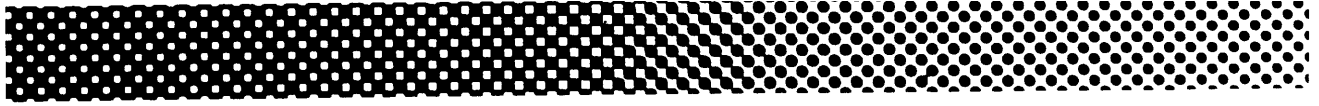


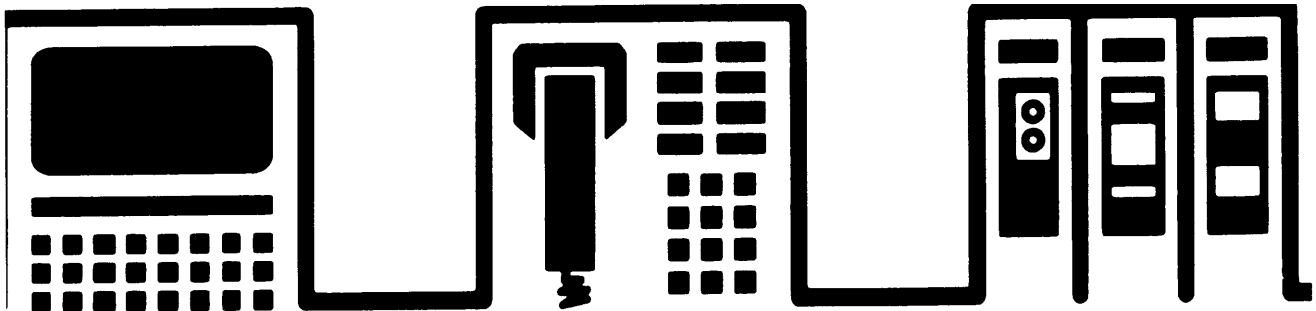


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AT&T SYSTEM 25

MULTIFEATURE SINGLE-LINE TERMINAL USER GUIDE



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MultiFeature Single-Line Terminal User Guide
Prepared by System 25
Document Development Group in Cooperation
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Introduction

This guide describes the features available to you from AT&T System 25 through a new series of multifeature single-line voice terminals. It also provides instructions for using those features. For your convenience, the features are arranged in alphabetical order.

Your voice terminal is ready to use as soon as it's connected to System 25. So as you learn to use the features, you can make and receive calls with your voice terminal just as you would with an ordinary telephone. The instructions in the owner's manual that came in the box with the set explain how to assemble your voice terminal and connect it to the system. The manual also includes certain reference information you may want to review at a future time.

Features

Your AT&T System 25 has two types of features, fixed and assignable, that transform your telephone into a voice terminal. Fixed features are available on every single-line voice terminal. Assignable features are assigned by your System Administrator. In this guide, fixed features are identified by a check in the box at the top of the page.

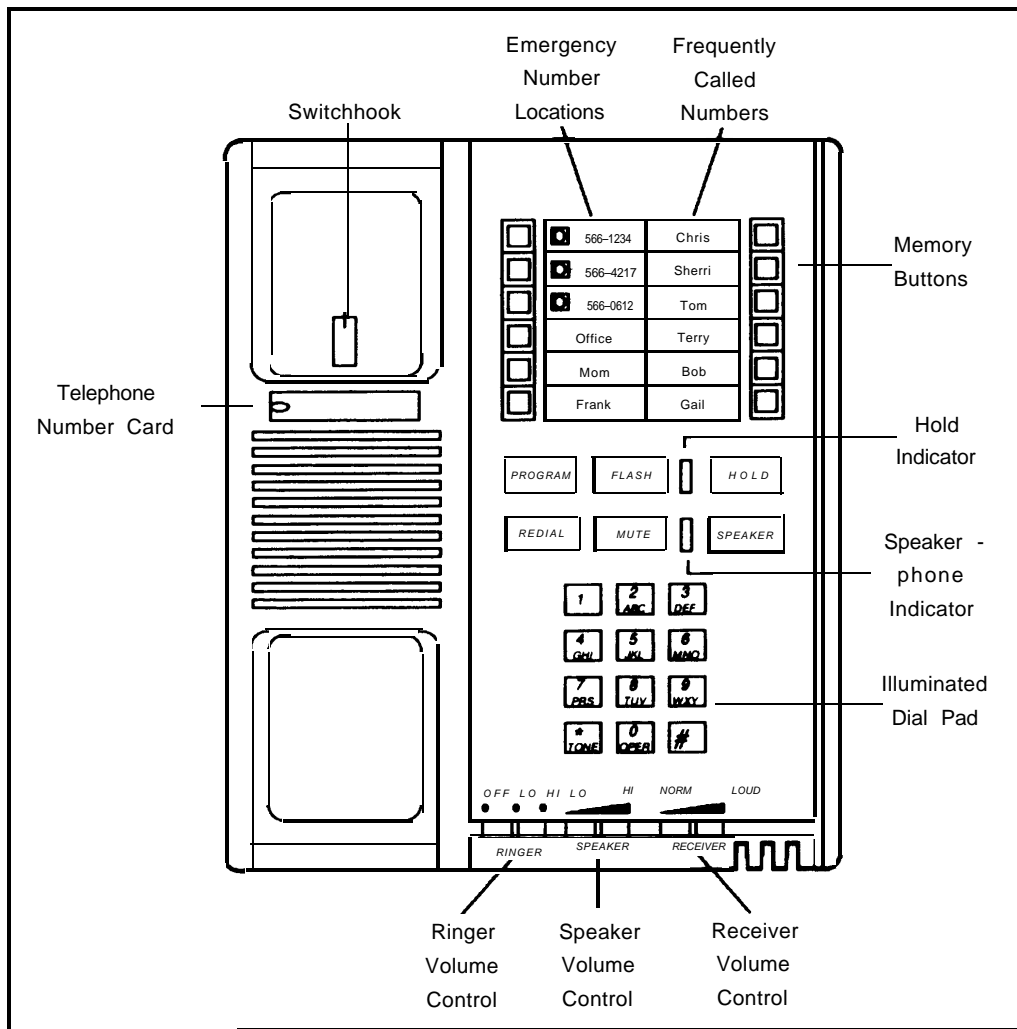
- fixed feature
- assignable feature

If you need an assignable feature, see your System Administrator. As a reminder, you may wish to check the boxes of the assignable features you have.

The 420 Speakerphone

Figure 1 shows one kind of multifeature single-line terminal, the 420 Speakerphone, with key parts identified and the handset removed. The sections following Figure 1 describe the voice terminal's buttons, dial signals, and tones.

FIGURE 1 420 Speakerphone



Buttons

A multifeature single-line terminal can have two kinds of buttons: fixed buttons and memory buttons. While all voice terminals in this series have fixed buttons, some models don't have memory buttons. If your voice terminal doesn't have memory buttons, you can disregard references to memory buttons in this guide.

Fixed Buttons

The fixed buttons are the permanently labeled buttons on the voice terminal. On the 420 Speakerphone, shown in Figure 1, they are the six buttons directly above the dial pad. If you have a different voice terminal, they may be located elsewhere. In this guide, fixed buttons have a blue background with white letters, as in the following list.

- Use **PROGRAM** to program the memory buttons on the voice terminal.
- Redial the number you most recently dialed from the dial pad simply by pressing **REDIAL** .
- Press **FLASH** for a precisely timed (0.5 seconds) switchhook flash.
- Use **MUTE** to talk privately with someone in your office without putting the caller on hold.
- To put a call on hold, press **HOLD** .
- For hands-free calling, use **SPEAKER** .

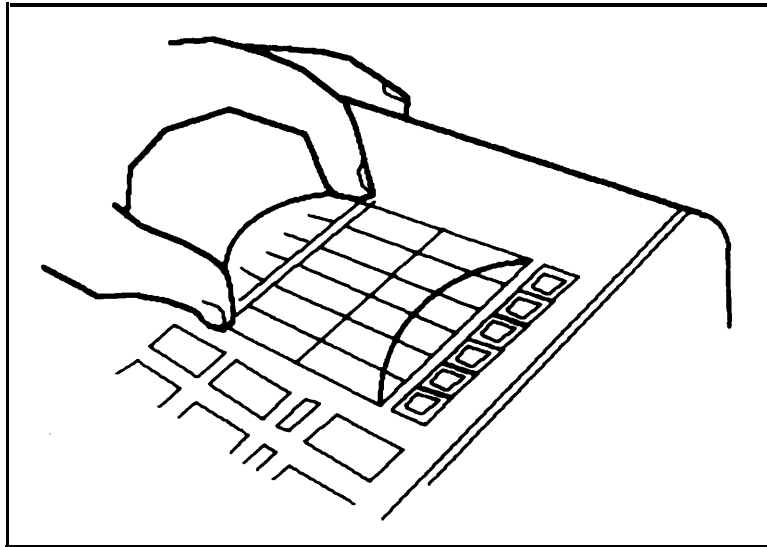
Your voice terminal may not have all six fixed buttons. If, for example, your voice terminal doesn't have memory buttons, then it won't have the fixed button **PROGRAM** .

Memory Buttons

The 12 buttons appearing directly above the fixed buttons on the 420 Speakerphone are programmable memory buttons. You can use these buttons (shown hand-labeled in Figure 1) to store frequently dialed numbers. To learn how to save numbers in memory buttons, see the heading *Programming Memory Buttons* in this guide. When you save numbers in memory buttons, make

sure that you label the buttons appropriately. Figure 2 shows how to remove the plastic cover from the label card on the 420 Speakerphone using your thumb and forefinger to press up from the bottom and down from the top.

FIGURE 2 Removing the plastic cover from the label strip



You should use a pencil to label the buttons so that you can erase old labels and write in new ones in the event that you reprogram the buttons.

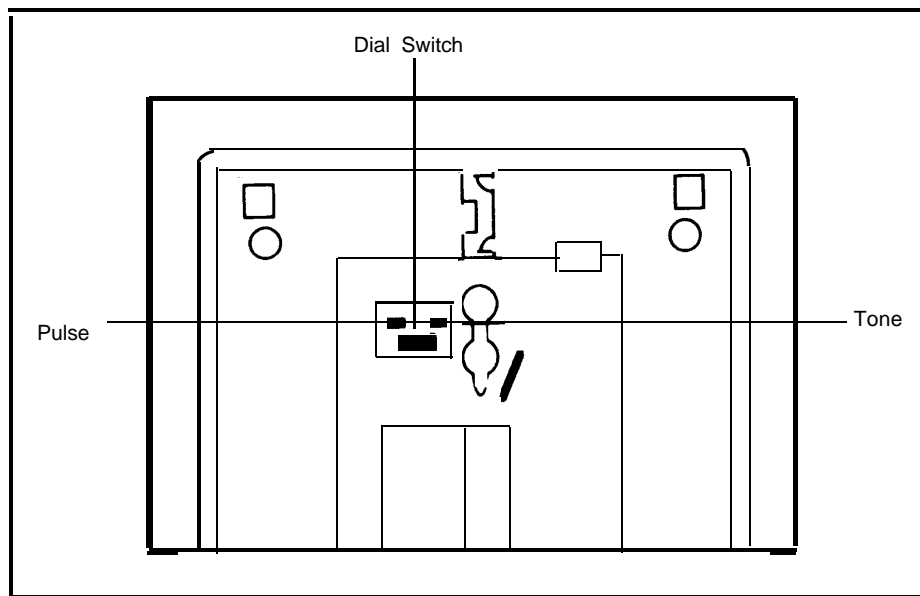
Note

The three top buttons in the left column of memory buttons on the 420 Speakerphone (identified as Emergency Number Locations in Figure 1) are marked for fire, police, and medical emergency numbers. The symbols are a reminder that you should consider emergency numbers when choosing numbers to program into memory buttons. If you decide *not* to program emergency numbers into these buttons, cover the symbols with a piece of tape so that nobody will be misled by them in the event of an emergency. AT&T assumes no responsibility for customer reliance on these markings.

Dial Signals

The 420 Speakerphone has a dial switch on the underside of the phone, as shown in Figure 3. Use this switch to set the phone for either tone or pulse (rotary) dialing. Since System 25 programming and feature access codes require tone dialing, it is strongly recommended that you set the dial switch to TONE (right).

FIGURE 3 Dial Switch



Handset Tones

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

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

CONFIRMATION TONE ||||| ||||| ||||| (three short tones)
Your action has been accepted. Proceed to the next step.

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

BUSY TONE ||||| ||||| ||||| (repeating on/off tone)

The number you dialed is busy.

FAST BUSY TONE ||||| ||||| ||||| (repeating on/off tone)

The number or access code you dialed was busy, misdialed, or restricted.

CALL WAITING TONE ||||| (one short tone—heard during a call)

You have another call waiting.

PREFERRED ROUTE TONE ||||| ||||| ||||| ||||| ||||| (five short tones)

Your call is waiting in line for the preferred route. You may wait by staying off hook or you may hang up and try again later.

Ringing Tones

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

INSIDE CALL ||||| (one long ring)

Your call is from a person inside your company.

OUTSIDE CALL ||||| ||||| (two short rings)

Your call is either from the Attendant or someone outside your company.

PRIORITY RING ||||| ||||| |||||

(two short rings followed by one long ring)

A call is being set up remotely for this phone via Third-Party Call Set-Up, a data feature.

PDCs

When your System 25 was installed, you were assigned a Personal Dial Code (PDC). In most cases, your PDC is your extension number. If a voice terminal is shared, each person may have been assigned their own “floating” PDC.

For Additional Information

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

Features

Account Codes



For bookkeeping purposes, your System Administrator may assign account codes to use with certain calls. You will be disconnected from your call when you dial the feature access code (* 0), so *do not dial it until you have finished your conversation.*

Follow these steps to enter an account code.

- 1 Before you hang up, press **FLASH** .
- 2 Listen for confirmation tone and dial tone.
- 3 Dial ***** **0** .
- 4 Dial the account code or the speed dialing code that is associated with the account code.
- 5 Listen for confirmation tone and then hang up.

Note

You can program the feature access code (*0) or an account code into a memory button. You can also program both the feature access code *and* an account code (up to 13 digits) into a memory button. If you program one or more memory buttons for this feature, label them appropriately.

Call Accountability



You can use your PDC at any voice terminal to place toll calls that will be billed to you. Follow these steps to bill calls to your PDC.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial **# #** PDC, where PDC is your PDC.
- 3 Listen for dial tone.
- 4 Dial the telephone number.

Note

You can store the call accountability code sequence (**# #** PDC) into a memory button. This would be useful at a station having multiple users. If you program one or more memory buttons for this feature, label them appropriately.

Call Following (Forwarding)



You can have your calls forwarded to another voice terminal by *signing in* your PDC at that voice terminal. To cancel the request, you may either *sign out* your PDC from that other voice terminal or *sign in* at your own voice terminal.

Signing In Your PDC at a Voice Terminal

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** ***** PDC PDC, where PDC is your PDC.
- 3 Listen for confirmation tone and then hang up.

Signing Out Your PDC at a Voice Terminal

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** ***** PDC **0**, where PDC is your PDC.
- 3 Listen for confirmation tone and then hang up.

Signing Out All PDCs at a Voice Terminal

Use of this procedure will sign out all PDCs *except* the PDC normally assigned to this voice terminal.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** ***** **0**.
- 3 Listen for confirmation tone and then hang up.

Call Pickup



Call pickup is both fixed and assignable. Your System Administrator will notify you if you have been assigned to a call pickup group. Call pickup is also a fixed feature since you can answer a call to another voice terminal, whether or not you belong to a call pickup group.

Picking Up a Call Within Your Call Pickup Group



- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** **7** **0**.

Note

You can program this feature access code (*70) into a memory button. If you do so, label the button appropriately.

Picking Up a Call Outside Your Call Pickup Group



- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** **7**.
- 3 Dial the PDC of the ringing voice terminal.

Note

You can program this feature access code (*7) into a memory button. If you frequently pick up calls for another voice terminal, can program the feature access code (*7) plus the other voice terminal's PDC into a memory button. Then you can pick up a call ringing at the other voice terminal simply by pressing the memory button. If you program a memory button for this feature, remember to label it appropriately.

Conference Call



You can set up a three-party conference that includes other System 25 stations as well as outside callers. When you are in conference, you can drop the second party and continue talking to the first. However, you cannot drop the first party and continue talking to the second.

Setting Up a Conference

- 1 Dial the first party.
- 2 After the party answers, press **FLASH** . This puts the first party on hold.
- 3 Listen for confirmation tone and dial tone.
- 4 Dial the second party.
- 5 After the second party answers, press **FLASH** .. This brings the first party into the conference.

Note

If the second party does not answer, press **FLASH** twice to return to the first party. If you hear dial tone, press **FLASH** once more to connect to the first party.

Dropping a Second Party

- 1 Press **FLASH** .
- 2 Continue talking with the first party.

Hold



You can use **HOLD** to put a call on hold while you attend to other matters and then 'return to the held call. But if you want to put a call on hold, place another call, and then return to the held call, you must use **FLASH** to hold and retrieve the call.

Putting a Call on Hold

1 Press **HOLD** .

- The red light next to **HOLD** turns on.

Note

You can hang up without losing the call.

2 To return to the held call, do one of the following:

- ▶ If you did not hang up after putting the call on hold, press **HOLD** to return to the call.

- The red light next to **HOLD** turns off.

- ▶ If you hung up after putting the call on hold, lift the handset (or press **SPEAKER**) to return to the call.

- The red light next to **HOLD** turns off.

Putting a Call on Hold and Calling Another Person

1 Press **FLASH**

2 Listen for confirmation tone and dial tone.

Note

Do *not* hang up, or you will disconnect the call you put on hold.

3 Place and complete the second call.

4 To return to the held call, press **FLASH** twice. If you hear dial tone, press **FLASH** again to return to the held call.

Incoming Calls Group



You may be in an incoming calls group, which is also known as a Direct Group Calling (DGC) group. Calls to an incoming calls group are distributed among the group members. Members may leave the group *temporarily*, to prevent calls being sent to their voice terminal. Check with your System Administrator to see if you are in an incoming calls group.

Leaving the Group Temporarily

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** **4**.
- 3 Listen for confirmation tone and then hang up.

Note

You can program this feature access code (*4) into a memory button. If you do so, label the button appropriately.

Returning to the Group

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** **6**.
- 3 Listen for confirmation tone and then hang up.

Note

You can program this feature access code (*6) into a memory button. If you do so, label the button appropriately.

Memory Dialing



You can program telephone numbers, account codes, feature access codes, and speed dialing codes into the memory buttons on your voice terminal. Then you can dial the programmed number simply by pressing the appropriate memory button. For instructions on programming numbers into memory buttons, see the section titled *Programming Memory Buttons*.

Follow these steps to place a call using the memory buttons.

- 1 Lift the handset (or press **SPEAKER**).
- 2 Press the appropriate memory button.

Night Service



When the Attendant leaves for the night, the system can be set so that incoming calls ring a night bell. Follow the steps below to answer calls that ring the night bell. See your System Administrator for the night service access code.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial the night service access code.

Note

You can program the night service access code into a memory button. If you do so, label the button appropriately.

Paging



If your company has a paging system, you may access the system by dialing a code. See your System Administrator for the paging access code.

Follow these steps to access the paging system.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial the paging access code.
- 3 Listen for confirmation tone and then make the announcement.
- 4 Hang up.

Note

You can program the paging access code into a memory button. If you do so, label the button appropriately.



Parked calls are held calls that can be picked up from any voice terminal within your System 25. If a parked call is not picked up within two minutes, it will ring at the voice terminal that parked the call. *Only one call can be parked at a time by a voice terminal.*

Parking a Call

- 1 Press **FLASH** .
- 2 Listen for confirmation tone and dial tone.
- 3 Dial ***** **5** .
- 4 Listen for confirmation tone and dial tone.
- 5 If the call is for someone else, dial or page that person. Tell the person the PDC of the voice terminal that parked the call.

Note

If the person does not answer, press **FLASH** twice to return to the parked call. If you hear dial tone, press **FLASH** once more to return to the parked call.

- 6 Hang up.

Picking Up a Parked Call

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial ***** **8** .
- 3 Dial the PDC on which the call is parked.

Note

You can program either of these feature access codes (*5 and *8) into memory buttons. If you do so, label the button(s) appropriately.

Placing Calls



You can call people inside and outside your company using either the handset or **SPEAKER**. If you use **SPEAKER**, you can place a call and talk with the other person without lifting your handset.

Your System Administrator will give you the required outside line access codes.

Placing an Inside Call

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
 - If you press **SPEAKER**, the red light next to it turns on.
- 2 Dial the PDC for the person you're calling.

Note

Do not switch from the speaker to the handset while dialing or you'll be disconnected.

- 3 When the other person answers, you can use either the speaker or the handset to talk and listen.

Note

If you want to switch from the handset to the speaker during the conversation, you must press **SPEAKER** before you replace the handset or your call will be disconnected.

- 4 When you are finished with your call, hang up the handset (or press **SPEAKER**).
 - When you press **SPEAKER**, the red light next to it turns off.

Placing an Outside Call

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
 - If you press **SPEAKER**, the red light next to it turns on.
- 2 Dial the outside line access code and listen for dial tone.
- 3 Dial the telephone number.

Notes

Do not switch from using the speaker to using the handset while dialing or you will be disconnected.

If you hear the preferred route tone, all of the routes out of your company are busy and your call is being queued. You can either stay on the line until your call is completed, or you can hang up and try your call later.

- 4 When you have finished your conversation, hang up the handset (or press **SPEAKER**).
 - If you press **SPEAKER**, the red light next to it turns off.

Note



If you need to speak privately with someone in your office while you're on either an inside or an outside call, press *and hold down* **MUTE**. The person on the phone will not be able to hear you until you release **MUTE**. You can use **MUTE** while talking through the handset or while using the speakerphone.

Programming Memory Buttons



You can program frequently dialed numbers or feature access codes into your voice terminal's memory buttons. Then, when you want to dial a number stored in a memory button, you simply press the button and the voice terminal automatically dials the number.

The following conditions apply to programming numbers into memory buttons. Review the list before you begin programming.

- ▶ Each stored number can have up to 15 digits, including the characters * and #.
- ▶ The characters * and # in a stored sequence always represent the tones produced by pressing the  and .
- ▶ The stored sequence cannot include a pressed **FLASH** .
- ▶ The stored sequence cannot include a timed pause.

Programming a Number into a Memory Button

- 1 Lift the handset (or press **SPEAKER**).
- 2 Wait for dial tone to stop (about 10 seconds).
- 3 Press **PROGRAM** .
- 4 Dial the number.

- 5 Press the memory button where you want to store the number.
 - Two quick beeps (rather than the usual confirmation tone of three short tones) confirm that the number has been stored in memory.

Note

If you hear a series of five beeps, the number has not been stored. Hang up and try again.

- 6 Hang up.

Note

Remember to label the memory button appropriately.

Storing a Long Number in Two Memory Buttons

You can store a number with more than 15 digits by dividing it and storing it in two memory buttons. For example, to store 555-1234(56789)301 -999-8765, you might program 5551234 into one memory button and the remaining digits into another button. To dial the number, you would press the first memory button, wait for the dialing to stop, and then press the second memory button. If you use this method of storing numbers, make sure you label the memory buttons appropriately.

Storing Part of a Long Number

Instead of using two memory buttons to store a long number, you can store part of it in a memory button. In this case, you would dial the unstored part and press the appropriate memory button for the stored digits. If you use this method of storing numbers, make sure you label the memory buttons appropriately.

Using Redial to Store a Number

When you make a telephone call, you can program the number you dialed into a memory button without redialing it. This procedure works only if you dialed the number from the dial pad to make the call, and if you haven't dialed any other digits since making the call.

- 1 During or after the call, before you hang up or dial another number, press **PROGRAM** .

Note

If you've already hung up, lift the handset before pressing **PROGRAM** .

- 2 Press **REDIAL** .
- 3 Press the memory button where you want to store the number.
- 4 Hang up, or continue with your call.

Programming Speed Dialing Codes



You can program telephone numbers, account codes, and System Speed Dialing codes into your Personal Speed Dialing codes. System 25 allows you to program strings of numbers and special characters (28 characters maximum) into the dialing codes.

The first part of this section describes, with examples, how to use special characters when programming. The remaining part of this section describes how to actually program or remove Personal Speed Dialing codes.

Special Characters

You may use the * and the # in various capacities when you program Personal Speed Dialing numbers. The * may be used as a 1.5 second pause or as an actual * character. The # may be used as an actual # character, as the start of a System Speed Dialing code, or as the start of end-to-end signaling.

Using * For Pausing

A * (by itself) will produce a 1.5 second pause. For example:

You program: 9*5557023

This means: 9 (1.5 second pause) 5557023

Using * as an Actual * Character

If you wish to use a * as an actual * character, you must place a # before the *. For example, you may wish to program 555-2222 followed by a 3.0 second pause, a *, and 1234 into a Personal Speed Dialing code.

You program: 5552222** # *1234

This means: 5552222 (3.0 second pause) *1234

Using # as an Actual # Character

If you wish to use a # as an actual # character, you must place two #'s in the stored number. For example, you may wish to program 555-1111 followed by a 1.5 second pause, a #, and 7777 into a Personal Speed Dialing code.

You program: 5551111* # # 7777

This means: 5551111 (1.5 second pause) # 7777

Using # with System Speed Dialing Codes

When you wish to have a System Speed Dialing code as part of your stored number, you should use a *single #* for the code. For example, you may wish to program the System Speed Dialing code # 100 into a Personal Speed Dialing code.

You program: # 100

This means: # 100 (*System Speed Dialing Code # 100*)

Using # 3 to Start End-to-End Signaling

When you place a # 3 within a stored number, you tell the system to start end-to-end signaling. For example, you may wish to store both a telephone number to be dialed (555-4444) *and* an identification code that should be transmitted directly to the far end (12345).

You program: 9*5554444** # 312345

This means: 9 (1.5 second pause) 5554444 (3 second pause) (start end-to-end signaling) 12345

Programming or Removing Personal Speed Dialing Codes

Use the following procedure to program or remove a number.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial **# 4**.
- 3 Dial the number you wish to program. If you want to remove a number, dial 0 .
- 4 Dial the Personal Speed Dialing code (#20 – #26) being added or removed.
- 5 Listen for confirmation tone and then hang up.

Redial



You can redial the last inside or outside number you dialed (up to 15 digits) by using **REDIAL** . You *cannot* use **REDIAL** to redial a number that has a pressed **FLASH** within it.

Follow these steps to redial the last number you dialed.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Press **REDIAL** .

Speakerphone



If you have a 420 Speakerphone, you can use **SPEAKER** to place or answer calls without lifting the handset.

Placing a Call Without Lifting the Handset

- 1 Press **SPEAKER** .
 - The red light next to **SPEAKER** turns on.
- 2 Listen for dial tone and then dial the telephone number.
- 3 When the other party answers, begin talking.

Note

If you wish to temporarily keep the other party from hearing you, press **MUTE** and *hold it down*. When you wish to resume your conversation with the other party, release **MUTE** and talk.

Answering a Call Without Lifting the Handset

- 1 Press **SPEAKER** .
 - The red light next to **SPEAKER** turns on.
- 2 Begin talking.

Note

If you wish to temporarily keep the other party from hearing you, press **MUTE** and *hold it down*. When you wish to resume your conversation with the other party, release **MUTE** and talk.

Speakerphone (Continued)

Ending a Call

- 1 Press **SPEAKER** .
 - The red light next to **SPEAKER** turns off.

Speed Dialing



Speed dialing allows you to use dialing codes to dial telephone numbers or enter account codes. There are two kinds of speed dialing—System and Personal. System Speed Dialing codes, # 100 – # 189, are programmed by the System Administrator and are used for numbers that are frequently called by several people in your company. Personal Speed Dialing codes, #20 – #26, allow you to program seven personal numbers. Check with your System Administrator to see if you have this feature.

For instructions on how to store Personal Speed Dialing numbers, see the section titled *Programming Speed Dialing Codes*.

Follow these steps to place a call using Speed Dialing.

- 1 Lift the handset (or press **SPEAKER**) and listen for dial tone.
- 2 Dial the speed dialing code, including the #.

Transfer



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

When you transfer a call, the original party is temporarily placed on hold and is not connected to the called party until you hang up.

Follow these steps to transfer a call.

- 1 Press **FLASH** .
- 2 Listen for confirmation tone and dial tone.
- 3 Dial the other party's PDC.

Note

If you misdial the number, press **FLASH** twice to return to the held call. If you hear dial tone, press **FLASH** once more to return to the held call.

- 4 If you do not want to announce the call, simply hang up. Otherwise, announce the call and then hang up to complete the transfer.

Note

If the called party does not answer, press **FLASH** twice to return to the held call. If you hear dial tone, press **FLASH** once more to return to the held call.

Waiting Call



While you are using your phone, you may be notified of a waiting call by one short tone heard through the handset. Only outside calls forwarded by the Attendant send a waiting call tone. To answer the waiting call, you must either end the existing call or place it on hold.

Answering By Ending the Existing Call

- 1 Hang up.
- 2 When the voice terminal rings, lift the handset.

Answering By Holding the Existing Call

- 1 Press **FLASH** .
- 2 Listen for confirmation tone and dial tone.
- 3 Dial ***** **9** .
- 4 Answer the waiting call.
- 5 Press **FLASH** twice to return to the held call. If you hear dial tone, press **FLASH** once more to return to the held call.

Note

You can program the feature access code (*9) into a memory button. If you do so, label the button appropriately.

Glossary

account code entry	feature that allows you to assign account codes to calls to charge them to specific customers, clients, or business cases.
assigned feature	optional feature that can be assigned to your voice terminal by the System Administrator
attendant	person who answers and directs calls coming into your company. Your system may or may not have an attendant.
call accountability	feature that allows you to make calls at another voice terminal and charge them to your PDC.
call following	feature that allows you to redirect your incoming calls to another voice terminal.
call pickup	feature that allows you to answer calls to any other voice terminal
conference	feature that allows you to have three parties on a call.
confirmation tone	three short tones indicating that an action was accepted and you can proceed.
fast busy tone (reorder tone)	repeating on/off tone indicating that the dialed number or access code was busy, misdialed, or restricted.
feature access code	sequence of characters (digits, "*", or "#") that allows you to access System 25 features.
fixed button	button that has a fixed feature and label. It is not changeable.

fixed feature	standard feature that is available to every voice terminal.
flash	button you press for access to special services. Pressing it is the same as pressing the switchhook for one half of a second. <i>(See switchhook).</i>
hold	feature that temporarily suspends a call.
incoming calls group	group of voice terminals to which incoming calls are distributed among the group members. Also known as direct group calling, DGC group.
inside call	call between two or more System 25 voice terminals. It is signaled by one long ring.
memory dialing	feature that allows you to program a telephone number, account code, feature access code, or speed dialing code into a memory button and then dial it by pressing that button.
mute	button that turns off your voice terminal's microphone. Use this to converse with others in your office without allowing the calling party to hear.
night service	feature that allows you to answer calls when the Attendant is not available.
off-hook	a voice terminal is off-hook when either the handset has been removed from its cradle (releasing the switchhook button) or the Speakerphone is turned on.
on-hook	a voice terminal is on-hook when the handset is in its cradle (depressing the switchhook button) and the Speakerphone is turned off.
outside call	call between a System 25 voice terminal and a voice terminal not connected to the same System 25. Outside calls are made over Central Office or other trunks and are signaled by two short rings.

outside line	a line to the Central Office or other system. Outside lines may be accessed by dialing an access code.
paging	feature that allows you to access paging equipment from System 25 voice terminals.
park	feature like hold except that it allows you to answer the parked call from any voice terminal.
PDC	(Personal Dial Code) extension number that is assigned to an individual and is normally associated with the voice terminal at the individual's desk. Floating PDCs are not associated with a particular voice terminal and can be used only when they are signed in at a voice terminal.
preferred route tone	five short tones indicating that the outside call you just placed is waiting to go over the most preferred route (as determined by the System Administrator). You can either wait by staying off-hook or hang up and try again later.
program	ability to store a telephone number, account code, feature access code, or PDC so you can access it by pressing a single button or by dialing a code.
redial	feature that allows you to redial the last inside or outside number you dialed (up to 15 digits).
ringback tone	repeating on/off tone indicating that the number you dialed is ringing.
speaker	button that allows you to place calls and converse with the other party without lifting the handset.

speed dialing	feature that allows you to either place a call or enter an account code by dialing # and a two- or three-digit code. Three-digit System Speed Dialing codes are assigned by the System Administrator and can be used at all voice terminals. Individual voice terminals may be assigned two-digit Personal Speed Dialing codes, which you can program.
switchhook	button or buttons depressed by the handset when it is in its cradle. (<i>See flash.</i>)
System Administrator	person responsible for assigning features and overseeing System 25 operation. (The person to contact when questions or problems arise.)
transfer	feature that allows you to connect the person you're talking with to another person and drop out of the conversation.
trunk	a telecommunications channel between two switching systems. (<i>See outside line.</i>)
voice terminal	a single-line or multiline voice instrument (a telephone).
waiting call	feature that allows you to be notified of an incoming call while on another call.

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Multifeature Single-Line
Terminal User Guide**

FEATURE ACCESS CODES	
CODE	FEATURE
* 9	To Answer a Waiting Call (after putting original call on hold)
*70	To Answer a Call Ringing at a Voice Terminal in your Call Pickup Group
* 7 PDC	To Answer a Call Ringing at a Voice Terminal <i>not</i> in your Call Pickup Group.
* 5	To Park a Call
* 8 PDC	To Pick Up a Parked Call
* 4	Temporarily leave an Incoming Calls Group
* 6	To Return to an Incoming Calls Group
* 0	To Enter an Account Code
# 4	To Program Personal Speed Dialing Numbers
** PDC PDC	To Sign In Your PDC (for Receiving Calls)
**PDC 0	To Sign Out Your PDC
**0	To Sign out all PDCs
## PDC	To Make a Call from Another Voice Terminal but Charge It to Your PDC

(See Dial Code list on other side.)



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SYSTEM SPEED DIALING NUMBERS	
CODE	TELEPHONE NUMBER

PERSONAL SPEED DIALING NUMBERS	
CODE	TELEPHONE NUMBER
#20	
#21	
#22	
#23	
#24	
#25	
#26	

DIALING CODES	
CODE	DESCRIPTION
	Your PDC
	Your Account Code(s)
	Your DDC
	Facility Access Code(s)
0	Attendant
	Night Service Access Code
	Paging Access Code

(See Features list on other side.)



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