Telephone User Guide

8434DX Voice Terminal

TELEPHONE AND POSTAL SERVICES

INDEX

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Hello, my name is Hank the Handset. I will be your personal guide for the Telephone System at Ball State University. I am the piece of equipment that you hear from and speak into while using the telephone.

The telephone I will be discussing in this user guide is an 8434DX from Lucent (AT&T). This is a multi-line (digital) set. The 8434DX has a number of buttons and features. Through this guide you will become familiar with all the features of the 8434DX.

This guide should be kept close to your telephone for quick reference. Additional copies may be obtained from Telephone Services.

Telephone & Postal Services
321 N. College Ave.
Phone: 5-8417

Line Appearance - the appearance of a line on the buttons labeled **a** through **j** having both red and green lamps.

The constant red lamp is always on line **a** when the set is not in use. Otherwise, the red lamp indicates the line you have activated. If you press a line appearance button without using the handset, the speaker will be activated automatically. The green lamp indicates when the line or station is in use.

The first two line appearances, **a** and **b**, are both your primary number. Calls will be received on the **a** line. When placing a conference call or transfer call the second line appearance, line **b**, is used. Line **e** is generally reserved for your dial intercom line.

All other line appearances, line **c,d,f,g,h,i** and **j** can be programmed for lines, station busy indicators or auto dial buttons.

Programmable buttons - two long columns on right side of terminal with red and green lamps.

These buttons can be programmed for station busy indicators or auto dial buttons. The last two buttons in each row may be programmed for additional features such as send all calls, automatic call back, call forwarding or privacy.

Volume ⌄ Volume ⌃ - controls the volume of the ringer, speaker, and handset.
•To change the ringer, just press volume.
•To change the speaker, activate the speaker and press volume.
•To change the handset, lift the handset and press volume.
Note - The display screen will show which volume is changing.

Mute □ (Mute) - keeps unwanted sounds from being heard by your caller. (Examples - sneezing or coughing)
◆Press the mute button and the lamp will come on to indicate the feature is activated.
◆Press the mute button again and the feature is deactivated.

Soft buttons - include the five up arrows, menu, exit, previous and next buttons located under the display screen.

These buttons are pre-programmed to include: inspect, date & time, timer, call pick up, send all calls, automatic call back, call forward follow me, privacy, and last number dialed.

(Menu) To view the features, press the **menu** button and they will appear on the display screen.

(Next>) Use the **next** button to move forward one row.

(<Prev) Use the **prev**ious button to move backward one row.

(Exit) Use the **exit** button to exit from the menu.

(▲) Use the **arrow** button under your choice to select it.

Shift ☐ (Shift) - enables you to reset the speaker or to set a distinctive ring on your terminal.

To reset the speaker -
♦ Press the shift button and then the speaker button.

To select one of the eight individual ring patterns -
🔔Press the shift button and press the hold button. The ring will become audible.
🔔Press the hold button again to hear the next ring.
🔔Press the shift button to select the ring pattern.
🔔Your distinctive ring has been stored.

Test ☐ (Test) - allows you to test all the lights and the display screen on your terminal.
✹Press the test button and hold it down.
✹You will see each light in a column come on and then move to the next column.
✹Release the test button and the terminal returns to its normal state.

Speaker □ ⌈Speaker⌉ - a hands-free, two-way speakerphone.

- To activate the speaker, press the speaker button.
- You may turn off the speaker feature and continue the
  conversation by picking up the handset.
- You may end a speaker call by pressing the speaker button or the
  drop button.

Note - To reset the speaker, press the Shift button then press the
Speaker button.

Station Busy - an indicator that shows when another terminal is in use.
Anytime a terminal's handset or speaker is activated, the green lamp
is lit.

The station busy indicator also acts as an auto dial button. You can
press the station busy button and it will dial that person's line.

Station busy indicators are programmed for you by Telephone
Services.

Dial Intercom - you can dial another person in your intercom group with
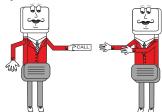a one or two digit number.

- Press the intercom button, line **e**.
- Dial the one or two digit code on the keypad.
- The person will answer just by picking up the handset or pressing
the speaker button.

Note - when talking on the intercom, your primary line will also be in
use. Thus, you may transfer, conference or put the intercom call on
hold.

Message Waiting Indicator ✉ ■ - shows you when you
have a voice mail message.

If the voice mail messages can not be retrieved, please call Telephone
Services.

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Transfer (Transfer) - allows you to send a call to another on-campus extension.

☏While connected to the original caller, press the transfer button.
☏Line **a** will be put on hold and the terminal will automatically pick up line **b** and give you dial tone.
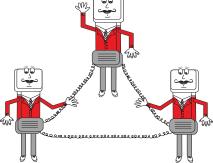☏Dial the other on-campus extension and announce the call.
☏Press the transfer button again to complete the transfer.
Note - If the on-campus extension is busy, press line **a** and you are reconnected to the original caller.
Note - You can also begin the transfer process again if the original caller wants another on-campus extension.

Conference (Conf) - extends a two-party call to three, four, five or six parties.

☎While connected to the original caller, press the conference button.
☎Line **a** will be put on hold and the terminal will automatically pick up line **b** and give you dial tone.
☎Dial the next party's number, either on-campus or off.
☎Press the conference button again to complete the conference call.
☎Continue with the same steps until all parties are connected.

Note - If the party is busy, you may press line **a** and tell the original caller.
Note - You can also begin the conference process again if the original caller wants another on-campus extension.
Note - The conference call can go on without you as long as one other party is an on-campus extension.

Drop (Drop) - disconnects a call or disconnects the last party of a
conference call.

- Press the drop button to disconnect the call, you will hear dial tone.
- When connected on a conference call, press the drop button to disconnect the last party added.

Hold (Hold) - places a call in an inactive state while you check records
or make another call. Also, when a call is on hold the green lamp
will blink.

- While on a call, press the hold button. The call is placed in an
inactive state.
- To retrieve the call from the inactive state, press the line that is
blinking.

Auto Dial Button (AD) - user programmed button to store phone
numbers in memory.

   To program an auto dial button -

   ☎Get dial tone and press * 0
   ☎Press the button being programmed.
   ☎Dial the number to be stored. (i.e., 58417 or 92891241)
   ☎Press the button being programmed again.

   Note - the button being programmed must be defined as an auto dial
   button by Telephone Services.

Automatic Call Back (ACB) - when receiving a busy signal from an
on-campus extension, activating this feature will call you back
automatically when busy extension is available. A soft button is
programmed for this feature.

Call Forward Follow Me (CFFM) - temporarily sends calls to
another on-campus extension. A button is available, but not required
for this feature.

To activate CFFM -
  ✎ Get dial tone and press *2.
  ✎ Dial the on-campus extension.
  ✎ Hang up.

To deactivate CFFM -
  ✎ Get dial tone and press #2.

Call Forward Busy Don't Answer (CFBDA) - sends your calls
to another on-campus extension when your line is busy or unanswered
after three rings. A button is available, but not required for this
feature.

To activate CFBDA -
  ✎ Get dial tone and press *3.
  ✎ Dial the on-campus extension.
  ✎ Hang up.

To deactivate CFBDA -
  ✎ Get dial tone and press #2.

Call Pick Up (CPU) - allows on-campus extensions to pick up any
ringing line in   your group. Groups must be programmed by
Telephone Services. A button is available, but not required for
this feature.

To activate CPU -
  ◆ Get dial tone and press *7.
  ◆ Answer the call.

Date - shows the current date and time on the display screen. The time will
remain on the screen. A soft button is programmed for this feature.

Inspect - allows you to view line display without activating the line. For example, you may want to view who is holding on a line. Press the Inspect button and then the line you wish to inspect. The display will show who is holding. A soft button is programmed for this feature.

Last Number Dialed - redials the last number entered on the keypad. A soft button is programmed for this feature.

Privacy - keeps others from accessing your line on a call by call basis. You must activate the Privacy feature for each call. The feature may be activated at any time during the call. A soft button is programmed for this feature.

Send All Calls (SAC) - temporarily sends your calls to another on-campus extension or to voice mail. Calls that normally forward when busy or after three rings automatically will forward immediately with this feature. A button is available, but not required for this feature.

> **To activate SAC -**
> ✍Get dial tone and press *1.
> ✍Hang up.

> **To deactivate SAC -**
> ✍Get dial tone and press #1.

Timer - displays minutes and seconds on display screen. Press the Timer button to activate and deactivate. A soft button is programmed for this feature.

Handset Tones

Busy - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

Confirmation tone - Three short bursts of tone; indicates the feature activation or cancellation has been accepted.
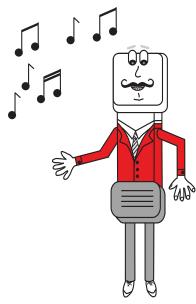
Dial tone - A continuous tone; indicates dialing can begin.

Intercept tone - An alternating high and low tone; indicates a dialing error or denial of the service requested.

Recall dial tone - Three short bursts of tone followed by 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 outgoing lines are busy.

Ringback (audible alerting) tone - A low-pitched tone repeated 15 times a minute; indicates the number you dialed is being rung.

Ringing Tones

One ring - a call from another on-campus extension.
Two rings - a call from off-campus or attendant.
Three rings - an Automatic Call Back call you placed.

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8434DX

Reset Spkr   Ring

Speaker   Hold

Mute   Drop

Test   Conf

Shift   Transfer

Volume

Messages

a	f
b	g
c	h
d	i
e	j

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	0	#

Menu   Exit   < Prev   Next >