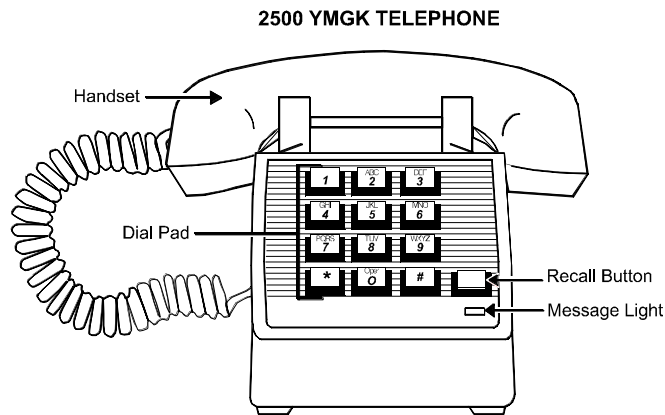


About Your Telephone

Your 2500 YMGK telephone is a single appearance analog telephone with conventional touch-tone dialing. It is equipped with a Recall button and a Message waiting light. It provides access to features through the use of the * or # dial pad keys and the appropriate feature access codes.

To familiarize yourself with the buttons and features on your telephone, refer to the figure below and then read the callout explanations for the buttons and features.



Dial Pad

The standard 12-button pad for dialing phone numbers and accessing feature.

Handset

For placing and answering calls. This is sometimes called the "receiver". You must lift the handset (go off-hook) before you can use a feature.

Message Light

A red light that blinks when a message has been left for you, and flutters when you receive a call.

Recall Button

A button used in operating features, usually to obtain a dial tone. This button is shown as <Recall> in the remainder of this guide.

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

Ringer Volume Control

The type and location of the volume control for ringer varies according to the design of the telephone. 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.

Feature Finder

Abbreviated Dialing

Allows you to store selected phone numbers for quick and easy dialing. Each number can be a complete or partial phone number, an extension number, or a trunk or feature code. There are four possible types of lists -- personal, group, system, and enhanced. You can have a total of three 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.

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 phone number of your choice.

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 phone, or is in and out of the office.

Note: Can be used only for extensions, not outside numbers.

Call Park

Puts a call on hold at your telephone 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 telephone.

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.

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 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.

Hold

Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call that you do not wish to drop, but which you have to interrupt briefly to do something else.

Last Number Dialed

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

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 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.

Abbreviated Dialing

Note: Before you can use this feature, AD buttons must first be assigned by your system manager.

Usually, an abbreviated dialing number is part of a personal list, group list, system list, or enhanced list. You can have a total of three lists; the programmed number can be up to 24 digits and characters. You can also program a number on an Automatic Dialing button that is not stored on an AD list. This programmed number can be up to 16 digits and characters. Each digit counts as one character; special characters, such as pause and suppress, count as two characters. The Automatic Dialing button can be used for one-touch dialing of frequently called numbers.

To program a number into a personal list:

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

Notes: 1) Each phone number or feature code is stored as a separate list item.

2) You can store a maximum of 100 AD entries in a personal list.

2. Pick up the handset.

[dial tone]

3. Dial the Program code *0.

[dial tone]

4. Dial the personal list number (1, 2, or 3).

[dial tone]

5. Dial the list item (1, 2, 3...).

[dial tone]

6. Dial the number you want to store (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]

- The number is stored.

8. If you want to store additional items on the same list, repeat Steps 4 through 6. Note that system and group lists can have a maximum of 100 entries.

If you want to program items on another list, hang up and return to Step 1. Note that you can access a maximum of three lists in any combination -- personal, system, and group.

9. Hang up to end programming.

Note: Keep a copy of your own personal lists; group, system, and enhanced lists are available from your system manager.

To place a call using an AD list:

1. Dial the appropriate Abbreviated Dialing List code:

List 1 **#7**

List 2 **#8**

List 3 **#9**

[dial tone]

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

- The stored number is automatically dialed.

Call Forwarding All Calls

To temporarily redirect all calls:

1. Dial the Call Forward code *2.

- [dial tone]
2. If you have console permission and are not forwarding your own calls, dial the extension number whose calls are to be forwarded.

- [dial tone]
3. Dial the extension or phone number where calls are to be sent.

[confirmation tone]

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

4. Hang up.

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

To cancel Call Forwarding:

1. Dial the Call Forward Cancel code **#2**.

[confirmation tone]

- Your calls will now ring at your own telephone.

Automatic Callback

To automatically place another call to a busy or unanswered extension:

1. Press <Recall> during a call attempt.

[recall dial tone]

2. Dial the Automatic Callback code ***5**.

[confirmation tone]

3. Hang up.

- You hear a priority ring when the extension you attempted to call is idle.

Note: After you activate Automatic Callback, the system monitors the called extension. The extension becomes available after the called party completes a call.

4. Lift the handset when you hear a priority ring.

[ringback tone]

- The call is automatically placed to the extension, which receives regular ringing.

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

To cancel Automatic Callback:

1. Dial the Automatic Callback Cancel code **#5**.

[confirmation tone]

Call Park

To park a call for retrieval from any extension:

1. Press <Recall>.

[recall dial tone]

2. Dial the Call Park code ***6**.

[confirmation tone]

- The call is parked at your extension.

3. Hang up.

To retrieve a call parked at any extension:

1. Dial the Answer Back code **#6**.

[dial tone]

2. Dial the extension where the call is parked.

[confirmation tone]

3. If you are returning to a call parked at your telephone, dial your own extension.

- You are connected to the parked call.

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

Call Pickup

To answer a call placed to your pickup group when your phone is idle:

1. Dial the Call Pickup code ***7**.

- You are connected to a ringing call.

To answer a new call while active on another:

1. Press <Recall>.

2. Dial the Hold code **#1**. [recall dial tone]
- [dial tone]
- The present call is put on hold.
3. Dial the Call Pickup code ***7**.
- You are connected to the call.
-

To return to the call on hold:

1. Complete the present call and hang up.
 - The call on hold sends a priority ring.
2. Lift the handset.
 - You are connected to the call on hold.

Call Waiting

To answer a call waiting tone:

1. Complete the present call and hang up.
 - You receive ringing from the waiting call (1 - internal, 2 - outside, 3 - priority).
 2. Pick up the handset and answer the call.
-

To answer a call waiting tone:

1. Press <Recall>. [recall dial tone]
 - The present call is put on hold.
 2. Dial the Hold code **#1**.
 - You are connected to the waiting call.
-

To return to the call on hold:

1. Complete the present call and hang up.
 - The call on hold sends a priority ring.
2. Lift the handset.

- You are connected to the call on hold.

Conference

To add another party to a call:

1. Press <Recall>.

[recall dial tone]

- The present call is put on hold.
2. Dial the number of the third party.
 3. You can discuss the call privately with the third party at this time. If the line is busy or there is no answer, press <Recall> twice or flash the switchhook twice to return to the original party.
 4. Press <Recall> or flash the switchhook.
 - All parties are now connected.
 5. Announce the call.

To drop the last party added to a conference call:

1. Press <Recall>.

- You remain connected to the original party.

Hold

To put a call on hold:

1. Press <Recall>.

[recall dial tone]

2. Dial the Hold code **#1**.

[dial tone]

Note: Do not hang up; however, if you do, the call on hold will send a priority ring. Lift the handset to be reconnected to that call.

To return to the call on hold:

1. Press <Recall>, then dial the Hold code **#1**.
or, Hang up, receive a priority ring, then lift the handset.

To put the first call on hold and place a second call:

1. Press <Recall>. [recall dial tone]
2. Dial the Hold code **#1**. [dial tone]
 - The first call is put on hold.
3. Dial the second call (or another feature).

Note: If you hang up, the first call sends a priority ring.

To put the second call on hold and return to the first call:

1. Press <Recall>. [recall dial tone]
2. Dial the Hold code **#1**.
 - The second call is put on hold.
 - The first call is reconnected.

Note: If you hang up, the second call sends a priority ring.

To complete the second call and return to the first call:

1. After the second call is completed, press <Recall>, then dial the Hold code **#1**.
or, Hang up, receive a priority ring, then lift the handset.
 - The first call is reconnected.

Last Number Dialed (Redial)

To automatically redial the last number dialed:

1. Dial the Last Number Dialed code ***9**.
 - The number is automatically redialed (up to 24 digits).

Priority Calling

To place a priority call:

1. Dial the Priority Calling code *1.

[dial tone]

2. Dial the extension.

Send All Calls

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

1. Dial the Send All Calls code *3.

[confirmation tone]

2. 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. Dial the Send All Calls Cancel code #3.

[confirmation tone]

- Your calls will now ring at your own telephone.

Transfer

To send the present call to another number:

1. Press <Recall>.

[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 line is busy or there is no answer, press <Recall> twice to return to the call on hold.

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

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset.

Ringing Tones

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

Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **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: one for an internal call, two for an outside or attendant call, and three for a priority call.
- **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.
- **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, a 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 telephone dialed is being rung.

Glossary

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 that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

coverage

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

DEFINITY Communications System Generic 1 and Generic 3

The Lucent Technologies switch to which you may be connected. It transmits and receives voice and data signals for all communications equipment in your network.

dial pad

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

enhanced list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

extension

A dialing number of one to five digits assigned to each telephone connected to your DEFINITY Communications System.

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.

flash the switchhook

To press and immediately release the two buttons under the handset. These buttons are the switchhook.

group list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone 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 telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

party

A person who places or receives a call.

personal list

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

personal list item

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

pickup group

A group of 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 that sends a special 3-burst ring.

program/reprogram

To use your dial pad to assign a phone 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 telephone.

stored number

A phone 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 phone 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 ECS (Enterprise Communications Server).

System 75

The Lucent Technologies switch to which you may be connected. It transmits and receives voice and data signals for all communications equipment in your network.

system list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone 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 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.

trunk code

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

Access Codes

Feature	Code
Abbreviated Dialing List #1	#7
Abbreviated Dialing List #2	#8
Abbreviated Dialing List #3	#9
Answer Back	#6
Automatic Callback	*5
Automatic Callback Cancel	#5
Call Forward	*2
Call Forward Cancel	#2
Call Park	*6
Call Pickup	*7
Hold	#1
Last Number Dialed	*9
Priority Calling	*1
Program	*0
Send All Calls	*3
Send All Calls Cancel	#3