



DEFINITY®
Enterprise Communications Server (ECS)
Release 6
6201, 6210, and 6220 Telephones User's Guide

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YOUR RESPONSIBILITY FOR YOUR SYSTEM'S SECURITY

You are responsible for the security of your system. Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use. Product administration to prevent unauthorized use is your responsibility and your system manager should read all documents provided with this product to fully understand the features available that may reduce your risk of incurring charges.

Contents

<i>The 6201, 6210, and 6220 Telephones</i>	1
<i>A Quick Look at the Features</i>	5
Phone Features	5
Switch Features	5
<i>How to Use the Features</i>	7
Special Instructions for General Use	7
Conventions Used in The Following Procedures	7
<i>Procedures for Using the Phone Features</i>	8
Answering and Placing a Call.	8
Hold (for 6210 and 6220 Users)	9
Message (for 6210 and 6220 Users)	9
Mute (for 6220 Users)	9
Personalized Ring (for 6220 Users) and Ringer Volume (for all Users) ..	10
Programmable Dialing Buttons (for 6220 Users)	10
Redial (for 6210 and 6220 Users)	13
Speakerphone (for 6220 Users)	14
<i>General Notes on the Switch Features</i>	15
Special Instructions	15
Troubleshooting (Later in this Guide)	15
Quick Reference Lists (At the Back of this Guide)	15
<i>Procedures for Using the Switch Features</i>	16
Abbreviated Dialing	16
Automatic Callback	17
Call Forwarding	18
Call Park	18
Call Pickup	19
Call Waiting	20
Conference	20
Leave Word Calling	21
Priority Calling	21
Send All Calls	21
Transfer	22
<i>Tones and Their Meaning</i>	23
Ringing Tones	23
Feedback Tones	23

Troubleshooting24
 System 75 Version Notes 25
Key Words to Know26
Quick Reference Lists28

The 6201, 6210, and 6220 Telephones

The 6201, 6210, and 6220 telephones have an innovative design to make it easy to use the many features of the DEFINITY® Communications System Generic 1, Generic 2, and Generic 3, the DEFINITY® Enterprise Communications Server (ECS) Release 5 (and later), System 75, and System 85. Check which of these telephones you are using by looking at the model number which appears under the handset of the telephone. Then, familiarize yourself with your telephone. [Figure 1](#) shows the 6201 telephone; [Figure 2](#) shows the 6210 telephone; [Figure 3](#) shows the 6220 telephone. Look at the figure which matches the telephone you are using, and then read the explanations of the telephones' many features after [Figure 3](#).

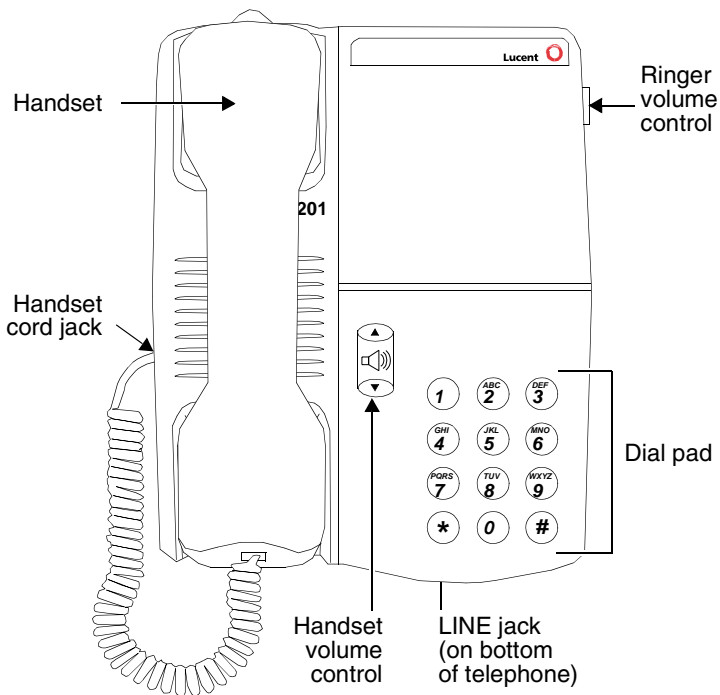


Figure 1. The 6201 Telephone, Top View

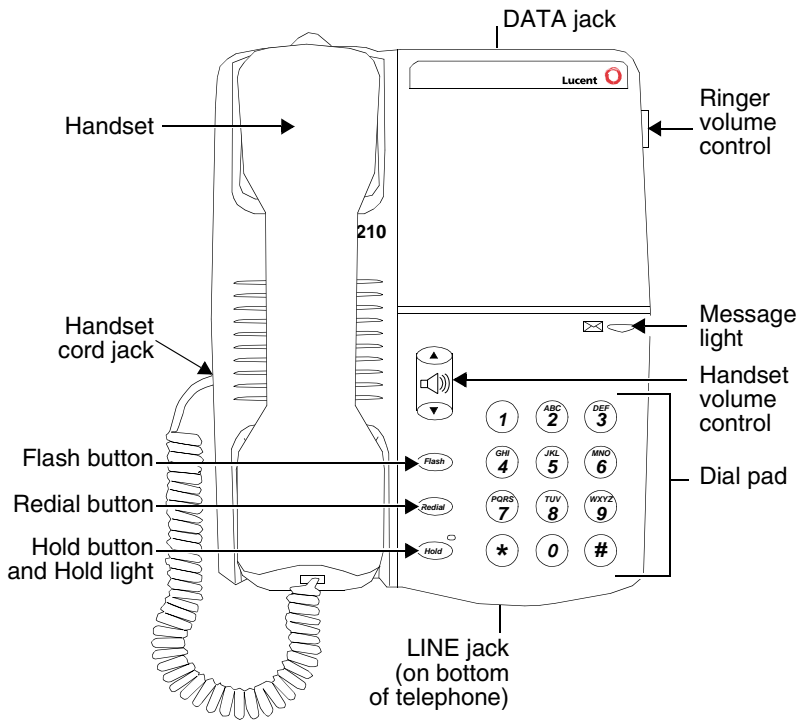


Figure 2. The 6210 Telephone, Top View

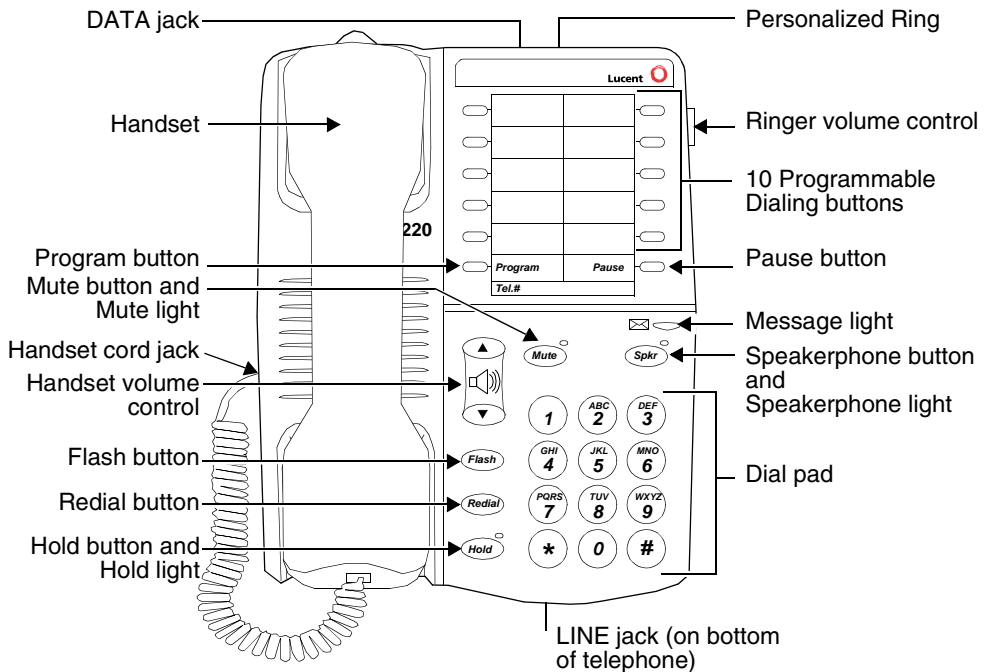









Figure 3. The 6220 Telephone, Top View



Starting with the DATA jack on the top rear of the telephone (in both [Figure 1](#), [Figure 2](#), and [Figure 3](#)) and continuing clockwise:

- DATA jack (on rear of the telephone; available only on the 6210 and 6220)) For connecting a device such as a modem to your telephone. This jack is labeled .
- Personalized Ring (available only on the 6220) For selecting one of two possible personalized ringing patterns for your telephone. The two ringing patterns are labeled  .
- 10 Programmable dialing buttons (available only on the 6220) The 10 buttons on which you can program frequently dialed telephone numbers, emergency numbers, or feature codes.
- Pause button (available only on the 6220) For inserting a 1.5-second pause delay into a telephone number stored on a programmable dialing button.
- Ringer Volume control A 3-position switch to control the volume for the tone ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring. The volume control is labeled .
- Speakerphone button (available only on the 6220) For accessing the built-in speakerphone and microphone combination.
- Message light (available only on the 6210 and 6220) A red light that flashes when a message has been left for you or when a call is coming in (that is, when the telephone is ringing). This light is labeled .

- Dial pad The standard 12-button pad for dialing telephone numbers. The letters “Q” and “Z” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.
- LINE jack (on bottom of the telephone) For connecting a line cord to your telephone. This jack is labeled **LINE**.
- Hold button and the Hold light (available only on the 6210 and 6220) The Hold button is used for putting a call on hold. The red light next to  goes on to remind you that you have a call on hold.
- Redial button (available only on the 6210 and 6220) For redialing the last number you dialed from the dial pad or from a programmable dialing button.
- Handset cord jack For connecting the handset to your telephone.
- Flash button (available only on the 6210 and 6220) For using features such as Conference with business communications systems.
- Note: On the 6201 telephone, the user *CANNOT* use a switchhook flash to access switch features.

Handset and Speakerphone volume control This volume control, labeled , is used for raising or lowering the volume of the handset when the handset is being used, or for raising or lowering the volume of the speakerphone (only on the 6220 telephone) when the speakerphone is active.

Note: Only the 6220 telephone has a speakerphone.

To raise the volume level, press the upper half of the button labeled ; to lower the volume, press the lower half of the button labeled .

Mute button (available only on the 6220) For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.

Program button (available only on the 6220) For storing telephone numbers on the programmable dialing buttons.

Handset For placing and receiving calls.

A Quick Look at the Features

The following lists the voice features and briefly explains what each one does and how you might want to use it.

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

- **Phone Features** Those telephone features that you can use immediately *no matter which communications system* your telephone is connected to.
Note: You can use the Hold, Redial, and Message features, and any features which necessitate using **Flash** only if you are using the 6210 or the 6220 telephone. The Speakerphone and Mute features and the Programmable Dialing buttons can be used only with the 6220 telephone.
- **Switch Features** Those features that you can use only with the DEFINITY ECS, the DEFINITY Communications System Generic 1, Generic 2, Generic 3, or with System 75 or System 85 switches. Most of these features must be assigned by the system manager to your telephone. Check with your system manager to see which of these features you can use.

Phone Features

Hold (for 6210 and 6220 Users) Puts a call on hold until you can return to it. While a call is on hold, you can leave your telephone to perform another task or pick up a call on another extension. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Message (for 6210 and 6220 Users) Turns on your Message light to let you know that a caller has left a message for you. You can then follow your system manager's local message retrieval procedures to get your message.

Mute (for 6220 Users) Turns off the microphone of the built-in speakerphone or the handset, whichever is active. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation.

Programmable Dialing buttons (for 6220 Users) The 10 programmable dialing buttons are provided for one-touch dialing of frequently dialed telephone or account numbers. You can also store emergency numbers, such as 911, or feature codes on your programmable dialing buttons. **Note:** If you want to store more than 10 programmable dialing numbers, you can use the Switch Feature, Abbreviated Dialing.

Redial (for 6210 and 6220 Users) The Redial feature automatically redials the last number you dialed from the dial pad or from a programmable dialing button, either an extension or an outside number. Use to save time in redialing a busy or unanswered number. The number you redial can be up to 24 digits.

Speakerphone (for 6220 Users) Allows you to place and answer calls without picking up the handset. Use any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Switch Features

Abbreviated Dialing Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature code. There are four possible types of lists —personal, group, system, and enhanced — and you can have a total of three out of the four possible lists (see your system manager for details). Numbers on a personal list are programmable by you; numbers on all other

lists are programmable only by the system manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Automatic Callback Sends you a special 3-burst ringing tone indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office. **Note:** This feature can be used only for extensions, not outside numbers.

Call Forwarding Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your telephone and you want your calls to be forwarded to a telephone of your choice.

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

Call Pickup Lets you answer a call at your telephone for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer. **Note:** You can only use this feature if you and the called party have been assigned to the same pickup group by your system manager.

Call Waiting When you are busy on a call, sends a distinctive tone to notify you of another incoming call waiting to be answered. This allows you to complete or hold your present call and pick up the waiting call. It will save you from missing calls, and your waiting caller from having to call back later.

Conference Allows you to add a third party to a call, so that you can conduct a three-way conversation. (If you wish to conference more than three parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a third party

important to a discussion. **Note:** If you have both an active call and a call on hold, you must terminate one of them before you can use Conference.

Leave Word Calling Leaves a message for another extension to call you back. The called party will be able to dial message service (for example, attendant, AUDIX, covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use any time you wish to have someone call you back; it will help cut down on repeated call attempts.

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

Send All Calls Temporarily sends all your calls to the extension of a person designated to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

Transfer Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Note: Calls from an outside number to your telephone can be transferred only to an extension, *not* to another outside number.

How to Use the Features

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

Special Instructions for General Use

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

- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.
- In many cases, before you begin a procedure, you must have the handset off-hook (removed from the cradle of the telephone).
- To the right of each Phone Feature is a box marked with a check . This check indicates that you can use any of these features immediately, without any help from your system manager.

Conventions Used in The Following Procedures

Flash

The rounded button represents the fixed feature buttons on your telephone. These buttons such as **Flash** and **Hold** are assigned at the factory and cannot be changed.

[feedback tones]

The tone that appears in brackets after a step, such as **[dial tone]**, indicates what you should hear from your handset (or speakerphone, if appropriate) after successfully performing that step. For a list of tones and their meanings, see the section titled [“Tones and Their Meaning” on page 23.](#)

Procedures for Using the Phone Features

The following features can be used no matter which communications system your 6201, 6210, or 6220 telephone is connected to. However, note that many features can be used only with 6210 and 6220 telephones; and a couple features, such as Speakerphone and Mute can be used *only* with a 6220.

Answering and Placing a Call



To answer a call

- 1 Pick up the handset

or

if you are using a 6220 telephone, you can press **Spkr** in order to use the 2-way speakerphone (the red light next to **Spkr** goes on)

- 2 Speak to the other party

To place a call


- 1 Pick up the handset

or

if you are using a 6220 telephone, you can press **Spkr** in order to use the 2-way speakerphone (the red light next to **Spkr** goes on) [dial tone]

- 2 Dial the desired number



To raise or lower the volume of the handset and/or the volume of the speakerphone

Note: When the handset is active, the Volume control button (labeled ) on your telephone can be used to raise or lower the handset volume.

Note: Only the 6220

telephone has a speakerphone.

If you are using a 6220 telephone, the Volume control button can be used to raise or lower the handset OR the speakerphone, whichever is active.

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

Note: There are four possible volume settings for both the handset and the 6220 speakerphone.

To end a call

1 Hang up the handset

or

if you are using a 6220 telephone and you are using the speakerphone, press **Spkr** in order to turn off the speakerphone (the red light next to **Spkr** goes off)

Hold (for 6210 and 6220 Users)



To put a call on hold

1 Press **Hold**

- Red light next to **Hold** goes on; the call is on hold
- You may hang up the handset; the call remains on hold

To return to the held call

1 Press **Hold**

or, if you have hung up the handset, pick up the handset again from the cradle

- Red light next to **Hold** goes off; you are reconnected to the other party

Message (for 6210 and 6220 Users)



To retrieve a message when your Message light is blinking

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

Note: The message light also flashes when a call is coming in (that is, when the telephone is ringing).

Mute (for 6220 Users)



To prevent the other party from hearing you (To mute the handset or the speakerphone microphone)

1 Press **Mute**

- Red light next to **Mute** goes on
- Other party cannot hear you

Note: Only the 6220 telephone has a speakerphone.

To resume talking to the other party (To turn on the handset or speakerphone microphone again)

1 Press **Mute**

- Red light next to **Mute** goes off


2 Resume your conversation with the other party


Personalized Ring (for 6220 Users) and Ringer Volume (for all Users)



If you are using a 6220 telephone, you can choose between two possible personalized ringing patterns.

To select a personalized ringing pattern for your 6220 telephone

- 1 Move the switch to either of two personalized ring settings, 

The Ringer volume control on the side of the 6201, 6210, and 6220 telephones is labeled  to remind you that there are 3 possible volume levels for the telephone ringer.

To adjust the ringer volume if necessary (the handset is *not* active)

- 1 To raise the ringer volume, slide the Ringer volume control upwards (away from you); to lower the Ringer volume, slide the ringer volume control downwards (toward you)

Programmable Dialing Buttons (for 6220 Users)



The 10 programmable dialing buttons are provided for one-touch dialing of frequently dialed telephone numbers. You can also store emergency numbers, such as 911, and feature codes on these buttons.

Shipped with each telephone is a button designation card on which you can write the names or numbers or codes stored on each of the programmable dialing buttons. Use the procedure on the next page to label the designation card and reinstall it under the plastic card cover on the telephone.

Note: You can program up to 24 elements (digits and characters such as a # or *, including Pause or Flash) on a programmable dialing button. If the number you want to store is longer than 24 elements, you can do one of the following:

- Store up to 24 elements on one button; store the remainder of the elements on a second button. To place a call using these buttons, press the first button; when *all* of the elements have been dialed, press the second button in the sequence.
- Store up to 24 elements on one button; dial the remainder of the digits and characters manually.

To install the button designation card on your telephone

- 1** Remove the plastic cover from the telephone by placing your finger in the finger slot on the right side of the telephone and lifting up. Then, lift the button designation card from out of its cavity on the telephone.
- 2** In the blank space next to the appropriate programmable dialing button, write or type the name or telephone number that you want to store there
- 3** Place the designation card back on the telephone. Replace the plastic cover over the designation card by fitting the cover's bottom tabs into the slots on the telephone and pressing down, allowing the tabs on the top to snap into place

To program any of the 10 programmable dialing buttons (while on-hook)

- 1** Press the **Program** button to enter programming mode
 - You hear a low continuous tone while you are in programming mode
- 2** Press the programmable dialing button on which you want to store the number
 - Tone is briefly interrupted twice
- 3** Dial the number you want to program on the button. You can use up to 24 elements (digits and characters, including Pause and Flash)
 - The tone to remind you that you are in programming mode is interrupted at each time you press a dial pad key, the **Pause** button or **Flash**.
 - You hear a rapid error tone if you try to enter more than 24 elements, and you will exit Program mode *without* saving the new number
 - You can use the **Pause** button to program a 1.5-second pause between a dialing access number, such as 9, and the telephone number, and for certain banking and long-distance services

For example, to put a pause between the dialing access number, 9, and the telephone number, press the **Pause** button, then 12125551234.) Several depressions of the **Pause** button will produce a multiple of a 1-second pause. (Three depressions of the **Pause** button would equal 3 seconds.)

Note: Programmable dialing buttons can also be used to program system features. See your system manager for system feature codes.

- 4** To program another programmable dialing button, repeat Steps 2 and 3
- 5** Press the **Program** button when you are ready to exit programming mode

To dial a number with a programmable dialing button

- 1** Pick up the handset
or
press **Spkr** (the red light next to **Spkr** goes on)
- 2** When you hear dial tone, press the appropriate programmable dialing button
 - Number programmed on the button is automatically dialed

To erase a number stored on a programmable dialing button

- 1** Press the **Program** button
- 2** Press the button to be cleared
- 3** Press the **Program** button again

Redial (for 6210 and 6220 Users)



To automatically redial the last number you dialed (from the dial pad or from a programmable dialing button)

- 1** Pick up the handset
or
- 2** if you are using a 6220 telephone, you can press **Spkr** (the red light next to **Spkr** goes on [dial tone])
- 3** Press **Redial**
 - Number is automatically redialed

Speakerphone (for 6220 Users)



To place/answer a call, on the 6220 telephone, without picking up the handset

- 1 Press **Spkr**
 - Red light next to **Spkr** goes on
- 2 Place or answer the call
 - Adjust the speakerphone volume, if necessary, with the Volume control button (labeled).

To raise the volume, while the speakerphone is active, press the upper half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled .

- 3 Press **Spkr** again to hang up
 - Red light next to **Spkr** goes off

To prevent the other party from hearing you (To mute microphone)

- 1 Press **Mute**
 - Red light next to **Mute** goes on
 - Other party cannot hear you

To resume talking to other party (To turn on speakerphone microphone again)

- 1 Press **Mute**
 - Red light next to **Mute** goes off
- 2 Resume your conversation with the other party

To change from speakerphone to handset

- 1 Pick up the handset and talk
 - Red light next to **Spkr** goes off

To change from handset to speakerphone

- 1 During a call using the handset, press **Spkr**
 - Red light next to **Spkr** goes on
- 2 Hang up the handset

General Notes on the Switch Features

Since your 6201, 6210, or 6220 telephone is connected to a DEFINITY ECS, a DEFINITY Communications System Generic 1, Generic 2, or Generic 3, or to a System 75 or System 85 switch, you may be able to use some of the following features. Check with your system manager to see which of these features have been assigned to your telephone.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions below. Your system manager can supply the information required.

- ▶ To the right of each of the feature name is a box. For each feature that you have, mark a in the blank box as a reminder. There is already a check in the box beside the Conference and Transfer features.
- ▶ You can activate or cancel most of the features by dialing 2- or 3-digit codes. In the blanks provided within the procedures, write in the assigned feature code numbers.

Important Note: You can use those features which necessitate pressing **Flash** ONLY IF you are using a 6210 or 6220 telephone. On the 6201 telephone, you CANNOT use the switchhook to access switch features.

- ▶ System 75 is available in more than one version. Some features, such as Abbreviated Dialing, Call Forwarding All Calls, Last Number Dialed, and Priority Calling operate slightly differently with Version 1, and possibly Version 2, than they do with later versions. If you are using Version 1 or 2 of the System 75 software, you should check the section titled **Troubleshooting** later in this guide before you use any of these four features.

Troubleshooting (Later in this Guide)

Later in this guide you will find a short section on troubleshooting. Use the procedures listed in that section if you have problems in using your telephone.

Quick Reference Lists (At the Back of this Guide)

At the back of this guide is a set of quick reference lists. Use them to record your feature access codes and trunk codes, Abbreviated Dialing personal list items, and message and attendant extensions. Once you have completed the lists, remove the page from the guide (tear along the perforation), and keep the lists near your telephone.

Procedures for Using the Switch Features

The following features can be used no matter which communications system your 6201, 6210, or 6220 telephone is connected to. Remember that you can use the Speakerphone and Mute features *only if* you are using a 6220 telephone.

Note: If you are using a 6201 telephone, you CANNOT use the switchhook to access switchhook features; that is, the switchhook CANNOT be used to insert a switchhook flash.

Abbreviated Dialing



Note: The 6220 telephone has 10 programmable dialing buttons on which you can store telephone numbers or access codes. In addition, the DEFINITY ECS Generic 1, Generic 2, Generic 3, System 75, and System 85 allow you to store numbers in a maximum of three Abbreviated Dialing lists.

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

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

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

- 2 Pick up the handset [dial tone]

- 3 Dial the Abbreviated Dialing Program code _____ [dial tone]

- 4 Dial the personal list number (1, 2, or 3)

- 5 Dial the list item (1, 2, 3...) [dial tone]

- 6 Dial the number you want to program (up to 24 digits)

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

7 Press [confirmation tone]

- Number is stored
- Repeat Steps 5-7 if you want to program additional items on the same list; hang up and begin again at Step 1 if you want to program items on another personal list

8 Hang up to end programming

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

To place a call using a personal, group, system, or enhanced list

1 Dial the appropriate Abbreviated Dialing List code:

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

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

- Stored number is automatically dialed

Automatic Callback



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

1 Press **Flash** during a call attempt [recall dial tone]

2 Dial the Automatic Callback code _____ [confirmation tone]

3 Hang up

- You will receive a 3-burst priority ring when the extension you attempted to call is available

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.

4 Pick up the handset when you hear priority ring [ringback tone]

- A call is automatically placed to extension, which receives regular ringing

Note: You can place only one Automatic Callback call at a time, and Automatic Callback is canceled after 30 minutes or if the callback call is unanswered.

To cancel an Automatic Callback request

1 Dial the Automatic Callback Cancel code _____ [confirmation tone]

Call Forwarding



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

- 1 Dial the Call Forward code _____ [dial tone]
- 2 Dial the extension number whose calls are to be forwarded, although you must first have console permission
- 3 Dial the extension or number where calls will be sent [confirmation tone]

Note: Some telephones may have restrictions on where calls can be forwarded (see your system manager).

- 4 Hang up

Note: If you are still by your telephone, you may hear a ringing tone as each call is forwarded.

To cancel Call Forwarding

- 1 Dial the Call Forward Cancel code _____ [confirmation tone]
 - Your calls will ring at your own telephone again

Call Park



The procedures for the Call Park feature differ according to the switching system to which your telephone is connected.

To park a call at your extension (for retrieval at any extension) (For users of the DEFINITY ECS, DEFINITY Generic 1, Generic 3, or System 75)

- 1 Press **Flash** [recall dial tone]
- 2 Dial the Call Park code _____ [confirmation tone]

- Call is parked at your extension

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

- 3 Hang up

To retrieve a parked call from any extension (For users of the DEFINITY ECS, DEFINITY Generic 1, Generic 3, or System 75)

- 1 Dial the Answer Back code _____ [dial tone]
- 2 Dial the extension where call is parked [confirmation tone]
- 3 If you are returning to a call parked at your telephone, dial your own extension

- You are connected to the parked call

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

-
- To park a call (for retrieval at any extension)
(For users of the DEFINITY Generic 2 or System 85)
- 1** Press the Recall access code _____ [recall dial tone]
 - Second party is temporarily put on hold
 - 2** Dial the Call Park trunk code _____ [dial tone]
 - 3** Dial the Call Park zone number _____ [confirmation tone]
 - 4** Dial an idle Answer Back channel number _____ [confirmation tone]
 - 5** Hang up
 - Held party is transferred to the Answer Back channel and hears ringback tone (or music) while waiting
-

- To retrieve a parked call from any extension (For users of the DEFINITY Generic 2 or System 85)
- 1** Dial the Call Park Answer Back code _____ [dial tone]
 - 2** Dial the channel number where call was parked _____ [confirmation tone]
- Note:** If you receive intercept tone, the parked call has been disconnected or retrieved by another party.

Call Pickup



- To answer a call to a member of your pickup group when your telephone is idle
- 1** Dial the Call Pickup code _____
 - You are connected to the ringing call
-

- To pick up a call while you are active on another call
- 1** Press **Flash** _____ [recall dial tone]
 - 2** Dial the Hold code _____ [dial tone]
 - Present call is put on hold
 - 3** Dial the Call Pickup code _____
 - You are connected to the call
-

- To return to a held call
- 1** Complete the present call and hang up
 - Held call sends 3-burst priority
 - 2** Pick up the handset
 - You are connected to the held call

Call Waiting



- To answer a call waiting tone
- 1 Complete the present call and hang up
 - Receive ringing from the waiting call (1 – internal, 2 – outside, 3 – priority)
 - 2 Pick up the handset and answer

-
- To answer a call waiting tone, putting your present call on hold
- 1 Press **Flash** [recall dial tone]
 - Present call is put on hold
 - 2 Dial the Hold code _____
 - You are connected to the waiting call

-
- To return to held call
- 1 Complete the present call and hang up
 - Held call sends a 3-burst priority ring.
 - 2 Pick up the handset
 - You are connected to the held call

Conference



- To add a third party to a call
- 1 Press **Flash** [recall dial tone]
 - Present call is put on hold
 - 2 Dial the number of the third party

Note: You can privately discuss the call with the third party at this time; if there is no answer or the line is busy, press **Flash** twice to return to the original party.
 - 3 Press **Flash**
 - All parties are now connected

-
- To drop the third party
- 1 Press **Flash**
You remain connected to the original party

Leave Word Calling



To leave a message *after* dialing an extension (when your call is not answered, you hear coverage or busy tone, or you have been put on hold)

- 1 Press **Flash** [recall dial tone]
- 2 Dial the Leave Word Calling code _____ [confirmation tone]

- Message light goes on at the called telephone

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

To leave a message without ringing an extension

- 1 Dial the Leave Word Calling code _____ [dial tone]
- 2 Dial the extension [confirmation tone]

- Message light goes on at the called telephone
-

To cancel a Leave Word Calling message

- 1 Dial the Leave Word Calling Cancel code _____ [dial tone]
- 2 Dial the extension [confirmation tone]

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

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

Priority Calling



To place a priority call

- 1 Dial the Priority Calling code _____ [dial tone]
- 2 Dial the extension

Send All Calls



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

- 1 Dial the Send All Calls code _____ [confirmation tone]
- 2 Hang up

Note: You may hear a ring-ping tone from your telephone as each call is sent to coverage.

To cancel Send All Calls

- 1 Dial the Send All Calls Cancel code _____ [confirmation tone]

- Your calls will ring at your own telephone again



To send the present call to another extension or outside number

- 1** Press **Flash** [recall dial tone]
 - Present call is put on hold
- 2** Dial the number that the call is to be transferred to [ringback tone]
- 3** Remain on the line and announce the call; if the number dialed is busy or not answered, press **Flash** twice to return to the held call

Note: Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.
- 4** Hang up
 - Transfer is completed

Tones and Their Meaning

Ring tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the speaker.

Ring tones

- **1 ring** — A call from another extension.
 - **2 rings** — A call from outside or from the attendant.
 - **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
 - **ring-ping (half ring)** — A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.
-

Feedback Tones

- **auto answer tone** — A short burst of tone immediately following a ring when the Auto Answer feature is active.
- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

- **call waiting** — One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.
- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and the called party has been given a call waiting tone.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted. When you have finished selecting a ringing pattern for your telephone, you hear two rising tones.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after picking up the handset or dialing the previous digit.
- **recall dial tone** — Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast busy tone repeated 120 times a minute; indicates all **trunks** are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in this guide.	<ol style="list-style-type: none">1 Reread the procedure and try again.2 For many features you must <i>pick up the handset</i> before you can use the feature.3 Check with your system manager to be sure this feature is administered for your telephone.4 You may have an older version of System 75; thus, some features may operate differently from the procedures described in this guide. Check the section on the next page on "System 75 Version Notes" for ways in which these features work differently.
There are no feature access codes written in the appropriate blanks in this guide.	See your system manager for a list of feature access codes for features assigned to your telephone. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	<ol style="list-style-type: none">1 Check with your system manager to be sure your telephone is administered correctly.2 Make sure the handset and line cords at your telephone are securely connected at both ends.3 Find a working telephone of the same type as your own. Unplug this telephone from its modular wall jack. Plug your telephone into that jack and check if it gets dial tone.4 If your telephone still does not work, plug the working telephone (of the same type) into your modular wall jack. If the working telephone has dial tone, your own telephone is faulty. See your system manager.

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none"> 1 Make sure the ringer is turned on. 2 Set the ringer volume to a higher level. 3 Place a test call from another extension to your extension. 4 Check the line cord to make certain it is securely connected at both ends. 5 If there is still a problem, see your system manager.
The lights do not go on next to the buttons.	<ol style="list-style-type: none"> 1 Check the line cord to make certain it is securely connected at both ends. 2 If there is still a problem, see your system manager.

System 75 Version Notes

If you have Version 1 or 2 of System 75, some features may work a little differently than noted in this guide. The following list explains the slight differences in these procedures.

Note: If you are uncertain what version of the System 75 software your business is using, check with your system manager.

Feature	System 75 Version	Changes in Feature Operation
Abbreviated Dialing	If you are using Version 1 If you are using Version 1 or 2	You can store up to 16 digits rather than 24 digits. You cannot use an Enhanced List.
Call Forwarding All Calls	If you are using Version 1 or 2	You cannot forward someone else's calls.
Last Number Dialed	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
Priority Calling	If you are using Version 1 or 2	You cannot change a regular call into a priority call.

Key Words to Know

access code See [feature access code](#).

activate To begin or turn on the operation of a feature.

attendant The person who handles incoming and outgoing calls at the main console.

AUDIX Audio Information Exchange, an optional voice mail and message service which provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance A button used exclusively to place or receive calls. It has an assigned extension number and is equipped with a red light and a green status light.

console permission The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

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

covering user.

DEFINITY Communications System, Generic 1, Generic 2, or Generic 3 The switch to which your telephone may be connected. (Your telephone may be connected to a DEFINITY Enterprise Communications Server [ECS] or System 75 or System 85 instead.) The DEFINITY Communications System, as well as the DEFINITY ECS and System 75 and System 85, are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

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

dial pad The 12 pushbuttons you use to dial a number and access features.

enhanced list One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

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

feature A special function or service, such as Conference, Hold, Send All Calls, etc.

feature access code A dial code of one, two, or three digits, which you use to activate or cancel the operation of a feature. Check with your system manager for the feature access codes for your system.

group list One of the four types of Abbreviated Dialing lists; programmable by the controller of the list or the system manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset The handheld part of the telephone which you pick up, talk into, and listen from. Also known as the **receiver**.

message retriever A person authorized by the system manager to retrieve messages for other users.

off-hook When the handset is removed from the cradle (for example, when you place the handset to place or answer a call).

on-hook When the handset is left on the cradle.

party A person who places or answers a call.

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

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

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

pickup group A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call An important or urgent call which sends a special 3-burst ring.

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

retrieve To collect telephone messages with the Message feature. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer The device that produces the electronic ringing sound in your telephone.

stored number A telephone number which has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial

telephone number, an extension number, or a feature or trunk code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored.

switch The device that makes connections for all voice and data calls for a network, and which contains software for features. Your switch is *either* the **DEFINITY Enterprise Communications Server (ECS)**, **DEFINITY Communications System Generic 1**, **Generic 2**, or **Generic 3**, or a **System 75** or **System 85**.

switch features Those features that you can use only if your telephone is connected to a DEFINITY ECS, the DEFINITY Communications System, or to System 75 or System 85 (and administered on your telephone by your system manager).

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

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

System 75 or System 85 The switch to which your telephone may be connected. (Your telephone may be connected to the DEFINITY Enterprise Communications Server [ECS] or to the DEFINITY Communications System Generic 1, Generic 2, or Generic 3 instead.) System 75 and System 85, as well as the DEFINITY ECS and the DEFINITY Communications System Generic 1, Generic 2, and Generic 3, are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the public network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

trunk code A dial code of one, two, or three digits which you dial to access a trunk group to place an outside call.

Quick Reference Lists

FEATURE ACCESS CODES

Feature	Code
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING	
Cancel	

Feature	Code
CALL PARK	
Answer Back	
CALL PICKUP	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	

Abbreviated Dialing*

Item No.	Personal List 1	Personal List 2	Personal List 3
	Name	Name	Name
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

* You may have as many as 3 Personal Lists. On System 75 and DEFINITY G3V3 (and prior) switches, each list can have either 5 or 10 items. See your system manager. On DEFINITY G3V4 (and later) switches, you can have up to 100 entries. In this case, photocopy this form for as many Personal List entries as you need to record.

Miscellaneous

Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes

Description	Code