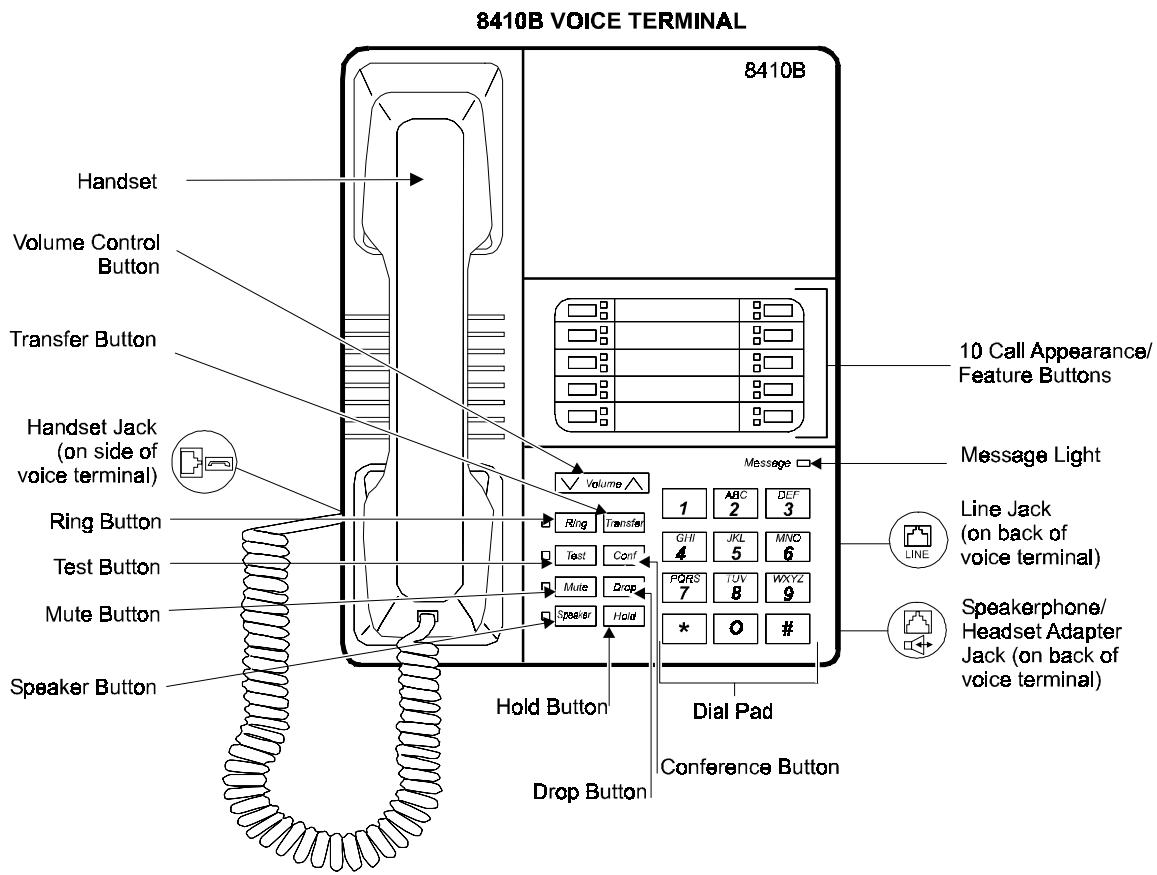


About Your Telephone

Your 8410B is a multi-appearance digital telephone. To familiarize yourself with your telephone, refer to the figure below and then read the following explanations.



Call appearances/feature buttons

At least three of these 10 buttons are devoted to incoming and outgoing calls/lines (call appearances) and are labeled with an extension number; the remaining buttons access features (feature buttons) and are labeled with a feature name. Each has a red light telling you this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.

Conference button

For setting up conference calls. This button is labeled <Conf>.

Dial pad

The standard 12-button pad for dialing phone numbers and accessing features. The letters "Q" and "Z" have been added to the appropriate dial pad keys for directory access, and the "5" button on your dial pad has raised bars for visually-impaired users.

Drop button

For disconnecting from a call or dropping the last party added to a conference call.

Handset

A handset is provided for placing and receiving calls. (The handset is also known as the receiver.) In most cases, you must lift the handset (go off-hook) or activate the speaker or speakerphone before you can use a feature.

Handset jack

Located on the back of your telephone, this jack is for connecting a handset to your telephone.

Hold button

A red button for putting a call on hold.

Line jack (on back of telephone)

This jack is used for connecting a line cord to your telephone. The jack is labeled "LINE."

Message light

A red light which goes on steadily when a message has been left for you.

Mute button

For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.

Ring button

A button you can use to select a personalized ring for your telephone from eight possible ringing patterns.

Speaker button

For accessing the built-in 2-way speakerphone.

Speakerphone/headset adapter jack

Located on the back of your telephone, this jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A Headset Adapter) to your telephone.

Test button

When the telephone is initially powered up, the green light next to <Test> flashes if the link with the switch is not (or not yet) operational. The light changes to steady green when the telephone is able to communicate with the switch, and then goes off after a short period of time. After the telephone is powered up, you can press <Test> to test the lights and the display on your telephone.

Transfer button

For transferring a call to another telephone.

Volume control button

For adjusting the volume of the following:

- The speakerphone when a call is in progress using the speakerphone
- The handset receiver level while a call is in progress using the handset
- The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active

Note: The Volume control button on your telephone does not control the volume level of adjunct equipment.

Conventions

Conventions Used in Procedure Descriptions

<xxxxx>

This represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red light and a green status light and is labeled with an extension number (shown as **xxxxx**).

<Feature> and <Feature xxxx>

Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

[feedback tones]

The tone that appears in brackets after a step, such as <[dial tone](#)>, indicates what you should hear from your handset (or speakerphone) after successfully performing that step. Click for a sample.

Special Instructions

Use the following special instructions for operating your telephone.

- 1 The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your system manager:
 - Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your telephone.
 - You may also be able to use the Speakerphone feature. Check with your system manager to see what other features you can use with your switch.
 - Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Call x3045 for the feature access codes for the features you need.
- 2 To operate a feature, you must have the handset off-hook (removed from the cradle of the telephone) or the speaker or speakerphone on unless otherwise noted.
- 3 If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.

Feature Finder

Abbreviated Dialing

Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a feature code. Numbers on your personal list are programmable by you. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

Audix Message Light

Turns on your Message light to let you know that a caller has left an Audix message for you. You can then follow Audix instructions to get your message.

Automatic Callback

Sends you a special [3-burst ring](#) indicating a previously busy or unanswered extension you dialed is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office.

Note: You can use this feature only for extensions, not for outside numbers.

Call Coverage/Consult

Provides automatic redirection of certain calls to your telephone for answering. (Your system manager determines redirected call routing.) Use to answer calls for other extensions for whom you provide coverage.

Note: If you are a covering user, you can use the **Consult** feature, after answering a coverage call, to call the principal (the person for whom you are answering calls) for private consultation. Then, you can add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

Call Forwarding All Calls

Temporarily forwards all your calls to another extension. Use when you will be away from your telephone and you want your calls to be forwarded to a telephone number of your choice.

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 use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

Conference

Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way discussion. Use to set up timesaving conferences, or to spontaneously include an additional party important to a conversation.

Drop

Disconnects from a call without requiring you to hang up the handset, turn off the speakerphone, or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you want to continue using the handset or speakerphone after ending a call.

Handset Volume

Allows you to raise or lower the receive level volume of the handset.

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 do another task. Use when you have a call you don't want to drop, but have to interrupt briefly to do something else.

Last Number Dialed

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

Mute

Allows you to turn off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other person on the call to hear your conversation.

Ringer Volume

Allows you to adjust the ringer volume on your telephone.

Select Ring

Allows you to choose your own personalized ringing pattern for your telephone from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby telephones.

Self-Test

When the telephone is initially powered up, the green light next to <Test> flashes if the link with the switch is not (or not yet) operational. The light changes to steady green when the telephone is able to communicate with the switch, and then goes off after a short period of time. After the telephone is powered up, you can press <Test> to test the lights and the display on your telephone.

Send All Calls

Temporarily sends all your calls to Audix or to the extension of a person designated by your system manager 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.

Speakerphone

Allows you to place and answer calls or access other voice features without lifting the handset. Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Transfer

Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Abbreviated Dialing

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

If you hear the intercept tone while programming, start over from the beginning.

To program or reprogram an AD button

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program.

Note: Each AD button will hold one complete phone number or feature access code.

- 2 Pick up the handset.

[\[dial tone\]](#)

- 3 Press <Program> or dial the Program code *0.

[\[dial tone\]](#)

- 4 Press <ADxxxx> to be programmed.

[\[dial tone\]](#)

- 5 Dial the outside number, extension, or feature access code you want to store (up to 24 digits).

Note: If you are programming an outside number, be sure to include a leading 9 or 8, if applicable.

- 6 Press <#>.

[\[confirmation tone\]](#)

- The number is stored.

- 7 Repeat Steps 4 through 6 to program additional buttons.

- 8 Hang up or press <Drop> to end the programming.

To place an AD call

- 1 Press the selected <ADxxxx>.

[\[ringback tone\]](#)

- The call is automatically dialed.

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

A programmed number in your personal list can be up to 24 digits and characters. You can also program a number on an Automatic Dialing button that is not stored in your personal 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 or reprogram an outside number, extension, or feature code 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 program as items on your personal lists(s).

Note: Each telephone number or feature code is stored as a separate list item.

- 2 Pick up the handset. [\[dial tone\]](#)
- 3 Press <Program> or dial the Program Personal List code *01. [\[dial tone\]](#)
- 4 Dial the list item (0, 1, 2...). [\[dial tone\]](#)
- 5 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.
- 6 Press <#>. [\[confirmation tone\]](#)
 - The number is stored.
- 7 Repeat Steps 5 through 7 if you want to program additional items.
- 8 Hang up or press <Drop> to end programming.

Note: Keep a copy of your own personal lists.

To place a call using an AD list button or code

- 1 Press <Pers List> [\[dial tone\]](#)
or dial the Personal List feature access code *7
- 2 Dial the desired list item (0, 1, 2...). [\[ringback tone\]](#)
 - The call is automatically dialed.

Audix

To retrieve a message when your Message light is on

- 1 See the [Audix Documentation](#) for instructions.

Automatic Callback

To automatically place another call to an extension that was busy, did not answer, or returned a call waiting ringback tone

- 1 Press <AutoCallBk> during the call attempt. [\[confirmation tone\]](#)

Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

- 2 Hang up.
 - You will get a [3-burst ring](#) when both you and the called extension are idle; when you answer, regular ringing is sent to the called party.
- 3 Lift the handset when you hear the [3-burst ring](#).

Note: Automatic Callback is automatically canceled after 30 minutes.

To cancel Automatic Callback

- 1 Press <**AutoCallBk**> again (while on-hook).

Call Coverage

To answer a call for a coworker for whom you are a coverage point

- 1 Press <**xxxxx**> of the incoming call when the ringing begins or the green light flashes.

Note: The call is not at your telephone until the green light is flashing.

To leave a message for a coworker to call the original caller's extension

- 1 Press <**Cvr CallBk**> while connected to the call.

[\[confirmation tone\]](#)

To talk privately with a coworker after answering a redirected call

- 1 Press <**Transfer**>. [\[dial tone\]](#)
 - The call is put on hold.
- 2 Press <**Consult**> or dial your coworker's extension. [\[ring to coworker\]](#)
- 3 You can privately discuss call; if coworker is not available, press the fluttering <**xxxxx**> to reconnect to call.
- 4 Press <**Transfer**> again to send the call to your coworker or press <**Conf**> to make it a 3-party call.

Call Forwarding All Calls

To temporarily redirect all calls to an extension of your choice

- 1 Press <Call Fwd> (while on-hook or off-hook) or dial the Call Forward code *2 (while on-hook or off-hook).
[\[dial tone\]](#)
 - 2 Dial the extension or number where the calls will be sent.
[\[confirmation tone\]](#)
- Note:** Some telephones have restrictions on where calls can be forwarded (see your system manager).
- 3 Hang up.
- Note:** You may hear a [ring-ping](#) tone from your telephone as each call is forwarded.
-

To cancel Call Forwarding

- 1 Press <Call Fwd> (while on-hook) or dial the Call Forward Cancel code #2 (while on-hook).
[\[confirmation tone\]](#)
- Your calls will now ring at your own telephone.

Call Pickup

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

- 1 Press <CallPickup> or dial the Call Pickup code #4.
 - You are connected to the ringing call.

Conference

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

- 1 Press <Conf>. [\[dial tone\]](#)
 - The present call is put on hold, and you are given a new call appearance; all of the other parties remain connected to each other.
- 2 Dial the number of the new party and wait for an answer.
- 3 You can privately discuss the call with the new party at this time; if there is no answer or the line is busy, press the fluttering <xxxxx> to return to the held call.
- 4 Press <Conf> again.
 - All parties are now connected.

- 5** Announce the call.
 - 6** Repeat Steps 1 through 5 for additional conference connections.
-

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

- 1** Press <Conf>. [\[dial tone\]](#)
 - The held call light continues to flutter; the current call light also flutters.
 - You are given a new call appearance.
 - 2** Press <xxxxx> of the call on hold (first call).
 - 3** Press <Conf> again.
 - All parties are now connected.
 - 4** Announce the call.
-

To drop the last party added to a conference call

- 1** Press <Drop>.
 - The last party you added is dropped.
 - You remain connected to the other parties.

Note: The parties other than the last one must disconnect to be released from the conference call.

Drop

To disconnect from a normal call and obtain dial tone without hanging up the handset

- 1** Press <Drop>. [\[dial tone\]](#)

Note: If you press <Drop> during a conference call, the last party added will be dropped, and you will remain connected to the other parties.

Handset Volume

To raise or lower the receive level volume of the handset

- 1** While handset is off-hook, press the Volume control button.

Press the right half of the Volume control button to raise the volume. Press the left half of the Volume control button to lower the volume.

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

Hold

To put a call on hold while you answer another call, make a call, or perform some other task

1 Press <Hold>.

- The green light next to the held call flutters.

Note: If you put a conference call on hold, the other parties remain connected.

To return to the held call

1 Press <xxxxx> of the held call.

- You are connected to the held call.

Note: If you are active on a call and you press the <xxxxx> of the held call, the active call will be dropped.

To answer a new call while active on another

1 Press <Hold>.

- The green light next to the held call flutters.

2 Press <xxxxx> of the incoming call.

- You are connected to the incoming call.

Last Number Dialed (Redial)

To automatically redial the last number you dialed (up to 24 digits) (extension, outside number, or trunk/feature access code)

1 Press <LastDialed> (while on-hook or off-hook) or dial the Last Number Dialed code **659** (while on-hook or off-hook).

Mute

Note: When you are talking on the handset, the Mute feature affects the microphone associated with the handset rather than the speakerphone.

This feature has no effect on an external speakerphone attached to your telephone.

To prevent the other party from hearing you (to mute the handset or speakerphone microphone)

- 1 Press <Mute>.
 - The red light next to <Mute> goes on, and the other party cannot hear you.
- 2 When you are ready to resume conversation with the other party, press <Mute> again.
 - The red light next to <Mute> goes off, and the other party can hear you again.

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

Ringer Volume

To adjust the ringer volume (speaker is not active)

- 1 Press the right half of the Volume control button to raise the volume.
- 2 Press the left half of the Volume control button to lower the volume.
 - One full ring cycle will sound to demonstrate the new volume.

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

Select Ring

To select a personalized ring

- 1 While on-hook, press <Ring>.
 - The red light next to <Ring> winks.
 - The current ringing pattern plays and repeats every three seconds.
- 2 Cycle through the ringing patterns by pressing (and then releasing) <Ring>
 - The red light next to <Ring> continues to wink.
- 3 If you want to save the ringing pattern currently being played, do not press <Ring> anymore. You will hear the selected ringing pattern two more times, and then it will automatically be saved.
 - You hear confirmation tone (two rising tones).
 - The red light next to <Ring> goes off.

Note: If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

Self-Test

To test the lights and the display on your telephone

1 While on-hook or off-hook, press and hold <Test>.

- The green light next to <Test> goes on.

Note: If the green light next to <Test> flashes rather than goes on steadily, it means the telephone is not communicating with the switch. In such a case, call the [Helpdesk](#) at x2964.

- The lights go on steadily in four groups, and the display fills in all the segments.

2 To end test, release <Test>.

- The lights return to the pretest state; the green light next to <Test> goes off.

Note: If the display or the lights do not respond during the test, call the [Helpdesk](#) at x2964 and open a trouble ticket.

Send All Calls

To send all calls immediately to coverage or Audix (depending on how your extension is configured)

1 Press <Send Calls> (while on-hook) or dial the Send All Calls code *3 (while on-hook).

[\[confirmation tone\]](#)

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

To cancel Send All Calls

1 Press <Send Calls> again (while on-hook) or dial the Send All Calls Cancel code #3 (while on-hook).

[\[confirmation tone\]](#)

Speakerphone

To place or answer a call without lifting the handset, or to use the speakerphone with any feature

1 Press <Speaker>.

- The red light next to <Speaker> goes on steadily.

2 Place or answer the call, or access the selected feature.

3 Adjust the speakerphone volume if necessary.

Press the right half of the Volume control button to raise the volume. Press the left half of the Volume control button to lower the volume.

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

Note: The Volume control does not affect an external speakerphone attached to your telephone.

To change from the speakerphone to the handset

Use the following procedure if your telephone is set for the Speakerphone (speak and listen) feature.

- 1 Pick up the handset and talk.
 - The red light goes off next to <Speaker>.
-

To change from the handset to the speakerphone

Use the following procedure if your telephone is set for the Speakerphone (speak and listen) feature.

- 1 Press <Speaker>.
 - The red light goes on next to <Speaker>.
 - 2 Hang up the handset.
-

To prevent the other party from hearing you

Use the following procedure to mute the speakerphone or handset microphone.

- 1 Press <Mute>.
 - The red light next to <Mute> goes on and other party cannot hear you.
 - 2 Press <Mute> again to resume talking to party.
 - The red light next to <Mute> goes off and other party can hear you again.
-

To end a call

- 1 Press <Speaker> again to hang up.
 - The red light next to <Speaker> goes off.

Transfer

To send the present call to another extension

- 1 Press <Transfer>.
 - [dial tone]

- The present call is put on hold and the green light next to the held call flutters.
 - You are given a new call appearance.
- 2 Dial the number to which the call is to be transferred. [\[ringback tone\]](#)
- 3 Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing its <xxxxx>.
- 4 Press <**Transfer**> again.
- The call is sent to dialed number.
- 5 Hang up.

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the speaker.

Ringing Tones

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

Feedback Tones

- **busy tone** - 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 or two for an outside or attendant call.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and 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. When you have finished selecting a ringing pattern for your telephone, you hear two rising tones.
- **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 calling facilities are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.
- **speakerphone reset tones** - A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics.

Troubleshooting

Problem

A feature does not work as noted in this guide.

There is no dial tone.

The telephone does not ring.

The lights do not go on next to the buttons.

Solution

- 1 Reread the procedure and try again.
- 2 For many features you must lift the handset before you can use the feature.
- 3 Check with your system manager to be sure this feature is administered on your telephone.
- 1 Make sure the handset and line cords at your telephone are securely connected at both ends.
- 2 Press <Test>. If the green light next to <Test> does not go on or flashes rather than goes on steadily, the telephone is not communicating with the switch.
- 3 Find a working telephone of the same type as your own. Unplug this telephone from its modular wall jack. Plug your telephone into that jack and check if it gets dial tone.
- 4 If your telephone still does not work, plug the working telephone (of the same type) into your modular wall jack. If the working telephone has dial tone, your own telephone is faulty. Call the [Helpdesk](#) at x2964 to open a repair ticket.
- 1 Make sure the ringer is turned on.
- 2 Set the ringer volume to a higher level.
- 3 Place a test call from another extension to your extension.
- 4 Check the line cord to make certain it is securely connected at both ends.
- 5 If there is still a problem, call the [Helpdesk](#) at x2964 to open a repair ticket.
- 1 Do a self-test of the telephone lights to see if they go on.
- 2 Check the line cord to make certain it is securely connected at both ends.
- 3 If there is still a problem, call the [Helpdesk](#) at x2964 to open a repair ticket.