



DEFINITY[®] Communications System
Generic 1 and Generic 3

ISDN 8510T Voice Terminal
User's Guide

NOTICE

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

HEARING AID COMPATIBILITY

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

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Contents

<i>Your ISDN 8510T Voice Terminal</i>	1
<i>What the Features Do</i>	5
Fixed (Button) Features	5
Display and Softkey Features	6
Switch Features	8
<i>Fixed (Button) Features</i>	9
<i>Display and Softkey Features</i>	10
<i>Switch Features</i>	11
Special Instructions	11
Conventions	11
Quick Reference Lists	12
Abbreviated Dialing	13
Automatic Callback	14
Call Forwarding All Calls	15
Call Park	15
Call Pickup	16
Leave Word Calling	17
Priority Calling	18
Send All Calls	18
Voice Message Retrieval	19
<i>Tones and Their Meanings</i>	20
Ringling Tones	20
Handset Tones	20
<i>Key Words to Know</i>	21
<i>Quick Reference Lists</i>	

Your ISDN 8510T Voice Terminal

Before you begin using your ISDN 8510T voice terminal, familiarize yourself with the voice terminal features, lights, jacks, and other components available to you. To help you do this, **Figures 1 and 2** show you the top and bottom views of the 8510T voice terminal.

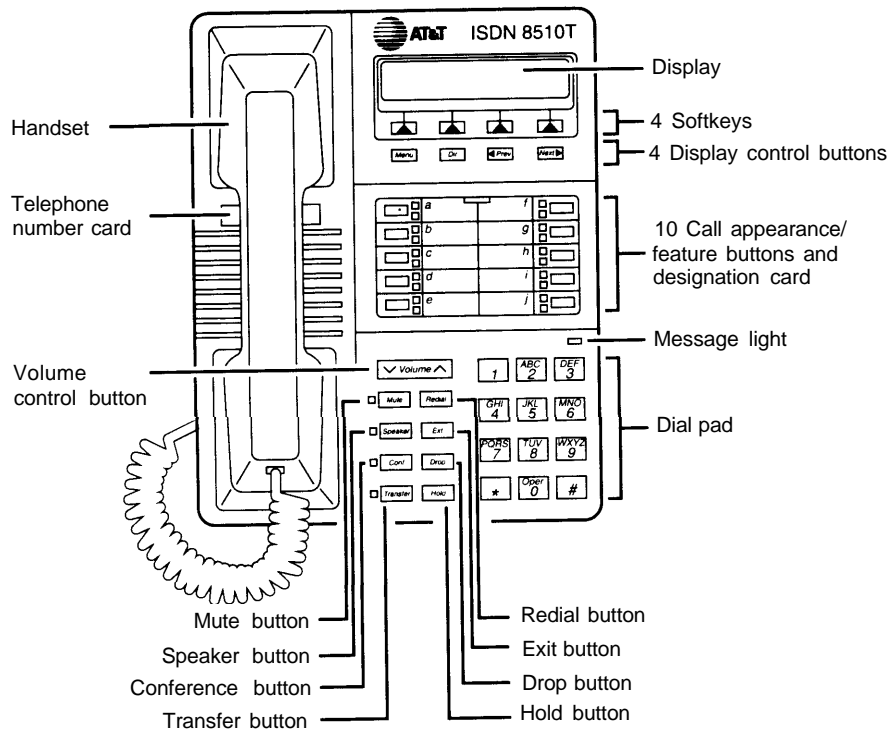


Figure 1. 8510T Voice Terminal (Top View)

The 8510T voice terminal components pictured in **Figure 1**, the top view, are described below and on the next page. For your convenience, they are listed alphabetically.

Call appearance/feature buttons	These 10 buttons are devoted <i>either</i> to handling incoming and outgoing calls (call appearances) and are labeled with the exchange (numbers) and extension number <i>or</i> they can be used as feature buttons to access voice features such as Call Forward or Send All Calls; these are labeled with the feature name. Each of these 10 call appearance/feature buttons has a red light, which indicates the selected line and a green light which indicates the status of that line or feature.
Conference button	For setting up conference calls with an additional party.
Designation card	For noting the call appearance telephone number or extension or feature that the button can access.
Dial pad	The standard 12-button pad for dialing telephone numbers and accessing features. The letters “Q” and “Z” have been added to the appropriate dial pad keys for entering directory names, and the “5” button on your dial pad has raised bars for visually-impaired users.
Display control buttons	<p>These 4 buttons are labeled Menu, Dir, < Prev, and Next > .</p> <ul style="list-style-type: none">• The [Menu] button is used to access the main softkey menu.• The [Dir] (Directory) button allows you to quickly access Directory entries in order to place a call.• The [< Prev] and [Next >] buttons can be used to help you go back and forth through menu options, to search for an entry in your Directory, and to view entries in your Call Log.
Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Exit button	For exiting a display feature and returning to normal call-handling mode.
Handset	For placing and answering calls (often people call it the receiver).
Hold button	A red button, for putting a voice call on hold.
Message light	A red light which goes on steadily when a message has been left for you. See your System Manager for instructions regarding your local message retrieval procedures.

Mute button	For turning off (and then back on again) the microphone of the handset or the speakerphone so the other person on the call cannot hear you.
Redial button	For automatically redialing the last number that you dialed from the dial pad.
Softkeys	The 4 buttons located below the display and labeled with arrows ([▲]), correspond to words on the display screen. Softkeys are used along with display control keys to access or create a personal Directory of frequently-called numbers, a Call Log of the most recent incoming and outgoing calls, and such features as selecting a personalized ringing pattern, doing a self-test of your voice terminal, and setting the speakerphone and the clock.
Speaker button	For turning on and off the speakerphone or the listen-only speaker.
Telephone number card	For noting the area code and telephone number of your voice terminal.

Transfer button For transferring a call to another voice terminal.

Volume control button When on a call, used to increase or decrease the receive volume of the handset or speakerphone (if on a call). When you are not on a call, the Volume control button is used to increase or decrease the volume of the ringer and the tones.

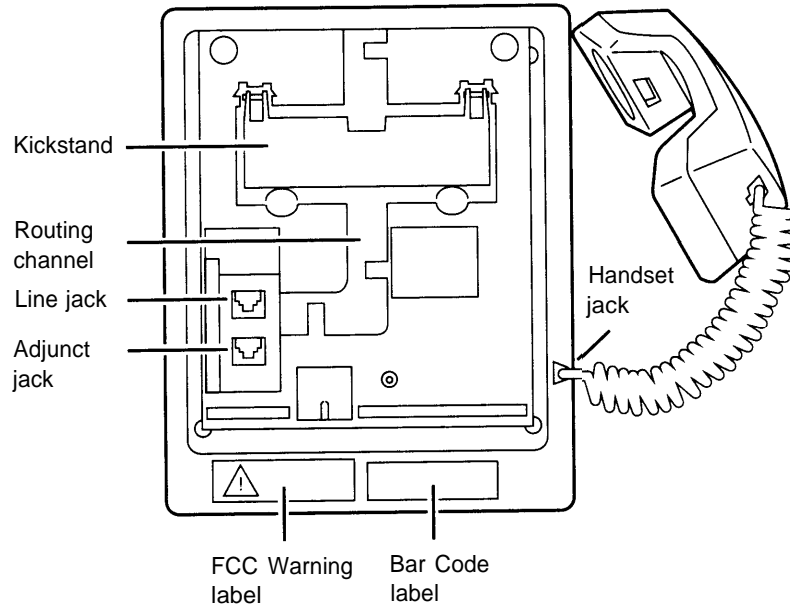



Figure 2. 8510T Voice Terminal (Bottom View With Kickstand)

The various components which appear on the bottom of the 8510T voice terminal are shown in **Figure 2** and listed and explained below.

- | | |
|------------------------|---|
| Adjunct jack | Used for connecting an external speakerphone, a headset adaptor, or other adjunct equipment. The jack is labeled "ADJUNCT." |
| Handset jack | Used for connecting the handset cord to your voice terminal. The jack is labeled  . |
| Kickstand | Can be lifted from the deskstand or can be left level with the bottom of the voice terminal. Check which kickstand adjustment allows you the best viewing angle of the display. |
| Line jack | Used for connecting the line cord to your voice terminal. The jack is labeled "LINE." |
| Routing channel | Thread the line cord (and adjunct cord, if applicable) through the routing channel. |

What the Features Do

Here are brief descriptions of the features which you can use with an ISDN 8510T voice terminal connected to a DEFINITY Communications System Generic 1 or Generic 3. The following descriptions include what each one does and how you might want to use it.

The features in this section are divided into 3 main categories: **Fixed (Button) Features**, **Display and Softkey Features**, and **Switch Features**. Only procedures for the last type, Switch Features, are provided in this book.

- **Fixed (Button) Features**— These voice terminal features, such as Conference, Drop, Hold, and Transfer, have been assigned to particular buttons on the voice terminal when it is built at the factory. Thus, when you receive the voice terminal, you can use these features immediately. Descriptions of these features appear below and on the next page. For directions on using these features, see the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*, 555-021-736.
- **Display and Softkey Features**— The features in this category are accessed with the 4 softkeys (the buttons below the display labeled with arrows, such as [▲]), the 4 display control buttons (**Menu**, **Dir**, **< Prev**, **Next >**), and the 2-line by 40-character display. These features include a personal Directory, a Call Log of the most recent answered and unanswered calls, and the Self-Test feature. This section provides descriptions of the Display and Softkey features. For procedures for using these features, see the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*,

555-021-736 and the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal Quick Reference Guide*, 555-021-735.

- **Switch Features**— You can use these features *only* with a DEFINITY Generic 1 or Generic 3, and if these features have been assigned to your voice terminal. Check with your System Manager to see which of these features you can use.

Fixed (Button) Features

Conference Allows you to add an additional party to a call so that you can conduct a conversation with more than one party. Use to set up time-saving conferences, or to spontaneously include a party important to a discussion.

Drop Disconnects you from a call without requiring you to hang up the handset or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you are using the handset and want to continue using it for another action after ending a call.

Hold Temporarily disconnects you from a call, holding it 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 perform another task. Use when you have a call that you don't wish to drop, but for which you have to interrupt briefly to do something else.

Message Retrieval Your Message light goes on to let you know that a caller has left a message. Follow your System's message retrieval procedures to get your message.

Mute Turns off the microphone associated with the handset or the speakerphone, whichever is currently active. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation. (You are still able to hear the person on the call.)

Redial (Last Number Dialed) Automatically redials the last number you dialed manually from the dial pad, either an extension or an outside number. Use to save time in redialing a busy or unanswered number.

Speakerphone Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function *or* it may have neither. Check with the System Manager to see how your voice terminal is set.

The Speaker (listen-only) feature allows you to place calls or access other voice features without lifting the handset. (Press [Speaker] .) However, in order to speak to the other party, you must use the handset (the speaker must be off). Use with feature activities that require *listening only*, such as on-hook dialing or monitoring calls on hold.

The Speakerphone feature allows you to place and answer calls or access other voice features without lifting the handset. (Press [Speaker] .) You may use the softkeys on the voice terminal to set or reset the speakerphone. When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance. Use the built-in speakerphone any time you prefer hands-free communications, both speaking and listening, or for group conference situations.

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

Display and Softkey Features

Call Log The Call Log is initially set to list the 10 most recent incoming unanswered calls only. An option is provided so that you may also choose to access the most 10 recent answered calls, and the 10 most recent outgoing calls placed from your voice terminal. Use to check on calls that you missed (the unanswered calls) and to remind you of those calls that you answered or placed most recently.

Clock For setting the date and time on your voice terminal display.

Contrast Change the contrast level of your display so that the letters or numbers are darker or lighter against the background of the screen.

Directory Used to create and edit a personal directory of up to 30 extensions or outside numbers and the names of the associated party. Use [Dir] to quickly dial a call. Use as a handy place to store numbers you frequently call.

Dir Button When you press [Dir] followed by a softkey button associated with that Directory entry, a call is immediately placed to a telephone number. The phone number appears on the display screen as it dials.

Exit button Exits a display feature and returns the voice terminal display to normal call-handling mode.

Lock Allows you to lock your Directory so that no one can make unauthorized changes in it; lock your Call Log so that no one else can view your Call Log entries; lock all of the softkeys so that no one can view or change any of the features accessed by the softkeys.

Number of Names (on a Directory Page) Allows you to view *either* 4 names *or* 3 names + **Quit** on the second line of an individual Directory page. If you choose to have 4 names on the Directory screen at one time, you can leave the Directory or cancel calling a name in your Directory only by pressing [Exit] (rather than using **Quit**).

Personalized Ring Allows you to select your own personalized ringing pattern from among 8 available patterns. Use to distinguish your voice terminal's ring from that of other nearby voice terminals.

Screen Timing (Rate at which the Display Message is Shown) Allows you to set the length of time the display message remains on the screen. There are 3 rates: Slow, Medium, and Fast.

Self-Test Performs a diagnostic test of your voice terminal including the lights, ringer, dial pad keys, and display.

Note: When you perform a self-test of the voice terminal, it clears the contents of the Call Log and the last number dialed from Redial, and returns the volume control to the default setting.

Set Speakerphone When you set the built-in speakerphone, it performs a test of the surrounding environment and adjusts itself for optimal performance. [For a description of the listen-only Speaker and Speakerphone features, see "Fixed (Button) Features" in this section.]

Tones A confirmation tone (sequential low and high tones) is provided to let you know a selection has been accepted; an error tone (one beep) alerts you that you made a mistake in your softkey entries. You may choose to turn these softkey information tones on or off.

Switch Features

Abbreviated Dialing Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial voice terminal number, an extension number, or a trunk or feature code. There are 4 possible types of lists—personal, group, system, and enhanced—and you can have a total of 3 out of the 4 possible lists (see your System Manager for details). Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the System Manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Automatic Callback Sends you a special 3-burst ringing tone indicating that 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 voice terminal or in and out of the office. **Note:** Can be used only for extensions, not outside numbers.

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

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

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

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 or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by voice terminal calls.

Voice Message Retrieval Gives you messages (via computerized voice) left for you through Leave Word Calling or as typed by a covering user. If authorized by your System Manager, you may also retrieve messages for one or more of your coworkers. Use to hear all messages received while you were away.

Fixed (Button) Features

For procedures for all of the Fixed (Button) Features described in **What the Features Do** (such as Conference, Drop, Hold, and Transfer), refer to the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*, 555-021-736, shipped in the box with the voice terminal. You can also order this user's manual from the Customer Information Center (CIC) in Indianapolis, IN. The address and telephone number of CIC appear in the front of this user's guide.

Display and Softkey Features

For procedures for all of the Display and Softkey Features described in **What the Features Do** (such as Call Log, Directory, and Self-Test), refer to the following two books:

- The *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*, 555-021-736. This manual is shipped in the box with the voice terminal.
- The *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal Quick Reference Guide*, 555-021-735. This guide is also packaged with the voice terminal.

You can also order the user's manual and quick reference guide from the Customer Information Center (CIC) in Indianapolis, IN.

Switch Features

Since your 8510T voice terminal is connected to a DEFINITY Communications System Generic 1 or Generic 3, you may be able to use some of the following features. Check with your System Manager to see which of these features have been assigned to your voice terminal.

Special Instructions

Before you use these procedures for the first time, read the general directions below for using the many features of DEFINITY Generic 1 and Generic 3. Your System Manager can supply the information required.

- To the right of each of the feature name is a box. Check with your System Manager to see which features you can use at your voice terminal. For each feature that you have, mark a [✓] in the blank box as a reminder.
 - You can activate or cancel most of the features by dialing unique 2- or 3-digit codes for that feature. Ask your System Manager for the feature codes for your system. Then, in the blanks provided within the procedures, write in the assigned feature code numbers.
 - In many case, before you begin a procedure, you must have the handset off-hook (removed from the cradle of the voice terminal).
-
- 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, wait for dial tone, and begin again at Step 1.

Conventions

The following conventions are used in the procedures in this section:

Gray Type

Procedural steps in gray type are steps that you should follow if you do not have a button assigned for the feature.

[_xxxxx_]

This box represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red in-use light and a green status light and is labeled with an extension number (shown as **xxxxxx**).

[Feature]

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name.

[handset tone]

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

Quick Reference Lists

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

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

<u>Item</u>	<u>Number</u>
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/or feature codes you want to program as items on your personal list(s) (see example to the left)

Note: Each telephone number or feature code is stored as a separate list item.

- 2 Pick up handset [dial tone]
- 3 Dial Abbreviated Dialing Program code _____ [dial tone]
- 4 Dial personal list number (1, 2, or 3)
- 5 Dial list item (1, 2, 3...) [dial tone]
- 6 Dial number you want to program (up to 24 digits)

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

- 7 Press [#] [confirmation tone]
 - Number is stored
 - Repeat Steps 5-7 if you want to program additional items on the same list; hang up and begin again at Step 1 if you want to program items on another personal list

- 8 Hang up to end programming

Note: Keep your own personal lists in the Abbreviated Dialing table provided in the back of this booklet; group, system, and enhanced lists are available from your System Manager.

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

- 1** Dial appropriate Abbreviated Dialing List code:
 - List 1 _____
 - List 2 _____ [dial tone]
 - List 3 _____
- 2** Dial desired list item (**1, 2, 3...**)
 - Stored number is automatically dialed

Automatic Callback

To automatically place another call to an extension that was busy or did not answer

- 1** Press [**Auto Callback**] during call attempt [confirmation dial tone]
 - Green light goes on steadily until callback is completed or canceled.
- 2** Hang up
 - You will receive a 3-burst priority ring when the extension you attempted to call is available

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

- 3** Lift handset when you hear priority ring [ringback tone]
 - A call is automatically placed to that extension, which receives regular ringing

Note: You can place only one Automatic Callback call at a time, and Automatic Callback is canceled after 30 minutes or if the callback call is unanswered.

To cancel an Automatic Callback request

- 1** Dial Automatic Callback Cancel code _____ [confirmation tone]
 - Green light goes off

Call Forwarding All Calls

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

- 1 Press [**Call Forward**] or **Dial Call Forward code** _____ [dial tone]

Note: If you have console permission, you may next dial the extension number whose calls are to be forwarded.

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

Note: Some voice terminals may have restrictions on where calls can be forwarded (see your System Manager).

- 3 Hang up

Note: If you are still by your voice terminal, you may hear a ring-ping tone as each call is forwarded.

To cancel Call Forwarding

- 1 Press [**Call Forward**] again or **Dial Call Forward Cancel code** _____ [confirmation tone]

- Your calls will ring at your own voice terminal again

Call Park

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

Note: If a [**Call Park**] button has been assigned to your voice terminal, simply press [**Call Park**] and hang UP; otherwise, follow the instructions below.

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

- 2 Dial Call Park code _____ [confirmation tone]

- 3 Press [**Transfer**] again

- Call is parked at your extension

- 4 Hang up

To return to a call parked at your extension

- 1 Press [**Call Park**] or **Dial Answer Back code** _____ and then your extension number

- You are connected to call

To retrieve parked call
from any extension

- 1 Dial Answer Back code _____ [dial tone]
- 2 Dial extension where call is parked
[confirmation tone]

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

Call Pickup

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

- 1 Press [Call Pickup]
or Dial Call Pickup code _____
 - You are connected to ringing call

To pick up a call while
you are active on another
call

- 1 Press [Hold]
 - Present call is put on hold
 - Green light flutters
- 2 Press [Call Pickup]
 - You are connected to incoming call

Note: To return to held call after completing pickup
call, press [xxxxx] button next to fluttering green
light.

Leave Word Calling



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

- 1 Press [LWC] before hanging up your handset [confirmation tone]
 - Message light goes on at called voice terminal**Note:** If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

- 1 Press [LWC] or Dial Leave Word Calling code _____ [dial tone]
- 2 Dial the extension [confirmation tone]
 - Message light goes on at called voice terminal

To cancel a Leave Word Calling message

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

- 1 Press [Cancel LWC] or Dial Leave Word Calling Cancel code _____ [dial tone]
- 2 Dial extension [confirmation tone]
Note: If reorder tone is heard, message is not deleted; try again.

Priority Calling

- To place a priority call
- 1 Press [Priority]
or Dial Priority Calling code _____ [dial tone]
 - 2 Dial extension
 - 3 Wait for called party to answer

Send All Calls

- To send all incoming calls (except priority calls) immediately to coverage
- 1 Press [Send All Calls]
or Dial Send All Calls code _____ [confirmation tone]
- Note:** You may hear a ring-ping tone from your voice terminal as each call is sent to coverage.

-
- To cancel Send All Calls
- 1 Press [Send All Calls]
or Dial Send All Calls Cancel code _____ [confirmation tone]
- Your calls will ring at your own voice terminal again

Voice Message Retrieval

To retrieve your voice messages when your Message light is on

- 1 Dial Voice Message Retrieval code _____ [dial tone]
- 2 Press [#] [voice prompting]
Note: Do *not* press [#] if calling from someone else's extension; instead, dial your own extension and your security code, if required.
- 3 Move through messages with these dial pad buttons: (Press [#] to retrieve first message)
 - [#] NEXT (read next message)
 - [3] DELETE (erase from storage)
 - [4] HELP (request assistance)
 - [5] REPEAT (read message again)
 - [8] CALL (call back named extension) When you call back an extension with [8], be sure to also delete the message by pressing [3] *before* you press [8]; otherwise the message will remain in storage.
- 4 Hang up to end Voice Message Retrieval

To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code _____ [dial tone]
- 2 Dial co-worker's extension [voice prompting]
Note: If you receive an intercept tone, see your System Manager for further instructions.
- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up to end Voice Message Retrieval

Tones and Their Meanings

Ring tones are produced by an incoming call. **Handset tones** are those which you hear through the handset (receiver) or speakerphone.

Ring 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.
-

Handset Tones

- **busy signal** —A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **confirmation tone** —Two rising tones; indicates a feature activation or cancellation has been accepted.
- **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 tone/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.
- **programming tone** —A low continuous tone when you are in programming mode with switch features (programming an Abbreviated Dialing button).
- **recall dial tone** —Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** —A fast busy tone repeated 120 times a minute; indicates all **trunks** are busy.
- **ringback tone** —A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.
- **self-test tone** —Periodic tones; indicates that the voice terminal is continuing to perform a self-test.
- **speakerphone reset tones** —A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics.

Key Words to Know

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

DEFINITY Communications System Generic 1 or Generic 3 The AT&T switch to which you are connected. It transmits and receives voice and data signals for all communications equipment in your network.

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

display control buttons These buttons are labeled **Menu**, **Dir**, **< Prev**, and **Next >**. The [**Menu**] button is used to access the main softkey menu. The [**Dir**] (Directory) button allows you to quickly access Directory entries in order to place a call. The [**< Prev**] and [**Next >**] buttons can be used to help you go back and forth through menu options to search for an entry in your Directory, and to view entries in your Call Log.

display and softkey features Those features accessed with one of the 4 arrowed softkeys and one of the 4 display control buttons. The procedures for these features are listed in the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*, 555-021-736 and the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal Quick Reference Guide*, 555-021-735.

enhanced list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

extension A dialing number of 1 to 5 digits assigned to each voice terminal connected to your DEFINITY Generic 1 or Generic 3.

feature A special voice terminal function or service, such as Conference, Hold, Send All Calls, etc. A **fixed (button) feature** is already assigned to a voice terminal button when the set comes from the factory; thus, the feature can be used immediately. You can activate a **display and softkey feature** with one of the 4 softkeys labeled with an arrow and a display control button. A **switch feature** can be used only if the feature has been assigned to your voice terminal by your System Manager.

feature code A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

fixed (button) features Those voice terminal features, such as Conference, Drop, Hold, and Transfer, that have already been assigned to voice terminal buttons when the set is shipped from the factory. These features can be used immediately. For directions on using these features, see the *AT&T DEFINITY Communications System ISDN 8510T Voice Terminal User's Manual*, 555-021-736.

group list One of the 4 types of Abbreviated Dialing lists; programmable only by 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 that you pick up, talk into, and listen from. Also known as the **receiver**.

party A person who places or receives a call.

personal list One of the 4 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 9 personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of 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 that sends a special 3-burst ring.

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

retrieve To collect voice terminal messages with the Message feature. (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.

softkeys The 4 buttons below the display labeled with arrows. These buttons correspond to words on the display screen. Softkeys are used along with display control keys to access or create a personal Directory of frequently called numbers, a Call Log of the most recent incoming and outgoing calls, and such features as selecting a personalized ringing pattern, doing a self-test of your voice terminal, and setting the speakerphone and the clock.

stored number A telephone number that 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 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 1 or Generic 3**.)

switch features Those features that you can use only if your voice terminal is connected to a DEFINITY Generic 1 or Generic 3 switching system and if the feature is assigned to your voice terminal.

system list One of the 4 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.

trunk A telecommunications channel between your DEFINITY Generic 1 or Generic 3 and the local or long distance calling 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 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

Quick Reference Lists

Feature Codes				
Feature	Code		Feature	Code
ABBREVIATED DIALING			CALL PARK	
List 1			Answer Back	
List 2			CALL PICKUP	
List 3			LEAVE WORD CALLING	
Program			Cancel	
AUTOMATIC CALLBACK			PRIORITY CALLING	
Cancel			SEND ALL CALLS	
CALL FORWARDING			Cancel	
ALL CALLS			VOICE MESSAGE RETRIEVAL	
Cancel			Coverage	

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
Message	
Attendant	

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

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