



8403 Voice Terminal Quick Reference

Refer to the procedures on this card to use the voice features on your 8403 voice terminal. The features are listed in alphabetical order. In the spaces provided, write in the feature access codes for your system. For more information about these features, see your system manager.

ABBREVIATED DIALING (AD)

To program/reprogram an AD entry on your Feature Directory

- 1 Press and the AD Program entry number (or * or #)
or Dial the AD Program access code
(while off-hook) _____.
- 2 Press and the entry number (or * or #) of the AD entry you wish to program.
- 3 Dial the outside number, extension, or feature code you want to store (up to 24 digits).
- 4 Press .
- 5 Repeat Steps 2 through 4 to program additional buttons.
- 6 Hang up.

To place an AD call from your Feature Directory

- 1 Pick up the handset.
- 2 Press (while off-hook), then the entry number (or * or #) for the AD entry you wish to call.

To program/reprogram a personal list item

- 1 Dial the AD Program code
(while off-hook) _____.
- 2 Dial the Personal List number (**1, 2, or 3**).
- 3 Dial the list item (**1, 2, 3...**).
- 4 Dial the number, feature, or extension you want to store (up to 24 digits).

- 5 Press .
- 6 Repeat Steps 3 through 5 to program additional items on the same list.
- 7 Hang up.

To place a call using an AD list button or access code

- 1 Dial the appropriate AD List access code:

- List 1 _____
- List 2 _____
- List 3 _____

or Press , then the appropriate entry number (or * or #) if you have a list programmed on the Feature Directory.

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

ABBREVIATED DIALING PROGRAM FEATURE

Note: Before you begin, make sure that your telephone has the Abbreviated Dialing feature and that it is connected to a Release 6.3 switch. If you are not certain, contact your system manager.

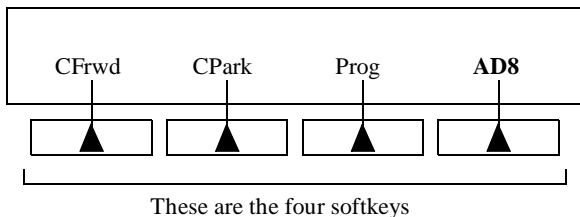
Introduction

Beginning with Release 6.3 of the DEFINITY ECS and/or PROLOGIX software, the following enhancements have been made to the Abbreviated Dialing (AD) Program feature:

- Messages appear on the display to step you through the programming procedure. When you program a softkey, you can also program a label of up to five characters that will appear on the display directly above it.
- To be programmable for abbreviated dialing, a button, whether it is a softkey or a hardkey (feature button), must be administered for the Abbreviated Dialing feature. You can use the Button View feature to find the Abbreviated Dialing buttons on your set. (To do this, select **BtnVu** from the softkey menu; then press the button you want to check.)

Note: If the speaker on your set has been deactivated, this feature will not work as described below. See your system manager to activate your speaker.

Programming an Abbreviated Dialing button on Softkeys (the four buttons immediately below the display)



Note: If you make a mistake while programming, you CANNOT move back a space to erase it. Instead, save whatever you have entered by pressing the “#” key and start over.

1 Enter Programming mode. (To do this, press the button labeled **Prog**, if your set has one, or select **Prog** from the softkey menu by pressing the **Menu** button, then the **Next** or **Prev** button, if necessary, until you see **Prog** on the display. Then press the softkey below **Prog**.)

- Your telephone will go off-hook, and the light next to Speaker will go on. You will see the message **Press button to program** on the display.

Note: If you do not see this message once you have entered Programming mode, your telephone is probably NOT connected to a Release 6.3 switch. For help, contact your system manager.

2 Select the AD softkey you want to program. (To do this, press the **Menu** button again, then press **Next** or **Prev**, if necessary until you see the AD softkey label, such as AD1, on the display.)

- You will see the message **Change number? Yes=1 No=2** on the display.

3 If you want to enter a new number or change an existing number, press the “1” key on the dial pad and continue with Step 3A. If you do not want to change the number, press the “2” key and skip to Step 3B.

3A. You will see the message **Enter number:** on the display. Enter the number you want that button to call. See the “Helpful Hints” section on the last page for information on the numbers you can enter.

When you have finished entering the number, press the “#” key.

You will hear the confirmation tone (three beeps), and you will see the message **Number saved** for one

second and then the message **Change label? Yes=1 No=2**. Skip to Step 4.

3B. You will see the message **Change label? Yes=1 No=2**. Continue with Step 4.

4 If you want to change the label for that softkey, press the “1” key on the dial pad and continue with Step 4A. If you do not want to change the label, press the “2” key and skip to Step 4B.

4A. You will see the message **Enter label** on the display. Use the dial pad to enter the label you want, up to five characters. (Pressing a dial pad key once enters the first letter on the key; if you want a different letter or the number, press the key repeatedly until the character you want appears on the display.) If the next letter of the label is on the same dial pad key, press the “*” key to advance to the next space.

When you have finished entering the label, press the “#” key.

You will hear the confirmation tone (three beeps), and you will see the message **Label saved** for one second, then the message **Hang up to update display** for two seconds, and then the message **Press button to program**. If you want to program another button, go back to Step 2; otherwise, skip to Step 5.

Note: When you program a label, it does not appear on the display until you hang up.

4B. You will see the message **Press button to program**. If you want to program another button, go back to Step 2; otherwise, continue with Step 5.

5 To exit from Programming mode, hang up your telephone. (To do this, press the **Speaker** button or lift the handset and then put it back.)

Note: Pressing the Exit button does not exit you from Programming mode.

Programming Abbreviated Dialing on hardkeys (feature buttons) (the buttons next to paper label strips such as

Jim x1234

Note: If you make a mistake while programming, you CANNOT move back a space to erase it. Instead, save whatever you have entered by pressing the “#” key and start over.

1 Enter Programming mode. (To do this, press the button labeled **Prog**, if your set has one, or select **Prog** from the softkey menu by pressing the **Menu** button, then press **Next** or **Prev**, if necessary, until you see **Prog** on the display, and then press the softkey below **Prog**.)

- Your set will go off-hook, and the light next to the **Speaker** button will go on. You will see the message **Press button to program** on the display.

Note: If you do not see this message once you have entered Programming mode, your telephone is probably NOT connected to a Release 6.3 switch. For help, contact your system manager.

2 Select the hardkey (feature button) you want to program. (To do this, press the button.)

- You will see the message **Enter number:** on the display.

3 Enter the number you want that button to call. See the “Helpful Hints” section below for information on the numbers you can enter.

When you have finished entering the number, press the “#” key.

- You will hear the confirmation tone (three beeps), and you will see the message **Number Saved** for one second and then the message **Press button to program**.

If you want to program another button, go back to Step 2; otherwise, continue with Step 4.

Note: When you have changed the number called by a hardkey, you may want to change its label on the paper strip too.

4 To exit from Programming mode, hang up your telephone. (To do this, press the **Speaker** button, or lift the handset and then put it back.)

Note: Pressing the **Exit** button does not exit you from Programming mode.

Helpful Hints

- If the number you are entering for an Abbreviated Dialing button is an outside number, be sure to include any applicable trunk codes, for example, a “9”.

- Numbers programmed on softkeys may be up to 24 digits in length; numbers programmed on hardkeys (feature buttons) may be up to 16 digits if the hardkey will be used as an auto-dial button, or up to 24 digits if associated with a list. If you need help, see your system manager.
- Special functions such as Pause, Mark, and Wait, may be available on your softkey menu; if so, they can be inserted in the numbers you program. These functions may be accessed during programming by pressing the **Menu** button.
- You can enter feature access codes on Abbreviated Dialing buttons instead of telephone numbers so that the button initiates a feature rather than placing a call.

AUTOMATIC CALLBACK

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

- 1 Press *Feature*, then the Automatic Callback entry number (or * or #) during a call attempt.
- 2 Hang up.
 - You hear a 3-burst priority ring when both you and the called extension are idle.
- 3 Answer the call, or go off-hook, and the other party will be called.

To cancel Automatic Callback

- 4 Press *Feature* (while off-hook), then the Automatic Callback entry number (or * or #).

CALL FORWARDING ALL CALLS

To temporarily redirect all calls to an extension or outside number

- 1 Press **Feature** (while off-hook), then the Call Forward entry number (or * or #)
or Dial the Call Forward access code (while off-hook) _____.
- 2 Dial the extension or number where all calls will be sent.
- 3 Hang up.

To cancel Call Forwarding

- 1 Press **Feature**, then the Call Forward entry number (or * or #)
or Dial the Call Forward cancel code (while off-hook) _____.

CALL PARK

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

- 1 Press **Transfer**.
- 2 Dial the Call Park access code _____.
- 3 Press **Transfer** again.
- 4 Hang up.

To retrieve a parked call from any extension

- 1 Dial the Answer Back access code _____.
- 2 Dial the extension where the call is parked.

CALL PICKUP

To answer a call placed to a member of your pickup group

- 1 Press **Feature** (while off-hook), then the Call Pickup entry number (or * or #)
or Dial the Call Pickup access code (while off-hook) _____.

CONFERENCE

To add another party to a call (for a total of up to 6 parties)

- 1 While off-hook on a call, press **Conf**.
- 2 Dial number of new party and wait for an answer.
- 3 Press **Conf** again.
- 4 Repeat Steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call to which you are connected

- 1 Press **Conf**.
 - You are given a new call appearance.
- 2 Press the call appearance of the call on hold.
- 3 Press **Conf** again.

To drop the last party added to a conference call

- 4 Press **Drop**.

HOLD

To put a call on hold

- 1 Press **Hold**.

To answer a new call while active on another

- 1 Press **Hold**.
- 2 Press the call appearance of the incoming call.

To return to the held call

- 1 Press the call appearance of the held call.

LAST NUMBER DIALED

To automatically redial the last number you dialed

- 1 Press **Feature** (while off-hook), then the Last Number Dialed entry number (or * or #)
or Dial the Last Number Dialed access code ____.

LEAVE WORD CALLING (LWC)

To leave a message after dialing an extension

- 1 Press **Feature**, then the Leave Word Calling entry number (or * or #).

To leave a message without ringing an extension

- 1 Press **Feature**, then the Leave Word Calling entry number (or * or #)
or Dial the Leave Word Calling access code _____.
- 2 Dial the extension.

To cancel a Leave Word Calling message

- 1 Press **Feature** (while off-hook), then the Leave Word Calling Cancel entry number (or * or #)
or Dial the Leave Word Calling cancel code (while off-hook) _____.
- 2 Dial the extension.

MUTE

To prevent the other party from hearing you

- 1 Press **Mute**.
 - Red Mute light goes on.
- 2 When you are ready to resume the conversation with the other party, press **Mute** again.
 - Red Mute light goes off.

PRIORITY CALLING

To place a priority call (3-burst ring)

- 1 Press **Feature** (while off-hook), then the Priority Calling entry number (or * or #)
or Dial the Priority Calling access code (while off-hook) _____.
- 2 Dial the extension.

To change a regular call into a priority call



- 1 Press **Feature** (while off-hook), then the Priority Calling entry number (or * or #).
- 2 Wait for the called party to answer.

SELECT RING (and RINGER VOLUME)

To select a personalized ring

- 1 While on-hook, press **Feature**, and then press **Hold**.
 - Red light next to **Feature** blinks during the Select Ring process.
 - Voice terminal plays the current ringing pattern.
- 2 To cycle through all eight ring patterns, continue to press (and then release) **Hold**.
- 3 When you hear the desired ring pattern, press **Feature** again.
 - You hear confirmation tone, and the selected ringing pattern is set.

To adjust the ringer volume if necessary (the 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 .

SEND ALL CALLS

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



- 1 Press **Feature**, then the Send All Calls entry number (or * or #)
or Dial the Send All Calls code
(while off-hook)_____.

To cancel Send All Calls

- 1 Press **Feature**, then the Send all Calls entry number (or * or #)
or Dial the Send All Calls cancel code
(while off-hook)_____.

SPEAKER

To place/answer a call without lifting the handset, or to use speaker with any listen-only feature

- 1 Press **Speaker**.
- 2 Place the call or access the selected feature.
- 3 Adjust the speaker 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 .
- 4 Pick up the handset to talk to the other party.

To change from the speaker to the handset

- 1 Pick up the handset and talk.

To change from the handset to the speaker

- 1 While the handset is off-hook, press **Speaker**.
- 2 Hang up the handset.

To end a call using the speaker

- 1 Press **Speaker**.

TEST

To test the voice terminal lights

- 1 While on-hook, press and hold down **Test**.
 - Green Test light goes on.
 - Voice terminal lights go on.
- 2 Release **Test** to end the self-test.
 - Lights return to the pretest state.
 - Green Test light goes off after a short period of time.

TRANSFER

To send the present call to another extension or outside number

- 1 Press **Transfer**.
 - Present call is put on hold; green light next to the held call flutters.
 - You are given a new call appearance.
- 2 Dial the number where the call is to be transferred.
- 3 Remain on the line and announce the call, if appropriate; if there is no answer or if the line is busy, return to the held call by pressing its call appearance button.
- 4 Press **Transfer** again.
- 5 Hang up.



Lucent Technologies
Bell Labs Innovations