



AT&T

AT&T System 85

Release 2, Versions 1, 2, and 3

Voice Terminal Operation

User's Guide



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Release 2, Versions 1, 2, and 3

Voice Terminal Operation

User's Guide

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Federal Communications Commission (FCC) Rules require that you be notified of the following:

- This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications.
- It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.
- Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.
- The voice terminals described in this manual are compatible with inductively coupled hearing aids as prescribed by the FCC.

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INTRODUCTION

This guide on the operations of the AT&T System 85 voice terminals is intended for the trained personnel responsible for answering questions concerning the use of the terminals.

USE OF THE GUIDE

To make the best use of this guide, 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 user's terminal model. The procedures for each feature are written so that you can "talk" the user through each one step-by-step and tell the user what the various system responses mean.

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

ORGANIZATION OF THE GUIDE

This rest of this guide is divided into five sections:

- DESCRIPTION—This section defines terms associated with the voice terminals and the tones you may hear during voice terminal operations. For easy reference, the terms and tones are listed alphabetically. This section describes and illustrates the single-line and multi-appearance voice terminals currently available, describes the indicator lamps on multi-appearance voice terminals, and discusses the function of the lamps. This section also describes and illustrates the modules and adjuncts which can be used with the voice terminals.
- OPERATING PROCEDURES—This section contains step-by-step instructions for answering and placing calls and for using each feature available to users of the voice terminals. Wherever the instructions for using a feature vary according to the terminal model 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 section. The procedures for using specific features of the system follow and are arranged alphabetically by feature name.

- REFERENCES
- GLOSSARY
- INDEX.

DESCRIPTION

TERMS YOU NEED TO KNOW

Certain terms used in this section have meanings unique to the 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 (Appearance Button, Multi-Appearance)—Buttons usually labeled with extension numbers; indicator lamps next to these buttons light when a terminal user makes outgoing calls, receives incoming calls, or holds a call. Multi-appearance voice terminals by definition can be 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, at the same time.

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

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

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.

Line

Single-line—the family of 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; others can be ringing or on hold.

Ring 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 voice terminals:

BUSY TONE

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

CALL WAITING RINGBACK TONE

A ringback tone with a lower pitched signal at the end; indicates that the extension you called is busy, but that 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 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; indicates that the feature you activated or canceled has been accepted.

COVERAGE TONE

One short burst of tone; indicates 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; indicates that you may begin dialing or may activate a feature.

INTERCEPT TONE

An alternating high and low tone; indicates 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 voice terminal.

RECALL DIAL TONE

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

REORDER TONE

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

RINGBACK (AUDIBLE ALERTING) TONE

A low-pitched tone repeated 15 times a minute; tone that 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 voice terminal on 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; indicates that you may begin dictating.

VOICE TERMINALS

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

Voice Terminal Models

Seven single-line and thirteen multi-appearance models are available for use with System 85.

The 13 multi-appearance models are:

- Models 7203H and 7205H

Even though they look like Models 7403D and 7405D, they are electronically different.

- Models 7303S and 7305S

Provide the same services as 7203H and 7205H and come equipped with a built-in speaker for on-hook dialing and group listening and monitoring on hold. Model 7305S does not support a call coverage or a function key module.

- Five multibutton electronic telephone (MET) wall or desk sets
- Models 7403D and 7405D
- Model 7404D with built-in data module
- Model 7407D with speakerphone and calculator and a 2-line 40-character per line display.

All voice terminal models are described in detail in this section.

The models are listed here:

- *Single-line*

Model 2500 (Desk)

Model 2500 with Message Waiting Lamp

Model 2500 with Message Waiting Lamp Adjunct

Model 2554 (Wall)

Model 7101A

Model 7103A (Fixed Features)

Model 7103A Programmable

- *Multi-appearance*

Model 7203H

Model 7205H

Model 7303S

Model 7305S

Model 7403D

Model 7404D

Model 7405D

Model 7407D

- 10-Button MET Set (Desk)
- 10-Button MET Set (Wall)
- 10-Button MET Set with Built-In Speakerphone
- 20-Button MET Set (Desk)
- 30-Button MET Set (Desk).

The MET sets are only used for upgrades from DIMENSION® PBX.

To enhance the capabilities of Models 7205H, 7403D, and 7405D, the following optional modules can be attached:

- Call Coverage Module (Models 7205H and 7405D)
- Function Key Module (Models 7205H and 7405D)
- Digital Display Module (Model 7405D only)
- Digital Terminal Data Module (Models 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 Models 7103A, 7203H, 7205H, 7403D, and 7405D. The S102A speakerphone and the 502A headset adapter can be used with Models 7303S and 7305S.

While the following adjuncts can be used with the MET sets, they should be discouraged since they cannot be installed or rearranged by the customer.

- TOUCH-A-MATIC® Automatic Dialer
- 4A Speakerphone
- SPOKESMAN® Loudspeaker.

Recall Button

Some single-line models and all multi-appearance models except 7404D and 7407D are equipped with a fixed **Recall** button. The **Recall** button can be administered to a feature button on the 7404D and 7407D voice terminals.

The function of the **Recall** button is different for single-line and for multi-appearance models.

On single-line models, the **Recall** button is used to:

- Place 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 models (including MET sets), the **Recall** button is used to do the same as single-line models except for placing a caller on hold (the fixed feature button **Hold** puts a call directly on hold).

Models 2500, 2554, 2500 With Message Waiting Lamp, and 2500 Equipped With Message Waiting Adjunct

These single-line models (see Figure 1) come equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Tone Ringer with Volume Control
- Message Indicator and R button (on 2500 with Message Waiting).

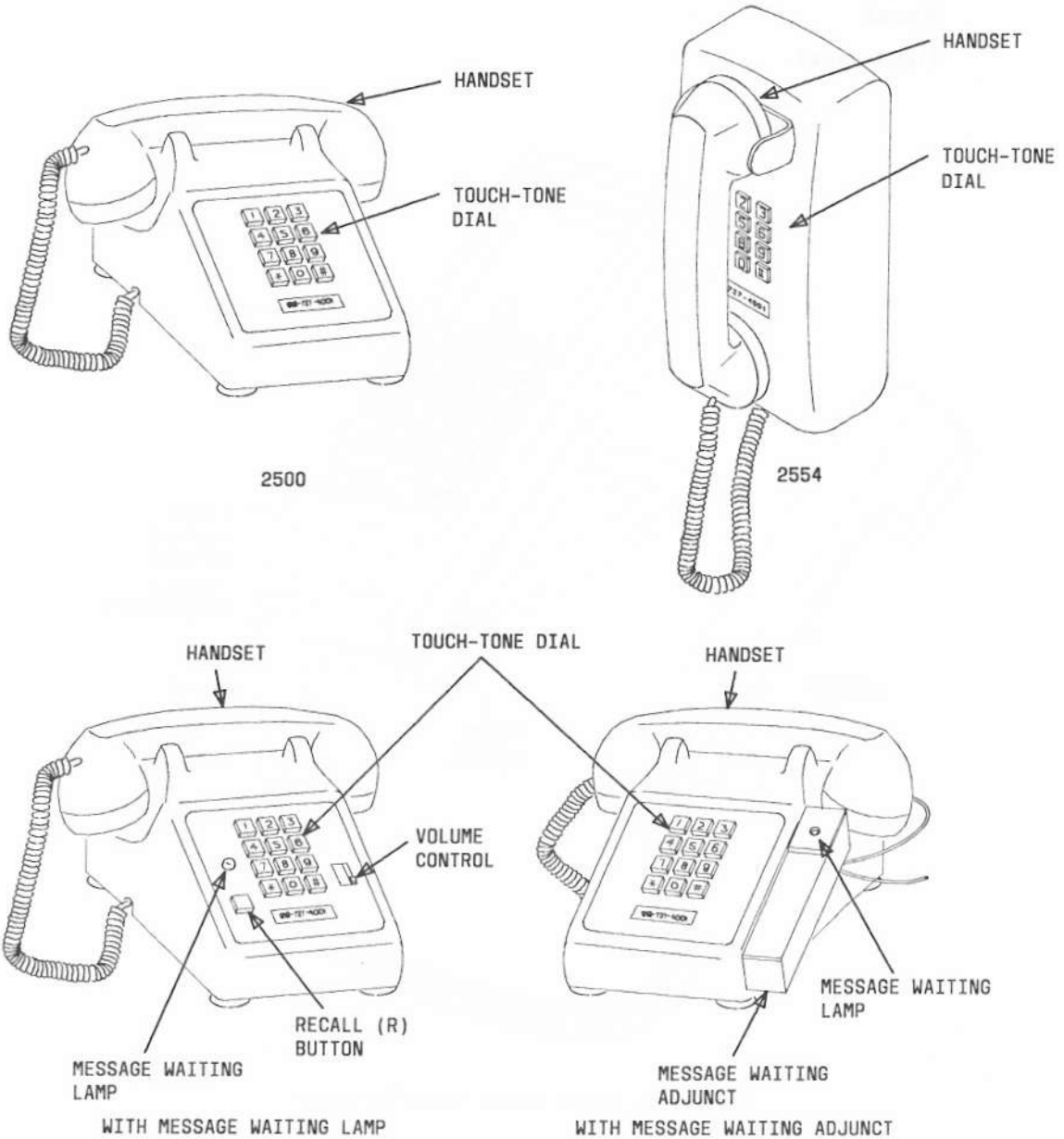


Figure 1. 2500 Voice Terminal Models

Model 7101A

This single-line model (see Figure 2) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Two Fixed Feature Buttons

Recall

Disconnect.

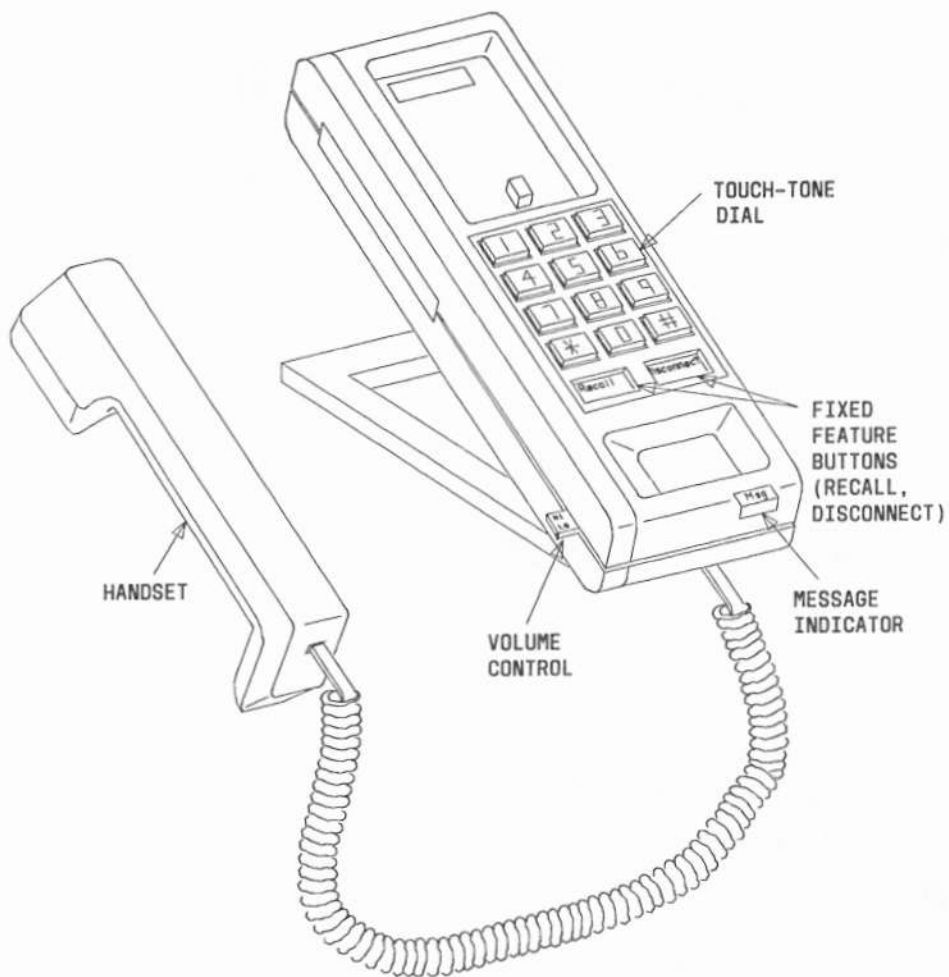


Figure 2. Model 7101A Voice Terminal

Model 7103A (Fixed Features)

This single-line model (see Figure 3) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Two Fixed Feature Buttons

Recall

Disconnect

- Eight Feature Buttons

Customer Designated—used *only for features*. These buttons are labeled with the feature names. (Note: Within any one system, *all* Model 7103A [fixed features] voice terminals have *identical* customer-designated feature buttons located in the same positions. Not all the voice terminals need have 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.

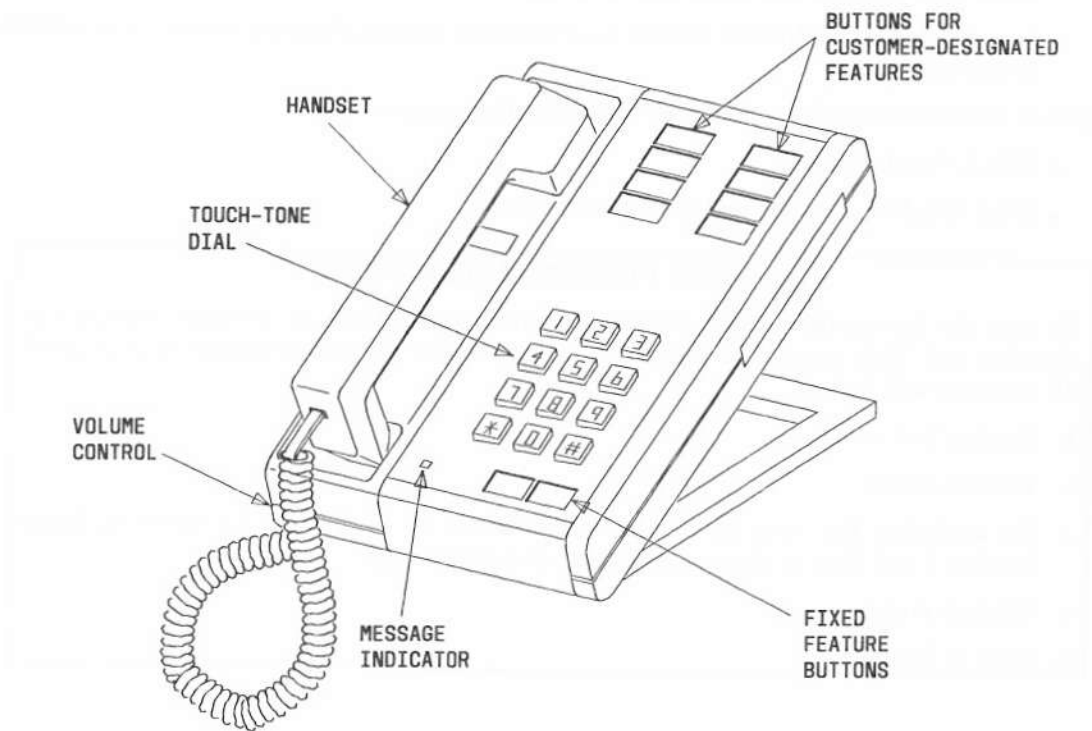


Figure 3. Model 7103A Voice Terminal (Fixed Features)

Model 7103A (Programmable)

This single-line model (see Figure 4) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- 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 programming automatic dialing buttons 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 place a call on “soft” hold.

- Ten feature buttons—Used for features or as automatic dialing buttons on which to store numbers.
- Two personalized ring switches located on the bottom of the voice terminal used to select one of four personalized rings. To set the personalized ring, check the box below and perform the steps shown in the box.
- Internal battery ON/OFF switch to disconnect internal battery when voice terminal is stored.

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. This means 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.

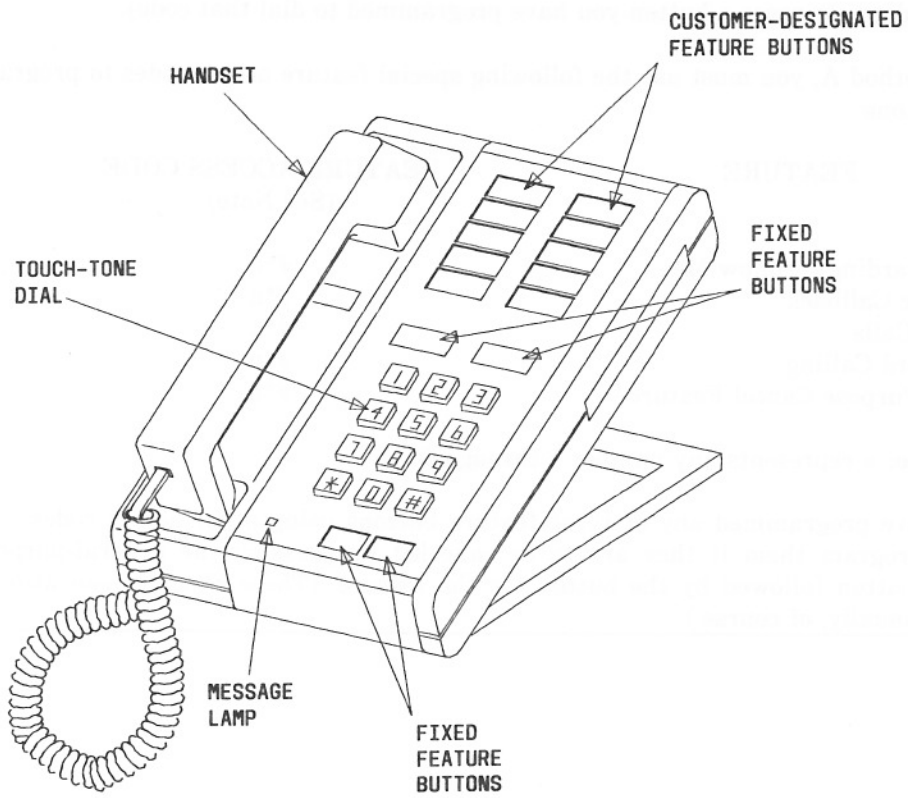


Figure 4. Model 7103A Programmable Voice Terminal

TO ALL USERS OF THE 7103A PROGRAMMABLE VOICE TERMINAL:

There are two possible 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 a button identifying the feature to be canceled

or

- B. Use a different cancellation code for each feature (either dial it 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 by pressing the general-purpose **Cancel** button followed by the button for the feature. (These #* codes can also be dialed manually, of course.)

Model 7203H/7403D

This multi-appearance model (see Figure 5) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Lamp Test Switch
- Six Fixed Feature Buttons

Recall

Disconnect

Conference

Drop

Transfer

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 lamps 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.

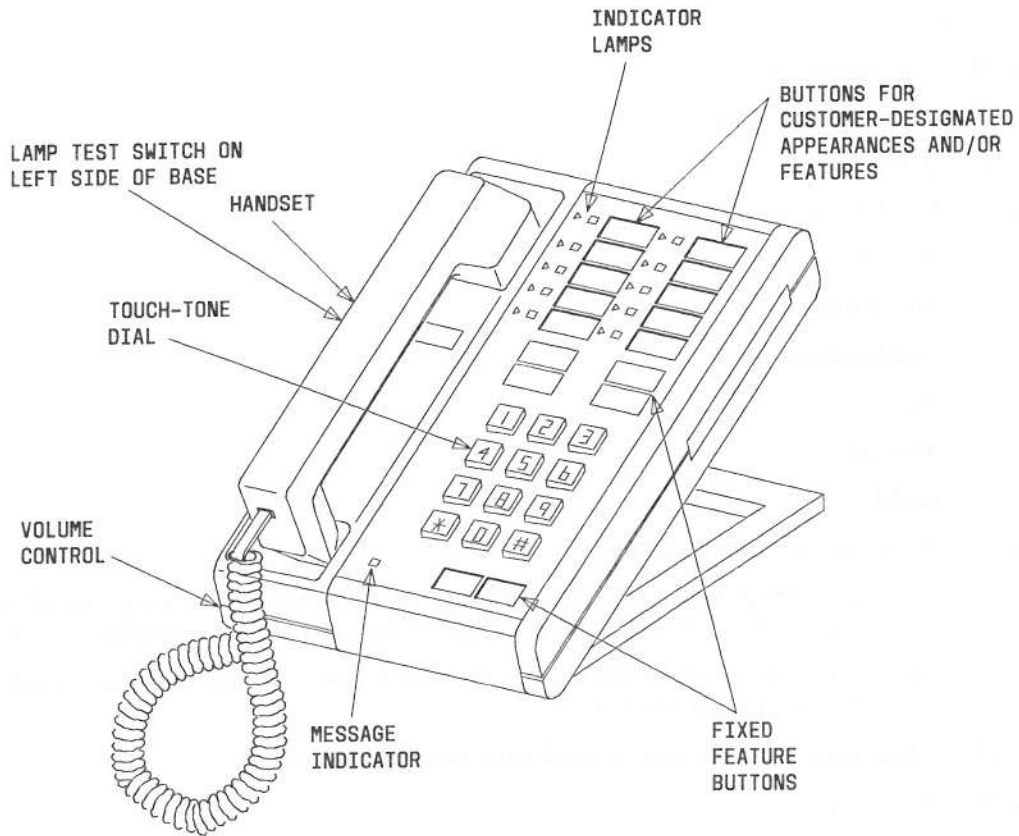


Figure 5. Model 7203H/7403D Voice Terminal

Model 7205H/7405D

This multi-appearance model (see Figure 6) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Lamp Test Switch
- Six Fixed Feature Buttons

Recall

Disconnect

Conference

Drop

Transfer

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

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

- S101A Speakerphone
- 500A Headset Adapter and a standard headset.

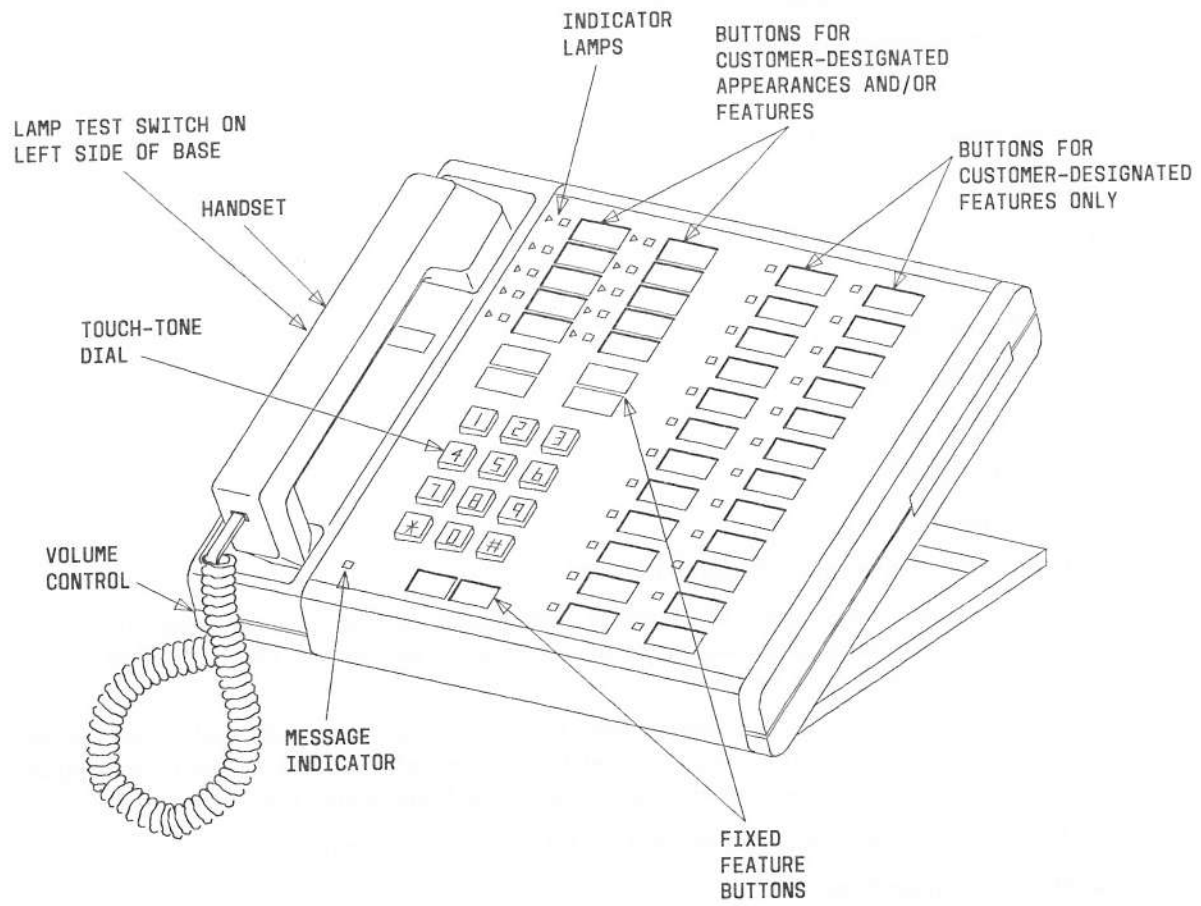


Figure 6. Model 7205H/7405D Voice Terminal

Model 7303S

This multi-appearance model (see Figure 7) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Sliding Volume Control (on left side of the voice terminal—adjusts the volume of the tone ringer and the speaker)
- Built-In Loudspeaker
- Lamp Test Switch
- Six Fixed Feature Buttons

Conference

Drop

Transfer

Hold

Recall

Speaker

- 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 lamps 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.

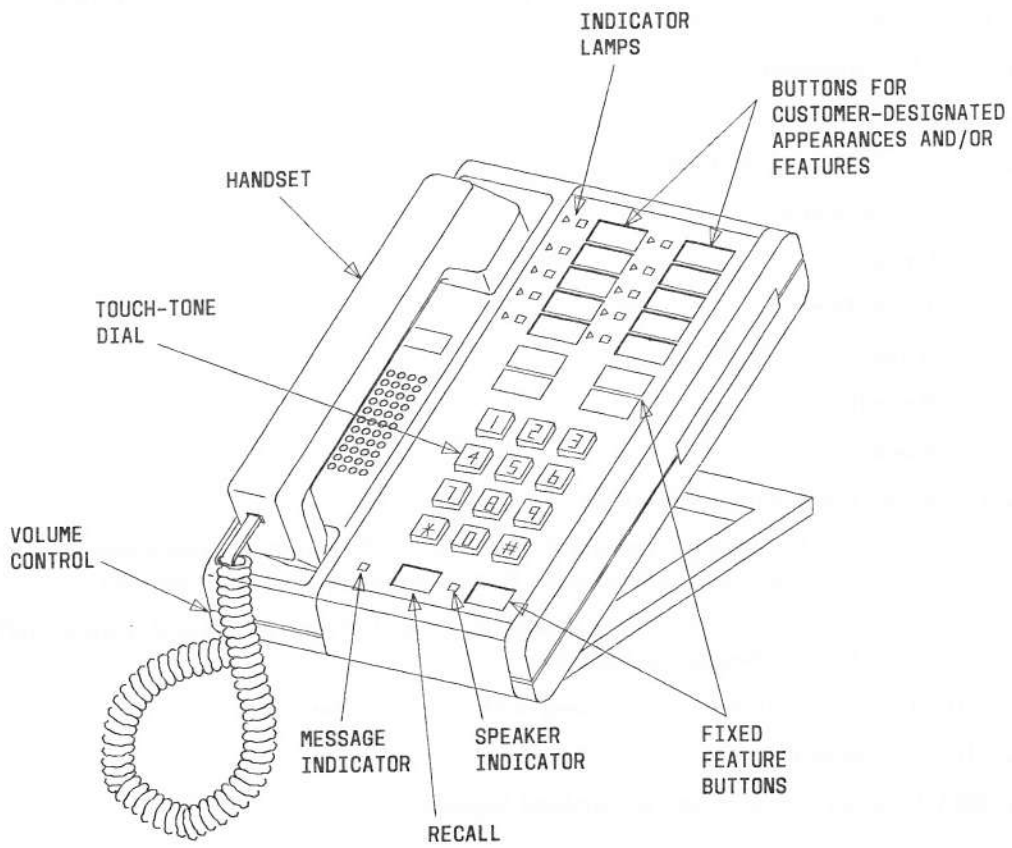


Figure 7. Model 7303S Voice Terminal

Model 7305S

This multi-appearance model (see Figure 8) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Sliding Volume Control (on left side of the voice terminal—adjusts the volume of the tone ringer and the speaker)
- Built-In Speaker
- Lamp Test Switch
- Six Fixed Feature Buttons

Conference

Drop

Transfer

Hold

Recall

Speaker

- 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 ten buttons has a pair of red and green (in-use and status) lamps located beside the button. Each of the remaining 24 buttons has a green (status) indicator lamp beside the button.

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

- S102A Speakerphone
- 502A Headset Adapter and a standard headset.

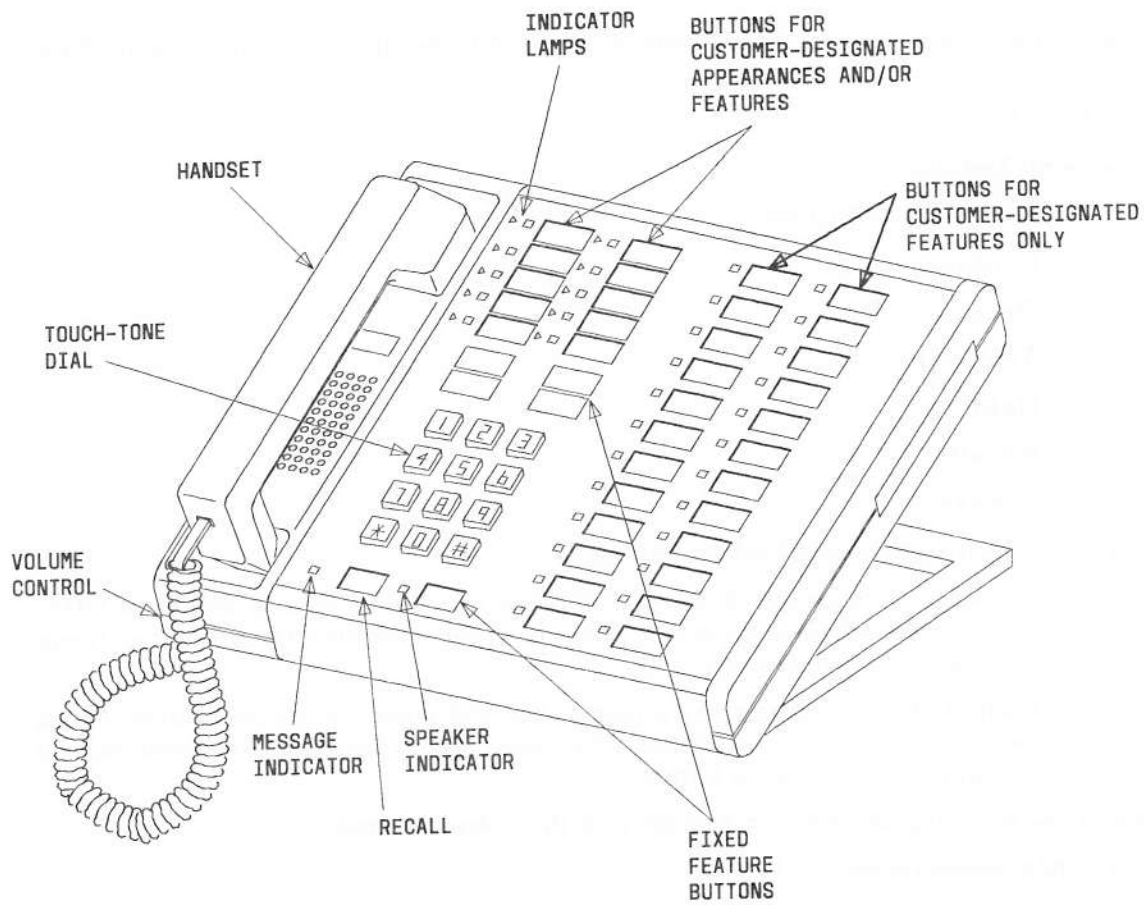


Figure 8. Model 7305S Voice Terminal

Model 7404D

This multi-appearance model (see Figure 9) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Built-In Data Module
- Self-Test Switch
- Data Call in Progress Indicator
- Four Fixed Feature Buttons

Conference

Drop

Hold

Transfer

- Six Appearance/Feature Buttons

Customer designated—programmed by the System Administrator 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 buttons has a red and green (in-use and status) indicator lamp located beside the button.

- Personalized ringing (optional) programmed from the keyboard of an associated video display terminal. To set the personalized ring, check the box below and perform the steps shown in the box.

A messaging cartridge inserted in the bottom of the 7404D 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.

TO SET PERSONALIZED RING

1. Using space bar, move cursor to "Set Options" on the menu on the associated video display terminal. Press RETURN.
2. Select "Ring" from displayed options. Eight patterns are displayed.
3. Position cursor under one of the patterns, using space bar on keyboard.
4. Type "h" to hear the ring.
5. Press RETURN to set the ring.

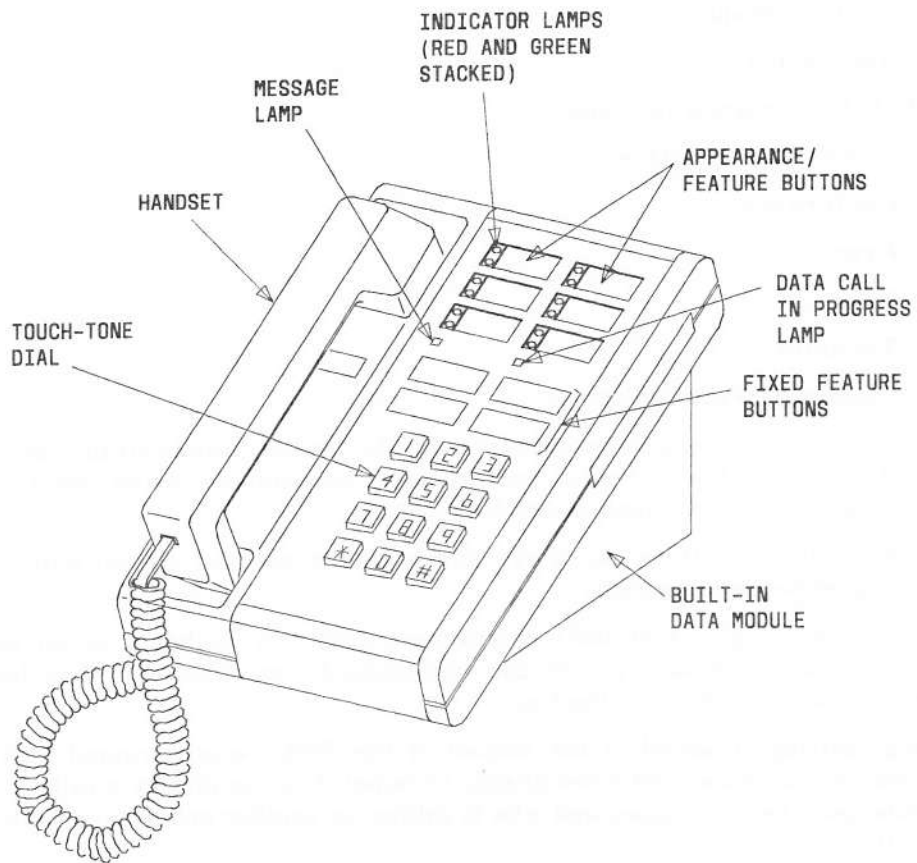


Figure 9. Model 7404D Voice Terminal

Model 7407D

This multi-appearance model (see Figure 10) comes equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Dial
- Message Indicator
- Tone Ringer with Volume Control
- Self-Test switch on the voice terminal
- Built-In Speakerphone with volume adjustment on front of the voice terminal
- Built-In 2-line, 40-character per line Alphanumeric Display with viewing angle adjustment
- Eight Fixed Feature Buttons

Conference

Drop

Hold

Transfer

Display

Speakerphone

Calculator/Select Ring

Microphone ON/OFF

- Ten Appearance/Feature Buttons

Customer designated—programmed by the System Administrator 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 these buttons has a red (in-use) lamp and a green (status) lamp located beside the button.

- Nine Feature/Display Buttons (lower left quadrant)

Each button has a status lamp. The top two buttons in this group can be assigned by the System Administrator to features according to the needs of the user. The other seven buttons can be assigned by the System Administrator as feature buttons for the alphanumeric display.

- Twenty-Two Feature Buttons without lamps (right side)

These buttons may be assigned to features not requiring lamp 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 select one of eight ringing patterns, check the box at the end of this write-up and perform the steps shown in the box.

An optional base containing a data module is available for use with this voice terminal to support data features. The data module has a self-test button and lamp.

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

TO SET PERSONALIZED RING

1. Press Calculator/Select Ring to enter ring-selection mode.
2. Press PR 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.

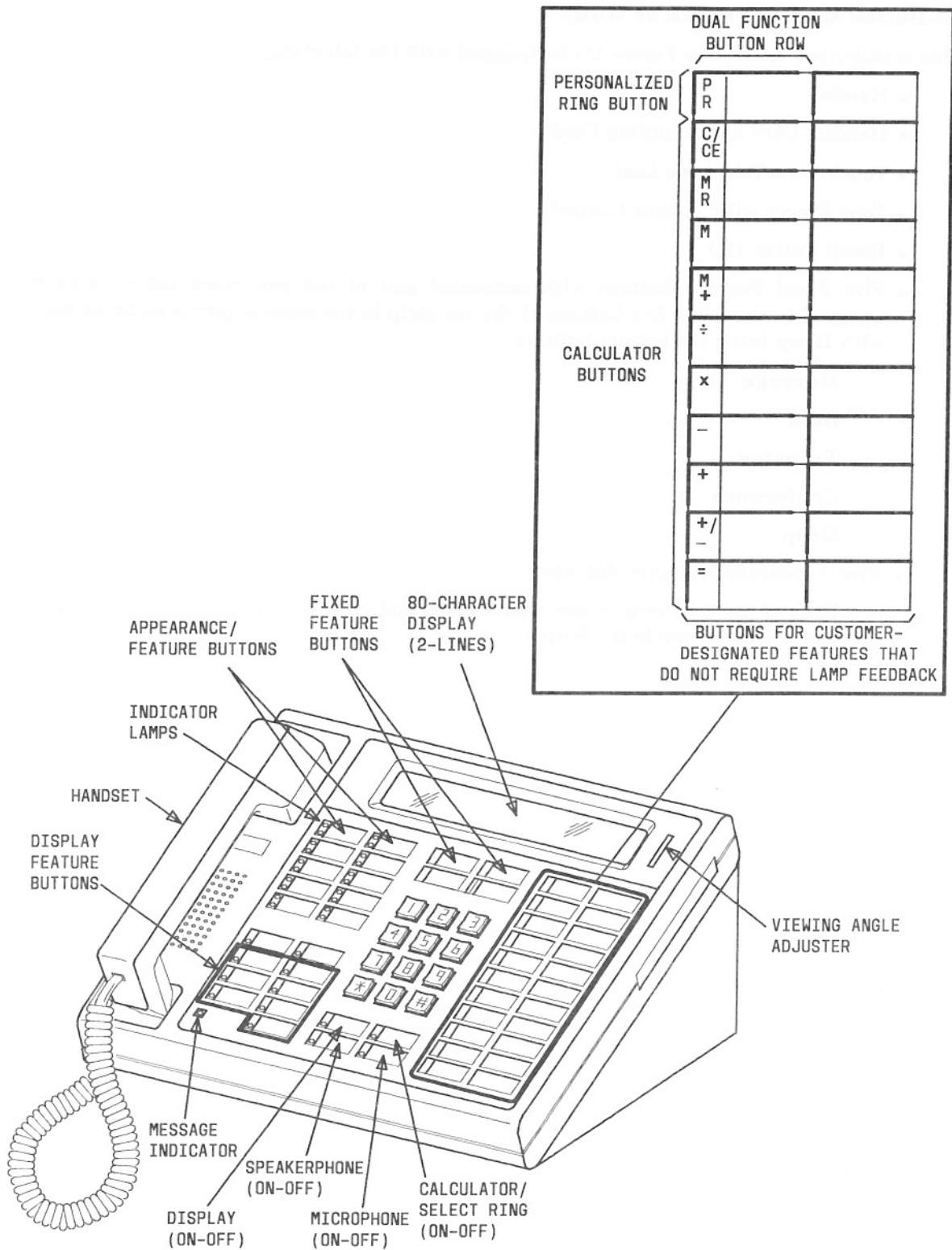


Figure 10. Model 7407D Voice Terminal

10-Button MET Set (Desk or Wall)

This multibutton model (see Figure 11) is equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Tone Ringer with Volume Control
- Recall Button (**R**)
- Five Fixed Feature Buttons with associated pair of red and green lamps (always assigned to the lower five buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

Message

Hold

Transfer

Conference

Drop

- Five Appearance/Feature Buttons

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

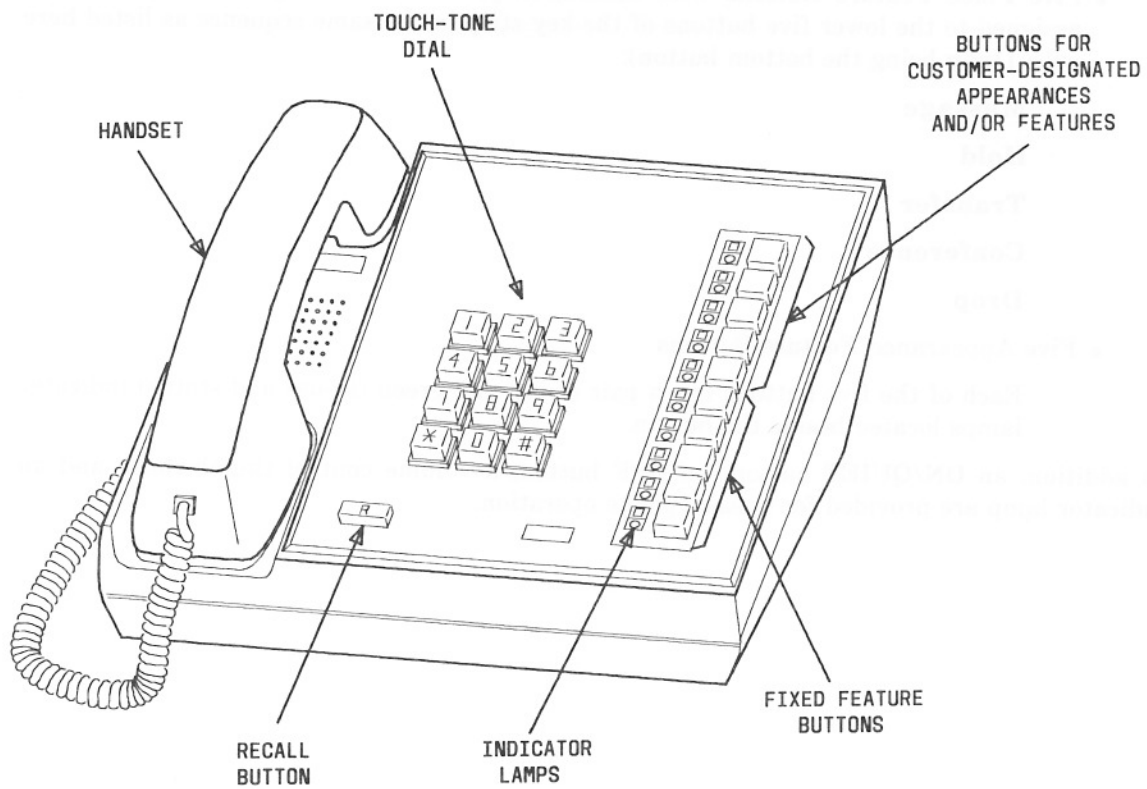


Figure 11. 10-Button MET Set

10-Button MET Set With a Built-In Speakerphone

This multibutton model (see Figure 12) is equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Tone Ringer with Volume Control
- Recall Button (**R**)
- Five Fixed Feature Buttons with associated pair of red and green lamps (always assigned to the lower five buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

Message

Hold

Transfer

Conference

Drop

- Five Appearance/Feature Buttons

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

In addition, an ON/QUIET button, an OFF button, a volume control thumbwheel, and an indicator lamp are provided for speakerphone operation.

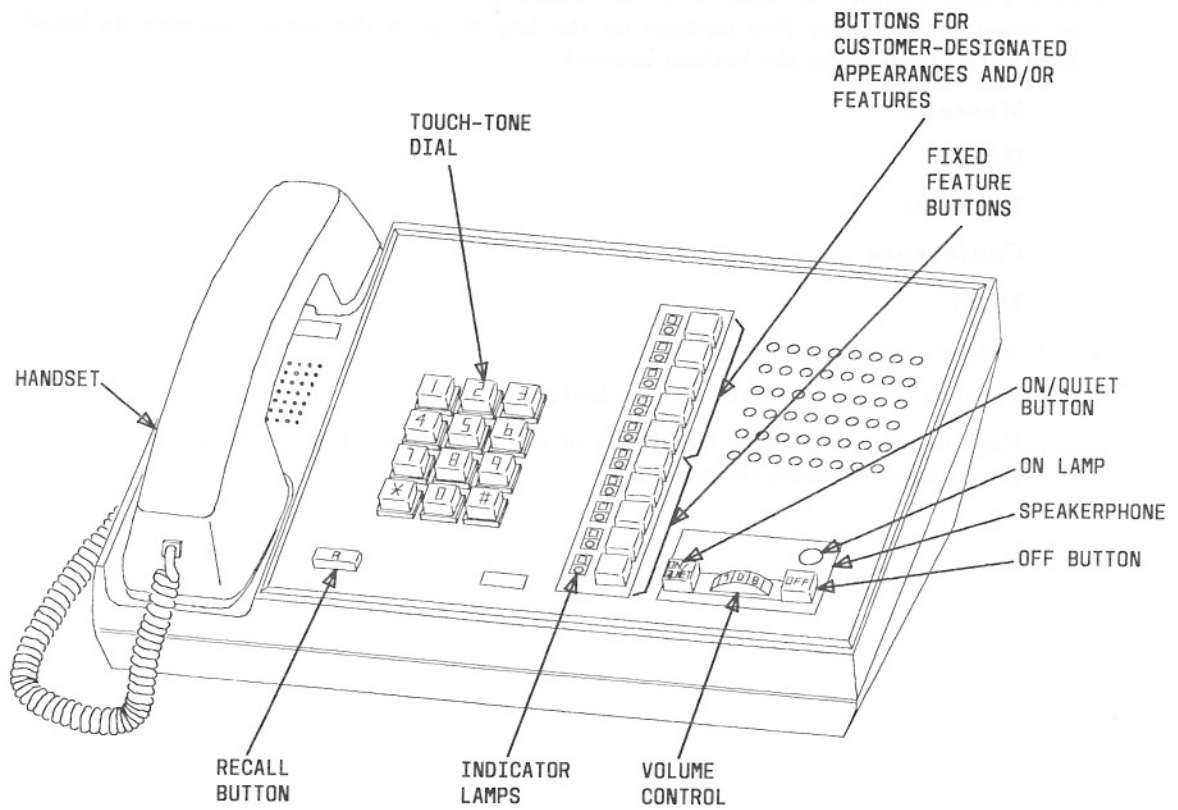


Figure 12. 10-Button MET Set With Built-In Speakerphone

20-Button MET Set

This multibutton model (see Figure 13) is equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Tone Ringer with Volume Control
- Recall Button (**R**)
- Five Fixed Feature Buttons with associated pair of red and green lamps (always assigned to the lower five buttons on the key strip in the same sequence as listed here with **Drop** being the bottom button):

Message

Hold

Transfer

Conference

Drop

- Ten Appearance/Feature Buttons
- Five buttons (can be assigned only to features)

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

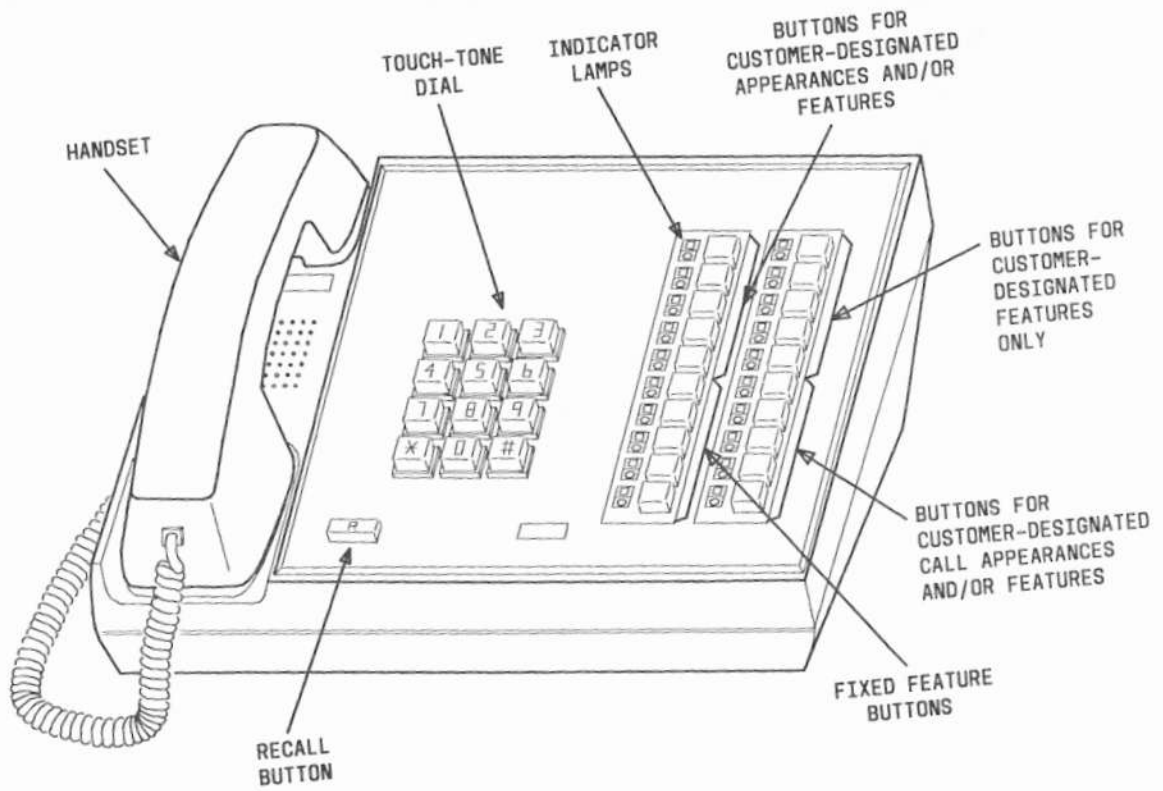


Figure 13. 20-Button MET Set

30-Button MET Set

This multibutton model (see Figure 14) is equipped with the following:

- Handset
- Handset Cord and Mounting Cord
- Touch-Tone Telephone Dial
- Tone Ringer Volume Control
- Recall Button (**R**)
- Five Fixed Feature Buttons with associated pair of red and green lamps (always assigned to the lower five buttons of the key strip in the same sequence as listed here with **Drop** being the bottom button):

Message

Hold

Transfer

Conference

Drop

- Ten Appearance/Feature Buttons
- Fifteen Buttons (can be assigned only to features)

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

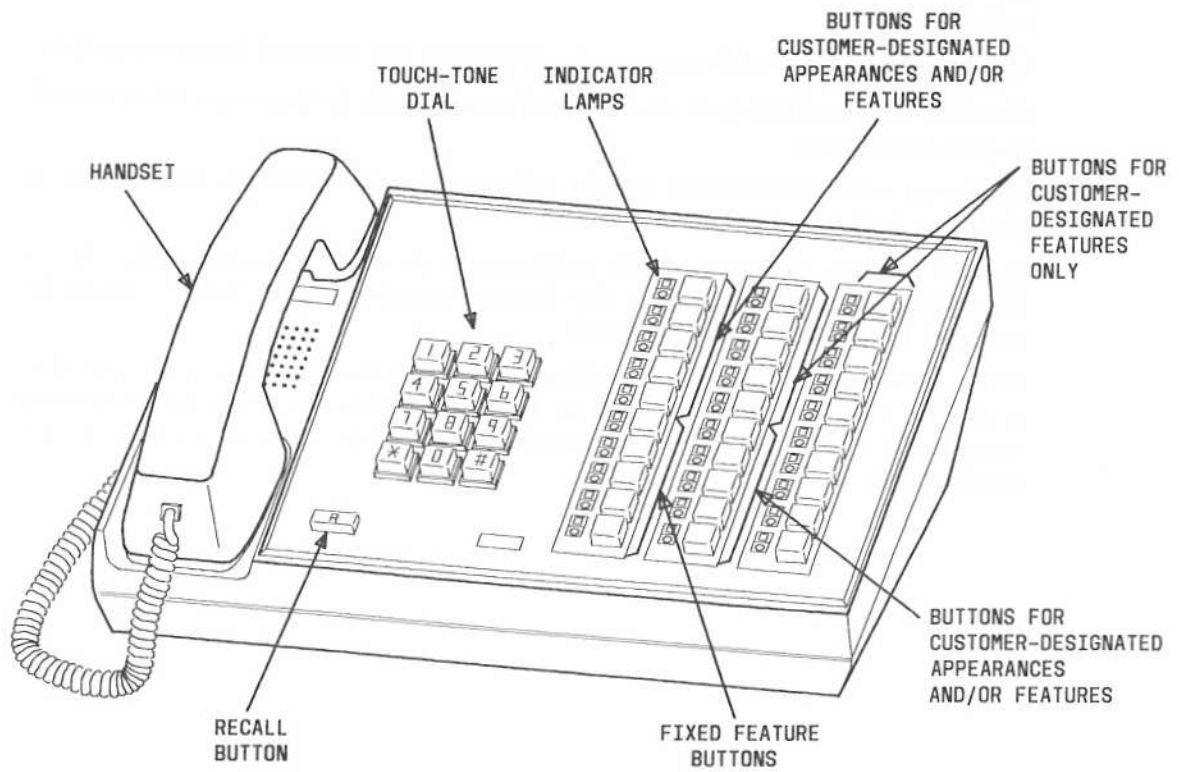


Figure 14. 30-Button MET Set

INDICATOR LAMPS (MULTI-APPEARANCE VOICE TERMINALS)

Two indicator lamps (red and green) are always located beside customer-designated appearance buttons on multi-appearance voice terminals. Feature buttons can have one green status lamp, two lamps (red and green), or no lamp located beside the button. Two indicator lamps (a red in-use lamp and a green status lamp) are *always* located beside each appearance/feature button on multibutton electronic telephone (MET) sets. The red and green lamps indicate the following:

- In-use—a red lamp; when lighted, identifies the appearance that you are using or will be using when you lift the handset.
- Status—a green lamp can indicate any one of six conditions:
 - Dark—indicates that the appearance is idle or that the assigned feature is not activated.
 - Lighted—indicates that the appearance is busy or the assigned feature is active.
 - Flashing—(500 milliseconds on—500 milliseconds off) indicates an incoming call on that appearance.
 - Fluttering—(50 milliseconds on—50 milliseconds off) indicates that a call is placed on hold by a voice terminal user.
 - Broken Flutter—(5 cycles of 50 milliseconds on—50 milliseconds off, off for 500 milliseconds) indicates that the feature assigned to the button cannot be accepted by the called voice terminal.
 - Wink—(350 milliseconds on—50 milliseconds off) indicates a call being routed to a specific voice terminal was put on hold by another user who has a bridged appearance of the specific voice terminal. The green lamp is winking at the specific voice terminal.

VOICE TERMINAL MODULES AND ADJUNCTS

Call Coverage Module

When the appropriate call coverage module is added to Model 7205H or 7405D voice terminal, this module (see Figure 15) provides 20 additional appearance/feature buttons. Each of the 20 buttons has two indicator lamps, a red triangular lamp (in-use) and a green square lamp (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.

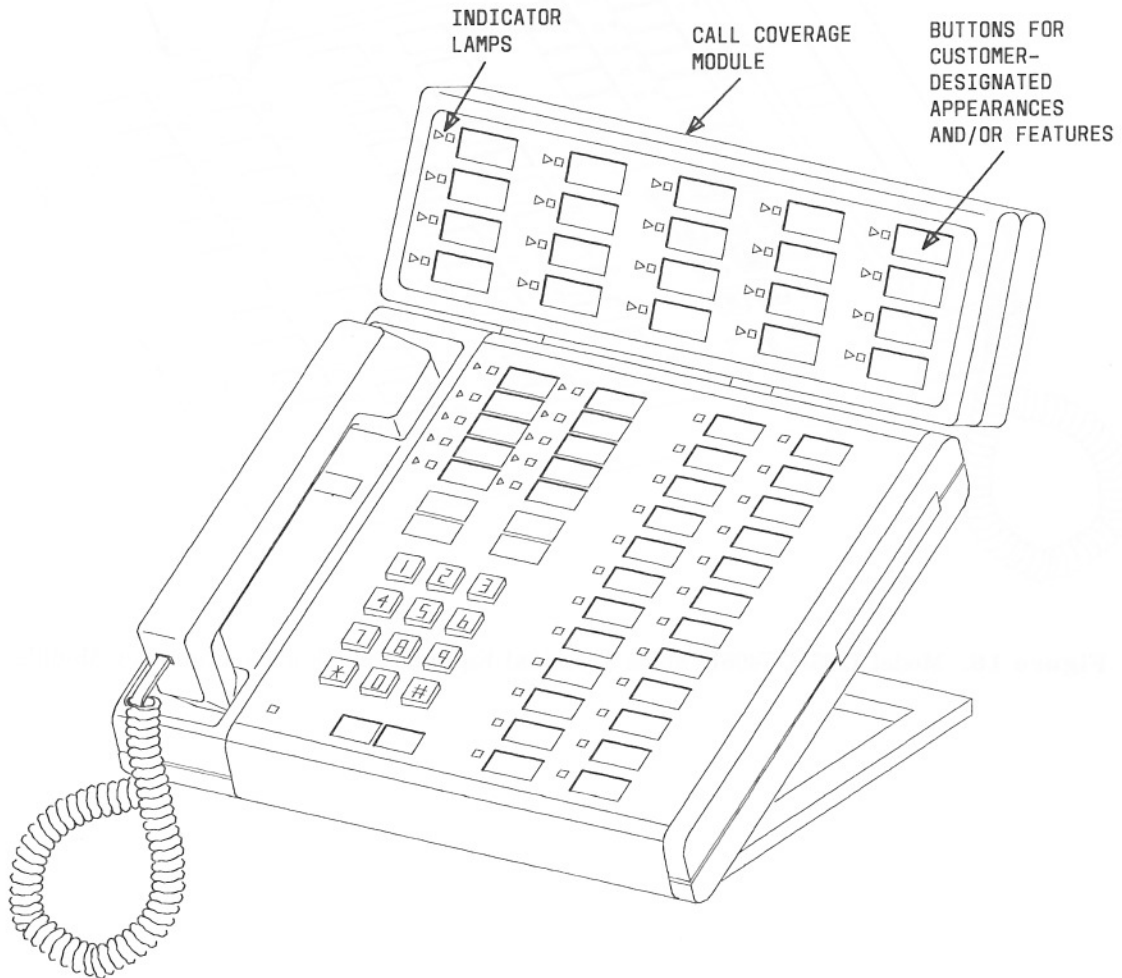


Figure 15. Model 7205H/7405D Voice Terminal Equipped With a Call Coverage Module

Function Key Module

When the appropriate function key module is added to Model 7205H or 7405D voice terminal, this module (see Figure 16) provides 24 additional buttons that can be assigned only to features. Each button has a green status indicator lamp. The hybrid and digital function key modules are not interchangeable.

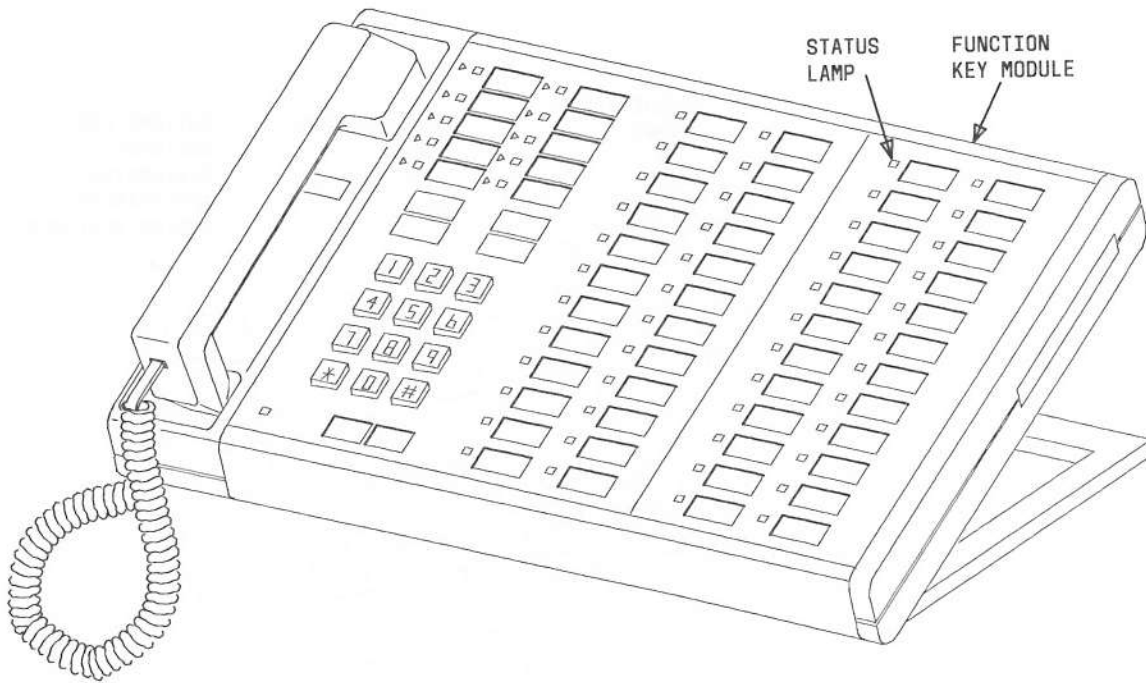


Figure 16. Model 7205H/7405D Voice Terminal Equipped With a Function Key Module

Digital Display Module

When added to Model 7405D voice terminal, this module (see Figure 17) provides displays of:

- 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.

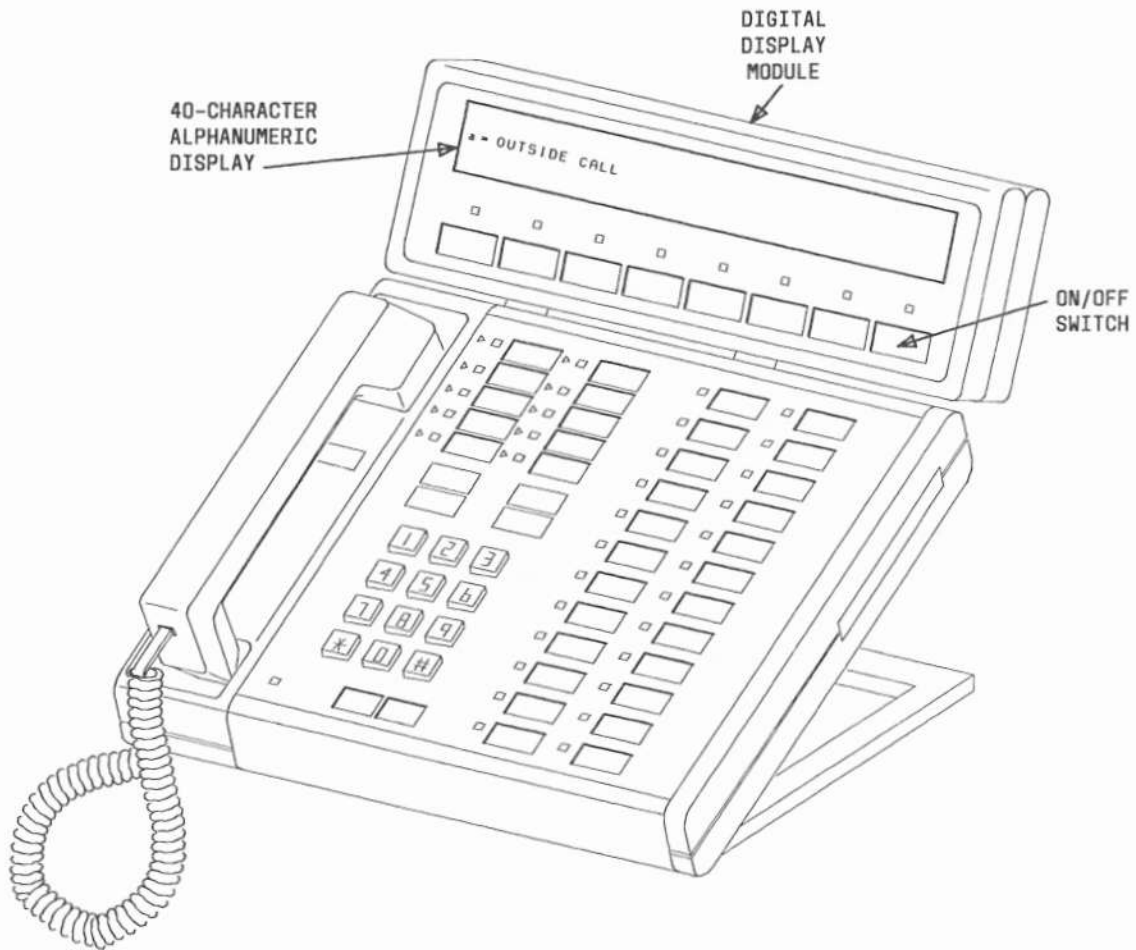


Figure 17. Model 7405D Voice Terminal Equipped With a Digital Display Module

The digital display module consists of the following:

- A 40-character alphanumeric display which includes numerical digits, uppercase and lowercase letters, and punctuation marks.
- An ON/OFF switch with an associated lamp which can be operated as needed by the voice terminal user.
- Additional feature buttons with associated lamps. 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 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

When added to Model 7403D or 7405D voice terminal, this module (see Figure 18) serves as an adjunct to the digital voice terminal to transmit and receive data through its EIA RS-232C interface to data terminal equipment.

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

Data calls can only be made when the TERMINAL READY lamp 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* (999-700-0271S) for complete information on this module.

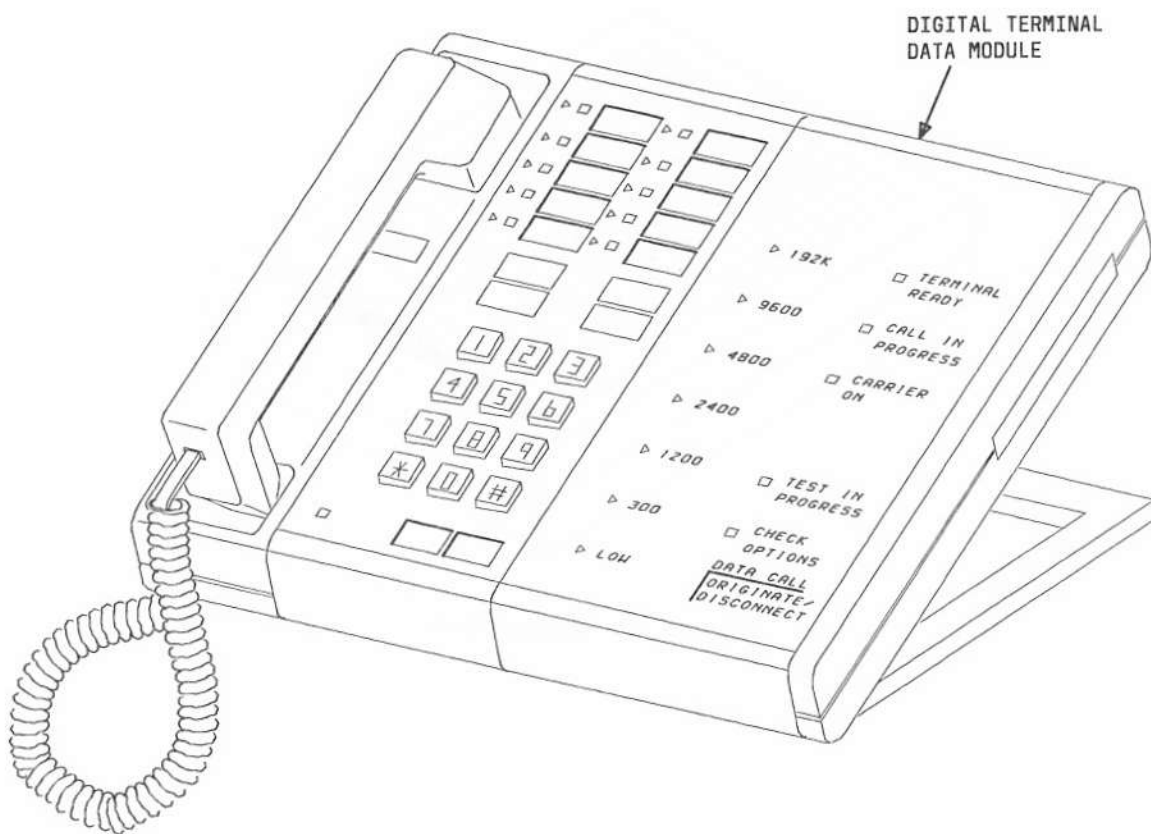


Figure 18. Model 7403D Voice Terminal Equipped With a Digital Terminal Data Module

Speakerphone

When connected to a voice terminal, this adjunct (see Figure 19) provides "hands-free" telephone operation. The S101A speakerphone can be used with the single-line Model 7103A and multi-appearance Models 7203H, 7205H, 7403D, and 7405D. The similar S102A speakerphone can be used with multi-appearance Models 7303S and 7305S.

These speakerphones are equipped with the following:

- ON/OFF button and lamp for the speakerphone
- ON/OFF button and lamp for the microphone
- Volume Control sliding switch.

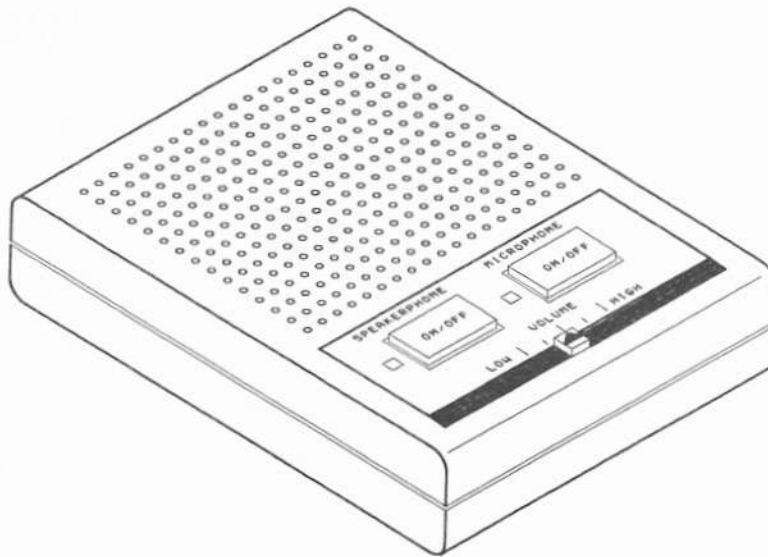


Figure 19. Speakerphone

Headset Adapter

Two headset adapters (see Figure 20) are available to enable the use of standard headsets with voice terminals of System 85. The 500A adapter can be used with single-line Model 7103A and multi-appearance Models 7403D and 7405D. The similar 502A adapter can be used with multi-appearance Models 7303S and 7305S.

These headset adapters are equipped with the following:

- Headset jack
- ON/QUIET switch to connect the headset to the voice terminal and to turn off the transmitter of the headset
- OFF switch to disconnect the headset
- HEADSET lamp to indicate when the headset is active.

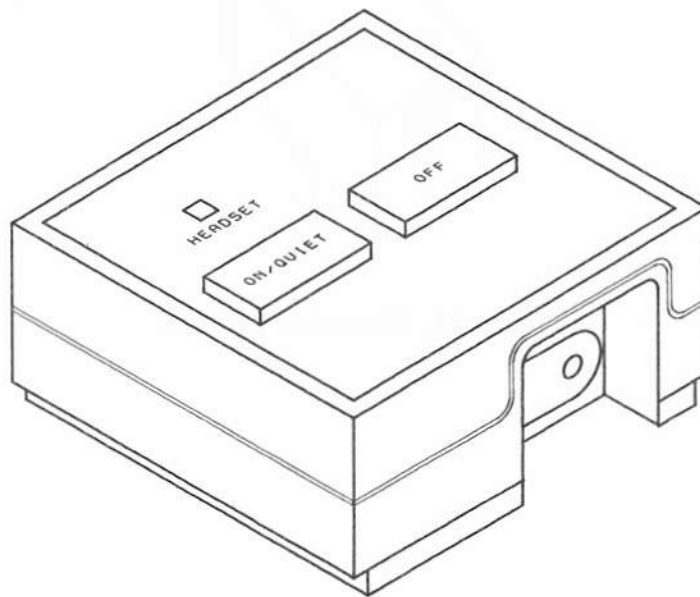


Figure 20. Headset Adapter

Messaging Cartridge

This adjunct (see Figure 21) can be added to a Model 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 Model 7404D terminal.

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

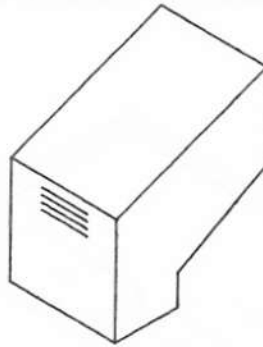


Figure 21. Messaging Cartridge

AT&T Personal Terminal 510D

The 510D (see Figure 22) provides the equivalent of a Model 7405D voice terminal equipped with a Digital Terminal Data Module, a 513 BCT, and a Digital Display Module.

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 (see Figure 23) 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 lamp
 - Message lamp
 - Speakerphone On-Off button with status lamp
 - Microphone On-Off button with status lamp.
- Keyboard—An optional 72-button keyboard (see Figure 24).
- Optional Plug-In Cartridges for Security, Directory, and Training.

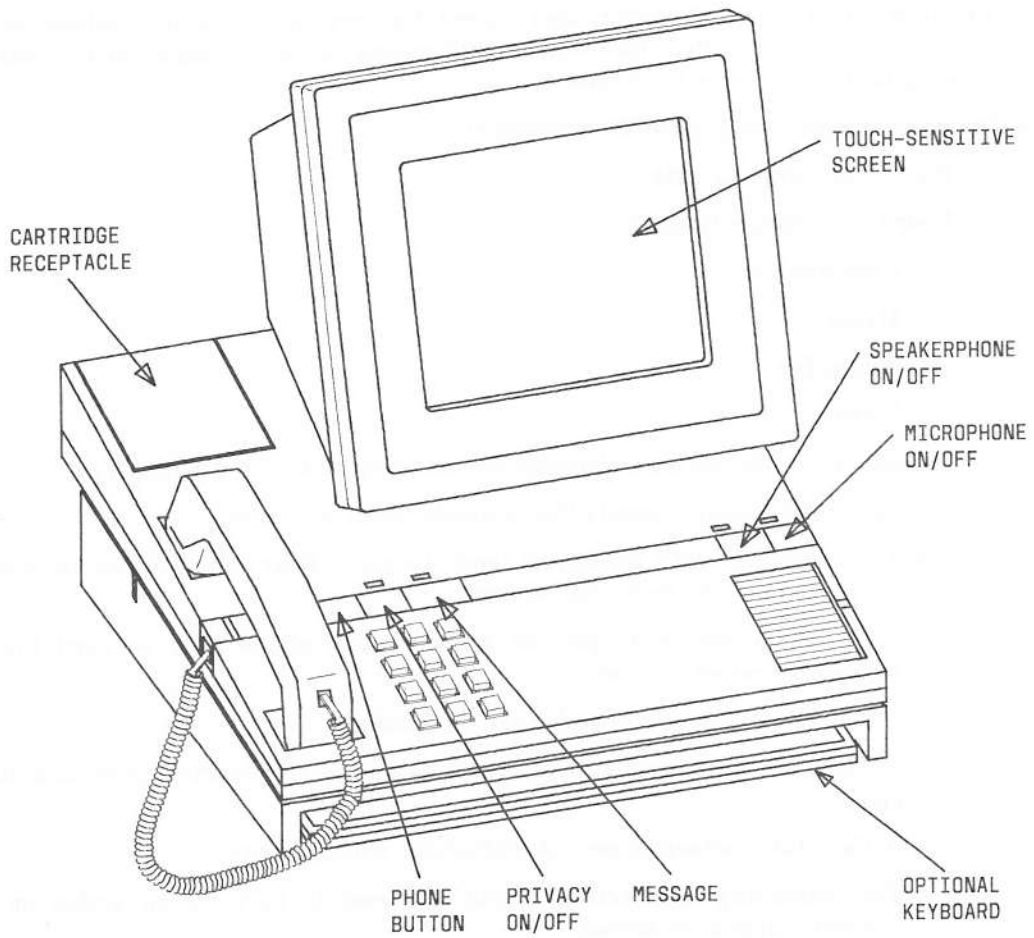


Figure 22. AT&T Personal Terminal 510D

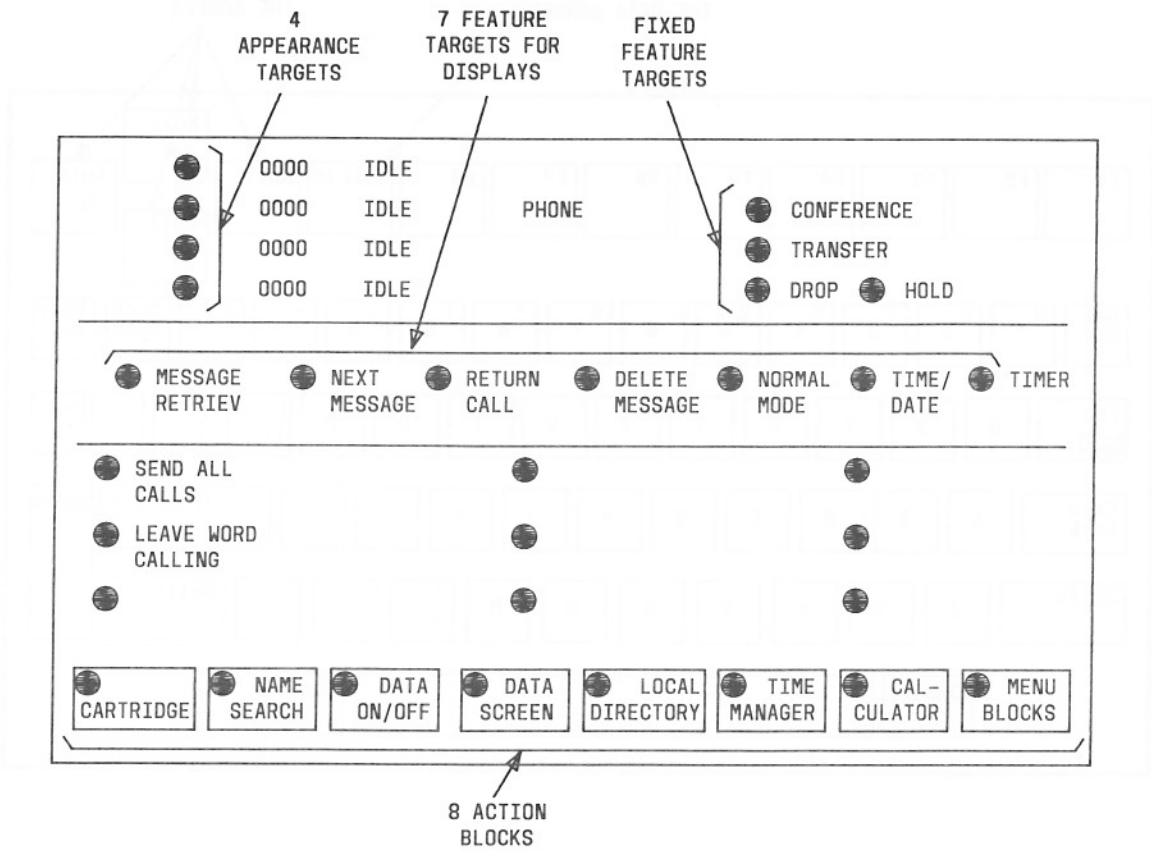


Figure 23. Phone Screen

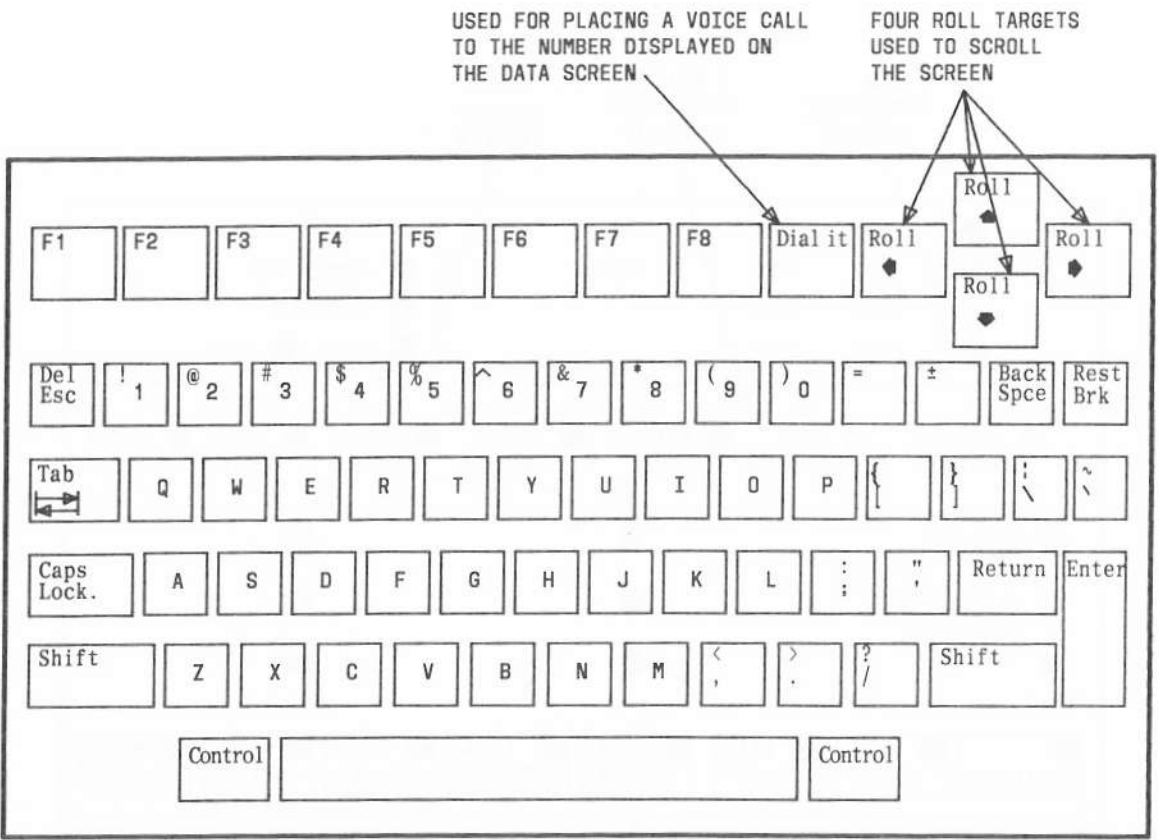


Figure 24. Optional Keyboard

515 Business Communications Terminal (BCT)

The 515 BCT (see Figure 25) is a video display voice and data terminal with a built-in digital telephone. This terminal has a digital interface which combines voice and data for connection to the System 85 switch.

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

Six fixed feature buttons:

Conference

Transfer

Drop

Hold

Recall

Disconnect

Seven buttons with lamps which can be used for display features and message retrieval

Ten buttons with lamps which can be assigned for customer-designated features and/or appearances

- Message Waiting Indicator
- Tone Ringer with Volume Control
- Test Switch.

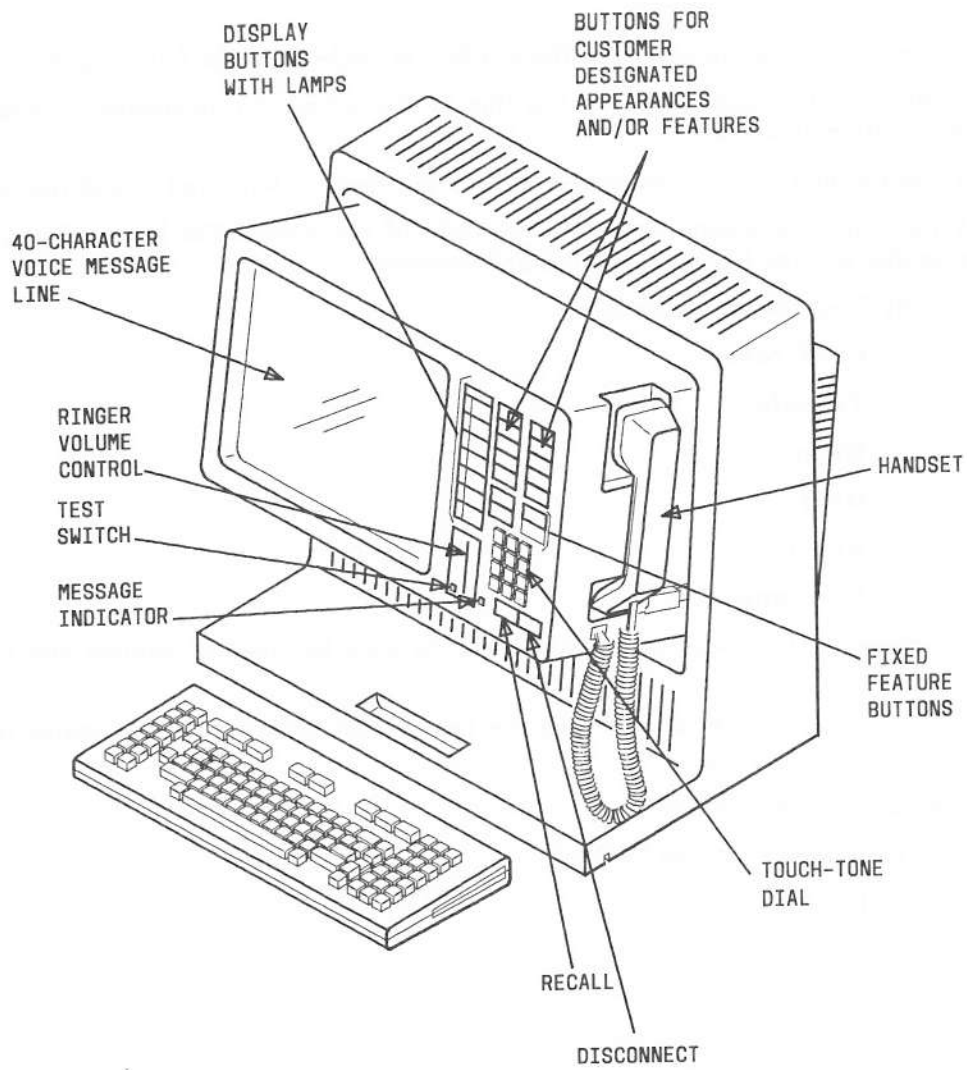


Figure 25. 515 Business Communications Terminal (BCT)

OPERATING PROCEDURES

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

BASIC PROCEDURES

This part describes the procedures that every voice terminal user in the system must be familiar with, regardless of the features that may be available. Features will vary from terminal to terminal, 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 have application to call processing in System 85, but they may not be apparent to the 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; and 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 lamp is lit on any appearance when on-hook with no ringing or flashing calls. A user going off-hook (see Note) gets both lamps lit 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 lamp remains lit when the terminal is on-hook and inactive. A user going off-hook (see Note) gets dial tone on that appearance.

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

None—An in-use lamp can be turned on only by pressing an appearance button. Going off-hook makes no automatic selection.

Note: Either goes off-hook or presses a button turning on a speaker or speakerphone.

A commonly used pair of preferences is ringing and prime.

Distributed Communication System (DCS)

Provides the ability 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 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 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 the other party, you can speak in a normal voice. The output volume of the speakerphone is adjustable.

The speakerphone can be integrated 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**. Speakerphone and microphone lamps light. This operation is equivalent to lifting the handset.

To turn off the speakerphone to end a call, simply press **Speakerphone On-Off**. Speakerphone and microphone lamps go dark.

To transfer from the handset to the speakerphone during a call, press **Speakerphone On-Off**; then replace the handset. Speakerphone and microphone lamps light and the conversation can continue.

To transfer from speakerphone to handset during a call, lift the handset and continue conversation. Speakerphone and microphone lamps go dark.

To temporarily prevent the other party from hearing you, press **Microphone On-Off**. Microphone lamp goes dark. To talk to the other party again, press **Microphone On-Off**. Microphone lamp lights again.

Built-In Speakerphone of 10-Button MET Set

To turn on the built-in speakerphone, press **On/Quiet**. The **On** lamp lights. This operation is equivalent to lifting the handset.

To turn off the speakerphone to end a call, press **Off**. The **On** lamp goes dark.

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

To transfer from the handset to the speakerphone during a call, press and hold **On/Quiet** until the handset is replaced. The **On** lamp lights.

To temporarily prevent the other party from hearing you, press and hold **On/Quiet**. The **On** lamp goes dark. To talk to the other party again, release **On/Quiet**. The **On** lamp lights.

On-Hook Dialing Using 7303S and 7305S Voice Terminals

The 7303S and 7305S voice terminals provide the calling convenience of on-hook dialing. Calls placed from these terminals can be dialed without lifting the handset, if the user desires. Pressing the **Speaker** button turns on the built-in loudspeaker, selects an idle appearance, and provides dial tone through the loudspeaker. The destination can then be dialed 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, the call can be dropped by pressing the **Speaker** button again. Calls can also be placed from these terminals in the usual manner by lifting the handset before dialing.

Answering a Call

Single-Line Models

- Lift the handset and talk to the caller.
- Hang up when call is completed.

Multi-Appearance Models

If you have Ringing Appearance Preference assigned:

- Lift the handset and talk to the caller.
Red in-use lamp is lighted and green lamp 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 lamp is flashing.
- Lift the handset and talk to the caller.
Red in-use lamp lights. Green lamp lights steadily.
- Hang up when call is completed.

Placing a Call

Single-Line Models

- Lift the handset; listen for dial tone.

Note: If Call Detail Recording and Reporting (CDRR) is assigned on a per-trunk-group basis on your system 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; indicates that 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 not, dial 1 to cancel the 10-second timer. The system 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 Models

If you have Idle Appearance Preference assigned:

- Lift the handset; listen for dial tone.

Red in-use lamp lights. Green lamp lights steadily.

Note: If Call Detail Recording and Reporting (CDRR) is assigned on a per-trunk-group basis on your system 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; indicates that 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 not, dial 1 to cancel the 10-second timer. The system 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 Model 7405D voice terminal equipped with a digital display module to answer incoming calls, you will receive the following displays on 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 Model 7405D voice terminal equipped with a digital display module to make outgoing calls, you will receive the following displays on 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 (with this option, 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 system. Some features apply to individual voice terminals or groups of voice terminals, while others are systemwide. In the following procedures, it is assumed that each voice terminal user knows what features are accessible at his or her voice 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 of 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	Recommended Code	Assigned Code
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	_____
Leave Word Calling Unlock Code	169	_____
Message Print on Demand	*4	_____
Override Access Code	111	_____

Feature	Recommended Code	Assigned Code
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 three lists to complete calls: your personal list, a group list, or a system 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 on your voice terminal which have been assigned as Automatic Dialing buttons. 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 Administrator has not assigned other codes.

Single-Line Models

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 a 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 Models

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 **Abrv Dial Program** or dial program access code.
Listen for confirmation tone.
Associated green status lamp lights steadily.
3. Press **Personal List** or dial the access code for your personal list (or a group list that you control).
Listen for dial tone.
Associated green status lamp lights steadily.
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 **Abrv Dial Program** or hang up to exit the program mode.

To make a call:

1. Lift the handset or press an idle appearance and then lift the handset.
Red in-use lamp lights; green status lamp lights steadily. Listen for dial tone.
2. Press proper list button or dial the access code for personal, group, or system list.
Associated green status lamp lights steadily.
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.

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 and then lift the handset.
Red in-use lamp lights; green status lamp lights steadily. Listen for dial tone.
2. Press **Abrv Dial Program** or dial the program access code.
Listen for confirmation tone.
Associated green status lamp lights steadily.
3. Press the appropriate Automatic Dialing button.
Listen for dial tone.
Associated green status lamp lights steadily.
4. Dial number to be stored (up to 20 digits).
5. Press Automatic Dialing button again.
Listen for confirmation tone.
Associated green status lamp goes dark.
6. Repeat the procedure from Step 3 if more numbers are to be stored.
7. Press **Abrv Dial 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 Models

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

Three special function codes can be programmed: Pause, Wait, and Mark:

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 feature 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 *Wait* button 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 three dial access codes (1, 2, or 3) to program the special functions into a list as shown in the following procedures.

To program Pause:

1. Press **Abrv Dial Function** and dial 1.

or

Press **Abrv Dial Pause**.

To program Wait:

1. Press **Abrv Dial Function** and dial 2.

or

Press **Abrv Dial Wait**.

To program Mark:

1. Press **Abrv Dial Function** and dial 3.

or

Press **Abrv Dial Mark**.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital display module 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 number, such as 7, 8, Function Code **Wait**, and digit 9: 7 displays when dialed, 8 displays when dialed, and nothing changes on the display when you dial the function code **Wait**; but when you dial 9, 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 Models

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 voice terminal user 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 voice terminal user 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 Models

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

1. Press **Transfer**.

Your call is put on hold.

Red in-use lamp goes dark and green status lamp 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; you can do this before the attendant answers 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 models.

Automatic Call Distribution (ACD)

The ACD feature permits incoming trunk calls, local voice terminal calls, and attendant-extended calls to terminate to the most idle voice terminal in a prearranged group of 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.

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

ACD also serves as the gateway to AUDIX (Audio Information Exchange).

ACD is available in Release 2, Version 3, to replace Enhanced Uniform Call Distribution (EUCD) feature that was supported in Release 2, Version 2.

Call Distribution

A published telephone number is associated with the extension number of the first 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 MIA (most idle agent). MIA is added as an option in Release 2, Version 3 of System 85 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.
- MIA (Most Idle Agent) distribution extends ACD calls to the available agent for whom the longest period of time has elapsed since the agent has finished an ACD call. 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 quickly 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 which 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 voice terminal, regardless of whether the call is a non-ACD call or an ACD call, no ACD calls will be received at that voice terminal.

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 and 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.

The Call Management System (CMS) tracks non-ACD and ACD calls when the agents are properly staffed and logged in. The 106B Display shows the status (Unstaffed and no lamp lighted, Available, on ACD call, After Call Work, non-ACD call, Auxiliary Work) of the agents' positions, regardless of CMS being provided. The agents need not be logged in to be "tracked" by the 106B Display. The CMS and 106B Display allow the ACD supervisor to detect and discourage 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. ACD calls are distributed only if the *extension is idle*.

Two Appearances are recommended in situations in which the agent is receiving incoming calls and placing outgoing calls. One of the appearances is used to originate and terminate calls, and the other appearance is reserved to terminate priority calls and *originate only*. With this arrangement, the agent can use features such as transfer while active on an ACD call 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 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 only*. This configuration allows the agent to handle ACD calls, receive calls directed to his or her voice terminal (for example, from a particular "client" or from the supervisor), and use transfer or answer priority calls.

Automatic Answering Appearances: It is recommended to designate only the appearance that is used to originate and terminate calls as an Automatic Answering Appearance. To answer a call on the other appearance, the user must select the appearance. An Automatic Answering Appearance allows the agent to operate in a hands-free mode 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 to an agent (or any other call), no ACD calls will be distributed since the extension is not idle.

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 when an agent needs assistance, there will be a means to notify a supervisor.

ACD Features—Agents

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 an in-progress call, during After Call Work, or while idle.

Auto-In: Allows the answering position to be made available 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 upon disconnect 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 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, make outgoing calls, and during lunch and coffee breaks. To enable the answering position to receive ACD calls after this feature has been activated, the agent must get back 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 system 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 the Staffed button (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 and 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. It 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 by the 106B and CMS 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 by the 106B and CMS as a 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 do *not* use the Disconnect or Drop buttons.

Assist: An Abbreviated Dialing (AD) button that allows the agent easy access to the supervisor for assistance. It 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 Display Module (for example, the 7405D), there are several display features that 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)

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 will be particularly useful to agents with display modules. Supervisor/agent messaging is enhanced when this feature is assigned to agents and supervisors.

ACD Features—Split Supervisors

The supervisor is the first member of each split (member 0) and has access to some features to which agents do not have access. ACD features assigned to buttons for supervisors are: Add, Delete, Verify Announcement, Call Forward-All Calls, Call Forward-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; but since the feature is used infrequently, it need not be assigned to a button but can be activated by a dial access code.

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 provided they are removed from their former split. Such transferring of agents should be coordinated between split supervisors.

Verify Annct (Verify Announcement): The supervisor may verify the recorded delay announcement by listening to it using the Verify Announcement feature. No modifications may be made to the recording using this feature.

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 System 85 if the number of calls in that other split is less than the inflow threshold setting for that 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 is not provided.

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 which is set up using 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 (enhanced) allows the supervisor to monitor successive incoming or outgoing calls without reactivating the feature. The supervisor may establish a monitoring connection to 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. This feature can be accessed using an AD button that contains the dial access code. The agent's extension must then be dialed or accessed 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, Auto Login, AD, Priority Call, and Leave Work 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. This system supervisor can:

- 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 lamp (after a tape reload, using only the console position designated as the ACD system supervisor). See Power Failure in Console Operation—User's Guide (555-102-730).
- Control restrictions using any console on voice terminals on a per-answering-position basis. See Restrictions—Attendant Control of Voice Terminals in Console Operation—User's Guide (555-102-730).

Call Management System (CMS)

A CMS is now available for System 85. This system, on the AP 16, 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 phone calls
- The number and amount of time spent on outgoing calls by agents.

Agents are required to 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. 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 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. Dial the agent login access code or press an AD button with the code stored.
Listen for dial tone.
4. Dial the 4-digit login ID twice (e.g., 11101110).
Listen for confirmation tone.
The answering position is now staffed and 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 headset or, if no headset, press the lighted Staffed button. If no headset or Staffed button is provided, dial logout code or press an AD button.

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.

The 7305S voice terminal can be used as the standard ACD agent voice terminal. This provides enough buttons to be assigned to appearances and ACD features and supports a headset adapter and headset. Furthermore, there is no DISCONNECT button on the voice terminal that the agents could press inadvertently.

To provide display capabilities to the agents, the 7405D voice terminal with Display Module may be used.

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.

The 7305S voice terminal may be used as the standard ACD agent voice terminal. To provide display capabilities to the agents, the 7405D with Display Module may be used.

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

There may be a situation 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 their 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 than 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 not idle.

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 and 7205 voice terminals are appropriate. To provide display capabilities to the agents, the 7405D with Display Module may be used.

Incoming Call Handling for Two Splits

Although not typical, there are situations in which there is a need for an agent 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 there be two appearances of each of the two extensions. For *each* of the extensions, a separate set of ACD feature buttons must be assigned. The 7305S is recommended since it supports a headset and does not have a Disconnect button. To provide display capabilities, the 7405D with Display Module may be used.

Answering ACD Calls in Manual-In Mode Using the Handset (Single-Line Models)

1. After Staffing (Aux Work), press Manual-In.
Manual-In lamp lights. Lift the handset and keep listening while waiting for a call.
2. When you receive the call, converse with the caller and hang up when your conversation ends.
3. Do after call work.
4. Press **Manual-In** button to receive another ACD call.

Answering ACD Calls in Manual-In Mode Using the Handset (Multi-Appearance Models)

1. Lift the handset and listen while waiting for a call.
Green status lamp lights steadily. **Manual-In** lamp lights if in Manual-In mode.
2. When you receive the call, converse with the caller and hang up when your conversation ends.
3. Press **Manual-In** button to receive another ACD call.

Answering ACD Calls in Auto-In Mode Using the Headset (Multi-Appearance Models)

1. Plug in the headset (log in if CMS is provided).
Aux Work status lamp lights.
2. Press **Auto-In** button (to receive calls in the automatic mode).
Auto-In status lamp lights. **Aux Work** lamp goes dark. Listen for a 1-, 2-, or 3-burst of zip tone and appropriate announcement before you are connected to the call.

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

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

Three bursts of zip tone—The call has been forwarded by overload balancing from another system. Zip tone is followed by city-of-origin announcement.
3. Converse with the caller.
4. Your call is disconnected when the caller hangs up (or press Release to force disconnect) and you will be automatically connected to the next call.
5. Press **Aux Work** button when you do not want to answer ACD calls in the **Auto-In** mode.
Aux Work lamp lights. **Auto-In** lamp goes dark. Your position will be bypassed during scanning; however, you can place or receive other non-ACD calls.
6. Press **Manual-In** (to receive a single ACD call and to automatically go to after call work mode after the ACD call).
Manual-In lamp lights. **Aux Work** lamp goes dark. You are connected to the call.
7. Converse with the caller.
8. Hang up when your call is completed or press Release to force disconnect. Your voice terminal will function in the **After-Call-Work** mode. **Manual-In** lamp goes dark. **Aux Work** lamp lights. This lets you complete any call-related paperwork or follow-up procedures and your position will be bypassed during additional split scans.
9. Unplug the headset.
Your answering position is placed in the unoccupied mode.

Placing ACD Calls (All Models)

1. Press an idle appearance.
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 and you can hang up when your conversation ends. If an idle position is not available, your call is placed in the split queue.
You will hear the first delay recorded announcement (if provided) 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 answering agent (member of the split) and you can hang up when your conversation ends. If an idle position is not yet found, you will hear a second delay recorded announcement (if provided); 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 answering agent (member of the split) and hang up when your conversation 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 an AD button that has the access code stored.
Listen for dial tone.
3. Dial the extension number of the agent.
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 calling party hang up.
4. Press **Release** button 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—Enhanced 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 for inexperienced agents. Incoming and outgoing calls can be observed.

To activate service observing:

1. Press an idle appearance button.
Listen for dial tone.
2. Press **Service Observe**.
Listen for dial tone.
3. Dial the extension number of the agent to be observed.
4. After observation, hang up.

To activate 2-way observing during observation:

1. Press **Service Observe** (audible 2-way connection).

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

1. Press **Service Observe** 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 **Service Observe**.
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, you and the agent will hear the first warning tone (2 seconds) after the beginning of the next call.

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 number 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.
Listen for trunk dial tone.
4. Dial the 7- to 10-digit default distant number.
Listen for confirmation tone.
Number is established.
5. Hang up.

To activate either type of overload balancing when the default number is established:

1. Press an idle appearance.
Listen for dial tone.
2. Dial the overload balancing access code for whichever type is to be activated.
Listen for dial tone.
3. Press the # button.
Listen for confirmation tone.
One or other type of overload balancing is in effect.
4. Hang up.

To activate either type of overload balancing to a special distant destination:

1. Press an idle appearance.
Listen for dial tone.
2. Dial the overload balancing access code for whichever type is to be activated.
Listen for dial tone.
3. Dial AAR/ARS access code.
Listen for dial tone.
4. Dial the 7- to 10-digit number of the special distant destination.
5. 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. 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.
Listen to the recorded announcement.
3. 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.
Listen for dial tone.
3. Dial the extension number to be added or removed.
Listen for confirmation tone.
4. Hang up.

Call Forwarding for ACD Calls (Intraflow)

To activate (split supervisor):

1. Press an idle appearance.
Listen for dial tone.
2. Dial the Call Forwarding activate access code (unconditional or overflow).
Listen for dial tone.
3. Dial the number of the "forwarding to" destination.
Listen for confirmation tone.
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. Activation can be performed only once to a distant destination for unconditional only (all calls).
5. Hang up.

To activate (system supervisor):

1. Press an idle loop button.
2. Press Start.
Listen for dial tone.

3. Dial the Call Forwarding activate access code (unconditional or overflow).
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 procedure to provide up to three forwarded-to destinations in a priority scheme. The priority is determined by the order of activation. Activation can be performed only once to a distant destination for unconditional only (all calls).

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 there are three forwarded-to destinations activated. Cancel in the reverse sequence as activated.
4. Hang up.

To cancel (system supervisor):

1. Press an idle loop button.
2. Press Start.
Listen for dial tone.
3. Dial the Call Forwarding activate cancel code (unconditional or overflow).
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 there are three forwarded-to destinations activated. Cancel in the same sequence as activated.
7. Hang up.

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, and the Automatic Callback attempt will return reorder tone. This feature is chiefly useful when 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 Administrator has not assigned other codes.

Single-Line Models

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 or you do not have this feature.

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 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.

Multi-Appearance Models

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 lamp lights 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 lamp 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 Distributed Communication System (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 lamp beside the **Auto Callback** button flutters for 16 seconds and then lights steadily. Remove the busy condition from one appearance while the lamp 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 lamp goes dark.
Listen for confirmation tone.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital 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 Release 2, Version 2 of System 85 single-line voice terminals administered as straight line sets (SLS) 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 lamp lights.

To exit from the bridged connection:

1. Hang up or press another appearance.

To bridge onto an existing call with a single-line voice terminal administered as a straight line set:

1. Lift the handset.

Bridged connection is made.

To exit from the bridged connection:

1. Hang up.

Note: Users of straight line sets (SLS) with the bridging feature assigned must lift the handset to determine busy/idle status of the voice terminal if they want to place a call.

Call Answer From Any Voice Terminal

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 voice terminal user hearing this signal can answer the call by dialing the Call Answer From Any Voice Terminal access code.

All Models

To answer these calls:

1. Lift the handset.
Listen for dial tone.
2. Dial the Call Answer From Any Voice Terminal activate code.
You are connected.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital display module and Call Answer From Any Voice Terminal is active in your system, 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 or active, 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 system 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 model that has appearances of more than one extension number can activate Send All Calls for one or more of those extension numbers.

Send All Calls can only be activated for extension numbers that have Send All Calls in their line class of service.

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 Administrator has not assigned other codes.

Send All Calls (Single-Line Models)

To activate Send All Calls:

1. Lift the handset.
Listen for dial tone.
2. Press **Send All Calls** or dial Send All Calls activate code.
Listen for confirmation tone.

To cancel Send All Calls:

1. Lift the handset.
Listen for dial tone.
2. Press **Cancel** and then **Send All Calls** if you have the general-purpose cancel button or dial the Send All Calls cancel code or press button programmed to dial that code.

Listen for confirmation tone.

Send All Calls (Multi-Appearence Models)

To activate Send All Calls for all extension numbers on your voice terminal:

1. Press **Send All Calls**.

Associated green status lamp lights, indicating Send All Calls is activated.

To cancel Send All Calls for all extension numbers on your voice terminal:

1. Press **Send All Calls**.

The associated green status lamp goes dark.

To activate Send All Calls for a specific extension number on a voice terminal that has more than one extension number:

1. Lift the handset.
2. Press the appearance of the extension number for which you want to activate Send All Calls.

Listen for dial tone.

3. Dial the Send All Calls activate code.

Listen for confirmation tone.

To cancel Send All Calls for a specific extension number on a voice terminal that has more than one extension number:

1. Lift the handset.
2. Press the appearance of the extension number for which you want to cancel Send All Calls.

Listen for dial tone.

3. Dial the Send All Calls cancel code.

Listen for confirmation tone.

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 placed on hold by the covering user:

The green status lamp associated with the appearance of the redirected call flashes to indicate the call has not been answered, or lights steadily 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 lamp. Associated red in-use lamp lights; associated green status lamp lights steadily.

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 lamp at the coverage point of the redirected call lights steadily 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 placed on hold. Green status lamp associated with the held appearance flutters. Red in-use lamp goes dark. 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 lamps light steadily.

7. Talk with the caller.

Display Information

If you are making an internal call using Model 7405D voice terminal equipped with a digital display module 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 cover

If you are a covering user with a Model 7405D voice terminal equipped with a digital display module, 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:

e—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 Models

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 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.
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 Models

To activate Call Forwarding—Busy/Don't Answer:

1. Lift the handset.
Listen for dial tone.
2. Press **Call Fwd Busy/DA** or dial Call Forwarding—Busy/Don't Answer activate code.
Associated green status lamp lights.
3. Dial extension number of 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.

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 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 Administrator has not assigned other codes.

Single-Line Models

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 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.
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.
or
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) terminal:

1. Press switchhook or **Recall** to place caller on hold.
2. Dial the extension number of the principal and hang up.

Multi-Appearance Models

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 lamp lights.

3. Dial extension number of 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.

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 lamp goes dark.

To redirect a call to the forwarding (principal's) 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 provided 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 Models

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 Models

To place a call in Call Park:

1. Press switchhook or **Recall**.
Listen for recall 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.
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 Models

To place 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

Call Pickup allows you to answer a call to an extension number within your group by pressing the **Call Pickup** button 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 Models

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 Models

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 lamp) to return to the original caller.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital display module and your call is answered by a member of a 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 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.

Single-Line Models

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 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 Models

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 six conferees, but attendant assistance is required when more than three voice terminals are involved.

All Models

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, the attendant can be recalled 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 3-party conference feature allows you to change an existing 2-party call into a 3-way conference call without attendant assistance.

Single-Line Models

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 placed 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 remove the tone and 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 and press switchhook or **Recall** again to remove the tone.

Multi-Appearance Models

To set up a 3-party conference from a 2-party connection:

1. Press **Conference**.

Your current call on the first appearance is placed on hold. Red in-use lamp on held appearance goes dark. Green status lamp flutters. An idle second appearance is automatically selected for you. Red in-use and green status lamps light steadily 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; this brings the held party into the connection.
- b. Press **Conference** when called party answers and is ready to confer.

Red in-use and status lamps at second appearance go dark. Red in-use and status lamps at first appearance light steadily. 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 lamp at the held appearance goes dark. Green status lamp flutters. Your call on the first appearance is placed on hold.

2. Press ringing appearance to answer the second call. Red in-use lamp lights. Green status lamp lights steadily. 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 lamps at second appearance go dark and light steadily 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 Set-Up

Data Call Set-Up 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 calls and receive calls even though the two data modules are still connected.

Multi-Appearance Models

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** button assigned to the second data module.

Call is transferred to the second data module associated with the data terminal equipment.

Associated green status lamp 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 lamp lights steadily when the connection is made.

The **Call In Progress** and **Carrier On** lamps light steadily 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** button associated with the active data call.

Second data module is disconnected. Hang up.

3. Set up another data call if necessary by pressing a second **Data** button.

Refer to *User's Guide—Digital Terminal Data Module* (999-700-027IS) for operating procedures for data calls using the DTDM.

Data Communications Access (DCA)

This feature allows you to access computer equipment.

All Models

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 placed 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 placed 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 Model 7405D 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 temporarily protect your data call from intrusion by 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 Models

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.

All Models

To access an attendant:

1. Lift the handset.
Listen for dial tone.
2. Dial the Attendant access code (usually 0).
Listen for ringback tone.

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 Models

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 get it back, press **Recall** twice.

- Dial Hold access code.

Listen for dial tone. Dial tone is removed after 6 seconds. To get it back in order to dial another call, 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 Call 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 and 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 Models

To put a call on hold:

1. Press **Hold**.

The red in-use lamp associated with the appearance button goes dark and the green status lamp flutters.

To return to a held call:

1. Press the appearance button associated with the call on hold.

Associated red in-use lamp lights steadily and the green status lamp changes from flutter to steady.

Note: To put a call on hold and answer a call ringing on another appearance, press **Hold** and then press ringing appearance.

Hot Line Service

Hot Line Service provides a single-line voice terminal user with quick nondial access to a predesignated number.

To make a hot line call:

1. Lift the handset.

You are immediately connected to a predesignated number.

Hunting

Hunting allows a call to route to another voice terminal in a sequentially ordered group when the called 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 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 proceeds to check *all* extension numbers in the hunt group for an idle extension. The call completes to the first idle extension number. The hunt routine can check up to 30 terminals for an idle terminal. In hunt groups with less than 30 terminals, some 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 proceeds to check 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 Models

To make a call to your automatic intercom partner:

1. Press **Auto Icom** (associated green status lamp is dark).

The red in-use lamp lights.

2. Lift the handset.

Auto Icom green status lamp lights steadily. Listen for ringback tone.

3. Wait for answer.

Auto Icom green status lamp 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 were on-hook).

Intercom—Dial

Dial Intercom allows you to gain rapid access to 27 other voice terminals in your intercom group. A 1- or 2-digit code must be dialed to reach the desired party.

Multi-Appearance Models

To make a call to another member of your intercom group:

1. Press **Dial Icom**.

The red in-use lamp lights.

2. Lift the handset.

Dial Icom green status lamp lights steadily. Listen for dial tone. The green status lamps light steadily 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 lamp is dark.

4. Wait for answer.

Called voice terminal receives intercom ringing. Green status lamp flashes.

To answer a call when you hear intercom ringing:

1. Press **Dial Icom** and lift the handset.

Dial Icom green status lamp lights steadily.

Intercom—Manual

Manual Intercom allows you to alert the called voice terminal by pressing the Manual Signaling button associated with the called voice terminal.

Multi-Appearance Models

To use Manual Intercom:

1. Press **Manual Icom** (associated green status lamp is dark).

The red in-use lamp lights.

2. Lift the handset.

Manual Icom green status lamp lights steadily. Listen for dial tone.

3. Press **Signal**.

If signaled terminal is idle, the green status lamp associated with the **Signal** button of the signaling terminal lights steadily.

If the called terminal is being signaled by some other caller, manual signaling is denied and the green status lamp associated with the **Signal** button flutters at a broken rate.

To answer the call:

Signal status lamp lights and two 0.5-second buzzing tones indicate an incoming call.

1. Press **Manual Icom**.

The red in-use lamp lights.

2. Lift the handset.

Manual Icom green status lamp lights steadily.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital display module 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

Last Extension Dialed

This feature allows you to have the last extension number you dialed automatically redialed.

Multi-Appearance Models

To use the feature:

1. Lift the handset.

Listen for dial tone.

2. Press **Last Ext Dialed**.

Associated green status lamp lights steadily.

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 indicator lights automatically when a Leave Word Calling or a Message Center message is directed to the voice terminal. The indicator remains lighted until the user retrieves all messages using a digital display module, or a printer, or when the Message Center Agent has given all messages to the user.

Leave Word Calling 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.

Leave Word Calling messages can be left by system users directly for other system users who are unavailable by pressing **Leave Word** button if one is available or by dialing an access code if a button is not available and then dialing the extension number of that user.

Leave Word Calling messages can also be left for a principal by the covering user while answering a coverage call.

Leave Word Calling 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.

Leave Word Calling messages can be left by users inside one system in a DCS for users in any other system in a DCS, provided each system is a System 85 and has 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 to leave messages, cancel messages that are left, and retrieve messages using single-line 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 Administrator has not assigned other codes.

Single-Line Models

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 Leave Word activate code.
Listen for dial tone.
3. Dial the extension number.
Listen for confirmation tone and hang up.

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 Leave Word Calling 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 Leave Word Calling 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 Leave Word Calling 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 Leave Word Calling 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 Models

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 Leave Word Calling activate code.
Associated green status lamp lights steadily to indicate the message is stored; the lamp goes dark when you hang up.

or

Associated green status lamp 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 Leave Word Calling activate code.
Leave Word green status lamp lights steadily to indicate that the message is stored; the lamp goes dark when you hang up.

or

Leave Word green status lamp 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 terminal goes dark. **Coverage Callback** green status lamp lights steadily to indicate that the message is stored.

or

Coverage Callback green status lamp 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 Leave Word Calling activate code.
Associated green status lamp lights steadily.

3. Dial extension number.

Observe **Leave Word** green status lamp and listen for tone.

Confirmation tone—the message is stored.

Reorder tone and green status lamp fluttering at a broken rate indicates message is not stored. Press **Disconnect** or hang up and place the call again.

4. Hang up.

Leave Word status lamp goes dark.

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 Leave Word Calling 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 and repeat the procedure later.

To retrieve Leave Word Calling 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, and then press **Message Retrieve**.

Associated green status lamp lights steadily. The words **Retrieval In Progress** are displayed and 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 is displayed.

4. Press **Next Message** repeatedly to clear the displayed message and display the next message.

An END OF FILE (PUSH NEXT MESSAGE TO REPEAT) message is displayed when you have retrieved all messages.

5. Press **Next Message**.

NO MESSAGE is displayed if no more messages exist. Go to Step 8.

A directive to call the Message Center Agent is displayed if messages exist that cannot be retrieved 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**.

NO MESSAGE is displayed if all messages have been deleted. All messages are retrieved.

8. Hang up if you are off-hook.

To retrieve Leave Word Calling 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 Applications Processor and there is no Message Center:

1. Lift the handset and select an idle appearance.

Listen for dial tone.

2. Press **Cover Msg Retrieve**.

The words "WHOSE MESSAGES?" are displayed. Associated green status lamp lights steadily.

Listen for dial tone.

3. Dial the extension number of the principal for whom you want to retrieve messages. The words MESSAGES FOR *ext.* are displayed and 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 (PUSH 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 there are messages that cannot be retrieved 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 are 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 lamp lights steadily. 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 Applications Processor, you can choose to have your message lamp go off when you have seen your messages but have not deleted them from the Message Center.

or

You can choose to have your message lamp stay lighted when you have seen your messages but have not deleted them from the Message Center. Your Message Center Administrator can arrange either option on a systemwide basis.

Note: When your system stores messages on the switch, there are no options. The message lamp will go off when you have seen all of your messages even if you have not deleted them.

Leave Word Calling 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 Leave Word Calling 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 voice terminal or press **Ads Print Messages** button if you have one assigned on your voice terminal.

If you use a voice terminal with a dedicated printer, messages are printed on that printer. If you use a 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 indicator goes dark on your voice terminal when all messages are marked delivered.

Leave Word Calling (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 Applications Processor.

To print messages when a security password is not required using single-line models:

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 # button (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 models:

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 # button (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 or multi-appearance models:

1. For a single-line model, lift the handset. For a multi-appearance model, 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 # button (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 Models

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 placed 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 placed 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 placed 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 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 Models

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 **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 placed 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 placed 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 placed 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 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.

Manual Signaling

Manual Signaling allows you to manually signal another voice terminal. The signaled voice terminal user must call you to determine the reason for the signal. Manual Signaling cannot be used when the voice terminal you are trying to signal is already being rung by another voice terminal user.

Multi-Appearance Models

To use Manual Signaling:

1. Press **Signal** associated with the terminal to be signaled.
2. Observe the associated green status lamp:

Lights steadily if the other terminal has been signaled (single tone).

Flutters at a broken rate if the other 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 voice terminal, to light a lamp on an assigned 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 voice terminal (the controlling voice terminal) can light the lamp on the signaled voice terminal.

Multi-Appearance Models

To activate Manual Message Waiting:

1. Press **Msg Wait**.

The associated green status lamp lights steadily 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 **Msg Wait**.

The associated green status lamps go dark on your voice terminal and the voice terminal you have signaled. You or the signaled voice terminal user can press **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 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 Models

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 voice terminal. You are connected at the end of the warning tone.

Multi-Appearance Models

To override a conversation:

1. When the called number is busy, press **Override** or get dial tone and dial assigned code.

The **Override** green status lamp lights.

Listen for tone.

Override warning tone (4-second burst of tone)—indicates your call is to a single-line voice terminal. You are connected at the end of the warning tone.

Personal Central Office (CO) Line

This feature provides certain users direct access to the central office.

Multi-Appearance Models

To use the personal CO line:

1. Press **CO Line (number)**.
Red in-use lamp lights.
2. Lift the handset.
Listen for dial tone. **CO Line (number)** green status lamp lights steadily.
3. Dial the desired number.
Listen for ringback tone.

Display Information

If you are using a Model 7405D voice terminal equipped with a digital display module and you are placing calls or receiving calls on a Personal Central Office 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 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 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 Models

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 voice terminal with call waiting assigned.

Busy tone—call is to a busy single-line voice terminal without call waiting.

To answer a priority call:

1. Hang up.

Listen for three bursts of ringing tone.

2. Answer the priority call.

Multi-Appearance Models

To initiate a priority call:

1. When the called extension number is busy, press **Priority Call** or dial the assigned code.

Associated green status lamp lights steadily.

Listen for tone:

Ringback tone—the call is to an active multi-appearance terminal with an idle appearance.

Busy tone—the call is to a busy multi-appearance terminal (all appearances of the called number are busy).

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 Models

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 **Manual Excl** button.

The green status lamp associated with the **Manual Excl** button is lighted steadily 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 Models

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 not, 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 voice terminal. This equipment can be voice or dial controlled.

All Models

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 the digit 1 and speak into the handset transmitter.
Dictating machine starts recording.

To stop recording:

1. Redial the digit 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 the digit 3 to play back the last part of a recorded message. Dial the digit 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 the digit 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 the digit 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 the digit 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 Models (Touch-Tone Voice Terminals 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 or 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 and listen for dial tone; if not, go to Step 4.
4. If CDRR Account Charge number is required, dial CDRR account number access code and Account Charge number and listen for dial tone; if not, go to Step 5.
5. If AAR/ARS access code is required, dial the code and listen for dial tone; if not, 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 not, dial 1 and 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

Ringling (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, the ringing call can be transferred to the secondary voice terminal by pressing **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 terminal to a secondary terminal:

1. Press **Abrv Ring** when the primary terminal rings.

Ringling (Alerting) Cutoff

Ringling Cutoff allows you to terminate all audible signals to a multi-appearance voice terminal. The status lamps associated with the appearances are not affected by activation of Ringling Cutoff.

Multi-Appearance Models

To activate Ringling Cutoff:

1. Press **Ringling Cutoff**.

The associated green status lamp lights.

To cancel Ringling Cutoff:

1. Press **Ringling Cutoff**.

The associated green status lamp goes dark.

Ringling (Alerting) Transfer

Ringling 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 (R2V3) single-line models administered as straight line sets (SLS) can function as the secondary (transferred-to) voice terminal.

Multi-Appearance Models

To activate Ringling Transfer:

1. Press **Ringling Transfer**.

Associated status lamp lights.

To deactivate Ringling Transfer:

1. Press **Ringling Transfer**.

Associated status lamp goes dark.

Terminal Busy Indication

Multi-Appearance Models

The Terminal Busy Indication feature provides a secondary voice terminal (secretary) a visual indication of the status of the primary voice terminal (boss). An incoming call to the busy primary voice terminal can then be answered by the secondary voice terminal user by dialing the principal's extension number. The terminal busy status indicator can be assigned to any unused status lamp on a multi-appearance voice terminal. The button is not used.

Transfer

This feature allows you to transfer a call from one 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 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 Models

To transfer a call:

1. Press switchhook or **Recall**.
Listen for dial tone. Other party is placed on hold.
2. Dial the extension number of third party.
Listen for ringback tone.
3. Wait until third party answers and then hang up or press switchhook, or press **Recall** (to establish a 3-way connection) and then hang up.
Call on hold is transferred.

Multi-Appearance Models

To transfer a call:

1. Press **Transfer**.
Red in-use lamp at connected appearance goes dark; green status lamp flutters.
Other party is placed 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 Model 7405D voice terminal equipped with a digital display module and you are placing a caller on hold by pressing **Transfer**, 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 **Transfer** a second time, you receive a blank display.

EXAMPLES: a=6181

b=OUTSIDE CALL

Trunk Verification by Terminal

This feature allows designated 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 Models

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.

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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 lower 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 (Voice Terminal)

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 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

A place where public electronic telephone switching equipment is housed.

Central Office 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

A number that specifies the features and calling privileges which together determine the calling privileges of a group of extension numbers.

Code Restriction Level

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; indicates that the activation or cancellation of a feature has been accepted.

Controlling Terminal

The 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 or 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 to leave a message for a principal to call the caller when answering an internal call that was redirected to coverage.

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 Voice Terminal

A preassigned voice terminal to which calls can be routed when the attendant console is unattended.

Designated Voice Terminal

The specific 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 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

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

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 multisystem 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 which 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 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 Trunk

A telecommunications channel that connects a private telephone system to a central office other than its own central office.

Forwarding Terminal

A voice terminal from which a call is forwarded to another designated voice terminal.

Idle Appearance Preference

A feature assigned to a multi-appearance voice terminal which 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 Lamp

An indicator lamp on a multi-appearance voice terminal that indicates whether or not a particular appearance is in use.

Line

Single-line—the family of 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; others 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 dialing.

Message Center

A service that provides for answering of 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.

Nonanalog Voice Terminal

A multi-appearance voice terminal.

Off-Hook

A term signifying that the 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 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 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 voice terminal extension number within the group.

Primary Coverage Extension Number

The first voice terminal in a coverage path when a call is redirected to coverage.

Principal (User)

A person assigned a listed directory number for a voice terminal from which calls can be redirected to a covering user.

Principal Voice Terminal

The 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; indicates 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.

Ringling 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 which records detailed call information on incoming and outgoing calls, and charges the calls to an account charge number.

Status Lamp

An indicator lamp showing the status of an appearance by the state of the lamp (lighted, flashing, fluttering, or dark).

Switchhook

The button(s) on a 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 Administrator

A person responsible for specifying features and/or services available to system users.

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 approximately 1/3 second and off for approximately 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. It provides uniform ringing on voice and data terminals and universal retrieval of voice and text messages.

Voice Terminal

A single-line or multi-appearance telephone.

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