AT&T

AT&T System 25

Multiline Telephone
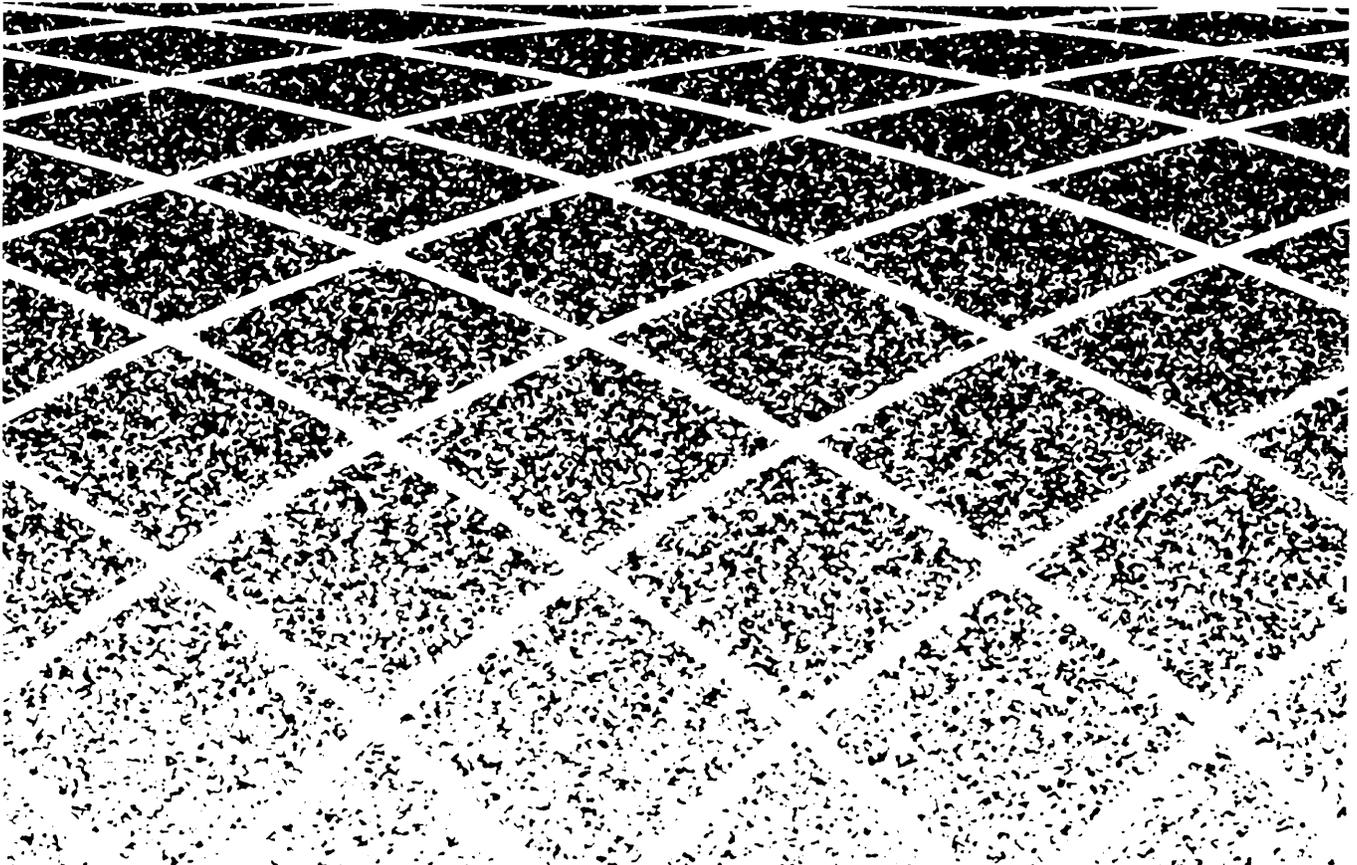
User Guide

Contact: Your AT&T sales representative, or

Call: **800-432-6600,** Monday to Friday between 7:30 am
and 6:00 pm EST.
In Canada call: 800-255-1242, or

Write: AT&T Customer Information Center
2855 North Franklin Road
P.O. Box 19901
Indianapolis, Indiana 46219

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Multiline Telephone User Guide
Prepared by the
Technical Publications Group

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Introduction

This guide describes the features available to you from AT&T System 25 through a multiline telephone and provides instructions for using the features. For your convenience, the features are arranged in alphabetical order.

Your telephone is ready to use as soon as it is connected to the System 25. Therefore, as you learn to use the features, you can make and receive calls with your telephone just as you would with any ordinary phone.

Features

Your AT&T System 25 has two types of features: fixed and assignable. A fixed feature is one that is provided on all multiline telephones. (In this guide, fixed features are indicated at the beginning of the feature description by a box with a check.)

An assignable feature is not provided automatically on all phones. It must be "assigned" by your System Administrator. (In this guide, assigned features are indicated at the beginning of a feature description by an empty box.)

☑   fixed feature

☐   assignable feature

Check with your System Administrator as to which features have been assigned to you. (As a reminder, you can place a check in the box of each assignable feature as you receive it.)

Multiline Telephone Models

The telephones shown below and on the following page are some of the phones that are used with System 25. You can use this guide with any of these telephones.
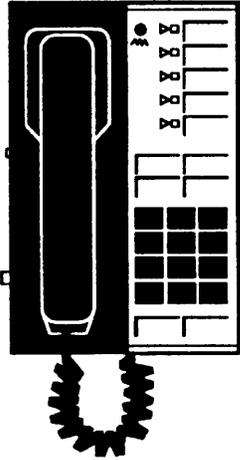
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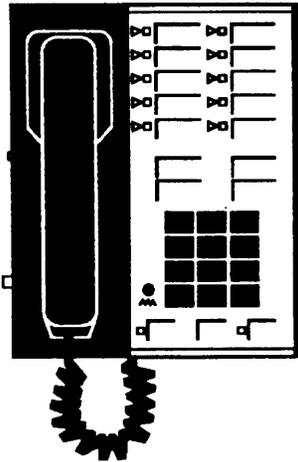
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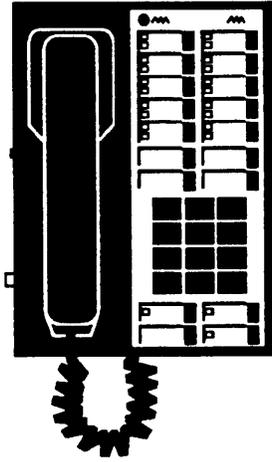
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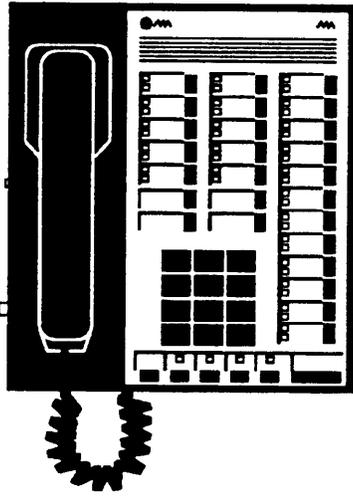
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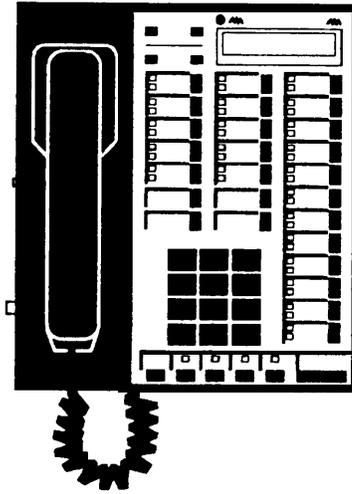
22-Button BIS with Display
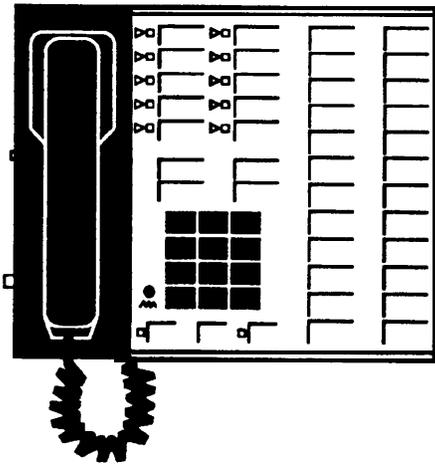
34-Button
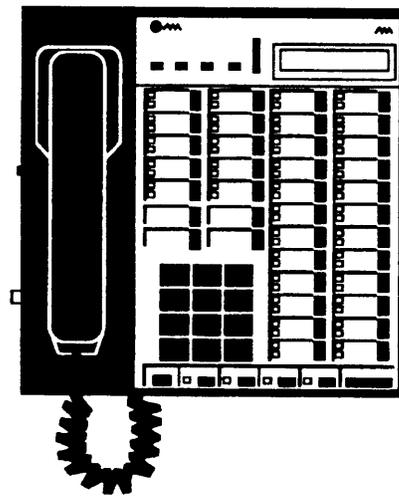
34-Button BIS with Display

3

Buttons

Most multiline telephones have three standard types of buttons. Each is represented in a special way in this guide:

TYPE	SHOWN AS:
dial pad buttons	[7]
button next to permanent label with dark background	**HOLD**
button next to changeable label with light background	REP DIAL

NOTE: A fourth type of button can be found on the display unit, and is represented in this way: **Set** .

Each multiline telephone has System Access buttons that are used to place and receive calls and to access special system features. On most phones, these buttons are located on the upper left portion of the faceplate, and are labeled with your extension number.

Line Selection

Your telephone should automatically select a line when you lift the handset to place a call, and automatically select a ringing line when you lift the handset to answer a call. These options are set by the System Administrator, and the procedures in this guide assume that you have both of them. (If you do not have these options, you must press the appropriate line button at the beginning of most precedures.)

Handset Tones

System 25 signals you with tones that are heard through the handset. The tones and their descriptions are listed below.

DIAL TONE |||||||||||||||||||||||||||||||||||||||||||| (a continuous steady tone)
You can dial.

CONFIRMATION TONE || || || (three short tones)
Your action has been accepted.

RINGBACK TONE |||||||||||||||| |||||||||||||||| (repeating on/off tone)
The number you dialed is ringing.

SPECIAL RINGBACK TONE ||||||||||||||||||||||||||| || (one long tone and one short, dull tone)
The person you dialed is busy, and has been notified of Call Waiting.

BUSY TONE ||||| ||||| ||||| (repeating on/off tone)
The number you dialed is busy.

FAST BUSY TONE ||| ||| ||| ||| (fast repeating on/off tone)
The number you dialed was busy, misdialed, or restricted.

CALL WAITING TONE (short tone(s) heard during a call)
||| (the waiting call is an inside call)
||| ||| (the waiting call is an outside call)
You have a call waiting to be answered.

QUEUEING TONE || || || || || (five short tones)
Your request for a callback has been confirmed.

DEQUEUEING TONE || || || (three short tones)
The extension or outside line that you requested for callback is now available.

Ringing Tones

System 25 signals you with four distinctive rings. The rings and their descriptions are listed below.

INSIDE CALL |||||||||||||||||||||||| (one long ring)
Your call is from a person inside your company.

OUTSIDE CALL ||||||| ||||||| (two short rings)
Your call is from the attendant or someone outside your company.

ABBREVIATED ALERT ||| (one short burst of ringing)
This can indicate a call on another line; a busy-to-idle reminder; a manual signal; or that your telephone is in program mode.

PRIORITY RING || || ||||||||||||| (two short rings and one long ring)
You are being alerted that your request for Callback can now be completed; or a call is being set up remotely for your phone via a data feature known as Third-Party Call Setup.

Lights

A steady red light indicates the line you should use when you lift the handset.

A steady green light indicates the line or feature in use.

A slow blinking green light indicates an incoming call.

A fast blinking green light indicates a call on hold or a queued call. (An intermittent blinking green light indicates a call held temporarily while being transferred or conference.)

Data Dial Code (DDC)

When your System 25 was installed, Data Dial Codes (DDCs) were assigned to data terminals. If you have a data terminal associated with your System 25, you will receive separate information regarding its use.

Personal Dial Code (PDC)

Personal Dial Codes (PDCs) were assigned to telephones. In most cases, your PDC is your extension number. If a telephone is shared by two or more people, each person may have been assigned their own "floating" extension number (FPDC).

Display Unit

If your telephone has an attached display, use the procedures and sample screens under the following sections: "Directory", "Display", and "Display Functions". If your telephone does not have a display unit, you can skip these parts of the guide.

Additional Information

See your System Administrator if you have any questions or would like additional information about your System 25 features.

Account Code Entry ☑

For bookkeeping purposes, your System Administrator may assign account codes to use with certain calls. If you are required to use account codes for outgoing calls, the account code must be entered *before* you can place an outgoing call. If this feature is not mandantory, you may still optionally use the Account Code Entry feature.

See your System Administrator to verify the types of calls, if any, for which you must enter an account code.

Account Code Entry - Outgoing Calls

1   Listen for dial tone, then press [✳] [0] .

2   Dial the account code.

   NOTE: If you make a mistake while entering the account code, press [✳] [0] , then the correct account code.

3   Listen for dial tone.

4   Dial the outside line access code and listen for dial tone.

5   Dial the telephone number.

   NOTE: Do *not* use AC use the [ACCT ENTRY] button for this procedure.

Account Code Entry - Incoming Calls

1   After completing your conversation, and before you hang up, press [ACCT ENTRY] .

    NOTE: You will be disconnected from your call when you press [ACCT ENTRY] . Therefore, do *not* press it until you have finished your conversation.

2   Dial the account code.

    NOTE: If you make a mistake while entering the account code, press [*] [0] again, followed by the correct account code.

3   Listen for confirmation tone, then hang up.

Automatic Intercom □

You and another person may each have a button labeled
[AUTO ICOM] that you can use to call each other.

Using AUTO ICOM

1 Press   [AUTO ICOM] .

2 Listen for ringback.

Bridged Access $\square$

This feature allows for a common connection between a specific button, [BRIDGED ACCESS], on your telephone and a specific line button, [SYSTEM ACCESS], on someone else's telephone. You can join in a call or cover the other line by using your bridged access button. Up to 15 people can use their bridged access buttons for the same system access button.

Your System Administrator can set your [BRIDGED ACCESS] button to ring in any of the following ways:

■ Ring immediately when a call rings at the other person's line.

■ Ring after a predetermined number of rings (delayed ring).

■ Not ring at all.
If you are on a call and another call comes in on a previously idle [BRIDGED ACCESS] button, you will hear abbreviated ringing. When someone picks up the call, the light next to your [BRIDGED ACCESS] button becomes steadily lit.

Bridging Onto a Call in Progress

1 Press the [BRIDGED ACCESS] button next to the steadily lit green light.
   You are connected to the call in progress.

2 To drop out, simply hang up at any time.

   NOTE: You cannot bridge onto a call if any one of the extensions on that call has their Exclusion feature turned on or if the conference limit has already been reached for that call.

Call Accountability ☑

You can use your own extension number at any other extension to place toll calls that should be billed to you.

Billing Calls to Your Extension

1 Listen for dial tone, then press ⟨#⟩ ⟨#⟩

2 Dial your extension number.

3 Listen for dial tone, then dial the telephone number.

NOTE: If you make a mistake, hang up and restart the sequence.

Call Waiting

□

If all of your System Access buttons are busy, you may be notified (through your handset) that a call is waiting. If you hear one short tone, it is an inside call waiting; two short tones indicate you have an outside call waiting.

If you have a System Access-Outgoing ⌊ **SYS ACC-O** ⌋ button on your telephone, you can put your calls on hold and answer the call waiting. If you do *not* have this button, you must end one of the existing calls in order to answer the call waiting.

Answering - Using SYS ACC-O

1 Press   **HOLD** .

2 Press   ⌊ **SYS ACC-O** ⌋ .

3 Press   ⟨ **＊** ⟩ ⟨ **9** ⟩ .

Answering - Ending a Current Call

1 End your conversation and hang up.

2 When the telephone rings, lift the handset.

Callback

☐

If a System 25 extension or outside line is busy when you place a call, you can request a callback. Your call will wait in a line (called a queue) for the extension or line to become available. The system will then alert you with a priority ring and complete the call.

For inside calls, use Callback when you hear a busy tone or a special ringback tone. For outside calls, use Callback only when you hear fast busy tone.

NOTE: You may hear the callback request queueing tone automatically when you place certain calls.

Requesting Callback

1 Before you hang up, press **RECALL** .

2 Listen for queueing tone, then hang up.

> **NOTE:** If you do not hear queueing tone, your request has not been accepted for this call.

Completing Callback

1 When you hear priority ring, lift the handset.

> **NOTE:** If you remained off-hook after requesting Callback, you will not receive priority ring.

2 Listen for dequeueing tone.
Your call will be completed as dialed.

Canceling Callback

1 Press **DROP** .

2 Press the button associated with the call.

3 Hang up.

Conference Calls ☑

You can set up a conference that includes a combination of System 25 extensions as well as outside calls. You may have up to five conferees; however, no more than *two* may be on outside lines.

Setting Up Conference Calls

1 Dial the first person and announce the conference call.

2 Press **CONFERENCE** and listen for dial tone.
The light next to the held call blinks intermittently.

3 Dial the next person you want added to the conference.

NOTE: If for any reason this call should *not* be added (busy, no answer, or misdial): press the switchhook, then the button associated with the first person; go back to Step 2 and continue.

4 Announce the conference call to the added person.

5 Press the button next to the blinking light to join the calls together.

6 For each person you, want to add, go back to Step 3 and continue the same procedures.

Dropping a Conferee

When you drop someone from the conference, anyone that was added by *that* person is also dropped unless they are on a Bridged Access or Personal Line button. If you drop the person who added you to the conference, you will also drop anyone added to the conference by that person.

1 Press **DROP** .

2 Press the button of the person you want to drop.
The light associated with the dropped call goes off.

Coverage

If your System Administrator has administered this feature, calls to you can be answered (covered) at specified telephones when you do not answer the call yourself. Calls unanswered at your telephone will start ringing at the covering telephone after a preset number of rings. However, if you are busy on another line, calls will go to coverage after a preset number of rings (usually one).

Buttons used for Coverage answering are:

- `COVER-IND` Coverage calls for one specific person are sent to an Individual Coverage button assigned to the extension.
- `COVER-GRP` Coverage calls for a group of two or more extensions come in on a Group Coverage button associated with the group the extensions are assigned to.

Data Calls
Placed from Your Telephone

If your System Administrator has assigned a [DATA] button to your telephone, you can use it to place data calls for your associated data terminal.

Placing a Data Call

1   Turn on your data terminal.

2   Lift the handset on the associated telephone and listen for dial tone.

3   If your data call is an inside call, dial the DDC and go to Step 4.

   or

   If your data call is an outside call, press [DATA] ·.

4   Dial the data number.

5   Listen for a high pitched answer tone and complete any additional necessary dialing.

6   Press [DATA] within 15 seconds of hearing answer tone.

7   Hang up and go to the data terminal.

Direct Group Calling (DGC)

Your System Administrator will advise you if you have been
assigned as a member of a Direct Group Calling (DGC) group.
Calls that go to these groups are distributed among its members
for the purpose of answering incoming group associated calls.

Leaving the Group

Members may temporarily not receive incoming calls by use of
the following procedures:

1 Listen for dial tone, then press ✱ 4 .

2 Listen for confirmation tone and hang up.

Returning to the Group

1 Listen for dial tone, the press ✱ 6 .

2 Listen for confirmation tone and hang up.

Direct Station Selection (DSS)

The DSS buttons allow you to make a call without dialing the digits. The number is stored in the memory system. There are two kinds of DSS buttons: Fixed and Flexible. The fixed DSS buttons, [DSS], consist of extension numbers or access codes programmed the System Administrator. Flexible DSS buttons, [FLEX DSS], allow you to program your own frequently called extensions and most other System 25 access codes. (You cannot program Pooled Facility Access codes on a DSS button.)

For instructions on how to program information in [FLEX DSS] buttons, see the section titled "Programming Numbers".

Placing Calls

When DSS Buttons Are Not Lit

1 Listen for dial tone.

2 Press [DSS] or [FLEX DSS].

When DSS Buttons Are Lit

1 Do not lift the handset.

2 Press [DSS] or [FLEX DSS].

> **NOTE:** Your telephone will ring once when the other person hangs up and your call will be placed automatically when you lift the handset.

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Directory

If your telephone has an attached display and your System Administrator has set up a system directory, you can use the display to obtain extension numbers, data numbers, or DGC access codes for people connected to your System 25.

With this display feature, you can access the name and number of a specific person. Start the directory search by dialing the first letter(s) of the person's last name. Use the following buttons for dialing those letters and characters that do not appear on the dial pad:

- For the letter, "Q," press 7 .
- For the letter, "Z," press 9 .
- For a space, dot, or comma, press * .

The first name in the system directory that matches the letters you dialed will be displayed. You can press NEXT to display more names that match the search combination, or you can modify the search by adding additional letters to the end of your combination. The directory will "circle back" to the first name in the group after displaying all available names.

For more information about other ways of using the display, see the "Display" section.

Using the Directory

1 Press DIRECTORY .
   The following display appears:

> DIR: ENTER NAME#

2 Start the search combination by dialing the first letters of the person's name, using the letters on your dial pad.

   For example, for "Stiller, R" you might press 7 8 4 since these buttons include the letters S, T, and I.

(Continued)

3 Press # .

The system will provide you with the first name in the directory that matches the search combination that you specified.

At the beginning of each entry, you will will see the letter " D" to remind you that you are using the Directory feature.

4 To see the next matched entry, press [**NEXT**] . You may need to press [**NEXT**] several times before the correct name appears.

NOTE: If you appear to be far away from your goal, you may enter additional letters to the person's name. (Be sure that you press (#) after you complete entries from the dial pad.)

Example of a Directory Search

If you want to check the number for "Stiller, R", you press (7) (8) (#) . The numbered buttons contain the first two letters of "Stiller". The directory shows you the name and number of the first name matched using the buttons (7) (8) (#) :

```
D366  Paar,B
```

If you press [**NEXT**] , the next name in alphabetical order appears:

```
D356  Packer,L
```

In order to get closer to your goal, you can add more letters to the search combination by pressing (4) (5) (#) . The search combination is now (7) (8) (4) (5) , representing the letters S, T, I, and L. The display now shows the next most closely matched name to the combination:

```
D332  Stiles,K
```

When you press [**NEXT**] , you see the name you have been searching for:

```
D341  Stiller,R
```

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Placing Directory Calls

When the display shows the name and number of the person you want to call, press ⌷ CALL ⌷ .

The system will automatically dial the number presently appearing on your display. If you handset is on-hook, your speakerphone will turn on.

Exiting from the Directory

When you do one of the following, you automatically deactivate the Directory feature:

■ Press ⌷ DIRECTORY ⌷ again.

■ Allow the display to be idle for 15 seconds.

■ Hang up the handset after being off-hook, or lift the handset after being on-hook.

■ Place a call using the dial pad or a call appearance button, such as ⌷ SYSTEM ACCESS ⌷ , or pressing ⌷ CALL ⌷ .

Display

Some telephones come with a 16-character display. If your telephone has an attached display, use the following directions and sample screens to help you use the display more efficiently.

Your display can be used in the following ways:

■ Handling calls more easily

■ Checking the time and date

■ Setting the alarm, time, day, date, and timer

■ Programming buttons or speed dialing codes from your telephone

■ Using the system directory to check a specific person's number

■ Checking the feature or numbers that are stored on a button, the identity of an incoming call, and the identity of a call on hold.

Viewing Display Screens

The display can show two screens of information, each containing up to 16 characters. (You can view only one screen at a time.) Screen 1 appears automatically and indicates information such as names and extension numbers (inside calls), and identification of outside calls.

1 To view the information that appears on Screen 2 of the display, press [SCROLL] .

2 To return to Screen 1 of the display, press [SCROLL] again.

If Screen 2 of a display is a continuation of Screen 1, such as a telephone number that is more than 14 digits, you will see a dash at the beginning of Screen 2.

The following is an example of a double-screen display, in which the telephone number is continued on Screen 2.

```
12345678909876
```

```
-54321
```

Using the Display

Usually, you use the display to check the name/extension of the caller (internal calls) or the type of outside line on which the call is coming in (outside calls).

Inside Calls

When you place or receive calls within the system, the display shows you the extension number and the name (if the System Administrator has administered this option) of the person you' are calling or who is calling you. The following example is a typical display for an inside call:

```
345 Burke,E
```

If you try to bridge onto a call in progress using a PERS LINE ,
 BRIDGED ACCESS , or SYSTEM ACCESS button, and the person has turned on the Exclusion feature, you will see this display:

```
EXCLUDED
```

Outside Calls

When you place an outside call, you will see the numbers you dialed, as in the following:

```
912015551212
```

The following example is a typical display for an incoming outside call:

```
OUTSIDE
```

Conferencing

The display for a conference call is slightly different from the display for an inside or outside call. In the last two positions on the display are the display symbol associated with conference calls, "A", and the number of conferees currently in the conference. The following example shows a conference call being arranged:

You receive a call from R. Cameron, announcing you will be added to a call he is on with another person.

```
318 Cameron,R
```

Cameron includes you in the conference. The following message is displayed:

Transferred Calls

When you are receiving a transferred call, you will see the letter "T", followed by the number and name, if available, of the person transferring the call. The following example shows you that S. Jones is in the process of transferring a call to you.

```
T357 Jones,S
```

When S. Jones completes the call transfer by hanging up, you will see the identity of the transferred person, as in the following example:

```
385  Hess,M
```

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DGC Group

If you are a member of a Direct Group Calling (DGC) group, you can view the number of calls waiting to be handled by the group. In the last position of Screen 1, you will see a number from O through 9, indicating the number of calls waiting for the DGC group. If there are more than 9 calls in the queue, you will see a "!". In the following example, there are three calls waiting for the group.

```
912015551234      3
```

Signaling

If a person is signaling you with the Signaling feature, you will see the letters SIG in front of the name of the person signaling you, as in the following example.

```
SIG Tommaso,S
```

If the name is not available, you will see SIG followed by the extension of the person signaling you.

Account Codes

If you are dialing an account code, you will see the prompt "ACCT?" before the numbers that you dial, as in the following example.

```
ACCT?3579246
```

Redirected Calls

If a call is redirected to your telephone (that is, sent to your telephone because the original telephone was busy, the call was unanswered, or one of the features listed in the table below was in effect), the display will have a redirection symbol, " > ", at the beginning of the display. You will then see the original telephone's extension and name, if available.

NOTE: If the call has been redirected using Park, or a data terminal feature the beginning redirection symbol is "}".

If the call has been redirected from your telephone to a coverage phone, a "c" will appear in the last position of Screen 1.

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Screens of a Redirected Call

A display for a redirected call has two screens. Each screen includes the following information:

■ **Screen 1.** This screen includes a " >" or "}", followed by the original telephone extension number and name, if available.

■ **Screen 2.** This screen includes the extension number and name of the person who placed the call, followed by a call-type symbol.

The following double-screen display shows a redirected coverage call:

```
> 360 Benson,H
```

```
323  Davis,F     b
```

Leave Word Calling

If you use the Leave Word Calling feature to notify someone that you have called, your display will show the extension number of the person you are calling and confirm or deny that the message has been sent, as in the following displays.

```
392  MSG SENT
```

or

```
392  MSG DENIED
```

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Display Symbol Summary

Display Symbols for Screen 1

The display symbols that apply to the first character position of Screen 1 and their meanings are provided in the table below.

Display symbol	Meaning of the symbol
>	A redirected or coverage call has been sent to the console.
}	A call is returning to the console from a station that is busy or does not answer; or a call has been redirected using Park or a data terminal feature.
&	The button has been pressed while handling a call.
I	This is a call that was busy and is now available (Busy-to-Idle Reminder).
Q	The call has been queued using Callback.
F	The call has been forwarded to an outside location.
T	The call being received is a transferred call.

The system can signal you when a busy telephone is available by using the Busy-to-Idle Reminder. Your display shows an "I", the extension number (or data terminal DDC), and name of the now-idle person.

```
1354 Asay, J
```

When a call is queued with the Callback feature, the display is the same as the above, but there is a "Q" in place of the "I".

```
Q354 Asay,J
```

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Display Symbols for Screen 2

When you receive a redirected call, the last letter on Screen 2 will give you valuable information concerning the call. The display symbols and their meanings are provided in the table below.

Display symbol	Meaning of the symbol
a	This is a data terminal call.
b	The covered station was busy.
d	The covered station did not answer the call.
f	The call sent used Following or Forwarding.
g	This is a DGC call.
n	This is a Night Service call.
p	If the first redirection symbol is " >", the call was picked up using Pickup; if the first redirection symbol is "]", this is a returning parked call.
s	Send All Calls was turned on by the covered station.
u	The call was to a non-signed-in FPDC.

Programming Your Telephone

When you start to program the buttons and/or codes, the display will show:

> PROGRAM

While you are dialing the numbers and/or special characters that you want stored on a button or programmed into a dialing code, the display will show the numbers and/or special characters you have dialed, as in the following example:

> 9*5557023

For more information about programming numbers on your telephone, see the section for "Programming Numbers".

Inspect Button

The INSPECT button allows you to check the number and name, if available, of a person calling you, or of a call that you have on hold. In addition, you can determine the numbers stored on various buttons (such as FLEX DSS and REP DIAL buttons) and what features is assigned to each button. For more information about the Inspect feature, see the section titled "Inspect".

Display Functions ☐

The ⌞LOCAL⌟ button provides access to special features built into your display unit. The buttons at the top of the telephone (next to the display screen) control a clock, calendar, 60-minute timer, and an alarm.

When you press ⌞LOCAL⌟, the screen displays whatever function you select next. Your display will remain in the "Local" mode until you either place a call, receive a call, or press ⌞LOCAL⌟ again.

Setting the Clock, Date, or Alarm

1 Press ⌞LOCAL⌟.
   The Clock/Calendar Screen appears on the display.

2 Press **Set** (repeatedly, if necessary) until the item you want to change flashes.

3 Press **Fwd** or **Rev** to change the setting.

4 If you want to change the setting of another item, return to Step 2.

5 Press **Exit**, then press ⌞LOCAL⌟.

Using the Timer

1 Press ⌞LOCAL⌟.

2 Press **Time/Timer**.
   The Timer Screen appears on the display.

3 To start the timer, press **Start**.
   The Timer resets to 00:00, then begins timing.

4 To stop the Timer, press **Stop**.

5 If you want to time another event, return to Step 3.

6 Press **Exit**, then press ⌞LOCAL⌟.

Exclusion

☐

This feature prevents others from listening in on a shared line. If you are on a call and activate this feature, it will automatically disconnect all other inside lines. To include *selected* inside people on your call, press [**EXCLUSION**] before adding them to the call.

Activating Exclusion

1 Answer or place a call.

2 Press [**EXCLUSION**] .
The light next to this button turns on,

NOTE: The Exclusion feature goes off automatically at the end of your call.

Following   ☑

You can have your personal calls sent to another telephone by using either the Following *or* the Forwarding feature. To use the Following feature, at a telephone other than your own, you *sign in* your extension number. To cancel the request, you may either *sign out* your extension number from that other telephone, or *sign in* at your own telephone.

Although Following and Forwarding send your calls to another telephone, the two features differ slightly. Read the information and procedures for both features and then. use the one that best fits your need.

Signing In - At Another Phone

1 Listen for dial tone, then press [✱] [✱] .

2 Dial your own extension number.

3 Dial your extension number again.

4 Listen for confirmation tone, then hang up.

Signing Out - At Another Phone

1 Listen for dial tone, then press   [✱] [✱] .

2 Dial your extension number.

3 Dial . [0]

4 Listen for confirmation tone, then hang up.

Signing Out All Extensions
This procedure signs out all extension numbers that have been signed in at this telephone *except* for the one normally assigned to it.

1 Listen for dial tone, then press   [✱] [0] .

2 Listen for confirmation tone and hang up.

Forwarding

You can have your personal calls sent to another telephone or to an outside number. Unlike the Following feature, you do not need to sign in your extension number at the other telephone. Instead, simply forward your calls to another location while you are still at your own telephone.

Read the information and procedures for both the Forwarding and Following features. Then use the feature that best fits your needs.

NOTE: Your System Administrator may or may not allow your telephone to forward calls to outside telephone numbers. Check with your System Administrator for any restrictions you may have concerning this feature.

Forwarding Calls

1 At your own telephone, dial   [7] [0] .

2 Dial the extension number of the other telephone.

   or

   Dial the outside line access code and the telephone number of the other phone.

3 Listen for confirmation tone, then hang up.

Canceling Forwarding

1 At your own telephone, press [*] [*] .

2 Dial your own extension number.

3 Dial your extension number again.

4 Listen for confirmation tone, then hang up.

Hands-Free Answering

When you use the Hands-Free Answering feature on any of the telephones listed below, you can answer inside calls without lifting your handset.

■ All Built-in-Speakerphone (BIS) telephones

■ All telephones with a Hands-Free Answer on Intercom button

■ All telephones with a Hands-Free Unit (HFU)

■ 5-, 10-, 22-, and 34-Button telephones without an HFU

If your telephone has an attached display, you cannot use the Hands-Free feature when you are using the Directory or Inspect feature.

Turning On Hands-Free Answering

1 If your telephone has a **HFAI** or **HFAI/MIC** button, press this button.
   The light next to this button turns on.

2 Press ⌐AUTO ANS⌐.
   The light next to this button turns on.

Answering Calls

1 Listen for the beep that announces a call.

2 If you have a **SPEAKERPHONE** and **MICROPHONE**, or a **HFAI/MIC** button, begin speaking.

   or

   If you have *only* a **SPEAKER** button, lift the handset and begin speaking.

(Continued)

NOTE: If you have only a Speaker button, you can hear the caller, but the caller cannot hear you until you pick up the handset.

If you have a Speakerphone and Microphone, or a HFAI/MIC button, you can hear the caller and the caller can hear you without lifting your handset.

To temporarily keep the caller from hearing you, press **MICROPHONE** or **HFAI/MIC** . Press this button again to speak.

Ending Calls

1 If you had to use the handset to talk, hang up.

or

If you were able to talk Hands-Free, press **SPEAKERPHONE** or **SPEAKER** .

2 Press **AUTO ANS** .

3 Press your **HFAI** or **HFAI/MIC**

NOTE: Be sure to turn this feature off before leaving your phone unattended, or incoming calls cannot be covered by other System 25 features, such as Forwarding, Coverage, or Send All Calls, etc.

Hold

You can hold calls while you attend to other matters and then pick them up again. After you put a call on hold, you may hang up the handset without losing the call. To pick up a call you have placed on hold you must use the same telephone (or one that shares the same line).

Using Hold

1 Press   **HOLD** .
  The light next to the button of *the held call blinks.*

2 You can handle other matters without disconnecting the line.

3 To return to the held call, press the button next to the blinking light.

4 If necessary, lift the handset.

5 Continue your conversation.

Hold - Placing Another Call

1 Press **HOLD** .

2 Press an idle line button and listen for dial tone.

3 Place and complete the second call.

4 To return to the held call, press the button next to the blinking light.

Hold - Answering Another Call

1 Press [HOLD] .

The light next to the button of the held call blinks.

2 Press the button next to the blinking light.

3 Speak with the caller.

4 To return to the held call, press the button next to the blinking light.

Inspect

If your telephone has an attached display, you can use the
`INSPECT` button to do the following:

Identifying Calls on Hold
The display is the same as the one shown when the call first
came in, as in these examples:

```
329  Tango,  S
```

or

```
OUTSIDE
```

Identify Programmed Numbers
You can identify the number that is stored on Flexible DSS and
Repertory Dialing buttons, and Last Number Dialed. For
example:

```
912125551379
```

If no number is currently stored, you will see the feature name
instead of numbers on your display:

```
FLEX   DSS
```

Determine Status of Outside Lines
The display tells you the number of busy lines out of the total
number of lines in a pool. In the following example, five of the
12 trunks in the pool of trunks are busy.

```
005 OF 012 BUSY
```

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Check Features Assigned to Buttons

If you inspect a button other than those shown above, you will simply see the name of the feature assigned to that button. For example:

```
┌─────────────────────────┐
│ AUTO  ANSWER           │
└─────────────────────────┘
```

Using the Inspect Feature

While using the Inspect feature, you are able to answer calls.

1 Press [**INSPECT**] .

The display will initially read:

```
┌─────────────────────────┐
│ INSPECT                │
└─────────────────────────┘
```

2 Press the button you want to inspect.

Turning Off the Inspect Feature

When you do any of the following, you automatically turn the Inspect feature off:

► Press [**INSPECT**] again;

► Hang up the handset after being off-hook;

► Lift the handset after being on-hook;

► Allow the display to be idle for 15 seconds.

► Answer an incoming call.

Last Number Dialed

☐

You can redial the last number you dialed (up to 16 digits) by using the LAST # DIALED button.

Numbers are stored in LAST # DIALED when you use the Speed Dialing feature or the following buttons:

- BRIDGED ACCESS

- **CONFERENCE**

- FACILITY

- PERS LINE

- REP DIAL

- SYSTEM ACCESS

- **TRANSFER**

Numbers are not stored in LAST # DIALED when you use the Account Code Entry or Call Accountability features or the following buttons:

- ACCT ENTRY

- AUTO ICOM

- DSS

- FLEX DSS

Using Last Number Dialed

1 Listen for dial tone.

2 Press LAST # DIALED .

> **NOTE:** If you dialed the last telephone number with any of the following buttons, you must use the same type of button to obtain dial tone before you redial: BRIDGED ACCESS , SYSTEM ACCESS , FACILITY , or PERS LINE .

Leave Word Calling

You can use the Leave Word Calling feature only if the VOICE POWER Voice Message System is connected to your System 25. You may want to use the Leave Word Calling feature for any of the following reasons:

■ The person you called is busy

■ The call is unanswered

■ You have requested callback for that extension

■ You have been connected to Coverage for that extension

For instructions on obtaining messages left at your telephone, see your System Administrator.

Leaving Messages While on a Call

1 Press ⌐LEAVE WORD CALLING⌐ .

2 Listen for confirmation tone, then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other telephone does not have VMS assigned to it, or the extension you dialed is invalid.

Leaving Messages When Not on a Call

1 Listen for dial tone, then press ⌐LEAVE WORD CALLING"⌐ .

2 Dial the extension of the other person.

3 Listen for confirmation tone, then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other telephone does not have VMS assigned to it, or the extension you dialed is invalid.

Message Waiting ☑

Message Waiting is available on most multiline telephones, and is a feature that can be used by anyone in the system. Most telephones have a light that indicates a waiting message.

You may also have a **MESSAGE** button, which you can press to turn the light off after you receive messages. If yor telephone does *not* have a **MESSAGE** button, you must use a feature access code to turn it off.

If you have a [COVER MSG] button, you can also control the message waiting lights on telephones that you provide Individual Coverage for, or for which you have a [BRIDGED ACCESS] button, (if you want to check on the feature) associated with the [MSG WAIT] button, go to the section titled "Personal Message Waiting".)

Turning On Message Lights

1 Listen for dial tone, then press   [#] [9] [0] .

2 Dial the extension number of the other telephone.

3 Listen for confirmation tone, then hang up.

> **NOTE:** If you hear fast busy tone instead of confirmation tone, either the other telephone has no message waiting light or the extension you dialed is invalid.

Turning Off Message Lights

1 Listen for dial tone, then press [#] [9] [1] .

> **NOTE:** To turn off your own light, press your **MESSAGE** button.

2 Dial the extension number of the telephone.

3 Listen for confirmation tone, then hang up.

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Night Service

When the attendant leaves for the night, the system can be set so that incoming calls either ring a night bell or are directed to preassigned telephones. See your System Administrator for the night service access code.

Answering Calls

1 Listen for dial tone.

2 Dial the night service access code.

Paging

$\square$

If your company has a paging system, you may access the system by using either a button or a code. See your System Administrator for the paging access code, and for additional information if you have zoned paging.

Using the Paging System

1 Listen for dial tone.

2 Press ⎡ **PAGE** ⎤ or dial the paging access code.

　NOTE: If you dialed a code, listen for confirmation tone.

3 Make your announcement, then hang up.

Park

Parked calls are similar to held calls except that they can be picked up from any telephone. If a parked call is not picked up within a preset interval (the usual time is two minutes), it will ring at the telephone that parked the call. You can only park *one call at a time* from your telephone.

Parking a Call

1 Press **HOLD** .
   The light next to the button of the call on hold blinks.

2 Press SYSTEM ACCESS and listen for dial tone.

3 Press ✱ 5 .

4 Listen for confirmation tone and dial tone.

5 If the call is for someone else, dial or page that person, notifying them of the extension number where the call is parked.

   NOTE: If the person does not answer, press the button next to the blinking light and complete your conversation with the caller.

6 Hang up.

Picking Up Parked Calls

1 Listen for dial tone, then press ✱ 8 .

2 Dial the extension number where the call is parked.

Personal Message Waiting ☐

You and another person may have been assigned a button that is used to signal each other. If so, a waiting message is indicated by the light next to MSG WAIT being lit. This light can be turned off at either telephone.

Sending a Personal Signal

1 Do not lift the handset.

2 If the MSG WAIT light next to the button is off, press it.

Canceling a Personal Signal

1 Do not lift the handset.

2 If the MSG WAIT light next to the button is on, press it.

Pickup ✔

Pickup allows you to answer a call that is ringing at another telephone. All multiline telephones have this fixed feature.

Picking Up Calls ✔

1 Listen for dial tone, then press $\boxed{*}$ $\boxed{7}$.

2 Dial the extension number of the ringing telephone.

Picking Up Calls in Your Pickup Group ☐

1 Listen for dial tone.

2 Press $\boxed{*}$ $\boxed{7}$ $\boxed{0}$.

> **NOTE:** Your System Administrator will notify you if you have been designated to be in a pickup group. (This is an assignable feature.)

Placing Calls

☑

You can place calls to people inside your company with
[SYSTEM ACCESS] or [BRIDGED ACCESS] buttons, and you can place
calls to people outside your company with the following buttons:

■   [SYSTEM ACCESS]

■   [BRIDGED ACCESS]

■   [FACILITY]

■   [PERS LINE]

The light next to a [FACILITY] button indicates when all of the
lines in this group are busy. If the light is on, you can activate a
"busy-to-idle" reminder. This reminder lets you know when the
line is no longer busy.

Placing Inside Calls

1 Listen for dial tone.

2 Dial the extension number or press a   [REP DIAL] button.

Placing Outside Calls

Using System or Bridged Access Buttons

1 Press [SYSTEM ACCESS] or [BRIDGED ACCESS] and listen for dial
   tone.
2 Dial the outside line access code and lsiten for dial tone
   again.
3 Dial the telephone number or press a [REP DIAL] button.

Using Facility or Pers Line Buttons

1 Press ⏺FACILITY⏹ or ⏺PERS LINE⏹ and listen for dial tone.

2 Dial the telephone number or press a ⏺REP DIAL⏹ button.

Requesting Busy-to-idle Reminder

If all outside lines are busy when you try to place a call, you can request a Busy-to-Idle reminder and be notified when a line is available.

1 Do not lift the handset.

2 Press ⏺FACILITY⏹ .

Your telephone will ring once when a line is available.

Programming Numbers

You can program numbers into [FLEX DSS] buttons, [REP DIAL] buttons, and Personal Speed Dialing codes. While only extension numbers can be programmed into [FLEX DSS] buttons, numbers and special characters may be programmed into [REP DIAL] buttons (maximum of 28 characters) and Personal Speed Dialing codes (maximum of 25 characters).

Special Characters

You may need to use the "*" and the " #" when you program numbers. The "*" is used as either a 1.5 second pause or as an actual "*" character. The " # " may be used as an actual " # " character, at the beginning of end-to-end signaling, or at the beginning of a Speed Dialing code.

NOTE: These special characters cannot be programmed into [FLEX DSS] buttons.

Using * as a Pause

A "*" by itself will produce a 1.5 second pause. For example, you may want to program a pause between the outside line access code and the telephone.

        You program: 9*5557023
        This means: 9 (1.5 second pause) 555-7023

Using * as a Character

If you want to use the "*" as a character, you must place a " # " before the "*".

For example, you may want to program the feature access code "*70" into a [REP DIAL] button.

        You program: # *70
        This means: *70

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Using # as a Character

If you want to use a " # " as an actual character, you must place two " # "s in the programmed number.

For example, you may want to program a Call Accountability feature access code (# # extension), into a [REP DIAL] button.

> You program: # # # #275
> This means: # #275

Using # with Speed Dialing Codes

When you want to have a Speed Dialing code as part of your programmed number, you should use a *single* " # " for the code.

For example, you may want to program the System Speed Dialing code "#100" into a [REP DIAL] button.

> You program: # 100
> This means: System Speed Dialing code # 100   .

Using # 8 to Start End-to-End Signaling

When you place a " # 8" in a programmed number, you tell the system to start end-to-end signaling.

For example, you may want to program both a telephone number (to be dialed first), and an identification code (that should be transmitted to the far end) into a [REP DIAL] button.

> You program: 9*5554444** # 812345
> This means: 9 (1.5 second pause) 5554444
>   (3 second pause)
>   (start end-to-end signaling) 12345

Programming Buttons and Personal Speed Dialing Codes

You can program a maximum of:

■ 4 digit extension in a [FLEX DSS] button

■ 25 characters in a Personal Speed Dial code

■ 28 characters in a [REP DIAL] button

Programming or Removing Numbers

Using the Switch

1 Slide the switch on the left side of the telephone to P and listen for dial tone.

2 If you want to remove a number, go to Step 3.

or

Dial the number you want to program.

3 To indicate on which button this number should be programmed or removed:

Press [**FLEX DSS**] or [**REP DIAL**] .

or

Press " # " and a   Personal Speed Dialing number (20 - 39).

4 After confirmation tone and dial tone, hang up.

5 Slide the switch back to the midpoint between " T" and "P".

NOTE: If the switch is not moved, your phone will ring every minute to remind you that you are in program mode.

Using a Code

1 Listen for dial tone, then press (#) (4) .

2 If you want to remove a number, go to Step 3.

or

Dial the number you want to program.

3 To indicate on which button this number should be programmed or removed:

Press [**FLEX DSS**] or [**REP DIAL**] .

or

Press "#" and a Personal Speed Dialing number (20-39).

4 After confirmation tone and dial tone, hang up.

Recall

If a System 25 telephone or outgoing line is busy when you attempt to place a call, you can press **RECALL** and hang up. When the telephone or outgoing line becomes available, the system will ring your telephone. For more information about this feature, see the "Callback" section.

In addition, if your company uses certain Central Office features, the **RECALL** button may be used to access these features. Check with your System Administrator for a description of available features, access codes, and procedures.

Repertory Dialing (REP DIAL)

You can program telephone numbers, account codes, or feature access codes into [REP DIAL] buttons (a maximum of 28 characters). You can then dial the programmed number by pressing [REP DIAL] .

For instructions on how to program [REP DIAL] numbers, see the section for "Programming Numbers".

Placing Calls

1 Listen for dial tone.

2 Press   [REP DIAL] .

Send All Calls ⬜

You can use the | SEND ALL CALLS | button to send your calls immediately to coverage. If you do not have coverage, the Send All Calls feature simply turns off the ringer at your telephone for most incoming calls. In either case, the light next to the ringing button blinks until the call is answered, or until the caller hangs up.

Your System Administrator determines whether or not your telephone will ring once when a call comes in, to remind you that this feature is turned on.

Turning On Send All Calls

1 Do not lift the handset.

2 Press | SEND ALL CALLS | .
The light next to this button turns on.

Turning Off Send All Calls

1 Do not lift the handset.

2 Press | SEND ALL CALLS | .
The light next to this button goes off.

Signaling

☐

You can use a button to send an alert to another telephone without actually calling that telephone.

Signaling Another Telephone

1 Do not lift the handset.

2 Press [SIGNAL] .

The other telephone receives a short burst of ringing tone.

Speaker ⬜

Some telephones have a **SPEAKER** button that allows you to place calls without lifting the handset, and allows others to listen during calls. You cannot speak to the caller unless you lift the handset.

Placing Calls

1 Press **SPEAKER** and listen for dial tone.
   The light next to this button turns on.

2 Dial the telephone number.

3 If the person answers, lift the handset and talk.

· **or**

   If the person does not answer, press **SPEAKER** again to turn the speaker off.

Using Speaker While on a Call

If you want another person(s) near your telephone to listen to the other end of the conversation, you can use the Speaker feature to do this, but remember that you must use the handset if you want to communicate back.

1 Press **SPEAKER** while on a call, and keep the handset off-hook.
   The light next to this button turns on.

2 Use the handset to talk.

   NOTE: If you hang up the handset, your call will be disconnected.

Speakerphone

□

If you have a Built-In-Speakerphone (BIS) telephone or multiline telephone with a Hands-Free Unit (HFU), you can use the **SPEAKERPHONE** button to listen, speak, place, or answer calls without lifting the handset.

Placing Calls

1 Press the **SPEAKERPHONE** button and listen for dial tone.
   The light next to Speakerphone turns on to indicate that you can listen, and the light next to Microphone turns on, indicating that you can be heard on the other end.

2 When the other person answers, begin talking.

   NOTE: If you want to temporarily keep the other person . from hearing you, press **MICROPHONE** .
   The light next to this button goes off.

   When you want to be heard, press **MICROPHONE** again.
   The light next to this button turns on again.

Answering Calls

1 Press **SPEAKERPHONE** .
   The light next to Speakerphone turns on to indicate that you can listen, and the light next to Microphone turns on, indicating that you can be heard by the caller.

2 Begin talking.

   NOTE: If you want to temporarily keep the caller from hearing you, press **MICROPHONE** .
   The light next to this button goes off.

   When you want to resume your conversation with the caller, press **MICROPHONE** again.
   The light next to this button turns on.

Ending Calls

1 Wait until you have completed your conversation.

2 Press `SPEAKERPHONE` .

The lights next to the Speakerphone and Microphone
buttons go off.

Speed Dialing

Speed dialing allows you to dial telephone numbers (or enter account codes) by simply dialing " # " and a 2- or 3-digit code. There are two kinds of speed dialing— Personal and System.

Personal Speed Dialing codes are 2-digit numbers that allow you to program up to twenty personal numbers. These Personal Speed Dialing codes use the numbers 20 through 39.

System Speed Dialing codes are 3-digit numbers programmed by your System Administrator, and are used for numbers that are frequently called by people in your company. System Speed Dialing codes use the numbers 100 through 189.

For instructions on how to program Personal Speed Dialing numbers, see the section for "Programming Numbers".

Placing Calls

1 Listen for dial tone.

2 Dial the #, followed by the selected speed dialing code number (either 20 through 39 or 100 through 189),

Testing Your Telephone

You can test the lights and ringer on your telephone if you have a Test/Program Switch. On some telephones, the Test/Program switch has a spring. If so, you must hold the switch in the "T" position to test the lights and ringer; the switch will automatically return to the midpoint when released.

Testing

1   Slide the switch on the left side of your telephone to "T".
    The red and green lights alternately flash, and the ringer sounds.

    NOTE: If your switch has a spring, hold the switch in the "T" position.

2   If your switch has a spring, release the switch. If there is no spring, slide the switch back to the midpoint between "T" and "P".

Transfer ✔

You can easily transfer calls to another System 25 telephone. You can also transfer some calls to outside lines. However, you should see your System Administrator for more information about this type of transfer.

When you transfer a call, the original person is temporarily placed on hold and is not connected to the other person until you hang up. At that time, the call disappears from your telephone.

Transferring Calls

1 Press **TRANSFER** and listen for dial tone.
The light next to the button of the call on hold blinks.

2 Dial the other person's extension or press a line button, such as DSS .

   NOTE: If you misdial the number, return to the person on hold by pressing the button next to the blinking light. Then return to Step 1 and continue.

3 Hang up if you do not want to announce the call. Otherwise, announce the call and then hang up to complete the transfer.

   NOTE: If the person you attempt to call does not answer, press the button next to the blinking light to return to the call on hold.

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Glossary

account code entry   feature that allows you to assign account codes to calls to charge them to specific customers, clients, or business cases.

alarm   feature that warns you of system problems.

assigned button   button that may be given to you as an optional feature.

assigned feature   optional feature that can be distributed by the System Administrator.

automatic intercom   feature that allows two people to each have a dedicated button for calling each other.

BIS   (Built-in-Speakerphone) name of a multiline telephone that allows you to listen and speak on any call without lifting the handset.

busy-to-idle reminder   feature that automatically notifies you when a person or line is available.

call accountability   feature that allows you to make calls at another telephone and charge them to your extension number.

call waiting   a telephone feature that notifies you of an incoming call while on another call.

callback   feature that allows you to request the use of a busy extension or line. The system will signal your telephone when the telephone or line is available.

conferencing   feature that allows you to have up to five parties on a call.

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confirmation tone	three short tones indicating that an action was accepted.
coverage	feature that allows individuals to have their calls answered by someone else.
DDC	(Data Dial Code) extension number assigned to a data terminal.
DGC	(Direct Group Calling) a group of telephones where incoming calls are distributed among the group members.
DSS	(Direct Station Selection) button containing an extension number or an access code, and programmed by the System Administrator. (For buttons that *you* can program, see FLEX DSS.)
data call (from telephone)	feature that allows you to place a data call from your telephone, then transfer the call to your data terminal.
dequeueing tone	three short tones indicating the Callback feature can now be completed.
exclusion	feature that allows you to keep others from listening in on a conversation.
extending calls	procedure followed by the attendant when sending a call to the desired party.
FPDC	(Floating Personal Dial Code) a number associated with a person, but not a particular telephone. FPDCS provide the convenience of receiving calls at various telephones.
fast busy tone	repeating on/off tone indicating that the dialed number or access code is busy, misdialed, or restricted, or that an outgoing line is busy. (Sometimes called reorder tone.)

feature access code	series of numbers and characters that allow you to access System 25 features.
fixed feature	standard feature that is available to every telephone.
following/ forwarding	feature that allows you to redirect calls to another telephone.
hands-free answering	feature that provides answering of calls without lifting the handset.
hold	feature that temporarily suspends a call.
idle line preference	feature that allows a telephone to automatically select a button when you lift the handset to place a call.
inside call	call between two or more System 25 telephones. It is signalled by one long ring.
leave word calling	feature that allows you to notify a person at a busy or unanswered telephone that you have called. To use this feature, you must have a VOICE POWER Voice Message System (VMS) connected to your System 25.
message waiting	feature that allows you to turn message lights on and off at 'telephones in the system. *(See also* personal message waiting.)
message waiting signal	feature that allows two people in the system to turn a light on or off at each other's telephone, notifying them of a message.
system access button	button that gives you direct access to System 25 to dial or to access features. It is labeled with your extension number.
system access originate only button	an extra system access button on which you can place calls, but cannot receive calls.
night service	feature that allows you to send incoming calls either to a bell or to preassigned telephones when you leave for the night.

off-**hook**	either the handset has been removed from its cradle or the speaker/speakerphone is turned on.
on-**hook**	the handset is in its cradle and the speaker/speakerphone is turned off.
outside call	call between a System 25 telephone and a telephone not connected to the System 25. Outside calls are made over Central Office or other lines and are signalled by two short rings.
outside line	a line to the Central Office or other system. Outside lines may be accessed by pressing special buttons or by dialing an access code.
PDC	(Personal Dial Code) extension number that is assigned to an individual and is usually associated with the telephone at the individual's desk. *(See also* **FPDC.)**
paging feature	allows you to access paging equipment from System 25 telephones.
park	a feature similar to hold, except that it allows you to answer the call from *any* telephone in the system.
personal message waiting	feature that allows you to turn on and off a light at another person's telephone to notify them of a message.
pickup	feature that allows you to answer a call that is ringing at another telephone.
prime line preference	feature that allows the telephone to select a button automatically when you lift the handset to place a call.
queue	a place where calls are held until they can be acted upon (such as a request for Callback).
queueing tone	five short tones indicating that your request for a Callback is confirmed.

repertory dialing	feature that allows you to program a telephone number or account code into a REP DIAL button and then dial by pressing that button.
ringback tone	repeating on/off tone indicating that the number you dialed is ringing.
ringing line preference	feature that allows the telephone to select the ringing line automatically when you lift the handset to answer a call.
send all caIls	feature that can be selected at a telephone to send calls to a "covering" telephone.
signaling	feature that sends an audible alert to another telephone without calling that telephone.
special ringback tone	one long tone followed by one short, dull tone indicating that the person you dialed is busy on a call and has Call Waiting.
speed dialing	feature that allows you to place a call or enter an account code by pressing the " #" and a 2- or 3-digit code.
switchhook	button depressed by the handset when the telephone is not in use.
system administrator	person responsible for assigning features and overseeing System 25 operation.
test	feature that allows you to test the lights and ringer on your telephone.
transfer	feature that allows you to connect the person you are talking with to another person, and then drop out of the conversation.
trunk	a telecommunications line between two switching systems. *(See also* **outside line.)**

AT&T System 25
QUICK REFERENCE CARD
Multiline Telephone

FEATURE ACCESS CODES		
FEATURE	**DESCRIPTION**	**CODE**
Account Code	to enter an Account Code	* 0 Code
Call Accountability	to charge call to correct extension	## Ext.
Callback	to request callback for a busy ext./line	RECALL
	to cancel callback, while on that call	DROP
Call Waiting	to answer call waiting	* 9
Direct Group Calling	to leave your DGC group	* 4
	to return to your DGC group	* 6
Following (at another extension)	to sign in extension	** Ext. Ext.
	to sign out extension	** Ext. 0
	to sign out all extensions	** 0
Forwarding (from your extension)	to send your calls to another extension	#70 Ext.
	to send your calls to a remote number	#70 number
	to cancel forwarding	** Ext. Ext.
Leave Word Calling	to leave a message when calling extension	LEAVE WORD
	to leave message when not on that call	LEAVE WORD Ext.
Message Waiting	to turn on message light	#90 Ext.
	to turn off message light	#91 Ext. or MESSAGE (for yourself)
Message Waiting, Coverage	to signal ext. while on coverage call	COVER MSG
	to signal ext. when not on coverage call	COVER MSG Ext.
	to cancel message waiting signal	COVER MSG Ext. COVER MSG
Park	to parka call	* 5
	to answer a parked call	* 8 Ext. that parked call
Pickup	to pickup call ringing in your group	* 70
	to pick up call ringing outside group	* 7 Ext.
Programming	to program a button or code	# 4
Send All Calls	to send calls to coverage or turn off ringer	SEND ALL CALLS
	to turn off Send All Calls feature	SEND ALL CALLS
Speed Dialing	to dial a programmed number (20-39, 100-189)	# Code

(See Dial Code list on other side.)

QUICK REFERENCE CARD
Multiline Telephone

PERSONAL SPEED DIALING NUMBERS	
CODE	TELEPHONE NUMBER
#20	
#21	
#22	
#23	
#24	
#25	
#26	
#27	
#28	
#29	
#30	
#31	
#32	
#33	
#34	
#35	
#36	
#37	
#38	
#39	

SYSTEM SPEED DIALING NUMBERS	
CODE	USE

FACILITY ACCESS CODES	
CODE	USE

DIALING CODES	
CODE	DESCRIPTION
	Your Extension
	Your Data Terminal
0	Attendant
	Night Service access code
	Paging access code

ACCOUNT CODES	
CODE	USE

(See Features list on other side.)