Lucent Technologies
Bell Labs Innovations

DEFINITY® Enterprise Communications Server (ECS) Release 5

8403 Voice Terminal User's Guide

Contents

Your 8403 Voice Terminal

The 8403 voice terminal has an innovative design to make it easy to use the many features of the DEFINITY® Communications System Generic 1 and Generic 3, the DEFINITY® Enterprise Communications Server (ECS) Release 5, and System 75. Familiarize yourself with your 8403 voice terminal, shown in **Figures 1 and 2** and explained on the following pages.
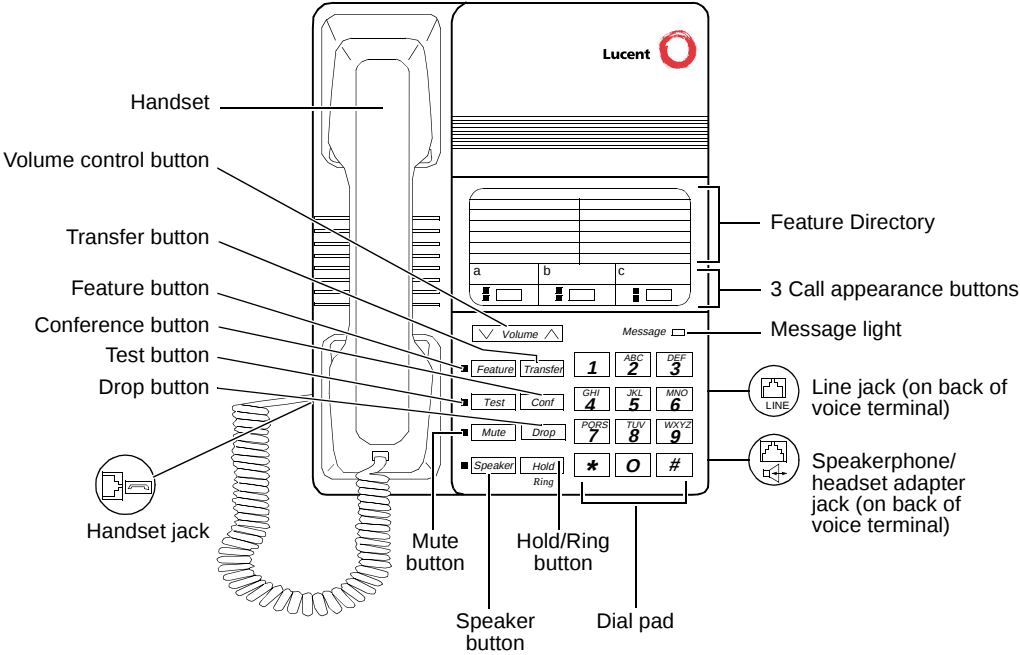
Figure 1. One Version of the 8403 Voice Terminal
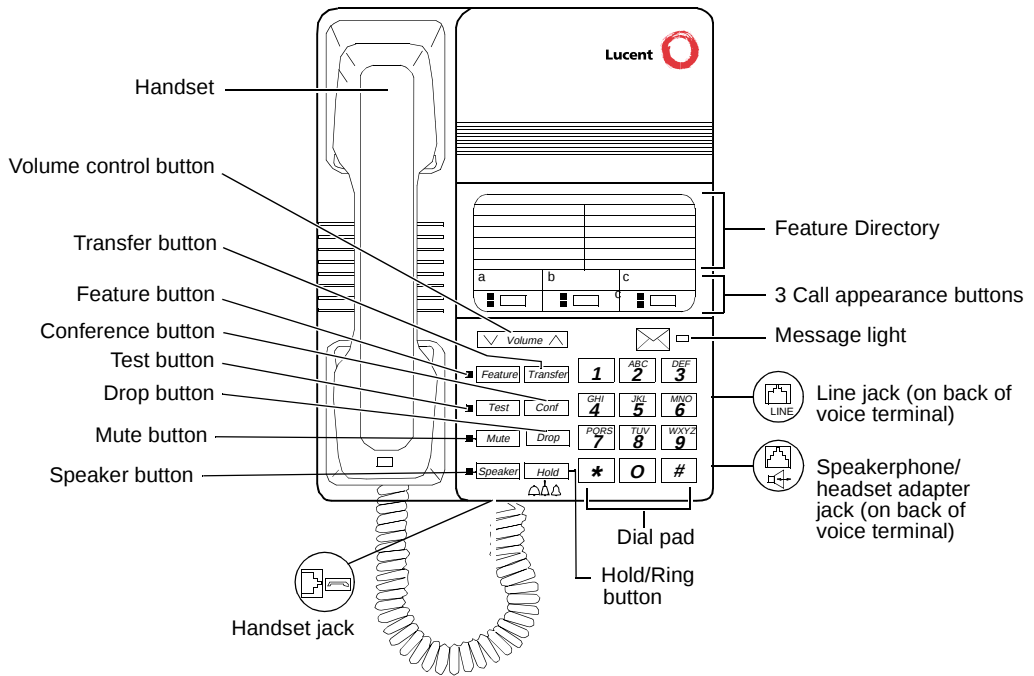
Figure 2. Another Version of the 8403 Voice Terminal

The following features on the 8403 voice terminal shown in **Figures 1 and 2** are listed alphabetically for your convenience. Explanations for each feature are also provided.

Conference button	For setting up conference calls. This button is labeled ⎥Conf⎥ .
Dial pad	The standard 12-button pad for dialing phone numbers and accessing features. (See **Note** below.) 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.

Note: The dial pad can be used in 2 ways:

- **Feature selection mode** — When you press ⎥Feature⎥ (and the Feature light is on), the dial pad is used to access the features listed on **F1 through F9**, **F***, **F0**, and **F#**.

- **Normal mode** — When the Feature light is off, the dial pad can be used in the usual manner, that is, to dial phone numbers or feature access codes.

Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Feature button	A blue button used with dial pad keys for accessing the 12 features listed on the Feature Directory. (This button will be shown as ⎥Feature⎥ in the remainder of this guide.) When the Feature button is active, the red light next to the button is on. When this button is used with ⎥Hold⎥ , you can select a personalized ring from among eight available patterns.

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Feature Directory	A quick reference list of 12 voice features (**F1 through F9**, **F***, **F0**, and **F#**) available on your voice terminal. For directions on using your Feature Directory, see "How to Use the Feature Directory" later in this guide.
Handset	A handset is provided for placing and receiving calls. (The handset is also known as the **receiver**.) In most cases, you must lift the handset (go off-hook) before you can use a feature.
Handset jack	This jack is for connecting a handset to your voice terminal. The jack is labeled ⌒▭.
Hold/Ring button	A red button for putting a call on hold. Either *Ring* or △△△ is printed below [**Hold**] to remind you that by pressing [**Feature**] and then [**Hold**], you can select a personalized ringing pattern for your voice terminal. You can choose from among eight possible ringing patterns.
Line jack **(on back of voice terminal)**	This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
Message light	A red light which goes on steadily when a message has been left for you. This light may be labeled *Message* or ✉.
Mute button	For turning off the microphone associated with the handset so the other person on the call cannot hear you. **Note:** When you use the 8403 Speaker (listen-only) feature, the Mute feature is also activated and the light next to [**Mute**] is always on.
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 use the handset and the speaker must be off.
Speakerphone/headset **adapter jack (on back of** **voice terminal)**	This jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A1 Headset Adapter) to your voice terminal. The jack is labeled ◁⊢.
Test button	When the voice terminal is initially powered up, the green light next to [**Test**] flashes if the link with the DEFINITY switch or with System 75 is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the DEFINITY switch or with System 75, and then goes off after a short period of time. After the voice terminal is powered up, you can press [**Test**] to test the lights on your voice terminal.
3 Call appearance buttons	These three buttons are devoted to handling incoming and outgoing calls (**call appearances**) and are labeled with an extension number. Each of these buttons has a red light to tell you 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 button tells you the line or feature is being used.
Transfer button	For transferring a call to another voice terminal.

Volume control button only   For adjusting the volume of the following:

- The one-way speaker when a call is in progress using the speaker

- The handset receiver level while a call is in progress using the handset

- The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active

Note: When the speaker is active, the ringer volume is automatically reduced to a low setting. The volume is restored when the speaker is turned off.

Remember: The Volume control button on your voice terminal does not control the volume level of adjunct equipment.

A Quick Look at the Features

Below is a listing of many commonly used features and a description of how to use them. **Note:** You will have the Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer features. In addition, you may be able to use the speaker on your voice terminal and many of the other features listed here; your system manager can advise you.

Abbreviated Dialing (AD)   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 feature or trunk code. Abbreviated Dialing offers four possible types of lists — personal, group, system, and enhanced, and you can have a total of three out of the four lists. Numbers on a personal list are programmable by you; numbers on group lists are programmable by the controller of the list; system lists are programmable only by the system manager. Use this feature 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 list.

Automatic Callback   Sends you a special 3-burst ring indicating a previously busy or unanswered extension you dialed 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:** You can use this feature only for extensions, not for outside numbers.

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 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 another 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 use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

Conference   Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way discussion. Use to set up time-saving conferences, or to spontaneously include an additional party important to a conversation.

Drop   Disconnects from a call without requiring you to hang up the handset, turn off the speaker, or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you want to continue using the handset or speakerphone 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 do another task. Use when you have a call you don't want to drop, but have to interrupt briefly to do something else.

Last Number Dialed   Automatically redials the last extension or outside number you dialed. 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 service (for example, an attendant, AUDIX®, a 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 whenever you wish to have someone call you back; it will help cut down on repeated call attempts. This feature also allows other people in your system to leave a message for you.

Message   Your Message light goes on when 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   Turns off the microphone of the handset. 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.

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

Select Ring   Allows you to choose your own personalized ringing pattern for your voice terminal from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby voice terminals.

Send All Calls   Temporarily sends all your calls to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk, or when you do not wish to be interrupted by telephone 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. Use the Speaker with feature activities that require *listening only* (you must use the handset in order to speak to the other person on the call), such as on-hook dialing, monitoring calls on hold, or retrieving messages. **Note:** The speaker will be off when you use the handset.

Test   When the voice terminal is initially powered up, the green light next to [Test] flashes if the link with the DEFINITY switch or with System 75 is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the DEFINITY switch or with System 75, and then goes off after a short period of time. After the voice terminal is powered up, you can press [Test] to test the lights on your voice terminal.

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.

How to Use the Feature Directory

The Feature Directory, shown in **Figure 3**, provides a convenient quick reference list for 12 features.

Press **Feature** then		dialpad button.
🅵1		🅵7
🅵2		🅵8
🅵3		🅵9
🅵4		🅵*
🅵5		🅵0
🅵6		🅵#
a	b	c

Figure 3. The 8403 Feature Directory

If the entries for any of the Feature Directory positions are blank, your system manager may assign features to them. You can access these features by pressing Feature and then the

corresponding entry number, **1 through 9**, or **0**, or character,
* or **#**, on the dial pad.

For example, if the Send All Calls feature is assigned to **F1**, you would press Feature , then dial
 1 in order to use this feature. If you have programmed your home number on an Abbreviated Dialing button assigned to **F***, you would press Feature and then press the * key on your dial pad whenever you want to use this AD button.

The red light next to Feature goes on steadily when the button is pressed in order to let you know that your dial pad is now in the Feature selection mode.

Most likely, the Feature Directory on your voice terminal has already been completed for you. However, if there are changes in feature assignments, you can remove the old Feature Directory card from behind the plastic cover, and write (or type) the new feature assignments on the blank Feature Directory located under the current one. For your convenience, the lines on the Feature Directory are spaced for typing.

Note: You are not limited to the 12 features shown on your Feature Directory. All other features available with your DEFINITY switch, the DEFINITY ECS, or with System 75 can be accessed by simply dialing a 1-, 2-, or 3-digit feature access code, without using Feature . Your system manager can supply those access codes for you.

How to Use the Features

Special Instructions

Use the following special instructions for operating your voice terminal.

- The first time you use the voice feature procedures that appear in the next section **Voice Feature Procedures**, you will need to obtain the following information from your system manager:

  ➤ Your system manager may assign features to your Feature Directory. To the right of each feature name in this section is a box. For each feature you have on your Feature Directory and any other feature assigned to you, mark a ✔ in the blank box as a reminder. (Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer are already marked for you.)

  ➤ Any feature not listed on your Feature Directory can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Ask your system manager for the feature access codes for the features you need, and then write the assigned code number in the provided blanks in each feature procedure.

- To operate a feature, you must have the handset off-hook (removed from the cradle of the voice terminal) unless otherwise noted.

- 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 any of these four features.

Conventions Used in The Following Procedures

`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 (shown as **xxxxx**) or a person's name.
[feedback tones]	The tone that appears in brackets after a step, such as **[dial tone]**, indicates what you should hear from your handset (or speaker) after successfully performing that step. For a list of tones and their meaning, see the section titled **Tones and Their Meaning**.

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 voice terminal.

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 voice terminal.

Voice Feature Procedures

The procedures which appear in this section give short, step-by-step instructions for using each feature. For your convenience, these features are listed alphabetically.

Abbreviated Dialing (AD) ☐

Note: In order to use this feature, your system manager must first assign Abbreviated Dialing buttons to your Feature Directory.

If you hear the intercept tone while programming, start over from the beginning.

To program/reprogram an AD entry on your Feature Directory

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

   Note: Each AD button will hold one complete phone number or feature access code (up to 24 digits).

2 While off-hook, press Feature , then the entry number (or * or #) for the AD Program feature

   or, while off-hook, dial the Program access code _____ [dial tone]

3 Press Feature , then the entry number (or * or #) for the AD entry you wish to program   [dial tone]

   • For example, to store a number in AD entry **F3**, press Feature , then 3

4 Dial the outside number, extension, or feature access code you want to store (up to 24 digits)

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

5 Press #   [confirmation tone, then dial tone]

6 Hang up or press Drop to end programming

   • Be sure to write the name of the AD party (or feature) on your Feature Directory

To place an AD call from your Feature Directory

1 While off-hook, press Feature , then the entry number (or * or #) for the AD entry you wish to call

                     [ringback tone]

   • For example, to call the number stored as AD entry **F3**, press Feature , then 3

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

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

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

2 While off-hook, dial the Abbreviated Dialing Program access code _____ [dial tone].

3 Dial the Personal List number (**1, 2, or 3**)

[dial tone]

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

5 Dial the outside number, extension, or feature access code you want to store (up to 24 digits)

6 Press ▢ **#** [confirmation tone, then dial tone]

- Repeat Steps 4 through 6 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

7 Hang up

- Record your personal list items on the Abbreviated Dialing list in the back of this guide.

To place a call using an AD list button or code

1 Dial the appropriate AD List code:

- List 1 _____
- List 2 _____
- List 3 _____

or press ▢ Feature ▢ **, then the appropriate entry number (or * or #) if you have a list access code programmed as a Feature Directory entry**

2 Dial the desired list item (**1, 2, 3...**) [ringback tone]

- Call is automatically dialed

Note: Keep your own personal lists in the back of this guide; system, group, and enhanced lists are available from your system manager.

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 ⌊Feature⌋ (while off hook), then the Automatic Callback
entry number (or * or #) during call attempt
[confirmation tone]

**or dial the Automatic Callback access code _____
(while off-hook)** [dial tone]

2 Hang up

- You will get a 3-burst priority ring when both you and the
called extension are idle

3 Lift the 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 ⌊Feature⌋ (while off-hook), then the Automatic Callback
entry number (or * or #) again

**or dial the Automatic Callback cancel code _____
(while off-hook)** [dial tone]

Call Forwarding All Calls ☐

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

1 Press ⌊Feature⌋ (while off-hook), then the Call Forward entry
number (or * or #)

**or dial the Call Forward access code _____
(while off-hook)** [dial tone]

2 Dial the extension or telephone 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 (half ring) from your
voice terminal as each call is forwarded.

To cancel Call Forwarding	**1** Press **Feature** (while off-hook), then the Call Forward entry number (or * or #) [dial tone]
	or dial the Call Forward cancel code _____ **(while off-hook)** [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)	**1** Press **Transfer** [dial tone]
	2 Dial the Call Park access code _____ [confirmation tone]
	3 Press **Transfer** again
	• Call is parked at your extension
	4 Hang up

To return to a call parked at your extension	**1** Dial the Call Park Answer Back code _____ [dial tone]
	2 Dial your own extension number [confirmation tone]
	• You are reconnected to the call

To retrieve a call parked at another extension	**1** Dial the Call Park Answer Back code _____ [dial tone]
	2 Dial the extension where the call is parked [confirmation tone]
	• You are connected to the call
	Note: If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.

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Call Pickup ☐

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

1 Press ⌈Feature⌉ (while off-hook), then the Call Pickup entry number (or * or #)

  or dial the Call Pickup access code _____ (while off-hook)

- • You are connected to the ringing call

To pick up a call when you are already active on another call

Note: Depending on how your system is administered, you may not be able to do this procedure on your voice terminal. See your system manager for more details.

1 Press ⌈Hold⌉

- • Present call is put on hold
- • Green light next to the held call flutters

2 Press ⌈Feature⌉, then the Call Pickup entry number (or * or #)

  or dial the Call Pickup access code _____

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

Note: To return to the held call after completing the present call, press the call appearance button with the fluttering light.

Conference ✔

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

1 Press ⌈Conf⌉   [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 the number of the new party and wait for an answer

  Note: You can privately discuss the call with the new party at this time; if there is no answer or the line is busy, press the call appearance button next to the fluttering light to return to held call.

3 Press ⌈Conf⌉ again

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

To add a call you've put on hold to another call you're connected to	**1** Press `Conf` [dial tone]
	
	   • Held call light continues to flutter; current call appearance light also flutters
	
	   • You are given a new call appearance
	
	2 Press call appearance button of call on hold (first call)
	
	3 Press `Conf` again
	
	   • All parties are now connected

To drop the last party added to a conference call	**1** Press `Drop`
	
	   • 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 *or* drop the last party added to a conference call	**1** Press `Drop` [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.

Hold ✔

To keep a call on hold while you answer another call, make a call, or perform some other task
Note: The light next to Feature must be off.

1 Press Hold

- Green light next to held call flutters; you may hang up if you wish

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 next to held call flutters

2 Press the call appearance button of the incoming call

- You are connected to incoming call

To return to held call

1 Press the call appearance button of held call

- You are connected to held call

Note: If you are active on a call and you press the call appearance button of the held call, the active call will be dropped.

Last Number Dialed ☐

To automatically redial the last number you dialed

1 Press Feature (while off-hook), then the Last Number Dialed entry number (or * or #)

or dial the Last Number Dialed access code _____

Note: The redialed number can be an outside number (up to 24 digits), an extension, or a trunk or feature access code.

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)	**1** Press Feature , then the Leave Word Calling entry number (or * or #) [confirmation tone] • Message light goes on at called voice terminal (if so equipped)
To leave a message without ringing an extension	**1** Press Feature , then the Leave Word Calling entry number (or * or #) **or dial the Leave Word Calling access code _____** [dial tone] **2** Dial the extension [confirmation tone] • Message light goes on at called voice terminal (if so equipped)
To cancel a Leave Word Calling message **Note:** You cannot cancel a message left for an AUDIX subscriber.	**1** Press Feature (while off-hook), then the Leave Word Calling Cancel entry number (or * or #) **or dial the Leave Word Calling cancel code _____ (while off-hook)** [dial tone] **2** Dial the extension [confirmation tone]

Message ✔

To retrieve a message when your Message light is on	**1** See your system manager for instructions regarding your local message retrieval procedures

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Mute ☑

Note: The Mute feature affects only the microphone associated with the handset.

This feature has *no effect* on an external speakerphone attached to your voice terminal.

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

1 Press `Mute`

- Red light next to `Mute` goes on, and the other party cannot hear you

2 When you are ready to resume conversation with the other party, press `Mute` again

- Red light next to `Mute` goes off, and the other party can hear you again

Note: The Mute feature turns off automatically when you hang up.

Note: When you are using the 8403 one-way speaker, the light next to `Mute` goes on steadily.

Priority Calling ☐

To place a priority call (3-burst ring)

1 Press `Feature` (while off-hook), then the Priority Calling entry number (or * or #)

2 **or dial the Priority Calling access code _____ (while off-hook)**   [dial tone]

3 Dial the extension and wait for the called party to answer   [ringback tone]

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

1 Press `Feature`, then press the Priority Calling entry number (or * or #)

2 Wait for the called party to answer

- If you still receive a busy tone or 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 `Feature`, and then press `Hold`

- Red light next to `Feature` blinks during the Select Ring process

- Voice terminal plays the current ringing pattern

2 Press `Hold` again to hear the next ringing pattern

   Note: There are eight different patterns; the cycle repeats after the last pattern.

3 When you hear the desired ringing pattern, press `Feature`

- Your new ringing pattern is set; the selection process ends

- Red light next to `Feature` goes off

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

To adjust ringer volume if necessary

1 While the handset is on-hook and the speaker is off, or if the voice terminal is ringing when the handset is off-hook:

   Raise the volume by pressing the right half of the Volume control button labeled ⌃;
   or lower the volume by pressing the left half of the Volume control button labeled ⌄

   (There are eight possible volume settings.)

Send All Calls ▢

To send all calls (except priority calls) immediately to coverage (only if your system manager has provided a coverage path for your extension)

1 Press [Feature] (while on-hook), then the Send All Calls entry number (or * or #)

**or dial the Send All Calls access code _____
(while off-hook)** [confirmation tone]

Note: When a call comes to your extension, the call activity light will flutter and you may hear a ring-ping tone (half ring) indicating that the call has been sent to coverage.

To cancel Send All Calls

1 Press [Feature] (while on-hook), then the Send All Calls entry number (or * or #)

**or dial the Send All Calls cancel code _____
(while off-hook)** [confirmation tone]

Speaker (and Speaker Volume) ▢

Note: Check with your system manager to see if you can use this feature.

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]

- Red lights next to [Speaker] and [Mute] go on

2 Place call or access the selected feature

3 Adjust the speaker volume if necessary:

Raise the volume by pressing the right half of the Speaker Volume control button labeled [∧];
or lower the volume by pressing the left half of the Speaker Volume control button labeled [∨]

(Either six or eight volume settings are possible.)

To change from speaker to handset

1 Lift the handset and talk

- Speaker goes off when you lift the handset

- Red lights next to [Speaker] and [Mute] go off

To change from handset to speaker	**1** While handset is off-hook, press `Speaker` • Red lights next to `Speaker` and `Mute` go on • You can now hang up handset and call will remain active on the speaker. However, in order to talk to other party, you must use the handset again.

To end a call while the speaker is active	**1** With handset on-hook, press `Speaker` • Red lights next to `Speaker` and `Mute` go off

Test ✔

To test the voice terminal lights	**1** Press and hold down `Test` • Green light next to `Test` goes on **Note:** If the green light next to `Test` flashes rather than goes on steadily, it means the voice terminal is not communicating with the DEFINITY switch or with System 75. In such a case, see your system manager. • The lights on your voice terminal go on **2** To end test, release `Test` • The lights return to normal operation • Green light next to `Test` goes off after a short period of time **Note:** If the lights do *not* respond during test, notify your system manager. You can test the tone ringer on your voice terminal by pressing either side of the Volume control button when the handset is on-hook and the speaker is off.

Transfer ✔

To send present call to another extension or outside number

1 Press `Transfer`   [dial tone]

- Present call is put on hold, and the green light next to the held call flutters

- You are given a new call appearance

2 Dial the number to which the call is to be transferred
                                       [ringback tone]

- Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing its call appearance button

3 Press `Transfer` again

- Call is sent to the dialed extension or number

4 Hang up

Tones and Their Meaning

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

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)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

- **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: 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.

- **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 listing 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.	**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 System 75; thus, some features may operate differently from the procedures described in this guide. Check the section below 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 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 the handset and line cords at your voice terminal are securely connected at both ends. **3** Press ⎡Test⎤. If the green light next to ⎡Test⎤ does not go on or flashes rather than goes on steadily, the voice terminal is not communicating with the DEFINITY switch or with System 75. **4** 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. **5** 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** 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** Test the ringer by pressing the left or right side of the Volume button while the handset is on-hook and the speaker is off. **5** Check the line cord to make certain it is securely connected at both ends. **6** If there is still a problem, see your system manager.
The lights do not go on next to the buttons.	**1** Do a self-test of the voice terminal light to see if they go on. **2** Check the line cord to make certain it is securely connected at both ends. **3** 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	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

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 voice terminal to another voice terminal. 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 and Generic 3   The switch to which you may be connected. (Your voice terminal may be connected to a DEFINITY Enterprise Communications Server (ECS), Release 5, or to a System 75 instead.) The DEFINITY Generic 1 and Generic 3 switches, the DEFINITY ECS, and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

DEFINITY Enterprise Communications Server (ECS) Release 5   The switch to which you may be connected. (Your voice terminal may be connected to a DEFINITY Generic 1 or Generic 3, or to a System 75 instead.) The DEFINITY ECS, the DEFINITY G1 and G3 switches, 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 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 (and available only with System 75 Version 3, DEFINITY Generic 1 and Generic 3, and with the DEFINITY ECS, Release 5). Contains telephone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

entry number (or * or #)   A number from **1 through 9** and **0** or **the * key** or **the # key** corresponding to the 12 entries on the Feature Directory. Along with ⎡Feature⎤, each number (or the * or # key) is dialed to access an assigned feature. Also see **Feature Directory**.

extension   A dialing number of one to five digits assigned to each voice terminal connected to a DEFINITY switch, a DEFINITY ECS, or to a System 75.

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.

Feature button   A blue button used with dial pad keys for accessing the 12 features listed on the Feature Directory. When the Feature button is active, the red light next to the button is on. When this button is used with ⎡Hold⎤, you can select a personalized ring for your voice terminal.

Feature Directory   The list of features on your voice terminal just above the three call appearance buttons and the dial pad. The features are assigned by your system manager. You can

access these features by pressing $\boxed{\text{Feature}}$ and then an entry number (**1 through 9, 0**, or **the * or # key**). The directory has a surface that you can write or type on so that you can write or type the features assigned to each Feature Directory position (**F1 through F9, F*, F0, or F#**).

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 voice terminal which you pick up, talk into, and listen from. Also known as the **receiver**.

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

on-hook   When the handset is left on the cradle or when the speakerphone is turned off.

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.

pickup group   A group of up to 25 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 which sends a special 3-burst ring.

program/reprogram   To use your dial pad to assign a telephone number to an AD entry on y our Feature Directory or to a personal list item for Abbreviated Dialing.

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.

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. (Alternatively, if Abbreviated Dialing is on your Feature Directory, a number can be accessed by simply pressing $\boxed{\text{Feature}}$, and then dialing the appropriate entry number.)

switch   The device that makes connections for all voice and data calls for a network, and which contains software for features. Also known as a **system** or **switching system**. Your switch is *either* a **DEFINITY Communications System Generic 1 or Generic 3, a DEFINITY Enterprise Communications Server (ECS), Release 5,** or a **System 75**.

switchhook   The button under the handset in the cradle of the voice terminal.

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   The switch to which you may be connected. (Your voice terminal may be connected to a DEFINITY Communications System Generic 1 or Generic 3, or to a DEFINITY ECS instead.) System 75, the DEFINITY G1 and G3 switches, and the DEFINITY ECS 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.

voice terminal   A telephone equipped with an array of specifically designed features (for example, call appearance/feature buttons, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

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Quick Reference Lists

FEATURE ACCESS 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**	
CALL PARK		Cancel	
Answer Back			

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

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