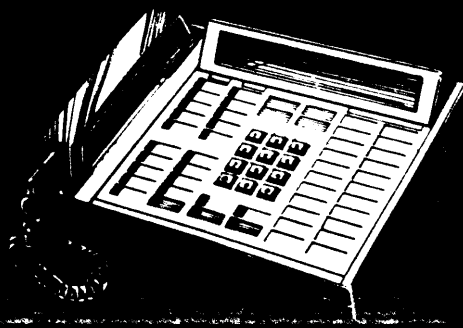




DEFINITY<sup>®</sup> Communications  
System Generic 1  
and System 75

**7407 Plus Voice Terminal User's Guide**



## NOTICE

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## HEARING AID COMPATIBILITY

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

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# Your 7407 Plus Voice Terminal

The 7407 Plus voice terminal is comprehensively equipped so that you can make the best use of the many features of the AT&T DEFINITY® Communications System Generic 1 and System 75. Familiarize yourself with your 7407 Plus voice terminal, shown in Figure 1 and explained below.

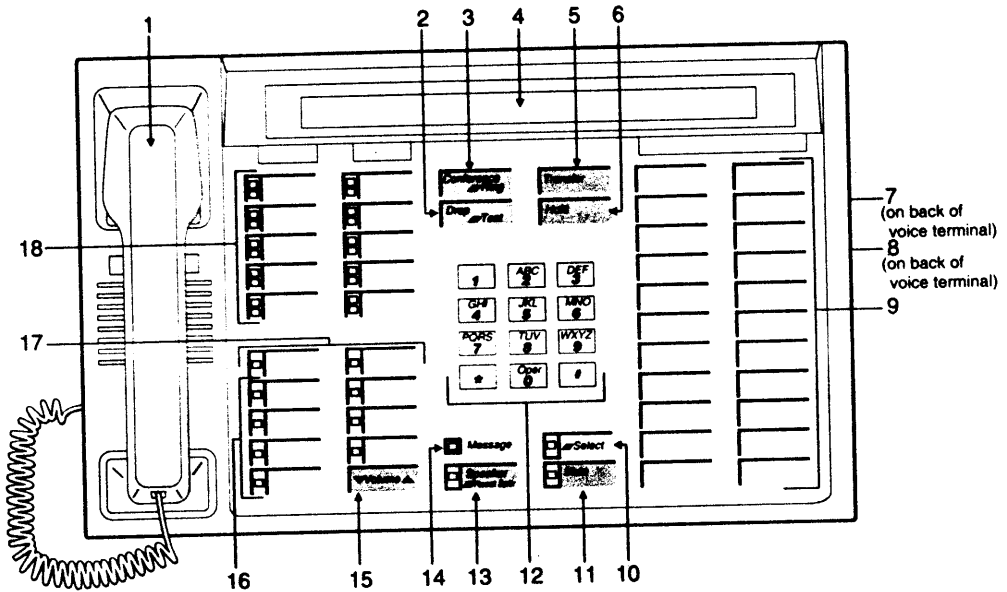



Figure 1. 7407 Plus Voice Terminal

Starting with the handset and continuing clockwise:

- 1) **Handset** For placing and answering calls (also known as the **receiver**).
- 2) **Drop/Test button** For disconnecting from a call. When used with [ **Select** ], you can test the lights, ringer, and display on your voice terminal.
- 3) **Conference/Ring button** For setting up conference calls. When used with [ **Select** ], you can select your own personalized ring.
- 4) **Display** A built-in LCD 2-line by 40-character display.
- 5) **Transfer button** For transferring a call to another voice terminal.
- 6) **Hold button** For putting a call on hold.
- 7) **Speakerphone/headset jack (on back of terminal)** This jack is used for connecting an external speakerphone or a headset adapter to your voice terminal. The jack is labeled  .
- 8) **Line jack (on back of terminal)** This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
- 9) **Feature buttons** Each of these 22 buttons accesses features and is labeled with a feature name.

- 10) **Select button** Can be used in 3 different ways:  
1) Used with [ **Drop Test** ], to initiate a self-test of your voice terminal;  
2) Used with [ **Conference Ring** ], to select your own personalized ring from among 8 available patterns;  
3) Used with [ **Speaker Reset Spkr** ] to perform an acoustic test of the environment and adjust the speakerphone to the surrounding acoustic environment for optimal performance (for using the built-in speakerphone only).
- 11) **Mute button** For turning off the microphone of the built-in speakerphone or the handset so the other person cannot hear you. **Note:** If your voice terminal is set for the Speaker (listen-only) feature, pressing the Mute button will affect only the handset. When you are using the Speaker feature, the light next to [ **Mute** ], is always on.
- 12) **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.
- 13) **SpeakerReset Spkr button** For accessing the speaker or the built-in speakerphone and microphone combination. When you touch [ **Select** ] and then [ **Speaker Reset Spkr** ] (if your voice terminal is set for the Speakerphone feature), you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance and is ready for use.  
**Note:** Your voice terminal can be set for either the Speaker (listen-only) feature *or* the Speakerphone (listen and talk) feature. Check with your System Manager to see how your Speaker button is to be used.
- 14) **Message light** A red light which goes on when a message has been left for you.
- 15) **Volume control button** For adjusting the volume of the speaker or the built-in speakerphone when you are on a call, or for adjusting the volume for the tone ringer when you are not using the speakerphone.
- 16) **Display feature buttons** Each of these 7 buttons accesses a display feature such as Inspect. The button is labeled with a display feature name.
- 17) **Feature buttons** Each of these 2 buttons accesses a feature and is labeled with a feature name.

**18) Call appearance/  
feature buttons**

At least 3 of these 10 buttons are devoted to 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 has a red in-use 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 and feature button tells you the line or feature is being used.

---

# What the Features Do

Here are brief descriptions of 31 features, including what each one does and how you might want to use it. The first 24 are voice features and the final 7 are display features.

**Note:** You will automatically have the following features on your voice terminal: Conference, Drop, Hold, Message, Mute, the Select Button, Select Ring, Self-Test, and Transfer voice features and Normal mode among the display features. You may also be able to use the Speakerphone (and Reset Speakerphone) or the Speaker feature. Check with your System Manager to see what other features you can use with the DEFINITY Generic 1 or the System 75 switch.

---

## Voice Features

**Abbreviated Dialing (AD)** Allows you to store selected phone numbers for quicker and easier dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. There are 4 possible types of lists—personal, group, system, and enhanced—and you can have a total of 3 out of 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 tone indicating that a previously busy or unanswered extension is now available. Use to avoid constant redialing when you wish to speak to someone as soon as possible.

**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.

**Call Forwarding All Calls** Temporarily forwards all your calls to another extension or to an outside number. 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** Temporarily disconnects 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 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** 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 (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.

**Message** Your Message light goes on to let you know that a caller has left a message for you. You can then retrieve your message by using the Voice Message Retrieval feature described in the Voice Features section or the Message Retrieval feature described in Display Features.

**Mute** Turns off the microphone of the built-in speakerphone or 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 that your call requires immediate attention. Use when you have important or timely information for someone.

**Reset Speakerphone** Initiates an acoustic test of the surrounding environment by using a series of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. Use whenever you move your voice terminal to a different location (even in the same room), or whenever the light next to [ **Speaker Reset Spkr** ] is fluttering. (For best results, use the Reset Speakerphone feature when the handset is on-hook.)

**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 on your voice terminal. Use when you want to check to see if the ringer, display, and lights on your voice terminal are working properly.

**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 hold, and group listening situations.

**Note:** Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone function. Check with the System Manager to see how your voice terminal is set.

**Speakerphone** Allows you to place and answer calls or access other voice features without lifting the handset. When used with [ **Select** ], the built-in speakerphone performs a test of the surrounding acoustic environment and adjusts itself for optimal performance. (See **Reset Speakerphone**.) Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations. **Note:** Your voice terminal may be set for the Speaker (listen-only) rather than the Speakerphone (listen and speak) feature. Check with your System Manager.

**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 typed 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.

---

## Display Features

**Inspect** Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

**Integrated Directory** Searches for the extension of another user by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

**Message Retrieval** Allows you to retrieve messages left for you that have turned on your Message light. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your System Manager). Use to quickly and conveniently check messages, even when you are already on a call.

**Normal** Identifies current call appearance, calling/called party, and calling/called number. Use to see who is calling you and, when placing a call, to verify the number you have dialed.

**Stored Number** Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure that Last Number Dialed is appropriate to use.

**Time/Date** Shows you the date and time. Use as a handy calendar and clock.

**Timer** Allows you to measure elapsed time. Use as an easy and convenient way of keeping track of time spent on a call or task.

---

# How to Use the Features

The procedures which follow give short, step-by-step instructions for using each of the voice features and display features. For your convenience, features in both categories 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. (Voice features Conference, Drop, Hold, Message, Mute, Select Ring, Self-Test, and Transfer and display feature Normal mode are already marked for you.) Ask your System Manager if your voice terminal is set for the Speaker (listen only) or the Speakerphone (speak and listen) feature, and then place a check in the box beside that feature also.

**Note:** If your voice terminal is set for the Speakerphone feature, you can put a check in the box beside the Reset Speakerphone feature.

- Most of the voice features can be activated or canceled 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.
- 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 a 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 4 features.



---

## **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**

Following the procedures is a set of quick reference lists. Use them to record your feature codes 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.

---

# Voice Features

## Handset and Speaker

When placing calls or using the voice features, you have the option of doing so off-hook (by lifting the handset) or on-hook (by pressing [ **Speaker** ] ). If your voice terminal is set for the Speakerphone feature, pressing [ **Speaker** ] simultaneously activates the built-in microphone so that you can place *and* answer calls without lifting the handset.

## Abbreviated Dialing (AD)

To program/reprogram an AD button

**Note:** AD buttons must first be assigned by 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]  
**Note:** If you are using the built-in speakerphone, you must press a call appearance button before you proceed to Step 3.
- 3 Press [ **Program** ]  
or Dial AD Program code \_\_\_\_\_ [dial tone]
- 4 Press [ **AD\_xxxxx** ] to be programmed [dial tone]
- 5 Dial outside number, extension, or feature code you want to store (up to 24 digits)
- 6 Press [ # ] or [ **AD\_xxxxx** ] you are programming [confirmation tone]
  - 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

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 lists(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]

**Note:** If you are using the built-in speakerphone, you must press a call appearance button before you proceed to Step 3.

- 3 Press [ Program ]  
or Dial AD Program code \_\_\_\_\_ [dial tone]

- 4 Press [ Personal List ]  
or Dial Personal List code (1, 2, or 3) [dial tone]

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

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

- 7 Press [ # ] [confirmation tone]

- 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 your System Manager.

To place a call using an AD list button or code

- 1 Press [ Personal List ] or [ Group List ] or [ System List ]  
or Dial appropriate AD List code:

- List 1 \_\_\_\_\_
- List 2 \_\_\_\_\_ [dial tone]
- List 3 \_\_\_\_\_

**Note:** An [ Enhanced List ] may also be available; see your System Manager.

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

- Call is dialed [ringback tone]



## Automatic Callback



To 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 is on 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 or press [ Drop Test ]

- You get a 3-burst priority ring when both you and the called extension are idle; when you answer, regular ringing is sent to the called party

**Note:** Automatic Callback is automatically canceled after 30 minutes.

---

To cancel Automatic Callback

1 Press [ Auto Callback ] again

- Green light goes off

## Bridging



To answer a bridged call

1 Press [ xxxxx ] of bridged call

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

2 Pick up handset or press [ Speaker ]

---

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

1 Press [ Exclusion xxxxx ] while connected to the call

**Note:** Pressing [ Exclusion xxxxx ] again reactivates bridging.

## Call Coverage



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

- 1 Press [ **xxxxx** ] of incoming call when ring begins or green light flashes  
**Note:** The call is not at your 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 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 call; if co-worker is not available, press the fluttering [ **xxxxx** ] to reconnect to call.
- 3 Press [ **Transfer** ] again to send call to co-worker or press [ **Conference Ring** ] to make it a 3-party call

## Call Forwarding 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, 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 or press [ **Drop Test** ]  
**Note:** You may hear 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]

## Call Park

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

- 1 Press [ **Transfer** ] [dial tone]
- 2 Press [ **Call Park** ]  
or Dial Call Park code \_\_\_\_\_  
[confirmation tone]
- 3 Press [ **Transfer** ] again
  - Call is parked

---

To retrieve a parked call from any extension

- 1 Dial Answer Back code \_\_\_\_\_  
[dial tone]
- 2 Dial extension where call is parked  
[confirmation tone]
  - If returning to call parked at your terminal, dial your own extension

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

## Call Pickup



To answer a call placed to a member of your pickup group

- 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 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 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]
  - Held call light flutters; active call light also flutters
  - You are given a new call appearance
- 2 Press [ xxxxx ] of call on hold
- 3 Press [ Conference Ring ] again

## Drop



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

- 1 Press [ Drop Test ]  
**Note:** Parties other than the last one must disconnect to be released from the conference call.

## Hold



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

- 1 Press [ Hold ]
  - Green light flutters**Note:** If you put a conference call on hold, the other parties remain connected.

---

To answer a new call while active on another

- 1 Press [ Hold ]
- 2 Press [ xxxxx ] of incoming call

---

To return to held call

- 1 Press [ xxxxx ] of held call



To make a call to your predetermined Automatic Intercom partner

- 1 Press [ lcom\_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 [ lcom\_Auto\_xxx ]
- 2 Dial group member's 1- or 2-digit code [ringback rone]
  - 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 or press [ Speaker ]
  - 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)]

# 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 [ **LWC** ] any time after you complete dialing [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 *before* dialing an extension (called extension will not ring)

- 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 LWC 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. For procedures for the Message Retrieval feature, see "Message Retrieval" in the section titled Display Features.



**Note:** Use the Mute button in one of the following ways.

- If your voice terminal has the Speakerphone (speak and listen) feature, use the Mute button to turn off the microphone associated with the built-in speakerphone or the handset.
- If your voice terminal has the Speaker (listen-only) function, the Mute button affects only the handset.

This feature has no effect on an external speakerphone attached to your voice terminal nor does it have any effect on the handset.

To prevent the other party from hearing you

- 1 Press [ **Mute** ]
  - Red light goes on and other party cannot hear you
- 2 When you are ready to resume conversation with the other party, press [ **Mute** ] again
  - Red light goes off and other party can hear you again

**Note:** If you want to speak to the other party again, you must pick up the handset (which turns off the speaker).

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

## Priority Calling



To place a priority call (3-burst ring)

- 1 Press [ **Priority** ] or Dial Priority Calling code \_\_\_\_\_ [dial tone]
- 2 Dial extension

**Note:** If your call is not answered and you wish to redirect it to coverage, press [ **Go to Cover** ] while call is ringing.

To send the priority call waiting tone (3-burst) 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.



# Reset Speakerphone

You can adjust the speakerphone to the surrounding room acoustics to provide optimal performance. Use the Reset Speakerphone feature in the following ways:

- Whenever you move your voice terminal to another place (even in the same room)
- Whenever the green light next to [ Speaker Reset Spkr ] flutters intermittently

**Note:** You may also use this feature when you are on a call in the unlikely event that your speakerphone makes a squealing noise during the call. When you press [ Select ] and [ Speaker Reset Spkr ], your speakerphone will adjust itself to normal for that call. (No tones will be heard.)

**Important** If there has been a interruption in power (such as, the system has just been powered up again, or you have plugged in the voice terminal at another location), the light next to [ Speaker Reset Spkr ] flutters intermittently until you reset the built-in speakerphone.

You can initiate the Reset Speakerphone feature when your handset is on-hook, or during a call in which you are using the built-in speakerphone. (If a call is in progress, you will not hear the tones, and the new speakerphone adjustment is reset for *only* the duration of that call.)

Remember that you can use the Reset Speakerphone feature *only* if your voice terminal is set for the Speakerphone feature (as opposed to the Speaker feature).

To adjust the speakerphone to the surrounding room acoustics

- 1 Press [ Select ]
  - Green light next to [ Select ] goes on steadily
- 2 Press [ Speaker Reset Spkr ]
  - Green light next to [ Select ] goes off
  - Green light next to [ Speaker Reset Spkr ] flutters intermittently
  - You hear a series of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your built-in speakerphone is ready for use.



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 ringing pattern plays and repeats every 4 seconds
  - Display shows [ **Personal Ring #x** ] (x will be a number from 1 to 8)
- 3 Continue to press [ **Conference Ring** ] to cycle through all 8 ringing patterns
- 4 When you hear the desired ringing pattern, press [ **Select** ] again
  - Your new ring is set; green light next to [ **Select** ] goes off
  - Display clears

**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 desired

- 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 [ **▼** ]
  - Display shows [ **Ringer L >>> H** ] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)



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** ]
  - All columns of lights go on steadily
  - Ringer sounds
  - Display darkens
- 3 Release [ **Drop Test** ] to end test
  - Ringer and lights return to pretest state; green light next to [ **Select** ] 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** ]  
or Dial Send All Calls code \_\_\_\_\_  
[confirmation tone]
  - Green light next to button goes on

**Note:** You may hear a ring-ping tone as each call is forwarded.

---

To cancel Send All Calls

- 1 Press [ **Send All Calls** ] again  
or Dial Send All Calls Cancel code \_\_\_\_\_  
[confirmation tone]
  - Green light next to button goes off



**Note:** Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with your System Manager to see which of these two features you can use.

You can use the Reset Speakerphone feature *only if* your voice terminal is set for Speakerphone (listen and talk).

Use the following procedures if your voice terminal is set for the Speaker (listen only) feature.

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

**Note:** In order for the other party to hear you, you must speak through the handset.

- 1 Press [ **Speaker Reset Spkr** ]
  - Green lights next to [ **Speaker** ] and [ **Mute** ] go on
- 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 [ **▼** ]
  - Display shows [ **Speaker L >>>> H** ] (There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

**Note:** If your voice terminal is set for the Speaker feature, the Mute feature is activated and the light next to [ **Mute** ] goes on whenever you use the speaker.

Pressing [ **Mute** ] while you are on a call using the handset affects only the microphone associated with the handset.

---

To mute the microphone associated with the handset so the other party cannot hear you

- 1 Press [ **Mute** ]
  - Red light goes on and other party cannot hear you
- 2 Press [ **Mute** ] again to resume talking to other party through handset
  - Red light goes off and other party can hear you again

---

To activate the speaker while using the handset

- 1 Press [ **Speaker Reset Spkr** ]
  - Green light next to [ **Speaker** ] and the red light next to [ **Mute** ] go on steadily
  - The speaker is active, and the handset is turned off.

---

To turn off the speaker and return to handset

- 1 Pick up handset
  - Green light next to [ **Speaker Reset Spkr** ] and red light next to [ **Mute** ] go off
  - Speaker goes off

---

To end a call (while handset is on-hook and only speaker is active)

- 1 Press [ **Speaker Reset Spkr** ]
  - Green light next to [ **Speaker Reset Spkr** ] and red light next to [ **Mute** ] go off

## Speakerphone

**Note:** If you are uncertain whether your voice terminal is set for the Speaker button (listen-only) feature or the Speakerphone (listen and talk) feature, check with your System Manager.

Use the following procedures if your voice terminal is set for the Speakerphone (listen and talk) feature.

For directions on using the Reset Speakerphone feature, see "Reset Speakerphone" in this section.

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

- 1 Press [ **Speaker Reset Spkr** ]
  - Green light goes on steadily
- 2 Place or answer call, or access selected feature
- 3 Adjust speakerphone 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 [ **▼** ]
  - If you have a display, it shows [ **Speaker L >>>> H** ]  
(There are 8 possible volume settings. On the display, 1 arrow is the lowest setting, and 8 arrows is the highest setting)

**Note:** The Volume control does *not* affect an external speakerphone attached to your voice terminal.

---

To prevent other party from hearing you

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

- Red light goes off and other party can hear you again

**Note:** If the handset is active and the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone).

To change from speakerphone to handset

- 1 Pick up handset and talk
  - Green light goes off next to [ Speaker Reset Spkr ]

To change from handset to speakerphone

- 1 Press [ Speaker Reset Spkr ]
  - Green light goes on next to [ Speaker Reset Spkr ]
- 2 Hang up handset

To end a call

- 1 Press [ Speaker Reset Spkr ] again to hang up
  - Green light next to [ Speaker Reset Spkr ] goes off

## Transfer



To send present call to another extension or outside number

- 1 Press [ Transfer ] [dial tone]
  - Present call placed on hold
- 2 Dial number that call is to be transferred to [ringback tone]
  - Remain on line and announce call if desired; if no answer or busy, return to held call by pressing its [ xxxx ]
- 3 Press [ Transfer ] again
  - Call 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 or press [ Drop Test ]



To retrieve your voice messages when your Message light is on

- 1 Dial the Voice Message Retrieval code \_\_\_\_\_ [dial tone]
- 2 Dial your own extension followed by [ # ] [voice prompting]

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

- 3 Move through the messages with these dial pad buttons:
  - [ # ] 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 with [ 3 ] either before or after you place the call; otherwise the message will remain in storage.

- 4 Hang up or press [ Drop Test ]

---

To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code \_\_\_\_\_ [dial tone]
- 2 Dial co-worker's extension \_\_\_\_\_ [dial tone]
  - Dial co-worker's security code also, if prompted

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

- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up or press [ Drop Test ]

---

# Display Features

## Activating and Clearing the Display

Your display is *automatically* activated when you press a call appearance or feature button which requires displayed information. The display screen is usually cleared by pressing [ **Normal** ] or, for some features, the display automatically returns to normal mode after the information has been displayed for a designated number of seconds. To clear the display after using the Timer feature, you must press [ **Timer** ] a second time.

---

## Normal Mode

In normal mode, the display shows call information for the current active call appearance button:

- You may have as many as 10 call appearance buttons. Beginning with the first button in the upper left hand corner of your faceplate and going down, the display identifies the first 5 buttons as **a** through **e**; the 5 buttons in the second column are identified as **f** through **j**. When the display shows [ **a=** ] it represents call information for the first call appearance button. The next button down would be shown as [ **b=** ], and so on, continuing through [ **j=** ] if all 10 of these buttons are used for call appearances.
- When you dial an extension, that number is shown and then replaced by the called party's name and extension.
- When a call is received from another extension, the caller's name is shown; when a call is received from outside, [ **OUTSIDE CALL** ] or a trunk identifier is shown.
- The display remains in normal mode until you activate one of the other display features. After using any of these features, return to normal mode by pressing [ **Normal** ].

## Inspect

To see who's calling while on a call

1 Press [ **Inspect** ]

- Name and number of caller shown if from extension; [ **OUTSIDE CALL** ] or other trunk source shown if from outside

**Note:** New caller information is shown for 30 seconds when call is received; then display returns to normal mode.



---

To see who's on hold  
while on a call

- 1 Press [ Inspect ]
- 2 Press [ xxxxx ] of held call
  - You remain connected to present call
- 3 Press [ Normal ] to exit Inspect mode

---

To answer new call  
while on a call

- 1 Press [ Normal ] (if not already in normal mode)
  - Finish present call or put on hold
- 2 Press [ xxxxx ] of new call

## Integrated Directory

To search directory  
for a name

- 1 Press [ Directory ]
- 2 Key in selected name with dial pad:  
last name, comma (use [ , ], first name or initial
- 3 Press [ Next Message ] for each successive directory  
name you wish to see

- To search for a new name, begin again at Step 1

---

To place call to  
name shown

- 1 Lift handset
  - 2 Press [ Return Call ] while name is shown
- Note:** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press [ Return Call ]

---

To leave directory and  
return to normal display

- 1 Press [ Normal ]



To see your messages when your Message light is on (while on-hook, off-hook, or on a call)

- 1 Press [ **Msg Rtrv** ]
- 2 Press [ **Next Message** ] to see first message (and then for each following message)

---

To return a call to message sender

- 1 Lift handset
- 2 Press [ **Call Disp** ] while any part of message is shown

**Note:** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press [ **Call Disp** ].

---

To erase a message

- 1 Press [ **Delete** ] while any part of message is shown

---

To see co-worker's messages (can be during call with co-worker)

**Note:** You must first be designated as a system-wide message retriever by your System Manager.

- 1 Press [ **CoverMsg Retrieve** ]
- 2 Dial co-worker's extension
- 3 Press [ **Next Message** ] to see first message (and then for each following message)

---

To return call for co-worker to displayed extension (while on call with another co-worker)

- 1 Press [ **Transfer** ]
  - Co-worker put on hold
- 2 Press [ **Call Disp** ] while any part of message is shown
- 3 Press [ **Transfer** ]
  - Co-worker connected to call attempt

---

To erase a message

- 1 Press [ **Delete** ] while any part of message is shown

---

To leave  
Message Retrieval and  
return to normal display

- 1 Press [ **Normal** ]

## Normal



To return to normal  
display after using any  
display feature

- 1 Press [ **Normal** ]
  - Display will show call information for active call appearance

## Stored Number



To see number stored on  
an AD button

- 1 Press [ **Stored #** ]
- 2 Press selected [ **AD\_xxxxx** ]
  - Stored number shown
- 3 Press [ **Normal** ] to return to normal display or repeat Step 2 to see another stored number

---

To see number stored as a  
list item

- 1 Press [ **Stored #** ]
- 2 Press selected [ **Personal\_List** ] or [ **Group\_List** ] or [ **System\_List** ]  
or Dial appropriate AD List code:
  - List 1 \_\_\_\_\_
  - List 2 \_\_\_\_\_
  - List 3 \_\_\_\_\_

**Note:** An [ **Enhanced\_List** ] may also be available; see your System Manager.

- 3 Dial selected list item (1, 2, 3...)
    - Stored number shown
  - 4 Press [ **Normal** ] to return to normal display or begin again at Step 2 to see another stored number
- 

To see the number you last dialed

- 1 Press [ **Stored #** ]
- 2 Press [ **Last Dialed** ] or Dial Last Number Dialed code \_\_\_\_\_

## Time/Date



To see date and time

- 1 Press [ **Date/Time** ]
  - Time is displayed on the lefthand side of the bottom line
  - After a few seconds, display returns to normal mode in which only the time appears

## Timer



To see elapsed time (hours, minutes, seconds)

- 1 Press [ **Timer** ]
  - Green light goes on
- 2 Press [ **Timer** ] again to stop timer and clear display
  - Green light goes off

---

# Tones and Their Meanings

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

---

## Ringling Tones

- **1 ring** — A call from another extension.
- **2 rings** — A call from outside or from the attendant.
- **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring, not repeated)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding 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.	<ol style="list-style-type: none"><li>1 Reread the procedure and try again.</li><li>2 For many features you must <i>lift the handset</i> before you can use the feature.</li><li>3 Check with your System Manager to be sure this feature is administered on your voice terminal.</li><li>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.</li></ol>
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.	<ol style="list-style-type: none"><li>1 Check with your System Manager to be sure your voice terminal is administered correctly.</li><li>2 Make sure that the handset and line cords at your voice terminal are securely connected at both ends.</li><li>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.</li><li>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.</li></ol>

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none"> <li>1 Set the ringer volume to a higher level.</li> <li>2 Check if you have pressed the "Ringer Off" feature button.</li> <li>3 Place a test call from another extension to your extension.</li> <li>4 Check the line cord to make certain that it is securely connected at both ends.</li> <li>5 If there is still a problem, see your System Manager.</li> </ol>
The lights do not go on next to the buttons.	<ol style="list-style-type: none"> <li>1 Check the line cord to make certain that it is securely connected at both ends.</li> <li>2 If there is still a problem, see your System Manager.</li> </ol>

---

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

---

# Key Words to Know

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

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

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

**call appearance** A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red 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 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, which 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 which you pick up, talk into, and listen from. Also known as the **receiver**.

**message retriever** A person authorized by the System Manager to retrieve messages for other users.

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

**on-hook** When the handset is left on the cradle (for example, when you use the speakerphone).



**party** A person who places or answers a call.

**personal list** One of the 4 type 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 telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

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

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

**reset the speakerphone** To use [ **Speaker Reset Spkr** ] to perform an acoustic test of the surrounding environment and adjust the speakerphone for optimal performance.

**retrieve** To collect phone messages with the Message Retrieval 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 parked.)

**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 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 which makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or PBX (private branch exchange). (Your switch is *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.

**System 75** The AT&T switch to which you may be connected. (Your voice terminal may be connected to DEFINITY Communications System Generic 1 instead.) Both System 75 and DEFINITY Generic 1 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 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 which you dial to access a trunk group to place an outside call.

**voice terminal** A telephone equipped with an array of specially designed features (for example, speakerphone, display, administrable buttons, etc.) and fictional 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	
CALL PARK		Cancel	
Answer Back		VOICE MESSAGE RETRIEVAL	
		Coverage	

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
Attendant	

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, and each list can have either 5 or 10 items; see your System Manager