

Lucent Technologies
Bell Labs Innovations



**DEFINITY[®] Enterprise Communications
Server Generic 1, Generic 3,
and System 75**

8411 Voice Terminal User's Guide



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Your 8411 Voice Terminal

The 8411 voice terminal is available in two models: the 8411D, shown below in **Figure 1**, has a display; the 8411B does not have a display. Although the display on the 8411D, along with the softkeys and display control buttons, offers the user valuable added functionality, both models are comprehensively equipped so you can make the best use of the many features of the Lucent Technologies DEFINITY® Enterprise Communications Server (ECS) Generic 1 or Generic 3 and System 75.

To familiarize yourself with the various features of your voice terminal, you can use **Figure 1** below, which shows a top view of the 8411D voice terminal (the 8411B has the same button layout, but does not have a display), **Figure 2**, on page 5, which shows a bottom view, and **Figure 3**, on page 6, which shows a rear view of the 8411. The features offered on the 8411 voice terminal are explained below each figure.

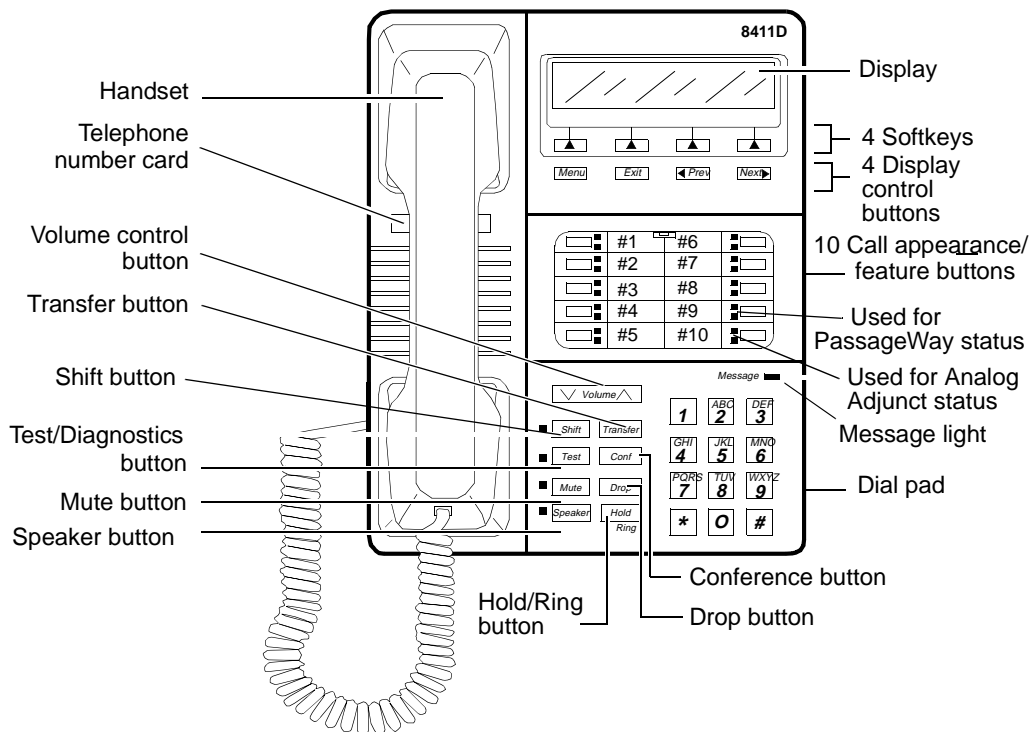


Figure 1. Top View of the 8411D Voice Terminal (With Display)

Starting with the upper right corner of **Figure 1** and continuing clockwise:

Display
(on 8411D terminal only)

A 2-line by 24-character display.

4 Softkeys
(on 8411D terminal only)

The four buttons located below the display and labeled with arrows (▲), correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 12 features on your voice terminal *in addition to* those features administered on the call appearance/
feature buttons.

For a list of the features that can be accessed with the softkeys, check with your system manager. For procedures for using these softkey features, see “Using the Display, Softkeys, and Display Control Buttons” later in this guide.

4 Display control buttons
(on 8411D terminal only)

These four buttons are labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶**.

- **Menu** is used to enter Softkey Mode and access the first feature option screen.
- **Exit** is used for exiting the Display Mode and returning to Normal (call-handling) Mode.
- **◀ Prev** and **Next ▶** can be used to help you go back and forth through the feature option screens.

**10 Call appearances/
feature buttons**
(and designation card)

At least three of these 10 buttons are devoted to incoming and outgoing calls (**call appearances**) and are labeled with an extension number; the remaining buttons access features (**feature buttons**) and are labeled with a feature name. Each has a red light telling you this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.

On the designation card, write the call appearance telephone number or extension or the feature that each of these 10 buttons can access.

**(The lights beside Button #9
are) used for PassageWay
status**

The red and green lights next to Button #9 show the status of the PassageWay® connection, if a PC used for PassageWay is connected to the rear of the 8411. For the meaning of the lights, see “PassageWay and Analog Adjunct Status Indications” later in this guide.

**(The lights beside
Button #10 are) used for
Analog Adjunct status**

The red and green lights next to Button #10 show the status of the Analog Adjunct, if there is one connected to the rear of the 8411. For the meaning of the lights, see “PassageWay and Analog Adjunct Status Indications” later in this guide.

Note: The system manager may also option Button #10 so it can be used to send a disconnect signal to the analog adjunct when the 8411 and analog adjunct share the same telephone line.

Message light	A red light which goes on steadily when a message has been left for you. Check with your system manager to see how you can retrieve your messages.
Dial pad	The standard 12-button pad for dialing phone numbers and accessing features. The letters “Q” and “Z” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.
Conference button	For setting up conference calls. This button is labeled Conf .
Drop button	For disconnecting from a call or dropping the last party added to a conference call.
Hold/Ring button	A red button for putting a call on hold. By pressing Shift and then Hold , you can select a personalized ring for your voice terminal from eight possible ringing patterns.
Speaker button	For accessing the built-in 2-way speakerphone. Note: Your voice terminal can be set for either the Speaker (listen-only) feature <i>or</i> the Speakerphone (listen and talk) feature. Check with your system manager to see how your Speaker button is to be used.
Mute button	For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.
Test/Diagnostics button	When the voice terminal is initially powered up, the red light next to Test flashes if the link with the PBX is not (or not yet) operational. The light changes to steady red when the voice terminal is able to communicate with the PBX, and then goes off after a short period of time. After the voice terminal is powered up, you can press Test to test the lights and the display (if applicable) on your voice terminal. If you press Shift and then Test , you can perform a diagnostics test of the PassageWay connection (if a PC has been connected to the RS-232-D jack on the rear of the set) and the status of the Analog Adjunct (if one has been connected to the Analog Adjunct jack also on the rear of the set). For more information on the meaning of the diagnostics lights for the PC and the Analog Adjunct, see “PassageWay and Analog Adjunct Status Indications” later in this manual.
Shift button	A blue button which can be used to access two additional features (when Shift is active, the red light next to the button is on): <ul style="list-style-type: none"> • When used with Hold , you can select a personalized ring from among eight available patterns. • When used with Test , you can perform a diagnostics test of the PassageWay and/or the Analog Adjunct connected to the RS-232-D jack and Analog Adjunct jack, respectively, on the rear of the set.
Transfer button	For transferring a call to another voice terminal.

Volume control button

For adjusting the volume of the following:

- The speakerphone or speaker when a call is in progress using the 2-way speakerphone or 1-way speaker
- The handset receiver level while a call is in progress using the handset
- The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active

Note: When the speaker is active, the ringer volume is automatically reduced to a low setting. The volume is restored when the speaker is turned off.

Remember: The Volume control button on your voice terminal does not control the volume level of adjunct equipment.

Telephone number card

For noting the area code and telephone number of your voice terminal.

Handset

A handset is provided for placing and receiving calls. (The handset is also known as the **receiver**.) In most cases, you must lift the handset (go off-hook) or activate the speaker or speakerphone before you can use a feature.

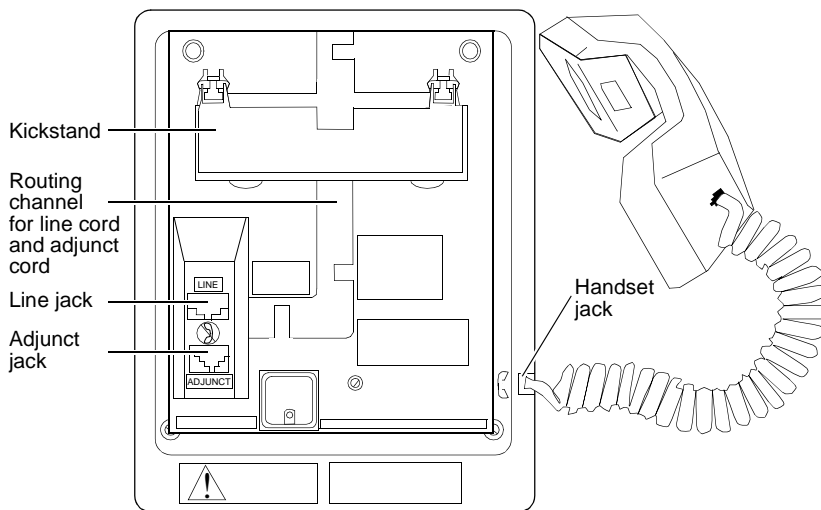



Figure 2. Bottom View of the 8411 Voice Terminal

The various components which appear on the bottom of the 8411 voice terminal are shown in **Figure 2** and listed and explained below.

- | | |
|------------------------|---|
| Handset jack | This jack is for connecting a handset, with handset cord, to your voice terminal. The jack is labeled  . |
| Adjunct jack | This jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A Headset Adapter) to your voice terminal. The jack is labeled "ADJUNCT." |
| Line jack | This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE." |
| Routing channel | Thread the line cord (and adjunct equipment cord, if applicable) through the routing channel. |
| Kickstand | Can be lifted from the deskstand or can be left level with the bottom of the voice terminal. Check which kickstand adjustment allows you the best viewing angle of the display. (Only the 8411D has a display.) |

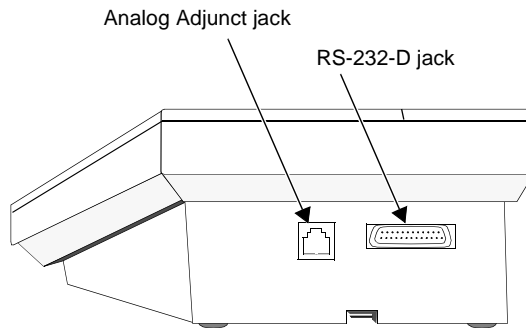


Figure 3. A Rear View of the 8411 Voice Terminal

The Analog Adjunct jack and the RS-232-D jack, shown in **Figure 3**, are located on the rear of the voice terminal.

Analog Adjunct jack

This RJ11C jack is used for connecting analog equipment such as answering machines, fax machines, PC or laptop data/fax modem cards, data sets or modems, audio teleconferencing equipment, and TTY machines commonly used by the hearing impaired. For more information about this connections, see “Connection with Analog Equipment” later in this section.

RS-232-D jack

This asynchronous RS-232 jack is used for connecting the voice terminal to the COM port on an IBM[®]-compatible personal computer on which you can load and use the Lucent Technologies PassageWay Solution software. For a description of the PassageWay applications, see “The PassageWay Connection” later in this section.

The PassageWay Connection

The EIA RS-232 type jack on your 8411 voice terminal provides you with an interface between the voice terminal and the COM port on an IBM-compatible personal computer. This interface allows you to access Lucent Technologies PassageWay Solution software which you can install on your PC.

For more information on installing and using PassageWay Solution with your 8411 voice terminal, read the information contained in the *PassageWay® Direction Connection Solution For DEFINITY® Communications System 8411 Voice Terminal User's Guide*, 585-201-115. You can order this book by calling the GBCS Publications Fulfillment Center at 1 800 457-1235.

Connection with Analog Equipment

Through the Analog Adjunct RJ11C jack on the rear of the set, the 8411 voice terminal provides connection with Analog Adjuncts such as answering machines, fax machines, PC or laptop data/fax modem cards, data sets or modems, audio teleconferencing equipment, and TTY machines commonly used by the hearing impaired. On System 75, System 85, and the DEFINITY ECS G1 and G2 switches and DEFINITY ECS G3 releases prior to G3V4, Issue 3 (your system manager can tell you to which switch your voice terminal is connected), the analog equipment shares the telephone line with the voice terminal. Therefore, while the telephone is being used, you *cannot* use the Analog Adjunct at the same time, or vice versa. On the DEFINITY ECS G3V4, Issue 3 and later, the 8411 and the Analog Adjunct can be assigned separate telephone lines, and thus the voice terminal and Analog Adjunct can be used simultaneously.

The PassageWay Button (Button #9) and the Analog Adjunct Status Button (Button #10)

The system manager may choose to option Button #9 on the 8411 voice terminal, the next-to-last button in the second column (see **Figure 1** for button numbering), so that the red and green lights next to the button provide PassageWay status information. (See “PassageWay Status Indications” below.) If Button #9 is optioned in this manner, it is then disabled and CANNOT be used as a call appearance button.

The system manager may also choose to option Button #10 (again, see **Figure 1** for its location) so that its adjacent red and green lights provide Analog Adjunct status information. (See “Analog Adjunct Status Indications” on the next page.) If Button #10 is optioned in this way, the button's function changes from a call appearance button to a local button that can be used to send a disconnect signal to the analog adjunct. (See “Sharing the 8411 Telephone Line with the Analog Adjunct” later in this section.)

Notes: If optioned by the system manager, the light indications next to these two buttons go on and off automatically.

If these buttons are optioned for PassageWay and Analog Adjunct status, Button #9 is always used to monitor PassageWay, and Button #10 is always used to monitor the Analog Adjunct.

You can also perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct by pressing **Shift** and then **Test**. These two button presses will activate the red and green lights next to Buttons #9 and #10 to show the status of the PassageWay and Analog Adjunct connections.

PassageWay Status Indications

The 8411 provides the following status indications next to Button #9 for the PassageWay connection:

PassageWay Status	Green Light	Red Light
AT Command Mode	Off	On
PassageWay Mode	On	Off
DCP Looparound	Flash ¹	Flash
Switch Link Down	Wink ²	Wink
EIA Out-of-Sync	Flash	Off
Memory Error/Wait Modes	Off	Flash
Program Mode	On	Flash

1. A *Flash* is a repeating pattern of 500 ms ON and 500 ms OFF.
2. A *Wink* is a repeating pattern of 750 ms ON and 250 ms OFF.

Analog Adjunct Status Indications

On the 8411 the GREEN light provides the following status indications, next to Button #10, for the Analog Adjunct connection.:

Analog Adjunct Status	Green Light
The Analog Adjunct is off-hook	On
The Analog Adjunct is on-hook and idle	Off
The voice terminal is sending a ringing signal to the Analog Adjunct	Flash

The RED light next to Button #10 on the 8411 shows whether the Analog Adjunct OR the 8411 voice terminal currently has control of the telephone line.

Which has control of the telephone line?	Red light
The Analog Adjunct has control of the line	On
The 8411 voice terminal has control of the line, or the line is idle	Off

Note: If the 8411, with Analog Adjunct, is connected to a DEFINITY ECS G3V4, Issue 3, (or later) switch, the red light next to Button #10, the button light that monitors the Analog Adjunct interface, is always on.

Sharing the 8411 Telephone Line with the Analog Adjunct

When your 8411 voice terminal has not been assigned a separate telephone number for your analog adjunct, that is, the telephone line must be shared between your voice terminal and the analog adjunct connected to the Analog Adjunct jack, you CANNOT use your 8411 and the analog adjunct at the same time. If you desire to use your 8411 (the handset, the built-in speakerphone, or any adjunct equipment connected to the Speakerphone/Headset jack) while the analog adjunct is using the line, you must first disconnect the analog adjunct.

You may disconnect the analog adjunct manually using a button on the analog adjunct or use a PC

command if the analog adjunct is connected to the PC.

Button #10 can also be used to disconnect the call on the analog adjunct if that button has been enabled for the disconnect function.

In addition to the manual and Button #10 methods for disconnecting the analog adjunct, going off-hook and pressing the appropriate call appearance button will also cause the line to be switched to the voice terminal (the handset, speakerphone, or any adjunct equipment connected to the Speakerphone/Headset jack) and a disconnect signal will be sent to the analog adjunct. This method allows you to automatically disconnect the analog adjunct to:

- Answer an incoming call on another call appearance
- Originate a call on an idle call appearance
- Interrupt the analog adjunct and use the active call appearance

Note: This feature requires the 8411 to use the first three call appearance/feature buttons (the top three button in the first column) as call appearance buttons. If there are more than three call appearance buttons administered, the feature will still work with these (top) three buttons, but NOT with the additional call appearance buttons.

For incoming calls, the device that answers first (that is, the 8411 handset, 8411 built-in speakerphone, any adjunct equipment connected to the Speakerphone/Headset jack on the 8411, or the analog adjunct connected to the 8411 Analog Adjunct jack) gets control of the call. Note that not all incoming calls will cause a ringing signal to be sent to the analog adjunct. A ringing signal will be sent only if all call appearances are idle and the incoming call is either an inside call, a DID/Attendant call, or a Priority call.

A Quick Look at the Features

Here are brief descriptions of both voice features and display features that can be used with the 8411 voice terminal. Each description includes what each feature does and how you might want to use it.

Note: You will automatically have the following features on your voice terminal: Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features and Normal Mode/the Exit feature (labeled **Exit** on the voice terminal) among the display features. You may also be able to use the Speakerphone *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY ECS Generic 1 or Generic 3 or System 75 switch.

Note: If you are using an 8411D voice terminal (which has a display), you may also be able to use up to 12 other features accessed with the softkeys and display control buttons. These features are *in addition to* the features administered on the call appearance/feature buttons on your voice terminal. Check with your system manager to see which softkey features are available to you.

Voice Features

Abbreviated Dialing (AD) Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature access code. Abbreviated Dialing offers four possible types of lists — personal, group, system, and enhanced, and you can have a total of three out of the four lists. Numbers on a personal list are programmable by you; numbers on group lists are programmable by the controller of the list; system lists are programmable only by the system manager. Use this feature as a timesaver for dialing frequently called, lengthy, or emergency numbers. **Note:** Check with your system manager concerning what types of lists you have and how many of each list. If your voice terminal is connected to a DEFINITY ECS G3V4 (or later), you can also program a number on an Abbreviated Dialing button that is *not* stored on an AD list. This Automatic Dialing button can be used for one-touch dialing of frequently called numbers.

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

Bridging/Manual Exclusion Permits you to answer or join calls to someone else's extension by pressing a **bridged appearance button** on your voice terminal. This button can be any call appearance button labeled with another user's primary extension number, as assigned to you by your system manager. Use to assist in handling calls for a designated coworker. **Note:** You can use the **Manual Exclusion** feature to keep other users with whom you have a bridged call appearance from listening in on an existing call.

Call Coverage/Consult Provides automatic redirection of certain calls to your voice terminal for answering. (Your system manager determines which calls will be sent to you.) Use to answer calls for other extensions for whom you provide coverage.

Note: If you are a covering user, you can use the Consult feature, after answering a coverage call, to call the principal (the person for whom you are answering calls) for private consultation. Then, you can add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

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

Call Park Puts a call on hold at your voice terminal, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from another voice terminal.

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

Conference Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way discussion. Use to set up time-saving conferences, or to spontaneously include an additional party important to a conversation.

Diagnostics Allows you to perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct (if either of these is connected to your 8411 set). The red and green lights go on next to Buttons #9 and/or #10 to indicate the status of these two functions. For more information on the meaning of the PassageWay and Analog Adjunct lights, see “PassageWay and Analog Adjunct Status Indications” earlier in this guide.

Drop Disconnects from a call without requiring you to hang up the handset, turn off the speakerphone, or press the switchhook. Can also be used with the Conference feature to

disconnect the last party added. Use whenever you want to continue using the handset or speakerphone after ending a call.

Hold Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to do another task. Use when you have a call you don't want to drop, but have to interrupt briefly to do something else.

Intercom (Automatic/Dial) Gives you quick access to specified extensions. With Automatic Intercom, you can call a predetermined partner by pressing a single feature button. With Dial Intercom, you can call any member of a predetermined group of users. (For the Dial Intercom feature, you need to know the group member's 2- or 3-digit code.) Use to rapidly dial frequently called numbers.

Last Number Dialed Automatically redials the last extension or outside number you dialed. Use to save time in redialing a busy or unanswered number.

Leave Word Calling (LWC) Leaves a message for another extension to call you back. The called party will be able to dial message service (for example, an attendant, AUDIX[®], a covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use whenever you wish to have someone call you back; it will help cut down on repeated call attempts. This feature also allows other people in your system to leave a message for you.

Message Your Message light goes on when a caller has left a message for you. You can then follow your system manager's local message retrieval procedures to get your message.

Mute Allows you to turn off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other person on the call to hear your conversation.

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

Select Ring Allows you to choose your own personalized ringing pattern for your voice terminal from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby voice terminals. This feature is accessed by pressing **Shift** and then **Hold**.

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

Speaker (Listen-Only) Allows you to place calls or access other voice features without lifting the handset. However, in order to speak to the other party, you must use the handset. Use with feature activities that require *listening only*, such as on-hook dialing, monitoring calls on hold, and group listening situations. **Note:** Your voice terminal has either the Speaker (listen-only) *or* the Speakerphone function. Check with the system manager to see how your voice terminal is administered.

Speakerphone Allows you to place *and* answer calls or access other voice features without lifting the handset. Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations. **Note:** Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and speak) feature. Check with your system manager to see how your voice terminal is administered.

Test When the voice terminal is initially powered up, the red light next to **Test** flashes if the link with the PBX is not (or not yet) operational. The light changes to steady red when the voice terminal is able to communicate with the PBX, and then goes off after a short period of time.

After the voice terminal is powered up, you can press **Test** to test the lights and the display on your voice terminal.

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

Display Features and Features Used with the Softkeys

Note: If you are using an 8411D voice terminal (which has a display), you can also use up to 12 additional features accessed with the softkeys and display control buttons. Your system manager can tell you which softkey features are available to you.

Directory Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Exit Use to leave Display (call-handling) Mode (after using any display or softkey feature) and return to Normal (call-handling) Mode. Once you are in Normal Mode, you can use the display to identify current call appearance, calling/called party, and calling/called number.

Feature Status Indication Indicates the status of each feature accessed with the softkeys. If the feature is active, an arrow (▼) appears above the feature abbreviation; if the arrow does *not* appear above the feature, the feature is off.

Inspect Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

Message Retrieval Allows you to retrieve messages left for you when your Message light is on. Will also let you retrieve messages for other voice terminals not equipped with a display (if you are authorized as a systemwide message retriever by your system manager). Use to quickly and conveniently check messages, even when you are already on a call.

Normal See "Exit."

Stored Number Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last

Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure the Last Number Dialed feature is appropriate to use.

Time/Date Shows you the date and time. Use as a handy calendar and clock.

Timer Allows you to measure elapsed time. Use in order to keep track of time spent on a call or task.

How to Use the Features

The procedures which appear in the sections, **Voice Feature Procedures** and **Display Feature Procedures**, give short, step-by-step instructions for using each feature. For your convenience, the features in each section are listed alphabetically.

General Instructions

Use the following special instructions for operating your voice terminal.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your system manager:
 - Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your voice terminal. To the right of each feature name in this section is a box. For each feature you have on your voice terminal or feature you can access with the softkeys (see “**Note**” below), mark a in the blank box as a reminder. (The Conference, Drop, Hold, Message, Mute, Select Ring, Test, and Transfer voice features and the Normal Mode/ the Exit feature [labeled **Exit** on the voice terminal] display feature are already marked for you.) You may also be able to use the Speakerphone *or* the Speaker feature. Check with your system manager to see what other features you can use with the DEFINITY ECS Generic 1 or Generic 3 or System 75.

Note: If you are using an 8411D voice terminal (which has a display), you may also be able to use up to 12 additional features accessed with the softkeys and display control buttons. Check with your system manager to see which softkey features are available on your voice terminal and then put a checkmark in the box beside each of those features.

- Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Ask your system manager for the feature access codes for the features you need, and then write the assigned code number in the provided blanks in each feature procedure.
- **To operate a feature, you must have the handset off-hook (removed from the cradle of the voice terminal) or the speaker or speakerphone on unless otherwise noted.**
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.
- System 75 is available in more than one version. Some features, such as Abbreviated Dialing, Call Forwarding All Calls, Last Number Dialed, and Priority Calling operate slightly differently with Version 1, and possibly Version 2, than they do with later versions. If you are using Version 1 or 2 of the System 75 software, you should check the section titled **Troubleshooting** later in this guide before you use any of these four features.

Conventions Used in The Following Procedures

xxxxx

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

Feature and
Feature xxxxx

Each of these boxes represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

LWC CnLWC Cnslt AutCB Timer

This rectangular box, 2 lines by 24 characters, represents the 8411 display screen (for those sets that have a built-in display). Like the example to the left, the second line appearing on the display will most likely list the features you can access with the softkeys. For directions on using the display and softkeys, see the section titled **Using the Display, Softkeys, and Display Control Buttons**.

[handset tones]

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

Troubleshooting (Later in This Guide)

Later in this guide you will find a short section on troubleshooting. Use the procedures listed in that section if you have problems in using your voice terminal.

Quick Reference Lists (at the Back of This Guide)

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

Using the Display, Softkeys and Display Control Buttons

If you are using an 8411D voice terminal (which has a display), the following information will help you use the display, the softkeys, and the display control buttons.

The softkeys are the four keys labeled with arrows (▲) located directly below the display. The four display control buttons, labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶** are located under the softkeys. **Figure 4** shows the location of the softkeys in relation to the display above the softkeys and the display control buttons below them.

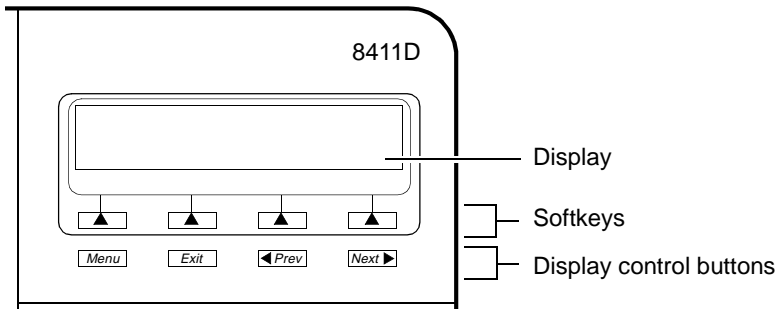
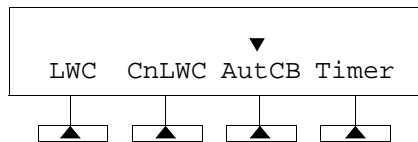


Figure 4. The Display, Softkeys, and Display Control Buttons

Entering Softkey Mode and Viewing the Three Feature Option Screens

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the display option button labeled **Menu**. The following is an example of a feature option screen.



The top line of each feature option screen shows you the status of each of the four features. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is *not* active. In the above example, the Automatic Callback feature is active because there is an arrow above that feature abbreviation.

Note: If the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.

The second line on each feature option screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown above, you can leave a message for another extension to call you back by pressing the softkey below **LWC** (the Leave Word Calling feature). If you want to cancel the message, press the softkey below **CnLWC** (the Cancel Leave Word Calling feature).

To see the next set of four features, press the display control button labeled **Next ▶**; to move back a screen, press the display control button labeled **◀ Prev**. Press **Next ▶** or **◀ Prev** until the feature you want to use appears on the second line.

The following flowchart (Figure 5) shows the default features for the three feature option screens. These are the 12 softkey features available when the voice terminal (with display) is shipped from the factory. Also, see “Other Softkey Features That May Be On Your Display” in this section.

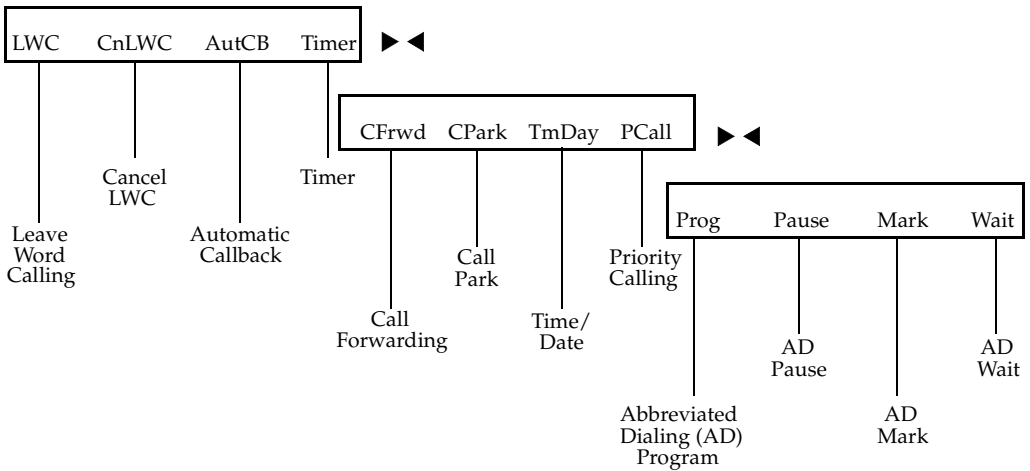


Figure 5. The Three Default Feature Option Screens

Note: An error tone (one beep) sounds when you have made a mistake in your softkey entries.

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

Other Softkey Features That May Be On Your Display

Figure 5 shows the 12 default softkey features, those features that can be accessed with the softkeys when the 8411D voice terminal is initially installed. However, if the voice terminal is connected to a DEFINITY ECS G3V3 (or later) switch, the system manager may substitute other softkey features in their place. The following table is a list of these alternate features and the feature abbreviation associated with each.

Abbreviation	Feature
AD	Abbreviated Dialing buttons (can be multiple buttons)
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
CPkUp	Call Pickup
Dir	Directory*
Excl	Manual Exclusion
HFAns	Internal Auto Answer [†]
IAuto	Automatic Intercom
IDial	Dial Intercom

Abbreviation	Feature
IDial	Dial Intercom
Inspt	Inspect
Last	Last Number Dialed
RngOf	Ringer Off
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function
Spres	Abbreviated Dialing Suppress
Stats	ACD Agent Statistics
Stop	Abbreviation Dialing Stop/Indefinite Wait
View	Stored Number

* A **Call Display** button should be administered, if access to System Directory is provided. It is also desirable for **Next Display** to be administered.

† This feature is available only with the DEFINITY ECS G3V2 (and later) switch.

Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a distinctive 3-burst ring. You can activate this feature with the softkeys in the following way:

To access a feature with the softkeys (Priority Calling is used in this example)

1 Press **Menu**

- The display shows the initial feature option screen:

```
LWC  CnLWC  AutCB  Timer
```

2 Press **Next ▶**

- The display shows:

```
CFrwd  CPark  TmDay  PCall
```

3 To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

Note: When the feature is activated, after the display screen shows you the digits you are dialing, an arrow appears above the feature, as in the example below. If there is *not* an arrow above the feature, the feature is off.

```
CFrwd  CPark  TmDay  PCall
                        ▼
```

When both parties hang up from the call, the arrow above **PCall** (showing feature status indication) disappears.

Voice Feature Procedures

Handset and Speaker

When placing calls or using the voice features, you have the option of doing so by lifting the handset or by pressing **Speaker**. If your voice terminal is set for the Speakerphone feature, pressing **Speaker** simultaneously activates the built-in microphone so you can place *and* answer calls without lifting the handset.

Abbreviated Dialing (AD)



Note: Before you can use this feature, AD buttons must first be assigned by your system manager. (These AD locations can be assigned to actual buttons, or you *may* be able to access them with the softkeys.)

Usually, an Abbreviated Dialing number is part of a Personal List, Group List, System List, or Enhanced List. You can have a total of three lists; the programmed number can be up to 24 digits and characters. (Special Characters such as Pause count as two digits.)

However, if your voice terminal is connected to a DEFINITY ECS G3V4 (or later), you can also program a number on an Abbreviated Dialing button that is not stored on an AD list; this programmed number can be up to 16 digits and characters. (Special Characters such as Pause

count as two digits.) The Automatic Dialing button can be used for one-touch dialing of frequently called numbers.

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

If you have an 8411D (with display), you may be able to use the following softkey features with Abbreviated Dialing (Press **Menu** and then the softkey below the feature abbreviation.)

- **Program** (labeled **Prog**) — You can program a telephone number, extension, or feature access code on an AD button.
- **Pause** (labeled **Pause**) — A 1.5-second pause can be placed in an AD number, such as between an access code and the telephone number.
- **Mark** (labeled **Mark**) — Numbers included after a Mark on an AD button are dialed in Touch-Tone signal form.
- **Wait** (labeled **Wait**) — Numbers included after a Wait on an AD button are delayed 5 to 25 seconds until the voice terminal receives dial tone from the switch.
- **Suppress** (labeled **Spres**) — Suppressed numbers are dialed but not shown on the display (an “s” appears instead). Used for passwords or authorization codes.

To program/reprogram an AD button

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program
Note: Each AD button will hold one complete phone number or feature access code.
- 2 Pick up handset [dial tone]
Note: If you are using the built-in speakerphone, you must either press a call appearance button or press **Speaker** before you begin Step 3.
- 3 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Prog**
If your 8411 does *not* have a display or if **Prog** is not available on your display, press **Program**
or Dial AD Program access code _____ [dial tone]
- 4 Press **AD xxxxx** to be programmed [dial tone]
- 5 Dial outside number, extension, or feature access code you want to store
Note: If your 8411 has a display, you may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.

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

If the programmed number is associated with a list, it can be up to 24 digits. If the stored number is NOT associated with a list (that is, an Automatic Dialing button), it can be up to 16 digits. See your system manager if you need help.

- 6 Press **#** [confirmation tone]
 - Number is stored
 - Repeat Steps 4 through 6 to program additional buttons
- 7 Hang up or press **Drop** to end programming

To place an AD call

- 1 Press selected **AD xxxxx** [ringback tone]
- 2 Call is automatically dialed

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

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program as items on your personal lists(s)

Note: Each phone number or feature access code is stored as a separate item.

- 2 Pick up handset [dial tone]

Note: If you are using the built-in speakerphone, you must either press a call appearance button or press **Speaker** before you being Step 3.

- 3 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Prog**

If your 8411 does *not* have a display or if **Prog** is not available on your display, press **Program**

or Dial AD Program access code _____ [dial tone]

- 4 Dial Personal List number (1, 2, or 3) [dial tone]

- 5 Dial list item (1, 2, 3...) [dial tone]

- 6 Dial number you want to store (up to 24 digits)

Note: If your 8411 has a display, you may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone number programmed on the AD button.

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

- 7 Press **#** [confirmation tone]

- Number is stored
- Repeat Steps 5 through 7 if you want to program additional items on the same list; press **Drop** and begin again at Step 1 if you want to program items on another list

- 8 Hang up or press **Drop** to end programming

Note: Record your personal list items on the Abbreviated Dialing list in the back of this guide; group, system, and enhanced lists can be obtained from your system manager.

To place a call using an AD list button or code

- 1** Press **Pers List** or **Grp List** or **Sys List**

or Dial appropriate AD List code:

- List 1 _____
- List 2 _____ [dial tone]
- List 3 _____

Note: An **Enhcd List** may also be available; see your system manager.

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

- Call is automatically dialed [ringback tone]

Automatic Callback



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **AutCB**, appears on the second line of one of the feature option screens.

To automatically place another call to an extension that was busy, did not answer, or returned call waiting ringback tone

- 1** If you are using an 8411 with a display, press **Menu** and then press the softkey below **AutCB** during call attempt

If your 8411 does *not* have a display or if **AutCB** is not available on your display, press **AutoCallBk** during call attempt [confirmation tone]

Note: If you send your calls to coverage after activating Automatic Callback, you callback calls will still ring at your extension and will *not* be redirected to coverage.

- 2** Hang up

- You will get a 3-burst priority ring when both you and the called extension are idle; when you answer, regular ringing is sent to the called party

- 3** Lift handset when you hear priority ring

Note: Automatic Callback is automatically canceled after 30 minutes.

To cancel Automatic Callback **1** If you are using an 8411 with a display, press **Menu** and then press the softkey below **AutCB** again (while on-hook)

If your 8411 does *not* have a display or if **AutCB** is not available on your display, press **AutoCallBk** again (while on-hook)

Bridging/Manual Exclusion



You can access the Manual Exclusion feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Excl**, appears on the second line of one of the feature option screens.

To answer a bridged call **1** Press **xxxxxx** of bridged call

Note: If your terminal has Ringing Appearance Preference, this step is not necessary; you will automatically be connected to the call when you lift the handset.

2 Pick up handset or press **Speaker**

To use Manual Exclusion to prevent other bridged terminals from entering a call (on a per call basis) **1** If you are using an 8411 with a display, press **Menu** and then press the softkey below **Excl** while active on a call

If your 8411 does *not* have a display or if **Excl** is not available on your display, press **Excl xxxxxx** while connected to the call

Note: Pressing **Excl xxxxxx** or pressing the softkey below **Excl** reactivates bridging.

Call Coverage/Consult



You can access the Consult feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Cnslt**, appears on the second line of one of the feature option screens.

To answer a call for a coworker for whom you are a coverage point

- 1 Press **xxxxx** of incoming call when ring begins or green light flashes

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

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

- 1 Press **Cvr CallBk** while connected to the call [confirmation tone]

Note: To leave a message for a coworker to call *you*, activate Leave Word Calling instead.

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

- 1 Press **Transfer** [dial tone]
 - Call is put on hold
- 2 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Cnslt**

If your 8411 does *not* have a display or if **Cnslt** is not available on your display, press **Consult** [priority ring to coworker]

or Dial coworker's extension

Note: You can privately discuss call; if coworker is not available, press the fluttering **xxxxx** to reconnect to call.

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

Call Forwarding All Calls



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CFrwd**, appears on the second line of one of the feature option screens.

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

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CFrwd** (while on-hook or off-hook)

If your 8411 does *not* have a display or if **CFrwd** is not available on your display, press **Call Fwd** (while on-hook or off-hook)

or Dial Call Forward access code _____ [dial tone] (while on-hook or off-hook)

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

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

Note: Some voice terminals have restrictions on where calls can be forwarded (see your system manager).

- 3 Hang up

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Call Forwarding

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CFrwd** (while on-hook) [dial tone]

If your 8411 does *not* have a display or if **CFrwd** is not available on your display, press **Call Fwd** (while on-hook)

or Dial Call Forward cancel code _____ [confirmation tone] (while on-hook)

- Your calls will now ring at your own voice terminal

Call Park



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CPark**, appears on the second line of one of the feature option screens.

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

Note: To use the Call Park feature on an 8411 with display (if Call Park is one of your softkey features), press **Menu** and then the softkey below **CPark**. Then hang up.

or, if a **Call Park** button has been assigned to your voice terminal, press **Call Park** and hang up.

Otherwise, follow the instructions below.

- 1 Press **Transfer** [dial tone]
- 2 Dial Call Park access code _____ [confirmation tone]
- 3 Press **Transfer** again
 - Call is parked
- 4 Hang up

To retrieve a parked call from any extension

- 1 Pick up handset or press **Speaker** [dial tone]
- 2 Dial Call Park access code _____ [confirmation tone]
- 3 Dial extension where call is parked [confirmation tone]
 - If returning to call parked at your voice terminal, dial your own extension

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

Call Pickup



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **CPkUp**, appears on the second line of one of the feature option screens.

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

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CPkUp**

If your 8411 does *not* have a display or if **CPkUp** is not available on your display, press **CallPickup**

or Dial Call Pickup access code _____

- Called voice terminal stops ringing
- You are connected to ringing call

Conference



To add another party to a call (for a total of up to six parties)

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

- Present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other

- 2 Dial number of new party and wait for answer

Note: You can privately discuss the call with the new party at this time; if no answer or busy, press fluttering **xxxxx** to return to held call.

- 3 Press **Conf** again

- All parties now connected
- Repeat Steps 1 through 3 for additional conference connections

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

- 1 Press **Conf** [dial tone]
 - Held call light continues to flutter; current call light also flutters
 - You are given a new call appearance
- 2 Press **xxxxx** of call on hold (first call)
- 3 Press **Conf** again
 - All parties are now connected

To drop the last party added to a conference call

- 1 Press **Drop**
 - Last party you added is dropped
 - You remain connected to other parties
- Note:** Parties other than the last one must disconnect to be released from the conference call.

Diagnostics



For procedures on using the Diagnostics features, see “Test/Diagnostics” later in this section.

Drop





To disconnect from a normal call and obtain dial tone without hanging up the handset

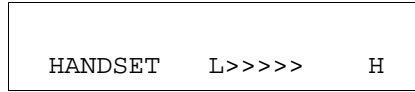
- 1 Press **Drop** [dial tone]
- Note:** If you press **Drop** during a conference call, the last party added will be dropped, and you will remain connected to the other parties.

Handset Volume



To raise or lower the receive level volume of the handset

- 1 While handset is off-hook, press the Volume control button
 - To raise the volume, press the right half of the Volume control button labeled ;
 - to lower the volume, press the left half of the Volume control button labeled .
 - If your 8411 voice terminal has a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

Hold



To put a call on hold while you answer another call, make a call, or perform some other task

- 1 Press **Hold**
 - Green light next to held call flutters

Note: If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another

- 1 Press **Hold**
 - Green light next to held call flutters
- 2 Press **xxxxx** of incoming call
 - You are connected to incoming call

To return to held call

- 1 Press **xxxxx** of held call
 - You are connected to held call

Note: If you are active on a call and you press the **xxxxx** of the held call, the active call will be dropped.

Intercom (Automatic/Dial)



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **IAuto** (for Automatic Intercom feature), or **IDial** (for the Dial Intercom feature) appears on the second line of one of the feature option screens.

To make a call to your predetermined Automatic Intercom partner

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **IAuto** (while off-hook)

If your 8411 does *not* have a display or if **IAuto** is not available on your display, press **lcomAuto xxx** (while off-hook) [ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press **Go to Cvr** while call is ringing if you want to redirect it to coverage.

To dial a call to a member of your Dial Intercom group

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **IDial** (while off-hook)

If your 8411 does *not* have a display or if **IDial** is not available on your display, press **lcomDial xxx** (while off-hook) [dial tone]

- Green light goes on steadily

- 2 Dial group member's 1- or 2-digit code [ringback tone]

- Special intercom ring is sent

Note: If call is unanswered, press **Go to Cvr** while call is ringing if you want to redirect it to coverage.

To answer any intercom call

- 1 Pick up handset

- You are connected to call

Note: If you are active on another call, first press **Hold**, then press flashing **xxxxx**. To return to the held call, press the **xxxxx** of the held call.

Last Number Dialed



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Last**, appears on the second line of one of the feature option screens.

To automatically redial the last number you dialed (up to 24 digits) (extension, outside number, or trunk/feature access code)

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **Last** (while on-hook or off-hook)

If your 8411 does *not* have a display or if **Last** is not available on your display, press **LastDialed** (while on-hook or off-hook)

or Dial Last Number Dialed access code _____ (while on-hook or off-hook)

Leave Word Calling (LWC)



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **LWC**, (for the Leave Word Calling feature) or **CnLWC** (for the Cancel Leave Word Calling feature), appears on the second line of one of the feature option screens.

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

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **LWC** before hanging up your handset

If your 8411 does *not* have a display or if **LWC** is not available on your display, press **LWC** before hanging up at your handset [confirmation tone]

- Message light goes on at called voice terminal (if so equipped)

Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **LWC** (while on-hook or off-hook)

If your 8411 does *not* have a display or if **LWC** is not available on your display, press **LWC** (while on-hook or off-hook)

or Dial Leave Word Calling access code _____ (while on-hook or off-hook) [dial tone]

- 2 Dial extension [confirmation tone]
 - Message light goes on at called voice terminal (if so equipped)
- 3 Hang up or press **Drop**

To cancel a Leave Word Calling message

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

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **CnLWC** (while on-hook or off-hook)

If your 8411 does *not* have a display or if **CnLWC** is not available on your display, press **Cancel LWC** (while on-hook or off-hook)

or Dial Leave Word Calling cancel code _____ (while on-hook or off-hook) [dial tone]

- 2 Dial extension [confirmation tone]

Note: If reorder tone is heard, message is not canceled; try again.

Message



To retrieve a message when your Message light is on

- 1 If your set has a display, see the Message Retrieval procedures under the **Display Features Procedures** heading. Otherwise, see your system manager for instructions regarding your local message retrieval procedures

Mute



Note: When you are talking on the handset, the Mute feature affects the microphone associated with the handset rather than the speakerphone.

This feature has no effect on an external speakerphone attached to your voice terminal.

To prevent the other party from hearing you (To mute the handset or speakerphone microphone)

- 1 Press **Mute**
 - Red light next to **Mute** goes on and the other party cannot hear you
- 2 When you are ready to resume conversation with the other party, press **Mute** again
 - Red light next to **Mute** goes off and the other party can hear you again

Note: When the voice terminal is set for the Speaker (listen-only) feature, the light next to **Mute** goes on whenever you are using the speaker.

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

Priority Calling



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **PCall**, appears on the second line of one of the feature option screens.

To place a priority call (3-burst ring)

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **PCall** (while on-hook or off-hook)

If your 8411 does *not* have a display or if **PCall** is not available on your display, press **Priority** (while on-hook or off-hook)

or Dial Priority Calling access code _____ [dial tone] (while on-hook or off-hook)

- 2 Dial the extension [ringback tone]
 - Wait for called party to answer

Note: If your call is not answered and you wish to redirect it to coverage, press **Go to Cvr** while call is ringing.

To change a regular call into a priority call (when you hear a call waiting ringback tone)

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **PCall**
If your 8411 does *not* have a display or if **PCall** is not available on your display, press **Priority**
- 2 Wait for called party to answer

Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.

Select Ring (and Ringer Volume)



To select a personalized ring

- 1 Press **Shift**
 - Red light goes on steadily
- 2 Press **Hold**
 - Red light next to **Shift** winks
 - Current ringing pattern plays and repeats every four seconds
 - If your 8411 has a display, it shows the ringing pattern you are hearing, such as:

SELECT RING PATTERN: 1



- 3 Continue to press (and then release) **Hold** (or, if you are using a display set, you can also press **Next** **▶** or **◀ Prev**) to cycle through all eight ringing patterns

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

- You hear confirmation tone (two rising tones), and your new ringing pattern is set
- If your 8411 has a display, it shows the number of the ringing pattern you have selected
- Red light next to **Shift** goes off

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

To adjust ringer volume if necessary (speaker is *not* active)

- 1 To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled 
- If you have a display, it shows:

RINGER	L>>>>>	H
--------	--------	---

(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

One full ring cycle will sound to demonstrate the new volume.

Send All Calls



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **SAC**, appears on the second line of one of the feature option screens.

To send all calls (except priority calls) immediately to coverage (If your system manager has provided a coverage path for your extension)

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **SAC** (while on-hook)

If your 8411 does *not* have a display or if **SAC** is not available on your display, press **Send Calls** (while on-hook)

or Dial Send All Calls access code _____ [confirmation tone]
(while on-hook)

Note: You may hear a ring-ping tone from your voice terminal as each call is forwarded.

To cancel Send All Calls

- 1 If you are using an 8411 with a display, press **Menu** and then press the softkey below **SAC** again (while on-hook)

If your 8411 does *not* have a display or if **SAC** is not available on your display, press **Send Calls** again (while on-hook)

or Dial Send All Calls cancel code _____ [confirmation tone]
(while on-hook)



Speaker



Note: Your voice terminal is set for either the Speaker (listen-only) *or* the Speakerphone (listen and talk) function. Check with your system manager to see which of these two features you can use.

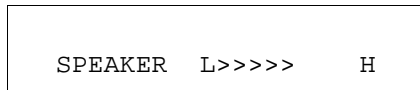
Use the following procedures if your voice terminal is set for the Speaker (listen-only) feature.

To place a call without lifting the handset, or to use speaker with any listening-only feature activity (such as, monitoring a call on which you have been put on hold or for group listening)

- 1 Press **Speaker**
 - Red light next to **Speaker** goes on; red light next to **Mute** goes on
- 2 Place call or access selected feature
- 3 Adjust speaker volume if necessary
 - To raise the volume, press the right half of the Speaker Volume control button labeled ; to lower the volume, press the left half of the Speaker Volume control button labeled 

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

- If you have a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

To turn off the speaker and return to handset

- 1 Pick up handset
 - Red light next to **Speaker** and red light next to **Mute** go off
 - Speaker goes off

To mute the microphone associated with the handset so the other party cannot hear you

- 1 Press **Mute**
 - Red light goes on and other party cannot hear you
- 2 Press **Mute** again to resume talking to other party through handset
 - Red light goes off and other party can hear you again

To activate the speaker while using the handset

- 1 Press **Speaker**
 - Red light next to **Speaker** and the red light next to **Mute** go on steadily
 - The speaker is active, and the handset is turned off

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

- 1 Press **Speaker**
 - Red light next to **Speaker** and red light next to **Mute** go off



Speakerphone



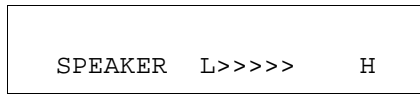
Note: If you are uncertain whether your voice terminal is set for the Speaker (listen-only) feature or the Speakerphone (listen and talk) feature, check with your system manager.

Use the following procedures if your voice terminal is set for the Speakerphone (speak and listen) feature.

To place/answer a call without lifting the handset, or to use speakerphone with any feature

- 1 Press **Speaker**
 - Red light next to **Speaker** goes on steadily
- 2 Place or answer call, or access selected feature
- 3 Adjust speakerphone volume if necessary
 - To raise the volume, press the right half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled 

- If you have a display, it shows:



(There are eight possible volume settings. On the display, one arrow is the lowest setting, and eight arrows is the highest setting.)

Note: The Volume control does *not* affect an external speakerphone attached to your voice terminal.

To prevent the other party from hearing you

Note: If the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone). However, if the speakerphone is active and the handset is not active, then the Mute feature turns off the microphone associated with the speakerphone (not the handset).

- 1 Press **Mute**
 - Red light goes on and other party cannot hear you
- 2 Press **Mute** again to resume talking to party
 - Red light goes off and other party can hear you again

To change from speakerphone to handset

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

To change from handset to speakerphone

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

To end a call

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



To test the lights and the display on your voice terminal

- 1 While on-hook or off-hook, press and hold **Test**
 - Red light next to **Test** goes on

Note: If the red light next to **Test** flashes rather than goes on steadily, it means that the voice terminal is not communicating with the PBX. In such a case, see your system manager.
 - The lights go on steadily in two groups, and, if your 8411 has a display, all the display segments fill in
 - 2 To end test, release **Test**
 - Lights return to pretest state; red light next to **Test** goes off
- Note:** If the display or the lights do *not* respond during the test, notify your system manager.

To perform a diagnostics test of the PassageWay connection and the status of the Analog Adjunct (if either of these is connected to your 8411 set)

- 1 Press **Shift**
- 2 Press **Test**
 - The red and green lights go on next to Buttons #9 and/or #10 to indicate the status of these two functions. For more information on the meaning of the PassageWay and Analog Adjunct lights, see “PassageWay and Analog Adjunct Status Indications.”

Note: If you press any voice terminal buttons or if you receive or place a call during the diagnostics test, the test is terminated and the voice terminal returns to Normal Mode.



To send present call to another extension or outside number

- 1** Press **Transfer** [dial tone]
 - Present call is put on hold and green light next to the held call flutters
 - You are given a new call appearance
- 2** Dial number that call is to be transferred to [ringback tone]
 - Remain on line and announce call; if no answer or busy, return to held call by pressing its **xxxxx**
- 3** Press **Transfer** again
 - Call is sent to dialed number
- 4** Hang up

Display Feature Procedures

This section includes the procedures for seven display features you may use with the 8411 voice terminal equipped with a display. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 12 softkey features. For procedures on using the display and softkeys and a list of the features that can be accessed with the softkeys, see “Using the Display, Softkeys, and Display Control Buttons” earlier in this guide.

Call Information

You may have as many as 10 call appearance buttons. Beginning with the first button in the upper left hand corner of your faceplate and going down, the display identifies the buttons in the left column as **a** through **e**. The buttons in the right column are identified as **f** through **j**. When the display shows **a=** it represents call information for the first call appearance button. The next button down would be shown as **b=** , and so on, continuing through **j=** if all 10 of the buttons are used for call appearances.

When you dial an extension, that number is shown then replaced by the called party’s name and extension.

When a call is received from another extension, the caller’s name is shown; when a call is received from outside, “OUTSIDE CALL” or a trunk identifier is shown.

The display remains in Normal (call-handling) Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal (call-handling) Mode by pressing **Exit**.

Directory



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Dir**, appears on the second line of one of the feature option screens.

If the Directory feature is used while any of the (softkey) feature option screens are displayed, the directory information is displayed for five seconds, and then the display reverts back to the previous softkey display.

To search directory
for a name

- 1 Press **Menu** and then press the softkey below **Dir**
or, if **Dir** is not available on your display,
press **Directory**
- 2 Key in selected name with dial pad:
last name, comma (use *****),
first name or initial
- 3 Press **Next Msg** for each successive directory name you wish
to see
 - To search for a new name, begin again at Step 1
- 4 When you are ready to exit the directory, press **Exit**

To place a call to the
name shown on the display

- 1 Lift handset
- 2 While name is shown, press **Call Disp**

Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press **Call Disp**.

Exit (Normal)



To exit any display feature and return to Normal (call-handling) Mode display

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

Inspect



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **Inspt**, appears on the second line of one of the feature option screens.

Note: If you are currently on a call and a new call comes in, the display automatically shows you information on the new call. You do *not* need to use the Inspect feature in this situation. However, you can use the Inspect feature to see who's on a call that has been placed on hold.

To see who's on hold while on a call

- 1 Press **Menu** and then press the softkey below **Inspt** or, if **Inspt** is not available on your display, press **Inspect**
- 2 Press **xxxxx** of held call
 - Information is shown on display screen; you remain connected to present call
- 3 To return to held call, press **Exit** and **xxxxx** of held call

Message Retrieval



To see your messages when your Message light is on (while on-hook, off-hook, or on a call)

- 1 Press **Msg Rtrv**
- 2 Press **Next Msg** to see first message (and then for each following message)

To return a call to message sender

- 1 Lift handset
 - 2 Press **Call Disp** while any part of message is shown
- Note:** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press **Call Disp**.

To erase a message

Press **Delete** while any part of message is shown

To see a coworker's messages (can be during call with coworker)

- 1 Press **CvrMsgRtrv**
- 2 Dial coworker's extension

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

- 3 Press **Next Msg** to see first message (and then for each following message)

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

- 1 Press **Transfer**
 - Coworker is put on hold
- 2 Press **Call Disp** while any part of message is shown
- 3 Press **Transfer**
 - Coworker is connected to call attempt

To erase a message

- 1 Press **Delete** while any part of message is shown

Normal (Exit)



To exit any display feature and return to normal display

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

Stored Number



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **View**, appears on the second line of one of the feature option screens.

To view a number stored on an AD button

- 1 Press **Menu** and then press the softkey below **View**
or, if **View** is not available on your display, press **Stored**
- 2 Press selected **AD xxxxx**
 - Stored number shown
- 3 To return to Normal (call-handling) Mode display, press **Exit** or repeat Step 2 to see another stored number

To see the number stored as a list item

- 1 Press **Menu** and then press the softkey below **View**
or, Press **Stored**
- 2 Press selected **Pers List** or **Grp List** or **Sys List**
or Dial appropriate AD List code:
 - List 1 _____
 - List 2 _____
 - List 3 _____**Note:** An **Enhcd List** may also be available; see your system manager.
- 3 Dial selected list item (**1, 2, 3...**)
 - Stored number shown
- 4 Hang up
- 5 To return to Normal (call-handling) Mode display, press **Exit** or being again at Step 2 to see another stored number

To see the number you last dialed

- 1 Press **Menu** and then press the softkey below **View**
or, if View is not available on your display,
press **Stored**
- 2 Press the softkey below **Last**
or, if Last is not available on your display,
press **LastDialed**
or Dial Last Number Dialed code _____

Time/Date



You can access this feature with the softkeys only if your voice terminal has a display and if the feature's abbreviation, **TmDay**, appears on the second line of one of the feature option screens.

To see date and time

- 1 Press **Menu** and then press the softkey below **TmDay**
or, if TmDay is not available on your display,
press **Date/Time**
 - Display returns to Normal Mode after a few seconds

Timer



You can access this feature with the softkeys only if your voice terminal has a display and if the feature name, **Timer**, appears on the second line of one of the feature option screens.

To see elapsed time (hours, minutes, seconds)

- 1 Press **Menu** and then press the softkey below **Timer**
or, if Timer is not available on your display,
press **Timer**
 - Elapsed time is shown
- 2 To stop timer and clear display, press **Menu** and then press the softkey below **Timer** again
or, if Timer is not available on your display,
press **Timer** again
 - Elapsed time is displayed on the screen for about four seconds and then disappears

Tones and Their Meaning

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

Ring tones

- **1 ring** — A call from another extension.
 - **2 rings** — A call from outside or from the attendant.
 - **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
 - **ring-ping (half ring)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.
-

Feedback Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting** — One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.

- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and the called party has been given a call waiting tone.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted. When you have finished selecting a ringing pattern for your voice terminal, you hear two rising tones.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** — An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after listing the handset or dialing the previous digit.
- **local error tone** — A steady low tone; indicates an incorrect button press.
- **recall dial tone** — Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** — A fast busy tone repeated 120 times a minute; indicates all **trunks** are busy.
- **ringback tone** — A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Troubleshooting

Problem	Solution
A feature doesn't work as noted in this guide.	<ol style="list-style-type: none">1 Reread the procedure and try again.2 For many features you must <i>lift the handset</i> before you can use the feature.3 Check with your system manager to be sure this feature is administered on your voice terminal.4 You may have an older version of System 75; thus, some features may operate differently from the procedures described in this guide. Check the section below on "System 75 Version Notes" for ways in which these features work differently.
There are no feature access codes written in the appropriate blanks in this guide.	See your system manager for a list of feature access codes for features assigned to your voice terminal. Then, write the codes in this guide.

Problem	Solution
There's no dial tone.	<ol style="list-style-type: none">1 Check with your system manager to be sure your voice terminal is administered correctly.2 Make sure the handset and line cords at your voice terminal are securely connected at both ends.3 Press Test. If the red light next to Test does not go on or flashes rather than goes on steadily, the voice terminal is not communicating with the PBX.4 Find a working voice terminal of the same type as your own. Unplug this voice terminal from its modular wall jack. Plug your voice terminal into that jack and check if it gets dial tone.5 If your voice terminal still does not work, plug the working voice terminal (of the same type) into your modular wall jack. If the working voice terminal has dial tone, your own voice terminal is faulty. See your system manager.

Problem	Solution
The telephone doesn't ring.	<ol style="list-style-type: none"> 1 Make sure the ringer is turned on. 2 Set the ringer volume to a higher level. 3 Place a test call from another extension to your extension. 4 Check the line cord to make certain it is securely connected at both ends. 5 If there is still a problem, see your system manager.
The lights do not go on next to the buttons.	<ol style="list-style-type: none"> 1 Press Test to check if the voice terminal lights go on. 2 Check the line cord to make certain it is securely connected at both ends. 3 If there is still a problem, see your system manager.

System 75 Version Notes

If you have Version 1 or 2 of System 75, some features may work a little differently than noted in this guide. The following list explains the slight differences in these procedures.

Note: If you are uncertain what version of the System 75 software your business is using, check with your system manager.

Feature	System 75 Version	Changes in Feature Operation
Abbreviated Dialing	If you are using Version 1 If you are using Version 1 or 2	You can store up to 16 digits rather than 24 digits. You cannot use an Enhanced List.
Call Forwarding All Calls	If you are using Version 1 or 2	You cannot forward someone else's calls.
Last Number Dialed	If you are using Version 1	You can store up to 16 digits rather than 24 digits.
Priority Calling	If you are using Version 1 or 2	You cannot change a regular call into a priority call.

Key Words to Know

access code See **feature access code**.

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

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

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

call appearance A button used exclusively to place or receive calls. It has an assigned extension number and is equipped with a red light and a green status light.

console permission The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

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

DEFINITY Enterprise Communications Server (ECS) Generic 1 and Generic 3 The switch to which you may be connected. (Your voice terminal may be connected to System 75 instead.) Both the DEFINITY ECS Generic 1 and Generic 3 and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

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

display control buttons These buttons are labeled **Menu**, **Exit**, **◀ Prev**, and **Next ▶**. **Menu** is used to access the first feature option screen. **Exit** allows you to exit a display feature and return to Normal (call-handling) Mode. **◀ Prev** and **Next ▶** can be used to help you go back and forth through the feature option screens.

enhanced list One of the four types of Abbreviated Dialing lists; programmable only by the system manager (and available only with System 75 Version 3 and the DEFINITY ECS Generic 1 and Generic 3). Contains telephone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension A dialing number of one to five digits assigned to each voice terminal connected to your DEFINITY ECS Generic 1 or Generic 3 or your System 75.

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

feature access code A dial code of one, two, or three digits, which you use to activate or cancel the operation of a feature. Check with your system manager for the feature access codes for your system.

group list One of the four types of Abbreviated Dialing lists; programmable by the controller of the list or the system manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset The handheld part of the voice terminal which you pick up, talk into, and listen from. Also known as the **receiver**.

message retriever A person authorized by the system manager to retrieve messages for other users.

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

on-hook When the handset is left on the cradle and the speakerphone is turned off.

party A person who places or answers a call.

personal list One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains telephone numbers of your choice, and stores each of them as a single-digit list item.

personal list item One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group A group of up to 25 voice terminal users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call An important or urgent call which sends a special 3-burst ring.

program/reprogram To use your dial pad to assign a telephone number to a personal list item or an **[AD xxxxx]** for Abbreviated Dialing.

retrieve To collect telephone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer The device that produces the electronic ringing sound in your voice terminal.

softkey features Those features accessed with the four arrowed softkeys (**[▲]**) and the display control buttons. A person using an 8411D (with display) can access up to 12 softkey features.

softkeys The four buttons below the display labeled with arrows (**[▲]**). These buttons correspond to words on the display screen. Softkeys can be used along with display control keys to access up to 12 features. (These features are *in addition to* those features assigned to the call appearance/feature buttons on your voice terminal.)

stored number A telephone number which has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial telephone number, an extension number, or a feature or trunk code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored. If the number is stored on an **[AD xxxxx]**, the number can be accessed by simply pressing that button, and then dialing the appropriate entry number.

switch The device that makes connections for all voice and data calls for a network, and which contains software for features. Also known as a **system, switching system, or PBX** (private branch exchange). Your switch is *either* a **DEFINITY Enterprise Communications Server (ECS) Generic 1 or Generic 3** or a **System 75**.

system list One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains telephone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

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

System 75 The switch to which you may be connected. [Your voice terminal may be connected to DEFINITY Enterprise Communications Server (ECS) Generic 1 or Generic 3 instead.] Both System 75 and the DEFINITY ECS Generic 1 and Generic 3 are communications systems which transmit and receive voice and data signals for all communications equipment in your network.

trunk A telecommunications channel between your switch and the public network. Trunks of the same kind connecting to the same end points are assigned to the same **trunk group**.

trunk code A dial code of one, two, or three digits which you dial to access a trunk group to place an outside call.

voice terminal A telephone equipped with an array of specifically designed features (for example, Shift button, Message light, etc.) and functional capabilities that distinguish it from a conventional telephone.

Quick Reference Lists

FEATURE ACCESS CODES

Feature	Code	Feature	Code
ABBREVIATED DIALING		CALL PICKUP	
List 1		LAST NUMBER DIALED	
List 2		LEAVE WORD CALLING	
List 3		Cancel	
Program		PRIORITY CALLING	
CALL FORWARDING		SEND ALL CALLS	
ALL CALLS		Cancel	
Cancel			
CALL PARK			
Answer Back			

Abbreviated Dialing*			
Item No.	Personal List 1	Personal List 2	Personal List 3
	Name	Name	Name
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

* You may have as many as 3 Personal Lists. On System 75 and DEFINITY G3V3 (and prior) switches, each list can have either 5 or 10 items. See your system manager. On DEFINITY G3V4 (and later) switches, you can have up to 100 entries. In this case, photocopy this form for as many Personal List entries as you need to record.

Miscellaneous	
Description	Extension
Message	
Attendant	
AUDIX	

Trunk Codes	
Description	Code

↑
Blind Perf