AT&T

DEFINITY® Communications System

**Generic 1 and Generic 3 and System 75
8520T Voice Terminal User's Guide**

NOTICE

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HEARING AID COMPATIBILITY

This telephone is compatible with the inductively coupled hearing aids as required by the Federal Communications Commission (FCC).

Contents

Your ISDN 8520T Voice/Data Terminal

Before you begin using your ISDN 8520T voice/data terminal, familiarize yourself with the voice/data terminal features, lights, jacks, and other components available to you. To help you do this, Figures 1 and 2 show you the top and bottom views of the 8520T voice/data terminal.
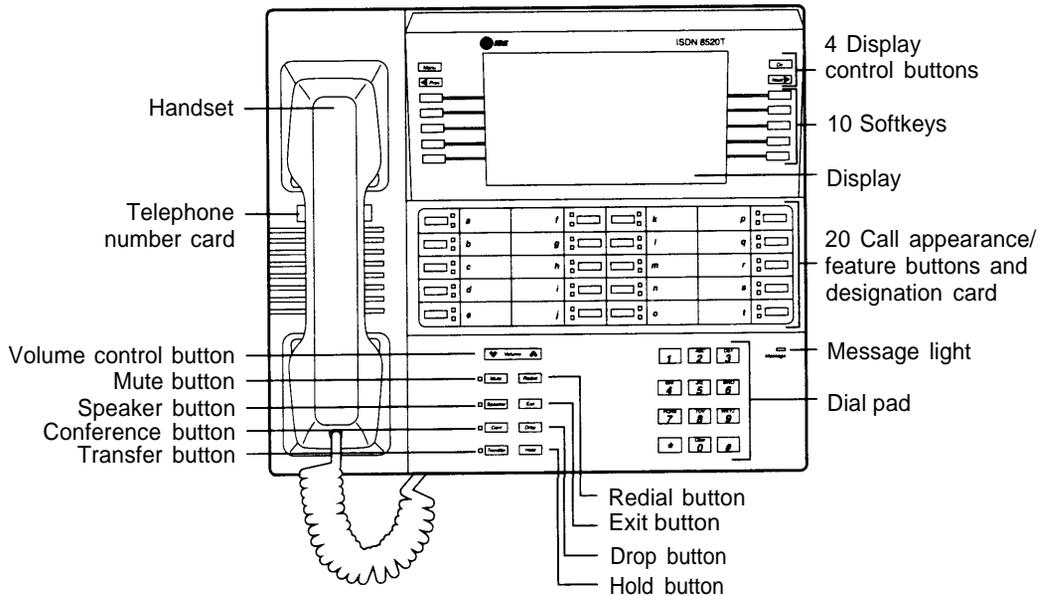

Figure 1. 8520T Voice/Data Terminal (Top View)

1

The 8520T voice/data terminal components pictured in Figure 1, the top view, are described below and on the next two pages. For your convenience, they are listed alphabetically.

Call appearance/feature buttons	These 20 buttons are devoted *either* to handling incoming and outgoing calls (call appearances) and are labeled with the exchange (numbers) and extension number *or* they can be used as feature buttons to access voice features such as Call Forward or Send All Calls; these are labeled with the feature name. Each of these 20 call appearance/feature buttons has a red light, which indicates the selected line and a green light which indicates the status of that line or feature.
Conference button	For setting up conference calls with an additional party.
Designation card	For noting the call appearance telephone number or extension or feature the button can access.
Dial pad	The standard 12-button pad for dialing telephone numbers and accessing features. The letters "Q" and "Z" have been added to the appropriate dial pad keys for entering directory names, and the "5" button on your dial pad has raised bars for visually-impaired users.
Display control buttons	These 4 buttons are labeled [**Menu**], [**Dir**] , [**← Prev**] , and [**Next →**] .

- [**Menu**] is used to access the main softkey menu.

- [**Dir**] allows you to quickly access Directory entries in order to place a call.

- [**← Prev**] and [**Next →**] can be used to help you go back and forth through menu options, to edit, add, and search for an entry in your Directory, and to view entries in your Call Log.

Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Exit button	For simultaneously exiting a softkey feature and returning to Normal call-handling Mode. When you press [**Exit**], the lower part of the display will show the Home Screen you have selected.
Handset	For placing and answering calls (often people call it the **receiver).**
Hold button	A red button, for putting a voice call on hold.
Message light	A red light which goes on steadily when a message has been left for you. See your system manager for instructions regarding your local message retrieval procedures.

Mute button	For turning off (and then back on again) the microphone of the handset or the speakerphone so the other person on the call cannot hear you.
Redial button	For automatically redialing the last number you dialed from the dial pad.
Softkeys	The 10 unlabeled buttons located on both sides of the display (5 buttons on each side) correspond to words on the display screen. Softkeys are used along with display control keys to access or create a personal Directory of frequently-called numbers, a Call Log of the most recent incoming and outgoing calls, and such features as selecting a personalized ringing pattern, doing a self-test of your voice/data terminal, and setting the speakerphone and the clock.
Speaker button	For turning on and off the speakerphone or the listen-only speaker.
Telephone number card	For noting the area code and telephone number of your voice/data terminal.
Transfer button	For transferring a call to another voice/data terminal.
Volume control button	When on a call, used to increase or decrease the receive volume of the handset or speakerphone (according to which one you are using). When you are not on a call, the Volume control button is used to increase or decrease the volume of the ringer and the tones.
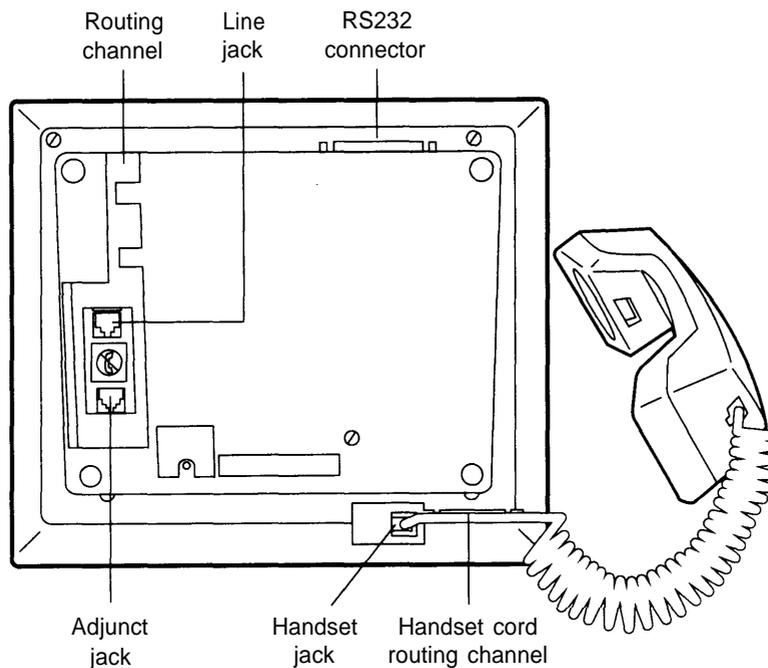
Figure 2. 8520T Voice/Data Terminal (Bottom View)

The various components which appear on the bottom of the 8520T voice/data terminal are shown in Figure 2 and explained below.

Adjunct jack	Used for connecting an external speakerphone, a headset adaptor, or other adjunct equipment. The jack is labeled "ADJUNCT."
	WARNING: Do *not* insert the handset cord into the "ADJUNCT" jack. It will cause equipment damage.
Handset jack	Used for connecting the handset cord to your voice/data terminal. The jack is labeled ⌇⌐ .
Line jack	Used for connecting the line cord to your voice/data terminal. The jack is labeled "LINE."

What the Features Do

Here are brief descriptions of the features which you can use with an ISDN 8520T voice/data terminal connected to a DEFINITY Communications System Generic 1 or Generic 3. The following descriptions include what each one does and how you might want to use it.

The features in this section are divided into three main categories: **Fixed (Button) Features, Display and Softkey Features,** and **Switch Features.** Only procedures for the last type, Switch Features, are provided in this guide.

* **Fixed (Button) Features—** These voice/data terminal features, such as Conference, Drop, Hold, and Transfer, have been assigned to particular buttons on the voice/data terminal when it is built at the factory. Thus, when you receive the voice/data terminal, you can use these features immediately. Descriptions of these features appear below and on the next page. For directions on using these features, see the *DEFINITY Communications System ISDN 8520T Voice/Data Terminal User's Manual,* 555-021-758.

* **Display and Softkey Features—** The features in this category are accessed with the 10 softkeys (the unlabeled buttons on either side of the display), the four display control buttons ([**Menu**], [**Dir**], [**← Prev**] , [**Next →**]), and the 7-line by 24-character display. These features include a personal Directory, a Call Log of the most recent answered and unanswered calls, and the Self-Test feature. This section provides descriptions of the Display and Softkey features. For procedures for using these features, see the *AT&T DEFINITY® Communications System ISDN 8520T Voice/Data Terminal User's Manual* (555-021-758).

* **Switch Features—** You can use these features *only* with a DEFINITY Generic 1 or Generic 3, and if these features have been assigned to your voice/data terminal. Check with your system manager to see which of these features you can use.

Fixed (Button) Features

Conference Allows you to add an additional party to a call so you can conduct a conversation with more than one party. Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

Drop Disconnects you 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.

Exit Exits a display feature and returns you to the Home Screen that you have selected. The top two lines again show you the time and date and any relevant system information.

Hold Temporarily disconnects you from a call, holding it 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/data terminal to perform another task. Use when you have a call that you don't wish to drop, but for which you have to interrupt briefly to do something else.

Message Retrieval   Your Message light goes on to let you know that a caller has left a message. Follow your System's message retrieval procedures to get your message.

Mute   Turns off the microphone associated with the handset or the speakerphone, whichever is currently active. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation. (You are still able to hear the person on the call.)

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

Speakerphone   Your voice/data terminal has either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function *or* it may have neither. Check with the system manager to see how your voice/data terminal is set.

The **Speaker** (listen-only) feature allows you to place calls or access other voice/data features without lifting the handset. (Press [**Speaker**].) 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 or monitoring calls on hold.

The **Speakerphone** feature allows you to place and answer calls or access other voice/data features without lifting the handset. (Press [**Speaker**].) You may use the softkeys on the voice/data terminal to set or reset the speakerphone. When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance.   Use the built-in speakerphone any time you prefer hands-free communications, both speaking and listening, or for group conference   situations.

Transfer Transfers a call from your voice/data terminal to another extension. Use when your caller needs to speak further with someone else.

Display and Softkey Features

The following features can be accessed using the 10 softkeys located on both sides of the display.

Call Log   The Call Log is initially set to list the 20 most recent incoming unanswered calls only. An option is provided so you may also choose to access the most 20 recent answered calls, and the 20 most recent outgoing calls placed from your voice/data terminal, or you may choose to turn off the Call Log. Use to check on calls you missed (the unanswered calls) and to remind you of those calls you answered or placed most recently.

Call Log Indicator   Set your display so you receive an indication at the top of your display screen when a new *unanswered* incoming call is placed into your Call Log.

Call Progress   The API dialing Call Progress feature specifies if and when the speaker becomes active while placing a voice call using API.

Contrast   Change the contrast level of your display so the letters or numbers are darker or lighter against the background of the screen.

Data   Place a data call and set up Data Options.

Data Indicator   Set your display so you receive confirmation whenever an active data call is in progress.

Directory   Used to create, view, edit, or call entries in your personal directory. This directory can include up to 144 extensions or outside numbers and the names of the associated party. Once your Directory is set up, you can delete entries and search for entries already entered. Numbers in your Directory can be arranged in alphabetical order, in user-defined groups, or both. Use [**Dir**] to quickly dial a call. Use your Directory as a handy place to store numbers you frequently call.

Dir Button   When you press [**Dir**] followed by a softkey button associated with that Directory entry, a call is immediately placed to a telephone number. The phone number appears on the display screen as it is dialed.

Exit button   Exits a softkey feature and returns the voice/data terminal display to your Home Screen. The top two lines again show you the time and date and any relevant system information.

Home Screen   Select a display screen that will appear each time you press [**Exit**]. In this way, you can quickly access a screen you use often.

Lock   Allows you to lock your Directory changes so no one else can edit or delete them; lock your Call Log so no one else can view your Call Log entries; lock all of the softkeys so no one else can view or change any of the features accessed by the softkeys.

Screen   The Screen features include Display Rate and Message Type.

   Display Rate   Allows you to set the length of time the display message remains on the screen. There are three rates: Slow, Medium, and Fast.

   Message Type   Allows you to select the type of messages you want to see on the screen: either error messages only *or* both error and information timed messages.

Number of Names (on a Directory Page)   Allows you to view *either* 10 names *or* nine names + **Quit** on an individual Directory page. If you choose to have 10 names on the Directory screen at one time, you can leave the Directory only by pressing [**Exit**] or [**Menu**] (rather than using **Quit).**

Personalized Ring   Allows you to select your own personalized ringing pattern from among 8 available patterns. Use to distinguish your voice/data terminal's ring from that of other nearby voice terminals.

Self-Test   Performs a diagnostic test of your voice/data terminal including the lights, ringer, buttons, and display. **Note:** When you perform a self-test of the voice/data terminal, it clears the contents of the Call Log and the last number dialed from Redial, and returns the volume control to the default setting.

Set Clock   For setting the date and time on your voice/data terminal display.

Set Speakerphone   When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance.

Tones   A confirmation tone (sequential low and high tones) is provided to let you know a selection has been accepted. An error beep (one beep) alerts you that you have pressed an invalid softkey. An error tone indicates you have made a mistake in your softkey entry. You may choose to turn the confirmation tone and the error beep softkey information tones on or off.

Switch Features

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

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

Call Park   Puts a call on hold at your voice/data 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/data 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.

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

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

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

The Fixed (Button) Features

For procedures for all of the Fixed (Button) Features described in **What the Features Do** (such as Conference, Drop, Hold, and Transfer), refer to the *DEFINITY Communications System ISDN 8520T Voice/Data Terminal User's Manual,* 555-021-758, shipped in the box with the voice/data terminal. You can also order the user's manual from the Customer Information Center (CIC) in Indianapolis, IN. The address and telephone number of CIC appear in the front of this user's guide.

The Display and Softkey Features

For procedures for all of the Display and Softkey Features described in **What the Features Do** (such as Call Log, Directory, and Self-Test), refer to the *DEFINITY Communications System ISDN 8520T Voice/Data Terminal User's Manual,* 555-021-758. This manual is shipped in the box with the voice/data terminal. You can also order the user's manual from the Customer Information Center (CIC) in Indianapolis, IN. The address and telephone number of CIC appear in the front of this user's guide.

How to Use the Switch Features

Since your 8520T voice/data terminal is connected to a DEFINITY Communications System Generic 1 or Generic 3, you may be able to use some of the features listed in this section. Check with your system manager to see which of these features have been assigned to your voice/data terminal.

Special Instructions

Before you use the procedures for the first time, read the general directions below for using the many features of DEFINITY Generic 1 and Generic 3. Your system manager can supply the information required.

- To the right of each feature name is a box. Check with your system manager to see which features you can use at your voice/data terminal. For each feature that you have, mark a [✔] in the blank box as a reminder.

- You can activate or cancel most of the features by dialing unique 2- or 3-digit codes for that feature. Ask your system manager for the feature codes for your system. Then, in the blanks provided within the procedures, write in the assigned feature code numbers.

- In most cases, before you begin a procedure, you must have the handset off-hook (removed from the cradle of the voice/data terminal).

- 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.

Conventions Used in This Section

The following conventions are used in the procedures in this section:

Gray Type	Procedural steps in gray type are steps 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**]	Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name.
[handset tone]	The tone that appears in brackets after a step indicates what you should hear from your handset (or the speakerphone, if appropriate) after successfully performing that step. For a list of tones and their meanings, see the section titled **Tones and Their Meanings.**

Quick Reference Lists (At the Back of This Guide)

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/data terminal.

Switch Feature Procedures

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

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

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)

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

2 Pick up handset   [dial tone]

3 Dial Abbreviated Dialing Program code _____

             [dial tone]

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

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]

   • Number is stored

   • Repeat Steps 5-7 if you want to program additional items on the same list; hang up and

   begin again at Step 1 if you want to program items on another personal list

8 Hang up to end programming

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

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

1 Dial appropriate Abbreviated Dialing List code:

   • List 1 _____

   • List 2 _____   [dial tone]

   • List 3 _____

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

   • Stored number is automatically dialed

13

Automatic Callback ■

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

1 Press [**Auto Callback**] during call attempt
[confirmation dial tone]

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

2 Hang up

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

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

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

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

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

To cancel an
Automatic Callback
request

1 Dial Automatic Callback cancel code ———
[confirmation tone]

- Green light goes off

Call Forwarding All Calls ◼

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, you may next dial extension number whose calls are to be forwarded.

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

   Note: Some voice/data terminals may have restrictions on where calls can be forwarded (see your system manager).

3 Hang up

   Note: If you are still by your voice/data terminal, you may hear a ring-ping tone as each call is forwarded.

To cancel
Call Forwarding

1 Press [**Call Forward**] again
   or Dial Call Forward cancel code _____
   [confirmation tone]

- Your calls will ring at your own voice/data terminal again

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/data 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 at your extension

4 Hang up

To return to a call parked   **1**   Press [**Call Park**]
at your extension   or Dial Answer Back code _____
                                      and then your extension number

- You are connected to call

To retrieve parked call   **1**   Dial Answer Back code _____   [dial tone]
from any extension
                          2   Dial extension 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 to a   **1**   Press [**Call Pickup**]
member of your pickup   or Dial Call Pickup code _____
group when your
voice/data terminal is idle   - You are connected to ringing call

To pick up a call while   **1**   Press [**Hold**]
you are active on another
call   - Present call is put on hold

                                  - Green light flutters

                          2   Press [**Call Pickup**]

                                  - You are connected to incoming call
                                  Note: To return to held call after completing pickup
                                  call, press [**xxxxx**] next to fluttering green light.

Leave Word Calling ◼

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

1 Press [**LWC**] before hanging up your handset

[confirmation tone]

- Message light goes on at called voice/data 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 the extension

[confirmation tone]

- Message light goes on at called voice/data terminal

To cancel a Leave Word Calling message

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

1 Press [**Cancel LWC**]
or Dial Leave Word Calling cancel code _____

[dial tone]

2 Dial extension

[confirmation tone]

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

Priority Calling ■

To place a priority call

1 Press [**Priority**]
or Dial Priority Calling code _____

[dial tone]

2 Dial extension

3 Wait for called party to answer

Send All Calls ■

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

1 Press [**Send All Calls**]
or Dial Send All Calls code _____
[confirmation tone]

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

To cancel
Send All Calls

1 Press [**Send All Calls**]
or Dial Send All Calls cancel code _____
[confirmation tone]

• Your calls will ring at your own voice/data
terminal again

Tones and Their Meanings

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

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/data terminal to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

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

- **confirmation tone** — Two rising tones; 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.

- **error beep** — One beep; alerts you that you pressed an invalid softkey.

- **error 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.

- **intercept tone/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.

- **local error tone** — A steady low tone; indicates an incorrect button press.

- **programming tone** — A low continuous tone when you are in programming mode with switch features (programming an Abbreviated Dialing button).

- **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.

- **self-test tone** — Periodic tones; indicates the voice/data terminal is continuing to perform a self-test.

- **speakerphone reset tones** — A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics.

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.

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 1 or Generic 3   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.

display control buttons   These buttons are labeled [**Menu**], [**Dir**], [**← Prev**] , and [**Next →**] . [**Menu**] is used to access the main softkey menu. [**Dir**] allows you to quickly access Directory entries in order to place a call. [**← Prev**] and [**Next →**] can be used to help you go back and forth through menu options to edit, add, or search for an entry in your Directory, and to view entries in your Call Log.

display and softkey features   Those features accessed with one of the 10 unlabeled softkeys and one of the four display control buttons. The procedures for these features are listed in the *DEFINITY Communications System ISDN 8520T Voice/Data Terminal User's Manual* , 555-021-758.

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

extension   A dialing number of 1 to 5 digits assigned to each voice/data terminal connected to your DEFINITY Generic 1 or Generic 3.

feature   A special voice/data terminal function or service, such as Conference, Hold, Send All Calls, etc. A **fixed (button) feature** is already assigned to a voice/data terminal button when the set comes from the factory; thus, the feature can be used immediately. You can activate a **display and softkey feature** with one of the four softkeys labeled with an arrow and a display control button. A **switch feature** can be used only if the feature has been assigned to your voice/data terminal by your system manager.

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

fixed (button) features   Those voice/data terminal features, such as Conference, Drop, Hold, and Transfer, that have already been assigned to voice/data terminal buttons when the set is shipped from the factory. These features can be used immediately. For directions on using these features, see the *DEFINITY Communications System ISDN 8520T Voice/Data Terminal User's Manual,* 555-021-758.

group list   One of the four types of Abbreviated Dialing lists; programmable only by 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/data terminal you pick up, talk into, and listen from. Also known as the **receiver.**

party   A person who places or receives 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 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 telephone number to a personal list item for Abbreviated Dialing.

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

ringer   The device that produces the electronic ringing sound in your voice/data terminal.

softkey features   Those features accessed with the 10 unlabeled softkeys and the four display control buttons.

softkeys   The 10 unlabeled buttons on both sides of the display. These buttons correspond to words on the display screen. Softkeys are used along with display control keys to access or create a personal Directory of frequently called numbers, a Call Log of the most recent incoming and outgoing calls, and such features as selecting a personalized ringing pattern, doing a self-test of your voice/data terminal, and setting the speakerphone and the clock.

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 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.

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 an **AT&T DEFINITY Communications System Generic 1 or Generic 3.)**

switch features   Those features you can use only if your voice/data terminal is connected to a DEFINITY Generic 1 or Generic 3 switching system and if the feature is assigned to your voice/data 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.

trunk   A telecommunications channel between your DEFINITY Generic 1 or Generic 3 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 you dial to access a trunk group to place an outside call.

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 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

Miscellaneous

Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes

Description	Code