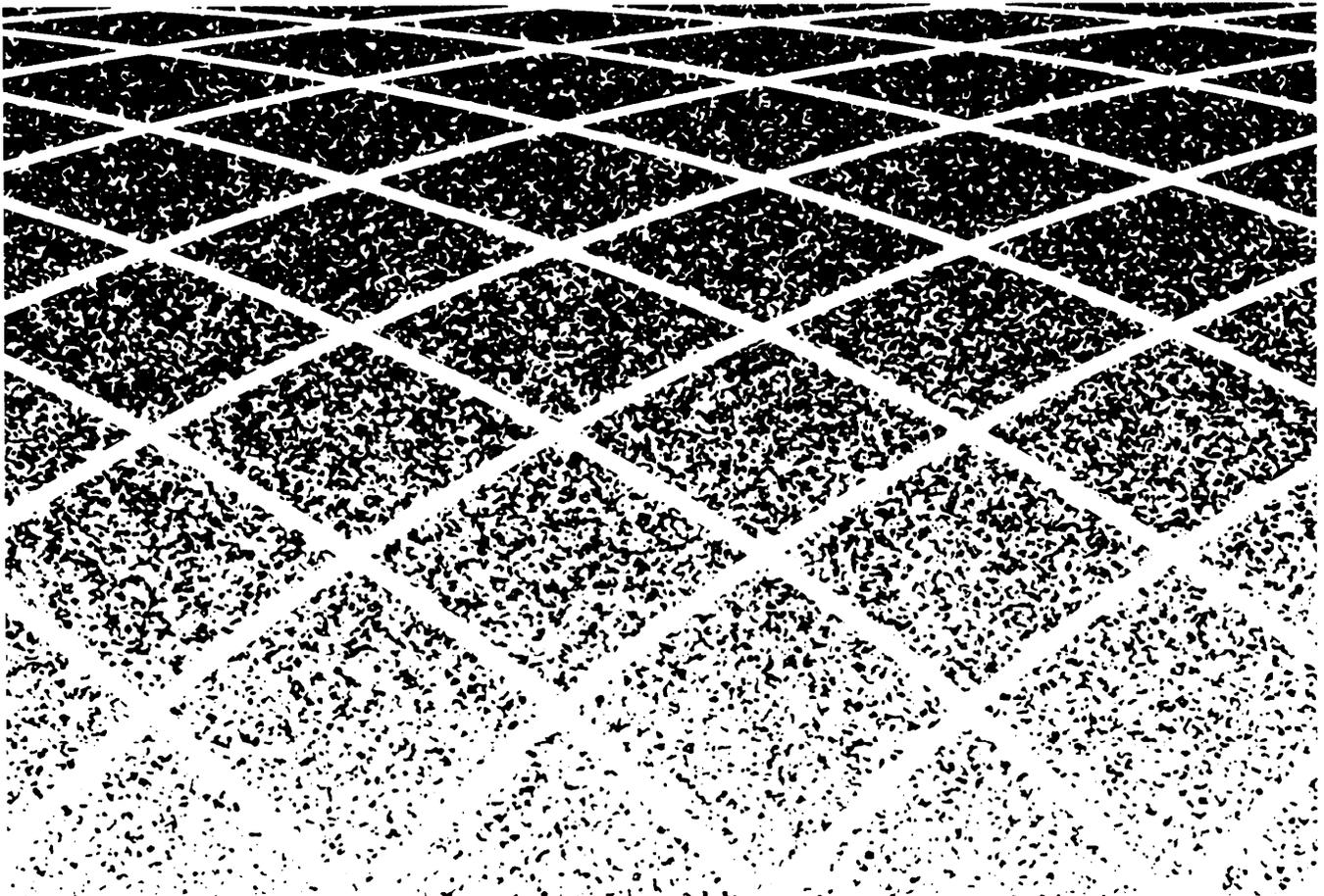




AT&T System 25

Direct Trunk
Attendant Console.

User Guide



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Direct Trunk Attendant Console User Guide
Prepared by the
Technical Publications Group

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Introduction

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

Features

You can use most of the features available to other multiline telephone users. In addition, as the attendant, you have access to special features that will help you handle calls.

Your AT&T System 25 has two types of features: fixed and assignable. A fixed feature is one that is provided on all multiline telephones. (In this guide, fixed features are indicated at the beginning of the feature description by a box with a check.)

An assignable feature is *not* provided automatically on all phones. It must be “assigned” by your System Administrator. (In this guide, assigned features are indicated at the beginning of a feature description by an empty box.)



fixed feature

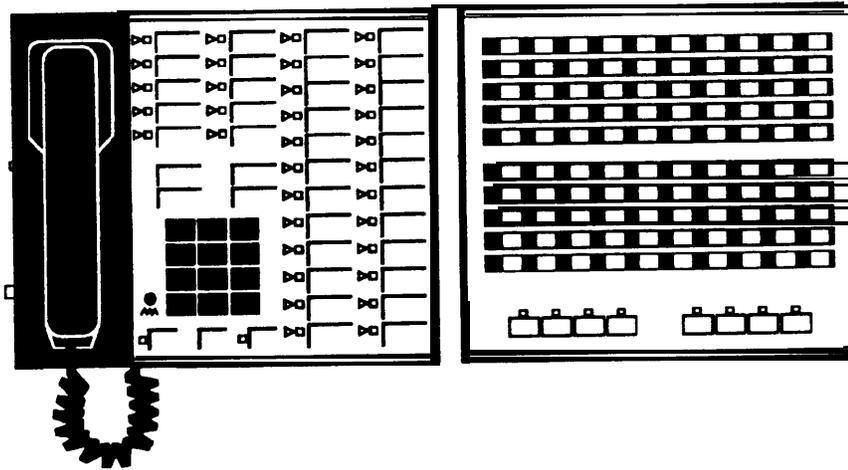


assignable feature

Check with your System Administrator as to which features have been assigned to you. (As a reminder, you can place a check in the box of each assignable feature as you receive it.)

Attendant Consoles

The DTAC can be used alone or with a Direct Extension Selector Console (Selector Console). The setup you will use depends on the size and needs of your company. This guide provides instructions for using both consoles.



Direct Trunk
Attendant Console

Direct Extension
Selector Console

Direct Trunk Attendant Console Buttons

There are three types of buttons on your DTAC. Each is represented in a special way in this guide:

TYPE

SHOWN AS:

dial pad buttons



button next to permanent label with dark background



button next to changeable label with light background



Your console has System Access buttons that you can use to place and receive calls. These buttons, which are labeled with your extension number, give you access to outside lines and system features.

NOTE: Unless otherwise noted, you must use a System Access button for the procedures described in this guide.

Selector Console

The Selector Console allows you to call an inside number by pressing only one or two buttons instead of dialing all the digits. These buttons are identified and described below.

Group Select Buttons (the first seven buttons located on the bottom row)

Used for selecting the “hundreds” group of each extension number.

NOTE: You may want to label the seven Group Select buttons. (The plastic caps can be pulled off temporarily to insert labels.)

Direct Extension Selection (DXS) Buttons (located directly above the Group Select buttons)

Used for selecting specific extension numbers. (The numbering is fixed from 00 to 99.)

Using the Selector Console

-> If you are placing a call to extension 273:

- Press the 200 Group Select button on the bottom row.
- Press the 73 DXS button.

-> If you are placing a call to extension 4519:

- Press the 4500 Group Select button.
- Press the 19 DXS button.

Line Selection

Your console should automatically select a line when you lift the handset to place a call, and automatically select the ringing line when you lift the handset to answer a call. These options are set by the System Administrator, and the procedures in this guide assume that you have both of them. (If you do not have these options, you must press the appropriate line button at the beginning of most procedures.)

Handset Tones

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

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

CONFIRMATION TONE ■■■ (three short tones)
Your action has been accepted.

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

SPECIAL RINGBACK TONE ■■■■■■■■■■ ■ (one long tone and one short, dull tone)
The person you dialed is busy, and has been notified of Call Waiting.

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

FAST BUSY TONE ■ ■ ■ ■ ■ (fast repeating on/off tone)
The number you dialed was busy, misdialed, or restricted.

CALL WAITING TONE (short tone(s) heard during a call)
■ ■ ■ (the waiting call is an inside call)
■■ ■ (the waiting call is an outside call)
You have a call waiting to be answered.

QUEUEING TONE ■ ■ ■ ■ ■ (five short tones)
Your request for a callback has been confirmed.

DEQUEUEING TONE ■ ■ ■ (three short tones)
The extension or outside line that you requested for callback is now available.

Ringling Tones

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

INSIDE CALL ■■■■■■■■■■ (one long ring)

Your call is from a person inside your company.

OUTSIDE CALL ■■■■ ■■■■ (two short rings)

Your call is from someone outside your company.

ABBREVIATED ALERT ■■ (one short burst of ringing)

This can indicate a call on another line; a busy-to-idle reminder; a manual signal; or that your telephone is in program mode.

PRIORITY RING ■■ ■■■■■■■■■■ (two short rings and one long ring)

You are being alerted that your request for Callback can now be completed; or a call is being set up remotely for your phone via a data feature known as Third-Party Call Setup.

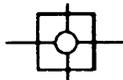
Lights



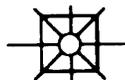
A steady red light indicates the line you should use when you lift the handset.



A steady green light indicates the line or feature in use.



A slow blinking green light indicates an incoming call.



A fast blinking green light indicates a call on hold or a queued call. (An intermittent blinking green light indicates a call held temporarily while being transferred or conference.)



On the Selector Console, a steady red light indicates that a telephone is in use, or a call is parked on this extension.



On the Selector Console, a flashing red light indicates an extension that is calling you, or an unanswered call is returning to you from that extension.

Data Dial Code (DDC)

When your System 25 was installed, Data Dial Codes (DDCs) were assigned to data terminals. If you have a data terminal associated with your System 25, you will receive separate information regarding its use.

Personal Dial Code (PDC)

Personal Dial Codes (PDCs) were assigned to telephones. In most cases, your PDC is your extension number. If a telephone is shared by two or more people, each person may have been assigned their own “floating” extension number (FPDC).

This Guide

This guide has two feature sections: Attendant features and Standard Multiline features. The Attendant section describes the features you will use as an attendant. The Multiline section describes the features that are available to you and all other multiline telephone users. For your convenience, the features are arranged in alphabetical order.

For Additional Information

See your System Administrator if you have any questions or would like additional information about your System 25 features.

Attendant Features

Attendant Message Waiting



You can use a Message light to notify someone of a waiting message. When you call a telephone, the status of the light next to your **ATT MSG** button will be the same as the Message light on the telephone you call.

Turning on Message Waiting Lights

While Ringing the Extension

- 1 If the light is not on, press **ATT MSG**
- 2 Hang up.

Without Ringing the Extension

- 1 Lift the handset and listen for dial tone.
- 2 Press **ATT MSG** .
- 3 Dial the extension.
- 4 Listen for confirmation tone, then hang up.

Turning Off Message Waiting Lights

While Connected to the Extension

- 1 If the light is on, press **ATT MSG** .
- 2 Hang up.

When Not Connected to the Extension

- 1 Lift the handset and listen for dial tone.
- 2 Press **ATT MSG** .
- 3 Dial the extension.
- 4 Listen for confirmation tone, then press **ATT MSG** again.
- 5 Hang up.



You can set up a conference to include a combination of System 25 extensions and outside calls. There may be up to five conferees; but, no more than *two* may be on outside lines.

Setting Up Conference Calls

To set up a conference, you can use a **SYSTEM ACCESS** or outside line button.

1 Dial the first person and announce the conference call.

2 Press **CONFERENCE** and listen for dial tone.

The light next to the held call blinks intermittently.

3 Dial the next person you want added to the conference.

NOTE: If for any reason this call should *not* be added (busy, no answer, or misdial): press the switchhook, then the button associated with the first person; go back to Step 2 and continue.

4 Announce the conference call to the added person.

5 Press the button next to the blinking light to join the calls together.

6 For each person you want to add, go back to Step 3 and continue the same procedures.

Dropping a Conferee

When you drop someone from the conference, anyone that was added by *that* person is also dropped unless they are on a Bridged Access or Personal Line button. If you drop the person who added *you* to the conference, you will also drop anyone added to the conference by that person.

1 Press **DROP**.

2 Press the button of the person you want to drop.

The light associated with the dropped call goes off.



You can hold calls while you attend to other matters and then pick them up again. After you put a call on hold, you may hang up the handset without losing the call. To pick up a call you have placed on hold you must use the same telephone (or one that shares the same line).

Using Hold

- 1 Press **HOLD**.
The light next to the button of the held call blinks.
- 2 You can handle other matters without disconnecting the line.
- 3 To return to the held call, press the button next to the blinking light.
- 4 If necessary, lift the handset.
- 5 Continue your conversation.

Hold - Placing Another Call

- 1 Press **HOLD**.
The light next to the button of the held call blinks.
- 2 Press an idle line button and listen for dial tone.
- 3 Place and complete the second call.
- 4 To return to the held call, press the button next to the blinking light.

Hold - Answering Another Call

- 1 Press **HOLD** .
The light next to the button of the held call blinks.
- 2 Press the button next to the blinking light.
- 3 Speak with the caller.
- 4 To return to the held call, press the button next to the blinking light.

Incoming Calls



You can use either your DTAC or Selector Console to send calls to other telephones. Before you send (extend) a call, you can check to see if the person will accept the call. (This is called an Announced Call.) While you are talking, the caller is on hold and cannot hear you.

You can also send calls to other telephones without announcing the call (Unannounced Call). If you send a call from outside the System 25 to a busy telephone, the caller is automatically placed on hold and a Call Waiting signal is sent to the busy line. If the person does not answer the call, it will be returned to you after a preset interval.

If you want to send an outside call to another outside line, check with your System Administrator for any restrictions and procedures that might apply.

Answering Calls

- 1 Lift the handset.
- 2 Speak with the caller.

Extending Calls

- 1 Press **START** and listen for dial tone.
- 2 Dial the extension.
- 3 If you do not announce the call, or if you announce the call and the person will accept it, press **RELEASE** and hang up.
- 4 If the person does not want to accept an announced call, press **CANCEL** and speak with the caller before hanging up.

NOTE: Unannounced Calls that are not answered return on the **RTN-DA** button. If a call is extended to a busy extension that does not answer, it returns on the **RTN-BUSY** button.

Night Service



When you leave for the night, the system can be set so that incoming calls either ring a night bell or are directed to preassigned telephones.

Activating Night Service

1 Press **NIGHT** to turn on Night Service.

The light next to this button turns on.

To turn off this feature:

2 Press **NIGHT** to turn this feature off.

The light next to this button goes off.



If your company has a paging system, you can access the system by using either a button or a code. See your System Administrator for the Paging access code and for additional information, if you have zoned paging.

Using the Paging System

- 1 Lift the handset and listen for dial tone.
- 2 Press **PAGE** or dial the Paging access code.
- 3 Make the announcement.
- 4 Hang up.



Parked calls are held calls that can be picked up from any extension in the system. If a parked call is not picked up within a preset interval (the usual time is two minutes), it will return to the console on the button where it was held. Answer it as you would any incoming call.

You can only park one call at a time from your DTAC, but it can be any type of call. On the Selector Console, eight calls can be parked simultaneously. (However, only *outside* calls can be parked on the Selector Console.)

NOTE: See your System Administrator for Selector Console Park codes.

Parking a Call on the DTAC

1 Press **HOLD**.

The light next to the button of the call on hold blinks.

2 Press another **SYSTEM ACCESS** and listen for dial tone.

3 Press ***** **5**.

4 Listen for confirmation tone and dial tone.

5 If the call is for someone else, dial or page that person, notifying them of the Attendant Console's extension number where the call is parked.

NOTE: If the person you are trying to reach does not answer, press the button next to the blinking light and complete your conversation with the caller.

6 Hang up.

Parking Calls on the Selector Console

- 1 Press the Group Select and DXS buttons for one of the Selector Console Park codes. For example, if one of the codes is 801, press Group Select button 800 and then press DXS button 01.
- 2 If the call is for another person, dial or page that person and identify the code on which the call is parked.
- 3 Hang up.

NOTE: If the parked call is not answered within the preset interval, the call will return to the console on the **RTN-DA** button.

Picking Up Parked Calls

- 1 Listen for dial tone, then press ***** **8** .
- 2 Dial the Console Park code or extension number where the call is parked.



You can place calls to people inside or outside of your company with **SYSTEM ACCESS** buttons. You can also place calls to people outside your company with the **FACILITY** or **PERS LINE** buttons.

The light next to a **FACILITY** button indicates when all of the lines in this group are busy. If the light is on, you can activate a “busy-to-idle” reminder. This reminder lets you know when a line is available so you can make your call.

NOTE: If you want to activate a busy-to-idle reminder, do not lift the handset. Press the **FACILITY** button.

Placing Inside Calls

- 1 Lift the handset and listen for dial tone.
- 2 Dial the extension.

Placing Outside Calls

Using System Access Buttons

- 1 Lift the handset and listen for dial tone.
- 2 Dial the outside line access code and listen for dial tone.
- 3 Dial the telephone number.

Using Facility or Pers Line Buttons

- 1 Press **FACILITY** or **PERS LINE** .
- 2 Lift the handset and listen for dial tone.
- 3 Dial the telephone number.

For Someone Else

- 1 Answer the call.
- 2 Press **TRANSFER** .
- 3 Dial the outside number and announce the call.
- 4 Hang up.

NOTE: Do *not* use **RELEASE** for this procedure.

For Someone Else, then Calling the Person Back

You can also place calls for a person in your company who does not want to remain on the line until you successfully complete the call. In this case, you can make the call and then connect the outside line to the person requesting the call.

- 1 Lift the handset and listen for dial tone.
- 2 Dial the outside call.
- 3 Announce the call.
- 4 Press **START** and listen for dial tone.
- 5 Dial the person for whom you placed the call and announce the call.
- 6 Press **RELEASE** and then hang up.



If your System 25 has two Attendant Consoles, you can make your DTAC temporarily unavailable to most incoming calls by pressing **POS BUSY**. This places your console in the Position Busy mode and turns on the light next to your **POS BUSY** button. While your console is in this mode, the system sends incoming attendant calls to the other attendant, and any calls to the attendants' extension numbers go to their respective console.

NOTE: Only one console can be in the Position Busy mode at the same time.

Using the Position Busy Feature

1 Press **POS BUSY** to turn on Position Busy.

The light next to this button turns on.

2 Press **POS BUSY** to turn this feature off.

The light next to this button goes off.

System Alarm



If the light next to the **ALARM** button flashes, there is a problem with the System 25. *Notify your System Administrator at once.*

If you press the flashing **ALARM** button, the light will change from flashing to steadily lit. A new trouble situation will cause a steady light to start flashing again. The light will not turn off until *after* the trouble has been logged for correction.



You can test the lights and ringer on your DTAC and the lights on your Selector Console.

On some DTACs, the Test/Program switch has a spring. If so, you must hold the switch in the “T” position to test the lights and ringer. The switch will automatically return to the midpoint when you release it. On the Selector Console, the Test button is located on the bottom row (far right) with the Group Select buttons.

NOTE: Notify your System Administrator if any light or ringer does not operate.

Testing the DTAC

- 1 Slide the switch on the left side of the DTAC to “T”.
The red and green lights alternately light and the ringer sounds.
- 2 If your switch has a spring, release the switch.

NOTE: If there is no spring, slide the switch back to the midpoint between “T” and “P”.

Testing the Selector Console

- 1 Press **TEST** .
The red lights cycle on and off.
- 2 Press **TEST** again.

NOTE: Individual lights can be tested by pressing the adjacent buttons.

- 3 Press **TEST** a third time.
The test stops.

Standard Multiline Features

Account Code Entry



For bookkeeping purposes, your System Administrator may assign account codes to use with certain calls. If you are required to use account codes for outgoing calls, the account code must be entered *before* you can place an outgoing call. If this feature is not mandatory, you may still optionally use the Account Code Entry feature.

See your System Administrator to verify the types of calls, if any, for which you must enter an account code.

Account Code Entry - Outgoing Calls

1 Listen for dial tone, then press  .

2 Dial the account code.

NOTE: If you make a mistake while entering the account code, press   again, followed by the correct account code.

3 Listen for dial tone.

4 Dial the outside line access code and listen for dial tone.

5 Dial the telephone number.

NOTE: Do not use the **ACCT ENTRY** button for this procedure.

Account Code Entry - Incoming Calls

- 1 After completing your conversation, and before **you hang up**, press **ACCT ENTRY** .

NOTE: You will be disconnected from your call when you press **ACCT ENTRY** . Therefore, do *not* press it until you have finished your conversation.

- 2 Dial the account code.

NOTE: If you make a mistake while entering the account code, press ***** **0** , then the correct account code.

- 3 Listen for confirmation tone, then hang up.



You and another person may each have a button labeled **AUTO ICOM** that you can use to call each other.

Using AUTO ICOM

- 1 Press **AUTO ICOM**.
- 2 Listen for ringback.



You can use your own extension number at any other extension to place toll calls that should be billed to you.

Billing Calls to Your Extension

- 1 Listen for dial tone, then press   .
- 2 Dial your extension number.
- 3 Listen for dial tone, then dial the telephone number.

NOTE: If you make a mistake, hang up and restart the sequence.

Call Waiting



Some telephones in your System 25 may have the Call Waiting feature. When you dial the extension of a person who has this feature and their line is busy, you will hear a special ringback tone. This tone indicates that the line is busy, but the person has been notified of a waiting call. (You can still send a call to that extension.)



If a System 25 extension or outside line is busy when you place a call, you can request a callback. Your call will wait in a line (called a queue) for the extension or line to become available. The system will then alert you with a priority ring and complete the call.

For inside calls, use Callback when you hear a busy tone or a special ringback tone. For outside calls, use Callback only when you hear fast busy tone.

NOTE: You may hear the callback request queueing tone automatically when you place certain calls.

Requesting Callback

- 1 Before you disconnect from the call, press **RECALL** .
- 2 Listen for queueing tone, then hang up.

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

Completing Callback

- 1 When you hear priority ring, lift the handset.

NOTE: If you remained off-hook after requesting Callback, you will not receive priority ring.

- 2 Listen for dequeueing tone.
Your call will be completed as dialed.

Canceling Callback

- 1 Press **DROP** .
- 2 Press the button associated with the call.
- 3 Hang up.



If your System Administrator has administered this feature, calls to you can be answered (covered) at specified telephones when you do not answer the call yourself. Calls unanswered at your telephone will start ringing at the covering telephone after a preset number of rings. However, if you are busy on another line, calls will go to coverage after a preset number of rings (usually one).

Buttons used for Coverage answering are:

- **COVER-IND** Coverage calls for one specific person are sent to an Individual Coverage button assigned to the extension.
- **COVER-GRP** Coverage calls for a group of two or more extensions come in on a Group Coverage button associated with the group the extensions are assigned to.

Data Calls

Placed from Your Telephone



If your System Administrator has assigned a **DATA** button to your telephone, you can use it to place data calls for your associated data terminal.

Placing a Data Call

- 1 Turn on your data terminal.
- 2 Lift the handset on the associated telephone and listen for dial tone.
- 3 If your data call is an inside call, go to Step 4.
or
If your data call is an outside call, press **DATA**.
- 4 Dial the data number.
- 5 Listen for a high pitched answer tone.
- 6 Press **DATA** within 15 seconds of hearing answer tone.
- 7 Hang up and go to the data terminal.

Direct Group Calling (DGC)



Your System Administrator will advise you if you have been assigned as a member of a Direct Group Calling (DGC) group. Calls that go to these groups are distributed among its members

Leaving the Group

Members may temporarily not receive incoming calls by use of the following Procedures:

- 1 Listen for dial tone, then press  .
- 2 Listen for confirmation tone and hang up.

Returning to the Group

- 1 Listen for dial tone, then press  .
- 2 Listen for confirmation tone and hang up.



The DSS buttons allow you to make a call without dialing the digits. The number is stored in the memory system. There are two kinds of DSS buttons: Fixed and Flexible. The fixed DSS buttons, **DSS**, consist of extension numbers or access codes programmed by the System Administrator. Flexible DSS buttons, **FLEX DSS**, allow you to program your own frequently called extensions and most other System 25 access codes. (You cannot program Pooled Facility Access codes on a DSS button.)

For instructions on how to program information in **FLEX DSS** buttons, see the section titled “Programming Numbers”.

Placing Calls

When DSS Buttons Are Not Lit

- 1 Listen for dial tone.
- 2 Press **DSS** or **FLEX DSS** .

When DSS Buttons Are Lit

- 1 Do not lift the handset.
- 2 Press **DSS** or **FLEX DSS** .

NOTE: Your telephone will ring once when the other person hangs up and your call will be placed automatically when you lift the handset.

Exclusion



This feature prevents others from listening in on a shared line. While on a call, activating this feature will automatically disconnect all other inside lines. Therefore, to include selected inside people on your call, press **EXCLUSION** *before* adding them to the call.

Activating Exclusion

- 1 Answer or place a call.
- 2 Press **EXCLUSION**.
The light next to this button turns on.

NOTE: The Exclusion feature goes off automatically at the end of your call.



You can have your personal calls sent to another telephone by using either the Following *or* the Forwarding feature. To use the Following feature, at a telephone other than your own, you *sign in* your extension number. To cancel the request, you may either *sign out* your extension number from that other telephone, or *sign in* at your own telephone.

Although Following and Forwarding send your calls to another phone, the two features differ slightly. Read the information and procedures for both features and then use the feature that best fits your need.

Signing In - At Another Phone

- 1 Listen for dial tone, then press  .
- 2 Dial your own extension number.
- 3 Dial your extension number again.
- 4 Listen for confirmation tone, then hang up.

Signing Out - At Another Phone

- 1 Listen for dial tone, then press  .
- 2 Dial your extension number.
- 3 Dial .
- 4 Listen for confirmation tone, then hang up.

Signing Out All Extensions

This procedure signs out all extension numbers that have been signed in at this telephone *except* for the extension normally assigned to it.

- 1 Listen for dial tone, then press   .
- 2 Listen for confirmation tone and hang up.



You can have your personal calls sent to another telephone or to an outside number. Unlike the Following feature, you do not need to sign in your extension number at the other telephone. Instead, simply forward your calls to another location while you are still at your own telephone.

Read the information and procedures for both the Forwarding and Following features. Then use the feature that best fits your needs.

NOTE: Your System Administrator may or may not allow your telephone to forward calls to outside telephone numbers. Check with your System Administrator for any restrictions you may have concerning this feature.

Forwarding Calls

1 At your own telephone, dial    .

2 Dial the extension number of the other telephone.

or

Dial the outside line access code and the telephone number of the other phone.

3 Listen for confirmation tone, then hang up.

Canceling Forwarding

1 At your own telephone, press   .

2 Dial your extension number.

3 Dial your extension number again.

4 Listen for confirmation tone, then hang up.

Hands-Free Answering



When you use the Hands-Free Answering feature on any of the telephones listed below, you can answer inside calls without lifting your handset.

- All Built-in-Speakerphone (BIS) telephones
- All telephones with a Hands-Free Answer on Intercom button
- All telephones with a Hands-Free Unit (HFU)
- 5-, 10-, 22-, and 34-Button telephones without an HFU

If your telephone has an attached display, you cannot use the Hands-Free feature when you are using the Directory or Inspect feature.

Turning On Hands-Free Answering

- 1 If your telephone has a **HFAI** or **HFAI/MIC** button, press this button.
The light next to this button turns on.
- 2 Press **AUTO ANS**.
The light next to this button turns on.

Answering Calls

- 1 Listen for the beep that announces a call.
- 2 If you have a **SPEAKERPHONE** and **MICROPHONE**, or a **HFAI/MIC** button, begin speaking.

or

If you have *only* a **SPEAKER** button, lift the handset and begin speaking.

(Continued)

NOTE: If you have only a Speaker button, you can hear the caller, but the caller cannot hear you until you pick up the handset.

If you have a Speakerphone and Microphone or a HFAI/MIC button, you can hear the caller and the caller can hear you without lifting your handset.

To temporarily keep the caller from hearing you, press **MICROPHONE** or **HFAI/MIC** . Press this button again to speak.

Ending Calls

1 If you had to use the handset to talk, hang up.

or

If you were able to talk Hands-Free, press **SPEAKERPHONE** or **SPEAKER** .

2 Press **AUTO ANS** .

3 Press your **HFAI** or **HFAI/MIC** button if you have one.

NOTE: Be sure to turn this feature off before leaving your console unattended, or incoming calls cannot be covered by other System 25 features, such as Forwarding, Coverage, or Send All Calls, etc.

Last Number Dialed



You can redial the last number you dialed (up to 16 digits) by using the **LAST # DIALED** button.

Numbers are stored in **LAST # DIALED** when you use the Speed Dialing feature or the following buttons:

- **BRIDGED ACCESS**
- **CONFERENCE**
- **FACILITY**
- **PERS LINE**
- **REP DIAL**
- **SYSTEM ACCESS**
- **TRANSFER**

Numbers are *not* stored in **LAST # DIALED** when you use the Account Code Entry or Call Accountability features or the following buttons:

- **ACCT ENTRY**
- **AUTO ICOM**
- **D S S**
- **FLEX DSS**

Using Last Number Dialed

- 1 Listen for dial tone.
- 2 Press **LAST # DIALED** .

NOTE: If you dialed the last telephone number with any of the following buttons, you must use the same type of button to obtain dial tone before you redial: **BRIDGED ACCESS** , **SYSTEM ACCESS** , **FACILITY** , or **PERS LINE** .



You can use the Leave Word Calling feature only if the VOICE POWER Voice Message System (VMS) is connected to your System 25. You may want to use the Leave Word Calling feature for any of the following reasons:

- The person you called is busy
- The call is unanswered
- You have requested callback for that extension
- You have been connected to Coverage for that extension

For instructions on obtaining messages left at your telephone, see your System Administrator.

Leaving Messages While on a Call

- 1 Press **LEAVE WORD CALLING** .
- 2 Listen for confirmation tone, then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other telephone does not have VMS assigned to it, or the extension you dialed is invalid.

Leaving Messages When Not on a Call

- 1 Listen for dial tone, then press **LEAVE WORD CALLING** .
- 2 Dial the extension of the other person.
- 3 Listen for confirmation tone, then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other telephone does not have VMS assigned to it, or the extension you dialed is invalid.



Message Waiting is available on most multiline telephones, and is a feature that can be used by anyone in the system. Most telephones have a light that indicates a waiting message.

You may also have a **MESSAGE** button which you can press to turn the light off after you receive messages. If your telephone does *not* have a **MESSAGE** button, you must use a feature access code to turn it off.

To check on the feature associated with the **MSG WAIT** button, go to the section titled “Personal Message Waiting”.

Turning On Message Lights

- 1 Listen for dial tone, then press **# 9 0** .
- 2 Dial the extension number of the other telephone.
- 3 Listen for confirmation tone, then hang up.

NOTE: If you hear fast busy tone instead of confirmation tone, either the other telephone has no message waiting light or the extension you dialed is invalid.

Turning Off Message Lights

- 1 Listen for dial tone, then press **# 9 1** .
- 2 Dial the extension number of the other telephone.
- 3 Listen for confirmation tone, then hang up.

Personal Message Waiting



You and another person may have been assigned buttons that are used to signal each other. If so, a message waiting is indicated by the light next to **MSG WAIT**. Either the sender or the receiver can turn this light off.

Sending a Personal Signal

- 1 Do not lift the handset.
- 2 If the light next to the button is off, press **MSG WAIT** .

Canceling a Personal Signal

- 1 Do not lift the handset.
- 2 If the light next to the button is on, press **MSG WAIT** .

Pickup



Pickup allows you to answer a call that is ringing at another telephone. All multiline telephones have this fixed feature.

Picking Up Calls



- 1 Listen for dial tone, then press * 7 .
- 2 Dial the extension number of the ringing telephone.

Picking Up Calls in Your Pickup Group

- 1 Listen for dial tone.
- 2 P r e s s * 7 0 .

NOTE: Your System Administrator will notify you if you have been designated to be in a pickup group. (This is an assignable feature.)



You can program numbers into **FLEX DSS** buttons, **REP DIAL** buttons, and Personal Speed Dialing codes. While only extension numbers can be programmed into **FLEX DSS** buttons, numbers and special characters may be programmed into **REP DIAL** buttons (maximum of 28 characters) and Personal Speed Dialing codes (maximum of 25 characters).

Special Characters

You may need to use the “*” and the “#” when you program numbers. The “*” is used as either a 1.5 second pause or as an actual “*” character. The “#” may be used as an actual “#” character, at the beginning of end-to-end signaling, or at the beginning of a Speed Dialing code.

NOTE: These special characters cannot be programmed into **FLEX DSS** buttons.

Using * as a Pause

A "*" by itself will produce a 1.5 second pause. For example, you may want to program a pause between the outside line access code and the telephone.

You program: 9*5557023
This means: 9 (1.5 second pause) 555-7023

Using * as a Character

If you want to use the “*” as a character, you must place a “#” before the “*”.

For example, you may want to program the feature access code “*70” into a **REP DIAL** button.

You program: # *70
This means: *70

Using # as a Character

If you want to use a “ # ” as an actual character, you must place two “ # ”s in the programmed number.

For example, you may want to program a Call Accountability feature access code (# # extension), into a **REP DIAL** button.

You program: # # # #275

This means: # # 275

Using # with Speed Dialing Codes

When you want to have a Speed Dialing code as part of your programmed number, you should use a *single* “ # ” for the code.

For example, you may want to program the System Speed Dialing code “ # 100” into a **REP DIAL** button.

You program: #100

This means: System Speed Dialing code #100

Using #8 to Start End-to-End Signaling

When you place a “ #8” in a programmed number, you tell the system to start end-to-end signaling.

For example, you may want to program both a telephone number (to be dialed first), and an identification code (that should be transmitted to the far end) into a **REP DIAL** button.

You program: 9*5554444** # 812345

This means: 9 (1.5 second pause) 5554444

(3 second pause)

(start end-to-end signaling) 12345

Programming Buttons and Personal Speed Dialing Codes

You can program a maximum of:

- 4 digit extension in a **FLEX DSS** button
- 25 characters in a Personal Speed Dial code
- 28 characters in a **REP DIAL** button

Programming or Removing Numbers

Using the Switch

- 1 Slide the switch on the left side of the telephone to P and listen for dial tone.
- 2 If you want to remove a number, go to Step 3.
or
Dial the number you want to program.
- 3 To indicate on which button this number should be programmed or removed:
Press **FLEX DSS** or **REP DIAL**.
or
Press “#” and a Personal Speed Dialing number (20 - 39).
- 4 After confirmation tone and dial tone, hang up.
- 5 Slide the switch back to the midpoint between “T” and “P”.
NOTE: If the switch is not moved, your phone will ring every minute to remind you that you are in program mode.

Using a Code

- 1 Listen for dial tone, then press **#** **4** .
- 2 If you want to remove a number, go to Step 3.
or
Dial the number you want to program.
- 3 To indicate on which button this number should be programmed or removed:
Press **FLEX DSS** or **REP DIAL** .
or
Press “#” and a Personal Speed Dialing number (20 - 39).
- 4 After confirmation tone and dial tone, hang up.

Recall



If a System 25 telephone or outgoing line is busy when you attempt to place a call, you can press **RECALL** and hang up. When the telephone or outgoing line becomes available, the system will ring your telephone. For more information about this feature, see the “Callback” section.

In addition, if your company uses certain Central Office features, the **RECALL** button may be used to access these features. Check with your System Administrator for a description of available features, access codes, and procedures.

Repertory Dialing (REP DIAL)



You can program telephone numbers, account codes, or feature access codes into **REP DIAL** buttons (a maximum of 28 characters). You can then dial the programmed number by pressing **REP DIAL** .

For instructions on how to program **REP DIAL** numbers, see the section for “Programming Numbers”.

Placing Calls

- 1 Listen for dial tone.
- 2 Press **REP DIAL** .



You can use the **SEND ALL CALLS** button to send your calls immediately to coverage. If you do not have coverage, the Send All Calls feature simply turns off the ringer at your telephone for most incoming calls. In either case, the light next to the **SEND ALL CALLS** button flashes until the call is answered, or until the caller hangs up.

Your System Administrator determines whether or not your telephone will ring once when a call comes in, to remind you that this feature is turned on.

Turning On Send All Calls

- 1 Do not lift the handset.
- 2 Press **SEND ALL CALLS** .
The light next to this button turns on.

Turning Off Send All Calls

- 1 Do not lift the handset.
- 2 Press **SEND ALL CALLS** .
The light next to this button goes off.



You can use a button to send an alert to another telephone without actually calling that telephone.

Signaling Another Telephone

1 Do not lift the handset.

2 Press **SIGNAL** .

The other telephone receives a short burst of ringing tone.



Your DTAC has a **SPEAKER** button that allows you to place calls without lifting the handset, and allows others to listen during calls. You cannot speak to the caller unless you lift the handset.

Placing Calls

1 Press **SPEAKER** and listen for dial tone.

The light next to this button turns on.

2 Dial the telephone number.

3 If the person answers, lift the handset and talk.

or

If the person does not answer, press **SPEAKER** again to turn the speaker off.

Using Speaker While on a Call

If you want another person(s) near your telephone to listen to the other end of the conversation, you can use the Speaker feature to do this, but remember that you must use the handset if you want to communicate back.

1 Press **SPEAKER** while on a call, and keep the handset off-hook.

The light next to this button turns on.

2 Use the handset to talk.

NOTE: If you hang up the handset, your call will be disconnected.



If your DTAC has a Hands-Free Unit (HFU), you can use the **SPEAKERPHONE** button to listen, speak, place, or answer calls without lifting the handset.

Placing Calls

- 1 Press the **SPEAKERPHONE** button and listen for dial tone.
The light next to Speakerphone turns on to indicate that you can listen, and the light next to Microphone turns on, indicating that you can be heard on the other end.
- 2 When the other person answers, begin talking.

NOTE: If you want to temporarily keep the other person from hearing you, press **MICROPHONE** .
The light next to this button goes off.

When you want to be heard, press **MICROPHONE** again.
The light next to this button turns on again.

Answering Calls

- 1 Press **SPEAKERPHONE** .
The light next to Speakerphone turns on to indicate that you can listen, and the light next to Microphone turns on, indicating that you can be heard by the caller.
- 2 Begin talking.

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

When you want to talk with the caller, press **MICROPHONE** again.
The light next to this button turns on.

Ending Calls

1 Wait until you have completed your conversation.

2 Press **SPEAKERPHONE** .

The lights next to the Speakerphone and Microphone buttons go off.



Speed dialing allows you to dial telephone numbers (or enter account codes) by simply dialing “ #” and a 2- or 3-digit code. There are two kinds of speed dialing– Personal and System.

Personal Speed Dialing codes are 2-digit numbers that allow you to program up to twenty personal numbers. These Personal Speed Dialing codes use the numbers 20 through 39.

System Speed Dialing codes are 3-digit numbers programmed by your System Administrator, and are used for numbers that are frequently called by people in your company. System Speed Dialing codes use the numbers 100 through 189.

For instructions on how to program Personal Speed Dialing numbers, see the section for “Programming Numbers”.

Placing Calls

- 1 Listen for dial tone.
- 2 Dial the #, followed by the selected speed dialing code number (either 20 through 39 or 100 through 189).



You can easily transfer calls to another System 25 telephone. You can also transfer some calls to outside lines. However, you should see your System Administrator for more information about this type of transfer.

When you transfer a call, the original person is temporarily placed on hold and is not connected to the other person until you hang up. At that time, the call disappears from your telephone.

NOTE: If you use **TRANSFER** on the DTAC to extend calls, unanswered and busy calls will not be returned to your console and may be lost.

Transferring Calls

- 1 Press **TRANSFER** and listen for dial tone.
The light next to the button of the call on hold blinks.
- 2 Dial the other person's extension or press a line button, such as **DSS**.

NOTE: If you misdial the number, return to the person on hold by pressing the button next to the blinking light. Then return to Step 1 and continue.

- 3 Hang up if you do not want to announce the call. Otherwise, announce the call and then hang up to complete the transfer.
- 4 If the person you attempt to call does not answer, press the button next to the blinking light to return to the call on hold.

NOTE: Do not use the **RELEASE** button with this procedure, as you will disconnect the call.

Glossary

account code entry	feature that allows you to assign account codes to calls to charge them to specific customers, clients, or business cases. This feature can be either optional or mandatory.
alarm	feature that warns you of system problems.
assigned button	button that may be assigned an optional feature. It may be labeled with something other than what appears in this guide.
assigned feature	optional feature that can be assigned to your telephone by the System Administrator.
attendant	As the attendant, you are the person who answers and directs calls coming into your company.
attendant message waiting	feature that allows you to turn on message lights at other telephones.
automatic intercom	feature that allows two people to each have a dedicated button for calling each other.
busy-to-idle reminder	feature that automatically notifies you when a person or outside line is available.
call accountability	feature that allows you to make calls at another telephone and charge them to your extension number.
callback	feature that allows you to request the use of a busy telephone or outside line (trunk). The system will signal your telephone when the extension or outside line is available. (This feature is also referred to as Callback Queueing.)

call waiting	feature that identifies itself by a special ringback tone when you dial the extension number of someone who is busy.
camp-on	feature that allows you to extend a call to a busy terminal and then release yourself from the call. When the extended-to telephone becomes free, the call will ring at it.
cancel	feature that allows you to return to the caller when the called party does not answer.
conferencing	feature that allows you to have up to five parties on a call.
confirmation tone	three short tones indicating that an action was accepted and you can proceed.
coverage	feature that allows you to have your calls answered by someone else.
DDC	(Data Dial Code) extension number assigned to a data terminal.
DGC group	(Direct Group Calling) group of telephones to which incoming calls are distributed among the group members.
DSS	(Direct Station Selection) feature that allows you to access extensions, other features, or outside telephone numbers without dialing them. Fixed DSS buttons are programmed by the System Administrator while <i>you</i> can program Flexible DSS buttons.
DTAC	(Direct Trunk Attendant Console) 34-button telephone used with or without a Selector Console. In addition, the user has access to Attendant and Standard Multiline features.

DXS buttons	(Direct Extension Selector buttons) smaller buttons on the selector console that are used to direct a call to a specific extension number.
data call (from your telephone)	feature that allows you to place a data call from your telephone and then transfer the call to your data terminal.
dequeueing tone	three short tones indicating that the call you had queued using the Callback feature, can now be completed.
exclusion	feature that allows you to keep others from listening in on a shared line.
extend	procedure followed by the attendant when forwarding a call to the desired party.
FPDC	(Floating Personal Dial Code) an extension number associated with a person, but not with a particular telephone. FPDCs provide the convenience of receiving calls at any available telephone. (See <i>also</i> PDC .)
fast busy tone	repeating on/off tone indicating that the dialed number or access code was busy, restricted, or misdialed, or the trunk group was busy.
feature access code	sequence of characters (digits, “*”, or “#”) that allows you to access System 25 features.
fixed button	button that has a fixed feature and label. It is not changeable.
fixed feature	standard feature that is available to every telephone.
following/ forwarding	features that allow you to redirect your incoming calls to another telephone.
group select buttons	larger buttons on the bottom row of the Selector Console that allow you to select the proper group of extension numbers.

HFAI	(Hands-Free Answer on Intercom) feature that provides automatic answering of internal calls; name of a multiline telephone that provides the HFAI feature.
HFU	(Hands-Free Unit) equipment that, when attached to your telephone, allows you to place and answer calls without lifting the handset.
hold	feature that temporarily suspends a call.
idle line preference	feature that allows a telephone to automatically select a preassigned button when you lift the handset to place a call.
inside call	call between two or more System 25 telephones. It is signalled by one long ring.
leave word calling	feature that allows you to notify a person at a busy or unanswered telephone that you have called. To use this feature, there must be a VOICE POWER Voice Message System connected to your System 25.
message waiting	feature that allows you to turn on and off the message light on telephones in the system. <i>(See also attendant message waiting and personal message waiting.)</i>
night service	feature that allows you to direct incoming calls either to a bell or to preassigned telephones when you leave for the night.
off-hook	a telephone is off-hook when either the handset has been removed from its cradle (releasing the switchhook button or buttons) or the speaker/speakerphone is turned on.
on-hook	a telephone is on-hook when the handset is in its cradle (depressing the switchhook button or buttons) and the speaker/speakerphone is turned off.

outside call	call between a System 25 telephone and a telephone not connected to System 25. Outside calls are made over Central Office or other trunks and are signalled by two short rings.
outside line	a line (trunk) to the Central Office or other system. Outside lines may be accessed by pressing special buttons or by dialing an access code.
paging	feature that allows you to access paging equipment from System 25 telephones.
park	feature similar to the hold feature, except that it allows you to answer the parked call from any telephone.
PDC	(Personal Dial Code) extension number that is assigned to an individual and is normally associated with the telephone at an individual's desk. (See <i>also</i> FPDC .)
personal message waiting	feature that allows you to turn on and off a light at another person's telephone to notify them of a message.
pickup	feature that allows you to answer a call ringing at another telephone.
position busy	feature that allows you to have calls that come to your console (position) sent to the other attendant. This is available only if your company has two attendants.
prime line preference	feature that allows a telephone to automatically select a preassigned button when you lift the handset to place a call.
program	ability to store a telephone number, account code, or extension number so you can access it by pressing a single button or by dialing a code.

queueing tone	five short tones indicating that your callback request has been confirmed.
release	feature that separates you from a call that is being extended and frees you to handle another call.
repertory dialing	feature that allows you to program a telephone number or account code into an assignable button and then dial by pressing that button.
return-busy button	calls that you extend to a busy telephone (camp-on) and are returned to your console on the Return-Busy button if they are not answered within a predetermined interval.
return-does not answer button	unanswered calls that you extend to an idle telephone and are returned to your telephone on the Return-Does not Answer button.
ringback tone	repeating on/off tone indicating that the number you dialed is ringing.
ringing line preference	feature that allows a telephone to automatically select the ringing line when you lift the handset to answer a call.
selector console	an adjunct to the DTAC that allows you to select rather than dial an extension when you extend a call. Also known as “Direct Extension Selector Console”.
send all calls	feature that allows you to send incoming calls to a covering telephone and/or turn off the ringer on your telephone.
signaling	feature that sends an audible alert to another phone without calling that telephone.
speaker	feature that allows you to place calls and to listen, but not speak to another party without lifting the handset.

special ringback tone	one long tone followed by one short, dull tone indicating that the person you dialed is busy and has Call Waiting.
speed dialing	feature that allows you to place a call or enter an account code by dialing “ #” and a 2- or 3-digit code. The 3-digit System Speed Dialing codes are assigned by the System Administrator and can be used at all telephones. Individual telephones can be assigned 2-digit Personal Speed Dialing codes, which <i>you</i> can program.
start	feature that initiates extending of a call to a desired extension.
switchhook	button(s) depressed by the handset when the telephone is not in use.
system access button	button that gives you direct access to System 25 to dial or to access features. It is labeled with your extension number.
system access originate only button	an extra system access button on which you can place calls, but cannot receive calls.
system administrator	person responsible for assigning features and overseeing System 25 operation. (This is the person to talk to if questions or problems arise.)
test	feature that allows you to test the lights and ringer on your DTAC and the lights on your Selector Console.
transfer	feature that allows you to connect the person you are talking with to another person and drop out of the conversation.
trunk	a telecommunications channel between two switching systems. (<i>See also outside line.</i>)
voice terminal	a single-line or multiline telephone.

**AT&T System 25
QUICK REFERENCE CARD
Direct Trunk Attendant Console**

Detach & Save

FEATURE ACCESS CODES		
FEATURE	DESCRIPTION	CODE
Account Code	to enter an Account Code	* 0 Code
Call Accountability	to charge tail to correct extension	## Ext.
Callback	to request callback for a busy ext./line	RECALL
	to cancel callback, while on that tail	DROP
Direct Group Calling	to leave your DGC group	* 4
	to return to your DGC group	* 6
Following (at another extension)	to sign in extension	** Ext. Ext.
	to sign out extension	** Ext. O
	to sign out all extensions	** 0
Forwarding (from your extension)	to send your calls to another extension	#70 Ext.
	to send calls to a remote number	#70 number
	to cancel forwarding	** Ext. Ext.
Leave Word Calling	to leave a message when calling extension	LEAVE WORD
	to leave message when not on that call	LEAVE WORD Ext.
Message Waiting	to turn on light while ringing extension	ATT MSG
	to turn on light while not ringing extension	ATT MSG Ext. or # 90 Ext.
	to turn off light while connected	ATT MSG
	to turn off light while not connected	ATT MSG Ext. ATT MSG or # 91 Ext.
Park	to park a call	* 5
	to answer a parked call	* 8 Ext. that parked tail
Pickup	to pick up call ringing in your group	* 7 0
	to pick up call ringing outside group	* 7 Ext.
Programming	to program a button or code	#4
Send All Calls	to send calls to coverage or turn off ringer	SEND ALL CALLS
	to turn off Send All Calls feature	SEND ALL CALLS
Speed Dialing	to dial a programmed number (20-39, 100-189)	# Code

(See Dial Code list on other side.)

Detach & Save

