



DEFINITY[®] Communications
System Generic 2
and System 85
**2500 Telephone
User's Guide**



NOTICE

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, AT&T 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: AT&T Customer Information Center
2855 North Franklin Road
P. O. Box 19901
Indianapolis, IN 46219
1-800-432-6600,
In Canada: 1-800-255-1242

Order: Document No. 555-104-706
Issue 2, April 1990

For more information about AT&T documents, see *Business Communications Systems Publications Catalog* (555-000-010).

HEARING AID COMPATIBILITY

This equipment is compatible with the inductively coupled hearing aids prescribed by the Federal Communication Commission (FCC).

Prepared by
AT&T Technical Publications Department
Denver, CO 80234

©1990 AT&T
All Rights Reserved
Printed in USA

Contents

Your 2500 Telephone	1
A Quick Look at the Features	2
How to Use the Features	4
Abbreviated Dialing (AD)	5
Automatic Callback	6
Call Forwarding — Busy/Don't Answer	7
Call Forwarding — Follow Me	7
Call Park	8
Call Pickup	9
Call Waiting	9
Conference	10
Hold	10
Last Number Dialed	11
Leave Word Calling (LWC)	12
Message	13
Priority Calling	13
Send All Calls	14
Transfer	14
Tones and Their Meanings	15
Key Words to Know	16
Quick-Reference Lists	18

Your 2500 Telephone

The 2500 telephone is available in several designs, one of which is pictured on the cover of this guide. Your telephone may look slightly different. The information presented in this guide applies to all 2500 telephones, regardless of design.

This guide is designed to slide under your 2500 telephone from either side for convenient storage. The tab on the front cover will protrude slightly for easy removal.

The central bank of 12 dialing buttons is called the dial pad. Flanking the dial pad, you may have neither, one, or both of the following:

- [R] or [Recall]

This button (used in operating features, usually to obtain a dial tone) can be located on either side of the dial pad, depending on the design of your 2500. (This button will be shown as [Recall] in the remainder of this guide.)

- **Message light**

For indicating when a message has been left for you (steady green light). (For models without a message light, your System Manager can administer your telephone so that the dial tone will “stutter” to indicate that a message is waiting.)

The type and location of the volume control for the tone ringer varies according to the 2500 design. As described earlier, most models have a thumbwheel or slide switch on the underside of the telephone; some models have a 2-position switch (HI—LO) located to the right of the dial pad.

A Quick Look at the Features

Here are brief descriptions of some features, including what each one does and how you might want to use it. **Note:** You will have the Conference, Hold, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

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 code. There are 3 possible types of lists — personal, group, and system — and you can have a total of 3 lists. Numbers on a personal list are programmable by you, numbers on group 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 for the types of lists you have and how many of each.

Automatic Callback Sends you a special 3-burst ring tone indicating that a previously busy extension is now available. Use to avoid constant redialing when you want to speak to someone who is frequently busy on the telephone. **Note:** You can use this feature only for extensions, not outside numbers.

Call Forwarding — Busy/Don't Answer Temporarily forwards all your calls to another extension or to the attendant if your telephone is busy or you do not answer

your calls within a preset number of rings. Use when you want your calls to be forwarded to a telephone number of your choice.

Call Forwarding — Follow Me Temporarily forwards all your calls to another extension or to an outside number, depending on your system. Use when you want your calls to be automatically forwarded to a telephone number of your choice.

Call Park Puts a call on hold at your telephone, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you want 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 from the nearest available telephone.

Call Pickup Lets you answer a call at your telephone for another extension in your pickup group. Use when you want 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.

Call Waiting When you are busy on a call, sends a distinctive tone to notify you of another incoming call waiting to be answered. This allows you to complete or hold your present call and pick up the waiting call. It will save you from missing calls, and your waiting caller from having to call back later.

Conference Allows you to add a third party to a call, so that you can conduct a 3-way conversation. (If you want to conference more than 3 parties, call your attendant for assistance.) Use to set up time-saving conferences or to spontaneously include a third party. **Note:** If you have both an active call and a call on hold, you must terminate one of them before you can use Conference.

Hold Puts a call in a holding state 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 telephone to do another task. Use when you have a call that you don't want to drop, but have to interrupt briefly to do something else.

Last Number Dialed Automatically redials the last number you dialed, either an extension or an outside number. Use to save time in redialing a busy or unanswered number. Available with DEFINITY Generic 2 and System 85 R2V4 and some R2V3 systems. Check with your System Manager to see if the feature is available in your system.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial the message center, AUDIX, or a covering user to retrieve a short, standard message that gives your name and extension, the date and time you called, and the number of times you called. Use any time you want to have someone call you back; it will help cut down on repeated call attempts.

Message Lets you know that a caller has left a message for you when the message light goes on or your dial tone "stutters". You can then follow your System Manager's local message retrieval procedures to get your message. See the Message procedures on page 13.

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

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

Transfer Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else. **Note:** Calls from an outside number to your telephone can be transferred only to an extension, *not* to another outside number.

How to Use the Features

Many features are available for use with your 2500 telephone. Because no organization can use all of the available features, each organization must choose those that best suit its needs. After the choices have been made, the person within your organization who manages your telecommunication system must do any necessary administration. This System Manager can tell you how to use the features that have been administered for your particular telephone. The procedures that follow give instructions for using some of the more frequently used features. Features are listed alphabetically.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself. Your System Manager can supply the information required.

- To the right of each feature name is a box. For each feature that you have, mark a [✓] in the box if the box is blank. (Conference, Hold, and Transfer are already marked for you.)
- *To use a feature, you must have the handset off-hook (that is, you must pick up the handset or turn on the speakerphone if you have one) unless you are instructed to remain on-hook in the procedures.* You can activate or cancel most of the features by dialing 2- or 3-digit codes. Write the feature code numbers in the blanks provided within the procedures. These codes are unique to your system; see your System Manager for the codes or to obtain more information.

- System 85 exists in several versions. In some cases, a feature operates differently with one version than it does with another; where this occurs, the procedures include a release (R) and version (V) notation. Be sure to follow the directions corresponding to the release and version you are using. Ask your System Manager if you do not know the release and version you have.

Note: If you receive an intercept tone (high-pitched, alternating high and low tone) while attempting to use any feature, you have taken too much time to complete a step, have made a dialing error, or do not have the feature available to you. If appropriate, hang up, get dial tone, and begin at the first step.

You will often see the term “flash the switchhook” used in the procedures. This means to press and immediately release the button (switchhook) under the handset (receiver).

For a list of glossary terms, see **Key Words to Know** at the end of this guide.

Quick-Reference Lists

At the end of this guide is a set of quick-reference lists. Use the lists to record your feature and trunk codes, Abbreviated Dialing personal list items, and frequently called miscellaneous extensions. Once you have completed the lists, flip to that page as needed, or make a photocopy and keep it handy.

Abbreviated Dialing (AD)

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

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

Item	Number
1	9-555-4280 (home)
2	ext 6344 (guard)
3	9-919-755-0000 (print shop)
4	*60 (msg retrieval)

- 1 On a separate sheet of paper, jot down the outside numbers, extensions, and feature codes you want to program as items on your personal list (see example to the left)
Note: Each telephone number or feature code is stored as a separate list item.
- 2 Dial Abbreviated Dialing program code (while off-hook) _____ [confirmation tone]
- 3 Dial your personal list code _____
- 4 Dial desired list item number (for example, 0-9, 01-95, and so on, depending on list size) [dial tone]
- 5 Dial outside number, extension, or feature code you want to store

- 6 Press [#] _____ [confirmation tone]
 - Number is stored
 - Repeat steps 3 through 6 if you want to program additional items on the same list
- 7 Hang up to end programming
 - If you want to continue programming, begin again at step 1 to program another personal list

Note: Record your personal list items on the Abbreviated Dialing list in the back of this guide; group and system lists are available from the controller of the list or from your System Manager.

To place a call using a personal, group, or system list

- 1 Dial appropriate Abbreviated Dialing list code (while off-hook)
 - Personal _____ [dial tone]
 - Group _____ [dial tone]
 - System _____ [dial tone]
- 2 Dial desired list item (1, 2, 3..., 01, 02...)
 - Stored number is automatically dialed

Automatic Callback

To automatically place another call to an extension that is frequently busy

- 1 Dial Automatic Callback code _____ [recall dial tone]
- 2 Redial extension _____ [confirmation tone]
- 3 Hang up (within 7 seconds)

- You will receive a 3-burst priority ring when both your telephone and the called extension are idle

Note: If your call goes to coverage, you cannot activate Automatic Callback.

Note: After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.

- 4 Lift handset when you hear priority ring _____ [ringback tone]

- A call is automatically placed to extension, which receives regular ringing

Note: Only one Automatic Callback call at a time can be placed, and Automatic Callback is canceled after 20 to 40 minutes if the callback call is unanswered.

To cancel Automatic Callback

- 1 Dial Automatic Callback cancel code _____ (while off-hook) [confirmation tone]

Call Forwarding — Busy/Don't Answer

To activate Call Forwarding — Busy/Don't Answer

- 1 Dial Call Forwarding — Busy/Don't Answer code (while off-hook) _____ [dial tone]
- 2 Dial extension where calls will be sent [confirmation tone]

Note: If you hear intercept tone, you are attempting to forward your calls to a restricted telephone, a telephone with Call Forwarding — Follow Me activated, or a telephone in another partition or group (if you are in a tenant services environment). See your System Manager for more information.

- 3 Hang up

To cancel Call Forwarding — Busy/Don't Answer

- 1 Dial Call Forward cancel code (while off-hook) _____ [confirmation tone]
- 2 Hang up
 - Your calls will ring at your own telephone again

Call Forwarding — Follow Me

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

- 1 Dial Call Forwarding — Follow Me code (while off-hook) _____ [dial tone]
- 2 Dial extension or number where calls will be sent [confirmation tone]

- Calls can be forwarded only to another extension, not to an outside number

Note: You may hear a half ring for each call forwarded after you have activated this feature and hung up. Also, some telephones may have restrictions on where calls can be forwarded (only on DEFINITY Generic 2 and System 85 R2V4 and later releases); see your System Manager.

To cancel Call Forwarding — Follow Me

- 1 Dial Call Forward cancel code (while off-hook) _____ [confirmation tone]
- 2 Hang up
 - Your calls will ring at your own telephone again



To park a call (for retrieval at any extension)

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - Second party is temporarily put on hold
- 2 Dial Call Park trunk code _____ [dial tone]
- 3 Dial the Call Park zone number [confirmation tone]
- 4 Dial an idle answer-back channel number [confirmation tone]
- 5 Hang up
 - Held party is transferred to the answer-back channel and hears ringback tone (or music) while waiting

To retrieve parked call from any extension

- 1 Dial Call Park answer-back code _____ [dial tone]
- 2 Dial channel number where call was parked [confirmation tone]

Note: If you receive intercept tone, parked call has been disconnected or retrieved by another party.

Call Pickup

To answer a call to a member of your pickup group when your telephone is idle

- 1 Dial Call Pickup code (while off-hook) _____
 - You are connected to ringing call

To answer a call to your pickup group while on another call

- 1 Press [Recall] or flash the switchhook [recall dial tone]
- 2 Dial Hold code _____ [dial tone]
- 3 Dial Call Pickup code _____
 - Called telephone stops ringing
 - You are connected to ringing call

To return to a held call

- 1 Complete present call and hang up
 - Held call sends a 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

Call Waiting

To answer a call waiting tone

- 1 Complete present call and hang up [ringing]
 - Receive ringing from waiting call (1—internal, 2—outside, 3—priority)
- 2 Pick up and answer

To answer a call waiting tone, putting present call on hold

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - Present call put on hold
- 2 Dial Call Waiting answer/hold code _____
 - You are connected to waiting call

To return to held call

- 1 Complete present call and hang up
 - Held call sends 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

Conference



To add a third party to a call

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - Present call temporarily put on hold
 - 2 Dial number of third party and wait for answer

Note: You can privately discuss the call with the third party at this time; if no answer or busy, press [Recall] twice or flash the switchhook twice to return to the original party.
 - 3 Press [Recall] or flash the switchhook
 - All parties are now connected
-

To drop a third party

- 1 Press [Recall] or flash the switchhook
 - You remain connected to original party

Hold



To put a call on hold

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - 2 Dial Hold code _____ [dial tone]
- Note:** Do not hang up or call will be dropped.
-

To return to a held call

- 1 Press [Recall] once, or go off-hook, or flash the switchhook twice
-

To put call 1 on hold and place call 2

- 1 Press [Recall] or flash the switchhook [recall dial tone]
- 2 Dial Hold code _____
 - Call 1 is put on hold
- 3 Dial call 2 (or another feature)

To put call 2 on hold and return to call 1

- 1 Press [Recall] or flash the switchhook [recall dial tone]
- 2 Dial Hold code
 - Call 2 is put on hold
- 3 Press [Recall] twice or flash the switchhook twice
 - Call 1 is reconnected

To complete call 2 and return to call 1

- 1 After party on call 2 hangs up, press [Recall] twice or flash the switchhook twice
 - Call 1 is reconnected

Last Number Dialed

To automatically redial the last number you dialed (extension, outside number, or trunk/feature code)

- 1 Dial Last Number Dialed code (while off-hook)

 - Number is automatically dialed (up to 20 digits)

Note: Available with DEFINITY Generic 2 and System 85 R2V4 and some R2V3 systems. Check with your System Manager to learn if the feature is available on your system.

Limitations on this feature should be noted. Digits dialed via Abbreviated Dialing, feature dial codes, authorization codes, and Station Message Detail Recording (SMDR) account codes are NOT retained in memory and must be redialed for each call.

Leave Word Calling (LWC)



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

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - 2 Dial Leave Word Calling code _____
[confirmation tone]
 - Message light on called telephone goes on (if so equipped)
- Note:** If reorder tone is heard, message is not stored; try again.
-

To leave a message
without ringing an
extension

- 1 Dial Leave Word Calling code _____ [dial tone]
- 2 Dial extension [confirmation tone]
 - Message light on called telephone goes on (if so equipped)
- 3 Hang up

To cancel a Leave
Word Calling message
(you cannot cancel
messages for an
AUDIX subscriber)

- 1 Dial Leave Word Calling cancel code (while off-hook)
_____ [dial tone]
 - 2 Dial extension [confirmation tone]
 - Message is deleted
- Note:** If reorder tone is heard, message is not deleted; try again.

Message

To retrieve a message when your message light is blinking or your dial tone “stutters”

- 1 Dial the Message extension number _____
or
Ask your System Manager for local retrieval methods

Priority Calling

To place a priority call (3-burst ring)

- 1 Dial Priority Calling code (while off-hook) _____
[dial tone]
- 2 Dial extension

Send All Calls



To send all incoming calls (except priority, intercom, and personal central office calls) immediately to an assigned extension, AUDIX, or message center for coverage

- 1 Dial Send All Calls code _____ [confirmation tone]

Note: You may hear a half ring as each call is sent to coverage if you have a DEFINITY Generic 2 or System 85 R2V4.

To cancel Send All calls

- 1 Dial Send All Calls cancel code _____ [confirmation tone]

- Your calls ring at your own telephone again

Transfer



To send present call to another extension or outside number

- 1 Press [Recall] or flash the switchhook [recall dial tone]
 - Present call put on hold
- 2 Dial extension or number to which the call is to be transferred [ringback tone]
 - Remain on the line and announce call if desired; if no answer or number dialed is busy, press [Recall] twice or flash the switchhook twice to return to held call
- 3 Press [Recall] again
 - Call is sent to dialed extension or number
- 4 Hang up

Tones and Their Meanings

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

Ringling 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 a call from an Automatic Callback call that you placed.
 - **half ring** — A call redirected from your telephone to another because Send All Calls or Call Forwarding — Follow Me is active.
 - **intercom ring** — A call directed to you by the Intercom feature.
-

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates that the number dialed is in use.
- **call-waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call-waiting tone.
- **call-waiting tone** — 1, 2, or 3 beeps of high-pitched tone, not repeated; indicates that an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** — 3 short bursts of tone; indicates that a feature activation or cancellation has been accepted.
- **coverage tone** — 1 long burst of tone; indicates that your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates that dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the requested service, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** — 3 short bursts of tone followed by a steady dial tone; indicates that the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast-busy tone repeated 120 times a minute; indicates that all trunks are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates that the number dialed is being rung.

Key Words to Know

access code See **feature code**.

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

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

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

coverage Automatic redirection of calls from an unanswered telephone to another telephone or answering service. 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 2 The AT&T switch to which you may be connected. It transmits and receives voice and data signals for all communications equipment in your network. (See also **System 85**.)

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

extension A dialing number of 3 to 5 digits assigned to each telephone connected to your DEFINITY® Generic 2 or your System 85.

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

feature code A dial code of 1, 2, or 3 digits (4 digits in System 85 R2V4 and DEFINITY® Generic 2) that you use to activate or cancel the operation of a feature.

flash the switchhook To press and immediately release the two buttons under the handset. These buttons are the switchhook.

group list One of the 3 types of Abbreviated Dialing lists; programmable by the System Manager or a controller of the list. Contains telephone numbers useful to members of a specific group, and stored as 1- or 2-digit list items, depending on the number of members in the list.

handset The hand-held part of the telephone that you pick up, talk into, and listen from. Also known as the receiver.

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

on-hook When the handset is left on the cradle or speakerphone is OFF.

party A person who places or answers a call.

personal list One of the 3 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 1- or 2-digit list item, depending on the number of members in the list.

personal list item One of the slots on an Abbreviated Dialing personal list.

pickup group A group of telephone 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 that sends a special 3-burst ring and does not redirect to coverage or forward to designated alternative number.

program/reprogram To use your dial pad to assign a telephone number to a personal list item for Abbreviated Dialing. Programming is activated by dialing an access code.

retrieve To collect telephone messages using your local retrieval methods. (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 telephone.

stored number A telephone number that has been programmed and stored as a 1-, 2-, 3-, or 4-digit list item for use with Abbreviated Dialing. It can be a complete or partial telephone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored.

switch The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or PBX (private branch exchange). Your switch is an AT&T **DEFINITY® Communications System Generic 2** or an AT&T **System 85**.

System 85 The AT&T switch to which you maybe connected. It transmits and receives voice and data signals for all communications equipment in your network. (See also **DEFINITY® Communications System Generic 2**.)

system list One of the 3 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers helpful to all system users.

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

trunk A telecommunications channel between your switch and the local or long-distance calling network or to another switch. Trunks of the same kind connecting to the same endpoints are assigned to the same trunk group.

trunk code A dial code of up to 4 digits that you dial to access a trunk group to place an outside call.

Quick-Reference Lists

Feature Codes

Feature	Code
ABBREVIATED DIALING Personal	
Group	
System	
Program	
AUTOMATIC CALLBACK	
Cancel	
CALL FORWARDING— BUSY/DON'T ANSWER	
Cancel	
CALL FORWARDING— FOLLOW ME	
Cancel	

Feature	Code
CALL PARK	
Answer Back	
CALL PICKUP	
CALL WAITING	
HOLD	
LAST NUMBER DIALED	
LEAVE WORD CALLING	
Cancel	
PRIORITY CALLING	
SEND ALL CALLS	
Cancel	

Trunk Codes

Description	Code

Miscellaneous

Description	Extension
Message	
Attendant	
AUDIX	

Abbreviated Dialing

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

555-104-706
Issue 2, April 1990

Graphics© 1988 AT&T

