'s in the stored number. For example, you may wish to store a Call Accountability Feature Access Code, # # PDC, on

REP DIAL .

You program: #####2753

This means: # # 2753

Using # with System Speed Dialing Codes

When you wish to have a System Speed Dialing code as part of your stored number, you should use a *single* # for the code. For example, you may wish to program the System Speed Dialing code # 100 into **REP DIAL** .

You program: # 100

This means: # 100 (*System Speed Dialing code # 100*)

Using #3 to Start End-to-End Signaling

When you place a #3 within a stored number, you tell the system to start end-to-end signaling. For example, you may want to store in a **REP DIAL** button both a telephone number to be dialed (555-4444) *and* an identification code that should be transmitted directly to the far end (12345).

You program: 9*5554444** # 312345

This means: 9 (1.5 second pause) 5554444 (3 second pause) (start end-to-end signaling) 12345

Programming Your Buttons and Personal Speed Dialing Codes

Use one of the following procedures to program a new number or to program a new number over an old number.

Note

If you want to remove an old number and *not* replace it with a new one, simply enter O when instructed to dial the number to be programmed.

Programming a Number by Using the Switch

- 1 Slide the switch on the left side of the voice terminal to P.
- 2 Lift the handset and dial the number you wish to program.
- 3 Either:
 - press the **FLEX DSS** or **REP DIAL** button,
or
 - dial the Personal Speed Dialing code
(#20 – #26)to indicate where this number should be stored.
- 4 Listen for confirmation tone and dial tone.
- 5 Hang up.
- 6 Slide the switch back to the midpoint between P and T.

Note

If you do not move the switch, your voice terminal will ring every minute to remind you that you are in program mode.

Programming Numbers (Continued)

Programming a Number by Using a Code

- 1 Lift the handset and listen for dial tone.
- 2 Dial **#** **4**
- 3 Dial the number you wish to program.
- 4 Either:
 - press the **FLEX DSS** or **REP DIAL** button.
 - or
 - dial the Personal Speed Dialing code
(#20 – #26)to indicate where this number should be stored.
- 5 Listen for confirmation tone and dial tone.
- 6 Hang up.

Recall



If your company uses certain Central Office features, the **RECALL** button maybe used to access these features. Check with your System Administrator for a description of available features, access codes, and procedures.

Repertory Dialing



You can program telephone numbers, account codes, or feature access codes into **REP DIAL** buttons. You can then dial the programmed number by pressing **REP DIAL**.

For instructions on how to store **REP DIAL** numbers, see the section titled *Programming Numbers* on page 38.

Follow these steps to place a call.

- 1 Lift the handset and listen for dial tone.
- 2 Press **REP DIAL**.



Some terminals have a **SPEAKER** button that allows you to place calls without lifting the handset, and allows others to listen during calls. You cannot speak to the calling party unless you lift the handset, and once you lift the handset, you cannot hang it up and monitor the call on your speaker.

Placing a Call Without Lifting the Handset

- 1 Press **SPEAKER**.
 - The light next to this button turns on.
- 2 Listen for dial tone and then dial the telephone number.
- 3 Listen for ringing.
- 4 If the party answers, lift the handset and talk.
If the party does not answer, press **SPEAKER** again to turn the speaker off.

Allowing Others to Listen

- 1 Press **SPEAKER** while on a call.
 - The light next to this button turns on.
- 2 Use the handset to talk.

Note

If you hang up the handset, your call will be disconnected.



If you have a Built-In-Speakerphone (BIS) Voice Terminal or a Multiline Voice Terminal with a Hands-Free Unit (HFU), you can use **SPEAKERPHONE** to place or answer calls without lifting the handset.

Placing a Call Without Lifting the Handset

- 1 Press **SPEAKERPHONE** .
 - The green lights next to **SPEAKERPHONE** and **MICROPHONE** turn on.
- 2 Listen for dial tone and then dial the telephone number.
- 3 When the other party answers, begin talking.

Note

If you wish to temporarily keep the other party from hearing you, press **MICROPHONE** . The green light next to this button will turn off.

When you wish to resume your conversation with the other party, press **MICROPHONE** again. The green light next to this button will turn on.

Answering a Call Without Lifting the Handset

- 1 Press **SPEAKERPHONE**.
 - The green lights next to **SPEAKERPHONE** and **MICROPHONE** turn on.
- 2 Begin talking.

Note

If you wish to temporarily keep the calling party from hearing you, press **MICROPHONE**. The green light next to this button will turn off.

When you wish to resume your conversation with the calling party, press **MICROPHONE** again. The green light next to this button will turn on.

Ending a Call

- 1 Press **SPEAKERPHONE**.
 - The green lights next to **SPEAKERPHONE** and **MICROPHONE** turn off.

Speed Dialing



Speed dialing allows you to use dialing codes to dial telephone numbers or enter account codes. There are two kinds of speed dialing—System and Personal. System Speed Dialing codes, # 100 – # 189, are programmed by the System Administrator and are used for numbers that are frequently called by several people in your company. Personal Speed Dialing codes, #20 – #26, allow you to program seven personal numbers. Check with your System Administrator to see if you have this feature.

For instructions on how to store Personal Speed Dialing numbers, see the section titled *Programming Numbers* on page 38. Follow these steps to place a call using Speed Dialing.

- 1 Lift the handset and listen for dial tone.
- 2 Dial the speed dialing code, including the #.

Station Message Waiting



You and another person may have assignable buttons that you can use to signal each other. A waiting message is indicated by the green light next to **MSG WAIT**. Either the sender or the receiver can turn off the light.

Sending a Station Message Waiting Signal

- 1 Do not lift the handset.
- 2 If the light beside the button is off, press **MSG WAIT**.

Canceling a Station Message Waiting Signal

- 1 Do not lift the handset.
- 2 If the light beside the button is on, press **MSG WAIT**.

Testing Your Voice Terminal



You can test the lights and ringer on your voice terminal if you have a Test/Program Switch. On some voice terminals, the Test/Program switch has a spring. If so, the switch must be held in the T position to test the lights and ringer; the switch will automatically return to the midpoint when released.

Follow these steps to test your terminal.

- 1 Slide the switch on the left side of the voice terminal to T. If your switch has a spring, hold the switch in the T position.
 - The red and green lights alternately light and the ringer sounds.
- 2 If your switch has a spring, release the switch. If there is no spring, slide the switch back to the midpoint between P and T.

Transfer



You can easily transfer calls to another System 25 voice terminal. You can also transfer some calls to outside lines. However, you should see your System Administrator for more information about this type of transfer.

When you transfer a call, the original party is temporarily placed on hold and is not connected to the called party until you hang up. At that time, the call disappears from your voice terminal.

Follow these steps to transfer a call.

- 1 Press **TRANSFER**.
 - The green light next to the button of the held call winks
- 2 Listen for dial tone and then either dial the other party's PDC or press a line button, for example, **DSS**.

Note

If you misdial the number, return to the field party by pressing the button next to the winking light. Then return to Step 1 and continue.

- 3 If you do not want to announce the call, simply hang up. Otherwise, announce the call and then hang up to complete the transfer.

Note

If the called party does not answer, press the button next to the winking light to return to the held call.

Waiting Call



If both of your System Access buttons are busy, you may be notified of a waiting call by one short tone heard through the handset. Only outside calls forwarded by the Attendant send a waiting call tone. If you have a third System Access button, **SYS ACC-O**, you can hold your other two calls and answer the waiting call. If you do not have this third button, you must end one of the existing calls to answer the waiting call.

Answering by Holding Both Calls

- 1 Press **HOLD** .
- 2 Press **SYS ACC-O** .
- 3 Dial ***** **9**

Answering by Ending an Existing Call

- 1 Hang up.
- 2 When the voice terminal rings, lift the handset.

Glossary

account code entry	feature that allows you to assign account codes to calls to charge them to specific customers, clients, or business cases.
assigned button	button that may be assigned an optional feature. It may be labeled with something other than what appears in this guide.
assigned feature	optional feature that can be assigned to to your voice terminal by the System Administrator
attendant	person who answers and directs calls coming into your company. Your system may or may not have an attendant.
automatic intercom	feature that allows two people to each have a dedicated button for calling each other.
BIS	(Built-In-Speakerphone) name of a multiline voice terminal that allows you to listen and speak on any call without lifting the handset.
busy-to-idle reminder	feature that automatically notifies you when a person or route is available.
call accountability	feature that allows you to make calls at another voice terminal and charge them to your PDC.
call coverage	feature that allows you to have your calls answered by someone else.
call following	feature that allows you to redirect your incoming calls to another voice terminal.
call pickup	feature that allows you to answer calls to any other voice terminal

conference	feature that allows you to have up to five parties on a call.
confirmation tone	three short tones, indicating that an action was accepted and you can proceed.
data call (from voice terminal)	feature that allows you to place a data call from your voice terminal and then transfer the call to your data terminal.
DDC	(Data Dial Code) extension number assigned to a data terminal.
DSS	(Direct Station Selection) feature like automatic intercom except that the person receiving the call does not need a separate button. The call comes in on a System Access button. Fixed DSS buttons are programmed by the System Administrator while you can program flexible DSS buttons.
exclusion	feature that allows you to keep others from listening in on an outside call. Inside calls are always private.
fast busy tone (reorder tone)	repeating on/off tone, indicating that the dialed number or access code was busy, misdialed, or restricted.
feature access code	sequence of characters (digits, " * ", or " # ") that allows you to access System 25 features.
fixed button	button that has a fixed feature and label. It is not changeable.
fixed feature	standard feature that is available to every voice terminal.
HFAI	(Hands-Free Answer on Intercom) feature that provides automatic answering of internal calls; name of a multiline voice terminal that provides the HFAI feature.
HFU	(Hands-Free Unit) equipment that, when attached to your voice terminal, allows you to place and answer calls without lifting the handset.

hold	feature that temporarily suspends a call.
incoming calls group	group of voice terminals to which incoming calls are distributed among the group members. Also known as direct group calling, DGC group.
inside call	call between two or more System 25 voice terminals. It is signaled by one long ring.
manual signaling	feature that sends an audible alert to another voice terminal without calling that voice terminal.
message waiting	feature that allows you to turn on the message light at another voice terminal
night service	feature that allows you to answer calls when the Attendant is not available.
off-hook	a voice terminal is off-hook when either the handset has been removed from its cradle (releasing the switchhook button) or the speaker/speakerphone is turned on.
on-hook	a voice terminal is on-hook when the handset is in its cradle (depressing the switchhook button) and the speaker/speakerphone is turned off.
outside call	call between a System 25 voice terminal and a voice terminal not connected to System 25. Outside calls are made over Central Office or other trunks and are signaled by two short rings.
outside line	a line to the Central Office or other system. Outside lines may be accessed by pressing special buttons or by dialing an access code.
paging	feature that allows you to access paging equipment from System 25 voice terminals.
park	feature like hold except that it allows you to answer the parked call from any voice terminal.

PDC	(Personal Dial Code) extension number that is assigned to an individual and is normally associated with the voice terminal at the individual's desk. Floating PDCs are not associated with a particular voice terminal and can only be used when they are signed in at a voice terminal.
preferred route tone	five short tones, indicating that the outside call you just placed is waiting to go over the most preferred route (as determined by the System Administrator). You can either wait by staying off hook or hang up and try again later.
prime line preference	feature that allows a voice terminal to automatically select a preassigned button when you lift the handset to place a call.
program	ability to store a telephone number, account code, or PDC so you can access it by pressing a single button or by dialing a code.
repertory dialing	feature that allows you to program a telephone number or account code into an assignable button and then dial by pressing that button.
ringback tone	repeating on/off tone, indicating that the number you dialed is ringing.
ringing line preference	feature that allows a voice terminal to automatically select the ringing line when you lift the handset to answer a call.
send all calls	feature that allows you to send incoming calls to a covering voice terminal.
speaker	feature that allows you to place calls and to listen, but not speak, to another party without lifting the handset.

speed dialing	feature that allows you to place a call or enter an account code by dialing # and a two or three digit code. Three digit system speed dialing codes are assigned by the System Administrator and can be used at all voice terminals. Individual voice terminals may be assigned two digit personal speed dialing codes, which you can program.
station message waiting	feature that allows two people to each have a dedicated button and light to notify each other of a message.
system access button	button that gives you direct access to System 25 to dial or to access features. It is labeled with your PDC.
system access originate only button	an extra system access button on which you can place, but not receive calls.
System Administrator	person responsible for assigning features and overseeing System 25 operation. (The person to talk to when questions or problems arise.)
test	feature that allows you to test the lights and ringer on your voice terminal.
transfer	feature that allows you to connect the person you're talking with to another person and drop out of the conversation.
trunk	a telecommunications channel between two switching systems (see <i>outside line</i>).
voice terminal	a single-line or multiline voice instrument (a telephone).
waiting call	feature that allows you to be notified of an incoming call while on another call.

QUICK REFERENCE CARD- Multiline Terminal User Guide

Detach & Save

FEATURE ACCESS CODES

CODE	FEATURE
* 9	To Answer a Waiting Call (after putting original call on hold)
*70	To Answer a Call Ringing at a Voice Terminal in Your Call Pickup Group
* 7 PDC	To Answer a Call Ringing at Any Other Voice Terminal
* 5	To Park a Call
* 8 PDC	To Pick Up a Parked Call
* 4	To Temporarily Leave an Incoming Calls Group
* 6	To Return to an Incoming Calls Group
# 4	To Program Personal Speed Dialing Numbers
** PDC PDC	To Sign In Your PDC (for Receiving Calls)
** PDC	To Sign Out Your PDC
** 0	To Sign Out All PDCs
## PDC	To Make a Call from Another Voice Terminal but Charge It to Your PDC

(See Dial Code list on other side.)

Detach & Save

QUICK REFERENCE CARD-
Multiline Terminal
User Guide

SYSTEM SPEED DIALING NUMBERS	
CODE	TELEPHONE NUMBER

DIALING CODES	
CODE	DESCRIPTION
	Your PDC
	Your Account Code(s)
	Your DDC
	Facility Access Code(s)
0	Attendant
	Night Service Access Code
	Paging Access Code

PERSONAL SPEED DIALING NUMBERS	
CODE	TELEPHONE NUMBER
#20	
#21	
#22	
#23	
#24	
#25	
#26	

(See Features list on other side.)