



DEFINITY®

Enterprise Communications Server (ECS)

Release 6

6201, 6210, and 6220 Telephones

User's Guide

555-230-712
Comcode 108171091
Issue 1
June 1998

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The 6201, 6210, and 6220 Telephones

The 6201, 6210, and 6220 telephones have an innovative design to make it easy to use the many features of the DEFINITY® Communications System Generic 1, Generic 2, and Generic 3, the DEFINITY® Enterprise Communications Server (ECS) Release 5 (and later), System 75, and System 85. Check which of these telephones you are using by looking at the model number which appears under the handset of the telephone. Then, familiarize yourself with your telephone. Figure 1 shows the 6201 telephone; Figure 2 shows the 6210 telephone; Figure 3 shows the 6220 telephone. Look at the figure which matches the telephone you are using, and then read the explanations of the telephones' many features after Figure 3.

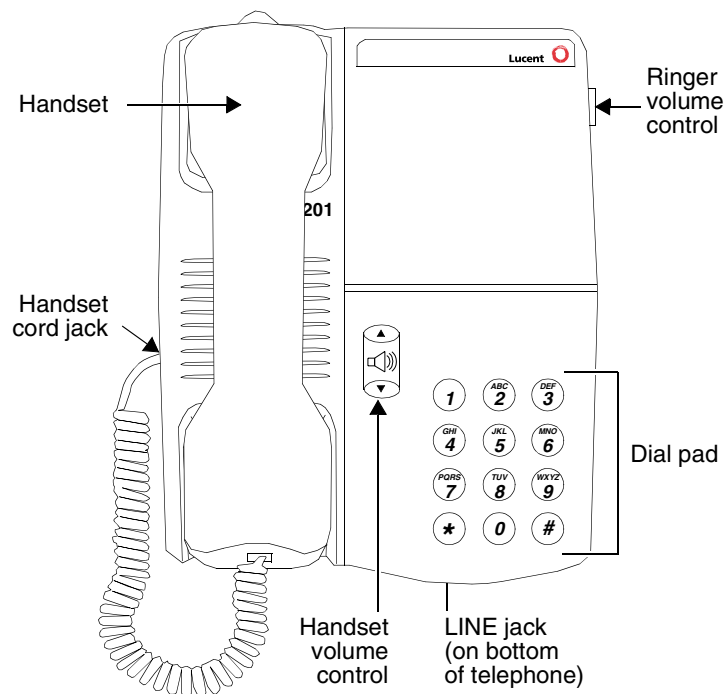


Figure 1. The 6201 Telephone, Top View

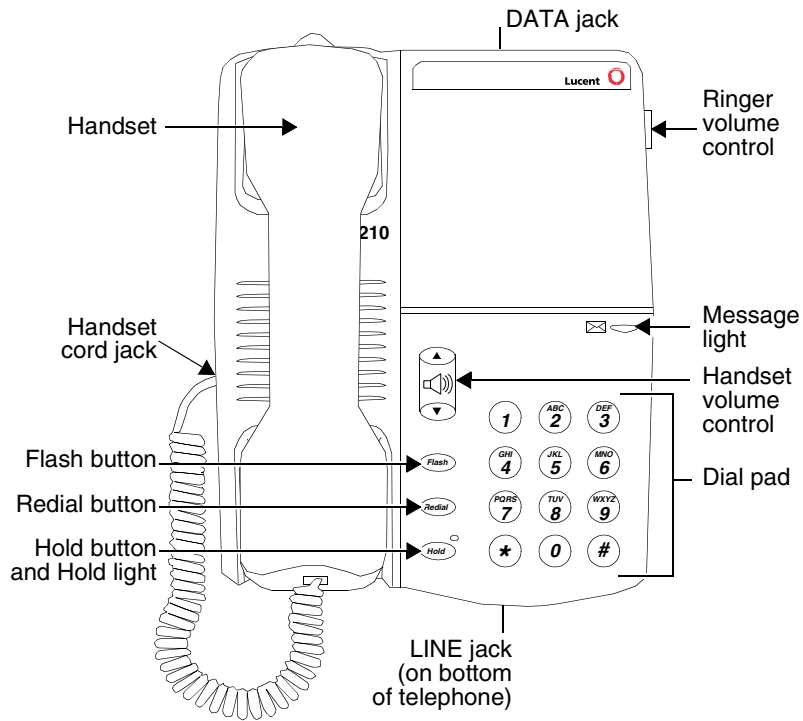


Figure 2. The 6210 Telephone, Top View

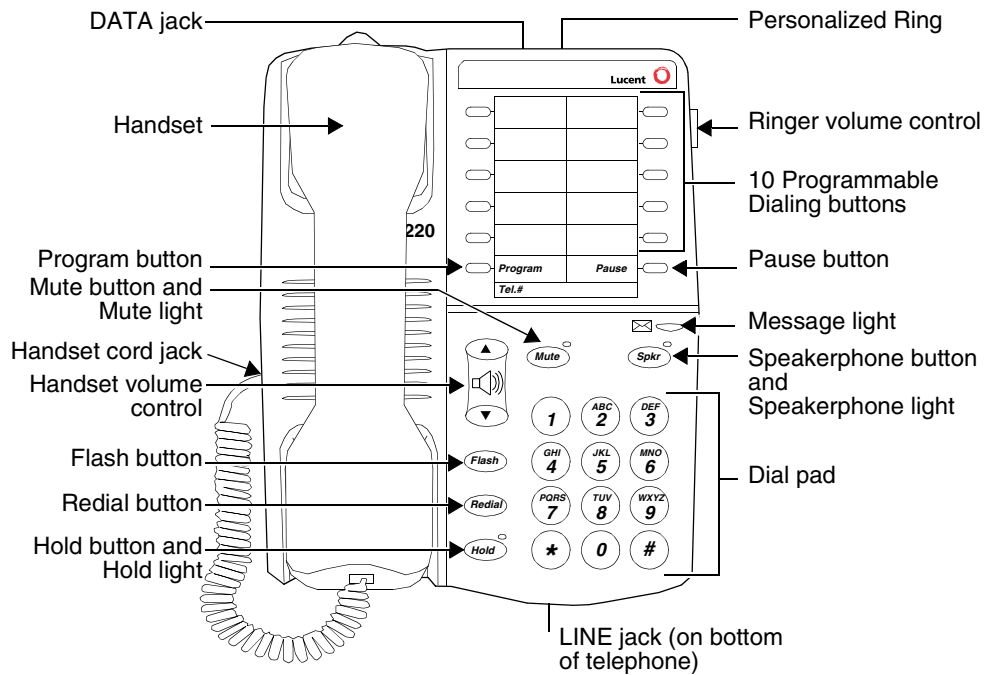











Figure 3. The 6220 Telephone, Top View

Starting with the DATA jack on the top rear of the telephone (in both Figures 1, 2, and 3) and continuing clockwise:

DATA jack (on rear of the telephone; available only on the 6210 and 6220))	For connecting a device such as a modem to your telephone. This jack is labeled  .
Personalized Ring (available only on the 6220)	For selecting one of two possible personalized ringing patterns for your telephone. The two ringing patterns are labeled   .
10 Programmable dialing buttons (available only on the 6220)	The 10 buttons on which you can program frequently dialed telephone numbers, emergency numbers, or feature codes.
Pause button (available only on the 6220)	For inserting a 1.5-second pause delay into a telephone number stored on a programmable dialing button.
Ringer Volume control	A 3-position switch to control the volume for the tone ringer. Slide it up (away from you) for a louder ring, down (toward you) for a quieter ring. The volume control is labeled  .
Speakerphone button (available only on the 6220)	For accessing the built-in speakerphone and microphone combination.
Message light (available only on the 6210 and 6220)	A red light that flashes when a message has been left for you or when a call is coming in (that is, when the telephone is ringing). This light is labeled  .
Dial pad	The standard 12-button pad for dialing telephone numbers. 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.
LINE jack (on bottom of the telephone)	For connecting a line cord to your telephone. This jack is labeled LINE .
Hold button and the Hold light (available only on the 6210 and 6220)	The Hold button is used for putting a call on hold. The red light next to  goes on to remind you that you have a call on hold.
Redial button (available only on the 6210 and 6220)	For redialing the last number you dialed from the dial pad or from a programmable dialing button.
Handset cord jack	For connecting the handset to your telephone.
Flash button (available only on the 6210 and 6220) Note: On the 6201 telephone, the user <i>CANNOT</i> use a switchhook flash to access switch features.	For using features such as Conference with business communications systems.

Handset and Speakerphone volume control	<p>This volume control, labeled , is used for raising or lowering the volume of the handset when the handset is being used, or for raising or lowering the volume of the speakerphone (only on the 6220 telephone) when the speakerphone is active.</p> <p>Note: Only the 6220 telephone has a speakerphone.</p> <p>To raise the volume level, press the upper half of the button labeled ; to lower the volume, press the lower half of the button labeled .</p>
Mute button (available only on the 6220)	<p>For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.</p>
Program button (available only on the 6220)	<p>For storing telephone numbers on the programmable dialing buttons.</p>
Handset	<p>For placing and receiving calls.</p>

A Quick Look at the Features

The following lists the voice features and briefly explains what each one does and how you might want to use it.

The features in this guide have been divided into two categories:

- **Phone Features** Those telephone features that you can use immediately *no matter which communications system your telephone is connected to*.
Note: You can use the Hold, Redial, and Message features, and any features which necessitate using **Flash** only if you are using the 6210 or the 6220 telephone. The Speakerphone and Mute features and the Programmable Dialing buttons can be used only with the 6220 telephone.
- **Switch Features** Those features that you can use only with the DEFINITY ECS, the DEFINITY Communications System Generic 1, Generic 2, Generic 3, or with System 75 or System 85 switches. Most of these features must be assigned by the system manager to your telephone. Check with your system manager to see which of these features you can use.

Phone Features

Hold (for 6210 and 6220 Users) Puts a call on hold until you can return to it. While a call is on hold, you can leave your telephone to perform another task or pick up a call on another extension. Use when you have a call that you don't wish to drop, but which you have to interrupt briefly to do something else.

Message (for 6210 and 6220 Users) Turns on your Message light to let you know that a caller has left a message for you. You can then follow your system manager's local message retrieval procedures to get your message.

Mute (for 6220 Users) Turns off the microphone of the built-in speakerphone or the handset, whichever is active. Use when you want to confer with someone in the room with you, but you do not want the other party on the call to hear your conversation.

Programmable Dialing buttons (for 6220 Users) The 10 programmable dialing buttons are provided for one-touch dialing of frequently dialed telephone or account numbers. You can also store emergency numbers, such as 911, or feature codes on your programmable dialing buttons. **Note:** If you want to store more than 10 programmable dialing numbers, you can use the Switch Feature, Abbreviated Dialing.

Redial (for 6210 and 6220 Users) The Redial feature automatically redials the last number you dialed from the dial pad or from a programmable dialing button, either an extension or an outside number. Use to save time in redialing a busy or unanswered number. The number you redial can be up to 24 digits.

Speakerphone (for 6220 Users) Allows you to place and answer calls without picking up the handset. Use any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Switch Features

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 trunk or feature code. There are four possible types of lists — personal, group, system, and enhanced — and you can have a total of three out of the

four possible 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.

Automatic Callback Sends you a special 3-burst ringing tone 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 telephone or in and out of the office. **Note:** This feature can be used only for extensions, not outside numbers.

Call Forwarding 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 telephone of your choice.

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 time-saving 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.

Leave Word Calling Leaves a message for another extension to call you back. The called party will be able to dial message service (for example, attendant, AUDIX, covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called. Use any time you wish to have someone call you back; it will help cut down on repeated call attempts.

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.

How to Use the Features

The procedures which follow give short, step-by-step instructions for using each feature. For your convenience, features are listed alphabetically.

Special Instructions for General Use

As you operate the features assigned to your telephone, keep in mind the following general rules.

- Follow carefully all the steps listed in the procedure for the particular feature you are using.
- 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.
- In many cases, before you begin a procedure, you must have the handset off-hook (removed from the cradle of the telephone).
- To the right of each Phone Feature is a box marked with a check . This check indicates that you can use any of these features immediately, without any help from your system manager.

Conventions Used in The Following Procedures

Flash

The rounded button represents the fixed feature buttons on your telephone. These buttons such as **Flash** and **Hold** are assigned at the factory and cannot be changed.

[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, if appropriate) after successfully performing that step. For a list of tones and their meanings, see the section titled **Tones and Their Meanings**.

Procedures for Using the Phone Features

The following features can be used no matter which communications system your 6201, 6210, or 6220 telephone is connected to. However, note that many features can be used only with 6210 and 6220 telephones; and a couple features, such as Speakerphone and Mute can be used *only* with a 6220.



Answering and Placing a Call



To answer a call

- 1 Pick up the handset

or



if you are using a 6220 telephone, you can press  in order to use the 2-way speakerphone (the red light next to  goes on)

- 2 Speak to the other party

To place a call


- 1 Pick up the handset

or

if you are using a 6220 telephone, you can press  in order to use the 2-way speakerphone (the red light next to  goes on) [dial tone]



- 2 Dial the desired number

To raise or lower the volume of the handset and/or the volume of the speakerphone

Note: When the handset is active, the Volume control button (labeled ) on your telephone can be used to raise or lower the handset volume.

Note: Only the 6220 telephone has a speakerphone.

If you are using a 6220 telephone, the Volume control button can be used to raise or lower the handset OR the speakerphone, whichever is active.

- 1 To raise the volume, press the upper half of the Volume control button labeled ; to lower the volume, press the lower half of the Volume control button labeled 

Note: There are four possible volume settings for both the handset and the 6220 speakerphone.

To end a call

1 Hang up the handset

or

if you are using a 6220 telephone and you are using the speakerphone, press **Spkr** in order to turn off the speakerphone (the red light next to **Spkr** goes off)

Hold (for 6210 and 6220 Users)



To put a call on hold

1 Press **Hold**

- Red light next to **Hold** goes on; the call is on hold
- You may hang up the handset; the call remains on hold

To return to the held call

1 Press **Hold**

or, if you have hung up the handset, pick up the handset again from the cradle

- Red light next to **Hold** goes off; you are reconnected to the other party

Message (for 6210 and 6220 Users)



To retrieve a message when your Message light is blinking

See your system manager for instructions about your local message retrieval procedures.

Note: The message light also flashes when a call is coming in (that is, when the telephone is ringing).

Mute (for 6220 Users)



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

- 1 Press **Mute**
 - Red light next to **Mute** goes on
 - Other party cannot hear you

Note: Only the 6220 telephone has a speakerphone.

To resume talking to the other party (To turn on the handset or speakerphone microphone again)



- 1 Press **Mute**
 - Red light next to **Mute** goes off
- 2 Resume your conversation with the other party


Personalized Ring (for 6220 Users) and Ringer Volume (for all Users)



If you are using a 6220 telephone, you can choose between two possible personalized ringing patterns.

To select a personalized ringing pattern for your 6220 telephone

- 1 Move the switch to either of two personalized ring settings,  

The Ringer volume control on the side of the 6201, 6210, and 6220 telephones is labeled  to remind you that there are 3 possible volume levels for the telephone ringer.

To adjust the ringer volume if necessary (the handset is *not* active)

- 1 To raise the ringer volume, slide the Ringer volume control upwards (away from you); to lower the Ringer volume, slide the ringer volume control downwards (toward you)

Redial (for 6210 and 6220 Users)



To automatically redial the last number you dialed (from the dial pad or from a programmable dialing button)

- 1** Pick up the handset
- or**
- 2** if you are using a 6220 telephone, you can press **Spkr** (the red light next to **Spkr** goes on [dial tone])
- 3** Press **Redial**
 - Number is automatically redialed

Speakerphone (for 6220 Users)



To place/answer a call, on the 6220 telephone, without picking up the handset

- 1 Press **Spkr**
 - Red light next to **Spkr** goes on
- 2 Place or answer the call
 - Adjust the speakerphone volume, if necessary, with the Volume control button (labeled).

To raise the volume, while the speakerphone is active, press the upper half of the Volume control button labeled ; to lower the volume, press the left half of the Volume control button labeled .

- 3 Press **Spkr** again to hang up
 - Red light next to **Spkr** goes off

To prevent the other party from hearing you (To mute microphone)

- 1 Press **Mute**
 - Red light next to **Mute** goes on
 - Other party cannot hear you

To resume talking to other party (To turn on speakerphone microphone again)

- 1 Press **Mute**
 - Red light next to **Mute** goes off
- 2 Resume your conversation with the other party

To change from speakerphone to handset

- 1 Pick up the handset and talk
 - Red light next to **Spkr** goes off

To change from handset to speakerphone

- 1 During a call using the handset, press **Spkr**
 - Red light next to **Spkr** goes on
- 2 Hang up the handset

Conference



To add a third party to a call

1 Press **Flash** [recall dial tone]

- Present call is put on hold

2 Dial the number of the third party

Note: You can privately discuss the call with the third party at this time; if there is no answer or the line is busy, press **Flash** twice to return to the original party.

3 Press **Flash**

- All parties are now connected

To drop the third party

1 Press **Flash**

You remain connected to the original party

Transfer



To send the present call to another extension or outside number

- 1** Press **Flash** [recall dial tone]
 - Present call is put on hold
- 2** Dial the number that the call is to be transferred to [ringback tone]
- 3** Remain on the line and announce the call; if the number dialed is busy or not answered, press **Flash** twice to return to the held call

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
 - Transfer is completed

Tones and Their Meaning

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** — 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.
-

Feedback Tones

- **auto answer tone** — A short burst of tone immediately following a ring when the Auto Answer feature is active.
- **busy tone** — A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

- **call waiting** — 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, three for a priority 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 picking up 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 number dialed is being rung.