

DSU II Digital Expandable Systems

LCD Speakerphone Station User's Guide

This publication supports both Impact
and Impact SCS LCD Speakerphones



This user's guide is for the following system:

DSU II Digital Expandable Systems

This user's guide applies to the following telephone models:

- **Impact 8012S-** Rev. A and later.**
- **Impact 8024S-** Rev. A and later.**
- **Impact SCS 8324S-** Rev. A and later**
- **Impact SCS 8312S-** Rev. A and later**
- **Impact SCS 8324F-** Rev. A and later**

Contact your Comdial dealer for updates of this as well as other Comdial publications.

Copyright © 2003 Comdial Corporation

All rights reserved. Unauthorized use of this document is prohibited.

Comdial Corporation

106 Cattlemen Road, Sarasota, FL 34232

(941)554-5000 or (800)266-3425

-Notice-

Comdial reserves the right to make any changes and improvements in the product described in this document at any time and without prior notice.

Impact is a trademark of Comdial Corporation. All other product names are trademarks of their respective owners.

ABOUT THIS BOOK

As a system attendant, you must be familiar with the operation of your individual station and the entire digital communication system. This attendant manual serves as both an introduction to the individual speakerphone and system for new users and a reference for experienced users.

Introduction

The first chapter of the manual describes the initial setup and adjustments necessary to begin using your speakerphone.

- 1 Getting Started

Basic Operation

The basic operation chapters define often-used features and provide instructions for their use. These chapters are titled as follows:

- 2 Answering Calls
- 3 Making Calls

Advanced Operation

The chapters that describe the advanced features of the DXP, DXP Plus, and FX Series systems are as follows:

- 4 Advanced Call Handling
- 5 Nonverbal Messaging
- 6 Programming
- 7 Other Features

In addition to the chapters which describe the advanced features of individual stations, this manual also includes a chapter to describe the features of the system which are programmed by the attendant.

- 8 Attendant Features

Following the advanced feature descriptions are two reference tables that provide a summary and reference of features.

Appendix A Quick Reference Guide

Appendix B Display Abbreviations

Also, tips on speakerphone use for the new users are described in Appendix C and many general phrases and abbreviations which may not be familiar to users are defined in the glossary. Finally, an index completes the reference section.

Appendix C Speakerphone Characteristics

Appendix D Glossary

Appendix E Feature Networking Support

Index

What is an Attendant?

The attendant of a telephone system is typically the first person to answer an incoming call and usually directs incoming calls to the proper person or department within the system. In addition to call control, the attendant controls system-wide operating features such as night transfer (of ringing) and the system clock. Additionally, the attendant is responsible for programming such items as system speed dial numbers and LCD messages that are available to many of the system users.

The system provides two fixed attendant positions at default (stations 1 and 2, intercom 1001 and 1002); however, installers can assign any or all stations (up to 96 total) as attendant stations if they wish. Installers can also assign up to four DSS/BLF consoles to each attendant position where needed. In addition to the many installer-enabled feature buttons that the system can make available at any station, the system provides the attendant position with several special purpose installer-enabled feature buttons to enhance call processing. These special purpose buttons are described in Chapter 8.

The system also provides capabilities for either a local stand-alone system or a system-to-system network. System-to-system networking connects several DXP, DXP Plus, FXS, FXT, and FXII systems together in an arrangement that allows unified communications through the system. For a complete list of features and their properties, see Appendix E, Feature Networking Support.

Notes

TABLE OF CONTENTS

About This Book	i
Introduction	i
Basic Operation	i
Advanced Operation	i
What is an Attendant?	ii
1. Getting Started.....	1
1.1 Welcome	1
1.2 Setting Up Your Speakerphone	1
1.2.1 Positioning Your Speakerphone.....	2
1.2.2 Setting Display Contrast	3
1.2.3 Setting a Personal Ringing Tone.....	4
1.2.4 Setting Volume Levels.....	4
1.2.5 Answering and Making Calls.....	5
1.3 Understanding the Basic Functions	6
1.3.1 Alphanumeric Display	6
1.3.2 Auxiliary Jack	7
1.3.3 Message-Waiting Light.....	7
1.3.4 Microphone Opening	7
1.3.5 Speaker.....	7
1.4 Your Speakerphone's Buttons	9
1.4.1 Hold Button (HOLD).....	9
1.4.2 Interactive Buttons	9
1.4.3 Intercom Button (Intercom)	9
1.4.4 Mute Button (MUTE)	9
1.4.5 DSS/BLF Programmable Buttons.....	10
1.4.6 Shift Button (SHIFT)	10
1.4.7 Speaker Button (SPEAKER).....	10
1.4.8 Tap Button (TAP)	10
1.4.9 Transfer/Conference Button (TRNS/CONF)	11
1.4.10 Volume Control.....	11
1.5 Your Speakerphone's Display Lights	12

1.5.1	Busy Lamp Field (BLF) lights	12
1.5.2	line button:.....	12
1.5.3	Fixed Feature or Programmable Feature button:....	13
1.5.4	MUTE button:	13
1.5.5	INTERCOM button:	13
1.5.6	HOLD button:.....	14
1.5.7	MESSAGE button	14
1.5.8	SPEAKER button:.....	14
2.	Answering Calls	15
2.1	Answering Outside Calls	15
2.2	Answering Intercom Calls	16
2.3	Night-Transferred Calls	16
2.4	Caller ID	17
2.5	Holding Calls	18
2.5.1	Basic Hold	18
2.5.2	Exclusive Hold	18
2.5.3	Hold Recalls	19
2.5.4	Directed Hold	20
2.6	Call Pickup	21
2.6.1	Group Call Pickup.....	21
2.6.2	Directed Call Pickup	21
2.6.3	Pickup For Monitored Stations.....	22
2.7	Receiving SOHVA Announcements	23
2.7.1	Handling an Incoming SOHVA	23
2.7.2	Voice Announce Blocking	24
3.	Making Calls	27
3.1	Making Outside Calls	27
3.2	Making Intercom Calls	28
3.3	Automatic Dialing	30
3.4	Redialing	31
3.4.1	Redial - Last-Dialed Number	31
3.4.2	Automatic Redialing.....	32
3.4.3	Redial Programming (Storing Numbers)	33
3.4.4	Sending SOHVA Announcements	34

3.5	Camping On Options	35
3.5.1	Busy or Idle Station, Automatic Callback.....	35
3.5.2	Busy Station, Wait For An Answer (Call Waiting)	36
4.	Advanced Call Handling	37
4.1	Waiting for a Line (Queuing)	37
4.2	Call Transferring	38
4.2.1	Screened Call Transfers	38
4.2.2	Unscreened Call Transfers	40
4.3	Conferencing	41
4.3.1	Creating a Conference Call	41
4.3.2	Unsupervised Conference Calls	42
4.4	Call Parking	44
4.4.1	Handling Park Recalls.....	44
4.5	Call Forwarding	45
4.5.1	Forwarding a Call.....	45
4.5.2	Call Forward Outside System (CFOS).....	47
5.	Nonverbal Messaging	49
5.1	Station-To-Station Message Delivery	49
5.2	Message Waiting Light and Messaging	50
5.3	LCD Message Delivery	52
5.4	Assist Button Message Delivery	53
6.	Programming	55
6.1	DSS Numbers	55
6.2	Autodial and Speed Dial Numbers	56
6.3	Feature Access Codes	58
6.4	Feature Buttons	61
6.4.1	Special Purpose Feature Buttons.....	63
6.4.2	Assist Button	65
7.	Other Features	67
7.1	Line Groups	67
7.2	Volume Control	68
7.2.1	Setting Current Volume Level	68
7.3	Muting Your Speakerphone	70
7.4	Default Volume Control	70

7.5 Background Music	71
7.6 Tracker Paging System	72
7.7 Auxiliary Jack	74
7.8 Dial by Name	77
7.9 Programmed Button Display	78
7.10 Automatic Set Relocation	79
7.11 Account Codes	80
7.12 Paging	81
7.13 Do Not Disturb Condition	82
7.14 Data Interface Unit	83
7.15 IMIST Module	84
7.16 DSS/BLF Console Operation	86
7.16.1 Accessing The DSS/BLF Console Button Levels	87
Appendix A Feature Access Codes	89
Appendix B Display Abbreviations	93
Appendix C Glossary	99
Appendix D Speakerphone Characteristics	109
Full-Duplex Speakerphone Characteristics	109
Speakerphone User Guidelines	110
Index	113

1. GETTING STARTED

1.1 Welcome

Congratulations and thank you for using a Comdial telephone! Your digital speakerphone is supported by a communication system with hundreds of built-in, standard features. This manual serves as a helpful guide for using these various functions.

The sections in this introductory chapter help you initially set up your speakerphone and become familiar with the controls and indicators. The remaining sections are titled as follows:

- Setting Up Your Speakerphone
- Understanding the Basic Functions
- Your Speakerphone's Buttons
- Your Speakerphone's Display Lights

1.2 Setting Up Your Speakerphone

When your new speakerphone arrives, the system installer unpacks it and connects the line to a system jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls with some of the most basic features.



1.2.1 POSITIONING YOUR SPEAKERPHONE

You should adjust the position of the speakerphone on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your speakerphone, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

For the microphone to best detect your voice, speak within three feet of it and face the speakerphone.

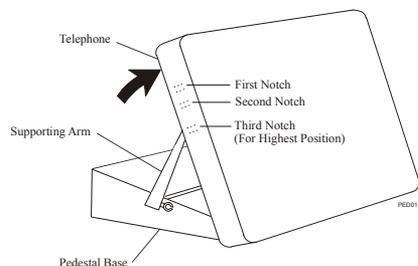
Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.

Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone.

If you are using an Impact SCS model, your telephone has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the telephone, the pedestal is in its lowest position—flush against the pedestal.

- **To adjust the pedestal (Impact SCS Models only),**

1. **GRASP** the rear of the pedestal base firmly with one hand **AND LIFT** the rear portion of the telephone upward with your other hand.
2. **LIFT** the telephone upward with one hand **AND RAISE** the telephone supporting arms upward with your other hand. (Notice there are three sets of notches under the telephone corresponding to the three positions available.)



3. When the telephone is at the desired height, **SELECT** the closest pair of notches **AND INSERT** the supporting arms in the notches. **PRESS DOWN *slightly*** on the telephone until you feel the supporting arms snap into place.

Also remember, as with any piece of electronic equipment, your telephone may be damaged by contact with liquids. So please try to place the telephone in an area that is free from the danger of spills.

***NOTE:** For more tips and information on speakerphone use including the use of a Full-Duplex Speakerphone, see Appendix D, Speakerphone Characteristics,*

1.2.2 SETTING DISPLAY CONTRAST

You can darken or lighten the contrast of the display for best viewing.

- **To adjust the display contrast,**
 1. **SELECT** OPTIONS.
 2. **SELECT** NEXT until the DISP option appears.
 3. **SELECT** DISP. Your display will read CONTRAST LEVEL
 4. **SELECT** LIGHT or DARK once for each degree of change desired.
 5. **PRESS** *SPEAKER* to end.

1.2.3 SETTING A PERSONAL RINGING TONE

You can choose one of many different ring tones for your telephone. Often, when several telephones are located close together, each user chooses a different personal ring tone.

- **To select one of the ring tones, proceed as follows:**

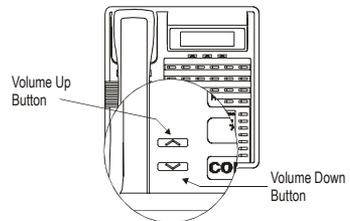
1. **SELECT** OPTIONS.
2. **SELECT** NEXT until the RING option appears.
3. **SELECT** RING.
4. **SELECT** UP OR DOWN to choose ring tone in display (a new tone will sound at each up or down press).
5. **PRESS** *SPEAKER* to end.

1.2.4 SETTING VOLUME LEVELS

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, and the handset.

- **To set the ringer loudness level,**

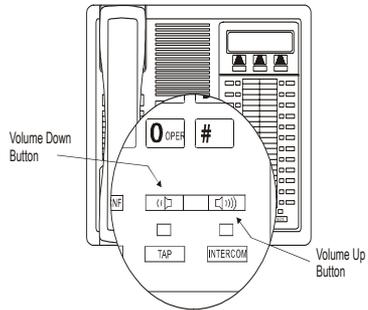
- While your telephone is on-hook and idle, **PRESS** the *VOLUME UP OR VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.



Note: If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station.

- **To set the speaker and handset loudness levels,**

1. **PRESS** *INTERCOM* button.
2. **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in speaker volume that you desire.
3. **LIFT** handset.
4. **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in handset volume that you desire.



***Note:** When a call ends, the system resets the speaker and handset volume of all future calls to the programmed (default) setting. For instructions in setting your speakerphone's default volume, see Volume Control section in the system specific Features chapter.*

1.2.5 ANSWERING AND MAKING CALLS

Your speakerphone is now properly configured to answer and make calls to both stations within your system (intercom calls) and outside lines. Remember that when dialing an outside number, you must first select a line to connect your system to the local exchange.

- **When you hear outside ringing (long bursts),**

1. **PRESS** flashing line button.
2. **SPEAK** toward telephone **OR** **LIFT** handset if privacy is desired.

- **When you hear intercom ringing (two short bursts),.**
 1. **PRESS** *INTERCOM*.
 2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.
- **To dial an outside number manually,**
 1. **PRESS** *INTERCOM*.
 2. **DIAL 9 OR PRESS** other line button to select line (See *Line Groups* in the system specific Features chapters for more information on selecting an outside line).
 3. **LISTEN** for dial tone.
 4. **DIAL** number.
 5. **LIFT** handset if privacy is desired.
- **To dial an intercom number manually,**
 1. **PRESS** *INTERCOM*.
 2. **DIAL** extension number (called telephone will ring or tone will be heard).
 3. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

1.3 Understanding the Basic Functions

Your speakerphone provides many versatile features for your use. These features are explained in terms of what they allow you to do.

1.3.1 ALPHANUMERIC DISPLAY

(Liquid Crystal Display—LCD)

- Displays time, day, date, and active call information
- Keeps you apprised of the status of your telephone
- Provides programming prompts

1.3.2 AUXILIARY JACK

(only on Impact 8024S and Impact SCS Models)

- Allows you to connect a headset, an external amplified ringer, a tape recorder, or an external paging amplifier to your telephone

1.3.3 MESSAGE-WAITING LIGHT

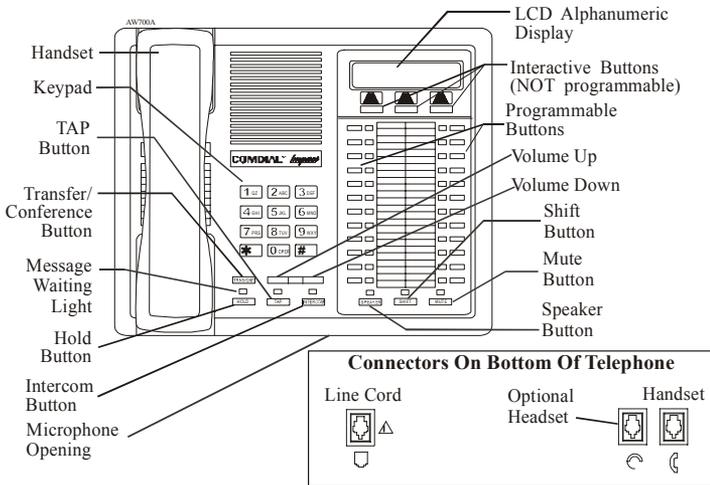
- Indicates that a message awaits pick up

1.3.4 MICROPHONE OPENING

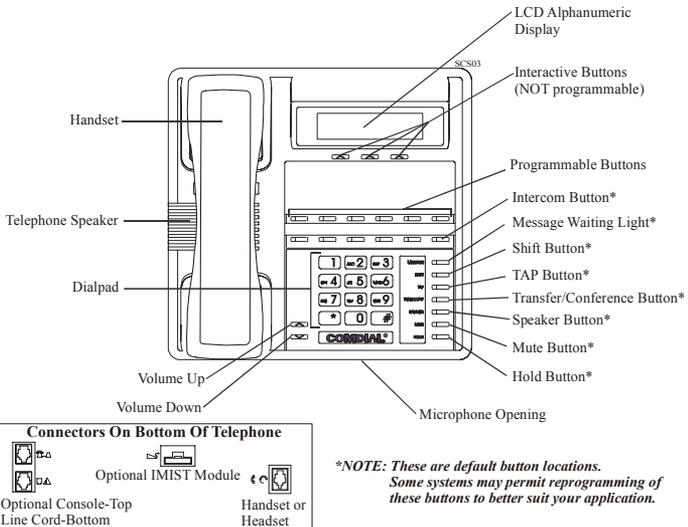
- Allows hands-free operation of speakerphone (speak clearly toward microphone opening)

1.3.5 SPEAKER

- Sounds distant party's voice
- Sounds ringing and call-in-progress tones



Impact 8024S-** LCD Speakerphone



Impact SCS 8312S-** LCD Speakerphone

1.4 Your Speakerphone's Buttons

1.4.1 HOLD BUTTON (HOLD)

- Places a line or intercom call on hold
- Stores pauses in number sequences during programming
- If available, scrolls through LCD response messages
- If multiple held calls feature is available, scans or scrolls through calls placed on hold (when hold light is flashing)

1.4.2 INTERACTIVE BUTTONS

(located below alphanumeric display)

- Provide quick and easy access to system features
- Provide straightforward button programming without dialing codes (the interactive buttons themselves, however, are not programmable)

1.4.3 INTERCOM BUTTON (INTERCOM)

- Selects an intercom line
- Allows you to initiate many of the telephone's features

1.4.4 MUTE BUTTON (MUTE)

- Keeps the person on the line from hearing your conversation
- Allows reply to a Subdued Off-Hook Voice Announcement (SOHVA).

1.4.5 DSS/BLF PROGRAMMABLE BUTTONS

- Allow you to store numbers for automatic dialing functions
- Allow you to store telephone extension numbers for Direct Station Selection (DSS)
- May be programmed as a feature button
- May be designated a line button by your system installer

1.4.6 SHIFT BUTTON (SHIFT)

—Allows you to enter a second tier for storing and/or automatically dialing speed dial numbers. (That is, you can store two speed dial numbers at every programmable button location—one in the regular tier and one in the second tier). You activate the shift function by pressing this button and turning the shift light on before storing or automatically dialing a speed dial number from the second tier.

1.4.7 SPEAKER BUTTON (SPEAKER)

- Turns your speaker on or off
- Disconnects a call when you are on a hands free call
- Ends or cancels programming

1.4.8 TAP BUTTON (TAP)

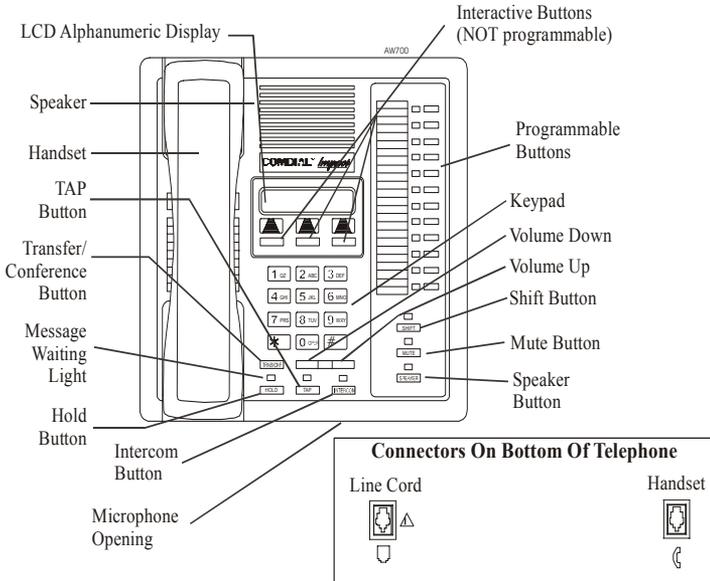
- Recalls dial tone or generates a hookflash
- Retrieves held calls or last call placed on hold

1.4.9 TRANSFER/CONFERENCE BUTTON (TRNS/CONF)

- Transfers calls
- Sets up conference calls

1.4.10 VOLUME CONTROL

—Regulates the volume of the ringer, speaker, handset, headset, background music, and group listening mode



Impact 8012S-** LCD Speakerphone

1.5 Your Speakerphone's Display Lights

The lights (LEDs) on your LCD speakerphone indicate the status of lines, features, and intercoms.

1.5.1 BUSY LAMP FIELD (BLF) LIGHTS

(next to a Direct Station Select/Busy Lamp Field or DSS/BLF programmable button):

- Steady red = station is in use.
- Flashing red = station is receiving a call.
- Winking/Fluttering red = message-waiting light set for you by station associated with that DSS button.

1.5.2 LINE BUTTON:

- Steady green = this is your line, either on-hook (in a hands free mode) or off-hook, when the line is active.
- Steady red = another station is using this line.
- Flashing red = a call is coming in on this line.
- Flashing orange = this line will be answered when you lift the handset.
- Winking green = your line is on hold.
- Winking red = the call has been placed on hold by another station.
- Fluttering orange or green = your line has recalled from hold.
- Fluttering red = the line put on hold by another station has recalled.

NOTE: You can find the programmable buttons that the installer designates line buttons in the same location as the DSS/BLF buttons. Ensure that these buttons are labeled correctly to indicate their unique features.

1.5.3 FIXED FEATURE OR PROGRAMMABLE FEATURE BUTTON:

- Steady red = the feature is on.
- Steady off = the feature is off.

***NOTE:** You can find the programmable buttons that the installer designates feature buttons through user programming in the same location as the DSS/BLF programmable buttons. Ensure that these buttons are labeled correctly to indicate their unique features.*

1.5.4 MUTE BUTTON:

—On steady = called party cannot hear your conversation.

1.5.5 INTERCOM BUTTON:

- Steady green or red = you are using your intercom.
- Fluttering red = an LCD message is set on your telephone for others to receive when calling.
- Flashing orange = someone is calling your extension or a call is being transferred to you.

1.5.6 HOLD BUTTON:

—(Non-SCS Series models) Flashing/Fluttering red = message waiting.

1.5.7 MESSAGE BUTTON

(SCS Series Models only):

—Winking green = message awaits pick up.

1.5.8 SPEAKER BUTTON:

- On steady (with the telephone on hook and busy) = speakerphone mode
- On steady (with telephone on hook and idle) = background music is turned on.

2. ANSWERING CALLS

2.1 Answering Outside Calls

A call that rings on an outside line sounds long, single-tone bursts and lights the line status light. If the installer enabled ringing line preference at your station, an orange light flashes next to the line that your station answers when you lift the handset; a red light flashes for any other ringing line.

Also, when an outside call rings at your station, the LCD screen displays any caller ID information that your station is programmed to receive.

- **When you hear outside ringing (long bursts) and observe an orange flashing light,**

1. For speakerphone, **PRESS** flashing line button **AND SPEAK** toward telephone.
2. For privacy, **LIFT** handset.

- **When you hear outside ringing (long bursts) and observe a red flashing light,**

1. **PRESS** flashing line button.
2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.2 Answering Intercom Calls

Your station receives intercom calls in one of two ways depending upon system programming. In a *voice-first* setting, a short tone is followed by the caller's voice heard on the speaker. With a *tone-first* setting, the telephone rings in a distinctive pattern and the user of the receiving station must take action to answer.

- **When you hear an intercom tone followed by a caller's voice,**
 - SPEAK** toward the telephone to answer, **OR LIFT** handset if privacy is desired.
- **When you hear intercom ringing (short bursts),**
 1. **PRESS INTERCOM.**
 2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.3 Night-Transferred Calls

(Line Answer From Any Station)

The system attendant can take action that transfers incoming calls to a particular station or stations for off-hour ringing.

- **When you hear ringing,**
 1. **PRESS INTERCOM.**
 2. **DIAL 80.**
 3. **SPEAK** toward telephone to answer call **OR LIFT** handset if privacy is desired.

2.4 Caller ID

(Automatic Number Identification)

The number of the calling party will be displayed if your telephone has been assigned Caller ID service and you have one of the following:

- Lines that ring audibly at your station.
- Lines that ring audibly at another station that you answer with call pickup.
- Lines that are transferred to your station.

Incoming call numbers are displayed in the upper half of the LCD. If caller's name is available, it is displayed in the lower half of the LCD. If another call rings in while on a incoming call, the second caller's number flashes on the LCD for five seconds.

- **To dial the number of the last incoming call while on an active call,**
 1. **PRESS HOLD.**
 2. **PRESS** programmed SAVED NUMBER REDIAL button. (See *Feature Buttons* section on page 58 for programming.)

2.5 Holding Calls

2.5.1 BASIC HOLD

You can place a call on hold and retrieve it later. With a regular hold, you can pick up the held call at your telephone or another user can pick the call up at a telephone sharing the held call line appearance.

- **To place a call on hold,**
 - PRESS HOLD**. The light above your line button begins to blink.
- **To retrieve a held call,**
 1. **PRESS** line button of the held call (with winking green light), **OR PRESS TAP**.
 2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.5.2 EXCLUSIVE HOLD

With an exclusive hold condition, you must pick up the held call at your telephone; no other telephone has access to the call.

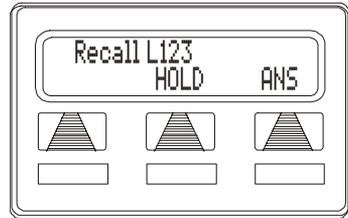
- **To place a call on exclusive hold,**
 - PRESS HOLD** twice.
- **To retrieve exclusive hold,**
 1. **PRESS** line button of held call (with winking green light), **OR PRESS TAP**.
 2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.5.3 HOLD RECALLS

After a call has been on hold for the period of time (set by the installer of your system), the system causes three quick hold recall tone bursts to sound at your telephone and the flash rate of the line button becomes faster. If the call is on exclusive hold, it will revert to manual hold after the hold recall period has expired.

- **If a held line is recalling, choose one of the following:**

1. **SELECT HOLD** (interactive button) to place the call on hold at your station and restart hold timer.
2. **PRESS** line button (with fluttering green light) **OR SELECT ANS** to retrieve the call.



A Recalling Held Line

2.5.4 DIRECTED HOLD

The installer can add a directed station hold feature to your telephone. With this feature, you can place a call on hold at another telephone.

- **To place a call on hold at another telephone (directed hold),**
 1. While on line, **PRESS INTERCOM.**
 2. **DIAL *90.**
 3. **DIAL** extension number of telephone to receive held call.
- **You can pick this call back up if you need to. To do this,**
 1. **DIAL *4.**
 2. **DIAL** extension number of that telephone.
 3. **ANSWER** call as desired **OR PRESS SPEAKER** to hang up.
- **To pick up a call that was placed on hold at your telephone by a user at another telephone,**
—**PRESS INTERCOM AND DIAL #90.**

2.6 Call Pickup

The Impact system offers three distinct methods to answer incoming calls that are ringing at other stations.

2.6.1 GROUP CALL PICKUP

The installer often arranges several telephones together in a user group. If your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group.

- **To answer a call that is ringing within your group,**

1. **PRESS INTERCOM.**
2. **DIAL #4.**
3. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.6.2 DIRECTED CALL PICKUP

Also, you can answer a call that is ringing at any telephone in the system if you know the ringing telephone's extension number.

- **To answer a call that is ringing at any telephone in the system,**

1. **PRESS INTERCOM.**
2. **DIAL *4.**
3. **DIAL** extension number of ringing telephone.
4. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

2.6.3 PICKUP FOR MONITORED STATIONS

Your telephone may have the personal intercom number of another telephone appearing at a programmable button location. You can use the light associated with this button to monitor the status of that telephone, and you can press the button to make a call to that telephone if you wish.

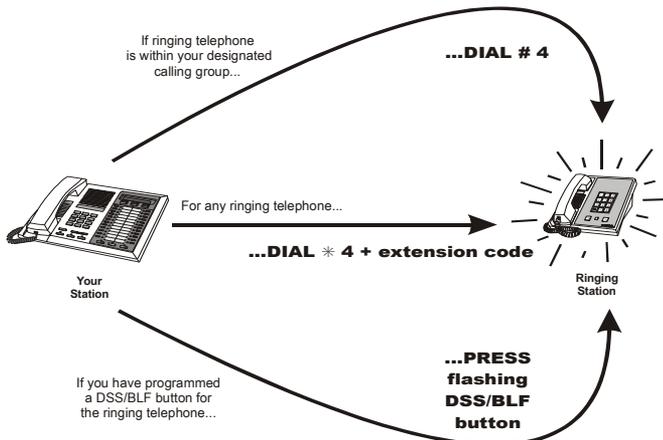
- **To monitor another telephone,**

—**OBSERVE** the BLF light indications next to the Direct Station Select (*DSS/BLF*) button:

- Off = Station is idle
- Flashing (if programmed) = Station has an incoming call
- On = Station is busy

- **To call an idle monitored station or to answer one that is ringing,**

1. **NOTE** the BLF light condition.
2. **PRESS** assigned *DSS/BLF* button.
3. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.



Answering Calls for Other Stations

2.7 Receiving SOHVA Announcements

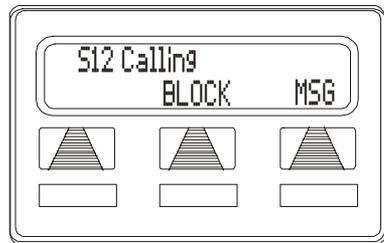
(Subdued Off Hook Voice Announce)

2.7.1 HANDLING AN INCOMING SOHVA

This feature allows an intercom caller to break into your call by making an announcement through your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller.

- **To respond to a SOHVA verbally,**

1. **PRESS AND HOLD** *MUTE*.
2. **SPEAK** into handset. Distant party cannot hear your response.
3. **RELEASE** *MUTE* after response is complete to return to distant party.



Incoming SOHVA

- **To respond to a SOHVA nonverbally through Response Messaging,**

1. **SELECT MSG.**
2. **SELECT HVHLD OR TKMSG OR CLBK** (Message appears in the display of the telephone making the SOHVA).



Message Response

3. **CONTINUE** your current call with distant party. (SOHVA caller is automatically disconnected from your telephone).
- **To respond to a SOHVA by blocking (see below for more information),**
 - SELECT BLOCK** when you hear SOHVA tone. (SOHVA call is disconnected).

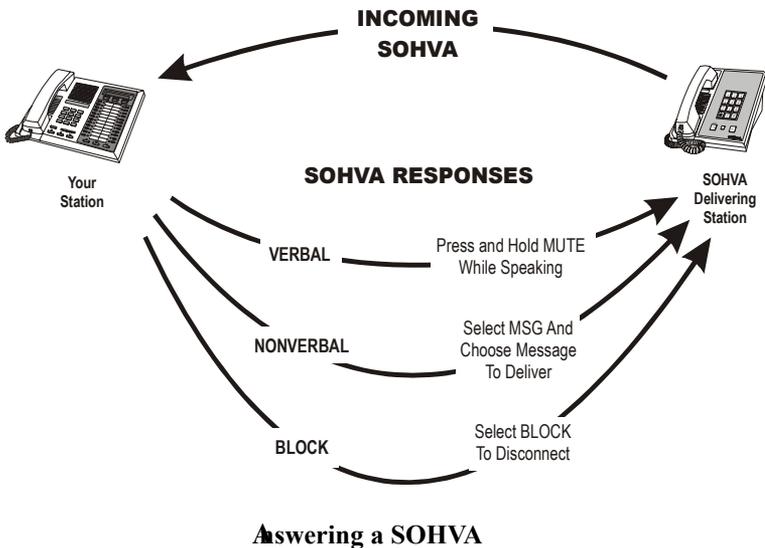
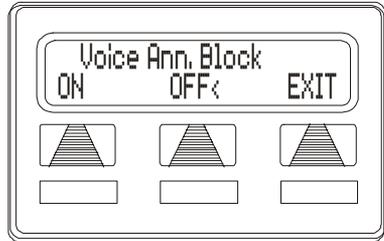
Note: Although a SOHVA may be received, you CAN NOT respond to a SOHVA while active in speakerphone mode. When SOHVA tone is received when in speakerphone mode, you must lift your handset before responding to the SOHVA as above.

2.7.2 VOICE ANNOUNCE BLOCKING

If your system installer makes this feature available, you can prevent voice announcements from sounding over your telephone speaker if you wish. This feature also blocks Subdued Off-Hook Voice Announcements (SOHVA) and displays Access Denied in response to attempted SOHVAs.

• **To block (unblock) all voice-announced calls,**

1. **SELECT** OPTIONS.
2. **SELECT NEXT** until VAB appears.
3. **SELECT** VAB.
4. **SELECT ON** to block (**OR OFF** to unblock).
5. **PRESS SPEAKER** to end.



Notes:

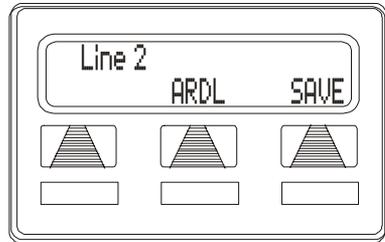
3. MAKING CALLS

3.1 Making Outside Calls

You can manually dial a number over any telephone line you select. Or, if the installer assigned a prime line or the idle line preference feature to your LCD speakerphone, the system automatically selects a line for use when you lift the handset.

- **To dial an outside number manually,**

1. PRESS INTERCOM.
2. DIAL 9 OR other line button to select line (See Line Groups in the system specific Advanced Features chapters for more information on selecting an outside line).
3. LISTEN for dial tone.
4. DIAL number.
5. LIFT handset if privacy is desired.



Outside Dialing Display

If your station has an assigned prime line, you will not have to select a line before dialing outside your system.

- **To dial an outside number using your prime line,**

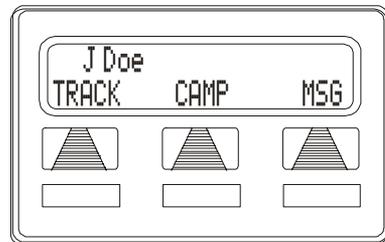
1. PRESS SPEAKER OR LIFT handset if privacy is desired. Outside line is automatically selected.
2. LISTEN for dial tone.
3. DIAL number.

3.2 Making Intercom Calls

There are two methods for making an intercom call. One causes the called telephone to ring (tone-first). The other causes your voice to sound out at the called telephone (voice-first). Your installer can set the system to deliver either tone-first or voice-first calling.

Note: The following instructions assume a tone-first setting. You can change a call to voice announce signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS/BLF button again.

- **To manually cause the other telephone to ring (tone calling),**
 1. PRESS INTERCOM.
 2. DIAL extension number (called telephone will ring)



Calling J Doe

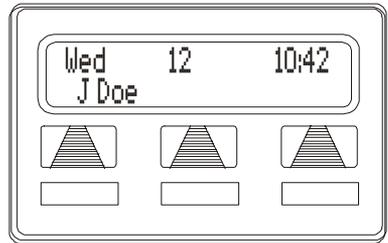
- **To tone call automatically,**

—PRESS DSS/BLF button (called telephone will ring).

Note: The following instructions assume a voice-first default setting. Any user can change a call to a tone signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS/BLF button again.

- **To voice announce manually,**

1. PRESS INTERCOM.
2. DIAL extension number.
3. SPEAK your announcement.



Connected to J Doe

- **To voice announce automatically,**

1. PRESS DSS/BLF button.
2. SPEAK your announcement.

3.3 Automatic Dialing

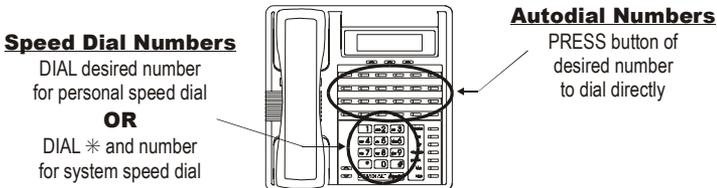
This feature provides one- or two-button speed dialing using programmable buttons at which you have previously stored numbers. There are two types of speed dial numbers: (1) numbers that you store for your own use (personal speed dial numbers, autodial numbers), and (2) numbers that the system attendant stores for everyone's use (system speed dial numbers).

- **To automatically dial an autodial number from one of the programmable buttons on your station, choose one of the following:**
 1. PRESS programmed autodial button (line selection is usually a part of the stored speed dial number).
 2. PRESS SHIFT AND programmed autodial button (to choose number stored as second choice at that button).
- **To dial a personal speed dial number,**
 - While on hook; DIAL speed dial number on dial pad (0 to 9).

- **To dial a system speed dial number,**

—While on hook, DIAL * AND system speed dial number. IF your system requires manual line selection, PRESS HOLD before the speed dial numbers.

Note: If you manually choose a line for dialing, press HOLD before using a speed dial. If you place a call on hold prior to using your speed dial, pause several seconds before you press the speed dial button; if you immediately press the speed dial button, the system will choose the line that you have on hold to place your speed dial call.



3.4 Redialing

If the last number you have called is busy or is not answering, you have several options for redialing. You can redial it once, initiate a repeated dialing of it, or save it for later redialing using a programmed SAVED NUMBER REDIAL button.

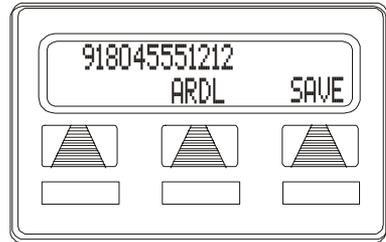
3.4.1 REDIAL - LAST-DIALED NUMBER

- **To redial the last-dialed number,**

1. PRESS SPEAKER OR HANG UP handset to disconnect current ringing or busy tone.
2. DIAL #.
3. LISTEN for ringing or busy tone over the telephone speaker.

3.4.2 AUTOMATIC REDIALING

- **To redial the number once a minute for 10 minutes,**
 1. SELECT ARDL OR PRESS programmed AUTOMATIC REDIAL button. (See page 65 for directions on programming an Automatic Redial button.)
 2. The number will be dialed once a minute for 10 minutes (INTERCOM light flashes). Listen for ringing or busy tone over the monitor speaker.



Automatic Redial Option

Note: You must pick up the handset once the call is connected, or the system will disconnect the call after 30 seconds.

- **To cancel this automatic redial action,**

1. LIFT AND REPLACE handset OR, USE the telephone for some other function.
2. The INTERCOM light then turns off and the phone returns to idle.

3.4.3 REDIAL PROGRAMMING (STORING NUMBERS)

The system will save the first 16 digits of the last manually dialed number so that it can be redialed later; however, subsequent dialing activity overwrites any number the system has temporarily saved.

- **To permanently store a number you've just dialed,**

SELECT SAVE.

- **To dial the saved number,**

1. PRESS HOLD.
2. PRESS programmed SAVE NUMBER REDIAL button. (See page 62 for instructions on programming a Save Number Redial button.)

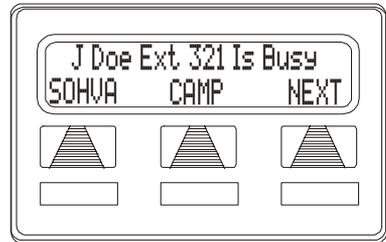
3.4.4 SENDING SOHVA ANNOUNCEMENTS

(Subdued Off-hook Voice Announcements)

You can make a private voice announcement to another station that is off-hook and busy on a call if the installer has arranged the system to provide this feature.

- **Make a SOHVA announcement using the SOHVA button as follows:**

1. MAKE intercom call AND HEAR busy tone. If called station is on outside line, ring-back tone is heard, but SOHVA is still available.
2. SELECT SOHVA AND HEAR several quick tone bursts.
3. MAKE announcement (busy tone means that your SOHVA has been denied through system programming or that the called party has blocked your SOHVA).
4. WAIT on line for reply (either verbal or LCD reply).



Making a SOHVA

3.5 Camping On Options

3.5.1 BUSY OR IDLE STATION, AUTOMATIC CALL-BACK

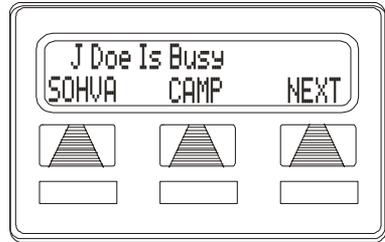
If the telephone you have called on the intercom line is busy or rings with no answer, you can have the system ring your telephone when the called station becomes idle (if it was busy) or when there is any activity initiated at that telephone (if it rang with no answer before).

- **To camp on at a busy or no answer station,**

1. MAKE intercom call.

Note: If you make a call in the voice-announce mode and receive no answer at the called station, press INTERCOM before selecting CAMP button in order to camp-on at that station.

2. SELECT CAMP.
3. Your telephone immediately hangs up. When the telephone you called becomes idle, your telephone will ring with five short ring bursts.
4. PRESS INTERCOM when you hear the ring bursts. The other telephone will start ringing.



Selecting Camping

- **To cancel automatic ringback,**

—PRESS INTERCOM AND DIAL #6.

- **To camp on at a station with a Do Not Disturb condition set,**

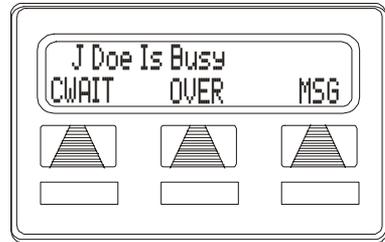
1. MAKE intercom call.
2. SELECT CAMP. A callback will occur when called station is no longer set in the Do Not Disturb mode.

3.5.2 BUSY STATION, WAIT FOR AN ANSWER (CALL WAITING)

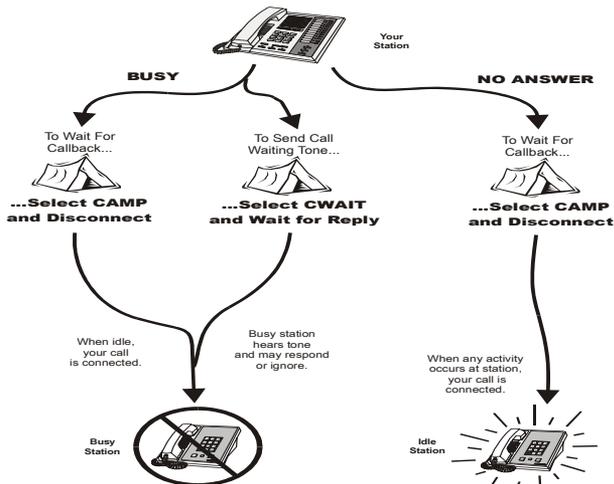
If the telephone you have called is busy, you can send a call waiting tone to a busy telephone and wait on the line for an answer.

- **To camp on when you hear a busy signal,**

1. SELECT NEXT until CWAIT appears.
2. SELECT CWAIT.
3. WAIT on line for reply.
4. Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.



Sending Call Waiting Signal



Camp On Options

4. ADVANCED CALL HANDLING

4.1 Waiting for a Line (Queuing)

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line in the line group.

- **To queue for a line group,**

1. PRESS INTERCOM.
2. DIAL line group access code (9, 81, 82, 83).
3. HEAR busy tone.
4. DIAL *8 and hang up.
5. When line group is free, your telephone sounds several short ring bursts.
6. LIFT the handset, LISTEN for dial tone AND MAKE call.

- **To cancel line group queuing,**

—PRESS INTERCOM, DIAL #8 AND HANG UP.

- **To queue for a line that appears on your telephone,**

1. PRESS HOLD.
2. PRESS line button of busy line.
3. HEAR short tone.
4. When the line is free, your telephone sounds five short ring bursts telling you that you can use your line.
5. LIFT handset to answer. If you no longer need the line, ignore the ring burst.

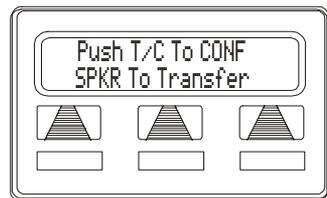
4.2 Call Transferring

4.2.1 SCREENED CALL TRANSFERS

You can answer a call at your LCD speakerphone and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a *screened transfer*.

- **To screen and transfer a call to another telephone in the system,**

1. Answer call.
2. Press Trans/Conf (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, or press DSS/BLF button for that extension.
4. Announce call when intercom party answers.
5. Press speaker to disconnect (if in speakerphone mode), or hang up.

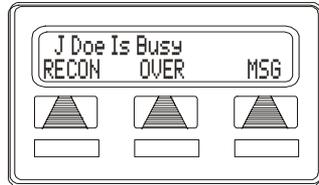


Selecting a Transfer

The intercom party then has the call (if he or she answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone will ring with the transferred call after you hang up.

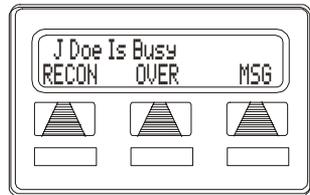
- **If the intercom party is busy, take one of the following steps (if made available at your telephone by installer programming):**

1. **SELECT RECON** to reconnect the call to your station.
2. **SELECT SOHVA** to interrupt the call and tell the intercom party that a call awaits.
3. **SELECT MSG** to leave a message-waiting indication at the called station.



Unable to Transfer

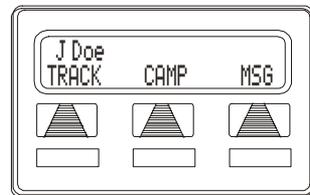
4. **SELECT CAMP** to camp-on to that station.
5. **SELECT OVER** to override the busy signal and join the call in progress.



More Transfer Options

- **If the intercom party does not answer their telephone when ringing, take one of the following steps:**

1. **SELECT CAMP** to camp-on to the station.
2. **SELECT MSG** to leave a message-waiting indication at the station.



No Answer from J Doe

4.2.2 UNSCREENED CALL TRANSFERS

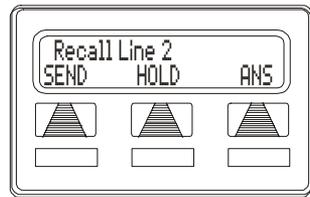
You can answer a call at your LCD speakerphone and transfer it to another telephone. If you transfer the call without first announcing it, you have made an *unscreened transfer*.

- **To transfer an unscreened call to another system telephone,**

1. ANSWER call.
2. PRESS TRNS/CONF (call is automatically placed on hold).
3. DIAL extension number of telephone to receive transfer, OR PRESS DSS/BLF button for that extension.
4. PRESS SPEAKER to disconnect (if in speakerphone mode), OR HANG UP. The transfer will ring at the called telephone.

- **If an unscreened transfer call is not answered and recalls to your telephone, you can take one of the following steps:**

1. PRESS HOLD to place the call on hold at your telephone.
2. SELECT ANS to return to the call.
3. SELECT SEND to retry the transfer.



**Attempted Transfer of
Line 2 to J Doe is Recalling**

4.3 Conferencing

4.3.1 CREATING A CONFERENCE CALL

When your telephone is joined together with several other telephones on the same call, the effect is called conferencing. You can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties.

Note: When setting up a conference call with outside lines and internal telephones, you must call the outside lines first.

- **To set up a conference call that includes both outside lines and intercom parties, outside lines alone, or intercom parties alone,**

1. **MAKE** first call.
2. **PRESS TRNS/CONF** (call is placed on hold automatically).
3. **MAKE** next call.
4. **PRESS TRNS/CONF** to establish conference.
5. **REPEAT** the last three procedures to add up to two more parties, establishing a 5-party conference (including yourself).

- **To continue conversation on remaining line after other outside lines have dropped out of conference,**

—**PRESS** the line button of the remaining party.



Setting a Conference



Active Conference

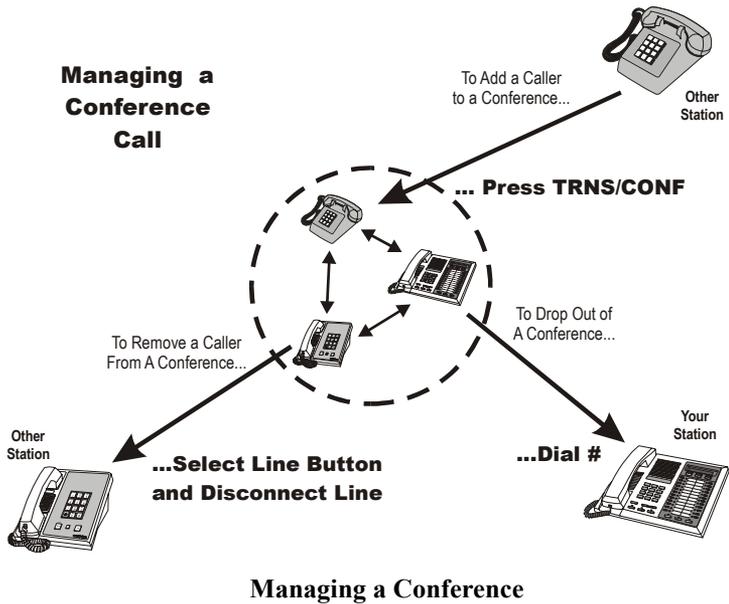
- **To retrieve a line from hold and bring that party back into the conference,**
 1. **PRESS** *TRNS/CONF*.
 2. **PRESS** line button.
 3. **PRESS** *TRNS/CONF*.

4.3.2 UNSUPERVISED CONFERENCE CALLS

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an “unsupervised conference” call.

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**
—**DIAL # AND HANG UP** (lines remain lighted/in use until one or both outside parties disconnect).

- To rejoin an unsupervised conference between two outside lines,
—PRESS one of the lighted buttons where conference is taking place.



4.4 Call Parking

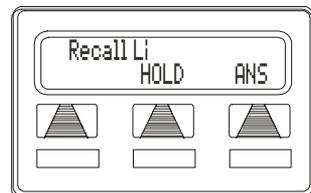
You can place an outside call on hold in the system so that it can be answered from any station even though it does not have a line appearance for the call. You accomplish this by placing the call in one of nine park orbits, where the call remains until it is answered.

- **To place an outside call on hold within the system where it can be answered at any telephone in the system (parking a call in orbit),**
 1. While on the call, **PRESS INTERCOM AND DIAL ***.
 2. **DIAL** code for park location (orbit) (91 to 99 for orbit 1–9).
 3. **REMEMBER** the code for later use **OR MAKE IT KNOWN** to those who need to know in order to retrieve the call.
- **To retrieve an outside call that was placed on hold in the system (parked),**
 1. From any station, **PRESS INTERCOM AND DIAL #**.
 2. **DIAL** code for orbit 1–9 (91 to 99).

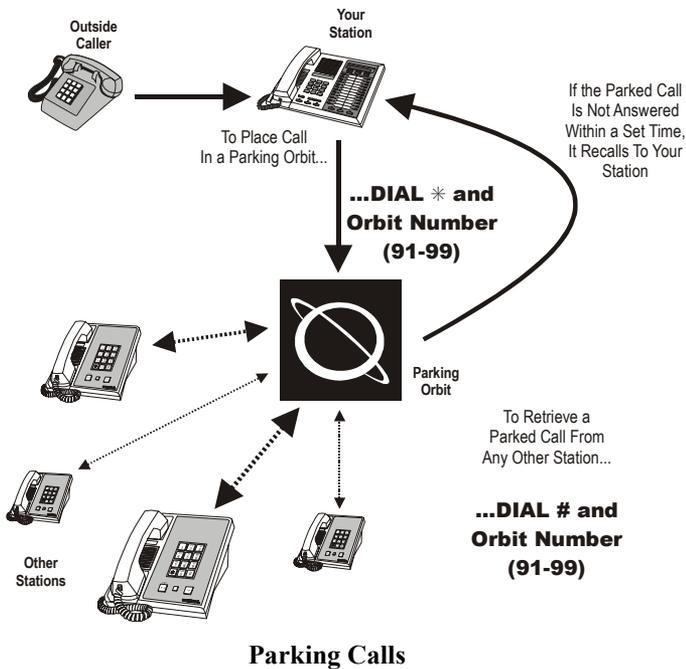
4.4.1 HANDLING PARK RECALLS

When a parked call times out of the system, it will return to your telephone in the form of a park recall.

- **To answer a park recall,**
—**SELECT ANS**. The call will then connect to your station.
- **To place a park recall on hold at your station,**
—**SELECT HOLD**. After the call remains on hold for a period of time, it rings back to your telephone as a hold recall.



A Park Recall



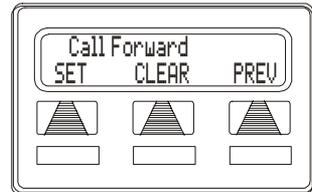
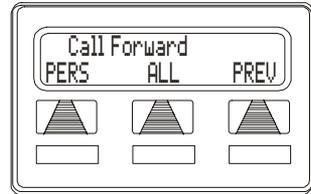
4.5 Call Forwarding

4.5.1 FORWARDING A CALL

You can forward calls that normally ring at your telephone to another telephone for answering. You can forward just your prime line and intercom calls or you can forward all calls that ring at your telephone.

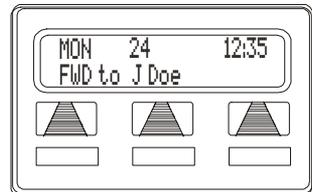
- **To forward your calls,**

1. SELECT OPTIONS.
2. SELECT NEXT until CFWD appears.
3. SELECT CFWD.
4. SELECT PERS for prime line and intercom calls, OR SELECT ALL for all calls.
5. SELECT SET to enable call forwarding.
6. DIAL extension number of telephone to receive your forwarded calls.
7. PRESS SPEAKER to end. (Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening).



- **To cancel call forwarding,**

1. SELECT OPTIONS.
2. SELECT NEXT until CFWD appears.
3. SELECT CFWD.
4. SELECT PERS for prime line and intercom calls, OR SELECT ALL for all calls.
5. SELECT CLEAR to disable call forwarding.
6. PRESS *SPEAKER* to end.



4.5.2 CALL FORWARD OUTSIDE SYSTEM (CFOS)

The Call Forward Outside System (CFOS)* feature gives DSU II Digital Expandable Systems station users the ability to forward line calls to a remote location outside the system. CFOS remains in effect in the event of a loss of power or a system reset.

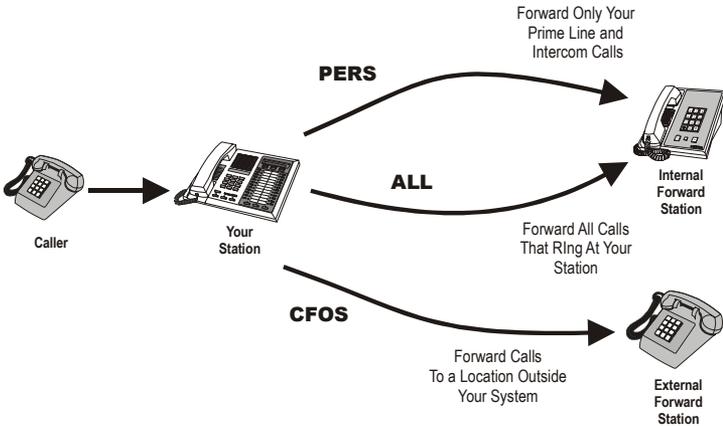
- **To activate the CFOS feature,**

1. **PRESS INTERCOM *07.**
2. **PRESS** the speed dial button programmed with the target number, **OR SELECT** a line **AND DIAL** number (max 16 digits).
3. **PRESS HOLD** for Pause **OR PRESS TAP** for Flash.
4. **PRESS SPEAKER** to end.

Note: CFOS must be initiated by installer programming.

- **To deactivate the CFOS feature,**

1. **PRESS INTERCOM #07.**



* Comdial has taken reasonable step in the design of all product features, including CFOS, which protect against unauthorized or fraudulent access to, or use of, a system, or which protect against unauthorized, fraudulent or unaccounted-for access to, or use of, long distance lines. However, no system is entirely invulnerable or immune from unauthorized or fraudulent access or use, or unaccounted-for access or use, and therefore Comdial disclaims any and all liability, and makes no warranty, express or implied, relating to unauthorized or fraudulent access or use, or unaccounted-for access or use.

Notes:

5. NONVERBAL MESSAGING

5.1 Station-To-Station Message Delivery

When you call another telephone and receive no answer, you may leave a reminder that you have called. Do this by turning on the BLF light at the called telephone.

If your telephone is not stored as a DSS/BLF button at the called telephone, your messaging call goes to the central message desk, if one is programmed. The central message desk (usually the system attendant) takes your message and turns on the message waiting light of the telephone that you originally called.

- **To turn on message light,**

1. **MAKE** intercom call **AND RECEIVE** no answer.
2. **DIAL** *7 (BLF light at called station flutters).

- **To turn off message light,**

1. **PRESS** *INTERCOM*.
2. **DIAL** #7.
3. **DIAL** extension number of telephone. DSS/BLF light turns off.

- **If you are the recipient of a station-to-station message reminder (a BLF light is fluttering), answer it as follows:**

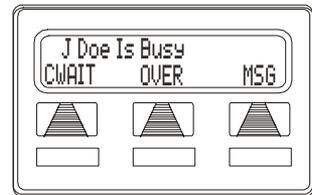
—**PRESS** *DSS/BLF* button associated with lighted BLF light.
Call is made to associated station automatically.

5.2 Message Waiting Light and Messaging

If your telephone is designated as a central message desk by the system or has message wait originate ability, you can turn on the message waiting light of any other telephone.

- **To turn on the message waiting light at another telephone when that station is busy,**

1. **HEAR** the busy tone **AND REMAIN** on the line.
2. **SELECT NEXT.**
3. **SELECT MSG.**
4. **HANG UP** handset.



Delivering a Message

- **To turn on the message waiting light at another telephone when that station rings with no answer,**

1. **SELECT MSG.**
2. **HANG UP** handset.

- **To turn on the message waiting light at an idle telephone,**

1. **PRESS MESSAGE.** (**PRESS INTERCOM AND DIAL *3** for models 8012S and 8024S).
2. **DIAL** extension number of station to be alerted. The message waiting light of called station will flash.

- **To turn off the message waiting light at a busy or idle station,**

1. **PRESS MESSAGE.** (**PRESS INTERCOM AND DIAL #3** for models 8012S and 8024S).
2. **DIAL** extension number of station that was alerted. The message waiting light of called station will turn off.

- **To turn off the message waiting light during message-delivering conversation,**

—**PRESS INTERCOM.**

- **To receive a message at an alerted station,**

1. **OBSERVE** flashing message waiting light.
2. **PRESS MESSAGE.** (**PRESS INTERCOM AND HOLD** for models 8012S and 8024S). Connection to the station that left message is automatic.

<i>Table 0-1 LCD Message List (Write attendant supplied messages here.)</i>	
<i>Table 0-2 Dial Code</i>	<i>Table 0-3 Message</i>
0	
1	<u>Back At</u>
2	<u>Call</u>
3	
4	
5	
6	
7	
8	
9	

5.3 LCD Message Delivery

You can set system-supplied messages to be received and displayed by a calling LCD speakerphone.

- **To turn message on,**

1. **PRESS *INTERCOM*.**
2. **DIAL *02.**
3. **DIAL** the desired number from your message list. The default messages of “Back At” and “Call” may be used:
For default message 1, which is “Back At,” dial time in twelve-hour format using the # as a colon.
For default message 2, which is “Call,” dial the telephone number of where you will be.
4. **PRESS *SPEAKER*** to end message. Intercom light flashes steadily.

- **To turn off message and your intercom light,**

1. **PRESS *INTERCOM*.**
2. **DIAL #02.**

5.4 Assist Button Message Delivery

If you have preprogrammed an ASSIST button on your telephone, you can use it to send an LCD message to your supervisor, asking for assistance while you are on a call. See page 65 for instructions on programming an ASSIST button.

- **To send a message for assistance,**
 1. **PRESS ASSIST** button that you have programmed.
 2. **PRESS DSS/BLF** of the telephone user you need help from. (This is not necessary when the desired extension number was stored along with the ASSIST button programming.)
 3. If the assisting telephone is idle, a ring burst sounds and a message appears in its display. If it is busy, the message appears when it becomes idle.

Notes:

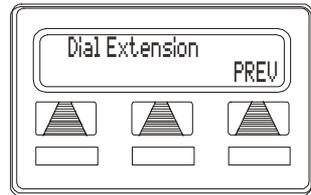
6. PROGRAMMING

6.1 DSS Numbers

Storing another station extension number at a DSS/BLF programmable location allows you to monitor that station, dial with the press of one button, or pick up or hold calls at that station quickly and conveniently.

- **To store an intercom extension number as a DSS number, proceed as follows:**

1. SELECT OPTIONS.
2. SELECT NEXT until DSS appears.
3. SELECT DSS.
4. PRESS programmable button to choose location.
5. DIAL extension number.
6. PRESS next location button AND STORE next DSS number.



Designating an Extension

7. REPEAT the previous step until all DSS numbers are stored, OR PRESS SPEAKER to end.

	CAUTION	
<p>Do not attempt to program interactive buttons; doing so can cause the system to make features unavailable. If you inadvertently program interactive buttons, you can retrieve their functions in the following manner:</p>		
<ol style="list-style-type: none">1. PRESS INTERCOM **12. PRESS desired interactive button to reprogram3. DIAL 91, 92, or 93 to program buttons from left to right.		

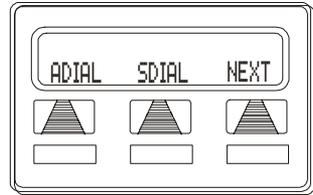
6.2 Autodial and Speed Dial Numbers

Automatic dialing is a feature that lets you store and dial frequently called numbers using one or two buttons. You can store numbers for speed dialing at any programmable button that is not now assigned as a line button or other feature by the system administrator or installer or at the keypad numbers.

Note: The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call;
2. Perform such activities in the off-peak hours, such as early morning or late evening.

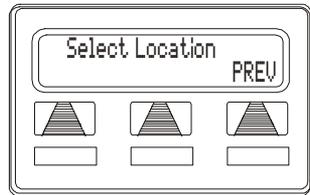
Outside numbers and feature codes are commonly referred to as autodial numbers when stored at the programmable button locations; however, they are referred to as personal speed dial numbers when stored at the 10 keypad number locations.



Choosing Mode

- **To store an outside number or a feature code as an autodial or speed dial number, follow the display prompts and proceed as follows:**

1. SELECT OPTIONS.
2. SELECT NEXT until ADIAL and SDIAL is displayed.
3. SELECT ADIAL to choose autodial programming, OR SDIAL to choose speed dial programming.
4. PRESS programmable button or keypad button to choose storage location.
5. SELECT line button to dial out on or press INTERCOM.
6. DIAL any number up to 16 digits long (include * and # if needed).

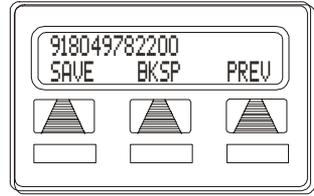


Selecting a Location

Note: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press HOLD, then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press TAP to store a hookflash, then continue dialing.

Also, you may need to erase the typed digits appearing in your display to correct them. If you do, select BKSP once for each digit to be removed.

7. SELECT SAVE to store number.
8. PRESS next location button AND STORE next number.
9. REPEAT previous step until all numbers are stored, OR PRESS SPEAKER to end.



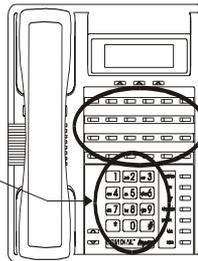
Entering a Number

Speed Dial Numbers

DIAL desired number for personal speed dial

OR

DIAL * and number for system speed dial



Autodial Numbers

PRESS button of desired number to dial directly

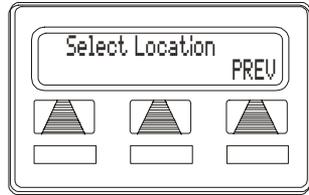
Speed Dial and Auto Dial Programmable Locations

6.3 Feature Access Codes

In addition to the system features which may be programmed using the interactive buttons (as described in the next section), several other features may be programmed by using their access codes. The feature codes are programmed like speed dial numbers and can occupy the same programmable buttons on your telephone.

• **To store a system feature access code,**

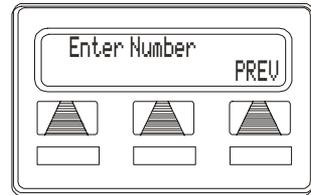
1. SELECT *OPTIONS*.
2. SELECT *NEXT* until ADIAL and SDIAL options appears.
3. SELECT *SDIAL* OR *ADIAL*.
4. PRESS programmable button OR dial pad button (0–9) to choose storage location.
5. PRESS *INTERCOM*.
6. DIAL access code associated with feature.



Choose a Location

Note: Access codes are listed in Appendix A, Feature Access Codes - DSU II Digital Expandable Systems found on page 89.

7. SELECT *SAVE* to store the number.
8. REPEAT previous steps until all numbers are stored, OR SELECT *EXIT*.
9. PRESS *SPEAKER* to end.



Dial the Access Code

Note: The telephone system allows only one autodial number at a programmable button; however, you can store an autodial number or feature code at a second level of a location where a DSS is already stored; just repeat the programming procedure

As you program numbers, fill in the identification strips on your telephone.

Speed Dial Numbers, Features Or DSS Locations (Programmable Buttons)			
1		13	
2		14	
3		15	
4		16	
5		17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12		24	

Personal Speed Dial Numbers (Keypad Buttons)			
1		6	
2		7	
3		8	
4		9	
5		0	

6.4 Feature Buttons

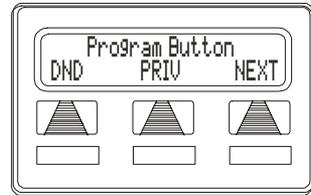
If you find that you are using certain miscellaneous features often, access buttons may make operation easier.

- **Account Code Button**—allows you to enter an account code for call record purposes.
- **Automatic Call-Back (Camp On) Button**—arranges the system to ring your and another's telephones as soon as their telephone becomes idle.
- **Call Forward Button**—provides one-button forwarding of all of your calls to another telephone.
- **Call Park Orbit Button**—places a call in a system hold for pick up.
- **Do Not Disturb Button**—prevents other telephones from ringing your telephone.
- **Page Button**—provides one-button access to paging.
- **Privacy Button**—releases privacy for current call.
- **Saved Number Redial Button**—redials saved last-dialed number.
- **Voice-Announce Block Button**—blocks voice announcements.

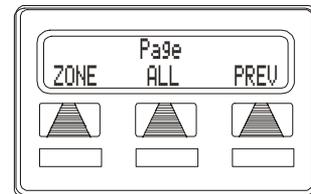
Programming of the feature access buttons may require several selections involving many LCD screens. If an abbreviation used is not familiar to you, consult Appendix B, Display Abbreviations - DSU II Digital Expandable Systems on page 93.

• **To create standard feature access buttons proceed as follows:**

1. SELECT OPTIONS.
2. SELECT NEXT until FEAT appears.
3. SELECT FEAT.
4. SELECT NEXT until desired feature choice is displayed.
5. SELECT one of the buttons below currently displayed selections to choose desired selection.
6. RESPOND to any menu prompts associated with feature (such as designating a Zone for PAGE).
7. PRESS programmable button for storage location.
8. SELECT PREV OR NEXT until next feature choice is displayed or until EXIT is displayed.
9. REPEAT last two steps until all feature buttons are programmed, OR SELECT EXIT to end.



Selecting a Feature



Responding to Selections Required for Paging

- **To clear a DSS, speed dial, autodial or feature button assignment,**

1. SELECT OPTIONS.
2. SELECT NEXT until FEAT appears.
3. SELECT FEAT.
4. SELECT NEXT until CLEAR is displayed.
5. SELECT CLEAR.
6. PRESS programmable button to clear.
7. SELECT EXIT to end.

6.4.1 SPECIAL PURPOSE FEATURE BUTTONS

Response Message Button

This program lets you set up a button to be used for making a non-verbal response to a SOHVA or an intercom call. The response appears in the display of the calling station.

- **To assign a button for nonverbal response:**

1. PRESS INTERCOM AND DIAL **1.
2. PRESS the programmable button you want to use for message access.
3. DIAL 5.
4. DIAL a message number (0 through 9).

Note: Programmed messages available for use are created by the system attendant and are listed in a table on page 51 .

5. PRESS SPEAKER to end.

Transfer Button

This program lets you set up a button to be used for transferring to a third party. Most often, this feature is used for transferring calls you wish to retain to voice mail.

- **To assign a “transfer to voice mail” button:**

1. PRESS INTERCOM AND DIAL **1.
2. PRESS the programmable button you want to use.
3. DIAL 6.
4. DIAL extension number of voice mail.
5. PRESS SPEAKER to end.

Subdued Off-Hook Voice Announce (SOHVA) Button

You can program a button at your station that you may press to enable the delivery of a SOHVA call.

- **To program a SOHVA button,**

1. PRESS INTERCOM AND DIAL **1.
2. PRESS desired programmable button.
3. DIAL 8.
4. PRESS SPEAKER to end programming.

Group Listening Button

Group listening allows others to listen to a conversation over your telephone speaker while allowing the distant party to hear only that conversation that is sent through the handset microphone.

- **To program a group listening button,**

1. PRESS INTERCOM AND DIAL **1.
2. PRESS desired programmable button.
3. DIAL 98.
4. PRESS SPEAKER to end.

Automatic Redial Button

To program a button on your telephone for redialing calls you make that are either busy or do not answer,

1. PRESS INTERCOM AND DIAL **1.
2. PRESS programmable button.
3. DIAL #.
4. PRESS SPEAKER to end.

6.4.2 ASSIST BUTTON

With this feature you can program an ASSIST button on your telephone that will let you send a message to an LCD speakerphone.

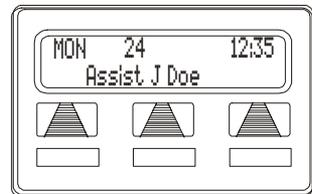
• **To program an assist button,**

1. PRESS INTERCOM AND DIAL **1.
2. PRESS programmable button you want as assist button.
3. DIAL 7.
4. CHOOSE from one of the following options to select the type of message that will be delivered with the ASSIST button:

DIAL * to choose system-provided message (ASSIST plus name or extension number of station sending message)

DIAL keypad number (1, 2, 3 etc.) to choose pre-programmed message (see attendant or table on page 51 for list of LCD messages).

5. IF one particular station must always receive message, DIAL extension number of that station.
6. PRESS SPEAKER to end.



Default Call for Assistance

Notes:

7. OTHER FEATURES

7.1 Line Groups

Some systems have telephone lines arranged into line groups that are made available at the telephone instead of individual lines.

- **To access a system line group,**
 1. **PRESS INTERCOM.**
 2. Dial desired line group access code:

Line Group Access Codes	
Line Group	Default Code
1	9
2	81
3	82
4	83

3. **LISTEN** for outside dial tone.
4. **DIAL** desired number.

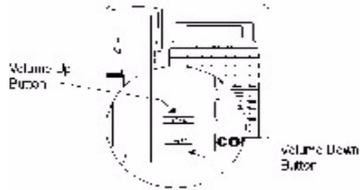
7.2 Volume Control

7.2.1 SETTING CURRENT VOLUME LEVEL

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, the handset, the headset, and the group listening mode.

- **There are four ringer loudness levels (plus an off position). Set these levels as follows:**

1. While your telephone is on-hook and idle, **PRESS** the *VOLUME UP OR VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.



Impact SCS Volume Buttons

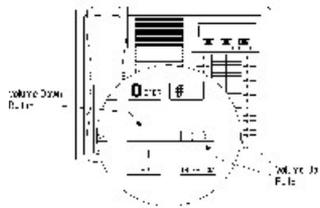
***Note:** If you set the ringer to the OFF position, your telephone will sound a short ring burst once for each call you receive at your station while the ringer is off.*

- **There are eight speaker loudness levels. Set these levels for the current call as follows:**
 - While on a call and in speakerphone mode, **PRESS** the *VOLUME UP OR VOLUME DOWN* button once for each change in loudness that you desire.

- **There are at least eight handset loudness levels that you can set for the current call as follows:**
 - While on a call and in handset mode, **PRESS** the *VOLUME UP OR VOLUME DOWN* button once for each change in loudness that you desire.

***NOTE:** When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in changing and saving your speakerphone's default volume, see Default Volume Control in the next section.*

- **There are at least eight headset loudness levels that you can set for the current call as follows:**
 - While on a call and in headset mode, **PRESS** the *VOLUME UP OR VOLUME DOWN* button once for each change in loudness that you desire.
- **There are eight group listening loudness levels. Set the level for the current call as follows:**



Impact Volume Buttons

- While on a call and in the group listening mode, **PRESS** *VOLUME UP OR VOLUME DOWN* button once for each change in loudness you desire.

7.3 Muting Your Speakerphone

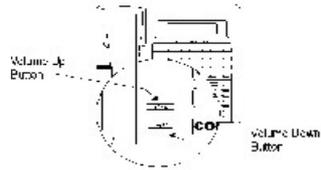
By using the *MUTE* button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker.

- **To mute your station,**
 - PRESS MUTE** (mute function and light turn on). You can still hear the distant party, but he or she cannot hear you.
- **To speak to the distant party,**
 - PRESS MUTE** again (mute function and light turn off).

7.4 Default Volume Control

When you change and save the volume, that change remains in effect until you change it again (referred to as default setting).

- **Set the speaker, headset, handset, or group listening loudness for all future calls using the following steps:**
 1. **PRESS INTERCOM.**
 2. **CHOOSE** speaker, headset, handset, or group listen mode to be affected.
 3. While in that mode, **PRESS VOLUME UP** or **VOLUME DOWN** to adjust loudness.
 4. **DIAL **5** to hold the loudness at the last setting for all future calls (until it is changed again).



Impact SCS Volume Buttons

5. **REPEAT** this procedure in each mode until all default volume levels have been properly set.

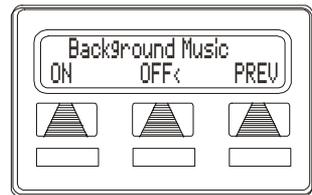
Note: You may adjust the volume of a call in any mode (over speaker, headset, handset or group listen), at any time during the call, by pressing VOLUME UP or VOLUME DOWN. When the call ends, the volume of all future calls is reset to the programmed (default) setting.

7.5 Background Music

If the telephone system supplies background music, you can turn it on at your LCD speakerphone while on-hook and idle. The system automatically turns background music off during calls and voice announcements.

- **To turn the music on,**

1. **SELECT** OPTIONS.
2. **SELECT NEXT** until the MUSIC option appears.
3. **SELECT** MUSIC.
4. **SELECT** ON.
5. **PRESS SPEAKER** to end (the speaker light turns on when background music is on).
6. **ADJUST** music volume with the volume buttons.



Setting Background Music

- **To turn the music off,**

1. **SELECT** OPTIONS.
2. **SELECT NEXT** until the MUSIC option appears.
3. **SELECT** MUSIC.
4. **SELECT** OFF.
5. **PRESS SPEAKER** to end (the speaker light turns off when background music is off).

7.6 Tracker Paging System

When installed with your system, the Tracker Paging System option allows you to send call back and parked call messages to Tracker pagers assigned to station extension numbers. Along with the parked call message, the system parks the call in orbit for retrieval by the paged party. The type of message that the system delivers (either alphanumeric or numeric-only) is dependent upon the Tracker pager model in use at the station.

When outside callers call into a system that has both a Tracker Paging option and a voice mail option installed, the system gives these callers the option of either leaving a message or tracking the person that they are calling.

- **To enable a Tracker Pager at your station,**

1. **PRESS** *INTERCOM*.
2. **DIAL** *06.

- **To disable a Tracker Pager at your station,**

1. **PRESS** *INTERCOM*.
2. **DIAL** #06.

- **To send a call back message to someone's Tracker Pager after receiving a ring no answer,**

1. **MAKE** an intercom call to someone and receive no answer.
2. **PRESS** programmed TRACK button **OR** **DIAL** #01.
3. After your station returns to idle* hang up handset or press *SPEAKER* to end. The Tracker Pager system will transmit your station extension number to called party's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)

* If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.

- **To send a call back message to someone's Tracker Pager without first calling them,**

1. **PRESS *INTERCOM*.**
2. **DIAL #01.**
3. **DIAL** station extension number.
4. **HANG UP** handset **OR PRESS *SPEAKER*** to end. The Tracker Pager system will transmit your station extension number to the caller's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)

- **To park a call and have Tracker Pager tell someone to retrieve the call,**

1. **ANSWER** call **AND PRESS *TRNS/CONF*.**
2. **DIAL** Extension.
3. **PRESS** programmed TRACK button **OR DIAL #01.**
4. Your display shows park orbit (91 through 99) and then returns to idle*.
5. Hang up handset or press *SPEAKER* to end. The Tracker Pager system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alphanumeric models display #91 through #99 while numeric-only models display -91 through -99.)

* If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.

- **To respond when your Tracker Pager displays park orbit dialing code,**

1. From any system station, **PRESS *INTERCOM*.**
2. **DIAL #.**
3. **DIAL** displayed orbit code (91 to 99).
4. **RETRIEVE** call.

7.7 Auxiliary Jack

***NOTE:** Some telephones have an auxiliary jack. All other model telephones use the handset jack to plug in a headset.*

The auxiliary jack provides an interface for a headset, a tape recorder, an external ringer or an external pager. Any one of these auxiliary devices may be connected by you or by your system installer. You must program one of the programmable buttons to serve as an enable/disable button for each auxiliary device that is or will be connected to your telephone.

The following modes are programmable with the auxiliary jack:

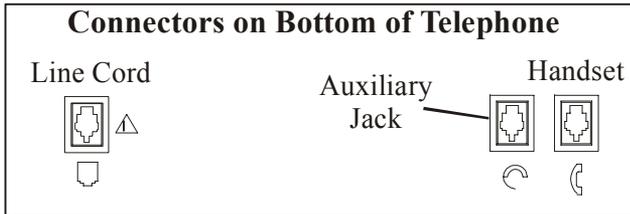
The **headset mode** allows you to operate your telephone with a headset instead of as a speakerphone. Lifting the handset will turn off the headset and activate the handset.

***NOTE:** The recorder, external ringer, or pager requires external power.*

The **recorder mode** allows you to send your voice and that of the distant party to a tape recording machine.

The **ringer mode** allows an external speaker to sound the ringing of your telephone.

The ***pager mode*** allows an external paging device to sound all voice announcements (all-call, zone paging, voice-announced intercom calls) sent to your telephone.



Auxiliary Jack Location

- **Program the auxiliary jack enable/disable buttons (at any blank programmable button location) as follows:**
 1. **PRESS** *INTERCOM*.
 2. **DIAL** **1.
 3. **PRESS** a programmable button.
 4. **DIAL** a feature code:
 - 94 = Headset Button,
 - 95 = External Ringer Button,
 - 96 = Tape Recorder Button,
 - 97 = External Pager Button.
 5. **PRESS** *TRNS/CONF*.
 6. **REPEATEDLY PRESS** the programmable button **AND** **DIAL** separate codes until all four buttons are programmed, **OR PRESS** *SPEAKER* to end.

- **To use an auxiliary jack feature button,**

1. **PRESS** desired button to enable mode. The display denotes the feature and shows it to be enabled.

To disable any active mode, press the corresponding feature button to alternate off.



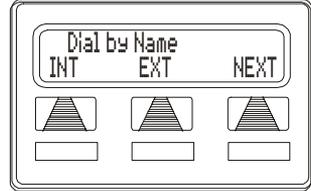
CAUTION



With the exception of a headset microphone, do not connect the audio output of any external device to the auxiliary jack. Also, do not connect the tip and ring leads of a telephone line to the auxiliary jack. Do not connect any devices to the auxiliary jack other than those mentioned above.

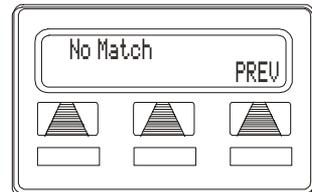
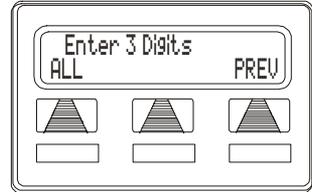
7.8 Dial by Name

The dial by name feature allows you to use the display and interactive buttons of your LCD speakerphone to search through a preprogrammed index of intercom or system speed dial names, locate a desired name, and automatically call the located name.



- **To use dial by name,**

1. **SELECT** OPTIONS to enter the dial by name menu.
2. From the dial by name menu, **SELECT** INT button for intercom calling, **OR SELECT** EXT for system speed dial calling.
3. **DIAL** three digits for the first three letters of the name you want to locate (for example, dial 266 for Comdial).
4. The display shows the first existing name match to the dialed digits or shows a No Match message if the system can not find a match. **IF** the display says No Match, **SELECT** PREV **OR** ENTER three new digits to select a new name.



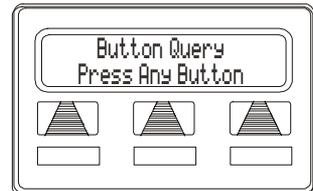
5. **SELECT NEXT** to display the subsequent names in the list until you reach the name you need, **OR SELECT ALL** to view the name list from the beginning.
6. **SELECT DIAL** to call the displayed name.

Alphanumeric Keypad		
1 QZ	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY

7.9 Programmed Button Display

You can cause the display to identify the function of each button on your telephone.

- **To button query your telephone,**
 1. **SELECT OPTIONS.**
 2. **SELECT NEXT** until the **QUERY** option appears.
 3. **SELECT QUERY.**
 4. **PRESS** the button in question.
 5. **READ** the displayed information (display will hold for few seconds before the telephone returns to idle).



Button Query

7.10 Automatic Set Relocation

If your installer has equipped your system with automatic set relocation, when you move your telephone to a new location, the system gives you a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location.

- **To maintain the extension number and programming features from the old location,**

1. **CONNECT** the telephone line cord to the new jack.
2. **OBSERVE** the flashing HOLD light **AND PRESS HOLD** while the light is still flashing (your telephone immediately assumed the features from the previous location).

Note: If you do not select a button after installing the telephone, the system automatically defaults to the programming from the previous location.

- **To assume the extension number and programming features from the new location,**

1. **CONNECT** the telephone line cord to the new jack.
2. **OBSERVE** the flashing HOLD light **AND DIAL #** while the light is still flashing (your telephone immediately assumes the features from the new location).

7.11 Account Codes

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code after answering a call.

- **To enter account code on an incoming call,**
 1. **IF** available, **PRESS** programmed ACCOUNT CODE button (the call in progress is not interrupted).
 2. **IF** not available, **PRESS INTERCOM AND DIAL *04** (call is automatically placed on hold).
 3. **DIAL** Account Code. Your telephone automatically returns to the call after you've dialed the complete account code.

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code before dialing. Depending upon how the installer has programmed your system, these account codes may be “forced” (mandatory) for dialing outside numbers.

- **To enter account code on an outgoing call,**
 1. **DIAL** 9 OR other line button (the display will prompt for “Account Code” if programmed to do so).
 2. **PRESS INTERCOM** (call is automatically placed on hold).
 3. **DIAL *04 AND** account code **OR PRESS** programmed ACCOUNT CODE button.
 4. **LISTEN** for dial tone **AND DIAL** number you are calling.

Note: See Feature Buttons section on page 54 for instructions on programming a dedicated ACCOUNT CODE button.

7.12 Paging

Your system provides an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the telephone speakers or through an external paging unit.

- **If your system provides an external paging unit,**

1. **LIFT** handset.
2. **PRESS INTERCOM AND CHOOSE** one of the following options:
 - **DIAL** extension number of station equipped and enabled for paging (see programming section of this user's guide), or
 - **PRESS** paging button assigned by the installer, or
 - **DIAL** 89 for special paging port.
3. **MAKE** announcement.
4. **HANG UP** to end.

- **If your system provides all-call or zone paging,**

1. **LIFT** handset.
2. **PRESS INTERCOM.**
3. **DIAL** 87 for all-call, **OR DIAL** 84, 85, or 86 for zone 1, 2, or 3.
4. **MAKE** announcement.
5. **STAY** on line if awaiting a reply (known as Meet-Me page), **OR HANG UP** to end.

- **To make a reply to a Meet-Me page,**

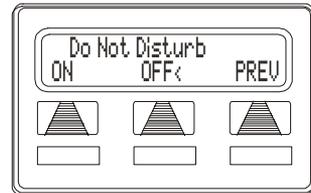
1. **LIFT** handset of nearest telephone.
2. **PRESS INTERCOM.**
3. **DIAL** 88.
4. **MEET** paging party on line

7.13 Do Not Disturb Condition

This feature keeps calls from ringing at your LCD speakerphone and makes your station appear to be busy to intercom calls. As a reminder, a station that is set in Do Not Disturb mode will display this information on the LCD.

- **To enable DND, proceed as follows:**

1. **SELECT** OPTIONS.
2. **SELECT** NEXT until the DND option appears.
3. **SELECT** DND.
4. **SELECT** ON.
5. **SELECT** PREV.
6. **PRESS** *SPEAKER* to end.



Setting Do Not Disturb

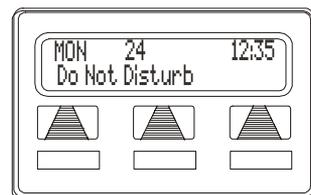
- **To disable the DND condition,**

- REPEAT** the above procedure, **BUT SELECT** OFF instead of ON at step 4.

Note: Although it does not appear on your screen while Do Not Disturb is displayed, the right interactive button will activate the Options menu.

- **To set a Do Not Disturb condition at your telephone when a call rings at your station,**

1. Hear ringing and notice incoming call information in display.
2. **PRESS** programmed DO NOT DISTURB button. (See Feature Buttons section on page 54 for programming instructions.)



Station with DND Set

7.14 Data Interface Unit

The Data Interface Unit, or DIU, is an optional external device that may be part of your system installation. It provides connections for both your telephone and an IST device such as a standard single-line telephone, a FAX machine, a data modem, a cordless telephone, or an answering machine.

If the installer has arranged your station in this manner, you can switch between your telephone and the IST device by pressing the DATA button that the installer has programmed on your telephone. The light associated with the DATA button provides status indications for your reference.

DATA Light	Telephone Status
OFF	Your telephone is selected for operation
On Green	Your IST device is selected but is idle
On Red	Your IST device is selected and is busy
Flashing Red	Your IST device is ringing

- **To select your telephone if the DATA light is on or is flashing,**

—**PRESS** the DATA button. If a call is in progress on the IST device, it transfers to your telephone if you have your telephone handset lifted or have your telephone in speakerphone mode. If you do not, the call drops.

- **To select the IST device if the DATA light is off,**

—**PRESS** the DATA button. If a call is in progress on your telephone, it transfers to the IST device if the device is off-hook; otherwise, the call drops. Your telephone still provides visual messages and indications even though its voice path is routed to the IST device.

7.15 IMIST Module

Impact SCS 8324F-**, 8324S-**, and 8312S-** speakerphones equipped with the optional IMIST module can support an IST device (modem, FAX machine, industry-standard telephone, etc.) in addition to the LCD speakerphone. Depending on system programming, the IST device may be used to make outgoing calls and receive incoming calls.

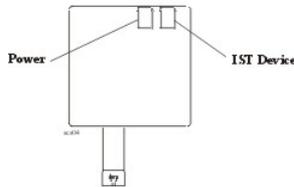
Note: Impact SCS phone model 8324SJ Rev D and later, and model 8312SJ Rev. D and later, will not support the IMIST module.

The IMIST module does not have its own extension number and does not function simultaneously with the speakerphone.

Note: The IMIST module does not provide voltage to light a message waiting light. Message waiting lights on devices plugged into the IMIST module will not function.

Switch between your telephone and the IST device by **pressing** the DATA button that the installer has programmed on your telephone. The light associated with the DATA button provides status indications for your reference.

DATA Light	Telephone Status
OFF	Your telephone is selected for operation
On Green	Your IST device is selected but is idle
On Red	Your IST device is selected and is busy
Flashing Red	Your IST device is ringing



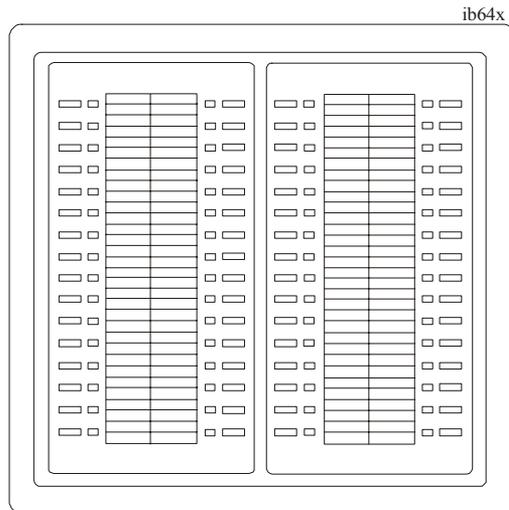
IMIST Module

7.16 DSS/BLF Console Operation

The IB64X, IB48X, and IB24X *DSS/BLF* consoles have additional buttons and status lights that extend the memory button capability of an adjacent companion telephone. The buttons can be programmed for automatic dialing (speed dial) or direct station selection (DSS) with busy lamp field (BLF) using the instructions provided previously in this guide.

When the installer assigns a *DSS/BLF* console to a station port, the system recognizes it as such and automatically designates the console buttons as DSS buttons so that you can store numbers at the buttons as you need them.

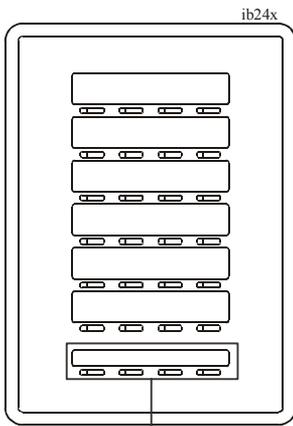
The *DSS/BLF* console will not operate in a bridged mode.



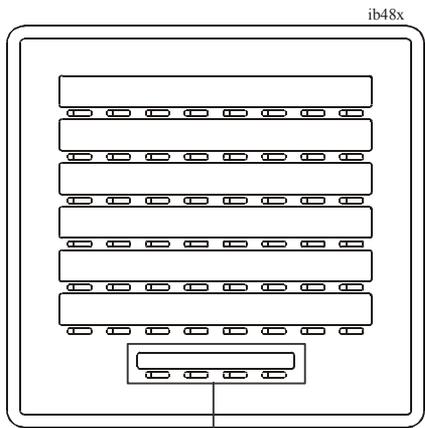
IB64X DSS/BLF Console

7.16.1 ACCESSING THE DSS/BLF CONSOLE BUTTON LEVELS

The IB24X and IB48X *DSS/BLF* consoles have four levels of buttons, quadrupling the consoles' button capacity. The four buttons at the bottom of each console allow you to select which button level is currently active. To change button levels, press one of the buttons at the bottom of the console. The leftmost button activates level one, the next button activates level two, and so forth. A light beside the appropriate button lights to indicate which level is currently active. You can use one level on the IB48X and two levels on the IB24X.



Level access buttons
IB24X DSS/BLF Console



Level access buttons
IB48X DSS/BLF Console

Notes:

APPENDIX A FEATURE ACCESS CODES

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach these pages and keep them near your telephone to serve as a stand alone reference. On page 54 the *Feature Access Code* section describes a method to program these codes on your telephone at unused programmable buttons.

Feature	Enable Code	Disable Code
Account Codes	<i>INTERCOM</i> + *04 + account code	
All Call Paging	<i>INTERCOM</i> + 87	
Attendant	<i>INTERCOM</i> + 0	
Automatic Callback	<i>INTERCOM</i> + extension number + *6	<i>INTERCOM</i> + #6
Background Music	<i>INTERCOM</i> + *1	<i>INTERCOM</i> + #1
Call Forwarding, All Calls	<i>INTERCOM</i> + *5	<i>INTERCOM</i> + #5
Call Forwarding, Personal Calls	<i>INTERCOM</i> + *05	<i>INTERCOM</i> + #05
Call Forward Outside System (DSU II systems only)	<i>INTERCOM</i> + *07	<i>INTERCOM</i> + #07

Feature Access Codes

Feature (Continued)	Enable Code	Disable Code
Call Park, Park Orbit 1-9	<i>INTERCOM</i> + * + orbit code (91 to 99)	
Call Park, Retrieve Orbit 1-9	<i>INTERCOM</i> + # + orbit code (91 to 99)	
Call Pickup, Directed	<i>INTERCOM</i> + *4 + extension number	
Call Pickup, Group	<i>INTERCOM</i> + #4	
Call Waiting (sends tone)	<i>INTERCOM</i> + *01	
Directed Hold	<i>INTERCOM</i> + *90 + extension number	<i>INTERCOM</i> + #90
Executive Override	<i>INTERCOM</i> + extension number + *03	
Hookflash Code	<i>INTERCOM</i> + #04	
LCD Messaging	<i>INTERCOM</i> + *02 + message number	<i>INTERCOM</i> + #02
Line Group 1	<i>INTERCOM</i> + 9	

Feature (Continued)	Enable Code	Disable Code
Line Group 2 to 4	<i>INTERCOM</i> + 81 to 83	
Line Group Queue	<i>INTERCOM</i> + group code + *8	<i>INTERCOM</i> #8
Message Waiting	<i>INTERCOM</i> + *3 + extension number	<i>INTERCOM</i> + #3 + extension number
Night Answer	<i>INTERCOM</i> + 80	
Operator	<i>INTERCOM</i> + 0	
Paging, Zones 1-3	<i>INTERCOM</i> + 84 to 86	
Paging, All-Call	<i>INTERCOM</i> + 87	
Paging, External	<i>INTERCOM</i> + 89	
Paging, Meet-Me Paging	<i>INTERCOM</i> + 88	
Park Orbit, Send	<i>INTERCOM</i> + * + orbit code (91 to 99)	
Park Orbit, Retrieve	<i>INTERCOM</i> + # + orbit code (91 to 99)	

Feature Access Codes

Feature (Continued)	Enable Code	Disable Code
Personal Ringing Tones (1-6)	<i>INTERCOM</i> + **4 + tone code (1 to 6)	
Redial Last Number Dialed	#	
Service Observe	<i>INTERCOM</i> + #03 + extension number	
Station to Station Messaging	<i>INTERCOM</i> + extension number + *7	<i>INTERCOM</i> + #7 + extension number
System Speed Dialing	* + 01 to 99	
Tracker Pager	<i>INTERCOM</i> + *06	<i>INTERCOM</i> + #06
Tracker Pager—Send Tracker Page	<i>INTERCOM</i> + #01 + extension number	
Toll Restriction Override	<i>INTERCOM</i> + **6	
Voice Announce Block	<i>INTERCOM</i> + *2	<i>INTERCOM</i> + #2
Volume Save	<i>INTERCOM</i> + **5	

APPENDIX B DISPLAY ABBREVIATIONS

This chart identifies the interactive button abbreviations that appear in your display.

Abbreviation	Feature	Function/Definition
ACCT	Account Codes	When chosen as a feature, stores a button that enables account code entry.
ADIAL	Autodial	Programs a number for one button calling from the programmable button locations.
ALL	All Calls Forward	Route all of your calls to a different station location.
ANS	Answer	Answers any call ringing at your station.
ARDL	Automatic Redial	Redials a busy call once a minute for 10 minutes.
BKSP	Backspace	While programming a speed dial number, backspace erases an incorrect entry.
BLOCK	Block Announcements	Blocks all SOHVAs and other voice announcements from sounding over the telephone speaker.

Display Abbreviations

Abbreviation	Feature	Function/Definition
CAMP	Camp On	Has system call you when busy station becomes idle or idle station becomes active. When chosen as a feature, stores a button that enables the function.
CFWD	Call Forward	Forwards all of your calls to a different station location. When chosen as a feature, stores a button that enables the function
CLBK	I Will Call Back	Send a nonverbal response to a SOHVA caller.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLEAR	Clear	Cancels the currently programmed condition.
COST	Call cost	Displays cost of recently completed call.
CWAIT	Call Waiting	Sends a call waiting tone to a busy station. Wait on line for response.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.

Abbreviation	Feature	Function/Definition
DND	Do Not Disturb	Makes your station appear busy to other stations. When chosen as a feature, stores a button that enables the function.
DSS	Direct Station Select	Stores a personal intercom number at a DSS button.
EXIT	Exit Programming	Ends a current programming session.
EXT	Speed Dial By Name	Selects speed dial numbers to access through the dial by name interface.
FEAT	Feature	Presents several different features you can store at programmable buttons for later use.
FWD	Scroll Forward	Scrolls forward though the currently selected list of names, extensions, etc.
G[NUMBER]	Group	Displays the currently selected line group.
HOLD	Hold	Displays status of current call.
HVHLD	Ask Caller To Hold	Send a non-verbal response to a SOHVA caller as instructions to place the outside caller on hold.

Display Abbreviations

Abbreviation	Feature	Function/Definition
INT	Intercom Dial By Name	Selects intercom numbers to access through the dial by name interface.
L[NUMBER]	Line	Displays the line of the current call.
LAST NO SAVED	Last Number Saved	Informs user that the last number dialed has been saved.
LIGHT	Light (contrast)	Makes the LCD screen lighter.
MSG	Message	Turns on message waiting light at another station.
MUSIC	Background Music	Turn on the background music at your station.
NEXT	Next Display	Shows the next display.
OPTIONS	Options	Selects interactive button features.
OVER	Override	Overrides either a do-not-disturb condition or a busy signal at a station you have called.
P[NUMBER]	Port	Displays port.
PAGE	Paging	When chosen as a feature, provides one-button access to paging.

Abbreviation	Feature	Function/Definition
PARK	Call Park	When chosen as a feature, stores a button that provides one-button parking of calls in a designated orbit.
PERS	Personal	Route your personal intercom calls to a different station location.
PREV	Previous Display	Shows the prior display.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
RECALL	Park/Hold Recall	A call previously placed on hold or park has recalled.
RECON	Reconnect	Reconnect you to a transferred call.
RING	Ring Tone	Select different ringing tones.
S[NUMBER]	Station	Displays station of current call.
SAVE	Save Number	Permanently saves last number you dialed. When chosen as a feature, stores a button that provides the function.
SDIAL	Speed Dial	Programs a keypad number for one-button calling.

Display Abbreviations

Abbreviation	Feature	Function/Definition
SEND	Send Transfer	Re-transfers a previously transferred call that returned to your station.
SET	Set Feature	Enable call forwarding.
SOHVA	Secure Off-Hook Voice Announce	Sends a subdued off-hook voice announcement to another station.
TIMER	Call timer	Displays running time of the current call.
TKMSG	Take A Message	Send a non-verbal response to a SOHVA caller so he or she will know to take a message from an outside party.
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA. Also, blocks voice calls sent over the speaker. When chosen as a feature, stores a button that provides the function.

APPENDIX C GLOSSARY

A

Account Code

A group of numbers, up to 16 digits in length, entered by station users during incoming or outgoing calls; the system uses account codes to identify the calls by category, or special grouping, for call accounting purposes.

All-Call Paging

Paging through the intercoms of all stations in the system.

Assist Button

A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

Attendant

Also known as the operator; typically, the first person to answer incoming calls and responsible for directing calls to the proper person or department.

Automatic Callback

System will ring a calling telephone when a busy called telephone becomes idle.

Automatic Dialing (or Autodialing)

Using programmable buttons to store numbers for one- or two-button dialing.

Automatic Redialing

Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

Automatic Route Selection (ARS)

ARS allows the system to automatically select the least costly line group available to a station to route a call. The system modifies the dialed number, if needed, to match the selected line group. ARS makes routing decisions (which lines to route a call over, if and how to modify a number, and costing information) based entirely upon the programming of the system.

Automatic Station Relocation

Process by which the system automatically recognizes particular stations if they are relocated to a different station port; the same class of service and station features are provided the station at the new port.

B

Block Programming

To eliminate the need to program each station individually, programmers can assign features or functions to groups of stations.

Button Query

Feature which allows users to display the functions of programmable buttons on LCD telephones.

C

Call Forward

Designating another telephone to receive intercom calls normally directed to the user's telephone.

Call Forward Outside System (CFOS)

Allows station users to forward incoming or transferred line calls to telephone numbers outside the system.

Call Park

Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call Pick-Up

Answering a call at one telephone when it is ringing at another telephone.

Call Transfer

Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

Caller ID

Allows station users to view the originating line number of incoming calls before they are answered.

Camp On

Process that allows a user to wait for a busy or idle line to become available and immediately be called back by the system; also allows users to send a tone to busy telephone to notify the station that a call is waiting.

Central Message Desk

A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

Class Of Service (COS) Programming

Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Data Interface Unit (DIU)

This optional unit provides connections for your standard multiline digital telephone and Industry Standard Telephone (IST) device such as a FAX machine or answering machine.

Departmental Station Operation

The operation of stations that are organized into departments.

Dial By Name

This feature allows users to employ any two-line display, LCD speakerphone and its interactive buttons to search through an index of names, locate a desired station name or system speed dial name, and automatically call the located item.

Digital Voice Announcing (DVA)

The DVA is a line-powered device that provides voice prompts for auto-attendant and transfer, or you can use it to enhance the operation of DISA and Tracker.

Direct Inward System Access (DISA)

An enhancement option that allows outside callers to directly call a station or access certain internal system features, including all line groups and ARS. To prevent fraudulent access and unauthorized use, the caller must use an authorization code and system access code to gain access to outside lines as well as many of the advanced telephone features.

Direct Inward Station Dialing (DISD or DID)

This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF)

Programmable buttons which allow the user one button to place intercom calls to other stations within your system; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station. See telephone layout drawings in Chapter 1 for location.

Do Not Disturb

A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF)

The tones made by your telephone when you dial.

Dynamic Line Button

System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

E

E&M Tie Lines

In telephony, a separate pair of leads to your station which are used by system operators for signaling and supervisory purposes.

Exclusive Hold

Only the telephone placing the call on hold can retrieve it.

Executive Override Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Hands free Answer Inhibit

A telephone can be set to block voice calls sent to it over the speaker.

Hookflash

Action that occurs when the TAP button is pressed. Needed for activating host system features.

Hookswitch

The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

I

IMIST

Module which allows the connection of an external device to a Comdial digital telephone.

Industry Standard Telephone (IST)

Analog telephone with only a basic 12 button keypad and no advanced features

Intercom

An internal communication system that allows you to dial another station at your office or location without connecting to the outside telephone system.

K

Keypad

Buttons 0 through 9, * and # used for dialing.

L

Last Number Redialing

Automatically dialing the last number dialed.

LCD

Liquid crystal display; the alphanumeric display of several Comdial Digital Telephone models.

Line Groups

Programmers assemble and program outside lines into distinct line groups which users must dial a certain code to access.

Line Queuing

When several telephones share a line and that line is busy, a user can dial a code and hang up to wait for the line to become idle. When the line becomes idle, the user's telephone will ring.

M

Meet-Me Answer Page

Any user can dial a code in response to an all-call or zone page and be connected to the paging party in a private conversation.

Messaging

Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

Mute

A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

N

Night Transfer

Transferring incoming calls to a particular station(s) for off-hour answering.

O

Operator Station

Also known as the attendant station, this system station is programmed to ring when users dial the operator; usually considered the central message desk of the system although multiple attendant stations are possible

P

Paging

This feature allows station users to dial-up customer provided loudspeaker paging equipment and page over externally placed loudspeakers and determines what paging zones, if any, a station can page over.

Prime Line

A line designated to a particular telephone and automatically selected when the handset is lifted.

Privacy

Line feature, assigned by the programmer, to allow only one station to access a line at any time; no other station has access to the line unless the user makes it available through conferencing.

Programmable Buttons Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

Pulse/Tone Switching

Changing from pulse/rotary dial signals to tone/DTMF signals.

Q

Queue

Method by which a station user waits for an available line by dialing a code and waiting for the system to call back.

R

Response Messaging

Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

Ringinɡ Line Preference

An automatic connection to any outside line ringinɡ at the station when the station handset is taken off-hook.

Ringinɡ Tones, Personal

A telephone can be arranged to ring in one of six distinctive tones.

S

Saved Number Redialinɡ

Savinɡ a last manually dialed number for later autodialinɡ.

Screened Call Transfer

Allows users to first announce and then transfer both line and intercom calls from one station or group to another.

Service Observinɡ

Class of service programming option allows users to enter an in-progress call in an unannounced muted mode to monitor the call.

Speed Dialing

Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

Station

A single system telephone with an individual identity and feature set assigned by the programmer.

Station Message Detail Accounting (SMDA)

Station message detail accounting provides a record of the incoming and outgoing calls handled by the system on selected lines. This record provides information for accounting and traffic analysis studies.

Subdued Off-Hook Voice Announce (SOHVA)

A private announcement that can be made to a busy party which they hear through the receiver of their handset.

System Alarm Reporting

Allows you to view (through the LCD telephone screen) the various system alarms and the stations with which those alarms are associated.

System Speed Dial

System speed dialing provides system users with a repertory of up to 500 numbers that they can dial from any telephone in the system. The installer or the attendant is responsible for storing the system speed dial numbers.

T

TAP (Flash/Recall)

Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

Toll Restriction

Class of service feature by which the system allows or denies outgoing calls to selected users over selected lines.

Tone Call

A ringing intercom call.

Tracker Pager

The Tracker optional pager system allows you to send and receive messages to Tracker pagers assigned to station extension numbers.

TRNS/CONF

A fixed feature button that allows you to transfer outside calls and set up conference calls.

U

Unscreened Call Transfer

Allows users to transfer line or intercom calls from one station or group to another without first announcing them.

Unsupervised Conference

After establishing a conference between two outside parties, the originator drops out leaving a line to line unsupervised connection with the remaining parties.

V

Voice call

A verbal intercom call.

Voice Announce Blocking (VAB)

A telephone can be set to block voice calls sent to it over the speaker.

Z

Zone Paging

Paging through the intercoms of some stations or departments in the system.

APPENDIX D SPEAKERPHONE CHARACTERISTICS

When using your speakerphone, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened.

When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

Full-Duplex Speakerphone Characteristics

The *Impact SCS 8324F-*** speakerphone uses the latest full-duplex speakerphone technology. (Full-duplex technology enables both parties on a speakerphone call to speak simultaneously—half-duplex speakerphones allow only one person to speak at a time.) The *8324F-*** will operate in either full-duplex or half-duplex mode depending on the current line conditions.

At the beginning of each call the telephone must perform a “speech training” test. To achieve optimum performance from the full-duplex speakerphone, Comdial recommends that each user in turn speak about 10 consecutive words to allow the telephone to “train” itself. Note that during the “speech training” test, the speakerphone is operating in half-duplex mode.

Depending on the telephone line conditions and the type of speakerphone at the other end, it may not be possible for the *8324F-*** to operate in full-duplex mode. If the speakerphone at the other end is a half-duplex speakerphone and both parties are in speakerphone mode, the half-duplex speakerphone is the controlling factor, preventing the *8324F-*** from operating in full-duplex mode.

Note: Pressing any button (mute, hold, etc.) on the speakerphone while in full-duplex mode causes the system to perform the “speech training” test again. For example, if you press MUTE while in full-duplex mode, when you release the call from mute, the system will perform the entire “speech training” test again.

Speakerphone User Guidelines

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party’s voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.

- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

INDEX

A

abbreviation list 93
Account Codes 80
all calls 46
all-call 81
All-Call Paging 81
Answering Calls 15, 16
answering calls at night 16
answering for any station (directed) 21
answering within a group 21
Assist 53
associated lights 12
Automatic Set Relocation 79
Auxiliary Jack 74

B

basic function 7
basic instructions 18
blocking all SOHVAs 24
 A) 24
Busy Lamp Field (BLF) Light 49
button functions 6, 10
Button Query 78

C

Call Forward Outside System 47
Call Forward Outside System
 (CFOS) 47
Call Forwarding 45
Call Parking 44
Call Pick-Up 16, 21
Call Transferring 38
Caller ID 17
Calling 67
code numbers 67
compatible devices 74
Conferencing 41, 42
configuring 74
connecting an external pager 75
connecting an external ringer 74
connecting to the auxillary jack 74
creating 41

creating unsupervised conferences 42

D

DATA button 83, 85
Data Interface Unit 83
DATA Light 85
DATA light 83
Dial By Name 77
Direct Station Select (DSS) Button 12
 using with Assist Button 53
Display 93
Do Not Disturb 82
DSS/BLF Console Button Levels 87
DSS/BLF Console Operation 86
 15, 16, 17, 18, 19, 20, 21, 24, 25, 37,
 38, 40, 41, 42, 44, 46, 47, 49,
 50, 51, 53, 67, 68, 69, 70, 71,
 72, 74, 75, 77, 78, 79, 80, 81,
 82, 89, 93

E

enabling/disabling operation
 on 82
entering for incoming calls 80
entering for outgoing calls 80
Exclusive Hold 18

F

Feature Access Codes 89
Flash Button 10
forced verification of 80
Forwarding Calls 46, 47
function 10, 11, 68, 82
functions 9, 10

G

Group Listening 69

H

handling hold recalls 19

handling park recalls 44
Handset, setting volume 69
Headset 69, 74
Hold Button 9
Holding Calls 18, 19, 20

I

IMIST Module 84
initial settings 68
Intercom Button 9
intercom calls 16

L

LCD Message Delivery 52
LCD Messaging 51
Lights, Display 12
Line Access From Any Station 16
Line Groups 37, 67
listing 89

M

meaning of associated light 13, 14
Meet-Me Answer Page 81
message table 51
Message Waiting Light 7, 50, 51
messaging 53
Music 71
Mute 70
Mute Button 13

N

Night Transfer of Ringing 16
night transferred calls 16

O

orbit codes 44
outside calls 15

P

Paging 72, 75, 81
Parking Calls 44
personal calls 46

Personal Ringing Tone 4

Q

queuing for 37
Queuing, line 37

R

responding nonverbally
 responding nonverbally 24
responding to SOHVA using 24
Response Messaging 24
 Messaging 23
Ringer 4, 68, 74

S

screened transfers 38
selecting 67, 71
selecting a line 67
selecting a personal tone 4
sending 81
setting a default level 70
setting the volume 68, 69
Shift Button 10
Speaker Button 10, 14
Speakerphone 6, 10, 68, 109, 110
Station-To-Station Messaging 49
Subdued Off-Hook Voice Announcement
 (SOHVA) 23, 24

T

TAP Button 10
Tracker Paging System 72
Transfer/Conference Button 11
Transferring Calls 38, 40
TRNS/CNF 11
turning off 4, 51, 68
turning on 50, 51

U

unscreened transfers 40
Unsupervised Conference 42
user guidelines 110
using directed hold 20

using exclusive hold 18
using full-duplex technology 109
Using SOHVA 24
using station to station messaging 49

V

VAB 25
Voice Announce Block 25
Voice Announce Block (VAB) 25
Volume Control 68, 70
VOLUME DOWN Button 68
VOLUME UP Button 68

W

waiting for a Meet-Me page 81

Z

zone codes 81
Zone Paging 81

Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated.

Comdial® disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial makes no representation herein as to the compatibility of features.

This manual has been developed by Comdial Corporation (the “Company”) and is intended for the use of its customers and service personnel. The information in this manual is subject to change without notice. While every effort has been made to eliminate errors, the Company disclaims liability for any difficulties arising from the interpretation of the information contained herein.

The information contained herein does not purport to cover all details or variations in equipment or to provide for every possible contingency to be met in connection with installation, operation, or maintenance. Should further information be desired, or should particular problems arise which are not covered sufficiently for the purchaser’s purposes, contact Comdial, Inside Sales Department, 106 Cattlemen Road, Sarasota, Florida 34232.

GCA70281.08 06/03
Printed in U.S.A.

COMDIAL®