AT&T

DEFINITY ® Communications System
Generic 1 and generic 3

and System 75

7410 Plus Voice Terminal User's Guide

Contents

Your 7410 Plus Voice Terminal

The 7410 Plus voice terminal is designed so that you can conveniently use the many features of the DEFINITY®Communications System Generic 1 and System 75. Familiarize yourself with your voice terminal, shown in Figure 1 below and explained on the following page.
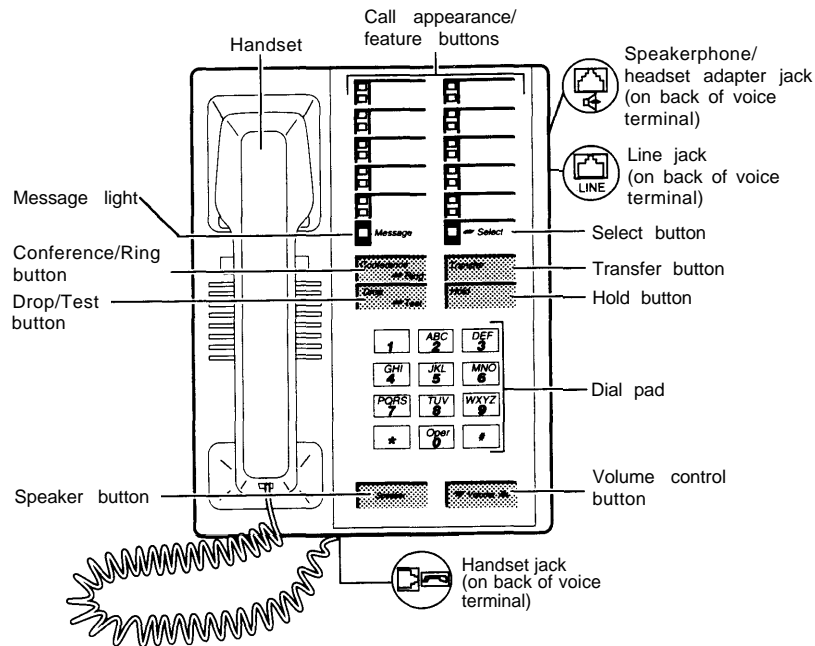
Figure 1. 7410 Plus Voice Terminal

Starting at the top of Figure 1 and continuing clockwise:

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.
Call appearances/ feature buttons	Usually 3 of these 10 buttons are devoted to handling incoming and outgoing calls **(call appearances)** and are labeled with an extension number; the remainder access features **(feature buttons)** and are labeled with a feature name. Each of these buttons has a red in-use light to tell that this is the line you are using or that this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.
Speakerphone/headset adapter jack (on back of voice terminal)	This jack is used for connecting an external speakerphone or a headset adapter to your voice terminal. This jack is labeled ◁ .

Line jack **(on back of voice terminal)**	This jack is used for connecting a line cord to your voice terminal. This jack is labeled "LINE."
Select button	When used with [**Conference/Ring**] you can select a personalized ring from 8 ringing patterns. When used with [**Drop/Test**] you can test the lights and ringer on your voice terminal.
Transfer button	For transferring a call to another voice terminal.
Hold button	For putting a call on hold.
Dial pad	The standard 12-button pad for dialing phone numbers and accessing features. 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.
Volume control **button**	For adjusting the volume of the loudspeaker associated with the speaker when you are using this feature and a call is in progress, or for adjusting the volume of the tone ringer when you are not using the speaker.
Handset jack **(on back of voice terminal)**	This jack is for connecting a handset to your voice terminal. The jack is labeled ⌢ .
Speaker button	For accessing the Speaker feature. This feature can be used for listening only. If you want to speak to the other party, you must lift the handset.
Drop/Test button	For disconnecting from a call or dropping the last party added to a conference call. When used with [**Select**] , you can test the lights and ringer on your voice terminal.
Conference/Ring **button**	For setting up conference calls. When used with [**Select**] , you can select a personalized ring for your voice terminal.
Message light	A red light that goes on steadily when a message has been left for you.

What the Features Do

Here are brief descriptions of 21 features, including what each one does and how you might want to use it. You will have the Conference, Drop, Hold, Message, Select Ring, Self-Test, Speaker, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Abbreviated Dialing (AD) Allows you to store selected phone numbers for quick and easy dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. Abbreviated Dialing offers 4 possible types of lists—personal, group, system, and enhanced— and you can have a total of 3 out of the 4 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.

Automatic Callback Sends you a special 3-burst ring 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 phone or in and out of the office. **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 voice 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 voice 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.
Note: If you have **Go to Cover,** you (the calling party) can send internal calls directly to coverage any time during the call attempt (the person you call must be in a call coverage group).

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 phone 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 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 voice terminal.

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 parties to a call, so that you can conduct up to a 6-way conversation. (If you wish to conference more than 6 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

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 on hold 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 perform 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 (Automatic/Dial) 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 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 Leaves a message for another extension to call you back. The called party will be able to dial message service (e.g., 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.

Message Your Message light goes on when a caller has left a message. You can then follow your System Manager's local message retrieval procedures to get your message.

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.

Select Ring Allows you to select your own personalized ring from among 8 available 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 phone calls.

Speaker Allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must use the handset (the speaker must be off). Use with feature activities that require *listening only,* such as on-hook dialing, monitoring calls on which you have been put on hold, or retrieving messages.

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 that 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 below. 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. (Conference, Drop, Hold, Message, Select Ring, Self-Test, Speaker, and Transfer are already marked for you.)

- You can activate or 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.

As you operate the features on your voice terminal, keep in mind the following general rules.

- Follow carefully all the steps listed in the procedure for the particular feature you are using.

- 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 leave your handset on-hook and use the Speaker feature for those activities that require *listening only,* such as on-hook dialing, monitoring calls on hold, or retrieving messages.)

- 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.

- 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 you use any of these 4 features.

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 or receiving calls. The button has a red in-use light and a green status 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.**

Troubleshooting

Later in this guide you will find a short section on troubleshooting. Use the procedures listed here for problems that you may have in using your voice terminal.

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, remove the page from the booklet (tear along the perforation), and keep the lists near your voice terminal.

Abbreviated Dialing (AD)

To program/reprogram an AD button

Note: AD buttons must first be assigned by your System Manager.

1 On a separate sheet of paper, jot down the outside numbers, extensions, and/or feature codes you want to program

   Note: Each AD button will hold one complete phone number or feature code.

2 Pick up handset   [dial tone]

3 Press [**Program**] (if this button has been assigned to your voice terminal)
or Dial Program code ———————
                               [dial tone]

4 Press [**AD xxxxx**] to be programmed   [dial tone]

5 Dial outside number, extension, or feature code 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.

6 Press [**#**] (on the dial pad)
                     [confirmation tone], [dial tone]

- Number is stored

- Repeat Steps 4-6 to program additional buttons

7 Hang up or press [**Drop/Test**] to end programming

To place an AD call

1 Press selected [**AD xxxxx**]   [ringback tone]

- Call is dialed (silently)

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

```
Personal List 1
Item   Number
 1     9-555-4280
       (home)
 2     ext 6344
       (guard)
 3     9-919-755-0000
       (print shop)
 4     *60
       (mssg 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)

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

2   Pick up handset   [dial tone]

3   Press [**Program**]
    or Dial Program code _____
                                             [dial tone]

4   Dial Personal List number (**1, 2, or 3**)
                                             [dial tone]

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

6   Dial 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], [dial tone]

    • Number is stored

    • Repeat Steps 5-7 if you want to program additional items on the same list; press [**Drop/Test**] and begin again at Step 1 if you want to program items on another list

8   Hang up or press [**Drop/Test**] to end programming

    Note: Record your personal list items on the Abbreviated Dialing list in the back of this booklet; group, system, and enhanced lists can be obtained from the System Manager.

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

1   Dial appropriate AD list code:

    • List 1 _____

    • List 2 _____   [dial tone]

    • List 3 _____

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

    • Call is dialed

    Note: You can program a list code on one of your AD buttons for quicker access to a list. To place a call, simply press the AD button and then dial the desired list item.

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Automatic Callback

To automatically place another call to an extension that was busy, did not answer, or returned a call waiting ringback tone

1 Press [**Auto Callback**] during call attempt

[confirmation tone]

- Green light goes on steadily until callback is completed or canceled

Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

2 Hang up

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

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

3 Lift handset when you hear priority ring

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

Note: Automatic Callback is automatically canceled after 30 minutes or if the callback call is unanswered.

To cancel Automatic Callback

1 Press [**Auto Callback**] again (while on-hook)
or Dial the 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.

To use Manual Exclusion 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: 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. Also, the call is *not* at your voice terminal until the green 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 a co-worker after answering a redirected call

1 Press [**Transfer**]

● Call is put on hold

2 Press [**Consult**]   [priority ring to co-worker]
or Dial co-worker's extension

Note: You can privately discuss the call at this time; if your 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

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

1 Press [**Call Forward**]
or Dial Call Forward code _____
[dial tone]

Note: If you have console permission, next dial the extension number whose calls are to be forwarded; receive dial tone.

2 Dial extension or number where calls will be sent
[confirmation tone]

Note: Some voice terminals have restrictions on where calls can be forwarded (see your System Manager).

3 Hang up

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Call Forwarding

1 Press [**Call Forward**] again (while on-hook)
or Dial Call Forward Cancel code _____
[confirmation tone]

● Your calls will now ring at your own voice terminal

Call Park ■

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

Note: If a [**Call Park**] button has been assigned to your voice terminal, simply press [**Call Park**] and hang up; otherwise, follow the instructions below.

1 Press [**Transfer**] [dial tone]

2 Dial Call Park code _____
[confirmation tone]

3 Press [**Transfer**] again

● Call is parked

4 Hang up

To return to a call parked at your extension

1 Press [**Call Park**]
or Dial the Answer Back code _____
and then your extension number

● You are connected to call

To retrieve a parked call from any extension	**1**	Pickup handset or press [**Speaker Reset Spkr**]

To retrieve a parked call from any extension

1 Pickup handset or press [**Speaker Reset Spkr**]
[dial tone]

2 Dial Answer Back code
[dial tone]

3 Dial extension number where call is parked
[confirmation tone]

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

Call Pickup ▪

To answer a call placed to a member of your pickup group when your voice terminal is idle

1 Press [**Call Pickup**]
or Dial Call Pickup code _____

- Called voice terminal stops ringing
- You are connected to ringing call

To pick up a call while you are active on another call

1 Press [**Hold**]

- Present call is put on hold
- Green light flutters

2 Press [**Call Pickup**]

- Called voice terminal stops ringing
- You are connected to incoming call

Note: To return to held call after completing pickup call, press fluttering [**xxxxx**]

Conference ✔

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

1 Press [**Conference Ring**]
[dial tone]

- Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other

2 Dial number of new party and wait for answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering [**xxxxx**] to return to held call.

3 Press [**Conference Ring**] again

- All parties are now connected
- Repeat Steps 1-3 for additional conference connections

| To add a call you've put on hold to another call you're connected to | **1** Press [**Conference/Ring**]   [dial tone] |

1 Press [**Conference/Ring**]   [dial tone]

- Held call light continues to flutter; current call light also flutters

- You are given a new call appearance

2 Press [**xxxxx**] of call on hold (first call)

3 Press [**Conference/Ring**] again

- All parties are now connected

To drop the last party added to a conference call

1 Press [**Drop/Test**]

- Last party you added is dropped

- You remain connected to other parties

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

Drop ✓

To disconnect from a normal call and obtain dial tone without hanging up the handset

1 Press [**Drop/Test**]   [dial tone]

Note: If pressed during a conference call, the last party added will be dropped and you will remain connected to the other parties.

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Hold ✓

To keep a call on hold 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.

Intercom (Automatic/Dial) ■

To make a call to your predetermined Automatic Intercom partner	**1** Press [**Icom Auto xxx**] [ringback tone] • Special intercom ring is sent **Note:** If call is unanswered, press [**Go to Cover**] while call is ringing if you want to redirect it to coverage.
To dial a call to a member of your Dial Intercom group	**1** Press [**Icom Dial xxx**] [dial tone] • Green light goes on steadily **2** Dial group member's 1- or 2-digit code [ringback tone] • Special intercom ring is sent **Note:** If call is unanswered, press [**Go to Cover**] while call is ringing if you want to redirect it to coverage.

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 [**Last Dialed**]
or Dial Last Number Dialed code _____
(up to 24 digits) [ringback tone]

2 Wait for called party to answer

Leave Word Calling (LWC) ■

To leave a message *after*
dialing an extension
(when your call is not
answered, 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**] before hanging up your handset
[confirmation tone]

- Message light goes on at called voice terminal

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

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 goes on at called voice terminal

To cancel a Leave Word Calling message	**1** Press [**Cancel LWC**] **or Dial Leave Word Calling Cancel code** _____ **[dial tone]**
Note: You cannot cancel a message left for an AUDIX subscriber.	**2** Dial extension [confirmation tone] **Note:** If reorder tone is heard, message is not canceled; try again.

Message ✓

To retrieve a message when your Message light is on	**1** See your System Manager for instructions regarding your local message retrieval procedures. For procedures for using the Voice Message Retrieval feature, see "Voice Message Retrieval" later in this section.

Priority Calling ◻

To place a priority call (3-burst ring)	**1** Press [**Priority**] **or Dial Priority Calling code** _____ **[dial tone]** **2** Dial extension [ringback tone] **3** Wait for called party to answer **Note:** If your call is not answered and you wish to redirect it to coverage, press [**Go to Cover**] while call is ringing.
To change a regular call into a priority call (when you hear a call waiting ringback tone)	**1** Press [**Priority**] **2** Wait for called party to answer **Note:** If you still receive a call waiting ringback tone, wait a few minutes and try again.

Select Ring (and Ringer Volume) ✔

To select a
personalized ring

1 While on-hook, press [**Select**]

- Green light goes on steadily

2 Press [**Conference/Ring**]

- Green light next to [**Select**] winks; current ring pattern plays and repeats every 4 seconds

3 Continue to press [**Conference/Ring**] to cycle through all 8 ring patterns

4 When you hear the desired ring pattern, press [**Select**] again

- Your new ring is set; green light next to [**Select**] goes off

Note: If you receive a call, go off-hook, or lose power during selection, process is interrupted and you must start again. If you lose power after you have selected your personalized ring, you will have to select your ring pattern again.

To adjust ringer volume
if necessary

1 To raise the volume, press the right half of the Volume control button labeled [▲] ; to lower the volume, press the left half of the

Volume control button labeled [▼]
(There are 8 possible volume settings.)

Self-Test ✔

To test the lights and
ringer of your voice
terminal

1 While on-hook, press [**Select**]

- Green light goes on steadily

2 Press and hold [**Drop/Test**]

- Ringer sounds; all lights go on steadily

3 Release [**Drop/Test**] to end test

- Ringer and lights return to pretest state; green light next to [**Select**] also goes off

Note: If ringer or lights do not respond during test, notify your System Manager.

Send All Calls ◻

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

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

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Send All Calls

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

Speaker (and Speaker Volume) ✔

To place a call without lifting the handset, or to use speaker with any listening-only feature activity (such as, monitoring a call on which you have been put on hold or for retrieving messages)

1 Press [**Speaker**]
2 Place call or access selected feature
3 Adjust speaker volume if necessary

- To raise the volume, press the right half of the Volume control button labeled [▲] ; to lower the volume, press the left half of the Volume control button labeled [▼] (There are 8 possible volume settings.)

To change from speaker to handset

1 Lift handset and talk

- Speaker turns off when you lift handset.

To change from handset to speaker	**1** While handset is off-hook, press [**Speaker**] • You can now hang up handset and call will remain active on speaker

To end a call while speaker is active	**1** With handset on-hook, press [**Speaker**] to end call

Transfer ✔

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

Voice Message Retrieval

To retrieve your voice messages when your Message light is on

1 Dial the Voice Message Retrieval code

           [dial tone]

2 Press [**#**]   [voice prompting]

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

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)
[**5**] 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 by pressing [**3**] *before* you press [**8**] ; otherwise the message will remain in storage.

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

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To retrieve voice messages for a co-worker

1 Dial Voice Message Retrieval Coverage code

           [dial tone]

2 Dial co-worker's extension   [voice prompting]

Note: If you receive an intercept tone, see your System Manager for further instructions.

3 Move through the messages with dial pad buttons previously listed

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

Tones and Their Meanings

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

Ringing 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 All Calls 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.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in the book.	**1** Reread the procedure and try again. **2** For many features you must *lift the handset* before you can use the feature. **3** Check with your System Manager to be sure this feature is administered on your voice terminal. **4** You may have an older version of the System 75 software so that some features may have slight differences from the procedures described in this guide. Check the section below on "Version Notes" for ways in which these features work differently.
There are no Feature Codes (such as Call Forward code or Send All Calls code) written in the appropriate blanks in this guide.	See your System Manager for a list of Feature Codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	**1** Check with your System Manager to be sure your voice terminal is administered correctly. **2** Make sure that the handset and line cords at your voice terminal are securely connected at both ends. **3** Find a working voice terminal of the same type as your own. Unplug this voice terminal from its modular wall jack. Plug your voice terminal into that jack and check if it gets dial tone. **4** If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your System Manager.

Problem	Solution
The telephone doesn't ring.	1 Set the ringer volume to a higher level.
	2 Place a test call from another extension to your extension.
	3 Check the line cord to make certain that it is securely connected at both ends.
	4 If there is still a problem, see your System Manager.
The lights do not go on next to the buttons.	1 Check the line cord to make certain that 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 features.

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	You can store up to 16 digits rather than 24 digits.
	If you are using Version 1 or 2	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

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 that 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 in-use 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 phone to another phone. 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 1 The AT&T switch to which you may be connected. (Your voice terminal may be connected to System 75 instead.) Both DEFINITY Generic 1 and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

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

enhanced list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Generic 1 or your System 75.

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

feature code A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone 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 voice terminal that 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 (e.g., when you lift the handset to place or answer a call), or speaker is on.

on-hook When the handset is left on the cradle, and speaker is off.

party A person who places or answers a call.

personal list One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains phone 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.

pickup group A group of voice terminal 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 that sends a special 3-burst ring.

program/reprogram   To use your dial pad to assign a phone number to a personal list item or an [**AD xxxxx**] button for Abbreviated Dialing.

retrieve To collect phone 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.

stored number A telephone number that 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 phone 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**] , the number can be accessed by simply pressing that button.

switch The device that 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 *either* an **AT&T DEFINITY Communications System Generic 1** or **System 75.)**

system list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone 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.

trunk A telecommunications channel between your switch and the local or long distance calling 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 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specially designed features (e.g., 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 List 1		CALL PICKUP	
List 2		**LAST NUMBER DIALED**	
List 3		**LEAVE WORD CALLING**	
Program		Cancel	
CALL FORWARDING **ALL CALLS**		**PRIORITY CALLING**	
Cancel		**SEND ALL CALLS**	
		Cancel	
CALL PARK		**VOICE MESSAGE RETRIEVAL**	
Answer Back		Coverage	

Trunk Codes	
Description	**Code**

Miscellaneous	
Description	**Extension**
Attendant	

Abbreviated Dialing*

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

* You may have as many as 3 personal lists, and each list can have either 5 or 10 items; see your System Manager