AT&T

AT&T SYSTEM 25

SWITCHED LOOP ATTENDANT CONSOLE USER GUIDE

Switched Loop Attendant Console User Guide
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Document Development Group and the
Technical Publications Group

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Introduction

This guide describes how to use the System 25 Switched Loop Attendant Console (SLAC). If you have a Direct Trunk Attendant Console (DTAC), you must use the user guide for that console.

Features

You can use most of the features available to other multiline 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 SLAC. 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 Switched Loop Attendant Console (SLAC) 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.
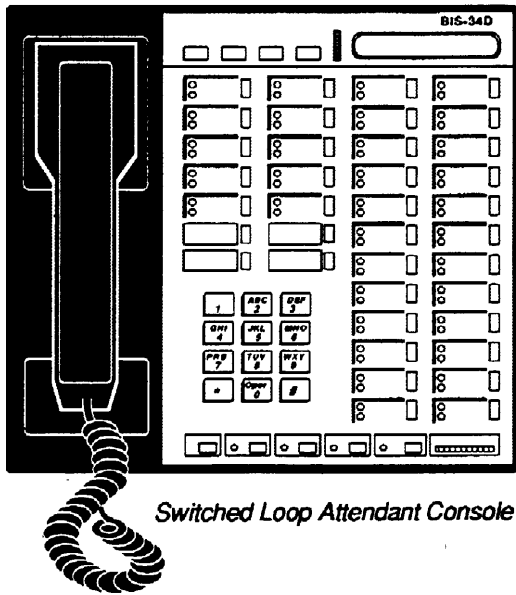
Switched Loop Attendant Console
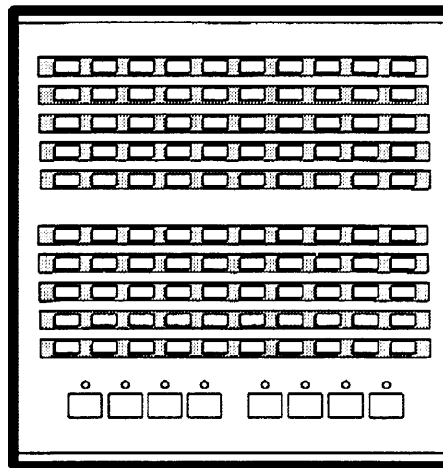
Selector Console

Switched Loop Attendant Console Buttons

There are three standard types of buttons on your SLAC. 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)

A fourth type of button can be found on the display unit, and is represented in this way: Set

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Loop Buttons

Voice communications paths between your console and the System 25 are called loops. Your console receives calls one at a time; if you are busy with a call, other incoming calls will wait in line (in queue) until you are ready to respond. If there are two attendants they share the *same* queue.

Your SLAC has five **(LOOP)** buttons that can be used to place and receive calls. These buttons give you access to outside lines and system features.

Automatic Loop Selection

When an incoming call rings, lifting the handset (going off-hook) automatically connects you to the caller. If your console is idle and you want to place a call, lifting the handset generates a dial tone for your call at one of the **(LOOP)** buttons.

Occasionally, you may have to press a **(LOOP)** button when you answer or date a call. The console procedures will Provide instructions when this is necessary.

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.

Handset Tones

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

DIAL TONE ||||||||||||||||||||||||||||||||||||||||||| (a continuous steady tone)
You can dial.

CONFIRMATION TONE |||||| |||||| |||||| (three short tones)
Your action is accepted. Proceed to the next step.

RINGBACK TONE |||||||||||||| |||||||||||||| ||||||||||||| (repeating on/off tone)
The number you dialed is ringing.

SPECIAL RINGBACK TONE ||||||||||||||||| |||||| (one long tone and one short, dull tone)
The person you dialed has Call Waiting.

BUSY TONE |||||||||| |||||||||| |||||||||| (repeating on/off tone)
The number you dialed is busy.

FAST BUSY TONE |||||| |||||| |||||| (repeating on/off tone)
The number or access code you dialed is busy, misdialed, or restricted.

QUEUING TONE |||||| |||||| |||||| |||||| |||||| (five short tones)
Your callback request for a busy station or outside line has been confirmed.

DEQUEUING TONE |||||| |||||| |||||| (three short tones)
The station or outside line that you requested is available, and your call can now be completed.

Ringing Tones

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

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

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

ABBREVIATED ALERT ||||| (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 ||||| ||||| ||||||||||||||| (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 your call is being set up remotely for this phone via Third-Party Call Setup (a data feature).
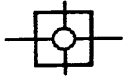
Lights

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 do not have exclusive use of a voice terminal may have been assigned Floating Personal Dial Codes (FPDCs).

Display Unit

The console's built-in display provides visual information about incoming and outgoing calls. Use the procedures and sample screens shown at the end of each entry. Also, refer to the entries for "Directory," "Display," "Inspect," and "Local Display Functions."

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Console Queue Status

System 25 places calls to a busy console in a waiting line (a queue). The queued calls are then sent to the console, *one at a time,* as the Attendant becomes available. The number of calls waiting in the queue is shown on the right side of the Screen 1 display. If from one to nine calls are waiting for service, the actual number appears. A queue of ten or more calls is indicated by "!".

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

Answering Calls ☑

You can receive only one call at a time on your console; calls are held in a queue at the System 25 until you, or the other attendant, can handle them. Your console receives incoming calls only when you have no other active calls and at least one loop is idle.

You answer all incoming calls at one of the **(LOOP)** buttons on the upper left of the console. (The system automatically selects **(LOOP)** buttons in a rotating sequence for receiving calls.) When an incoming call rings, the green light next to the appropriate **(LOOP)** flashes.

Answering a Call

1 Lift the handset.

The green light changes from flashing to steadily lit.

2 Talk to the caller.

Display:

The display shows different information, depending on the type of incoming calls received.

An outside call has arrived at your console. Three calls are waiting in the attendant queue.

OUTSIDE	3

(Continued)

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A call from an inside station is directed to the console. The display shows the PDC and name of the calling party. The "!" symbol indicates that ten or more calls are waiting in the queue.

```
314  Pearson,M   !
```

A call extended earlier is returning (indicated by the "}" symbol); the called party's PDC and name are shown.

```
}398  Jones,A  2
```

> Pressing the **(SCROLL)** button displays Screen 2: the letter " d" indicates that the called party, Jones, did not answer. The calling party identifier is also shown.

```
BRANCH     d
```

A call placed to C. Smith by an internal party has been redirected to the console for coverage, as indicated by the " >" symbol.

```
>319  Smith, C 3
```

> To determine the identity of the caller, press **(SCROLL)** to display Screen 2.

```
301    Fenton,P    s
```

> The letter 's" indicates that the called party, Smith, activated Send All Calls to send the call to coverage.

Attendant Message Waiting

You can use a Message light to notify voice terminals of a waiting message. When you call a voice terminal, the status of the light next to **(ATTENDANT MESSAGE WAITING)** 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
(ATTENDANT MESSAGE WAITING).
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 **(ATTENDANT MESSAGE WAITING)** .
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)

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Turning Off a Message Waiting Light While Talking to the Person

1 If the light is on, press **(ATTENDANT MESSAGE WAITING)** .
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 **(ATTENDANT MESSAGE WAITING)** .
The light next to this button turns on.

3   Dial the PDC.

4   Listen for confirmation tone and then press **(ATTENDANT MESSAGE WAITING)** . again.
The light next to this button turns off.

5   Hang up.

Display:

Using the Attendant Message Waiting feature does not affect the call information display.

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, start with one call; then contact the new parties one at a time and add them to the original loop.

You can drop parties *before* they are placed in a conference. However, once in a conference, you cannot selectively drop *any* party from the conference because they are all on the *same* loop. If you want someone to withdraw from the conference, ask that person to hang up.

Setting Up a Conference

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

2 Announce the conference call.

3 Press **CONFERENCE** and listen for dial tone.
The light next to the **(LOOP)** *button winks intermittently.*

The system selects and lights a new **(LOOP)** *button and supplies dial tone.*

4 Use your SLAC or Selector Console to dial the second party.

NOTE: Press **DROP** to drop an inside call that is ringing or is returning busy or reorder tone.

or

Press **(RELEASE)** or **(FORCED RELEASE)** to drop an outside call that is ringing or is returning busy, intercept, or reorder tone.

(Continued)

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5   Announce the conference call.

> **NOTE:** press **(RELEASE)** or **(FORCED RELEASE)** to drop an inside or outside call that is completed but the party is not joining the conference.

6   Press the **(LOOP)** button next to the winking light to join the conference parties together.
    The loop where the new conference party was called becomes idle again.

7   If you want to add another conferee, return to Step 3 and continue.

Display:

Each time a party is called for a conference, the normal information is displayed.

Call to an inside station:

```
311      Dunn,B      2
```

Call to an outside station:

```
95551634             2
```

As each new party is added to the original loop, the display shows the number of conferees (including you) now connected together, along with the current number of calls waiting in the queue.

```
CONFERENCE 3         2
```

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Directory ☐

If your System Administrator has setup a system directory, you can use the display to access the PDC, DDC, FPDC, or DGC group access code for people connected to your System 25. (This feature can be used whether or not you are active on a call.)

You start the search by dialing the first letter(s) of the person's name. Use the following buttons for dialing those letters and characters that do not appear on the dial pad:

► For the letter "Q", press ⑦ .

► For the letter "Z", press ⑨ .

► For a space, dot, or comma, press ✱ .

The first name in the system directory that matches the letters you dialed will be displayed. You can then press **(NEXT)** to display other names that match the search combination, or you can modify the search by adding additional letters to the end of your combination.

> **NOTE:** Press **(CALL)** to place a call to the person whose name and number is currently being shown on your display.
>
> The directory will "circle back" to the first name in the group after displaying all available names.
>
> If you want to search for a new name, or if you make a mistake, you must exit from the directory (see directions later in this entry) and then press **(DIRECTORY)** again.

more information about other ways of using the display, see entry for "Display" on page 19.

(Continued)

Searching the System Directory

1   Press **(DIRECTORY)** .
The following display appears:

DIR: ENTER NAME #

2   Using the letters on your dial pad buttons, specify the search combination by dialing the first letter(s) of the person's name.

NOTE: The combination that you dial will not appear on the display.

3   Press ⊞ .
The system will provide you with the first name in the directory that matches the letters you specified.

At the beginning of each display, you will see the letter "D" to remind you that you are using the Directoy feature.

4   To see the next matched entry, press **(NEXT).** You may need to press **(NEXT)** several times before the correct name appears.

NOTE: If you appear to be far from your goal, you may enter additional letters from the person's name. (Be sure that you press ⊞ after you complete entries from the dial pad.)

(Continued)

Placing a Call While You Are Using the Directory

When the display shows the name and number of the person you want to call, press **(CALL)** .

The system will automatically dial the number presently appearing on your display, If your handset is on-hook, the speakerphone will turn on.

Exiting from the Directory

When you do one of the following, you automatically deactivate the Directory feature:

► Press **(DIRECTORY)** again.

► Allow the display to be idle for 15 seconds.

► Hangup the handset after being off-hook, or lift the handset after being on-hook.

► Place a call using the dial pad, **(LOOP), (FLEX DSS)** , or **(CALL)** .

(Continued)

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Display:

Typical display information during a directory search is shown below.

If you want to check the number for "Schmid,A", press ⑦ ②
⌗ The numbered buttons contain the first two letters of
"Schmid". The directory shows you the name and number of
the first matched name.

D366   Paas,B

If you press **(NEXT)** , the next matched name appears:

D356   Pantine,M

In order to get closer to the name you are searching for, add more letters to the search combination by dialing ④ ⑥ ⌗ (The search combination is now ⑦ ② ④ ⑥ representing the letters S, C, H, and M.) The display now shows:

D309   Raines,J

When you press **(NEXT)** ,the name you have been searching for is displayed:

D323   Schmid, A

Display ☑

The console's built-in display provides visual information about incoming and outgoing calls. Various uses for your display are as follow:

► Handling calls more easily.

► Programming buttons or speed dialing codes from your voice terminal.

► Using the system directory to check a specific person's number.

► Checking the feature or numbers that are stored on a button, the number associated with an incoming call, and the identity of a call on hold.

► Checking the time and date.

► Setting the alarm, time, day, date, and timer.

The display can show two different screens of information in the window at the top of the console. Screen 1 appears automatically and indicates information such as PDCs and names of inside parties, identification for outside calls, and the number of calls waiting to be handled.

Screen 2 contains information such as the source of a coverage call and the reason it was redirected. Screen 2 is also useful when you are in the process of extending an incoming call and want to see both calling and called party data.

To see Screen 2, you must press the **(SCROLL)** button. (If Screen 2 does not appear when you press **(SCROLL)** , it has no information available for viewing.) To return to Screen 1 of the display, press **(SCROLL)** again.

(Continued)

Pressing the **(INSPECT)** button puts the display into the *Inspect* mode, where you can check the information associated with specific buttons. See the entry for "Inspect" on page 32 for details.

The **(DIRECTORY)** button allows you to check the number associated with someone in your system. For more information about operation for this feature, see the entry for "Directory" on page 15.

Symbols Used in Displays

Two groups of symbols provide specific information about incoming calls.Symbols that may appear on the left side of the Screen 1 display are as follow:

Display symbol	Meaning of the symbol
>	A coverage or redirected call has been sent to the console.
)	A call has been redirected using the Third-Party Call Setup or Park feature, or a call is returning to the console from a station that is busy or does not answer.
&	The **(START)** button has been pressed while handling a call.
I	This is a Busy-to-Idle Reminder call.
Q	The call has been queued by using the Callback Request feature.
F	The call has been forwarded to an outside location.
T	The call being received is a transfer call.

(Continued)

The following Call Type identifiers appear on the right side of the Screen 2 display.

Display symbol	Meaning of the symbol
a	This is a Third-Party call.
b	The covered station was busy.
d	The covered station did not answer the call.
f	The call was sent using the Following or Forwarding feature.
g	This is a DGC call.
n	This is a Night Service call.
p	When the initial redirection symbol is ">", the call was picked up with the Pickup feature. When the initial redirection symbol is "}", this is a returning a parked call.
s	Send All Calls was turned on by the covered station.
u	The call was to a not-signed-in FPDC.

Handling an Incoming Call If You Announce Calls ☑

You can use either the SLAC 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.

Your System 25 is set for either Automatic Release or Automatic Hold. If your system is set for Automatic Release, when the called party agrees to take the call, simply hang up or select another **(LOOP)** instead of pressing **(RELEASE).** Check with your System Administrator to see which feature you have.

If you want to extend an outside call to another outside line, see the entry for "Transfer" on page 87.

Extending a Call Using the SLAC

1 Press **(START)** and listen for dial tone.

2 Dial the PDC.

3 If the called party answers and will take the call call, press **(RELEASE)** .

   or

   If the called party is busy, does not answer, or will not take 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 called party answers and will take the call, press **(RELEASE)** .

or

If the called party is busy, does not answer,

speak with the caller.

4 Hang up.

Switching Between Parties While Extending a Call

You can switch back and forth between the caller (source) and the called party (destination) by using **(SOURCE)** and **(DEST)** buttons. To move between parties:

1 Press **(SOURCE)** to go back to the caller.
The light next to **(SOURCE)** *turns off.*

The light next to **(DEST)** *winks.*

2 Press **(DEST)** to go back to the called party.
The light next to **(DEST)** *turns off.*

The light next to **(SOURCE)** *winks.*

3 If the called party will take the call, press **(RELEASE)** .

or

If the called party will not take the call, press **(CANCEL)** and speak with the caller

4 Hang up.

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Conferencing While Extending a Call
If a conference is needed to connect you to both parties:

> 1 Press **(JOIN)** .
> *All three parties can speak.*
>
> *2* To drop yourself out of the call, press **(RELEASE)** or hang up.
> *You will drop out of the call.*
>
> **or**
>
> To drop all parties out of the call, press **(FORCED RELEASE)** .
> *All parties will be disconnected.*

Display:

As an example: An outside party has placed a call to you and asks to be connected to B. Taylor on extension 372. Four calls are waiting in the attendant queue. Screen 1 has the following information:

```
┌─────────────────────┐
│    OUTSIDE      4    │
└─────────────────────┘
```

After you press **(START)** to extend the call, Screen 1 changes; the "&" symbol indicates that the "extend" condition is active.

```
┌─────────────────────┐
│&                  4  │
└─────────────────────┘
```

> If you press **(SCROLL)** , Screen 2 displays the calling party data.

```
┌─────────────────────┐
│   O U T S I D E   &  │
└─────────────────────┘
```

(Continued)

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When you dial the inside number, Screen 1 displays it.

> &372 Taylor,B   4

Screen 2 is unchanged.

> OUTSIDE   &

After the called partv answers, press **(SOURCE)** and the caller information returns to the screen.

> OUTSIDE   &

If you press **(DEST)** , the called party information now appears on the screen.

> &372   Taylor,B   4

If you press **(JOIN)** , Screen 1 shows a conference connection.

> CONFERENCE 3   4

Pressing **(RELEASE)** (or hanging up if you have Automatic Release) causes Screen 1 to go blank except for the number of calls in queue.

> 4

Handling an Incoming Call If You Do Not Announce Calls ✓

You can use either the SLAC 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 they have a waiting (camped-on) call. If the called party does not choose to take the call, it will be returned to you after a preset interval.

Your System 25 is set for either Automatic Release or Automatic Hold. If your system is set for Automatic Release, to drop out of a call, simply hang up or select another **(LOOP)** instead of pressing **(RELEASE)** . Check with your System Administrator to see which feature you have.

If you want to extend an outside call to another outside line, see the entry for "Transfer" on page 87.

Extending a Call Using the SLAC

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 to the console. Similarly, camped-on calls that are not answered will return to the console.

(Continued)

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Extending a Call Using the Selector Console

1 Press the appropriate Group Select button.

2 Press the DXS button.

3 Press **(RELEASE)** and then hang up.

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

Display:

Display examples for Extended Calls are shown below.

An outside party asks to be connected to B. Taylor on extension 372. Four calls are waiting in the attendant queue. Screen 1 has the following information:

```
┌─────────────────────┐
│   OUTSIDE    4      │
└─────────────────────┘
```

(Continued)

After you press **(START)** to extend the call, Screen 1 changes; the "&" symbol indicates that the "extend" condition is active.

```
&                    4
```

If you press **(SCROLL)** , Screen 2 displays the calling party data.

```
       OUTSIDE      &
```

When you dial the inside number, Screen 1 displays it.

```
&372   Taylor,B     4
```

Screen 2 is unchanged.

```
       OUTSIDE      &
```

Pressing **(RELEASE)** (or hanging up if you have Automatic Release) causes Screen 1 to go blank except for the number of calls in queue.

```
                    4
```

Hold

You can hold calls while you attend to other matters and then pick them back up. After you put a call on hold, you may hang up the handset without losing the call. Keep in mind that when you put a call on hold the system is signaled that you are available to receive another call; if there are any calls waiting in the queue, the system will send the first one to you as soon as you put your current call on hold.

If you do not return to your held call within a preset time interval, there will be a visible change in the wink rate and, if administered, an audible tone. After a second timed reminder is sent, the system will either continue to send reminders or cause the call to start ringing again as an incoming call at the **(LOOP)** button where it is held. This option is controlled by your System Administrator.

Automatic Hold and Automatic Release

If you have the Automatic Hold feature, a call is put on hold automatically when you select another loop by pressing **(LOOP)** , **(FLEX DSS)** , **(FACILITY)** , or **(AUTO ICOM)** . If you have the automatic Release feature instead, a call is released or lost when you select another loop without first pressing **HOLD** . Find out from your System Administrator which of these features your console has.

Putting a Call on Hold

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

2 You can handle other matters without disconnecting the line.

(Continued)

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Returning to the Held Call

1 Press the **(LOOP)** button next to the winking light.

2 If necessary, lift the handset to continue talking.

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 **(LOOP)** button and listen for dial tone.

3 Place and complete the second call.

4 To return to the held call, press the **(LOOP)** button next to the winking light.

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 **(LOOP)** button next to the winking light.

Display:

The display screen goes blank after a call has been put on hold.

```
┌─────────────────────┐
│                     │
└─────────────────────┘
```

When you return to a held call, the same display originally associated with the call appears again.

Call from an inside station:

```
┌─────────────────────┐
│343  Green,A        1│
└─────────────────────┘
```
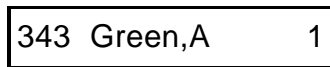
Call from an outside station:

```
┌─────────────────────┐
│        BRANCH      2│
└─────────────────────┘
```

Inspect   ☑

The inspect mode allows you to use your console display to get the following information:

► The PDC and associated name for a call on hold or ringing at a **(LOOP)** button.

► The number of trunks available in a group of trunks represented by a **(FACILITY)** button.

► The number or code stored on a **(REP DIAL)** , **(LAST # DIALED)** , or **(FLEX DSS)** button.

► The name of the feature assigned to any other button.

> **NOTE:** In the Inspect mode, your console is unavailable to new incoming calls. In addition, you will not be able to perform call-handling procedures (holding, transferring, answering a call, etc.).

Using the Inspect Feature

    1 Press **(INSPECT)** .

    2 Press the button you want to inspect.

Deactivating the Inspect Feature
When you do any of the following, you automatically deactivate the Inspect feature:

► Press **(INSPECT)** again.

► Hang up the handset after being off-hook, lift the handset after being on-hook, or press an idle **(LOOP)** button.

► Allow the display to be idle for 15 seconds.

(Continued)

Display:

To display information about a held or ringing call, press the **(LOOP)** button of the call. The display is the same as the one that appeared when the call first arrived at the console.

```
322  Sisolak,W  8
```

To get the number of busy trunks in a pooled facilities group, press the **(FACILITY)** button. The display shows how many of the total group are busy.

```
003  of  016  BUSY
```

To display the number stored on a **(REP DIAL)** , **(LAST # DIALED)** , or **(FLEX DSS)** button, press the button.

```
912425631324
```

Where numbers have not been stored under feature buttons, the name of the button feature will be displayed.

```
REP DIAL
```

Inspection of any button other than those listed above results in the name of that *feature* being displayed.

```
ACCT ENTRY
```

Local Display Functions

The **(LOCAL)** button provides access to special features built into your display unit. The buttons at the top of the terminal (next to the display screen) control a clock, calendar, 60-minute timer, and an alarm.

In local mode, the screen displays the function you select. The console remains in the local mode until you either press the **(LOCAL)** button again, a new call arrives, or a call is placed.

> **NOTE:** This alarm is comparable an "alarm clock" and should not be confused with the System Alarm button.

Setting the Clock, Time, Day, Date or Alarm

1 Press **(LOCAL)** .
The Clock/Calendar screen appears on the display.

2 Press **Set** until the item you want to change flashes.

3 Press **Fwd** or **Rev** to change the item's setting.

4 If you want to change the setting of an additional item, return to step 2.

5 Press **Exit** .
The Clock/Calendar screen appears on the display.

6 Press **(LOCAL)** .

(Continued)

Using the Timer

1   Press **(LOCAL)** .
   The Clock/Calendar screen appears on the display.

2   Press `Time/Timer` .
   The Timer screen appears on the display.

3   To start the timer, press `Start` .
   The Timer resets to 00:00 then begins timing.

4   To stop the timer, press `Stop` .

5   If you want to time another event, return to step 3.

6   Press `Exit` .
   The Clock/Calendar screen appears on the display.

7   Press **(LOCAL)** .

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.

Display:

Turning Night Service on or off does not affect the
current display.

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.

Display:

During paging, the access code is displayed as you enter it.

Park

Parked calls are like held calls except that they can be picked up from any voice terminal. Any call can be parked on the SLAC, 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 SLAC

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

2   Select another **(LOOP)** 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 not answered within a preset intend (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.

   NOTE: When you do this, the call will be removed from your SLAC.

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 a preset interval (the default time is two minutes), the call will return to the console on a **(LOOP)** 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.

(Continued)

Display:

The following example is an incoming call parked on your PDC. The display shows the characters as you dial them to park the call.

```
*5                    1
```

A returning parked call is displayed on both screens. Screen 1 indicates that the call is returning from Park.

```
}    PARK RTN       1
```

Screen 2 identifies the source of the call.

```
322  Sisolak,W  p
```

Placing Calls

You can place calls to people inside or outside your company with **(LOOP)** buttons.

Placing an Inside Call Using the SLAC

1 Lift the handset and listen for dial tone.
The light next to the selected **(LOOP)** *button turns on*

2 Dial the PDC.

Placing an Inside Call Using the Selector Console

1 Lift the handset and listen for dial tone.
The light next to the selected **(LOOP)** *button turns on.*

2 Press the appropriate Group Select button.

3 If the DXS button of the party you want to reach is dark, press it.

o r

If the DXS button of the party you want is lit, the party is busy; try again later.

(Continued)

Placing an Outside Call

1 Lift the handset and listen for dial tone.
   The light next to the selected____button turns on.

2 Press **(FACILITY)** or dial the outside line access code.

3 Listen for dial tone.

4 Dial the telephone number.

Placing a Call When an Incoming Call is Ringing

1 Press an idle **(LOOP)** button.
   The red light moves to the selected button.

2 Lift the handset and listen for dial tone.

   *The green light next to this **(LOOP)** button turns on.*

3 Continue to place the call in the normal way.

Placing an Outside Call for Someone

1 Answer the call.

2 Press TRANSFER .

3 Dial the outside call.

4 Announce the call and hang up.

(Continued)

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.

   NOTE: If your console has the *Automatic Release* feature, you do not have to press **(RELEASE)** to drop out of the call. Hanging up or pressing a new **(LOOP)** button will automatically drop you from the call.

Display:

Typical display for an inside call shows the PDC and name of the called party. The digit 3 indicates that three calls are waiting in the queue.

```
318    Davis,R        3
```

Typical display for an outside call shows the dialed digits and the number of calls in the queue.

```
912125551212  7
```

Position Busy

You can make your SLAC 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.

If your company has two attendant consoles, the system sends your incoming calls to the other attendant while your console is in the Position Busy mode. (Only one console can be in the Position Busy mode at the same time.)

If your company has only one attendant console, you can activate Position Busy only if another voice terminal has been specifically administered as a backup answering position.

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.

Display:

Activating and deactivating Position Busy does not affect the current display.

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System Alarm ☑

If the green 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.

> **NOTE:** This alarm should *not* confused with the "alarm clock" function of your display. If your voice terminal is beeping, this is *not* a system alarm. For more information, see the entry for "Local Display Functions" on page 34.

Display:

A system alarm does not affect the current display.

Testing Your Consoles ☑

You can test the lights and ringer on your SLAC and the lights on your Selector Console. On the SLAC, the Test/Program switch is located on the left side. It has two positions, "T" and "P" (the "P" position is inoperative).

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 SLAC

1 Slide the switch on the left side of the SLAC to "T".
The red and green lights alternately light and the ringer sounds,

2 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.

(Continued)

46

Display:

During the SLAC test procedure, the display shows 16 blackened
character positions.

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 53.

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)

49

4   Listen for dial tone.

    NOTE: If you do not 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, *do not 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.

(Continued)

Display:

After you press **(ACCT ENTRY)** or *⃞0⃞ the display shows the following:

> ACCT?

As you dial the account code, the digits are displayed on Screen 1.

> ACCT?123456789

If you enter more than 9 digits, Screen 1 will show the first 9 digits; the display will then automaticall scroll (auto-scroll) to Screen 2.

> -01234

NOTE: If you use **(REP DIAL)** or Personal Speed Dialing to enter the account code, the code is displayed as above.

If you use System Speed Dialing to enter account code digits, only the code (#100 through #189) is displayed.

> ACCT?#125

Automatic Intercom ☐

You and another person may each have a button, **(AUTO ICOM)** , that you can use to calI 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.

Display:

Automatic Intercom calls produce the same information on the display as any inside call to or from the console.

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,

Display:

⌗⌗ PDC is displayed as you dial it. After you receive second dial tone, the outgoing telephone number is also displayed as you enter it.

```
##35395551212
```

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 callback when you hear busy tone or special ringback tone. For outside calls, you may request callback only when you hear fast busy 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** .
The light next to the button on which you had placed the call winks,

2 Listen for queuing tone and then hang up.

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

Completing the Call

1 When you hear priority ring, lift the handset.

2 Listen for dequeuing tone and then hang up.
Your call will be completed as dialed.

(Continued)

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 Hang up.

Display:

Typical displays for Callback Request are shown below.

When you successfully make a Callback Request, the display shows:

CALL QUEUED

When you receive callback, the call information associated with the originally-dialed number is displayed, preceded by "Q". For example:

Q95551212

If the request fails, the display shows:

QUEUE DENIED

If you cancel the request, the display shows:

QUEUE CANCELED

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 a call to that
station.*

Coverage ☐

You may be covering calls for other voice terminals. In this case, calls will be sent to the queue after a preset number of rings, and will be handled like any other incoming call.

The System Administrator determines the number of rings before unanswered calls are sent to coverage.

Display:

A call placed to K. Chapman by an internal party has been redirected to the console for coverage, as indicated by the " >" symbol. (There are 3 calls waiting in the queue.)

Called party information is displayed on Screen 1.

> >368 Chapman, K 3

Caller information is displayed on Screen 2.

> 359 Blake,G   s

The caller is G. Blake. K. Chapman activated Send All Calls to send the call to coverage. (The Send All Calls feature is indicated by the letter "s".)

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 for dial tone.

2 Dial ⭐️ 4️⃣ .

3 Listen for confirmation tone and then hang up.

Returning to the Group

1 Lift the handset and listen for dial tone.

2 Dial ⭐️ 6️⃣ .

3 Listen for confirmation tone and then hang up.

(Continued)

Display:

The access code you dial to leave or return to the Direct Calling Group is displayed on the screen until you hang up.

When receiving a DGC call, Screen 1 displays the DGC group ID.

```
>522    CustServ    3
```

Screen 2 displays the caller identification and call-type code.

```
            OUTSIDE
```

Direct Station Selection (DSS) ☐

There are two kinds of 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 PDCs and 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 76.

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.

(Continued)

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Display:

When you press a **(DSS)** or **(FLEX DSS)** button, the display shows the stored number and the name associated with the number just as it does for any internal call.

When you receive a Busy-to-Idle Reminder, the information flashes on the display, preceded by "I".

I305 Schmid,A

Exclusion

⬜

This feature prevents other inside parties from listening in on a shared line. If you activate this feature while on a conference call, you will drop all other inside parties. Therefore, when you set up a conference call, press **(EXCLUSION)** before you add the inside conferees.

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.

Display:

Activating the Exclusion feature does not affect the current display.

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

Use of this procedure will sign out all PDCs signed in at this voice terminal *except* the PDC normally assigned to it.

1 Lift the handset and listen for dial tone.

2 Dial ⚊⚊⚊ .

3 Listen for confirmation tone and then hang up.

Display:

The characters dialed, including * *, appear on the display screen.

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 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 the Following and Forwarding features. Then use the feature that best fits your needs.

> **NOTE:** Your System Administrator may or may not allow your voice terminal to forward your 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.

Display:

When a call is actively being forwarded to a remote location, the forward-to number will flash on the display.

F912155551212

Hands-Free Answer on Intercom (HFAI)

When you use the Hands-Free Answer on Intercom (HFAI) feature on the SLAC, you can answer inside calls without lifting your handset.

You cannot use the HFAI feature when you are using the Directory or Inspect feature. For more information about these display features, see the entries for "Directory" and "Inspect."

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

Turning On the HFAI Feature

1 Press **HFAI** .

The light next to this button turns on.

2 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 lights next to **SPEAKERPHONE** *and* **MICROPHONE** *turn on.*

2 Begin speaking.

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

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

(Continued)

67

Ending an Inside Call

If the calling party hangs up, you will be automatically disconnected. Otherwise, press SPEAKERPHONE .
The lights next to SPEAKERPHONE *and* MICROPHONE *turn off.*

Turning Off the HFAI Feature

1 Press **(AUTO ANS)** .
The light next to this button turns off.

2 Press HFAI .
The light next to this button turns off.

Display:

The display for an HFAI call is exactly the same as for any incoming inside call.

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:

▶   **(FACILITY)**

▶   **(LOOP)**

▶   **(REP DIAL)**

▶   Speed Dialing

▶   `TRANSFER` .

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

▶   Account Code Entry

▶   **(AUTO ICOM)**

▶   ʹCall Accountability

▶   **(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 either the **(FACILITY)** or **(LOOP)** button, you must use the same type of button to obtain dial tone before you redial.
>
> For example, if you used **(FACILITY)** to dial the last number, you must select **(FACILITY)** again before you press **(LAST # DIALED)** .

Display:

The display shows all the characters that were dialed. If you use System Speed Dialing, the display shows the *code* only (#100 through #189).

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 exists, you may choose to use this 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, see 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 does not have a message waiting light.

(Continued)

71

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 does not 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 associate **MESSAGE** button, which you can press to turn off the light after you receive messages. If you voice terminal does *not* have a **MESSAGE** button, you must use a feature access code to turn the light off.

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 other voice terminal does not 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 ⬚# ⬚ ⬚ .

3 Dial the PDC of the voice terminal.

4 Listen for confirmation tone and then 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 to another voice terminal, whether or not you belong to a pickup group.   Picked up calls come to the button where the code was entered.

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⌉   .

Display:

When you dial the Pickup access code, it is displayed on the screen. After you are connected to the caller, the normal incoming call information replaces the access code.

Placing Data Calls from Your Voice Terminal

If your System Adminatrator 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 a feature access code.

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

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

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

(Continued)

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Using * as an Actual Character

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

For example, you may want to store a Call Accountability feature access code, # # PDC, in 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)*

(Continued)

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Using #8 to Start End-toEnd 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) *and* an identification code that should be transmitted directly to the far end (12345).

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

Programming Your Buttons and Personal Speed Dialing Codes

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

► 4 digits in a **(FLEX DSS)** button.

► 25 characters in a Personal Speed Dial code.

► 28 characters into a **(REP DIAL)** button.

(Continued)

Programming or Removing a Number

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:

   Pressthe **(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.

Display:

The display shows the characters as they are entered.

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 54.

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 76.

Placing a Call Using Repertory Dialing

1 Lift the handset and listen for dial tone.

2 Press **(REP DIAL)** .

Display:

The display shows the characters that are stored on the button.

Signaling ☐

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

Signaling Another Voice Terminal

1 Do not lift the handset.

2 Press **(SIGNAL)** .

Display:

Sending a signal does not affect the display; however, when you *receive* a signal, the display shows the name of the person who signaled you:

```
SIG  Asay, J
```

If no name is available, the display shows the PDC of the person who signaled you:

```
SIG  352
```

Speakerphone ✓

Your SLAC has a `SPEAKERPHONE` button that allows you to answer and place calls without lifting the handset. You can switch from speakerphone to handset operation: simply lift the handset and continue the call. To return to speakerphone operation, press `SPEAKERPHONE` and hang up 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 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 to this button will turn on.

(Continued)

Answering a Call Without Lifting the Handset

1   Press `SPEAKERPHONE` .

The lights next to `SPEAKERPHONE` *and*
`MICROPHONE` *turn on.*

2   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 to this button will

Ending a Speakerphone Call

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

Display:

The display for a speakerphone call is exactly the same as for a handset call.

Speed Dialing

Speed dialing allows you to place a call or enter an account code by dialing 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 programmed 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 twenty 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 "Programming Numbers" on page 76.

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 green light next to **(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 SLAC 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 over 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 do not 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 maybe 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.
basic console	a BIS terminal with I6-character display from which you can place and answer calls and access Attendant and Standard multiline features.
BIS	(Built-in-Speakerphone) name of a multiline voice terminal that allows you to listen and speak on any call without lifting the handset.
busy-to-idle reminder	feature that automatically notifies you when a person or route 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 trunk. The system will signal your voice terminal when the station or trunk is available. *This feature is also referred to as Callback Queuing.*
call waiting	a voice terminal feature that allows parties to be notified of an incoming call while on another call.
camp-on	feature that allows you to extend a call to a busy voice terminal and then release yourself from the call. When the extended-to voice terminal is free, the call rings 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 an individual to have their 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	(Direct Group Calling) a 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.

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, misdialed, restricted, or a trunk 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   feature that allows you to redirect your incoming calls to another voice terminal.

FPDC   (Floating Personal Dial Code) an extension number associated with a person but not a particular voice terminal. FPDCs provide the convenience of receiving calls at various voice terminals. (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.
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, you must have a VOICE POWER Voice Message System connected to your System 25.
loop	voice link that carries all incoming and outgoing calls between the console and placing calls.
loop button	location of a loop at the console; used for answering and placing calls.
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 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) and the speaker/speakerphone is turned off.

outside call	call between a System 25 voice terminal and a voice terminal not connected to the same 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 hold 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 or to a designated backup station if your system has only one Attendant.
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, feature access code, or PDC so you can dial it by pressing a single button or by dialing a code.
queue	an ordered sequence of calls waiting at the system switch to be directed to the attendant console for processing; also, a place where calls are held until they can be acted upon (such as for Callback Request).

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	waiting calls that you extended are returned to your console if they are not answered within a predetermined interval.
return-don't answer	unanswered calls that you have extended are returned to your console.
ringback tone	repeating on/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 SLAC 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	a voice terminal feature that allows incoming calls to be sent to a covering voice terminal and/or turn off the ringer on the voice terminal.
signaling	feature that sends an audible alert to another voice terminal without calling that voice terminal.
SLAC	(Switched Loop Attendant Console) allows you to perform special attendant tasks while providing the same features as other voice terminals in the system.

special ringback tone	one long tone followed by one short, dull tone indicating that the person you dialed 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.
start	feature that initiates the extension of a call to a desired PDC.
station message waiting	feature that allows two people in the system to turn on and off a light at the other person's voice terminal to notify him or her of a message.
switchhook	button depressed by the handset when the voice terminal is not in use.
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 SLAC and the lights on your Selector Console.
transfer	feature that allows you to connect the person you are 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).

AT&T System 25
QUICK REFERENCE CARD
Switched Loop Attendant Console

FEATURE ACCESS CODES		
FEATURE	**DESCRIPTION**	**CODE**
Account Code	to enter an Account Code	*O Code
Attendant Message Waiting	to send a signal while ringing PDC	ATT MSG WAIT
	to send a signal when not ringing PDC	ATT MSG WAIT PDC
	to turn off signal while connected to PDC	ATT MSG WAIT
	to turn off signal when not ringing PDC	ATT MSG WAIT PDC ATT MSG WAIT
Call Accountability	to make PDC accountable for this call	## PDC
Callback Request	to request callback for a busy station/line	RECALL
	to cancel callback request while active on a call	DROP
Direct Group Calling	to leave your DGC group	* 4
	to return to your DGC group	* 6
Following	to sign in PDC	**PDC PDC
	to sign out PDC	* * P D C 0
	to sign out all PDCs	* * 0
Forwarding	to send your calls to PDC	#70 PDC
	to send your calls to a remote number	#70 number
	to cancel forwarding from your PDC	**PDC PDC
Leave Word Calling	to leave a message when calling PDC	LEAVE WORD
	to leave a message at PDC while not active	LEAVE WORD PDC
Paging	to access the paging system	PAGE or CODE
Park	to park this call	* 5
	to answer a call parked by PDC	*8 PDC
Pickup	to pickup a call ringing in your pickup group	* 7 0
	to pick up a call ringing at PDC	*7 PDC
Programming	to program a button or code	# 4
Speed Dialing	to dial a programmed number (20-39, 100-189)	# Code

(See Dial Code list on other side.)

QUICK REFERENCE CARD
Switched Loop Attendant Console

PERSONAL SPEED DIALING NUMBERS	
CODE	**TELEPHONE NUMBER**
#20	
#21	
#22	
#23	
#24	
#25	
#26	
#27	
#28	
#29	
#30	
#31	
#32	
#33	
#34	
#35	
#36	
#37	
#38	
#39	

SYSTEM SPEED DIALING NUMBERS	
CODE	USE

FACILITY ACCESS CODES	
CODE	USE

DIALING CODES	
CODE	**DESCRIPTION**
	Your PDC
	Your DDC
0	Attendant
	Night Service access code
	Paging access code

ACCOUNT CODES	
CODE	USE

(See Features list on other side.)