DEFINITY™

and System 85

Communications
System Generic 2

Voice Terminal Operation

Contents

Figures

CHAPTER 1. INTRODUCTION

CHAPTER 1. INTRODUCTION

This manual on the operations of the DEFINITY™ Communications System Generic 2 and System 85 telephones/voice terminals is intended for the trained personnel responsible for answering questions concerning the use of the telephones/voice terminals.

Use of the Guide

To make the best use of this manual, you should become familiar with its contents and organization. Then, to gain quick access to the information needed to answer most questions, you will need only to determine the specific feature(s) in question and the type of the user's telephone/voice terminal. The procedures are written so that you can "talk" the user through each feature step-by-step and tell the user what the various system responses mean.

To answer questions requiring more information than this manual contains, you may need to consult the local records on your company's system, or one of the other documents listed in the "REFERENCES" chapter.

Organization of the Guide

The rest of this manual is divided into the following chapters:

- DESCRIPTION—This chapter defines terms associated with the telephones/voice terminals and the tones you may hear during operations. For easy reference, the terms and tones are listed alphabetically. This chapter describes and illustrates the telephones/voice terminals currently available, describes the indicator lights on multi-appearance voice terminals, and discusses the function of the lights. This chapter also describes and illustrates the modules and adjuncts that can be used with the telephones/voice terminals.

- OPERATING PROCEDURES—This chapter contains step-by-step instructions for answering and placing calls and for using each feature available to users of the telephones/voice terminals. Wherever the instructions for using a feature vary according to the telephone/voice terminal being used, a complete set of instructions is included for each model.

  The instructions for answering and placing routine calls are placed at the front of this chapter. The procedures for using specific features of the system follow, and are arranged alphabetically by feature name.

- REFERENCES
- GLOSSARY
- INDEX.

CHAPTER 2. DESCRIPTION

Figures

CHAPTER 2. DESCRIPTION

Terms You Need to Know

Certain terms used in this chapter have meanings unique to the telephones/voice terminals (or to telephone equipment in general). For your convenience, these terms are defined here, before we describe the equipment.

Access Code—A code containing one, two, or three digits, or a combination of digits and the star (*) or pound (#) symbols used to activate or cancel features.

Alerting—Audible (ringing) or visible signals indicating incoming calls.

Appearance—The medium on which voice/data is carried. Multi-appearance voice terminals can be equipped with several appearances of the same extension number to allow the user to handle more than one call, on that same extension number, at the same time.

Extension Number—A number assigned to one or more telephones/voice terminals.

Feature—A specifically defined function or service provided by the switch.

Feature Button—A labeled button designating a specific feature.

Idle Appearance Preference—When a user goes off-hook on a multi-appearance voice terminal assigned this feature, the user is automatically connected to an idle appearance.

Image—A tap onto an appearance. A button on a multi-appearance voice terminal is an image of an appearance.

Line

- Single-line—the family of telephones/voice terminals that supports only one call at a time

- Multi-appearance—the family of voice terminals on which more than one call (typically three) can be handled at the same time on the same extension number. Only one call at a time can have a voice connection; other calls can be ringing or on hold.

Ringing Appearance Preference—When a user answers a call at a multi-appearance voice terminal assigned this feature, the user is automatically connected to the ringing appearance.

Tones

These are the various tones you may hear when using telephones/voice terminals:

BUSY TONE

A low-pitched tone repeated 60 times a minute—the number you dialed is in use.

CALL WAITING RINGBACK TONE

A ringback tone with a low-pitched signal at the end—the extension you called is busy, but the party you are calling has been given call waiting tone.

CALL WAITING TONE

One, two, or three beeps of high-pitched tone, not repeated:

* One beep—a call from another telephone/voice terminal

* Two beeps—a call from the attendant or an outside caller

* Three beeps—a priority call.

CONFIRMATION TONE

Three short bursts of tone—the feature you activated or canceled has been accepted.

COVERAGE TONE

One short burst of tone—your call to an extension number will be answered at another extension number by a covering user. Based on the time established for your system, you can hang up or disconnect within 2 to 10 seconds if you do not want your call to go to the covering user.

DIAL TONE

A continuous steady tone—you may begin dialing or may activate a feature.

INTERCEPT TONE

An alternating high and low tone—either a dialing error or a denial of the service requested.

OVERRIDE WARNING TONE

A 4-second burst of tone—notifies all parties that Override is in effect on a single-line telephone/voice terminal.

RECALL DIAL TONE

Three short bursts of tone followed by steady dial tone—the feature you requested has been accepted, and you may start dialing.

REORDER TONE

A fast busy tone repeated 120 times a minute—all trunks or all other facilities are busy.

RINGBACK (AUDIBLE ALERTING) TONE

A low-pitched tone repeated 15 times a minute—tone you hear when the number you have dialed is ringing.

RINGING TONE (RINGING)

The ring you hear when you are receiving a call and the handset is on-hook. This signal cycles in 1-, 2-, or 3-ring patterns.

- One ring—a call from another telephone/voice terminal in your system

- Two rings—a call from the attendant or an outside caller

- Three rings—priority calls; for example, Automatic Callback.

TELEPHONE DICTATION READY TONE

A high-pitched continuous tone—you may begin dictating.

Telephones/Voice Terminals

Telephones/voice terminals provide basic telephone service (placing and answering calls) and can also access the special services or features your company has selected.

The following single-line telephones/voice terminals and multi-appearance voice terminals are available for use with DEFINITY Generic 2 and System 85. Included among the multi-appearance voice terminals are three Integrated Services Digital Network (ISDN) voice terminals. All telephones/voice terminals are described in detail in this chapter.

The various telephones/voice terminals are listed here:

- *Single-line Telephones/Voice Terminals*

  2500 (desk)

  2500DMGC with message light

  2500 with Z34 message light adjunct

  2500YMGK

  2554 (wall)

  7101A

  7102A01A

  7102A01B

  7103A (fixed features)

  7103A programmable

- *Multi-appearance Voice Terminals*

  7203H

  7205H

  7303S

  7305S

  7401D

  7403D

  7404D

  7405D

  7406D (with and without display)

  7407D

  7410D

7434D

7505 (ISDN)

7506 (ISDN)

7507 (ISDN)

Callmaster® digital voice terminal

10-Button multi-button electronic telephone (MET) (desk)

10-Button MET (wall)

10-Button MET with built-in speakerphone

20-Button MET (desk)

30-Button MET (desk).

Note: The METs are only used for upgrades from a DIMENSION® switch.

To enhance the capabilities of 7205H, 7403D, 7405D, and 7434D voice terminals, the following optional modules can be used:

- Call coverage module (use with 7205H, 7405D, and 7434D)

- Function key module (use with 7205H and 7405D)

- Digital display module (use with 7405D and 7434D)

- Digital terminal data module (use with 7403D and 7405D).

Note: The two different call coverage and function key modules look the same.

The S101A speakerphone and the 500A headset adapter can be used with the following telephones/voice terminals:

- 7103A

- 7102A01B

- 7203H

- 7205H

- 7403D

- 7405D

- 7406D

- 7410D

- 7434D

- 7505

- 7506

- 7507.

The S201A speakerphone can be used with the following voice terminals:

- 7203H

- 7205H

- 7403D

- 7405D

- 7406D

- 7410D

- 7434D

- 7505

- 7506

- 7507.

The S102A speakerphone and the 502A headset adapter can be used with 7303S and 7305S voice terminals.

A 703A, L1 data service unit (DSU) can be used with the 7406D voice terminal. Also, a A 702A, L1 DSU can be used with the 7407D voice terminal.

ISDN voice terminals, 7505, 7506, and 7507 are equipped with a built-in speakerphone and SPOKESMAN® loudspeaker. However, the terminals must be optioned for one feature or the other. You cannot have both features at the same time.

The following adjuncts can be used with the METs. However, their use should be discouraged since they cannot be installed or rearranged by the customer.

- TOUCH-A-MATIC® automatic dialer

- SPOKESMAN loudspeaker.

Recall button

The function of the **Recall** button is the same for single-line telephones/voice terminals and for multi-appearance voice terminals except for putting a call on hold.

On single-line telephones/voice terminals, the **Recall** button is used to do the following:

- Put a call on a temporary ("soft") hold. The hold access code can then be dialed to put the call on hold.

- Recall the attendant when the user is part of a conference set up by the attendant.

- Recall the attendant when the user is on a 2-party call being held on the console.

- Connect to the answer-back channel when the user is waiting for an answer after completing a page.

- Redial without losing the trunk (when a misdial occurs after waiting in a trunk queue).

On multi-appearance voice terminals (including METs), the **Recall** button is not used for placing a caller on hold. Instead, the fixed feature button (**Hold**) puts a call directly on hold.

The following telephones/voice terminals are equipped with a fixed **Recall** button:

- 2500DMGC

- 2500YMGK

- 7101A

- 7102A01A

- 7102A01B

- 7103A

- 7203H

- 7205H

- 7303S

- 7305S

- 7403D

- 7405D

- METs.

The **Recall** button can be administered as a feature button on the following voice terminals:

- 7404D

- 7406D

- 7407D

- 7410D

- 7434D

- 7505

- 7506

- 7507

- *Callmaster* digital voice terminal

Indicator Lights (Multi-appearance Voice Terminals)

Two indicator lights (red and green) are located beside the customer-designated appearance buttons on multi-appearance voice terminals. Feature buttons can have one green status light, two lights (red and green), or no light located beside the button. Two indicator lights (a red in-use light and a green status light) are always located beside each appearance/feature button on METs. The red and green lights indicate the following:

- In-use (red) light—when on, identifies the appearance that you are using or will be using when you lift the handset.

- Status (green) light—can indicate any one of six conditions:

    Off—the appearance is idle or the assigned feature is not activated.

    On—the appearance is busy or the assigned feature is active.

    Flashing (500 milliseconds on, 500 milliseconds off)—an incoming call is on that appearance.

    Fluttering (50 milliseconds on, 50 milliseconds off)—a call is placed on hold by a telephone/voice terminal user.

    Broken Flutter (5 cycles of 50 milliseconds on, 50 milliseconds off—off for 500 milliseconds between cycles)—the feature assigned to the button cannot be accepted by the called telephone/voice terminal.

    Wink (350 milliseconds on, 50 milliseconds off)—a call being routed to a specific telephone/voice terminal was put on hold by another user who has a bridged appearance of the specific telephone/voice terminal. The green light is winking at the specific telephone/voice terminal.

2500, 2500DMGC, 2500YMGK, and 2554 Telephones

These single-line telephones (Figure 2-1) come equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Ringer (tone ringer on 2500DMGC) with volume control

- Message light and **Recall** button (on 2500DMGC and 2500YMGK).
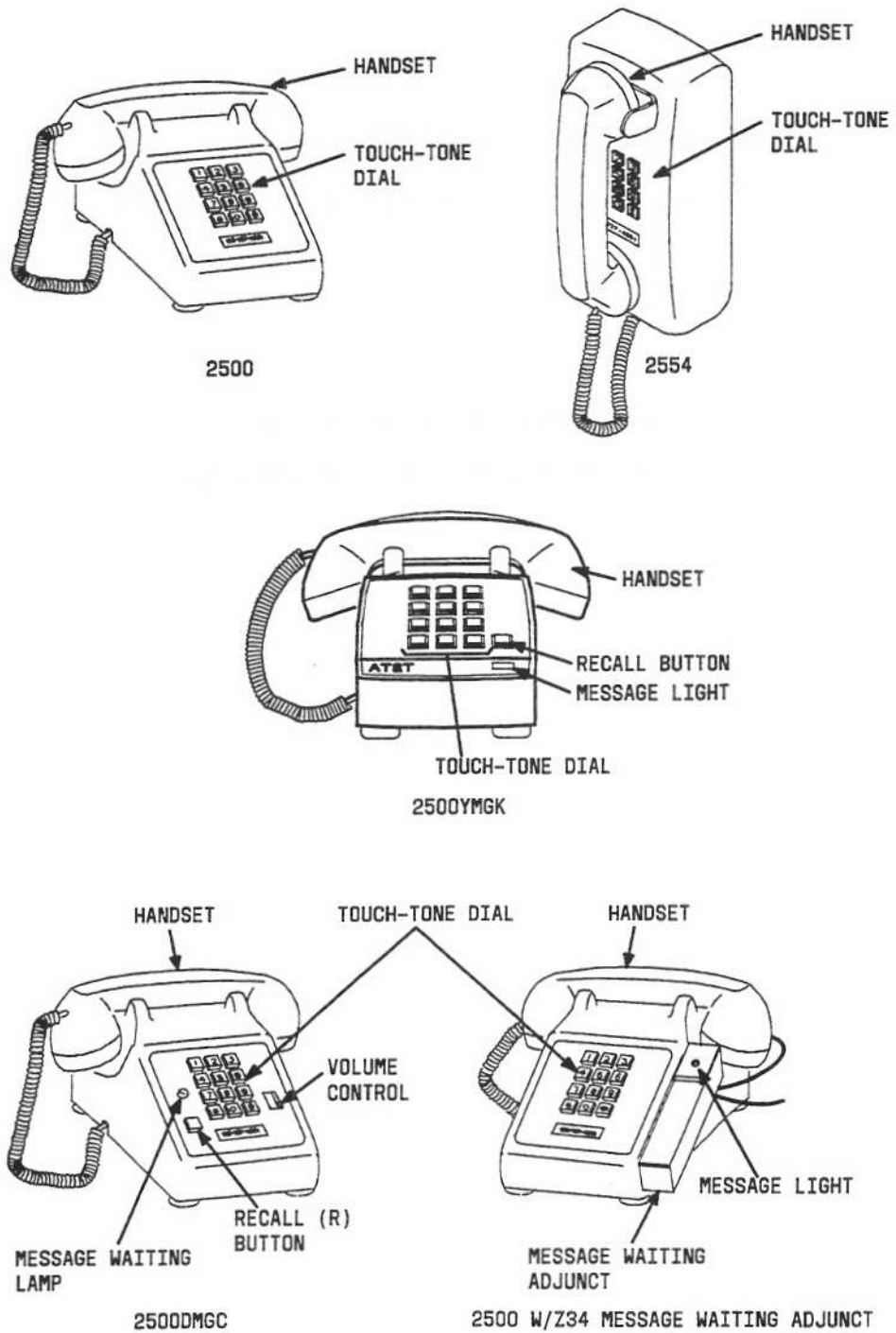
Figure 2-1.   2500-Type Telephones

7101A Voice Terminal

This single-line voice terminal (Figure 2-2) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Two fixed feature buttons

    [Disconnect] — Used to hang up from the current call and obtain dial tone.

    [Recall] — Used mainly to put a call on "soft" hold.
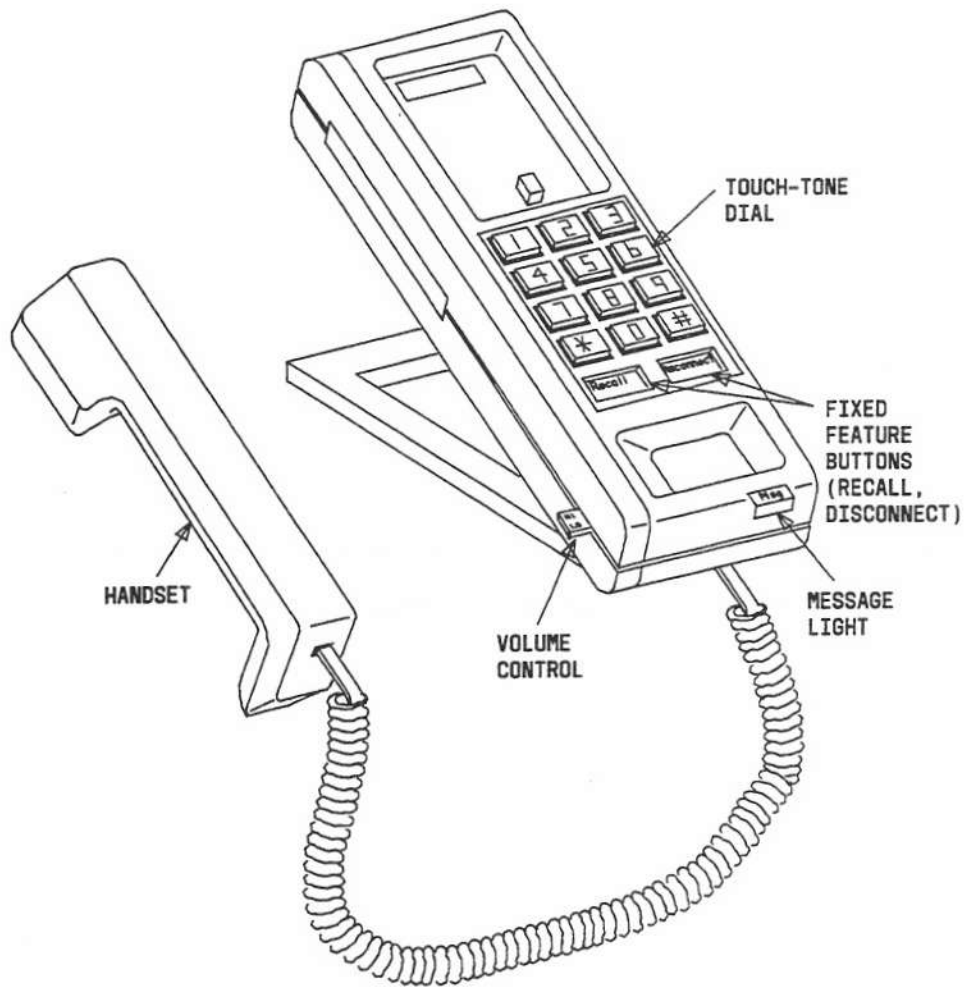
Figure 2-2. 7101A Voice Terminal

7102A01A and 7102A01B Telephone

This single-line telephone (Figure 2-3) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light and **Recall** button

- Tone ringer with volume control.

Either of the following adjuncts can be used with the 7102A01B telephone:

- S101A speakerphone

- 500A headset adapter and a standard headset.
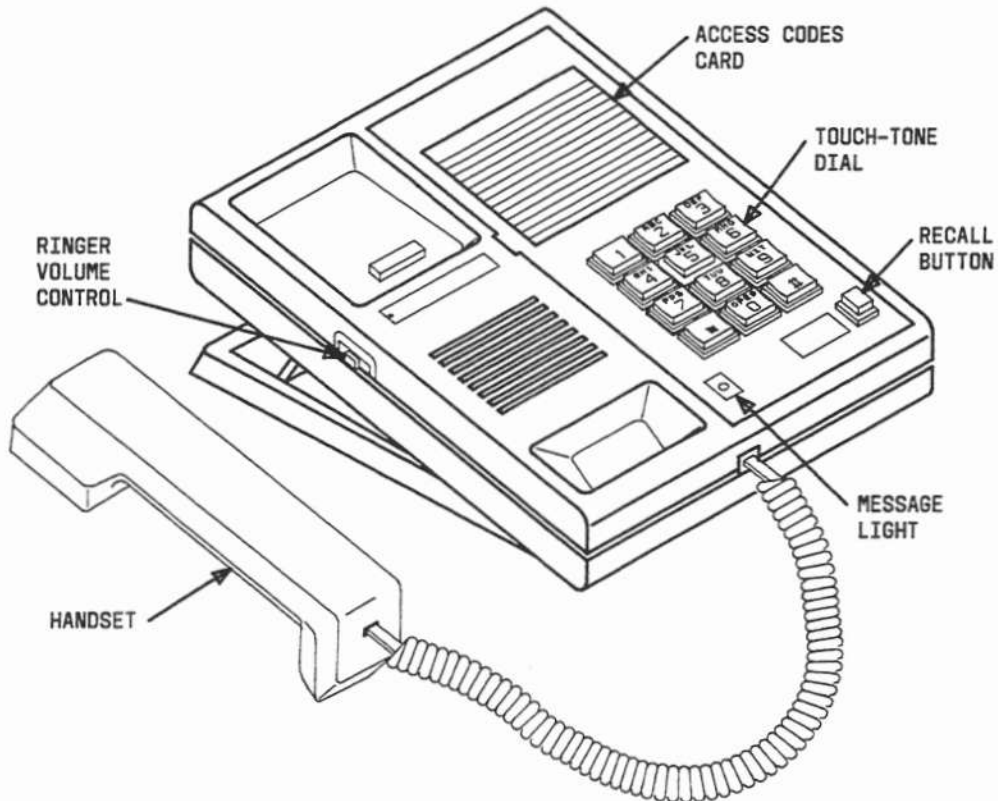
Figure 2-3. 7102A01A and 7102A01B Telephone

7103A Voice Terminal (Fixed Features)

This single-line voice terminal (Figure 2-4) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Two fixed feature buttons

  [Disconnect] — Used to hang up from the current call and to obtain dial tone.

  [Recall] — Used mainly to put a call on "soft" hold.

- Eight feature buttons.

  Customer-designated — Used only for features. These buttons are labeled with the feature names. (Note: Within any one system, all 7103A [fixed features] voice terminals have identical customer-designated feature buttons located in the same positions, but all the voice terminals do not need all of the eight features programmed for the system.)

Either of the following adjuncts can be used with this voice terminal:

- S101A speakerphone

- 500A headset adapter and a standard headset.
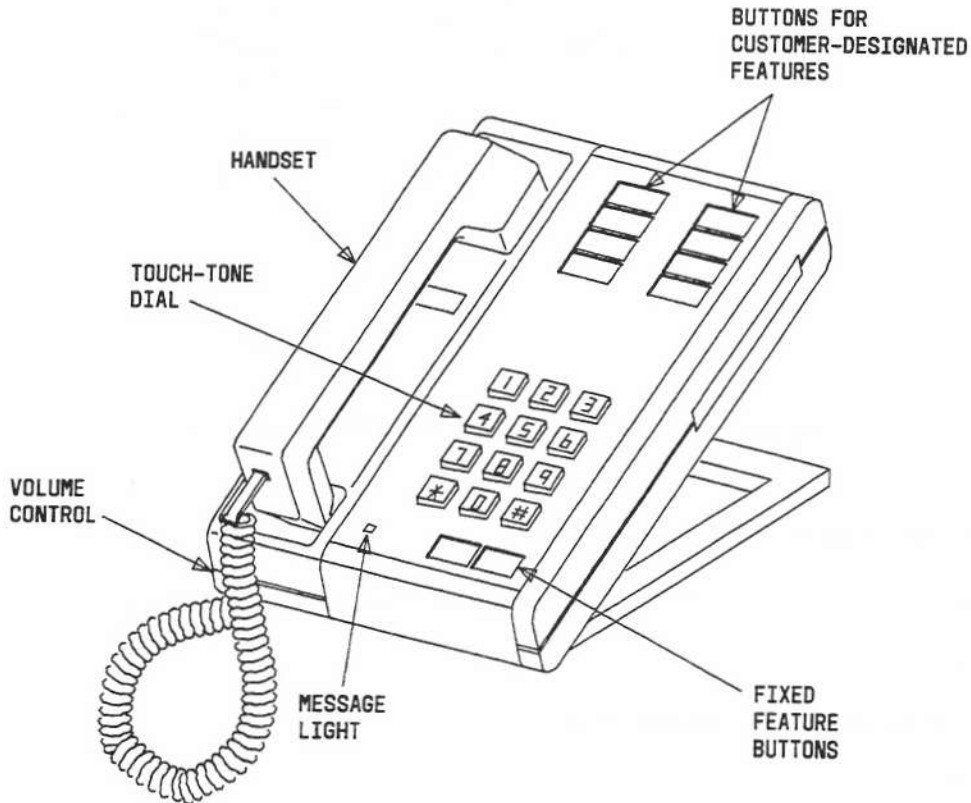
Figure 2-4. 7103A Voice Terminal (Fixed Features)

7103A Voice Terminal (Programmable)

This single-line voice terminal (Figure 2-5) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Four fixed feature buttons

    [Program] — Used to program the ten feature buttons.

    [Last Number/Wait] —Dual-function button. **Last Number** is used to automatically redial the last number dialed. **Wait** is used when automatic dialing buttons are programmed to insert a special function code into the number to stop the automatic dialing sequence of the number until tone is returned from the network.

    [Disconnect] — Used to hang up from the current call and obtain dial tone.

    [Recall] — Used mainly to put a call on "soft" hold.

- Ten feature buttons— Used for features or as automatic dialing buttons on which to store numbers.

- Internal battery **ON/OFF** switch to disconnect internal battery when voice terminal is stored.

- Two personalized ring switches located on the bottom of the voice terminal used to select one of 4 personalized rings.

Either of the following adjuncts can be used with this voice terminal:

- S101A speakerphone

- 500A headset adapter and a standard headset.

TO SET PERSONALIZED RING

Be sure the dot on the battery switch located on the bottom of the voice terminal is showing red, meaning the battery is on. Otherwise, if voice terminal is unplugged, all memory will be lost.

1. Unplug line cord.

2. Remove stand.

3. Set switches for ring (use small screwdriver or paper clip to move switches labeled **1** and **2** up or down, depending on desired ring).

4. Replace stand.

5. Plug in line cord.
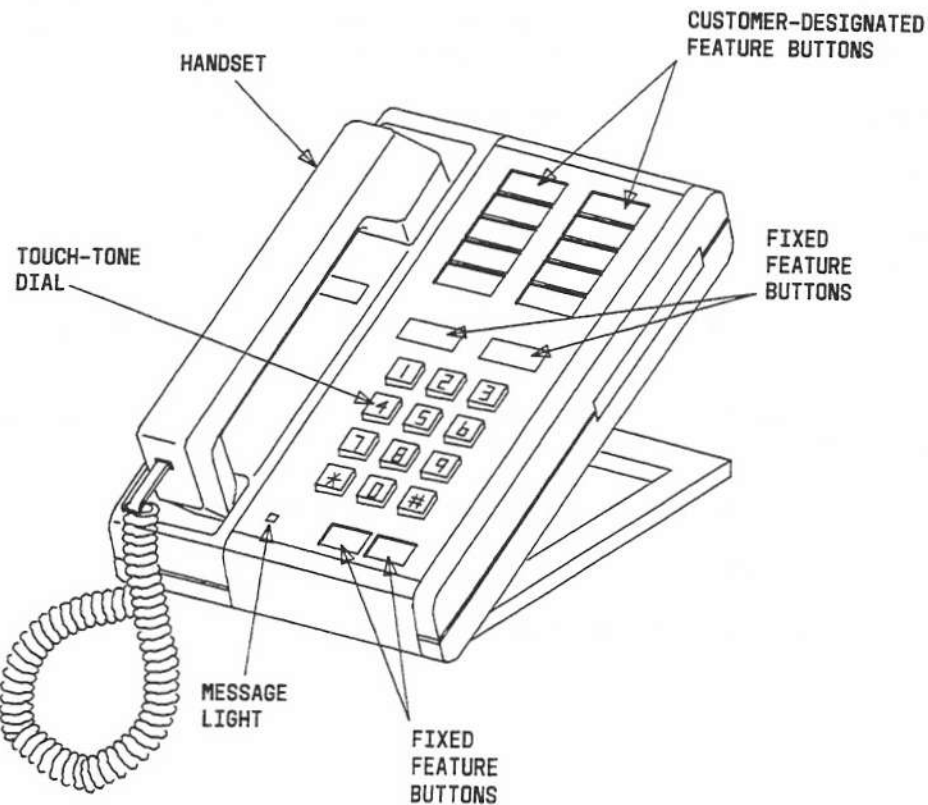
Figure 2-5. 7103A Voice Terminal (Programmable)

TO ALL USERS OF THE 7103A PROGRAMMABLE VOICE TERMINAL:

There are two ways to cancel the features *Automatic Callback, Call Forwarding, Leave Word Calling, and Send All Calls:*

A. Press a general-purpose **Cancel** button followed by the button identifying the feature to be canceled

or

B. Use a different cancellation code for each feature (either dial the code, digit by digit, or press a button you have programmed to dial that code).

To use method A, you must use the following special feature access codes to program these buttons:

FEATURE	FEATURE ACCESS CODE (See Note)
Call Forwarding—Follow Me	#*n
Automatic Callback	#*n
Send All Calls	#*n
Leave Word Calling	#*n
General-Purpose Cancel Feature	#*n

Note: *n* represents any number 1 through 8.

If you have programmed any of these feature buttons using other access codes, you must reprogram them if they are to be canceled: press the general-purpose **Cancel** button followed by the button for the feature. (These #* codes can also be dialed manually.)

7203H/7403D Voice Terminal

Although these voice terminals look alike, they are electrically different. This multi-appearance voice terminal (Figure 2-6) comes equipped with the following:

- Handset
- Handset cord and mounting cord
- Touch-tone dial
- Message light
- Tone ringer with volume control
- Lamp test switch
- Six fixed feature buttons

  [Disconnect] — Used to hang up from the current call and obtain dial tone.

  [Recall] — Used mainly to put a call on "soft" hold.

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Hold] — Used to put a call on hold.

- Ten appearance/feature buttons

  Customer-designated — Used for features or for multiple appearances of one or more extensions, and labeled with feature name or extension number.

  Each of the ten buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

Either of the following adjuncts can be used with this voice terminal:

- S101A speakerphone
- 500A headset adapter and a standard headset.

INDICATOR
LIGHTS

CALL APPEARANCE/FEATURE
BUTTONS

LAMP TEST SWITCH ON
LEFT SIDE OF BASE

HANDSET

TOUCH-TONE
DIAL

VOLUME
CONTROL

MESSAGE
LIGHT

FIXED
FEATURE
BUTTONS

Figure 2-6.   7203H/7403D Voice Terminal

7205H/7405D Voice Terminal

Although these voice terminals look alike, they are electrically different. This multi-appearance voice terminal (Figure 2-7) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Light test switch

- Six fixed feature buttons

    [Disconnect] — Used to hang up from the current call and obtain dial tone.

    [Recall] — Used mainly to put a call on "soft" hold.

    [Conference] — Used to add another party to a call.

    [Drop] — Used to drop last party added to a conference call.

    [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

    [Hold] — Used to put a call on hold.

- Thirty-four appearance/feature buttons

    Customer-designated—of these 34 buttons, 10 can be used to designate either features or multiple appearances of one or more extensions. The remaining 24 can be assigned only to features.

    Each of the 10 feature appearance buttons has a pair of red and green (in-use and status) indicator lights located beside the button. Each of the remaining 24 feature buttons has a green (status) indicator light beside the button.

Either of the following adjuncts can be used with this voice terminal:

- S101A speakerphone

- 500A headset adapter and a standard headset.

INDICATOR
LIGHTS

BUTTONS FOR
CUSTOMER-DESIGNATED
APPEARANCES AND/OR
FEATURES

LIGHT TEST SWITCH ON
LEFT SIDE OF BASE

BUTTONS FOR
CUSTOMER-DESIGNATED
FEATURES ONLY

HANDSET

TOUCH-TONE
DIAL

VOLUME
CONTROL

MESSAGE
LIGHT

FIXED
FEATURE
BUTTONS

Figure 2-7.   7205H/7405D Voice Terminal

7303S Voice Terminal

This voice terminal provides the same service as the 7203H, except it is equipped with a built in speaker for on-hook dialing, group listening, and monitoring on hold. This multi-appearance voice terminal (Figure 2-8) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Sliding volume control (on left side of the voice terminal—adjusts the volume of the tone ringer and the speaker)

- Built-in speaker

- Light test switch

- Six fixed feature buttons

    [Speaker] — Used to turn the speaker on or off.

    [Recall] — Used mainly to put a call on "soft" hold.

    [Conference] — Used to add another party to a call.

    [Drop] — Used to drop last party added to a conference call.

    [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

    [Hold] — Used to put a call on hold.

- Ten appearance/feature buttons

    Customer-designated — Used for features or for multiple appearances of one or more extensions and labeled with feature name or extension number.

    Each of the 10 buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

Either of the following adjuncts can be used with this voice terminal:

- S102A speakerphone

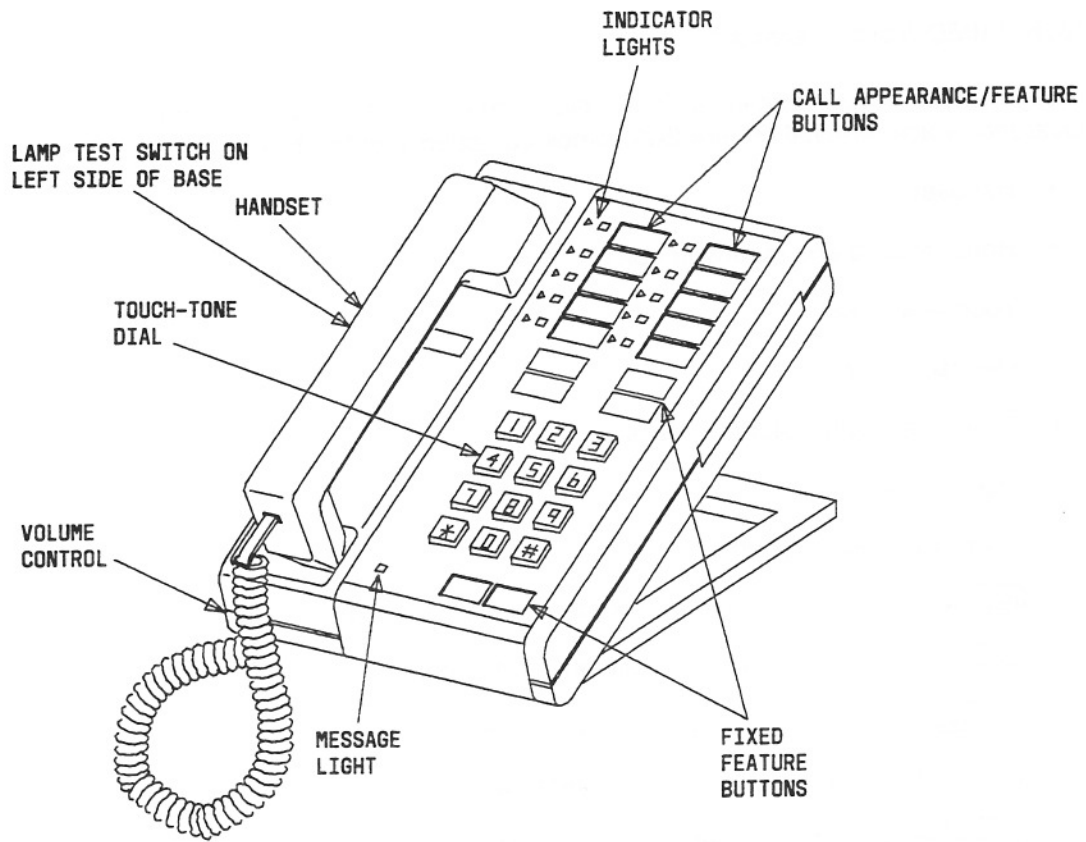- 502A headset adapter and a standard headset.

INDICATOR
LIGHTS

BUTTONS FOR
CUSTOMER-DESIGNATED
APPEARANCES AND/OR
FEATURES

HANDSET

TOUCH-TONE
DIAL

VOLUME
CONTROL

MESSAGE
LIGHT

SPEAKER
INDICATOR

FIXED
FEATURE
BUTTONS

RECALL

Figure 2-8.   7303S Voice Terminal

7305S Voice Terminal

This voice terminal provides the same service as the 7205H, except it is equipped with a built in speaker for on-hook dialing, group listening, and monitoring on hold. This multi-appearance voice terminal (Figure 2-9) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Sliding volume control (on left side of the voice terminal—adjusts the volume of the tone ringer and the speaker)

- Built-in speaker

- Light test switch

- Six fixed feature buttons

   Speaker — Used to turn the speaker on or off.

   Recall — Used mainly to put a call on "soft" hold.

   Conference — Used to add another party to a call.

   Drop — Used to drop last party added to a conference call.

   Transfer — Used to transfer an existing call to another telephone/voice terminal.

   Hold — Used to put a call on hold.

- Thirty-four appearance/feature buttons

   Customer-designated — of these 34 buttons, 10 can be used to designate either features or multiple appearances of one or more extensions. The remaining 24 can be assigned only to features.

   Each of the 10 buttons has a pair of red and green (in-use and status) lights located beside the button. Each of the remaining 24 buttons has a green (status) indicator light beside the button.

Either of the following adjuncts can be used with this voice terminal:

- S102A speakerphone

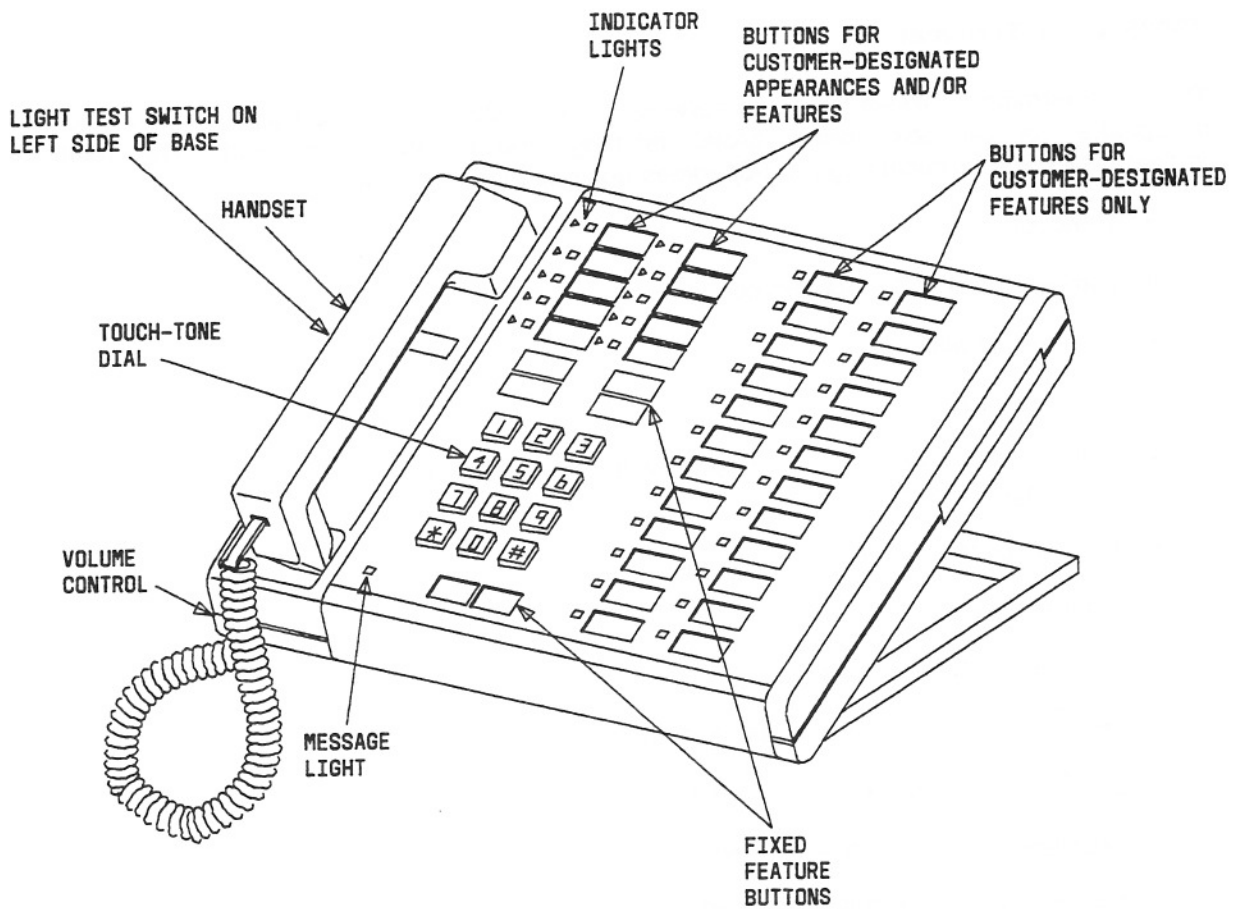- 502A headset adapter and a standard headset.

The 7305S voice terminal does not support a call coverage or key function module.

Figure 2-9. 7305S Voice Terminal

7401D Voice Terminal

This multi-appearance voice terminal (Figure 2-10) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with 3-position switch

- Feature button (used to access the 12 voice features listed in the feature directory)

- Feature/call activity light

  A green light that goes on when **Feature** is pressed. Also, the light flutters when there is an incoming call, when a call is placed on hold, or when the *Select Ring* feature is used.

- Feature directory

  Customer-designated — Used to list the 12 voice features available on your telephone. Five features are fixed; *Conference*, *Transfer*, *Drop*, *Hold*, and *Select Ring*

- Personalized ringing option.

TO SET PERSONALIZED RING

1. Press [Feature] (light goes on).

2. Press [·] to hear the first ringing pattern.

3. Press [·] again to hear the next ringing pattern and so on. There are 8 different ringing patterns.

4. Press [Feature] (light goes off) to select the pattern last heard.

Figure 2-10.   7401D Voice Terminal

7404D Voice Terminal

This multi-appearance voice terminal (Figure 2-11) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Built-in data module

- Self-test switch

- Data call-in-progress indicator

- Four fixed feature buttons

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Hold] — Used to put a call on hold.

- Six appearance/feature buttons

  Customer-designated — programmed by the System Manager according to the needs of the individual user such as appearances of the user's extension, bridging of other extensions, and/or features.

  Each of the 6 buttons has a red and green (in-use and status) indicator light located beside the button.

- Personalized ringing option programmed from the keyboard of an associated video display terminal.

TO SET PERSONALIZED RING

1. At the associated video display terminal, use the space bar to move the cursor to the "Set Options" location on the menu. Press [RETURN].

2. Select "Ring" from displayed options. Eight patterns are displayed.

3. Using space bar on keyboard, position cursor under one of the patterns.

4. Type "h" to hear the ring.

5. Press [RETURN] to set the ring.

A 300B messaging cartridge installed in the bottom of the voice terminal provides the display option on your associated video display terminal. You can display a caller's identity, time and date, your own messages, and who is calling on another appearance while you are busy on a call.

This voice terminal does not support a speakerphone or headset.
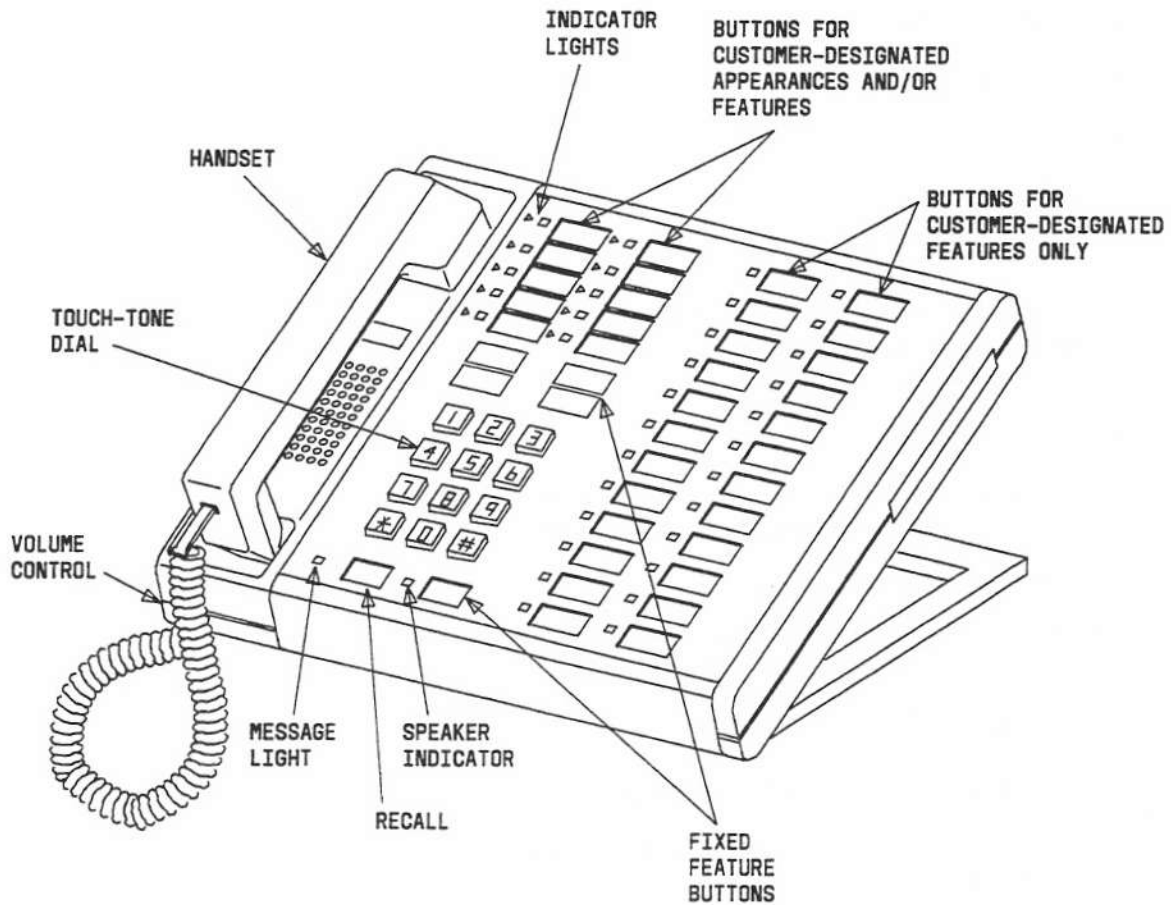
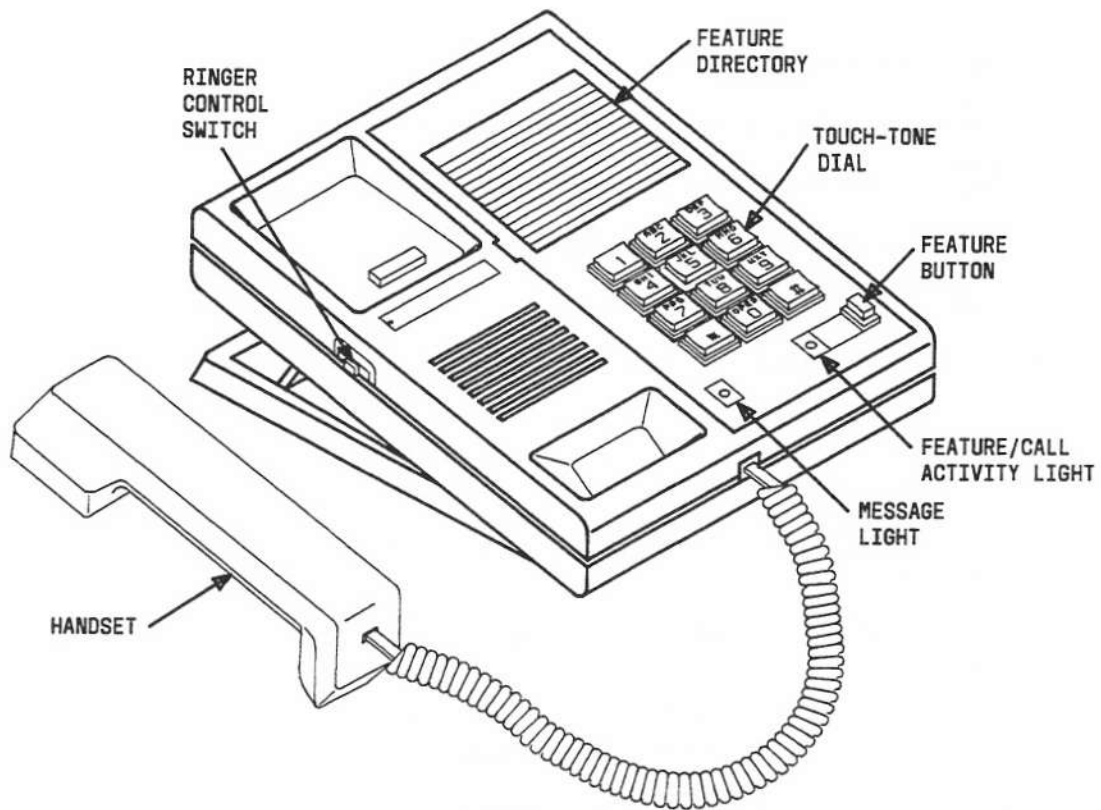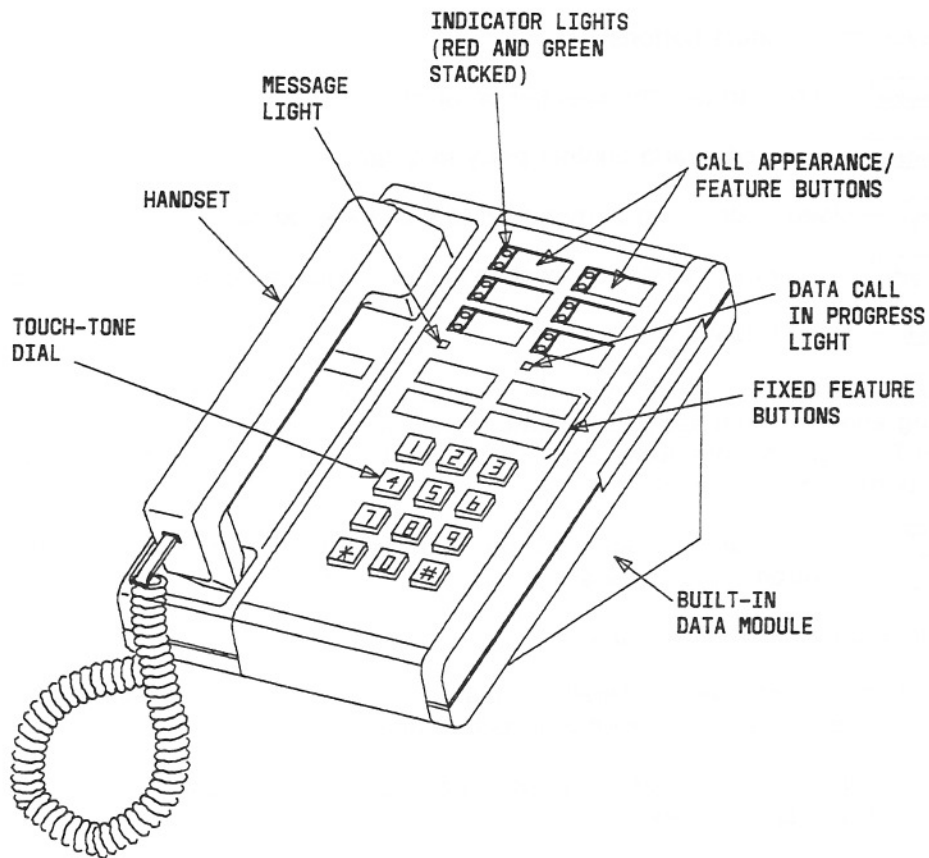**Figure 2-11. 7404D Voice Terminal**

7406D Voice Terminal (With Display)

This multi-appearance voice terminal (Figure 2-12) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Sliding volume control (adjusts the volume of both the tone ringer and the speaker)

- Built-in speaker

- Built-in alphanumeric display with viewing adjustment wheel

- Seven fixed feature buttons

  [Speaker] — Used to turn the speaker on or off.

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Hold] — Used to put a call on hold.

  [Shift] —When on (as indicated by light), pressing any of the 8 split buttons (**Select Ring** and 7 no-light assignable buttons) selects its top-label function. Pressing any of the 7 no-light buttons turns **Shift** off. When off, pressing any of the 8 buttons selects its bottom-label function.

  [Select Ring] —A dual-function (split) button, used with **Shift** button to select personalized ring. The button can also be assigned another feature.

- Five appearance/feature buttons

  Customer-designated — Used for features or for multiple appearances of one or more extensions, and labeled with feature name or extension number.

  Each of the 5 buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

- Three feature buttons

  Customer-designated — Used only for features.

  Each of the 3 buttons has a green status indicator light located beside the button.

- Seven dual-function (split) buttons without lights

  Customer-designated — Used with the **Shift** button to select one set of features and without the **Shift** button to select another set of features.

- An optional data stand is available to allow an interface of data terminal equipment (DTE) with other data equipment.

- Personalized ringing option.

TO SET PERSONALIZED RING

1. Press [Shift] (light goes on).

2. Press [Select Ring] to hear the first ringing pattern.

3. Press [Select Ring] again to hear the next ring and so on. The display shows which of the eight ringing patterns you are hearing.

4. Press [Shift] (light goes off) again to select the pattern currently displayed.
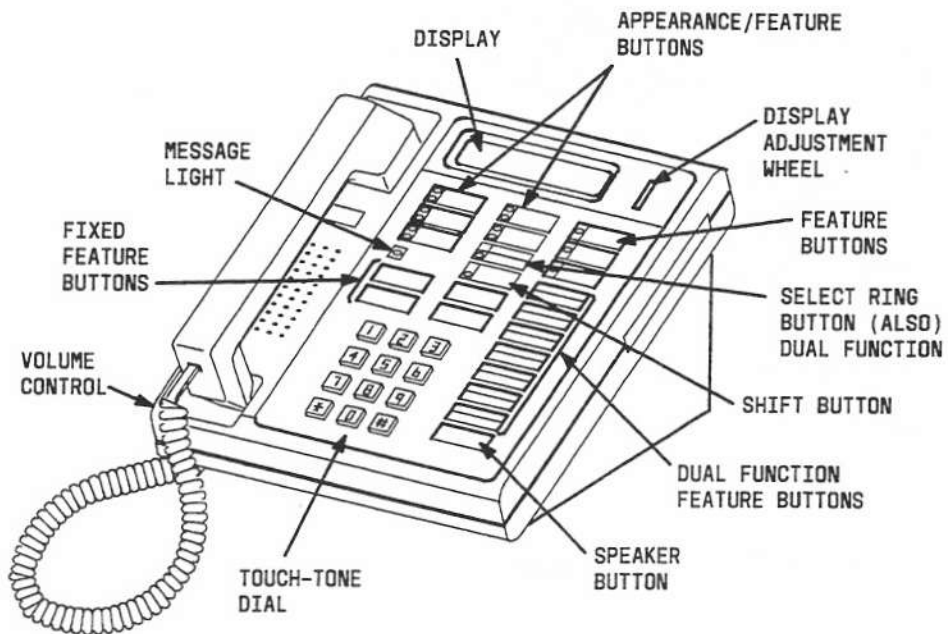
Figure 2-12.   7406D Voice Terminal (With Display)

7406D Voice Terminal (Without Display)

This multi-appearance voice terminal (Figure 2-13) is equipped the same as the 7406D with the display. The 7406D without a display can be equipped with an optional data service unit (DSU) to provide a display option on your associated video display terminal. You can display a caller's identity, time and date, your own messages, and who is calling on another appearance while you are busy on a call.

Figure 2-13. 7406D Voice Terminal (Without Display)

7407D Voice Terminal

This multi-appearance voice terminal (Figure 2-14) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Self-test switch

- Built-in speakerphone with volume control

- Built-in 2-line, 40-character per line alphanumeric display with adjustable viewing angle

- Eight fixed feature buttons

    [Speakerphone] — Used to turn the speakerphone on or off.

    [Conference] — Used to add another party to a call.

    [Drop] — Used to drop last party added to a conference call.

    [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

    [Hold] — Used to put a call on hold.

    [Display] — Used to turn the display on or off.

    [Calculator/Select Ring] — Used to turn calculator on or off and to set personalized ring.

    [Microphone ON/OFF] — Used to turn the *Audio Privacy* feature on or off.

- Ten appearance/feature buttons

    Customer-designated—programmed by the System Manager according to the needs of the individual user such as appearances of the user's extension, bridging of other extensions, and/or features. Each of the 10 buttons has a red (in-use) light and a green (status) light located beside the button.

• Nine feature/display buttons (lower left quadrant)

Each button has a status light. The top 2 buttons in this group can be assigned by the System Manager to features according to the needs of the user. The other 7 buttons can be assigned by the System Manager as feature buttons for the alphanumeric display.

• Twenty-two feature buttons without lights (right side)

These buttons may be assigned to features not requiring light feedback. The 11 dual-function buttons in the left column provide calculator and personalized ringing control when the **Calculator/Select Ring** button is pressed.

TO SET PERSONALIZED RING
1. Press [Calculator/Select Ring] to enter ring-selection mode.
2. Press [R] once for every ring you want to hear, cycling through all eight as often as you wish. Stop after hearing chosen ring.
3. Press [Calculator/Select Ring] to select the last-played ring.

An optional data service unit (DSU) is available for use with this voice terminal to support data features. The DSU has a self-test button and light.

This voice terminal does not support a headset, a function key module, or a call coverage module.

DUAL FUNCTION
BUTTON ROW

PERSONALIZED
RING BUTTON

P R		
C/ CE		
M R		
M		
M +		
÷		
X		
−		
+		
+/ −		
=		

CALCULATOR
BUTTONS

BUTTONS FOR CUSTOMER-
DESIGNATED FEATURES THAT
DO NOT REQUIRE LIGHT FEEDBACK

CALL APPEARANCE/
FEATURE BUTTONS

FIXED
FEATURE
BUTTONS

80-CHARACTER
DISPLAY
(2-LINES)

INDICATOR
LIGHTS

HANDSET

DISPLAY
FEATURE
BUTTONS

VIEWING ANGLE
ADJUSTER

MESSAGE
LIGHT

SPEAKERPHONE
(ON-OFF)

DISPLAY
(ON-OFF)

MICROPHONE
(ON-OFF)

CALCULATOR/
SELECT RING
(ON-OFF)

TOUCH-TONE
DIAL
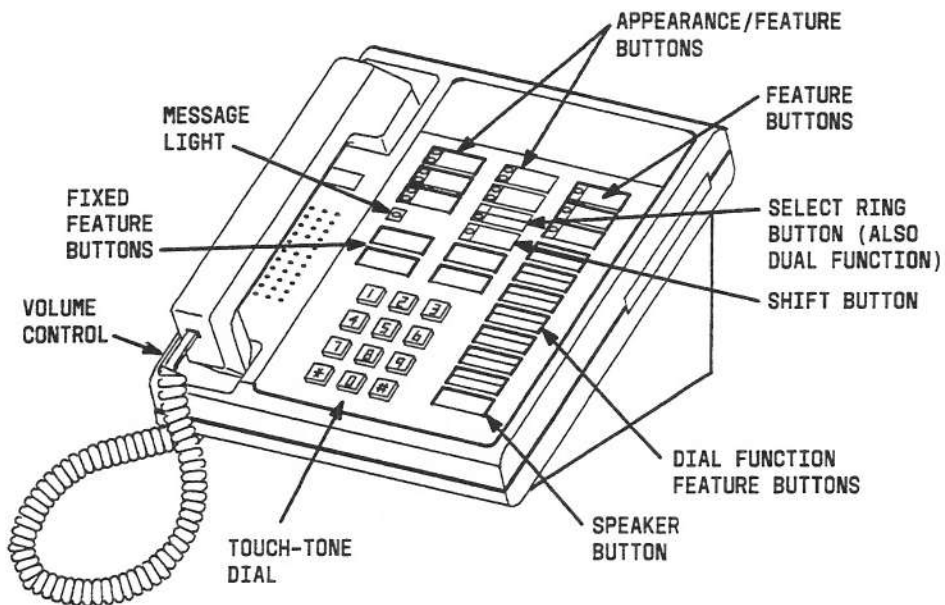
Figure 2-14.   7407D Voice Terminal

7410D Voice Terminal

This multi-appearance voice terminal (Figure 2-15) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Self-test switch

- Four fixed feature buttons

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Hold] — Used to put a call on hold.

- Ten appearance/feature buttons

  Customer-designated — programmed by the System Manager according to the needs of the individual user such as appearances of the user's extension, bridging of other extensions, and/or features. Each of the 10 buttons has a red (in-use) light and a green (status) light located beside the button.

  Personalized ringing option.

TO SET PERSONALIZED RING

1. Press [Select Ring] (light goes on).

2. Press [·] to hear the current ringing pattern.

3. Press [·] again to hear the next ringing pattern and so on. There are 8 different ringing patterns.

4. Press [Select Ring] when the desired pattern is ringing (light goes off) to select the ringing pattern.

Either of the following adjuncts can be used with this voice terminal:
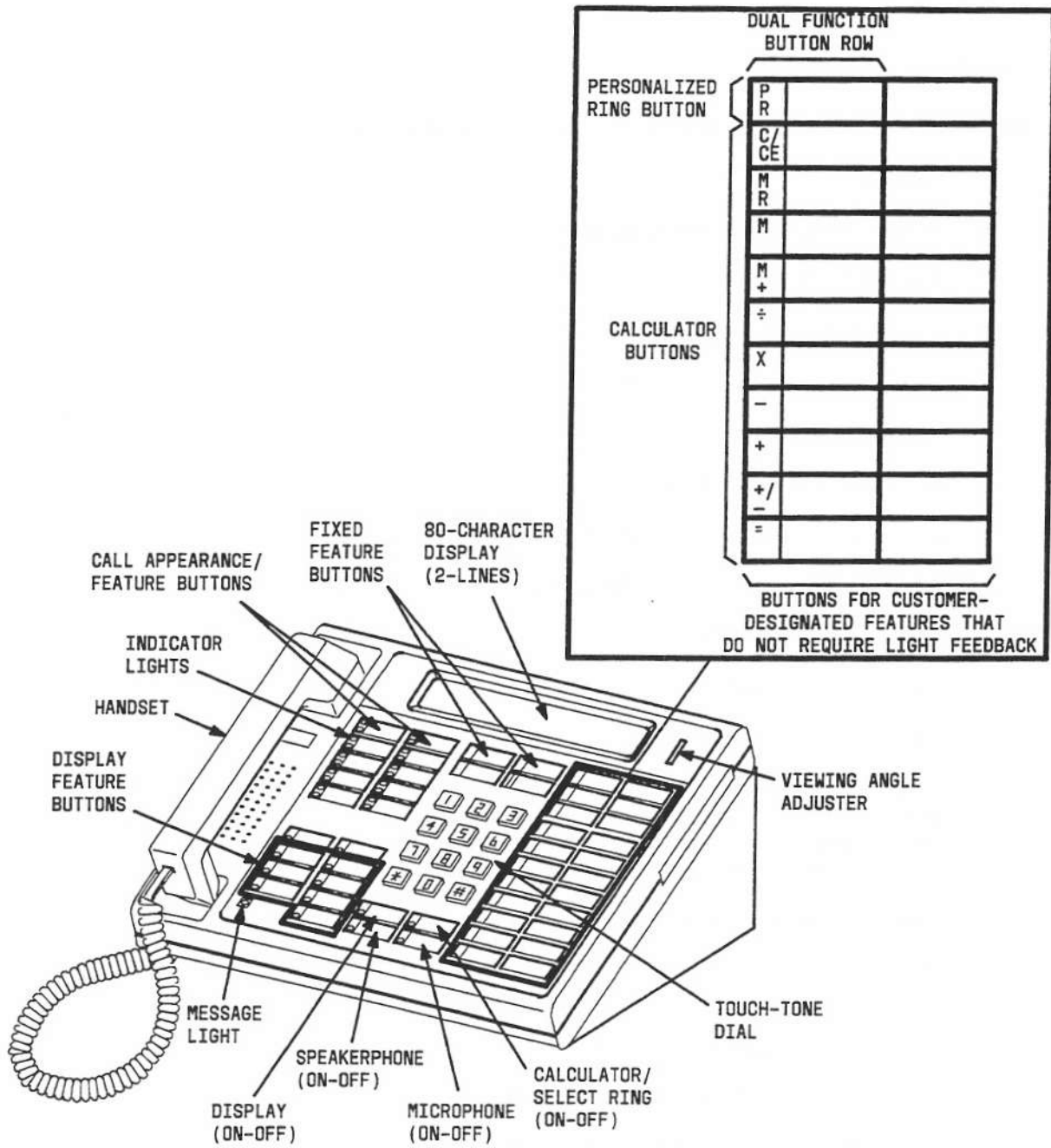
- S101A Speakerphone

- 500A Headset adapter
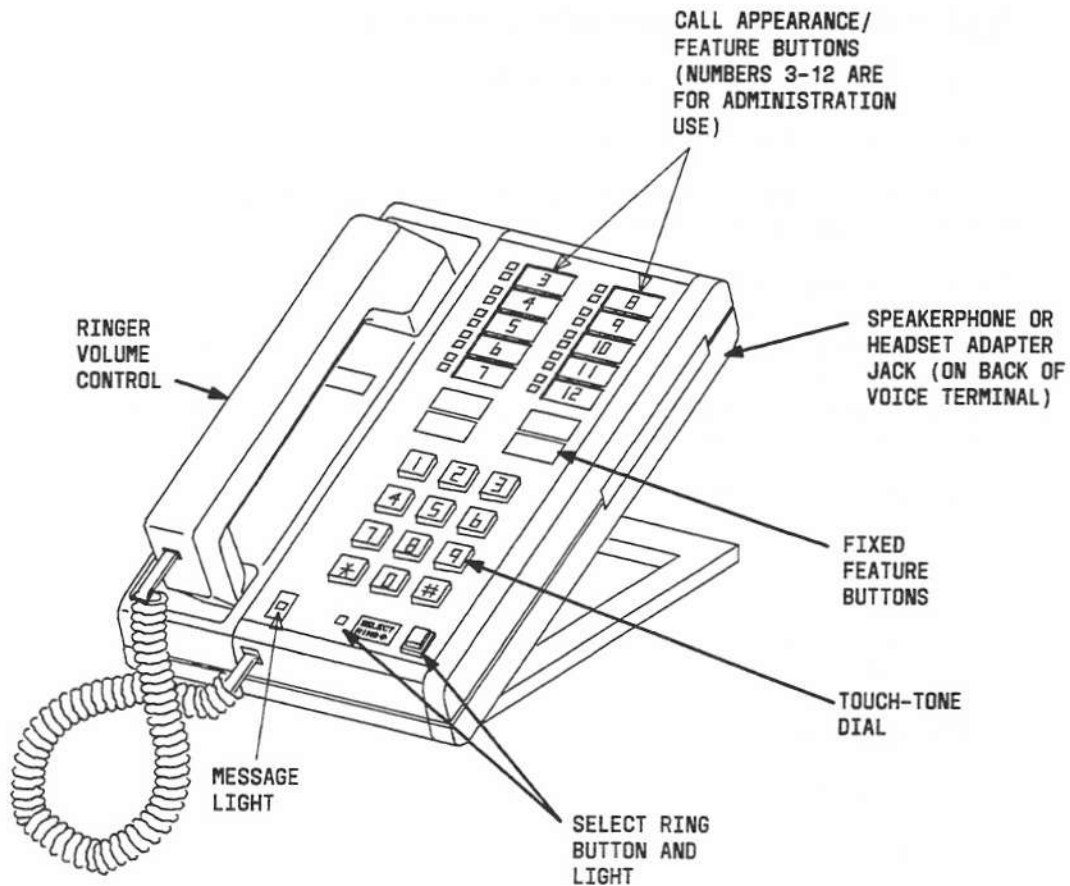
Figure 2-15.   7410D Voice terminal

7434D Voice Terminal

This multi-appearance voice terminal (Figure 2-16) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Tone ringer with volume control

- Five fixed feature buttons

  Conference — Used to add another party to a call.

  Drop — Used to drop last party added to a conference call.

  Transfer — Used to transfer an existing call to another telephone/voice terminal.

  Hold — Used to put a call on hold.

  Select Ring — Used to select personalized ring pattern. Also used with **Drop** button to put voice terminal in the self-test mode.

- Thirty-four appearance/feature buttons

  Customer-designated — programmed by the System Manager according to the needs of the individual user; such as appearances of the user's extension, bridging of other extensions, and/or features. Each of the 34 buttons has a red (in-use) light and a green (status) light located beside the button.

- Personalized ringing option.

TO SET PERSONALIZED RING

1. At the left side of the voice terminal, set the ringer volume control to the midpoint position.

2. Press Select Ring.

   - **Select Ring** light goes on.

3. Press ·.

   - The **Select Ring** light flashes.

   - Current ring pattern sounds about every 4 seconds.

4. Repeat Step 3 to cycle through all the ring patterns.

5. When you hear the ring pattern you want, press Select Ring.

   - The **Select Ring** light goes off.

   - The personalized ring pattern is set for the voice terminal.

The following adjuncts can be used with this voice terminal:

- S101A speakerphone

- S201A speakerphone

- 500A headset adapter

The following modules can be used with this voice terminal:

- C401A call coverage module

- C401B call coverage module

- D401A digital display module
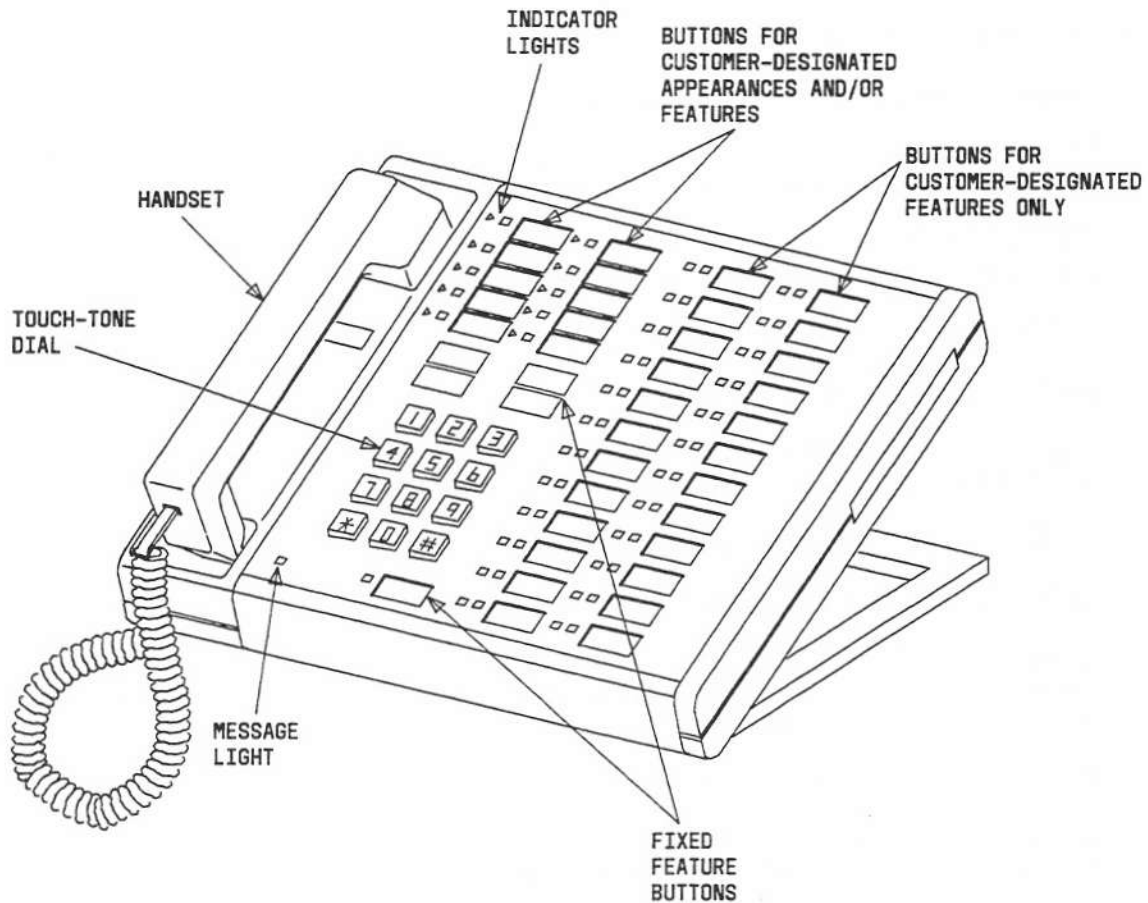
Figure 2-16. 7434D Voice Terminal

ISDN 7505 Voice Terminal (Without Display)

This multi-appearance voice terminal (Figure 2-17) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Volume control (adjusts the volume of both the tone ringer and the various speakers)

- Built-in speaker

- Ten fixed feature buttons

    [Speaker] — Used to turn the speakerphone or SPOKESMAN speaker on or off.

    [Conference Ring] — Used to set up a conference call between 3 or more parties. Also used with the **Shift Select** button to select a personal ring pattern.

    [Drop Test] — Used to end a call or to drop the last party added to a conference call. Also used with the **Shift Select** button to self-test the terminal.

    [Transfer Clock] — Used to transfer a call to another line.

    [Hold] — Used to put a call on hold.

    [Shift Select] — Used to select a second level of features on the **Redial, Drop Test, Transfer Clock, Conference Ring**, and **Data** feature buttons.

    [Redial] — Used to redial the last number dialed.

    [Mute] — Used to prevent a caller from hearing your local conversation.

    [Volume] — Used to increase or decrease the volume of the handset speaker, speakerphone speaker, or SPOKESMAN speaker during a call. When the terminal is not in use, it is used to adjust the ringer volume.

- Ten appearance/feature buttons

    Customer-designated — Used for features or for multiple appearances of one or more extensions, and labeled with feature name or extension number.

    Each of the 10 buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

    When one of the buttons is used as a **Data** button, only 9 buttons are left for call appearance/feature use.

- Three feature buttons

  Customer-designated — Used only for features.

  Each of the 3 buttons has a green status indicator light located beside the button.

- Five dual-function (split) buttons

  Used with the **Shift Select** button to select one set of features and without the **Shift Select** button to select another set of features.

- An optional ISDN Asynchronous Data Module (ADM) is available to allow an interface of data terminal equipment (DTE) with other data equipment. Refer to the *ISDN Asynchronous Data Module User's Guide, 555-021-708* for complete information on this module.

- Personalized ringing option.

TO SET PERSONALIZED RING
1. Press $\boxed{\text{Shift Select}}$ (light goes on).
2. Press $\boxed{\text{Conference Ring}}$ to hear the current ringing pattern.
3. To hear the next ringing pattern, press $\boxed{*}$.
4. Continue to press $\boxed{*}$ until you hear the ringing pattern you want.
5. Press $\boxed{\#}$ (light goes off) to select the ringing pattern you want.

Figure 2-17. ISDN 7505 Voice Terminal (Without Display)

ISDN 7506 Voice Terminal (With Display)

This multi-appearance voice terminal (Figure 2-18) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Volume control (adjusts the volume of both the tone ringer and the various speakers)

- Built-in speaker

- Built-in alphanumeric display with adjustable contrast control

- Ten fixed feature buttons

  [Speaker] — Used to turn the speakerphone or SPOKESMAN speaker on or off.

  [Conference Ring] — Used to set up a conference call between 3 or more parties. Also used with the **Shift Select** button to select a personal ring pattern.

  [Drop Test] — Used to end a call or to drop the last party added to a conference call. Also, used with the **Shift Select** button to self-test the terminal.

  [Transfer Clock] — Used with the **Shift Select** button to set the display clock.

  [Hold] — Used to put a call on hold.

  [Shift Select] — Used to select a second level of features on the **Redial**, **Drop Test**, **Transfer Clock**, **Conference Ring**, and **Data** feature buttons.

  [Redial] — Used to redial the last number dialed.

  [Mute] — Used to prevent a caller from hearing your local conversation.

  [Volume] — Used to increase or decrease the volume of the handset speaker, speakerphone speaker, or SPOKESMAN speaker during a call. When the terminal is not in use, it is used to adjust the ringer volume.

- Ten appearance/feature buttons

  Customer-designated — Used for features or for multiple appearances of one or more extensions, and labeled with feature name or extension number.

  Each of the 10 buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

  When one of the buttons is used as a **Data** button, only 9 buttons are left for call appearance/feature use.

- Three feature buttons

  Customer-designated — Used only for features.

  Each of the 3 buttons has a green status indicator light located beside the button.

- Five dual-function (split) buttons

  Used with the **Shift Select** button to select one set of features and without the **Shift Select** button to select another set of features.

- An optional ISDN Asynchronous Data Module (ADM) is available to allow an interface of data terminal equipment (DTE) with other data equipment. Refer to the *ISDN Asynchronous Data Module User's Guide, 555-021-708* for complete information on this module.

• Personalized ringing option.

TO SET PERSONALIZED RING

1. Press [Shift Select] (light goes on).

2. Press [Conference Ring]
   to hear the current ringing pattern.

3. To hear the next ringing pattern, press ⦿.

4. Continue to press ⦿ until you hear the ringing pattern you want.

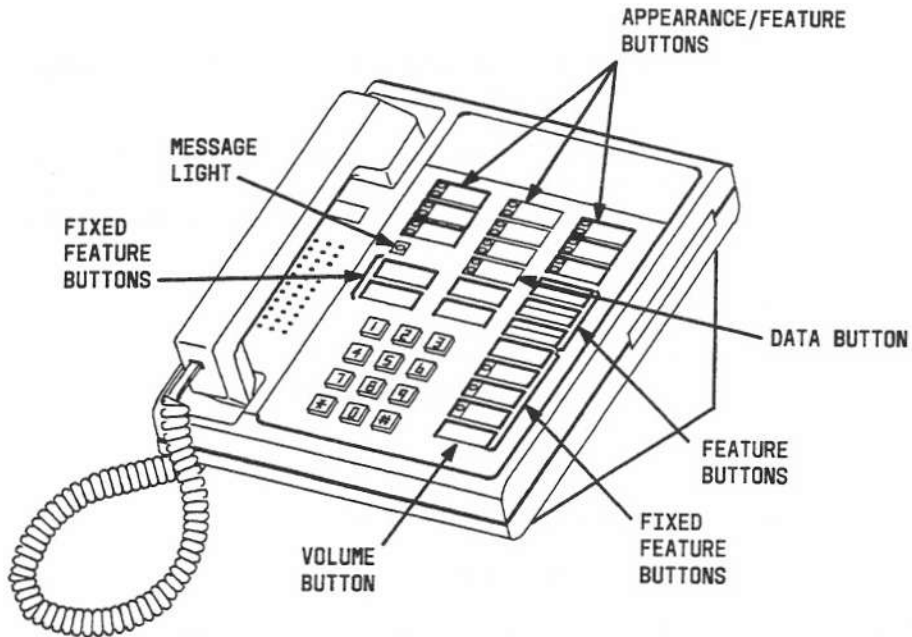5. Press #️ (light goes off) to select the ringing pattern currently displayed.

Figure 2-18. ISDN 7506 Voice Terminal (With Display)

ISDN 7507 Voice Terminal

This multi-appearance voice terminal (Figure 2-19) comes equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Message light

- Volume control (adjusts the volume of both the tone ringer and the various speakers)

- Built-in speaker

- Built-in alphanumeric display with adjustable contrast control

- Ten fixed feature buttons

  [Speaker] — Used to turn the speakerphone or SPOKESMAN speaker on or off.

  [Conference Ring] — Used to set up a conference call between 3 or more parties. Also used with the **Select** button to select a personal ring pattern.

  [Drop Test] — Used to end a call or to drop the last party added to a conference call. Also, used with the **Select** button to self-test the terminal.

  [Transfer Clock] — Used with the **Select** button to set the display clock.

  [Hold] — Used to put a call on hold.

  [Select] — Used to select a second level of features on the **Redial, Drop Test, Transfer Clock, Conference Ring**, and **Data** feature buttons.

  [Redial] — Used to redial the last number dialed.

  [Data/Send/Off] — Used to initiate and end data calls when terminal is equipped with the optional data module. Also, used with the **Select** button to set data options.

  [Volume] — Used to increase or decrease the volume of the handset speaker, speakerphone speaker, or SPOKESMAN speaker during a call. When the voice terminal is not in use, it is used to adjust the ringer volume.

- Thirty-one appearance/feature buttons

  Customer-designated — Used for features or for multiple appearances of one or more extensions, and labeled with feature name or extension number.

  Each of the 31 buttons has a pair of red and green (in-use and status) indicator lights located beside the button.

  When one of the buttons is used as a **Data** button, only 30 buttons are left for call appearance/feature use.

- Nine feature buttons

  Customer-designated — Used only for features.

  Each of the 9 buttons has a green status indicator light located beside the button.

- Five dual-function (split) buttons

  Used with the **Select** button to select one set of features and without the **Select** button to select another set of features.

- An optional ISDN Asynchronous Data Module (ADM) is available to allow an interface of data terminal equipment (DTE) with other data equipment. Refer to the *ISDN Asynchronous Data Module User's Guide, 555-021-708* for complete information on this module.

- Personalized ringing option.

TO SET PERSONALIZED RING

1. Press [Select] (light goes on).

2. Press [Conference Ring] to hear the current ringing pattern.

3. To hear the next ringing pattern, press [*].

4. Continue to press [*] until you hear the ringing pattern you want.

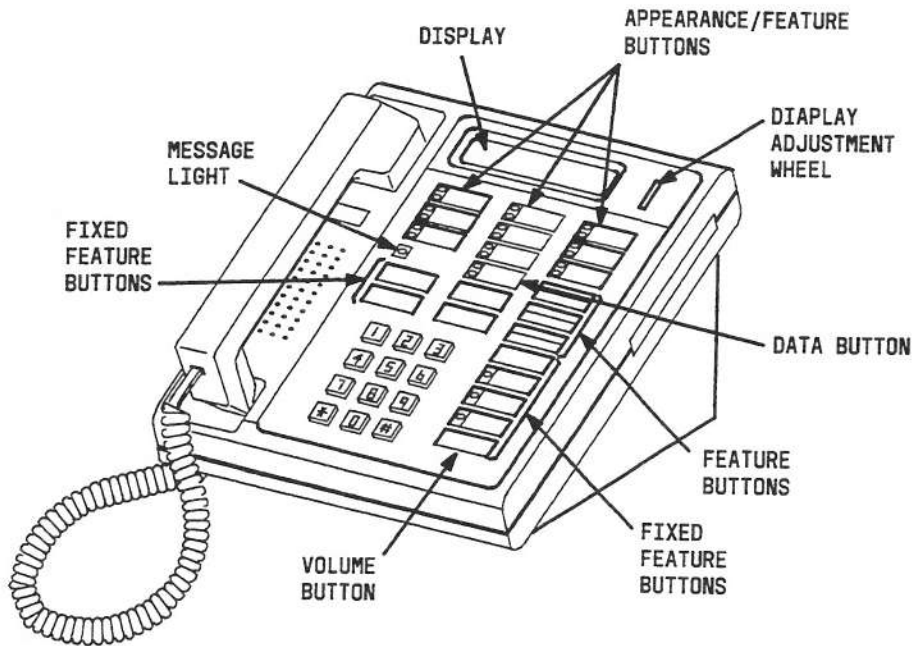5. Press [#] (light goes off) to select the ringing pattern currently displayed.
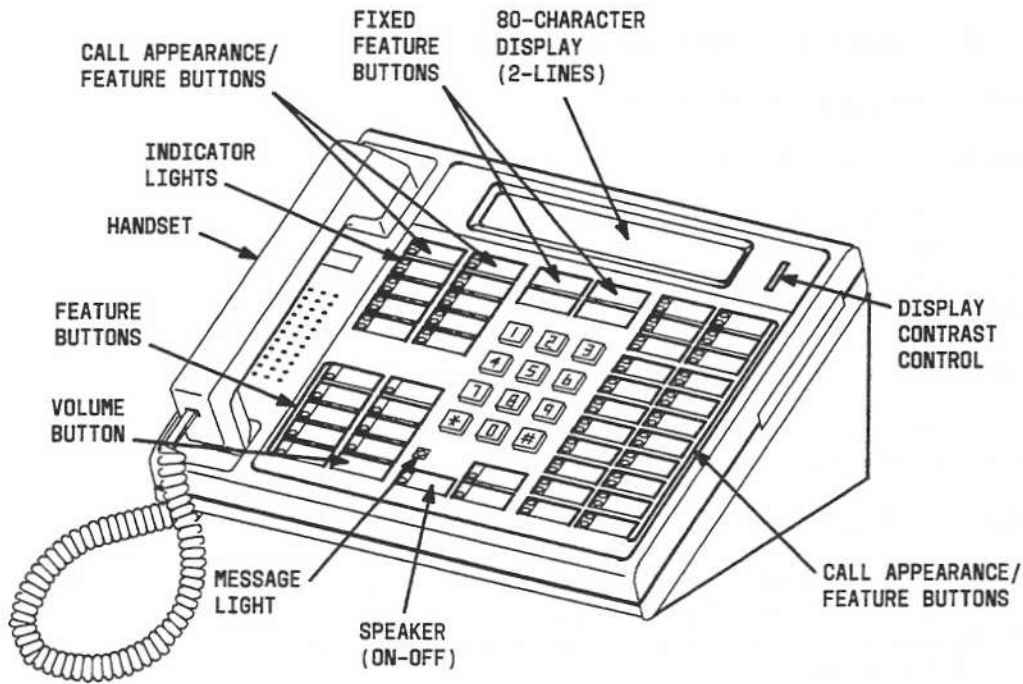
Figure 2-19. ISDN 7507 Voice Terminal

Callmaster® Digital Voice Terminal

This digital automatic call director (ACD) (Figure 2-20) comes equipped with the following:

- Mounting cord

- Touch-tone dial

- Tone ringer with volume control

- Self-test button

- Built-in 2-line, 40-character per line alphanumeric display with display contrast control

- Attendant-type handset/handset jacks (allow handset/headset to be plugged into either side of the terminal)

- Knee-well adapter (used to connect a handset/headset to the terminal to eliminate cord clutter on the desk top)

- Four fixed feature buttons

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Hold] — Used to put a call on hold.

- Ten appearance/feature buttons

  Customer-designated—programmed by the System Manager according to the needs of the individual user such as appearances of the user's extension, bridging of other extensions, and/or features. Each of the 10 buttons has a red (in-use) light and a green (status) light located beside the button.

- Seventeen feature/display buttons

  Each button has a status light. The buttons can be assigned by the System Manager as feature buttons for the alphanumeric display.

- Dedicated **Mute** button. This button cannot be assigned to any other feature.

An optional K-type carbon mike handset equipped with a 2-prong headset-type connector is available. An optional handset cradle is required when the handset is to be used. The handset cradle does not function as a switchhook and requires that a button be assigned to function as a **Release** button.

OPTIONAL
K-TYPE
HANDSET

OPTIONAL
HANDSET
CRADLE

ALPHANUMERIC
DISPLAY AREA

DISPLAY
CONTRAST
CONTROL

10 ADMINISTRABLE
DOUBLE LIGHT
FEATURE BUTTONS

17 ADMINISTRABLE
SINGLE LIGHT
FEATURE BUTTONS

TONE RINGER
VOLUME CONTROL

MUTE
BUTTON

SELF-TEST
BUTTON
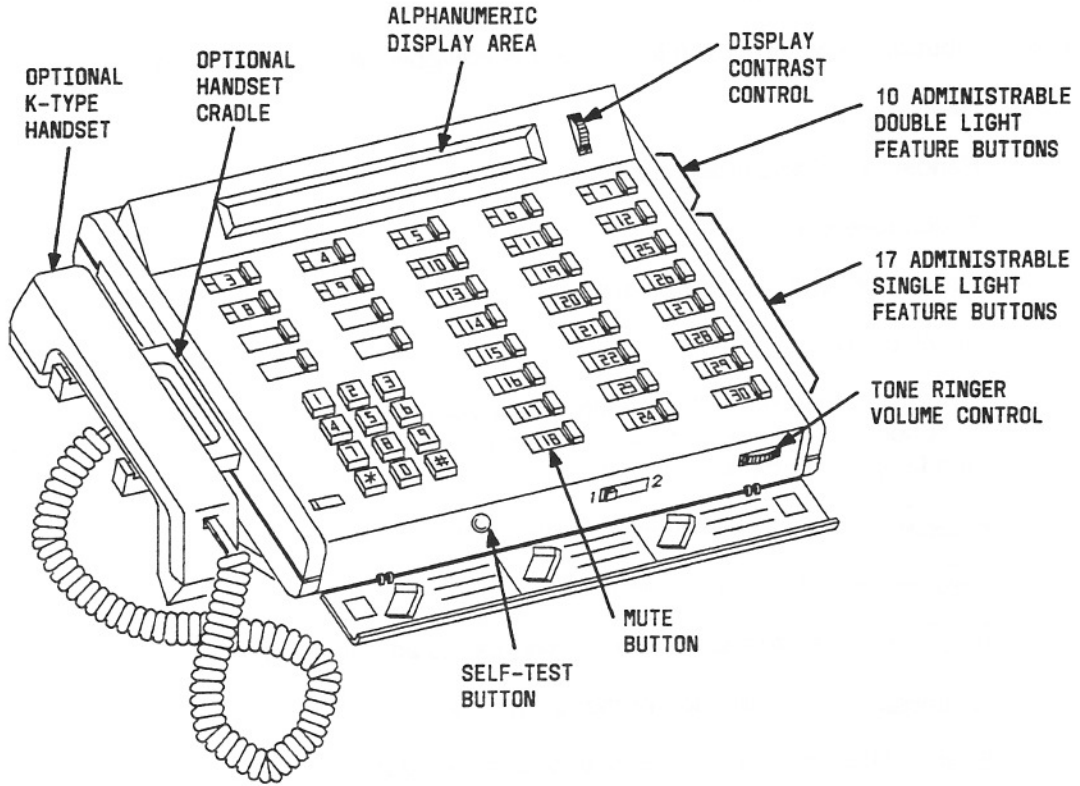
Figure 2-20. *Callmaster* Digital Voice Terminal

10-Button MET (Desk or Wall)

This multibutton voice terminal (Figure 2-21) is equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Tone ringer with volume control

- Recall button

- Five fixed feature buttons with associated pair of red and green lights (always assigned to the lower 5 buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

  [Message] — Used to alert user of a message to be retrieved.

  [Hold] — Used to put a call on hold.

  [Transfer] — Used to transfer an existing call to another telephone/voice terminal.

  [Conference] — Used to add another party to a call.

  [Drop] — Used to drop last party added to a conference call.

- Five appearance/feature buttons

  Each of the 5 buttons has a red (in-use) and green (status) light located beside the button.
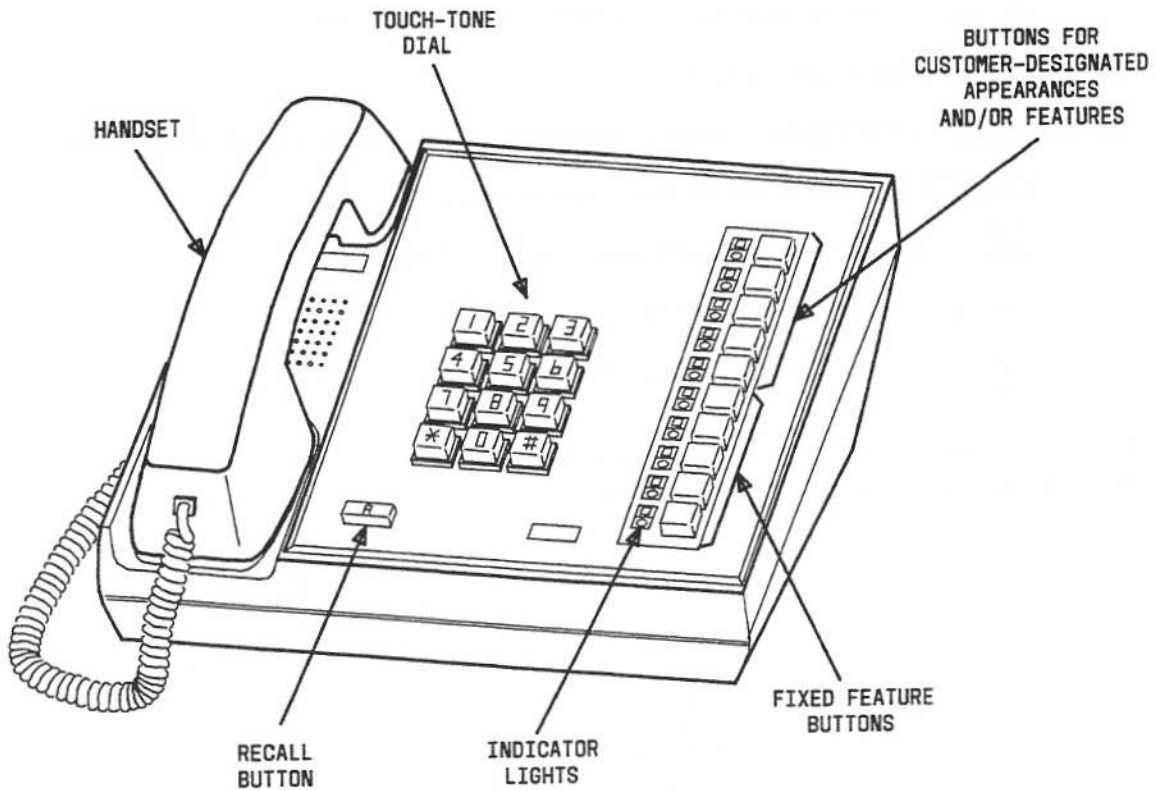
Figure 2-21. 10-Button MET

10-Button MET With Built-In Speakerphone

This multibutton voice terminal (Figure 2-22) is equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Tone ringer with volume control

- Recall button

- Five fixed feature buttons with associated pair of red and green lights (always assigned to the lower 5 buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

$\boxed{\text{Message}}$ — Used to alert user of a message to be retrieved.

$\boxed{\text{Hold}}$ — Used to put a call on hold.

$\boxed{\text{Transfer}}$ — Used to transfer an existing call to another telephone/voice terminal.

$\boxed{\text{Conference}}$ — Used to add another party to a call.

$\boxed{\text{Drop}}$ — Used to drop last party added to a conference call.

- Five appearance/feature buttons

  Each of the buttons has a red (in-use) and green (status) light located beside the button.

In addition, an **ON/QUIET** button, an **OFF** button, a volume control thumbwheel, and an indicator light are provided for speakerphone operation.
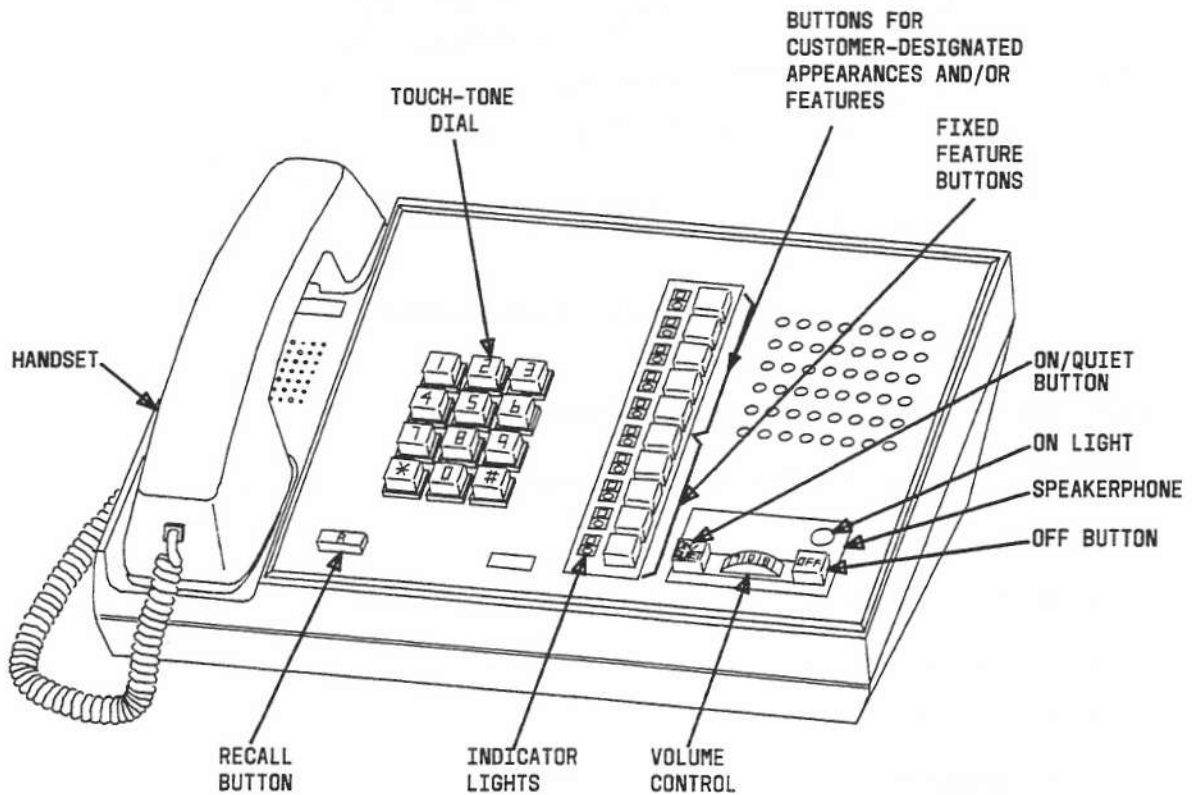
Figure 2-22. 10-Button MET With Built-In Speakerphone

20-Button MET

This multibutton voice terminal (Figure 2-23) is equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Tone ringer with volume control

- Recall button

- Five fixed feature buttons with associated pair of red and green lights (always assigned to the lower 5 buttons on the key strip in the same sequence as listed here with **Drop** being the bottom button):

    Message — Used to alert user of a message to be retrieved.

    Hold — Used to put a call on hold.

    Transfer — Used to transfer an existing call to another telephone/voice terminal.

    Conference — Used to add another party to a call.

    Drop — Used to drop last party added to a conference call.

- Ten appearance/feature buttons

- Five buttons (can be assigned only to features)

    Each of the buttons has a red (in-use) and green (status) light located beside the button.
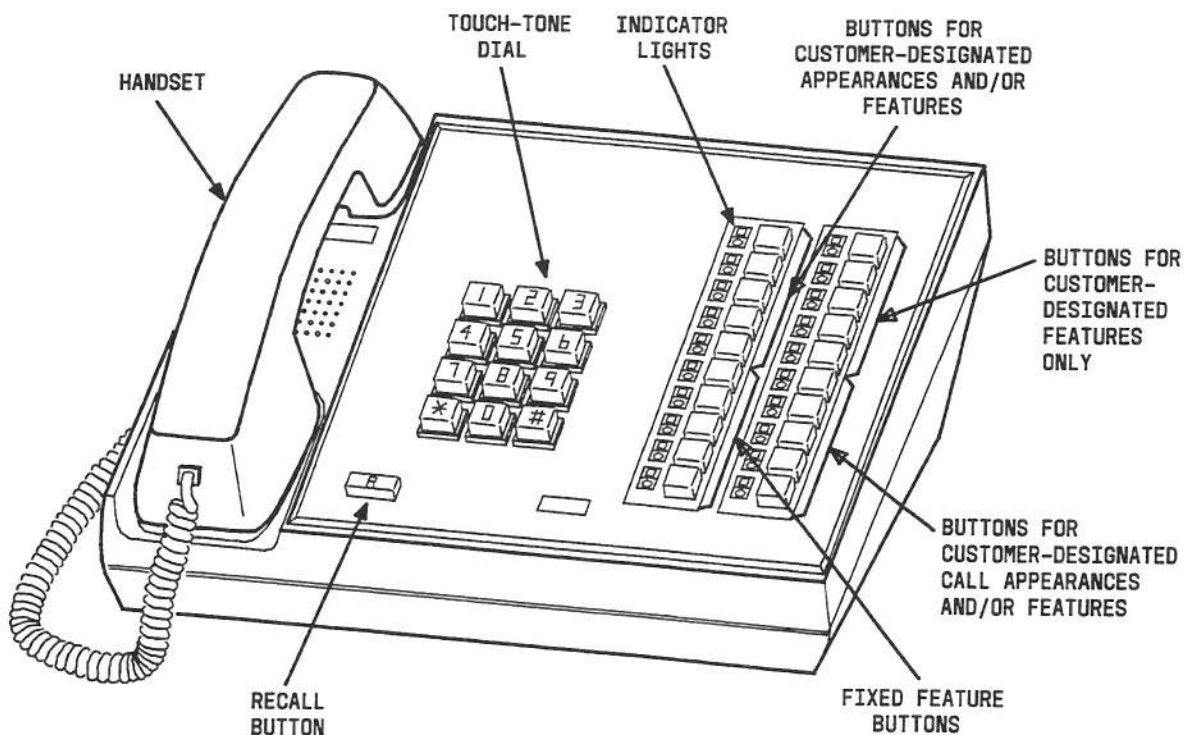
Figure 2-23. 20-Button MET

30-Button MET

This multibutton voice terminal (Figure 2-24) is equipped with the following:

- Handset

- Handset cord and mounting cord

- Touch-tone dial

- Tone ringer with volume control

- Recall button

- Five fixed feature buttons with associated pair of red and green lights (always assigned to the lower 5 buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

  Message — Used to alert user of a message to be retrieved.

Hold — Used to put a call on hold.

Transfer — Used to transfer an existing call to another telephone/voice terminal.

Conference — Used to add another party to a call.

Drop — Used to drop last party added to a conference call.

- Ten appearance/feature buttons

- Fifteen buttons (can be assigned only to features)

Each of the buttons has a red (in-use) and green (status) light located beside the button.
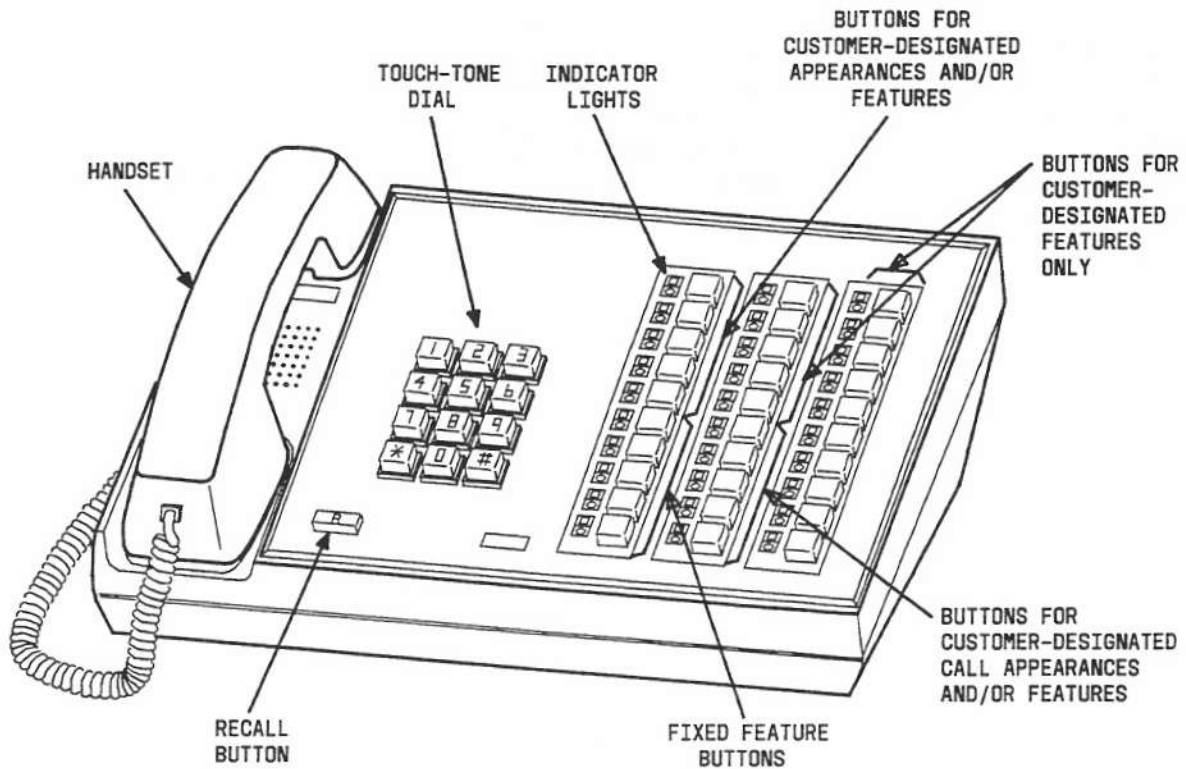
Figure 2-24. 30-Button MET Set

Voice Terminal Modules And Adjuncts

Call Coverage Module

The C201A, C401A, and C401B call coverage modules are identical in appearance, operation, and function. The call coverage modules are used with the following voice terminals:

- C201A—use with 7205H

- C401A—use with 7405D or 7434D

- C401B—use with 7205H or 7434D

Adding a call coverage module (Figure 2-25) to a voice terminal provides 20 additional appearance/feature buttons for the voice terminal. Each of the buttons has two indicator lights, a red triangular light (in-use) and a green square light (status). The additional buttons can be used to provide coverage (answer calls) for a group of extension numbers, or the buttons can be assigned as automatic dialing (AD) buttons (part of *Abbreviated Dialing* feature) or used for other customer-designated features. The hybrid and digital modules are not interchangeable.

INDICATOR
LIGHTS

CALL COVERAGE
MODULE

BUTTONS FOR
CUSTOMER-
DESIGNATED
APPEARANCES
AND/OR FEATURES
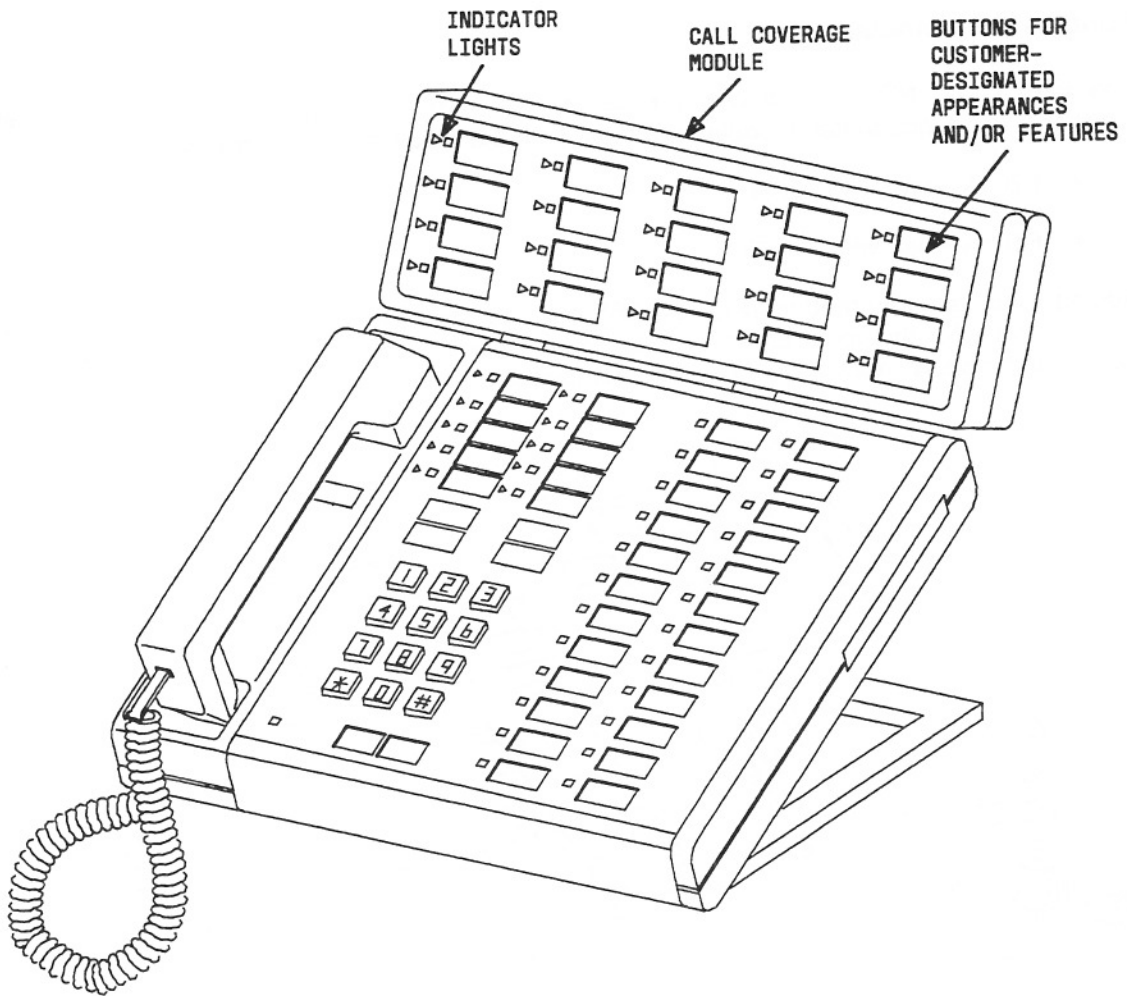
Figure 2-25. 7205H/7405D/7434D Voice Terminal Equipped With a Call Coverage Module

Function Key Module

The F201A and f401A function key modules are identical in appearance, operation, and function. The function key modules are used with the following voice terminals:

- F201A—use with 7205H

- F401A—use with 7405D

Adding a function key module (Figure 2-26) to a voice terminal provides 24 additional feature (only) buttons for the voice terminal. Each button has a green (status) light. The hybrid and digital function key modules are not interchangeable.
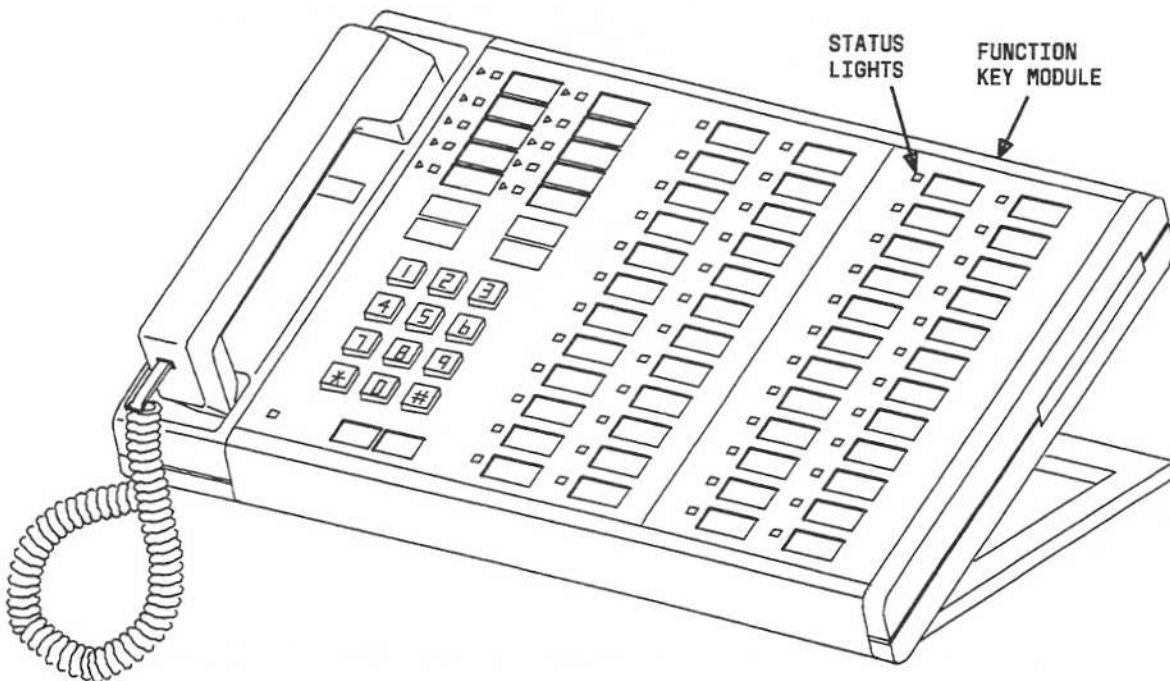
Figure 2-26. 7205H/7405D Voice Terminal Equipped With a Function Key Module

Digital Display Module

Adding a digital display module to a 7405D or 7434D voice terminal (Figure 2-27), provides the following displays:

- Calling and called party identification

- Calling and called numbers

- Identification of callers and called parties inside the system who have their calls redirected for answering (Call Coverage)

- Time and date

- Elapsed time on calls

- Message retrieval.
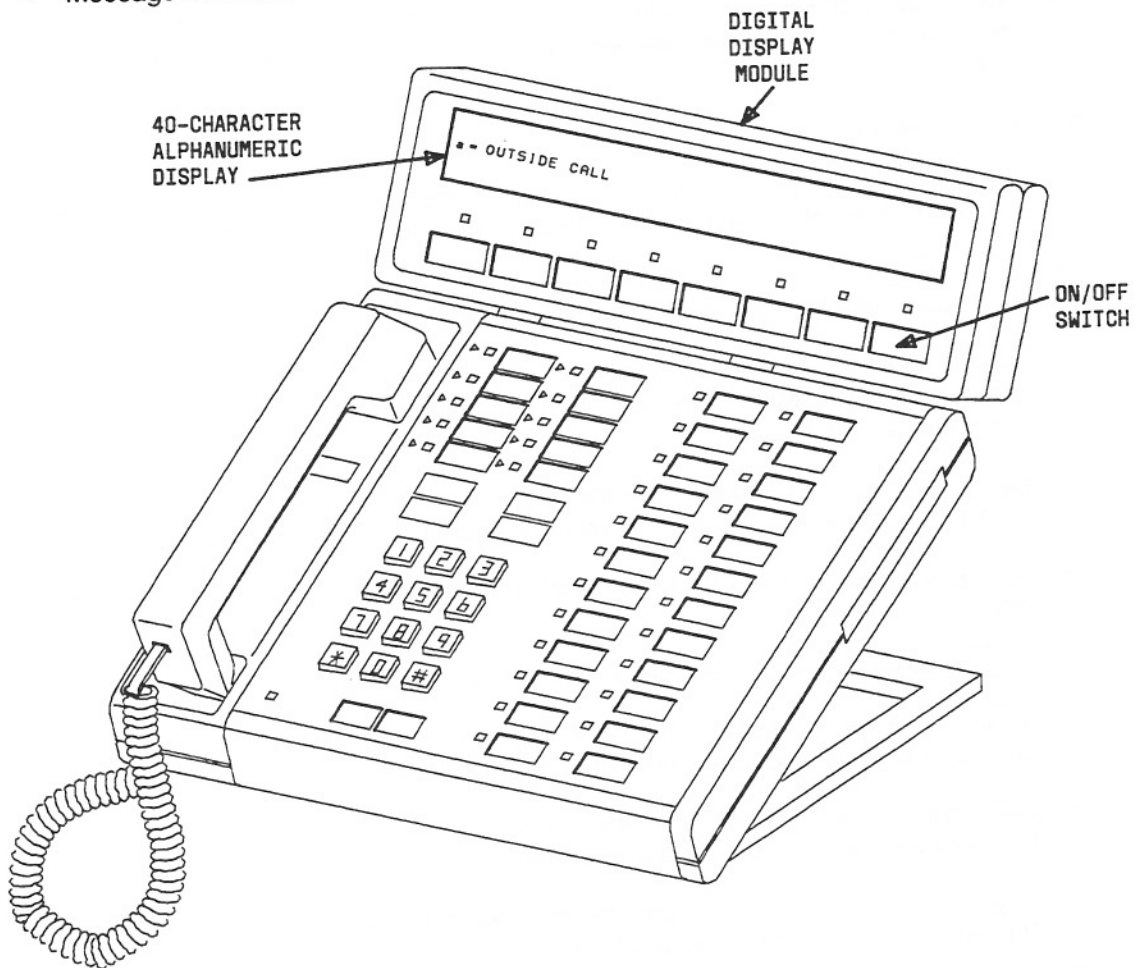
Figure 2-27. 7405D/7434D Voice Terminal Equipped With a Digital Display Module

The digital display module consists of the following:

- A 40-character alphanumeric display that includes numerical digits, uppercase and lowercase letters, and punctuation marks.

- An **ON/OFF** switch with an associated light that can be operated as needed by the user.

- Additional feature buttons with associated lights. The feature buttons are customer designated, and may be assigned to buttons on the voice terminal or the module itself.

The feature buttons are:

- [Normal Mode] — Used to place the display in the normal mode (standard or operating mode). This mode provides call-related displays for the in-use appearance.

- [Inspect Mode] — Used to place the display in the inspect mode to permit the user to see caller identification on an incoming call or a held call while talking on another call.

- [Message Retrieve] — Used to place the display in the message retrieval mode. This mode is used to retrieve messages for extension numbers having an appearance on the voice terminal.

- [Covr Msg Retrieve] — Used to place the display in the coverage message retrieval mode. This mode is used by a covering user (secretary) to retrieve messages for a principal.

- [Next Message] — Used in message retrieval mode to step from one message to the next.

- [Delete Message] — Used in message retrieval mode to delete messages.

- [Scroll] — Used to display the next segment of a long message. A continuation character is displayed in the rightmost position for each segment of the message.

- [Return Call] — Used in message retrieval mode to automatically initiate a "return call" to the caller identified by the last displayed message (for internal calls only).

- [Timer] — Used to start or stop the elapsed timer function on the display module. Displays hours, minutes, and seconds.

- [Date/Time] — Used to place the display in the time of day and date mode. This mode initiates a display of the current time of day and the date.

Digital Terminal Data Module (DTDM)

Adding a DTDM (Figure 2-28) to a 7403D or 7405D voice terminal gives the voice terminal the capability to transmit and receive data through its EIA RS-232C interface.

During data transmission, data modules at each end must operate in the same mode and at the same rate of speed.

Data calls can be made only when the **TERMINAL READY** light is lighted and when the **LOCAL LOOP/REMOTE LOOP**, and **SELF TEST** switches are set to **OFF**.

Refer to the *User's Guide—Digital Terminal Data Module, 999-700-027* for complete information on this module.
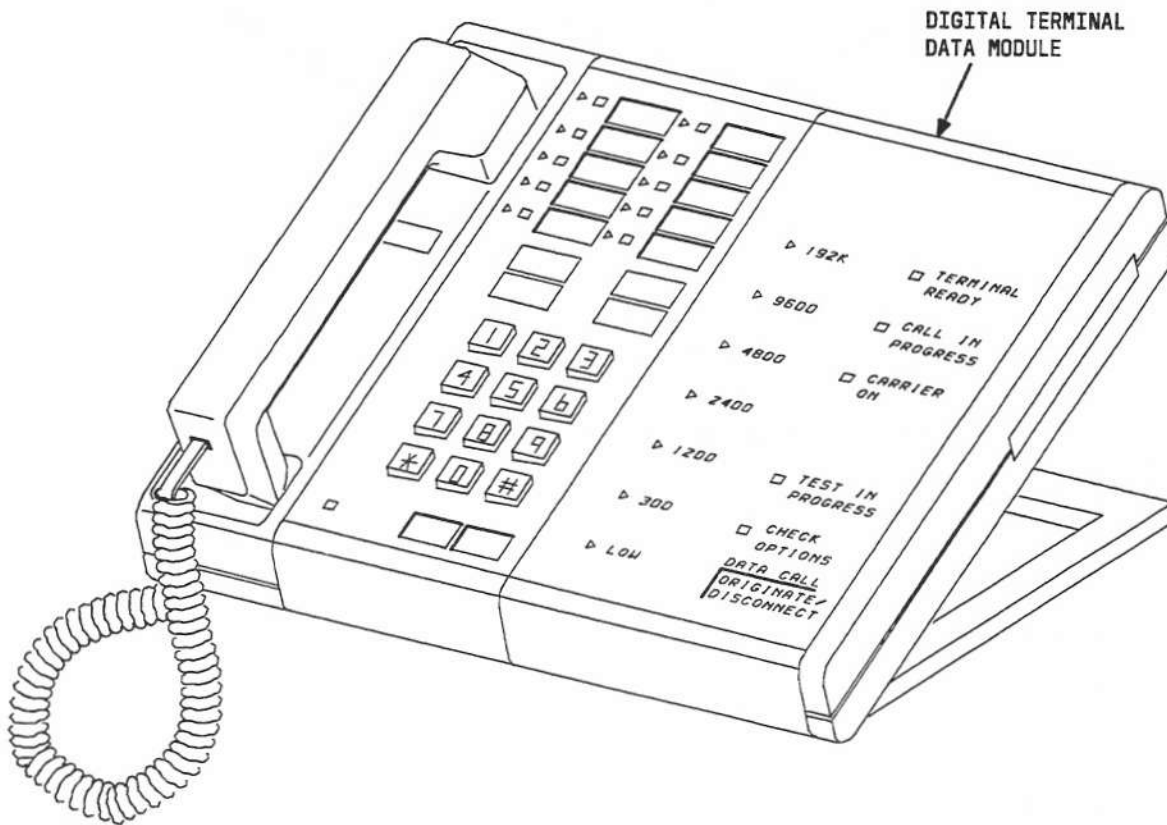
Figure 2-28.   7403D Voice Terminal Equipped With a Digital Terminal Data Module

Speakerphone

Adding a speakerphone adjunct (Figure 2-29) to a voice terminal gives the capability of "hands-free" operation.
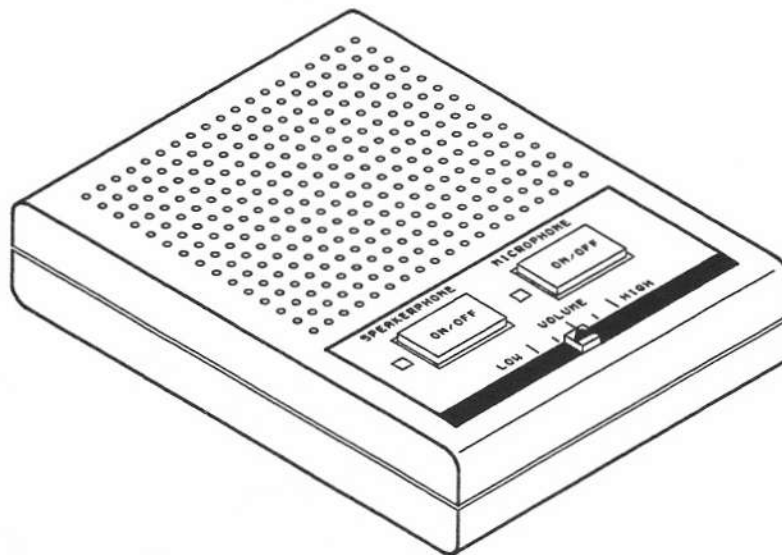
Figure 2-29. Speakerphone

The S101A speakerphone can be used with the 7102A01B telephone and the following voice terminals:

- 7103A

- 7203H

- 7205H

- 7403D

- 7405D

- 7406D

- 7410D

- 7434D

- 7505

- 7506

- 7507.

The S102A speakerphone can be used with 7303S and 7305S voice terminals.

The S201A speakerphone can be used with the following voice terminals:

- 7203H

- 7205H

- 7403D

- 7405D

- 7406D

- 7410D

- 7434D

- 7505

- 7506

- 7507.

Headset Adapter

Two headset adapters (Figure 2-30) are available to allow the use of standard headsets with DEFINITY Generic 2 and System 85 voice terminals. These headset adapters are equipped with the following:

- Headset jack

- **ON/QUIET** button to connect the headset to the voice terminal and to turn off the transmitter of the headset

- **OFF** button to disconnect the headset

- **HEADSET** light to indicate when the headset is active.
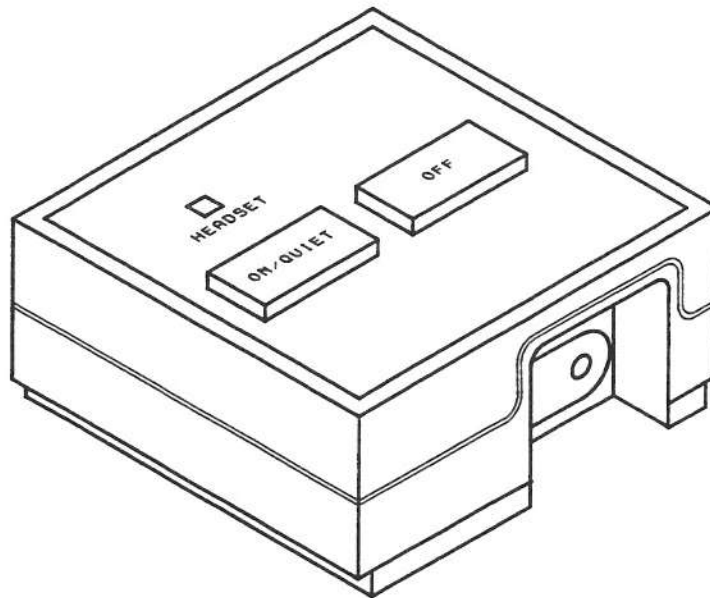
Figure 2-30. Headset Adapter

The 500A adapter can be used with the 7102A01B telephone and the following voice terminals:

- 7103A

- 7203H

- 7205H

- 7403D

- 7405D

- 7406D

- 7410D

- 7434D

- 7505

- 7506

- 7507.

The 502A adapter can be used with 7303S and 7305S voice terminals.

Messaging Cartridge

This adjunct (Figure 2-31) can be added to a 7404D voice terminal to provide displays on an associated video display terminal. The displays include call-related and personal-service information. The messaging cartridge plugs into the bottom of the 7404D.
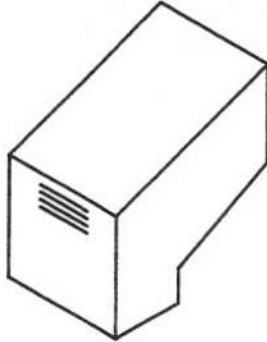
Figure 2-31. Messaging Cartridge

Refer to the *User's Manual—Messaging Cartridge, 999-700-467* for instructions on how to use the 7404D with the associated video display terminal in the different modes and how to set options.

AT&T Personal Terminal 510D

The 510D (Figure 2-32) provides the equivalent of a 7405D voice terminal equipped with a digital terminal data module, a 513 BCT, and a digital display module.
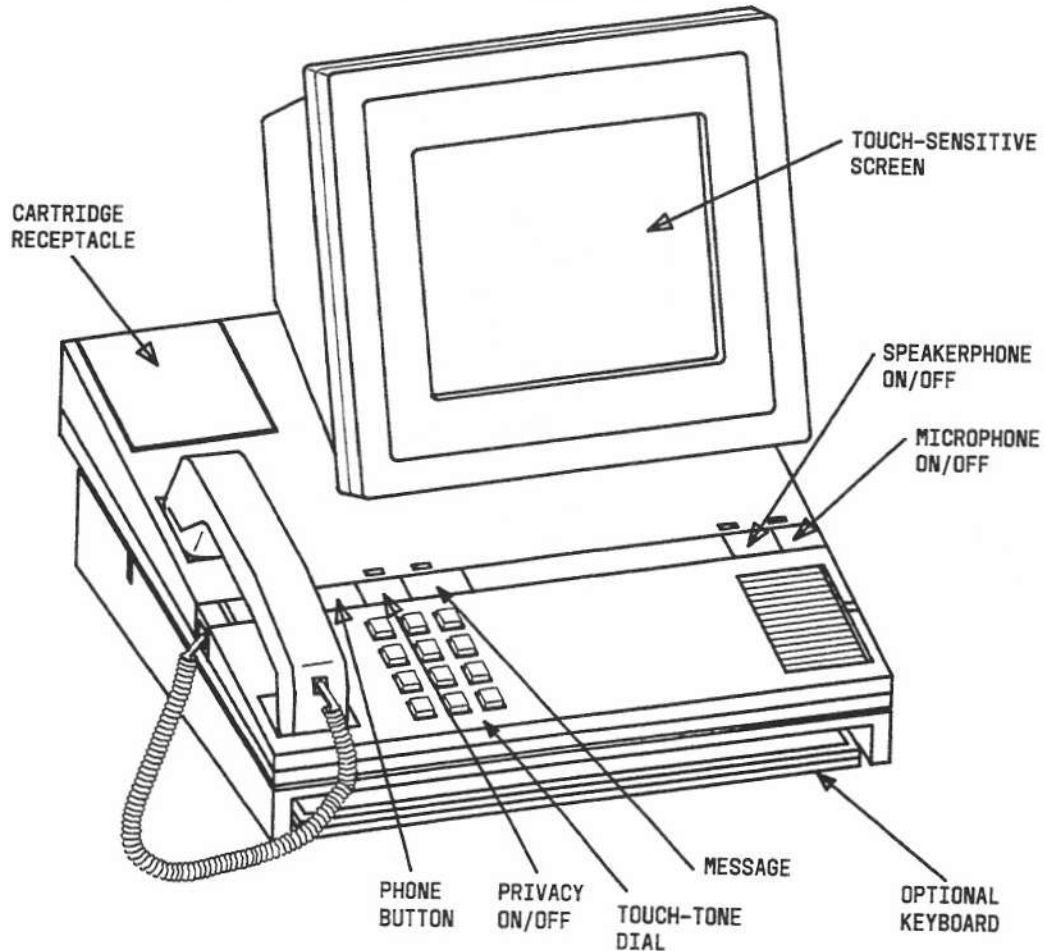
Figure 2-32. AT&T Personal Terminal 510D

The 510D consists of:

- A video display.

- Service screens—five are provided; the "phone" screen is the home base for Directory, Data, Time Manager, and Calculator screens. Circular symbols on the service screens are called touch-targets. Pressing a touch-target corresponds to pressing buttons on voice terminals.

- The phone screen (Figure 2-33) consists of:

Four appearance targets

Four fixed feature targets:

Conference

Drop

Transfer

Hold

Message line—seven administrable feature targets to provide displays

Administrable feature targets (for example, *Send All Calls*)

Eight action blocks with associated touch-targets—four action blocks are used to display any one of the following screens:

A Directory screen to provide an electronic phone book or card file for frequently called numbers

A Data screen to set up and make data calls

A Time Manager screen to provide a combined appointment book and alarm clock

A Calculator screen to provide calculator with memory

The remaining four action blocks are used to perform an action on the currently displayed screen.

- Housing—equipped with the following:

Handset

Pushbuttons for touch-tone dialing

Speakerphone with volume control

Phone button to return to the phone screen

Privacy **ON/OFF** button with status light

Message light

Speakerphone **ON/OFF** button with status light

Microphone **ON/OFF** button with status light.

- Keyboard—An optional 72-button keyboard (Figure 2-34).

- Optional plug-in cartridges for security, directory, and training.

Figure 2-33. Phone Screen

USED FOR PLACING A VOICE CALL
TO THE NUMBER DISPLAYED ON
THE DATA SCREEN
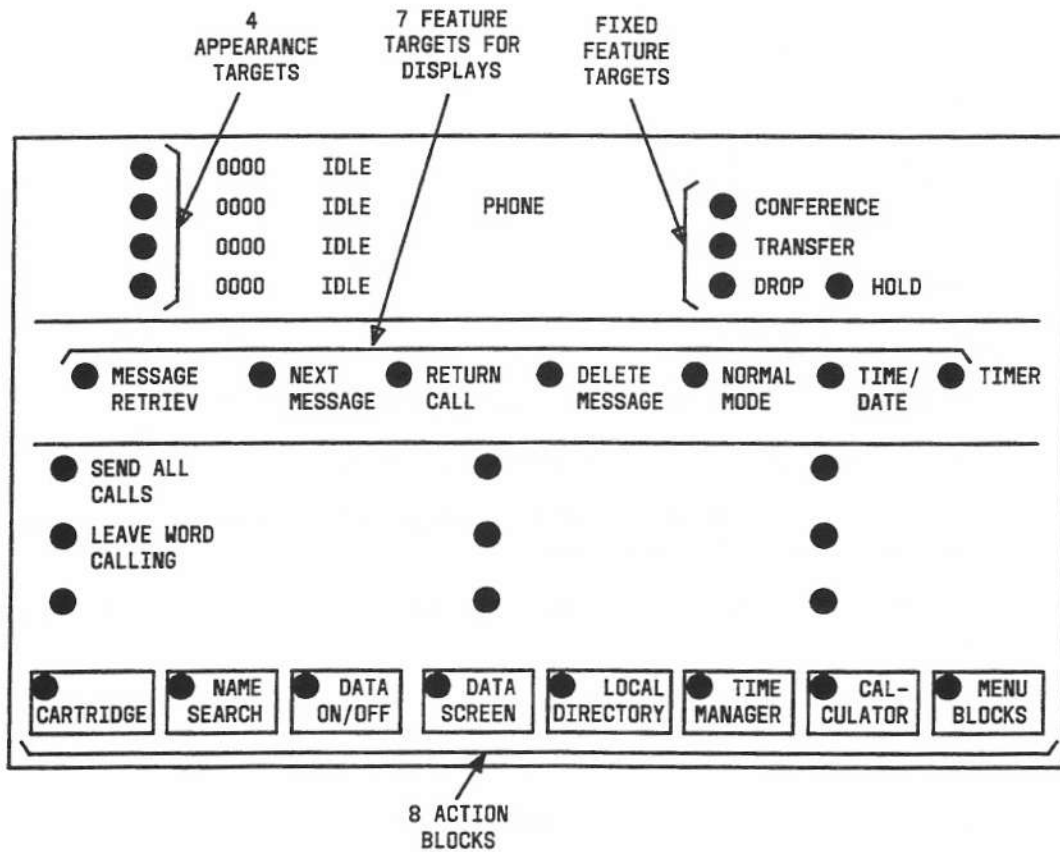
FOUR ROLL TARGETS
USED TO SCROLL
THE SCREEN
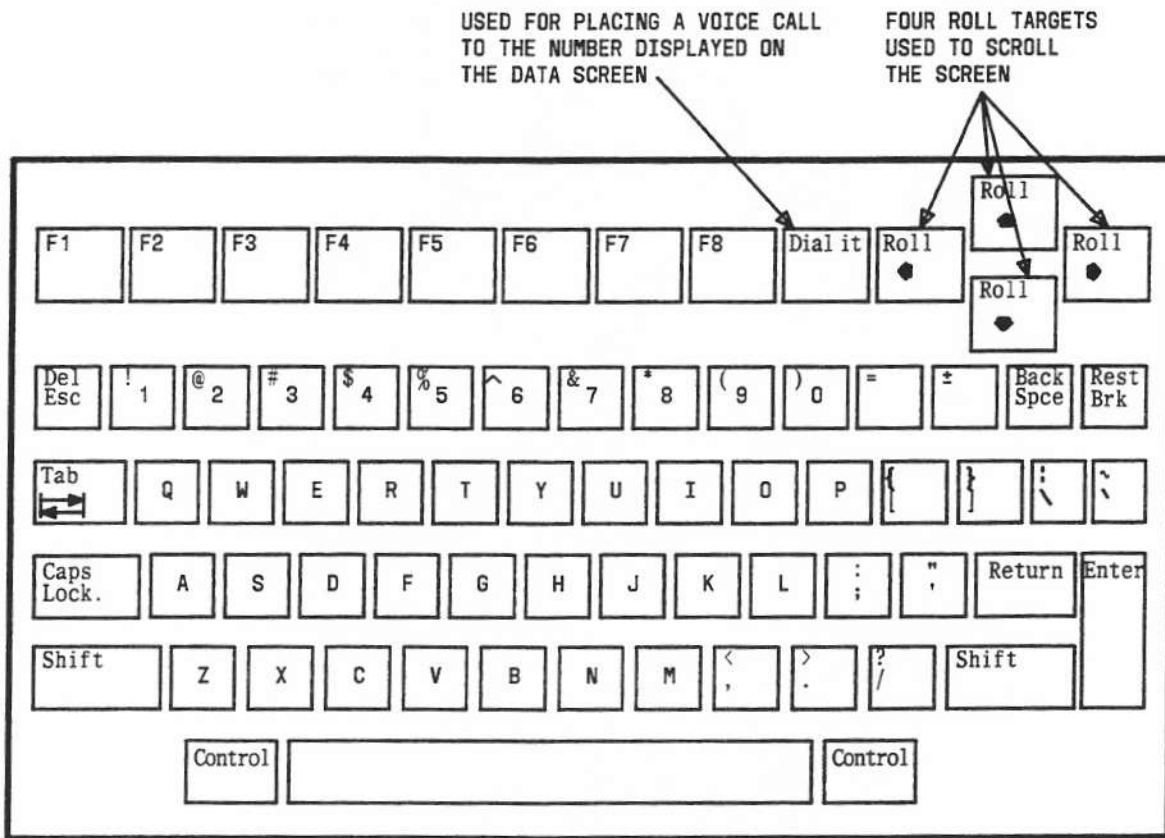
Figure 2-34. **Optional Keyboard for Personal Terminal 510D**

515 Business Communications Terminal (BCT)

The 515 BCT (Figure 2-35) is a video display voice and data terminal with a built-in digital telephone. This terminal has a digital interface that combines voice and data for connection to the Generic 2 or System 85 switch.

DISPLAY
BUTTONS
WITH LIGHTS

BUTTONS FOR
CUSTOMER
DESIGNATED CALL
APPEARANCES
AND/OR FEATURES

40-CHARACTER
VOICE MESSAGE
LINE

RINGER
VOLUME
CONTROL

TEST
SWITCH

MESSAGE
LIGHT

HANDSET

FIXED
FEATURE
BUTTONS

TOUCH-TONE
DIAL

RECALL

DISCONNECT
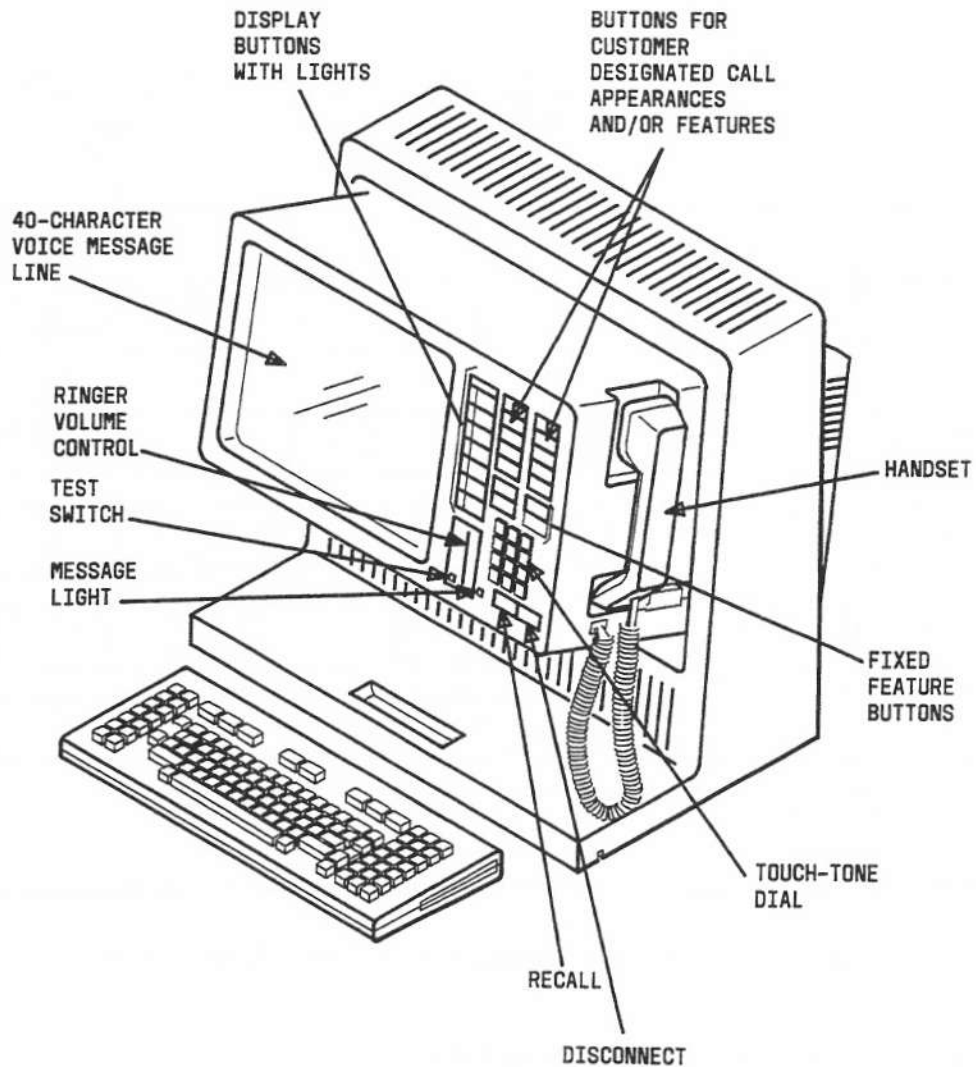
Figure 2-35. 515 Business Communications Terminal

The voice terminal part of the 515 BCT is made up of the following components:

- A 40-character display on the top line of the screen for telephone messages and information about calls

- A handset and switchhook located on the right-hand or left-hand side of the terminal

- A touch-tone keypad located to the right of the screen. The keypad has a touch-tone dial and the following buttons and switches:

Six fixed feature buttons:

$\boxed{\text{Disconnect}}$ — Used to hang up from the current call and obtain dial tone.

$\boxed{\text{Recall}}$ — Used mainly to put a call on "soft" hold.

$\boxed{\text{Conference}}$ — Used to add another party to a call.

$\boxed{\text{Drop}}$ — Used to drop last party added to a conference call.

$\boxed{\text{Transfer}}$ — Used to transfer an existing call to another telephone/voice terminal.

$\boxed{\text{Hold}}$ — Used to put a call on hold.

Seven buttons with lights that can be used for display features and message retrieval

Ten buttons with lights that can be assigned for customer-designated features and/or appearances

- Message light

- Tone ringer with volume control

- Test switch.

CHAPTER 3. OPERATING FEATURES

CHAPTER 3. OPERATING FEATURES

DEFINITY Generic 2 introduces the hybrid modules and port boards that are based on the new universal product family modules. Hybrid modules may be used by themselves or mixed with conventional modules in any switch running Generic 2 software. With minor exceptions, all features of System 85 are supported by the hybrid modules. Feature operations are the same regardless of whether a hybrid module or conventional module is being used.

The first part of this chapter, "BASIC PROCEDURES," describes the operation for answering and placing calls, while the second part, "FEATURES," describes the procedures for using specific features. The various features are arranged alphabetically.

Basic Procedures

This part describes the procedures that every telephone/voice terminal user in the system must be familiar with, regardless of the features that may be available. Features vary among the telephones/voice terminals, but each user must know how to answer and place calls. Before these basic procedures are described, the following general information is presented as an aid to the user.

General Application Features

The following features apply to call processing in DEFINITY Generic 2 and System 85, but they may not be apparent to the telephone/voice terminal user because they function automatically or as an integral part of the system. Understanding these features will increase your skill level as a user.

Automatic Alternate Routing (AAR)

This feature provides automatic routing of outgoing (trunk) calls over a maximum of 16 alternate trunk groups. The system automatically selects the trunk group available. To use the AAR feature, an AAR access code must be dialed.

Automatic Route Selection (ARS)

If the call is to the public network, the ARS feature selects the least expensive route. This feature provides automatic selection, from a preprogrammed sequence, of the least expensive trunks for completing calls on the public exchange (off-network calls). An ARS access code is also required to use this feature.

Authorization codes, used in conjunction with AAR and ARS, provide a means for extending a terminal user's calling privileges. The authorization code temporarily overrides the calling restriction assigned to your voice terminal.

Queuing

The Queuing feature automatically places outgoing trunk calls in a waiting queue when all routes for completing a call are busy. Two types of queuing are available:

- Ringback queuing—when the caller hangs up and is called back when a trunk becomes available

- Off-hook queuing—when the caller remains off-hook until a trunk becomes available.

Recording of Call Information

If the Call Detail Recording and Reporting (CDRR) feature or the Station Message Detail Recording (SMDR) feature is assigned on a trunk-group basis in your system, you may be required to charge outgoing calls on certain trunks to an account number. You can do this by dialing a CDRR or SMDR account number access code and an account charge number. The procedure is the same for either feature. Instructions in this guide are written for CDRR.

Multi-Appearance Preselection and Preference

This feature provides multi-appearance voice terminal users with options for placing or answering calls.

- Preselection allows any user to manually preselect an appearance by pressing a button before going off-hook (see Note) to place or answer a call. All administered appearance preference options are overridden.

- Each multi-appearance voice terminal has two administered appearance preference options: terminating preference and originating preference.

- If a user goes off-hook (see Note) with a terminating call either ringing or flashing on the terminal, the system checks that terminal's terminating preference: ringing, calling, or none.

   Ringing—The appearance of a ringing call, if any, will be selected automatically.

   Calling—If there is either a flashing bridged appearance or a ringing appearance, it will be selected automatically.

   None—Whether or not there is a ringing or flashing appearance, the action will depend on the originating preference.

- If a user goes off-hook (see Note) with no terminating call ringing or flashing, or if the terminating preference is none, the system checks the terminal's originating preference: idle, prime, last, or none.

   Idle—No light is on at any appearance when on-hook with no ringing or flashing calls. A user going off-hook (see Note) gets both lights on and dial tone on the first idle appearance.

Prime—Any appearance can be designated the prime appearance by administration (normally it is the one with the top button). The prime appearance's in-use light remains on when the terminal is on-hook and inactive. A user going off-hook (see Note) gets dial tone on that appearance.

Note: The user lifts the handset off the switchhook or presses a button turning on a speaker or speakerphone.

Last—If no other appearance button is pressed, the in-use light of the appearance last used remains on after hang-up, and that appearance is used again when the user goes off-hook (see Note).

None—The only way you can turn on an in-use light is to press an appearance button. Going off-hook does not automatically make a selection.

A commonly used pair of preferences is ringing and prime.

Distributed Communication System (DCS)

The DCS provides the capability to connect two or more switching systems to operate as one large switching system. Each individual system is referred to as a node. The DCS environment consists of all the different nodes connected together.

You can place calls to extension numbers in other nodes (systems) as if you were calling within your own system. You can also activate or deactivate some features in other systems; this is called feature transparency.

Feature transparency is provided for a limited number of voice terminal features. Feature transparency means that the use of the feature is the same whether it is being activated within a node (system) or between nodes (systems). The following voice terminal features are transparent in a DCS environment:

- Abbreviated Dialing

- Automatic Callback

- Call Coverage

- Call Forwarding—Follow Me

- Call Waiting

- Conference—Three-Party

- Last Extension Dialed

- Leave Word Calling

- Transfer.

Operation of the features listed above is the same as described in this guide for features in a non-DCS environment except in some cases. Where differences occur, they are discussed at the end of the specific feature operation.

Using the Speakerphone

The speakerphone allows you the convenience of performing all telephone/voice terminal operations without lifting the handset. During a conversation, both hands are free for writing or checking call-related information. Tones and voice normally heard from the handset are heard from the speakerphone. To talk to another party, you can speak in a normal voice. The output volume of the speakerphone is adjustable.

You can integrate the speakerphone into any of the operations in this guide by using the following procedures.

S101A and S102A Speakerphones

To turn on the speakerphone to answer or place a call, press **Speakerphone** [On-Off]. The speakerphone and microphone lights go on. This operation is equivalent to lifting the handset.

To turn off the speakerphone to end a call, simply press **Speakerphone** [On-Off]. The speakerphone and microphone lights go off.

To transfer from the handset to the speakerphone during a call, press **Speakerphone** [On-Off]; then replace the handset. The speakerphone and microphone lights go on, and the conversation can continue.

To transfer from speakerphone to handset during a call, lift the handset and continue the conversation. The speakerphone and microphone lights go off.

To temporarily prevent the other party from hearing you, press **Microphone** [On-Off]. The microphone light goes off. To talk to the other party again, press **Microphone** [On-Off]. The microphone light goes on again.

Built-In Speakerphone of 10-Button MET

To turn on the built-in speakerphone, press [On/Quiet]. The **On** light goes on. This operation is equivalent to lifting the handset.

To turn off the speakerphone to end a call, press [Off]. The **On** light goes off.

To transfer from the speakerphone to the handset during a call, lift the handset and continue the conversation. The **On** light goes off.

To transfer from the handset to the speakerphone during a call, press and hold [On/Quiet] until the handset is replaced. The **On** light goes on.

To temporarily prevent the other party from hearing you, press and hold [On/Quiet]. The **On** light goes off. To talk to the other party again, release [On/Quiet]. The **On** light goes on.

On-Hook Dialing

The following voice terminals provide the calling convenience of on-hook dialing:

- 7303S

- 7305S

- 7406D

- 7407D

- 7505

- 7506

- 7507.

Calls placed from these terminals can be dialed without lifting the handset, if the user desires. Pressing [Speaker] turns on the built-in loudspeaker, selects an idle appearance, and provides dial tone through the loudspeaker. You can then dial the destination by pressing the touch-tone buttons or an abbreviated dialing button.

Dialing and ringback tones are heard on the loudspeaker. When the called party answers, the caller must lift the handset to carry on the conversation. If second dial tone is received, as in an outside call, dialing can continue with the handset in place. If the called number does not answer, you can drop the call by pressing [Speaker] again. You can also place calls from these terminals in the usual manner by lifting the handset before dialing.

Answering a Call

Single-Line Telephones/Voice Terminals

- Lift the handset, and talk to the caller.

- Hang up when call is completed.

Multi-Appearance Voice Terminals

If you have *Ringing Appearance Preference* assigned—

- Lift the handset, and talk to the caller.

  Red in-use light goes on. Green light changes from flashing to steady.

- Hang up when call is completed.

If you do not have *Ringing Appearance Preference* assigned—

- Press the ringing appearance button.

  Green light is flashing.

- Lift the handset, and talk to the caller.

  Red in-use light goes on. Green light goes on.

- Hang up when call is completed.

Placing a Call

Single-Line Telephones/Voice Terminals

- Lift the handset. Listen for dial tone.

  Note: If CDRR is assigned on a per-trunk-group basis on your switch and you are required to charge calls on certain trunks to an account number, dial the CDRR account number access code and account charge number now.

- Dial the extension number (for an internal call) or the trunk access code and outside number (for an outgoing call).

- Listen for ringback tone—the called number is ringing. (You may hear audio or other tones. Check the box at the end of this procedure for the audio or tones you may hear on an outgoing call and what they mean.)

- Wait for called party to answer.

- Hang up when call is completed.

> **TONES YOU MAY HEAR ON AN OUTGOING CALL**
>
> *Audio*—Music or recorded announcement. Your call has been placed in an off-hook queue. You may stay on the line until your call completes.
>
> *Busy tone*—A low-pitched tone repeated 60 times a minute—the number you dialed is in use.
>
> *Confirmation tone*—Three short bursts of tone. Your call is in a ringback queue. Hang up. You will hear three bursts of tone when a trunk becomes available. Lift the handset, and wait for your call to complete.
>
> *Recall dial tone*—Three short bursts of tone followed by dial tone—the system is requesting an Authorization code. Dial the code if you are assigned one. If you are not assigned a code, dial 1 to cancel the 10-second timer. The switch will try again to complete your call.
>
> *Reorder tone*—A fast busy tone repeated 120 times a minute. The queue is full, or an idle trunk is not available. Place the call later.
>
> *Intercept tone*—An alternating high and low tone. Your terminal is restricted, or you have dialed an invalid Authorization code. You cannot complete the call as dialed.

Multi-Appearance Voice Terminals

If you have *Idle Appearance Preference* assigned:

- Lift the handset. Listen for dial tone.

  Red in-use light goes on. Green light goes on.

  > **Note:** If CDRR is assigned on a per-trunk-group basis on your switch and you are required to charge calls on certain trunks to an account number, dial the CDRR account number access code and account charge number now.

- Dial the extension number (for an internal call) or the trunk access code and the outside number (for an outgoing call).

- Listen for ringback tone—the called number is ringing. (You may hear audio or other tones. Check the box at the end of this procedure for the audio or tones you may hear on an outgoing call and what they mean.)

- Wait for called party to answer.

- Hang up when call is completed.

TONES YOU MAY HEAR ON AN OUTGOING CALL

Audio—Music or recorded announcement. Your call has been placed in an off-hook queue. You may stay on the line until your call completes.

Busy tone—A low-pitched tone repeated 60 times a minute—the number you dialed is in use.

Confirmation tone—Three short bursts of tone. Your call is in a ringback queue. Hang up. You will hear three bursts of tone when a trunk becomes available. Lift the handset, and wait for your call to complete.

Recall dial tone—Three short bursts of tone followed by dial tone—the system is requesting an Authorization Code. Dial the code if you are assigned one. If you are not assigned a code, dial 1 to cancel the 10-second timer. The switch will try again to complete your call.

Reorder tone—A fast busy tone repeated 120 times a minute. The queue is full, or an idle trunk is not available. Place the call later.

Intercept tone—An alternating high and low tone. Your terminal is restricted, or you have dialed an invalid Authorization Code. You cannot complete the call as dialed.

Display Information (Incoming Calls)

If you are using a voice terminal equipped with a digital display, you will receive the following displays on incoming calls.

Call from an extension number:

- Appearance designator

- Caller's name

- Caller's extension number if name is not available.

EXAMPLE: a=JOHN DOE

The letter a indicates a call on the first appearance button.

Call from an extension number ringing on a second appearance button when you are active on a call on another appearance button:

1. Press [Inspect Mode] to see the identity of the caller.

   No interruption of your conversation.

   Display shows:

   • Appearance designator

   • Caller's name or extension number.

   EXAMPLE: b=JOHN SMITH

   The letter b indicates a call on the second appearance button.

Second incoming call stays displayed until you hang up or exit the INSPECT mode.

Attendant-extended call from an extension number:

   • Appearance designator

   • The word "operator."

   EXAMPLE: a=OPERATOR changing to a=RON JONES

When the attendant releases, display changes to:

- Appearance designator

- Caller's name.

    EXAMPLE: `a=RON JONES`

Attendant-extended incoming trunk call:

- Appearance designator

- The word "operator."

    EXAMPLE: `a=OPERATOR`

When the attendant releases, the display changes to:

    `a=OUTSIDE CALL`   or   `a=WATS`

Display Information (Outgoing Calls)

If you are using a voice terminal equipped with a digital display, you will receive the following displays on outgoing calls.

Call to an extension number:

- Appearance designator

- Digits as dialed.

    EXAMPLE: `a=2010`

    changes to `a=RON JONES`

Call to an outside number:

The following options are available when the trunk is seized:

- Appearance designator

- Digits continue to be displayed as dialed

> or

Display changes to trunk identification (if more digits are dialed to complete the call, they are not displayed as dialed).

EXAMPLES: `a=9` changes to `a=OUTSIDE CALL`

> or

`a=9` changes to `a=97276181`

> or

`a=WATS`

Features

Features are special applications or services that enhance the basic call answering/placing capabilities of the switch. Some features apply to individual telephones/voice terminals or groups of telephones/voice terminals, while others are systemwide. In the following procedures, it is assumed that each telephone/voice terminal user knows what features are accessible at his or her voice telephone/terminal. The purpose of the procedures is to assist users in understanding how to use the features effectively.

Feature Access Codes

The following is a list of voice features provided by DEFINITY Generic 2 and System 85. Blank spaces are left for listing the assigned codes for activating and canceling features if the recommended codes are not used.

Feature	Recommended Code	Assigned Code
Abbreviated Dialing Group List Access Code	*8	_____
Abbreviated Dialing Personal List Access Code	*7	_____
Abbreviated Dialing Program Access Code	*0	_____
Abbreviated Dialing System List Access Code	*9	_____
Attendant Control of Trunk Group Access Activate	_____	_____
Attendant Dial Access Code	0	_____
Authorization Code	_____	_____
Automatic Alternate Routing Access Code	8	_____
Automatic Call Distribution Add Agent Code	_____	_____
Automatic Call Distribution Agent Override Access Code	_____	_____
Automatic Call Distribution Announcement Verify Code	_____	_____
Automatic Call Distribution Overload Balancing—All Access Code	_____	_____
Automatic Call Distribution Overload Balancing Cancel Code	_____	_____
Automatic Call Distribution Overload Balancing Default Number Access Code	_____	_____
Automatic Call Distribution Overload Balancing Default Number Cancel Code	_____	_____
Automatic Call Distribution Overload Balancing—Overflow Access Code	_____	_____

Feature Code	Recommended Code	Assigned
Automatic Call Distribution Remove Agent Code	_____	_____
Automatic Callback Access Code	*5	_____
Automatic Callback Cancel Code	#5	_____
Automatic Route Selection Access Code (Toll)	9	_____
Automatic Route Selection Access Code (Nontoll)	#9	_____
Call Answer From Any Voice Terminal Access Code	#0	_____
Call Forwarding—Busy Don't Answer Access Code	_____	_____
Call Forwarding—Follow Me Access Code	*2	_____
Call Forwarding—Follow Me Cancel Code	#2	_____
Call Park Access Code	_____	_____
Call Park Answer Code	#7	_____
Call Park Zone Number	0-18	_____
Call Pickup Access Code	#4	_____
Code Calling Access Code	_____	_____
Code Calling Answer-Back Code	118	_____
Data Protection—Temporary Access Code	113	_____
Hold Code	104	_____
Leave Word Calling Access Code	*6	_____
Leave Word Calling Cancel Code	#6	_____
Leave Word Calling Lock Code	168	_____

Feature	Recommended Code	Assigned Code
Leave Word Calling Unlock Code	169	_____
Malicious Call Trace Active Code (R2V4/Generic 2)	100	
Malicious Call Trace Deactivate Code (R2V4/Generic 2)	99	
Message Print on Demand	*4	_____
Override Access Code	111	_____
Paging Access Code	_____	_____
Paging Answer-Back Code	#7	_____
Priority Call Access Code	*1	_____
Queue Cancel Code	_____	_____
Radio Paging Access Code	_____	_____
Radio Paging Answer-Back Code	_____	_____
Recorded Telephone Dictation Access Code	_____	_____
Remote Access Trunk Number	_____	_____
Send All Calls Access Code	*3	_____
Send All Calls Cancel Code	#3	_____
Trunk Group Access Code	_____	_____
Trunk Maintenance Busy Code	142	_____
Trunk Maintenance Nonbusy Code	143	_____
Trunk Verification by Terminal Access Code	144	_____

Abbreviated Dialing

Abbreviated Dialing allows you to store (program) frequently called extension numbers, outside numbers, or dial access codes in system memory lists or on Automatic Dialing buttons and access those lists or press those buttons to complete calls.

You can access up to three lists to complete calls: two terminal lists and a system list. Either or both of the terminal lists may be personal or shared to a group list. You can use Abbreviated Dialing to complete calls to extension numbers, outside numbers, or international numbers.

Abbreviated Dialing allows you to program feature buttons that have been assigned as Automatic Dialing buttons on your voice terminal. You can store extension numbers, access codes, or outside numbers of up to 20 digits on each button.

> **Note:** You must dial access codes associated with this feature when buttons are not assigned or not available for the feature. Use the recommended dial access codes if your System Manager has not assigned other codes.

Single-Line Telephones/Voice Terminals

To store a number in an abbreviated dialing list:

1. Lift the handset.

   Listen for dial tone.

2. Dial the program access code.

   Listen for confirmation tone.

3. Dial the access code for your personal list or group list that you control.

4. Dial the item number in the list.

   Listen for dial tone.

5. Dial the extension number, outside number, or access code to be stored.

6. Dial ⌗ to signify end of entry.

   Listen for confirmation tone.

7. Repeat the procedure from Step 3 if more numbers are to be stored, or hang up to exit the program mode.

To make a call:

1. Lift the handset.

   Listen for dial tone.

2. Dial the access code for personal, group, or system list.

3. Dial the item number in the list, and listen for ringback tone.

4. Wait for the called party to answer.

   If you hear—

   Busy tone, place the call later.

   Reorder tone, the queue is full; or an idle trunk is not available. Place the call later.

   Coverage tone (one short burst), wait for the covering user to answer.

   Intercept tone, automatically dialed number may not be correct.

Multi-Appearance Voice Terminals

To store a number in an abbreviated dialing list:

1. Lift the handset; or press an idle appearance, and lift the handset.

   Listen for dial tone.

2. Press [AbrvDial Program], or dial program access code.

   Listen for confirmation tone.

   Associated green status light goes on.

3. Press [Personal List], or dial the access code for your personal or a group list.

   Listen for dial tone.

   Associated green status light goes on.

4. Dial the item number in the list.

   Listen for dial tone.

5. Dial the number to be stored.

   If storing a number longer than an extension number, see Pause and Wait. If * or # is part of a stored number, see Mark. These feature buttons are described at the end of this procedure.

6. Press [Personal List], or dial [#] (if you do not have the button) to signify end of entry.

   Listen for confirmation tone.

7. Repeat the procedure from Step 3 if more numbers are to be stored.

8. Press [AbrvDial Program], or hang up to exit the program mode.

To make a call:

1. Lift the handset, or press an idle appearance. Then lift the handset.

   Red in-use light goes on. Green status light goes on. Listen for dial tone.

2. Press proper list button; or dial the access code for personal, group, or system list.

   Associated green status light goes on.

3. Dial the item number in the list.

4. If the stored number is a complete number—

   Listen for ringback tone.

   Wait for the called party to answer.

   If the stored number is not a complete number (for example, a 3-digit trunk access code), dial the remaining digits and other digits necessary in succession to complete the call.

5. If you are using a multi-appearance voice terminal with a display, you can suppress the display for privacy.

6. If you hear—

   Busy tone (fast busy tone), place the call later.

   Reorder tone, the queue is full; or an idle trunk is not available. Place the call later.

   Coverage tone (one short burst), wait for the covering user to answer.

   Intercept tone, automatically dialed number may not be correct.

To store a number on an Automatic Dialing button:

1. Lift the handset, or press an idle appearance. Then lift the handset.

   Red in-use light goes on. Green status light goes on. Listen for dial tone.

2. Press [AbrvDial Program], or dial the program access code.

Listen for confirmation tone.

Associated green status light goes on.

3. Press the appropriate Automatic Dialing button.

   Listen for dial tone.

   Associated green status light goes on.

4. Dial number to be stored (up to 20 digits).

5. Press Automatic Dialing button again.

   Listen for confirmation tone.

   Associated green status light goes off.

6. Repeat the procedure from Step 3 if more numbers are to be stored.

7. Press [AbrvDial Program], or hang up to exit the program mode.

To make a call using an Automatic Dialing button:

1. Press the Automatic Dialing button.

   Listen for ringback tone.

2. Wait for called party to answer.

Special Functions—Multi-Appearance Voice Terminals

Abbreviated Dialing allows you to program special function codes into lists when you are storing numbers in a list.

Special function codes can be programmed: Pause, Wait, Mark, Manual Digit Entry, and Await Dial Tone

Pause

When used in programming, this function code stops the automatic dialing sequence for 1-1/2 seconds; for example, waiting for second dial tone on a trunk call.

Wait

When used in programming, this function code stops the automatic dialing for up to 10 seconds to wait for trunk dial tone from switches of other systems (long distance calls). You can press the [AbrvDial Wait] if you do not want to wait 10 seconds. If automatic dialing continues before the network is ready to accept the remaining digits, the call will not proceed correctly.

Mark

When used in programming, this function code marks an immediately following manually dialed * or # symbol as a digit to be automatically dialed (rather than interpreted as the start of an access code).

You can have a feature button assigned for each of the function codes, or you can have one function entry button and use five dial access codes (1, 2, 3, 4, or 5) to program the special functions into a list as shown in the following procedures.

To program **Pause**:

1. Press [AbrvDial Function], and dial 1.

        or

    Press [AbrvDial Pause].

To program Wait:

1. Press [AbrvDial Function], and dial 2.

        or

    Press [AbrvDial Wait].

To program **Mark**:

1. Press [AbrvDial Function], and dial 3.

        or

    Press [AbrvDial Mark].

To Program Manual Digit Entry

1.   Press [AbrvDial Function], and dial [5].

     or

     Press [AbrvMan DigitEnt].

To program Await Dial Tone (Used for Data Call only)

1.   Press [AbrvDial Function], and dial [4].

     or

     Press [AbrvAwait DialTone]

Display Information

If you are using a voice terminal equipped with a digital display and you have Abbreviated Dialing assigned, you will receive the following display information:

Numbers being stored in lists or in Automatic Dialing (AD) buttons:

*   All digits as they are being stored. (If a special function button is pressed, all digits will not be displayed. For example, if you are storing a digit such as 7, 8, Function Code **Wait**, and digit 9; the digits 7 and 8 display when dialed, but nothing changes on the display when you dial the function code **Wait**. However, when you dial 9, the digits 7 and 8 are cleared from the display, and 9 only is displayed.)

Abbreviated dialing to extension numbers:

*   Appearance designator

*   Name or extension number.

         EXAMPLE: a=JOHN DOE or a=2010

     The letter a indicates a call on the first appearance button.

Abbreviated dialing to outside numbers:

- Appearance designator

- Trunk identification

  or

  Name assigned to a trunk group (for example, WATS)

  or

  Digits dialed.

EXAMPLE: a=OUTSIDE CALL

a=WATS

a=93034512712

Attendant Recall

Attendant Recall allows you to call or recall the attendant while you are in a 2-party connection or a 6-party conference.

Single-Line Telephones/Voice Terminals

To call the attendant from an established 2-party connection:

1. Press switchhook or [Recall].

   Listen for dial tone.

2. Dial the Attendant access code.

   Listen for ringback tone. When attendant answers, a 3-party connection is established if privacy is not provided. If privacy is provided, only the attendant and the party who dialed the attendant are connected.

To recall the attendant from a 2-party connection established by the attendant:

1. Press switchhook or [Recall].

   Listen for ringback tone; other party is placed on hold.

   When the attendant answers, a 3-party connection is established if privacy is not provided. If privacy is provided, only the attendant and the party who initiated the recall are connected.

To recall the attendant from a 6-party conference:

1. Press switchhook or [Recall].

   All parties in the conference hear ringback tone.

   When the attendant answers, a 7-party connection is established.

Multi-Appearance Voice Terminals

To call the attendant from an established 2-party connection:

1. Press [Transfer].

   Your call is put on hold.

   Red in-use light goes off, and green status light flutters.

   An idle appearance is automatically selected for you, and you hear dial tone.

2. Dial the attendant.

   Listen for ringback tone.

3. Press [Transfer] again, either before or after the attendant answers. The caller and the attendant are connected. The attendant processes the call as required.

To recall the attendant from a 2-party connection established by the attendant or from a 6-party conference, perform the same procedure using the [Recall] button as described for users of single-line telephones/voice terminals. If your telephone/voice terminal does not have a **Recall** button, one can be administered to a feature button (System 85 R2V2 and later).

Automatic Call Distribution (ACD)

The ACD feature permits incoming trunk calls, local telephone/voice terminal calls, and attendant-extended calls to connect to the most idle telephone/voice terminal in a prearranged group of telephones/voice terminals. These answering positions can also place calls and receive non-ACD calls. Selected terminal users (agents) are organized into a split (a group of agents) to allow for balanced call distribution.

The ACD serves as the gateway to Message Center, with the Message Center agents residing in an ACD split.

The ACD also serves as the gateway to the Audio Information Exchange (AUDIX) with the AUDIX ports residing in an ACD split.

The ACD is available in System 85 R2V3/V4 and DEFINITY Generic 2 to replace the *Enhanced Uniform Call Distribution* (EUCD) feature that was supported in System 85 R2V2.

Call Distribution

A published telephone number is associated with the extension number of the first voice terminal in the split (the split supervisor's terminal).

The system directs incoming calls for the published number to a queue. Three methods of call distribution are available (assigned on a per-split basis) to extend the call from the queue to an idle agent: direct hunting, circular hunting, and most idle agent (MIA). The MIA is added as an option in System 85 R2V3/V4 and DEFINITY Generic 2 for a more evenly balanced call distribution. Direct or circular hunting may be selected for the customer where required by the particular application.

- Direct hunting always starts with the first agent (split supervisor) and hunts toward the last member. Direct hunting is used for applications where a priority series of answering positions is desired.

- Circular hunting starts where the hunting process left off during the previous scan and continues through the list of agents. After checking the final member of the list, circular hunting again returns to the first member of the list and continues in a circular fashion. Circular hunting is useful for applications, such as order taking or Message Center, where a more evenly balanced call distribution is necessary.

- The MIA distribution extends ACD calls to the agent who has been idle the longest. Agents who are in the Staffed mode of operation and are not handling an ACD call are placed in an agent queue. Using this method, the first available agent from the agent queue would receive the call from the head of the queue containing incoming ACD calls. The MIA distribution is used for applications such as reservations and sales answering.

  Agents are marked as "unavailable" with regard to the agent queue when they are in the Aux Work mode of operation, engaged in After Call Work, or active on a personal call. In this way, agents, although unavailable for another ACD call, are moved ahead in the agent queue. If an unavailable agent moves to the head of queue, the agent will be bypassed for distribution of ACD calls until becoming available. When available, the next ACD call would be distributed to that agent.

  For some ACD applications, outgoing calling is an integral part of the agents' duties. For other applications, an agent rarely makes an outgoing call. The MIA method of distribution allows outgoing calls either to be considered as work related (agent is removed from the agent queue) or personal (agent remains in queue and is marked as unavailable). This choice is made on a per-split basis allowing the choice to be based on the primary application of each split.

Each voice terminal (including the split supervisor's voice terminal) in an ACD split can receive calls either as a split member or as an individual terminal. For internal calls, unique ACD split extension numbers, called associated numbers, identify the split. For incoming calls, the ACD split is associated with incoming trunks.

One of the associated numbers and any number of the incoming trunk groups may receive a priority designation. Priority calls are placed at the head of the queue or behind priority calls that are already in queue. A nonpriority call enters the queue behind all other calls.

Call Handling

The ACD extension may be used as a non-ACD extension. For example, calls may be originated and received by the assigned ACD extension. Furthermore, a coverage path may be assigned to an ACD extension, although a coverage path may not be assigned to an ACD split. When a call is in progress at the telephone/voice terminal, whether the call is an ACD call or not, no ACD calls will be received at that voice terminal except with System 85 R2V4 and Generic 2 when multiple call handling is active.

Transfers may be made to splits or to a specific agent in a split.

The ACD extension may receive transfers and extension calls. If a coverage path is not assigned to an extension and a call is transferred or placed to an agent who has a call in progress, the call rings an idle appearance. Ringback tone is returned to the calling party. If a coverage path is assigned to an extension and call coverage is active, a call transferred or placed to an agent with a call in progress goes to coverage, depending on coverage criteria.

The Call Management System (CMS) tracks all calls when the agents are properly staffed and logged in. The 106B display unit shows the status (Unstaffed and no light lighted, Available, on all calls, After Call Work, Auxiliary Work) of the agents' positions, regardless of CMS being provided. The agents do not need to be logged in to be "tracked" by the 106B display unit. The CMS and 106B display unit allow the ACD supervisor to detect misuse of the telephones.

Assignment of Appearances to Voice Terminals for Agents

Two or three appearances of the same extension are recommended for an agent voice terminal, depending on the agent's responsibilities. The ACD calls are distributed only if the extension is idle except when multiple call handling is active.

Two Appearances: Recommended in situations where the agent is receiving incoming calls and placing outgoing calls. One of the appearances is used to originate and terminate calls. The other appearance is reserved to terminate priority calls and originate calls only. With this arrangement, the agent while active on an ACD call, can use a feature such as transfer and receive an important (priority) call from the split supervisor or other users.

Three Appearances: In some situations, such as when a particular agent frequently deals with a particular patron ("client"), it is appropriate to assign three appearances to an agent position. This assignment allows the agent to have an active ACD call and receive a non-ACD call on the second appearance. Therefore, the first two appearances are used to originate and terminate calls, and the third appearance is reserved to terminate priority calls and originate calls only. This configuration allows the agent to handle ACD calls, receive calls directed to his or her telephone/voice terminal (for example, from a particular "client" or from the supervisor), and use transfer or answer priority calls.

Automatic Answering Appearances: Before System 85 R2V4 and DEFINITY Generic 2, only one appearance was designated as an Automatic Answering Appearance. To answer a call on the other appearance, the user selected the appearance. An Automatic Answering Appearance allowed the agent to operate in a hands-free mode. With System 85 R2V4 and Generic 2, more appearances can be designated as Automatic Answering appearances to be used in multiple call handling with a headset adapter and headset. The agent is alerted to an

incoming call with a zip-tone (not audible ringing) and is then connected to the call. Generally, Automatic Answering Appearances are not used with handset operation.

Assignment of Appearances to Voice Terminals for Split Supervisors

Two or three appearances may be assigned for the ACD supervisor. Two appearances are recommended in situations in which the supervisor is not likely to handle multiple calls from agents or elsewhere. Three appearances are recommended in situations in which the supervisor may handle multiple calls and place some calls on hold.

If the supervisor answers some ACD calls, three appearances are recommended. While the supervisor is active on an ACD call, a call from an agent can be distributed to the supervisor's voice terminal. Furthermore, while the supervisor is active on a call, no ACD calls will be distributed since the extension is busy except with System 85 R2V4 and DEFINITY Generic 2 and when multiple call handling is active.

It is possible to assign a coverage path to the supervisor's extension. The supervisory extensions may also be assigned to a hunt group so that there will be a means to notify a supervisor when an agent needs help.

ACD Features—Agents

The ACD features assigned to buttons for agents are: Auto-In, Manual-In, Aux Work, Staffed, Release, Assist, and Repeat. The status indicators associated with each of these buttons is ON while the agent is in the mode or using the assigned feature. Stroke Count buttons and Agent Login (abbreviated dialing button) may also be assigned depending on the needs of the customer (these buttons and their functions are described under CMS in this write-up).

The Auto-In, Manual-In, Aux Work, and Staffed features affect the distribution of calls to an agent position. An agent may change between Auto-In, Manual-In, and Aux Work at any time during a call, during After Call Work, or while idle.

Auto-In: Allows the answering position to receive a new ACD call immediately upon disconnecting from the previous call. Time spent handling ACD calls is tracked by the CMS.

Manual-In: Provides an agent time to perform call-related paper work or follow-up procedures after an ACD call has been completed. When an agent handles an ACD call in the Manual-In mode, the voice terminal goes into the After Call Work mode on disconnecting from the call. (The Status Indicator associated with the Manual-In button winks while the voice terminal is in the After Call Work mode.) To be eligible to receive another ACD call, an agent must press Manual-In or Auto-In button. Time spent handling ACD calls and in After Call Work are tracked by the CMS. The 106B display unit indicates the status of agents when handling an ACD call and in the After Call Work mode.

> **Note:** Manual-In or Auto-In buttons can also be pressed while on an ACD call to change the operating mode; for example, change from Auto-In to Manual-In mode because the particular call is going to require After Call Work.

Aux Work (Auxiliary Work): Used to prevent the distribution of an ACD call to an agent. Typically, this feature would be activated to allow agents to do some filing or make outgoing calls and to have lunch and coffee breaks. To enable the answering position to receive ACD calls after this feature has been activated, the agent must go into the Auto-In or Manual-In mode. Time spent in Aux Work is tracked by the CMS, and activation of this feature is displayed on the 106B display unit.

Staffed: The Staffed feature is used to indicate to the switch that the answering position is in the occupied mode. When a position becomes occupied, it is placed in the Aux Work mode. To be eligible to receive a call, the agent must then enter the Manual-In or Auto-In mode. To be tracked by the CMS, the agent must be logged in.

The Staffed mode may be activated differently depending on the use of a headset or handset. When there is no headset, an agent must press the Staffed button (or use the dial access code) to be in the occupied mode. To unstaff the position (for example, at the end of an agent's shift), depress [Staffed] (or redial the Staffed dial access code).

When the headset is used without CMS tracking, the answering position automatically goes into the Staffed-Aux Work mode when the headset is plugged in. Unplugging the headset automatically puts the answering position in the unoccupied mode. An agent may also use the Staffed button while the headset is plugged in to change between Staffed and Unstaffed modes. If the headset is removed during an active call, the call is dropped. When the headset is plugged in again, the agent is "Staffed" and in the Aux Work mode. If an agent removes the headset during a call that is on hold, the call remains on hold. The agent's work mode remains unchanged. In each case, the buttons on the voice terminal are operable when the headset is removed.

Release: Used to release any type of call in progress at the agent position while the answering position is in the Staffed mode. The Release feature allows an agent to end a call and be eligible to receive another ACD call (in the case of Auto-In), or go into After Call Work (in the case of Manual-In), without waiting for the caller to disconnect.

The **Disconnect** and **Drop** buttons do *not* perform the same function as the **Release** button. The **Disconnect** button sends a momentary on-hook signal to the switch. In the case of an Auto Appearance and headset operation, pressing the **Disconnect** or **Drop** button while Staffed and in the Auto-In or Manual-In modes puts the agent into a non-ACD call mode (enabling the agent to originate a call that will be tracked as a non-ACD call). Upon disconnect from the non-ACD call, the agent will be in the Aux Work mode. When an agent is in Aux Work, no ACD calls will be distributed to that position. The agent must then select Auto-In or Manual-In to be available to receive another ACD call. In the case of a regular (not automatic) ACD appearance, pressing the **Disconnect** or **Drop** button while Staffed and in the Auto-In or Manual-In modes puts the agent into a non-ACD call mode (enabling the agent to originate a call that will be tracked as the non-ACD call). When the agent goes on-hook, the position is still Staffed and goes back into the Auto-In mode if the agent was in the Auto-In mode, or After Call Work if the agent was in the Manual-In mode. It is recommended that the agents not use the **Disconnect** or **Drop** buttons.

Assist: An Abbreviated Dialing (AD) button that allows the agent easy access to the supervisor for assistance. The button may also be used with the Conference feature to add the supervisor as a conferee.

Repeat: Used to repeat the city-of-origin announcement that may be provided to the agents. In the case of Overload Balancing, the queue-of-origin announcement is provided as the city-of-origin announcement, and may be repeated by using the Repeat button. The caller does not hear the announcement.

Non-ACD Features—Agents

Display-Related Features: When the agent is using a voice terminal equipped with a digital display, several display features are useful. Normal Mode and Inspect Mode allow the agent to view the city-of-origin for ACD calls and calling/called party identification for non-ACD calls.

Examples:

Trunk Call

a = TRK GRP 1 to Sales Dept (Name assigned to member of extension)

Internal Call

a = 1356 to Sales Dept

   or

a = R. Jones (name of calling party)

Dialed Number Identification Service (DNIS)

The DNIS identifies the number dialed for an incoming call and can simultaneously bring up a previously associated data application on an agent's video terminal. This service can be used in ACD environments as follows:

1. A single ACD split can be set up to have several different numbers routed to the split.

2. When the incoming call rings the agent's telephone, the number dialed by the outside caller is identified by software monitoring that telephone.

3. Based on this identification, a corresponding data application (specified by the customer) is simultaneously brought up on the agent's video terminal to enhance the agent's handling of the call. The data application displayed will vary depending on customer administration that associates applications with incoming calls dialed.

No new switch software is required to support this service.

The DNIS eliminates the requirement of dedicated ACD splits for each service, improves agent utilization since the same agent can now handle different calls for various services, and improves agent efficiency by replacing manual intervention with automated number identification and simultaneous data application entry. The DNIS can also be used in non-ACD settings, where the call goes to a specified extension rather than an ACD group.

Several configurations of DNIS will be supported, and are valid with System 85 R2V2/V3/V4 and Generic 2 switch releases. To support these DNIS configurations, the associated agent voice terminals are administered as display terminals (with or without physical display). Incoming call display messages are monitored.

For System 85 R2V2/V3 configurations, the incoming calls must first be routed to specific "dummy" extensions that are forwarded or otherwise redirected to the ACD split or answering stations. (Each of these dummy extensions is associated with a particular product/service.) These configurations also apply in System 85 R2V4 and Generic 2 when Call Vectoring is not used.

The *Timer* feature may be activated by the agent to measure the time of calls. This feature requires activation and deactivation by the user. *Date/Time* is another feature available to the agent.

Abbreviated Dialing (AD) buttons may be assigned for easy transfer of calls to splits and specific agents. Furthermore, if an agent has responsibilities that include making outgoing calls to certain customers, AD dialing buttons can be assigned for shorter dialing of stored outside numbers.

The **Conference**, **Transfer**, and **Hold** button cluster can be used by agents while handling ACD calls as well as non-ACD calls. To transfer a call, the user presses the **Transfer** button. The call is automatically placed on hold, and another call appearance is selected. The agent then dials the extension to which the call will be transferred (a split or specific user) and presses the **Transfer** button again. If the agent wants to talk privately with the person to whom the call is transferred, the agent may do so prior to the second depression of the **Transfer** button. To conference a call, the user presses the **Conference** button. The call is automatically placed on hold, and another call appearance is selected. The agent then dials the number of the conferee and presses the **Conference** button again. At that time all parties are connected in a conference.

Other features, including *Leave Word Calling*, may also be assigned to agents' voice terminals. This capability will be particularly useful to agents with display modules. Supervisor/agent messaging is enhanced when this feature is assigned to agents and supervisors.

Multiple Call Handling With Hold

An agent in a generic ACD or Message Center Service (MCS) environment will be able to handle new ACD calls after putting a call on hold. When an agent has a call (or calls) on hold, the agent can either manually request to receive new ACD calls or return to a held call.

If a MCS agent puts a call on hold via a business communications terminal (BCT), the screen associated with the call will be saved. When the call is later reconnected via the BCT, the saved screen will come up. Information on the screen can be revised, or additional information can be entered by the agent.

This capability has been requested by MCS customers, in conjunction with the Principal Busy Indication capability to allow an agent to put a redirected caller on hold and handle other distributed calls while the caller waits for a busy principal's extension to become idle. The agent can then get back to the held caller at a later time to either transfer the caller back to

the principal, when the principal's extension is shown to be idle, or to allow the caller to leave a message for the principal.

This capability could also be useful for agents in both generic ACD and MCS environments to temporarily 'stack' calls (up to 12 per agent) on their terminals to reduce the number of calls in queue if, for instance, the split receives a sudden burst of traffic.

ACD Features—Split Supervisors

The supervisor is the first member of each split (member 0) and has access to some features that are not available to agents. The ACD features assigned to buttons for supervisors are: *Add, Delete, Verify Announcement, Call Forwarding-All Calls, Call Forwarding-Busy/Don't Answer*, and *Enhanced Service Observing*. *Agent Override* may also be assigned in some cases. Overload Balancing is also performed by the supervisor. However, since the feature is used infrequently, it does not need to be assigned to a button, but can be activated by a dial access code. The supervisor can turn off the switch reload warning light (after a tape reload) in System 85 R2V4 and Generic 2.

Add Agent and *Delete Agent*: **Add Agent** and **Delete Agent** buttons allow the split supervisor to add or remove members of the split. Agents may also be added from other splits if they are removed from their former split. Such transferring of agents should be coordinated between split supervisors.

Verify Annct (Verify Announcement): The supervisor using the *Verify Announcement* feature may listen to and verify the split's first recorded announcement. No modifications may be made to the recording when this feature is used.

Intraflow All: Provided by the *Split Call Forwarding—All Calls* feature. This feature is used to provide service for an unstaffed split. This feature may be accessed by the split or system supervisor or the attendant. While Intraflow All is activated, all calls coming into the split are redirected to another split, an attendant, a voice terminal, or an automatic answering/announcement machine on an extension (locally engineered).

Intraflow Threshold: Provided by the *Split Call Forwarding—Busy/Don't Answer* feature. If the number of calls in queue is equal to or exceeds a preset overflow level, calls are outflowed from the front of the queue (the call longest in queue) to another split within the switch if the number of calls in the other split is less than the inflow threshold setting for the split. A voice terminal or split on another DCS switch can also be specified as a destination. However, inflow threshold checking and queue-of-origin notification are not provided.

> **Note:** If Call Vectoring is enabled, Intraflow All and Intraflow Threshold do not function.

Overload Balancing: Performed by the supervisor to allow load transfers to other switches on the customer's network. The supervisor accesses the feature by dialing the Overload Balancing dial access code followed by the destination telephone number that is set up by using the AAR/ARS pattern. Overload Balancing—All, Overload Balancing—Overflow, Overload Balancing—Cancel and Overload Balancing—Default are used to accomplish Overload Balancing (Interflow). Overload Balancing—All transfers all calls (if no agents are available) to a distant switch, and Overload Balancing—Overflow transfers a call to a distant switch if the number of calls in queue is equal to or exceeds a preset overflow level.

Service Observe: Service Observing allows the supervisor to monitor successive incoming or outgoing calls without reactivating the feature. The supervisor may monitor the agent during or between calls by pressing the Service Observe button and dialing the agent's extension number (or using an AD button). An optional warning tone may be administered. Two-way audible connection observing or one-way silent observing can be activated.

Agent Override: Allows the supervisor to barge in on agents as they handle existing calls. An optional warning tone may be administered. The supervisor can access this feature by using an AD button that contains the dial access code. The supervisor must then dial or access the agent's extension using an AD button. If the agent is idle or in a 3-way conference, the supervisor receives intercept tone. Disconnect occurs when the agent hangs up.

If the split supervisor performs as an agent, the ACD features assigned to buttons for agents (Auto-In, Manual-In, Aux Work, Staffed, Release, and Repeat) should be assigned to the supervisor's voice terminal. Furthermore, Stroke Count buttons, AD, Priority Call, and Leave Word Calling may be assigned to the supervisor's voice terminal. The Conference, Transfer, Drop, and Hold button cluster are fixed features on the supervisor's voice terminal.

Display-Related Features: When the supervisor has a Display Module, the display-related features assigned for agents (Normal Mode, Inspect Mode, Timer, Date/Time) should be assigned to the supervisor's voice terminal.

ACD Features—System Supervisor

An attendant can be designated as the system supervisor to do the following:

- Activate/Cancel Call Forwarding (unconditional or overflow) for any split. (See Call Forwarding for ACD calls in this ACD write-up.)

- Turn off the system reload warning light (after a tape reload, using only the console position designated as the ACD system supervisor). See "Power Failure" in *DEFINITY™ 75/85 Communications System, Generic 2 and System 85, Attendant Console Users Guide, 555-104-730.*

- Control restrictions using any console on voice terminals on a per-answering-position basis. See "Restrictions" in *DEFINITY™ 75/85 Communications System, Generic 2 and System 85, Attendant Console Users Guide, 555-104-730.*

Call Management System (CMS)

This system (on the AP 16, 3B2, and 3B5) helps you to manage ACD activity and administer split assignments. Detailed reports are generated on a scheduled or on a demand basis, and real-time displays of current agent activity are provided.

The CMS reports can include the following information.

- The amount of time agents spend on calls

- The amount of time it takes for agents to answer calls

- The number of abandoned calls

- The amount of time agents are available between telephone calls

- The number and amount of time spent on outgoing calls by agents.

Agents must log in to be tracked by CMS. These agents are called measured agents.

Agent Login: Abbreviated Dialing (AD) buttons may speed the login process. An AD button may be assigned to the dial access code for agent login. The agent may then dial his or her login identification. If the agent always uses the same voice terminal and no other agent uses that voice terminal, the AD button may be assigned to the dial access code for agent login and the login identification code.

Agents must be in the Unstaffed mode to log in or be logged in with a different login ID. Logging in automatically puts the position in the Staffed-Aux Work mode. Agents may log out in any mode. Unstaffing the position automatically logs out the agent. A Logout button is needed only if a Staffed button or headset is not provided. If an agent logs out during a call, CMS will no longer collect statistics on that agent or call.

Stroke Count Buttons: Allow an agent to record the frequency of specific, customer-defined events. Agents may use these buttons during a call without interrupting the call or placing the call on hold. A specific Stroke Count button (Audio Trouble, the button associated with code 0) is used to record audio difficulties. A report is generated identifying the agent extension and the trunk involved. Nine other Stroke Count buttons are available for the customer to define. This feature allows the customer to record the number of occurrences of certain events such as sale or no sale, or to track the effectiveness of various types of advertising by recording the callers' answers to inquiries from the agents, regarding how the caller became aware of the product advertised and so forth. Two counters in CMS correspond to each button code. One counter is associated with the agent who pressed the button, and the other counter is associated with the split to which the agent is assigned.

To log into CMS:

1. Plug in headset.

2. Go off-hook on an idle appearance.

   Listen for dial tone.

3. Press [Login], or dial the Log-In access code.

   Listen for dial tone.

4. Dial the 4-digit login ID twice.

   Listen for confirmation tone.

   Your answering position is now staffed, and you are automatically placed in Aux Work mode.

5. Press [Auto-In] or [Manual-In] to be available for ACD calls.

To log out of CMS:

1. Unplug the headset; or, if no headset, press [Staffed] (see **Note**).

or

If neither headset nor **Staffed** button, go off-hook on an idle appearance.

Listen for dial tone.

2. Press [Logout], or dial the Log-Out access code.

Listen for dial tone.

3. Go on-hook, or press [Release] (if you have automatic answering assigned by the System Manager).

Your answering position is now unstaffed.

> **Note:** If CMS is not being used to track ACD calls in your split and your voice terminal is equipped with a headset, plugging in the headset automatically places your answering position in the staffed mode.
>
> If your voice terminal is not equipped with a headset, you must press [Staffed] (associated light goes on) to enter the Staffed mode.
>
> In both cases the answering position when staffed is automatically placed in Aux-Work mode, and you must press [Auto-In] or [Manual-In] to become available to receive ACD calls.
>
> Unplugging the headset or pressing the lighted [Staffed] places your answering position in the unstaffed mode.

ACD—Applications

There are four general categories of ACD agent call-handling responsibilities:

- Incoming call handling only

- Incoming call handling and originating calls

- Incoming call handling and "client" responsibilities

- Incoming call handling for two splits.

Due to the varied responsibilities of agents, they require different features and voice terminal configurations.

Incoming Call Handling Only

Agents whose only responsibility is to handle incoming calls typically handle a large volume of calls. For example, these agents might work for a large airline making ticket reservations and providing schedule information. These agents usually require headsets.

Either the 7305S voice terminal or the *Callmaster* digital voice terminal can be used as the standard ACD agent voice terminal. These terminals provide enough buttons to be assigned to appearances and ACD features and support a headset adapter and headset. Furthermore, these voice terminals do not have a **Disconnect** button that agents could press inadvertently.

The following voice terminals may be used to provide display capabilities to the agents:

- 7405D with digital display module
- 7406D with display
- 7407D
- 7434D with digital display module
- 7506 (ISDN, Generic 2 only)
- 7507 (ISDN, Generic 2 only)
- 510 personal terminal
- 515 BCT.

Two call appearances can be assigned. Refer to assignment of appearances to voice terminals for agents in this ACD write-up.

Incoming Call Handling and Originating Calls

Many agents who are responsible for incoming calls are also responsible for placing calls during off-peak times. For example, when the volume of incoming calls is low and agents are idle, the agents may then work on bill collection or solicitation. These agents usually also require headsets.

Either the 7305S voice terminal or the *Callmaster* digital voice terminal may be used as the standard ACD agent voice terminal. The following voice terminals may be used to provide display capabilities to the agents:

- 7405D with digital display module
- 7406D with display
- 7407D
- 7434D with digital display module

- 7506 (ISDN, Generic 2 only)

- 7507 (ISDN, Generic 2 only).

- 510 PT

- 515 BCT.

Two call appearances can be assigned. Refer to assignment of appearances to voice terminals for agents in this ACD write-up.

Incoming Call Handling and "Client" Responsibilities

A situation may occur in which an agent is a member of a split, handling incoming calls, and has some expertise in a certain area so that a particular patron or "client" will prefer to deal with that particular agent. For example, the agent may work for the "classified" section of a newspaper. A particular department store may advertise frequently in that newspaper and want to deal with someone familiar with its account. In this case, the department store would call the agent's extension, not the number associated with the split, and would be the "client" of the agent. The needs of this agent are different from those of the previously discussed agents.

Three appearances can be assigned to the voice terminal in this application. Coverage may be assigned to the agent's extension. When the agent is active on an ACD call and the "client" calls, the agent may put the ACD call on hold and answer the "client's" call. If coverage has been assigned to the agent's extension and cover-extension active or don't answer is activated, the agent may let the ACD call go to coverage instead of placing it on hold. To return the call to the "client," the agent may go into Aux Work mode and originate the call. While the agent is active on the call to the "client," no ACD calls will be distributed to that extension, since the extension is busy.

Agents who are members of a split and have "clients" may or may not require headsets. Depending on the extent of non-ACD calling that the agent performs, the 7203, 7205, and 7505 (ISDN, Generic 2 only) voice terminals are appropriate. The following voice terminals may be used to provide display capabilities to the agents:

- 7405D with digital display module

- 7406D with display

- 7407D

- 7434D with digital display module

- 7506 (ISDN, Generic 2 only)

- 7507 (ISDN, Generic 2 only).

- 510 PT

- 515 BCT.

Incoming Call Handling for Two Splits

Although not typical, situations may occur in which an agent needs to be a member of two splits. For example, a travel agency may have a split set up to handle a priority customer. Unlike the "client" situation mentioned earlier, the patron does not need to talk to a specific agent, so arranging a split to handle the calls is appropriate. The travel agency expects agents to take general calls and to answer calls from the priority patron as well. The agency may expect the agents to put a call on hold to answer a call to another split and perhaps take a callback message or deal with the call.

In this application, the agent will require two extensions to terminate at the position. It is recommended that two appearances for each extension be assigned. For each of the extensions, a separate set of ACD feature buttons must be assigned. The 7305S voice terminal or **Callmaster** digital voice terminal is recommended since each supports a headset and does not have a **Disconnect** button. The following voice terminals may be used to provide display capabilities to the agents:

- 7405D with digital display module

- 7406D with display

- 7407D

- 7434D with digital display module

- 7506 (ISDN, Generic 2 only)

- 7507 (ISDN, Generic 2 only).

- 510 PT

- 515 BCT.

Answering Calls—Auto-In Mode With Automatic Answering (Headset)

To answer ACD calls in Auto-In mode using a headset (automatic answering operation:

1. Plug in the headset.

2. Log in if you are a measured agent.

   Your answering position is now staffed, and you are automatically placed in Aux-Work mode.

3. Press ⌊Auto-In,⌋ or dial Auto-In access code.

   Auto-In light goes on.

Aux-Work light goes off.

Listen for a 1-, 2-, or 3-burst of zip tone (see **Note**) and appropriate announcement. You are automatically connected to the call.

Note: One burst of zip tone—call is from your split queue. Zip tone is followed by a city-of-origin announcement if the announcement is administered and the call is an incoming trunk call.

Two bursts of zip tone—call has been forwarded or overflowed from another queue. Zip tone is followed by a city- or queue-of-origin announcement if administered.

Three bursts of zip tone—call has been forwarded by Overload Balancing from another system. Zip tone is followed by a city- or queue-of-origin announcement if administered or Vector Directory Number (VDN) if vectoring is enabled.

The queue-of-origin announcement is only heard when the city-of-origin announcement is not administered to trunk groups for incoming ACD calls.

4. Converse with caller.

Your call is disconnected when caller hangs up, or you press [Release]. You are automatically connected to the next call. (Press [Release] for faster disconnect.)

5. Log out if you are a measured agent, or unplug the headset if unmeasured to become unstaffed.

To do after ACD call-related work infrequently when you are answering calls in Auto-In mode:

1. Press [Manual-In] during an in-progress call when a particular call is going to require After Call Work. You can also press [Manual-In] after disconnect or when idle.

Manual-In light goes on.

Auto-In light goes off.

Your position is bypassed during split scans. However, you can place or receive non-ACD calls.

2. Press [Manual-In] or [Auto-In] again to become available to receive ACD calls.

Answering Calls—Auto-In Mode With Automatic Answering (Handset)

To answer ACD calls in Auto-In mode using a handset (automatic answering operation):

1. Log in if you are a measured agent, or press [Staffed] if you are an unmeasured agent.

   Your answering position is now staffed and you are automatically placed in Aux-Work mode.

2. Press [Auto-In].

   Auto-In light goes on.

   Aux-Work light goes off.

3. Place the handset to the ear, and listen for a 1-, 2-, or 3-burst of zip tone (see **Note**) and appropriate announcement. You are automatically connected to the call.

   Note: One burst of zip tone—call is from your split queue. Zip tone is followed by a city-of-origin announcement if the announcement is administered and the call is an incoming trunk call.

   Two bursts of zip tone—call has been forwarded or overflowed from another queue. Zip tone is followed by a city- or queue-of-origin announcement if administered.

   Three bursts of zip tone—call has been forwarded by Overload Balancing from another system. Zip tone is followed by a city- or queue-of-origin announcement if administered.

   The queue-of-origin announcement is only heard when the city-of-origin announcement is not administered to trunk groups for incoming ACD calls.

4. Converse with caller.

   Your call is disconnected when caller hangs up, or you press [Release] You are automatically connected to the next call. (You must hold the handset to the ear continuously to hear zip tone.)

5. Log out if you are a measured agent, or press [Staffed] if unmeasured to become unstaffed.

Answering Calls—Manual-In Mode With Automatic Answering (Headset)

To answer ACD calls in Manual-In mode using a headset (automatic answering operation):

1. Plug in the headset.

2. Log in if you are a measured agent.

   Your answering position is now staffed, and you are automatically placed in Aux-Work mode.

3. Press [Manual-In].

   Manual-In light goes on.

   Aux-Work light goes off.

   Listen for a 1-, 2-, or 3-burst of zip tone (see **Note**) and appropriate announcement. You are automatically connected to the call.

   > **Note:** One burst of zip tone—call is from your split queue. Zip tone is followed by a city-of-origin announcement if the announcement is administered and the call is an incoming trunk call.
   >
   > Two bursts of zip tone—call has been forwarded or overflowed from another queue. Zip tone is followed by a city- or queue-of-origin announcement if administered.
   >
   > Three bursts of zip tone—call has been forwarded by overload balancing from another system. Zip tone is followed by a city- or queue-of-origin announcement if administered.
   >
   > The queue-of-origin announcement is only heard when the city-of-origin announcement is not administered to trunk groups for incoming ACD calls.

4. Converse with caller.

5. Your call is disconnected when the caller hangs up, or you press [Release].

   You are in ACD call-related work mode.

   Manual-In light flashes.

6. Do any necessary paper work while your position is bypassed during split scans.

7. Press [Manual-In] to receive another ACD call.

8. Log out if you are a measured agent, or unplug the headset if unmeasured to become unstaffed.

Answering Calls—Manual-In Mode With Manual Answering (Headset)

To answer ACD calls in Manual-In mode using a headset (manual answering operation):

1. Plug in headset.

2. Log in if you are a measured agent, or press [Staffed] if you are unmeasured.

   Your answering position is now staffed, and you are automatically placed in Aux-Work mode.

3. Press [Manual-In].

   Manual-In light goes on.

   Aux-Work light goes off.

4. Select the ringing appearance.

   Listen for a 2- or 3-burst of zip tone (see **Note**) and appropriate announcement.

   Note: Two bursts of zip tone—call has been forwarded or overflowed from another queue. Zip tone is followed by a city- or queue-of-origin announcement if administered.

   Three bursts of zip tone—call has been forwarded by Overload Balancing from another system. Zip tone is followed by a city- or queue-of-origin announcement if administered.

5. Converse with the caller, and press [Release] when conversation ends.

   Manual-In light flashes.

6. Do After Call Work if necessary.

7. Press [Manual-In] to receive another ACD call.

Answering Calls—Manual-In Mode With Manual Answering (Handset)

To answer ACD calls in Manual-In mode using a handset (manual answering operation):

1. Log in if you are a measured agent, or press [Staffed] if you are unmeasured.

    Your answering position is now staffed, and you are automatically placed in Aux-Work mode.

2. Press [Manual-In].

    Manual-In light goes on.

    Aux-Work light goes off.

3. Go off-hook, and select the ringing appearance.

    Listen for a 2- or 3-burst of zip tone (see **Note**) and appropriate announcement.

    > **Note:** Two bursts of zip tone—call has been forwarded or overflowed from another queue. Zip tone is followed by a city- or queue-of-origin announcement if administered.
    >
    > Three bursts of zip tone—call has been forwarded by Overload Balancing from another system. Zip tone is followed by a city- or queue-of-origin announcement if administered.

4. Converse with the caller, and hang up when conversation ends.

    Manual-In light flashes.

5. Do After Call Work if necessary.

6. Press [Manual-In] to receive another ACD call.

Placing Internal Calls to Splits

To place a call from an extension (internal call) to an ACD split:

1. Dial the unique extension number of the split called an "associated extension"

    Listen for ringback tone.

    If an idle position is available, your call completes. Otherwise, your call is placed in the split queue.

    Hear the first delay recorded announcement while the system scans the split so that your call can be answered (see **Note**).

    Converse with the answering agent, and hang up when your call ends.

    > **Note:** You may hear a second system-wide delay recorded announcement if the system continues to scan the split for an idle position.

To place a call from an extension to a specific agent in a split:

1. Dial the individual telephone/voice terminal extension of the specific agent.

   Listen for ringback tone.

2. Converse with the agent, and hang up when your call ends.

Barging in on ACD Calls—Agent Override

Note: Only supervisors and voice terminals with Agent Override class of service may barge in on agents as they handle an existing call. The call must be established before Agent Override can be activated.

To activate Agent Override with/without warning tone:

1. Press an idle appearance button.

   Listen for dial tone.

2. Dial the Agent Override access code, or press [Agent Override].

   Listen for dial tone.

3. Dial the extension number of the agent to be observed.

   Listen for tone:

   Intercept tone—the voice terminal is idle or in a 3-way conference.

   Warning tone—an optional initial short tone to alert the agent that you are about to be added to the connection. You are added to the 2-party connection. You are disconnected when the agent and the caller hang up.

4. Press [Release] if intercept tone is heard.

5. Repeat the procedure to barge in on other calls to an agent. You can barge in on incoming or outgoing calls.

Monitoring ACD Calls—Service Observing

Note: Only designated observers can monitor successive calls to an agent for extended periods of time. Service Observing can be used for training purposes to help new agents handle successive ACD calls or to evaluate service. Multiple calls can be observed during one session because the feature is not deactivated when an agent disconnects from a call.

To activate Service Observing:

1. Press an idle appearance button.

    Listen for dial tone.

2. Press [Serv Obs].

    Service Observe light goes on.

    Listen for dial tone.

3. Dial the extension number of the agent to be observed.

    Service Observe light flashes slowly if agent is not active on a call. Observer is placed in a waiting state and bridged on when the agent receives a call.

To activate 2-way observing during observation:

1. Press [Serv Obs] (audible 2-way connection).

To restore muting during observation (silent 1-way connection):

1. Press [Serv Obs] again.

To activate Service Observing with warning tone administered:

An optional warning tone is available (on a per-system basis) to alert the agent to the presence of an observer on the connection.

1. Press an idle appearance button.

    Listen for dial tone.

2. Press [Serv Obs].

    Service Observe light goes on.

    Listen for dial tone.

3. Dial the extension number of the agent to be observed.

    If the agent has a call in progress, all parties on the connection will hear an initial long burst of tone (2 seconds) and a short burst of tone (.5 second) every 15 seconds during the duration of the observer's presence.

    If the agent is between calls, the observer and the agent will hear the first warning tone (2 seconds) after the beginning of the next call.

4. After observation, press [Release], or hang up.

Overload Balancing (Interflow)—Split Supervisor Only

There are two types:

- Overload Balancing—Unconditional is used to transfer all calls to a distant system; similar to Call Forwarding—Follow Me.

- Overload Balancing—Overflow is used to forward calls in an overflow condition to a distant system; similar to queue overflow.

To establish a default destination for Overload Balancing:

1. Press an idle appearance.

   Listen for dial tone.

2. Dial the Overload Balancing default access code.

   Listen for dial tone.

3. Dial the Automatic Alternate Routing (AAR)/Automatic Route Selection (ARS) access code or trunk access code.

   Listen for trunk dial tone.

4. Dial the 7- to 10-digit default number.

   Listen for confirmation tone.

   Number is established.

5. Press 🔲.

   Number is established.

6. Press 🔲Release🔲, or hang up.

To activate Overload Balancing to a default destination:

1. Press an idle appearance.

   Listen for dial tone.

2. Dial the Overload Balance—All or Overload Overflow—Activate access code, or press 🔲Interflo All🔲 or 🔲Interflo Threshld🔲.

   Listen for dial tone.

3. Press 🔲.

   Listen for confirmation tone.

4. Press [Release], or hang up.

To activate Overload Balancing to a special destination:

1. Press an idle appearance.

    Listen for dial tone.

2. Dial the Overload Balance—All or Overload Overflow—Activate access code, or press [Interflo All] or [Interflo Threshld].

    Listen for dial tone.

3. Dial AAR/ARS access code or trunk access code.

4. Dial the 7- to 10-digit special number.

    Listen for confirmation tone.

5. Press [Release], or hang up.

To cancel Overload Balancing:

1. Press an idle appearance.

    Listen for dial tone.

2. Dial the Overload Balancing cancel code.

    Listen for confirmation tone.

3. Press [Release], or hang up.

Verifying the Recorded Announcement—Split Supervisor Only

To verify the first delay recorded announcement for the split:

1. Press an idle appearance.

    Listen for dial tone.

2. Dial the Verify Announcement access code, or press [Verify Annct].

    Listen to the recorded announcement.

3. Press [Release], or hang up.

Adding or Removing Agents—Split Supervisor Only

Note: If a member is being moved from one split to another, the move must be coordinated by the two split supervisors. An answering position must be removed from the original split before being added to another split. (Member must be unstaffed.)

To add a member to the split (group) or remove a member from the split:

1. Press an idle appearance.

    Listen for dial tone.

2. Dial the Member Add or Member Delete access code, or press `Add Agent` or `Delete Agent`.

    Listen for dial tone.

3. Dial the extension number of the agent to be added or removed.

    Listen for confirmation tone.

4. Press `Release`, or hang up.

Call Forwarding for ACD Calls (Disabled if Vectoring is active)

You can forward the ACD calls by performing any one of the four following methods:

*   You can forward all calls from one split to another split, an attendant, a telephone/voice terminal, or an answering machine on an extension (locally provided) by dialing the system Call Forwarding—Follow Me activate access code or by pressing **Intraflo All** button (if assigned).

*   Calls can be forwarded to another split within the switch when the number of calls in queue is equal to or exceeds a preset level. The number of calls in the "forwarded-to" split must be less than the inflow threshold for that split. Forward these calls by dialing the system Call Forwarding—Busy/Don't Answer activate code or by pressing `Intraflo Threshld` (if assigned).

*   All calls can be forwarded to a designated split or telephone/voice terminal at a distant switch if no agents are available to allow load transfer (Overload Balance—All) on a customer's network. You can forward these calls by dialing the Overload Balance—All activate access code or by pressing `Interflo All` (if assigned).

*   Calls can be forwarded to a special distant number or to a default number established at a distant split because of overflow conditions. You can forward these calls by dialing Overload Overflow activate access code or by pressing `Interflo Threshld` (if assigned).

To activate (split supervisor):

1. Press an idle appearance button.

   Listen for dial tone.

2. Dial the Call Forwarding—Follow Me or Call Forwarding—Busy/Don't Answer Activate access code, or press [Intraflo All] or [Intraflo Threshld].

   Listen for dial tone.

3. Dial the number of the "forwarding to" destination.

   Listen for confirmation tone.

4. Press [Release], or hang up.

   Note: This activation can be done as many as three times. The order of activation sets the order of priority. Activation to a distant (off-system) destination for all calls can only be done once.

To activate (system supervisor):

1. Press an idle loop button.

2. Press [Start].

   Listen for dial tone.

3. Dial the Call Forwarding—Follow Me or Call Forwarding—Busy/Don't Answer activate access code, or press [Intraflo All] or [Intraflo Threshld].

   Listen for dial tone.

4. Dial the split supervisor's extension number (to identify the split).

   Listen for dial tone.

5. Dial the number of the "forwarding to" destination.

   Listen for confirmation tone.

6. Press [Release].

   Note: This activation can be done as many as three times. The order of activation sets the order of priority. Activation to a distant (off-system) destination for all calls can only be done once.

To cancel (split supervisor):

1. Lift the handset.

   Listen for dial tone.

2. Dial the cancel code.

   Listen for confirmation tone.

3. Repeat the cancel procedure if three forwarded-to destinations are activated. Cancel in the reverse sequence as activated.

4. Press [Release], or hang up.

To cancel (system supervisor):

1. Press an idle loop button.

2. Press [Start].

   Listen for dial tone.

3. Dial the cancel code.

   Listen for dial tone.

4. Dial the split supervisor's extension number (to identify the split).

   Listen for dial tone.

5. Dial the number of the "forwarding to" destination.

   Listen for confirmation tone.

6. Repeat the cancel procedure if three forwarded-to destinations are activated. Cancel in the same sequence as activated.

7. Press [Release].

Automatic Call Distribution (ACD) in a Call Vectoring Environment

Call vectoring allows the customer to dynamically reconfigure the processing of incoming calls. Trunk groups and extension access numbers will have vectors assigned defining steps through which a CMS call progresses. Included among these steps are ringing tone, announcements, queuing to splits with repeated inflow threshold checking for secondary splits, delay with music, loops, stop, forced disconnect, forced busy, and forwarding to designated stations, splits or trunk groups. The customer will be able to program and store many vectors in memory to provide alternate patterns for call distribution.

These vectors can be accessed manually or automatically via time of day (to provide Night Service, for example) and day of week. This feature will allow greater flexibility with announcements and multi-level priority queuing. The feature will also perform the functions of time-based intraflow and interflow.

Automatic Callback

Automatic Callback allows you, if the extension number you dialed is busy, to hang up and be automatically connected to that number when the extension is idle. Automatic Callback is canceled if the call cannot be completed within 40 minutes.

If the extension number you dialed has Call Coverage for active, busy, or all calls, you will not get a busy indication. The Automatic Callback attempt will return reorder tone. This feature is chiefly useful when you are calling single-line voice terminals.

Note: You must dial access codes associated with this feature when buttons are not assigned or not available for the feature. Use the recommended dial access codes if your System Manager has not assigned other codes.

Single-Line Telephones/Voice Terminals

To activate Automatic Callback:

1. When the extension number you called is busy, press switchhook or Recall.

   Listen for dial tone.

2. Press Auto Callback, or dial Automatic Callback activate code.

   Listen for dial tone.

3. Redial the busy extension number.

   Listen for confirmation tone.

4. Hang up within 6 seconds.

   If you hear—

   Intercept tone, feature activation is denied because called extension number already has a call waiting, you do not have this feature, or the called extension number is in another partition (see Tenant Services).

   Reorder tone, the extension number you called has Call Coverage active.

When you are called back:

1. Your terminal receives three short bursts of ringing tone. Answer within a preset time (the time may be set for one to eight cycles of ringing tone).

   Ringing stops if callback call is not answered within the preset time.

2. Listen for ringback tone, and wait for the called party to answer.

When you are called back in a Distributed Communication System (DCS) environment:

- You may hear confirmation tone. This indicates that the busy distant telephone/voice terminal became idle and the user originated a new call before Automatic Callback was accomplished by the system. Hang up within 6 seconds to reactivate the feature.

- You may hear reorder tone. This indicates that the callback from the distant system was routed over a tie trunk and one of the links was not available to complete the callback, or it may indicate that the trunk selected is under control of the attendant. Hang up, and reactivate the feature.

To cancel an Automatic Callback request:

1. Lift the handset.

   Listen for dial tone.

2. Press [Cancel] and [Auto Callback] if you have the general-purpose cancel button.

   or

   Dial the Automatic Callback cancel code, or press a button you have programmed to dial that code.

   Listen for confirmation tone.

To activate Automatic Callback:

1. When the extension number you called is busy (all its appearances are busy), press [Auto Callback], or dial the Automatic Callback activate code.

2. Observe that **Auto Callback** green status light goes on, and listen for confirmation tone.

3. Hang up within 6 seconds.

    If you hear,

    Intercept tone, feature activation is denied because the called extension number already has a call waiting or you do not have this feature.

    Reorder tone, the extension number has Call Coverage active.

When you are called back:

1. The **Auto Callback** green status light flashes, and your terminal receives three short bursts of ringing tone.

2. Answer within a preset time (the time may be set for one to eight cycles of ringing tone).

    Ringing stops if callback is not answered within the preset time.

3. Listen for ringback tone, and wait for the called party to answer.

When you are called back in a DCS environment:

*   You may hear confirmation tone. This indicates that the busy distant voice terminal became idle and the user originated a new call before Automatic Callback was accomplished by the system. Hang up within 6 seconds to reactivate the feature.

*   You may hear reorder tone. This indicates that the callback from the distant system was routed over a tie trunk and one of the links was not available to complete the callback, or it may indicate that the trunk selected is under control of the attendant. Hang up and reactivate the feature.

*   If all appearances of your extension number are busy, the green status light beside the **Auto Callback** button flutters for 16 seconds and then goes on. Remove the busy condition from one appearance while the light is fluttering so that the callback can complete.

To cancel an Automatic Callback request:

1. Lift the handset.

    Listen for dial tone.

2. Press [Auto Callback], or dial the Automatic Callback cancel code.

    Associated green status light goes off.

    Listen for confirmation tone.

Display Information

If you are using a voice terminal equipped with a display module and Automatic Callback is active in your system, you will receive the following display information when you are called back:

- Appearance designator

- Name of the person you tried to call.

    EXAMPLE: a=JANE DOE

Bridged Call

This feature allows voice terminal users sharing an appearance to bridge onto an existing call on that appearance. A 2-party call becomes a 3-party call. You can monitor a call, take notes, or answer questions using this feature. Bridging has been provided on earlier releases between multi-appearance voice terminals only. In System 85 R2V2, single-line telephones/voice terminals can share an appearance with as many as 15 other multi-appearance voice terminals.

To bridge onto an existing call with a multi-appearance voice terminal:

1. Press the busy appearance button.

2. Lift the handset.

    Bridged connection is made. Red light goes on.

To exit from the bridged connection:

1. Hang up, or press another appearance.

To bridge onto an existing call with a single-line telephone/voice terminal:

1. Lift the handset.

    Bridged connection is made.

To exit from the bridged connection:

1. Hang up.

    Note: Users of single-line telephones/voice terminals with the bridging feature assigned must lift the handset to determine busy/idle status of the telephone/voice terminal if they want to place a call.

Call Answer From Any Voice Terminal (CAAVT)

When the attendant console is unattended (normally during night service hours), incoming calls can be directed to designated extension numbers rather than to the attendant. When all the designated extensions are busy, incoming calls activate a common signal (gong, bell, or chime). Any telephone/voice terminal user hearing this signal can answer the call by dialing the CAAVT access code.

All Telephones/Voice Terminals

To answer these calls:

1. Lift the handset.

    Listen for dial tone.

2. Dial the CAAVT activate code.

    You are connected.

Display Information

The following voice terminals may be used to provide display capabilities to the agents:

- 7404D with messaging cartridge
- 7405D with digital display module
- 7406D with display
- 7407D
- 7434D with digital display module
- 7506 (ISDN, Generic 2 only)
- 7507 (ISDN, Generic 2 only).
- 510 personal terminal
- 515 BCT

If CAAVT is active, and you are using one of the above voice terminals, you will receive the following display information:

- Appearance designator
- Caller's name
- The word "to"
- The word "operator."

        EXAMPLE: a=JOHN SMITH to OPERATOR

Call Coverage

Call Coverage automatically redirects calls when a called number (principal) is busy, does not answer after a certain number of rings, or does not wish to receive calls. Redirected calls are sent to a coverage path (consisting of one to three extension numbers). All points in a coverage path must be within the same system in a Distributed Communication System (DCS) cluster.

A dual-coverage path allows principals the option of having two coverage paths associated with their extension numbers. For example, a principal could arrange to have external calls routed to a secretary with backup to the message center and internal calls routed to an Audio Information Exchange (AUDIX).

The system selects the path based on the type of call (internal or external) and/or the state of the principal extension (busy, active, or don't answer).

When a call from an extension number inside the switch is redirected to coverage, the caller hears coverage tone. The system provides a time interval for the caller to respond (caller response interval). During the caller response interval, the caller can do one of the following:

- Disconnect from the call.

- Press [Leave Word], or dial the Leave Word Calling activate code.

- Wait for the caller response interval to expire. Ringing then transfers to the covering user.

When a call from outside the system (a trunk call), an attendant-extended trunk call, or a direct attendant call is redirected to coverage, the caller does not hear coverage tone and is not provided with a caller response interval.

Another aspect of the Call Coverage feature is Send All Calls. A principal or a covering user can activate Send All Calls so that calls (including calls that are already ringing) are redirected to the next coverage point. Priority calls are not redirected. A user with a single-line model can activate Send All Calls for his/her extension number. A principal or a covering user with a multi-appearance voice terminal that has appearances of more than one extension number can activate Send All Calls for one or for a group of those designated extension numbers by pressing [Send All Clls xxxxx] or [Send All Clls-Grp]. These buttons are available with System 85 R2V4 and Generic 2.

Send All Calls can only be activated for extension numbers that have Send All Calls in their line class of service (COS). A quick burst of ringing (ring-ping) can be provided on a line COS basis to a single-line voice terminal without buttons. This reminder tone on immediately redirected calls notifies the user that a call has gone to coverage.

Refer to the following operating procedures for information on how to activate and cancel Send All Calls.

> **Note:** You must dial access codes associated with this feature when buttons are not assigned or not available for the feature. Use the recommended dial access codes if your System Manager has not assigned other codes.

To activate Send All Calls for a single extension:

1. Press the appropriate [Send All Clls xxxxx] (xxxxx=ext. no.).

   Associated green light goes on.

   If the extension is part of a Send All Calls group, activating Send All Calls for the group will not alter the state of the extension.

To cancel Send All Calls for a single extension:

1.   Press the appropriate $\boxed{\text{Send All Clls xxxxx}}$.

Associated green light goes off.

If the extension is part of a Send All Calls group and the **Send All Clls-Grp** button is pressed to cancel send all calls for a group, the state of the extension is not changed.

To activate Send All Calls for a group of extensions on your voice terminal:

1.   Press $\boxed{\text{Send All Clls-Grp}}$.

Associated green light goes on, and all assigned Send All Calls lights of extensions included in the group light on the voice terminal. Associated lights for the buttons on all terminals with shared appearances of the extensions included in the group also go on.

To cancel Send All Calls for a group of extensions on your voice terminal:

1.   Press $\boxed{\text{Send All Clls-Grp}}$.

Associated green light goes off, and all assigned Send All Calls associated lights included in the group go off on the voice terminal. Associated lights for the buttons on all terminals with shared appearances of the extensions included in the group also go off.

To cancel Send All Calls for a single extension in a group when Send All Calls is active for the group:

Method I

1.   Press $\boxed{\text{Send All Clls xxxxx}}$ for the extension.

Associated green light goes off.

Send All Calls is canceled for this extension.

Method II

1.   Go off-hook at the desired extension.

Listen for dial tone.

2.   Dial the Send All Calls cancel code.

3. Hang up.

Associated green light goes off.

Send all calls is canceled for this extension.

Answering Coverage Calls

To answer a redirected call at a principal's terminal before the call is answered, after the call is answered, or when the call has been put on hold by the covering user:

The green status light associated with the appearance of the redirected call flashes to indicate the call has not been answered, goes on when the call has been answered, or put on hold by the covering user.

1. Lift the handset, and press the appearance associated with the flashing or lighted status light. Associated red in-use light goes on. Associated green status light goes on.

   The principal and caller are connected if the call has not been answered by the covering user.

   The caller, principal, and covering user are connected if the call has been answered by the covering user.

   The covering user is dropped, and the principal and caller are connected if the call has been put on hold by the covering user.

To answer a coverage call (covering user):

The status light at the coverage point of the redirected call goes on during the caller response interval and then starts flashing and ringing. Answer the call then.

If the call is from an extension user and the caller wants to leave a message for the principal to return the call, press 〔 Coverage Callback 〕.

If the call is from outside the system and the caller wants the principal to return the call, or requests you to ask the principal to return the call, press 〔 Leave Word 〕.

To consult with the principal:

1. Press Conference or Transfer.

    Caller is put on hold. Green status light associated with the held appearance flutters. Red in-use light goes off. Temporary bridged appearance of the redirected call goes dark at the principal's voice terminal (indicating that the call cannot be picked up by the principal). An idle appearance is automatically selected for you.

    Listen for dial tone.

2. Press Consult.

    Listen for tone:

    Ringback tone—an idle appearance on the principal's voice terminal receives three bursts of ringing tone.

    Busy tone—all appearances on the principal's voice terminal are busy. Press the held appearance to let the caller know.

3. Consult with the principal.

4. If, after consultation, the principal requests a conference with the caller, press Conference.

    You and the principal are connected with the caller, and you can hang up.

5. If, after consultation, the principal decides to take the call, press Transfer and hang up.

6. If, after consultation, the principal decides
    not to take the call, press the held appearance.

    Caller is reconnected. Associated red in-use and green status lights go on.

7. Talk with the caller.

Display Information

If you are making an internal call using a voice terminal equipped with a digital display and you hear coverage tone (one short burst), you are given the following display information:

*   Appearance designator

*   Name of the person you called

- The word "cover" (at the right of the display).

       EXAMPLE: `a=JANE DOE`

If you are a covering user with a voice terminal equipped with a display, you are given the following display information on redirected calls.

Call from an extension number:

- Appearance designator

- Caller's name

- The word "to" (indicates redirected call)

- Called principal's name

- A code letter (the reason the call is redirected).

       EXAMPLE: `d=MR. JOHN SMITH to MISS JANE DOE    s`

The example shows that you are receiving the call on appearance "d". The letter "s" at the right of the display means that the principal, Miss Jane Doe, has activated Send All Calls. Other code letters that may be displayed at the right of the display are:

c—Cover All is assigned.

b—Cover Active or Cover Busy is assigned, and the principal is busy.

d—Cover—Don't Answer is assigned, and the principal has not answered.

Incoming trunk call:

- Appearance designator

- Outside call or name assigned to trunk group

- The word "to" (indicates redirected call)

- Called principal's name

- A code letter (the reason the call is redirected).

    EXAMPLE: e=OUTSIDE CALL to MR. JOHN DOE   c

Call Forwarding—Busy/Don't Answer

Call Forwarding—Busy/Don't Answer allows you to temporarily forward your calls to another extension number or to the attendant when your voice terminal is busy or you do not answer within a preset number of rings.

Single-Line Telephones/Voice Terminals

To activate Call Forwarding—Busy/Don't Answer:

1. Lift the handset.

   Listen for dial tone.

2. Dial Call Forwarding—Busy/Don't Answer activate code.

   Listen for dial tone.

3. Dial extension number of the telephone/voice terminal to which calls are to be forwarded.

   Listen for confirmation tone.

   If you hear—

   Intercept tone, you are attempting to forward your calls to a restricted voice terminal or one with Call Forwarding—Follow Me already activated; or you are attempting to forward your calls to a telephone/voice terminal in another partition or group (if you are in a Tenant Services environment).

4. Hang up.

To cancel Call Forwarding—Busy/Don't Answer:

1. Lift the handset.

   Listen for dial tone.

2. Dial Call Forwarding—Busy/Don't Answer cancel code.

   Listen for confirmation tone.

Multi-Appearance Voice Terminals

To activate Call Forwarding—Busy/Don't Answer:

1. Lift the handset.

   Listen for dial tone.

2. Press $\boxed{\text{Call Fwd Busy/DA}}$, or dial Call Forwarding—Busy/Don't Answer activate code.

   Associated green status light goes on.

3. Dial extension number of telephone/voice terminal to which calls are to be forwarded.

   Listen for confirmation tone.

   If you hear—

   Intercept tone, you are attempting to forward your calls to a restricted telephone/voice terminal or one with Call Forwarding—Follow Me already activated.

To cancel Call Forwarding—Busy/Don't Answer:

1. Lift the handset.

   Listen for dial tone.

2. Press $\boxed{\text{Call Fwd Busy/DA}}$, or dial Call Forwarding—Busy/Don't Answer cancel code.

   Associated green status light goes off. Listen for confirmation tone.

Display Information

If you are using a voice terminal equipped with a display and you have called an extension number that has Call Forwarding—Follow Me or Call Forwarding—Busy/Don't Answer activated, you will receive the following display information:

- Extension dialed (not the extension reached)

- The word "forward" (at the right of the display).

EXAMPLE: a=6181   forward

The following is displayed at the "forward to" terminal:

- Caller's name

- The word "to"

- Identity of the initially dialed party

- Lowercase f at the right of the display.

EXAMPLE: b=MR. JONES to MR. SMITH   f

Call Forwarding—Follow Me

Call Forwarding—Follow Me allows you to temporarily forward your calls to another extension number or to the attendant. If your telephone/voice terminal has Call Forwarding—Follow Me with Override, calls can be redirected to you at the discretion of the person answering your calls.

> **Note:** You must dial access codes associated with this feature when buttons are not assigned or not available for the feature. Use the recommended dial access codes if your System Manager has not assigned other codes.

Single-Line Telephones/Voice Terminals

To activate Call Forwarding—Follow Me:

1. Lift the handset.

   Listen for dial tone.

2. Press ⌊ Call Forward ⌋, or dial Call Forwarding—Follow Me activate code.

   Listen for dial tone.

3. Dial extension number of telephone/voice terminal to which calls are to be forwarded.

   Listen for confirmation tone.

   If you hear—

   Intercept tone, you are attempting to forward your calls to a restricted voice terminal or one with Call Forwarding—Follow Me already activated or you are attempting to forward your calls to a telephone/voice terminal in another partition (if you are in a Tenant Services environment).

4. Hang up.

To cancel Call Forwarding—Follow Me:

1. Lift the handset.

   Listen for dial tone.

2. Press [Cancel] and [Call Forward] if you have the general-purpose cancel button.

<div align="center">or</div>

   Dial the Call Forwarding—Follow Me cancel code, or press a button you have programmed to dial that code.

   Listen for confirmation tone.

To redirect a call to the forwarding (principal's) voice terminal:

1. Press switchhook or [Recall] to place caller on hold.

2. Dial the extension number of the principal, and hang up.

Multi-Appearance Voice Terminals

To activate Call Forwarding—Follow Me:

1. Lift the handset.

   Listen for dial tone.

2. Press [Call Forward], or dial Call Forwarding—Follow Me activate code.

   Associated green status light goes on.

3. Dial extension number of telephone/voice terminal to which calls are to be forwarded.

   Listen for confirmation tone.

   If you hear—

   Intercept tone, you are attempting to forward your calls to a restricted telephone/voice terminal or one with Call Forwarding—Follow Me already activated.

To cancel Call Forwarding—Follow Me:

1. Lift the handset.

   Listen for dial tone.

2. Press [Call Forward], or dial Call Forwarding—Follow Me cancel code.

   Associated green status light goes off.

To redirect a call to the forwarding (principal's) voice terminal:

1. Press [Transfer] to place caller on hold.

   Listen for dial tone.

2. Dial extension number of principal, and press [Transfer].

3. Hang up.

Call Forwarding—Follow Me—Off Net

This part of the Call Forwarding feature allows you to forward your calls to a number outside your system if that number is served by a local central office.

You can dial a trunk access code of up to three digits plus a 7-digit number. The system checks the trunk access code to ensure that forwarding does not result in toll charges.

All Telephones/Voice Terminals

To activate Call Forwarding—Follow Me—Off Net:

1. Lift the handset.

   Listen for dial tone.

2. Press [Call Forward], or dial Call Forwarding activate code.

   Listen for dial tone.

3. Dial the trunk access code.

   Listen for dial tone:

4. Dial the designated 7-digit number.

   Listen for confirmation tone.

Call Park

Call Park allows you, when you are involved in an established 2-party connection, to put the caller on hold and continue your conversation at a more convenient location. The caller on hold hears ringback tone or music (an option that can be provided) until you reestablish the connection from another voice terminal.

Single-Line Telephones/Voice Terminals

To put a call in Call Park:

1. Press switchhook or [Recall].

   Listen for recall dial tone. Other party is put on hold.

2. Dial the Call Park access code.

   Listen for dial tone.

3. Dial the Call Park Zone Number.

   Listen for dial tone.

4. Dial the Answer-Back Channel Number.

   Listen for confirmation tone.

   Note: Remember the Answer-Back Channel Number to reestablish the connection.

   If you hear busy tone, try another zone and/or channel number.

5. Hang up.

To return to a call in Call Park:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Answer-Back code and Answer-Back Channel Number entered at the original voice terminal.

    Listen for confirmation tone.

Multi-Appearance Voice Terminals

To put a call in Call Park:

1. Press Transfer .

    Listen for dial tone. Other party is placed on hold.

2. Dial the Call Park access code.

    Listen for dial tone.

3. Dial the Call Park Zone Number.

    Listen for dial tone.

4. Dial the Answer-Back Channel Number.

    Listen for confirmation tone.

    Note: Remember the Answer-Back Channel Number to reestablish the connection.

5. If you hear confirmation tone, press Recall . Then press Transfer .

    The party on hold is transferred to an Answer-Back Channel, waiting for an Answer-Back Call.

    If you hear busy tone, try another zone and/or channel number.

To return to a call in Call Park:

1. Lift the handset.

    Listen for dial tone.

2.   Dial the Answer-Back code and Answer-Back Channel Number entered at the original voice terminal.

Listen for confirmation tone.

Call Pickup

With Call Pickup, you can answer a call to an extension number within your group (or partition) by pressing [Call Pickup] or by dialing the Call Pickup code. If you try to pick up a call on an extension that is not in your group, you will hear intercept tone.

Single-Line Telephones/Voice Terminals

To pick up a call:

1.   Lift the handset.

Listen for dial tone.

2.   Press [Call Pickup], or dial Call Pickup code.

You are connected with the caller.

To pick up a call while in a 2-way conversation:

1.   Press switchhook or [Recall].

Listen for recall dial tone followed by dial tone. Other party is placed on hold.

2.   Press [Call Pickup], or dial Call Pickup code.

You are connected with the caller.

3.   Press switchhook or [Recall] to return to the original caller.

Multi-Appearance Voice Terminals

To pick up a call:

1.   Lift the handset.

Listen for dial tone.

2. Press [Call Pickup], or dial Call Pickup code.

You are connected with the caller.

To pick up a call while in a 2-way conversation:

1. Press [Hold].

Your party is placed on hold.

2. Select an idle appearance.

Listen for dial tone.

3. Press [Call Pickup].

You are connected with the caller.

4. Press the appearance of the held call (fluttering status light) to return to the original caller.

Display Information

The following voice terminals may be used to provide display information to the call pickup group:

- 7404D with messaging cartridge

- 7405D with digital display module

- 7406D with display

- 7407D

- 7434D with digital display module

- 7506 (ISDN, Generic 2 only)

- 7507 (ISDN, Generic 2 only)

- 510 PT

- 515 BCT.

If you are using one of the above voice terminals, and your call is answered by a member of the call pickup group, you will receive the following display information:

- Appearance designator

- Name or extension number dialed (not name or extension number reached)

- The word "cover" (at the right of the display).

    EXAMPLE: a=RON JONES   cover

The answering voice terminal equipped with a digital display module receives the following display:

- Appearance designator

- Caller's name

- The word "to"

- Identity of initially dialed party

- Lowercase p (at the right of the display).

    EXAMPLE: a=MR. JONES to MR. SMITH   p

Call Waiting

Call Waiting allows a caller to your busy single-line telephone/voice terminal to wait for an answer. Caller hears Call Waiting ringback tone. You hear Call Waiting tone (one, two, or three beeps of high-pitched tone, not repeated)—one beep for an internal call, two beeps for an outside call, or three beeps for a priority call.

Note: On multi-appearance voice terminals, calls are not held waiting but are routed to an idle appearance. Calls are not allowed to wait when a voice terminal is in the process of activating the Malicious Call Trace feature.

Single-Line telephones/Voice Terminals

To answer a Waiting Call after completing present call:

- Complete call, and hang up.

    You will be rung back if caller is still waiting.

To answer a Waiting Call by holding present call:

- Press switchhook or [Recall].

    Listen for recall dial tone.

- Dial Call Waiting Answer/Hold access code.

  Your present call is put on hold, and you are connected to the waiting call.

To return to call on hold:

- Hang up.

  or

  Press switchhook or [Recall].

- Dial Call Waiting Answer/Hold access code.

The second method allows changing from one call to the other any number of times.

Code Calling Access

Code Calling Access is a nonvoice paging feature that allows you to activate an electronic chime to signal the called party. That person can then call you back by dialing an answer code from any telephone/voice terminal within the system. Only one such page can be in progress at one time.

Called Party codes use only the digits 1 through 5. Up to twenty-five 2-digit Called Party codes are possible; and up to 125 Called Party codes can be formed with 3-digit codes.

All Telephones/Voice Terminals

To access Code Calling:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Code Calling access code.

   Listen for dial tone.

3. Dial the Called Party code.

   Listen for tone:

   Confirmation tone—paging equipment accessed

   Chime-back sidetone—corresponds to and echoes the transmitted electronic chime signal (three times).

4. Remain off-hook while waiting for the called party to answer.

   Listen for ringback tone until paged party answers.

To respond to code call (chime paging):

1. Lift the handset.

   Listen for dial tone.

2. Dial the Code Calling Answer code.

   Listen for dial tone.

3. Dial the Called Party code.

   Listen for confirmation tone—the person who paged is being connected.

Conference—Attendant 6-Party

The Attendant 6-Party Conference feature allows you to have a conference with up to 6 conferees, but attendant assistance is required when more than three telephones/voice terminals are involved.

All Telephones/Voice Terminals

To establish a 6-party conference:

1. Lift the handset.

   Listen for dial tone.

2. Dial Attendant access code.

   Listen for ringback tone.

3. When attendant answers, provide names and numbers of the parties to be included in the conference.

   Attendant establishes the conference.

   After the conference is established, you can recall the attendant for further assistance by pressing the switchhook or [Recall].

Display Information

For attendant conference calls, all display-equipped voice terminals on the conference display the following:

- Appearance designator

- The word "CONFERENCE."

    EXAMPLE: a=CONFERENCE

Conference—Three-Party

The Three-Party conference feature allows you to change an existing 2-party call into a 3-way conference call without help from the attendant.

Single-Line telephones/Voice Terminals

To set up a 3-party conference from a 2-party connection:

1. Press switchhook or [Recall].

    Listen for recall dial tone. Other party is put on hold.

2. Dial the third party.

    If the third party answers, press switchhook or [Recall] to establish a conference. If the third party extension number is busy or does not answer, press switchhook or [Recall] to return to the party on hold. If the third party is outside the system and the number is busy, press switchhook or [Recall] to return to the party on hold.

    To drop the last added party from the conference, press [Recall] or press the switchhook.

Multi-Appearance Voice Terminals

To set up a 3-party conference from a 2-party connection:

1. Press [Conference].

Your current call on the first appearance is put on hold. Red in-use light on held appearance goes off. Green status light flutters. An idle second appearance is automatically selected for you. Red in-use and green status lights go on at second appearance. Listen for dial tone.

2. Dial the third party.

   Listen for tone:

   Ringback tone—Go to Step 3.

   Busy tone—Go to Step 6.

3. Do a or b.

   a. Press [Conference] before called party answers to bring the held party into the connection.

   b. Press [Conference] when called party answers and is ready to confer.

      Red in-use and status lights at second appearance go off. Red in-use and status lights at first appearance go on. You and the third party connection are moved to the first appearance. You, the held party, and the third party are connected on a conference call.

4. Press [Disconnect], or hang up.

   Two calls are conferenced together.

5. Press [Drop] to disconnect the third party.

6. Press the held appearance to return to the caller on hold to report the busy extension number.

To hold a current call, answer a call ringing on a second appearance, and conference the two calls together:

1. Press [Hold].

   Red in-use light at the held appearance goes off. Green status light flutters. Your call on the first appearance is put on hold.

2. Press ringing appearance to answer the second call. Red in-use light goes on. Green status light goes on. Tell the caller that you are going to set up a conference with the person who is holding.

3. Press [Conference].

   Red in-use and green status lights at second appearance go off and go on at first appearance.

4. Press [Disconnect], or hang up.

   Two calls are conferenced together.

Display Information

On a 3-party conference, the controlling display-equipped voice terminal receives the following display:

- Appearance designator

- The word "CONFERENCE."

   EXAMPLE: a=CONFERENCE

Data Call Setup

Data Call Setup allows you to set up two types of data calls: data calls for several data terminals using one voice terminal and data calls for one data terminal using several voice terminals. Your voice terminal is released from a data call when transfer to the data mode is completed. You can place and receive calls even though the two data modules are still connected.

Multi-Appearance Voice Terminals

To set up a data call:

1. Lift the handset.

   Listen for dial tone.

2. Dial the extension number for the desired data module.

   Listen for ringback tone. Call is connected to the first data module.

3. Press ⌊Data⌋ assigned to the second data module.

   Call is transferred to the second data module associated with the data terminal equipment.

   Associated green status light flashes on your voice terminal and on any other voice terminal with a **Data** button assigned for the same data terminal equipment until the second data module answers.

   Associated green status light goes on when the connection is made.

   The **Call In Progress** and **Carrier On** lights go on if your voice terminal is equipped with a Digital Terminal Data Module (DTDM).

4. Hang up.

To return to voice:

You can return to voice to disconnect the second data module.

1. Lift the handset.

   Listen for dial tone.

2. Press ⌊Data⌋ associated with the active data call.

   Second data module is disconnected. Hang up.

Refer to *User's Guide—Digital Terminal Data Module, 999-700-027* for operating procedures for data calls using the DTDM.

Data Communications Access (DCA)

This feature allows you to access computer equipment.

All Telephones/Voice Terminals

To access a computer port:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Data Protection access code, if provided.

   Listen for dial tone.

3. Dial the assigned number for the DCA trunk group.

Listen for ringback tone followed by "computer ready" signal.

If you hear—

Confirmation tone, the call is put in a ringback queue. Hang up. Your voice terminal rings when a port becomes available.

Audio (music or recorded announcement) or silence, the call is put in an off-hook queue. Stay on the line until the call completes.

Reorder tone, all ports are busy. Place the call later.

Display Information

If you are using a voice terminal equipped with a digital display module, and you have Data Communications Access feature assigned, you will receive the following display information:

- Appearance designator

- Trunk identity.

    EXAMPLE: a=3416   changes to a=COMPUTER 1

Data Protection—Temporary

Data Protection—Temporary allows you to protect your data call from any person using a Bridge-On feature when you are transmitting data. This feature protects both the calling and called parties for the duration of the call.

All Telephones/Voice Terminals

To activate Data Protection—Temporary:

1. Lift handset.

    Listen for dial tone.

2. Dial the Data Protection access code.

    Listen for dial tone. Data Protection—Temporary is in effect, and you can dial the terminating facility.

Dial Access to Attendant

Dial Access to Attendant permits you to check with the attendant for information or to request assistance. See Note.

All Telephones/Voice Terminals

To access an attendant:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Attendant access code (usually 0).

    Listen for ringback tone or intercept tone if the attendant is not associated with your extension partition.

    > **Note:** If you call an activating or controlling attendant who is tracing a malicious call, your call is denied; and you receive busy tone.

Direct Department Calling (DDC)

Direct Department Calling (DDC) allows one extension number to be assigned to a group of telephones/voice terminals in a department. One of these telephones/voice terminals is designated as the controlling telephone/voice terminal of the group. Incoming calls ring the individual telephones/voice terminals in a predetermined order, beginning with the controlling telephones/voice terminal. Each time a controlling telephones/voice terminal signals busy, the incoming call is routed to the next telephones/voice terminal in the sequence. If all are busy, the call remains in queue.

Any telephone/voice terminal within the group can be made to signal busy (busy-out) so that all DDC calls to that telephone/voice terminal are directed to other telephones/voice terminals in the group.

All Telephones/Voice Terminals

To busy-out a telephone/voice terminal:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Busy-Out Activation code.

    Listen for confirmation tone.

To cancel busy-out of a telephone/voice terminal:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Busy-Out Cancel code.

   Listen for confirmation tone.

To test all lights in the DDC group:

1. Lift the handset of the controlling telephone/voice terminal.

   Listen for dial tone.

2. Dial the DDC Lamp Test code.

   Listen for confirmation tone.

To return all lights to the normal status:

1. Lift the handset of the controlling telephone/voice terminal.

   Listen for dial tone.

   Dial the DDC Lamp Test code.

   Listen for confirmation tone.

Display Information

If you are using a voice terminal equipped with a display and you have placed a call to an extension number in a DDC group, you will receive the following display information:

- Appearance designator

- Group extension number or individual member's extension number.

    EXAMPLE a=6181 changes to a=MESSAGE CENTER

The answering (hunt to) display-equipped voice terminal receives the following display:

- Appearance designator

- Caller's name

- The word "to"

- DDC group identity.

EXAMPLE: a=MR. JONES to MESSAGE CENTER

Enhanced Uniform Call Distribution (EUCD) (System 85 R2V2)

This feature permits direct inward dialed (DID) calls, central office (CO) calls, foreign exchange (FX), tie trunk, 800 service calls, and internal or attendant-extended calls to be routed directly to the next idle telephone/voice terminal in a prearranged group of answering positions (referred to as a split). Each of these answering positions (voice terminals) has another extension number so that calls can be placed and answered apart from the split. A number of users (agents) can be arranged into splits to function as an answering service or message center. In this way, the call load is evenly distributed among agents. Extended delays are avoided.

For additional reduction in delay in answering calls, Call Forwarding and overload balancing are provided.

Two types of Call Forwarding are allowed:

- Call Forwarding—Follow Me—The split supervisor or the system supervisor may forward calls from a split or its queue to another split, to a central or local attendant, or another voice terminal. All calls directed to the split (except from the attendant) and all calls in queue are forwarded.

- Call Forwarding—Busy and Don't Answer—Queue overflow is provided with this type of Call Forwarding. If the number of calls in queue exceeds a preset overflow level, the call longest in queue is forwarded. Each split also has an adjustable inflow level. This level is used to determine when the queue of one split may receive overflow calls from the queue of another split. The following two conditions must be met before Call Forwarding—Busy Don't Answer can be activated:

    a. The number of calls in one split queue must exceed the overflow level.

    b. The number of calls in the forwarding destination split's queue must not exceed the inflow level.

Overload Balancing works in conjunction with Call Forwarding or stands alone. You can activate Overload Balancing on a voice terminal by dialing an access code. There are two kinds of Overload Balancing, each with a separate dial access code. The first type, Overload Balancing—All, is similar to Call Forwarding—Follow Me. All calls are forwarded. The second type, Overload Balancing—Overflow, is similar to queue overflow. Calls in an overflow condition are forwarded.

Automatic connect and disconnect can be assigned to a telephone/voice terminal in the split by the System Manager. Calls automatically connect to the telephone/voice terminal without ringing and disconnect when the caller hangs up. This feature is recommended when you use a headset while answering EUCD calls. Without automatic connect and disconnect, an agent can lift the handset, press the ringing appearance to answer the incoming call, and hang up to the disconnect.

An agent using a telephone/voice terminal equipped with automatic connect and disconnect receives a burst of tone followed by an optional city-of-origin or queue-of-origin announcement before being connected to an EUCD call.

If the call has been forwarded or overflowed from another queue, all agents receive two bursts of tone followed by queue-of-origin announcement. If Overload Balancing has occurred and the call is forwarded from another node (system) in a DCS environment or from an electronic tandem network (ETN), the agent receives three bursts of tone followed by city-of-origin announcement.

The following special feature buttons are provided for voice terminals used at EUCD answering positions.

[Auto-In] — Used when an agent wants to receive calls in the automatic mode. The agent receives a new EUCD call immediately upon disconnect from a previous call, if a call is waiting in the split queue.

[Manual-In] — Used when an agent anticipates After Call Work. The agent receives a single EUCD call, and the answering position goes into After Call Work mode after disconnect from the call. The agent can then complete any call-related paper work or follow-up procedures. The agent presses [Manual-In] again to receive another EUCD call.

[Aux-Work] — Used when an agent wants to get out of the Receive EUCD Calls mode. This mode is used for breaks from the work schedule (lunch, coffee breaks, and so on).

[Staff] — Used to indicate to the system that the answering position is staffed (occupied). When a position becomes occupied, it is put in Aux-Work mode. An agent can then select Auto-In or Manual-in mode to receive EUCD calls. Pressing [Staff] a second time causes the answering position to become unoccupied.

[Release] — Used to release any type of call in progress at the answering position. The **Release** button does not operate when the position is unoccupied.

[Repeat] — Used to repeat city-of-origin announcement given to agents after the 1- or 3-burst tone.

Split Supervisor

An EUCD split can have only one supervisor. Member zero (0) of each split is designated as the split supervisor.

The split supervisor has access to the following features that can be activated by dialing codes on the voice terminal:

Agent Override—allows the split supervisor to barge-in on an agent in an EUCD split. The agent must have an EUCD call in progress. A warning tone before bridge-on is optional. The supervisor can provide this tone by dialing a different access code.

Add/Remove Split Members—allows the split supervisor to add or remove members by dialing an add or delete code and then the extension number of the member to be added to or removed from the split.

Access Split's First Recorded Announcement—allows the split supervisor to access and verify an announcement by dialing an Announcement access code and listening. Each split can have its own unique announcement.

Activate/Deactivate Split Call Forwarding—allows the split supervisor to forward all calls from a split and its queue to an attendant, central attendant, or another local split.

Activate/Deactivate Queue Overflow for the Split—allows the split supervisor using the Call Forwarding—Busy and Don't Answer feature to activate queue overflow from a split and its queue to an attendant, central attendant, or another local split.

Activate/Deactivate Overload Balancing for a Split—allows the split supervisor to perform two kinds of overload balancing with separate dial access codes:

1. Overload Balancing—All (unconditional call transfers)

2. Overload Balancing—Overflow—forwarding calls in an overflow condition to a distant system.

System Supervisor

One attendant can be designated as the EUCD system supervisor. This system supervisor can:

- Activate/deactivate Call Forwarding for any split

- Turn off the system reload warning light (after a tape reload)

- Control restrictions on telephones/voice terminals on a per-position basis.

Placing EUCD Calls

All Telephones/Voice Terminals

To place an internal call to a member of an EUCD split or a Message Center agent:

1. Lift the handset.

    Listen for dial tone.

2. Dial the extension number of the split.

    Listen for ringback tone.

3. If an idle position is available, your call completes. You can hang up when your conversation ends. If an idle position is not available, your call is put in queue.

    Listen for the first delay recorded announcement followed by music (if provided) or silence while the system scans the split for an idle position so that your call can be answered.

4. When an idle position is found, converse with the member of the split. You can hang up when your conversation ends. If an idle position is not yet found, listen for a second delay recorded announcement. The system is still scanning the split for an idle position. You may hear music (if provided) or silence.

5. When an idle position is found, converse with the member of the split. Hang up when your conversation ends.

To place an outgoing call to a member of an EUCD split or a Message Center agent:

1. Lift the handset.

    Listen for dial tone.

2. If a CDRR access code and account charge number have been assigned (to record call information), dial them; otherwise, go to Step 3.

3. Dial the AAR or ARS access code if your system has these features activated (to provide trunks on the least expensive routes), or dial a trunk access code.

    Listen for dial tone.

4. Dial the destination number.

    Listen for ringback tone.

5. If an idle position is available, your call completes. You can hang up when your conversation ends. If an idle position is not available, your call is put in queue.

    Listen for the first delay recorded announcement followed by music (if provided) or silence while the system scans the split for an idle position so that your call can be answered.

6. When an idle position is found, converse with the member of the split. You can hang up when your conversation ends. If an idle position is not yet found, listen for a second delay recorded announcement. The system is still scanning the split for an idle position. You may hear music (if provided) or silence.

7. When an idle position is found, converse with the member of the split. Hang up when your conversation ends.

Answering EUCD Calls in Manual-In Mode

The following procedures describe how an EUCD split member or a Message Center agent answers a single EUCD call:

Single-Line telephones/Voice Terminals

To answer a call using the handset:

1. Lift the handset

    Manual-In light goes on. Listen for tone before you are connected to the call:

    One burst of tone—call is from your split queue. Tone is followed by a city-of-origin announcement if the call is an incoming trunk call.

    Two bursts of tone—the call has been forwarded or overflowed from another queue. Tone is followed by queue-of-origin announcement.

    Three bursts of tone—the call has been forwarded by overload balancing from another system. Tone is followed by city-of-origin announcement.

2. Converse with the caller, and hang up when your conversation ends.

3. Press [Manual-In] to receive another EUCD call.

Multi-Appearance Voice Terminals

To answer a call using the handset:

1. Lift the handset.

Green status light goes on. **Manual-In** light goes on.

Listen for one, two, or three bursts of tone before you are connected to the call:

See Step 1 in Single-Line Telephone/Voice Terminal operation for explanation of tones.

2. Converse with the caller, and hang up when your conversation ends.

3. Press [Manual-In] to receive another EUCD call.

Answering EUCD Calls in Auto-In Mode

Multi-Appearance Voice Terminals Assigned Automatic Connect and Disconnect
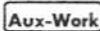
To answer a call using the headset:

1. Plug in the headset.

   Aux-Work status light goes on.

2. Press [Auto-In] (to receive calls in the automatic mode).

   Auto-In status light goes on. **Aux-Work** light goes off. Listen for a 1-, 2-, or 3-burst tone and appropriate announcement before you are connected to the call.

   Converse with the caller.

   Your call is disconnected when the caller hangs up. You will be automatically connected to the next call.

3. Press [Aux-Work] button when you do not want to answer EUCD calls in the **Auto-In** mode.

   Aux-Work light goes on. **Auto-In** light goes off. Your position will be bypassed during scanning. However, you can send or receive other non-EUCD calls.

4. Press [Manual-In] (to receive a single EUCD call).

   Manual-In light goes on. **Aux-Work** light goes off. Listen for a 1-, 2-, or 3-burst tone and appropriate announcement before you are connected to the call.

5. Converse with the caller.

6. Hang up when your call is completed. Your voice terminal will function in the After-Call-Work mode. **Manual-In** light goes off. **Aux-Work** light goes on. This mode lets you complete any call-related paperwork or follow-up procedures, and your position will be bypassed during additional split scans.

7. Unplug the headset.

Your answering position is put in the unoccupied mode.

Monitoring EUCD Calls

Note: Only split supervisors within the same split can monitor calls.

All Telephones/Voice Terminals

To use Agent Override to monitor an answering position in an EUCD split:

1. Lift the handset.

Listen for dial tone.

2. Dial the Agent Override access code.

Listen for dial tone.

3. Dial the extension number of the answering position to be monitored.

Listen for tone:

Intercept tone—the telephone/voice terminal is idle or in a 3-way conference.

Warning tone—an optional tone to alert the agent that monitoring is about to be done. You are added to the 2-party connection.

4. Press [Release] if intercept tone is heard.

5. You are disconnected when the agent and the calling party hang up.

6. Repeat the procedure to monitor sequential calls to an agent. You can monitor incoming or outgoing calls.

Overload Balancing

There are two types:

- Overload Balancing—All is used to transfer all calls to a distant system; similar to Call Forwarding—Follow Me.

- Overload Balancing—Overflow is used to forward calls in an overflow condition to a distant system; similar to queue overflow.

All Telephones/Voice Terminals

To establish a default number for Overload Balancing:

1. Lift the handset.

   Listen for dial tone.

2. Dial the default access code.

   Listen for dial tone.

3. Dial the AAR/ARS access code.

   Listen for trunk dial tone.

4. Dial the 7- to 10-digit destination number.

   Listen for confirmation tone within 10 seconds.

   Number is established.

To activate either type of Overload Balancing when the default number is established:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Overload Balancing access code for whichever type is to be activated.

   Listen for dial tone.

3. Press 🔲 to forward calls to the established default number.

   Listen for confirmation tone.

   One or the other type of Overload Balancing is in effect.

4. Press [Release].

To cancel Overload Balancing:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Overload Balancing cancel code.

   Listen for confirmation tone.

3. Press [Release].

Verifying the Recorded Announcement

All Telephones/Voice Terminals

To verify the first delay recorded announcement:

1. Lift the handset.

    Listen for dial tone.

2. Dial the announcement access code.

    Listen to the recorded announcement.

3. Press [Release].

Adding or Removing Agents

Note: If a member is being moved from one split to another, the move must be coordinated by the two split supervisors. An answering position must be removed from the original split before being added to another split. (Member must be unstaffed.)

All Telephones/Voice Terminals

To add a member to the split (group) or remove a member from the split:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Add or Delete access code.

    Listen for dial tone.

3. Dial the extension number to be added or removed.

    Listen for confirmation tone.

4. Press [Release].

Call Forwarding—Follow Me and Call Forwarding—Busy and Don't Answer With EUCD:

All Telephones/Voice Terminals

To activate either feature:

1. Lift the handset.

Listen for dial tone.

2. Dial the activate code for the desired feature, or press [Call Forward] or [Call Fwd Busy/DA].

   Listen for dial tone.

3. Dial the "forwarded-to" destination.

   Listen for confirmation tone.

   All calls in queue are forwarded, or queue overflow is provided to another split.

4. Repeat the procedure to provide up to three "forwarded-to" destinations in a priority scheme. The priority is determined by the order of activation.

5. Press [Release].

To cancel either feature:

1. Lift the handset.

   Listen for dial tone.

2. Dial the cancel code.

   Listen for confirmation tone.

3. Repeat the cancel procedure if there are three "forwarded-to" destinations activated. Cancel in the same sequence as activated.

4. Press [Release].

Hold

The Hold feature allows you to keep a call waiting while you check records or make another call. On a multi-appearance voice terminal, you can put as many calls on hold as there are appearances on your voice terminal.

Single-Line telephones/Voice Terminals

To put a call on Hold:

- Press switchhook or [Recall].

Listen for recall dial tone. Recall dial tone is replaced by intercept tone in 10 seconds. To return to dial tone, press [Recall] twice.

• Dial Hold access code.

Listen for dial tone. Dial tone is removed after 6 seconds. To return to dial tone so that another call can be dialed, press [Recall].

To return to a call on Hold if you did not make another call:

• Hang up.

You will be rung back by held call.

or

Press switchhook or [Recall].

• Dial the Hold access code.

To return to call on Hold from another call you made:

• Hang up.

You will be rung back by held call.

or

Press switchhook or [Recall].

• Dial the Hold access code.

The current call is put on hold. You are reconnected to the held call. The Hold code allows you to alternate between the two calls.

Note: To put a call on hold and answer a waiting call, see Call Waiting.

Multi-Appearance Voice Terminals

To put a call on hold:

1. Press [Hold].

    The red in-use light associated with the appearance button goes off. The green status light flutters.

To return to a held call:

1. Press the appearance button associated with the call on hold.

    Associated red in-use light goes on. The green status light changes from flutter to on.

Note: To put a call on hold and answer a call ringing on another appearance, press [Hold]. Then press the associated ringing appearance button.

Hot Line Service

Hot Line Service provides a single-line telephone/voice terminal user or a data terminal user with quick nondial access to a predesignated number.

To make a hot line call—voice:

1. Lift the handset.

    You are immediately connected to a predesignated number.

To make a hot line call—data:

1. Press [Break] on the voice terminal, or [ORIGINATE] on the data module.

Hunting

Hunting allows a call to be routed to another telephone/voice terminal in a sequentially ordered group when the called telephone/voice terminal is busy. The busy or idle status of extensions within the group is checked in a predetermined order. If an extension is busy, the call routes (hunts) to the next available extension in the group. The search for an idle extension can be circular or linear.

This feature provides efficient use of telephones/voice terminals when there is large volume calling to a particular department. This feature improves customer service by allowing as many as 30 people to respond to a call.

- Circular Hunting—The hunt starts with the called extension number and checks all extension numbers in the hunt group for an idle extension. The call terminates on the first idle extension number. The hunt routine can check up to 30 terminals for an idle telephone/voice terminal. In hunt groups with less than 30 telephones/voice terminals, some telephones/voice terminals are checked again. If every extension number in the hunting sequence is busy, the system returns busy tone to the caller.

- Linear Hunting—The hunt starts at the called extension number and checks the remaining extension numbers in the hunt group for an idle extension. If the called extension is not the first number in the sequence, the extension numbers preceding the called number are not checked. If the remaining extension numbers are busy, the system returns busy tone to the caller.

Hunting is provided for internal calls, attendant-extended calls, and incoming trunk calls that do not require attendant assistance.

Display Information

The internal caller with a display-equipped voice terminal receives the following display:

- Appearance designator

- Extension number dialed

- The word "hunt" (at right of the display).

EXAMPLE: a=6181   hunt

The extension number ("hunt to" number) reached receives the following display:

- Appearance designator

- Caller's name

- The word "to"

- Identity of initially dialed party

- The letter "h" (at the right of the display).

EXAMPLE: b=MR. JONES to MR. SMITH   h

Intercom—Automatic

Automatic Intercom provides a talking path between a predetermined pair of multi-appearance voice terminals. Only two voice terminals in an intercom group can be assigned Automatic Intercom.

Multi-Appearance Voice Terminals

To make a call to your automatic intercom partner:

1.   Press [Auto Icom] (associated green status light is off).

The red in-use light goes on.

2.   Lift the handset.

Auto Icom green status light goes on. Listen for ringback tone.

3.   Wait for answer.

Auto Icom green status light flashes at called voice terminal. Called voice terminal receives three short bursts of intercom ringing.

To answer a call when you hear intercom ringing:

1.   Press [Auto Icom] (or if on a call, press [Hold]; then [Auto Icom]).

2.   Lift the handset (if you are on-hook).

Intercom—Dial

Dial Intercom allows you access to 27 other telephones/voice terminals in your intercom group. A 1- or 2-digit code must be dialed to reach the desired party.

Multi-Appearance Voice Terminals

To make a call to another member of your intercom group:

1. Press [Dial Icom].

    The red in-use light goes on.

2. Lift the handset.

    Dial Icom green status light goes on. Listen for dial tone. The green status lights go on at all other voice terminals in the same intercom group.

3. Dial one or two digits to identify the member.

    Listen for ringback tone.

    If you hear—

    Intercept tone, a nonvalid code was dialed.

    Reorder tone, another voice terminal in the group is using Dial Intercom.

    Busy tone, the called voice terminal is using the intercom line even though the status light is off.

4. Wait for answer.

    Called voice terminal receives intercom ringing. Green status light flashes.

To answer a call when you hear intercom ringing:

1. Press [Dial Icom], and lift the handset.

    Dial Icom green status light goes on.

Intercom—Manual

Manual Intercom allows you to alert the called telephone/voice terminal by pressing the Manual Signaling button associated with the called telephone/voice terminal.

Multi-Appearance Voice Terminals

To use Manual Intercom:

1. Press [Manual Icom] (associated green status light is off).

   The red in-use light goes on.

2. Lift the handset.

   Manual Icom green status light goes on. Listen for dial tone.

3. Press [Signal].

   If signaled voice terminal is idle, the green status light associated with the **Signal** button of the signaling voice terminal goes on.

   If the called voice terminal is being signaled by some other caller, manual signaling is denied. The green status light associated with the **Signal** button flutters at a broken rate.

To answer the call:

Signal status light goes on. Two 0.5-second buzzing tones indicate an incoming call.

1. Press [Manual Icom].

   The red in-use light goes on.

2. Lift the handset.

   Manual Icom green status light goes on.

Display Information

If you are using a voice terminal equipped with a display and you have automatic, dial, or manual intercom assigned, you will receive the following display information when you use the Automatic, Dial, or Manual Intercom feature.

EXAMPLE: INTERCOM

Integrated Services Digital Network (ISDN)—Primary Rate Interface (PRI) (System 85 R2V4 and DEFINITY Generic 2)

This feature provides additional display information to the normal display information described in the various features throughout this document.

The following terms are associated with ISDN-PRI display information:

- Station Identification (SID) Number: This is the 10-digit number associated with each voice terminal. The SID number includes the area code, the office code, and the local extension number (for example, 201-772-4168).

- Automatic Number Identification (ANI): This is the calling party's billing number used by the interexchange carrier through equal access. If the SID number is not available on an incoming ISDN call, the ANI will be displayed.

ISDN-PRI display information includes the following:

- Calling Party's Number

  When an incoming ISDN-PRI call is received, the calling party's SID number will be displayed. On other calls, either the SID number or the ANI will be displayed. A 10-digit number display will include a dash between the area code (if shown), the office code, and the local number. Extension numbers and 12-digit international numbers are displayed without dashes.

- Calling Party's Name

  When an incoming ISDN-PRI call is received, the calling party's name will be displayed. Calls originated from the public or other private networks may not provide the calling party's name. If the caller's name is not available, CALL FROM followed by the calling party's number will be displayed.

- Called Party's Number

  When a call is put over ISDN-PRI facilities, the called number is displayed as it is dialed. When the call is answered, the display shows the 10-digit number of the voice terminal where the call was answered. (This may not be the same number that was dialed.)

- Called Party's Name

  On incoming ISDN-PRI calls, the called party's name is displayed to the calling party. The calling party's display shows the name of the person who answers the call. (This may not be the name of the person who was originally called.)

CHAPTER 3. OPERATING FEATURES

Basic ISDN-PRI Call

A basic ISDN-PRI call has both a calling and a called party. When the calling party places the call, the digits are displayed as they are dialed. The display of dialed digits may be overwritten by the trunk group name (depending on how the system is administered). Once the call is connected, the displays for the calling and called parties are discussed below.

- If both the name and number information are available, the displays are as follows:

    - Calling Party Display

```
a= CALLED NAME     CALLED NUMBER
```

    - Called Party Display

```
a= CALLING NAME     CALLING NUMBER
```

- If only the name information is available, the displays are as follows:

    - Called Party Display

```
a= CALLED NAME
```

    - Called Party Display

```
a= CALLING NAME
```

3-95

- If only the number information is available, the displays are as follows:

  - Calling Party Display

  ```
  a= ANSWERED BY    CALLED NUMBER
  ```

  - Called Party Display

  ```
  a= CALL FROM      CALLING NUMBER
  ```

- If neither the name nor number information is available, the displays are as follows:

  - Calling Party Display

  ```
  a= DIALED NUMBER
  ```

  or

  ```
  a= TRUNK NAME
  ```

- Called Party Display

```
a= TRUNK NAME
```

Redirected ISDN-PRI Call

Redirected ISDN-PRI calls are those that have been redirected from the called party's extension through features such as Call Coverage and Call Forwarding All Calls. Once the call is connected, the displays are as follows:

- Calling Party Display

```
a= CONNECTED NAME   CONNECTED NUMBER
```

- Called Party Display

  The following information is displayed if the called party bridges on to the redirected call after it has been answered.

```
a= CONFERENCE 2
```

- Connected Party Display

  The connected party is the person who answered the redirected call. The "CP" in the following example indicates the call purpose. (Call Purpose is explained in Chapter 2 under Display Area.)

```
a= CALLING ID   to   CALLED ID        CP
```

Last Extension Dialed

This feature allows you to have the last extension number you dialed automatically redialed.

Multi-Appearance Voice Terminals

To use the feature:

1. Lift the handset.

   Listen for dial tone.

2. Press ⌊ Last Ext Dialed ⌋.

   Associated green status light goes on.

   Listen for ringback tone.

Last Number Dialed

This feature allows you to have the last number you dialed automatically redialed. This feature will replace Last Extension Dialed feature and will allow the user to redial the last internal or external call previously placed by pressing a button or dialing a code.

All Telephones/Voice Terminals

To use the feature:

1. Lift the handset.

   Listen for dial tone.

2. Press ⌊ Last No. Dialed ⌋, or dial feature access code.

   Associated green status light goes on if a button is assigned.

   Listen for ringback tone.

Leave Word Calling

Leave Word Calling (LWC) allows a caller within the system to store a standard message on the Applications Processor (AP) Audio Information Exchange (AUDIX), or on the switch, without the assistance of a secretary or a Message Center agent.

The **Message** light goes on automatically when a LWC or Message Center message is directed to the telephone/voice terminal. The light remains on until the user retrieves all messages from a digital display module, a printer, or the Message Center Agent.

The LWC messages can be left for system users of extension numbers at any of the following stages of a call:

1. When a dialed call is ringing and is unanswered, or when coverage tone, call waiting tone, or busy tone is heard.

2. After a call is answered by a covering user.

System users can leave LWC messages directly for other system users who are unavailable by pressing [Leave Word], or by dialing an access code if a button is not available and then dialing the extension number of that user.

The LWC messages can also be left for a principal by the covering user while answering a coverage call.

The LWC messages can be canceled or retrieved. Messages can be retrieved by a covering user at the request of a principal, or authorized persons may be designated to retrieve messages for everybody on the switch when there is no AP or Message Center.

The LWC messages can be left by users inside one system in a DCS for users in any other system in a DCS, if each system is a System 85 or DEFINITY Generic 2 with the capability to store messages. Messages can be retrieved only by users inside the system where the message is stored.

The following procedures show how you can leave messages, cancel messages that are left, and retrieve messages using single-line telephones/voice terminals or multi-appearance voice terminals.

Note: You must dial access codes associated with this feature when buttons are not assigned or not available for the feature. Use the recommended dial access codes if your System Manager has not assigned other codes.

Single-Line Telephones/Voice Terminals

To leave a message for an extension number during ringing when your call is unanswered, or when you hear call waiting tone, coverage tone, or busy tone:

1. Press the switchhook, or press [Recall], or [Disconnect] if you have the buttons.

   Listen for dial tone.

2. Press [Leave Word], or dial LWC activate code.

   Listen for dial tone.

3. Dial the extension number.

   Listen for confirmation tone, and hang up.

   Listen for intercept tone if you are attempting to leave a message for an extension number outside your extension partition (if you are in a Tenant Services environment).

To leave a message for the principal when your call is answered by the covering user:

1. Press the switchhook, or press [Recall], or [Disconnect] if you have the buttons.

   Listen for dial tone.

2. Press [Leave Word], or dial LWC activate code.

   Listen for dial tone.

3. Redial the principal's number.

   Listen for confirmation tone.

To leave a message for an extension number user who is unavailable:

1. Lift the handset.

   Listen for dial tone.

2. Press [Leave Word], or dial LWC activate code.

   Listen for dial tone.

3. Dial the extension number.

   Listen for confirmation tone, and hang up.

To cancel a message you have left other than AUDIX (see Note):

   Note: Once LWC and Call Answer messages have been left in an AUDIX subscriber's voice mail box, they cannot be canceled.

1. Lift the handset.

   Listen for dial tone.

2. Press [Cancel] followed by [Leave Word], if you have the general-purpose **Cancel** button.

    or

    Dial the LWC cancel code, or press a button you have programmed to dial that code.

    Listen for confirmation tone.

3. Dial the extension number where the message was left.

    Listen for tone:

    Confirmation tone—the message is deleted unless already read by the user. Hang up.

    Reorder tone—the message has already been read by the person you left it for but is not deleted because of some conflict in the system. Repeat the procedure later.

To retrieve LWC messages:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Message Center number, and ask the agent for your messages.

    or

    Dial the Print Messages activate code.

Multi-Appearance Voice Terminals

To leave a message for an extension number during ringing when your call is unanswered, or when you hear coverage tone or busy tone:

1. Press [Leave Word], or dial LWC activate code.

    Associated green status light goes on to indicate the message is stored. The light goes off when you hang up.

    or

    Associated green status light flutters at a broken rate to indicate the message is not stored.

To leave a message for the principal when your call is answered by the covering user:

1. Press [Leave Word], or dial LWC activate code.

   Leave Word green status light goes on to indicate that the message is stored. The light goes off when you hang up.

   or

   Leave Word green status light flutters at a broken rate to indicate that the message is not stored.

To leave a message for the principal to call the caller when you are the covering user answering an internal call:

1. Press [Coverage Callback].

   No interruption in the talk path occurs. The Temporary Bridged Appearance of the principal's voice terminal goes off. **Coverage Callback** green status light goes on to indicate that the message is stored.

   or

   Coverage Callback green status light flutters at a broken rate to indicate that the message is not stored.

To leave a message for an extension number user who is unavailable:

1. Lift the handset.

   Listen for dial tone.

2. Press [Leave Word], or dial LWC activate code.

   Associated green status light goes on.

3. Dial extension number.

   Observe **Leave Word** green status light, and listen for tone.

   Confirmation tone—the message is stored.

   Reorder tone and green status light fluttering at a broken rate indicate message is not stored. Press [Disconnect], or hang up. Place the call again.

4. Hang up.

   Leave Word status light goes off.

To cancel a message you have left other than AUDIX (see Note):

Note: Once LWC and Call Answer messages have been left in an AUDIX subscriber's voice mail box, they cannot be canceled.

1. Lift the handset.

    Listen for dial tone.

2. Press [Cancel LWC], or dial LWC cancel code.

    Listen for dial tone.

3. Dial the extension number where the message was left.

    Listen for tone.

    Confirmation tone—the message may or may not be deleted. If it is not read yet, it is deleted. It may already be deleted by the user. Hang up.

    Reorder tone—the message has already been accessed but is not deleted because of a conflict in the system. Press [Disconnect], or hang up. Repeat the procedure later.

To retrieve LWC messages—directly:

You can retrieve your messages directly on your digital display module when you are on-hook, off-hook, or active on a call:

1. Select one of your appearances if you have not done so. Then press [Message Retrieve].

    Associated green status light goes on. The words **Retrieval In Progress** are displayed, automatically cleared, and replaced by your extension number.

2. Press [Next Message].

    The latest message stored is displayed.

    EXAMPLE: MR. T. M. JONES 5/6 10.30a 2 CALL 3158

    Mr. Jones left a message on the 6th day of the month at 10:30 am. The digit 2 means he called twice. (No digit means he called once.) The message displayed is the latest one. He is requesting to be called on extension 3158.

3. Press [Delete Message] if you want to delete the message (this is an option).

    DELETED appears on display.

4. Press [Next Message] repeatedly to clear the displayed message and to display the next message.

    An end of file (press [Next Message] to repeat) message is displayed when you have retrieved all messages.

5. Press [Next Message].

    If no more messages exist, NO MESSAGE appears on display. Go to Step 8.

    A directive to call the Message Center Agent is displayed if messages exist that you cannot retrieve using the display module (more than 40 characters in length; you may not have a **Scroll** button to display messages longer than one line).

6. Call the Message Center Agent.

    Message Center Agent deletes the directive that is displayed.

7. Press [Next Message].

    If all messages have been deleted, NO MESSAGE appears on display. All messages are retrieved.

8. Hang up if you are off-hook.

To retrieve LWC messages—indirectly:

You, as a covering user, may retrieve messages indirectly from the Message Center at the request of a principal, or you may be designated to retrieve messages globally (for everybody on the switch [systemwide]) if your system is not equipped with an AP and there is no Message Center:

1. Lift the handset, and select an idle appearance.

    Listen for dial tone.

2. Press [Cover Msg Retrieve].

    WHOSE MESSAGES? appears on display. Associated green status light goes on.

    Listen for dial tone.

3. Dial the extension number of the principal for whom you want to retrieve messages. MESSAGES FOR ext. appear on display, and then are automatically cleared, and replaced by the extension number and name of the principal.

4. Press [Next Message].

    The latest message stored is displayed.

5. Press [Next Message] repeatedly to clear the displayed message and to display the next message. You can press [Delete] if you wish to delete the message (this is an option).

   An end of file (press [Next Message] to repeat) message is displayed when you have retrieved all messages.

6. Press [Next Message].

   NO MESSAGE is displayed if no more messages exist in the principal's file. Call the principal, and give messages.

   A directive to call the Message Center is displayed if you cannot retrieve messages using the display module (more than 40 characters in length; you may not have a **Scroll** button to display messages longer than one line).

7. Call the Message Center Agent to get a printout of messages. Message Center Agent deletes the directive that is displayed.

8. Press [Next Message].

   NO MESSAGE is displayed if all messages have been deleted. All messages have been retrieved.

To originate Return Call:

You can originate a return call to an extension number that is displayed as part of a message without dialing the number while in the Message Retrieval mode.

1. Lift the handset, and select an idle appearance while displaying the message.

   Listen for dial tone.

2. Press [Return Call].

   Associated green status light goes on. Listen for ringback tone until called party answers. Display remains in the Message Retrieval mode with the same message displayed until you press [Next Message] or [Delete Message].

Surrogate Message Retrieval

This option gives you a choice when you are retrieving your messages. If your system stores messages on an AP, you can choose to have your message light go off when you have seen your messages, but have not deleted them from the Message Center.

<div align="center">or</div>

You can choose to have your message light stay lighted when you have seen your messages but have not deleted them from the Message Center. Your Message Center Manager can arrange either option on a systemwide basis.

> **Note:** When your system stores messages on the switch, there are no options. The message light will go off when you have seen all of your messages even if you have not deleted them.

LWC Protection

This option enables a principal or a covering user to prevent any unauthorized persons from retrieving, canceling, or deleting messages.

To lock or unlock voice terminals:

1. Lift the handset.

   Listen for dial tone.

2. Dial the "Lock" feature access code to restrict access, or dial the "Unlock" feature access code to allow access.

   Listen for confirmation tone.

3. Hang up.

Print LWC Messages

If you are a principal and you have undelivered messages in the Message Center, you can request a demand print of those messages without Message Center Agent involvement. Dial an access code from any telephone/voice terminal, or press [Ads Print Messages] if you have one assigned on your voice terminal.

If you use a telephone/voice terminal with a dedicated printer, messages are printed on that printer. If you use a telephone/voice terminal that is not associated with a printer, messages are printed on the printer assigned to you (the principal). Each message is marked delivered before it is printed. The message light goes off on your telephone/voice terminal when all messages are marked delivered.

The LWC and Message Center messages are printed. Only one copy of LWC messages is printed no matter how many times the message was left.

An administrable class-of-service parameter specifies whether or not a security password is required on all demand print requests. For systems exercising the security password option, one to eight characters are administered on an extension basis. These passwords are stored on the AP.

To print messages when a security password is not required using single-line telephones/voice terminals:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Print Messages activate code.

    Listen for dial tone.

3. Dial your extension number.

                 or

    Dial #️ (system defaults to calling extension number).

    Listen for confirmation tone.

4. Hang up.

To print messages when a security password is not required using multi-appearance voice terminals:

1. Lift the handset; or press an idle appearance, and lift the handset.

    Listen for dial tone.

2. Press [Ads Print Messages].

    Listen for dial tone.

3. Dial your extension number.

                 or

    Dial #️ (system defaults to calling extension number).

    Listen for confirmation tone.

4. Hang up.

To print messages when a security password is required using single-line telephones/voice terminals or multi-appearance voice terminals:

1. For a single-line telephone/voice terminal, lift the handset. For a multi-appearance voice terminal, lift the handset; or press an idle appearance, and lift the handset.

   Listen for dial tone.

2. Press [Ads Print Messages], or dial the Print Messages Activate code.

   Listen for dial tone.

3. Dial your extension number.

   or

   Press [#] (system defaults to calling extension number).

   Listen for dial tone.

4. Dial up to eight digits (your password).

   Listen for confirmation tone.

5. Hang up.

Loudspeaker Paging Access

This feature allows you to access voice paging equipment for both paging and receiving an answer to the page. This feature also permits you to page while you have a caller on hold and to connect the caller on hold with the paged party. Priority Paging allows you to preempt any other users.

When making a page, you must know the Paging Zone Number of the person you want to page. The number of paging zones is optional. A maximum of 18 ports is available per system. The Paging Zone Number is a single digit if the number of zones is nine or less. The number is two digits if 10 through 18 zones are provided.

Single-Line Telephones/Voice Terminals

To originate a page—with no answer-back:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Paging access code.

   Listen for dial tone.

3. Dial the Paging Zone Number.

4. Dial [0] to indicate that answer-back is not wanted.

   Listen for tone:

   Confirmation tone—paging zone is idle.

   Busy tone—paging zone is busy. Try again.

5. Speak into the handset to announce the page.

6. Hang up.

   Paging equipment is released.

To originate a page and wait for an answer:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Paging access code.

   Listen for dial tone.

3. Dial the Paging Zone Number and the Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—paging zone and answer-back channel are idle.

   Busy tone—paging zone or answer-back channel is busy. Try again.

4. Speak into the handset to announce the page and the Answer-Back Channel Number.

5. Press switchhook or [Recall] to connect to the answer-back channel, and wait for an answer.

To originate a page from an established 2-party connection—no answer-back:

1. Press switchhook or [Recall].

   Listen for dial tone. Other party is put on hold.

2. Dial the Paging access code.

   Listen for dial tone.

3. Dial the Paging Zone Number.

4. Dial [0] to indicate that answer-back is not wanted.

   Listen for tone:

   Confirmation tone—paging zone is idle.

   Busy tone—paging zone is busy. Try again.

5. Speak into the handset to announce the page.

6. To return to the party on hold, press switchhook or [Recall].

To originate a page and wait for an answer from an established 2-party connection:

1. Press switchhook or [Recall].

   Listen for dial tone. Other party is put on hold.

2. Dial the Paging access code.

   Listen for dial tone.

3. Dial the Paging Zone Number and the Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—paging zone and answer-back channel are idle.

   Busy tone—paging zone or answer-back channel is busy. Try again.

4. Speak into the handset to announce the page and the Answer-Back Channel Number.

5. Press switchhook or [Recall] to connect to the answer-back channel.

   Listen for ringback tone or music (an option that can be provided). Ringing or music stops when paged party answers.

6.   Party on hold is reconnected when paged party hangs up.

To originate a page and transfer your present call to the person you paged:

1.   Press switchhook or [Recall].

     Listen for dial tone. Other party is put on hold.

2.   Dial the Paging access code.

     Listen for dial tone.

3.   Dial the Paging Zone Number and the Answer-Back Channel Number.

     Listen for tone:

     Confirmation tone—paging zone and answer-back channel are idle.

     Busy tone—paging zone or answer-back channel is busy. Try again.

4.   Speak into the handset to announce the page and the Answer-Back Channel Number.

5.   Press switchhook or [Recall] to connect to the answer-back channel.

     Listen for ringback tone. Ringing stops when paged party answers.

6.   Hang up.

     The party on hold is transferred to the paged party.

To originate a priority page and wait for an answer:

1.   Lift the handset.

     Listen for dial tone.

2.   Dial Paging access code.

     Listen for dial tone.

3.   Dial Paging Zone Number.

4.   Dial [1] for priority paging (Answer-Back Channel 1).

     Listen for tone:

Confirmation tone—paging zone is available.

Busy tone—paging zone or answer-back channel is being used by attendant. Try again.

5. Speak into the handset to announce the page and request an answer on channel 1.

6. Press switchhook or [Recall] to connect to the answer-back channel.

Listen for ringback tone. Ringing stops when paged party answers.

To originate a priority page with no answer-back:

1. Lift the handset.

    Listen for dial tone.

2. Dial Paging access code.

    Listen for dial tone.

3. Dial Paging Zone Number.

4. Dial [1] for priority paging (Answer-Back Channel 1).

    Listen for tone:

    Confirmation tone—paging zone is available.

    Busy tone—paging zone or answer-back channel is being used by an attendant. Try again.

5. Speak into the handset to announce the page.

6. Hang up.

To answer a page:

1. Lift the handset of an idle telephone/voice terminal.

    Listen for dial tone.

2. Dial Answer-Back Code and Answer-Back Channel Number.

    Listen for tone:

    Confirmation tone—you have reached the called party. At end of the tone, you are connected.

Multi-Appearance Voice Terminals

To originate a page; with no answer-back:

1. Lift the handset.

    Listen for dial tone.

2. Dial Paging access code.

    Listen for dial tone.

3. Dial Paging Zone Number.

4. Dial [0] to indicate that answer-back is not wanted.

    Listen for tone:

    Confirmation tone—paging zone is idle.

    Busy tone—paging zone is busy. Try again.

5. Speak into the handset to announce the page.

6. Hang up.

    Paging equipment is released.

To originate a page and wait for an answer:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Paging access code.

    Listen for dial tone.

3. Dial the Paging Zone Number and the Answer-Back Channel Number.

    Listen for tone:

    Confirmation tone—paging zone and answer-back channel are idle.

    Busy tone—paging zone or answer-back channel is busy. Try again.

4. Speak into the handset to announce the page and the Answer-Back Channel Number.

5. Press [Recall] to connect to the answer-back channel.

    Listen for ringback tone. Ringing stops when paged party answers.

To originate a page from an established 2-party connection; no answer-back:

1. Press [Hold]. Select an idle appearance.

    Listen for dial tone. Other party is put on hold.

2. Dial Paging access code.

    Listen for dial tone.

3. Dial Paging Zone Number.

4. Dial [0] to indicate that answer-back is not wanted.

    Listen for tone:

    Confirmation tone—paging zone is idle.

    Busy tone—paging zone is busy. Try again.

5. Speak into the handset to announce the page.

6. To return to party on hold, press the appearance button associated with the held call.

To originate a page and wait for an answer from an established 2-party connection:

1. Press [Hold]. Select an idle appearance.

    Listen for dial tone. Other party is put on hold.

2. Dial the Paging access code.

    Listen for dial tone.

3. Dial the Paging Zone Number and the Answer-Back Channel Number.

    Listen for tone:

    Confirmation tone—paging zone and answer-back channel are idle.

    Busy tone—paging zone or answer-back channel is busy. Try again.

4. Speak into the handset to announce the page and the Answer-Back Channel Number.

5. Press [Recall] to connect to the answer-back channel.

   Listen for ringback tone. Ringing stops when paged party answers.

6. To return to the party on hold, press the appearance button associated with the call on hold.

To originate a page and transfer your present call to the person you paged:

1. Press [Transfer]. Select an idle appearance.

   Listen for dial tone. Other party is put on hold.

2. Dial the Paging access code.

   Listen for dial tone.

3. Dial the Paging Zone Number and the Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—paging zone and answer-back channel are idle.

   Busy tone—paging zone or answer-back channel is busy. Try again.

4. Speak into the handset to announce the page and the Answer-Back Channel Number.

5. Press [Recall] to connect to the answer-back channel.

   Listen for ringback tone. Ringing stops when paged party answers.

6. Press [Transfer]. Party on hold is transferred to the paged party.

To originate a priority page and wait for an answer:

1. Lift the handset.

   Listen for dial tone.

2. Dial Paging access code.

   Listen for dial tone.

3. Dial Paging Zone Number.

4. Dial ⌞1⌟ for priority paging (Answer-Back Channel 1).

   Listen for tone:

   Confirmation tone—paging zone is available.

   Busy tone—paging zone or answer-back channel is being used by attendant. Try again.

5. Speak into the handset to announce the page and request an answer on channel 1.

6. Press ⌞Recall⌟ to connect to the answer-back channel.

   Listen for ringback tone. Ringing stops when paged party answers.

To originate a priority page with no answer-back:

1. Lift the handset.

   Listen for dial tone.

2. Dial Paging access code.

   Listen for dial tone.

3. Dial Paging Zone Number.

4. Dial ⌞1⌟ for priority paging (Answer-Back Channel 1).

   Listen for tone:

   Confirmation tone—paging zone is available.

   Busy tone—paging zone or answer-back channel is being used by an attendant. Try again.

5. Speak into the handset to announce the page.

6. Hang up.

To answer a page:

1. Lift the handset of an idle telephone/voice terminal.

   Listen for dial tone.

2. Dial Answer-Back Code and Answer-Back Channel Number.

   Listen for tone:

   Confirmation tone—you have reached the called party. At end of the tone, you are connected.

Malicious Call Trace (System 85 R2V4 and DEFINITY Generic 2)

This feature allows your company to obtain information that may identify the calling party of a malicious call. You can activate this feature from any voice terminal in the system. This feature is assigned in your line class of service (COS).

To activate Malicious Call Trace from a multi-appearance voice terminal with an MCT EMERG button:

1. Be sure you are active on the call that you determined to be a malicious call.

2. Press [MCT EMERG].

   Associated green status light goes on.

   Attendants are alerted to trace the call.

   A voice recorder is activated.

To activate Malicious Call Trace from a multi-appearance voice terminal without an MCT EMERG button:

1. Be sure you are active on a malicious call.

2. Press [Conference], or [Transfer] to place the caller on hold.

   Caller is put on hold and hears music (if administered) or silence.

3. Select an idle appearance.

   Listen for dial tone.

4. Dial the Malicious Call Trace Emergency access code.

   Listen for dial tone.

5. Press #.

   Listen for confirmation tone.

   Attendants are alerted to trace the call.

   A voice recorder is activated.

6. Press the appearance of held call.

   or

   Go on-hook.

To activate Malicious Call Trace from a rotary telephone:

1. Be sure you are active on a malicious call.

2. Momentarily press the switchhook.

   Listen for recall dial tone.

   Caller is put on hold and hears silence.

3. Dial the Malicious Call Trace Emergency access code.

   Listen for dial tone.

4. Momentarily press the switchhook again.

   Listen for confirmation tone.

   Attendants are alerted to trace the call.

   A voice recorder is activated.

5. Momentarily press the switchhook again to return to the held call.

   or

   Go on-hook.

To activate Malicious Call Trace from a touch-tone voice terminal:

1. Be sure you are active on a malicious call.

2. Press [Recall] (if provided), or momentarily press switchhook.

    Listen for recall dial tone.

    Caller is put on hold and hears silence.

3. Dial the Malicious Call Trace Emergency access code.

4. Press [#].

    Listen for confirmation tone.

    Attendants are alerted to trace the call.

    A voice recorder is activated.

5. Press [Recall], or momentarily press switchhook to return to the held call.

    or

    Go on-hook.

To activate Malicious Call Trace for a neighboring telephone/voice terminal:

1. Be sure the neighboring voice terminal user is receiving a malicious call.

2. Go off-hook.

    Listen for dial tone.

3. Dial the Malicious Call Trace Emergency access code.

    Listen for dial tone.

4. Dial the neighbor's extension number.

    Listen for confirmation tone.

    Attendants are alerted to trace the call.

    A voice recorder is activated.

5. Go on-hook.

Manual Signaling

Manual Signaling allows you to manually signal another telephone/voice terminal. The signaled telephone/voice terminal user must call you to determine the reason for the signal.

Manual Signaling cannot be used when the telephone/voice terminal you are trying to signal is already being rung by another telephone/voice terminal user.

Multi-Appearance Voice Terminals

To use Manual Signaling:

1. Press $\boxed{\text{Signal}}$ associated with the telephone/voice terminal to be signaled.

2. Observe the associated green status light:

    Goes on if the other telephone/voice terminal has been signaled (single tone).

    Flutters at a broken rate if the other telephone/voice terminal is already receiving some form of signaling. Try again later.

Message Waiting—Manual

Message Waiting—Manual allows you, by pressing a button on your telephone/voice terminal, to turn on a light on an assigned telephone/voice terminal to let the user know that a message is waiting. The feature is assigned on a 2-terminal basis only. The user must call you to get the message. Only your telephone/voice terminal (the controlling telephone/voice terminal) can light the light on the signaled telephone/voice terminal.

Multi-Appearance Voice Terminals

To activate Manual Message Waiting:

1. Press $\boxed{\text{Msg Wait}}$.

    The associated green status light goes on on your voice terminal and the voice terminal you are signaling. The signaled voice terminal user can call you to check on the message.

To cancel Manual Message Waiting:

1. Press $\boxed{\text{Msg Wait}}$.

    The associated green status lights go off on your voice terminal and the voice terminal you have signaled. You or the signaled voice terminal user can press $\boxed{\text{Msg Wait}}$ to cancel the feature.

Override

Override allows you to break into an existing call. If you make a call to a busy single-line telephone/voice terminal and Override is activated, the talking parties receive an override warning tone before you are added to the 2-party connection.

If you make a call to an active multi-appearance terminal (not all appearances are busy) and Override is activated, your call is directed to an idle appearance with priority ringing.

Single-Line Telephones/Voice Terminals

To override a conversation:

1. When the called extension number is busy, press switchhook or [Recall].

   Listen for dial tone.

2. Dial the Override access code.

   Listen for dial tone.

3. Redial desired extension number.

   Listen for tone:

   Override warning tone (4-second burst of tone)—indicates your call is to a single-line telephone/voice terminal. You are connected at the end of the warning tone.

   Busy tone—the voice terminal user is activating Malicious Call Trace feature.

Multi-Appearance Voice Terminals

To override a conversation:

1. When the called number is busy, press [Override] to get dial tone. Dial assigned code.

   The **Override** green status light goes on.

   Listen for tone.

   Override warning tone (4-second burst of tone)—indicates your call is to a single-line telephone/voice terminal. You are connected at the end of the warning tone.

   Busy tone—the voice terminal user is activating Malicious Call Trace feature.

Personal Central Office (CO) Line

This feature provides certain users direct access to the CO.

Multi-Appearance Voice Terminals

To use the personal CO line:

1. Press [CO Line].

    Red in-use light goes on.

2. Lift the handset.

    Listen for dial tone. **CO Line** green status light goes on.

3. Dial the desired number.

    Listen for ringback tone.

Display Information

If you are using a voice terminal equipped with a digital display, and are placing or receiving calls on a Personal CO Line, you will receive the following display information:

*   Appearance designator

*   Identity of the trunk circuit assigned as a personal CO line.

    EXAMPLE: a=CENTRAL OFFICE LINE

Priority Calling

Priority Calling gives you three beeps of call waiting tone when your single-line telephone/voice terminal is busy. The caller hears call waiting ringback tone until you answer the call. Priority Calling gives you three bursts of ringing tone when your single-line telephone/voice terminal is on-hook.

Priority Calling gives you three bursts of ringing tone on one of the other appearances of your extension number when your multi-appearance voice terminal is active (you are talking on one appearance). The caller hears ringback tone.

If you are busy on all appearances of your multi-appearance voice terminal, you are not given three beeps of call waiting tone. The caller hears busy tone.

Single-Line Telephones/Voice Terminals

To initiate a priority call:

1.   When the called number is busy, press switchhook or [Recall].

     Listen for dial tone.

2.   Dial the Priority Calling access code.

     Listen for dial tone.

3.   Redial the extension number.

     Listen for tone:

     Call waiting ringback tone—the call is to a busy single-line telephone/voice terminal with call waiting assigned.

     Busy tone—call is to a busy single-line telephone/voice terminal without call waiting, or call is to a telephone/voice terminal involved in activating Malicious Call Trace feature.

To answer a priority call:

1.   Hang up.

     Listen for three bursts of ringing tone.

2.   Answer the priority call.

Multi-Appearance Voice Terminals

To initiate a priority call:

1.   When the called extension number is busy, press [Priority Call], or dial the assigned code.

     Associated green status light goes on.

     Listen for tone:

     Ringback tone—the call is to an active multi-appearance voice terminal with an idle appearance.

     Busy tone—the call is to a busy multi-appearance voice terminal (all appearances of the called number are busy), or call is to a voice terminal involved in activating Malicious Call Trace feature.

To answer a priority call:

1. Listen for three bursts of ringing tone.

2. Press [Hold] to place your current call on hold.

3. Press the ringing appearance button.

Privacy—Manual Exclusion

Multi-Appearance Voice Terminals

Privacy—Manual Exclusion prevents other users who have an appearance of your line from bridging onto your line. You can activate Privacy—Manual Exclusion after going off-hook, before or after dialing, or during a conversation.

You can activate and deactivate the feature repeatedly during an established conversation by repeated use of the **Man Excl** button.

The green status light associated with the **Man Excl** button goes on when Privacy—Manual Exclusion is in effect.

Radio Paging Access

Radio Paging Access allows you to page by voice or by tone, depending on your paging equipment.

All Telephones/Voice Terminals

To access radio paging:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Radio Paging access code.

    Listen for dial tone.

3. Dial the individual page number.

    Listen for ringback tone. If tone paging is available, tone stops when paging signal tone has been transmitted.

4. Announce the message if voice paging is available.

5. If an answer is expected, stay on line. If an answer is not expected, hang up.

To respond to a radio page:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Radio Paging Answer-Back Code.

    You have a 2-party connection.

Recorded Telephone Dictation Access

This feature allows you to access and control dictation equipment from your telephone/voice terminal. This equipment can be voice or dial controlled.

All Telephones/Voice Terminals

To access a recorded telephone dictation trunk and record a message:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Trunk Group access code.

    Listen for dial tone or ready tone.

3. If dictating machine is voice controlled, go to Step 4; if dial controlled, go to Step 5.

4. Speak into the handset transmitter.

    Dictating machine starts recording.

    Dictating machine stops recording when speaker stops talking.

5. Dial [1], and speak into the handset transmitter.

    Dictating machine starts recording.

To stop recording:

1. Dial [1].

    Listen for dial tone or ready tone.

    Dialing the digit 1 will alternately start and stop the machine. Dial [1] as often as required to complete the dictation.

To start playback of a recorded message:

1. Dial ③ to play back the last part of a recorded message. Dial ③ repeatedly to extend the length of the playback.

   The length of the playback is characteristic of the dictating machine.

To stop playback of a recorded message:

1. Dial ① to stop the playback mode.

   Listen for dial tone or ready tone. Resume dictation.

To make a correction while in the dictating process:

1. Dial ②.

   Listen for acknowledge tone (a momentary burst of tone, then dial tone or ready tone).

   Previous information is overwritten in the Correction mode.

To end the dictating process:

1. Dial ④.

   Listen for acknowledge tone (a momentary burst of tone, then dial tone or ready tone).

2. Hang up.

   Dictating machine is disconnected.

To obtain assistance from the dictation attendant:

1. If assistance is required during dictating, dial ⓪.

   Listen for ringback tone.

2. When attendant answers, explain the need for assistance.

   If attendant does not answer, dial ① to stop the ringing.

Remote Access

Remote Access allows you to gain access to the system from a remote location. A predetermined 7- or 10-digit number assigned to the Remote Access Trunk must be used. In some situations, the caller must also dial a single security code (same code used by all remote access users) or an individual Authorization code after system entry.

Authorized users can access the system to place outgoing calls to remote locations. Depending on the call type, the following services could be required:

- Call Detail Recording and Reporting (CDRR)

- Automatic Alternate Routing (AAR)

- Automatic Route Selection (ARS)

- Authorization Codes

- Queuing.

All Telephones/Voice Terminals (Touch-Tone Dials Must be Used)

To access the system from a remote location:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Remote Access Trunk Number.

    Listen for ringback tone followed by system dial tone.

3. If a Barrier code is required, dial the code. Otherwise, go to Step 4.

    Listen for dial tone.

4. Dial the extension number or a "Feature" access code within 10 seconds. Otherwise, the call will be directed to the attendant or to intercept tone.

    Listen for ringback tone, busy tone of extension number dialed, or other appropriate system response for the "Feature" access code dialed.

To place an outgoing trunk call through the system from a remote location:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Remote Access Trunk Number.

   Listen for ringback tone followed by system dial tone.

3. If a single security code (Barrier code) or an Authorization code is required, dial the code. Listen for dial tone. If a code is not required, go to Step 4.

4. If CDRR Account Charge number is required, dial CDRR account number access code and Account Charge number. Listen for dial tone. If codes are not assigned, go to Step 5.

5. If AAR/ARS access code is required, dial the code. Listen for dial tone. If a code is not required, go to Step 6.

6. Dial the outside number.

   Listen for tone:

   Ringback tone—the call is being completed to the dialed number.

   Recall dial tone (heard only if a single security code was dialed after system entry)—the system is requesting an Authorization code within 10 seconds. Go to Step 7.

   Audio (music or recorded announcement) or silence—the call has been placed in queue. Stay on the line until call is completed.

   Reorder tone—Queuing is provided, but the queue is full. Hang up, and try again later.

7. If an Authorization code has been assigned, dial the code. If a code is not assigned, dial $\boxed{1}$. Listen for tone; or wait 10 seconds, and listen for tone:

   Ringback tone—the call is being completed to dialed number.

   Audio (music or recorded announcement) or silence—the call has been placed in queue. Stay on the line until call is completed.

   Intercept tone—the Facilities Restriction Level of remote access trunk and the Authorization code (if dialed) are insufficient to allow the call.

   Reorder tone—Queuing is provided, but the queue is full. Hang up, and try again later.

Display Information

When you have accessed your system from a remote location and you dial an extension number inside your system, the called party with a display-equipped voice terminal receives the following display information:

- Appearance designator

- Indication of an outside call.

EXAMPLE: a=OUTSIDE CALL

Ringing (Alerting)—Abbreviated and Delayed

This feature provides voice terminal users with manual transfer or delayed automatic transfer of ringing. Ringing can be directed to a secondary voice terminal sharing an appearance with the primary voice terminal.

With manual transfer, you can transfer the ringing call to the secondary voice terminal by pressing the **Abrv Ring** button.

With automatic transfer, the primary terminal rings for a predetermined number of cycles. After the ringing cycle, ringing transfers to the preassigned voice terminal sharing an appearance with the called voice terminal.

To manually transfer ringing at a primary voice terminal to a secondary voice terminal:

1. Press [Abrv Ring] when the primary terminal rings.

Ringing (Alerting) Cutoff

Ringing Cutoff allows you to terminate all audible signals to a multi-appearance voice terminal. The status lights associated with the appearances are not affected by activation of Ringing Cutoff.

Multi-Appearance Voice Terminals

To activate Ringing Cutoff:

1. Press [Ringing Cutoff].

   The associated green status light goes on.

To cancel Ringing Cutoff:

1. Press [Ringing Cutoff].

   The associated green status light goes off.

Ringing (Alerting) Transfer

Ringing Transfer allows you to transfer ringing calls from your voice terminal to a multi-appearance voice terminal that has an appearance button of your extension number. This feature was supported in Release 1 of System 85. In later releases (System 85 R2V3/V4 and DEFINITY Generic 2), single-line telephones/voice terminals administered as straight line sets (SLS) can function as the secondary (transferred-to) telephone/voice terminal.

Multi-Appearance Voice Terminals

To activate Ringing Transfer:

1. Press [Ringing Transfer].

   Associated status light goes on.

To deactivate Ringing Transfer:

1. Press [Ringing Transfer].

   Associated status light goes off.

Tenant Services (System 85 R2V4 and DEFINITY Generic 2)

Tenant Services feature allows a large System 85 R2V4 or DEFINITY Generic 2 to appear to users as many small independent systems. In this way a large system (known as a partitioned system) can be shared among a wide assortment of user groups (referred to as "tenants"). An extension partition may contain one or more extensions. However, each extension number can only be assigned to one partition.

A telephone/voice terminal user is allowed to place internal calls to any telephone/voice terminal residing in the same partition or in partition 0 (zero). A telephone/voice terminal user in partition 0 (zero) is allowed to place internal calls to any extension in the system. Telephone/voice terminal users who have a need to place internal calls to extensions in other partitions of the shared system must dial the 7-digit number to complete calls to those extensions.

Terminal Busy Indication

Multi-Appearance Voice Terminals

The Terminal Busy Indication feature provides a secondary voice terminal (secretary) a visual indication of the status of the primary voice terminal (boss). The secondary voice terminal user can then answer an incoming call to the busy primary voice terminal by dialing the principal's extension number. The terminal busy status indicator can be assigned to any unused status light on a multi-appearance voice terminal. The button is not used.

Transfer

This feature allows you to transfer a call from one telephone/voice terminal to another by pressing a button or the switchhook.

You can transfer calls from your system in a Distributed Communication System (DCS) environment to a telephone/voice terminal in a distant system in the DCS cluster. Operation is the same as for transferring calls in a non-DCS environment. As a user, you can transfer an incoming trunk call to an outgoing trunk if the trunk transfer option is available in your system. The two trunks remain connected when you hang up.

Trunk disconnect supervision is guaranteed in DCS. The attendant does not have to monitor the trunks periodically for disconnect: The trunks automatically disconnect when the parties hang up.

Single-Line Telephones/Voice Terminals

To transfer a call:

1. Press switchhook, or [Recall].

    Listen for dial tone. Other party is put on hold.

2. Dial the extension number of third party.

    Listen for ringback tone.

3. Wait until third party answers, and hang up; or press switchhook, or press [Recall] (to establish a 3-way connection). Then hang up.

    Call on hold is transferred.

Multi-Appearance Voice Terminals

To transfer a call:

1. Press [Transfer].

    Red in-use light at connected appearance goes off. Green status light flutters. Other party is put on hold.

    Listen for dial tone.

2. Dial the extension number of third party.

    Listen for ringback tone.

3. When called party answers, press [Transfer].

    Call on hold is transferred.

Display Information

If you are using a voice terminal equipped with a digital display and you put a caller on hold by pressing the **Transfer** button, you receive the following display information:

*   The extension number as you dial it—the number may change to the name of the person dialed.

When you press the **Transfer** button a second time, you receive a blank display.

EXAMPLES: `a=6181`

`b=OUTSIDE CALL`

Trunk Verification by Terminal

This feature allows designated telephone/voice terminal users to verify the operation of individual trunks and place defective trunks out of service (maintenance busy). One-way outgoing trunks can be made maintenance busy. Two-way tie trunks can be busied out, but it is the customer's responsibility to coordinate the busy-out action at both ends of the circuit and to initiate actions to clear any resulting alarms. Two-way CO, FX, and WATS trunks are not included in this capability.

All Telephones/Voice Terminals
To test trunks:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Trunk Verification by Terminal access code.

    Listen for dial tone.

3. Dial the Trunk Group access code.

4. Dial the Trunk Member Number (for example, 01, 02).

    Listen for tone:

    Dial tone—the complete test number of the party at the distant end must be dialed to verify proper transmission.

    Override warning tone—the call is to a 2-party connection. A 3-party connection is established at the end of override warning tone.

    Ringback tone—the call is to the attendant.

    Busy tone—the trunk is in use, and override is not allowed.

    Reorder tone—testing is not allowed because the trunk to be tested is in the process of being set up, transferred, or otherwise in a transient state.

    Intercept tone—an incorrect code has been dialed, or the trunk is 1-way in and idle.

    Continuous recall dial tone—the trunk to be tested is maintenance busy.

To place a trunk in maintenance busy state:

1. Lift the handset.

    Listen for dial tone.

2. Dial the Maintenance Busy code.

    Listen for dial tone.

3. Dial the Trunk Group access code.

    Listen for dial tone.

4. Dial the trunk number.

    Listen for confirmation tone.

To remove the maintenance busy condition:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Trunk Maintenance Nonbusy code.

   Listen for dial tone.

3. Dial the Trunk Group access code.

   Listen for dial tone.

4. Dial the trunk number.

   Listen for confirmation tone.

Uniform Call Distribution (UCD)

This feature is supported by System 85 R1V2 and R2V1. See Enhanced Uniform Call Distribution for System 85 R2V2).

Uniform Call Distribution (UCD) allows you to distribute incoming calls to telephone/voice terminal users rather than to console attendants. The calls are distributed uniformly to a prearranged group of telephones/voice terminals. Each incoming call is directed to the telephone/voice terminal that has been idle the longest period of time.

A telephone/voice terminal within the group can be made to signal busy (busied-out) so that all UCD calls to that telephone/voice terminal are directed to other telephones/voice terminals in the group.

A queue warning light is provided for each UCD queue. Up to 16 lights may be used per UCD group. Also, up to 128 trunk status indicator lights can be assigned to a UCD group.

The following procedures show how to busy-out individual telephones/voice terminals in a UCD group, how to busy-out a UCD group as a whole, and how to test lights in a UCD group.

All Telephones/Voice Terminals

To busy-out a telephone/terminal:

1. Lift the handset.

   Listen for dial tone.

2. Dial the Busy-Out Activate code.

Listen for confirmation tone.

To cancel busy-out of a telephone/voice terminal:

1. Lift the handset.

Listen for dial tone.

2. Dial the Busy-Out Cancel code.

Listen for confirmation tone.

To busy-out a UCD group:

1. Lift the handset of the controlling telephone/voice terminal.

Listen for dial tone.

2. Dial the Busy-Out Activate code.

Listen for confirmation tone.

To cancel busy-out of a UCD group:

1. Lift the handset of the controlling telephone/voice terminal.

Listen for dial tone.

2. Dial the Busy-Out Cancel code.

Listen for confirmation tone.

To test all lights in the UCD group:

1. Lift the handset of the controlling telephone/voice terminal.

Listen for dial tone.

2. Dial the UCD Lamp Test code.

Listen for confirmation tone, and check that all status lights go on to indicate proper operation.

To return all lights to the normal state:

1.   Lift the handset of the controlling telephone/voice terminal.

     Listen for dial tone.

2.   Dial the UCD Lamp Test code:

     Listen for confirmation tone, and check that all status lights return to the normal state.

Display Information

If you are using a voice terminal equipped with a digital display and you have placed a call to an extension number in a UCD group, you will receive the following display information:

*   Appearance designator

*   Group extension number

               or

*   Individual member's extension number.

     EXAMPLE a=6181 changes to a=MESSAGE CENTER

The answering (hunt to) display-equipped voice terminal receives the following display:

*   Appearance designator

*   Caller's name

*   The word "to"

*   UCD group identify.

     EXAMPLE: a=MR JONES to MESSAGE CENTER

If you are a group member making an internal call, your extension number is displayed at the called party display-equipped voice

CHAPTER 4. REFERENCES

DEFINITY™ Communcations System, Generic 2 and System 85,   555-104-301
Feature Description

User's Guide, Digital Terminal Data Module   999-700-027

System 85 and DEFINITY Generic 2 Communications System,
Customer System Document

DEFINITY™ Communications System and System 75 and System   555-015-104
85, Terminals and Adjuncts, Installation and Test

CHAPTER 5. GLOSSARY

Access Code

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature. The star (*) or pound (#) can be used as the first digit of an access code.

Agent

The person answering calls in a Message Center or in an ACD group.

Alerting

Audible (ringing) or visible signals indicating incoming calls.

Answer-Back Channel

A group of dedicated circuits that a paged party can use to answer a page.

Appearance

A button usually labeled with the extension number. A light next to the button goes on when a voice terminal user makes an outgoing call, receives an incoming call, or holds a call.

Asynchronous Data Transmission

A scheme for sending and receiving data if no restriction has been made as to when data elements may occur.

Audio Information Exchange (AUDIX)

A system-integrated, digital voice mail service that lets people create, save, and receive voice messages electronically.

Authorization Code

A system code used to upgrade the calling privileges of the voice terminal user or attendant, or a code required for use of certain trunks.

Automatic Alternate Routing (AAR)

A system feature that allows up to four choices for private network calls from one customer location to another.

Automatic Route Selection (ARS)

A system feature that provides automatic selection from a preprogrammed sequence of the least costly facilities for completing calls to the public network.

Automatic Route Selection (ARS) Warning Tone

A short burst of tone indicating the call is being completed on a toll trunk.

Automatic Tie Trunk

A telecommunications channel that routes calls to an attendant at the distant end. The attendant dials the desired number.

Backup Coverage Extension Number

The second point in a coverage path when a call is redirected to coverage.

Barrier Code

A security code used to allow a remote user to access the system and to prevent unauthorized access to the system.

Busy Out

A method used to cause a line or trunk to appear (signal) busy to incoming calls.

Busy Tone

A low-pitched tone repeated 60 times a minute—indicates that the extension number dialed is in use.

Call Coverage Agent

A person within the Message Center who receives redirected calls and messages. Also retrieves messages for voice terminal users.

Call Detail Recording and Reporting (CDRR)

A service that records detailed call information on incoming and outgoing calls and charges the calls to account numbers. The information is processed to generate reports about system traffic and usage.

Call Waiting Ringback Tone

A tone with a low-pitched signal at the end—indicates that the extension number called is busy, but that the called party has been given call waiting tone.

Call Waiting Tone

A high-pitched beeping tone—not repeated indicates an incoming call waiting to be answered. The number of beeps tells the source of the waiting call: one beep—a call from another telephone/voice terminal; two beeps—a call from an attendant or from an outside caller; three beeps—a priority call.

Caller Response Interval

The time allowed an internal caller to respond to a call that is being redirected to coverage.

Central Office (CO)

A place where public electronic telephone switching equipment is housed.

Central Office (CO) Trunk

A telecommunications channel on the public network between the central office and the system.

Channel

A communications path over which voice or data signals are carried.

Class of Service (COS)

A number that specifies the features and calling privileges that together determine the calling privileges of a group of extension numbers.

Code Restriction Level (CRL)

A number that specifies the geographical areas or specific telephone numbers in those areas that a user can access.

Confirmation Tone

Three short bursts of tone—indicate that the activation or cancellation of a feature has been accepted.

Controlling Terminal

The voice terminal within an assigned group that is used to change, add, or delete numbers in the group.

Coverage Call

A call that is redirected from the called extension (or principal) to another extension, to a Message Center, or an Automatic Call Distribution (ACD) group.

Coverage Callback

An option (part of Call Coverage feature) that allows a covering user answering an internal call that was redirected to coverage to leave a message for a principal to call the caller.

Coverage Group

One to three coverage points in a coverage path and the coverage criteria.

Coverage Path

The coverage points (in an ordered sequence) to which calls are redirected.

Coverage Point

An extension number, Automatic Call Distribution group, or Message Center group designated as an alternate answering point in a coverage path.

Coverage Tone

One short burst of tone—indicates a call to an extension number will be answered at another extension number by a covering user. Based on the time established for a system, a user can hang up or disconnect within 2 to 10 seconds (Caller Response Interval) if the user decides not to allow the call to go to a covering user.

Covering User

The person authorized to answer a redirected call.

Data Channel

A communications path between two points designed to transmit digital signals.

Data Service

The switching and transmission of numbers, letters, symbols, and facts that describe a condition or an object.

Default Telephone/Voice Terminal

A preassigned telephone/voice terminal to which calls can be routed when the attendant console is unattended.

Designated Telephone/Voice Terminal

The specific telephone/voice terminal to which calls, for a certain extension, are redirected.

Dial-Repeating Tie Trunk

A telecommunications channel between two systems. The number dialed is repeated or dialed in at the distant end.

Dial Tone

A continuous steady tone—indicates that dialing may begin or a feature may be activated.

Dialing Plan

The valid numbers assigned within a system to gain access to features, trunk groups, or telephones/voice terminals.

Digital Data

Data transmitted in the form of digits. Digits are assigned numerical values, and the information content of the signal is only concerned with the discrete states of the signal (dual-state condition: on/off, open/closed, and true/false).

Digital Trunk

A circuit in a telecommunications channel designed to handle digital transmission of information as opposed to analog.

Direct Distance Dialing (DID)

Long distance calls completed without operator assistance.

Direct Inward Dialing (DID) Trunk

An incoming trunk used for dialing directly into a switching system without assistance from the attendant.

Distributed Communication System (DCS)

A number of systems connected together in a network configuration to serve a customer with a large number of lines. Systems can be in the same equipment room, in a campus arrangement separated by short distances, or scattered around a metropolitan area. Attendant and voice terminal features can be used across tie trunks and data links to allow the multi-system to appear as one system.

Dual Call Coverage Path

A second coverage path selected by the system based on the type of call (internal or external) and/or the state of the principal extension.

Extension Active

An extension with one call appearance that is active, or an extension with multiple call appearances having one or more appearances active.

Extension Busy

An extension with one call appearance busy, or an extension with multiple call appearances having all appearances busy.

Feature

An application or service provided by a telecommunications system.

Feature Button

A labeled button designating a specific feature.

Final Coverage Extension Number

The last telephone/voice terminal in a coverage path of a redirected call.

Foreign Exchange (FX)

A central office other than the one located in the calling customer area.

Foreign Exchange (FX) Trunk

A telecommunications channel that connects a private telephone system to a central office other than its own central office.

Forwarding Terminal

A telephone/voice terminal from which a call is forwarded to another designated telephone/voice terminal.

Idle Appearance Preference

A feature assigned to a multi-appearance voice terminal—allows the user to be automatically connected to an idle appearance upon going off-hook.

Individual Page Number

A number that identifies a person who receives a radio page.

Intercept Tone

An alternating high and low tone—indicates a dialing error or denial of the service requested.

In-Use Light

An indicator light on a multi-appearance voice terminal—indicates whether or not a particular appearance is in use.

Integrated Services Digital Network (ISDN)/Primary Rate Interface (PRI)

A feature that allows the System 85 and DEFINITY Generic 2 to interconnect with private and public networks that use the ISDN standards.

Line

Single-line—the family of telephones/voice terminals that support only one call at a time

Multi-appearance—the family of voice terminals on which more than one call, typically three, can be handled at the same time on the same extension number. Only one call at a time can have a voice connection. Other calls can be ringing or on hold.

Lockout (Line)

A condition in which a line is taken out of service because the handset is off-hook for 10 seconds without anyone dialing.

Message Center

A service that provides for answering calls that would otherwise go unanswered. The service accepts and stores messages for later retrieval.

Multi-Appearance Voice Terminal

A voice terminal equipped with several appearance buttons for the same extension number to allow the user to handle more than one call, on that same extension number.

Multilocation Customer

A customer having switching systems at more than one location.

Node

A local or distant system connected in a Distributed Communication System (DCS) environment.

Off-Hook

A term signifying that the telephone/voice terminal handset has been lifted.

Off-Hook Queuing

A term that describes when a caller stays on the line until an outgoing trunk becomes available.

Office Code

The first three digits of a 7-digit telephone number.

On-Hook

A term signifying that the telephone/voice terminal handset has been placed on the switchhook (hung up).

Override Warning Tone

A 4-second burst of tone—notifies all parties that override is in effect on a single-line telephone/voice terminal.

Paging Trunk

A telecommunications channel used for accessing an amplifier (loudspeaker paging).

Parity

A method of checking the accuracy of binary numbers.

Pickup Group

A group of individuals authorized to answer any call directed to a telephone/voice terminal extension number within the group.

Primary Coverage Extension Number

The first telephone/voice terminal in a coverage path when a call is redirected to coverage.

Principal (User)

A person assigned a listed directory number for a telephone/voice terminal from which calls can be redirected to a covering user.

Principal Telephone/Voice Terminal

The telephone/voice terminal for which a call was originally intended before being redirected (the extension number originally dialed).

Queue

An ordered sequence of calls waiting to be processed.

Queuing

The process of placing calls in an ordered sequence waiting for an idle trunk.

Radio Paging Trunk

A telecommunications channel used to access paging transmitter equipment.

Recall Dial Tone

Three short bursts of tone followed by dial tone—indicate that the feature requested has been accepted and that dialing may begin.

Remote Access Trunk

A telecommunications channel used by an authorized caller to gain access to the system.

Reorder Tone

A fast busy tone repeated 120 times a minute—indicates that all trunks or other facilities are busy.

Ringback Queuing

The process by which a caller attempting to complete an outgoing call is placed in queue, hangs up, and is called back when an outgoing trunk becomes available.

Ringback Tone

A low-pitched tone repeated 15 times per minute. The tone heard when the telephone dialed is ringing.

Ringing Tone

The ring heard when a call is being received and the handset is on-hook. This signal may be one, two, or three rings: one ring—a call from another voice terminal on the system; two rings—a call from the attendant or an outside caller; three rings—priority calls (for example, Automatic Callback, Call Routing to Preselected Voice Terminals, Priority Calling, or Ringback from a queued call).

Split

A defined number of agents (answering positions) answering calls in an ACD group.

Splitting

Separating a caller from an existing connection.

Station Message Detail Recording (SMDR)

A service that records detailed call information on incoming and outgoing calls and charges the calls to an account charge number.

Status Light

A light showing the status of an appearance by the state of the light (on, flashing, fluttering, or off).

Switchhook

The button(s) on a telephone/voice terminal located under the handset.

Synchronous Data Transmission

A scheme for sending and receiving data, where data elements may occur only at regular specified times. Sending and receiving devices must operate in step with each other.

System Manager

A person responsible for specifying features and/or services available to system users.

Telephone

Identifies all analog telephones.

Telephone Dictation Ready Tone

A high-pitched continuous tone to indicate that dictating may begin.

Tie Trunk

A telecommunications channel connecting two switching systems.

Timed Reminder Tone

A high-pitched tone, on for about 1/3 second and off for about 1 second—indicates that a call has been held on the console loop for 30 seconds or, when Attendant Release Loop (ARL) is active, that a call has been held off the console loop for longer than a preestablished interval.

Tone Ringer

A device with a speaker—used in electronic voice terminals to alert the user.

Truncation

A dropping of characters from a name to be displayed when the name needs to be shortened.

Trunk

A communications channel between two switching systems.

Unified Messaging

A family of distinct messaging services that work together in a unique way. Unified messaging provides channeling of all message notifications from all services into a universal mailbox. The feature provides uniform ringing on voice and data terminals and universal retrieval of voice and text messages.

Voice Terminal

Identifies all digital and hybrid single-line or multi-appearance telephones.

CHAPTER 6. INDEX