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**DEFINITY® Communications System  
Generic 1, Generic 3 and System 75  
7402 Plus User's Guide**

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## **HEARING AID COMPATIBILITY**

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

**Prepared by**  
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# Your 7402 Plus Voice Terminal

The 7402 Plus voice terminal is designed so you can conveniently use the many features of the DEFINITY® Communications System Generic 1, Generic 3, and System 75. Familiarize yourself with your voice terminal, shown in Figure 1 below and explained on the following page.

**Figure 1. 7402 Plus Voice Terminal**

Starting at the top of Figure 1 and continuing clockwise:

<b>Handset</b>	For placing and answering calls (also known as the <b>receiver</b> ). In most cases, you must lift the handset (go off-hook) before you can use a feature.
<b>Call appearances/ feature buttons</b>	The first two of these six buttons are devoted to handling incoming and outgoing calls ( <b>call appearances</b> ) and are labeled with an extension number. Both of these buttons has a red in-use light to tell that this is the line you are using or that this is the line you will get when you lift your handset. The green status light next to each call appearance button tells you the line or feature is being used. The four remaining buttons access features ( <b>feature buttons</b> ) and are labeled with a feature name. Each of these buttons has a green status light next to each feature button that tells you the feature is being used.
<b>Speakerphone/headset adapter jack (on back of voice terminal)</b>	This jack is used for connecting an external speakerphone or a headset adapter to your voice terminal. This jack is labeled .
<b>Line jack (on back of voice terminal)</b>	This jack is used for connecting a line cord to your voice terminal. This jack is labeled "LINE."

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

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## *What the Features Do*

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

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

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

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

**Call Coverage** Provides automatic redirection of certain calls to your voice terminal for answering. (Your System Manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage. **Note:** If you have **Go to Cover**, you (the calling party) can send internal calls directly to coverage any time during the call attempt (the person you call must be in a call coverage group).

**Call Forwarding All Calls** Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your calls 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 another party to a call. Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

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

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

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

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

**Leave Word Calling** Leaves a message for another extension to call you back. The called party will be able to dial message service (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.

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

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

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

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

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

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

**Transfer** Transfers a call from your voice terminal to another extension or outside number. Use when your caller needs to speak further with someone else.

**Notes:** 1) Calls from an outside number to your voice terminal can be transferred only to an extension, *not* to another outside number. 2) When both call appearances are in use (either incoming or outgoing), a call cannot be transferred.

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

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## How to Use the Features

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

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### Special Instructions

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

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

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

- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- 
- To use a voice feature, you must have the handset off-hook unless you are instructed to remain on-hook in the procedures. (You can leave your handset on-hook and use the Speaker feature for those activities that require *listening only*, such as on-hook dialing, monitoring calls on hold, or retrieving messages.)
  - If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get 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 Version 2 of the System 75 software, you should check the section titled, **Troubleshooting**, later in this guide before you use any of these four features.



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## Conventions

The following conventions are used in the procedures:

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### 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 **xxxxxx**).

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Feature and

Feature xxxxx

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number or a person's name (shown as **xxxxxx**).

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[handset tone]

The tone that appears in brackets after a step indicates what you should hear from your handset after

successfully performing that step.

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

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## Troubleshooting

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

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## Quick Reference Lists

At the end of this booklet is a set of quick reference lists. Use them to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, remove the page from the booklet (tear along the perforation), and keep the lists near your voice terminal.

## Abbreviated Dialing (AD)

To program/reprogram an AD button

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

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

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

**2** Pick up handset [dial tone]

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

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

**5** Dial outside number, extension, or feature code you want to program (up to 24 digits)

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

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

- Number is stored
- Repeat Steps 4–6 to program additional buttons

**7** Hang up or press  to end programming

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To place an AD call

**1** Press selected  [ringback tone]

- Call is dialed (silently)

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To program/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) (see example to the left)

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

- 2 Pick up handset [dial tone]

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

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

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

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

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

- 7 Press  [confirmation tone], [dial tone]

- Number is stored
- Repeat Steps 5–7 if you want to program additional items on the same list; press  and begin again at Step 1 if you want

to program items on another list

- 8 Hang up or press  to end programming

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

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

- 1 Dial appropriate AD list code:

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

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

- Call is dialed

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

## Automatic Callback



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

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

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

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

**2** Hang up

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

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

**3** Lift handset when you hear priority ring

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

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

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To cancel Automatic Callback

**1** Press **Auto Callback** again (while on-hook)  
**or**  
**Dial the Automatic Callback Cancel code \_\_\_\_\_**  
[confirmation tone]

- Green light goes off

## Bridging



To answer a bridged call

- 1 Press  of bridged call

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

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To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per call basis)

- 1 Press  while connected to the call

**Note:** Pressing  again reactivates bridging.

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## Call Coverage



To answer a call for a coworker for whom you are a coverage point

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

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

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To leave a message for a coworker to call the original caller's extension

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

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

---

To talk privately with a coworker after answering a redirected call

- 1 Press 
  - Call is put on hold
- 2 Press  [priority ring to coworker] **or Dial coworker's extension**

**Note:** You can privately discuss the call at this time; if your coworker is not available, press the fluttering  to reconnect to call.

- 3 Press  again to send call to coworker **or** press  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  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 the extension or number where calls will be sent [confirmation tone]

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

- 3 Hang up

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

---

To cancel Call Forwarding

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

- Your calls will now ring at your own voice terminal

## Call Park



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

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

- 1 Press  [dial tone]

- 2 Dial Call Park code \_\_\_\_\_ [confirmation tone]

- 3 Press  again

- Call is parked

- 4 Hang up

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To return to a call parked at your extension

- 1 Press **Call Park**  
**or Dial the Answer Back code \_\_\_\_\_ and then your extension number**
- You are connected to call

---

To retrieve a parked call from any extension

- 1 Dial Answer Back code \_\_\_\_\_ [dial tone]
  - 2 Dial the extension number where call is parked [confirmation tone]
- Note:** If you receive an intercept tone, parked call has been disconnected or retrieved by someone else.

## **Call Pickup**



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

- 1 Press **Call Pickup**  
**or Dial Call Pickup code \_\_\_\_\_**
- 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

- 1 Press  [dial tone]
  - Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other
- 2 Dial the number of 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  to return to held call.
- 3 Press  again
  - All parties are now connected

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

- 1 Press  [dial tone]
  - Held call light continues to flutter; current call light also flutters
  - You are given a new call appearance
- 2 Press  of call on hold (first call)

- 3 Press  again
  - All parties are now connected

To drop the last party added to a conference call

- 1 Press 
  - Last party you added is dropped
  - You remain connected to other parties

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

## Drop



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

- 1 Press  [dial tone]

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



## Hold



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

1 Press **Hold**

- Green light flutters

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

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To answer a new call while active on another

1 Press **Hold**

- Green light flutters

2 Press **xxxxx** of incoming call

- You are connected to incoming call

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To return to held call

1 Press **xxxxx** of held call

- You are connected to held call

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

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## Intercom (Automatic/Dial)



To make a call to your predetermined Automatic Intercom partner

1 Press **Icom Auto xxx**

[ringback tone]

- Special intercom ring is sent

**Note:** If call is unanswered, press **Go to Cover** while call is ringing if you want to redirect it to coverage.

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

1 Press **Icom Dial xxx**

[dial tone]

- Green light goes on steadily

2 Dial group member's 1- or 2-digit code

[ringback tone]

- Special intercom ring is sent

**Note:** If call is unanswered, press **Go to Cover** while call is ringing if you want to redirect it to coverage.

---

To answer any intercom call

- 1 Pick up handset
  - You are connected to call

**Note:** If you are active on another call, first press  , then press flashing

## ***Last Number Dialed***



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

- 1 Press  or Dial Last Number Dialed code \_\_\_\_\_ (up to 24 digits) [ringback tone]
- 2 Wait for called party to answer

---

## ***Leave Word Calling (LWC)***



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

**Note:** To do this, you must have a  button.

- 1 Press  before hanging up your handset [confirmation tone]
  - Message light goes on at called voice terminal

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

---

To leave a message without ringing an extension

- 1 Press  or Dial Leave Word Calling code \_\_\_\_\_ [dial tone]
- 2 Dial the extension [confirmation tone]
  - Message light goes on at called voice terminal

---

To cancel a Leave Word Calling message

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

- 1 Press  or Dial Leave Word Calling Cancel code \_\_\_\_\_ [dial tone]
  - 2 Dial the extension \_\_\_\_\_ [confirmation tone]
- Note:** If reorder tone is heard, message is not canceled; try again.

## Message

To retrieve a message when your Message light is on

- 1 See your System Manager for instructions regarding your local message retrieval procedures. For procedures for using the Voice Message Retrieval feature, see "Voice Message Retrieval" later in this section.

## Priority Calling

To place a priority call (3-burst ring)

- 1 Press  or Dial Priority Calling code \_\_\_\_\_ [dial tone]
  - 2 Dial the extension \_\_\_\_\_ [ringback tone]
  - 3 Wait for called party to answer
- Note:** If your call is not answered and you wish to redirect it to coverage, press  while call is ringing.

---

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

- 1 Press
  - 2 Wait for called party to answer
- Note:** If you still receive a call waiting ringback tone, wait a few minutes and try again.

## Select Ring (and Ringer Volume)



To select a personalized ring

- 1 While on-hook, press **Select**
  - Green light goes on steadily
- 2 Press **Conference/Ring**
  - Green light next to **Select** winks; current ring pattern plays and repeats every four seconds
- 3 Continue to press **Conference/Ring** to cycle through all eight ring patterns
- 4 When you hear the desired ring pattern, press **Select** again
  - Your new ring is set; green light next to **Select** goes off

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

---

To adjust ringer volume if necessary

- 1 To raise the volume, press the right half of the Volume control button labeled  ; to lower the volume, press the left half of the Volume control button labeled  (There are eight possible volume settings.)

## Self-Test



To test the lights and ringer of your voice terminal

- 1 While on-hook, press **Select**
  - Green light goes on steadily
- 2 Press and hold **Drop/Test**
  - Ringer sounds; all lights go on steadily
- 3 Release **Drop/Test** to end test
  - Ringer and lights return to pretest state; green light next to **Select** also goes off

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

## Send All Calls



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

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

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

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To cancel Send All Calls

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

## Speaker (and Speaker Volume)



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

- 1 Press  **Speaker**
  - 2 Place call or access selected feature
  - 3 Adjust speaker volume if necessary
    - To raise the volume, press the right half of the Volume control button labeled  ;  
to lower the volume, press the left half of the Volume control button labeled(There are eight possible volume settings.)
- 

To change from speaker to handset

- 1 Lift handset and talk
  - Speaker turns off when you lift handset

---

To change from handset to speaker

- 1 While handset is off-hook, press **Speaker**
    - You can now hang up handset and call will remain active on speaker
- 

To end a call while speaker is active

- 1 With handset on-hook, press **Speaker** to end call

## ***Transfer***



To send present call to another extension or outside number

- 1 Press **Transfer** [dial tone]
    - Present call is put on hold
  - 2 Dial the number that call is to be transferred to [ringback tone]
    - Remain on line and announce call; if no answer or busy, return to held call by pressing its **xxxxx**
  - 3 Press **Transfer** again
    - Call is sent to dialed number
- Note:** Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.
- 4 Hang up

## Voice Message Retrieval



To retrieve your voice messages when your Message light is on

- 1 Dial the Voice Message Retrieval code \_\_\_\_\_ [dial tone]
- 2 Press  [voice prompting]  
**Note:** Do *not* press  if calling from someone else's extension; instead, dial your own extension number and your security code, if required.
- 3 Move through the messages with these dial pad buttons:  
(Press  to retrieve first message)  
 NEXT (read next message)  
 DELETE (erase from storage)  
 HELP (request assistance)  
 REPEAT (read message again)  
 CALL (call back named extension)  
**Note:** When you call back an extension with  , be sure to also delete the message by pressing  before you press  ; otherwise the message will remain in storage.
- 4 Hang up or press  to end Voice Message Retrieval

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To retrieve voice messages for a coworker

- 1 Dial Voice Message Retrieval Coverage code \_\_\_\_\_ [dial tone]
- 2 Dial coworker's extension [voice prompting]  
**Note:** If you receive an intercept tone, see your System Manager for further instructions.
- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up or press  to end Voice Message Retrieval

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## ***Tones and Their Meanings***

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

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### **Ringng 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.
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### **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 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: one for an internal call, two for an outside or attendant call, three 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.



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## ***Troubleshooting***

<b>Problem</b>	<b>Solution</b>
A feature does not work as noted in the book.	<ol style="list-style-type: none"><li><b>1</b> Reread the procedure and try again.</li><li><b>2</b> For many features you must <i>lift the handset</i> before you can use the feature.</li><li><b>3</b> Check with your System Manager to be sure this feature is administered on your voice terminal.</li><li><b>4</b> 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>

<b>Problem</b>	<b>Solution</b>
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 is no dial tone.	<ol style="list-style-type: none"> <li><b>1</b> Check with your System Manager to be sure your voice terminal is administered correctly.</li> <li><b>2</b> Make sure the handset and line cords at your voice terminal are securely connected at both ends.</li> <li><b>3</b> 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 a dial tone.</li> <li><b>4</b> 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 does not ring.	<ol style="list-style-type: none"> <li><b>1</b> Set the ringer volume to a higher level.</li> <li><b>2</b> Place a test call from another extension to your extension.</li> <li><b>3</b> Check the line cord to make certain it is securely connected at both ends.</li> <li><b>4</b> 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><b>1</b> Check the line cord to make certain it is securely connected at both ends.</li> <li><b>2</b> If there is still a problem, see your System Manager.</li> </ol>

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## System 75 Version Notes

If you have Version 1 or Version 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.

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## Key Words to Know

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

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

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

**call appearance** A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

**console permission** The authorization (from your System Manager) to initiate Call Forwarding All Calls for an extension other than your own.

**coverage** Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, coworker, AUDIX, or message center. A person who provides coverage is a **covering user**.

**DEFINITY Communications System Generic 1 and Generic 3** The AT&T switch to which you may be connected. (Your voice terminal may be connected to System 75 instead.) DEFINITY Generic 1, Generic 3, and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

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

**enhanced list** One of the four 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, Generic 3, or your System 75.

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

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

**group list** One of the four types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

**handset** The handheld part of the voice terminal that you pick up, talk into, and listen from. Also known as the **receiver**.

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

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

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

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

**personal list** One of the four types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

**personal list item** One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

**pickup group** A group of voice terminal users who can answer calls for each other through the Call Pickup feature. Group members are determined by the System Manager and are usually located in the same work area or perform similar job functions.

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

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

**retrieve** To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

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

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

number can be accessed by simply pressing that button.

**switch** The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a **system, switching system, or PBX** (private branch exchange). (Your switch is *either* an **AT&T DEFINITY Communications System Generic 1, Generic 3, or System 75**.)

**system list** One of the four types of Abbreviated Dialing lists; programmable only by the System Manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

**System Manager** The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

**trunk** A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

**trunk code** A dial code of 1, 2, or 3 digits 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, self-test mode, administrable buttons, etc.) and functional capabilities that distinguish it from a conventional telephone.

## Quick Reference Lists

<b>Feature Codes</b>	
Feature	Code
<b>ABBREVIATED DIALING</b> List 1	
List 2	
List 3	
Program	
<b>CALL FORWARDING ALL CALLS</b>	
Cancel	
<b>CALL PARK</b>	
Answer Back	

<b>Trunk Codes</b>	
Description	Code

<b>Miscellaneous</b>	
Description	Extension
Attendant	

<b><i>Feature Codes</i></b>	
<b>Feature</b>	<b>Code</b>
<b>CALL PICKUP</b>	
<b>LAST NUMBER DIALED</b>	
<b>LEAVE WORD CALLING</b>	
Cancel	
<b>PRIORITY CALLING</b>	
<b>SEND ALL CALLS</b>	
Cancel	
<b>VOICE MESSAGE RETRIEVAL</b>	
Coverage	

<b><i>Abbreviated Dialing*</i></b>			
<b>Item No.</b>	<b>Personal List 1</b>	<b>Personal List 2</b>	<b>Personal List 3</b>
	<b>Name</b>	<b>Name</b>	<b>Name</b>
<b>1</b>			
<b>2</b>			
<b>3</b>			
<b>4</b>			
<b>5</b>			
<b>6</b>			
<b>7</b>			
<b>8</b>			
<b>9</b>			
<b>0</b>			

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