



DEFINITY™ Communications
System Generic 2

ISDN 7505, 7506, and 7507 Terminals
User's Guide

NOTICE

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For more information about AT&T documents, see *Business Communications Systems Publications Catalog* (555-000-010).

HEARING AID COMPATIBILITY

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

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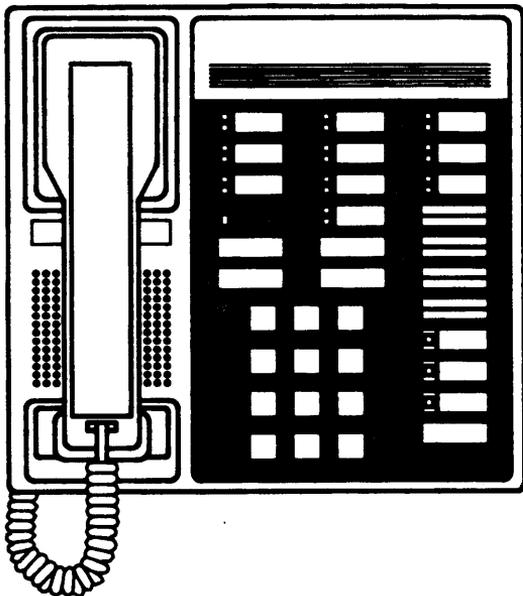
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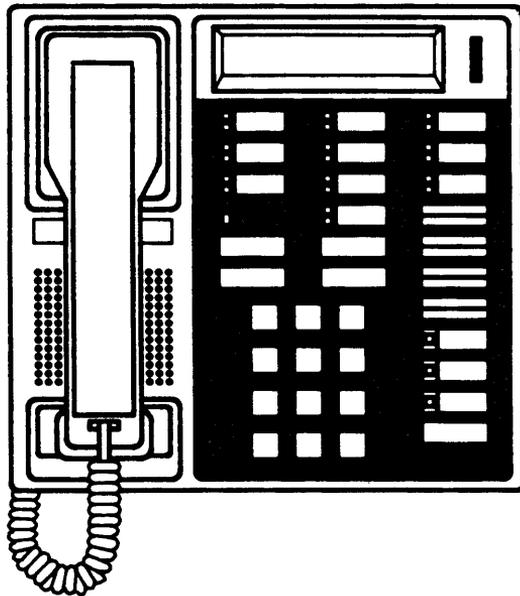
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Your ISDN Terminal

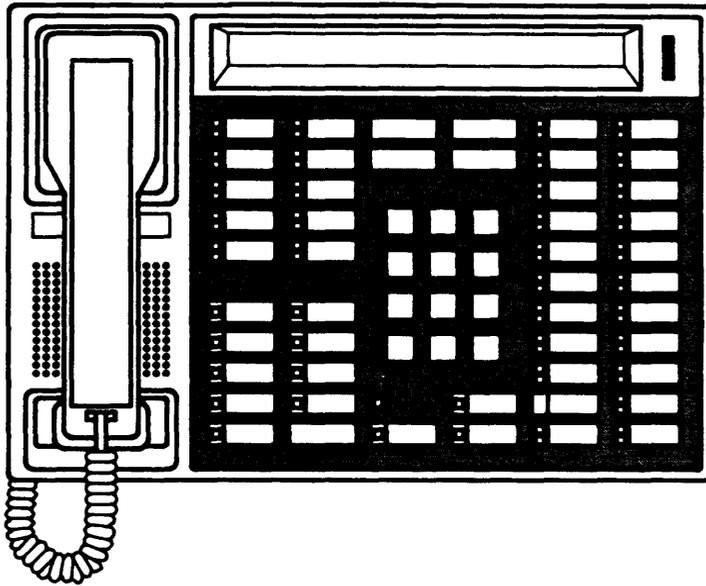
Your ISDN terminal is designed so that you can conveniently use the many features of the AT&T DEFINITY™ Communications System Generic 2. Familiarize yourself with your terminal shown in Figure 1 and explained on the following page.



7505



7506



7507

Figure 1. ISDN Terminals

Call appearance/feature buttons

At least 2 of these buttons are devoted to handling incoming and outgoing calls (**call appearances**) and are labeled with an extension number; the remainder are call appearances or access features (**feature buttons**) and are labeled with a feature name. Each button has a red light and a green light.

Redial button

For redialing the last voice number dialed.

Select button

Used to access a second level of features on the [**Redial**], [**Drop Test**], [**Transfer Clock**], and [**Conference Ring**] and secondary feature buttons.

Mute button

Press to have a conversation at your end without the person at the far end hearing. **Mute** works with both the handset and the Speakerphone.

Speaker button

If your terminal is programmed with a Speakerphone or SPOKESMAN® loudspeaker, this button is used to turn the speaker on or off.

Volume button

When on a call, used to decrease or increase the volume of the handset speaker, Speakerphone loudspeaker, or the SPOKESMAN loudspeaker. When not on a call, used to decrease or increase the ringer volume.

Transfer button

For transferring a call to another voice terminal.

Hold Button	For putting a call on hold.
Conference button	For setting up conference calls.
Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Message light	A green light that comes on steadily when a message has been left for you.
Dial pad	The standard 12-button touch-tone pad for dialing the telephone numbers and accessing features.
Handset	For placing and answering calls (also known as the receiver). In most cases you must lift the handset (go off-hook) before you can use a feature.
Adjunct jack	Located on the bottom of your terminal near the front edge. This jack is used for connecting a speakerphone or a headset adapter and headset to your terminal. A Speakerphone symbol () appears beneath the jack.
Line jack	Located on the back of your terminal. This jack is used for connecting a line cord to your terminal. The jack is labeled "LINE."

What the Features Do

Here are brief descriptions of 23 voice features, including what each one does and how you might want to use it. You will have the Conference, Drop, Hold, Message, Mute, Redial, Select Ring, Self-Test, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Abbreviated Dialing Allows you to store selected telephone numbers as 3 digits or less 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 3 possible types of lists—personal, group, and system—and you can have a total of 3 lists. 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. **Note:** Check with your System Manager concerning what types of lists you have and how many of each.

Automatic Callback Sends you a special 3-burst ring tone indicating that a previously busy extension is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone. **Note:** Can be used only for extensions, not outside numbers.

Bridging Permits you to answer or join in calls to someone else's extension by pressing a **bridged appearance button** on your terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your System Manager. Use to assist in handling calls for a designated co-worker.

Call Coverage Provides automatic redirection of certain calls to your terminal for answering. (Your System Manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage.

Call Forwarding All Calls 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 voice terminal and you want your calls to be forwarded to a telephone number of your choice.

Call Park Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to continue 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 voice terminal 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.

Conference Allows you to add a third party to a call, so that you can conduct a 3-way conversation. (If you wish to conference more than 3 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.

Drop Disconnects from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call.

Hold Puts a call in a holding state until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to do another task. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Intercom Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users by pressing a feature button and then dialing the group member's 2- or 3-digit code. Use to rapidly dial frequently called numbers.

Last Number Dialed (Redial) Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial Message Center, AUDIX, or a covering user 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.

Message Your Message light comes on 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 Lets you have a conversation at your end without the person at the far end hearing. **Mute** works with both the handset and the Speakerphone.

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.

Redial See **Last Number Dialed**

Select Ring Allows you to select your own personalized ring from among 8 available ringing patterns. Use to distinguish your ring from that of other nearby voice terminals.

Self Test Activates the lights and ringer of your voice terminal. Use when you want to test their operation.

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.

Speakerphone Allows you to place calls or access other features without lifting the handset. Use any time you prefer hands-free communication, or for group listening.

SPOKESMAN® Loudspeaker Allows you to monitor call progress (hear touch-tone digits as they are dialed, ringing, and the called party answer) and listen (only) to a conversation. Use for group listening.

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

Voice Message Retrieval Gives you messages (via computerized voice) left for you through Leave Word Calling or as entered by a covering user. If authorized by your System Manager, you may also retrieve messages for one or more of your co-workers. Use to hear all messages received while you were away.

How to Use the Features

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

Special Instructions

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

- To the right of each feature name is a box. For each feature that you have, mark a [✓] in the blank box as a reminder. (Voice features Conference, Drop, Hold, Message, Select Ring, Self-Test, and Transfer are already marked for you.)
- To use a voice feature you must have the handset off-hook unless you are instructed to remain on-hook in the procedures. You can activate and cancel most of the voice features by dialing 2- or 3-digit codes (if they are not already assigned to a button). In the blanks provided within the procedures, write in the feature code numbers.

Note: If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up or press [**Drop**], get dial tone, and begin again at Step 1.

Conventions

The following conventions are used in the procedures:

- Gray Type** Procedural steps in gray type are steps that you should follow if you do not have a button assigned for the feature.
- [**xxxxx**] This box represents a call appearance button which is used exclusively for placing, receiving, or holding calls. The button has a red light and a green light and is labeled with an extension number (shown as [**xxxxx**]).
- [**Feature**] and [**Feature xxxxx**] Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number or a person's name (shown as [**xxxxx**]).
- [**handset tone**] The tone that appears in brackets after a step indicates what you should hear from your handset after successfully performing that step.

For a list of tones and their meanings, see the section titled **Tones and Their Meanings**. For a list of glossary terms, see the section titled **Key Words to Know**.

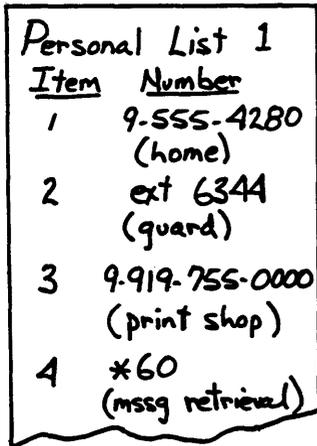
Quick Reference Lists

At the end of this booklet is a set of quick reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, flip to that page as needed, or make a photocopy and keep it handy.

Abbreviated Dialing

Note: If you hear the intercept tone while programming, start from the beginning. Abbreviated Dialing buttons must first be assigned by your System Manager.

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



<u>Item</u>	<u>Number</u>
1	9-555-4280 (home)
2	ext 6344 (guard)
3	9-919-755-0000 (print shop)
4	*60 (msg retrieval)

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)
- 2 Press [**Program**]
or Dial Abbreviated Dialing Program code _____
[confirmation tone]
- 3 Dial personal list access code _____
- 4 Dial desired list item number (**0-9, 00-95**, depending on list size) [dial tone]
- 5 Dial outside number, extension, or feature access code you want to store (up to 35 digits)
- 6 Press [**#**] [confirmation tone]
 - Number is stored
 - Press [**Drop**] and begin again at Step 1 to program additional items on the same list or to program another personal list
- 7 Hang up or press [**Drop**] to end programming

Note: Record your personal list items on the Abbreviated Dialing list in the back of this booklet; group and system lists are available from your System Manager.

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

- 1 Press [**Personal List**] or [**Group List**] or [**System List**] or Dial appropriate Abbreviated Dialing List code:
 - Personal _____
 - Group _____ [dial tone]
 - System _____
- 2 Dial desired list item (**1, 2, 3...**, **01, 02, etc.**)
 - Stored number is automatically dialed

Automatic Callback



To automatically place another call to an extension that is busy

1 Press [Auto Callback] and dial extension [confirmation tone]

- Green light comes on until callback is completed or canceled

Note: If you send your calls to coverage, you cannot activate Automatic Callback.

2 Hang up (within 7 seconds) or press [Drop]

- You will receive a 3-burst priority ring when both your voice terminal and the called extension are idle

3 Lift handset when you hear priority ring [ringback tone]

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

Note: Only one Automatic Callback call at a time can be placed, and Automatic Callback is canceled after 20 to 40 minutes if the callback call is not made (called party still busy).

To cancel Automatic
Callback

- 1 Press [Auto Callback] again
or Dial Automatic Callback Cancel code _____
[confirmation tone]
- Green light goes off

Bridging

To answer a bridged call

- 1 Press [xxxxx] of bridged call

Note: If your voice terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset.

- 2 Pick up handset

To prevent other bridged
terminals from entering a
call (on a per call basis)

- 1 Press [Exclusion xxxxx] while connected to the call

Note: Pressing [Exclusion xxxxx] again reactivates bridging.

Call Coverage



To answer a call for a co-worker for whom you are a coverage point

- 1 Press [xxxxx] of incoming call when ring begins or green light flashes

Note: The call is *not* at your voice terminal until the light is flashing.

To leave a message for a co-worker to call the original caller's extension

- 1 Press [Coverage Callback] while connected to the call
[confirmation tone]

Note: To leave a message for a co-worker to call *you*, activate Leave Word Calling instead.

To talk privately with
co-worker after answering
a redirected call

- 1 Press [Transfer] [dial tone]
 - Call is put on hold
- 2 Press [Consult]
or Dial co-worker's extension
[priority ring to co-worker]

Note: You can privately discuss call; if co-worker is not available, press the fluttering [xxxxx] to reconnect to call.

- 3 Press [Transfer] again to send call to co-worker or
Press [Conference Ring] to make it a 3-party call

Call Forwarding—Busy/Don't Answer



To program Call Forwarding—Busy/Don't Answer

- 1 Press [Call Forward]
or Dial Call Forward—Busy/Don't Answer code
[dial tone]
- 2 Dial extension where calls will be sent
[confirmation tone]

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

- 3 Hang up or press [Drop]

To cancel Call Forwarding—Busy/Don't Answer

- 1 Press [**Call Forward**] again
or Dial Call Forward Cancel code _____
[confirmation tone]
- 2 Hang up
 - Your calls will ring at your own voice terminal again

Call Forwarding—Follow Me



To temporarily redirect all calls to an extension of your choice

- 1 Press [Call Forward]
or Dial Call Forward — Follow Me code _____
[dial tone]
 - 2 Dial extension or number where calls will be sent
[confirmation tone]
- Calls can only be forwarded to another extension, not to an outside number (see your System Manager)

Note: You may hear a ring-ping tone for each call forwarded after you have activated this feature and hung up; also, some voice terminals may have restrictions on where calls can be forwarded. See your System Manager.

To cancel Call Forwarding—Follow Me

- 1 Press [Call Forward]
or Dial Call Forward Cancel code _____
[confirmation tone]



To park a call (for retrieval at any extension)

- 1 Press [Transfer] [dial tone]
 - Second party is put on hold
- 2 Press [Call Park]
or Dial Call Park trunk code _____ [dial tone]
- 3 Dial the Call Park zone number
- 4 Dial an idle answer-back channel number [confirmation tone]
- 5 Press [Transfer] [ringback tone]
- 6 Hang up
 - Held party is transferred to the answer-back channel and hears ringback tone (or music) while waiting

To retrieve parked call from any extension

- 1 Dial Call Park Answer-Back code _____ [dial tone]
- 2 Dial channel number that call was parked against [confirmation tone]

Note: If you receive intercept tone, 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 voice terminal is idle

- 1 Press [Call Pickup]
or Dial Call Pickup code _____
 - You are connected to ringing call

To answer a call to your pickup group while on another call

- 1 Press [Hold]
 - Present call put on hold
- 2 Press an idle call appearance [dial tone]
- 3 Press [Call Pickup]
or Dial Call Pickup code _____
 - Called voice terminal stops ringing
 - You are connected to ringing call

Note: To return to held call after completing present call, press fluttering [xxxxx].



To answer a call waiting tone

- 1 Complete present call and hang up [ringing]
 - Receive ringing from waiting call (1—internal, 2—outside, 3—priority)
- 2 Pick up and answer

To answer a call waiting tone, putting present call on hold

- 1 Press [Hold] [recall dial tone]
 - Present call put on hold
- 2 Dial Call Waiting answer/hold code _____
 - You are connected to waiting call

Note: You can return to first call by pressing the [Hold] button.



To add a third party to a call

- 1 Press [Conference Ring] [dial tone]
 - Present call put on hold and you are given a new call appearance
 - 2 Dial number of third party and wait for answer
- Note:** You can privately discuss the call with the third party at this time; if no answer or busy, press fluttering [xxxxx] to return to the original party.
- 3 Press [Conference Ring] again
 - All parties now connected

To add a call you've put on hold to another call you're connected to

- 1 Press [Conference Ring] [dial tone]
 - Held call light flutters; active call light remains on
- 2 Press [xxxxx] of call on hold
- 3 Press [Conference Ring] again

To drop third party

1 Press [**Drop**]

- You remain connected to original party



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

- 1 Press [Drop]

Note: Parties other than the last one must disconnect to be released from the conference call.



To keep a call waiting while you answer another call, make a call, or perform some other task

- 1 Press [Hold]
 - Green light flutters

Note: If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another

- 1 Press [Hold]
 - Green light flutters
 - 2 Press [xxxxx] of incoming call
 - You are connected to incoming call
-

To return to held call

- 1 Press [xxxxx] of held call
 - You are connected to held call

Note: If you are active on a call and you press the [xxxxx] of the held call, the active call will be dropped.



To make a call to your predetermined Automatic Intercom partner

- 1 Press [lcom_Auto_xxx] [dial tone]
 - Special intercom ring is sent

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

- 1 Press [lcom_Dial] [dial tone]
- 2 Dial group member's 1- or 2-digit code [ringback tone]
 - Special intercom ring is sent

To answer any intercom call

- 1 Pick up handset
 - You are connected to call

Note: If you are active on another call, first press [Hold], then press flashing [xxxxx].

Last Number Dialed



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

1 Press [Redial]

- Number is automatically dialed (up to 32 digits)

Note: Pressing the [Redial] button without lifting the handset automatically activates the Speakerphone or SPOKESMAN loudspeaker.

Note: Your voice terminal is equipped with a [Redial] button which is *similar* in function to the **Last Number Dialed** feature. Limitations on this feature should be noted. Digits dialed via Abbreviated Dialing, feature dial codes, authorization codes, and SMDR account codes may or may *not* be retained in memory and may have to be redialed for each call. Check with your System Manager.

Leave Word Calling (LWC)



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

Note: To do this, you must have a [LWC] button

- 1 Press [LWC] any time after you complete dialing [confirmation tone]
 - Message light comes on called voice terminal (if equipped)

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

- 2 Hang up or press [Drop]
-

To leave a message without ringing an extension

- 1 Press [LWC]
or Dial Leave Word Calling code _____ [dial tone]
- 2 Dial extension [confirmation tone]
 - Message light comes on called voice terminal (if equipped)
- 3 Hang up or press [Drop]

To cancel a Leave Word Calling message (you cannot cancel messages for an AUDIX subscriber)

- 1 Press [**Cancel LWC**]
or Dial Leave Word Calling Cancel code _____
[dial tone]
- 2 Dial extension [confirmation tone]
 - Message is deleted

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



To retrieve a message when your Message light is on

- 1 On 7506 or 7507, press [MSG Retrieval]
- 2 Move through the messages with the following buttons:
 - [Next] for next message
 - [Scroll] to scroll through messages
 - [Delete] to delete *displayed* message
 - [ReturnCall] to place a call to the extension being displayed
- 3 Press [Normal] to end message retrieval and restore voice terminal to normal operating mode
 - Green Normal light comes on
 - or
 - Ask your System Manager for local retrieval methods



To mute your handset speaker or the Speakerphone

- 1 Press [**Mute**]
 - Green light comes on
 - Current call is muted (far end cannot hear you)

To remove mute

- 1 Press [**Mute**] again
 - Mute light goes off
 - Conversation can resume

Note: Switching from the handset to the Speakerphone while the Mute feature is on will automatically turn the Mute feature off. The same is true for switching from the Speakerphone to the handset.



To place a priority call
(3-burst ring)

- 1 Press [**Priority**]
or Dial Priority Calling Code _____ [dial tone]
- 2 Dial extension
- 3 Wait for called party to answer

To change a regular call
into a priority call
(3-burst) when you hear a
call waiting ringback tone

- 1 Press [**Priority**]
 - Called party receives a priority call waiting tone (3-burst)
- 2 Wait for called party to answer

Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.



To select a personalized ring

- 1 Press [**Select**] (while on-hook)
 - Green light comes on
- 2 Press [**Conference Ring**]
 - Current ring pattern plays
- 3 To hear the next pattern, press [*]; listen to the ring
- 4 Repeat Step 3 until you hear the ring pattern you want
- 5 Press [#] when you hear the desired ring pattern
 - The set gives two rising tones and returns to the calling mode. Your new ring pattern is saved

Note: If you receive a call, go off-hook, or lose power during selection, process is interrupted and you must repeat from Step 1. If you lose power *after* you have selected your personalized ring, your ring pattern will be saved.



To test the lights and ringer of your voice terminal

- 1 Press [Select] (while on-hook)
 - Green light comes on
- 2 Press [Drop]
 - Self-test begins
 - If the test passes, the following will occur; proceed to Step 3
 - You will hear periodic tones if the test is proceeding correctly
 - The green **Message** light comes on
- 3 Once you have heard a tone, you can press each button that has a light(s). The green light comes on indicating the button works correctly
- 4 Lift the handset; the green light will flutter. Press each button on the dial pad [tones in handset]
- 5 After the last button press, press the [Select] button, then press the [Drop] button to exit and return to the calling mode

6 Hang up the handset

- If the self-test fails, or if it passes but your set is not working properly, contact your System Manager

Note: If you do not press the [**Select**] and [**Drop**] buttons, the set automatically exits self-test 30 seconds after the last button press.

Send All Calls



To send all incoming calls (except priority calls) immediately to an assigned extension, AUDIX, or Message Center for coverage

- 1 Press [Send All Calls] (while on-hook or off-hook) or Dial Send All Calls code _____ [confirmation tone]

Note: You may hear a ring-ping tone as each call is sent to coverage. See your System Manager.

To cancel Send All Calls

- 1 Press [Send All Calls] again (while on-hook or off-hook) or Dial Send All Calls Cancel code _____ [confirmation tone]

- Your calls ring at your own voice terminal again



To place/answer a call without lifting the handset, or to use speakerphone with any feature

- 1 Press [**Speaker**]
 - Green lights come on [**Speaker**] and [**xxxxx**]
 - 2 Place or answer call, or access selected feature
 - Adjust speakerphone volume with [**▲Volume▼**] button
 - 3 Press [**Speaker**] again to hang up
 - Green lights go off
-

To prevent party from hearing you

- 1 Press [**Mute**]
 - Green light comes on and party cannot hear you
 - 2 Press [**Mute**] again to resume talking to party
 - Green light goes off
-

To change from speakerphone to handset

- 1 Lift handset and talk
 - Green light on [**Speaker**] goes off

To change from handset
to speakerphone

- 1 Press [**Speaker**]
 - Green light on [**Speaker**] comes on
- 2 Hang up handset



To send present call to another extension or outside number

- 1 Press [**Transfer**] [recall dial tone]
 - Present call put on hold
- 2 Dial extension or number that call is to be transferred to [ringback tone]
 - Remain on line and announce call if desired; if no answer or number dialed is busy, return to held call by pressing its [**xxxxx**]
- 3 Press [**Transfer**] again
 - Call is sent to the dialed extension or number

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 or press [**Drop**]



To retrieve your voice messages when your Message light is on

- 1 Dial the Voice Message Retrieval code (while on-hook or off-hook) _____ [dial tone]
- 2 Press [#] [voice prompting]

Note: Do *not* press [#] if calling from someone else's extension; instead, dial your own extension number and (if prompted) your security code.

- 3 Move through the messages with these dial pad buttons: (Press [#] to retrieve first message)

[#] NEXT (read next message)

[*] [3] DELETE (erase from storage)

[*] [4] HELP (request assistance)

[2] [3] REPEAT (read message again)

[8] CALL (call back named extension)

Note: When you call back an extension with [8], be sure to also delete the message with [3] either before you place the call or after you complete it; otherwise, the message will remain in storage.

- 4 Hang up or press [**Drop**] to end Voice Message Retrieval

To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code (while on-hook or off-hook) _____ [dial tone]
- 2 Dial co-worker's extension [dial tone]
 - Dial co-worker's security code also, if prompted

Note: The security code must be dialed within *10 seconds* or you will receive an intercept tone. Begin again at Step 1 if this happens.

- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up or press [**Drop**] to end Voice Message Retrieval

Tones and Their Meanings

Ringling tones are produced by an incoming call. **Handset tones** are those which you hear through the handset (receiver).

Ringling 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, not repeated)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding—Follow Me is active.
-

Handset Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.

- **call waiting tone** — One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** — Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast busy tone repeated 120 times a minute; indicates all *trunks* are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Key Words to Know

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

attendant The person who handles incoming and outgoing calls at the main telephone 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, receive, or hold calls. It has an assigned extension number and is equipped with a red light and a green light.

console appearance 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 voice terminal to another voice terminal. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a **covering user**.

DEFINITY Communications System Generic 2 The AT&T switch to which you are connected. It transmits and receives voice and data signals for all communications equipment in your network.

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

extension A dialing number of 3 to 5 digits assigned to each voice terminal connected to your DEFINITY Generic 2.

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

feature code A dial code of 1 to 4 digits, which you use to activate or cancel the operation of a feature.

group list One of the 3 types of Abbreviated Dialing lists; programmable by the System Manager or a controller of the list. Contains telephone numbers useful to members of a specific group, and stored as a 1- or 2-digit list item, depending on the number of members in the list.

handset The handheld part of the voice terminal 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 lift 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 3 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 1- or 2-digit list item, depending on the number of members in the list.

personal list item One of the 10 available slots on an Abbreviated Dialing personal list. The first 9 personal list items are given digits 1 to 9, with 0 for the tenth item. (Additional list items may be available. See your System Manager).

pickup group A group of up to 25 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. Programming is activated by dialing an access code.

retrieve To collect telephone messages with the Message or Voice Message Retrieval features. (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 voice terminal.

Ringling Appearance Preference If your voice terminal is assigned Ringling Appearance Preference, you will automatically be connected to an incoming call when you lift the handset. You *do not* have to press a call appearance button.

stored number A telephone number which has been programmed and stored as a 1-, 2-, 3-, or 4-digit list item for use with Abbreviated Dialing. It can be a complete or partial telephone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored. If the number is stored on an [**AD_xxxxx**] button, the number can be accessed by simply pressing that button.

switch The device which makes connections for all voice and data calls for a network, and also contains software for features. Also known as a **system**, **switching system**, or **PBX** (private branch exchange). (Your switch is an **AT&T DEFINITY Communications System Generic 2.**)

system list One of the 3 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 to 4-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.

trunk A telecommunications channel between your DEFINITY Generic 2 and the local or long distance calling network. Trunks of the same kind connecting to the same endpoints are assigned to the same **trunk group**.

trunk code A dial code of 1 to 4 digits which you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specifically designed features (for example, self-test mode, administrable buttons, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

Feature Codes

Feature	Code	Feature	Code
ABBREVIATED DIALING Personal		CALL PICKUP	
Group		CALL WAITING	
System		LAST NUMBER DIALED	
Program		LEAVE WORD CALLING	
CALL FORWARDING— BUSY/DON'T ANSWER		Cancel	
Cancel		Print Messages	
CALL FORWARDING— FOLLOW ME		PRIORITY CALLING	
Cancel		SEND ALL CALLS	
CALL PARK		Cancel	
Answer Back		VOICE MESSAGE RETRIEVAL	
		Coverage	

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Message	
Attendant	

Abbreviated Dialing

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

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