



DEFINITY Communications
® System Generic 1

7102 Voice Terminal
User's Guide



NOTICE

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HEARING AID COMPATIBILITY

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

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Your 7102 Voice Terminal

The 7102 voice terminal is designed to help you use the many features of the AT&T DEFINITY Communications System Generic 1. Figure 1 below shows you a front view of the 7102 voice terminal. Familiarize yourself with your voice terminal, shown in Figure 1 and explained on the following page. **Note:** Some 7102 voice terminals have an additional jack on the back for connecting a speakerphone or headset. You can also connect a personal computer to your 7102 voice terminal. Under "Data Capabilities," you will find a list of the modular adapters that you can use for this purpose.

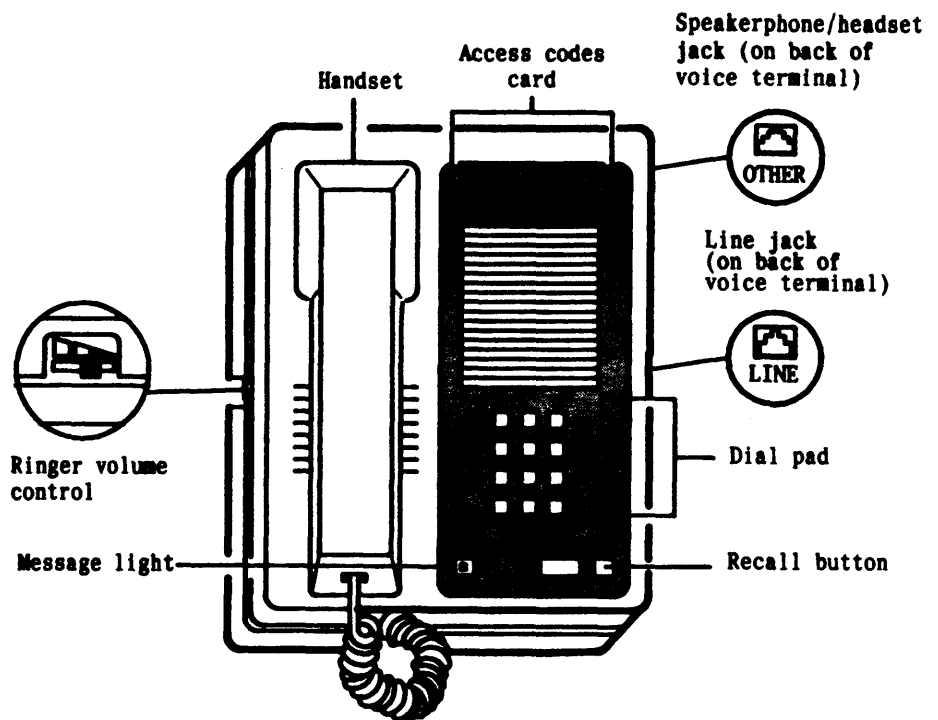


Figure 1. 7102 Voice Terminal

Starting at the top of Figure 1 and continuing clockwise:

Handset	For placing and receiving calls (also known as the receiver). You must lift the handset (go off-hook) before you can use a feature.
Access Codes card	A removable quick reference card on which you can write the names and corresponding feature (access) codes you use most.
Speakerphone/headset jack	Located on the back of your voice terminal near the center. This jack is used for connecting a speakerphone or a headset to your voice terminal. The jack is labeled "OTHER." Note: Your voice terminal may not have this jack.
Line jack	Located on the back of your voice terminal just below the center. This jack is used for connecting a line cord to your voice terminal. The jack is labeled "LINE."
Dial pad	The standard 12-button pad for dialing the telephone numbers and accessing features.
Recall button	A button used in operating features, usually to obtain a dial tone. (This button will be shown as [Recall] in the remainder of this booklet.)
Message light	A red light that blinks continuously when a message has been left for you, and flutters when you receive a call.
Ringer volume control	A 3-position switch to control the volume for the ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring.

Data Capabilities

By using one of the following 3 modular adapters, you can connect a personal computer to your 7102 voice terminal. All 3 adapters contain 2 modular plugs for connecting your PC *and* your 7102 voice terminal.

- 1 A 338A modular adapter can be plugged into *either* a wall outlet or the line jack on your voice terminal.
- 2 A 267C modular adapter can be plugged into a wall outlet.
- 3 A 267D modular adapter can be plugged into the line jack on the back of your voice terminal.

What the Features Do

Here are brief descriptions of 15 voice features, including what each one does and how you might want to use it. **Note:** You will have the Conference, Hold, Message, and Transfer features. In addition, you may have many of the other features listed here; your System Manager can advise you.

Abbreviated Dialing 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 code. There are 4 possible types of lists—personal, group, system, and enhanced—and you can have a total of 3 lists (see your System Manager for details). Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the System Manager. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

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

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

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

Call Waiting When you are busy on a call, sends a distinctive tone to notify you of another incoming call waiting to be answered. This allows you to complete or hold your present call and pick up the waiting call. It will save you from missing calls, and your waiting caller from having to call back later.

Conference Allows you to add a third party to a call, so that you can conduct a 3-way conversation. (If you wish to conference more than 3 parties, call your attendant for assistance.) Use to set up time-saving conferences, or to spontaneously include a third party important to a discussion. **Note:** If you have both an active call and a call on hold, you must terminate one of them before you can use Conference.

Hold Puts a call in a holding state 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 that you don't wish to drop, but which you have to interrupt briefly to do something else.

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

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

Message Turns on your Message light to let you know that a caller has left a message for you. You can then follow your System Manager's local message retrieval procedures to get your message.

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

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

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. **Note:** Calls from an outside number to your voice terminal can be transferred only to an extension, *not* to another outside number.

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

How to Use the Features

The following procedures give short, step-by-step instructions for using each feature. For your convenience, features are listed alphabetically.

Special Instructions

The first time you use these procedures, you will need to customize them for yourself by following the directions below. Your System Manager can supply the information required.

- To the right of each feature name is a box. For each feature that you have on your Access Codes card and any other feature that has been assigned to you, mark a [✓] in the blank box as a reminder. (Conference, Hold, Message, and Transfer are already marked for you.)
- To use a feature, you must remove the handset from the handset cradle (go off-hook). You can activate or cancel most of the features by dialing 2- or 3-digit codes. In the blanks provided within the procedures, write in the assigned feature code numbers.
- You can write (or type) the names and corresponding feature codes of the features you use most on the Access Codes card located on the face of your voice terminal. First, remove the plastic faceplate by unsnapping it. You can then remove the Access Codes card. The surface is erasable if you write in pencil. For your convenience, the lines are spaced for typing.

Note: 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. Hang up, get dial tone, and begin again at Step 1.

For a list of glossary terms, see the section titled **Key Words to Know**.

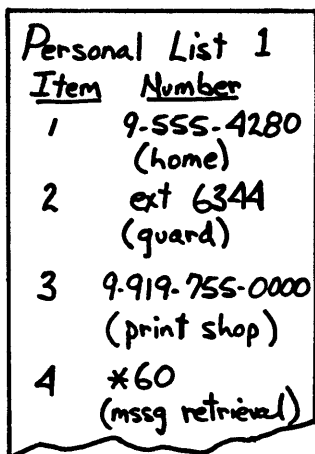
Quick Reference Lists

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

Abbreviated Dialing □

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

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



- 1 On a separate sheet of paper, jot down the outside telephone numbers, extensions, and/or feature codes you want to program as items on your personal list(s) (see example to the left)

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

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

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

- 7 Press [#] [confirmation tone]
 - Number is stored

- Repeat Steps 5-7 if you want to program additional items on the same list; hang up and begin again at Step 1 to program another personal list

- 8 Hang up to end programming

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

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

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

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

- 1 Press [**Recall**] during call attempt [recall dial tone]
 - 2 Dial the Automatic Callback code _____ [confirmation tone]
 - 3 Hang up
 - You will receive a 3-burst priority ring when the extension you attempted to call is available
- Note:** After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.
- 4 Lift handset when you hear priority ring [ringback tone]
 - A call is automatically placed to extension, which receives regular ringing

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

To cancel an Automatic Callback request

- 1 Dial Automatic Callback Cancel code [confirmation tone]

Call Forwarding All Calls

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

- 1 Dial Call Forward code _____ [dial tone]

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 may have restrictions on where calls can be forwarded (see your System Manager).

- 3 Hang up

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

To cancel Call Forwarding—Follow Me

- 1 Dial Call Forward Cancel code _____ [confirmation tone]

- Your calls will ring at your own voice terminal again

Call Park

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

- 1 Press [**Recall**] [recall dial tone]
- 2 Dial Call Park code _____ [confirmation tone]

- Call is parked at your extension

Note: To return to the parked call *before* you hang up, press [**Recall**] again.

- 3 Hang up

To retrieve parked call from any extension

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

- If you are returning to a call parked at your voice terminal, dial your own extension
- You are connected to parked call

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

Call Pickup

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

- 1 Dial Call Pickup code _____
 - You are connected to ringing call

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

- 1 Press [**Recall**] [recall dial tone]
- 2 Dial Hold code _____ [dial tone]
 - Present call put on hold
- 3 Dial Call Pickup code _____
 - You are connected to call

To return to a held call

- 1 Complete present call and hang up
 - Held call sends a 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

Call Waiting

To answer a call waiting tone

- 1 Complete present call and hang up
 - Receive ringing from waiting call (1--internal, 2--outside, 3--priority)
- 2 Pick up and answer

To answer a call waiting tone, putting present call on hold

- 1 Press [**Recall**] [recall dial tone]
 - Present call put on hold
- 2 Dial Hold code _____
 - You are connected to waiting call

To return to held call

- 1 Complete present call and hang up
 - Held call sends 3-burst priority ring
- 2 Lift handset
 - You are connected to held call

Conference



To add a third party to a call

- 1 Press [**Recall**] [recall dial tone]
 - Present call put on hold
- 2 Dial number of third party and wait for answer

Note: You can privately discuss the call with the third party at this time; if no answer or busy, press [**Recall**] twice to return to the original party.

- 3 Press [**Recall**]
 - All parties are now connected

To drop third party

- 1 Press [**Recall**]
 - You remain connected to original party

Hold



To put a call on hold

- 1 Press [**Recall**] [recall dial tone]
- 2 Dial Hold code _____ [dial tone]

Note: If you hang up, held call sends a 3-burst priority ring.

To return to held call

- 1 Hang up, receive 3-burst priority ring, and lift handset

To put call 1 on hold and place call 2

- 1 Press [**Recall**] [recall dial tone]
- 2 Dial Hold code _____ [dial tone]
 - Call 1 is put on hold
- 3 Dial call 2 (or another feature)

Note: If you hang up, call 1 sends a 3-burst priority ring.

-
- To put call 2 on hold and return to call 1
- 1 Press [**Recall**] [recall dial tone]
 - 2 Dial Hold code
 - Call 2 is put on hold, and call 1 is reconnected
- Note:** If you hang up, call 2 sends a 3-burst priority ring.
-

- To complete call 2 and return to call 1
- 1 After party on call 2 hangs up, hang up, receive 3-burst priority ring, and lift handset

Last Number Dialed

- To automatically redial the last number you dialed
- 1 Dial Last Number Dialed code _____
 - Number is automatically redialed (up to 24 digits)

Leave Word Calling



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

- 1 Press [**Recall**] [recall dial tone]
- 2 Dial Leave Word Calling code _____ [confirmation tone]

- Message light goes on at called telephone

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

To leave a message without ringing an extension

- 1 Dial Leave Word Calling code _____ [dial tone]
- 2 Dial the extension [confirmation tone]

- Message light goes on at called telephone

To cancel a Leave Word Calling message

- 1 Dial Leave Word Calling Cancel code _____ [dial tone]
- 2 Dial the extension [confirmation tone]

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

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

Message



To retrieve a message when your Message light is blinking

- 1 See your System Manager for instructions about your local message retrieval procedures

Priority Calling

To place a priority call
(3-burst ring)

- 1 Dial Priority Calling Code _____ [dial tone]
- 2 Dial the extension

Send All Calls

To send all incoming calls
(except priority calls)
immediately to coverage

- 1 Dial Send All Calls code _____
[confirmation tone]
- 2 Hang up

Note: You may hear a ring-ping tone as each call is sent to coverage.

To cancel Send All Calls

- 1 Dial Send All Calls Cancel code _____
[confirmation tone]

- Your calls ring at your own voice terminal again

Transfer



To send present call to another extension or outside number

- 1 Press [**Recall**] [recall dial tone]
 - Present call put on hold
- 2 Dial extension or number that call is to be transferred to [ringback tone]

- Remain on line and announce call if desired; if no answer or number dialed is busy, return to held call by pressing [**Recall**] twice

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

- 3 Hang up
 - Transfer is completed

Voice Message Retrieval



To retrieve your voice messages when your Message light is on

- 1 Dial the Voice Message Retrieval code _____ [dial tone]
- 2 Press [**#**] [voice prompting]

Note: Do *not* press [**#**] if calling from someone else's extension; instead, dial your own extension number and (if prompted) your security code.

- 3 Move through the messages with these dial pad buttons: (Press [**#**] to retrieve first message)

[**#**] NEXT (read next message)

[**3**] DELETE (erase from storage)

[**4**] HELP (request assistance)

[**5**] REPEAT (read message again)

[**8**] CALL (call back named extension)

Note: When you call back an extension with [**8**], be sure to also delete the message with [**3**] either *before* you place the call or after you complete it; otherwise, the message will remain in storage.

- 4 Hang up to end Voice Message Retrieval

To retrieve voice messages for a co-worker

- 1 Dial Voice Message Retrieval Coverage code _____ [dial tone]
- 2 Dial co-worker's extension [voice prompting]

Note: If you receive an intercept tone, see your System Manager for further instructions.

- 3 Move through the messages with dial pad buttons previously listed
- 4 Hang up to end Voice Message Retrieval

Tones and Their Meanings

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

Ringling Tones

- **1 ring** — A call from another extension.
 - **2 rings** — A call from outside or from the attendant.
 - **3 rings** — A priority call from another extension, or from an Automatic Callback call you placed.
 - **ring-ping (half ring, not repeated)** — A call redirected from your voice terminal to another because Send All Calls or Call Forwarding All Calls is active.
-

Handset Tones

- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** — A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.

- **call waiting tone** — 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: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** — Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** — One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** — A continuous tone; indicates dialing can begin.
- **intercept/time out tone** — An alternating high and low tone; indicates a dialing error or denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **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.

Key Words to Know

access code See feature 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.

coverage Automatic redirection of calls from an unanswered voice terminal to another voice terminal. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or Message Center. A person who provides coverage is a covering user.

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

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

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

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

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

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

group list One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager. Contains telephone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

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

party A person who places or receives a call.

personal list One of the 4 types of Abbreviated Dialing lists; programmable by the System Manager or by you, the user. Contains telephone numbers of your choice, and stores each of them as a single-digit list item.

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

pickup group A group of telephone 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 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.

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 trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored.

switch The device which makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or PBX (private branch exchange). (Your switch is an AT&T DEFINITY Communications System Generic 1.)

system list One of the 4 types of Abbreviated Dialing lists; programmable only by the System Manager. Contains telephone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

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

trunk A telecommunications channel between your DEFINITY Generic 1, and the local or long distance network. Trunks of the same kind connecting to the same endpoints are assigned to the same trunk group.

trunk code A dial code of 1, 2, or 3 digits, which you dial to access a trunk group to place an outside call.

Quick Reference Lists

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

Trunk Codes	
Description	Code

Miscellaneous	
Description	Extension
Message	
Attendant	

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

* You can have as many as 3 personal lists, and each list can have either 5 or 10 items; see your System Manager.