

Lucent Technologies
Bell Labs Innovations



DEFINITY[®]
Enterprise Communications Server (ECS)
Release 5
8410 Voice Terminal User's Guide

555-230-763
Comcode 107985541
Issue 2
June 1997

NOTICE

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Lucent Technologies can assume no responsibility for any errors. Changes or corrections to the information contained in this document may be incorporated into future issues.

TO ORDER COPIES OF THIS DOCUMENT

Contact: Lucent Technologies Publications Center

P.O. Box 4100

Crawfordsville, IN 47933

Domestic: 1 800 457-1235

International: 1 317 361-5353

Domestic Fax: 1 800 457-1764

International Fax: 1 317 361-5355

Order: Document No. 555-230-763

Issue 2, June 1997

For more information about related documents, see *Business Communications Systems Publications Catalog*, 555-000-010.

HEARING AID COMPATIBILITY

This voice terminal is Hearing Aid Compatible (HAC). In addition, some units have "HAC" printed on them.

YOUR RESPONSIBILITY FOR YOUR SYSTEM'S SECURITY

You are responsible for the security of your system. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use. Product administration to prevent unauthorized use is your responsibility and your system manager should read all documents provided with this product to fully understand the features available that may reduce your risk of incurring charges.

TRADEMARKS

DEFINITY and AUDIX are registered trademarks of Lucent Technologies.

REFERENCES TO AT&T

Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross-references to books published prior to December 31, 1996, which retain their original AT&T titles.

**Prepared by
BCS Product Documentation Development
Middletown, New Jersey 07748-9972**

**© 1997 Lucent Technologies
All Rights Reserved
Printed in USA**

Contents

Your 8410 Voice Terminal	1
A Quick Look at the Features	9
Voice Features	9
Display Features and Features Used with the Softkeys	15
How to Use the Features	17
General Instructions	17
Conventions Used in The Following Procedures	19
Troubleshooting (Later in This Guide)	20
Quick Reference Lists (at the Back of This Guide)	20
Using the Display, Softkeys and Display Control Buttons	21
Entering Softkey Mode and Viewing the Three Feature Option Screens	22
Other Softkey Features That May Be On Your Display	25
Using the Softkeys to Activate a Feature	27
Resetting the Speakerphone with the Softkeys (When Powering Up the Voice Terminal)	29

Voice Feature Procedures	31
Handset and Speaker	31
Abbreviated Dialing (AD)	31
Automatic Callback	37
Bridging/Manual Exclusion	39
Call Coverage/Consult	41
Call Forwarding All Calls	43
Call Park	45
Call Pickup	47
Conference	48
Drop	50
Handset Volume	51
Hold	52
Intercom (Automatic/Dial)	53
Last Number Dialed	56
Leave Word Calling (LWC)	57
Message	59
Mute	60
Priority Calling	61

Reset Speakerphone	63
Select Ring (and Ringer Volume)	66
Send All Calls	69
Speaker	71
Speakerphone	73
Test	77
Transfer	78
Display Feature Procedures	79
Call Information	79
Directory	81
Exit (Normal)	83
Inspect	83
Message Retrieval	85
Normal (Exit)	87
Stored Number	87
Time/Date	89
Timer	90

Tones and Their Meaning	91
Ringing Tones	91
Feedback Tones	91
Troubleshooting	93
System 75 Version Notes	96
Key Words to Know	97
Quick Reference Lists	103

Your 8410 Voice Terminal

The 8410 voice terminal is available in two models: the 8410D has a display; the 8410B is a basic set without a display. The display, along with the softkeys and display control buttons, offers the user valuable added functionality. However, both models are comprehensively equipped so you can make the best use of the many features of the DEFINITY® Communications System Generic 1 and Generic 3, the DEFINITY® Enterprise Communications Server (ECS), Release 5, and of System 75.

Figure 1 and **Figure 2** show two different versions of the 8410, in this case, the display-equipped model.

- On the 8410 voice terminal shown in **Figure 1**, the **Shift** button allows you to access two additional features. You can select a personalized ringing pattern for your voice terminal by pressing **Shift** and then **Hold**. With this version of the 8410, you can also manually adjust the acoustical quality of the built-in speakerphone for its surrounding environment (the Reset Speakerphone feature) by pressing **Shift** followed by **Speaker**.
- The version of the 8410 voice terminal shown in **Figure 2** has a **Ring** button which allows you to select a personalized ringing pattern for your voice terminal. You do not need to manually reset your speakerphone with this version.

Before using your 8410 voice terminal, look at **Figures 1** and **2** below and on the next page in order to familiarize yourself with the type of voice terminal you are using and then read the description and procedures for each feature you wish to access.

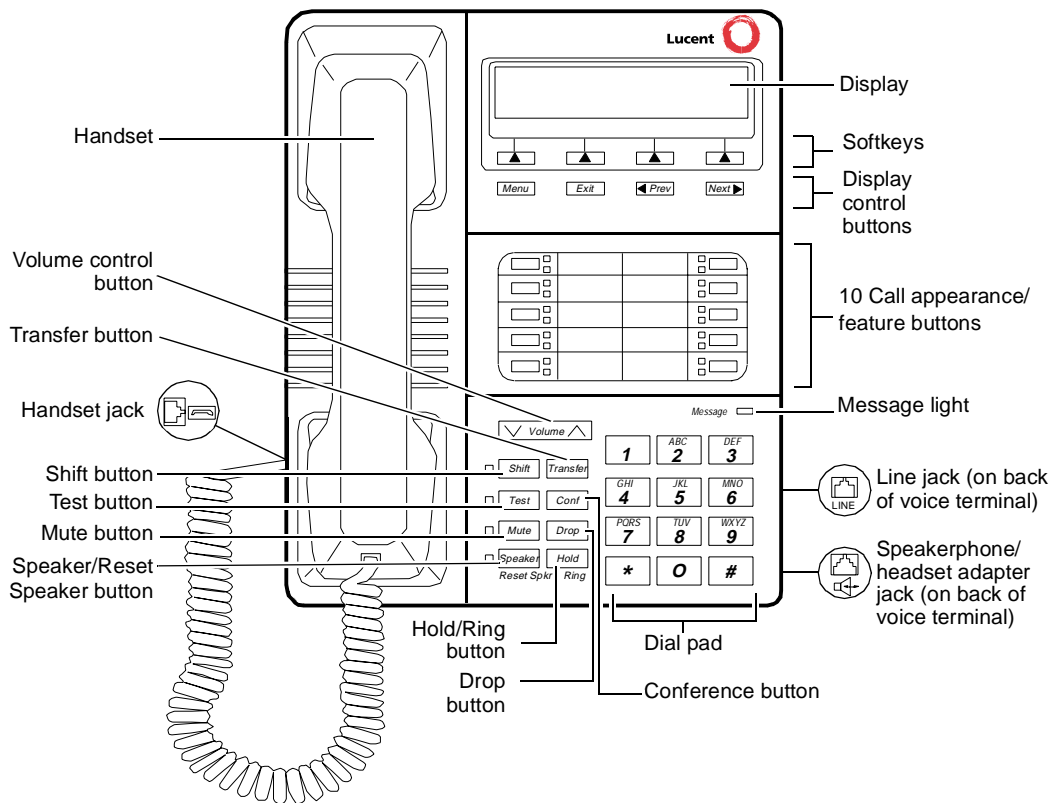


Figure 1. One Version of the 8410D Voice Terminal (with Display)

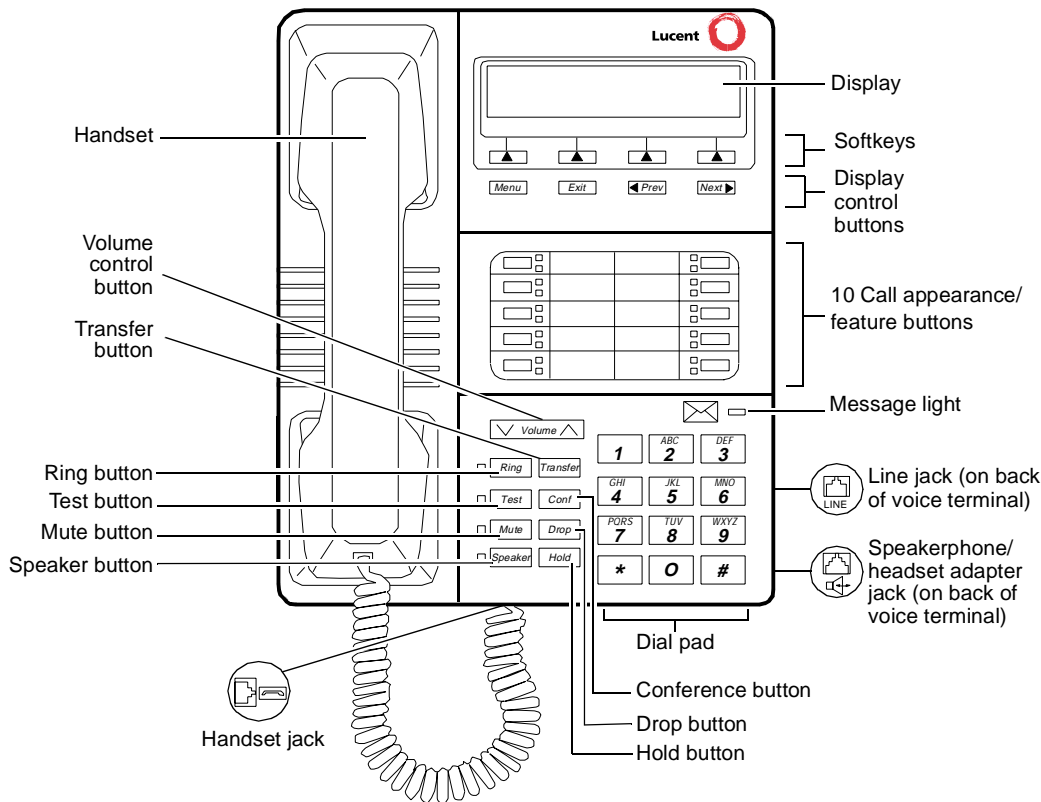



Figure 2. Another Version of the 8410D Voice Terminal (with Display)

The following features on the 8410 voice terminal shown in **Figures 1** and **2** are listed alphabetically for your convenience. Explanations for each feature are also provided.

Conference button

For setting up conference calls. This button is labeled .





Dial pad





The standard 12-button pad for dialing phone numbers and accessing features. The letters “Q” and “Z” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.

Display (only on the 8410D)

A 2-line by 24-character display.







Display control buttons (only on the 8410D)

These four buttons on the 8410D voice terminal are labeled    and .

-  is used to enter Softkey Mode and access the first feature option screen.
-  is used for exiting the Display Mode and returning to Normal (call-handling) Mode.
-  and  are used to go back and forth through the softkey feature option screens.

Drop button

For disconnecting from a call or dropping the last party added to a conference call.

Handset	A handset is provided for placing and receiving calls. (The handset is also known as the receiver .) In most cases, you must lift the handset (go off-hook) or activate the speaker before you can use a feature.
Handset jack	This jack is for connecting a handset to your voice terminal. The jack is labeled  .
Hold button (On some 8410 voice terminals, this can be used as a Hold/Ring button)	A red button for putting a call on hold. If your 8410 has a  button, you can press  and then  to select a personalized ring for your voice terminal from eight possible ringing patterns.
Line jack (on back of voice terminal)	This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
Message light	A red light which goes on steadily when a message has been left for you. This light may be labeled Message or  .
Mute button	For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.
Ring button	If your 8410 has a  button, you can use this button to select a personalized ringing pattern from eight possible ringing patterns.

Shift button

A blue button *on some 8410 voice terminals* which can be used to access two additional features: (When **Shift** is active, the red light next to the button is on.)


- When used with **Hold**, you can select a personalized ring from among eight available patterns.
- When used with **Speaker**, you can perform an acoustic test of the environment and adjust the speakerphone to the surrounding acoustic environment for optimal performance (for the built-in speakerphone option only).

Softkeys (only on the 8410D)

The four buttons located below the 8410D display and labeled with arrows (**▲**), correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 12 features on your voice terminal *in addition to* those features administered on the call appearance/ feature buttons.

For a list of the features that can be accessed with the softkeys, check with your system manager. For procedures for using these softkey features, see “Using the Display, Softkeys, and Display Control Buttons” later in this guide.

Speakerphone/headset adapter jack (on back of voice terminal)

This jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A1 Headset Adapter) to your voice terminal. The jack is labeled .

Speaker button

For accessing the built-in 2-way speakerphone.

Note: Your voice terminal can be set for either the Speaker (listen-only) feature *or* the Speakerphone (listen and talk) feature. Check with your system manager to see how your Speaker button is to be used.

(On some 8410 voice terminals, this can be used as a Speaker/Reset Spkr button)

If your 8410 has the **Reset Spkr** label under the **Speaker** button, you can also use the Reset Speakerphone feature. When you press **Shift** and then **Speaker** (your voice terminal must be on-hook, and it must be set for the Speakerphone feature), you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance and is ready for use.

**10 Call appearances/
feature buttons**

At least three of these 10 buttons are devoted to incoming and outgoing calls (**call appearances**) and are labeled with an extension number; the remaining buttons access features (**feature buttons**) and are labeled with a feature name. Each has a red light telling you this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.

Test button

When the voice terminal is initially powered up, the green light next to **Test** flashes if the link with the DEFINITY switch or System 75 is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the DEFINITY switch or with System 75, and then goes off after a short period of time. After the voice terminal is powered up, you can press **Test** to test the lights and the display (if applicable) on your voice terminal.

Transfer button

For transferring a call to another voice terminal.

Volume control button

For adjusting the volume of the following:

- The speakerphone or speaker when a call is in progress using the 2-way speakerphone or 1-way speaker
- The handset receiver level while a call is in progress using the handset
- The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active

Note: When the speaker is active, the ringer volume is automatically reduced to a low setting. The volume is restored when the speaker is turned off.

Remember: The Volume control button on your voice terminal does not control the volume level of adjunct equipment.

A Quick Look at the Features

Here are brief descriptions of both voice features and display features that can be used with the 8410 voice terminal. Each description includes what each feature does and how you might want to use it.

Note: You will automatically have the following features on your voice terminal: Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features and Normal Mode/Exit feature (labeled **Exit** on the voice terminal) among the display features. You may also be able to use the Speakerphone (and Reset Speakerphone) or the Speaker feature. Check with your system manager to see what other features you can use with a DEFINITY Generic 1 or Generic 3 or with System 75.

Note: If you are using an 8410D voice terminal, you may also be able to use up to 12 other features accessed with the softkeys and display control buttons. These features are *in addition to* the features administered on the call appearance/feature buttons on your voice terminal. Check with your system manager to see which softkey features are available to you.

Voice Features

Abbreviated Dialing (AD) Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature access code. Abbreviated Dialing offers four possible types

lists are programmable by the controller of the list; system lists are programmable only by the system manager. Use this feature as a timesaver for dialing frequently called, lengthy, or emergency numbers. **Note:** Check with your system manager concerning what types of lists you have and how many of each list.

Automatic Callback Sends you a special 3-burst ring indicating a previously busy or unanswered extension you dialed is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office. **Note:** You can use this feature only for extensions, not for outside numbers.

Bridging/Manual Exclusion Permits you to answer or join calls to someone else's extension by pressing a **bridged appearance button** on your voice terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your system manager. Use to assist in handling calls for a designated coworker. **Note:** You can use the **Manual Exclusion** feature to keep other users with whom you have a bridged call appearance from listening in on an existing call.

Call Coverage/Consult Provides automatic redirection of certain calls to your voice terminal for answering. (Your system manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage.

Note: If you are a covering user, you can use the **Consult** feature, after answering a coverage call, to call the principal (the person for whom you are answering calls) for private consultation. Then, you can add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

Call Forwarding All Calls Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you will be away from your voice terminal and you want your calls to be forwarded to a telephone number of your choice.

Call Park Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from another voice terminal.

Call Pickup Lets you answer a call at your voice terminal for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer. **Note:** You can use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

Conference Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way discussion. Use to set up time-saving conferences, or to spontaneously include an additional party important to a conversation.


Drop Disconnects from a call without requiring you to hang up the handset, turn off the speakerphone, or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you want to continue using the handset or speakerphone after ending a call.

Hold Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to do another task. Use when you have a call you don't want to drop, but have to interrupt briefly to do something else.

Intercom (Automatic/Dial) Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users. (For the Dial Intercom feature, you need to know the group member's 2- or 3-digit code.) Use to rapidly dial frequently called numbers.

Last Number Dialed Automatically redials the last extension or outside number you dialed. Use to save time in redialing a busy or unanswered number.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial message service (for example, an attendant, AUDIX[®], a covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use whenever you wish to have someone call you back; it will help cut down on repeated call attempts. This feature also allows other people in your system to leave a message for you.

Message Your Message light goes on when a caller has left a message for you. You can then follow your system manager's local message retrieval procedures to get your message. **Note:** This light may be labeled **Message** or . (See also the **Message Retrieval** procedures under the **Display Features** heading.)

Mute Allows you to turn off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other person on the call to hear your conversation.

Priority Calling Allows you to call an extension with a distinctive 3-burst ring to indicate your call requires immediate attention. Use when you have important or timely information for someone.

Reset Speakerphone On those 8410 voice terminals that have the **Reset Spkr** label under the **Speaker** button, the Reset Speakerphone feature initiates an acoustic test of the surrounding environment by using a series of tones. (On those 8410 voice terminals *without* the **Reset Spkr** label, the speakerphone is already optimized.) When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. Use whenever you move your voice terminal to a different location (even in the same room), when the red light next to **Speaker** is fluttering, or when the display shows you a message that the speakerphone needs to be reset. This feature is accessed by pressing **Shift** and then **Speaker** or pressing the softkey below the word "Begin" on the display.

Select Ring Allows you to choose your own personalized ringing pattern for your voice terminal from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby voice terminals. **Note:** According to the 8410 voice terminal you are using, this feature is accessed *either* by pressing **Shift** and then **Hold** (if your 8410 has a **Shift** button) *or* by pressing **Ring** (if your 8410 voice terminal has a **Ring** button).

Send All Calls Temporarily sends all your calls to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

Speaker (Listen-Only) Allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must use the handset. Use with feature activities that require *listening only*, such as on-hook dialing, monitoring calls on hold, and group listening situations.

Note: Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone function. Check with the system manager to see how your voice terminal is administered.

Speakerphone Allows you to place *and* answer calls or access other voice features without lifting the handset. Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations. **Note:** Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and speak) feature. Check with your system manager to see how your voice terminal is administered.

Note: If your 8410 has a **Shift** button, you can press **Shift** and then **Speaker** to initiate the Reset Speakerphone feature. As the built-in speakerphone performs a test of the surrounding acoustic environment, you will hear a sequence of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. (See "Reset Speakerphone.") **Important:** You can use the Reset Speakerphone feature only if the **Reset Spkr** label appears under the **Speaker** button.

Test When the voice terminal is initially powered up, the green light next to **Test** flashes if the link with the DEFINITY switch or with System 75 is not (or not yet) operational. The light changes to steady green when the voice terminal is able to communicate with the DEFINITY switch or with System 75, and then goes off after a short period of time. After the voice terminal is powered up, you can press **Test** to test the lights and the display on your voice terminal.

Transfer Transfers a call from your voice terminal to another extension or outside number. Use when your caller needs to speak further with someone else.

Display Features and Features Used with the Softkeys

Note: If you are using an 8410D voice terminal, you can also use up to 12 additional features accessed with the softkeys and display control buttons. Your system manager can tell you which softkey features are available to you.

Directory Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Note: While in the Directory Mode, the voice terminal dial pad is used for entering the name of the person for whom you are searching and therefore cannot be used for dialing a call. In order to call the displayed number, press **Call Display** (if available) or press **Exit** and then dial the number using the dial pad.

Exit Use **Exit** to leave Display Mode (after using any display or softkey feature) and return to Normal (call-handling) Mode. Once you are in Normal Mode, you can use the display to identify current call appearance, calling/called party, and calling/called number.

Feature Status Indication Indicates the status of each feature accessed with the softkeys. If the feature is active, an arrow (▼) appears above the feature abbreviation; if the arrow does *not* appear above the feature, the feature is off.

Inspect Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

Message Retrieval Allows you to retrieve messages left for you when your Message light is on. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your system

manager). Use to quickly and conveniently check messages, even when you are already on a call.

Normal See “Exit.”

Stored Number Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure the Last Number Dialed feature is appropriate to use.

Time/Date Shows you the date and time. Use as a handy calendar and clock.

Timer Allows you to measure elapsed time. Use in order to keep track of time spent on a call or task.

How to Use the Features

The procedures which appear in the sections, **Voice Feature Procedures** and **Display Feature Procedures**, give short, step-by-step instructions for using each feature. For your convenience, the features in each section are listed alphabetically.

General Instructions

Use the following special instructions for operating your voice terminal.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your system manager:
 - Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your voice terminal. To the right of each feature name in this section is a box. For each feature you have on your voice terminal or feature you can access with the softkeys (see “**Note**” below), mark a in the blank box as a reminder. [The Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features, for all sets, and the Normal Mode/the Exit display feature (labeled Exit on the 8410D voice terminal) are already marked for you.] You may also be able to use the Speakerphone (and Reset Speakerphone) *or* the Speaker feature. Check with your system manager to see what other features you can use with a DEFINITY Generic 1 or Generic 3, a DEFINITY ECS, or with System 75.

Note: If you are using an 8410D voice terminal, you may also be able to use up to 12 additional features accessed with the softkeys and display control buttons. Check with your system manager to see which softkey features are available on your voice terminal and then put a checkmark in the box beside each of those features.

- Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Ask your system manager for the feature access codes for the features you need, and then write the assigned code number in the provided blanks in each feature procedure.
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.
- System 75 is available in more than one version. Some features, such as Abbreviated Dialing, Call Forwarding All Calls, Last Number Dialed, and Priority Calling operate slightly differently with Version 1, and possibly Version 2, than they do with later versions. If you are using Version 1 or 2 of the System 75 software, you should check the section titled **Troubleshooting** later in this guide before you use any of these four features.

Conventions Used in The Following Procedures

Feature and
Feature xxxxx

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

LWC CnLWC AutCB Timer

This rectangular box, 2 lines by 24 characters, represents the 8410 display screen. Like the example to the left, the second line appearing on the display will most likely list the features you can access with the softkeys. For directions on using the display and softkeys, see the section titled **Using the Display, Softkeys, and Display Control Buttons**.

[feedback tones]

The tone that appears in brackets after a step, such as **[dial tone]**, indicates what you should hear from your handset (or speakerphone) after successfully performing that step. For a list of tones and their meanings, see the section titled **Tones and Their Meanings**.

Troubleshooting (Later in This Guide)

Later in this guide you will find a short section on troubleshooting. Use the procedures listed in that section if you have problems in using your voice terminal.

Quick Reference Lists (at the Back of This Guide)

At the back of this guide is a set of quick reference lists. Use them to record your feature access codes and trunk codes, Abbreviated Dialing personal list items, and message and attendant extensions. Once you have completed the lists, remove the page from the guide (tear along the perforation), and keep the lists near your voice terminal.

Using the Display, Softkeys and Display Control Buttons

If you are using an 8410D voice terminal, the following information will help you use the display, the softkeys, and the display control buttons.

The softkeys are the four keys labeled with arrows (▲) located directly below the display. The four display control buttons, labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶** are located under the softkeys. **Figure 3** shows the location of the softkeys in relation to the display above the softkeys and the display control buttons below them.

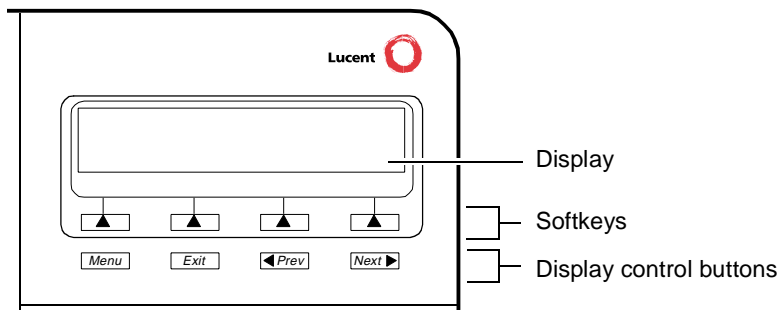
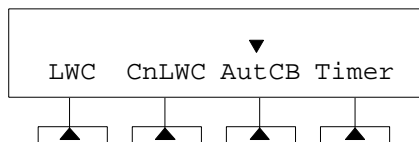


Figure 3. The Display, Softkeys, and Display Control Buttons

Entering Softkey Mode and Viewing the Three Feature Option Screens

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the display option button labeled **Menu**. The following is an example of a feature option screen.



The top line of each feature option screen shows you the status of each of the four features. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is *not* active. In the above example, the Automatic Callback feature is active because there is an arrow above that feature abbreviation.

Note: If the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.

The second line on each feature option screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown above, you can leave a message for another extension to call you back by pressing the softkey below **LWC** (the Leave Word Calling feature). If you want to cancel the message, press the softkey below **CnLWC** (the Cancel Leave Word Calling feature).

To see the next set of four features, press the display control button labeled **Next ►**; to move back a screen, press the display control button labeled **◀ Prev**. Press **Next ►** or **◀ Prev** until the feature you want to use appears on the second line.

The following flowchart (**Figure 4**) shows the default features for the three feature option screens. These are the 12 softkey features available when the voice terminal (with display) is shipped from the factory. Also, see “Other Softkey Features That May Be On Your Display” in this section.

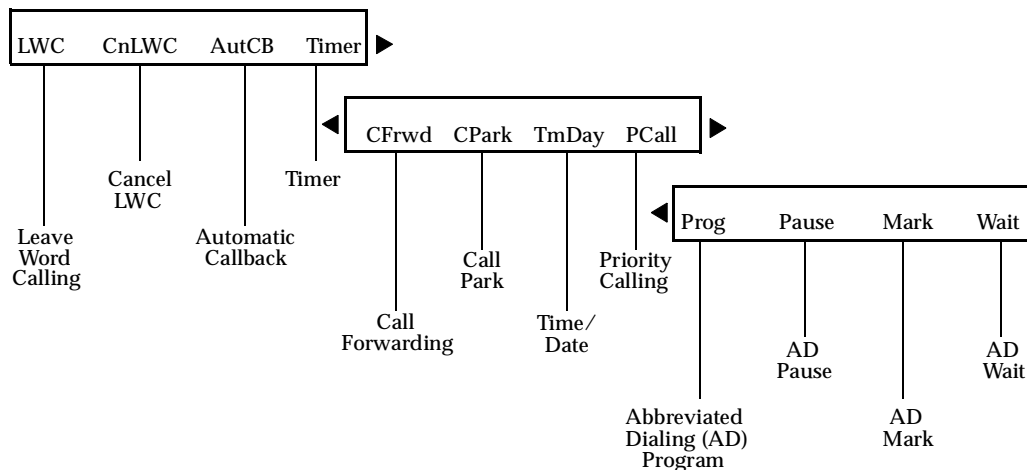


Figure 4. The Three Default Feature Option Screens

Note: An error tone (one beep) sounds when you have made a mistake in your softkey entries.

Press at any time to exit softkey mode and return to Normal (call-handling) Mode.

Other Softkey Features That May Be On Your Display

Figure 4 on the previous page shows the 12 default softkey features, those features that can be accessed with the softkeys when the 8410D voice terminal is initially installed. However, if the voice terminal is connected to a DEFINITY G3V3 (or later), the system manager may substitute other softkey features in their place. The following table is a list of some of these alternate features and the feature abbreviation associated with each.

Note: The DEFINITY ECS, Release 5 (and later releases) may provide additional alternate softkey features.

Alternate Softkey Features	
Abbreviation	Feature
AD	Abbreviated Dialing buttons (can be multiple buttons)
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
CPkUp	Call Pickup
Dir	Directory*
Excl	Manual Exclusion
HFAns	Internal Auto Answer [†]
IAuto	Automatic Intercom
IDial	Dial Intercom

Alternate Softkey Features	
Abbreviation	Feature
Inspt	Inspect
Last	Last Number Dialed
RngOf	Ringer Off
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function
Spres	Abbreviated Dialing Suppress
Stats	ACD Agent Statistics
Stop	Abbreviation Dialing Stop/Indefinite Wait
View	Stored Number

* A **Call Display** button should be administered, if access to System Directory is provided. It is also desirable for **Next Display** to be administered.

† This feature is available only with a DEFINITY G3V2 (and later).

Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a distinctive 3-burst ring. You can activate this feature with the softkeys in the following way:

To access a feature with the softkeys (Priority Calling is used in this example)

1 Press **Menu**

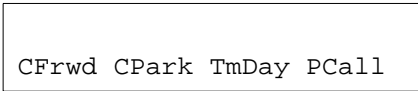
- The display shows the initial feature option screen:



LWC CnLWC AutCB Timer

2 Press **Next** 

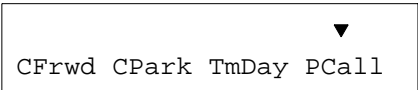
- The display shows:



CFrwd CPark TmDay PCall

3 To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

Note: When the feature is activated, after the display screen shows you the digits you are dialing, an arrow appears above the feature, as in the example below. If there is *not* an arrow above the feature, the feature is off.



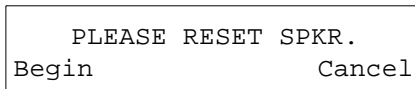
CFrwd CPark TmDay PCall

When both parties hang up from the call, the arrow above **PCall** (showing feature status indication) disappears.

Resetting the Speakerphone with the Softkeys (When Powering Up the Voice Terminal)

Important: You can use the Reset Speakerphone feature only on those 8410D voice terminals on which the **Reset Spkr** label appears under the **Speaker** button.

When you first power up the 8410D voice terminal, the following display appears.



```
PLEASE RESET SPKR.  
Begin                Cancel
```

When you reset the speakerphone on your voice terminal, you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance and is ready for use. For more information about the Reset Speakerphone feature, see “Reset Speakerphone” in the section **Voice Feature Procedures** later in this guide.

Note: If you are using an 8410B voice terminal, you must press **Shift** (if it appears on your voice terminal) and then **Speaker** to reset the speakerphone. If you are using an 8410B without the **Shift** button, the voice terminal will automatically reset the built-in speakerphone when needed.

To reset the 8410D speakerphone (when the voice terminal is first powered up)

- 1 Press the softkey below **Begin** to reset the speakerphone (Press the softkey below **Cancel** if you do not want to reset the speakerphone at this time. However, note that the red light next to **Speaker** will continue to flutter.)
 - If you press the softkey below **Begin**, the display shows the following timed screen:

OPTIMIZING PERFORMANCE
OF THE SPEAKERPHONE.

- You will hear a set of rising tones as the speakerphone adjusts itself to the surrounding acoustical environment. *These tones are automatic. No user response is required.*

Voice Feature Procedures

Handset and Speaker

When placing calls or using the voice features, you have the option of doing so by lifting the handset or by pressing **Speaker**. If your voice terminal is set for the Speakerphone feature, pressing **Speaker** simultaneously activates the built-in microphone so you can place *and* answer calls without lifting the handset.

Abbreviated Dialing (AD)



Before you can use this feature, AD buttons must first be assigned by your system manager. (These AD locations can be assigned to actual buttons, or you *may* be able to access them with the softkeys.)

Usually, an Abbreviated Dialing number is part of a Personal List, Group List, System List, or Enhanced List. You can have a total of three lists; the programmed number can be up to 24 digits and characters. (Special Characters such as Pause count as two digits.)

However, if your voice terminal is connected to a DEFINITY G3V4 (or later), you can also program a number on an Abbreviated Dialing button that is not stored on an AD list; this programmed number can be up to 16 digits and characters.

If you hear the intercept tone while programming, start over from the beginning.

If you have an 8410D, you may be able to use the following softkey features with Abbreviated Dialing (Press **Menu** and then the softkey below the feature abbreviation.)

- **Program** (labeled **Prog**) — You can program a telephone number, extension, or feature access code on an AD button.
- **Pause** (labeled **Pause**) — A 1.5-second pause can be placed in an AD number, such as between an access code and the telephone number.
- **Mark** (labeled **Mark**) — Numbers included after a Mark on an AD button are dialed in Touch-Tone signal form.
- **Wait** (labeled **Wait**) — Numbers included after a Wait on an AD button are delayed 5 to 25 seconds until the voice terminal receives dial tone from the switch.
- **Suppress** (labeled **Spres**) — Suppressed numbers are dialed but not shown on the display (an “s” appears instead). Used for passwords or authorization codes.

To program/reprogram
an AD button

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program

Note: Each AD button will hold one complete phone number or feature access code.

- 2 Pick up the handset [dial tone]

Note: If you are using the built-in speakerphone, you must either press a call appearance button or press **[Speaker]** before you begin Step 3.

- 3 If you are using an 8410 with a display, press **[Menu]** and then press the softkey below **Prog**

If your 8410 does *not* have a display or if **Prog** is not available on your display, press **[Program]**

or Dial the AD Program access code _____
[dial tone]

- 4 Press the **[AD xxxxx]** to be programmed [dial tone]

- 5 Dial the outside number, extension, or feature access code you want to store

Notes: If the programmed number is associated with a list, it can be up to 24 digits. If the stored number is NOT associated with a list (that is, an Automatic Dialing button), it can be up to 16 digits. See your system manager if you need help.

If your 8410 has a display, you may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.

If you are programming an outside number, be sure to include a trunk code, if applicable.

- 6 Press [confirmation tone]
 - Number is stored
 - Repeat Steps 4 through 6 to program additional buttons
- 7 Hang up or press to end programming

To place an AD call

- 1 Press the selected [ringback tone]
 - Call is automatically dialed

To program/reprogram an outside number, extension, or feature access code into a personal list

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program as items on your personal lists(s).

Note: Each phone number or feature access code is stored as a separate item.

- 2 Pick up the handset [dial tone]

Note: If you are using the built-in speakerphone, you must either press a call appearance button or press **Speaker** before you begin Step 3.

- 3 If you are using an 8410 with a display, press **Menu** and then press the softkey below **Prog**

If your 8410 does *not* have a display or if **Prog** is not available on your display, press **Program**

or Dial the AD Program access code _____
[dial tone]

- 4 Dial the Personal List number (**1, 2, or 3**)
[dial tone]

- 5 Dial the list item (**1, 2, 3...**) [dial tone]

6 Dial the number you want to store (up to 24 digits)

Note: If your 8410 has a display, you may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone number programmed on the AD button.

If you are programming an outside number, be sure to include a trunk code, if applicable.

7 Press [confirmation tone]

- Number is stored
- Repeat Steps 5 through 7 if you want to program additional items on the same list; press and begin again at Step 1 if you want to program items on another list

8 Hang up or press to end programming

Note: Record your personal list items on the Abbreviated Dialing list in the back of this guide; group, system, and enhanced lists can be obtained from your system manager.

To place a call using an AD list button or code

1 Press **Pers List** or **Grp List** or **Sys List**

or Dial the appropriate AD List code:

- List 1 _____
- List 2 _____ [dial tone]
- List 3 _____

Note: An **Enhcd List** may also be available; see your system manager.

2 Dial the desired list item (**1, 2, 3...**)

- Call is automatically dialed [ringback tone]

Automatic Callback



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **AutCB**, appears on the second line of one of the feature option screens.

To automatically place another call to an extension that was busy, did not answer, or returned call waiting ringback tone

- 1** If you are using an 8410 with a display, press **Menu** and then press the softkey below **AutCB** during the call attempt

If your 8410 does *not* have a display or if **AutCB** is not available on your display, press **AutoCallBk** during call attempt

Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will *not* be redirected to coverage.

- 2** Hang up
 - You will get a 3-burst priority ring when both you and the called extension are idle; when you answer, regular ringing is sent to the called party
- 3** Pick up the handset when you hear priority ring

Note: Automatic Callback is automatically canceled after 30 minutes.

To cancel Automatic
Callback

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **AutCB** again (while on-hook)

If your 8410 does *not* have a display or if **AutCB** is not available on your display, press **AutoCallBk** again (while on-hook)

Bridging/Manual Exclusion



You can access the Manual Exclusion feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Excl**, appears on the second line of one of the feature option screens.

- To answer a bridged call
- 1 Press the call appearance button of the bridged call
- Note:** If your terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset.
- 2 Pick up the handset or press **Speaker**
-

- To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per call basis)
- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **Excl** while active on a call
- If your 8410 does *not* have a display or if **Excl** is not available on your display, press **Excl xxxxx** while connected to the call
- Note:** Pressing **Excl xxxxx** or pressing the softkey below **Excl** reactivates bridging.

Call Coverage/Consult



You can access the Consult feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Cnslt**, appears on the second line of one of the feature option screens.

To answer a call for a coworker for whom you are a coverage point

- 1 Press the call appearance button of the incoming call when ringing begins or the green light flashes

Note: The call is *not* at your terminal until the green light is flashing.

To leave a message for a coworker to call the original caller's extension

- 1 Press **Cvr CallBk** while connected to the call
[confirmation tone]

Note: To leave a message for a coworker to call *you*, activate Leave Word Calling instead.

To use the Consult feature to talk privately with a coworker after answering a redirected call

1 Press **Transfer** [dial tone]

- Call is put on hold

2 If you are using an 8410 with a display, press **Menu** and then press the softkey below **Cnslt**

If your 8410 does *not* have a display or if **Cnslt** is not available on your display, press **Consult**
[priority ring to coworker]

or Dial coworker's extension

Note: You can privately discuss the call; if the coworker is not available, press the call appearance button next to the fluttering light in order to reconnect to the call.

3 Press **Transfer** again to send the call to the coworker

or Press **Conf** to make it a 3-party call

Call Forwarding All Calls



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CFrwd**, appears on the second line of one of the feature option screens.

To temporarily redirect all calls to an extension or outside number of your choice

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **CFrwd** (while on-hook or off-hook)

If your 8410 does *not* have a display or if **CFrwd** is not available on your display, press **Call Fwd** (while on-hook or off-hook)

or Dial the Call Forward access code _____ [dial tone]

Note: If you have console permission, next, dial the extension number of the person whose calls are to be forwarded; receive dial tone.

- 2 Dial the extension or number where calls will be sent [confirmation tone]

Note: Some voice terminals have restrictions on where calls can be forwarded (see your system manager).

3 Hang up

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Call Forwarding

- 1 If you are using an 8410 with a display, press Menu and then press the softkey below **CFrwd** (while on-hook)

If your 8410 does *not* have a display or if **CFrwd** is not available on your display, press Call Fwd (while on-hook)

or Dial the Call Forward cancel code _____ (while off-hook) [confirmation tone]

- Your calls will now ring at your own voice terminal

Call Park



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CPark**, appears on the second line of one of the feature option screens.

To park a call at your extension (for retrieval at any extension)

Note: To use the Call Park feature on an 8410 with display (if Call Park is one of your softkey features), press **Menu** and then the softkey below **CPark**. Then hang up.

or, if a **Call Park** button has been assigned to your voice terminal, press **Call Park** and hang up.

Otherwise, follow the instructions below.

- 1 Press **Transfer** [dial tone]
- 2 Dial the Call Park access code _____ [confirmation tone]
- 3 Press **Transfer** again
 - Call is parked
- 4 Hang up

To retrieve a parked call
from any extension

- 1** Pick up the handset or press **Speaker** [dial tone]
- 2** Dial the Call Park Answer Back access code _____
– [confirmation tone]
- 3** Dial the extension where the call is parked
[confirmation tone]
 - If returning to a call parked at your voice terminal, dial your own extension

Note: If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.

Call Pickup



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CPkUp**, appears on the second line of one of the feature option screens.

To answer a call placed to a member of your pickup group when your voice terminal is idle

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **CPkUp**

If your 8410 does *not* have a display or if **CPkUp** is not available on your display, press **CallPickup**

or Dial the Call Pickup access code _____

- Called voice terminal stops ringing
- You are connected to the ringing call

Conference



To add another party to a call (for a total of up to six parties)

- 1** Press **Conf** [dial tone]
 - Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other
- 2** Dial the number of the new party and wait for an answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press the call appearance button next to the fluttering light in order to return to the held call.
- 3** Press **Conf** again
 - All parties are now connected
 - Repeat Steps 1 through 3 for additional conference connections

To add a call you've put on hold to another call you're connected to

- 1 Press **Conf** [dial tone]
 - Held call light continues to flutter; the light next to the current call also flutters
 - You are given a new call appearance
- 2 Press the call appearance button of the call on hold (first call)
- 3 Press **Conf** again
 - All parties are now connected

To drop the last party added to a conference call

- 1 Press **Drop**
 - Last party you added is dropped
 - You remain connected to the other parties
- Note:** Parties other than the last one must disconnect to be released from the conference call.

Drop



To disconnect from a normal call and obtain dial tone without hanging up the handset



- 1 Press **Drop** [dial tone]

Note: If you press **Drop** during a conference call, the last party added will be dropped, and you will remain connected to the other parties.

Handset Volume



To raise or lower the receive level volume of the handset

- 1 While handset is off-hook, press the Volume control button
 - To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled 
 - If your 8410 voice terminal has a display, it shows:



HANDSET L>>>>> H

(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

Hold



To put a call on hold while you answer another call, make a call, or perform some other task

1 Press **Hold**

- Green light next to the held call flutters

Note: If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another

1 Press **Hold**

- Green light next to the held call flutters

2 Press the call appearance button of the incoming call

- You are connected to the incoming call

To return to the held call

1 Press the call appearance button of the held call

- You are connected to the held call

Note: If you are active on a call and you press the call appearance button of the held call, the active call will be dropped.

Intercom (Automatic/Dial)



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **IAuto** (for Automatic Intercom feature), or **IDial** (for the Dial Intercom feature) appears on the second line of one of the feature option screens.

To make a call to your predetermined Automatic Intercom partner

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **IAuto** (while off-hook)

If your 8410 does *not* have a display or if **IAuto** is not available on your display, press **IcomAuto xxx** (while off-hook) [ringback tone]

- Special intercom ring is sent

Note: If the call is unanswered, press **Go to Cvr** while the call is ringing if you want to redirect it to coverage.

To dial a call to a member of your Dial Intercom group

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **IDial** (while off-hook)

If your 8410 does *not* have a display or if **IDial** is not available on your display, press **lcomDial xxx** (while off-hook) [dial tone]

- Green light goes on steadily
- 2 Dial the group member's 1- or 2-digit code [ringback tone]

- Special intercom ring is sent

Note: If the call is unanswered, press **Go to Cvr** while the call is ringing if you want to redirect it to coverage.

To answer any intercom call

1 Pick up the handset

- You are connected to the call

Note: If you are active on another call, first press **Hold**, then press the call appearance button with the flashing light. To return to the held call, press the call appearance button associated with the held call.

Last Number Dialed



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Last**, appears on the second line of one of the feature option screens.

To automatically redial the last number you dialed (up to 24 digits) (extension, outside number, or trunk/feature access code)

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **Last** (while on-hook or off-hook)

If your 8410 does *not* have a display or if **Last** is not available on your display, press **LastDialed** (while on-hook or off-hook)

or Dial the Last Number Dialed access code _____
__ (while off-hook)

Leave Word Calling (LWC)

You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **LWC**, (for the Leave Word Calling feature) or **CnLWC** (for the Cancel Leave Word Calling feature), appears on the second line of one of the feature option screens.

To leave a message after dialing an extension (when your call is not answered, you hear a coverage or busy tone, or you have been put on hold)

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **LWC** before hanging up your handset

If your 8410 does *not* have a display or if **LWC** is not available on your display, press **LWC** before hanging up your handset [confirmation tone]

- Message light goes on at the called voice terminal (if so equipped)

Note: If reorder tone is heard, the message is not stored; try again.

To leave a message
without ringing an
extension

- 1** If you are using an 8410 with a display, press **Menu** and then press the softkey below **LWC** (while on-hook or off-hook)

If your 8410 does *not* have a display or if **LWC** is not available on your display, press **LWC** (while on-hook or off-hook)

or Dial the Leave Word Calling access code _____
_ (while off-hook) [dial tone]

- 2** Dial the extension [confirmation tone]
 - Message light goes on at the called voice terminal (if so equipped)
- 3** Hang up or press **Drop**

To cancel a Leave Word Calling message

Note: You cannot cancel a message left for an AUDIX subscriber.

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **CnLWC** (while on-hook or off-hook)

If your 8410 does *not* have a display or if **CnLWC** is not available on your display, press **Cancel LWC** (while on-hook or off-hook)

or Dial the Leave Word Calling cancel code _____
_ (while off-hook) [dial tone]

- 2 Dial the extension [confirmation tone]

Note: If reorder tone is heard, message is not canceled; try again.

Message



To retrieve a message when your Message light is on

- 1 If your set has a display, see the Message Retrieval procedures under the **Display Features Procedures** heading. Otherwise, see your system manager for instructions regarding your local message retrieval procedures

Mute



Note: When you are talking on the handset, the Mute feature affects the microphone associated with the handset rather than the speakerphone.

This feature has no effect on an external speakerphone attached to your voice terminal.

To prevent the other party from hearing you (To mute the handset or speakerphone microphone)

- 1 Press **Mute**
 - Red light next to **Mute** goes on and the other party cannot hear you
- 2 When you are ready to resume conversation with the other party, press **Mute** again
 - Red light next to **Mute** goes off and the other party can hear you again

Note: When the voice terminal is set for the Speaker (listen-only) feature, the light next to **Mute** goes on whenever you are using the speaker.

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

Priority Calling



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **PCall**, appears on the second line of one of the feature option screens.

To place a priority call
(3-burst ring)

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **PCall** (while on-hook or off-hook)

If your 8410 does *not* have a display or if **PCall** is not available on your display, press **Priority** (while on-hook or off-hook)

or Dial the Priority Calling access code _____ [dial tone]
(while off-hook)

- 2 Dial the extension _____ [ringback tone]
 - Wait for the called party to answer

Note: If your call is not answered and you wish to redirect it to coverage, press **Go to Cvr** while call is ringing.

To change a regular call into a priority call (when you hear a call waiting ringback tone)

- 1** If you are using an 8410 with a display, press **Menu** and then press the softkey below **PCall**

If your 8410 does *not* have a display or if **PCall** is not available on your display, press **Priority**

- 2** Wait for the called party to answer

Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.

Reset Speakerphone



Important: You can use this feature only if the **Reset Spkr** label appears under the **Speaker** button and if your voice terminal is set for the Speakerphone feature (as opposed to the Speaker feature). If you *do not* have a Shift button or the **Reset Spkr** label on your 8410, you do not need to activate this feature.

If your 8410 is equipped with this feature, you can adjust the speakerphone to the surrounding room acoustics to provide optimal performance. Use the Reset Speakerphone feature in the following ways:

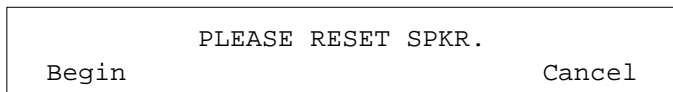
- Whenever you move your voice terminal to another place (even in the same room)
- Whenever the red light next to **Speaker** is fluttering

Note: You may also use this feature when you are on a call in the unlikely event your speakerphone makes a squealing noise during the call. Your speakerphone will adjust itself to normal for that call. (No tones will be heard.)

Important: If there has been an interruption in power (such as, the system has just been powered up again, or you have plugged in the voice terminal at another location), the light next to **Speaker** flutters until you reset the built-in speakerphone.

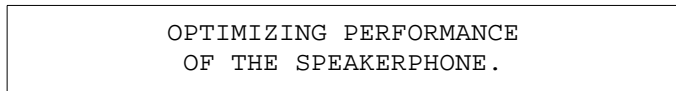
You can initiate the Reset Speakerphone feature when your handset is on-hook, or during a call in which you are using the built-in speakerphone. (If a call is in progress, you will *not* hear the tones, and the new speakerphone adjustment is reset for *only* the duration of that call.)

When you first power up the 8410D voice terminal, the following display appears:



To reset the 8410D speakerphone (when the voice terminal is first powered up)

- 1 Press the softkey below **Begin** to reset the speakerphone (Press the softkey below **Cancel** if you do not want to reset the speakerphone at this time. However, note that the red light next to **Speaker** will continue to flutter.)
 - If you press the softkey below **Begin**, the display shows the following timed screen:



- You will hear a set of rising tones as the speakerphone adjusts itself to the surrounding acoustical environment. *These tones are automatic. No user response is required.*

To adjust the speakerphone to the surrounding room acoustics

Note: If you do not have a Shift button, it is not necessary to activate this feature.

- 1 While on-hook, press **Shift**
 - Red light next to **Shift** goes on steadily
- 2 Press **Speaker**
 - Red light next to **Shift** goes off
 - Red light next to **Speaker** blinks
 - You hear a series of tones as the speakerphone performs an acoustic test of the environment. The display shows:

OPTIMIZING PERFORMANCE
OF THE SPEAKERPHONE.

When the tones stop, your built-in speakerphone is ready for use.

Select Ring (and Ringer Volume)



To select a personalized ringing pattern (for those 8410 voice terminals which have a **Shift** button)

Note: For procedures on selecting a personalized ring for those 8410 voice terminals that have a **Ring** button, see the next page.

- 1 Press **Shift**
 - Red light goes on steadily
- 2 Press **Hold**
 - Red light next to **Shift** winks
 - Current ringing pattern plays and repeats every three seconds.
 - If your 8410 has a display, it shows the ringing pattern you are hearing, such as:

SELECT RING PATTERN: 1

- 3 Continue to press (and then release) **Hold** (or, if you are using a display set, you can also press **Next** **▶** or **◀ Prev**) to cycle through all eight ringing patterns

- 4** When you hear the desired ringing pattern, press **Shift** again
- Your new ringing pattern is set
 - If you have an 8410D, you hear confirmation tone (two rising tones)
 - Red light next to **Shift** goes off

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

To select a personalized ringing pattern (for those 8410 voice terminals which have a **Ring** button)

- 1** While on-hook, press **Ring**
- Red light next to **Ring** winks
 - Current ringing pattern plays and repeats every three seconds. If your 8410 has a display, it shows the ringing pattern you are hearing, such as:

SELECT RING PATTERN: 1



- 2 Cycle through the ringing patterns by pressing (and then releasing) **Ring**
 - Red light next to **Ring** continues to wink
 - If your 8410 has a display, it shows the number of the ringing pattern you have selected

Note: If you are using a display set, you can also press **Next ►** or **◀ Prev**) to cycle through all eight ringing patterns

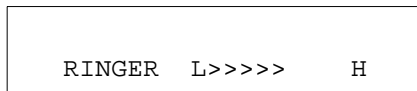
- 3 If you want to save the ringing pattern currently being played, do not press **Ring** anymore. You will hear the selected ringing pattern two more times, and then it will be automatically saved.
 - You hear confirmation tone (two rising tones)
 - Red light next to **Ring** goes off

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

To adjust the ringer volume if necessary (handset and speaker are *not* active, or handset and ringer are both active)

- 1 To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled 

 - If you have a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

One full ring cycle will sound to demonstrate the new volume.

Send All Calls



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **SAC**, appears on the second line of one of the feature option screens.

To send all calls (except priority calls) immediately to coverage (If your system manager has provided a coverage path for your extension)

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **SAC** (while on-hook)

If your 8410 does *not* have a display or if **SAC** is not available on your display, press **Send Calls** (while on-hook)

or Dial the Send All Calls access code _____ (while off-hook) [confirmation tone]

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Send All Calls

- 1 If you are using an 8410 with a display, press **Menu** and then press the softkey below **SAC** again (while on-hook)

If your 8410 does *not* have a display or if **SAC** is not available on your display, press **Send Calls** again (while on-hook)

or Dial the Send All Calls cancel code _____ (while off-hook) [confirmation tone]



Speaker



Note: Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with your system manager to see if you can use either of these two features.

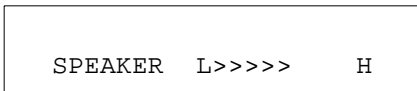
Use the following procedures if your voice terminal is set for the Speaker (listen-only) feature.

To place a call without lifting the handset, or to use speaker with any listening-only feature activity (such as, monitoring a call on which you have been put on hold or for group listening)

- 1 Press **Speaker**
 - Red lights next to **Speaker** and **Mute** go on
 - Place a call or access the selected feature
- 2 Adjust speaker volume if necessary
 - To raise the volume, press the right half of the Speaker Volume control button labeled ; to lower the volume, press the left half of the Speaker Volume control button labeled .

Note: In order for the other party to hear you, you must speak through the handset.

- If you have a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

To turn off the speaker and return to handset

- 1 Pick up the handset
 - Red lights next to **Speaker** and **Mute** go off
 - Speaker goes off

To mute the microphone associated with the handset so the other party cannot hear you

- 1 Press **Mute**
 - Red light goes on and the other party cannot hear you
 - 2 Press **Mute** again to resume talking to the other party through the handset
 - Red light goes off and the other party can hear you again
-

To activate the speaker while using the handset

- 1 Press **Speaker**
 - Red light next to **Speaker** and **Mute** go on steadily
 - The speaker is active, and the handset is turned off
-

To end a call (while the handset is on-hook and only the speaker is active)

- 1 Press **Speaker**
 - Red lights next to **Speaker** and **Mute** go off

Speakerphone





Note: If you are uncertain whether your voice terminal is set for the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature, check with your system manager.

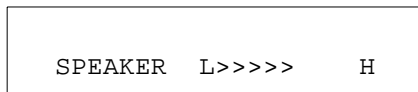
Use the following procedures if your voice terminal is set for the Speakerphone (speak and listen) feature.

If the **Reset Spkr** label appears under the **Speaker** button on your 8410 voice terminal, you can use the Reset Speakerphone feature. For directions on using the Reset Speakerphone feature, see “Reset Speakerphone” in this section.

To place/answer a call without lifting the handset, or to use speakerphone with any feature

- 1 Press **Speaker**
 - Red light next to **Speaker** goes on steadily
- 2 Place or answer the call, or access the selected feature
- 3 Adjust speakerphone volume if necessary
 - To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled 

- If you have a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

Note: The Volume control does *not* affect an external speakerphone attached to your voice terminal.

To prevent the other party from hearing you

Note: If the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone). However, if the speakerphone is active and the handset is not active, then the Mute feature turns off the microphone associated with the speakerphone (not the handset).

1 Press **Mute**

- Red light goes on and the other party cannot hear you

- 2 Press **Mute** again to resume talking to the other party
 - Red light goes off and the other party can hear you again
-

To change from the speakerphone to the handset

Pick up the handset and talk

- Red light next to **Speaker** goes off
-

To change from the handset to the speakerphone

- 1 Press **Speaker**
 - Red light next to **Speaker** goes on
 - 2 Hang up the handset
-

To end a call

- 1 Press **Speaker** again to hang up
 - Red light next to **Speaker** goes off

Note: With a DEFINITY G3V3 or later, if the other person on the call hangs up first, the call is disconnected. If you press **Speaker**, you will hear dial tone.

Test



To test the lights and the display on your voice terminal

- 1 While on-hook or off-hook, press and hold **Test**
 - Green light next to **Test** goes on

Note: If the green light next to **Test** flashes rather than goes on steadily, it means that the voice terminal is not communicating with the DEFINITY switch or with System 75. In such a case, see your system manager.
 - The lights go on steadily in two groups, and, if your 8410 has a display, all the display segments fill in
- 2 To end test, release **Test**
 - Lights return to normal operation, and the green light next to **Test** goes off

Note: If the display or the lights do *not* respond during the test, notify your system manager.

Transfer



To send the present call to another extension or outside number

- 1 Press **Transfer** [dial tone]
 - Present call is put on hold, and the green light next to the held call flutters
 - You are given a new call appearance
- 2 Dial the number that the call is to be transferred to [ringback tone]
 - Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing its call appearance button
- 3 Press **Transfer** again
 - Call is sent to the dialed number
- 4 Hang up

Display Feature Procedures

This section includes the procedures for seven display features you may use with the 8410 voice terminal equipped with a display. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 12 softkey features. For procedures on using the display and softkeys and a list of the features that can be accessed with the softkeys, see “Using the Display, Softkeys, and Display Control Buttons” earlier in this guide.

Call Information

You may have as many as 10 call appearance buttons. Beginning with the first button in the upper left hand corner of your faceplate and going down, the display identifies the buttons in the left column as **a** through **e**. The buttons in the right column are identified as **f** through **j**. When the display shows **a=** it represents call information for the first call appearance button. The next button down would be shown as **b=** , and so on, continuing through **j=** if all 10 of the buttons are used for call appearances.

When you dial an extension, that number is shown then replaced by the called party's name and extension.

When a call is received from another extension, the caller's name is shown; when a call is received from outside, "OUTSIDE CALL" or a trunk identifier is shown.

The display remains in Normal (call-handling) Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal (call-handling) Mode by pressing **Exit**.

Directory



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Dir**, appears on the second line of one of the feature option screens.

If the Directory feature is used while any of the (softkey) feature option screens are displayed, the directory information is displayed for five seconds, and then the display reverts back to the previous softkey display.

To search the directory for a name

- 1 Press **Menu** and then press the softkey below **Dir** or, if **Dir** is not available on your display, press **Directory**
- 2 Key in the selected name with dial pad keys: **last name, comma** (use *****), **first name or initial**
- 3 Press **Next Msg** for each successive directory name you wish to see
 - To search for a new name, press the softkey below **Dir** or press **Directory** and go through the above sequence again
- 4 When you are ready to exit the directory, press **Exit**

To place a call to the name shown on the display

- 1** Pick up the handset
- 2** While the name is shown, press **Call Disp** (if available)
or, if you do not have **Call Disp** on your set, press **Exit** and then dial the number using the dial pad
- 3** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press **Call Disp**.

Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press **Call Disp**.

Exit (Normal)



To exit any display feature and return to Normal (call-handling) Mode display

1 Press

- Display will show call information for the active call appearance

Inspect



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Inspt**, appears on the second line of one of the feature option screens.

Note: If you are currently on a call and a new call comes in, the display automatically shows you information on the new call. You do *not* need to use the Inspect feature in this situation. However, you can use the Inspect feature to see who's on a call that has been placed on hold.

To see who's on hold while on a call

- 1** Press **Menu** and then press the softkey below **Inspt**
or, if **Inspt** is not available on your display, press **Inspect**
- 2** Press the call appearance button of the held call
 - Information is shown on the display screen; you remain connected to the present call
- 3** To return to the held call, press **Exit** and the call appearance button of the held call

Message Retrieval



To see your messages when your Message light is on (while on-hook, off-hook, or on a call)

- 1 Press **Msg Rtrv**
- 2 Press **Next Msg** to see the first message (and then for each following message)

To return a call to the message sender

- 1 Pick up the handset
- 2 Press **Call Disp** while any part of the message is shown

Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press **Call Disp**.

To erase a message

Press **Delete** while any part of the message is shown

To see a coworker's messages (can be during call with your coworker)

- 1 Press **CvrMsgRtrv**
- 2 Dial your coworker's extension

Note: You must first be designated as a systemwide message retriever by your system manager.

- 3 Press **Next Msg** to see the first message (and then for each following message)

To return a call for a coworker to displayed extension (while on call with coworker)

- 1 Press **Transfer**
 - Coworker is put on hold
 - 2 Press **Call Disp** while any part of the message is shown
 - 3 Press **Transfer**
 - Coworker is connected to the call attempt
-

To erase a message

- 1 Press **Delete** while any part of the message is shown

Normal (Exit)



To exit any display feature and return to Normal (call-handling) mode display

- 1 Press **Exit**
 - Display will show call information for the active call appearance

Stored Number



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **View**, appears on the second line of one of the feature option screens.

To view a number stored on an AD button

- 1 Press **Menu** and then press the softkey below **View**
or, if **View** is not available on your display, press **Stored**
- 2 Press the selected **AD xxxxx**
 - Stored number is shown
- 3 To return to the Normal (call-handling) Mode display, press **Exit** or repeat Step 2 to see another stored number

To see the number stored
as a list item

- 1** Press **Menu** and then press the softkey below **View**
or Press **Stored**
- 2** Press the selected **Pers List** or **Grp List** or **Sys List**
or Dial the appropriate AD List code:
 - List 1 _____
 - List 2 _____
 - List 3 _____**Note:** An **Enhcd List** may also be available;
see your system manager.
- 3** Dial the selected list item (**1, 2, 3...**)
 - Stored number is shown
- 4** Hang up
- 5** To return to the Normal (call-handling) Mode display,
press **Exit** or begin again at Step 2 to see another
stored number

To see the number you last dialed

- 1 Press **Menu** and then press the softkey below **View**
or, if **View** is not available on your display, press **Stored**
- 2 Press the softkey below **Last**
or, if **Last** is not available on your display, press **LastDialed**
or Dial the Last Number Dialed code _____

Time/Date



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **TmDay**, appears on the second line of one of the feature option screens.

To see date and time

- 1 Press **Menu** and then press the softkey below **TmDay**
or, if **TmDay** is not available on your display, press **Date/Time**
 - Display returns to Normal Mode after a few seconds

Timer



You can access this feature with the softkeys only if your voice terminal has a display and if the feature name, **Timer**, appears on the second line of one of the feature option screens.

To see elapsed time
(hours, minutes, seconds)

- 1 Press **Menu** and then press the softkey below **Timer** (which exits you from softkey mode)
or, if **Timer** is not available on your display, press **Timer**
 - Elapsed time is shown
- 2 To stop the timer and clear the display, press **Menu** and then press the softkey below **Timer** again
or, if **Timer** is not available on your display, press **Timer** again
 - Elapsed time is displayed on the screen for about three seconds and then disappears

Tones and Their Meaning

Ringing tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the speaker.

Ringing Tones

- **1 ring** — A call from another extension.
 - **2 rings** — A call from outside or from the attendant.
 - **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
 - **ring-ping (half ring)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.
-

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting** — One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.

- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and the called party has been given a call waiting tone.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted. When you have finished selecting a ringing pattern for your voice terminal, you hear two rising tones.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **local error tone** — A steady low tone; indicates an incorrect button press.
- **recall dial tone** — Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.
- **speakerphone reset tones** — A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics. **Note:** Only 8410 voice terminals with the Reset Speakerphone feature will play these tones.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in this guide.	<ol style="list-style-type: none">1 Reread the procedure and try again.2 For many features you must <i>lift the handset</i> before you can use the feature.3 Check with your system manager to be sure this feature is administered on your voice terminal.4 You may have an older version of System 75; thus, some features may operate differently from the procedures described in this guide. Check the section below on "System 75 Version Notes" for ways in which these features work differently.
There are no feature access codes written in the appropriate blanks in this guide.	See your system manager for a list of feature access codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	<ol style="list-style-type: none"><li data-bbox="350 194 1057 252">1 Check with your system manager to be sure your voice terminal is administered correctly.<li data-bbox="350 273 1020 331">2 Make sure the handset and line cords at your voice terminal are securely connected at both ends.<li data-bbox="350 352 1057 472">3 Press Test. If the green light next to Test does not go on or flashes rather than goes on steadily, the voice terminal is not communicating with the DEFINITY switch or with System 75.<li data-bbox="350 493 1057 613">4 Find a working voice terminal of the same type as your own. Unplug this voice terminal from its modular wall jack. Plug your voice terminal into that jack and check if it gets dial tone.<li data-bbox="350 634 1040 791">5 If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your system manager.

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none">1 Make sure the ringer is turned on.2 Set the ringer volume to a higher level.3 Place a test call from another extension to your extension.4 Check the line cord to make certain it is securely connected at both ends.5 If there is still a problem, see your system manager.
The lights do not go on next to the buttons.	<ol style="list-style-type: none">1 Press Test to check if the voice terminal lights go on.2 Check the line cord to make certain it is securely connected at both ends.3 If there is still a problem, see your system manager.

System 75 Version Notes

If you have Version 1 or 2 of System 75, some features may work a little differently than noted in this guide. The following list explains the slight differences in these procedures.

Note: If you are uncertain what version of the System 75 software your business is using, check with your system manager.

Feature	System 75 Version	Changes in Feature Operation
Abbreviated Dialing	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
	If you are using Version 1 or 2	You cannot use an Enhanced List.
Call Forwarding All Calls	If you are using Version 1 or 2	You cannot forward someone else's calls.
Last Number Dialed	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
Priority Calling	If you are using Version 1 or 2	You cannot change a regular call into a priority call.

Key Words to Know

access code See **feature access code**.

activate To begin or turn on the operation of a feature.

attendant The person who handles incoming and outgoing calls at the main console.

AUDIX Audio Information Exchange, an optional voice mail and message service which provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance A button used exclusively to place or receive calls. It has an assigned extension number and is equipped with a red light and a green status light.

console permission The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage Automatic redirection of calls from an unanswered voice terminal to another voice terminal. Redirection could be to the extension of a receptionist, secretary, coworker, AUDIX, or message center. A person who provides coverage is a **covering user**.

DEFINITY Communications System Generic 1 and Generic 3 The switch to which you may be connected. [Your voice terminal may be connected to a DEFINITY Enterprise Communications Server (ECS), Release 5, or to System 75 instead.] The DEFINITY Generic 1 and Generic 3, the DEFINITY ECS, and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

DEFINITY Enterprise Communications Server (ECS), Release 5 The switch to which you may be connected. (Your voice terminal may be connected to a DEFINITY Generic 1 or Generic 3 or to System 75 instead.) The DEFINITY ECS, DEFINITY Generic 1 or Generic 3, and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

dial pad The 12 pushbuttons you use to dial a number and access features.

display control buttons These buttons are labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶**. **Menu** is used to access the first feature option screen. **Exit** allows you to exit a display feature and return to Normal (call-handling) Mode. **◀ Prev** and **Next ▶** are used to help you go back and forth through the feature option screens.

enhanced list One of the four types of Abbreviated Dialing lists; programmable only by the system manager (and available only with System 75 Version 3, a DEFINITY Generic 1 and Generic 3, and a DEFINITY ECS). Contains telephone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension A dialing number of one to five digits assigned to each voice terminal connected to a DEFINITY Generic 1 or Generic 3, a DEFINITY ECS, or to a System 75.

feature A special function or service, such as Conference, Hold, Send All Calls, etc.

feature access code A dial code of one, two, or three digits, which you use to activate or cancel the operation of a feature. Check with your system manager for the feature access codes for your system.

group list One of the four types of Abbreviated Dialing lists; programmable by the controller of the list or the system manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset The handheld part of the voice terminal which you pick up, talk into, and listen from. Also known as the **receiver**.

message retriever A person authorized by the system manager to retrieve messages for other users.

off-hook When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call) or when the speakerphone is turned on.

on-hook When the handset is left on the cradle and the speakerphone is turned off.

party A person who places or answers a call.

personal list One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains telephone numbers of your choice, and stores each of them as a single-digit list item.

personal list item One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of up to 25 voice terminal users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call An important or urgent call which sends a special 3-burst ring.

program/reprogram To use your dial pad to assign a telephone number to a personal list item or an **AD xxxxx** for Abbreviated Dialing.

reset the speakerphone Press **Shift** and then **Speaker** to perform an acoustic test of the surrounding environment and adjust the speakerphone for optimal performance. (At power-up, press the softkey below **Begin** to start the Reset Speakerphone feature.) **Note:** You can use the Reset Speakerphone feature only if **Reset Spkr** label appears under the **Speaker** button.

retrieve To collect telephone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer The device that produces the electronic ringing sound in your voice terminal.

softkey features Those features accessed with the four arrowed softkeys (**▲**) and the display control buttons. A person using an 8410D can access up to 12 softkey features.

softkeys The four buttons below the display labeled with arrows (**▲**). These buttons correspond to words on the display screen. Softkeys can be used along with display control keys to access up to 12 features. (These features are *in addition to* those features assigned to the call appearance/feature buttons on your voice terminal.)

stored number A telephone number which has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial telephone number, an extension number, or a feature or trunk code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored. If the number is stored on an **AD xxxxx**, the number can be accessed by simply pressing that button, and then dialing the appropriate entry number.

switch The device that makes connections for all voice and data calls for a network, and which contains software for features. Also known as a **system** or **switching system**. Your switch is *either* a **DEFINITY Communications System Generic 1** or

Generic 3, a DEFINITY Enterprise Communications Server (ECS), Release 5, or a System 75.

system list One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

System 75 The switch to which you may be connected. [Your voice terminal may be connected to a DEFINITY Communications System Generic 1 or Generic 3 or to a DEFINITY Enterprise Communications Server (ECS), Release 5, instead.] System 75, a DEFINITY Generic 1 and Generic 3, and the DEFINITY ECS are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the public network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

trunk code A dial code of one, two, or three digits which you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specifically designed features (for example, Shift button, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

FEATURE ACCESS CODES

Feature	Code
ABBREVIATED DIALING List 1	
List 2	
List 3	
Program	
CALL FORWARDING ALL CALLS	
Cancel	
CALL PARK	
Answer Back	

Feature	Code
CALL PICKUP	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	

Abbreviated Dialing*

Item No.	Personal List 1	Personal List 2	Personal List 3
	Name	Name	Name
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

* You may have as many as 3 Personal Lists. On System 75 and DEFINITY G3V3 (and prior) switches, each list can have either 5 or 10 items. See your system manager. On DEFINITY G3V4 (and later) switches, you can have up to 100 entries. In this case, photocopy this form for as many Personal List entries as you need to record.

Miscellaneous

Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes

Description	Code