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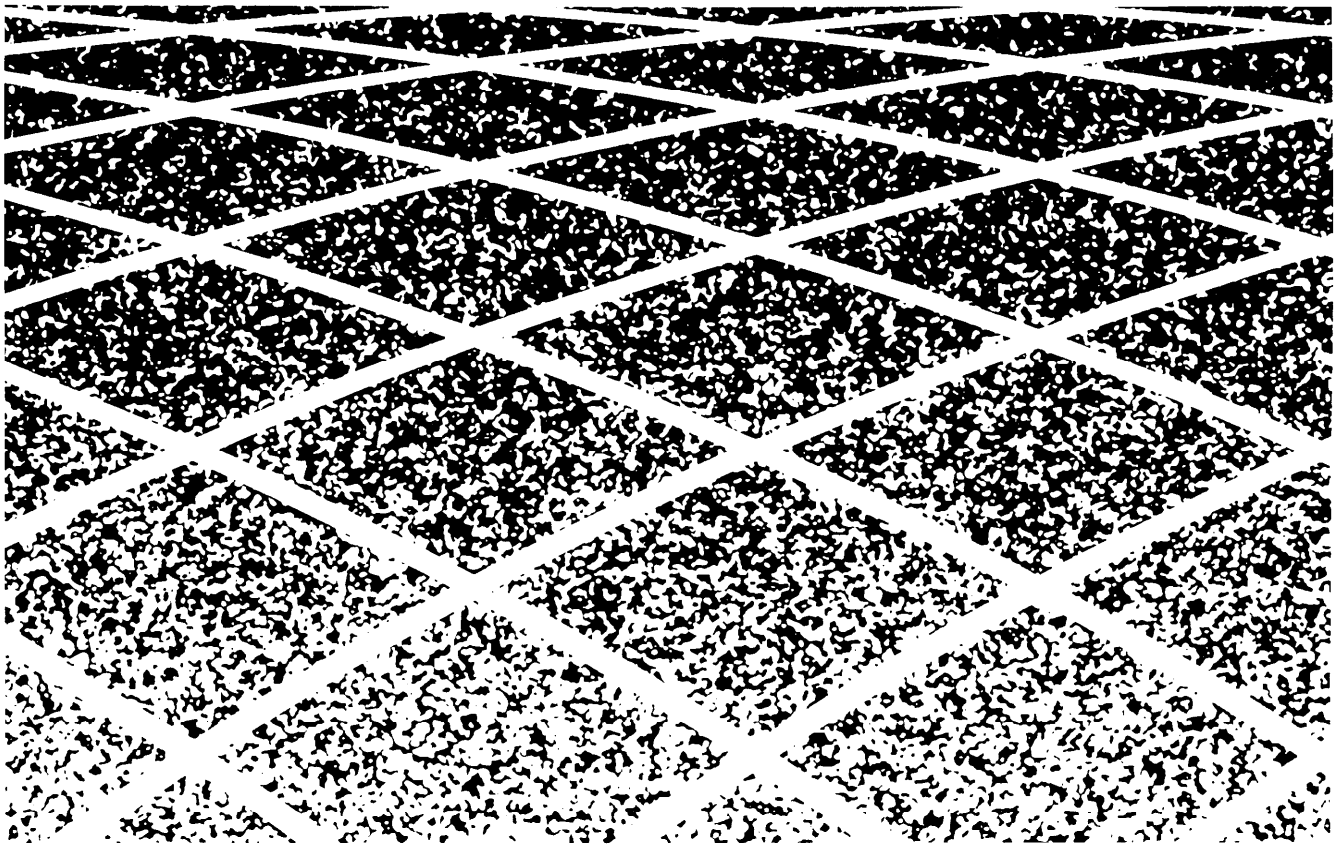
AT&T SYSTEM 25

DIRECT TRUNK ATTENDANT CONSOLE USER GUIDE



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Direct Trunk Attendant Console User Guide
Prepared by System 25
Document Development Group and the
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Introduction

This guide describes how to use the Direct Trunk Attendant Console (DTAC). If you have a Switched Loop Attendant Console (SLAC), you must use the user guide for that console.

Features

You can use most of the features available to other rnultiline voice terminal users. In addition, as the Attendant, you have access to special features that will help you handle calls.

Your AT&T System 25 has two types of features, fixed and assignable, that transform your telephone into a voice terminal. Fixed features are always available on your DTAC. In this guide, they are identified at the top of the page by a box with a check. Assignable features are distributed by your System Administrator and are identified by an empty box.

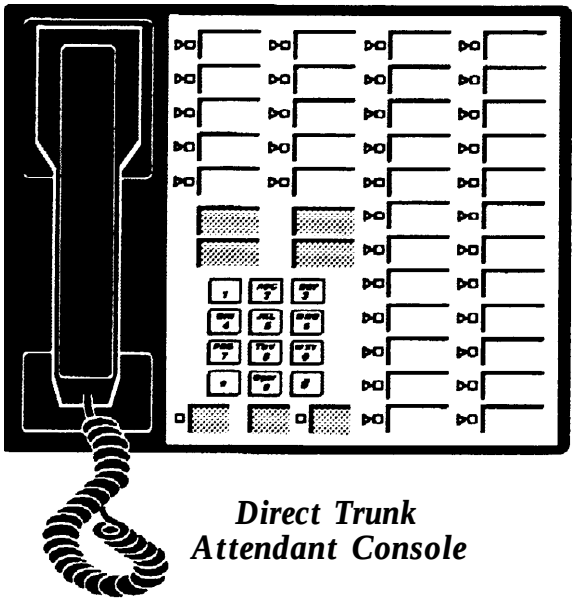
fixed feature

assignable feature

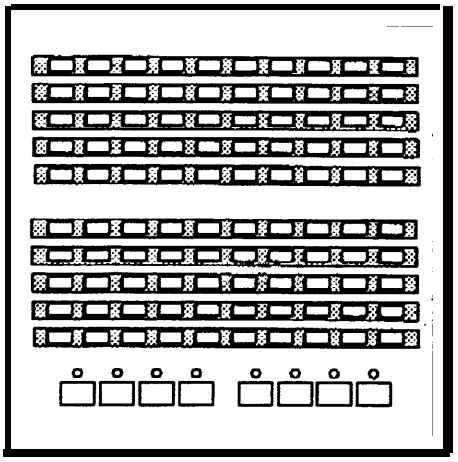
If you need an assignable feature, see your System Administrator.

Attendant Consoles

The DTAC can be used alone or with a Direct Extension Selector Console (Selector Console). The setup you will use depends on the size and needs of your company. This guide provides instructions for using both consoles.



Direct Trunk Attendant Console



Direct Extension Selector Console

Direct Trunk Attendant Console Buttons

There are three types of buttons on your DTAC. Each is represented in a special way in this guide:

TYPE	SHOWN AS:
dial pad buttons	7
dark background buttons with permanent labels	TRANSFER
white background buttons with changeable labels	[REP DIAL]

Your DTAC has System Access buttons that you can use to place and receive calls. These buttons, which are labeled with your PDC (Personal Dial Code), give you access to outside lines and system features.

NOTE: *Unless otherwise noted,* you must use a System Access button for the procedures described in this guide.

Direct Extension Selector Console

The Selector Console allows you to call an inside number by pressing only one or two buttons instead of dialing all the digits. These buttons are identified and described below.

GROUP SELECTION BUTTONS (the first seven buttons located on the bottom row)
Used for selecting the “hundreds group” of each extension number. The last button on the right is used for testing the console.

> **NOTE:** You may want to label the seven Group Select buttons. The plastic caps can be pulled off temporarily to insert labels.

DIRECT EXTENSION SELECTION (DXS) BUTTONS (located directly above the Group Select buttons)
Used for selecting specific extension numbers from the hundreds group, (The numbering is fixed from 00 to 99.)

Using the Selector Console

- For example, when placing a call to extension 273:
  - Press the 200 Group Select button on the bottom row.
  - Press the 73 DXS button.
- For example, when placing a call to extension 4519:
  - Press the 4500 Group Select button.
  - Press the 19 DXS button.

Line Selection

If your DTAC automatically selects a line when you lift the handset to place a call, you have the option “prime line preference. ” If your DTAC automatically selects the ringing line when you lift the handset to answer a call, you have the option for “ringing line preference. ”

The procedures in this guide assume that you have both ringing and prime line preference (on a System Access button). *If you don‘t have these options, you must press the. appropriate line button at the beginning of most procedures.*

Handset Tones

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

DIAL TONE IIII

Ringing Tones

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

INSIDE CALL IIIIIIIIIIIIII (one long ring)
Your call is from a person inside your company.

OUTSIDE CALL IIIII IIIIII (two short rings)
Your call is from someone outside your company.

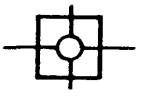
ABBREVIATED ALERT IIIII (one short burst of ringing)
This indicates a second call on another line, a busy-to-idle reminder, a signal, or that your voice terminal is in program mode.

PRIORITY RING IIIIIII IIIIII IIIIIIII (two short rings and one long ring)
Your call is either a callback because the station or outside line you requested is now available, or you call is being setup remotely via Third-Party Setup (a data feature).

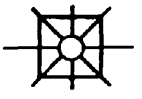
Lights

A steady red light identifies the line you are using or the line you will be using when you lift the handset.

A steady green light indicates that a line or feature is in use.



A slow flashing green light indicates an incoming call.



A fast winking green light indicates a call on hold. (A green light that winks intermittently indicates a call held temporarily while being transferred or conference.)

On the Selector Console, a steady red light indicates either that a voice terminal is off-hook or that a call is parked on this extension.

On the Selector Console, a flashing red light indicates a call to you from that voice terminal or an unanswered call returning to your console.

DDCs and PDCs

When your System 25 was installed, Data Dial Codes (DDCs) were assigned to data terminals and Personal Dial Codes (PDCs) were assigned to voice terminals. In most cases, your PDC is your extension number.

Visitors and those who don't have exclusive use of a voice terminal may have been assigned Floating Personal Dial Codes (FPDCs).

This Guide

This guide has two feature sections: Attendant features and Standard Multiline features. The Attendant section describes the features you will use as an Attendant. The Multiline section describes the features that are available to you and all other multiline voice terminal users. For your convenience, the features are arranged in alphabetical order. This guide also includes certain reference information you may want to review at a future time.

For Additional Information

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

Attendant Features

Attendant Message Waiting

You can use a Message light to notify someone of a waiting message. When you call a voice terminal, the status of the light next to **[ATT MSG]** will be the same as the Message light on the voice terminal you call.

Turning on a Message Waiting Light While Ringing the Voice Terminal

1 If the light is not on, press **[ATT MSG]**.
The light next to this button turns on.

2 Hang up.
The light next to this button turns off.

Turning on a Message Waiting Light Without Ringing the Voice Terminal

1 Lift the handset and listen for dial tone.

2 Press **[ATT MSG]**.
The light next to this button turns on.

3 Dial the PDC.

4 Listen for confirmation tone and then hang up.
The light next to this button turns off.

(Continued)

Turning Off a Message Waiting Light While Talking to the Person

1 If the light is on, press **[ATT MSG]**.
The light next to this button turns off.

2 Hang up.

Turning Off a Message Waiting Light Without Ringing the Voice Terminal

1 Lift the handset and listen for dial tone.

2 Press **[ATT MSG]**.
The light next to this button turns on.

3 Dial the PDC.
The light will remain lit.

4 Listen for confirmation tone and then Press **[ATT MSG]** again.
The light next to this button turns off.

5 Hang up.

Conferencing

You can set up a conference that includes system 25 stations as well as outside callers. You can have a maximum of five conferees; however, no more than two may be on outside lines. To set up a conference, you can use a or outside line buttom.

1 Use your DTAC or Selector Console to dial the first party.

2 Annouce the conference call.

3 Press **CONFERENCE** and listen for dial tone.
The green light next to the button of the held call winks intermittently.

4 Use your DTAC or Selector Console to dial the second party, or press the line button for that party.

NOTE: If, for any reason this call should not be added to the conference (busy, no answer, or misdial), you should do the following:

a Press the switchhook and then release.

b lf you are reconnected to the first party, return to step 3 and continue. Otherwise, return to step 4 and continue.

5 Announce the conference call.

6 Press the button next to the winking light to join the conference parties together.

7 If you want to add additional conferees, return to step 3 and continue.

(continued)

Dropping a Conferee

When you drop a conferee, anyone added to the conference by the dropped conferee is also dropped. In addition, if you try to drop the person who was added you to the conference, *you will drop the entire conference.*

1 Press **DROP** .

2 Press the button of the conferee you want to drop.

Handling an Incoming Call If You Announce Calls

You can use either the DTAC or the Selector Console to extend calls. Before you extend a call, you can check with the called party to see if he or she will take the call. While you are talking with the called party, the caller is on hold and cannot hear you.

If you want to extend an outside call to another outside line, see the entry for "Transfer" on page 66.

Answering a Call

1 Lift the handset.

2 Speak with the caller.

Extending a Call Using the DTAC

1 Press **[START]** and listen for dial tone.

2 Dial the PDC.

3 If the called party answers and will receive the call, press **[RELEASE]**.

or

If the called party is busy, does not answer, or will not receive the call, press **[CANCEL]**. and speak with the caller.

4 Hang up.

(Continued)

Extending a Call Using the Selector Console

1 Press the appropriate Group Select button.

2 Press the appropriate DXS button.

3 If the party answers and will receive the call, press **[RELEASE]** .

or

If the party is busy, does not answer, or will not receive the call, press **[CANCEL]** and speak with the caller.

4 Hang up.

Handling an Incoming Call If You Do Not Announce Calls

You can use either the DTAC or the Selector Console to extend calls. If you extend a call from outside the System 25 to a busy voice terminal, the caller will be placed on hold and the called party will hear a tone that indicates that they have a waiting (camped-on) call. If the called party chooses not to take the call, it will be returned to you after a preset internal.

If you want to extend an outside call to another outside line, see the entry for "Transfer" on page 66.

Answering a Call

1 Lift the handset.

2 Speak with the caller.

Extending a Call Using the DTAC

1 Press **[START]** and listen for dial tone.

2 Dial the PDC.

3 Press **[RELEASE]** and then hang up.

NOTE: If the called party does not answer, the call will return on the button. Similarly, camped-on calls that are not answered will return on the button.

(Continued)

Extending a Call Using the Selector Console

1 Press the appropriate Group Select button.

2 Press the appropriate DXS button.

3 Press **[RELEASE]** and then hang up.

NOTE: If the called party does not answer, the call will return the **[RTN-DA]** button. Similarly, camped-on calls that are not answered will return on the **[RTN-BUSY]** button.

Hold

You can hold calls while you attend to other matters and then pick them up. After you put a call on hold, you may hang up the handset without losing the call. You can only pick up held calls at the voice terminal that put the call on hold or at a voice terminal that shares the held line.

Using the Hold Feature

1 Press **HOLD**.
The light next to the button of the held call winks.

2 You can handle other matters without disconnecting the line.

3 To return to the held call, press the button next to the winking light.

4 If necessary, lift the handset,

5 Continue your conversation.

Putting a Call on Hold and Calling Another Person

1 Press **HOLD**.
The light next to the button of the held call winks.

2 Press an idle line button.

3 Listen for dial tone.

4 Place and complete the second call.

5 To return to the held call, press the button next to the winking light.

(Continued)

Putting a Call on Hold and Answering Another Call

1 Press **HOLD** .
The light next to the button of the held call winks.

2 Press the button next to the flashing light.

3 Speak with the caller.

4 To return to the held call, press the button next to the winking light.

Night Service

When you leave for the night, the system can be set so that incoming calls either ring a night bell or are directed to preassigned voice terminals.

Using the Night Service Feature

To turn on Night Service:

Press **[NIGHT]**.
The light next to this button turns on.

To turn off this feature:

Press **[NIGHT]** again.
The light next to this button turns off.

Paging

If your company has a paging system, you can access the system by using either a button or a code. See your System Administrator for the Paging access code.

Using the Paging System

1 Lift the handset and listen for dial tone.

2 Press **[PAGE]** or dial the Paging access code.

3 Make the announcement.

4 Hang up.

Park

Parked calls are like held calls except they can be picked up from any voice terminal. Any call can be parked on the DTAC, but only one call can be parked at a time. On the Selector Console, eight calls can be parked simultaneously. (However, only outside calls can be parked on the Selector Console.)

> **NOTE:** See your System Administrator for Selector Console Park codes.

Parking a Call on the DTAC

1 Press **HOLD** .
The light next to the button of the held call winks.

2 Press another **[SYSTEM ACCESS]** button and listen for dial tone.

3 Dial * 5 .

4 Listen for confirmation tone and dial tone.

5 If the call is for another party, dial or page that person and identify the Attendant's PDC on which the call is parked.

6 Hang up.

> **NOTE:** If the parked call is answered within a preset interval (the default time is two minutes), the call will return to the console on the button where it is held. Answer it as you would any incoming call.

(Continued)

Parking a Call on the Selector Console

1 Press the Group Select and DXS buttons for one of the Selector Console Park codes. For example, if one of the codes is 801, press Group Select button 800 and then press DXS button 01.

2 Listen for confirmation tone.

3 If the call is for another party, dial or page that person and identify the code on which the call is parked.

4 Hang up.

NOTE: If the parked call is not answered within the preset interval, (the default time is two minutes), the call will return to the console on the **[RTN-DA]** button. Answer it as you would any incoming call.

Picking Up a Parked Call

1 Lift the handset and listen for dial tone.

2 Dial (*) (8).

3 Dial the PDC on which the call is parked.

Placing Calls

You can place calls to people inside your company with a [SYSTEM ACCESS] button, and you can place calls to people outside your company with the following buttons:

- [FACILITY]
- [PERS LINE]
- [SYSTEM ACCESS]

The light next to a [FACILITY] button indicates when all of the trunks (lines) in this group are busy. If the light is on, you can activate a busy-to-idle reminder. This reminder lets you know when you can make your call.

> **NOTE:** If you want to activate a busy-to-idle reminder, remain on-hook and press the [FACILITY] button.

Placing an Inside Call Using the DTAC

1 Lift the handset and listen for dial tone.

2 Dial the PDC.

Placing an Outside Call Using SYSTEM ACCESS

1 Lift the handset and listen for dial tone.

2 Dial the outside line access code and listen for dial tone.

3 Dial the telephone number.

(Continued)

Placing an Outside Call Using FACILITY or PERS LINE

1 Press **[FACILITY]** or **[PERS LINE]** .

2 Lift the handset and listen for dial tone.

3 Dial the telephone number.

Placing an Outside Call for Someone

1 Answer their call.

2 Press **TRANSFER** .

3 Dial the outside call.

4 Announce the call and then hang up.

Placing an Outside Call for Someone and Calling the Party Back

1 Lift the handset and listen for dial tone.

2 Dial the outside call.

3 Announce the call.

4 Press **[START]** and listen for dial tone.

5 Dial the person for whom you placed the call and announce the call.

6 Press **[RELEASE]** and then hang up.

Position Busy

If your System 25 has two Attendants, you can make your DTAC temporarily unavailable to most incoming calls by pressing [POS BUSY]. This places your console in the Position Busy mode and turns on the light next to your [POS BUSY] button. While your console is in this mode, the system sends your incoming calls to the other Attendant.

> **NOTE:** Only one console can be in the Position Busy mode at the same time.

Using the Position Busy Feature

To turn on Position Busy:

Press [POS BUSY].
The light next to this button turns on.

To turn off this feature:

Press [POS BUSY] again.
The light next to this button turns off.

System Alarm

If the light next to the **[ALARM]** button flashes, there is a problem with the System 25. *Notify your System Administrator at once.*

If you press the flashing **[ALARM]** button, the light will change. from flashing to steadily lit. A new trouble situation will cause a steady light to start flashing again, The light will turn off only *after* the trouble has been corrected.

Testing Your Consoles

You can test the lights and ringer on your DTAC and the lights on your Selector Console.

On some DTACs, the Test/Program switch has a spring. If so, you must hold the switch in the "T" position to test the lights and ringer; the switch will automatically return to the midpoint when you release it. On the Selector Console, the Test button is located on the bottom row (far right) with the Group Select buttons.

> **NOTE:** Notify your System Administrator if any light or ringer does not operate.

Testing the DTAC

1 Slide the switch on the left side of the DTAC to "T".

The red and green lights alternately light and the ringer sounds.

2 If your switch has a spring, release the switch.

NOTE: If there is no spring, slide the switch back to the midpoint between "T" and "P".

Testing the Selector Console

1 Press **TEST**.
The red lights cycle on and off sequentially.

2 Press **TEST** again.

NOTE: The individual lights can be tested by pressing the adjacent buttons.

3 Press **TEST** a third time.
The test stops.

Account Code Entry

For bookkeeping purposes, your System Administrator may assign account codes to use with certain calls. If you are *required* to use the account codes for outgoing calls, your System Administrator has administered the Forced Account Code Entry feature, and you need to dial an account code *before* placing an outside call. If this feature is not mandatory, you may still *optionally* use the Account Code Entry feature.

See your System Administrator to verify the types of calls for which you must enter an account code if the Forced Account Code Entry feature has been activated.

You may also want to use the Call Accountability feature before or after entering the account code, For more information, see the entry for "Call Accountability" on page 30.

Entering Account Codes for Outgoing Calls

1 Lift the handset and listen for dial tone.

2 Dial (*) (0).

3 Dial the account code or speed dialing code, or press the [REP DIAL] button associated with the account code.

NOTE: If you make a mistake while entering the account code, dial (*) (0) again and then the account code,

(Continued)

4 Listen for dial tone.

NOTE: If you don't hear dial tone, press (#) and listen for dial tone.

5 Dial the outside line access code and listen for dial tone.

6 Dial the telephone number.

Entering Account Codes for Incoming Calls

YOU will be disconnected from your call when you press [ACCT ENTRY]. Therefore, don't press it until you have finished your conversation.

1 Before you hang up, press [ACCT ENTRY].

2 Dial the account code or speed dialing code, or press the [REP DIAL] button associated with the account code.

NOTE: If you make a mistake while entering the account code, dial (*) (0) again and then the account code.

3 Listen for confirmation tone and then hang up.

Automatic Intercom

You and another person may each have a button, [AUTO ICOM] that you can use to call each other. In addition, you can use [AUTO ICOM] to activate a reminder that will let you know when the other person is free to answer your call.

Placing a Call Using Automatic Intercom

1 Lift the handset and listen for dial tone.

2 Press [AUTO ICOM].

Activating a Busy-to-idle Reminder

1 Do not lift the handset.

2 Press [AUTO ICOM].

NOTE: Your voice terminal will ring once when the other person hangs up, and your call will be placed automatically when you lift the handset.

Call Accountability

You can use your PDC at any voice terminal to place toll calls that should be billed to you,

Billing Calls to Your PDC

1 Lift the handset and listen for dial tone.

2 Dial (#) (#).

3 Dial your PDC.

4 Listen for dial tone.

5 Dial the telephone number.

Callback Request

If a System 25 station or outside line (trunk) is busy when you place a call, you can place a callback request. Your call will wait in line (queue) for the station or trunk to become available. The system will then alert you and complete the call as dialed.

For inside calls, you may request callback when you hear busy tone or special ringback tone. For outside calls, you may request callback *only* when you hear fast bus y tone.

After making the request, you can either hang up or remain off-hook. If you hang up, your voice terminal will receive priority ring when the call can be completed. If you remain off-hook, you will be alerted with dequeuing tone through the handset.

If your System Administrator has assigned the Automatic Callback Request feature to your phone, you will hear queuing tone automatically when you place certain calls.

NOTE: You can cancel a callback request at any time.

Requesting Callback

1 Press **RECALL** .

2 Listen for queuing tone and then hang up. *The light next to the button on which you had placed the call winks.*

NOTE: If you do not hear queuing tone, your request has not been accepted for this call.

(Continued)

Completing the Call

1 When you hear priority ring, lift the handset,

2 Listen for dequeuing tone.
Your call will now be completed as dialed.

Canceling a Callback Request

1 Lift the handset and listen for dial tone.

2 Press the button associated with the call.

3 Press **DROP**.

4 Press the button associated with the call again.

5 Hang up.

Call Waiting

Other voice terminals in your System 25 can have the Call Waiting feature. When you dial the PDC of a busy party who has this feature, you will hear a special ringback tone. This tone indicates that the line is busy, but the called party has been notified of a waiting call. *You can still camp-on (extend) a call to that station,*

Coverage

If your calls are covered by someone else, unanswered calls will start ringing at the covering terminal after a preset number of rings. However, if you are busy on another line, calls will go to coverage after one ring.

If you have a **[SEND ALL CALLS]** button, you may use it to send all eligible calls immediately to coverage. For more information about the Send All Calls feature, see the entry for "Send All Calls" on page 59.

Buttons Used for Covering incoming Calls

- Coverage calls for one specific person are sent to Individual Coverage, **[COVER-IND]**, buttons.
- Coverage calls for a group of two or more senders come in on Group Coverage, **[COVER-GRP]**, buttons.

> **NOTE:** Your System Administrator determines the number of rings before unanswered calls are sent to coverage.

Direct Group Calling

You may be in a Direct Group Calling (DGC) group. Calls to DGC groups are distributed among its members. Members may leave the group *temporarily* to prevent calls being sent to their voice terminal.

Check with your System Administrator to see if you are in a DGC group.

Leaving the Group Temporarily

1. Lift the handset and listen forf dial tone.
2. Dial (*) (4).
3. Listen for confirmation tome and then hang up.

Returning to the Group

1 Lift the handset and listen for dial tone.

2 Dial (*) (6).

3 Listen for confirmation tone and then hang up.

Direct Station Selection

There are two kinds of Direct Station Selection (DSS) buttons: Fixed and Flexible. Fixed DSS buttons, [DSS], contain PDCs or access codes programmed by the System Administrator. Flexible DSS buttons, [FLEX DSS], allow you to program frequently called PDCsand other System 25 access codes. If the light is on next to these types of buttons, you can activate a busy-to-idle reminder. This reminder lets you know when you can make your call.

For instructions on how to store [FLEX DSS] numbers, see the entry for "Programming Numbers" on page 53.

Placing a Call Using Direct Station Selection

1 Lift the handset and listen for dial tone.

2 Press [DSS] or [FLEX DSS] .

Activating a Busy-to-Idle Reminder

1 Do not lift the handset.

2 Press [DSS] or [FLEX DSS] .

NOTE: Your voice terminal will ring once when the other person hangs up, and your call will be placed automatically when you lift the handset.

Exclusion

This feature prevents other inside parties from listening in on a shared line. While on a call, this feature will automatically disconnect all other inside parties. To include other parties in your call, press **[EXCLUSION]** *before* adding the other inside parties.

Activating Exclusion

1 Lift the handset.

2 Press **[EXCLUSION]** .
The light next to this button turns on.

3 Place or answer a call.

NOTE: The Exclusion feature turns off automatically at the end of your call.

Following

You can have your personal calls sent to another voice terminal by using either the Following *or* the Forwarding feature. To use the Following feature, you *sign in* your PDC at the other voice terminal. To cancel the request, you may either *sign out* your PDC from that other voice terminal or *sign in* at your own voice terminal.

Although the Following and Forwarding features send your calls to another phone, the two features differ slightly. Read the information and procedures for both features and then use the feature that best fits your needs.

Signing In Your PDC at a Voice Terminal

1 Lift the handset and listen for dial tone.

2 Dial (*) (*) .

3 Dial your PDC.

4 Dial your PDC again.

5 Listen for confirmation tone and then hang up.

Signing Out Your PDC at a Voice Terminal

1 Lift the handset and listen for dial tone.

2 Dial (*) (*) .

3 Dial your PDC.

4 Dial (0).

5 Listen for confirmation tone and then hang up.

(Continued)

Signing Out All PDCs at a Voice Terminal

This procedure *signs out* all PDCs signed in at this terminal *except* the PDC normally assigned to it.

1 Lift the handset and listen for dial tone.

2 Dial (*) (*) (0).

3 Listen for confirmation tone and then hang up.

Forwarding

You can have your personal calls sent to another voice terminal or to an outside number. Unlike the Following feature, you do not need to sign in your PDC at the other voice terminal. Instead, simply forward your calls to another location while you are still at your own voice terminal.

Read the information and procedures for both Forwarding and Following features. Then use the feature that best fits your needs.

> **NOTE:** Your System Administrator may or may not allow your voice terminal to forward calls to an outside telephone number. Ask your System Administrator if you have this feature.

Forwarding Your Calls to Another Location

1 At your own voice terminal, lift the handset and listen for dial tone.

2 Dial (#) (7) (0).

3 Dial the PDC of the other voice terminal.

or

Dial the outside line access code and the telephone number of the other phone.

4 Listen for confirmation tone and then hang up.

(Continued)

Canceling Forwarding

1 At your own voice terminal lift the handset and listen for dial tone.

2 Dial * * .

3 Dial your PDC.

4 Dial your PDC again.

5 Listen for confirmation tone and then hang up.

HFAI, Using the DTAC with an HFU

When you use the Hands-Free Answer on Intercom (HFAI) feature on the DTAC *with a Hands-Free Unit (HFU),* you can answer inside calls without lifting your handset.

> **NOTE:** You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

Press **[AUTO ANS]**.
The light next to this button turns on.

Answering an Inside Call

1 Listen for the beep that announces a call.
The light next to **MICROPHONE** *and* **SPEAKERPHONE** *on the HFU turn on.*

2 Begin speaking.

NOTE: If you want to temporarily keep the caller from hearing you, press **MICROPHONE** on the HFU.
The light next to this button will turn off.

When you want to resume your conversation with the caller, press **MICROPHONE** again on the HFU.
The light next to this button will turn on.

(Continued)

Ending an Inside Call

If the caller hangs up, you will be automatically disconnected. Otherwise, press **SPEAKERPHONE** on the HFU.
The light next to the **SPEAKERPHONE** *and* **MICROPHONE** *turn off.*

Turning Off the HFAI Feature

Press .
The light next to this button turns off.

HFAI, Using the DTAC Without an HFU

If you use the HFAI feature on your DTAC *without an attached HFU,* your callers can voice announce their calls. YOU don't need to lift the handset to hear your caller; however, *you must lift your handset to reply.*

> **NOTE:** You should turn off the HFAI feature when you leave your office.

Turning On the HFAI Feature

Press **[AUTO ANS]**.
The light next to this button turns on.

Answering an Inside Call

1 Listen for the beep that announces a call.
The light next to **SPEAKER** *turns on,*

> **NOTE:** You can hear the caller, but the caller cannot hear you.

2 Lift the handset and begin speaking.

Turning off the HFAI Feature

Press **[AUTO ANS]**.
The light next to this button turns off.

Last Number Dialed

You can redial the last inside or outside number you dialed (up to 16 digits) by using the button **[LAST # DIALED]**.

Numbers are stored in **[LAST # DIALED]** when you use the following buttons or features to place a call:

- **CONFERENCE**
- **[FACILITY]**
- **[PERS LINE]**
- **[REP DIAL]**
- **Speed dialing**
- **[SYSTEM ACCESS]**
- **TRANSFER**

Numbers are *not* stored in **[LAST # DIALED]** when you use the following buttons or features:

- **Account Code Entry**
- **[AUTO ICOM]**
- **Call Accountablity**
- **[DSS]**
- **[FLEX DSS]**

(Continued)

Redialing a Telephone Number

1 Lift the handset and listen for dial tone.

2 Press **[LAST # DIALED]** .

NOTE: If you dialed the last telephone number with any of the following buttons, you must use the same type of button to obtain dial tone before you redial.

- **[FACILITY]**
- **[PERS LINE]**
- **[SYSTEM ACCESS]**

For example, if you used **[PERS LINE]** to dial the last number, you must select **[PERS LINE]** again before you press

Leave Word Calling

You can use the Leave Word Calling feature only if a VOICE POWER Voice Message System is connected to your System 25. If any one of the following situations exist, you may choose to use the Leave Word Calling feature to leave a message that you have called.

- The person you are calling is busy.
- Your call is not answered.
- You are waiting in a callback queue for the station. (If you use the Leave Word Calling feature when you are waiting in a callback queue, your callback request will be canceled.)
- You have been connected to the station's coverage receiver.
- You are not active on a call.

For directions on getting messages left at your voice terminal, ask your System Administrator.

Leaving a Message While You Are Active on a Call

1 Press **[LEAVE WORD CALLING]** .

2 Listen for confirmation tone and then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, the other voice terminal doesn't have a message waiting light.

(Continued)

Leaving a Message Without Being Active on a Call

1 Lift the handset and listen for dial tone.

2 Press **[LEAVE WORD CALLING]**.

3 Dial the PDC of the other person.

4 Listen for confirmation tone and then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other voice terminal doesn't have a message waiting light or the PDC you dialed is invalid.

Message Waiting

Most voice terminals have a light that indicates a waiting message. There may be an associated **MESSAGE** button, which you can press to turn off the light after you receive messages. If your voice terminal does *not* have a **MESSAGE** button, you must use a feature access code to turn the light off.

If you have a **[COVER MSG]** button, you can control the message waiting lights on voice terminals for which you provide Individual Coverage.

Turning on the Message Light at a Voice Terminal

1. Lift the handset and listen for dial tone.
2. Dial (#) (9) (0).
3. Dial the PDC of the voice terminal.
4. Listen for confirmation tone and then hang up.

   NOTE: If you hear fast busy tone instead of confirmation tone, either the voice terminal doesn't have a message waiting light or the PDC you dialed is invalid.

Turning Off the Message Light at a Voice Terminal

1. Lift the handset and listen for dial tone.
2. Dial (#) (9) (1).
3. Dial the PDC of the voice terminal.
4. Listen for confirmation tone and then hang up,

(Continued)

Turning on a Message Waiting Light While on a Coverage Call

1 Answer the call and take a message.

2 If the light beside the button is off, press **[COVER MSG]**.

3 Hang up.

Turning on a Message Waiting Light While Not on a Coverage Call

1 Lift the handset and listen for dial tone,

2 Press **[COVER MSG]**.

3 Dial the PDC of the voice terminal you want to signal.

4 Listen for confirmation tone and then hang up.

Turning Off a Message Waiting Light

1 Lift the handset and listen for dial tone.

2 Press **[COVER MSG]**.

3 Dial the PDC of the voice terminal you want to signal.

4 Listen for confirmation tone.

5 Press **[COVER MSG]**.

6 Hang up.

Pickup

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

Picking Up a Call

1 Lift the handset and listen for dial tone.

2 Dial (*) (7).

3 Dial the PDC of the ringing voice terminal.

Picking Up a Call Within Your Pickup Group

1 Lift the handset and listen for dial tone.

2 Dial (*) (7) (0).

Placing Data Calls from Your Voice Terminal

If your System Administrator assigned a [DATA] button to your voice terminal, you can use it to place data calls for your associated data terminal.

Placing a Data Call

1 Turn on your data terminal.

2 Lift the handset and listen for dial tone.

3 If your data call is an outside call, press [DATA].

4 Dial the data number.

5 Listen for a high pitched answer tone.

6 Press [DATA] within 15 seconds of hearing answer tone.

7 Hang up.

Programming Numbers

You can program Flexible Direct Station Selection buttons, Repertory Dialing buttons, and Personal Speed Dialing codes. While only PDCs can be programmed into [FLEX DSS] buttons, strings of numbers and special characters may be programmed into [REP DIAL] buttons (maximum of 28 characters) and Personal Speed Dialing codes (maximum of 25 characters).

The first part of this entry describes, with examples, the use of special characters in numbers to be stored (programmed) in [REP DIAL] buttons and personal Speed Dialing codes (#20 through #39).

The remaining part of this entry gives instructions on how to actually program these numbers using either a feature access code or the Test / Program switch.

Special Characters

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

NOTE: Special characters cannot be stored in [FLEX DSS] buttons.

Using * for Pausing

A "*" (by itself) will produce a 1.5 second pause.

For example, you may wish to program a pause between the outside line access code and the telephone number.

You program: 9*5557023
This means: 9 (1.5 second pause) 5557023

(Continued)

Using *as an Actual Character

If you want to use a "*" as an actual character, you must place a " # " before the " * ".

For example, you may want to program the feature access code *70 into a **[REP DIAL]** button.

You program: # *70
This means: *70

Using # as an Actual Character

If you want to use a " #" as an actual character, you must place " # #" into the stored number.

For example, you may want to store a Call Accountability feature access code, # # PDC, into a **[REP DIAL]** button.

You program: # # # # 275
This means: # #275

Using # with System Speed Dialing Codes

When you want to have a System Speed Dialing code as part of your stored number, you should use a single " # " for the code.

For example, you may want to program the System Speed Dialing code # 100 into a **[REP DIAL]** button.

You program: # 100
This means: # 100 (System Speed Dialing code # 100)

Using #8 to Start End-to-End Signaling

When you place a " #8" within a stored number, you tell the system to start end-to-end signaling.

For example, you may want to store in a **[REP DIAL]** button both a telephone number (555-4444) ad an identification code (12345) that should be transmitted directly to the far end.

You program: 9*5554444** # 812345
This means: 9 (1.5 second pause) 5554444 (3 second pause) (start end-to-end signaling) 12345

(Continued)

Programming Your Buttons and Personal Speed Dialing Codes

Use one of the following procedures to program a new number or to program a new number over an old number. You can program a maximum of:

- 4 digits into a **[FLEX DSS]** button.
- 25 characters into a Personal Speed Dial code.
- 28 characters into a **[REP DIAL]** button.

Programming or Removing a Number by (Using the Switch

1 Slide the switch on the left side of the voice terminal to "P".

2 Lift the handset and listen for dial tone.

3 Dial the number you want to program.

or

If you want to remove a number, continue to step 4.

4 To indicate where this number should be stored or removed:

press the **[FLEX DSS]** or **[REP DIAL]** button.

or

Dial the Personal Speed Dialing code (#20 through #39), including the (#).

(Continued)

5 Listen for confirmation tone and dial tone.

6 Hang up.

7 Slide the switch back to the midpoint between "T" and "P".

NOTE: If you don't adjust the switch, your voice terminal will ring every minute to remind you that you are in program mode.

Programming or Removing a Number by Using a Code

1 Lift the handset and listen for dial tone.

2 Dial (#) (4).

3 Dial the number you want to program.

or

If you want to remove a number, continue to step 4.

4 To indicate where this number should be stored or removed:

Press the [FLEX DSS] or [REP DIAL] button.

or

Dial the Personal Speed Dialing code (#20 through #39), including the (#).

5 Listen for confirmation tone and dial tone.

6 Hang up.

Recall

If a System 25 station or outside line is busy when you attempt to place a call, you can press **RECALL** and hang up, When the station or outside line becomes available, the system will ring your voice terminal. For more information about this feature, see the entry for "Callback Request" on page 31.

In addition, if your company uses certain Central Office features, the **RECALL** button may be used to access these features. Check with your System Administrator for a description of available features, access codes, and procedures.

Repertory Dialing

You can program telephone numbers, account codes, or feature access codes into [REP DIAL] buttons (a maximum of 28 characters). You can then dial the programmed number by pressing [REP DIAL].

For instructions on how to store [REP DIAL] numbers, see the entry for “Programming Numbers” on page 53.

Placing a Call Using Repertory Dialing

1 Lift the handset and listen for dial tone.

2 Press [REP DIAL].

Send All Calls

If you have Coverage, you can use the [SEND ALL CALLS] button to send your calls immediately to Coverage. If you do not have Coverage, the Send All Calls feature simply turns off the ringer at your voice terminal for most incoming calls. In either case, the light next to the call's button flashes until you or your coverage receiver answers the call, or until the caller hangs up.

Your System Administrator determines whether or not your voice terminal will ring *once* when a call comes in. The ring is a reminder that the Send All Calls feature is turned on.

Using the Send All Calls Feature

To turn on the Send All Calls feature:

Press **[SEND ALL CALLS]**.
The light next to this button turns on.

To turn off this feature:

Press **[SEND ALL CALLS]** again.
The light next to this button turns off.

Signaling

You can use a button to alert another voice terminal without calling that voice terminal.

Signaling Another Voice Terminal

1 Do not lift the handset.

2 Press **[SIGNAL]** .

Speaker

Your DTAC has a **SPEAKER** button that allows you to place calls without lifting the handset, and allows others to listen during calls. You cannot speak to the caller unless you lift the handset, Once you lift the handset, you cannot hang it up and monitor the call on your speaker.

Placing a Call Without Lifting the Handset

1 Press **SPEAKER** and listen for dial tone.
The light next to this button turns on.

2 Dial the telephone number.

3 If the person answers, lift the handset and talk.

or

If the person does not answer, press **SPEAKER** again to turn the speaker off,

Allowing Others to Listen

1 Press **SPEAKER** while on a call.
The light next to this button turns on.

2 Use the handset to talk.

NOTE: If you hang up the handset, your call will be disconnected.

Speakerphone

If your DTAC has a Hands-Free Unit (HFU), you can use SPEAKERPHONE to place or answer calls without lifting the handset.

Placing a Call Without Lifting the Handset

1 Press SPEAKERPHONE and listen for dial tone.
The lights next to SPEAKERPHONE *and* MICROPHONE *turn on.*

2 Dial the telephone number.

3 When the other party answers, begin talking.

NOTE: If you want to temporarily keep the other party from hearing you, press MICROPHONE .
The light next to this button will turn off.

When you want to resume your conversation with the other party, press MICROPHONE . again.
The light next o this button will turn on.

(Continued)

Answering a Call Without Lifting the Handset

1 Press **SPEAKERPHONE** .
The light next to **SEAKERPHONE** *and* **MICROPHON** *turn on.*

2 Begin talking.

NOTE: If you want to temporarily keep the caller from hearing you, pres **MICROPHONE** .
The light next to this button will turn off.

When you want to resume your conversation with the caller, press **MICROPHONE** again.
The light next to this button will turn on.

Ending a Speakerphone Call

Press **SPEAKERPHONE** .
The lights next to **SPEAKERPHONE** *and* **MICROPHONE** *turn off.*

Speed Dialing

Speed dialing allows you to place a call or enter an account code by dialing "#" and a 2- or 3-digit code. There are two kinds of speed dialing: System and Personal.

The 3-digit System Speed Dialing codes (# 100 through #189) are assigned by the System Administrator and can be used at all voice terminals. The 2-digit Personal Speed Dialing codes (#20 through #39) allow you to program 20 personal numbers. Check with your System Administrator to see if you have this feature.

For instructions on how to store Personal Speed Dialing numbers, see the entry for "Programmingg Numbers' on page 53.

Placing a Call Using Speed Dialing

1 Lift the handset and listen for dial tone.

2 Dial the speed dialing code, including the (#).

Station Message Waiting

You and another person may have assignable buttons that you can use to signal each other. A waiting message is indicated by the light **[MSG WAIT]**. The sender or the receiver can turn off the light.

Sending a Station Message Waiting Signal

1 Do not lift the handset.

2 If the light beside the button is off, press **[MSG WAIT]**.

Canceling a Station Message Waiting Signal

1 Do not lift the handset.

2 If the light beside the button is on, press **[MSG WAIT]**.

Transfer

If you use **TRANSFER** on the DTAC to extend calls, unanswered and busy calls will not be returned to your console and may be lost.

When you transfer a call, the original party is temporarily placed on hold and is not connected to the called party until you hang up. At that time, the call disappears from your voice terminal.

> **NOTE:** Under certain circumstances, you may use **TRANSFER** to transfer an outside call to another outside line. However, you should see your System Administrator for more information about this type of transfer.

Transferring a Call

1 Press **TRANSFER** and listen for dial tone.
The light next to the button of the held call winks intermittently.

2 Dial the other party's PDC or dial the outside line access code and telephone number.

NOTE: If you misdial the number, return to the held party by pressing the button next to the winking light. Then return to step 1 and continue.

3 If you don't want to announce the call, simply hang up. Otherwise, announce the call and then hang up to complete the transfer.

NOTE: If the called party does not answer, press the button next to the winking light to return to the held call.

Glossary

account code entry	feature that allows you to assign account codes to calls to charge them to specific customers, clients, or business cases. This feature can be either optional or mandatory.
alarm	feature that warns you of system problems.
assigned button	button that may be assigned an optional feature. It may be labeled with something other than what appears in this guide.
assigned feature	optional feature that can be assigned to your voice terminal by the System Administrator.
attendant	As the Attendant, you are the person who answers and directs calls coming into your company.
attendant message waiting	feature that allows you to turn on message lights at other voice terminals.
automatic intercom	feature that allows two people to each have a dedicated button for calling each other.
busy-to-idle reminder	feature that automatically notifies you when a person or outside line is available.
call accountability	feature that allows you to make calls at another voice terminal and charge them to your PDC.
callback request	feature that allows you to request the use of a busy station or outside line (trunk). The system will signal your voice terminal when the station or outside line is available. *This feature is also referred to Callback Queuing.*

caIl waiting	feature that identifies itself by a special ringback tone when you dial the PDC of a busy party.
camp-cm	feature that allows you to extend a call to a busy terminal and then release yourself from the call. When the extended-to voice terminal becomes free, the call will ring at it.
cancel	feature that allows you to return to the caller when the called party does not answer.
conferencing	feature that allows you to have up to five parties on a call.
confirmation tone	three short tones indicating that an action was accepted and you can proceed.
coverage	feature that allows you to have your calls answered by someone else.
data call (from voice terminal)	feature that allows you to place a data call from your voice terminal and then transfer the call to your data terminal.
DDC	(Data Dial Code) extension number assigned to a data terminal.
dequeuing tone	three short tones indicating that the call you had queued using the Callback Request feature, can now be completed.
DGC group	(Direct Group Calling) group of voice terminals to which incoming calls are distributed among the group members.
DSS	(Direct Station Selection) feature like Automatic Intercom except that the person receiving the call does not need a separate button. The call comes in on a System Access button, Fixed DSS buttons are programmed by the System Administrator while *you* can program Flexible DSS buttons.

DTAC	(Direct Trunk Attendant Console) 34-button voice terminal used with or without a Selector Console. In addition, the user has access to Attendant and Standard Multiline features.
DXS buttons	(Direct Extension Selector buttons) smaller buttons on the selector console that are used to direct a call to a specific PDC.
exclusion	feature that allows you to keep others from listening in on a shared line.
extend	procedure followed by the Attendant when forwarding a call to the desired party.
fast busy tone (reorder tone)	repeating on/off tone indicating that the dialed number or access code was busy, restricted, or misdialed, or the trunk group was busy.
feature access code	sequence of characters (digits, "*", or " # ") that allows you to access System 25 features.
fixed button	button that has a fixed feature and label. It is not changeable,
fixed feature	standard feature that is available to every voice terminal.
following/ forwarding	features that allow you to redirect your incoming calls to another voice terminal.
FPDC	(Floating Personal Dial Code) an extension number associated with a person, but not with a particular voice terminal. FPDCS provide the convenience of receiving calls at an available voice terminal. (See *also* **PDC.)**
group select buttons	larger buttons on the bottom row of the Selector Console that allow you to select the proper group of PDCS.
HFAI	(Hands-Free Answer on Intercom) feature that provides automatic answering of internal calls; name of a multiline voice terminal that provides the HFAI feature.

HFU	(Hands-Free Unit) equipment that, when attached to your voice terminal, allows you to place and answer calls without lifting the handset,
hold	feature that temporarily suspends a call.
idle line preference	feature that allows a voice terminal to automatically select a preassigned button when you lift the handset to place a call.
inside call	call between two or more System 25 voice terminals. It is signaled by one long ring.
leave word calling	feature that allows you to notify a person at a busy or unanswered voice terminal that you have called. To use this feature, there must be a VOICE POWER Voice Message System connected to your System 25.
message waiting	feature that allows you to turn on and off the message light on voice terminals in the system. (See *also* **attendant message waiting** and **station message waiting.)**
night service	feature that allows you to direct incoming calls either to a bell or to preassigned voice terminals when you leave for the night.
off-hook	a voice terminal is off-hook when either the handset has been removed from its cradle (releasing the switchhook button or buttons) or the speaker/speakerphone is turned on.
on-hook	a voice terminal is on-hook when the handset is in its cradle (depressing the switchhook button or buttons) and the speaker/speakerphone is turned off.
outside call	call between a System 25 voice terminal and a voice terminal not connected to System 25. Outside calls are made over Central Office or other trunks and are signaled by two short rings.

outside line	a line (trunk) to the Central Office or other system. Outside lines may be accessed by pressing special buttons or by dialing an access code.
paging	feature that allows you to access paging equipment from System 25 voice terminals.
park	feature like the hold feature except that it allows you to answer the parked call from any voice terminal.
PDC	(Personal Dial Code) extension number that is assigned to an individual and is normally associated with the voice terminal at the individual's desk. (See *also* **FPDC.)**
pickup	feature that allows you to answer a call ringing at another voice terminal.
position busy	feature that allows you to have calls that come to your console (position) sent to the other Attendant. This is available only if your company has two Attendants.
prime line preference	feature that allows a voice terminal to automatically select a preassigned button when you lift the handset to place a call.
program	ability to store a telephone number, account code, or PDC so you can access it by pressing a single button or by dialing a code.
queuing tone	five short tones indicating that your callback request has been confirmed.
release	feature that separates you from a call that is being extended and frees you to handle another call.
reorder tone	*see* **fast busy tone.**
repertory dialing	feature that allows you to program a telephone number or account code into an assignable button and then dial by pressing that button.

return-busy button	calls that you extend to a busy station (camp-on) and are returned to your console on the Return-Busy button if they are not answered within a predetermined interval.
return-don't answer button	unanswered calls that you extend to an idle station and are returned to your console on the Return-Don't Answer button.
ringback tone	repeating or/off tone indicating that the number you dialed is ringing.
ringing line preference	feature that allows a voice terminal to automatically select the ringing line when you lift the handset to answer a call.
selector console	an adjunct to the DTAC that allows you to select rather than dial a PDC when you extend a call. Also known as "Direct Extension Selector Console".
send all calls	feature that allows you to send incoming calls to a covering voice terminal and/or turn off the ringer on your voice terminal.
signaling	feature that sends an audible alert to another voice terminal without calling that voice terminal.
speaker	feature that allows you to place calls and to listen, but not speak to another party without lifting the handset.
special ringback tone	one long tone followed by one short, dull tone indicating that the person you dialed is busy and has Call Waiting.
speed dialing	feature that allows you to place a call or enter an account code by dialing " # " and a 2- or 3-digit code. The 3-digit System Speed Dialing codes are assigned by the System Administrator and can be used at all voice terminals. Individual voice terminals may be assigned 2-digit Personal Speed Dialing codes, which you can program.

tart	feature that initiates the extension of a call to a desired PDC.
station message waiting	feature that allows you to turn on and off a light at another person's voice terminal to notify him or her of a message.
switchhook	button(s) depressed by the handset when the voice terminal is not in use.
system access button	button that gives you direct access to System 25 to dial or to access features, It is labeled with your PDC.
system access originate only button	an extra system access button on which you can place, but not receive calls,
system administrator	person responsible for assigning features and overseeing System 25 operation. (The person to talk to if questions or problems arise.)
test	feature that allows you to test the lights and ringer on your DTAC and the lights on your Selector Console.
transfer	feature that allows you to connect the person you're talking with to another person and drop out of the conversation.
trunk	a telecommunications channel between two switching systems. (See *also* **outside line.)**
voice terminal	a single-line or multiline voice instrument (a telephone).