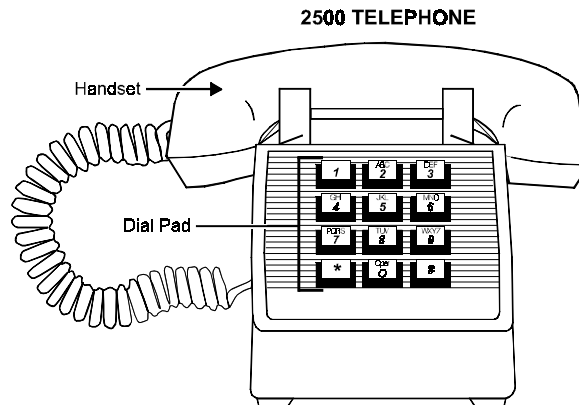


DEFINITY Enterprise Communications

2500 Analog Telephone User's Guide

About Your Telephone

Your 2500 telephone is a single appearance analog telephone with conventional touch-tone dialing. It provides access to features through the use of the <*> or <#> dial pad keys and the appropriate feature access codes. Refer to the figure below and then read the callout explanations for the buttons and features on your 2500 telephone.



Dial pad

The standard 12-button pad for dialing telephone numbers and accessing features.

Handset

For placing and answering calls (also known as the receiver). You must lift the handset (go off-hook) before you can use a feature.

Message light

A red light that blinks continuously when a message has been left for you, and flutters when you receive a call. (It is also available as an adjunct unit that attaches to the right side of the telephone.)

R or flash or lightning bolt button for Recall

A button located on either side of the dial pad, depending on the design of your 2500 telephone. Used in operating features, usually to obtain a dial tone. (This button will be shown as <R> in the remainder of this guide.)

Note: You must press <R> to activate the system features that require a dial tone. If you flash the switchhook rather than press <R> to use any of the 2500 features, you will disconnect an active call.

Tone ringer volume control

The type and location of the volume control for tone ringer varies according to the 2500 model design. Most models have a ridged thumbwheel or a slide switch on the underside of the telephone; some models have a 2-position switch (HI - LO) located to the right of the dial pad.

Conventions

Conventions Used in Procedure Descriptions

<R button> flash button or lightning bolt This button can be located on either side of the dial pad, depending on the design of your 2500 telephone.
for Recall
[feedback tone] The tone that appears in brackets after a step indicates what you should hear from your handset (or speakerphone, if appropriate) after successfully performing that step.

Special Instructions

As you operate the features assigned to your telephone, keep in mind the following general rules.

- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- 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.
- To use a feature, you must have the handset off-hook (removed from the cradle of the telephone). You can activate or cancel most of the features by dialing 2- or 3-digit codes.
- You will often see the term **flash the switchhook** used in the procedures. This means to press and immediately release the button (switchhook) under the handset (receiver).

Feature Finder

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 telephone and you want your calls to be forwarded to a telephone of your choice.

WARNING: Call forwarding will only forward the incoming call to a station, it will not follow that stations coverage or forwarded path.

Call Pickup

Lets you answer a call at **your** telephone 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.

Conference

Allows you to add a third party to a call, so that you can conduct a three-way conversation. (If you wish to conference more than three parties, call your attendant for assistance.) Use to set up timesaving 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.

Last Number Dialed

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

Send All Calls

Temporarily sends all your calls to the predesignated coverage point(s). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by phone calls.

Transfer

Transfers a call from your telephone 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 telephone can be transferred only to an extension, not to another outside number.

Call Forwarding All Calls

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

- 1 Pick up the handset [dial tone]
- 2 Dial the Call Forward code ***72**. [dial tone]
- 3 Dial the extension or number where calls will be sent. [confirmation tone]

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

- 4 Hang up.

Note: To make sure you have successfully forwarded your telephone to the appropriate number, go to another telephone, dial your number and make sure it is answered by the appropriate number..

To cancel Call Forwarding

- 1 Dial the Call Forward Cancel code ***73**. [confirmation tone]
 - Your calls will ring at your own telephone again.

Note: To be sure you have successfully canceled call forwarding call your number from another telephone and make sure it rings at your telephone.

Call Pickup

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

- 1 Pick up the handset [dial tone]
 - 2 Dial the Call Pickup code ***10**.
 - You are connected to a ringing call.
-

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

- 1 Press <R> or flash or the lightning bolt. [recall dial tone]
- 2 Dial the Call Pickup code ***10**.
 - You are connected to the call.

Conference

To add a third party to a call

- 1 Press <R> or flash or the lightning bolt [recall dial tone]
 - The present call is put on hold.
 - 2 Dial the number of the third party.
 - 3 You can privately discuss call with the third party at this time; if there is no answer or the line is busy, press <R> or flash or the lightning bolt twice to return to the original party.
 - 4 Press <R> or flash or the lightning bolt All parties are now connected.
 - 5 Announce the call.
-
-

Last Number Dialed (Redial)

To automatically redial the last number you dialed

- 1 Pick up the handset
- 2 Dial the Last Number Dialed code *98.
 - The number is automatically redialed (up to 24 digits).

Send All Calls

To send all incoming calls immediately to coverage (you must have a coverage path)

- 1 Pick up the handset
- 2 Dial the Send All Calls code *30. [confirmation tone]
- 3 Hang up.

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

To cancel Send All Calls

- 1 Pick up the handset
- 2 Dial the Send All Calls Cancel code *40. [confirmation tone]
 - Your calls will ring at your own telephone again.
3. Hang up

Transfer

To send the present call to another extension or outside number

- 1 Press <R> or flash or the lightning bolt [recall dial tone]
 - The present call is put on hold.
- 2 Dial the number to which the call is to be transferred. [ringback tone]
- 3 Remain on the line and announce the call; if the number dialed is busy or not answered, press <R> twice or flash or the lightning bolt or flash twice to return to the held call.

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.

- 4 Hang up.
 - The transfer is completed.

Tones and Their Meanings

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.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback Tones

- **busy** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **confirmation** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage** - 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** - 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.
- **recall dial** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder** - 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

A feature does not work as noted in the book.

There is no dial tone.

The telephone does not ring.

Solution

- 1 Reread the procedure and try again.
 - 2 For many features you must lift the handset before you can use the feature.
 - 3 Call the Information Resources Customer Service Center at 87995.
- 1 Make sure the handset and line cords at your telephone are securely connected at both ends.
 - 2 Call the Information Resources Customer Service Center at 87995
- 1 Set the ringer volume to a higher level.
 - 2 Place a test call from another extension to your extension.
 - 3 Check the line cord to make certain it is securely connected at both ends.
 - 4 If there is still a problem, Call the Information Resources Customer Service Center at 87995.

Access Codes

Feature	Code
Call Forward	*72
Call Forward Cancel	*73
Call Pickup	*10
Send All Calls	*30
Send All Calls Cancel	*40

Glossary

activate

To begin or turn on the operation of a feature.

AUDIX (voice mail)

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

dial pad

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

extension

A dialing number of one to five digits assigned to each telephone connected to your switch.

feature

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

feature code

A dial code of one, two, or three digits, which you use to activate or cancel the operation of a feature.

handset

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

party

A person who places or receives a call.

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.

program/reprogram

To use your dial pad to assign a telephone number to Abbreviated Dial button.

ringer

The device that produces the electronic ringing sound in your telephone.

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 access 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 telephone system.

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 switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.