

Lucent Technologies
Bell Labs Innovations



**DEFINITY[®] Communications System
Generic 2 and System 85**

8434DX Voice Terminal User's Guide

555-104-767
Comcode 107985525
Issue 2
October 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 BCS Publications Center

2855 N. Franklin Road

Indianapolis, IN 46219

Domestic: 1 800 457-1235

International: 1 317 322-6411

Domestic Fax: 1 800 457-1764

International Fax: 1 317 322-6699

Order: Document No. 555-104-767

Issue 2, October 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

Your 8434DX Voice Terminal

The 8434DX voice terminal is designed so you can conveniently use the many features of the Lucent Technologies DEFINITY® Communications System Generic 2 as well as the features of System 85.

Figure 1 and **Figure 2** show two different versions of the 8434DX.

- On the 8434DX 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 8434DX, 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 8434DX 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 8434DX 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.

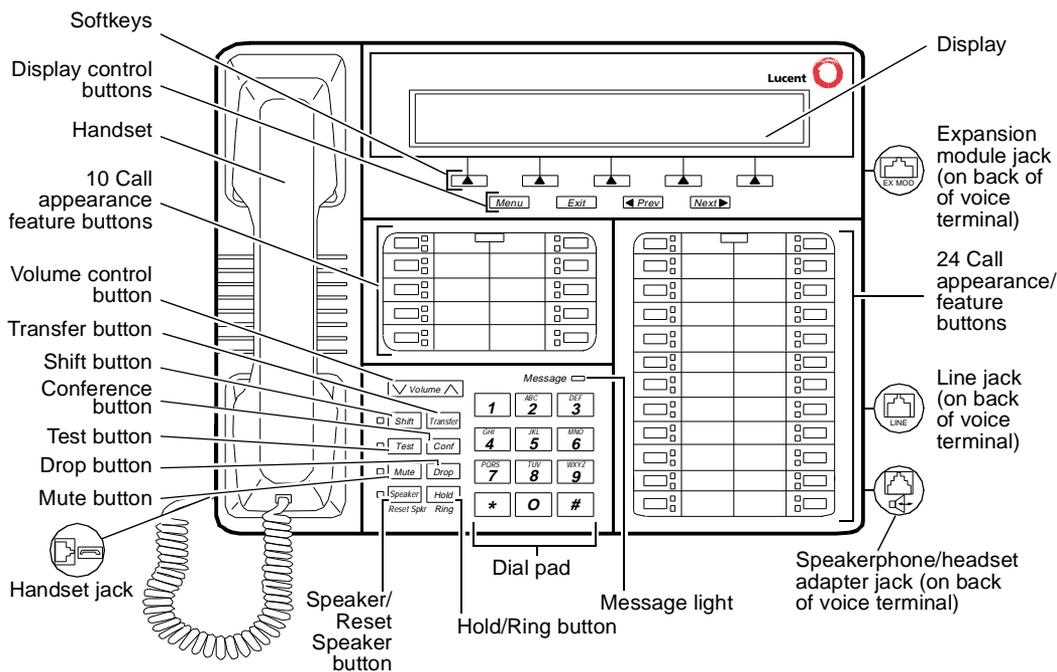


Figure 1. One Version of the 8434DX Voice Terminal

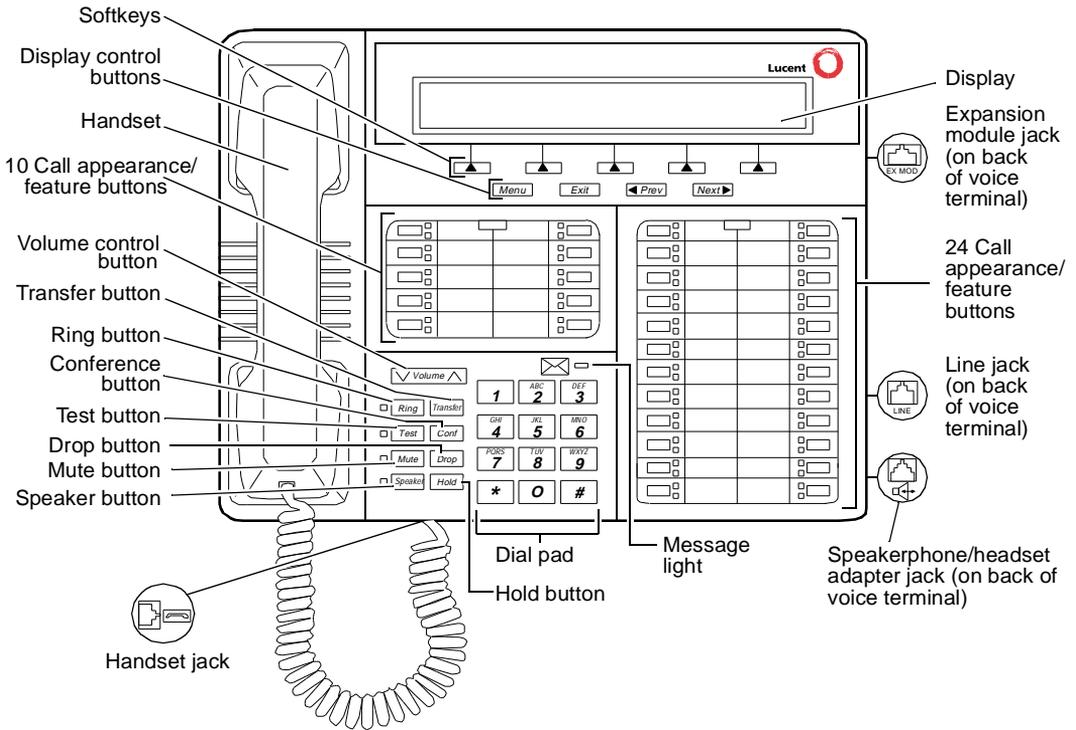


Figure 2. Another Version of the 8434DX Voice Terminal

The following features on the 8434DX 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 **Conf**.
- 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** A 2-line by 40-character display.
- Display control buttons** These four buttons are labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶**.
- Menu** is used to enter Softkey Mode and access the first feature option screen.
- Exit** is used for exiting the Display Mode and returning to Normal (call-handling) Mode.
- ◀ Prev** and **Next ▶** are used to go back and forth through the feature option screens.
- Drop button** For disconnecting from a call or dropping the last party added to a conference call.

Expansion Module jack (on back of voice terminal)	The “EX MOD” jack <i>cannot</i> be used on voice terminals connected to a DEFINITY Generic 2 or to a System 85.
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 or speakerphone before you can use a feature.
Handset jack (on back of voice terminal)	This jack is for connecting a handset to your voice terminal. The jack is labeled  .
Hold button (On some 8434DX voice terminals, this can be used as a Hold/Ring button)	A red button for putting a call on hold. If your 8434DX has a Shift button, you can press Shift and then Hold 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 button 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 8434DX has a Ring button, you can use this button to select a personalized ringing pattern from eight possible ringing patterns.
Shift button	A blue button <i>on some 8434DX voice terminals</i> 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). Note: This feature needs to be used only on those 8434DX voice terminals on which the Reset Spkr label appears under the Speaker button.
Softkeys	The five buttons located below the 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 15 features on your voice terminal <i>in addition to</i> 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.

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 8434DX voice terminals, this can be used as a Speaker/Reset Spkr button)

If your 8434DX 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.

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 500A Headset Adapter) to your voice terminal. The jack is labeled .

10 Call appearances/feature buttons (on left)

At least three of these 10 buttons on the top left of the voice terminal are devoted to incoming and outgoing calls (**call appearances**) and are labeled with an extension number. The remaining buttons can also be call appearance buttons, or they can access features (**feature buttons**) and are therefore labeled with a feature name.

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 with System 85 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 85, 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.

24 Call appearances/feature buttons (on right)

These 24 buttons on the right of the voice terminal can be used *either* for incoming or outgoing calls (**call appearances**) and are labeled with an extension number *or* for accessing 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.

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 83434DX 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 the DEFINITY Generic 2 or with System 85.

You may also be able to use up to 15 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 feature or trunk code. There are three possible types of lists — personal, group, and system — and you can have a total of three lists. Numbers on a personal list are programmable by you; numbers on all other 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 list.

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

Bridging/Manual Exclusion Permits you to answer or join in 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. Call Coverage can also automatically redirect your calls when your voice terminal is busy, you are out of the office, or you have pressed the Send All Calls button.

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 — Busy/Don't Answer Temporarily forwards all your calls to another extension or to the attendant if your voice terminal 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 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 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 add a third party to a call, so you can conduct a 3-way conversation. (If you want to conference more than three parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a third 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 for another action 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 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 with System 85 R2V4 and some R2V3 systems. Check with your system manager to see if the feature is available in your system. **Note:** This feature can be accessed either with the softkeys or by pressing an administered feature button.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial message center, AUDIX, a covering user, 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 any time you want 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 Lets you know a caller has left a message for you when the message light goes on. You can then follow your system manager's local message retrieval procedures to get your message. See 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 another 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 voice terminals that have the **Reset Spkr** label under the **Speaker** button, you can use this feature to initiate an acoustic test of the surrounding environment by using a sequence of tones. 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), or whenever the light next to **Speaker** is fluttering, or when the display shows you a message that the speakerphone needs to be reset. You can access this feature by pressing **Shift** and then **Speaker** or pressing the softkey below the word “Begin” on the display. **Important:** You only need to use this feature if the **Reset Spkr** label appears under the **Speaker** button and the voice terminal is set for the Speakerphone feature.

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 8434DX voice terminal you are using, this feature is accessed *either* by pressing **Shift** and then **Hold** (if your 8434DX has a **Shift** button) *or* by pressing the **Ring** button (if your voice terminal has a **Ring** button).

Send All Calls Temporarily sends all your calls to the extension of a person designated 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 want to be interrupted by telephone calls.

Speaker (Listen-Only) In the listen-only mode, 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 dialing while the handset is on-hook, monitoring calls on hold, and retrieving messages. **Note:** Your voice terminal may be administered for either Speaker (listen-only) *or* the Speakerphone (list and talk) function. Check with the system manager.

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 has 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 8434DX 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 this 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 85 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 85, 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: Besides the display features listed and described below, you can use also up to 15 additional features accessed with the softkeys and display control buttons. Your system manager can tell you which softkey features are available to you.

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. 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.

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.**”

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 some of the 34 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 and the Normal Mode/Exit feature 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 the DEFINITY Generic 2 or with System 85.

Note: You may also be able to use up to 15 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.

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 Cnslt AutCB Timer

This rectangular box, 2 lines by 40 characters, represents the 8434DX 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**

[handset 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 meaning, 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

The following information will help you use the display, the softkeys, and the display control buttons on your 8434DX voice terminal.

The softkeys are the five 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.

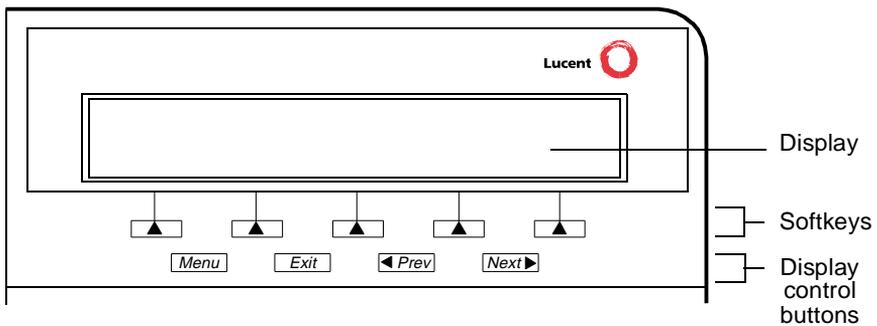
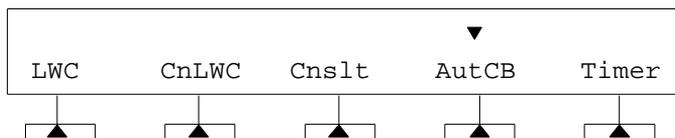


Figure 3. The Display, Softkeys, and Display Control Buttons

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 five 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 five features. An arrow appears above the name of a feature 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 name.

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. For example, on the feature option screen shown on the previous page, 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 five 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 features on each of the three feature option screens.

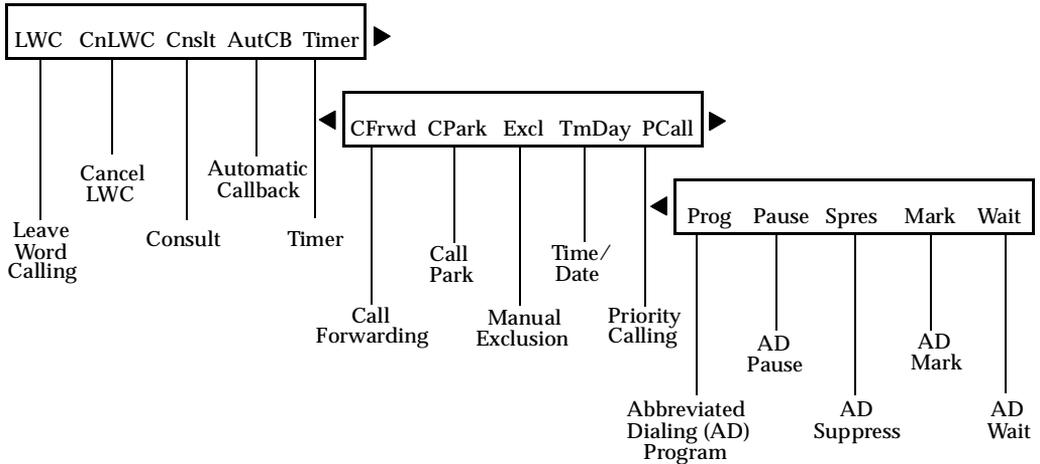


Figure 4. The Three Feature Option Screens

Note: On the DEFINITY Generic 2 or on System 85, the Call Forwarding feature accessed with the softkeys is Call Forward — Follow Me.

To use the Call Park feature on the DEFINITY Generic 2 or on System 85, the Call Park button must be administered as an Abbreviated Dialing button and programmed with the Call Park trunk group access code. The Recall feature must be administered on one of the feature buttons.

An error tone (one beep) may sound when you have made a mistake in your softkey entries.

Press **Exit** at any time to exit Softkey Mode and return to Normal (call-handling) Mode.

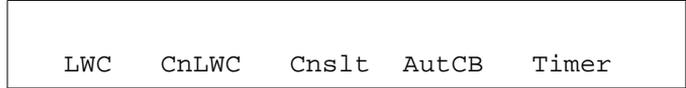
Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 15 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)

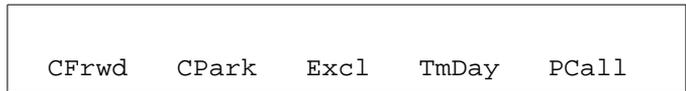
1 Press **Menu**

- The display shows the initial feature option screen:



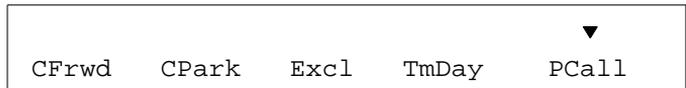
2 Press **Next ▶**

- The display shows:



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.



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 if the **Reset Spkr** label appears under the **Speaker** button.

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

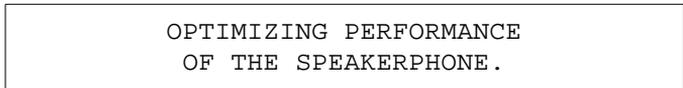


When you reset the speakerphone on your voice terminal, you hear a set of tones as the speakerphone performs an acoustic test of the environment. When the tones stop, your speakerphone has finished adjusting itself for optimal performance and is ready for use. For more information about the Reset Speakerphone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

Note: If you are using an 8434DX without the **Shift** button, the voice terminal will automatically reset the built-in speakerphone when needed.

-
- To reset the 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.*

Voice Feature Procedures

Note: When placing and answering 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)

Note: Before you can use this feature, AD buttons must first be assigned by your system manager. If you hear the intercept tone while programming, start over from the beginning.

You may also 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 or 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 feature access codes you want to program as items on your personal list
 - 2** Press **Menu** and then press the softkey below **Prog** (while off-hook)
or, Press **Program** (while off-hook)
or Dial the Abbreviated Dialing Program access code _____ (while off-hook) [confirmation tone]
 - 3** Press **Personal List**
or Dial the Personal List code _____
 - 4** Dial the desired list item number (for example, 0-9, 01-95, and so on, depending on list size) [dial tone]

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

Note: You may also be able to use the softkeys to add special functions such as Pause, Mark, Suppress, or Wait into the programmed telephone numbers.

- 6** Press **Personal List**

or 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 or press **Drop** 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** While off-hook, press **Personal List** or **Group List** or **System List**

or Dial the appropriate Abbreviated Dialing list code (while off-hook)

- Personal _____ [dial tone]
- Group _____ [dial tone]
- System _____ [dial tone]

- 2** Dial the desired list item (1, 2, 3..., 01, 02...)

- Stored number is automatically dialed

To program an Abbreviated Dialing (AD) button

- 1 While off-hook, press **Menu** and then press the softkey below **Prog**
or Press **Program** (while off-hook)
or Dial the Abbreviated Dialing Program access code _____ (while off-hook) [confirmation tone]
- 2 Press the selected **AD xxxxx**
- 3 Dial the outside number, extension, or feature access code you want to store
Note: You may also 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.
- 4 Press **AD xxxxx** again [confirmation tone]
- 5 Hang up or press **Drop** to end programming

To see the number stored on an Abbreviated Dialing (AD) button

- 1 While on-hook, press the selected **AD xxxxx**
 - Stored number is shown
- 2 Press **Exit** to return to the normal display or repeat Step 1 to see another number

To place a call using an Abbreviated Dialing (AD) button

- 1 While off-hook, press the selected **AD xxxxx**
 - Call is automatically dialed [ringback tone]

Automatic Callback



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

- 1 Press **Menu** and then press the softkey below **AutCB** before or during call attempt
or Press **Auto Callback** before or during the call attempt [dial or confirmation tone].
or Dial the Automatic Callback access code before the call attempt _____ [dial tone]
- 2 Hang up (within seven seconds) or press **Drop**
 - You will get a 3-burst priority ring when both your voice terminal and the called extension are idle

- 3 Pick up the handset when you hear priority ring [ringback tone]
 - A call is automatically placed to the called 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 While off-hook, press **Menu** and then press the softkey below **AutCB** again
 - or Press **Auto Callback** again (while off-hook)
 - or Dial the Automatic Callback cancel code _____ (while off-hook) [confirmation tone]
- Green light goes off

Bridging/Manual Exclusion



- 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 prevent other bridged voice terminals from entering a call (on a per-call basis)

- 1 While on a call, press **Menu** and then press the softkey below **Excl**
 - or Press **Exclusion xxxxx** while connected to the call
- Note:** Pressing the softkey below **Excl** or pressing **Exclusion xxxxx** again reactivates bridging.

Call Coverage/Consult



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 ring begins or green light flashes

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

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

- 1 Press **Coverage CallBack** while connected to the call [confirmation tone]

Note: To leave a message telling a coworker to call *you*, press **LWC** instead.

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

- 1 Press **Transfer** or **Conf** [dial tone]
 - Call is temporarily put on hold
- 2 Press **Menu** and then press the softkey below **Cnslt**
or Press **Consult** [priority ring to coworker]
or Dial the coworker's extension [single-burst ring to coworker]

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

If your coworker has activated Send All Calls, you must use the Consult feature to reach your coworker.

- 3 Press **Transfer** again to send the call to the coworker
or Press **Conf** to make it a 3-party call

Call Forwarding — Busy/Don't Answer



To activate Call Forwarding — Busy/Don't Answer

Note: To find out which type of Call Forwarding **Call Forward** activates, contact your system manager.

- 1 While off-hook, press **Call Forward**
or, Dial the Call Forwarding — Busy/Don't Answer access code _____ (while off-hook) [dial tone]
- 2 Dial the 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 or press **Drop**

To cancel Call Forwarding — Busy/Don't Answer

- 1 While off-hook, press **Call Forward**
or Dial the Call Forward cancel code _____ (while off-hook) [confirmation tone]
- 2 Hang up
 - Your calls will ring at your own voice terminal again

Call Forwarding — Follow Me



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

Note: To find out which type of Call Forwarding **Call Forward** activates, contact your system manager.

- 1** While off-hook, press **Menu** and then press the softkey below **CFrwd**
or Press **Call Forward** (while off-hook)
or Dial the Call Forwarding — Follow Me access code _____ (while off-hook) [dial tone]
- 2** Dial the extension or number where calls will be sent [confirmation tone]
Note: You may hear a half ring as each call is forwarded. Also, some voice terminals may have restrictions on where calls can be forwarded; see your system manager.
- 3** Hang up

To cancel Call Forwarding — Follow Me

- 1** While off-hook, press **Menu** and then press the softkey below **CFrwd** [dial tone]
or Press **Call Forward** (while off-hook)
or Dial the Call Forward cancel code _____ (while off-hook) [confirmation tone]
- 2** Hang up
 - Your calls will ring at your own voice terminal again

Call Park



To park a call (for retrieval at any extension)

- 1 Press **Transfer** [dial tone]
 - Second party is temporarily put on hold
- 2 Press **Menu** and then press the softkey below **CPark**
or Press **Call Park**
or Dial the Call Park trunk group access code _____ [dial tone]
- 3 Dial the Call Park zone number
- 4 Dial an idle Answer Back channel number [confirmation tone]
- 5 Press **Recall**
- 6 Press **Transfer** [ringback tone]
- 7 Hang up
 - Held party is transferred to the answer-back channel and hears ringback tone (or music) while waiting

To retrieve a parked call from any extension

- 1 Dial the Call Park Answer Back code _____
- 2 Dial the 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 voice terminal is idle

- 1 While off-hook, press **Call Pickup**
or Dial the Call Pickup access code _____ (while off-hook)
 - You are connected to the ringing call

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

- 1 Press **Hold**
 - Present call is put on hold
 - 2 Press an idle call appearance [dial tone]
 - 3 Press **Call Pickup**
or Dial the Call Pickup access code _____
 - Called voice terminal stops ringing
 - You are connected to the ringing call
- Note:** To return to the held call after completing the present call, press the call appearance button next to the fluttering light.

Conference



To add a third party to a call

- 1 Press **Conf** [dial tone]
 - Present call is temporarily put on hold, and you are given a new call appearance
- 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 there is no answer or the line is busy, press the call appearance button next to the fluttering light to return to the original party.
- 3 Press **Conf** again
 - All parties are now connected

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

- 1 Press **Conf** [dial tone]
- 2 Press the call appearance button of the first call
- 3 Press **Conf** again
 - All parties are now connected

To drop the last party added to a conference call

- 1 Press **Drop**
 - You remain connected to the original party

Drop



To disconnect from a normal call, or to drop the last party added to a conference call

- 1 Press **Drop** [dial tone]
- Note:** If you press **Drop** during a conference call, the last party you added is dropped, but you remain connected with the original party.

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
 - The display 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 keep a call waiting 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)



To make a call to your predetermined Automatic Intercom partner

- 1 While off-hook, press **Icom Auto xxx** [ringback tone]
 - Intercom ring is sent

-
- To dial a call to a member of your Dial Intercom group
- 1 While off-hook, press **lcom Dial xxx** [dial tone]
 - 2 Dial the group member's 1- or 2-digit code [ringback tone]
 - Intercom ring is sent
-

- To answer any intercom call
- 1 Pick up the handset and press **lcom**
 - You are connected to the call
- Note:** If you are active on another call, first press **Hold**, then press the **lcom** button next to the flashing light.

Last Number Dialed



- To automatically redial the last number you dialed (extension, outside number, or trunk/feature access code)
- 1 While on-hook or off-hook, press **Last Dialed**
 - or** Dial the Last Number Dialed access code _____ (while off-hook)
 - Number is automatically dialed (up to 20 digits)
- Note:** Available with DEFINITY Generic 2 and with 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.
-

- To see the number you last dialed (you must be on-hook)
- 1 While on-hook, press **Last Dialed**
 - Last number dialed is shown on the display screen

Leave Word Calling (LWC)



To leave a message after dialing an extension (when the call is not answered, or you hear a coverage or busy tone)

- 1 Press **Menu** and then press the softkey below **LWC** after you complete dialing
or Press **LWC** any time after you complete dialing [confirmation tone]
 - Message light on the called voice terminal goes on (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 While on-hook or off-hook, press **Menu** and then press the softkey below **LWC**
or Press **LWC** (while off-hook)
or Dial the Leave Word Calling access code _____ (while off-hook) [dial tone]
- 2 Dial the extension [confirmation tone]
 - Message light on the called voice terminal goes on (if so equipped)
- 3 Hang up or press **Drop**

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

- 1 While off-hook, press **Menu** and then press the softkey below **CnLWC**
or Press **Cancel LWC** (while off-hook)
or the Dial Leave Word Calling cancel code _____ (while off-hook) [dial tone]
- 2 Dial the 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 on

- 1 See the “Message Retrieval” procedures under the **Display Features** heading. Otherwise, see your system manager for instructions regarding 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



To place a priority call
(3-burst ring)

- 1 While off-hook, press **Menu** and then press the softkey below **PCall**
or Press **Priority** (while off-hook)
or the Dial Priority Calling access code _____
(while off-hook) [dial tone]
- 2 Dial the extension [ringback tone]
 - Wait for the called party to answer

To change a regular call
into a priority call
(3-burst ring) when you
hear a call waiting
ringback tone

- 1 Press **Menu** and then press the softkey below **PCall**
or Press **Priority**
 - Called party receives a priority call-waiting tone
(3-burst ring)
 - 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 the voice terminal is set for the Speakerphone feature.

If your 8434DX 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.)

Remember you can use the Reset Speakerphone feature *only* if your voice terminal is set for the Speakerphone features (as opposed to the Speaker feature).

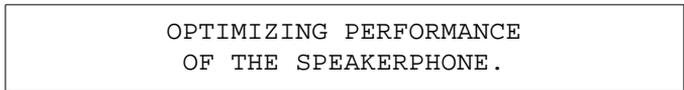
When you first power up the voice terminal, the following display appears.



To reset the 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.*

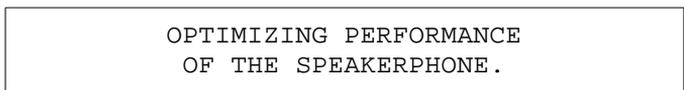
To adjust the speakerphone to the surrounding room acoustics

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** flutters intermittently
- You hear a series of tones as the speakerphone performs an acoustic test of the environment. The display shows:



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 8434DX voice terminals which have a **Shift** button)

Note: For procedures on selecting a personalized ringing pattern for those 8434DX voice terminals that have a **Ring** button, see the next page.

1 Press **Shift**

- Red light next to **Shift** goes on steadily

2 Press **Hold**

- Red light next to **Shift** winks
- Current ringing pattern plays and repeats every three seconds. The display shows the ringing pattern you are hearing:

SELECT RING PATTERN: 1

3 Continue to press (and then release) **Hold** (or press **Next ▶** or **◀ Prev**) to cycle through all eight ringing patterns

4 When you hear the desired ringing pattern, press **Shift** again

- You hear confirmation tone (two rising tones)
- Your new ringing pattern is set
- 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 8434DX 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.
 - The display 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
 - The display shows the number of the ringing pattern you have selected

Note: 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, don't 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 goes **Ring** 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 ringer volume if necessary (handset and speaker are *not* active, or the 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 **▼**

- The display 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

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 While on-hook or off-hook, press **Send All Calls**
or Pick up the handset and dial the Send All Calls access 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 a System 85 R2V4.

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

- 1 While on-hook or off-hook, press **SAC Group** [confirmation tone]

To cancel Send All Calls or SAC Group

- 1 While on-hook, press **Send All Calls** or **SAC Group** again
or Pick up the handset and dial the Send All Calls cancel code _____ [confirmation tone]
 - Your calls ring at your own voice terminal again

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.

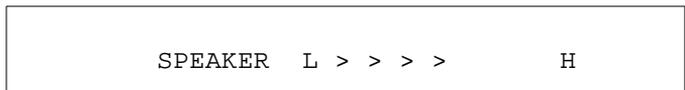
In order for the other party to hear you, you must speak through the handset.

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 light next to **Speaker** goes on; red light next to **Mute** goes on
- 2** Place the call or access the selected feature
- 3** 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 

- The display 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 the handset

- 1** Pick up the handset
 - Red light next to **Speaker** and the red light next to **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 next to **Mute** goes on and the other party cannot hear you
- 2 Press **Mute** again to resume talking to the other party through handset
 - Red light next to **Mute** 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 the red light next to **Mute** go on steadily
 - The speaker is active, and the handset is turned off

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

- 1 Press **Speaker**
 - Red light next to **Speaker** and the red light next to **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 8434DX 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 the speakerphone with any feature

- 1 Press **Speaker**
 - Red light next to **Speaker** goes on steadily
- 2 Place or answer a 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

- The display 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 next to **Mute** goes on and the other party cannot hear you

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

To change from the speakerphone to the handset

- 1 Pick up the handset and talk
 - Red light goes off next to **Speaker**

To change from the handset to the speakerphone

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

To end a call

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

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
- 2 To end test, release **Test**
 - Lights return to pretest state; green light next to **Test** goes off

Note: If the green light next to **Test** flashes rather than goes on steadily, it means the voice terminal is not communicating with the DEFINITY switch or with System 85. In such a case, see your system manager.

Note: If the display or the lights do *not* respond during 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 extension or number to which the call is to be transferred [ringback tone]
 - Remain on line and announce call if desired; if no answer or number dialed is busy, return to held call by pressing its call appearance
- 3 Press **Transfer** again
 - Call is sent to dialed extension or number
- 4 Hang up or press **Drop**

Note: Only calls from another extension can be sent to an outside number; you *cannot* transfer a call from an outside number to another outside number.

Display Feature Procedures

This section includes the procedures for seven display features you may use with the 8434DX voice terminal. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 15 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 34 call appearance buttons. The two columns of buttons on the left (five buttons in each column) are labeled **a** through **e** and **f** through **j**. (The 24 buttons on the right are NOT labeled.) When the display shows it represents call information for the first call appearance button. The next button down would be shown as , and so on, continuing through 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 Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal Mode by pressing .

Exit (Normal)



To return to normal display after using any display feature

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

Inspect



To see who's calling (if you are already on a call)

- 1 Press **Inspect**
 - Name and number of the caller are shown if from an extension; "OUTSIDE CALL" or other trunk source is shown if from outside
- 2 Press **Exit** to return to display for the present call

To see who's on hold while on a call

- 1 Press **Inspect**
- 2 Press the call appearance button of the held call
 - Information is shown on 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 **Message Retrieve**
- 2 Press **Next Message** to see the first message (and then for each following message)

To return a call to the message sender

- 1 Pick up the handset or activate the speakerphone [dial tone]
- 2 Press **Return Call** while any part of the message is shown

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 the coworker)

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

- 1 Select an idle call appearance button, or put the coworker on hold and select an idle call appearance button [dial tone]
- 2 Press **Covr Msg Retrieve**
- 3 Dial the coworker's extension
- 4 Press **Next Message** to see the first message (and then for each following message)
- 5 Press the call appearance button of the person on hold to give them their messages, if appropriate

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

Normal (Exit)



To return to the normal display after using any display feature

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

Time/Date



To see the date and time

- 1 Press **Menu** and then press the softkey below **TmDay**
or Press **Date/Time**
 - Display returns to Normal Mode after a few seconds



To see elapsed time
(hours, minutes, seconds)

1 Press **Menu** and then press the softkey below
Timer

or Press **Timer**

- Elapsed time is shown

2 To stop timer and clear display, press **Menu** and
then press the softkey below **Timer** again

or Press **Timer** again

- Elapsed time is displayed on the screen for about
four seconds and then disappears

Tones and Their Meaning

Ringling tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the 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 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 ringling 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.
- **recorder 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 8434DX 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 85 software so some features may work differently from the procedures described in this guide.
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">1 Check with your system manager to be sure your voice terminal is administered correctly.2 Make sure the handset and line cords at your voice terminal are securely connected at both ends.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 85.4 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.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
<p>The telephone doesn't ring.</p>	<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.
<p>The lights do not go on next to the buttons.</p>	<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.

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 2 The switch to which you may be connected. (Your voice terminal may be connected to System 85 instead.) Both the DEFINITY Generic 2 and System 85 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 and softkey features Those features accessed with one of the five arrowed softkeys (▲) and one of the four display control buttons.

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.

extension A dialing number of one to five digits assigned to each voice terminal connected to the DEFINITY Generic 2 or to a System 85.

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. **Note:** You can use the Reset Speakerphone feature only if the **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 four display control buttons. A person using an 8411D (with display) 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 2** or a **System 85**.

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 85 The switch to which you may be connected. (Your voice terminal may be connected to the DEFINITY Communications System Generic 2 instead.) Both System 85 and DEFINITY Generic 2 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, the Conference or Hold button, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

Contents

<i>Your 8434DX Voice Terminal</i>	1
<i>A Quick Look at the Features</i>	6
Voice Features	6
Display Features and Features Used with the Softkeys	9
<i>How to Use the Features</i>	10
General Instructions	10
Conventions Used in The Following Procedures	11
Troubleshooting (Later in This Guide)	11
Quick Reference Lists (At the Back of This Guide)	11
<i>Using the Display, Softkeys and Display Control Buttons</i>	12
Entering Softkey Mode and Viewing the Three Feature Option Screens	12
Using the Softkeys to Activate a Feature	14
Resetting the Speakerphone with the Softkeys (When Powering Up the Voice Terminal)	15
<i>Voice Feature Procedures</i>	16
Abbreviated Dialing (AD)	16
Automatic Callback	19
Bridging/Manual Exclusion	20
Call Coverage/Consult	20
Call Forwarding — Busy/Don't Answer	21
Call Forwarding — Follow Me	22
Call Park	23
Call Pickup	24
Conference	25
Drop	25
Handset Volume	26
Hold	26
Intercom (Automatic/Dial)	27
Last Number Dialed	28
Leave Word Calling (LWC)	28
Message	30
Mute	30
Priority Calling	31
Reset Speakerphone	31
Select Ring (and Ringer Volume)	33
Send All Calls	35
Speaker	36
Speakerphone	37
Test	39
Transfer	39

<i>Display Feature Procedures</i>	40
Call Information	40
Exit (Normal)	40
Inspect	41
Message Retrieval	41
Normal (Exit)	43
Time/Date	43
Timer	43
<i>Tones and Their Meaning</i>	44
Ringing Tones	44
Feedback Tones	44
<i>Troubleshooting</i>	45
<i>Key Words to Know</i>	47
<i>Quick Reference Lists</i>	

Quick Reference Lists

FEATURE ACCESS CODES

Feature	Code	Feature	Code
ABBREVIATED DIALING Personal		CALL PARK	
Group		Answer Back	
System		CALL PICKUP	
Program		LAST NUMBER DIALED	
AUTOMATIC CALLBACK		LEAVE WORD CALLING	
Cancel		Cancel	
CALL FORWARDING — BUSY DON'T ANSWER or CALL FORWARDING — FOLLOW ME		PRIORITY CALLING	
Cancel		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, and each list can have either 5 or 10 items; see your system manager.

Miscellaneous	
Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes	
Description	Code

Blind Perf