

AT&T System 75
Voice Terminal Operations

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Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change. This document will be reissued periodically to incorporate changes.

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INTRODUCTION

The *AT&T System 75 User's Guide—Voice Terminal Operations* is designed for the Communications Counselor, the person who will be training employees how to use their System 75 voice terminals. Because the Communications Counselor will need more information about how features operate than almost any other System 75 user, this guide provides a brief description of the system features along with operating procedures for each feature.

PURPOSE

This issue replaces all previous issues of this guide. The reasons for reissue are as follows:

- To add information on the 7401D voice terminal
- To include the Trunk Identification by Attendant feature
- To include a new section on training

Detailed information on all of the voice terminals and voice/data terminals covered in this guide can now be found in *AT&T System 75 and System 85 Reference Manual—Terminals and Adjuncts*, 555-015-201.

This guide does not cover operations associated with Hospitality Services and Automatic Call Distribution (ACD). Information on these groups of features can be found in the following documents:

- *AT&T System 75 User's Guide—Hospitality Operations*, 555-200-723
- *AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions*, 555-200-722
- *AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions*, 555-200-724

ORGANIZATION

This user's guide has six additional sections:

- **OPERATING PROCEDURES**—Contains step-by-step instructions for answering and originating calls and for using voice features. This section also provides speakerphone and display information.
The instructions for answering and placing 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. If the instructions for using a feature vary according to the terminal model being used, a complete set of instructions is included for each different model.
- **SUPPORT INFORMATION**—Contains general background information to increase the user's understanding of voice terminal operation; lists Feature Access Codes.
- **TRAINING**—Contains suggestions about training employees how to use their voice terminals; includes helpful definitions for the Communications Counselor.
- **REFERENCES**—Lists other System 75 documents.

- GLOSSARY—Contains the definition of key terms and words used with System 75.
- INDEX—Contains an alphabetical subject-to-page number cross-reference.

OPERATING PROCEDURES

This section is divided into three parts. The first part, **BASIC PROCEDURES**, describes how calls are answered and originated. The second part, **VOICE FEATURES**, contains the procedures for using specific features; the features are arranged alphabetically. The third part, **SPECIAL OPERATING PROCEDURES**, covers support operations that can be used with many of the other procedures.

Most procedures are arranged in two columns. The first column contains numbered steps that the terminal user must perform in sequence to complete the procedure. The second column contains indications and results that accompany the steps. Display information, if applicable, is presented separately.

The procedures do not contain specific feature access codes because the codes originally supplied with the system software (the default values) may have been changed by the local System Manager. Wherever applicable, the procedures have blank spaces () in which the actual codes should be written. Refer to the **SUPPORT INFORMATION** section for a list of feature access codes.

The following table lists all of the voice terminals and voice-capable data terminals that are used with System 75 and are covered by the procedures in this guide.

System 75 Voice Terminals

TYPE	MODEL
Single-Line Voice Terminals	500 2500 2554 2500DMGC 7101A 7103A Fixed Feature 7103A Programmable 7104A
Multi-Appearance Voice Terminals	7303S 7305S 7401D 7403D 7404D 7405D 7406D 7407D
Multi-Button Electronic Telephone (MET) Sets	10 Button 10 Button with Built-In Speakerphone 20 Button 30 Button
Voice/Data Terminals	510D Personal Terminal 515 Business Communications Terminal

BASIC PROCEDURES

This part presents the procedures for answering and placing calls. Each voice terminal user in the system must be familiar with these procedures, regardless of the features that may be available at the user's terminal.

In the following procedures, the call appearance button is shown as Ext #, where Ext # is the primary extension number of the terminal.

Answering an Incoming Call

The first indication of an incoming call at any voice terminal is ringing. The user's response depends on whether the terminal is a single-line or a multi-appearance model.

Single-line voice terminals can receive only one call at a time; therefore, answering a call is merely a matter of lifting the handset and talking.

The 7401D voice terminals have two "virtual" call appearances. The first call appearance is used to place and receive calls the same as the single-line voice terminals. The second call appearance receives incoming priority calls when the first appearance is active, is used with the Conference and Transfer features, and may also be administered to receive any incoming second call.

Answering a call at all other multi-appearance voice terminals is somewhat more involved. An incoming call is routed by the system to one of at least two call appearances on the terminal. The green status lamp at the call appearance flashes. If the red in-use lamp at the same call appearance is also lighted (Ringing Appearance Preference), the incoming call will be automatically connected when the handset is lifted, and conversation can begin. If the red in-use indication is not at the same appearance (Idle Appearance Preference), it must be moved there by pressing the flashing call appearance button before or after the handset is lifted. Refer to the SUPPORT INFORMATION section of this guide for an explanation of the two types of preference.

Single-Line Voice Terminals

To answer a call:

1. Lift handset	<ul style="list-style-type: none">• Ringing stops• Incoming call connected
2. Talk to caller	
3. Hang up when call is completed	

Note: The Call Waiting Termination feature, described later in this guide, can be assigned to single-line voice terminals and provides a way for those users to know when someone is trying to reach them when they are busy with another call. This feature can prevent missed calls at single-line terminals.

7401D Voice Terminal

The procedure for answering a call at a 7401D terminal is the same as the procedure for Single-Line Voice Terminals. The procedure for answering a second call at a 7401D terminal follows.

To answer a second call while active on a call, the user must end the current call or put it on hold:

1. To end current call, go to step 2. To put current call on hold, go to step 3.	
2. Ask party to hang up and then flash the switchhook	• Second call is connected
3. Press <input type="text" value="Feature"/> and then <input type="text" value="#"/>	• First call is on hold
4. Flash the switchhook	• Second call is connected
5. To return to the call on hold, complete second call or put it on hold	
6. Flash the switchhook	• Reconnected to first call

Other Multi-Appearance Voice Terminals

To answer a single incoming call:

<p>1. Observe lamp indications at the call appearance</p>	<ul style="list-style-type: none">• Green status lamp is flashing at the incoming call appearance• If terminal has Ringing Appearance Preference, red in-use lamp is lighted at the same call appearance• If terminal has Idle Appearance Preference, red in-use lamp is lighted at an idle call appearance reserved for placing calls
<p>2. Answer call:</p> <ul style="list-style-type: none">• If the red in-use lamp is lighted steadily at the same call appearance with the flashing green lamp, lift the handset (not necessary to press flashing <input type="text" value="Ext #"/>)• If the red in-use lamp is lighted steadily at an idle call appearance, lift the handset and press flashing <input type="text" value="Ext #"/>, in either order	<ul style="list-style-type: none">• Ringing stops• Green lamp changes from flashing to steady• Incoming call connected • Ringing stops• Red indication moves from idle call appearance to incoming appearance• Green lamp changes from flashing to steady• Incoming call connected
<p>3. Talk to caller</p>	
<p>4. Hang up when call is completed</p>	<ul style="list-style-type: none">• Green lamp goes dark

To answer one of several incoming calls:

<p>1. Observe lamp indications</p>	<ul style="list-style-type: none"> • Green status lamp is flashing at several incoming call appearances • If terminal has Ringing Appearance Preference, red in-use lamp is also lighted at one of the same call appearances • If terminal has Idle Appearance Preference, red in-use lamp is lighted at an idle call appearance reserved for placing calls
<p>2. Answer call, using either of the following methods:</p> <ul style="list-style-type: none"> • If the red in-use lamp is lighted steadily at the same call appearance with the flashing green lamp, lift the handset (not necessary to press flashing <input type="text" value="Ext #"/>) • Decide which of the incoming calls you want to answer first; then lift the handset and press flashing <input type="text" value="Ext #"/>, in either order 	<ul style="list-style-type: none"> • Ringing stops • Green lamp changes from flashing to steady at answered call appearance • Green lamps keep flashing at unanswered call appearances • Incoming call that has been ringing at the terminal for the longest time is connected • Ringing stops • Red indication moves from idle call appearance to incoming appearance • Green lamp changes from flashing to steady at answered call appearance • Green lamps keep flashing at unanswered call appearances • Incoming call that you selected is connected
<p>3. Talk to caller</p>	
<p>4. Hang up when call is completed or pick up another call</p>	<ul style="list-style-type: none"> • Green lamp goes dark

To end an active call and answer an incoming call:

<p>1. End active call; do not hang up. Press flashing <input type="button" value="Ext #"/></p>	<ul style="list-style-type: none"> • Green status lamp of earlier call goes dark • Green lamp at incoming call appearance changes from flashing to steady • Red in-use indication moves from earlier call to new call • New call connected
<p>2. Talk to caller</p>	
<p>3. Hang up when call is finished</p>	<ul style="list-style-type: none"> • Green lamp goes dark

To put an active call on hold and answer an incoming call:

<p>1. Press <input type="button" value="Hold"/></p>	<ul style="list-style-type: none"> • Red in-use lamp of held <input type="button" value="Ext #"/> goes dark • Green status lamp changes from steady to fluttering
<p>2. Press flashing <input type="button" value="Ext #"/> of incoming call</p>	<ul style="list-style-type: none"> • Red lamp at incoming call appearance lights steadily • Green lamp changes from flashing to steady at incoming call appearance • New call connected
<p>3. Talk to caller</p>	
<p>4. End call; return to call on hold by pressing fluttering <input type="button" value="Ext #"/></p>	<ul style="list-style-type: none"> • Steady green lamp goes dark • Red in-use indication moves back to call picked up from hold • Fluttering green status lamp changes to steady • Held call connected again

Display Information—Called Terminal

If the terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Receiving an inside call from another terminal	<ul style="list-style-type: none"> • Call appearance designator (a represents first call appearance, b the second, c the third, etc.) followed by = • Caller's name and (V2 and V3 only) extension number • If caller's name is not available, EXT followed by caller's extension number is displayed instead

Examples:

1. a= RUTH JONES 2010
2. a= EXT 2010

Activity	Display
Receiving incoming call ringing and flashing while active on another call	<p>(In V1 systems, press <input type="button" value="Inspect Made"/> then flashing <input type="button" value="Ext #"/> to display caller's identity; in V2 and V3, display is automatic)</p> <ul style="list-style-type: none"> • Call appearance designator • Caller's name and (V2 and V3 only) extension number • If caller's name is not available, EXT followed by caller's extension number is displayed instead • No interruptions to active call • Display overrides current display for 30 seconds

Examples:

1. b= JOHN SMITH 4781
2. b= EXT 4781

Activity	Display
Receiving an attendant-extended inside call from another terminal	<ul style="list-style-type: none"> • Call appearance designator • OPERATOR and 0 • When attendant releases, OPERATOR changes to caller name and (V2 and V3 only) extension number

Example: a= OPERATOR 0
changing to
a= RUTH JONES 2010
or
a= EXT 2010

Activity	Display
Receiving an attendant-extended incoming trunk call	<ul style="list-style-type: none"> • Call appearance designator • OPERATOR and 0 • When attendant releases, OPERATOR changes to trunk identification including (V2 and V3 only) access code of incoming trunk group

Example: a= OPERATOR 0
changing to
a= CHICAGO 102
or
a= OUTSIDE CALL 102

Activity	Display
Receiving a direct-inward-dialed trunk call	<ul style="list-style-type: none"> • Call appearance designator • Trunk identification or OUTSIDE CALL and (V2 and V3 only) access code of incoming trunk

Example: a= CHICAGO 102
or
a= OUTSIDE CALL 102

Placing a Call

Two general types of calls can be placed from a System 75 voice terminal, inside calls and outside calls. An inside call is one to another extension number inside the system. An outside call is one to a location outside the system, that is, a trunk call.

The first step in placing any call is to get dial tone. The procedure for doing this is the same for inside and outside calls. The next step is to dial the desired number. These steps are presented in detail in the following procedures.

Single-Line and 7401D Voice Terminals

To place a call from an idle terminal:

<p>1. Lift handset</p> <ul style="list-style-type: none">• To place an inside call, go to step 2• To place an outside call, go to step 3	<ul style="list-style-type: none">• Dial tone
<p>2. Dial desired extension number and then listen for call progress tone</p>	<ul style="list-style-type: none">• Ringback tone—call successful—Go to step 7 (if call is not answered, Automatic Callback can be activated as described in the VOICE FEATURES part of this guide)• Busy tone—try again later or activate Automatic Callback as described in the VOICE FEATURES part of this guide• Coverage tone—call will be answered by covering party—Go to step 7 (or take other action as described under Call Coverage)• Call waiting ringback tone—called party has been alerted by call waiting tone—Go to step 7• Intercept tone—call cannot be processed
<p>3. Dial ARS access code () for a public network call, AAR access code () for a private network call, or an appropriate trunk access code</p>	<ul style="list-style-type: none">• Second dial tone
<p>4. Dial desired destination number and then listen for call progress tone</p>	<ul style="list-style-type: none">• Ringback tone—call successful—Go to step 7• Busy tone—try again later• Confirmation tone—all trunks busy but call has been placed in ringback queue—Go to step 5• Intercept tone—call cannot be processed

5. Hang up and then wait for three bursts of ringing indicating that trunk is available	
6. Lift handset and then listen for call progress tone (redialing is not necessary)	<ul style="list-style-type: none">• Ringback tone—Go to step 7• Busy tone• Intercept tone
7. When call is answered, talk to called (or covering) party	
8. Hang up when call is completed	

Other Multi-Appearance Voice Terminals

To place a call from an idle terminal:

<p>1. Observe lamp indications</p>	<ul style="list-style-type: none">• Red in-use lamp is lighted at some idle call appearance reserved for placing calls• Green status lamp dark
<p>2. Lift handset (not necessary to press <input))<="" p="" type="text" value="Ext #"/><ul style="list-style-type: none">• To place an inside call, go to step 3• To place an outside call, go to step 4</p>	<ul style="list-style-type: none">• Green lamp next to red indication lights steadily• Dial tone
<p>3. Dial desired extension number, listen for call progress tone</p>	<ul style="list-style-type: none">• Ringback tone—call successful—Go to step 11 (if call is not answered, Automatic Callback can be activated as described in the VOICE FEATURES part of this guide)• Busy tone—try again later or activate Automatic Callback as described in the VOICE FEATURES part of this guide• Coverage tone—call will be answered by covering party—Go to step 11 (or take other action described under Call Coverage)• Call waiting ringback tone—called party has been alerted by call waiting tone—Go to step 11• Intercept tone—call cannot be processed
<p>4. Dial ARS access code () for a public network call, AAR access code () for a private network call, or an appropriate trunk access code</p>	<ul style="list-style-type: none">• Second dial tone

<p>5. Dial desired destination number and then listen for call progress tone</p>	<ul style="list-style-type: none"> • Ringback tone—call successful—Go to step 10 • Busy tone—try again later • Confirmation tone—call is in ringback queue; green status lamp of <input type="button" value="Auto Callback"/> lights steadily • Reorder tone—all trunks busy—try again later • Intercept tone—call cannot be processed
<p>6. Hang up (if you decide not to wait for callback, press <input type="button" value="Auto Callback"/> to remove call from queue)</p>	<ul style="list-style-type: none"> • Green status lamp at call appearance goes dark
<p>7. Wait for three bursts of ringing indicating that trunk is available</p>	<ul style="list-style-type: none"> • Green status lamp starts flashing at incoming call appearance
<p>8. Lift handset. Press the flashing <input type="button" value="Ext #"/> only if the red in-use lamp is not on at the same call appearance. Do not redial the original call.</p>	<ul style="list-style-type: none"> • Red in-use lamp lights steadily at incoming call appearance • Green status lamp changes from flashing to steady at incoming call appearance
<p>9. Listen for call progress tone</p>	<ul style="list-style-type: none"> • Ringback tone—Go to step 10 • Busy tone • Intercept tone
<p>10. When call is answered, talk to called (or covering) party</p>	
<p>11. Hang up when call is finished</p>	<ul style="list-style-type: none"> • Green lamp goes dark

To put an active call on hold and place another call:

1. Press <input type="button" value="Hold"/>	<ul style="list-style-type: none">• Red in-use lamp of call on hold goes dark• Green status lamp of call on hold changes from steady to fluttering
2. Press idle <input type="button" value="Ext #"/>	<ul style="list-style-type: none">• Red in-use lamp and green status lamp at selected call appearance light steadily• Dial tone
3. Dial the call using procedures described earlier in this section	

To place a call while an unanswered incoming call is ringing:

1. Obtain dial tone for placing call: <ul style="list-style-type: none">• If the red in-use lamp is lighted at the same call appearance where the green lamp is flashing, press any idle <input type="button" value="Ext #"/>, then lift handset within 5 seconds• If an idle call appearance has a red in-use lamp lighted steadily, lift handset (not necessary to press <input type="button" value="Ext #"/>)	<ul style="list-style-type: none">• Red in-use lamp moves to selected call appearance and green status lamp lights steadily at same appearance• Dial tone• Green lamp continues flashing at incoming call appearance• Red in-use lamp remains lighted at call appearance reserved for placing calls• Green status lamp lights steadily next to red lamp• Dial tone• Green lamp continues flashing at incoming call appearance
2. Dial the call using procedures described earlier in this section	

Display Information—Calling Terminal

If the terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Dialing an inside call to another terminal	<ul style="list-style-type: none">• Call appearance designator (a represents the first call appearance, b the second, c the third, etc.) followed by =• Digits dialed• At completion of dialing, digits dialed change to called party's name and (V2 and V3 only) extension number• If called party's name is not available, EXT followed by extension number is displayed instead

Example: a=2010
changing to
a= RUTH JONES 2010
or
a= EXT 2010

Activity	Display
Dialing an outside call	<ul style="list-style-type: none">• Call appearance designator• Digits dialed or As an option, the display changes to trunk identification after the access code has been dialed

Examples: a=97276181
changing to
a= LOCAL 9
or
a= OUTSIDE 9

VOICE FEATURES

Voice 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 the voice terminal users know which features are accessible at their terminals. The purpose of the procedures is to assist users in understanding how to use the features effectively.

Abbreviated Dialing (AD)

Abbreviated Dialing provides lists of stored numbers that system users can access for quickly placing local, long-distance, and international calls, activating features, and performing end-to-end signaling. (End-to-end signaling allows access to remote computer equipment.) Stored numbers can be accessed by voice terminal users, data terminal users, and incoming tie trunk groups.

Five types of lists are available: personal lists, group lists, a system list, an "enhanced" system list that can contain 1000 numbers (V3 only), and a special list for 7103A Fixed Feature voice terminals. Each voice terminal (except 7103A Fixed Feature) has access to a combination of three lists. The 7103A list, usually limited to feature access codes, is assigned to the eight feature buttons of each Model 7103A Fixed Feature voice terminal in the system.

The personal list can be programmed by the voice terminal user or by the System Manager. Group and system lists and the 7103A Fixed Feature list must be programmed entirely by the System Manager, who also assigns all list access codes.

Here is a brief and simplified scenario of how a personal list gets programmed:

- First the System Manager assigns an empty list to a terminal.
- The System Manager may also associate certain feature buttons with positions on the empty list so that one-touch dialing can take place.
- Now the terminal user or the System Manager accesses the list and fills it in with numbers and codes.

A stored number can be accessed and called in two ways:

- By dialing the code of the number list and then dialing a 1- or 2-digit code that identifies the specific number on the list
- By simply pressing the feature button **AD (name)** that has been assigned to the desired number on the list

Note: Abbreviated Dialing can be assigned to any feature button. The status lamp indication is not significant.

The 7103A Programmable Voice Terminal is different from all other System 75 terminals; its ten feature buttons are programmed entirely by the user. Feature access codes, extension numbers, and outside numbers can be stored. Users of 7103A Programmables can have access to personal, group, and system lists assigned by the System Manager. Procedures for this terminal are presented separately after the instructions for the other voice terminals.


Abbreviated Dialing is not available to callers using the Remote Access feature.

All Voice Terminals Except 7401D and 7103A Programmable

To program (or reprogram) an Abbreviated Dialing button:

1. Lift handset	• Dial tone
2. Press <input type="button" value="Abb-Dial Program"/> or dial AD Program access code () to enter the personal list programming mode	• Dial tone
3. Get access to the specific list entry position by pressing <input type="button" value="AD"/> assigned to the position (this button will later be used for dialing)	• Dial tone
4. Dial the number to be stored, followed by # to signify end of entry	• Confirmation tone—the number is now stored in the personal list and can be called by pressing <input type="button" value="AD"/> (any number previously stored here is erased)
5. Label the button	
6. Repeat steps 3 through 5 to store other numbers	
7. When finished, hang up to exit the programming mode	

To store (or change) a number in a personal list:

1. Lift handset	• Dial tone
2. Press  or dial AD Program access code () to enter the personal list programming mode	• Dial tone; if system is V1, skip step 3; if system is V2 or V3, do step 3 before going to 4
3. V2 and V3 only: Dial the single digit (1, 2, or 3) that identifies the personal list where the number is to be stored	• Dial tone
4. Get access to the specific list entry position on the personal list by dialing the list entry number (1-5 for a 5-entry list or 1-9 and 0 for a 10-entry list)	• Dial tone
5. Dial the number to be stored, followed by # to signify end of entry	• Confirmation tone—the number is now stored in the personal list and can be called by dialing the list code and the list entry position number (any number previously stored here is erased)
6. Repeat steps 3 and 4 to store other numbers	
7. When finished, hang up to exit the programming mode	

To place a call using an Abbreviated Dialing button:

1. In either order, lift handset and press AD (name) of party to be called	• Normal call progress tones
2. Continue call in normal way	

To place a call by accessing the list and the entry number:

1. Lift handset	• Dial tone
2. Dial access code () for List 1, access code () for List 2, or access code () for List 3; if codes are programmed on feature buttons, press the appropriate button	• Second dial tone
3. Dial the list entry number (one digit for personal list, two digits for group or system list; in V3 only, three digits for enhanced system list)	• Normal call progress tones
4. If stored number is not complete, dial remaining digits to complete call	• Normal call progress tones
5. Continue call in normal way	

Special Characters Used in Programming at Multi-Appearance Voice Terminals

Four special characters can be programmed into list entries by the System Manager when numbers to be dialed over a trunk are stored. The special characters are PAUSE, WAIT, MARK, and SUPPRESS.

- PAUSE is used when transmission of dialing should be delayed until dial tone is returned from a distant point; however, the calling party does not hear the dial tone. The pause interval is 1.5 seconds.
- WAIT is used when transmission of dialing should be delayed until dial tone is returned from a distant point and heard by the calling party. The wait interval can be set from 0 to 10 seconds; if no value is set, the interval will be 4 seconds.

- MARK is used in End-to-End Signaling. (End-to-End Signaling is the transmission of touch-tone dialing signals to distant computer equipment after the point-to-point connection has been established.) Following MARK, only touch-tone signals may be sent.
- When the sending voice terminal has a digital display module, SUPPRESS is used to prevent display of all digits that follow the character. The SUPPRESS character protects the privacy of selected stored numbers.

Feature buttons, AbvDial
Pause, AbvDial
Wait, AbvDial
Mark, and AbvDial
Suppress, can be assigned to store the special characters in the list entry. As an alternative, a single button, AbvDial
Function, can be assigned to be used with the digit 1 for pause, 2 for wait, 3 for mark, or 4 for suppress.

Display Information—Calling Terminal

If the terminal has a digital display module or equivalent, the numbers being stored can be displayed during programming by pressing the Stored Number button. Return to Normal Mode after programming is complete so that call information can be displayed.

Activity	Display
Programming numbers into a personal list or on AD buttons	<ul style="list-style-type: none"> • All digits as they are programmed

When Abbreviated Dialing is used to make a call, the following information is presented if the display is in the Normal Mode.

Activity	Display
Calling another terminal using abbreviated dialing	<ul style="list-style-type: none"> • Call appearance designator • All digits as they are dialed • Then name (if extension has name associated with it) or EXT followed by extension number

V1 Examples:

1. a=3012
 2. a= JOE BROWN
- or
- a= EXT 3012

V2/V3 Examples:

1. a=3012
 2. a= JOE BROWN 3012
- or
- a= EXT 3012

Activity	Display
Calling an outside number using abbreviated dialing	<ul style="list-style-type: none"> • Call appearance designator • All digits as they are dialed • Then trunk identification or group name (if name display option is assigned) or digits dialed

Examples:

1. a=193034512712
2. a= OUTSIDE CALL
or
a= WATS
or
a= 193034512712

7401D Voice Terminal

If the directory lists Abbreviated Dialing, the procedures listed below should be followed. The directory may also have **AD Program** listed. If so, the AD Program item number will be used in the following procedures. The procedure "Press **Feature** and then the AD Program item number" is equivalent to "Dial AD Program access code."

To program or reprogram a personal list item:

1. Lift handset	• Dial tone
2. Press Feature and then the AD Program item number or dial the AD Program access code ()	• Dial tone
3. Press Feature and then the AD item number to be programmed	• Dial tone
4. Dial the number to be stored and then dial # to signify end of entry	• Confirmation tone—the number is now stored in the personal list and any number previously stored here is erased. The stored number can be called by pressing Feature and then the AD item number
5. Write the name of the AD party (or feature) on the directory	
6. To program additional AD items, repeat steps 3 through 5	
7. When finished, hang up to exit the programming mode	

If the directory lists AD, to place an AD call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press Feature and then the AD item number of the party to be called	<ul style="list-style-type: none">• Call is automatically dialed• Normal call progress tones
3. Continue call in normal way	

If Abbreviated Dialing is not listed on the directory, but the user has been told that Abbreviated Dialing personal list(s) is assigned to the telephone, the procedures listed below should be used.

To store (or change) a number in a personal list:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press Feature and then the AD Program item number or dial the AD Program access code ()	<ul style="list-style-type: none">• Dial tone
3. Dial personal list code (1, 2, or 3)	<ul style="list-style-type: none">• Dial tone
4. Dial list item number (1, 2, 3 ...)	<ul style="list-style-type: none">• Dial tone
5. Dial the number to be stored and then dial # to signify end of entry	<ul style="list-style-type: none">• Confirmation tone—the number is now stored in the personal list and any number previously stored is erased.
6. To program additional AD items, repeat steps 3 through 5	
7. When finished, hang up to exit the programming mode	

To place a call by accessing an AD list (personal, system, group, or enhanced):

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press Feature and then the AD item number for the AD list or dial access code () for List 1, access code () for List 2, or access code () for List 3.	<ul style="list-style-type: none">• Second dial tone
3. Dial the list entry number (one digit for personal list, two digits for group or system list; in V3 only, three digits for enhanced system list)	<ul style="list-style-type: none">• Call is automatically dialed• Normal call progress tones
4. If stored number is not complete, dial remaining digits to complete call	<ul style="list-style-type: none">• Normal call progress tones
5. Continue call in normal way	

7103A Programmable Voice Terminal

To store a feature access code on a feature button:

1. Be sure handset is on hook and Message lamp is dark	
2. Press Program to enter programming mode	<ul style="list-style-type: none">• Steady tone from voice terminal
3. Press feature button being programmed	<ul style="list-style-type: none">• Steady tone is interrupted momentarily
4. If programming Leave Word Calling, Automatic Callback, or Call Park, press Recall first; then dial the access code If programming any other feature, dial only the access code	<ul style="list-style-type: none">• Access code is now stored on feature button• Access code stored on feature button
5. Label the button	
6. Repeat steps 2 through 5 to store other codes	
7. Press Program to exit programming mode	

To store an inside extension number or an outside number:

1. Be sure handset is on hook and Message lamp is dark	
2. Press Program to enter programming mode	<ul style="list-style-type: none"> • Steady tone from voice terminal • Last Number Wait is now in the Wait mode
3. Press feature button being programmed	<ul style="list-style-type: none"> • Steady tone is interrupted momentarily
4. Go to step 5 to store an outside number, or to step 6 to store an inside number	
5. Dial trunk access code, press Last Number Wait , then dial outside number	<ul style="list-style-type: none"> • Outside number is now stored on feature button
6. Dial inside number	<ul style="list-style-type: none"> • Inside extension number is now stored on feature button
7. Label the button	
8. Repeat steps 2 through 5 to store other numbers	
9. Press Program to exit programming mode	

7103A Programmable Voice Terminal (continued)

To store a number in a personal list:

1. Lift handset	• Dial tone
2. Dial AD program access code () to enter personal list programming mode. Do not use <input type="text" value="Program"/>	• Dial tone; if system is V1, skip step 3; if system is V2 or V3, do step 3 before going to 4
3. V2 and V3: Dial the single digit (1, 2, or 3) that identifies the personal list where the number is to be stored	• Dial tone
4. Get access to the specific list entry position where the number is to be stored by dialing the list entry number (1-5 for 5-entry list, 0-9 for 10-entry list)	• Dial tone
5. Dial the number to be stored	
6. Dial # to signify end of entry	• Confirmation tone—number is stored; any number previously stored here is erased
7. Repeat steps 3 through 5 to store other numbers	
8. When finished, hang up to exit programming mode	

To place an inside call using a programmed feature button:

1. Lift handset	• Dial tone
2. Press programmed button	• Normal call progress tones

To place an outside call using a programmed feature button:

1. Lift handset	• Dial tone
2. Press programmed button	• Second dial tone
3. Press button again	• Normal call progress tones

To call a number stored in any list:

1. Lift handset	• Dial tone
2. Dial access code () for List 1, access code () for List 2, or access code () for List 3	• Second dial tone
3. Dial list entry number	• Normal call progress tones

Attendant Recall

Attendant Recall allows the voice terminal user on a 2-party or conference call held on the console to recall the attendant for assistance.

Single-Line Voice Terminals

To recall the attendant from an established connection or conference on hold at the attendant console:

1. Press Recall or flash switchhook to signal the attendant	<ul style="list-style-type: none">• Call held at attendant console starts ringing and flashing at console• All parties on call hear ringback tone
2. Attendant answers	<ul style="list-style-type: none">• All parties in call remain connected• Connection now under control of attendant

7401D Voice Terminal

To recall the attendant from an established connection or conference on hold at the attendant console:

1. Press Feature and then 8 (Conference) or 9 (Transfer) to signal the attendant	<ul style="list-style-type: none">• Call held at attendant console starts ringing and flashing at console• All parties on call hear ringback tone
2. Attendant answers	<ul style="list-style-type: none">• All parties in call remain connected• Connection now under control of attendant

Other Multi-Appearance Voice Terminals

To recall the attendant from an established connection or conference on hold at the attendant console:

1. Press Conference or Transfer to signal the attendant	<ul style="list-style-type: none">• Call held at attendant console starts ringing and flashing at console• All parties on call hear ringback tone
2. Attendant answers	<ul style="list-style-type: none">• All parties in call remain connected• Connection now under control of attendant

Automatic Callback

Automatic Callback allows inside users who place a call to a busy or unanswered inside voice terminal to be called back automatically when the called voice terminal becomes available.

Single-Line Voice Terminals

To activate Automatic Callback when the called extension number is busy or does not answer:

1. Press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none">• Recall dial tone
2. Dial Automatic Callback activation code () and listen for tone	<ul style="list-style-type: none">• Confirmation tone—Automatic Callback is in effect; go to step 3• Reorder tone—called number already has call waiting; try again later• Intercept tone—feature cannot be activated; place call again later
3. Hang up. Wait for 3-ring priority ringing indicating that called party is available. (The system cancels callback after 30 minutes.)	<ul style="list-style-type: none">• Ringing ceases if call not answered within preadministered number of tone cycles (2 to 9)
4. Lift handset (redialing is not necessary)	<ul style="list-style-type: none">• Priority ringing stops• Ringback tone heard in receiver; called party being rung• If confirmation tone, followed by silence, is heard, Automatic Callback is still in effect but the called party is busy again. Hang up and wait for callback.
5. Wait for called party to answer	

To cancel Automatic Callback on a call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial Automatic Callback deactivation code ()	<ul style="list-style-type: none">• Confirmation tone—Automatic Callback canceled

7401D Voice Terminal

If the directory lists Automatic Callback, the procedures listed below should be followed. If the directory does not list Automatic Callback, the procedures listed for Single-Line Voice Terminals should be followed.

To activate Automatic Callback when the called extension number is busy or does not answer:

<p>1. Press Feature and then the Auto Callback item number (during call attempt), and listen for tone</p>	<ul style="list-style-type: none">• Confirmation tone—Automatic Callback is in effect; go to Step 2• Reorder tone—called number already has call waiting; 2 seconds of broken flutter on status lamp; place call again later• Intercept tone—feature cannot be activated; 2 seconds of broken flutter on status lamp; place call again later
<p>2. Hang up. Wait for 3-ring priority ringing indicating that called party is available. (The system cancels callback after 30 minutes.)</p>	<ul style="list-style-type: none">• Ringing ceases if callback not answered within preadministered number of tone cycles (2 to 9)
<p>3. Lift handset. Do not redial the original call.</p>	<ul style="list-style-type: none">• Priority ringing stops• Ringback tone heard in handset; called party's terminal is ringing• If confirmation tone followed by silence is heard, Automatic Callback is still in effect but the called party is busy again. Hang up and wait for callback.
<p>4. Wait for called party to answer</p>	

To cancel Automatic Callback on a call:

<p>1. Press Feature and then the Auto Callback item number</p>	<ul style="list-style-type: none">• Dial tone
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Other Multi-Appearance Voice Terminals

To activate Automatic Callback when the called extension number is busy or does not answer:

<p>1. Press idle <input type="button" value="Auto Callback"/> while still active on a busy or unanswered call; listen for tone</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auto Callback"/> lights steadily • Confirmation tone—Automatic Callback is in effect; go to step 2 • Reorder tone—called number already has call waiting; 2 seconds of broken flutter on status lamp; place call again later • Intercept tone—feature cannot be activated; 2 seconds of broken flutter on status lamp; place call again later
<p>2. Hang up. Wait for 3-ring priority ringing indicating that called party is available. (The system cancels callback after 30 minutes.)</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auto Callback"/> and incoming call appearance both flash • Ringing ceases if callback not answered within preadministered number of tone cycles (2 to 9)
<p>3. Lift handset. Press the flashing <input type="button" value="Ext #"/> only if the red in-use lamp is not on at the same call appearance. Do not redial the original call.</p>	<ul style="list-style-type: none"> • Priority ringing stops • Ringback tone heard in handset; called party's terminal is ringing • If confirmation tone, followed by silence, is heard, Automatic Callback is still in effect but the called party is busy again. Hang up and wait for callback.
<p>4. Wait for called party to answer</p>	

To cancel Automatic Callback on a call:

<p>1. Without lifting handset, press <input type="button" value="Auto Callback"/> again</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auto Callback"/> goes dark
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Display Information—Calling Terminal


If the terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.


Activity	Display
Call put on Automatic Callback is now being completed; the called terminal is available and is being rung	<ul style="list-style-type: none">• Call appearance designator• Name or extension number of called party• Word "callback" on right side of display

Example: a= JANE MILLER callback

Automatic Circuit Assurance (V2 and V3)

Automatic Circuit Assurance (ACA) assists the user of a display-equipped voice terminal in identifying trunk malfunctions. The system automatically initiates a referral call to the terminal when a possible failure occurs. The Busy Verification feature can then be used to check the trunk.

To allow ACA referral calls to come into the terminal, press . The green status lamp lights.

To disallow ACA referral calls from coming into the terminal, press  again. The green status lamp goes dark.

Bridged Call Appearance

Bridged Call Appearance allows a multi-appearance voice terminal user to have call appearances of another multi-appearance user's primary extension number. These are called bridged appearances. They can be used to originate and answer calls and to bridge onto calls to or from the other user's primary extension.

The terminal with the bridged appearances also has its own primary extension number. The bridged appearance buttons are labeled with the primary extension number of the other terminal. The bridged appearance buttons always correspond on a one to one basis to the primary appearance buttons at the other terminal.

The procedures for placing and answering calls on a bridged appearance are exactly the same as those for primary appearances.

To bridge onto an active call on a bridged appearance, the user simply lifts the receiver and presses the button of the bridged extension.

Busy Verification of Terminals and Trunks (V2 and V3)

Busy Verification of Terminals and Trunks allows selected multi-appearance voice terminals to make test calls to other voice terminals, hunt groups (DDC and UCD), and trunks. This feature is used to determine the status of the called facility. To be capable of exercising Busy Verification, a voice terminal must have a Verify button administered by the System Manager.

Multi-Appearance Voice Terminals (Display Optional)

To busy verify another terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Verify"/>	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Verify"/> lights
3. Dial terminal extension number	<ul style="list-style-type: none">• Intercept tone, INVALID displayed—invalid extension number; try again• Ringback, TERMINATED displayed—called extension is idle and being rung; complete the test call• Initial warning tone, BRIDGED displayed—bridged onto active call; talk to other parties; verification successful• Reorder tone, OUT OF SERVICE displayed—terminal out of service
4. To finish the busy verification attempt, press <input type="button" value="Drop"/> . If attempt was unsuccessful, try again	

To busy verify a hunt group:

1. Lift handset	<ul style="list-style-type: none"> • Dial tone
2. Press <input type="button" value="Verify"/>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Verify"/> lights
3. Dial hunt group extension number	<ul style="list-style-type: none"> • Intercept tone, INVALID displayed—invalid hunt group extension number; try again • Ringback, TERMINATED displayed—called hunt group has available member and is being rung; complete the test call • Reorder tone, ALL MADE BUSY displayed—all hunt group members have activated Make Busy • Reorder tone, OUT OF SERVICE displayed—terminal out of service • Reorder tone, DENIED displayed—all hunt group members active on calls
4. To finish the busy verification attempt, press <input type="button" value="Drop"/> . If attempt was unsuccessful, try again	

To busy verify a trunk:

1. Lift handset	<ul style="list-style-type: none"> • Dial tone
2. Press <input type="button" value="Verify"/>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Verify"/> lights
3. Dial trunk access code	<ul style="list-style-type: none"> • Dial tone—go to step 4 • Intercept tone, DENIED displayed—invalid code; try again
4. Dial trunk group member number	<ul style="list-style-type: none"> • Intercept tone, INVALID displayed—invalid member number; try again • Dial tone—trunk idle and can be used to make test call; complete the test call • Initial warning tone, BRIDGED displayed—bridged onto active call; talk to other parties; verification successful • Confirmation tone, VERIFIED displayed—trunk is one-way incoming and idle; verification successful • Ringback—trunk is idle automatic tie trunk or release link trunk; verification successful • Reorder tone, OUT OF SERVICE displayed—trunk out of service • Intercept tone, INVALID displayed—number dialed was invalid
5. To finish the busy verification attempt, press <input type="button" value="Drop"/> . If attempt was unsuccessful, try again	

Call Coverage

Call Coverage provides automatic redirection of certain calls to alternate answering positions in a Call Coverage Path.

A coverage path can have up to three alternate answering positions: primary, backup, and final.

Certain options are available to voice terminal users in connection with the Call Coverage feature:

- **Caller Response Interval** allows an inside caller a time interval to choose how to respond after being alerted that the call is going to coverage. The caller can drop the call, go to coverage, leave a message, or activate Automatic Callback.
- **Go to Cover** allows the caller to bypass the Caller Response Interval and ring the coverage position immediately.
- **Consult** allows the covering user to consult privately with the original called party (principal).
- **Coverage Callback** allows the covering user to leave a message for the principal to call the original calling party (inside calls only).
- **Send All Calls** allows a principal to temporarily redirect all calls to coverage.
- **Coverage Answer Group (CAG) lamp** allows the covering user to visually determine whether incoming calls are coverage calls.
- **Temporary Bridged Appearance** allows a principal to bridge onto a call that has been redirected to coverage, even if it has been answered by a covering user.

A principal's voice terminal can be administered to produce a single "ring-ping" when a call is redirected; otherwise, there is no ringing.

For additional procedures that use Consult and Coverage Callback, refer to the subsection on Leave Word Calling.

All Voice Terminals

To complete a call that goes to coverage:

<p>1. After extension number is dialed, coverage tone is heard; decide what action to take during silent Caller Response Interval:</p> <ul style="list-style-type: none">• Talk to covering user—go to step 2 or 3• Leave message using Leave Word Calling feature as described in another part of this guide• Drop call before covering user answers—go to step 4• Use Automatic Callback feature as described in another part of this guide	
<p>2. Wait for covering user to answer</p>	<ul style="list-style-type: none">• Ringback tone—covering user being rung
<p>3. Bypass the interval by pressing <input type="button" value="Go to Cover"/> and wait for covering user to answer</p>	<ul style="list-style-type: none">• Ringback tone—covering user being rung
<p>4. Hang up or press <input type="button" value="Drop"/></p>	<ul style="list-style-type: none">• Call ended

Single-Line Voice Terminals

To answer a coverage call at a covering voice terminal:

1. When ringing is heard, answer call in normal way	• No specific indication of coverage call
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To activate Send All Calls by dialing a code:

1. Lift handset	• Dial tone
2. Dial Send All Calls activation code ()	• Confirmation tone—all calls to terminal are now directed to next coverage point in assigned coverage path

To cancel Send All Calls by dialing a code:

1. Lift handset	• Dial tone
2. Dial Send All Calls deactivation code ()	• Confirmation tone

7401D Voice Terminal

If the directory lists Coverage Callback or Leave Word Calling, the procedures listed below should be followed. If the directory does not list either of these features, the procedures listed for Single-Line Voice Terminals should be followed.

To answer a coverage call:

1. When ringing is heard, answer call in normal way	<ul style="list-style-type: none">• No specific indication of coverage call
2. If Coverage Callback or LWC is listed on the directory, go to step 3 or 4.	
3. If call is from extension inside system and caller wants to leave "call me" message for principal, press Feature and then the Coverage Callback item number	<ul style="list-style-type: none">• Message is automatically left for principal to call extension number• Message lamp at principal's terminal lights
4. If an inside or outside caller wants the covering user to relay a message to principal, press Feature and then the LWC item number to activate Leave Word Calling	<ul style="list-style-type: none">• Message is automatically left for principal to call the covering user to get information about original call• Message lamp at principal's terminal lights

If the directory lists Send All Calls, the procedures listed below should be followed. If the directory does not list Send All Calls, the procedures listed for Single-Line Voice Terminals should be followed.

To activate Send All Calls:

<p>1. Without lifting handset, press Feature and then the Send All Calls item number</p>	<ul style="list-style-type: none"> • Calls, including any that were ringing when Send All Calls was activated, will redirect to coverage
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To cancel Send All Calls:

<p>1. Without lifting handset, press Feature and then the Send All Calls item number</p>	<ul style="list-style-type: none"> • Send All Calls is deactivated and calls will now ring at the terminal
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Other Multi-Appearance Voice Terminals



To answer a coverage call at a covering voice terminal:

<p>1. Observe lamp indications</p>	<ul style="list-style-type: none"> • Green status lamp flashing at incoming call appearance button • Green status lamp flashing at Coverage Answer Group (CAG) button (if provided) to identify call as coverage call
<p>2. Answer call in normal way</p>	<ul style="list-style-type: none"> • Both green status lamps light steadily
<p>3. If call is from extension inside system and caller wants to leave "call me" message for principal, press Coverage Callback</p>	<ul style="list-style-type: none"> • Message is automatically left for principal to call extension number • Message lamp at principal's terminal lights
<p>4. If an inside or outside caller wants you, the covering user, to relay a message to principal, press LWC to activate Leave Word Calling</p>	<ul style="list-style-type: none"> • Message is automatically left for principal to call you, the covering user, to get information about original call • Message lamp at principal's terminal lights



To have an immediate discussion about an active call with the principal, if the principal is available:

<p>1. Press Transfer</p>	<ul style="list-style-type: none"> • Caller is placed on hold • Idle call appearance automatically selected • Dial tone
<p>2. Press Consult, listen for tone</p>	<ul style="list-style-type: none"> • Ringback tone heard—principal's voice terminal is getting priority ringing—go to step 3 • Busy tone—try again later
<p>3. Consult with principal</p>	
<p>4. If principal wants to talk to caller with covering user still on call, press Conference</p>	<ul style="list-style-type: none"> • Three parties connected
<p>5. If principal decides to take call alone, press Transfer</p>	<ul style="list-style-type: none"> • Caller and principal connected
<p>6. If principal does not want to talk to the caller, press held call appearance of caller</p>	<ul style="list-style-type: none"> • Principal disconnected • Caller and covering user connected

To activate Send All Calls:

1. If terminal has  , do step 2. If not, do steps 3 and 4	
2. Without lifting handset, press 	<ul style="list-style-type: none">• Green status lamp of button lights steadily• Calls, including any that were ringing when button was pressed, will redirect to coverage
3. Lift handset	<ul style="list-style-type: none">• Dial tone
4. Dial Send All Calls activation code ()	<ul style="list-style-type: none">• Confirmation tone—calls will redirect to coverage

To cancel Send All Calls:

1. If terminal has  , do step 2. If not, do steps 3 and 4	
2. Without lifting handset, press  again	<ul style="list-style-type: none">• Green status lamp of button goes dark
3. Lift handset	<ul style="list-style-type: none">• Dial tone
4. Dial Send All Calls deactivation code ()	<ul style="list-style-type: none">• Confirmation tone

Display Information—Calling Terminal

If the terminal of the caller has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
A call to another terminal is redirected to a covering terminal (coverage tone heard)	<ul style="list-style-type: none">• Call appearance designator• Name or number of called principal• The word "cover" at right of display

Example: a= TOM HILL cover

Display Information—Covering Terminal

If the terminal of the covering user has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Receiving a redirected inside call	<ul style="list-style-type: none">• Call appearance designator• Name or number of caller• Word "to" (indicates redirected call)• Name or number of called principal• Code letter at right of display shows reason call has redirected to this terminal<ul style="list-style-type: none">b= called user is busy but can bridge onto the incoming callB= called user is busy; cannot bridge onto the incoming calld= called user does not answer or caller has sent call to coverages= called principal has activated Send All Calls

Example: b= TOM HILL to JANE MILLER s

Activity	Display
Receiving a redirected incoming trunk call	<ul style="list-style-type: none"> • Call appearance designator • OUTSIDE CALL • Word "to" (indicates redirected call) • Name or number of called principal • Code letter at right of display

Example: c= OUTSIDE CALL to JOHN SMITH b

Call Forwarding All Calls

Call Forwarding All Calls allows all incoming calls to an extension number to be redirected to another point. In a V1 system, calls can be forwarded to a selected inside extension number or an attendant. In V2 and V3 systems, calls can be forwarded to a selected inside extension number, an outside (off-premises) terminal, the attendant group, or a specific attendant. This feature is activated or deactivated by dial access code or by a Call Forwarding button.

In V3 systems only, a user at a terminal with console permission (administered as a Class of Service option) can also activate and deactivate the Call Forwarding feature for other terminals. The user must use the dial access code rather than the feature button for this purpose.

All Voice Terminals

The following procedures apply to all terminals except when Call Forwarding All Calls is listed on the directory for the 7401D voice terminals.

To activate Call Forwarding All Calls for the user's own terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Call Forward"/> or dial Call Forwarding activation code ()	<ul style="list-style-type: none">• Second dial tone• Green status lamp of <input type="button" value="Call Forward"/> lights
3. Dial the number to which the calls will be forwarded	<ul style="list-style-type: none">• Confirmation tone—Call Forwarding is now in effect at this voice terminal
4. Hang up	

To cancel Call Forwarding All Calls:

1. At same voice terminal where Call Forwarding was activated, lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Call Forward"/> again or dial Call Forwarding deactivation code ()	<ul style="list-style-type: none">• Confirmation tone• Green status lamp of <input type="button" value="Call Forward"/> goes dark
3. Hang up	

7401D Voice Terminal (With Call Forwarding All Calls Listed on Directory)

If Call Forwarding is not listed on the directory, follow the procedures for All Voice Terminals.

To activate Call Forwarding All Calls for the user's own terminal:

1. Lift handset	• Dial tone
2. Press Feature and then the Call Forwarding item number	• Second dial tone
3. Dial the number to which the calls will be forwarded	• Confirmation tone—Call Forwarding is now in effect at this terminal
4. Hang up	

To cancel Call Forwarding All Calls:

1. At same terminal where Call Forwarding was activated, lift handset	• Dial tone
2. Press Feature and then the Call Forwarding item number	• Confirmation tone
3. Hang up	

Voice Terminals With Console Permission (V3 Systems Only)

To activate Call Forwarding All Calls for another terminal:

1. Lift handset	• Dial tone
2. Dial Call Forwarding activation code ()	• Second dial tone
3. Dial the extension number of the user whose calls are to be forwarded	• Third dial tone
4. Dial the number to which the calls will be forwarded	• Confirmation tone—Call Forwarding is now in effect at the other voice terminal
5. Hang up	

To cancel Call Forwarding All Calls at Another Voice Terminal:

1. At the same voice terminal where Call Forwarding was activated, lift handset	• Dial tone
2. Dial Call Forwarding deactivation code ()	• Second dial tone
3. Dial the extension number for which Call Forwarding is being deactivated (the forwarding extension)	• Confirmation tone
4. Hang up	

Display Information—Calling Terminal

If the calling terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
A call made to another terminal is forwarded to a selected answering terminal	<ul style="list-style-type: none">• Call appearance designator• Name or number of person called• Word "forward" at right of display

Example: a=6181 forward

Display Information—Covering Terminal

If the terminal receiving a forwarded call has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Receiving a forwarded call	<ul style="list-style-type: none">• Call appearance designator• Name or number of caller• Word "to"• Name or number of party dialed originally• f at right of display

Example: b= AL JONES to BOB SMITH f

Call Park

Call Park allows users to put a call on hold and then retrieve the call from any other voice terminal within the system.

Single-Line Voice Terminals

To park an active call:

1. Flash the switchhook	<ul style="list-style-type: none">• Recall dial tone• Other party placed on hold
2. Dial Call Park access code ()	<ul style="list-style-type: none">• Confirmation tone
3. Hang up	<ul style="list-style-type: none">• Call is now parked on this extension and can be retrieved from any voice terminal

To retrieve a parked call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. At the same terminal where the call was originally parked, flash the switchhook; at any other terminal, dial Answer-Back code () and the extension number where the call is parked	<ul style="list-style-type: none">• Confirmation tone—2-way connection being established• Intercept tone—parked party no longer on line

7401D Voice Terminal

If the directory lists Call Park, the procedures listed below should be followed. If the directory does not list Call Park, the procedures listed for Single-Line Voice Terminals should be followed.

To park an active call:

1. Press Feature and then 9 (see Note)	<ul style="list-style-type: none">• Other party put on hold• Dial tone
2. Press Feature and then the Call Park item number	<ul style="list-style-type: none">• Confirmation tone
3. Press Feature and then 9 again, and hang up	<ul style="list-style-type: none">• Call is now parked on this extension and can be retrieved from any voice terminal

Note: Even though the call can be parked without using Transfer, this sequence is recommended; otherwise, the other party may hear some unexpected tones.

To retrieve a parked call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. At the same telephone where the call was originally parked, press Feature and then the Call Park item number; at any other voice terminal, dial Answer-Back code () and the extension number where the call is parked	<ul style="list-style-type: none">• Confirmation tone—2-way connection being established• Intercept tone—parked party no longer on line

Other Multi-Appearance Voice Terminals

To park an active call:

1. Press Transfer (see Note)	<ul style="list-style-type: none">• Other party put on hold• Dial tone
2. Press Call Park or dial Call Park access code ()	<ul style="list-style-type: none">• Confirmation tone• Green status lamp of Call Park lights steadily
3. Press Transfer again and hang up	<ul style="list-style-type: none">• Call is now parked on this extension and can be retrieved from any voice terminal

Note: Even though **Transfer** does not have to be pressed first, this sequence is recommended; otherwise, the other party may hear some unexpected tones.

To retrieve a parked call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. At the same voice terminal where the call was originally parked, simply press Call Park ; at any other voice terminal, dial Answer-Back code () and the extension number where the call is parked	<ul style="list-style-type: none">• Confirmation tone—2-way connection being established• Intercept tone—parked party no longer on line

Display Information

If the voice terminal parking another call has a digital display module or equivalent the Normal Mode display is supplemented by "park" on the right side of the display.

EXAMPLE: a= OUTSIDE CALL park

Call Pickup

Call Pickup allows voice terminal users to answer calls ringing at other extension numbers within the user's specified Call Pickup group.

Single-Line Voice Terminals

To pick up, at an idle terminal, a call that is ringing at another terminal in the same pickup group:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Call Pickup"/> or dial Call Pickup access code ()	<ul style="list-style-type: none">• Called terminal stops ringing• Incoming call is connected to this terminal• If the original called terminal is a multi-appearance type, its user can bridge onto the call

To pick up a call while busy on an active call:

1. Press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none">• Recall dial tone• Current call is put on soft hold
2. Dial the Answer Hold-Unhold access code ()	<ul style="list-style-type: none">• Call on soft hold is now put on hard hold
3. Press <input type="button" value="Call Pickup"/> or dial Call Pickup access code ()	<ul style="list-style-type: none">• Called terminal stops ringing• Incoming call is connected to this terminal• If the original called terminal is a multi-appearance type, its user can bridge onto the call
4. To drop the picked up call and return to the original call, press <input type="button" value="Disconnect"/> or go on and off hook	<ul style="list-style-type: none">• Picked up call is disconnected• Held call is connected again

Note: In V1 systems, users must hang up an active call before they can pick up a call ringing at another terminal in the pickup group.

7401D Voice Terminal

When the terminal is idle, to pick up a call that is ringing at another voice terminal in the same pickup group:

1. Lift handset and press Feature and the Call Pickup item number or dial the Call Pickup access code ()	<ul style="list-style-type: none">• Called terminal stops ringing• Incoming call connected to this terminal• If called terminal is multi-appearance type, its user can bridge onto the call
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To pick up a call while busy on an active call:

1. Press Feature and then #	<ul style="list-style-type: none">• Current call placed on hold• Call activity lamp starts fluttering
2. Press Feature and then the Call Pickup item number or dial the Call Pickup access code ()	<ul style="list-style-type: none">• Called terminal stops ringing• Incoming call connected to this terminal• If called terminal is multi-appearance type, its user can bridge onto the call
3. To return to original call, flash the switchhook	<ul style="list-style-type: none">• Picked up call disconnected

Other Multi-Appearance Voice Terminals

To pick up, at a idle terminal, a call that is ringing at another terminal in the same pickup group:

<p>1. In either order, lift handset and press <input type="button" value="Call Pickup"/></p>	<ul style="list-style-type: none"> • Called terminal stops ringing • Incoming call connected to this terminal • If called terminal is multi-appearance type, its user can bridge onto the call
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To pick up a call while busy on an active call

<p>1. Press <input type="button" value="Hold"/></p>	<ul style="list-style-type: none"> • Current call placed on hold • Green status lamp of held call starts fluttering
<p>2. Press <input type="button" value="Call Pickup"/></p>	<ul style="list-style-type: none"> • Called terminal stops ringing • Incoming call connected to this terminal • If called terminal is multi-appearance type, its user can bridge onto the call
<p>3. To return to original call, press fluttering call appearance button</p>	<ul style="list-style-type: none"> • Picked up call disconnected

Display Information—Calling Terminal

If the calling terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
<p>A member of a call pickup group answers an inside call to another terminal in the group</p>	<ul style="list-style-type: none"> • Call appearance designator • Name or extension number dialed • Word "cover" at right of display

Example: a= RON JONES cover

Display Information—Answering Terminal

If the answering pickup terminal has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Answering an incoming call that is ringing at another terminal in the pickup group	<ul style="list-style-type: none">• Call appearance designator• Caller's name or extension number• Word "to"• Identity of originally dialed party• Letter "p" at right of display

Example: a= BILL JONES to BOB SMITH p

Call Waiting Termination

The Call Waiting Termination feature applies only to single-line voice terminals. It provides for an incoming call to wait at a busy single-line voice terminal and sends a distinctive call waiting tone to the called party.

- One beep—another voice terminal inside the system
- Two fast beeps—an attendant or outside caller
- Three fast beeps—a priority call

The called party hears the call waiting tone from the handset during the active call.

The procedure for answering a waiting call is more flexible in V2 and V3 systems than in V1 systems. In V2 and V3, the original call can be held while the waiting call is answered; in V1, the original call must be ended.

Incoming calls do not wait at multi-appearance voice terminals but are routed to idle call appearances.

V2 and V3 Systems—To answer a waiting call:

1. After hearing call waiting tone, press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none"> • Current call is put on soft hold (in this state an outgoing call can be made, but an incoming call cannot be answered) • Dial tone
2. Dial the Answer Hold-Unhold access code ()	<ul style="list-style-type: none"> • Current call is put on hard hold • Waiting call is connected
3. To toggle between the two calls, repeat steps 1 and 2	
4. When finished with either call, do step 5 or step 6	
5. Hang up and answer the held call when it re-rings	<ul style="list-style-type: none"> • Held call re-rings (3-burst priority ring)
6. Return to the held call by repeating steps 1 and 2	<ul style="list-style-type: none"> • Held call is reconnected (other caller can hang up at the distant end)

V1 Systems—To answer a waiting call:

1. After hearing call waiting tone, end the current call and hang up	<ul style="list-style-type: none"> • Current call is terminated • Waiting call rings
2. Answer the waiting call	

Note: A single-line voice terminal user cannot connect an answered call waiting call and a held call together in a conference.

Code Calling Access

Code Calling Access allows attendants, voice terminal users, and tie trunk users to page with coded chime signals.

To use Code Calling to page another person:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial Code Calling access code for desired zone	<ul style="list-style-type: none">• Second dial tone
3. Dial extension number of paged party	<ul style="list-style-type: none">• Confirmation tone—Call parked on paged party's extension number. Chime code played over code calling system. Go to step 4• Reorder tone—Call cannot be parked• Intercept tone—Code call access prevented by restriction• Confirmation followed by intercept tone—call successfully parked but failed at another stage. System automatically un parks call
4. Keep handset lifted while waiting for paged party to answer	

For paged party to respond to a code call (chime paging):

1. At any voice terminal, lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial Answer Back code ()	<ul style="list-style-type: none">• Second dial tone
3. Dial your own extension number	<ul style="list-style-type: none">• Confirmation tone—paging party being connected

Conference—Attendant

Conference—Attendant makes it possible for a voice terminal user to have the console attendant set up a conference with up to six parties. Details of the attendant conferencing procedures are covered in the *AT&T System 75 User's Guide—Console Operations*, 555-200-700.

To have a conference established:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial attendant access code 0	<ul style="list-style-type: none">• Normal call progress tones
3. When attendant answers, provide names and numbers of parties to be included in conference	<ul style="list-style-type: none">• Attendant establishes conference
4. After conference is set up, recall attendant as required for further assistance as described under the Attendant Recall feature. If attendant has released conference, dial 0	

Display Information

If any terminal on an attendant controlled conference has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Conference established and controlled by attendant	<ul style="list-style-type: none">• Call appearance designator• CONFERENCE followed by number of other conferees

Example: a- CONFERENCE 4

Note: When one person hangs up from a 3-party conference, and the conference reverts to a 2-party call, each person's display shows the identity of the other person.

Conference—Terminal

Conference—Terminal allows multi-appearance voice terminal users to set up 6-party conference calls without attendant assistance. Single-line voice terminal users can set up 3-party conference calls without attendant assistance.

Single-Line Voice Terminals

To add another party to a 2-party connection:

1. Press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none">• Recall dial tone• Other party is placed on hold
2. Dial third party	<ul style="list-style-type: none">• Normal call progress tones
3. If third party answers, press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none">• 3-party conference is established
4. If third party extension is busy or does not answer, press <input type="button" value="Recall"/> twice or flash switchhook twice	<ul style="list-style-type: none">• Original 2-party call is reestablished• Call to third party is dropped
5. To drop last added party from conference, press <input type="button" value="Recall"/> twice or flash switchhook twice	<ul style="list-style-type: none">• Original party is still connected

Note: After a 3-party conference is set up by a single-line terminal user, no more conferees can be added by that user. Another inside single-line terminal user in the conference can add one more conferee; another multi-appearance terminal user can add up to three more parties.

7401D Voice Terminals

To add more parties to a 2-party connection:

1. Press Feature and then 8	<ul style="list-style-type: none">• Dial tone• Current call now is placed on hold; call activity lamp flutters
2. Dial next party	<ul style="list-style-type: none">• Normal call progress tones
3. When called party answers, press Feature and then 8	<ul style="list-style-type: none">• All parties now connected• Fluttering call activity lamp goes dark
4. Repeat steps 1, 2, and 3 to add each additional party to conference	<ul style="list-style-type: none">• Maximum of six conferees including this terminal and up to two trunks
5. To remove this terminal from conference, hang up	<ul style="list-style-type: none">• Other parties remain connected
6. To disconnect last party added, press Feature and then 0 (must be done by same party that added last party)	
7. If one of called numbers is busy or does not answer, flash the switchhook to return to held party	<ul style="list-style-type: none">• Uncompleted call is dropped automatically

Other Multi-Appearance Voice Terminals

To add more parties to a 2-party connection:

1. Press Conference	<ul style="list-style-type: none">• Dial tone• Current call on first call appearance is placed on hold; red in-use lamp goes dark; green status lamp flutters• Idle call appearance is automatically selected for placing call to another party; red in-use lamp and green status lamp light steadily
2. Dial next party	<ul style="list-style-type: none">• Normal call progress tones
3. When next party answers, press Conference	<ul style="list-style-type: none">• Conference of all parties is established at new call appearance• Red in-use and green status lamps at new call appearance remain lighted• Fluttering green status lamp goes dark
4. Repeat steps 1, 2, and 3 to add each additional party to conference	<ul style="list-style-type: none">• Maximum of six conferees including this terminal and up to two trunks• Conference always moves to call appearance of last party added
5. To remove this terminal from conference, press Disconnect or hang up	<ul style="list-style-type: none">• Other parties remain connected
6. To disconnect last party added, press Drop (must be done by same party that added last party)	
7. If one of called numbers is busy or does not answer, press flashing call appearance to return to held party	<ul style="list-style-type: none">• Uncompleted call is dropped automatically

Display Information

If any terminal on a conference call has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Conference established among 3 to 6 parties	<ul style="list-style-type: none">• Call appearance designator• CONFERENCE followed by number of other conferees

Example: a- CONFERENCE 3

Note: When one person hangs up from a 3-party conference and the conference reverts to a 2-party call, each person's display shows the identity of the other person.

Data Call Setup

Data Call Setup permits system users to establish data calls. Data calls can be made at any of the industry standard data rates up to 19.2 kbps. Data Call Setup eliminates the need to dedicate a voice terminal to a data call, although such arrangements are supported. The system provides two methods for establishing data calls, Voice Terminal Dialing and Data Terminal (Keyboard) Dialing. The voice terminal is released from a data call when transfer to the data mode is completed; voice calls can be placed and received even though the two data endpoints are still connected.

Single-Line Voice Terminals

To set up a data call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. If distant data module is to be transferred to analog modem or acoustically coupled modem at near end, dial Data Origination access code () and then listen for tone	<ul style="list-style-type: none">• Confirmation tone followed by steady dial tone—pooled modem conversion resource reserved• Reorder tone—no pooled modem conversion resource available
3. Dial number of distant data module or modem and then listen for tone	<ul style="list-style-type: none">• Answer tone—distant data module connected• Busy tone—endpoint not available• Ringback tone—module is in hunt group and call has queued or endpoint has not answered yet• Reorder tone—module is in hunt group that is all busy and queuing not available• Intercept tone—call cannot be completed as dialed
4. Press <input type="button" value="Recall"/> or flash switchhook and do steps 5 and 6 within 15 seconds of hearing answer tone	
5. Dial number of near-end data module or modem and then listen for tone	<ul style="list-style-type: none">• Same tones as in step 3
6. Hang up handset when answer tone heard is	<ul style="list-style-type: none">• Data call in progress
7. When data call is finished, disconnect it	

7401D Voice Terminal

To set up a data call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. If the distant data module is to be transferred to an analog modem or an acoustically coupled modem at the near-end, dial Data Origination code () and listen for tone	<ul style="list-style-type: none">• Confirmation tone followed by steady dial tone—pooled modem connected• Reorder tone—no pooled modem available
3. Dial number of distant data module or modem and listen for tone	<ul style="list-style-type: none">• Answer tone—distant data module connected• Busy tone—module not available• Ringback tone—module in hunt group and call has queued or endpoint has not answered yet• Reorder tone—module in hunt group that is all busy and queuing not available• Intercept tone—call cannot be completed
4. Press Feature and then 9 immediately after answer tone is heard; do steps 5 and 6 within 15 seconds	
5. Dial number of near-end data module and listen for tone	<ul style="list-style-type: none">• Same tones as in step 3
6. Press Feature and then 9 again and hang up	<ul style="list-style-type: none">• Data call in progress
7. When data call is finished, disconnect it	

Other Multi-Appearance Voice Terminals

If the voice terminal is equipped with a Data button, the button can be used to set up a data call. It can also be used to pre-indicate the data call, that is, reserve a near-end data module and a pooled modem conversion resource, if needed, for connection to a distant data module or modem. Pre-indication is not a requirement before making a data call, but it can prevent an unnecessary call to the distant end when a transmission path is not immediately available. The Data button of the terminal is labeled with the extension number of the associated near-end data module and is shown in the procedures as . If the voice terminal does not have a , the Transfer feature can be used for setting up data calls.

To pre-indicate and set up a data call using the Data button:

1. Lift handset	
2. If the green status lamp of <input type="text" value="Data Ext #"/> is dark, press the button (if the status lamp is lighted, the associated data module is in use from another terminal and pre-indication cannot be done now)	<ul style="list-style-type: none"> • Green status lamp of <input type="text" value="Data Ext #"/> starts winking • At all other terminals that share control of data module, <input type="text" value="Data Ext #"/> lamp lights steadily, indicating busy condition
3. Keep handset lifted and proceed with setting up data call	<ul style="list-style-type: none"> • Dial tone
4. Dial the number of the distant data module or modem and then listen for tone	<ul style="list-style-type: none"> • Answer tone—distant data module or modem is connected • Busy tone—endpoint busy • Ringback tone—module or modem is in a hunt group and call has queued or endpoint has not answered yet • Reorder tone—module or modem is in a hunt group that is all busy and queuing is not available • Intercept tone—call cannot be completed as dialed
5. Press <input type="text" value="Data Ext #"/> if green status lamp is winking (pre-indication in effect) or if it is dark (associated data module is available)	<ul style="list-style-type: none"> • Green status lamp of <input type="text" value="Data Ext #"/> lights steadily • If the near-end data module is connected to a data terminal equipped with a screen, PLEASE ANS-ANSWERED is displayed
6. Hang up	<ul style="list-style-type: none"> • Data call in progress

To disconnect a data call using the Data button:

<p>1. Observe green status lamp of <input type="text" value="Data Ext #"/> associated with the data call</p>	<ul style="list-style-type: none"> • Lamp lighted steadily
<p>2. Press <input type="text" value="Data Ext #"/></p>	<ul style="list-style-type: none"> • Green status lamp of <input type="text" value="Data Ext #"/> goes dark • Associated data module is disconnected • If data module is connected to a data terminal equipped with a screen, DISCONNECTED-TRANSFER is displayed

To set up a data call using the Transfer feature:

<p>1. Lift handset</p>	<ul style="list-style-type: none"> • Dial tone
<p>2. If the distant data module is to be transferred to an analog modem or an acoustically coupled modem at the near-end, dial Data Origination code () and then listen for tone</p>	<ul style="list-style-type: none"> • Confirmation tone followed by steady dial tone—pooled modem connected • Reorder tone—no pooled modem available
<p>3. Dial number of distant data module or modem and then listen for tone</p>	<ul style="list-style-type: none"> • Answer tone—distant data module connected • Busy tone—module not available • Ringback tone—module in hunt group and call has queued or endpoint has not answered yet • Reorder tone—module in hunt group that is all busy and queuing not available • Intercept tone—call cannot be completed
<p>4. Press <input type="text" value="Transfer"/> immediately after answer tone is heard, then do steps 5 and 6 within 15 seconds</p>	
<p>5. Dial number of near-end data module and then listen for tone</p>	<ul style="list-style-type: none"> • Same tones as in step 3
<p>6. Press <input type="text" value="Transfer"/> again and hang up</p>	<ul style="list-style-type: none"> • Data call in progress
<p>7. When data call is finished, disconnect it</p>	

Data Privacy

Data Privacy protects calls from being disturbed by any of the system's overriding or alerting features. Data Privacy denies the system the ability to gain access to, or to superimpose tones onto, the protected call.

To activate Data Privacy:

1. Lift handset	• Dial tone
2. Dial Data Privacy access code ()	• Second dial tone
3. Dial desired number to complete call	

Dial Access to Attendant

Dial Access to Attendant allows voice terminal users to access an attendant by dialing 0. Attendants can then extend the call to a trunk or to another voice terminal.

To access an attendant:

1. Lift handset	• Dial tone
2. Dial 0	• Normal call progress tones

Direct Department Calling

Direct Department Calling (DDC) allows direct inward access to an answering group other than the attendant even if the system does not have the Direct Inward Dialing (DID) feature.

Voice terminal users in a DDC group can activate a busy-out condition to make the terminal appear busy to calls coming into the group. The busy-out condition can be activated by dialing the busy-out code or by pressing the **Auxiliary Work** button (V3 systems) or the **Make Busy** button (V1 and V2 systems). These buttons are located on multi-appearance voice terminals only. Busy-out automatically goes into effect when the Send All Calls button is pressed.

Voice Terminals Without Button

To busy-out a terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. V1 and V2: Dial busy-out activate code () followed by extension number of DDC group. V3 only: Dial busy-out activate code () followed by UCD group number	<ul style="list-style-type: none">• Terminal is busied out if it is not last active terminal in group or if it is last active terminal in group but no calls are in queue• Confirmation tone—terminal is now busy to incoming calls to this group

To cancel the busy-out condition:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. V1 and V2: Dial busy-out deactivate code () followed by extension number of DDC group. V3 only: Dial busy-out deactivate code () followed by UCD group number	<ul style="list-style-type: none">• Confirmation tone—this terminal is active in DDC group again

Multi-Appearance Voice Terminals With Button

To busy-out a terminal:

<p>1. Without lifting handset, press <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> associated with DDC group</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> flutters—terminal is last active one in group and calls are still in queue; terminal is not busied out • Green status lamp of <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> lights steadily—terminal is busy to incoming calls to group
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To cancel the busy-out condition:

<p>1. Without lifting handset, press <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> again</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> goes dark—this terminal is active in DDC group again
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Display Information—Calling Terminal

If the terminal placing a call to an extension number in a DDC group has a digital display module or equivalent, the following information will be presented if the display is in Normal Mode.

Activity	Display
Placing an inside call to a DDC group	<ul style="list-style-type: none"> • Call appearance designator • Group extension number • At completion of dialing, extension changes to group name (if available)

Example: a=6181
 changes to
 a= SALES
 or
 a= EXT 6181

Display Information—Receiving Terminal in DDC Group

If the terminal in the DDC group has a digital display module or equivalent, the following information is presented in the Normal Mode.

Activity	Display
Receiving an incoming DDC call	<ul style="list-style-type: none">• Call appearance designator• Name or number of caller• The word "to"• DDC group identity

Example: a= FRED JONES to SALES
 or
 a= FRED JONES to EXT 6181
 or
 a= OUTSIDE CALL to SALES

Emergency Access to the Attendant

Emergency Access to the Attendant allows voice terminal users to place emergency calls to the attendant and assures that such calls receive priority handling by the attendant.

To place an emergency call to the attendant:

1. Lift or knock the handset off the voice terminal	<ul style="list-style-type: none">• Dial tone
2. Dial the Emergency Access to the Attendant access code () or leave the handset off the hook for at least 30 seconds	<ul style="list-style-type: none">• An attendant receives visible and audible indication of the incoming emergency call and answers the call immediately; even if the caller cannot talk, the attendant knows the source of the call

Facility Busy Indication

Facility Busy Indication provides multi-appearance voice terminal (except 7401D) users with a visual indication of the busy or idle status of an extension number, a trunk group, or any loudspeaker paging zone, including all zones. The Facility Busy Indication button can also be used for one-touch calling of the monitored facility. The button is labeled with "Busy" followed by a name or number.

To use the Facility Busy Indication feature:

1. Observe the green status lamp at the <input type="button" value="Busy (facility)"/> button associated with the monitored extension, trunk, or zone	<ul style="list-style-type: none">• Lamp dark—facility is idle; go to step 2• Lamp lighted—facility is active but a call can still be attempted; go to step 2
2. Lift handset	<ul style="list-style-type: none">• Dial tone
3. To call the monitored facility, press <input type="button" value="Busy (facility)"/> (not necessary to press call appearance button)	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Busy (facility)"/> lights steadily• Call appearance selected• Normal call progress tones
4. Continue call in normal way	

Facility Test Call

This feature allows test calls to be made from a voice terminal, an attendant console, or a remote maintenance center to access specific trunks, touch-tone receivers, time slots, and system tones.

Only the System Manager or other authorized maintenance personnel should make facility test calls. For detailed information on using this feature, refer to the Facilities Access Test subsection in *AT&T System 75 Maintenance*, 555-200-105.

Hold

Hold allows voice terminal users to disconnect from a call temporarily, use the voice terminal for other call purposes, and then return to the original call. Hold is a fixed feature on the 7401D voice terminal and all other multi-appearance voice terminals have a Hold button for activating this feature.

Single-line voice terminals do not have the Hold button, but they have access to two forms of hold by way of recall and a dial access code. "Soft" hold allows the user to put an existing call on hold and place outgoing calls but not to receive calls. "Hard" hold is equivalent to the hold of multi-appearance terminals but is activated in a different way. V1 systems have soft hold only; V2 and V3 systems have both soft and hard hold. Refer to the procedures for the Call Waiting Termination feature for a special application of soft and hard hold.

Single-Line Voice Terminals

V2 and V3 Systems—To put a call on hold:

1. Press <input type="button" value="Recall"/> or flash the switchhook	<ul style="list-style-type: none">• Current call is put on soft hold• Dial tone heard; an outgoing call or a feature access code can now be dialed
2. Dial the Answer Hold-Unhold access code ()	<ul style="list-style-type: none">• Call on soft hold is moved to hard hold. If a call is not waiting, dial tone is heard; calls can be placed and received• If a call is waiting, that call will be connected

V2 and V3 Systems—To return to a call on soft hold:

1. Press <input type="button" value="Recall"/> twice or flash the switchhook twice	<ul style="list-style-type: none">• Original call is connected again
--	--

V2 and V3 Systems—To return to a call on hard hold:

1. Hang up and answer the held call when it re-rings	<ul style="list-style-type: none">• Held call re-rings (3-burst priority ring)
--	--

Single-Line Voice Terminals (continued)

V1 Systems—To put a call on hold:

1. Press Recall or flash the switchhook	<ul style="list-style-type: none">• Current call is put on soft hold• An outgoing call or a feature access code can now be dialed, but an incoming call cannot be answered
--	---

V1 Systems—To return to a held call:

1. Press Recall twice or flash switchhook twice	<ul style="list-style-type: none">• Original call is connected again
--	--

7401D Voice Terminal

To put a call on hold:

1. Press Feature and then #	<ul style="list-style-type: none">• Call activity lamp flutters while call is on hold• The handset can be hung up, if desired
---	--

To return to a held call:

1. Flash switchhook (or pick up handset if it was hung up)	<ul style="list-style-type: none">• Call activity lamp goes dark
--	--

Other Multi-Appearance Voice Terminals

To put a call on hold:

1. Press <input type="button" value="Hold"/>	<ul style="list-style-type: none">• Red in-use lamp associated with call appearance goes dark• Green status lamp changes from steady to fluttering
--	---

To return to a held call:

1. Press call appearance button associated with call on hold	<ul style="list-style-type: none">• Associated red in-use lamp lights• Green status lamp changes from fluttering to steady
--	---

Hot Line Service

Hot Line Service allows the user of a single-line voice terminal designated as a Hot Line station to automatically place a call to a preassigned extension number, public or private network number, or feature simply by lifting the handset.

To use the Hot Line, lift the handset. Ringback is heard until the call is answered.

Integrated Directory

Integrated Directory allows internal system users with display-equipped terminals to access the system data base, use the touch-tone buttons to key in a name, and retrieve an extension number from the system directory. The directory contains an alphanumeric listing of the names and extension numbers assigned to all voice terminals administered in the system.

Note: A 7404D voice terminal with Message Cartridge with Integrated Directory can only input the name via the attached terminal keyboard.

The following conditions apply to the use of the touch-tone buttons:

- Button # is not used.
- Button * is used for a space or a comma.
- Button 7 (PRS) is also used for a Q.
- Button 9 (WXY) is also used for a Z.

While a terminal is in the Integrated Directory mode, the dial pad cannot be used for placing a call. However, calls that do not require dialing can be made, and calls can be received.

The user of Integrated Directory can enter names in any of the following formats:

- last-name, first-name
- first-name last-name
- single name (such as an organization or group)

Initials can be entered, if desired, but periods are not valid. The maximum length of a name in the directory is 15 characters, including spaces and commas. The extension number cannot exceed four digits (V1) or five digits (V2 and V3).

To search for an extension number corresponding to a known name:

<p>1. Press <input type="button" value="Integrated Directory"/></p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Integrated Directory"/> lights steadily • Voice terminal enters Integrated Directory mode • DIRECTORY—PLEASE ENTER NAME displayed
<p>2. Using dial pad, start entering letters of desired name (if voice terminal is Model 7404D, type name on associated keyboard)</p>	<ul style="list-style-type: none"> • Names (with extension numbers) that match entered letters are displayed • Display may change as more letters are entered • Number of characters entered displayed on right side
<p>3. Continue entering letters of name or Press <input type="button" value="Next"/> repeatedly to advance display from current name</p>	<ul style="list-style-type: none"> • Desired name and extension number displayed • Number of characters display is updated • If the entered name is not in the directory, NO MATCH—TRY AGAIN is displayed; go to step 5
<p>4. To call the displayed number, lift handset and press <input type="button" value="Make Call"/></p>	<ul style="list-style-type: none"> • Normal call progress tones • Display automatically returns to Normal Mode
<p>5. To search for another name, repeat steps 1 through 3</p>	
<p>6. When finished with Integrated Directory, press <input type="button" value="Normal Mode"/></p>	

Intercom—Automatic

Intercom—Automatic provides a talking path between two voice terminal users. An Automatic Intercom call must originate at a multi-appearance terminal, where a separate feature button is dedicated to each path. The Automatic Intercom button is labeled with the name of the party at the other end of the link. The called party receives distinctive intercom ringing, and the status lamp associated with the Intercom button, if provided, flashes.

To place an Automatic Intercom call:

1. In either order, lift handset and press <input type="button" value="Autocom (name)"/> for the destination being called	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Autocom (name)"/> lights steadily• Call appearance selected• Normal call progress tones
2. Wait for answer from called terminal	

To answer an Automatic Intercom call at a multi-appearance voice terminal equipped with an Intercom button (Auto or Dial):

1. Incoming call	<ul style="list-style-type: none">• Distinctive intercom call ringing (unmodulated single tone, repeated)• Green status lamp of Intercom button flashes
2. Lift handset; select call appearance, if necessary, by pressing Intercom button or flashing call appearance button	<ul style="list-style-type: none">• Call appearance selected• Green status lamp changes from flashing to steady
3. Talk to caller	

To answer an Automatic Intercom call at a multi-appearance voice terminal not equipped with an Intercom button:

1. Incoming call	<ul style="list-style-type: none"> • Distinctive intercom call ringing (unmodulated single tone, repeated) • Green status lamp at some call appearance flashes
2. Lift handset; select call appearance, if necessary, by pressing flashing call appearance button	<ul style="list-style-type: none"> • Call appearance selected
3. Talk to caller	

To answer an Automatic Intercom call at a single-line voice terminal:

1. Incoming call	<ul style="list-style-type: none"> • Standard inside call ringing
2. Lift handset, talk to caller	

Display Information

If either the calling or called terminal has a digital display module or equivalent, the Normal Mode information for inside calls will be supplemented by "ICOM" on the right of the display.

Example: a= JIM GREEN ICOM

Intercom—Dial

Intercom—Dial allows a multi-appearance voice terminal user to gain rapid access to up to 32 other voice terminal users within an administered intercom group. The called user receives distinctive intercom ringing, and the status lamp associated with the Intercom button, if provided, flashes.

To place a Dial Intercom call from a multi-appearance terminal:

1. In either order, lift handset and press Dialcom	<ul style="list-style-type: none">• Green status lamp of Dialcom lights steadily• Call appearance selected• Dial tone
2. Dial intercom code of voice terminal to be called. Listen for tone	<ul style="list-style-type: none">• Ringback tone• Busy tone—try again later• Intercept tone—an invalid code
3. Wait for answer from called terminal	

To answer a Dial Intercom call at a multi-appearance voice terminal equipped with an Intercom button (Auto or Dial):

1. Incoming call	<ul style="list-style-type: none">• Distinctive intercom call ringing (unmodulated single tone, repeated)• Green status lamp of Intercom button flashes
2. Lift handset; select call appearance, if necessary, by pressing Intercom button or flashing call appearance button	<ul style="list-style-type: none">• Call appearance is selected• Green status lamp changes from flashing to steady
3. Talk to caller	

To answer a Dial Intercom call at a multi-appearance voice terminal not equipped with an Intercom button:

1. Incoming call	<ul style="list-style-type: none">• Distinctive intercom call ringing (unmodulated single tone, repeated)• Green status lamp of some call appearance flashes
2. Lift handset; select call appearance, if necessary, by pressing flashing call appearance button	<ul style="list-style-type: none">• Call appearance is selected
3. Talk to caller	

To answer a Dial Intercom call at a single-line voice terminal:

1. Incoming call	<ul style="list-style-type: none">• Standard inside call ringing
2. Lift receiver, talk to caller	

Display Information

If either the calling or called terminal has a digital display module or equivalent, the Normal Mode information for inside calls will be supplemented by "ICOM" on the right of the display.

Example: a= JIM GREEN ICOM

Last Number Dialed

Last Number Dialed automatically redials the last number dialed when users press the Last Number Dialed button or dial the Last Number Dialed feature access code. Last Number Dialed can be used to redial a call made through the Abbreviated Dialing feature.

All Voice Terminals Except 7103A Programmable

To recall a number using the Last Number Dialed feature:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="LastNumb Dialed"/> or dial access code ()	<ul style="list-style-type: none">• Call appearance selected• Normal call progress tones
3. Wait for called party to answer	

Note: If special characters are included within the number, they are retained; each special character counts as 2 digits. Up to 24 digits can be redialed.

7401D Telephone

If Last Number Dialed is listed on the directory, use the following procedures. If Last Number Dialed is not listed on the directory, use the procedures listed above for "All Voice Terminals Except 7103A Programmable."

To recall a number using the Last Number Dialed feature:

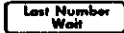


1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Feature"/> and then the Last Number Dialed item number or dial the Last Number Dialed access code ()	<ul style="list-style-type: none">• Normal call progress tones
3. Wait for called party to answer	

Note: If special characters are included within the number, they are retained; each special character counts as 2 digits. Up to 24 digits can be redialed.

7103A Programmable Voice Terminal Feature

Last Number Dialed (7103A Programmable) operates exactly the same as the system feature on inside calls except that the Last Number/Wait button is used for activation. On outside calls, the user must prepare in advance for automatically recalling a number.

To recall an outside number:

1. Lift handset	• Dial tone
2. Dial ARS access code () or a trunk access code, then press 	• Second dial tone
3. Dial outside number	• Normal call progress tones
4. If call is not completed, hang up and recall the number later using steps 5 through 7	
5. Lift handset	• Dial tone
6. Press 	• Second dial tone
7. Press  again	• Normal call progress tones

Leave Word Calling

Leave Word Calling allows internal system users to leave short preprogrammed messages for other internal users. A caller can activate Leave Word Calling (LWC) at any time during a call attempt. A covering user in a call coverage path can activate LWC for the original called party (the principal) after answering a call. A message lamp automatically lights on the called party's voice terminal as soon as LWC is activated.

The procedures for leaving messages for another party vary according to the type of voice terminal the caller or covering user has. Likewise, the terminal user whose message lamp is lighted has several means available for retrieving the message(s). A called party can also protect the security of his/her stored messages.

The rest of this subsection on Leave Word Calling presents the methods of leaving, retrieving, and protecting messages.

LEAVING MESSAGES

7103A and 7104A Single-Line Voice Terminals

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

1. Press <input type="button" value="Recall"/> or flash switchhook	<ul style="list-style-type: none">• Recall dial tone
2. Press <input type="button" value="LWC"/> or dial LWC access code () (not necessary to redial extension number of called party)	<ul style="list-style-type: none">• Confirmation tone—message stored• Reorder tone—message not stored; place call again
3. Hang up	

Other Single-Line Voice Terminals

To leave a message for a called party when a call is not completed:

1. Disconnect and get dial tone again	<ul style="list-style-type: none">• Dial tone
2. Dial LWC access code ()	<ul style="list-style-type: none">• Second dial tone
3. Redial extension number of called party and listen for tone	<ul style="list-style-type: none">• Confirmation tone—message stored• Reorder tone—message not stored; try again later
4. Hang up	

All Single-Line Voice Terminals

To leave a message for a called party without trying to establish a voice connection:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="LWC"/> or dial LWC access code ()	<ul style="list-style-type: none">• Second dial tone
3. Dial extension number of called party and listen for tone	<ul style="list-style-type: none">• Confirmation tone—message stored• Reorder tone—message not stored; try again later
4. Hang up	

To cancel a message left for a called party:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Cancel LWC"/> or dial LWC cancel code ()	<ul style="list-style-type: none">• Second dial tone
3. Dial called party's extension number where message was left	<ul style="list-style-type: none">• Confirmation tone—all messages left by this caller for extension number dialed are canceled• Reorder tone—message not canceled; place call again
4. Hang up	

7401D Voice Terminal

If the directory lists Leave Word Calling, the procedures listed below should be followed. If the directory does not lists Leave Word Calling, the procedures listed for Single-Line Voice Terminals should be followed.

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

1. Press Feature and then the Leave Word Calling item number	<ul style="list-style-type: none">• Confirmation tone—message stored and the Message lamp lights on the called terminal• Reorder tone—message not stored; try again
2. Hang up	

To leave a message for a called party without trying to establish a voice connection:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press Feature and then the Leave Word Calling item number	<ul style="list-style-type: none">• Second dial tone
3. Dial extension number of called party	<ul style="list-style-type: none">• Confirmation tone—message stored and Message lamp at called terminal lights• Reorder tone—message not stored; try again
4. Hang up	

To cancel a message left for a called party:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press Feature and then the Leave Word Calling Cancel item number	<ul style="list-style-type: none">• Second dial tone
3. Dial extension number where message was left and listen for tone	<ul style="list-style-type: none">• Confirmation tone—message canceled• Reorder tone—message not canceled; try again
4. Hang up	

Other Multi-Appearance Voice Terminals

To leave a message for a called party at any of the following stages of a call: (1) during ringing; (2) when the call is unanswered; (3) when busy tone is heard; (4) when coverage tone is heard; (5) when the call is answered by a covering user:

1. Press LWC	<ul style="list-style-type: none">• Green status lamp of LWC lights steadily to indicate message stored• If green lamp flutters at broken rate and reorder tone is heard, message not stored; try again
2. Hang up	<ul style="list-style-type: none">• Status lamp of LWC goes dark

Other Multi-Appearance Voice Terminals (continued)

To leave a message for a called party without trying to establish a voice connection:

1. Lift handset	<ul style="list-style-type: none"> • Dial tone
2. Press <input type="button" value="LWC"/>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="LWC"/> lights momentarily
3. Dial extension number of called party, observe lamp indication, and listen for tone	<ul style="list-style-type: none"> • Confirmation tone—message stored • Green status lamp of <input type="button" value="LWC"/> lights steadily • If green lamp flutters at broken rate and reorder tone is heard, message not stored; place call again
4. Hang up	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="LWC"/> goes dark

To cancel a message left for a called party:

1. Lift handset	<ul style="list-style-type: none"> • Dial tone
2. Press <input type="button" value="Cancel LWC"/> or dial LWC cancel code ()	<ul style="list-style-type: none"> • Second dial tone • Green status lamp of <input type="button" value="Cancel LWC"/> lights momentarily
3. Dial extension number where message was left, listen for tone	<ul style="list-style-type: none"> • Confirmation tone—message canceled • Reorder tone—message not canceled; try again
4. Hang up	

For a covering user to leave a message for a principal to return a call to an inside extension number:

1. While inside caller is still on line, press <input type="button" value="Coverage Callback"/>	<ul style="list-style-type: none">• No interruption in talking path with caller• Green status lamp of <input type="button" value="Coverage Callback"/> lights steadily to indicate message stored for principal
2. Hang up	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Coverage Callback"/> goes dark

RETRIEVING MESSAGES USING VISUAL DISPLAYS

A voice terminal user with any of the following visual displays can retrieve his/her own messages directly and retrieve messages for other users if assigned to do so.

- Digital display module on a 7405D voice terminal
- Built-in display of a 7406D or 7407D voice terminal
- Display screen of data terminal associated with 7404D voice terminal
- Display screen of a PT 510 or a 515 BCT

To directly retrieve one's own LWC messages left by inside callers:

<p>1. Press <input type="button" value="Message Retrieve"/></p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Message Retrieve"/> lights steadily • Display shows MESSAGES FOR and name
<p>2. Press <input type="button" value="Next"/></p>	<ul style="list-style-type: none"> • Latest message stored displayed
<p>3. To call a displayed extension number, without dialing:</p> <ul style="list-style-type: none"> • Lift handset • Press <input type="button" value="Make Call"/> 	<ul style="list-style-type: none"> • Dial tone • Green status lamp of <input type="button" value="Make Call"/> lights steadily • Display remains in Message Retrieval mode with same message displayed until <input type="button" value="Next"/> is pressed • Normal call progress tones as call is automatically placed to displayed number
<p>4. Press <input type="button" value="Delete Message"/> to delete displayed message, if desired</p>	<ul style="list-style-type: none"> • Display blanks momentarily, then DELETED displayed
<p>5. To clear displayed message and display next message, press <input type="button" value="Next"/>. Continue until all messages have been displayed. Use step 4 to delete displayed messages</p>	<ul style="list-style-type: none"> • END OF MESSAGES (NEXT TO REPEAT) displayed when all messages have been retrieved. Message file still contains messages that were not deleted
<p>6. In accordance with display, press <input type="button" value="Next"/></p>	<ul style="list-style-type: none"> • Latest undeleted message displayed • NO MESSAGES displayed if no more messages exist
<p>7. Press <input type="button" value="Normal Mode"/></p>	

For a covering user with a display to retrieve a principal's LWC messages:

1. Lift handset	<ul style="list-style-type: none"> • Dial tone
2. Press <input type="button" value="Covr Msg Retrieve"/>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Covr Msg Retrieve"/> lights steadily • WHOSE MESSAGES? (DIAL EXTENSION NUMBER) displayed
3. Dial principal's extension number	<ul style="list-style-type: none"> • Display shows MESSAGES FOR followed by extension number or name of principal
4. Press <input type="button" value="Next"/>	<ul style="list-style-type: none"> • Latest message stored displayed
5. Press <input type="button" value="Delete Message"/> to delete message displayed, if desired	<ul style="list-style-type: none"> • Display blanks momentarily, then DELETED displayed
6. To clear displayed message and display next message, press <input type="button" value="Next"/> . Continue until all messages have been displayed. Use step 5 to delete any displayed messages	<ul style="list-style-type: none"> • END OF MESSAGES (NEXT TO REPEAT) displayed when all messages have been retrieved. Message file still contains messages that were not deleted
7. In accordance with display, press <input type="button" value="Next"/>	<ul style="list-style-type: none"> • Latest undeleted message displayed • NO MESSAGES displayed if no more messages are in principal's file
8. Press <input type="button" value="Normal Mode"/>	

For a covering user with a display to retrieve a principal's LWC messages during a call with the principal:

<p>1. Press <input type="button" value="Cov Msg Retrieve"/></p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Cov Msg Retrieve"/> lights steadily • WHOSE MESSAGES? (DIAL EXTENSION NUMBER) displayed
<p>2. Dial extension number of principal who has requested messages</p>	<ul style="list-style-type: none"> • Display shows MESSAGES FOR followed by extension number or name of principal
<p>3. Press <input type="button" value="Next"/> relay message to principal</p>	<ul style="list-style-type: none"> • Latest message stored is displayed
<p>4. To call a displayed extension number for the principal, without dialing:</p> <ul style="list-style-type: none"> • Press <input type="button" value="Transfer"/> • Press <input type="button" value="Make Call"/> <p>• Press <input type="button" value="Transfer"/> again</p>	<ul style="list-style-type: none"> • Principal placed on hold • Green status lamp of <input type="button" value="Make Call"/> lights steadily • Display remains in Retrieval mode with same message displayed until <input type="button" value="Next"/> is pressed • Normal call progress tones as call is automatically placed to displayed extension number • Principal connected to called number
<p>5. Press <input type="button" value="Delete Message"/> to delete message displayed, if desired</p>	<ul style="list-style-type: none"> • Display blanks momentarily, then DELETED displayed
<p>6. To clear displayed message and display next message, press <input type="button" value="Next"/>. Continue until all messages have been displayed. Use step 5 to delete displayed messages after they are displayed</p>	<ul style="list-style-type: none"> • END OF MESSAGES (NEXT TO REPEAT) displayed when all messages have been retrieved. Message file still contains messages that were not deleted
<p>7. In accordance with display, press <input type="button" value="Next"/></p>	<ul style="list-style-type: none"> • Latest undeleted message displayed • NO MESSAGES displayed if no more messages are in principal's file
<p>8. Press <input type="button" value="Normal Mode"/></p>	

RETRIEVING MESSAGES BY SPEECH SYNTHESIS (V2 and V3)

This feature provides retrieval of Leave Word Calling and Call Coverage messages in the form of voice output. Voice terminal users can retrieve their own messages and, if authorized to do so, messages for other users. Voice messages are protected by the same Lock and Unlock functions that are used with message retrieval via visual displays.

To retrieve one's own messages:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. If voice terminal is locked for message retrieval, unlock it by dialing unlock access code () followed by your personal unlock security code	
3. Dial access code () for message retrieval by speech synthesis (principal); <i>then</i> dial # if calling from your own extension <i>or</i> , if not calling from your own extension, dial extension number from which you are calling, followed by your personal unlock security code	<ul style="list-style-type: none">• After entry dialing is finished, system responds by voice, stating number of messages for user (identified by initials or extension)
4. Dial # to hear first or next message	<ul style="list-style-type: none">• System responds by voice
5. Dial 5 to have previously received message repeated	<ul style="list-style-type: none">• System responds by voice, repeating message and spelling calling party's name
6. Dial 3 to delete previously retrieved message	<ul style="list-style-type: none">• System confirms deletion by voice
7. Dial 8 to call extension number of previously retrieved message	<ul style="list-style-type: none">• User exits from the message retrieval mode
8. Dial 4 to get help	
9. Repeat steps 4 through 8 to retrieve all messages	
10. Hang up	

For a covering user with message retrieval authority to retrieve messages for another user:

1. Lift handset	• Dial tone
2. Dial access code () for message retrieval by speech synthesis (covering user); then dial extension number of user whose messages are to be retrieved	• System responds by voice, stating number of messages for user (identified by initials or extension)
3. Dial # to hear first or next message	• System responds by voice
4. Dial 5 to have previously received message repeated	• System responds by voice, repeating message and spelling calling party's name
5. Dial 3 to delete previously retrieved message	• System confirms deletion by voice
6. Dial 8 to call extension number of previously retrieved message	• User exits from the message retrieval mode
7. Dial 4 to get help	
8. Repeat steps 3 through 7 to retrieve all messages	
9. Hang up; then relay messages to other user	

LEAVE WORD CALLING PROTECTION

This option enables the user of a voice terminal with a digital display module, or equivalent, to prevent unauthorized persons from retrieving, canceling, or deleting the user's own messages at that terminal. It also prevents unauthorized persons from retrieving another person's messages through speech synthesis. A **Lock LWC** status lamp, administered at a nonoperating feature button, indicates when the protection, or lock, is in effect.

To lock your voice terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial LWC message retrieval lock feature access code ()	<ul style="list-style-type: none">• Confirmation tone—lock feature access code accepted• Green Lock LWC status lamp lights• Intercept tone— feature access code accepted; return to step 1
3. Hang up	<ul style="list-style-type: none">• Unauthorized persons cannot retrieve your messages at your terminal; you cannot retrieve your own messages until you unlock your terminal using the next procedure

To unlock your voice terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial LWC message retrieval lock feature access code () followed by your personal unlock security code	<ul style="list-style-type: none">• Confirmation tone—unlock feature access code and security code accepted• Green Lock LWC status lamp goes dark• Intercept tone—codes not accepted; return to step 1
3. Hang up	<ul style="list-style-type: none">• Your voice terminal is no longer locked for message retrieval; anyone can retrieve your messages

Loudspeaker Paging Access

Loudspeaker Paging Access provides attendants and voice terminal users dial access to voice paging equipment.

To originate a page:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial access code for desired paging zone, listen for tone	<ul style="list-style-type: none">• Confirmation tone—paging zone idle and available for use• Busy tone—paging zone busy; try again later
3. Speak into handset to announce the page	
4. Hang up when paging is finished	

Note: Single-line voice terminal users who are busy on Loudspeaker Paging will not receive call waiting tone.

Manual Originating Line

Manual Originating Line service connects users to the attendant automatically when the user lifts the handset.

To use the Manual Originating Line, lift the handset. Ringback is heard until the call is answered.

Manual Signaling

Manual Signaling allows a voice terminal user to signal another voice terminal user. The receiving voice terminal user hears a short burst of tone.

To use Manual Signaling to send a message to another terminal:

1. Press <input type="button" value="Signal (name)"/> momentarily	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Signal (name)"/> lights steadily for 2 seconds• Audible signal sounds at other terminal• If other terminal cannot receive signal, status lamp flutters momentarily; try again later
2. Press button as often as necessary to transmit prearranged message	<ul style="list-style-type: none">• Audible signal sounds for 2 seconds at other terminal each time button is pressed

Message Waiting—Manual

Message Waiting—Manual enables multi-appearance voice terminal users, by pressing a designated button on their own terminals, to light the status lamp associated with the Manual Message Waiting button at another multi-appearance voice terminal. Activating the feature causes the lamp to light on both the originating and receiving voice terminals. Either terminal user can cause the lamp to go dark by pressing the button.

To use Manual Message Waiting to send a message to another terminal:

1. Press <input type="button" value="Msg Wait (name)"/>	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Msg Wait (name)"/> lights steadily at calling terminal• Green status lamp of corresponding <input type="button" value="Msg Wait (name)"/> at signaled terminal lights steadily
2. User at signaled terminal observes status lamp and can respond to prearranged message	

To turn off the Manual Message Waiting lamps:

1. At either voice terminal, press <input type="button" value="Msg Wait (name)"/>	<ul style="list-style-type: none">• Both green status lamps go dark
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Personal Central Office Line

Personal Central Office (CO) Line provides a dedicated trunk for direct access to or from the public network for multi-appearance voice terminal users except those with 7401D terminals.

To place a call on the personal CO line:

1. In either order, lift handset and press CO Line	<ul style="list-style-type: none">• Green status lamp of button lights steadily• Call appearance is selected; red in-use and green status lamps light steadily• Dial tone
2. Dial desired outside number (not necessary to dial 9)	<ul style="list-style-type: none">• Normal call progress tones

To answer a call on the personal CO line:

1. Incoming call	<ul style="list-style-type: none">• Standard outside call ringing• Green status lamp of CO Line flashes• Green status lamp at incoming call appearance flashes
2. In either order, lift handset and press CO Line or flashing call appearance button	<ul style="list-style-type: none">• Green status lamp of CO Line changes from flashing to steady• At incoming call appearance button, red in-use lamp and green status lamp light steadily• Call connected
3. Talk to caller	

To bridge on to a call in progress on a group personal CO line:

1. Observe lamp indications	<ul style="list-style-type: none"> • Green status lamp of CO Line lighted steadily
2. In either order, lift handset and press CO Line	<ul style="list-style-type: none"> • Call appearance selected; red in-use and green status lamps light steadily • This terminal connected to personal CO line call in progress unless other terminal user has activated Exclusion feature

To prevent other voice terminals in a personal CO line group from bridging on to your call:

1. Press Exclusn before or after personal CO line call is established	<ul style="list-style-type: none"> • Green status lamp of Exclusn button lights steadily • Other voice terminals in same personal CO group cannot bridge on to call
2. To remove exclusion, press Exclusn again	<ul style="list-style-type: none"> • Green status lamp goes dark

Display Information

If the terminal making or receiving a call on the personal CO line has a digital display module or equivalent and the display is in the Normal Mode, the following information will be presented.

Activity	Display
Personal CO line in use	<ul style="list-style-type: none"> • Call appearance designator • Identity of trunk circuit assigned as personal CO line

Example: a= CENTRAL OFFICE LINE

Personalized Ringing

Personalized Ringing enables users of certain voice terminals to select and program their own unique ringing patterns for incoming calls. It allows easy identification of call destination in areas where several voice terminals are in use.

This user-controlled feature is available on the following System 75 voice terminals: 7103A Programmable, 7104A, 7401D, 7404D with an associated data terminal, 7406D, and 7407D. (In V2 and V3 systems, the 7303S and 7305S voice terminals have administered-only personalized ringing.)

The procedure for setting personalized ringing patterns is different for each type of voice terminal.

7103A Programmable Voice Terminal

Three small switches on the bottom of this voice terminal control personalized ringing. The battery switch has a red (on) position and a white (off) position. The two ringing switches each have two positions, 1 and 2, allowing four different ringing combinations.

1. Make sure the battery switch is in the red position	• Voice terminal memory on
2. Select the ringing pattern you want by setting the two ringing switches to positions 1 or 2; have someone call you from another voice terminal to try the various rings; adjust the volume	

7104A Voice Terminal

A 4-position RING switch on the back of the voice terminal controls personalized ringing. Four ringing patterns are possible.

1. Open the door on the back of the terminal to get access to the RING switch	
2. Set the switch for the ringing pattern you want; have someone call you from another voice terminal to try the various rings; adjust the volume	

7401D Voice Terminal

Personalized Ringing is labeled "Select Ring" on the directory. Eight different ringing patterns are available. If an incoming call arrives during the ringing pattern selection, the selection process is interrupted and must be started again.

1. Press Feature and then *	<ul style="list-style-type: none">• Feature lamp flutters• Phone plays current ringing pattern
2. Dial * to hear the next ringing pattern	<ul style="list-style-type: none">• Phone plays next ringing pattern
3. When the desired ring is chosen, press Feature and hang up	<ul style="list-style-type: none">• Selection process ends• Call activity lamp goes dark

7404D Voice Terminal

Personalized Ringing is set at the associated data terminal using the keyboard and display.

1. While in the "idle" mode, move the cursor to "options" on the menu and operate carriage return	<ul style="list-style-type: none">• New display appears
2. Select "ring" from display with cursor and carriage return	<ul style="list-style-type: none">• New display of digits 1 through 8 appears
3. Position the cursor under the digit of ringing pattern you want and type "h" to hear it; adjust the volume	<ul style="list-style-type: none">• Personalized ringing heard from voice terminal
4. Operate the carriage return to store the selected ringing pattern	

7406D Voice Terminal

Personalized Ringing selection is controlled by the **Shift** and the **Select Ring** buttons on the front of the terminal. Eight different ringing patterns are available.

1. Press Shift	<ul style="list-style-type: none">• Green status lamp of button lights steadily
2. Press Select Ring once to hear each ringing pattern; adjust the volume	<ul style="list-style-type: none">• Each of the ringing pattern sounds• Green status lamp of Shift flashes• Built-in display shows the ring pattern number
3. When the desired ringing pattern is heard, stop and press Shift again	<ul style="list-style-type: none">• The selected ring is programmed into the terminal• Green status lamp goes dark• Select Ring shifts back to its normal feature mode

7407D Voice Terminal

Personalized Ringing selection is controlled by two buttons on the front of the terminal: the **Calculator/Select Ring** fixed feature button and the **PR** button (located at the top of the column of feature buttons second from the right side). Eight different ringing patterns are available.

1. While the terminal is idle, press Calculator/Select Ring	<ul style="list-style-type: none">• Green status lamp of Calculator/Select Ring lights steadily
2. Press PR once to hear each personalized ringing pattern; adjust the volume	<ul style="list-style-type: none">• Each ringing pattern sounds for about 4 seconds
3. When the desired ringing pattern is heard, press Calculator/Select Ring again	<ul style="list-style-type: none">• Selected ring is programmed into the terminal• Green status lamp of Calculator/Select Ring goes dark

Priority Calling

Priority Calling provides a special form of call ringing between internal voice terminal users. The called voice terminal user receives a distinctive 3-burst ringing signal. A Priority Call to a busy single-line voice terminal will wait if no other call is waiting or on hard hold there.

All Voice Terminals Except the 7401D

To place a priority call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Priority Call"/> or dial Priority Calling access code () (V2 and V3 only: <input type="button" value="Priority Call"/> can also be pressed after the call is dialed to change a regular call into a priority call)	<ul style="list-style-type: none">• Second dial tone
3. Dial desired extension number, listen for tone	<ul style="list-style-type: none">• Standard ringback tone—called party being rung; wait for answer• Busy tone—called party cannot receive priority call; try again later

7401D Voice Terminal

To place a priority call:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Press <input type="button" value="Feature"/> and then the Priority Calling item number or dial the Priority Calling access code () (Note: Above procedure can also be performed after the call is dialed to change a regular call into a priority call)	<ul style="list-style-type: none">• Second dial tone
3. Dial desired extension number and listen for tone	<ul style="list-style-type: none">• Standard ringback tone—called party being rung; wait for answer• Busy tone—called party cannot receive priority call; try again later

To answer a priority call while active on a call, the user must end the current call or put it on hold:

1. To end current call, go to step 2. To put current call on hold, go to step 3.	
2. Ask party to hang up and then flash the switchhook	• Second call is connected
3. Press <input type="button" value="Feature"/> and then <input type="button" value="#"/>	• First call is on hold
4. Flash the switchhook	• Second call is connected

Privacy—Manual Exclusion

Privacy—Manual Exclusion allows multi-appearance voice terminal users to prevent other users with appearances of the same extension number from bridging onto an existing call.

The voice terminal user can repeatedly activate and deactivate the feature during an established conversation by repeated use of the Exclusion button. If a call on which exclusion was used is put on hold, exclusion can be used on another call.

The green status lamp associated with the Exclusion button is lighted steadily when Privacy—Manual Exclusion is in effect.

Privacy—Manual Exclusion is used with the Personal Central Office Line, Terminating Extension Group, and Bridged Call Appearance features.

Restriction—Controlled

Restriction—Controlled allows a voice terminal user with console permission (V3 systems only) to activate and deactivate the following restrictions for an individual voice terminal or a group of voice terminals having the same Class of Restriction (COR):

- Outward—the voice terminal(s) cannot be used for placing calls to the public network.
- Total—the voice terminal(s) cannot be used for placing or receiving calls.
- Termination—the voice terminal(s) cannot receive any calls.
- Station-to-Station—the voice terminal(s) cannot place or receive station-to-station calls.

To activate controlled restriction for a voice terminal:

1. Lift handset	• Dial tone
2. Dial the User-Controlled Restriction activation code () followed by 1 for Outward, 2 for Total, 3 for Termination, or 4 for Station-to-Station	• Second dial tone
3. Dial the extension number of the voice terminal to be restricted	• Confirmation tone

To deactivate controlled restriction for a voice terminal:

1. Lift handset	• Dial tone
2. Dial the User-Controlled Restriction deactivation code ()	• Second dial tone
3. Dial the extension number of the voice terminal	• Confirmation tone

To activate controlled restriction for a group of voice terminals:

1. Lift handset	• Dial tone
2. Dial the Group-Controlled Restriction activation code () followed by 1 for Outward, 2 for Total, 3 for Termination, or 4 for Station-to-Station	• Second dial tone
3. Dial the COR number of the group	• Confirmation tone

To deactivate controlled restriction for a group of voice terminals:

1. Lift handset	• Dial tone
2. Dial the Group-Controlled Restriction deactivation code ()	• Second dial tone
3. Dial the COR number of the group	• Confirmation tone

Recorded Announcement

Recorded Announcement provides announcements that can be played back on user demand or system demand. In V3 systems only, voice terminal users with console permission can hold announcement sessions for recording, playback/repeat, and deletion of announcements. All users can access the announcements recorded in such sessions by dialing appropriate extension numbers.

To record, play back, or delete an announcement:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial the Announcement Access feature access code () followed by the extension where the announcement is to be recorded, played back, or deleted. Then go to step 3, 5, or 6	<ul style="list-style-type: none">• Dial tone—announcement instruction digit can now be dialed• Reorder tone—system is busy now; call is dropped in 5 seconds• Intercept tone—access to feature is denied; call is dropped in 5 seconds
3. To record, dial 1	<ul style="list-style-type: none">• Record tone (short burst of low-pitched tone)—recording can begin• Reorder tone (same as step 2)• Intercept tone (same as step 2)
4. To end the recording, dial # or hang up	<ul style="list-style-type: none">• If # was dialed, another announcement instruction can now be dialed (for playback or deletion)
5. To play back an announcement, dial 2	<ul style="list-style-type: none">• Announcement on this extension is played back• When playback is finished or interrupted, another instruction can be dialed or the session can be ended (Step 7)
6. To delete an announcement, dial 3	<ul style="list-style-type: none">• Confirmation tone—announcement is deleted• Reorder tone—system is busy or announcement is protected from deletion; call is dropped in 5 seconds
7. End the session by hanging up or by taking no action for 10 seconds	

Recorded Telephone Dictation Access

Recorded Telephone Dictation Access permits voice terminal users, including Remote Access and incoming tie trunk users, to access dictation equipment.

To access a recorded telephone dictation trunk and record a message:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial telephone dictation access code	<ul style="list-style-type: none">• Ready tone—dictation machine connected
3. If dictating machine is voice controlled, do step 4 If dictating machine is dial controlled, do steps 5, 6, and 7	
4. Dial appropriate activation digit and speak into voice terminal receiver transmitter	<ul style="list-style-type: none">• Dictating machine starts when talking starts• Dictating machine stops when talking stops
5. Dial appropriate start digit and speak into voice terminal receiver transmitter	<ul style="list-style-type: none">• Dictating machine starts recording
6. To stop recording, redial start digit	
7. By dialing start digit, alternately start and stop dictating machine as required to complete dictation	

To start playback of a recorded message:

1. Dial appropriate playback digit	<ul style="list-style-type: none">• Last part of recorded message plays back (length of playback characteristic of dictating machine)
2. Dial playback digit repeatedly to extend length of playback	

To stop playback of a recorded message:

1. Dial appropriate stop digit	<ul style="list-style-type: none">• Playback stops• Ready tone
2. Resume dictation	

To make a correction while in the dictating process:

1. Dial appropriate correction digit	<ul style="list-style-type: none">• Acknowledge tone heard (momentary burst of tone, followed by ready tone)• Previous information overwritten
2. Resume dictation	

To end the dictating process:

1. Dial appropriate termination digit	<ul style="list-style-type: none">• Acknowledge tone
2. Hang up	<ul style="list-style-type: none">• Dictation machine disconnected

Remote Access

Remote Access permits callers from the public network to access the system and then use some of its features and services.

To access the system from a remote location:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial number assigned for remote access	<ul style="list-style-type: none">• System dial tone (during interval between first dial tone and system dial tone, ringback may be heard)
3. If barrier code is required, dial it within 10 seconds	<ul style="list-style-type: none">• Dial tone
4. Within 10 seconds of last dial tone, dial desired extension number or feature access code	<ul style="list-style-type: none">• Normal call progress tones for extension number dialed• Appropriate system response for feature access code dialed• Intercept tone if number not dialed within time limit

To place an outgoing trunk call through the system from a remote location:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. Dial number assigned for remote access	<ul style="list-style-type: none">• System dial tone (during interval between first dial tone and system dial tone, ringback may be heard)
3. If barrier code is required, dial it within 10 seconds	<ul style="list-style-type: none">• Dial tone
4. Dial ARS access code () for a public network call, AAR access code () for a private network call, or an appropriate trunk access code	<ul style="list-style-type: none">• Dial tone
5. Dial desired outside number and listen for tone	<ul style="list-style-type: none">• Ringback• Busy tone• Reorder tone—all trunks busy; queuing cannot be activated; place call again later

Display Information—Called Terminal

If a voice terminal with a digital display module or equivalent receives a call through remote access and the display is in the Normal Mode, the following information is presented.

Activity	Display
Receiving a remote access call	<ul style="list-style-type: none">• Call appearance designator• Indication of outside call

Example: a= OUTSIDE CALL

Station Message Detail Recording

Station Message Detail Recording (SMDR) allows certain calls to be associated with a particular project or account number. This is accomplished by dialing specified account codes before making outgoing calls. This information is recorded and can be used for accounting and/or billing purposes.

To assign an outgoing call to a specific account in SMDR:

1. Lift receiver	<ul style="list-style-type: none">• Dial tone
2. Dial SMDR access code () and then dial the account code	<ul style="list-style-type: none">• Second dial tone
3. Continue call in normal way, dialing ARS access code () for a public network call, AAR access code () for a private network call, or an appropriate trunk access code and then the destination number	

Terminating Extension Group

Terminating Extension Group (TEG) allows an incoming call to ring as many as four voice terminals at one time. Any of the voice terminal users can answer the call.

A **Send All Calls to TEG** can be assigned to one or more multi-appearance voice terminals in a TEG to allow calls to the group to be redirected to coverage.

Single-Line and 7401D Voice Terminals

Answer TEG calls in the same way as any incoming call.

Other Multi-Appearance Voice Terminals

To answer a TEG call:

1. Observe lamp indications of incoming call	<ul style="list-style-type: none">• Green status lamp of Term Grp (number) is flashing• Green status lamp of a call appearance button is flashing
2. Lift handset and select call appearance, if necessary, by pressing Term Grp (number) or flashing call appearance button	<ul style="list-style-type: none">• Green status lamp of Term Grp (number) changes from flashing to steady• At incoming call appearance, red in-use lamp and green status lamp light steadily
3. Talk to caller	

To bridge on to a call in progress on a TEG line:

1. Observe lamp indications	<ul style="list-style-type: none">• Green status lamp of Term Grp (number) is lighted steadily
2. Lift receiver and bridge on to call in progress by pressing Term Grp (number)	<ul style="list-style-type: none">• Call appearance is selected; red in-use and green status lamps light steadily• You are connected to TEG call in progress unless other terminal user has activated Exclusion feature

To prevent other voice terminals in a TEG from bridging on to the call:

1. Press <input type="button" value="Excludn"/> before or after TEG call is established	<ul style="list-style-type: none">• Green status lamp of <input type="button" value="Excludn"/> lights steadily• Other voice terminals in same TEG cannot bridge on to call
2. To remove exclusion, press <input type="button" value="Excludn"/> again	<ul style="list-style-type: none">• Green status lamp goes dark

Display Information

If the terminal has a digital display module or equivalent, the information shown is the same as for any incoming call. Refer to the section on answering incoming calls.

Transfer

Transfer allows voice terminal users to transfer trunk or inside calls to other voice terminals within the system without attendant assistance.

Single-Line Voice Terminals

To transfer a call:

1. While still active on call to be transferred, press Recall or flash switchhook	<ul style="list-style-type: none">• Other party placed on hold• Recall dial tone
2. Dial number of third party	<ul style="list-style-type: none">• Normal call progress tones
3. Hang up (you may wish to delay hanging up to make sure third party answers)	<ul style="list-style-type: none">• Party on hold is transferred to third party when latter answers• Transferring terminal released from call

7401D Voice Terminal

To transfer a call:

1. While still active on call to be transferred, press Feature and then 9	<ul style="list-style-type: none">• Current call is placed on hold• Call Activity lamp flutters• Dial tone
2. Dial number of third party	<ul style="list-style-type: none">• Normal call progress tones• Remain on line and announce call, if desired• If number dialed is busy or not answered, return to held call by flashing the switchhook
3. Press Feature and then 9 again	<ul style="list-style-type: none">• Party on hold is transferred to third party• Transferring terminal released from call
4. Hang up	

Other Multi-Appearance Voice Terminals

To transfer a call:

1. While still active on call to be transferred, press Transfer	<ul style="list-style-type: none">• Other party placed on hold• Green status lamp of held party's call appearance changes from steady to fluttering; red in-use lamp goes dark• Red in-use lamp and green status lamp light steadily at idle call appearance• Dial tone
2. Dial number of third party	<ul style="list-style-type: none">• Normal call progress tones
3. Press Transfer again (you may wish to delay pressing Transfer to make sure third party answers)	<ul style="list-style-type: none">• Party on hold is transferred to third party when latter answers• Transferring terminal released from call
4. Hang up	

Trunk Answer From Any Station

Trunk Answer From Any Station allows voice terminal users to answer all incoming attendant-seeking trunk calls when an attendant is not on duty and when other voice terminals have not been designated to answer the calls.

To answer these calls:

1. Lift handset and select call appearance, if necessary	<ul style="list-style-type: none">• Dial tone
2. Dial Trunk Answer access code ()	<ul style="list-style-type: none">• Two-way connection established with incoming call

Display Information—Answering Terminal

If the answering terminal has a digital display module or equivalent and the display is in the Normal Mode, the following display information is presented.

Activity	Display
Answering a trunk call directed to an unattended console	<ul style="list-style-type: none">• Call appearance designator• Call source• Word "to"• Attendant identification

Example: a= OUTSIDE CALL to OPERATOR

Trunk Identification by Attendant

This feature can be assigned to the attendant console and to selected display-equipped voice terminals. To be capable of exercising Trunk Identification, a voice terminal must have a **Trunk ID** button administered by the System Manager.

The Trunk Identification feature is used to identify a specific trunk that is faulty. The faulty trunk is then reported to maintenance for repair.

The trunk identification (access code and group number) is displayed when the **Trunk ID** button is pressed during a call. If two trunks are used on the call, the identification of the last trunk added to the call is displayed. Trunk Identification is denied if more than two trunks are on a call.

The operation given here assumes that the user is on an active call; however, the **Trunk ID** button can be used while a trunk is being accessed, while digits are being outpulsed on a trunk, or during intervals between digit outpulsing.

To identify a specific trunk being used on a call:

1. Press <input type="button" value="Trunk"/> ID	• Trunk access code and trunk group member number are displayed
2. Report the trunk problem and the identification information to the System Manager or other appropriate maintenance personnel	

Uniform Call Distribution

Uniform Call Distribution (UCD) allows direct inward access to an answering group other than the attendant even if the system does not have the Direct Inward Dialing (DID) feature.

Voice terminal users in a UCD group can activate a busy-out condition to make the terminal appear busy to calls coming into the group. The busy-out condition can be activated by dialing the busy-out code or by pressing the **Auxiliary Work** button (V3 systems) or the **Make Busy** button (V2 and V3). These buttons are available on multi-appearance voice terminals only. Busy-out goes into effect automatically when Send All Calls is activated.

Voice Terminals Without Button

To busy-out a terminal:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. V1 and V2: Dial busy-out activate code () followed by extension number of UCD group. V3 only: Dial busy-out activate code () followed by UCD group number	<ul style="list-style-type: none">• Terminal is busied out if it is not last active terminal in group or if it is last active terminal in group, but there are no calls in queue• Confirmation tone—terminal is now busy to incoming calls to this group

To cancel the busy-out condition:

1. Lift handset	<ul style="list-style-type: none">• Dial tone
2. V1 and V2: Dial busy-out deactivate code () followed by extension number of UCD group. V3 only: Dial busy-out deactivate code () followed by UCD group number	<ul style="list-style-type: none">• Confirmation tone—this terminal is active in UCD group again

Multi-Appearance Voice Terminals With Button

To busy-out a terminal:

<p>1. Without lifting handset, press <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> associated with UCD group</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> flutters—terminal is last active one in group and calls are still in queue; terminal is not busied out • Green status lamp lights steadily—terminal is busy to incoming calls to group
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To cancel the busy-out condition:

<p>1. Without lifting handset, press <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> again</p>	<ul style="list-style-type: none"> • Green status lamp of <input type="button" value="Auxiliary Work"/> or <input type="button" value="Make Busy"/> goes dark—this terminal is active in UCD group again
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Display Information—Calling Terminal

If the terminal placing a call to an extension number in a UCD group has a digital display module or equivalent and the display is in the Normal Mode, the following information will be presented.

Activity	Display
Placing an inside call to a UCD group	<ul style="list-style-type: none"> • Call appearance designator • Group extension number • At completion of dialing, extension changes to group name (if available)

Example: a=6181
 changes to
 a= SALES
 or
 a= EXT 6181

Display Information—Receiving Terminal in UCD Group

If the terminal in the UCD group has a digital display module or equivalent and the display is in the Normal Mode, the following information is presented.

Activity	Display
Receiving an incoming UDC call	<ul style="list-style-type: none">• Call appearance designator• Name or number of caller• Word "to"• UCD group identity

Example: a= FRED JONES to SALES
 or
 a= FRED JONES to EXT 6181
 or
 a= OUTSIDE CALL to SALES

SPECIAL OPERATING PROCEDURES

The speakerphone, display, and on-hook dialing capabilities of System 75 can be used with many features and basic operations. The following procedures have application throughout the previous parts of this section.

Speakerphone

The speakerphone allows the user the convenience of performing most 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, the user 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.

Using the S101A, S102A, 510D, and 7407D Speakerphones:

Listed below are the ways of turning on the speakerphone to answer a call or place a call. Regardless of the method used, the Speakerphone and Microphone lamps light when the speakerphone is turned on.

- Pressing is equivalent to lifting the handset; dial tone is heard from the speakerphone.
- Pressing a call appearance, abbreviated dialing, or facility busy button (without lifting the handset) to place a call turns on the speakerphone automatically; dial tone is heard from the speakerphone.
- Pressing a call appearance or Terminating Extension Group button (without lifting the handset) to answer a call turns on the speakerphone automatically.
- Pressing the Intercom or Personal Central Office Line feature button (without lifting the handset) to place or answer a call turns on the speakerphone automatically.

To turn off the speakerphone to end a call, simply press . The Speakerphone and Microphone lamps go dark.

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

To transfer from the handset to the speakerphone during a call, press , then hang up the handset. The Speakerphone and Microphone lamps light and the conversation can continue.

To temporarily prevent the other party from hearing you, press . The Microphone lamp goes dark. Press again to return to the other party. The Microphone lamp lights again.

Using 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.

Display

Call-related information display is available in the following configurations:

- The display screen of a data terminal associated with a 7404D Voice Terminal
- The optional digital display module mounted on a Model 7405D Voice Terminal
- The built-in displays of Model 7406D and 7407D Voice Terminals
- The touch-screen of Personal Terminal 510D
- The conventional screen of Model 515 BCT

Functionally, the various types of displays are equivalent, even though operating details may differ. Their control buttons have similar nomenclature.

Note: The display on a data terminal associated with a 7404D Voice Terminal is controlled from the keyboard, using the keys corresponding to the first letters of the display functions.

Turn on the display as follows:

- 7404D—turn on the associated data terminal.
- 7405D with a digital display module—press **On/Off**; the green status lamp lights.
- 7406D—the display is always on while the terminal is plugged in; if the terminal has no display control buttons assigned, the display remains in the normal mode.
- 7407D—press **Display**; the green status lamp lights.
- 510D—use the **On/Off** switch on the back to turn on the entire unit; then press **Phone** to display the voice communications functions.
- 515 BCT—use the **On/Off** switch on the back to turn on the entire unit.

Press **Normal Mode**. The terminal is now prepared to display incoming and outgoing call information. Always return to Normal Mode after doing any other display functions.

To display date and time of day, press **Date Time**. Then return to Normal Mode.

Use the other display buttons as directed in the individual terminal procedures of this guide.

On-Hook Dialing

The 7303S and 7305S voice terminals provide a calling convenience known as "on-hook" dialing. Calls placed from these terminals can be dialed without lifting the handset, if the user desires. Pressing turns on the built-in loudspeaker, selects a call 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 call progress tones are heard on the loudspeaker. When the called party answers, the caller must lift the receiver 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 again. Of course, calls can also be placed from these terminals in the usual manner by lifting the handset before dialing.

The built-in loudspeaker also provides for "group listening" on the incoming parts of calls. In this situation, the terminal user must still use the handset to talk to the distant party.

SUPPORT INFORMATION

This section contains information that has general application to System 75 voice terminal operation.

SYSTEM FEATURES

The following features apply to the calling and answering procedures of System 75. Since these features function automatically or as integral steps in the basic procedures, they may not be apparent to voice terminal users. Understanding these features will increase the skill level of the users.

Automatic Alternate Routing (V2 and V3)

Automatic Alternate Routing provides alternate routing choices for private on-network calls. It also provides digit modification to allow on-network calls to route via the public network when on-network routes are not available.

Automatic Route Selection

Automatic Route Selection routes long-distance calls over the public network and other common carriers based on the preferred (normally the least expensive) route.

Distributed Communications System (V2 and V3)

Distributed Communications System (DCS) is a network of two or more switches, each with its terminals and trunks, configured to function as a single large system. The switches in the DCS are interconnected by tie trunks for voice communications and data links for control and feature information.

The following features operate in the same way in a DCS environment as in a stand-alone System 75:

- Abbreviated Dialing
- Attendant Control of Trunk Group Access
- Attendant Direct Trunk Group Selection
- Attendant Display
- Automatic Callback
- Automatic Circuit Assurance
- Busy Verification of Terminals and Trunks
- Call Forwarding All Calls
- Call Waiting
- Conference/Transfer
- Distinctive Ringing
- Leave Word Calling

- Trunk Group Busy/Warning Indication
- Voice Terminal Display

Ringback Queuing

Ringback Queuing automatically places outgoing trunk calls in a waiting queue when all routes for completing a call are busy. The caller hangs up and is called back when a trunk becomes available. Queuing is automatic at single-line voice terminal. At multi-appearance voice terminals, queuing is automatic only if the terminal has one or more Automatic Callback buttons; the user presses the button to *remove* a call from queue.

Note: The Automatic Callback button has a different use in calls to inside extension numbers.

Preference and Preselection

The Preference and Preselection feature applies to all multi-appearance voice terminals except the 7401D and provides options that make placing and answering calls more efficient. Each multi-appearance terminal in the system is individually programmed with either Ringing Appearance Preference or Idle Appearance Preference. In either case, a call appearance is always available for placing a call or answering a priority call.

When the user lifts the handset at an *idle* multi-appearance voice terminal, the system automatically connects the user to a call appearance and provides dial tone. Only when calls are coming into a terminal do Ringing Appearance Preference and Idle Appearance Preference become apparent in terminal operation.

- Voice Terminal Operation With Ringing Appearance Preference

When an incoming call is alerting (that is, ringing accompanied by a flashing green call appearance indicator) and the user lifts the handset, the system automatically connects the user to the incoming call appearance; the user does not have to press the button. To *place* an outgoing call instead of answering an alerting incoming call, the user should first press the button of an idle appearance, then lift the handset.

- Voice Terminal Operation With Idle Appearance Preference

When the user lifts the handset, the system automatically connects the user to an idle call appearance and provides dial tone, even if an incoming call is flashing at another appearance. To *answer* a call at a terminal with Idle Appearance Preference, the user must manually select the flashing call appearance.

Preselection allows the voice terminal user to override Preference. Before lifting the handset to place or answer a call, the user can manually select an appearance by pressing the appropriate button.

Each user of a multi-appearance voice terminal should know which type of preference is administered for his/her terminal.

FEATURE ACCESS CODES

Many features of the System 75 require the dialing of codes for access and activation/deactivation. These codes consist of combinations of one, two, or three digits (0 through 9, * and #). Values of feature access codes called "default" values are programmed into software during system manufacture and are ready to use when a system is installed. If for any reason these preset values do not meet the business requirements at a specific installation, the System Manager can assign different ones. A few features do not have preset access codes; in these cases the System Manager must assign values.

The following list contains the default feature access codes associated with the voice features of the System 75 and blank spaces for listing different values assigned by the System Manager. The actual codes used must also be marked at appropriate places in the procedures.

FEATURE	DEFAULT CODE	ASSIGNED CODE
Abbreviated Dialing Features:		
Access to List 1	101	_____
Access to List 2	102	_____
Access to List 3	103	_____
Program Personal List	*0	_____
Announcement Access	none	_____
Answer Back (for Call Park)	120	_____
Answer Hold-Unhold	none	_____
Automatic Alternate Routing	none	_____
Automatic Callback Activation	*5	_____
Automatic Callback Deactivation	#5	_____
Automatic Route Selection	none	_____
Call Forwarding Activation	*2	_____
Call Forwarding Deactivation	#2	_____
Call Park	115	_____
Call Pickup	117	_____
Data Origination	134	_____
Data Privacy	135	_____
Emergency Access to the Attendant	none	_____

Facility Test Call	197	_____
Hunt Group Busy Activation	*8	_____
Hunt Group Busy Deactivation	#8	_____
Last Number Dialed	*9	_____
Leave Word Calling Features:		
Send Message	*4	_____
Cancel Message	#4	_____
Message Retrieval Lock	*1	_____
Message Retrieval Unlock	#1	_____
Message Retrieval by Speech Synthesis (Principal)	none	_____
Message Retrieval by Speech Synthesis (Covering User)	none	_____
Print Messages	none	_____
Priority Calling	*7	_____
Restriction—Controlled:		
Group Controlled Restriction Activation	125	_____
Group Controlled Restriction Deactivation	126	_____
User Controlled Restriction Activation	105	_____
User Controlled Restriction Deactivation	106	_____
Send All Calls Activation	*3	_____
Send All Calls Deactivation	#3	_____
SMDR Account Code	*6	_____
Trunk Answer From Any Station	112	_____

EFFECT OF SYSTEM POWER LOSS ON FEATURES

If the System 75 is powered down for maintenance purposes, or if power is accidentally lost, communications and features are temporarily interrupted. Systems with Emergency Transfer can maintain basic minimum calling and answering service. When power is restored, system operation returns to normal, except for certain voice features. This situation should present no special problems if users know what to expect.

All messages stored by the Leave Word Calling feature are lost (unless this feature is supported by an Applications Processor). All lighted Message Waiting lamps go dark.

The following features, if activated before power loss, are deactivated: Automatic Callback, Call Forwarding, Call Park, Make Busy for DDC and UCD, and Send All Calls.

The numbers stored by the Last Number Dialed feature are lost. Abbreviated dialing list entries programmed by voice terminal users are lost if they were done after the System Manager's most recent "save translations" command; this should be checked by each system user if there is any doubt.

TRAINING

This section contains hints and suggestions for the Communications Counselor in preparing training sessions for the employees. The Communications Counselor should become familiar with this entire document and use it as a prompter at the training sessions. If questions arise that aren't answered by this document, the System Manager should be able to help. The Communications Counselor might also want to keep a list of answers to commonly asked questions so that information is always handy.

Why a Training Session?

It is important that employees have a short training session to familiarize them with System 75 features and operation. Often employees are confused when faced with a new and "fancy" phone or even with the same old phone with lots of new capabilities. Even those who are used to switches with similar features are tremendously helped by a few minutes with an expert. And, System 75 has a lot of new capabilities and terms that employees need to learn.

Of course, training takes time and may be a little inconvenient during the hustle and bustle of cutover. However, the 20 minutes or so spent with the employees to prepare them for the capabilities of System 75 will considerably reduce the number of questions that will arise once the switch is operational. In fact, a short training class will make using System 75 an easy operation—something that will encourage the employees to use all of the capabilities that are available to them. And this means that the company will be getting the most for its investment.

When and Where to Train

It is recommended that the training sessions take place as soon as possible after the switch is programmed. At that time, the Communications Counselor will know which features will be available and which groups of employees will be using those features.

Each training session should last about 20 to 30 minutes and should be held away from the employees' work locations—possibly in a conference room. Then, the trainees won't be bothered by their day-to-day activities or be distracted by people looking for their help. They will be able to concentrate on the training session and what the Communications Counselor is teaching.

Who to Train

The training groups should be small—up to about 10 people. Since the different types of terminals access features differently, it's a good idea to group people who use the same type of terminal. For instance, one training session could be for all 2500 users, one for all 7404 users, and one for users with voice terminals that have displays. It's easier to teach and to learn one set of rules rather than having to sort out several exceptions.

Another good idea is to group people with similar jobs; for instance, secretaries with 7407D voice terminals might make up one class session. The special needs of that work group could be addressed, and the Communications Counselor could discuss how System 75 features can facilitate their tasks.

What to Teach

All employees should understand:

- How to use the instruction cards that come with their voice terminals
- Key words used with System 75
- System tones and signals
- The difference between similar features
- How to use the fixed features—Hold, Transfer, Conference, and Drop

In addition, employees who have multi-appearance voice terminals should understand the Preference and Preselection feature and what the red and green lamps on the terminals mean.

The Communications Counselor will have to decide which other features should be discussed in detail at the various training sessions and should be sure not to overwhelm the employees. It's best to discuss the features that will be used the most rather than try to cover all the features that are available. A little research about the employees' work environment will help determine which features will be most appropriate to discuss. For example, secretaries should have the Call Coverage feature explained carefully, executives will want to hear about Conference, and work groups should learn about Call Pickup and Call Park.

Teaching Aids

The Communications Counselor should keep a copy of all the **Voice Terminal User's Instruction Cards**. Each of these cards detail feature operation for a particular voice terminal and will be valuable as quick reference when employees ask terminal-specific questions.

The appropriate **Voice Terminal User's Instruction Card** should be given to each employee attending the training session. These cards can be used to explain which features are available to them. These cards can also be used when specific procedures are being discussed. The cards have lots of space on them for employees to write notes to themselves.

The Communications Counselor might want to make up Instruction cards for some employees, especially if the number of features available to them is limited or if they need specialized information. These cards also should have plenty of space on them so that employees can make notes to themselves.

Other aids that might be helpful during a training session are:

- Training video tapes which show how to use the basic calling features. Each package contains two versions, one for analog voice terminals and one for digital voice terminals.
- Voice terminals of the appropriate type for hands-on use by the employees in the session.
- Case studies of situations where feature use could be discussed, so that the employees could see how the features would help them do their jobs.
- Questions and answer periods where employees could discuss their work and which features they could use to do the same tasks they do differently now.
- Comparative charts which show the employees which System 75 features approximate the features on the switch being replaced.

Helpful Definitions

This section lists a few definitions that will be useful to the Communications Counselor during the training sessions.

Instruction Cards

Each **Voice Terminal User's Instructions** card was written for the voice terminal named on the cover. These cards should be used only for the named voice terminal and not switched with other terminals. When these cards are not being used, they should be kept under the voice terminal for easy reference.

Employees should be sure that they are using the right card. To make sure, they should match their terminal with the illustration on the cover of the card and check that the buttons are in the same place. Employees can also check the model number by looking on the bottom of the voice terminal.

Using the Instruction Cards

Above each procedure on the instruction cards is a white square. This square will have a check mark for fixed features and will be blank for other features. When employees are told which features are assigned to their voice terminals, they should put a check mark in the white square for the feature. The mark will be useful when the card is used for a quick reference.

Activating Features

Features are activated and deactivated either by pressing programmed feature buttons or dialing features access codes. (An access code is a 1-, 2-, or 3-digit "password" that tells Systems 75 which feature is being requested.) Feature access codes can be recorded in the spaces provided on the back of the instruction cards.

Using the Procedures

The procedures on the instruction cards are numbered items that provide step-by-step instructions for activating or deactivating a feature. Between each step, bulleted items tell how System 75 responds to the action just taken.

The procedures show that button or dial access can be used to activate a feature. If the voice terminal being used has a button assigned, the employee would follow the button instructions. If a button is not assigned, the employee would dial the access code. Enough space has been left within the procedures for the employees to write in the access code.

Voice Terminal Features

Handset

The handset is the user's connection to System 75. On single-line voice terminals, lifting the handset immediately connects the user to System 75. On multi-appearance voice terminals, the connection is made in one of two ways, depending on how the voice terminal is programmed.

- **Ring Appearance Preference** automatically connects the user to an incoming call when the handset is lifted. This option gives priority to incoming calls. One appearance, however, is always retained for outgoing calls and the user can place an outgoing call even when an incoming call is ringing at the terminal.
- **Idle Appearance Preference** works in the opposite way. When the handset is lifted, the user is automatically connected to an idle appearance which gives priority to outgoing calls. Thus, any time the user lifts the handset he or she will hear dial tone even if a call is incoming on another appearance. To answer an incoming call, the user must press the button with the flashing green lamp.

To override either preference option listed above, the user would press the appropriate button before lifting the handset to place or answer a call. This option is call "Preselection."

Lamps

Two types of lamps appear on multi-appearance voice terminals (except the 7401D):

- **Red in-use** lamps are triangular and appear next to buttons which can be used as either appearance of the extension number or as feature access buttons. Buttons used for call appearances *must* have red in-use lamps; buttons used for feature access may or may not require in-use lamps.

One red in-use lamp is always lighted on the voice terminals even when the terminal is not being used. This lamp is normally next to the first, or top, appearance. This appearance is where the user will receive dial tone when the handset is lifted or where an incoming call will ring. When the terminal is idle, all other lamps will be dark.

- **Green status** lamps are circular and appear under the red in-use lamps. The green status lamps change with changing conditions. For example, when an appearance is being used, the green lamp lights; when the user places a call on hold, the green lamp flutters.

The following table gives some quick information about the various lamp conditions and what action should be taken according to the lamp condition.

Lamp	Signal	Meaning	Action
Red In-Use	Steadily Lighted	Appearance idle.	Lift handset to use.
	Dark	Appearance not connected.	Press appearance and lift handset to use.
Green Status	Dark	Appearance idle. Feature not active.	
	Steadily Lighted	Appearance active. Feature active.	
	Flashing (slow on/off)	Incoming call	Lift handset or press appearance and lift handset.
	Fluttering (slow on/off)	Call on hold.	Press appearance to be reconnected to line.
	Broken flutter (3 fast on/off, pause, repeat)	Feature denial. Invalid action.	Try again
Winking (long on/short off)	Call on Hold from another terminal.	Press appearance to be connected to call.	

Tones

The tones that a voice terminal user hears can be divided into two categories:

- External Tones—those that are generated in the base of the voice terminal and can be heard in the surrounding area; they indicate incoming calls.
- Handset Tones—those that are transmitted through the handset, or through the speakerphone when it is turned on, and heard only by the user.

External Tones

- **Ring**ing—The only tone heard *outside the voice terminal* when it is receiving a call and the terminal is idle or (multi-appearance terminals only) busy with another call. This signal cycles in 1-, 2-, or 3-ring patterns. Only one cycle of ringing is heard if the multi-appearance voice terminal is busy with another call.

One ring—a call from another voice terminal in the system

Two rings—a call from the attendant or outside caller

Three rings—priority calls, for example, Automatic Callback, Priority Calling, or Ringback from a queued call

One short unmodulated tone—an intercom call

One unmodulated tone (shorter than intercom call tone)—manual signal from another voice terminal

Ring-Ping (half ring)—a call redirected away from the voice terminal because Send All Calls or Call Forwarding is active; also called redirect or redirect notification tone.

Handset Tones

- **Answer Tone**—a high-pitched continuous tone indicating that a data endpoint has answered.

- **Busy Tone**—a low-pitched tone repeated 60 times a minute; indicates that the number dialed is in use.

- **Call Waiting Tone (Single-Line Voice Terminals)**—one, two, or three beeps (short bursts of high-pitched tone), not repeated; indicates to the user at a busy single-line terminal that an incoming call is waiting to be answered. The number of beeps indicates the source of the waiting call:

One beep—a call from another voice terminal in the system

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

Three fast beeps—a priority call

- **Confirmation Tone**—three short bursts of tone; indicates that a feature activation or cancellation has been accepted or that an outgoing call from a single-line voice terminal has been placed in a ringback queue.
- **Coverage Tone**—one short burst of tone; indicates to the calling party that a call to an extension number will be answered at another extension number by a covering user.
- **Dial Tone**—a continuous steady tone; indicates that dialing or feature activation can begin.
- **Intercept Tone**—an alternating high and low tone; indicates either a dialing error or a denial of the service requested.
- **Recall Dial Tone**—three short bursts of dial tone followed by steady dial tone; indicates that the feature requested has been accepted and dialing can start.
- **Recorded Telephone Dictation Ready Tone**—a high-pitched continuous tone; indicates that a dictation machine has been connected to your voice terminal.
- **Reorder Tone**—a fast busy tone repeated 120 times a minute; indicates that all outgoing trunks are busy.

- **Ringback Tone**—a low-pitched tone repeated 15 times a minute; indicates to the calling party that the number dialed has been reached successfully and is ringing.
- **Ringback Tone, Call Waiting**—a ringback tone with a short lower-pitched signal at the end; indicates to the calling party that the extension called is busy, but that the called party has been given the call waiting signal.
- **Time-Out Tone**—an alternating high and low tone (same as intercept tone); indicates a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or after dialing the previous digit.
- **Warning Tone (Bridging)**—a low-pitched tone heard by all parties in a Busy Verification attempt that bridges on to an active call; initially applied in a 2-second burst, then in half-second bursts every 15 seconds. Also used with Service Observing when the warning tone is enabled through system administration.

Key Words and Terms

The Glossary of this document contains a list of key words and terms associated with System 75. The Communications Counselor should decide which words and terms to teach at the various training sessions. Handouts of the words and terms taught at each session would probably be helpful to the employees.

Feature Differences

The following list describes the differences between features that seem similar.

- **Leave Word Calling vs Coverage Callback**

Use **Leave Word Calling** when a call is placed but not answered or when coverage or busy tone is received. A "call me" message is left for the called party, and the Message lamp on his or her terminal lights.

Use **Coverage Callback** when a call is answered for another person and that person should place a return call to the original caller.

- **Drop vs Disconnect**

Use **Drop** to disconnect the last part added to a conference call (multi-appearance terminals only).

Use **Disconnect** to get dial tone without hanging up the handset.

- **Call Coverage vs Bridging**

Use **Call Coverage** to allow calls to be answered by someone else when the called party is busy or not available.

Use **Bridging** to allow two terminals to receive the same calls at the same time.

- **Send All Calls vs Call Forwarding All Calls**

Use **Send All Calls** to have all calls to go immediately to coverage. This is useful when employees will be away from their desk for a period of time.

Use **Call Forwarding** to have all calls go to another terminal or an outside number. This is useful when employees will be working at another location for a period of time, but still wish to receive their calls.

- **Last Number Dialed vs Auto Callback**

Use **Last Number Dialed** to automatically redial the last number dialed.

Use **Auto Callback** when a call is placed to a busy or unanswered voice terminal. Or, use this feature when coverage tone is heard. The system automatically places the callback call when the called voice terminal becomes available.

- **Hold vs Call Park**

Use **Hold** to temporarily disconnect from a call, use the voice terminal for other purposes, and then return to the original call.

Use **Call Park** to put a call on hold and then retrieve it from another terminal in the system. This feature is useful when a user is on a call but needs to go to another location to obtain information for the caller.

- **Conference vs Transfer**

Use **Conference** to set up a call with more than two parties.

Use **Transfer** to send a call to another extension.

- **Auto Intercom vs Consult**

Use **Auto Intercom** as a distinctive way of letting the called party know who is calling.

After answering a coverage call, use **Consult** to talk to the principal (called party).

REFERENCES

The following is a listing and brief description of some System 75 documents. For a complete listing of System 75 documents, refer to the *AT&T System 75—Documentation Guide*, 555-200-010. Copies of the documents listed below can be ordered. The ordering address is on the back of the title page of this document.

AT&T System 75 and System 85—Reference Manual—Terminals and Adjuncts 555-015-201

Provides concise physical and functional descriptions of the peripheral equipment that can be used with System 75 and System 85. It is intended as an aid for both AT&T and customer personnel in selecting appropriate components for these systems and in training and management.

AT&T System 75—Administration 555-200-500

Describes the management of the system's administration and operation. Includes the guidelines for initialization, reconfiguration, backup procedures, monitoring system performance, and maintaining system security. Includes a description of the tasks that can be performed via the System Access Terminal and the prerequisites for completion.

AT&T System 75—Feature Description 555-200-201

Provides a technical description of the Release 1 Version 1, Release 1 Version 2, and Release 1 Version 3 system features and parameters.

AT&T System 75—System Description 555-200-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

AT&T System 75—Planning/Configuration 555-200-600

Provides a method for defining the customer's system requirements and for collecting the information used to estimate System 75 hardware requirements.

AT&T System 75—Implementation—Release 1 Version 1* 555-200-650

AT&T System 75—Implementation—Release 1 Version 2* 555-200-651

AT&T System 75—Implementation—Release 1 Version 3* 555-200-652

* Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal. Each document supports the version system indicated in the title.

AT&T System 75—Installation and Test 555-200-104

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

- AT&T System 75—Upgrades and Additions 555-200-106
Provides procedures and information required to upgrade a R1V1 System 75 to a R1V2 or R1V3 System 75, to upgrade a R1V2 System 75 to a R1V3 System 75, and to make additions to an operational System 75, after the initial switch installation.
- AT&T System 75—Maintenance 555-200-105
Provides the information necessary for monitoring, testing, and maintaining the AT&T System 75. It is intended to cover many of the faults and troubles that can occur in the system.
- AT&T System 75—Wiring 555-200-111
Provides the information necessary for installing inside wiring for the AT&T System 75.
- AT&T System 75—User's Guide—Console Operations 555-200-700
Provides "how-to-operate" instructions for the attendant console. Serves as a reference when defining the console control keys and Incoming Call Identification requirements.
- AT&T System 75—Automatic Call Distribution (ACD)—Agent Instructions 555-200-722
Provides information for use by agents after training is completed. The various ACD features are described and the procedures for using them are provided in this document. The information in this document applies only to Release 1 Version 3 systems.
- AT&T System 75—Automatic Call Distribution (ACD)—Supervisor Instructions 555-200-724
Provides information for use by supervisors after training is completed. The various ACD features are described and the procedures for using them are provided in this document. The information in this document applies only to Release 1 Version 3 systems.
- AT&T System 75—User's Guide—Hospitality Operations 555-200-723
Contains the procedures for using the Hospitality Services of AT&T System 75, Release 1 Version 3. These services include a group of System 75-based features that support the lodging industry. Hotels and motels use the features to improve their property management and to provide assistance to their employees and clients.
- AT&T Telecommunication Electrical Protection 350-060
Provides practical, functional information and application detail combined with training material for telecommunication engineers in the electrical protection field.
User instructions are also available for all terminals.

GLOSSARY

Access Code

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature or access an outgoing trunk. The star (*) and pound (#) can be used as the first digit of an access code.

Administer

To access and change the parameters associated with the services or features of the system.

Answer-Back Code

A code dialed to retrieve a parked call.

Appearance

See Call Appearance.

Attendant

The operator of the console.

Attendant Console

An electronic call-handling position with pushbutton control. Used by attendants to answer and place calls and to manage and monitor some of the system operations.

Barrier Code

A security code used with the Remote Access feature to prevent unauthorized access to the system.

Bridge (Bridging)

The sharing of the same extension by two or more other voice terminals.

Bridged Appearance

A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.

Call Appearance, Multi-Appearance Voice Terminals Except 7401D

A button labeled with an extension number used to place outgoing calls, receive incoming calls, or hold calls. Two lamps next to the button show the status of the call appearance or status of the call.

Call Appearance, 7401D Voice Terminal

Has two "virtual" appearances that do not have buttons or status lamps. The first call appearance is used to place calls, receive calls, and hold calls. The second appearance is used with the Conference and Transfer features, receives priority calls when the first appearance is active, and may be administered to receive any other incoming second call.

Callback Call

A call that is automatically returned to a voice terminal user who activated the Automatic Callback or Ringback Queuing feature.

Central Office

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

Central Office Codes

The first three digits of a 7-digit public network telephone number. These codes are numbered from 200 through 999.

Central Office Trunk

A telecommunications channel that provides access from the system to the public network through the local central office.

Console

See Attendant Console.

Coverage Answer Group

A group of up to eight voice terminals that ring simultaneously when a call is redirected to the group by the Call Coverage feature. The call can be answered by any group member.

Coverage Call

A call that is automatically redirected from the called party's extension number to an alternate answering position when certain coverage criteria are met.

Coverage Path

The order in which calls are redirected to alternate answering positions.

Coverage Point

The attendant positions (as a group), Direct Department Calling group, Uniform Call Distribution group, Coverage Answer Group, a voice terminal extension, or Message Center Hunt Group designated as an alternate answering position in a coverage path.

Covering User

The person at an alternate answering position who answers a coverage call.

Designated Voice Terminal

The specific voice terminal to which calls, originally directed to a certain extension number, are redirected. Commonly used to mean the "forwarded-to" terminal when Call Forwarding All Calls is active.

Digital Terminal Data Module (DTDM)

An adjunct to Model 7403D or 7405D voice terminals that provides the required interface between the system and a data terminal such as a 513 Business Communications Terminal.

End-to-End Signaling

The transmission of touch-tone signals generated by dialing from a voice terminal to remote computer equipment. A connection must first be established over an outgoing trunk from the calling party to the computer equipment. Then additional digits can be dialed to transmit information to be processed by the computer equipment.

Extension Number

One- to five-digit number assigned to each voice terminal, certain system groups, data modules, 510 Personal Terminal, or 515 Business Communications Terminal within the system. A 1- or a 5-digit extension number is available for Version 2 and Version 3 only.

External Call

A connection between a system user and a party on the public telephone network or on a tie trunk.

Facility

A general term used for the telecommunications transmission pathway and associated equipment.

Feature

A specifically defined function or service provided by the system.

Feature Button

A labeled button on a voice terminal or attendant console designating a specific feature.

Foreign Exchange (FX)

A central office other than the one providing local access to the public telephone network.

Foreign Exchange Trunk

A telecommunications channel that directly connects the system to a central office other than its local central office.

Internal Call

A connection between two users within the system.

Line

The communications path connecting a voice terminal to the digital switch of the system.

Message Center

An answering service for calls that might otherwise go unanswered; an agent accepts and stores messages for later retrieval. (Requires an Applications Processor.)

Message Center Agent

A member of the Message Center Hunt Group who takes and retrieves messages for voice terminal users.

Modem Pooling

Provides shared-use conversion resources that eliminate the need for a dedicated modem when a data module accesses, or is accessed by, an analog line or trunk.

Multi-Appearance Voice Terminal

A terminal equipped with at least two call appearances for the same extension number. Allows the user to handle more than one call on that same extension number at the same time.

Paging Trunk

A telecommunications channel used to access an amplifier for loudspeaker paging.

Pickup Group

A group of individuals authorized to answer any call directed to an extension number within the group.

Principal (User)

In terms of Call Coverage, a person for whom a call was originally intended.

Public Network

The network that can be openly accessed by all customers for local or long-distance calling.

Queue

An ordered sequence of calls waiting to be processed.

Queuing

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

Redirection Criteria

The information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

Single-Line Voice Terminals

Voice terminals served by a single-line tip and ring circuit (Models 500, 2500, 2554, 7101A, 7103A, and 7104A).

System Manager

A person responsible for specifying and administering features and services for the system.

Tandem Tie Trunk Network

A private network that interconnects several customer switching systems by dial repeating tie trunks. Access to the various systems is dictated by codes that must be individually dialed for each system.

Tie Trunk

A telecommunications channel that directly connects two private switching systems.

Tone Ringer

A device with a speaker, used in electronic voice terminals to alert the user.

Trunk

A telecommunications channel between two switching systems.

Trunk Group

Telecommunications channels assigned as a group for certain functions.

Voice Terminal

A single-line or multi-appearance voice instrument.

Wide Area Telecommunications Service (WATS)

A service that allows calls to a certain area or areas for a flat-rate charge based on expected usage.

800 Service

A service that allows incoming calls from a certain area or areas to an assigned number for a flat-rate charge based on usage.

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