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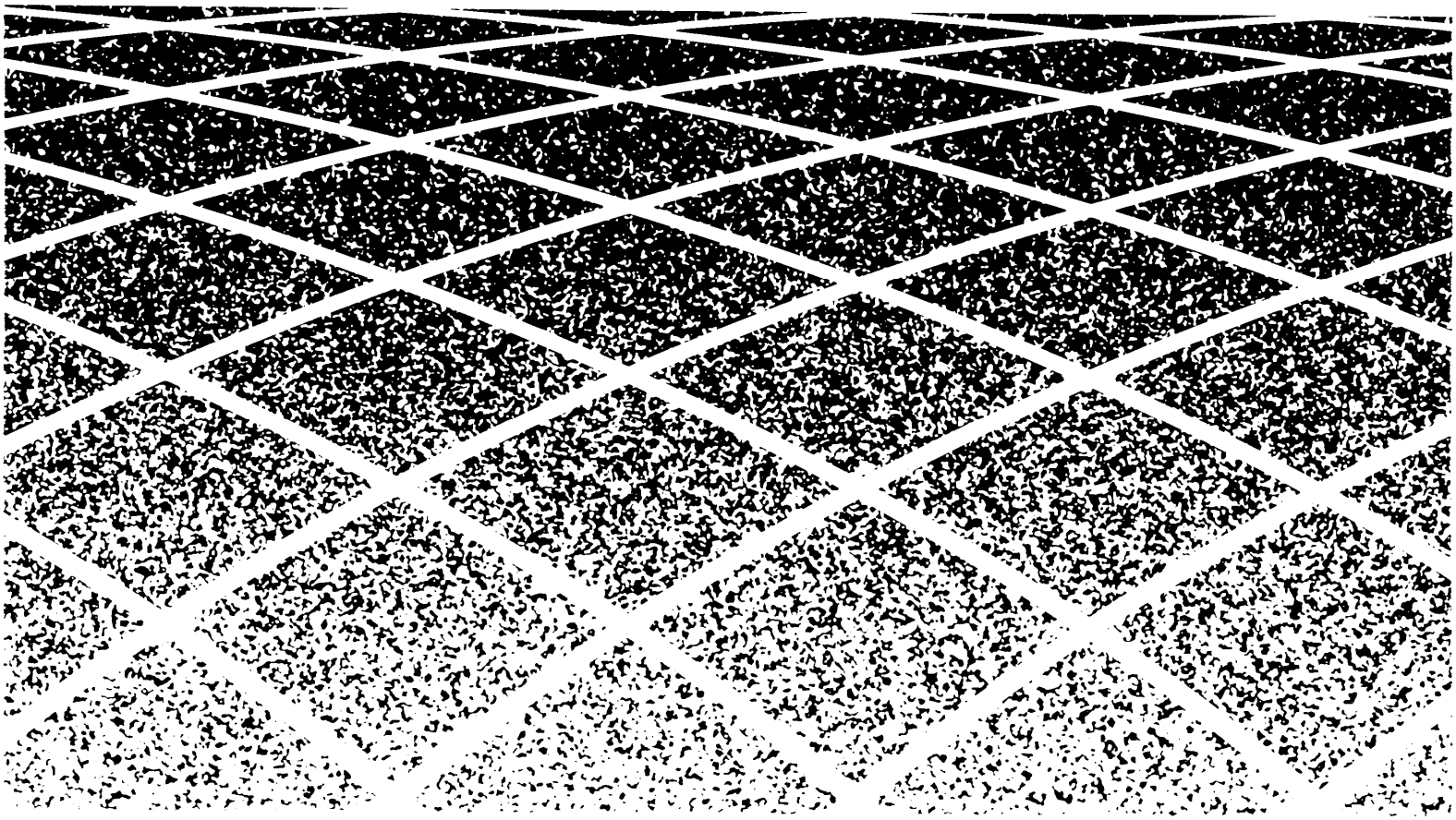
AT&T SYSTEM 25

TERMINAL OPERATIONS MANUAL



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Terminal Operations Manual for R2V1
Prepared by System 25
Document Development Group and
the Technical Publications Group

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Introduction 1

This manual is a compilation of information from several System 25 sources, and is intended to be used by the System Administrator, AT&T Technical Consultants, and Systems Technicians. It provides the same instructions for using System 25 voice and data terminals as found in the *Data Features User Guide* and in the user guides for System 25 voice terminals. It also includes information from the *System 25 R2V1 Reference Manual.*

Section Contents in This Manual

Section 1- "Introduction"

This section provides an overview of System 25 voice terminals.

Section 2- "Voice Terminal Features"

Detailed instructions for using System 25 voice terminal features are contained in this section.

Section 3- "Attendant Features"

This section offers instructions for using the attendant consoles.

Section 4- "Data Terminal Features"

This section provides instructions for using System 25 data features.

For additional information about feature operation and interactions, refer to the R2V1 *Reference Manual.*

System 25 Voice Terminal Overview

This section is an overview of System 25 voice terminal operation. It describes the functions of voice terminal tones, lights, and feature buttons.

Voice Terminals Supported

System 25 supports a maximum of 142 multiline voice terminals in addition to two multilines assigned as attendant consoles. Of the 142 voice terminals, up to 96 may be 22- or 34-button types.

Single-Line Terminals System 25 supports both rotary and touch-tone single-line voice terminals.

Multiline Terminals System 25 supports many models of multiline voice terminals, including the MERLIN® CS family of multiline voice terminals and the HORIZON® CS Multibutton Electronic Telephone (MET) voice terminals.

Attendant Consoles The System 25 supports up to two Direct Trunk Attendant Consoles (DTACs) or up to two Switched Loop Attendant Consoles (SLACs). The Direct Extension Selector Console is specifically designed for use with System 25 attendant consoles.

For further information on specific models of voice terminals supported by System 25, see the *R2V1 Reference Manual.*

DDCS and PDCS

When 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, a PDC is equivalent to an extension number. Visitors and those who do not have exclusive use of a voice terminal may have been assigned Floating Personal Dial Codes (FPDCs).

Calling Restrictions

Calling restrictions, such as toll restriction and dial-access restriction, are established on a per-terminal *(not* PDC) basis by the System Administrator. Attempts to place calls that conflict with specified restrictions receive fast busy (reorder) tone at a voice terminal or a denial message at a data terminal. For further information, see the "Calling Restrictions" feature description in the *R2V1 Reference Manual.*

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Features

System 25 has two types of features, fixed and assignable, that transform a telephone into a voice terminal. Fixed features are available on every voice terminal. Assignable features are assigned by the System Administrator.

Feature Access Codes

Some System 25 features require the user to dial a code to access the feature. These codes are specified in the operating instructions reference that follows. For convenient reference, they are summarized below.

FEATURE ACCESS CODES

FEATURE	DESCRIPTION	CODE
Account Code †	to enter an Account Code	* 0 Code
Call Accountability	to make *PDC* accountable for this call	# # PDC
Callback Request	to request callback for a busy station/trunk	**RECALL** ‡ or # 60
	to cancel callback request	**DROP** ‡ or # 61
Call Waiting	to answer a waiting call	* 9
Direct Group Calling	to leave your DGC group	* 4
	to return to your DGC group	* 6
Following	to sign in *PDC*	** PDC PDC
	to sign out *PDC*	** PDC 0
	to sign out all PDCs	** 0
Forwarding	to send calls to *PDC*	# 70 PDC
	to send calls to an outside number	# 70 number
	to cancel forwarding from a *PDC*	** PDC PDC
Leave Word Calling	to leave a message when calling PDC	**LEAVE WORD** ‡
	to leave a message when calling *PDC*	# 9 2 ‡
	to leave a message at *PDC* while not active	**LEAVE WORD** ‡ PDC
	to leave a message at *PDC* while not active	# 92 PDC
Message Waiting	to turn on message light at *PDC*	# 90 PDC
	to turn off message light at *PDC*	# 91 PDC or **MESSAGE ‡ (for yourself)**
Park	to park this call	* 5
	to pick up call parked by *PDC*	* 8 PDC
Pickup	to pick up a call ringing in a pickup group	* 70
	to pick up a call ringing at *PDC*	* 7 PDC
Programming	to program a button or code	# 4
Speed Dialing	to dial a programmed number (20-39, 100-189)	# Code

† Multiline voice terminals must have an Account Code Entry button to enter codes for *incoming* calls.

‡ This button or feature is available on multiline terminals only.

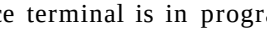
Ringing Tones

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

INSIDE CALL  (one long ring)
The call is from a person inside the company.

OUTSIDE CALL  (two short rings)
The call is either from the Attendant or from someone outside the company.

ABBREVIATED ALERT  (one short burt of ringing)
This indicates a second call on another line, a busy-to-idle reminder, a signal, or that the user's voice terminal is in program mode.

PRIORITY RING  (two short rings and one long ring)
The call is either a callback because the station or outside line requested is now available, or the call is being set up remotely for this phone via Third-Party Call Setup (a data feature).

Handset Tones

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

DIAL TONE  (a continuous steady tone)
The user can dial.

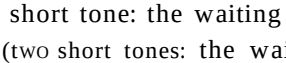
CONFIRMATION TONE  (three short tones)
An action is accepted. Proceed to the next step.

RINGBACK TONE  (repeating on/off tone)
The dialed number is ringing.

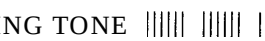
SPECIAL RINGBACK TONE  (one long and one short, dull tone)
The dialed number is busy but has Call Waiting.

BUSY TONE  (repeating on/off tone)
The dialed number is busy.

FAST BUSY TONE  (repeating on/off tone)
The dialed number is busy, misdialed, or restricted.

CALL WAITING TONE (one or two tones heard during a call)
 (one short tone: the waiting call is an inside call)
 (two short tones: the waiting call is an outside call)
There is another call waiting.

QUEUING TONE  (five short tones)
A callback request for a busy station or outside line has been confirmed.

DEQUEUING TONE  (three short tones)
The station or outside line that was requested is now available, and the call can be completed.

Single-Line Voice Terminals

The Switchhook (Recall)

The switchhook is used in single-line voice terminal procedures. The switchhook is the button(s) pressed down by the handset when not in use. When the user is instructed to press the switchhook, the switchhook must be pressed down firmly as far as it will go for approximately 1/2 second and then released. If the switchhook is pressed and released too quickly, the signal will not work. If the switchhook is held down too long, the call will be disconnected.

> **NOTE:** If a single-line voice terminal has a **[RECALL]** button, the user can press it instead of the switchhook. It does not matter how long this button is held down, as timing is automatically controlled by the terminal.

To hang up and place another call right away, the switchhook should be held down for more than two seconds. **[RECALL]** should *not* be used to hang up and place another call.

Multiline Voice Terminals and Attendant Consoles

The following information describes special features of multiline voice terminals and attendant consoles. Attendant consoles have some additional features, exclusive to them, described later in this section.

Buttons

Buttons, like features, are either fixed or assignable. Fixed buttons, such as **[TRANSFER]** have specific permanent functions. Assignable buttons can have features assigned to them, usually by the System Administrator. Each type of button is represented in a special way in this manual, as shown below.

TYPE	SHOWN AS:
dial pad buttons	**[7]**
dark background buttons with permanent labels (fixed)	**[TRANSFER]**
white background buttons with changeable labels (assignable)	**[REP DIAL]**

> **NOTE:** A fourth type of button can be found on the display unit, and is represented in the following manner: **[Set] .**

System Access Buttons

Each multiline voice terminal (except those used as Switched Loop Attendant Consoles) has System Access (SA) buttons that are used to place and receive calls. These buttons, labeled with a PDC, give the user access to outside lines and system features. *Unless otherwise noted, System Access button(s) must be used for procedures described in this manual.*

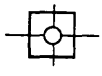
Any programmable button on a multiline set can be administered as an SA button. Only buttons with both a red I-use LED *and* a green status LED should be used for the SA function. If not, call appearance conditions cannot be easily monitored.

The *System 25 R2V1 Implementation Manual* and the *System 25 R2V1 Administration Manual* provide additional information about button labeling and options.

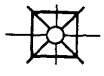
Lights

A steady red light identifies the line in use or the line that will be in use when the handset is lifted.

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. (A green light that winks intermittently indicates a call held temporarily while being transferred or conference.)

Display

A 16-character Liquid Crystal Display (LCD) unit on the Switched Loop Attendant Console, and available on some multiline voice terminals, provides visual data about incoming and outgoing calls. In addition, the display provides support for most other system features and offers a number of local (built-in) functions, such as a clock and timer.

To adjust the visibility of the display under various lighting conditions, use the thumbwheel Contrast control adjacent to the screen.

For more information about using the display, see the entries titled “Directory,” “Display,” “Inspect,” and “Local Display Functions, ” in the “Voice Terminal Features” section.

Line Selection

If a multiline voice terminal automatically selects a line when a user lifts the handset to place a call, it has the option called “prime line preference. ” If a terminal automatically selects the ringing line when the handset is lifted to answer a call, it has the option called “ringing line preference.”

The procedures in this manual assume the user’s voice terminal has both ringing line preference and prime line preference (on a System Access button). If a terminal does not have these options, the user must press the appropriate line button at the beginning of most procedures.

Finally, a user may select any line before or after picking up the handset by pressing the button associated with the desired line.

> **NOTE:** In most instances, if another line is selected without putting an existing conversation on hold, the first call will be dropped.

Attendant Consoles

Two types of attendant consoles are available with System 25:

- Direct Trunk Attendant Consoles (DTACs)
- Switched Loop Attendant Consoles (SLACs)

A SLAC or DTAC can be used with or without a Direct Extension Selector Console. The setup used will depend on the size and needs of the company.

Features

An attendant can use most of the features available to other multiline voice terminal users. In addition, the attendant has access to special call-handling features which are described in the “Attendant Features” section.

Direct Extension Selector Consoles

The Selector Console, which allows the attendant to call an inside number by pressing only one or two buttons instead of dialing all the digits. These buttons are identified and described below.

GROUP SELECTION BUTTONS (the first seven buttons located on the bottom row)
Used for selecting the “hundreds group” of each extension number. The last button on the right is used for testing the console.

> **NOTE:** It is a good idea to label the seven Group Select buttons. The plastic caps can be pulled off temporarily to insert labels.

DIRECT EXTENSION SELECTION (DXS) BUTTONS (located directly above the Group Select buttons)
Used for selecting specific extension numbers from the hundreds group. (The numbering for this group of buttons is fixed from 00 to 99.)

Lights

On the Selector Console, a steady red light indicates either that a voice terminal is off-hook or that a call is parked on this extension.

On the Selector Console, a flashing red light indicates a call to the attendant from that voice terminal or an unanswered call returning to the console.

Switched Loop Attendant Consoles

Loop Buttons

Loops are the voice communications paths between the console and the system switch. The Switched Loop Attendant Console gets its name from the system's ability to hold incoming attendant-bound calls in a queue and switch them to the console by way of these voice loops. Calls are directed to the console in a predetermined, prioritized sequence. The console receives calls one at a time; while the attendant is busy with a call, any other calls will wait in the queue until the attendant is ready to handle another. If there are two attendants, they share the same queue.

All incoming calls are answered at the five **[LOOP]** buttons located on the upper left side of the console. The loops are also used for calls placed from the console, although other buttons (such as those on the Selector Console) maybe used to begin the calls.

Automatic Loop Selection

When an incoming call is ringing, lifting the handset (going off-hook) automatically connects the attendant to the caller. If the attendant wants to place a call from an idle console, lifting the handset causes one of the **[LOOP]** buttons to become active (produce dial tone) for the call. The System Administration determines which **[LOOP]** button becomes active when the handset is lifted on an idle attendant console, since this is an administrable feature.

In a few situations, the attendant may need to press a **[LOOP]** button to answer or place a call. The console procedures will provide specific instructions when this is necessary.

Queue Status

The number of calls waiting in the SLAC queue is shown on the right side of the Screen 1 display. If between 1 and 9 calls are waiting for service, the actual number appears. A queue of ten or more calls is indicated by " !".

Account Code Entry

2

For bookkeeping purposes, account codes may reassociated with any incoming or outgoing trunk call. This optional feature provides an easy method of allocating the costs of specific calls (and associated staff time) to the correct project, department, or client. If an account code is entered, it is reported in the *ACCOUNT* field of the SMDR call record and can be used later for accounting or billing purposes.

In addition, account codes may be *required* (Forced Account Code Entry) to be entered by some users before being able to place certain outgoing calls. Forced Account Code Entry may be required for all outgoing calls or for only "dial 0 or 1" toll calls. Account Code Entry cannot be forced for the following types of calls:

- Personal Line
- Direct Facility Access
- Remote Access
- Automatic Route Selection (ARS) calls to 911 or designated emergency numbers

System 25 can be administered to accept account codes of one to fifteen digits. After the correct number of account code digits has been entered (or # is entered to signal end-of-dialing), confirmation tone is followed by dial tone. When an outgoing call *requires* an account code that has not been entered, reorder tone is heard.

Only one account code will be recorded per call, and any subsequent attempts will be ignored. For example, in conference or transfer situations, where more than one person may try to enter their own account code, the system will not record subsequent attempts after one account code has already been entered.

The system does not check the validity of an entered account code; it only checks for the proper number of digits or the code terminator, " #".

The Call Accountability feature may be used before or after entering an account code. For more information, see the "Call Accountability" entry on page 2-9.

Multiline

Entering Account Codes for Outgoing Calls

1. Lift the handset and listen for dial tone.
2. Dial. (*) (0) .
3. Dial the account code or speed dialing code, or press the **[REP DIAL]** button associated with the account code.

   NOTE: If you make a mistake while entering the account code, dial (*) (0) again and then the account code.
4. Listen for dial tone.

   NOTE: If you do not hear dial tone, press (#) and listen for dial tone.
5. Dial the outside line access code and listen for dial tone.
6. Dial the telephone number.

Entering Account Codes for Incoming 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.

   NOTE: If you make a mistake while entering the account code, press **[ACCT ENTRY]** again and then redial the account code.
3. Listen for confirmation tone and then hang up.

Single-Line

Entering Account Codes for Outgoing Calls

1. Lift the handset and listen for dial tone.
2. Dial. (*) (0) .
3. Dial the account code or speed dialing code that is associated with the account code.

   NOTE: If you make a mistake while entering the account code, dial (*) (0) again and then the account code.
4. Listen for dial tone.

   NOTE: If you do not hear dial tone, press (#) and listen for dial tone.
5. Dial the outside line access code and listen for dial tone.
6. Dial the telephone number.

Entering Account Codes for Incoming Calls

Your call will be disconnected when you follow this procedure. Therefore, do not attempt it until you have *finished* your conversation.

1. Before you hang up, press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Dial (*) (0) .
4. Dial the account code or speed dialing code that is associated with the account code.

   NOTE: If you make a mistake while entering the account code, dial (*) (0) again and then the account code.
5. Listen for confirmation tone and then hang up.

Automatic Intercom

This feature applies to multiline voice terminals only.

The Automatic Intercom feature allows a multiline voice terminal user to place calls to and answer calls from another station by use of a dedicated button appearance. The Automatic Intercom feature is usually set up between two system users who frequently call each other. To use this feature, the AUTO ICOM button is pressed instead of dialing the other person's PDC.

AUTO ICOM buttons are assigned to voice terminals in pairs. If a voice terminal should have direct access to multiple stations, multiple AUTO ICOM buttons need to be assigned.

The AUTO ICOM status LED remains lit whenever the other party is off-hook. If the green light is on next to AUTO ICOM, a busy-to-idle reminder can be activated; the user's voice terminal will ring when the other person hangs up. To activate the busy-to-idle reminder, the user can press AUTO ICOM while remaining on-hook. A short burst of tone is provided when the other party hangs up. The user can then go off-hook, and the call will be placed; the AUTO ICOM button does not have to be pressed again.

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]**.

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

Bridged Access

This feature applies to multiline voice terminals only.

The Bridging feature allows a multiline voice terminal user to handle calls on a BRIDGED ACCESS (BA) button associated with a SYSTEM ACCESS (SA) button on another multiline station (the *principal* station). The BA button can be used to cover or join calls in progress on the associated SA button. The bridging feature meets the needs of executive/secretary-type arrangements where both parties place and receive calls on the same extension numbers.

It is recommended that each SA button on a principal station have a corresponding BA button on the bridging station. With this arrangement, the bridging user can track all calls coming to the principal's SA buttons. Up to 16 people can have a BA button for the same SA button on the principal station.

> **NOTE:** The bridging feature applies only to calls appearing on the SA buttons of a principal station. Calls on AUTO ICOM, PERS LINE, DSS, and FLEX DSS buttons are not accessible from a BA button.

Although a BA button can be assigned to any programmable feature button on a bridging station, it does not take the place of an SA button. The SA buttons on the bridging station can be bridged by other stations.

A bridging station user is able to originate calls using BA buttons and can answer calls for the principal. The bridging user can also enter existing calls on bridged appearances by simply going off-hook on the BA button, unless Exclusion has been activated or the maximum of five active parties on a call has been reached.

Many features can be used with bridged calls; operation is no different from calls on other buttons. For example, Hold, Conference, and Transfer can be used from a BA button just as they would be used from an SA button. If a station goes off-hook on a BA button and dials a number, the call is completed according to the *bridging* station's restrictions and characteristics, not the principal station's.

The System Administrator can set the BA button to ring in any of the following ways:

- Ring immediately whenever a call rings at the principal's SA button
- Start ringing after a predetermined number of rings on the principal's SA button (delayed ring)
- Not ring at all

The table shown below summarizes the effect of different settings for these ring options.

PRINCIPAL STATION		BRIDGING STATION		
		No Ring Administered	**Immediate Ring Administered**	**Delayed Ring Administered**
Administered to send ring on no answer?	yes	no ring	immediate ring	delayed ring
	no	no ring	no ring	no ring
Administered to send ring on busy?	yes	no ring	immediate ring	delayed ring
	no	no ring	no ring	no ring

If the user is off-hook when another call comes in on a BA button, abbreviated ringing will be heard instead of repeated ringing.

NOTES: Stations with bridged appearances can have Coverage Message Waiting (COVER-MSG) buttons. By using the COVER-MSG button, the bridging user can check and/or change the status of the principal's Message LED.

If a station is active on a bridged call appearance and activates Park, the call is parked on the PDC of the *principal* station, not of the bridging station.

The principal station can be administered so that pressing the SEND ALL CALLS button will send ringing for incoming calls to its coverage stations only, to its bridging stations only, or to both.

A Direct Trunk Attendant Console can serve as a bridging station, but *not* as a principal station. A Switched Loop Attendant Console cannot serve as either a principal *or* bridging station,

Bridging Onto an Active Call

1. Lift the handset and listen for dial tone.
2. Press the **[BRIDGED ACCESS]** button next to the steadily lit green light.

   NOTE: You cannot bridge onto a call if any one of the active members has turned on the Exclusion feature.

Call Accountability

The Call Accountability feature allows system users to charge outside calls made from other users' stations to their own PDCs. The accountable PDC will be reported in the *PDC* field of the SMDR record. This feature is *not* used when calling from one's own station, or when making inside calls from any station.

Billing Calls to Your PDC

1. Lift the handset and listen for dial tone.
2. Dial (#) (#).
3. Dial your PDC.
4. Listen for dial tone.
5. Dial the telephone number.

Callback Request (Callback Queuing)

The Callback Request (Callback Queuing) feature provides System 25 users with a simple way to complete calls to busy facilities (stations or trunk groups), without having to manually repeat the calling procedures. This feature saves time for users because they can avoid repeated dialing of busy numbers. It also allows trunks to be used more efficiently and can reduce the number of trunks required for a system.

Callback Queuing puts inside calls to busy stations and trunk groups into a queue. The maximum number of queue slots is 64, administrable in any combination of inside and outside calls. After a call is queued for a busy facility, the caller can stay off-hook or go on-hook. When the queued-for facility becomes free to receive another call, the system signals the originator of the longest waiting call and completes the call as dialed.

> **NOTE:** Trunk calls camped onto a station by an attendant are given priority over queued calls.

Each station can activate Callback Queuing manually or can be administered to have automatic activation for inside calls only, for outside calls only, or for all calls. Manual activation is by dial access at single-line sets and by operation of the RECALL button at multiline sets. Automatic activation, if administered, occurs whenever a busy facility is called and requires no action by the caller; it can be canceled manually.

A queued call can be part of a conference, unless a Call Waiting call is already part of the conference. A queued call counts as two conferees until it is completed. Queued calls can be transferred. Single-line sets can transfer queued calls only before going on-hook. The transferring station must wait for the transferred-to facility to answer before completing the transfer; the transferred-to facility then receives queuing tone. Queued calls cannot be transferred to a tone (ringing, busy, etc.).

Inside Calls

An inside station is considered busy if all of its SYSTEM ACCESS buttons are in use (multiline sets), if it is off-hook (single-line sets), and if all coverage points are busy. A call to such a station will receive busy or special ringback tone if the calling station is not administered for automatic queuing; the caller can then activate queuing manually. If the calling station has automatic queuing, the caller hears queuing tone (five short beeps) instead of busy or special ringback tone, and the call goes into queue.

Callback Queuing Considerations for Inside Calls:

- If queuing tone is heard, the call has automatically been put into a queue.
- If busy tone is heard, callback can be requested manually.
- If special ringback tone is heard, callback can be requested manually.

Off-Hook Queuing

After a call has been queued, the caller can wait off-hook for the connection to be completed. The caller hears dequeuing tone (three short beeps) when the queued-for station or trunk group becomes available and then hears normal progress tones as the call is being completed. While off-hook on a queued call, a single-line user can transfer or conference the call.

On-Hook Queuing

The caller can hang up after queuing a call. When the queued-for facility becomes available to receive a call, the system sends repeated priority ringing to the on-hook calling station. The on-hook station continues to get priority ringing until the callback is answered or until the administered number of callback rings has been reached. When the callback is answered, dequeuing tone is heard and then normal call progress tones are heard as the call is being completed.

The System Administrator sets the maximum number of callback attempts and the number of rings per attempt. Each time a callback attempt for a given call is not answered, it is counted against the assigned number. If the last allowed callback goes unanswered, the system cancels the queued call.

NOTES: After a single-line terminal user goes on-hook, the queued call cannot be accessed (except for cancellation) until a callback attempt occurs. During the waiting period, the single-line user can place or receive other calls. However, an off-hook single-line set cannot receive callback until it is on-hook again.

Inside calls to busy DGC groups can be queued.

A user who is queued for access to a busy station can invoke Leave Word Calling (LWC). The callback request is canceled when LWC is activated.

Outside Calls

Queuing for trunk groups is similar to queuing for inside stations except for the tones received.

Callback Queuing Considerations for Outside Calls:

- If queuing tone is heard, the call has automatically been put into a queue.
- If busy tone is heard, callback cannot be requested.
- If fast busy (reorder) tone is heard, callback can be requested manually.
- Only trunk pools can be queued for, not trunks.

To make an outside call, the user either dials the Automatic Route Selection (ARS) access code or the pooled facility, then after second dial tone, the rest of the desired outside number. If all trunks in the selected group are busy, and the calling station is administered for automatic queuing for outside calls, queuing tone is returned to the caller. If automatic queuing is not administered, the caller hears fast busy tone but can queue the call by the appropriate manual method.

NOTES: To be eligible for queuing when not using ARS, a trunk group must be administered to allow queuing by dial access users.

Dialing the complete outside number is required, even if all trunks are busy; this ensures that no redialing is necessary for the queued call.

Reorder tone is also returned if the busy trunks are not administered for dial-access queuing or if all queue slots are in use. In these cases, queuing cannot take place.

Multiline

Calls originating on PERS LINE, FACILITY, FLEX DSS, or DSS buttons cannot be queued.

Requesting Callback

1 Press **[RECALL]** .
The light next to the button on which you had placed the call winks.

2 Listen for queuing tone and then hang up.

NOTE: If you do not hear queuing tone, your request has not been accepted for this call.

Completing the Call

If you did not hang up after placing the callback request, you will hear dequeuing tone when the call can be completed.

1 When you hear priority ringing, lift the handset.

2 Listen for dequeuing tone.
Your call will now be completed as dialed.

Canceling a Callback Request

1. Lift the handset and listen for dial tone.
2. Press the button associated with the call.
3. Press **[DROP]** .
4. Press the button associated with the call again.
5. Hang up.

Single-Line

A single-line voice terminal can queue only one call at a time.

Requesting Callback

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Dial (#) (6) (0) .
4. Listen for queuing tone and then hang up.

   NOTE: If you do not hear queuing tone, your request has not been accepted for this call.

Completing the Call

If you did not hang up after placing the callback request, you will hear dequeuing tone when the call can be completed.

1. When you hear priority ringing, lift the handset.
2. Listen for dequeuing tone.
   Your call will now be completed as dialed.

Canceling a Callback Request

1. Lift the handset (or press the switchhook) and listen for dial tone.
2. Dial (#) (6) (1) .
3. Hang up.

Call Waiting

The Call Waiting feature allows a user at a busy voice terminal to be audibly alerted when another party is calling. A voice terminal is considered busy if all of its SYSTEM ACCESS buttons are in use (multiline sets), if it is off-hook (single-line sets), and if all coverage points are busy.

The called party is notified of a waiting call by one or two short tones heard through the handset; one tone indicates a waiting inside call, two short tones indicate a waiting (camped-on) outside call. The caller hears special ringback tone, which is repeated until the call is answered.

A called party who hears call waiting tones has these options:

- Ignore the new call and continue with the current call
- Terminate the current call, hang up, and answer the new call when it rings
- Put the current call on hold and answer the new call

Call Waiting is enabled or disabled on a per-station basis in system administration, but is not available for attendant consoles. The call that has been waiting the longest is usually put through first, but camped-on calls are given priority over other waiting calls. If the waited-for station dials the Call Waiting pickup code ***9** , the first *off-hook* queued or waiting call will be answered.

If a station with automatic Callback Queuing calls a busy station with Call Waiting, the calling station hears queuing tone, not special ringback; furthermore, the called party does not hear Call Waiting tone. Call Waiting tone is heard only when special ringback is returned to the caller. A station without automatic Callback Queuing gets special ringback but can manually queue the call.

A call receiving special ringback can be part of a conference, unless a queued call is already part of the conference. A waiting call counts as two conferees until it is completed.

Multiline

Answering by Holding Other Calls

1. Press **[HOLD]** .
2. press an idle **[SYS ACC-O]** or **[BRIDGED ACCESS]** button.
3. Dial (*) (9) .

Answering by Ending an Existing Call

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

Single-Line

Answering by Holding the Existing Call

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Dial (*) (9) .
4. Answer the waiting call.
5. To return to the held call, press the switchhook twice.

   NOTE: If you hear dial tone, press the switchhook once more to return to the held call.

Answering by Ending the Existing Call

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

Conferencing

The Conferencing feature allows up to five parties, including the the conference originator, to participate in a conference call. Any type of voice terminal can use the Conferencing feature. A conference can include up to two outside parties (trunk calls). An attempt, by any conferee, to add a third outside party or sixth party of any type will be denied.

A single-line voice terminal can set up a conference between three parties; any of the conferees who are System 25 users may then add other parties to the conference to reach the five-party maximum.

A call receiving special ringback (Call Waiting) can be part of a conference, unless a queued call (Callback Request) is already part of the conference. Either a queued call or a waiting call counts as two conferees until the call is completed; when completed it counts as one conferee.

A ringing line can be added to a conference and counts as one of the conferees.

Exclusion may be invoked *before* establishing a conference. If it is invoked after the conference is established, all internal conferees will be dropped except for the party that invoked Exclusion.

Multiline

Setting Up a Conference

1 Dial the first party.

2 Announce the conference call.

3 Press **[CONFERENCE]** and listen for dial tone.
The light next to the button of the held callwinks intermittently.

4 Dial the next party or press the line button for that party.

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

a Press the switchhook and then release.

b 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.

Dropping a Conferee

When a conferee is dropped, all parties that were added by the dropped conferee are also dropped. In addition, *the entire conference* may be dropped if a person attempts to drop the individual who added him/her to the conference.

1. Press **[DROP]** .
2. Press the button of the conferee you want to drop.

Single-Line

Setting Up a Conference

1. Dial the first party.
2. After the party answers, press the switchhook to put the first party on hold.
3. Listen for confirmation tone and dial tone.
4. Dial the second party.
5. After the second party answers, press the switchhook to join the conference parties together.

   or

   If the second party does not answer, press the switchhook twice to return to the first party. (If you hear dial tone, press the switchhook once more.)

Dropping the Second Party

When in a conference, a single-line voice terminal user can drop the second party and continue talking with the first. However, the first part y cannot be dropped to continue talking with the second.

1. Press the switchhook.
2. Continue talking with the first party.

Coverage — Group

This feature redirects coverage calls from one or more covered stations to one or more covering stations. Group Coverage is primarily for employees who share support people. For example, if a secretary covers calls for all members of the department, all non-managers might constitute an appropriate coverage *group,* while each manager might receive *individual* coverage.

Calls that will not be sent to coverage are:

- Automatic Intercom
- Directed Night Service
- Calls to PDCs signed in (Following or Forwarding) at the *covered* station

  NOTE: FPDCs signed in at the *covered* station do receive coverage.
- Personal Line calls, unless the covered station is the Principal

Coverage differs for the following types of calls:

- Calls appearing on BRIDGED ACCESS buttons are given coverage specified for the Principal station.
- When both Coverage and Following/Forwarding are in effect, inside calls are routed first to the forward-to station. If not answered, the calls ring at both the forwarding station and the covering station.

Optionally, ringing for internal coverage calls can be turned off (on a system-wide basis). The System Administrator determines the number of rings before unanswered calls are sent to coverage.

System 25 can have two types of Group Coverage *receivers.* They can be either standard coverage group receivers, or Direct Group Calling (DGC) coverage group receivers. Both types are reviewed below.

Standard Coverage Group Receivers

Any type of voice terminal can be a sender, but only multiline voice terminals can be receivers. At the receiver's voice terminal, a *single* cover button, COVER-GRP, handles calls from *all* senders in the group. Since more than one person can be covered by this button, a receiver without a display voice terminal has no indication of whose call is being covered.

Up to 32 coverage groups can be established using coverage group numbers 1 through 32. Each group can have up to eight receivers. There is no limit on the number of senders, but each sender can be covered by only one group. Coverage group senders may also receive individual coverage or be assigned to a pickup group.

The System Administrator can administer a voice terminal to send call ringing to coverage while its user is busy on another call. In this case, calls to an off-hook multiline voice terminal with an idle System Access button will start ringing at the covering terminal after a single burst of ringing at the covered voice terminal; if there is no idle Cover button, the system will check periodically for an idle Cover button and ring at the first available coverage receiver. If all System Access buttons on a multiline voice terminal are busy, the call will go immediately to an idle Cover button; if there is no idle Cover button, the calling party receives busy tone. Calls directed to an off-hook single-line voice terminal will start ringing immediately at the covering terminal; if there is no idle Cover button, the calling party will receive busy tone.

The System Administrator can also administer a voice terminal to send call ringing to coverage when its user does not answer a call. Calls sent to coverage continue to ring at single-line sender terminals, but will stop ringing at multiline sender terminals. However, calls sent to coverage from a multiline voice terminal remain on the incoming call appearance button, and can be entered by the called (sender) station. If all System Access buttons are busy, additional calls sent to coverage are not accessible at the multiline voice terminal.

DGC Coverage Group Receivers

With DGC Group Coverage, an established DGC group serves as the coverage receiver for all senders in the coverage group. There is no limit on the number of senders, but each sender can be covered by only one group.

DGC receiver groups are first set up as standard DGC groups, numbered 1 through 32. Each DGC group can have up to twenty members. Members can be assigned multiline or single-line voice terminals.

DGC *coverage* groups can then be specified using coverage group numbers 101 through 132, where coverage group 101 has DGC group 1 as its receiver group, coverage group 102 has DGC group 2 as its receiver group, and so on. No button assignments are required.

Calls sent to a DGC coverage group hunt in a circular fashion for the first idle station, starting after the last station to receive a call. If all DGC members are busy, calls continue to ring and/or flash at the covered station and at any individual coverage receiver's station until a DGC station becomes idle. Once a call is directed to a DGC member, it is no longer accessible at the sender station nor at any individual coverage receiver. Calls sent by coverage to a DGC coverage group member do not receive additional coverage.

Coverage— Individual

This feature is very similar to Group Coverage, covered in the preceding feature description. The primary difference is that Individual Coverage is a one-on-one type coverage between pairs of stations. There is no limitation on the number of stations that can receive Individual Coverage.

Each Individual Coverage button (COVER-IND) at a covering station represents one covered voice terminal. If more than one voice terminal is to be covered, multiple buttons are required, one for each station covered.

The following considerations apply to Individual Coverage:

- A sender can have up to eight receivers.
- A separate cover button is required on the receiver's terminal for each sender.
- A receiver may be assigned multiple cover buttons for one sender to cover multiple simultaneous calls to that station. The first button will track the first call, the second button the second call, etc.
- Any type of voice terminal can be a sender, but only multiline voice terminals can be receivers.
- Calls appearing on BRIDGED ACCESS buttons are given coverage specified for the principal station.
- When a station has both Coverage and Following/Forwarding in effect, inside calls are routed first to the forwarded-to station. Unanswered calls return to the forwarding station and ring both it *and* the covering station.
- For a station that is provided with both Individual and Group Coverage, unanswered calls will first ring at the Individual Coverage station and then, after a second delay cycle and still unanswered, will ring at the Group Coverage station.
- When a covering station transfers a covered call to another station, the call will no longer appear at the covering station's Cover button or at the covered multiline station.
- When a call is answered at a covering station, the call remains accessible at a multiline sender terminal, but is no longer accessible at any single-line sender terminal.

The receiver (covering station) answers covered calls by pressing COVER-IND and going off-hook. Each button can be administered to ring or not to ring. If ringing is selected, calls coming into a covered terminal ring at the covering terminal after a preset number of rings. If the covered terminal is busy (off-hook), calls will go to coverage after one ring. All calls except those listed in the preceding section, "Coverage — Group, " are covered.

Direct Group Calling

Direct Group Calling (DGC) allows incoming calls to be directed to a specific group of terminals. Calls to a DGC group hunt in a circular manner, starting at the terminal following the last one to receive ringing (whether answered or not), and will ring at the next idle terminal in the group. DGC groups are particularly useful when the answering group receives a high volume of calls. Call completion time is minimized and attendant assistance is not required.

Up to 32 DGC groups, each including up to 20 members, may be set up. A terminal can be in only one DGC group. Incoming calls on particular trunks can be directed to a DGC group. These trunks can also be used for outgoing calls. Any number of outside trunks may be administered to feed into a DGC group, but each trunk may feed only one DGC group.

If all group members are busy (off-hook), an outside call is queued and the caller receives ringback tone. If the system includes a DGC delay announcement, it is played after a specified number of rings. The caller is subsequently put on hold (in queue) and will receive Music-on-Hold if available. If the system is not equipped with a DGC delay announcement, the call will begin to ring at all Personal Line appearances of the trunk after the specified interval.

The attendant can camp-on multiple outside (trunk) calls when all members of the group are busy. Group members do not receive camp-on indication. The camped-on calls will be queued, and are eligible for the DGC delay announcement. If no delay announcement is available, the calls will return to the attendant console after a specified interval.

An inside caller dials a DGC access code to reach a DGC group. If all members of the group are busy, the call will go into a queue if Callback Queuing is activated either automatically or manually, otherwise, the call will not queue and the caller will receive busy tone.

Once a call begins to ring at a group member's station, it will not receive announcement service or ring at a line appearance. For this reason, it is important that DGC members "log out" of the group when they will be away from their desks.

Internal stations can transfer outside (trunk) calls to a busy DGC group. The transferred call will be treated as any other trunk call to a busy DGC group. The transferring party will hear busy tone, but the transfer will complete. The call will queue and the calling party will receive delay announcement, if available.

Direct Group Calling groups may be used for data applications to access host ports and the STARLAN Interface CP. The System Administrator may disable queuing for data DGC groups. Delay Announcements and Music-on-Hold are not provided for data DGC groups. DGC groups can also be administered as Coverage Group receivers. See the entry for "Coverage — Groups" on page 2-19 for additional information.

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.

Directory

This feature applies to display voice terminals only.

The Directory feature allows the user of a voice terminal, where the Display feature is administered, to search the system's integrated directory for the extension numbers associated with specific names. Information resulting from the use of Directory is displayed on the voice terminal's screen.

The user enters Directory Mode from Normal Mode by pressing the DIRECTORY button. The system presents the following display to prompt the user to enter a name using the dial pad buttons and then dial # to mark the end of the search entry.

```
DIR : ENTER NAME#
```

The dial pad buttons are labeled with all the necessary entry characters except as follows:

- Q is entered by pressing button 7 (PRS).
- Z is entered by pressing button 9 (WXY).
- Space, comma, or dot is entered by pressing the * button.

The directory prompt, *DIR:ENTER NAME#* , remains displayed on the screen until the user finishes entering the characters of the name and presses # . (It is often not necessary to enter a full name, but whatever is entered must be terminated by # .) The system then searches the directory data base for a match between the entered characters and the stored names. If none is found, the prompt is removed and *NO MATCH FOUND is* displayed. Otherwise, directory information is presented as shown in the following example:

```
D645 Wiggins, G
```

The D in position 1 indicates that the Directory Mode is active.

If the name is not the correct one, the NEXT button allows the user to request that the next matched name be displayed. This operation can be repeated. As an alternative, the user can narrow the search by entering additional letters followed by # . The additional letters are added to the end of the previously-entered search string. If a mistake is made, the user can press DIRECTORY twice (to exit and reenter the mode) and try to enter the desired name again.

If the user reaches the end of a matched list, *NO MATCH FOUND* is displayed. The user can return to the first matched name by pressing NEXT again.

> **NOTE:** When the displayed name is the correct one, the user can call the number by pressing the CALL button. If the terminal is on-hook, the speakerphone will turn on automatically.

The Directory feature is most effective if the System Administrator enters names ("Display IDs") in the data base in a last name/comma/first initial format. Characters other than letters and numbers (and commas) are discouraged. A maximum of eleven characters can be entered for a name in the data base, but only the first nine can be displayed.

For more information about other ways of using the display, see the entry for "Display" on page 2-31.

Searching the System Directory

1 Press **[DIRECTORY].**
The following display appears:

DIR: ENTER NAME#

2 Using the letters on your dial pad buttons, specify the search combination by dialing the first letter(s) of the person's name.

NOTE: The combination that you dial will not appear on the display.

3 Press (#) .
The system will provide you with the first name in the directory that matches the letters you specified.

At the beginning of each display, you will see the letter "D" to remind you that you are using the Directory feature.

4 To see the next matched entry, press **[NEXT].** You may need to press **[NEXT]** several times before the correct name appears.

NOTE: If you appear to be far away from your goal, you may enter additional letters from the person's name. (Be sure that you press (#) after you complete entries from the dial pad.)

An Example of a Directory Search

If you want to check the number for " Schmid, A", press 7 2 # . The numbered buttons contain the first two letters of " Schmid. " The directory shows you the name and number of the first matched name:

D366 Paar, B

If you press **[NEXT],** the next matched name appears:

D356 Pantine, M

In order to get closer to the name you are searching for, add more letters to the search combination by dialing 4 6 # (The search combination is now, 7 2 4 6 representing the letters S, C, H, and M.) The display now shows:

D309 Raines,J

When you press **[NEXT]** , the name you have been searching for is displayed:

D723 Schmid, A

Placing a Call While You Are Using the Directory

When the display shows the name and number of the person you want to call, press **[CALL]** .
The system will automatically dial the number presently appearing on your display. If your handset is on-hook, the speakaphone will turn on.

Exiting from the Directory

When you do one of the following, you automatically deactivate the Directory feature:

- Press **[DIRECTORY]** again.
- Allow the display to be idle for 15 seconds.
- Hang up the handset after being off-hook, or lift the handset after being on-hook.
- Place a call using the dial pad or a call appearance button, such as **[SYSTEM ACCESS]** , or press **[CALL]** .

Direct Station Selection

This feature applies to multiline voice terminals only.

The Direct Station Selection (DSS) feature provides one-button access to another voice terminal, a pooled facility, a paging zone, or a Direct Group Calling (DGC) group. There are two types of DSS buttons—Fixed and Flexible. Fixed DSS buttons (DSS) contain PDCs or access codes (maximum of four digits) programmed by the System Administrator. Flexible DSS buttons (FLEX DSS) are programmed by the voice terminal user with frequently called PDCs and other System 25 access codes. If the green light is on next to these types of buttons, the user can activate a busy-to-idle reminder. This reminder lets the user know when the call can be made.

A PDC can be programmed on a FLEX DSS button, but an attempt to program an FPDC on a FLEX DSS button results in Reorder Tone. A pooled facility access code cannot be stored on a DSS button, but may be stored on a FLEX DSS button. If so, the FLEX DSS button will function very much like a Direct Facility Access button, with the capability of receiving a busy-to-idle reminder for the pooled facility. However, this button will not allow access to a dial-restricted facility.

If the paging zone(s) is administered to be dial restricted, users assigned DSS buttons with paging access codes can still access the paging equipment.

For instructions on storing FLEX DSS numbers, see the entry for “Programming Numbers” on page 2-79.

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]** .

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

Display

This feature applies to display voice terminals only.

The Display feature is used in conjunction with several other features of System 25, including:

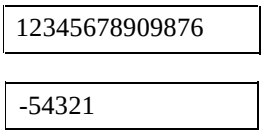
- Inside and outside calls
- Local (time, date, etc.) functions
- Programmable buttons and speed dialing codes
- The system directory
- Inspect

Using the Scroll Button to View Screens

The display can consist of two screens, each having up to 16 characters. However, only one screen can be viewed at a time:

1. To view the information that appears on the second screen of the display, press **[SCROLL].**
2. To return to the first screen of the display, press **[SCROLL]** again.

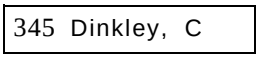
If the second screen of a display is a continuation of the first screen, such as a telephone number that is more than 14 digits, a "-" is shown at the beginning of the second screen. The following is an example of a double-screen display, in which the telephone number is continued on the second screen.



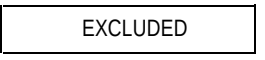
Using the Display to Help You Handle Calls

Normally, the display is used to check the name/PDC of the caller (internal calls) or the name of the outside line on which the call is coming in (outside calls).

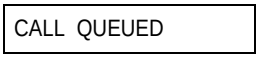
Inside Calls. When placing or receiving calls within the system, the display shows the extension number and the name (if the System Administrator has administered this option) of the person calling or the person being called. The following example is a typical display for an inside call:



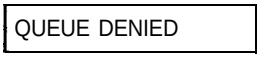
If bridging onto an active call is attempted (using a PERS LINE, BRIDGED ACCESS, or SYSTEM ACCESS button) after another party has turned on the Exclusion feature, the display shows:



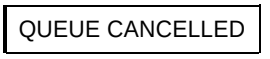
When a Callback Request has been successfully initiated, the display shows:



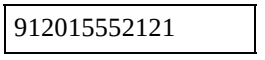
If the request fails, the display shows:



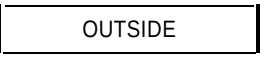
If the request is canceled, the display shows:



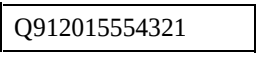
Outside Calls. When placing an outside call, the dialed numbers are displayed:



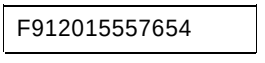
The following example shows a typical display for an incoming outside call:



If callback has been requested because of a busy trunk group, the display includes a “Q”, followed by the number dialed, as in the following example:



If a call is being forwarded to an outside location, the display includes an “F” followed by the forward-to number, as in the following example:



Conferencing. The display for a conference call is slightly different from the display for an internal or outside call. In the last two positions on the display are the display symbol associated with conference calls, a "^", and the number of conferees currently in the conference. The following example shows a conference call being arranged:

You receive a call from S. Jones.

```
318 Jones,S
```

Jones includes you in the conference. The following screen is displayed:

```
318 Jones,S ^3
```

Transferred Calls. When receiving a transfer call, you will see the letter "T" followed by the number and name, if available, of the person transferring the call. The following example shows that R. Cameron is in the process of transferring a call to you.

```
T357 Cameron, R
```

When R. Cameron completes the call transfer by hanging up, the identity of the transferred party is displayed, as in the following example:

```
385 Schmid, D
```

DGC Group Queue. Members of a Direct Group Calling (DGC) group who are logged into the group can view the number of calls waiting to be handled. In the last position of the first screen, a number from 0 through 9 is displayed, indicating calls waiting for the DGC group. If there are more than 9 calls in the queue, an "!" is displayed. In the following example, there are three calls waiting for the DGC group.

```
912015559876  3
```

Signaling. If one person is signaling another with the Signaling feature, the letters "SIG" appear in front of the name of the signaling person, as in the following example. If the name is not available, SIG is followed by the PDC of the signaling person.

```
SIG Bodnar, T
```

Account Codes. When entering an account code, the prompt " ACCT?" and the dialed numbers are displayed, as in the following example.

```
ACCT?3579346
```

Redirected Calls. If a call is redirected to a voice terminal (that is, sent to a voice terminal because the original voice terminal was busy, the call was unanswered, or one of the features listed in the table on page 2-35 was in effect), the display will have a redirection symbol, a ">", at the beginning of the display. The original voice terminal's or DGC group's extension and name will then be displayed, if available.

> **NOTE:** If a call has been redirected using the Third-Party Call Setup or the Park feature, the beginning redirection symbol is a "}". If the call has been redirected from this display voice terminal to a coverage station, a "c" will appear in the last position of Screen 1.

A display for a redirected call has two screens. Each screen includes the following information:

- **Screen 1.** This screen includes a " >" or "}", followed by the original voice terminal's PDC and name, if available.
- **Screen 2.** This screen includes the PDC and name of the person who placed the call, followed by a call-type symbol. Refer to the chart "Display Symbols for Screen 2" on page 2-36 for an explanation of these symbols.

The following double-screen display shows the recipient of a redirected coverage call:

```
>360  Benson,  H
323   Davis,   F   b
```

Leave Word Calling. When using the Leave Word Calling feature, the display shows the PDC of the message recipient and an indication of whether or not the operation was successful, as in the following displays.

```
392 MSG SENT
```

or

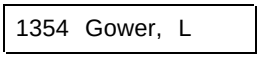
```
392 MSG DENIED
```

Display Symbol Summary

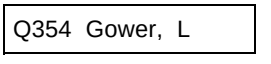
Display Symbols for Screen 1. The display symbols that apply to positions 1, 15, or 16 of Screen 1 and their meanings are provided in the table below.

Location	Display symbol	Meaning of the symbol
Position 1	>	This is a coverage or redirected call.
	}	The call has been redirected using the Third-Party Call Setup feature, or the call is returning from Park.
	&	Start/Split has been activated to extend a call.
	D	The Directory mode is active.
	I	This is a Busy-to-Idle Reminder call.
	Q	The call has been queued using Callback Request.
	F	The call has been forwarded to an outside location.
	T	The call being received is a transfer call.
Position 15	^	Conference or bridging is in progress (non-SLAC terminals).
Position 16	2-5	Number of calls bridged or in the conference, when preceded by "^".
	c	This call has gone to coverage (displayed only while the call appearance remains on the voice terminal).
	0-9, !	The number of calls in a DGC queue.
	1-9, !	The number of calls waiting in the SLAC queue.

The system can signal users when a busy station or trunk group is available by using either the Bus y-to-Idle Reminder or Callback Request feature. When a Busy-to-Idle Reminder is received, the display shows an "I", the PDC/DDC, and name of the now-idle facility. The following example is a typical display:



When a call is queued with the Callback Request feature, the display is the same as the above, but there is a "Q" in place of an "I" at the beginning of the display, as in the following example:

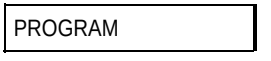


Display Symbols for Screen 2. The display symbols that appear in either position 1 or position 16 of Screen 2 and their meanings are provided in the table below.

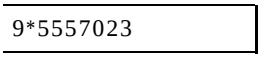
Location	Display symbol	Meaning of the symbol
Position 1	-	This string of digits continues from Screen 1.
Position 16	a	This is a Third-Party call.
	b	The covered station was busy.
	d	The covered station did not answer the call.
	f	The call was sent using Following or Forwarding.
	g	This is a DGC call.
	n	This is a Night Service call.
	P	When the initial redirection symbol is a " > ", the call was answered with the Pickup feature. When the initial redirection symbol is a "}", this is a returning parked call.
	s	Send All Calls was turned on by the covered station.
	u	This call is from a not-signed-in FPDC (SLAC display only).

Using the Display to Help You Program Your Voice Terminal

Flexible Direct Station Selection buttons, Repertory Dialing buttons, and Personal Speed Dialing codes can be programmed. When starting to program the buttons and/or codes, the display will show:



While dialing the numbers and/or special characters that are to be stored on a button or programmed into a dialing code, the display will show the numbers and/or special characters that have been dialed, as in the following example:



For more information about programming numbers onto available voice terminal buttons, see the entry for "Programming Numbers" on page 2-79.

Using the System Directory to Check for a Specific Number

The system directory allows for checking the number associated with someone the System 25. For more information about this feature, see the entry for “Directory” on page 2-25.

Using the Inspect Button

The INSPECT button shows the number and name, if available, associated with an incoming call or a call on hold. In addition, numbers stored on various buttons, such as FLEX DSS and REP DIAL buttons, can be determined, as well as what feature is assigned to each button.

For more information about the Inspect feature, see the entry for “Inspect” on page 2-55.

Using the Built-in Clock, Calendar, and Timer

The Local Display unit has clock, calendar, timer, and alarm clock functionality. For more information about using these features, see the entry titled “Local Display Functions” on page 2-61.

Exclusion

This feature applies to multiline voice terminals only.

The Exclusion feature allows multiline voice terminal users to prevent other users with appearances of the same Personal Line from listening in on or interrupting their calls. It can also be used in a Principal Station/Bridging Station arrangement by either party to exclude other inside stations from a private call. Exclusion allows users to exclude the attendant and other stations from an existing or held call, or to drop other System 25 users from a call.

Exclusion can be applied to only one call at a time. Once Exclusion is invoked on a call it will remain active until the user either presses the button a second time or disconnects the call.

Pressing the EXCLUSION button at any time during a call, regardless of how the call was originated, drops all other inside stations and tones. However, pressing the EXCLUSION button does not drop a queued call. An inside party can be included on a private call by pressing EXCLUSION first and then adding the inside party.

When Exclusion is invoked on a conference call, all other inside parties will be dropped. If a private conference including inside parties is desired, the user should activate Exclusion first and then set up the conference. Any attempt to activate Exclusion while active on an Automatic Intercom call will drop the other party.

Activating Exclusion

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

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

Following

The Following feature allows users who will be away from their own phones to receive calls at another phone. Following differs from Forwarding in that the Following feature is activated from the phone that will be the new, temporary destination for calls, while Forwarding is generally activated from the phone that normally receives the calls.

To receive calls at another terminal (the "away" terminal), users must *sign in* their PDC at that voice terminal. To cancel the request, users may either *sign out* the PDC from that other voice terminal or *sign in* at their own voice terminal (the "home" terminal).

Following is also used for FPDCs. Signing in an FPDC automatically signs out the FPDC at any other voice terminal. However, signing out an FPDC does not automatically sign in the FPDC at another terminal.

The following features or call types do *not* follow a user who signs in at another terminal:

- Automatic Intercom calls
- Calls ringing on Bridged Access buttons
- Directed Night Service calls
- DGC Group calls
- Message Waiting
- Outward/Toll Restriction
- Personal Line calls
- Signaling

A call unanswered at the away terminal will be directed back to the home terminal unless one of the following busy conditions exists at the home terminal: (1) it is a multiline terminal with all SYSTEM ACCESS buttons busy and with no idle coverage receiver, or (2) it is a single-line voice terminal that is off-hook, has no idle coverage receiver, and has no idle hunt-to station. If the call is sent back to the home terminal, it can be answered or it can receive the terminal's hunting or coverage treatment. Once the call is directed back to the home terminal, it is removed from the away terminal.

When a valid FPDC is dialed, the call will be directed to the terminal where the FPDC is signed in and will be provided the coverage treatment administered for that terminal. If the FPDC is not signed in anywhere and if the attendant position is administered to handle these calls, then the call will be directed to the attendant position. If the FPDC is not signed in, and if the attendant position is not administered to handle these calls, then the calling party will receive Reorder Tone.

Either Following or Forwarding, but not both, can be active at a given time for a particular PDC. Activation of one feature while the other is in effect overrides the other feature. For information on how to use Forwarding, see the entry titled "Forwarding" on page 2-43.

Signing In Your PDC at a Voice Terminal

1. Lift the handset and listen for dial tone.
2. Dial * * .
3. Dial your PDC.
4. Dial your PDC again.
5. 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 * * .
3. Dial your PDC.
4. Dial 0 .
5. Listen for confirmation tone and then hang up.

Signing Out All PDCS at a Voice Terminal

This procedure signs out all PDCs signed in at this voice terminal except for the PDC normally assigned to it.

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

Forwarding

The Forwarding feature may be used to send calls to another voice terminal or, if allowed by system administration, to an outside number. Forwarding is similar to Following, but Forwarding is usually activated from the user's own voice terminal, while Following is activated from the phone that will be the new, temporary destination for calls. Either Forwarding or Following (but not both) can be active for a particular PDC. For information on how to use Following, see the entry titled "Following" on page 2-41.

Unanswered calls forwarded to a station inside System 25 return to the forwarding station for coverage. Calls forwarded to an outside station that does not answer or is busy do not return to the forwarding station.

Stations with Forced Account Code Entry (FACE) administered for *all* calls cannot forward calls to any outside numbers. Stations with FACE administered for "dial 0 or 1" calls cannot forward calls to "dial 0 or 1" outside calls.

If Forwarding is activated from a BRIDGED ACCESS button, only calls from that bridging station will be forwarded.

Remote Access Forwarding

If the Remote Access feature has been set up *(with* Barrier Codes), a remote caller can activate Forwarding from a System 25 station to an outside number. Remote Forwarding to other inside stations is not allowed.

After dialing the Remote Access trunk and Barrier Code, the caller receives second dial tone. The caller then enters access code **#70** and the PDC of the forwarding station; confirmation tone followed by silence is returned if a valid PDC was dialed. Finally, the remote caller dials the outside forward-to number and hears confirmation tone.

To cancel Forwarding, the remote caller repeats the activation procedure but substitutes "0" for the outside forward-to number.

Forwarding Your Calls to Another Location

1. At your own voice terminal, lift the handset and listen for dial tone.
2. Dial (#) (7) (0).
3. Dial the PDC of the other voice terminal.

   or

   Dial the outside line access code and the telephone number of the other phone.
4. Listen for confirmation tone and then hang up.

Canceling Forwarding

1. At your own voice terminal, lift the handset and listen for dial tone.
2. Dial (*) (*).
3. Dial your PDC.
4. Dial your PDC again.
5. Listen for confirmation tone and then hang up.

Using Remote Access to Forward Your Calls

This procedure can be used from Touch Tone phones only. A person placing a call via the Remote Access feature cannot forward calls to inside stations.

1. Dial the Special Remote Access telephone number.
2. Listen for the brief whistle and dial tone from System 25.
3. Dial your Barrier Code.
4. Dial (#) (7) (0).
5. Dial your PDC and then listen for confirmation tone.
6. Dial the outside line access code and the telephone number to which your calls should be forwarded.
7. Listen for confirmation tone and then hang up.

HFAI, Using the BIS Voice Terminal

The Hands-Free Answer on Intercom (HFAI) feature on Built-in-Speakerphone (BIS) voice terminals allows users to answer *all* inside and *some* outside calls without lifting the handset. To use this feature, the voice terminal must have an AUTO ANS button assigned to it. The following voice terminals have this feature:

- 10-Button BIS Voice Terminal
- 22-Button BIS Voice Terminal
- 34-Button BIS Voice Terminal
- 34-Button BIS Voice Terminal with Display

The types of calls listed in the next table are eligible for HFAI service.

TABLE 2-1 Calls Eligible for HFAI Service

Call Type	Eligible for HFAI?
Inside:	
Station to station	Yes
Transferred	Yes
Outside (trunk):	
Direct to station	No
Extended by attendant	No
Transferred by attendant*	Yes
Transferred by non-attendant	Yes

* Not recommended because unanswered transferred calls are not returned to the attendant for further handling.

NOTES: The HFAI feature should be turned off when the phone is unattended.

Calls that arrive on a BRIDGED ACCESS button will ring according to the administered ring option and will *not* auto-answer.

If the voice terminal has an attached display, the HFAI feature cannot be activated when using the Directory or Inspect features. For more information, see the entries for “Directory” on page 2-25, “Display” on page 2-31, and “Inspect” on page 2-55.

The 502B Headset Adapter is required for HFAI operation with a headset. The 502A Headset Adapter *does not* support HFAI operation.

Turning On the HFAI Feature

1 Press **[HFAI]** .
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 lights next to **[SPEAKERPHONE]** *and* **[MICROPHONE]** *turn on.*

2 Begin speaking.

NOTE: If you want to temporarily keep the caller from hearing you, press **[MICROPHONE]** .
The light next to this button will turn off.

When you want to resume your conversation with the caller, press **[MICROPHONE]** again.
The light next to this button will turn on.

Ending an Inside Call

If the caller hangs up, you will be automatically disconnected. Otherwise, press **[SPEAKERPHONE]** .
The 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 **[HFAI]** .
The light next to this button turns off.

HFAI, Using the HFAI Voice Terminal

The Hands-Free Answer on Intercom (HFAI) feature on the HFAI voice terminal allows users to answer *all* inside and *some* outside calls without lifting the handset. To use this feature, a voice terminal must have an AUTO ANS button assigned to it.

The types of calls listed in the next table are eligible for HFAI service.

TABLE 2-2 Calls Eligible for HFAI Service

Call Type	Eligible for HFAI?
Inside:	
Station to station	Yes
Transferred	Yes
Outside (trunk):	
Direct to station	No
Extended by attendant	No
Transferred by attendant*	Yes
Transferred by non-attendant	Yes

* Not recommended because unanswered transferred calls are not returned to the attendant for further handling.

NOTES: The HFAI feature should be turned off when the phone is unattended.

Calls that arrive on a BRIDGED ACCESS button will ring according to the administered ring option and will *not* auto-answer.

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 want to temporarily keep the caller from hearing you, press **[HFAI/MIC]** .
The light next to this button will turn off.

When you want to resume your conversation with the caller, press **[HFAI/MIC]** again.
The light next to this button will begin to flash.

Ending an Inside Call

If the caller hangs up, you will be automatically disconnected. Otherwise, press **[SPEAKER]** .
The 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

The Hands-Free Answer on Intercom (HFAI) feature on a voice terminal with a Hands-Free Unit (HFU) allows users to answer *all* inside and *some* outside calls without lifting the handset. To use this feature, the voice terminal must have an AUTO ANS button assigned to it.

HFAI maybe used on the following terminals if they have an attached HFU.

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

The types of calls listed in the next table are eligible for HFAI service.

TABLE 2-3 Calls Eligible for HFAI Service

Call Type	Eligible for HFAI?
Inside:	
Station to station	Yes
Transferred	Yes
Outside (trunk):	
Direct to station	No
Extended by attendant	No
Transferred by attendant*	Yes
Transferred by non-attendant	Yes

* Not recommended since unanswered transferred calls are not returned to the attendant for further handling.

NOTES: The HFAI feature should be turned off when the phone is unattended.

Calls that arrive on a BRIDGED ACCESS button will ring according to the administered ring option and will *not* auto-answer.

Turning On the HFAI Feature

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 want to temporarily keep the caller from hearing you, press **[MICROPHONE]** on the HFU.
The light next to this button will turn off.

When you want to resume your conversation with the caller, press **[MICROPHONE]** again on the HFU.
The light next to this button will turn on.

Ending an Inside Call

If the caller hangs up, you will be automatically disconnected. Otherwise, press **[SPEAKERPHONE**] on the HFU.
The lights next to **[SPEAKERPHONE]** *and* **[MICROPHONE]** *turn off.*

Turning Off the HFAI Feature

Press **[AUTO ANS] .**
The light next to this button turns off.

HFAI, Using Voice Terminals Without an HFU

When the Hands-Free Answer on Intercom (HFAI) feature used on the voice terminals listed below *(without an attached HFU),* callers can "voice announce" their calls. (It is not necessary to lift the handset to *hear* the caller; however, the handset must be lifted to *speak* to the caller.) To use this feature, the voice terminal must have an AUTO ANS button assigned to it.

HFAI maybe used on the following terminals if they do not have an attached HFU:

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

The types of calls listed in the table below are eligible for HFAI service.

TABLE 2-4 Calls Eligible for HFAI Service

Call Type	Eligible for HFAI?
Inside:	
Station to station	Yes
Transferred	Yes
Outside (trunk):	
Direct to station	No
Extended by attendant	No
Transferred by attendant*	Yes
Transferred by non-attendant	Yes

* Not recommended since unanswered transferred calls are not returned to the attendant for further handling.

NOTES: The HFAI feature should be turned off when the phone is unattended.

Calls that arrive on a BRIDGED ACCESS button will ring according to the administered ring option and will not auto-answer.

Turning On the HFAI Feature

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 the handset and begin speaking.

Turning Off the HFAI Feature

Press **[AUTO ANS].**
The light next to this button turns off.

Hold

This feature allows calls to be held while attending to other matters and then be picked up again. Held calls can be picked up only at the voice terminal that put the call on hold or at a voice terminal that shares the same held line. A held party on an outside line will receive Music-on-Hold, if available.

On multiline voice terminals, users can place as many calls on hold as there are call appearances, and can hang up without losing held calls. On single-line voice terminals, only one call can be placed on hold, and the user must remain off-hook or the call will be lost.

Multiline

Using the Hold Feature

1. Press **[HOLD]**.
   The light next to the button of the held call winks.
2. You can handle other matters without disconnecting the line.
3. To return to the held call, press the button next to the winking light.
4. If necessary, lift the handset.
5. Continue your conversation.

Putting a Call on Hold and Calling Another Person

1. Press **[HOLD]**.
   The light next to the button of the held call winks.
2. Press an idle line button.
3. Listen for dial tone.
4. Place and complete the second call.
5. To return to the held call, press the button next to the winking light.

Putting a Call on Hold and Answering Another Call

1. Press **[HOLD]** .
   The 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.

Single-Line

Using the Hold Feature

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Lay the handset down, but *do not* hang up.
4. To return to the held call, press the switchhook once.
5. Continue with your conversation.

Putting a Call on Hold and Calling Another Person

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Place and complete the second call.
4. To return to the held call, press the switchhook twice.
   (If you hear dial tone, press the switchhook once more.)

Inspect

This feature applies to display voice terminals only.

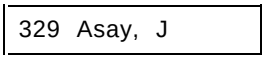
The Inspect Mode allows display set users to obtain the following information:

- The PDC and associated name for a call that is either ringing or on hold at a SYSTEM ACCESS or BRIDGED ACCESS button.
- The number of trunks available in a trunk group represented by a FACILITY button.
- The numbers stored on a REP DIAL, LAST # DIALED, or FLEX DSS button.
- The name of the feature assigned to any other administrable button.

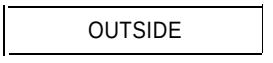
While in Inspect Mode, the voice terminal is *not* available to new incoming calls, nor can it perform call-handling procedures (holding, transferring, answering a call, etc.).

> **NOTE:** If the user press INSPECT immediately after dialing a call, the call may be disconnected; a pause of several seconds is recommended.

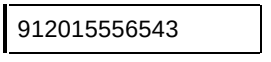
Identifying a Call that is Ringing or on Hold. The display is identical to the one that appeared when the call first came in, as in these examples:



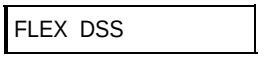
or



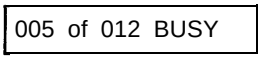
Identifying Numbers Stored on Buttons. The number that is stored on a Flexible DSS, Last Number Dialed, or Repertory Dialing button will be displayed. For example:



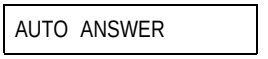
If no number is currently stored, the feature name is displayed. For example:



Determining the Status of Outside Lines Associated with a FACILITY Button. The display shows the number of busy trunks (lines) out of the total number of trunks in the group. In the following example, five out of the 12 trunks in the group are busy.



Checking the Feature Assigned to a Button. If Inspect is used on a button other than those previously listed, the name of the feature assigned to the button will be displayed. For example:

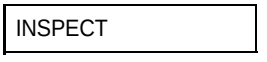


Using the Inspect Feature

When using the Inspect feature, you cannot perform call-handling procedures (holding, transferring, answering a call, etc.).

1 Press **[INSPECT].**

NOTE: The initial display will read



2 Press the button you want to inspect.

Deactivating the Inspect Feature

When you do any of the following, you automatically deactivate the Inspect feature:

- Press **[INSPECT]** again.
- Hang up the handset after being off-hook, or lift the handset after being on-hook.
- Allow the display to be idle for 15 seconds.

Last Number Dialed

This feature applies to multiline voice terminals only.

The Last Number Dialed feature automatically stores the last inside or outside number (up to 16 digits), allowing the call to be placed again by pressing the LAST # DIALED button. If the user presses the LAST # DIALED button, then dials additional digits to complete the call, both the currently stored digits and the dialed digits will be stored.

Numbers are stored in LAST # DIALED when the following buttons or features are used to place a call:

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

Numbers are *not* stored in LAST # DIALED when these buttons or features are used:

- Account Code Entry
- AUTO ICOM
- Call Accountability
- DSS
- FLEX DSS

Redialing a Telephone Number

1 Lift the handset and 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.

- **[BRIDGED ACCESS]** or [SYSTEM ACCESSS] .
- **[FACILITY]**
- **[PERS LINE]**

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

Leave Word Calling

This feature applies only if a VOICE POWER Voice Messaging System (VMS) has been connected to System 25, and can be used only by individuals who are registered with the VMS system.

Leave Word Calling (LWC) enables users to generate "call me" voice messages for PDCs and FPDCs. VMS provides the message processing and voice synthesizing facilities used by LWC. Messages have a format such as "Call (name) on extension (number)" and are assembled, stored, and delivered by VMS. Called parties are alerted to their messages by lighted Message LEDs, when available.

At a single-line voice terminal, LWC can only be used when *not* active on a call. At a multiline voice terminal, LWC can be used when the terminal is off-hook under any of the following conditions:

- Receiving busy tone
- Receiving ringback tone
- Queued on the called station
- Connected to a coverage point for the called station

When a Leave Word Calling message is stored, the recipient's message waiting light turns on. A PDC is administered for users to call to retrieve their messages from the VMS. Messages may be retrieved by dialing the number assigned by the System Administrator to Voice Mail, and then answering a series of prompts.

System 25 attempts to deliver LWC requests to VMS as they are generated. Requests are queued if the VMS ports are busy. Up to 20 requests can be queued at one time and be waiting for a voice messaging port to become available. While an LWC request is in queue, the Message LED at the called station will not light and the message cannot be retrieved.

> **NOTE:** If Leave Word Calling is activated for a call in a Callback Request queue, the Callback Request is canceled.

Multiline

Leaving a Message While You Are Active on a Call

1 Press **[LEAVE WORD]**.

2 Listen for confirmation tone and then hang up.

Leaving a Message Without Being Active on a Call

1 Lift the handset and listen for dial tone.

2 Press **[LEAVE WORD].**

3 Dial the PDC of the other person.

4 Listen for confirmation tone and then hang up.

Single-Line

Using the Leave Word Calling Feature

1 Lift the handset and listen for dial tone.

NOTE: You cannot activate Leave Word Calling on *recall* dial tone.

2 Dial (#) (9) (2).

3 Dial the PDC of the person for whom you want to leave a message.

4 Listen for confirmation tone and then hang up.

Local Display Functions

This feature applies to display voice terminals only.

The Local Display feature allows the user to operate the Time/Timer circuit built into the display module. The voice terminal must be in the "Local Mode" for use of Local Display. The Timer has **Set, Start, Fwd** (Forward), **Stop, Rev** (Reverse), **Time/Timer,** and **Exit** buttons to control the visible clock, calendar, and 60-minute timer displays and an audible alarm. Some terminals are equipped with a LOCAL button for entering and exiting Local Mode.

Local Display operation depends on the functional assignment and administration of the voice terminal. For a general use station, the LOCAL button is optional. The LOCAL button is a fixed feature on the SLAC.

Logged-In DGC Station or Switched Loop Attendant Console

At a Switched Loop Attendant Console or DGC terminal that is logged into its group, Local Mode is normally off. During idle periods, the queue (Attendant or DGC) count is displayed. The user can press LOCAL, if equipped, or **Time/Timer** to override the queue count and activate Local Display. Any change in queue count or new call-handling activity, returns the terminal to Normal Mode. When active on a call, the user can go to Local Mode by pressing **Time/Timer** and return to Normal Mode by pressing the active call appearance button.

If the terminal has a LOCAL button, it can be used to exit and enter Local Mode.

> **NOTE:** At SLACS and logged-in DGC terminals, preference is given to queue displays over the clock/calendar display. This condition can be overridden by pressing LOCAL, if available.

General Use or Not-Logged-In DGC Station

When the terminal is idle, Local Mode is automatically on and either the Clock/Calendar or Timer screen is displayed. Any call-handling activity (such as a ringing call or going off-hook) overrides Local Mode and displays the appropriate Normal Mode data. During Normal Mode activity, the user can manually return to Local Mode (for example, to find out what time it is or to time a call) by pressing **Time/Timer;** to return from this condition to Normal Mode, the user presses the active call appearance button. When the call activity ends and the user goes on-hook again, the terminal reverts to Local Mode.

If the terminal has a LOCAL button, it can be used to turn off Local Mode; during idle periods in this condition, the screen remains completely blank. To return to Local Mode, the LOCAL button must be pressed again.

To enter Local Mode, users with a LOCAL button can press LOCAL; users without a LOCAL button press **Time/Timer,** if not already in Local Mode. The Local Mode will initially display either the Clock/Calendar screen or the Timer screen, depending on which screen was last displayed. The Following procedures assume the user is in Local Mode and that the appropriate screen is displayed.

Setting the Clock, Time, Day, Date, or Alarm

This procedure assumes the Clock/Calendar screen is displayed.

1. Press **[Set]** repeatedly, until the item you want to change flashes.
2. Press **[Fwd]** or **[Rev]** to change the item's setting.
3. If you want to change the setting of an additional item, return to Step 1.
4. Press **[Exit]**.
   The Clock/Calendar screen appears on the display.

Using the Timer

This procedure assumes the Timer screen is displayed.

1. To start the timer, press **[Start].**
   The timer resets to 00:00 then begins timing.
2. To stop the timer, press **[Stop].**
3. If you want to time another event, return to Step 1.
4. Press **[Exit]**.
   The Clock/Calendar screen appears on the display.

Message Waiting

The Message Waiting feature turns on the message waiting light (available on most voice terminals) to indicate there is a message.

When attempting to activate a message waiting light on a station that does not have one, reorder tone is heard. A confirmation tone indicates that the message waiting light has been activated.

Some multiline voice terminals have an associated MESSAGE button, which can be pressed to turn off the light after receiving messages. For single-line voice terminals and voice terminals without a MESSAGE button, a code must be dialed to turn off the light.

If a voice terminal has a COVER MSG button, users can control message waiting lights on voice terminals for which they provide Individual Coverage, or for which they have a BRIDGED ACCESS button.

Multiline and Single-Line

Turning On the Message Light at a Voice Terminal

1. Lift the handset and listen for dial tone.
2. Dial (#) (9) (0) .
3. Dial the PDC of the other voice terminal.
4. Listen for confirmation tone and then hang up.

   NOTE: If you hear fast busy instead of confirmation tone, then either the other voice terminal does not have a message waiting light or the PDC you dialed is invalid.

Turning Off the Message Light at a Voice Terminal

1. Lift the handset and listen for dial tone.
2. Dial (#) (9) (1) .
3. Dial the PDC of the other voice terminal.
4. Listen for confirmation tone and then hang up.

Multiline

Turning On a Message Waiting Light While on a Coverage Call

1. Answer the call and take a message.
2. If the light beside the button is off, press **[COVER MSG]**.
3. Hang up.

Turning On a Message Waiting Light While Not on a 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.

Turning Off a Message Waiting Light

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

Outside of normal business hours, the system can be set up to provide Night Service. Incoming calls can either activate a bell (or other type of external alert) or ring at specific locations, such as a security desk. Trunk-Answer-From-Any-Station (TAAS) Night Service allows any user to answer a Night Service call by dialing an access code after hearing the external alert. Directed Night Service redirects incoming calls on specified trunks to designated voice terminals.

For more information, see the entry for "Night Service" under "Attendant Features" in Section 3.

Answering a TAAS Night Service Call

1. Lift the handset and listen for dial tone.
2. Dial the Night Service access code.

Paging

This feature provides users with dial access or feature button access to paging equipment. A single-line or multiline voice terminal user (including the attendant) can access paging equipment by dialing the appropriate paging system access code. Depending upon the capabilities and options of the paging system it may be necessary to dial individual zones once the paging equipment has been accessed. (A zone is a number of paging loudspeakers that form a logical group. A zone might include all of the loudspeakers in a given room, or all of the loudspeakers in different areas of a building that share a common function.)

System 25 can provide an interface to paging that require a ground start trunk port, a loop start trunk port, or an industry-standard tip/ring station line port. The exact interface depends upon the paging system's requirements.

A paging system that is interfaced to System 25 via a ground start trunk port, a loop start trunk port, or an auxiliary trunk port can be administered to be dial restricted. This restricts users from accessing the equipment unless they are assigned DSS buttons with paging access codes. A paging system that is interfaced to System 25 via an industry-standard tip/ring station line port may not be administered to be dial restricted.

A DID call may access a paging code. This allows an outside user to dial in and utilize the Paging System. Dial restricting the paging code will block this interaction. Incoming Tie Trunk calls can access paging ports connected to Auxiliary Trunk circuit packs. If administered as a Tandem Trunk, an incoming Tie Trunk can also access other types of paging ports.

Paging is particularly useful when used in conjunction with the Park feature. When users are away from their locations and receive a call, the call can be answered and parked by another user. The called part y can then be paged and told what extension number to call to retrieve the parked call. The called part y can then retrieve the call from any voice terminal. For additional information on the Park feature, see the entry for "Park" on page 2-69.

Using the Paging System

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.

Park

Park allows calls to be placed on hold and then to be picked up at any voice terminal in the system. It is used in three typical applications:

Park	A user parks a call, then picks it up at another voice terminal.
Meet-Me-Conference	A conference member parks the conference, then pages another employee to join the conference.
Transfer	A user parks a call, then pages another employee to pick up the call.

In order to use the Park feature, a station must have at least one SA button. At multiline voice terminals, returning calls always ring at SA buttons, regardless of the type of button on which the parked call arrived originally. If no idle SA button is available, calls attempting to return will remain parked until one becomes idle. If a parked call is not picked up within an administered interval (default = 2 minutes), it will ring at the voice terminal that parked the call.

The parking station may return to a parked call or conference without affecting the park state. The multiline voice terminal user may return by pressing the held call button. The single-line user may return by flashing the switchhook. When the single-line user goes on-hook, the parked call is removed from the terminal and cannot be reentered. Single-line voice terminals cannot transfer parked calls.

NOTES: Only one call can be parked at a time by a voice terminal. A maximum of 24 calls can be parked in the system at one time. A call is no longer parked when it is answered, returns to the parking terminal, or is terminated by the caller.

If the Exclusion feature is invoked, a call cannot be parked, and a parked call cannot be answered. Queued calls cannot be parked unless they are part of a conference.

Parked non-conference calls receive Music-on-Hold, if available.

If the call to be parked is on a BRIDGED ACCESS button, the call will be parked on the PDC of the principal station (not the bridging station) and will return to the principal station if not answered.

Multiline

Parking a Call

1. Press **[HOLD]** .
   The light next to the button of the held call winks.
2. Press **[SYSTEM ACCESS]** and listen for dial tone.
3. Dial (*) (5) .
4. Listen for confirmation tone and dial tone.
5. If the call is for another party, dial or page that person. Identify the PDC of the voice terminal that parked the call.

   NOTE: If the person does not answer, press the button next to the winking light and complete your conversation with the caller.
6. 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.

Single-Line

Parking a Call

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Dial (*) (5) .
4. Listen for confirmation tone and dial tone.
5. If the call is for another party, dial or page that person. Identify the PDC of the voice terminal that parked the call.

   NOTE: If the party does not answer, press the switchhook twice to return to the parked call. (If you hear dial tone, press the switchhook once more.)
6. 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.

Pickup

The Pickup feature allows a user to answer a call that is ringing at another voice terminal. To use this feature, simply lift the handset and dial an access code. Picked-up calls remain accessible at the call appearance button of multiline terminals, but are no longer available at single-line terminals. Pickup cannot be used if the call has already been answered at the home terminal.

Pickup can be either Directed or Group. Directed Pickup is a standard feature and is available at every voice terminal. It cannot be turned off or restricted.

Group Pickup is assigned to users within a specified group. It allows members to pick up calls from other terminals in the group. System 25 can have a maximum of 16 groups, with up to 16 voice terminals in each group. A user can be assigned to only one Pickup Group.

Picking Up a Call

1. Lift the handset and listen for dial tone.
2. Dial (*) (7).
3. Dial the PDC of the ringing voice terminal.

Picking Up a Call Within Your Pickup Group

1. Lift the handset and listen for dial tone.
2. Dial (*) (7) (0).

Placing Calls

On multiline voice terminals, calls can be placed to other System 25 users inside the company with SYSTEM ACCESS or BRIDGED ACCESS buttons. When placing outside calls, there are four buttons that can be used to obtain outside lines (trunks) on multiline voice terminals:

- BRIDGED ACCESS
- SYSTEM ACCESS
- FACILITY
- PERS LINE

The BRIDGED ACCESS or SYSTEM ACCESS buttons can be used to obtain an outside line via either Pooled Facility-Dial Access or Automatic Route Selection (ARS). With dial access to pooled facilities, users select which trunk group should be used by dialing the group's facility access code. Using ARS allows the *system* to select the optimum routing pattern. The FACILITY button offers direct access to a trunk group without dialing a facility access code, and the PERS LINE button accesses *one* trunk.

Users of single-line voice terminals can access the system's pooled facilities with the Pooled Facility-Dial Access or ARS feature.

> **NOTE:** The light next to a FACILITY button comes on when all of the trunks in that group are busy. If the light is on, the busy-to-idle reminder can be activated, which will notify the user when the call can be placed.

Multiline

Placing an Inside Call

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

Placing an Outside Call Using SYSTEM ACCESS or BRIDGED ACCESS

1 Lift the handset and listen for dial tone.

NOTE: If you are using a **[BRIDGED ACCESS]** button to place the call, press the button before you go on to the next step.

2 Dial the outside line access code and listen for dial tone.

3 Dial the telephone number.

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.

Single-Line

Placing an Inside Call

1 Lift the handset and listen for dial tone.

2 Dial the PDC.

Placing an Outside Call

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.

Placing Data Calls from a Voice Terminal

This feature applies to multiline voice terminals only.

This feature allows multiline voice terminal users to originate or answer a call at their voice terminals and then establish a data connection by transferring the call to a data terminal.

Data terminal calls can be set up from a multiline voice terminal with a DATA button. The DATA button is associated by Data Dial Code (DDC) with a specific digital data endpoint. The voice terminal must have a separate DATA button for each data terminal it is to communicate with.

A multiline user, by going off-hook and pressing an idle DATA button, may indicate that a data call will be attempted. This reserves the associated data port and a modem pool conversion resource, and is recommended when the data call is a trunk call. After a call has been established, invoking this feature transfers the call to the associated data terminal.

Calls to busy data ports can be queued, but a call requiring a pooled modem cannot be queued. For more information about data calls, see Section 4, "Data Terminal Features. "

Placing a Data Call

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.

Programming Numbers

The Program feature enables system users to store telephone numbers and feature access codes in their voice terminal buttons. Multiline voice terminal users 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 (maximum of 28 characters) and Personal Speed Dialing codes (maximum of 25 characters).

Single-line voice terminal users can program 20 telephone numbers, account codes, and System Speed Dialing codes into their Personal Speed Dialing codes. System 25 allows these users to program strings of numbers and special characters into the dialing codes.

The first part of this entry describes, with examples, the use of special characters when programming. The remaining part of this entry describes how to actually program or remove numbers.

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.

NOTE: Special characters cannot be stored in FLEX DSS buttons.

Using * for Pausing

A "*" (by itself) will produce a 1.5 second pause,

You may want to program a pause between the facility access code and the telephone number.

You program: 9*5557023
This means: 9 (1.5 second pause) 5557023

Using * as an Actual Character

If you want to use a "*" as an actual character, you must place " # *" in the stored number.

You may want to program the feature access code *70 into a REP DIAL button.

You program: # *70
This means: *70

Using # as an Actual Character

If you want to use a " # " as an actual character, you must place " # # " in the stored number.

You may want to store a Call Accountability feature access code, # # PDC, in a REP DIAL button.

You program: # # # #275
This means: # # 275

Using # with System Speed Dialing Codes

When you want to have a System Speed Dialing code as part of your stored number, you should use a *single* "#" for the code.

You may want to program the System Speed Dialing code # 100 into a REP DIAL button.

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

Using #8 to Start End-to-End Signaling

When you place a " #8" in the stored number, you tell the system to start end-to-end signaling (change from dial pulse to Touch Tone signaling).

You may want to store in a REP DIAL button both a telephone number (555-4444) to be dialed *and* an identification code (12345) that should be transmitted directly to the far end.

You program: 9*5554444** #812345
This means: 9 (1.5 second pause) 5554444 (3 second pause) (start end-to-end signaling) 12345

Multiline

Programming Your Buttons and Personal Speed Dialing Codes

Use one of the following procedures to program a new number, to program a new number over an old number, or to remove a previously-stored number. You can program a maximum of:

- 4 digits in a FLEX DSS button
- 25 characters in a Personal Speed Dialing code
- 28 characters into a REP DIAL button

Programming or Removing 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 listen for dial tone.
3. Dial the number you want to program.

   or

   If you want to remove a number, continue to Step 4.
4. To indicate where this number should be stored or removed:

   Press the **[FLEX DSS]** or **[REP DIAL]** button.

   or

   Dial the Personal Speed Dialing code (#20 through #39), including the (#) .
5. Listen for confirmation tone and dial tone.
6. Hang up.
7. Slide the switch back to the midpoint between "T" and "P".

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

Programming or Removing a Number by Using a Code

1 Lift the handset and listen for dial tone.

2 Dial (#) (4).

3 Dial the number you want to program.

or

If you want to remove a number, continue to Step 4.

4 To indicate where this number should be stored or removed:

Press the **[FLEX DSS]** or **[REP DIAL]** button.

or

Dial the Personal Speed Dialing code (#20 through #39), including the (#).

5 Listen for confirmation tone and dial tone.

6 Hang up.

Single-Line

Programming or Removing Personal Speed Dialing Codes

You can program a maximum of 25 characters into a Personal Speed Dialing code.

Programming or Removing a Number

1 Lift the handset and listen for dial tone.

2 Dial (#) (4).

3 Dial the number you want to program

or

If you want to remove a number, enter (0) and continue to Step 4.

4 Dial the Personal speed Dialing code (#20 through #39) being added or removed, including the (#).

5 Listen for confirmation tone and then hang up.

Recall

Users of single-line voice terminals that have a RECALL button can obtain System 25 recall dial tone by pressing the button. Pressing RECALL is equivalent to briefly pressing and releasing the switchhook (switchhook flash), which is the required method of getting recall dial tone at a terminal not equipped with the RECALL button.

Multiline voice terminals are administered for either manual or automatic activation of the Callback Queuing feature. Operation of the RECALL button is the manual method. For more information about this feature, see the entry for "Callback Request" on page 2-11. Use of the RECALL button for callback does not interfere with its Centrex functions, described in the next paragraph.

The RECALL button on a multiline voice terminal can be used, under specialized conditions, to send a switchhook flash to the Central Office (for example, to access Centrex services). However, it can never be used to send a switchhook flash to the System 25.

Remote Access

This feature allows a caller to dial into a System 25 from the public network using a predetermined 7- or 10-digit number and use some features and services. The caller may be required to dial a barrier (security) code after reaching the system. Using Remote Access, an employee of a company with a System 25 PBX can access system facilities from home or other remote locations. It is a valuable feature for salesmen on the road and people at small branch offices.

If a barrier code is required, the specific barrier code used determines the calling privileges of the user. Up to 16 different barrier codes can be administered for the system. If a barrier code is not required, calling privileges for Remote Access calls are determined by a system-wide default Class of Restriction (COR).

When the Remote Access caller is using a rotary voice terminal, dial pulses are not accepted by the system after the special dial tone is returned. When dial tone times out, the call routes to an attendant; if Night Service is active, the call routes to an administered "backup" multiline station.

The System Administrator can assign CO, FX, or WATS trunks for Remote Access calls. These trunks can be dedicated to Remote Access or shared with other kinds of calling. On dedicated trunks, all incoming calls receive special Remote Access treatment. On shared trunks, Remote Access is allowed only during Night Service times; at other times incoming calls receive standard trunk treatment.

If DID service is in use, a valid DID number (otherwise unassigned) can be used for Remote Access. Since the DID Remote Access number does not become "busy" until all DID trunks are busy, multiple Remote Access calls can be active at the same time.

If Barrier Codes have been set up, Remote Access callers can activate the Forwarding feature. See the "Remote Access Forwarding" section in the entry, "Forwarding," on page 2-43 for complete information.

> **NOTE:** Remote Access trunks (dedicated or shared) cannot be given either Directed *or* TAAS Night Service treatment.

Using Remote Access

From a Touch-Tone Phone

1. Dial the Remote Access number.
2. Listen for the brief whistle and dial tone.
3. If a Barrier Code is required, dial the five-digit Barrier Code and listen for dial tone.
4. Dial the desired feature, station, or outside line access code and telephone number.

NOTE: If you hear fast busy tone, you either dialed too slowly or your call was restricted by System 25.

From a Dial Pulse (Rotary) Phone

1. Dial the Remote Access number.
2. Listen for the brief whistle and dial tone.
3. Wait for the dial tone to timeout; the attendant (or back-up person) will place the call.

Repertory Dialing

This feature applies to multiline voice terminals only.

Repertory Dialing allows users to program telephone numbers, account codes, or feature access codes into REP DIAL buttons (a maximum of 28 characters). The programmed number can then be dialed by pressing REP DIAL.

For details about storing REP DIAL numbers, see the entry for “Programming Numbers” on page 2-79.

Placing a Call Using Repertory Dialing

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

Send All Calls

This feature applies to multiline voice terminals only.

The Send All Calls feature allows multiline voice terminal users to turn off their ringers and invoke a "do not disturb" condition toward incoming calls. In addition, users who have coverage or bridged appearances will have those calls directed immediately to their covering and/or bridging stations, without the normal system ringing delay. Send All Calls also allows covering users to temporarily remove their voice terminals from the coverage path.

A single-ring reminder for incoming calls is optional, assigned by the System Administrator for each Send All Calls button.

The following types of calls will always ring at a station, regardless of the status of Send All Calls:

- Automatic Intercom
- Directed Night Service
- Calls returning to a DTAC on RTN-BUSY or RTN-DA
- Calls to a PDC that has been signed-in at a station (Following/Forwarding)

  NOTE: Calls to an FPDC signed in at that station will *not* ring.

A station can be administered so that pressing the SEND ALL CALLS button will send ringing for incoming calls to its coverage stations only, to its bridging stations only, or to both.

Ringing on Personal Lines is turned off by activation of Send All Calls whether the station is the principal (owner) of the line or not. Personal Line calls follow the coverage arrangements of the principal station. If the principal station is not covered, the call will simply stay at the principal station until dropped (even if other stations with that Personal Line have coverage).

A call forwarded from a station with Send All Calls activated will not go to coverage or to bridging stations unless the call is not answered at the forwarded-to station and returns. After returning, the call routes according to the Send All Calls feature.

Using the Send All Calls Feature

To turn on the Send All Calls feature:

Press **[SEND ALL CALLS].**
The light next to this button turns on.

To turn off this feature:

Press **[SEND ALL CALLS]** again.
The light next to this button turns off.

Signaling (Manual Signaling)

This feature applies to multiline voice terminals only.

Multiline voice terminal users can signal another predesignated *multiline* voice terminal by pressing an associated Manual Signaling (SIGNAL) button. A single tone burst is provided at the signaling terminal. The signaling voice terminal also receives the tone and can use this feature while at any time, whether on-hook or off-hook. No LED indication is associated with the Manual Signaling feature.

Signaling the Other Station

Press **[SIGNAL].**

Speaker

This feature applies to multiline voice terminals only.

Some multiline voice terminals have a built-in loudspeaker that allows on-hook dialing, group listening, and monitoring of call progress signals. Pressing the SPEAKER button at an idle terminal has the same effect as lifting the handset; the user is connected to the selected call appearance and hears dial tone.

When using the handset, pressing SPEAKER will turn on the speaker to support the Group Listen feature; pressing SPEAKER again will turn off the speaker and associated LED. Once the user has lifted the handset, it is possible to return to "hands-free" operation only by putting the call on hold, hanging up the handset, then reconnecting the call by pressing SPEAKER. Hanging up the handset will terminate the call whether the speaker is on or off.

NOTE: The built-in speaker provides one-way communication (listen only). The user must pick up the handset to converse

Placing a Call Without Lifting the Handset

1. Press **[SPEAKER]** and listen for dial tone.
   The light next to this button turns on.
2. Dial the telephone number.
3. If the party answers, lift the handset and talk.

   or

   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.

Speakerphone

This feature applies to multiline voice terminals only.

System users with a Built-in-Speakerphone (BIS) voice terminal or another type of multiline voice terminal with a Hands-Free Unit (HFU) can use SPEAKERPHONE to place or answer calls without lifting the handset. These units provide two-way communication (listen and talk).

Placing a Call Without Lifting the Handset

1. Press **[SPEAKERPHONE]** and listen for dial tone.
   The lights next to **[SPEAKERPHONE]** *and* **[MICROPHONE]** *turn on.*
2. Dial the telephone number.
3. When the other party answers, begin talking.

   NOTE: If you want to temporarily keep the other party from hearing you, press **[MICROPHONE]** .
   The light next to this button will turn off.

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

Answering a Call Without Lifting the Handset

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

   NOTE: If you want to temporarily keep the caller from hearing you, press **[MICROPHONE]** .
   The light next to this button will turn off.

   When you want to resume your conversation with the caller, Press **[MICROPHONE]** again.
   The light next to this button will turn on.

Ending a Speakerphone Call

Press **[SPEAKERPHONE]** .
The lights next to **[SPEAKERPHONE]** *and* **[MICROPHONE]** *turn of.*

Speed Dialing

Speed dialing allows multiline and single-line voice terminal users to use codes to dial telephone numbers or enter account codes. The system will compare the restrictions applicable for the voice terminal against the number associated with the Speed Dialing code, then allow or deny the call as if the number had been dialed directly from the terminal. There are two kinds of speed dialing—System Speed Dialing and Personal Speed Dialing.

System Speed Dialing This feature allows the System Administrator to store up to 90 numbers (maximum of 28 characters in length) that are accessible by dialing 3-digit codes (# 100 through #189) from any voice or data terminal. Examples of typical System Speed Dialing numbers include frequently-dialed outside numbers (together with leading facility access codes) and account codes.

Personal Speed Dialing This feature allows users to program up to twenty Personal Speed Dialing numbers (maximum of 25 characters in length) that are accessible only from their terminals. The numbers are accessed by dialing 2-digit access codes (#20 through #39). Personal Speed Dialing is authorized on a per-station basis by the System Administrator.

For instructions on storing Personal Speed Dialing numbers, see the entry for “Programming Numbers” on page 2-79.

Placing 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

This feature applies to multiline voice terminals only.

Station-to-Station Message Waiting allows pairs of multiline voice terminal users to signal each other with Message Waiting (MSG WAIT) buttons and their associated green status LEDs. A station can be a member of more than one Station-to-Station Message Waiting pair, but must have a separate button for each pair.

When either user presses the MSG WAIT button on their terminal, the LEDs light at both stations. This arrangement enables one user to inform the other user that a message is waiting; it can also be adapted to other two-way signaling purposes such as "come to my office." After the MSG WAIT LEDs have been turned on, they can be turned off by operation of the button at either terminal.

This feature is not associated with the built-in MESSAGE (or MSG) indicators of many System 25 voice terminals. It lights only the LEDs of the feature buttons assigned to Station-to-Station Message Waiting. No talk path or audible alerting is associated with this feature.

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 a Voice Terminal

This feature applies to multiline voice terminals only.

The lights and ringer on a voice terminal can be tested if the voice terminal has 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.

For display voice terminals, when the switch is moved to the "T" position, the display shows 16 blackened squares. After the switch is returned to midpoint, the display unit's alarm clock sounds (three short beeps).

Testing Your Terminal

1. Slide the switch on the left side of the voice terminal to "T".

   NOTE: 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

This feature allows a user to move any call from the user's terminal to another voice terminal, then disconnect from the call.

Transferring Calls

When a call is transferred, the original party is temporarily placed on hold and is not connected to the called party until the transferring party hangs up. If the held call is an outside (trunk) call, it receives Music-on-Hold, if provided and administered, until the transferring station hangs up. At that time, the call disappears from the transferring voice terminal. While it is possible to transfer most types of calls without announcing it, it is recommended that call transfers always be announced. Unanswered transfers will receive the coverage treatment of the transferred-to station. Calls can easily be transferred to another System 25 voice terminal, and some calls can also be transferred to outside lines (see below).

One user may transfer a call to another user and then enter an account code instead of hanging up. Any subsequent account code entry attempts for this call will be ignored.

Transfer can be used on queued calls. The transferring station must wait for the transferred-to facility to answer before completing the transfer; the transferred-to facility then receives queuing tone. Queued calls cannot be transferred to a tone (ringing, busy, etc.). Single-line sets can transfer queued calls only before going on-hook.

Single-line sets cannot transfer parked calls.

If a Personal Line call is transferred and then reentered (if, for example, no one answered), the transfer attempt is terminated and the call stops ringing at the transferred-to station.

Trunk-to-Trunk Transfers

Trunk-to-Trunk Transfer is particularly useful when an outside caller requests a transfer to another outside number. In all cases and at all times, either a System 25 station must remain on the call or one of the calls must be an *incoming* call on a ground start, loop start (administered for trunk-to-trunk transfer), DID, or tie trunk. The other call maybe on any type of trunk and may be incoming or outgoing. As long as an inside station stays on the call (even if a multiline station puts the call on hold and hangs up) *any* two trunks may be conference.

Trunk-to-Trunk Transfer of Loop Start trunks should be allowed (via System Administration) *only* where Central Offices give a reliable disconnect signal of at least 600 milliseconds at the end of Loop Start calls.

Multiline

Transferring a Call

1. Press **[TRANSFER]** and listen for dial tone.
   The light next to the button of the held call winks intermittently.
2. Dial the other party's PDC or press a line button, for example, **[DSS].**

   NOTE: If you misdial the number, return to the held 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.

Single-Line

Transferring a Call

1. Press the switchhook.
2. Listen for confirmation tone and dial tone.
3. Dial the other party's PDC.

   NOTE: If you misdial the number, press the switchhook twice to return to the held call. (If you hear dial tone, press the switchhook once more.)
4. 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 switchhook twice to return to the held call. (If you hear dial tone, press the switchhook once more.)

Answering Calls

3

Direct Trunk Attendant Console (DTAC)

On a Direct Trunk Attendant Console, trunks terminate on Personal Line buttons, where outside calls are answered and originated. The console can have several incoming calls ringing simultaneously.

If a DTAC automatically selects a line when the handset is lifted to *place* a call, it has been assigned the "prime line preference" option. If the DTAC automatically selects the ringing line when the handset is lifted to *answer* a call, it has been assigned the "ringing line preference" option.

The procedures in this section assume the DTAC has both ringing line preference and prime line preference (on a System Access button). If these options have not been administered, the appropriate line button must be pressed at the beginning of most procedures.

Switched Loop Attendant Console (SLAC)

Only one call can come into the SLAC at a time. Calls are held in a "queue" until the attendant becomes available. (A console is available to incoming calls only when no other calls are active, and at least one loop is idle.) All incoming calls are answered at one of the five LOOP buttons. (The system selects LOOP buttons in a rotating sequence for receiving calls.) When an incoming call rings, the green light next to the selected LOOP flashes.

The SLAC has a display that shows the source of the incoming call, as well other information. Most of the feature descriptions in this section show typical displays. See the entry for "Display" on page 2-31 in the "Voice Terminal Features" section for more information.

DTAC and SLAC

Answering a Call

1 Lift the handset.
The green light changes from flashing to steadily lit.

2 Talk to the caller.

SLAC

Typical Displays:

The display shows different information, depending on the type of incoming calls received.

An outside call has arrived at your console. Three calls are waiting in the attendant queue.

```
OUTSIDE   3
```

A call from an inside station is directed to the console. The display shows the PDC and name of the calling party. The "!" symbol indicates that ten or more calls are waiting in the queue.

```
314 Leonard ,M !
```

A call extended earlier is returning (indicated by the "}" symbol); the called party's PDC and name are shown.

```
}398 SticklerC 2
```

Pressing the **[SCROLL]** button displays Screen 2: the letter "d" indicates that the called party, Stickler, did not answer. The calling party's identifier is also shown.

```
BRANCH    d
```

A call placed to C. Smith by an internal party has been redirected to the console for coverage, as indicated by the " > " symbol.

```
>319 Smith, C 3
```

To determine the identity of the caller, press **[SCROLL]** to display Screen 2.

```
301 Fenton,P   s
```

The letter "s" indicates that the called party, Smith, activated Send All Calls to send the call to coverage.

Attendant Message Waiting

DTAC and SLAC attendants can use the Attendant Message Waiting feature to turn user station message lights on or off. When the attendant dials a voice terminal, the status of the message light on the attendant console is the same as on the called voice terminal. Each time the attendant presses the ATT MSG button before hanging up, the user's message light will turn off or on. If the called voice terminal does not have a message light, the light next to ATT MSG will remain dark.

To turn message light on or off, the attendant presses the ATT MSG button. Each time the attendant presses the button before hanging up, the user's Message light will turn off or on.

Most voice terminals have a button associated with the message light so users can turn off their own lights after retrieving a message. If a voice terminal does not have this button, the attendant can turn the message light off from the console, or the user can turn off the light by dialing a code.

If the attendant turns on the message light for a voice terminal that has AUTO ANS active, the auto-answer function will turn off. Subsequent calls will receive coverage as assigned.

Using the Attendant Message Waiting feature does not affect the call information display on the SLAC.

> **NOTE:** The Attendant Message Waiting buttons on the DTAC and the SLAC are labeled differently. This button on the DTAC appears as **[ATT MSG],** while on the SLAC it appears as **[ATTENDANT MESSAGE WAITING]**. This section uses the DTAC-type label for all explanations and procedures.

DTAC and SLAC

Turning On a Message Waiting Light While Ringing the Voice Terminal

1 If the light is not on, press **[ATT MSG]** .
The light next to this button turns on.

2 Hang up.
The light next to this button turns off.

Turning On a Message Waiting Light Without Ringing the Voice Terminal

1. Lift the handset and listen for dial tone.
2. Press **[ATT MSG]** .
   The light next to this button turns on.
3. Dial the PDC.
4. Listen for confirmation tone and then hang up.
   The light next to this button turns off.

Turning Off a Message Waiting Light While Talking to the Person

1. If the light is on, press **[ATT MSG].**
   The light next to this button turns off.
2. Hang up.

Turning Off a Message Waiting Light Without Ringing the Voice Terminal

1. Lift the handset and listen for dial tone.
2. Press **[ATT MSG].**
   The light next to this button turns on.
3. Dial the PDC.
   The light will remain lit.
4. Listen for confirmation tone and then press **[ATT MSG]** again.
   The light next to this button turns off.
5. Hang up.

Automatic Release and Automatic Hold

Automatic Release

Automatic Release is a standard feature for the DTAC, and can be administered as an optional feature for the SLAC. With Automatic Release, the attendant can extend calls without using the RELEASE button. This feature drops the attendant out of the call when selecting another call appearance button. Therefore, if the attendant wants to place a call on hold, the HOLD button must be pressed *before* another call appearance button is selected.

Automatic Hold

This feature applies to Switched Loop Attendant Consoles only.

The SLAC may be administered to have either Automatic Release *or* Automatic Hold. The System Administrator can determine which feature the console has.

When Automatic Hold is in effect, the current call is put on hold when the attendant selects another LOOP, FLEX DSS, FACILITY, or AUTO ICOM button. To complete the call extending process and drop out of the call, the attendant must press RELEASE. The attendant may also use FORCED RELEASE to drop all parties.

See the entries for “Extending Calls” on pages 3-17 and 3-21 and “Release” on page 3-43 for more information about using the Automatic Release and Automatic Hold features.

Call Waiting

Neither SLACs nor DTACs can have the Call Waiting feature assigned to them. However, other voice terminals in the system may have this feature assigned. If the attendant hears special ringback, it indicates the voice terminal is busy but the called party has been notified of a waiting call. Since this station is busy, the attendant may "camp-on" the call to that station. For more information on this procedure, see the entries for "Camp-On" on page 3-9 and "Return Coverage on Busy" on page 3-45.

Camp-On

The attendant uses the Camp-On feature to extend a trunk call to a busy voice terminal and allow it to wait ("camp-on") there. When the attendant camps-on a call, the called-party is notified by a burst of tone heard through the handset: one short tone for an inside call, two short tones for an outside call. The caller is placed on hold (and hears music-on-hold, if available). Only one call at a time can be camped-on to a voice terminal.

A "camped-on" call interacts the same as any other waiting call with one exception: Calls "camped-on" by the attendant are given priority over other waiting calls when that station becomes available to take a call from the queue.

If a camped-on call is not answered within a specified (administrable) time, the call returns to the attendant. On a DTAC, the call returns to the RTN-BUSY button. On a SLAC, the call returns to a LOOP button. A camped-on call does not hunt or receive coverage. However, the attendant can extend or camp-on a returned call again.

The attendant can camp-on calls to DGC groups. DGC members do not receive a burst of tone when a call is camped on.

For more information, see the entries for "Call Waiting" on page 3-7 and "Return Coverage on Busy" on page 3-45.

Camping-On a Call

1. Press **[RELEASE]** to camp-on a call at a busy terminal.
2. Listen for confirmation tone and dial tone.
3. Hang up.

Cancel

The Attendant Cancel feature allows the attendant to terminate an attempt to extend a call and return to the held calling party by pressing one button. If the called party is busy, does not answer, or if the station answers but declines to accept the call, the attendant presses the CANCEL button to return to the calling party.

Conferencing

An attendant can set up a conference that includes System 25 stations as well as outside callers. A conference call can have a maximum of five conferees; however, no more than two of the conferees may be on outside lines. The basic technique for setting up a conference is to start with an established call, then contact the new parties, one at a time, and add them to the conference.

Once a conference has been set up, a DTAC attendant can selectively drop a previously added party from the call. A SLAC attendant can drop parties *before* they are placed in a conference. However, once in a conference, a SLAC attendant cannot drop *any* conferee without losing all of the parties since all the conferees are on the same loop. Individuals who want to drop out of a conference placed via the SLAC can do so by hanging up.

DTAC

Setting Up a Conference

1. Use your DTAC or Selector Console to dial the first party.
2. Announce the conference call.
3. Press **[CONFERENCE]** and listen for dial tone.
   The green light next to the button of the held call winks intermittently.
4. Use your DTAC or Selector Console to dial the second party, or press the line button for that party.

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

   a. Press the switchhook and then release.

   b. 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.

Dropping a Conferee

When you drop a conferee, anyone added to the conference by the dropped conferee is also dropped. In addition, if you try to drop the person who added you to the conference, *you will drop the entire conference.*

1 Press **[DROP]** .

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

SLAC

Setting Up a Conference

1 Use your SLAC or Selector Console to dial the first party.

2 Announce the conference call.

3 Press **[CONFERENCE]** and listen for dial tone.
The light next to the **[LOOP]** *button winks intermittently.*

The system selects *and lights a new* **[LOOP]** *button and supplies dial tone.*

4 Use your SLAC or Selector Console to dial the second party.

NOTE: Press **[DROP]** to drop an inside call that is ringing or is returning busy or reorder tone.

or

Press **[RELEASE]** or **[FORCED RELEASE]** to drop an outside call that is ringing or is returning busy, intercept, or reorder tone.

5 Announce the conference call.

NOTE: Press **[RELEASE]** or **[FORCED RELEASE]** to drop an inside or outside call that is completed but the party is not joining the conference.

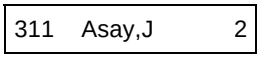
6 Press the **[LOOP]** button next to the winking light to join the conference parties together.
The loop where the new conference party was called becomes idle again.

7 If you want to add another conferee, return to Step 3 and continue.

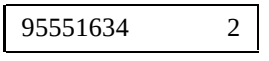
Typical Displays:

Each time a party is called for a conference, the normal information is displayed.

Call to an inside station:



Call to an outside station:



As each new party is added to the original loop, the display shows the number of conferees (including you) now connected together, along with the current number of calls waiting in the queue.

Extending Calls (Announced)

Extending a call consists of placing an active call on temporary hold (splitting), placing another call to an inside party or an outside number, and then connecting the two calls together. The attendant can contact the called party to see if the call will be taken. For information on extending calls without announcing the call, see the entry, "Extending Calls (Unannounced), " on page 3-21.

The attendant extends calls for the following reasons:

- A party on a trunk call wants to be connected to a station inside the system.
- A party inside the system wants to be connected to an outside number via a trunk.
- A party inside the system wants to be connected to another inside station (an unusual procedure because inside users can easily call each other directly).

A SLAC attendant can release from the calls or remain connected. SLAC consoles are administered to have either Automatic Release *or* Automatic Hold. If the system is set up for Automatic Release, the SLAC attendant can drop out of a call simply by pressing another LOOP button. See the entry for "Automatic Release and Automatic Hold" on page 3-5 for more information about these features.

A DTAC attendant does not have the option of remaining connected to an extended call.

If the attendant extends a call from outside System 25 to a busy voice terminal, the caller will be placed on hold and the called party will hear a tone that indicates they have a waiting (camped-on) call. If the person chooses not to take the call, it will return to the attendant after a preset interval.

In general, the attendant should not use TRANSFER to extend calls; if TRANSFER is used, busy or unanswered calls will not return to the attendant console for further handling. The exception is when the attendant wants to extend an incoming trunk call to another trunk. For more information about trunk-to-trunk transfers, see the "Transfer" entry in Section 2, "Voice Terminal Features."

Before extending **a** call, the attendant checks with the called party to see if the call will be taken. While the attendant is talking with the called party, the caller is on hold and cannot hear the other parties.

DTAC and SLAC

Extending a Call Using the Attendant Console

1. Press **[START]** and listen for dial tone.
2. Dial the PDC.
3. If the called party answers and will receive the call, press **[RELEASE].**

   or

   If the called party is busy, does not answer, or will not receive the call, press **[CANCEL]** and speak with the caller.
4. Hang up.

Extending a Call Using the Selector Console

1. Press the appropriate Group Select button.
2. Press the appropriate DXS button.
3. If the party answers and will receive the call, press **[RELEASE].**

   or

   If the party is busy, does not answer, or will not receive the call, press **[CANCEL]** and speak with the caller.
4. Hang up.

SLAC

Switching Between Parties While Extending a Call

You can switch back and forth between the caller (source) and the called party (destination) by using **[SOURCE]** and **[DEST]** buttons. To move between parties:

1. Press **[SOURCE]** to go back to the caller.
   The light next to **[SOURCE]** *turns off. The light next to* **[DEST]** *winks.*
2. Press **[DEST]** to go back to the called party.
   The light next to **[DEST]** *turns off. The light next to* **[SOURCE]** *winks.*
3. If the called party will take the call, press **[RELEASE].**

   or

   If the called party will not take the call, press **[CANCEL]** and speak with the caller.
4. Hang up.

Conferncing While Extending a Call

If a conference is needed to connect you to both parties:

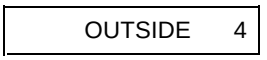
1. Press **[JOIN]** .
   All three parties can speak.
2. To drop yourself out of the call, press **[RELEASE]** or hang up.
   You will drop out of the call.

   or

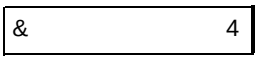
   To drop *all* parties out of the call, press **[FORCED RELEASE].**
   All parties will be disconnected.

Typical Displays:

As an example: An outside party has placed a call to you and asks to be connected to Pastorius on extension 372. Four calls are waiting in the attendant queue. Screen 1 has the following information:

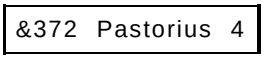


After you press **[START]** to extend the call, Screen 1 changes; the "&" symbol indicates that the "extend" condition is active.

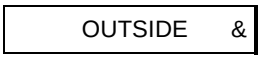


If you press **[SCROLL],** Screen 2 displays the calling party data,

When you dial the inside number, Screen 1 displays it.

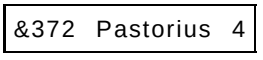


Screen 2 is unchanged.



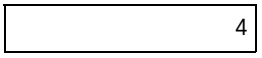
After the called party answers, press **[SOURCE]** and the caller information returns to the screen.

If you press **[DEST],** the called party information now appears on the screen.



If you press **[JOIN],** Screen 1 shows a conference connection.

Pressing **[RELEASE]** (or hanging up if you have Automatic Release) causes Screen 1 to go blank except for the number of calls in queue.



Extending Calls (Unannounced)

Extending a call consists of placing an active call on temporary hold (splitting), placing another call to an inside party or an outside number, and then connecting the two calls together. The attendant can choose to put the call through without announcing the call first. Unanswered calls return to the attendant console for further handling. For information on extending calls and announcing it to the called party, see the entry, "Extending Calls (Announced), " on page 3-17.

The attendant extends calls for the following reasons:

- A party on a trunk call wants to be connected to a station inside the system.
- A party inside the system wants to be connected to an outside number via a trunk.
- A party inside the system wants to be connected to another inside station (an unusual procedure because inside users can easily call each other directly).

SLAC consoles are administered to have either Automatic Release *or* Automatic Hold. If the system is set up for Automatic Release, the SLAC attendant can drop out of a call simply by pressing another LOOP button. See the entry for "Automatic Release and Automatic Hold" on page 3-5 for more information about these features.

If the attendant extends a call from outside System 25 to a busy voice terminal, the caller will be placed on hold and the called party will hear a tone that indicates they have a waiting (camped-on) call. If the person chooses not to take the call, it will return to the attendant after a preset interval.

In general, the attendant should not use TRANSFER to extend calls; if TRANSFER is used, busy or unanswered calls will not return to the attendant console for further handling. The exception is when the attendant wants to extend an incoming trunk call to another trunk. For more information about trunk-to-trunk transfers, see the "Transfer" entry in Section 2, "Voice Terminal Features."

DTAC and SLAC

Extending a Call Using the Attendant Console

1. Press **[START]** and listen for dial tone.
2. Dial the PDC.
3. Press **[RELEASE]** and then hang up.

NOTES: On the DTAC, if the called party does not answer, the call will return on the **[RTN-DA]** button. Similarly, camped-on calls that are not answered will return on the **[RTN-BUSY]** button.

On the SLAC, if the called party does not answer, the call will return to the console. Similarly, camped-on calls that are not answered will return to the console.

Extending a Call Using the Selector Console

1. Press the appropriate Group Select button.
2. Press the appropriate DXS button.
3. Press **[RELEASE]** and then hang up.

NOTES: On the DTAC, if the called party does not answer, the call will return on the **[RTN-DA]** button. Similarly, camped-on calls that are not answered will return on the **[RTN-BUSY]** button.

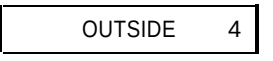
On the SLAC, if the called party does not answer, the call will return to the console. Similarly, camped-on calls that are not answered will return to the console.

SLAC

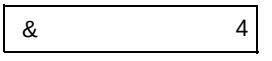
Typical Displays:

Display examples for Extended Calls are shown below.

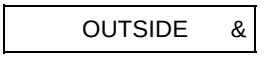
An outside party asks to be connected to B. Taylor on extension 373. Four calls are waiting in the attendant queue. Screen 1 has the following information:



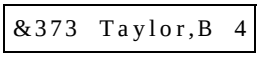
After you press **[START]** to extend the call, Screen 1 changes; the "&" symbol indicates that the "extend" condition is active.



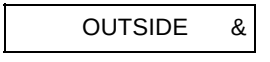
If you press **[SCROLL],** Screen 2 displays the calling party data.



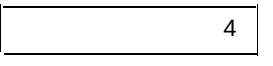
When you dial the inside number, Screen 1 displays it.



Screen 2 is unchanged.



Pressing **[RELEASE]** (or hanging up if you have Automatic Release) causes Screen 1 to go blank except for the number of calls in queue.



Forced Release

This feature applies to Switched Loop Attendant Consoles only.

Forced Release drops all active parties from a call in which the attendant and one or more other parties are connected. Non-active parties (such as calls on hold) are *not* disconnected. Forced Release differs from Release in that Release separates the attendant from an extended call or a conference call, but leaves the other parties connected; Forced Release completely disconnects all active parties.

Hold

This feature allows the attendant to hold calls while attending to other matters and then pick them back up. After putting a call on hold, the handset can be hung up without losing the call.

When a call is placed on hold at a SLAC, the system is signaled that the console is available to receive another call; if there are any calls waiting in the queue, the system will send the next one as soon as the current call is placed on hold.

If a SLAC attendant does not return to a held call within a preset time interval, there will be a visible change in the wink rate and, if administered, an audible tone. After a second timed reminder is sent, the system will either continue to send reminders or cause the call to start ringing again as an incoming call at the LOOP button where it is held. This option is controlled by the System Administrator.

Automatic Hold

This feature applies to Switched Loop Attendant Consoles only.

The System Administrator assigns either Automatic Hold or Automatic Release to the SLAC. With the Automatic Hold feature, a call is put on hold automatically when another loop is selected by pressing LOOP, FLEX DSS, FACILITY, or AUTO ICOM. With Automatic Release, a call is released or lost when another loop is selected without first pressing HOLD.

DTAC and SLAC

Using the Hold Feature

Press **[HOLD]**.
The light next to the button of the held call winks.

You can handle other matters without disconnecting the line.

To return to the held call, press the button next to the winking light.

If necessary, lift the handset.

Continue your conversation.

Putting a Call on Hold and Calling Another Person

1. Press **[HOLD]** .
   The light next to the button of the held call winks.
2. Press an idle line button.
3. Listen for dial tone.
4. Place and complete the second call.
5. To return to the held call, press the button next to the winking light.

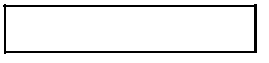
Putting a Call on Hold and Answering Another Call

1. Press **[HOLD]** .
   The 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.

SLAC

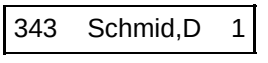
Typical Displays:

The display screen goes blank after a call has been put on hold.



When you return to a held call, the same display originally associated with the call appears again.

Call from an inside station:



Call from an outside station:

Join

This feature applies to Switched Loop Attendant Consoles only.

While extending an incoming call, the Join feature allows the attendant to connect the calling party, the called party, and the console in a three-way call. All parties can talk to each other. Once Join is in use, however, there is no way to "unjoin" the calling and called parties (that is, separate them back into SOURCE and DEST). However, the attendant can drop out, leaving the caller and called party connected.

The attendant uses the Join feature to stay on an extended call and give assistance to the other parties. A joined call can be expanded into a conference call by adding more parties.

The attendant activates this feature by pressing JOIN while still connected to one of the other parties. The attendant can then drop out and leave the other parties connected by pressing RELEASE. To drop all parties, the attendant can press FORCED RELEASE.

For more information, see the entries for "Extending Calls" on pages 3-17 and 3-21.

Night Service

When the attendant leaves for the night, the system can be set so that incoming calls on specified trunks either ring a night bell or are directed to preassigned voice terminals.

There are two types of Night Service: Directed Night Service and Trunk-Answer-from-Any-Station (TAAS) Night Service. Directed Night Service redirects incoming calls on specified trunks to designated voice terminals. With TAAS Night Service, an external alert (such as a bell) notifies users of an incoming call; users can then answer incoming calls on specified trunks by dialing the Night Service access code.

The Night Service feature is not available for systems without at least one attendant console, which must have an administered NIGHT button. In a system with two attendant consoles, both consoles may be assigned a NIGHT button. Either attendant can press NIGHT to activate Night Service.

> **NOTE:** DID trunks, Dial-in Tie trunks, and Remote Access trunks (dedicated or shared) cannot be given Night Service treatment.

Directed Night Service

Directed Night Service calls are administered, on a per trunk basis, to ring at up to four designated stations. Directed Night Service calls do not hunt or receive coverage, but they can be picked up with the Pickup feature. (These calls also do not receive Following/Forwarding treatment if the PDC is signed in at another station.)

If a call is not answered within a specified number of rings (or, if all Directed Night Service stations are busy), the caller will receive a Night Service delay announcement, if available. Two different recorded announcements may be assigned. After the announcement is played, the call is disconnected.

If Send All Calls is activated at a Directed Night Service station, night service calls *willl* ring at that station. If a trunk providing Directed Night Service is also a Personal Line, night service calls will ring at the night service stations *and* at the Personal Line appearances. The calls will also receive coverage of the principal for the Personal Line.

Directed Night Service calls ring immediately at an available SYSTEM ACCESS button of a multiline Night Service station, regardless of the administered ring option. If the multiline Night Service station's SYSTEM ACCESS button has bridged appearance(s), the BRIDGED ACCESS button(s) will flash but not ring.

Trunk-Answer-from-Any-Station (TAAS) Night Service

With TAAS Night Service, calls are administered (on a per trunk basis) to activate an external alerting device, such as a bell. Any user can dial the Night Service access code to answer the call. Night Service delay announcement is not available for TAAS Night Service.

Using the Night Service Feature

To turn on Night Service:

Press **[NIGHT].**
The light next to this button turns on.

To turn off this feature:

Press **[NIGHT]** again.
The light next to this button turns off.

Typical Display:

Turning Night Service on or off does not affect the current display.

Paging

For this feature to work, a paging system must be installed on the System 25. The attendant can then access the paging system by pressing a PAGE button or by dialing a paging access code.

Paging zones can be dial-access restricted, so that only those with assigned Page buttons (DSS button administered with paging access code) can access the paging system.

Paging is particularly useful when used in conjunction with Park. When users are away from their normal phone, calls can be answered and parked by the attendant. The called party can then be paged and told which extension to call to retrieve the parked call. The called party can then retrieve the call from any voice terminal.

For more information on paging see the entry for “Paging” in Section 2, “Voice Terminal Features.”

Using the Paging System

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.

Typical Displays:

During Paging, the access code is displayed as entered.

Park

Parked calls are like held calls except they can be picked up from any voice terminal. Any call can be parked on an Attendant Console, but only one call can be parked at a time. If Selector Consoles are used, the System Administrator may assign up to eight of the buttons to the Park feature, allowing eight calls to be parked simultaneously. (However, only *outside* calls can be parked on the Selector Console.)

A maximum of 24 calls may be parked on the system at one time. For more information about the Park feature, see "Park" in Section 2, "Voice Terminal Features. "

Returning to a Parked Call

By going off-hook on the parked button, the Attendant can return to the parked call or conference without affecting the parked state of the call. If the attendant wants to leave the call parked *without* disconnecting the call, the call must be put on HOLD *before* hanging up.

Parking a Call on the Attendant Console

1. Press **[HOLD]** .
   The green light next to the button of the held tail winks.
2. **DTAC:** Press **[SYSTEM ACCESS]** and listen for dial tone.

   SLAC: Select another **[LOOP]** button and listen for dial tone,
3. Dial (*) (5) .
4. Listen for confirmation tone and dial tone.
5. If the call is for someone else, dial or page that person. Tell the called party to pick up the call by dialing (*) (8) followed by the attendant PDC (not 0).
6. Hang up.

   NOTE: If the parked call is not answered within a preset interval (default is two minutes), it will resume ringing on the button it came in on. If an attendant console has a call parked and enters Position Busy mode, the parked call will return to the inactive console if not answered within two minutes.

Parking a Call on the Selector Console

1. Press the Group Select and DXS buttons for one of the Park codes. For example, if one of the Park codes is 801, press Group Select button 8 and then press DXS button 01.
2. Listen for confirmation tone.
3. If the call is for someone else, dial or page that person. Tell the called party the Park code on which the call is parked.
4. Hang up.

NOTE: If the parked call is not answered within a preset interval (default is two minutes), the call will return to the **[RTN-DA]** button (DTAC) or a **[LOOP]** button (SLAC), the same as any other unanswered call.

If a call is parked on the Selector Console by a Switched Loop attendant and the SLAC is placed in Position Busy mode, the parked call will return to the other active attendant console, if not answered within two minutes.

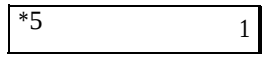
Picking Up a Parked Call

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

SLAC

Typical Displays:

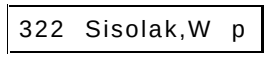
The following example is an incoming call parked on a PDC. The display shows the characters as they are dialed to park the call.



A returning parked call is displayed on both screens.

Screen 1 indicates that the call is returning from Park.

Screen 2 identifies the source of the parked call.



Placing Calls

DTAC and SLAC attendants use the following buttons to place calls to people inside and outside the company:

Attendant Console	Button	Type of Call
DTAC	[BRIDGED ACCESS]	inside or outside calls
	[SYSTEM ACCESS]	inside or outside calls
	[PERS LINE]	outside calls
SLAC	[LOOP]	inside or outside calls
DTAC and SLAC	[FACILITY]	outside calls

Inside calls can also be made using the DSS, FLEX DSS, and REP DIAL buttons, while outside calls can also be made using the REP DIAL button and Speed Dialing features. The Callback Request feature may be used to signal when a busy PDC or outside line becomes available.

For more information, see the appropriate entry for each of these features in the "Voice Terminal Features" section.

DTAC

When the green light next to a FACILITY button is lit, all trunks (lines) are busy. The Busy-to-Idle reminder can be activated to notify the attendant when a line is free.

Placing an Inside Call Using the DTAC

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

Placing an Outside Call Using SYSTEM ACCESS or BRIDGED ACCESS

1. Lift the handset and listen for dial tone.

   NOTE: If you are using a **[BRIDGED ACCESS]** button to place the call, press the button before you go on to the next step.

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

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.

Placing an Outside Call for Someone

1. Answer their call.
2. Press **[TRANSFER]** .
3. Dial the outside call.
4. Announce the call and then hang up.

Placing an Outside Call for Someone and Calling the Patty Back

1. Lift the handset and listen for dial tone.
2. Dial the outside call.
3. Announce the call.
4. Press **[START]** and listen for dial tone.
5. Dial the person for whom you placed the call and announce the call.
6. Press **[RELEASE]** and then hang up.

SLAC

Placing an Inside Call Using the SLAC

1. Lift the handset and listen for dial tone.
   The light next to the selected **[LOOP]** *button turns on.*
2. Dial the PDC.

Placing an Outside Call

1. Lift the handset and listen for dial tone.
   The light next to the selected **[LOOP]** *button turns on.*
2. Press **[FACILITY]** or dial the outside line access code.
3. Listen for dial tone.
4. Dial the telephone number.

Placing a Call When an Incoming Call is Ringing

1. Press an idle **[LOOP]** button.
   The red light moves to the selected button.
2. Lift the handset and listen for dial tone.
   The green light next to this **[LOOP]** *button turns on.*
3. Continue to place the call in the normal way.

Placing an Outside Call for Someone

1. Answer their call.
2. Press **[TRANSFER]** .
3. Dial the outside call.
4. Announce the call and then hang up.

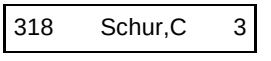
Placing an Outside Call for Someone and Calling the Party Back

1. Lift the handset and listen for dial tone.
2. Dial the outside call.
3. Announce the call.
4. Press **[START]** and listen for dial tone.
5. Dial the person for whom you placed the call and announce the call.
6. Press **[RELEASE]** and then hang up.

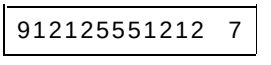
NOTE: If your console has the *Automatic Release* feature, you do not have to press **[RELEASE]** to drop out of the call. Hanging up or pressing a new **[LOOP]** button will automatically drop you from the call.

Display:

Typical display for an inside call shows the PDC and name of the called party. The digit 3 indicates that three calls are waiting in the queue.



Typical display for an outside call shows the dialed digits and the number of calls in the queue.



Position Busy

An attendant can use POS BUSY to send most calls that come to the attendant console to the other attendant, or (SLAC only) to a designated "backup" station. Only one attendant console can be placed in Position Busy mode at a time.

DTAC

For DTAC systems, POS BUSY can only be used when there are two attendant consoles. Placing a DTAC in the inactive (Position Busy) mode disables ringing on line appearances on the two button columns on the far right side of the console *only*. All buttons on the inactive console will continue to function normally, including the Selector Console buttons. Calls can be originated by the inactive console. Call appearances in the first two columns of buttons on the inactive console are *not* affected by Position Busy.

When a console is in inactive mode, the following calls are transferred to the active console:

- Calls to FPDCs that are not signed in anywhere
- Calls to unassigned DID numbers
- Dial "0" calls
- Calls on line appearances on the rightmost two columns of buttons that appear at both consoles

When a console is in inactive mode, the following calls remain at the inactive terminal:

- Internal calls to the inactive terminal's PDC
- Calls to line appearances in the leftmost two columns of buttons
- Calls to a personal line not shared by the other console

SLAC

To use Position Busy, a system with a SLAC(s) must have either two attendant positions or one position and a multiline voice terminal administered as a "backup." If the system has two consoles, pressing POS BUSY on one console will make it inactive and cause most calls in the common queue to be directed to the active console. If the system has one console with an administered *backup* voice terminal, pressing POS BUSY will make the SLAC inactive, and most calls from the common queue will be directed to the backup terminal.

A console in inactive mode can receive attendant PDC, DID, and DGC calls, and outgoing calls can still be placed.

Activating and deactivating POS BUSY does not affect the current display.

DTAC and SLAC

Using the Position Busy Feature

To turn on Position Busy:

Press **[POS BUSY].**
The light next to this button turns on.

To turn off this feature:

Press **[POS BUSY]** again.
The light next to this button turns off.

Release

Release is used when the attendant extends calls. It releases the attendant from the connection to the calling and called parties and completes the call transfer. There are two types of Release: Manual and Automatic.

Manual Release: The attendant presses RELEASE to invoke the feature.

Automatic Release: Simplifies the attendant procedures by eliminating the need for pressing RELEASE while extending calls. When the attendant selects any new call appearance (such as LOOP, SYSTEM ACCESS, or FLEX DSS) while START is active, the call is automatically released. Automatic Release is standard for the DTAC, but optional for the SLAC. A SLAC can have either Automatic Hold *or* Automatic Release.

The system will not release the call to reorder or dial tone. However, it will release the call to busy tone. In this case, if the call is a trunk call, the system will camp-on the call; if the call is an inside call, the calling party will hear busy tone.

See the entries for “Extending Calls” on pages 3-17 and 3-21 and “Automatic Release and Automatic Hold” on page 3-5 for additional information.

Return Coverage on Busy

Return Coverage on Busy returns to the attendant, after a specified time period, an unanswered camped-on call. If Attendant Camp-On is not provided (that is, Camp-On return time is administered to be zero seconds), calls released by the attendant to busy voice terminals return to the console immediately. Calls camped onto a DGC group will return only if the DGC group does not have a delay announcement.

The attendant can extend or camp-on a returned call again. A camped-on call not answered within 1 to 120 seconds (administrable) after the attendant releases the call will return to the console in one of the following ways:

- On a DTAC, the call returns to the RTN-BUSY button.
- On a SLAC, the call returns to a LOOP button.

On a DTAC, the RTN-BUSY button must be idle or the party remains on hold until the button becomes available. If Send All Calls is active on a DTAC, the returning call will ring at the console. On the SLAC, a returning camped-on call remains in the console queue until the Attendant is idle.

DTAC

Answering a Returned Camp-On Call

1. Lift the handset.
2. Press **[RTN-BUSY]** (if not selected by Ringing Line Preference).

SLAC

Answering a Returned Camp-On Call

Lift the handset to connect to the ringing **[LOOP].**

Return Coverage on Don't Answer

Attendant Return Coverage on Don't Answer allows unanswered calls extended by the attendant to be returned to the attendant for additional service. Calls that are not answered after a specified number of rings return to the RTN-DA buton on the DTAC, or to a LOOP button on the SLAC. If the called voice terminal has coverage, the timing for return begins only after the coverage station begins ringing.

If RTN-DA is busy, calls will continue to ring at the called station until the button is idle. If a SLAC attendant is not available, the returning call stays in the common queue until it can be answered.

DTAC

Answering a Returned Call

1 Lift the handset.
2 Press **[RTN-DA]** (if not selected by Ringing Line Preference).

SLAC

Answering a Returned Call

Lift the handset to connect to the ringing **[LOOP].**

Source and Destination

This feature applies to Switched Loop Attendant Consoles only.

Attendant Source and Destination allows the SLAC attendant, while extending a call, to switch back and forth between the calling party (the source) and the called party (the destination) *before* connecting them together.

For more information, see the entry for “Extending Calls (Announced)” on page 3-17.

Splitting One-Way Automatic

Attendant Splitting One-Way Automatic is a standard step in call extending procedures. It allows the attendant to converse privately with a called party while the calling party is on hold. Splitting occurs when the attendant presses START or a Selector Console button. Music-on-Hold, if available, is not provided to the split-away party.

For more information, see the entries for “Extending Calls” on pages 3-17 and 3-21.

Start

The START button is used by both the SLAC and DTAC attendants to extend calls from the console. On the Selector Console, the attendant just presses the appropriate Group Select and DXS buttons.

For more information on using the START button, see the entries for “Extending Calls” on pages 3-17 and 3-21.

System Alarm

The System Alarm feature provides an alarm on the attendant console to alert the attendant to problems detected by the system software. When the green light next to the ALARM button flashes, there is a problem with the System 25 software. *If this occurs, the AT&T Systems Technician should be notified at once.*

If the flashing ALARM button is pressed, the light will change from flashing to steadily lit. A new trouble situation will cause a steady light to start flashing again. Only when the trouble has been corrected will the light turn off.

SLAC

If the console is beeping, this is an indicator from the display's alarm clock, not the System Alarm. For more information about the alarm clock, see the entry for "Local Display Functions" in the "Voice Terminal Features" section.

Testing the Consoles

The attendant can test the lights and ringer on the attendant console and the lights on the selector console. On some DTACs, 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 it is released. On the Selector Console, the TEST button is located on the bottom (far right), with the Group Select buttons.

Testing the Consoles

1. Slide the switch on the left side of the console to "T".
   The red and green lights alternately light and the ringer sounds.
2. Slide the switch back to the midpoint between "T" and "P".

Testing the Selector Console

1. Press **[TEST]** .
   The red lights cycle on and off sequentially.
2. Press **[TEST]** again.

   NOTE: The individual lights can be tested by pressing the adjacent buttons.
3. Press **[TEST]** a third time.
   The test stops.

Typical Display:

During the test procedure, the SLAC display shows 16 blackened character positions. After the switch is returned to midpoint, the display unit's alarm clock sounds (three short beeps).

Data Terminal Features Overview

4

This section discusses data terminals or PCs connected to System 25 data ports via data modules (ADUs). The procedures in this section explain how to use a data terminal to make System 25 data and voice calls, and how to change the options associated with the System 25 data port.

Accessing the Command Mode Menu

The data features described in this section are accessed through the following Command Mode Menu:

<Data call> <Voice call> <Options> <Hangup>

This menu allows users to make data and voice calls and change (or view) data port options.

Depending on how a data port is configured, the Command Mode menu can be accessed in one of two ways. If the data port is configured to autobaud, BREAK and then RETURN should be pressed. If the data port is *not* configured to autobaud, only the BREAK key is pressed.

NOTE: If the keyboard does not have a BREAK key, or if a terminal emulator program is running on the PC, a specialized key (or combination of keys) may be required to send a break signal.

The procedures in this section assume the data port is set to autobaud. The autobaud feature allows the data port to automatically match the transmission speed of the data terminal. If the data port is port configured to autobaud, the highest specified transmission speed will be used. See "Viewing and Modifying Data Port Options" on page 4-7 for more information.

Selecting Menu Items

In the procedures that follow, it is necessary to select items from menus. There are two ways to select an item:

- Type the capitalized letter in the item. For example, to select *eXit,* type **x** or **X** .

  or

- Move the cursor (using the SPACEBAR) under the item and then press RETURN.

Expert Mode

In addition to the Command Mode menu, Expert Mode can be used to perform Command Mode functions. When in Expert Mode, a command prompt is displayed, but there are no menus. By eliminating menus, multiple commands can be entered on a single line. Expert Mode is intended to be used primarily in command scripts and computer programs.

The default Expert Mode prompt is *Command: .* If Expert Mode is inadvertently entered, typing **!** and pressing RETURN puts the terminal back in Command Mode.

Conventions Used in this Section

The following conventions are used in this section:

- Menu items displayed on the screen are shown in italics. For example, menu items are shown as:

  <eXit> <Change options> <View options>

- Letters on the keyboard that users are instructed to type are shown in bold. For example: **D** or **F** .
- The return and break keys are represented as **[RETURN]** and **[BREAK]** .
- A feature button on the voice terminal is shown in a box. For example: **[DATA]** .

In addition, call status messages displayed on the screen are not completely shown in this chapter. Instead, only the last line of the message is shown. For example, *CONNECTED, SPEED = xxx* may represent this message:

RINGING
SESSION 1
ANSWERED
CONNECTED, SPEED = xxx

Making a Data Call with a Data Terminal

When a data call is made from a data terminal, *voice terminal* dialing is replaced by *keyboard* dialing and call progress *tones* are replaced by call progress *messages.* A *DIAL:* message prompts the user to enter the called number from the keyboard. When the message *RINGING* or *DIALING . . . COMPLETED* appears, this indicates the dialed number is being called.

Dialed Characters

In addition to digits and the " #" and "*" characters on the touch-tone pad, the dialed number may contain the following special characters:

- The parentheses and dash characters (**( )** and **-**) and the SPACEBAR are used to improve legibility. (The system ignores these characters.)
- A percent sign (**%**) or comma (**,**) produces a 15-second pause in dialing. Multiple pause characters produce longer pauses.
- The dollar sign (**$**) is called the "mark" character, and indicates that the remaining digits are for end-to-end signaling.
- UNDERSCORE or BACKSPACE characters are used to correct previously typed characters on the same line.
- The "at" sign (@) sign is used to delete an entire line and start over with a new dial prompt.

Each line of dialing information may contain up to 27 characters. All dialing information, including pauses and ignored characters, must be typed on a single line following the dial prompt, ending with a **[RETURN]**.

End-to-End Signaling

When a data connection is made to an off-premises destination, it is sometimes necessary to send additional tones to the remote endpoint after the connection is established. When a "mark" character (**$**) is included in the *DIAL:* line, it indicates that the remaining digits are to be sent to the far end using Touch-Tone signaling. Pause characters (**,** or **%**) may, and usually should, follow a mark character.

Making a Data Call With a Data Terminal

1. Turn on the terminal.
2. Press **[BREAK]** and then press **[RETURN]** .
   The Command Mode *menu is displayed.*
3. Select *<Data call>* .
   The following prompt is displayed:

   DIAL:
4. Enter the number for the data endpoint and press **[RETURN]** .
   When the connection is made, the following message is displayed:

   CONNECTED, SPEED = xxx

NOTE: If necessary, use **%** or **,** (comma) to add a 1.5-second pause between dialed numbers. For example:

9%5550505%%1234%122

Making a Data Call with a Voice Terminal

Transfer to Data
With this feature, a multiline voice terminal user can originate or answer a call, then establish a data connection by transferring the call to a data terminal.

A voice terminal must have a DATA feature button (Transfer to Data) to use this feature. The DATA button is associated with the Data Dial Code (DDC) of a specific digital data endpoint. A separate DATA button must be provided for each data terminal that a voice terminal can transfer calls to.

Making a Data Call With a Voice 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 following message is displayed on the screen:

   CONNECTED, SPEED = xxx

Viewing and Modifying Data Port Options

When *<Options>* is selected from the Command Mode menu, the system displays the data port's administered options. System default values for each option are also shown.

The table below describes user-changeable options.

Option	Definition
Speed	low, 300, 1200, 2400, 4800, 9600, 19200, autobaud
Parity	odd, even
Permit Mismatch	Allows two data endpoints to communicate at different rates.
Local Echo	Determines whether characters from the data equipment will be echoed by System 25 during Command Mode.
Answer Text	Enables call progress messages to be displayed at the called data endpoint.
Connection Indication	Determines whether users who have Command Mode enabled will receive the *CONNECTED* message when a connection has been made.
Recall Sequence (disconnect)	Two short breaks or one long break; the sequence used to disconnect a data call.

The System Administrator can change options or can authorize data terminal users to change their own options.

Viewing Data Port Options

1 Turn on the data terminal.

2 Press **[BREAK]** and then press **[RETURN]** .
The Command Mode menu is displayed.

3 Select <*Options*> .
A sub-menu is displayed.

4 Select <*View options*> .
The current options are displayed.

Modifying Data Port Options

1 Turn on the data terminal.

2 Press **[BREAK]** and then press **[RETURN]** .
The Command Mode menu is displayed.

3 Select <*Options*> .
A sub-menu is displayed.

4 Select <*Change options*> .
The first of two option menus is displayed.

NOTE: To change an option that is not displayed, select <*Others*> . Because there are seven options and only four can be displayed at the same time, <*Others*> can be used to toggle between the two menus.

If the message *DENIED* is displayed, the data port is not configured to be user changeable.

5 Select the option to be changed.
A sub-menu for this item is displayed and an X appears under the setting that is currently enabled.

NOTE: If <*Speed*> was selected, go to the next heading, "Modifying Data Port Speed, " for further instructions.

(Continued)

6 Select the new setting for the option to be changed.

7 When all option changes are made, select *<eXit>* .

NOTE: To review any changes, select *<View options>* .

8 If it is not necessary to save the changes, select *<Undo>* ,
This key removes any changes made prior to exiting the options.

NOTE: To return to the Command Mode menu, press *<Undo>* .

9 Select *<Enable options>* .
The following message is displayed:

DISCONNECTED

10 Any new options are now in effect.

Modifying Data Port Speed

1 Select *<Speed>* in the Options menu.
The available speeds are displayed with an X under each speed that is currently enabled.

2 Move the cursor to the speed to be changed.

3 To add the speed, type a + (plus).

or

To remove the speed, type a – (minus).

NOTE: If you want the System 25 data port to autobaud to your data terminal speed, add Auto (by typing a + beneath it.)

4 Making sure the cursor is not under " eXit, " press **[RETURN]** .
An X is now added or removed beneath each changed speed setting.

5 Select *<eXit>* .

6 Go to Step *7* in the previous procedure, "Modifying Data Port Options. "

Third-Party Call Setup Using a Data Terminal

Third-Party Call Setup allows a data terminal (the third party) in Command Mode to set up a call between an on-premises voice or data terminal (the source) and another voice or data terminal (the destination), which can be on- or off-premises. Once the call has been set up, the third party drops off and is *not* included in the call.

Each third-party data terminal may be administered to have a particular source terminal "associated" with it. This association allows an abbreviated form of dialing when activating Third-Party Call Setup.

The third-party data port is configured in one of the following three ways:

- Configured to set up calls for *any* PDC or DDC.
- Configured to set up calls for only *one* predetermined PDC or DDC (the associated PDC or DDC).
- Restricted from using this feature.

The following procedure describes how to use a data terminal to set up a call between two other stations. Although the procedure instructs the user to select "Voice call, " this item can also be used to set up a call between two data endpoints.

NOTE: Pause characters should be inserted at appropriate places in the dialed digit string. Also, Third-Party Call Setup calls are subject to the administered restrictions assigned to the source voice or data port. For example, if the source terminal is restricted to on-premises calls, a call to an off-premises destination terminal will be blocked.

Setting Up a Third-Party Call

1 Turn on the data terminal.

2 Press **[BREAK]** and then press **[RETURN]** .
The Command Mode menu is displayed.

3 Select *<Voice call>* .
The following prompt is displayed:

DIAL:

4 Enter the destination number, followed by **F** and then the PDC or DDC of the terminal for which the call is being set up (the source), as in the following example:

5551704 F 403

NOTE: Spaces can be used before and after the F for readability. (Up to 27 characters can be entered.)

To set up a call *from* the associated PDC or DDC, it is not necessary to enter the **F** and the associated PDC or DDC. For example, to call 5551704 enter only **5551704.**

5 Press **[RETURN]** .
If the source terminal is a voice terminal, it receives "priority ringing, " (two short bursts followed by one longer burst). This terminal alerts for three priority ring cycles.

If the source voice terminal is not answered within the three priority ring cycles, the call is terminated and the following message is displayed:

NO ANSWER

DISCONNECTED

lf the Third-Party Call Set Up feature is either totally restricted, or the station is restricted to an associated PDC/DDC (and a different PDC or DDC was specified in Step 4 above), the display message will be:

DENIED

6 Pick up the handset of the source voice terminal and listen for ringing, busy, etc..
The following message is displayed on the screen:

CONFIRMED

DISCONNECTED

Making a Data Call Across the STARLAN NETWORK

Communication between System 25 and a co-located STARLAN NETWORK is provided by a ZTN84 circuit pack. The ZTN84 contains four data ports which are used to handle data calls between System 25 and the STARLAN NETWORK.

This section describes the following types of data calls:

- System 25 ⟶ STARLAN NETWORK
- STARLAN NETWORK ⟶ System 25

NOTE: In addition to these types of data calls, you can also use an MS-DOS personal computer to access MS-DOS file and print servers on the STARLAN NETWORK. These resources can be made available to local and remote PCs using the System 25 STARLAN NETWORK ACCESS software (ACCESS). Network Access Units (NAUs) are not required for these PCs. Instructions for installing and using ACCESS are provided in the STARLAN NETWORK ACCESS *User Guide* that accompanies the software.

Making a Data Call from System 25 to the STARLAN NETWORK

The following procedure describes how to make a data call if the data terminal is connected to a System 25 data port a host computer is to be accessed on the STARLAN NETWORK.

This procedure assumes the caller is using either a data terminal, a PC running terminal emulation software such as the AT&T System 25 Communication Access Manager (CAM), or the AT&T 4410 Terminal Emulator.

1. Turn on the data terminal, or run the terminal emulation software on the PC.
2. Press **[BREAK]** and then press **[RETURN]** .
   The Command Mode menu is displayed.
3. Select *<Data call>* .
   The following prompt is displayed:

   DIAL:
4. Enter the DDC used to access the STARLAN NETWORK.
   When the connection is made the following message is displayed:

   STARLAN address:

   NOTE: If necessary, the flow control can be changed by typing **[CTRL] [x]** .
5. Enter the name of the STARLAN NETWORK host.
   When the connection is made, a prompt is displayed from the STARLAN NETWORK host.

Making a Data Call from the STARLAN NETWORK to System 25

The following procedure assumes the PC originating the data call is:

- Connected to the STARLAN NETWORK
- Running the STARLAN NETWORK client software
- Loaded with NAUCOM
- Running the CAM or 4410 Terminal Emulator software

NOTE: Be sure the communications port on the terminal emulator is set for STARLAN NETWORK. For example, the *Communications port* option on the 4410 Terminal Emulator Options screen should be set to *STARLAN* . In addition, parity must be set to "none".

1. Load NAUCOM and the terminal emulator the PC.
   The following prompt is displayed:

   Remote host name

2. Type **attpbx** and press **[RETURN]** .
   The following message is displayed:

   connecting to attpbx. . . , SUCCESS

   The Command Mode menu is displayed.

   NOTE: If necessary, the flow control can be changed by typing **[Ctrl] [x]** .

3. Select *<Data call>* .
4. At the *DIAL:* prompt, enter the data endpoint DDC and press **[RETURN].**
5. The call is connected.

Ending a STARLAN NETWORK Data Call

The *<Hangup>* option in the Command Mode menu is used to end a connection to the data port. This option is needed for STARLAN NETWORK endpoints to disconnect from a STARLAN Interface Circuit Pack (CP).

1. Select **<Hangup>** .
2. To hang up, select **<All>** .

   or

   To return to the top level of Command Mode without hanging up, select **<eXit>** .

Ending a Data Call

If the PC is connected to System 25 over a STARLAN NETWORK, do *not* turn off or reboot the PC to end the call. If you do, the call will remain connected for another fifteen (15) minutes.

Normally the BREAK key should be pressed twice to end a data call. If the "Recall sequence" data port option is set to "Long Break", a long break signal must be sent from the terminal. Consult the data terminal user guide for instructions on sending a long break signal.

The data session is terminated when the *DISCONNECTED* message is displayed.

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