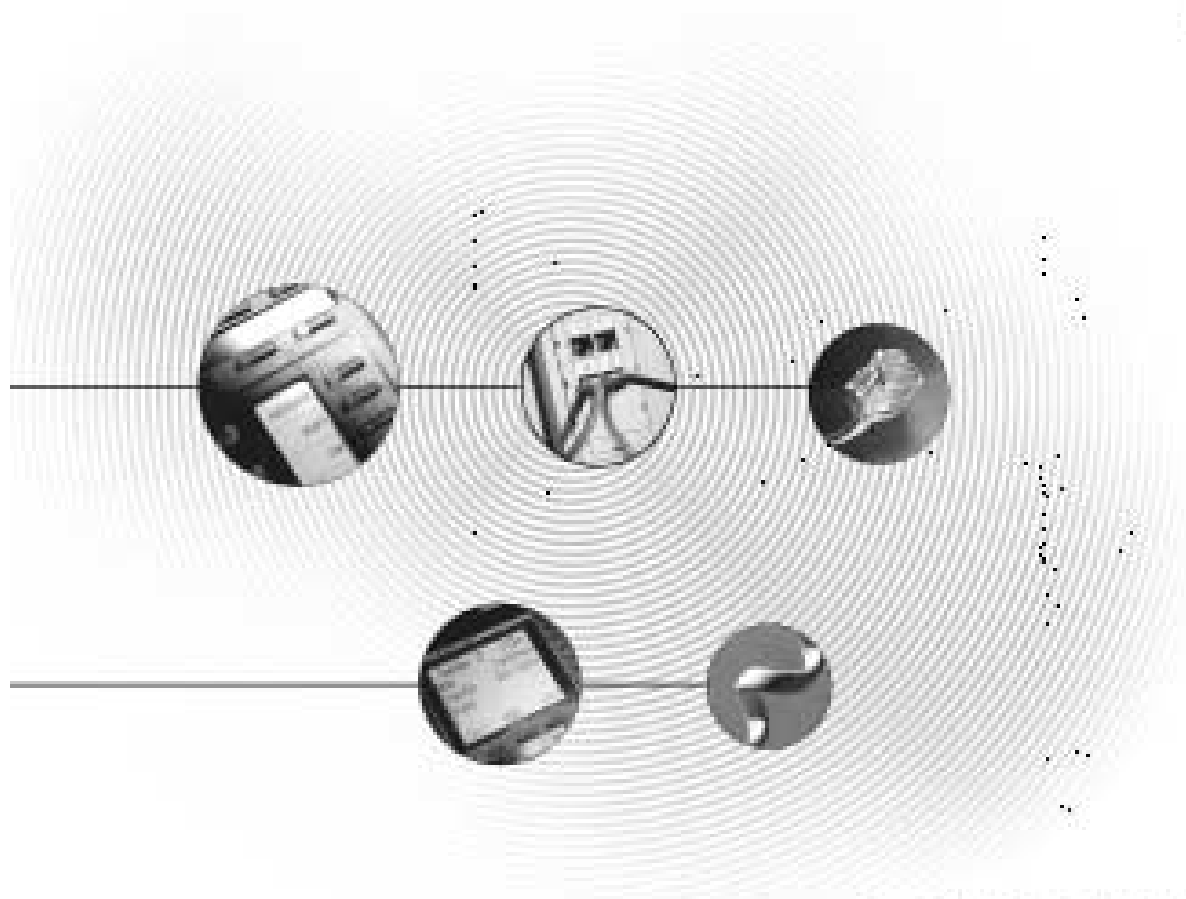


# DXP, DXP Plus, FXS, and FXT Digital Communication Systems Large Screen Display Speakerphone Station User's Guide

This publication supports the Impact  
SCS Large Screen LCD Speakerphone



**COMDIAL**  
The Rising Star

GCA70-349.04 08/00  
printed in U.S.A.

***This User's Guide is for the following system:***

***DXP, DXP Plus, FXS and FXT  
Digital Communication Systems.***

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

- Impact SCS 8412F-\*\* Rev. A and later.
- Impact SCS 8412S-\*\* Rev. A and later.
- Impact SCS 8412FJ-\*\*Rev. A and later.
- Impact SCS 8412SJ-\*\*Rev. A and later.

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

## ***About This Book***

This user's guide serves as both an introduction for new speakerphone 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**

The following chapters describe the basic and advanced features of the Common Code Based DXP, DXP Plus, FXS and FXT Systems:

- 2 Answering Calls**
- 3 Making Calls**
- 4 Advanced Call Handling**
- 5 Nonverbal Messaging**
- 6 Programming**
- 7 Other Advanced Features**

Following the advanced feature descriptions are two reference tables, a glossary that defines many general phrases and abbreviations which may not be familiar to users, tips on speakerphone use for the new user described in Appendix D, and all feature sets available for the DXP, DXP Plus, FXS and FXT systems.

- Appendix A** Quick Reference Guide
- Appendix B** Display Abbreviations .
- Appendix C** Glossary
- Appendix D** Speakerphone Characteristics
- Appendix E** Feature Networking Support

Finally, at the end of the publication, an index provides a detailed reference to the feature locations.

Index

**NOTE:** Throughout this book, all references to fixed buttons (keypad, *DSS/BLF*, *SPEAKER*, *HOLD*, etc...) are printed in upper case, italic type; for example, “**PRESS INTERCOM** .”

All references to interactive buttons (which are used to make selections on the speakerphone display) are printed in upper case, bold italic type; for example, “**SELECT OPTIONS** .”

Also, to eliminate confusion, the text of this guide instructs users to “**PRESS**” fixed buttons of the telephone and “**SELECT**” interactive buttons as in the examples above. Instructions to “**DIAL**” refer to numbers or symbols on the keypad.

## ***System-to-System Network***

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 and FXT 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.

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**Notes**



**1**

## Getting Started

### *Welcome*

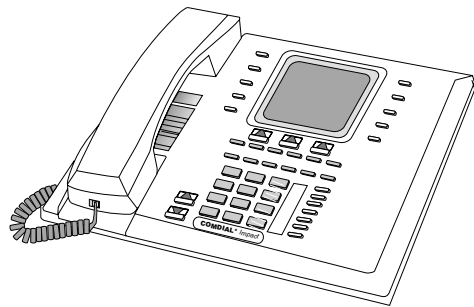
Congratulations and thank you for using a Comdial telephone! Your digital speakerphone is supported by a communication system with hundreds of built-in, standard features. This manual serves as a helpful guide for using these various functions.

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

### Setting Up Your Speakerphone

When your new speakerphone arrives, the system installer unpacks your speakerphone 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.



*Impact SCS 8412S Speakerphone*

## Positioning Your Speakerphone

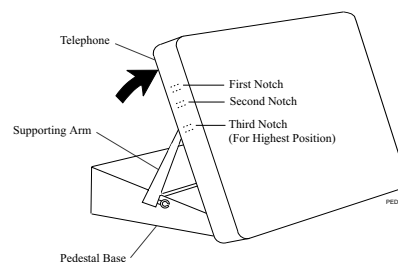
You should adjust the position of the speakerphone on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your speakerphone, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to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

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,**

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.



*Adjusting The Pedestal*

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

## Using Your Speakerphone

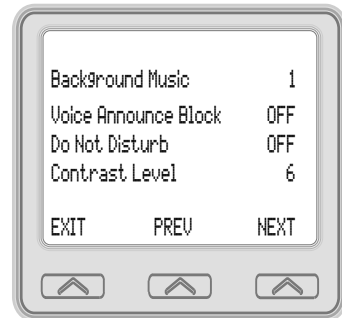
- **To manually place a call using your speakerphone,**
  1. **PRESS** *INTERCOM* or line button.
  2. **DIAL** the number.
  3. When party answers, **SPEAK** toward the telephone.
  
- **To automatically dial a number using your speakerphone,**
  1. **PRESS** the preprogrammed speed dial or *DSS/BLF* button and **SPEAK** toward the telephone when your party answers.
  
- **To answer a call with your speakerphone,**
  1. **PRESS** the *INTERCOM* or line button with flashing red or orange light.
  2. **SPEAK** toward the telephone to answer the call.
  3. **PRESS** *SPEAKER* top end.

**NOTE:** For more tips and information on speakerphone use including the use of a Full-Duplex Speakerphone, see Appendix D, Speakerphone Characteristic on page 107.

## Setting Display Contrast

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

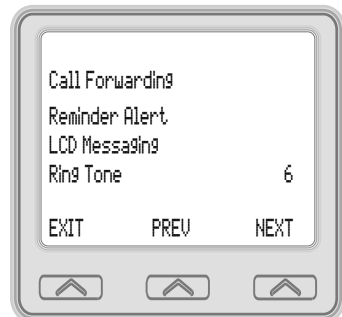
- **To adjust the display contrast,**
  1. **SELECT OPTIONS.**
  2. **SELECT Programming.**
  3. **SELECT Contrast Level.**
  4. **SELECT** the Contrast Level interactive button (to the right of the LCD, on the same row as the words “Contract Level”) once for each change of darkness you desire. Each press of the button makes the display darker until you go past level eight and return to level one.
  5. **SELECT EXIT** to end.



## Setting a Personal Ringing Tone

You can choose one of eight 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 Programming.**
  3. **SELECT NEXT.**
  4. **SELECT Ring Tone** interactive button (to the right of the LCD) to scroll through the eight ring tones.
  5. **SELECT EXIT** to end.



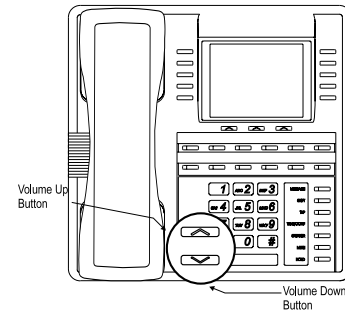
The next time your telephone rings, you will hear the new ring tone.

## 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. There are four ringer loudness levels (plus an off position).

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

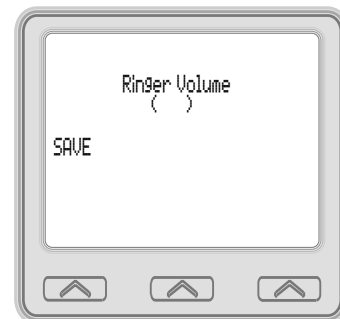
1. While your telephone is on-hook and idle, **PRESS** the **VOLUME UP OR VOLUME DOWN** button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.
2. **SELECT SAVE** to end.



**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. **SELECT SAVE.**
4. **LIFT** handset.
5. **PRESS** the **VOLUME UP OR VOLUME DOWN** button once for each change in handset volume that you desire.
6. **SELECT SAVE.**



**NOTE:** When a call ends, the system resets the speaker and handset volume of all future calls to the programmed setting. For instructions in setting your speakerphone's default volume, see Volume Control section in the system specific Other Advanced Features chapter on page 78.

## 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**  **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.

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## ***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.

### ***Alphanumeric Display (Liquid Crystal Display—LCD)***

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

### ***Auxiliary Jack***

- Your Impact SCS LCD speakerphone may be equipped with an auxiliary jack that provides an interface for a headset, a tape recorder, an external ringer, or an external pager.

### ***Message-Waiting Light***

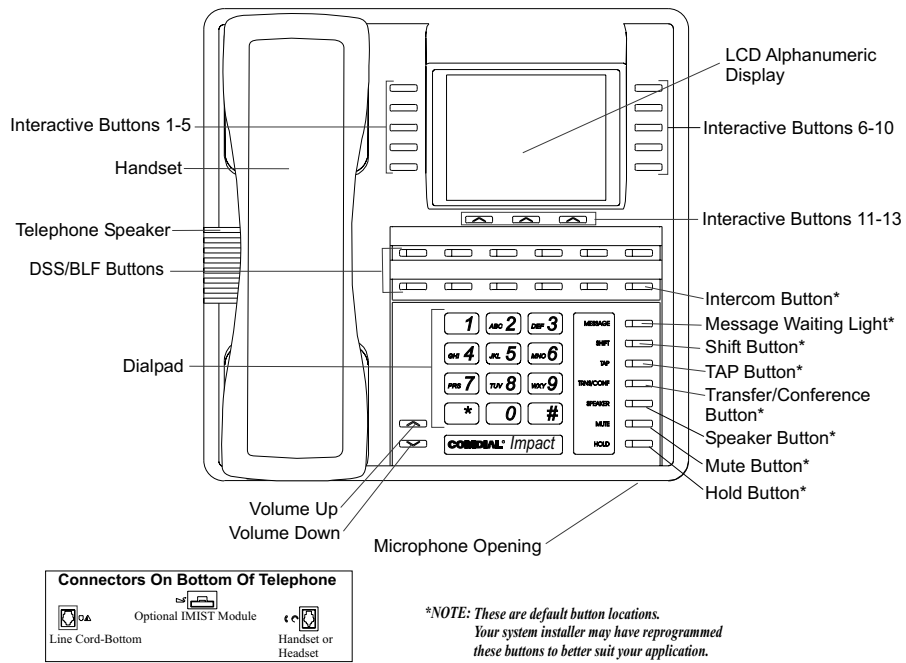
- Indicates that a message awaits pick up.

### ***Microphone Opening***

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

### ***Speaker***

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



Impact SCS 8412S and 8412F - LCD Speakerphone



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## ***Your Speakerphone's Buttons***

### ***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).

### ***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).

### ***Intercom Button (INTERCOM)***

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

### ***Mute Button (MUTE)***

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

### ***Direct Station Select/Busy Lamp Field (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.

### ***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.

### Speaker Button (SPEAKER)

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

### Tap Button (TAP)

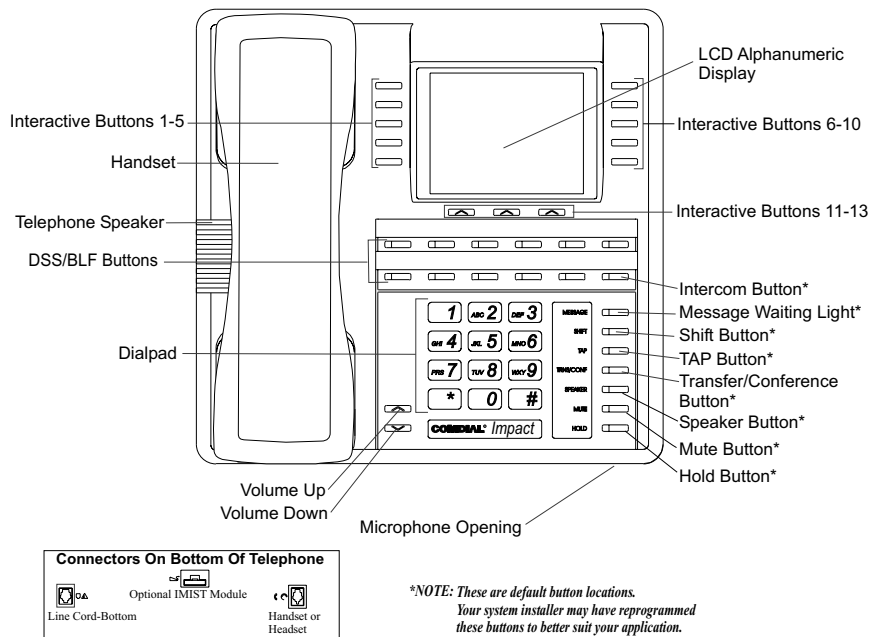
- Recalls dial tone or generates a hookflash.
- Retrieves held calls or last call placed on hold.
- Places flash while programming speedial number.

### Transfer/Conference Button (TRNS/CONF)

- Transfers calls.
- Sets up conference calls.

### Volume Control (VOLUME UP or VOLUME DOWN)

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



Impact 8412S and 8412F-\*\* LCD Speakerphone

## Your Speakerphone's Display Lights

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

### ***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/BLF button.

### ***Next to a 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.

### ***Next to a 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.

***The MUTE Button:***

- On steady = called party cannot hear your conversation.

***The 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.

***The HOLD Button:***

- Winking green = a line is on hold at your station (DXP, DXP Plus, FXS and FXT only).

***The MESSAGE-WAITING Button :***

- Winking red = message awaits pick up.

***The 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.

## Understanding The Large Screen Display

Your speakerphone has a large screen display consisting of six lines of 24 possible character positions per line. This provides you with much more system information than can be presented on two-line displays. This large display allows you many programming options as well as quick and easy selection of the many features available on your speakerphone. Your speakerphone has 13 interactive buttons for selecting or programming features.

When your speakerphone is idle, the first line in your display shows the day, date and time while the sixth line displays the word **OPTIONS**. If your system is using the voice mail option, this is also indicated in the sixth line by the word **VMAIL**. If your voice mail has four messages for you, for example, the **VMAIL** display is replaced by **4MSG**.

Lines two through four are used on the idle display to indicate features that may be active (flashing), enabled or set.



## **Notes**

# 2

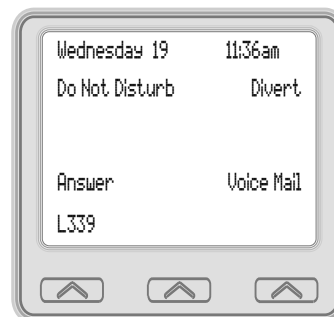
## Answering Calls

### Answering Outside Calls

When an outside call rings at your station, the LCD screen displays the system line number of the incoming call (e.g., L123) and any caller ID information that your ringing line is programmed to receive. In addition to simply lifting the handset, your other options for answering the call are displayed above the interactive buttons.

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

1. For speakerphone, **PRESS** flashing line button **OR SELECT Answer AND SPEAK** toward telephone.
2. For privacy, **LIFT** handset.
3. **SELECT** Do Not Disturb if you do not wish to answer the call at this time. (Selecting Do Not Disturb stops your telephone from ringing but continues to send a ringing tone to the caller.) The associated BLF will continue to flash until the caller disconnects.



*Outside Call On Line 123*

- **When you hear outside ringing (two long bursts) and observe a red flashing light,**
1. **PRESS** flashing line button **OR SELECT Answer.**
  2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.
  3. **SELECT** Do Not Disturb if you do not wish to answer the call at this time.

**NOTE:** For more information on setting Do Not Disturb at your station, see section titled Do Not Disturb Condition on page 69.

- **After you have answered an outside call at your station, your LCD will display HOLD, TRANSFER, CONFERENCE, GROUP LISTEN, and RECORD**

1. **SELECT Hold** to place the call on hold at your station, or
2. **SELECT Transfer** to initiate a transfer to another station, then dial the station number, announce the call or hang up to complete the transfer, or
3. **SELECT Conference** to initiate a conference call.
4. **SELECT Group Listen** to activate the speaker while using the handset or headset, so a group can listen to the conversation but not interact with the calling party.
5. **SELECT Record** to record the call (if VMAIL is installed).



*Selecting Hold, Transfer, or Conference*



## Answering Intercom Calls

An intercom call is one that is made from one system telephone to another. 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.

As with an outside call, your LCD screen displays the line number of the incoming call (e.g., L123) and any caller ID information that the ringing line is programmed to receive.

- ***When you hear an intercom tone followed by a caller's voice,***
  1. **SPEAK** toward the telephone to answer, **OR LIFT** handset if privacy is desired.
- ***When you hear intercom ringing (two short bursts),***
  1. **PRESS INTERCOM OR SELECT Answer.**
  2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.
  3. **SELECT Do Not Disturb** if you do not wish to answer the call at this time.



*Intercom Call From J Doe*

**NOTE:** For more information on setting **Do Not Disturb** at your station, see section titled **Do Not Disturb Condition** on page 69.

## **Night-Transferred Calls - Line Access From Any Station**

The system attendant can transfer incoming calls to a particular station or stations for off-hour ringing.

- ***If your telephone rings,***
  1. **PRESS** line button with flashing light.
  2. **LIFT** handset to talk.
  
- ***When you hear loud ringing anywhere in the system,***
  1. **LIFT** handset.
  2. **PRESS INTERCOM.**
  3. **CHOOSE** ringing zone:
    - **DIAL** 6 5 through 6 8 to select ringing zone (1-4).
    - **DIAL** 6 9 to answer for any zone.

## Holding Calls

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,**
  1. **PRESS HOLD** (station button) OR **SELECT Hold** (interactive button).
- **To retrieve a held call,**
  1. **PRESS** line button of the held call (with winking green light), **OR INTERCOM** for intercom call held **OR PRESS TAP**.
  2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.



*Holding a Call*

**NOTE:** Unless you use your HOLD button to scroll through the calls on hold, TAP always retrieves the last number placed on hold, regardless of whether you have line appearance for the line on which the call is holding.

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,**
  1. **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.

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

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

1. **SELECT Hold** to place the call on hold at your station and restart hold timer.
2. **LIFT** handset, **PRESS** line button (with flashing orange light) **OR SELECT Answer** to retrieve the call.

The installer can add a directed station hold feature to your telephone. With this feature, you can place a call on hold at another station. You can also pick up the held call that has been waiting the longest length of time at another telephone.



*A Recalling Held Line*

- ***To place a call on directed station hold,***

1. **ANSWER** call.
2. **PRESS INTERCOM OR TRNS/CONF** if intercom call.
3. **DIAL** \*90.
4. **DIAL** extension number of station to receive held call.
5. **HANG UP**.

- ***To retrieve a held call at another station,***

1. **PRESS INTERCOM**.
2. **DIAL** #90.
3. **DIAL** extension number of station where call is currently on hold.
4. **PRESS TAP** to answer call.

Often, you will have more than one call on hold at your station. You know you can retrieve the last call placed on hold simply by pressing *TAP*; however, if you do not have line appearance for a line on which another call is holding, the system provides a way for you to access that call before servicing the last call you placed on hold.

- ***To scan your held calls and retrieve a specific one:***
  1. **REPEATEDLY PRESS *HOLD*** to scan held call list.
  2. **PRESS *TAP*** to retrieve call.



*Scan Calls on Hold*

## Call Pickup

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

### *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**  .
  3. **SPEAK** toward telephone, **OR LIFT** handset if privacy is desired.

### *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**  .
  3. **DIAL** extension number of ringing telephone.
  4. **SPEAK** toward telephone, **OR LIFT** handset if privacy is desired.

## Pickup For Monitored Stations

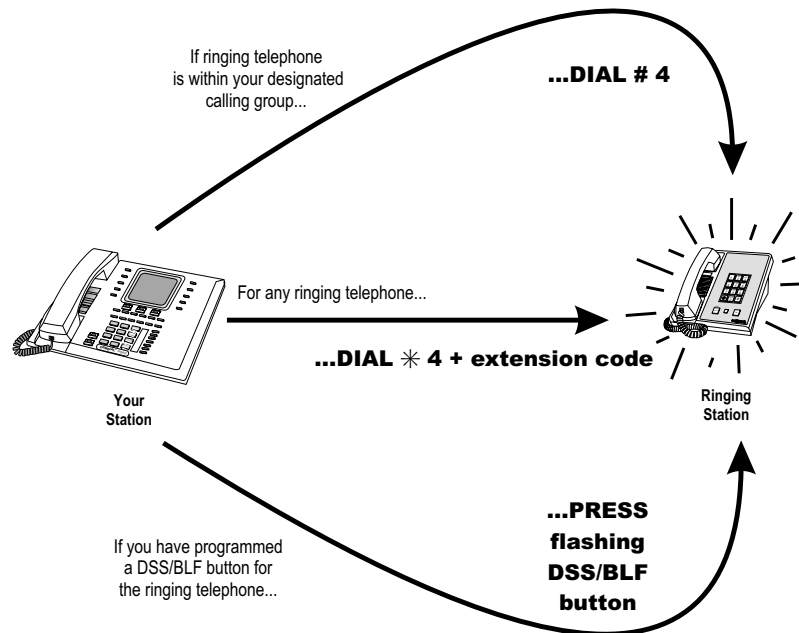
Your telephone may have the personal intercom number of another telephone appearing at a programmable button location. You can use the light associated with this button to monitor the status of that telephone, and you can press the button to make a call to that telephone if you wish. The associated light is known as the Busy Lamp Field (BLF) light, and the button is known as the Direct Station Select (DSS) button. If the installer arranged for your telephone to have the station monitoring feature, the BLF light shows activity status at the monitored telephone.

- **To monitor another telephone,**
  1. **OBSERVE** the BLF light indications next to the Direct Station Select (DSS/BLF) button:
    - Off = Station is idle
    - Flashing (if enabled) = Station has an incoming call
    - On = Station is busy

<p><b>NOTE:</b> If you do not have the station monitoring feature, the BLF light shows just the following information: Off = idle, On = busy.</p>
---

- **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.

**NOTE:** If you place this call on hold or if you transfer it to another telephone, the BLF light flashes a hold signal. You can retrieve the call by pressing *TAP*.





## Receiving Subdued Off-Hook Voice Announcements (SOHVA)

### *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. **SELECT AND HOLD REPLY** .
  2. **SPEAK** into handset. Distant party cannot hear your response.
  3. **RELEASE REPLY** after response is complete to return to distant party.
  
- **To respond to a SOHVA nonverbally through Response Messaging,**
  1. **SELECT Message.**
  2. **SELECT** one of the messages appearing in your LCD by **SELECTING** the corresponding interactive button. (Message appears in the display of the telephone making the SOHVA).
  3. **CONTINUE** your current call with distant party. (SOHVA caller is automatically disconnected from your telephone).
  
- **To respond to a SOHVA by blocking (see Voice Announce Blocking for more information),**
  1. **SELECT BLOCK** when you hear SOHVA tone. (SOHVA call is disconnected).

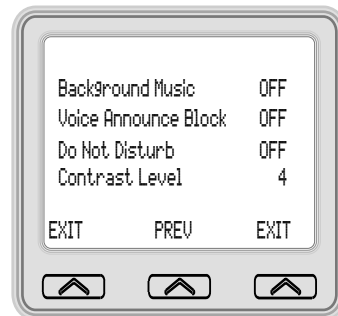


**NOTE:** A station that is currently active in speakerphone mode or has Voice Announce Block set CAN NOT receive a SOHVA.

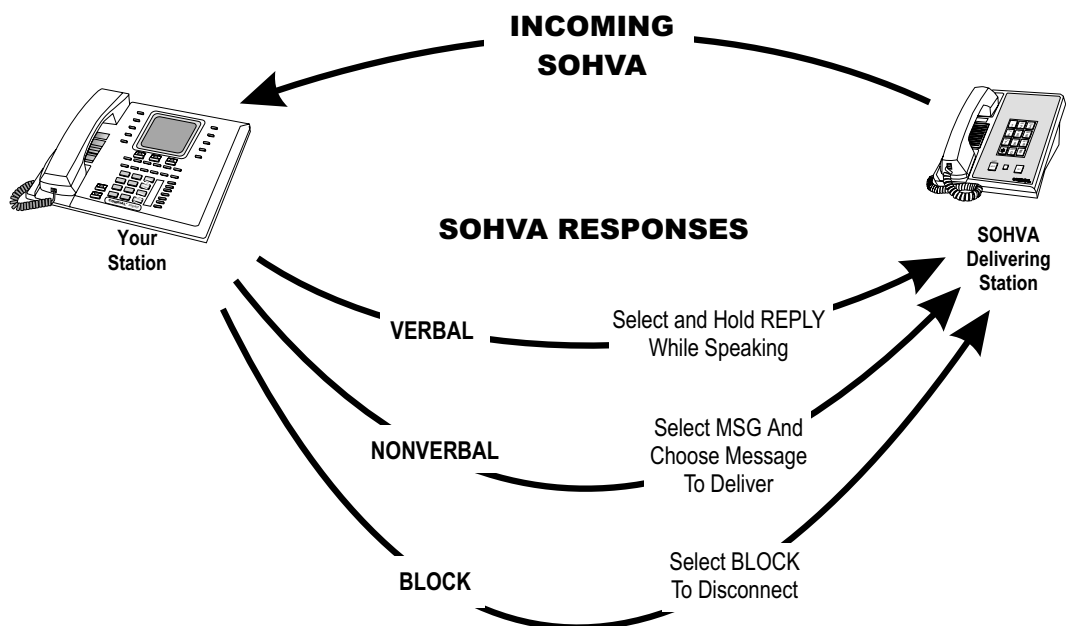
## Voice Announce Blocking

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 will refuse any attempted SOHVAs.

- **To block (unblock) all voice-announced calls,**
  1. **SELECT OPTIONS.**
  2. **SELECT Programming.**
  3. **SELECT Voice Announce Block.**
  4. **SELECT ON** interactive button to block (**OR OFF** to unblock).
  5. **SELECT EXIT** to end.



Select Voice Announce Block




## ***Caller ID (Automatic Number Identification)***

When installed by system programming, the Caller ID feature allows you to view incoming call numbers before you answer them. Incoming call numbers flash in the left half of the LCD. If the name of the calling party is available it will display in the second half on the right side of the LCD. If you answer the call, the number appears steady in the left half of the LCD.

The system also stores numbers that ring on your line but receive no answer. The system indicates that it has stored ring-no answer numbers by causing the programmed Caller-ID (CID) light on your telephone to flash. Pressing the CID button allows you to view the stored numbers one at a time. Pressing the programmed SAVED NUMBER REDIAL button causes the system to dial the displayed number. If the call has been returned by someone else, selecting the \* key reveals who returned the call. Everyone sharing your line can scroll through the stored numbers and choose which calls to return.

- ***To scroll through ring-no answer numbers stored on your system (CID light is flashing),***
  1. **SELECT** the CID button on your telephone. Your LCD will display the calling number, date, and time the call came in. The most recent call appears first in the list.
  2. **SELECT** the CID button each time you wish to display the next most recent ring-no answer call to your line.
  3. To dial one of the numbers in the redial queue, **SELECT** the SAVED NUMBER REDIAL button. The system will automatically dial the number.

Depending on your system programming, when a call is returned it might remain in the ring-no answer queue or the system might delete it from the ring-no answer queue. Your system installer can tell you how the feature is programmed. If the system is programmed to leave a returned number in the redial queue, the display will show a "\*" next to numbers that have been returned.

- ***To determine who viewed the number and returned the call,***
  1. **DIAL** .

## **Notes**


# 3

## Making Calls

### 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 or press the speaker button.

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

1. **PRESS INTERCOM AND DIAL**  **OR SELECT** a line button.
2. **LISTEN** for dial tone.
3. **DIAL** number.
4. **LIFT** handset if privacy is desired.

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



*Outside Dialing Display*

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

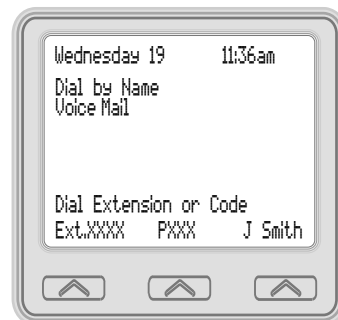
1. **PRESS SPEAKER OR LIFT** handset if privacy is desired. Outside line is automatically selected.
2. **LISTEN** for dial tone (LCD displays “Dial Number”.)
3. **DIAL** number.

## 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* OR SELECT Dial by Name.**
  2. **DIAL** extension number (called telephone will ring).
- ***To tone call automatically,***
  1. **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.
- ***To voice announce automatically,***
  1. **PRESS *DSS/BLF*** button.
  2. **SPEAK** your announcement.



## Automatic Dialing

This feature provides one- or two-button speed dialing using programmable buttons at which you have previously stored numbers. Two levels of number storage are available at each storage location, and you can use one or both levels as needed. Further, since you usually store a line choice as part of a speed dial number, line selection is automatic with speed dialing.

There are two types of speed dial numbers: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that the system attendant stores for everyone's use (system speed dial numbers).

- **To automatically dial a number stored at one of the programmable buttons on your station, choose one of the following:**
  1. **PRESS** programmed speed dial button, OR **PRESS SHIFT AND** programmed speed dial button.
- **To speed dial a personal speed dial number,**
  1. While on hook, **DIAL** speed dial number on dial pad (  to  ).
- **To speed dial a system speed dial number,**
  1. While on hook, **DIAL**  **AND** system speed dial number.

**NOTE:** If you are already on a line, you must press SHIFT before dialing the personal or system speed dial numbers that are stored at the dial pad. Also, if a speed dial's preselected line is in use, the speed dial will not engage.


**NOTE:** On some systems, due to programming action, the available system speed dial codes are \*100 - \*299 and \*100 - \*599.

### *Speed Dialing Options*

## Redialing

For instruction on using your system's Automatic Redial feature, see page 70 in the *Other Advanced Features* chapter.

### **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.

### **Redial Programming (Storing Numbers)**

- **To permanently store a number you've just dialed, choose one of these methods:**
  1. While the number is still ringing, **SELECT MORE**, then **SELECT Save**.
  2. **PRESS** an unused programmable button location.
- **To store a number while you are on a call (if available),**
  1. **PRESS** programmed SAVE NUMBER REDIAL button twice (the display prompts you to dial a number).
  2. **DIAL** the number that you wish to save (the system immediately saves the number for later redial; it does not dial it over the line you are on now).
- **To redial the saved number,**
  1. **PRESS** line button to select a line.
  2. **PRESS** programmed SAVE NUMBER REDIAL button (system automatically dials the number that you saved earlier).

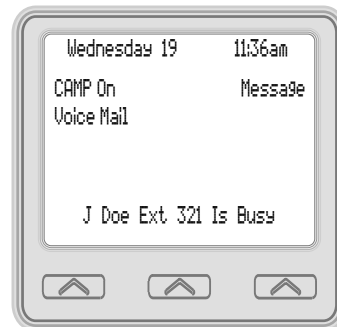




## Camping On - Busy Station, Automatic Callback

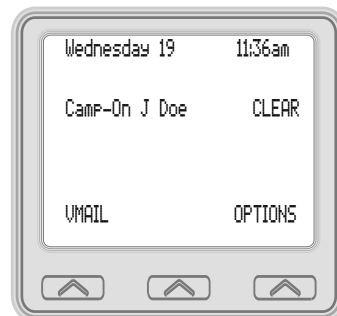
If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available. This is called “camping on at a station.” Please note that you can camp on to only one station at a time.

- **To camp on at any busy station,**
  1. **SELECT Camp-On.**
  2. Your telephone immediately hangs up. When the station you called becomes available, your telephone will ring with five short tone bursts.
- **When you hear five short tone bursts,**
  1. **PRESS INTERCOM OR SELECT Answer.**  
The other telephone will start ringing.



**NOTE:** If you do not press INTERCOM after the ring back tones within the time limit set by the installer, the call back is canceled.

- **To cancel the call back before your telephone sounds the tone bursts,**
  1. **PRESS INTERCOM AND DIAL #6 OR SELECT CLEAR .**
- **To camp on at a station with a Do Not Disturb condition set,**
  1. **SELECT Camp-On.** A call back will occur when called station is no longer set in the Do Not Disturb mode.

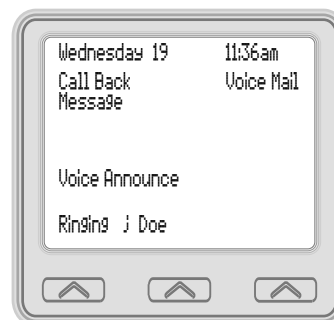


## Advanced Camping On Options

### **Camping On - Idle Station, Automatic Callback**

If you call another station and hear ringing but receive no answer, you can press a button that will cause the system to ring your telephone when any activity is initiated at that station.

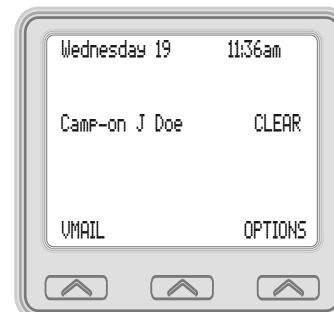
- **To camp on at a station for which you hear ringing but receive no answer,**
  1. **SELECT Call Back.** Callback will occur after any activity is initiated at dialed station.
- **To cancel the camp-on condition,**
  1. **PRESS INTERCOM** and **DIAL** # 6 **OR SELECT CLEAR.**



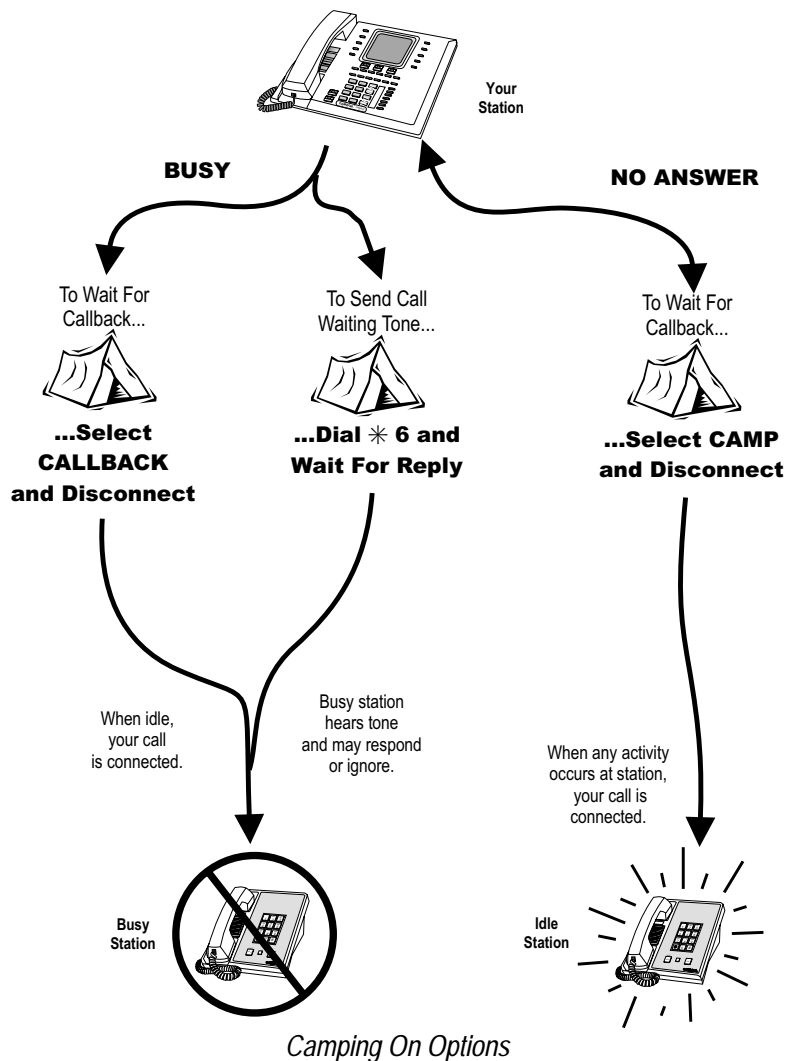
### **Camping On - Busy Station, Wait For An Answer (Call Waiting)**

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on the line for an answer (you must be using the handset for this feature to work).

- **To activate call waiting when you hear a busy signal,**
  1. **DIAL** \* 6 (called party hears tone).
  2. **WAIT** on line for reply.
  3. 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.
- **To cancel call waiting,**
  1. **PRESS INTERCOM AND DIAL** # 6.
  2. **HANG UP OR PRESS SPEAKER** to end.



- **To answer a call-waiting tone if you receive one while on a call,**
  1. **HEAR** short tone burst in receiver.
  2. **PLACE** current call on hold, **OR** complete call **AND HANG UP** (waiting call will ring at your telephone).
  3. **LIFT** handset to answer call.



## Sending Subdued Off-Hook Voice Announcements (SOHVA)

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.
4. **WAIT** on line for reply (either verbal or LCD reply). If your station returns to idle, the called party has *blocked* your SOHVA.



**NOTE:** If the called station is currently in speakerphone mode or if the SOHVA has been denied by system programming, interactive button selection for SOHVA will not be available.

# 4

## Advanced Call Handling

### 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.

- **To queue for a line group,**
  1. **PRESS INTERCOM.**
  2. **DIAL** the line group access code (see Line Group Access code table on page 68 for your system's codes).
  3. **HEAR** busy tone.
  4. **DIAL**  .
  
- **If you have line appearance for a particular line and wish to queue for it,**
  1. **OBSERVE** the busy status light (LED).
  2. **PRESS INTERCOM.**
  3. **DIAL**  .
  4. **PRESS** line button.
  5. When line group is free, your telephone sounds several short tone bursts. When you hear this, lift handset, hear dial tone, and place call.
  
- **To cancel line queuing or line group queuing,**
  1. **PRESS INTERCOM.**
  2. **DIAL**  .

## Conferencing

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 any combination of outside lines and intercom parties,**

1. **MAKE** first call.
2. **SELECT** Conference. Call is placed on hold automatically.
3. **SELECT** next line **AND MAKE** next call.
4. **SELECT** Conference to establish conference.
5. **PRESS** *TRNS/CONF* button to add more parties.



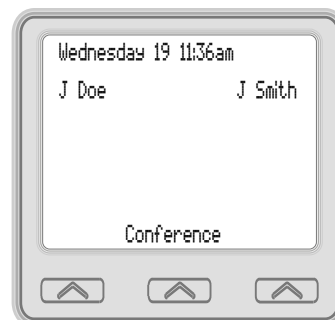
*Establishing a Conference*

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

1. **PRESS** *HOLD*.
2. **PRESS** the line button of the remaining party.


- **To retrieve a line from hold and bring that party back into the conference,**

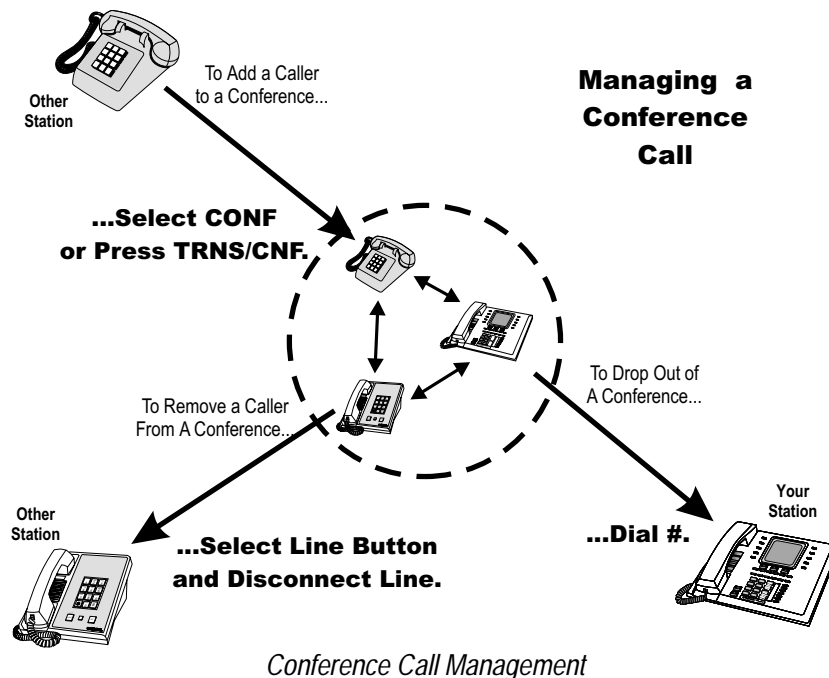
1. **PRESS** *TRNS/CONF*.
2. **PRESS** line button.
3. **PRESS** *TRNS/CONF*.



*A Conference*

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 you initiated involving outside lines (creating an unsupervised conference),**
  1. **DIAL**  (lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until he hangs up or the line is answered).
- **To rejoin an unsupervised conference between two outside lines,**
  1. **PRESS TAP.**
- **To drop a party out of a conference call,**
  1. **SELECT Drop Party.**
  2. **SELECT** the party you wish to drop from the conference call by pressing the interactive button beside the appropriate line.



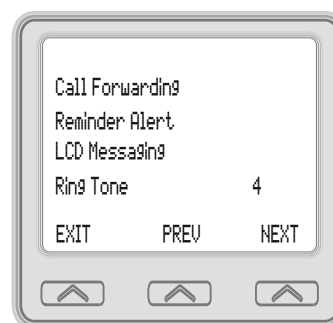
## Call Forwarding

### *Forwarding a Call*

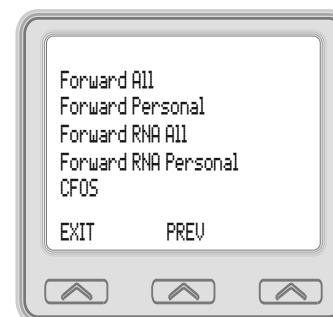
You can forward the calls that normally ring at your telephone to another telephone. To remind you that your calls are being forwarded, your telephone will sound a short ring burst each time the system forwards a call.

You can forward calls that ring at your telephone but receive no answer; this feature is valuable if you are frequently away from your desk for short periods of time and find it inconvenient to permanently forward your calls every time you leave.

- **To forward your calls,**
  1. **SELECT** OPTIONS.
  2. **SELECT** Programming.
  3. **SELECT** NEXT.
  4. **SELECT** Call Forwarding.
  5. Choose one of the following call forwarding options:
    - **SELECT** Forward All to forward all calls
    - **SELECT** Forward Personal to forward prime line and intercom calls.
    - **SELECT** Forward RNA All to forward all calls that ring at your station but receive no answer after a programmed number of rings.
    - **SELECT** Forward RNA Personal to forward your prime line and intercom calls that ring at your station but receive no answer after a programmed number of rings.
    - **SELECT** CFOS to forward your calls to outside the system.
  6. **DIAL** extension number or **PRESS** DSS/BLF button of telephone to receive your forwarded calls.
  7. **SELECT** EXIT to end.



*Selecting Call Forwarding*



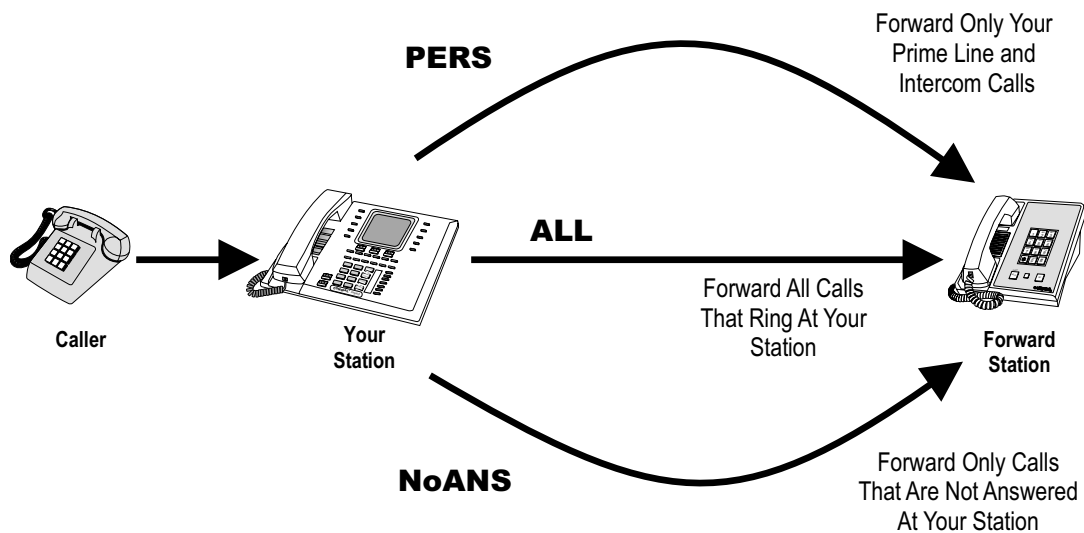
*Call Forwarding Options*



- **To cancel call forwarding,**
  1. **SELECT CLEAR** to disable call forwarding.



*Call Forwarding Active*

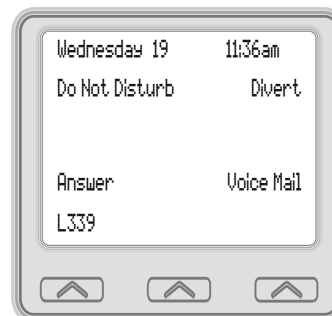


*Call Forwarding Options*

## Diverting All Incoming Calls To Another Station

Call diverting permits you to send an incoming call to another station that you have previously designated. You can divert an incoming call to the designated station whether you are busy or idle.

- **To identify the station to receive diverted calls,**
  1. **PRESS INTERCOM.**
  2. **DIAL**   .
  3. **DIAL** extension number of station to receive diverted call.
  
- **To divert calls to the designated station,**
  1. **HEAR** ringing **AND/OR SEE** flashing line status light.
  2. **SELECT Divert** (system immediately forwards ringing call to station you designated).



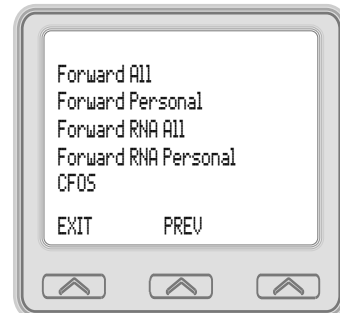
*Diverting Incoming Calls*

## Call Forward Outside System (CFOS)

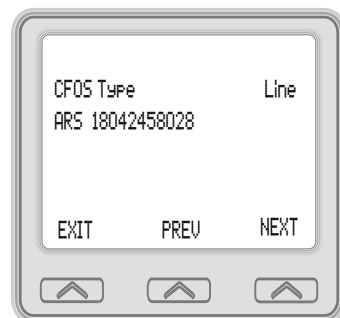
If enabled by your installer, the Call Forward Outside System (CFOS)\* feature allows you to forward incoming or transferred line calls to telephone numbers outside the system

- **To activate CFOS with your LCD speakerphone,**

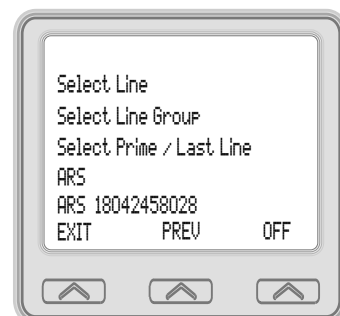
1. **SELECT** OPTIONS.
2. **SELECT** Programming.
3. **SELECT** NEXT.
4. **SELECT** Call Forwarding.
5. **SELECT** CFOS.
6. **SELECT** NEXT.
7. **CHOOSE** a type of CFOS by **SELECTING** the top right-hand interactive button to scroll through the list of call types.
  - **SELECT** Line for prime line calls.
  - **SELECT** Line Group for and dial access code for outside calls.
  - **SELECT** Prime/Last Line for the last line used for prime calls.
  - **SELECT** ARS for calls utilizing the least costly line group available to route a call.
  - **SELECT** ARS programmed number for selecting a programmed button for ARS calls.
8. Follow instructions on LCD display and then **SELECT DONE** OR do nothing and let previously selected destination remain in effect.
9. **SELECT** EXIT.



*Selecting CFOS*



*Choose CFOS Type*



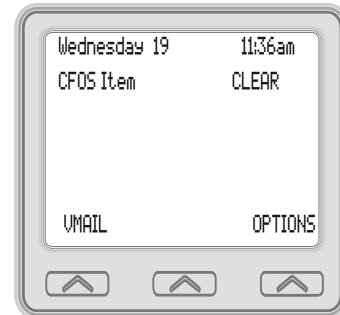
*Selecting Line*

- **To deactivate CFOS, choose one of the following:**

1. SELECT CLEAR.

- **To join an active CFOS call from the CFOS-enabled station,**

1. Note flashing *HOLD* light indicating active CFOS call, and press *TAP*. Join CFOS-forwarded party and CFOS destination in a conference call.



*Deactivate CFOS*

\* Comdial has taken reasonable steps 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.

## Call Parking

### *Parking a Call*

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

- ***To park a call in orbit,***
  1. While on the call, **PRESS INTERCOM** and **DIAL**  **OR**
  2. **PRESS TRNS/CONF** if intercom call.
  3. **DIAL** code for park orbit (    to    for orbit 10–99).
  4. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.
  
- ***To park a call using a programmed PARK button,***
  1. While on the call, **PRESS** the programmed PARK button (the system places the call in a preselected park orbit and lights the PARK light).
  
- ***To retrieve a call that was placed on hold in the system (parked),***
  1. **PRESS INTERCOM.**
  2. **DIAL** .
  3. **DIAL** code for orbit (    to    for orbit 10–99), **OR PRESS** programmed PARK button.

### *Handling Park Recalls*

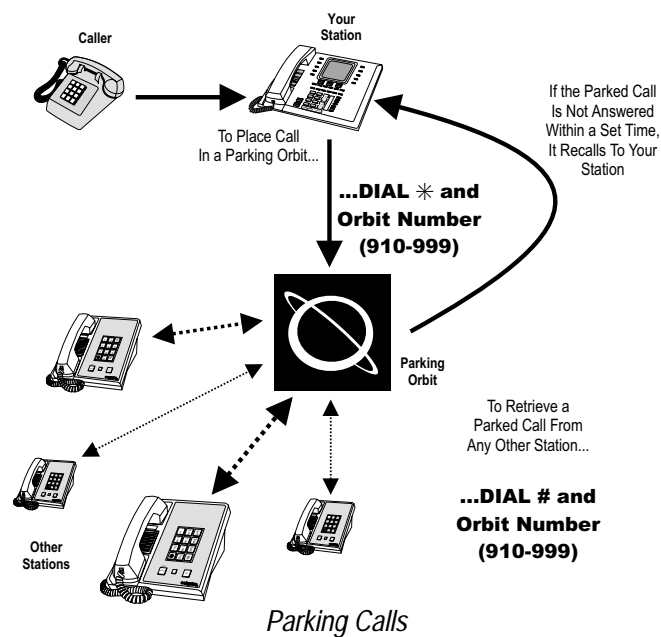
When a parked call times out of the system, it returns to your telephone in the form of a park recall (you hear four short tone bursts at 12-second intervals).

- ***To answer a park recall,***
  1. **SELECT ANSWER.** The call will then connect to your station.

- **To place a park recall on hold at your station,**
  1. **SELECT Hold..** After the call remains on hold for a period of time, it rings back to your telephone as a hold recall.
- **To re-park a park recall and restart the park timer,**
  1. **ANSWER/RETRIEVE** call.
  2. **SELECT Park** (the system places the call back in its original park orbit where it remains until it is answered or recalls again).



A Park Recall



## Call Transferring

### 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 TRNS/CONF** button or **SELECT Transfer** (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**.



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 Reconnect** to reconnect the call to your station.
  2. **SELECT Message** to leave a message-waiting indication at the called station.
  3. **SELECT Callback** to camp-on at the called station.
  4. **SELECT Voicemail** to connect the caller to the busy party's Voicemail.



- **If the intercom party does not answer their telephone when ringing, take one of the following steps:**
  1. **SELECT RECONNECT** to reconnect the call to your station.
  2. **SELECT MESSAGE** to leave a message-waiting indication at the station.
  3. **SELECT CALLBACK** to leave a message-waiting indication at the station.

## 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 OR SELECT Transfer** (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.

**NOTE:** Unscreened transfers ring at busy telephones and wait to be answered.

- **If an unscreened transfer call is not answered and recalls to your telephone, you can take one of the following steps:**
  1. **PRESS HOLD OR SELECT Hold** to place the call on hold at your telephone.
  2. **SELECT ANSWER** to return to the call.
  3. **SELECT SEND** to retry the transfer.





## Other Call Transferring Options

### *Hot Transfer*

A hot transfer is a type of screened transfer. This feature is useful for transferring calls to people who need to work in a hands free mode. Once you announce the call and the system completes the transfer, the person receiving the transfer can simply begin speaking toward his or her speakerphone to answer the call.

- **To make a hot transfer to another telephone in the system,**
  1. **ANSWER** call.
  2. **PRESS TRNS/CONF OR SELECT Transfer** (the system automatically places the call on hold).
  3. **DIAL** extension number of the telephone to receive the transfer **OR PRESS DSS/BLF** button for that extension.
  4. **ANNOUNCE** call.
  5. **PRESS TRNS/CONF** or **SELECT Transfer**.
  6. **PRESS SPEAKER** to disconnect (if in speakerphone mode) **OR HANG UP**. The person receiving the transfer then has the call

### *Quick Transfer*

When the installer programs the quick transfer method on your telephone, you can deliver an automatic transfer of an incoming line call without pressing the *TRNS/CONF* button.

- **To do a quick screened transfer,**
  1. **ANSWER** call.
  2. **DIAL** intercom number for transfer location.
  3. When party at transfer location answers, **ANNOUNCE** call.
  4. **HANG UP, SELECT RELEASE, OR PRESS SPEAKER** button.
- **To do a quick unscreened transfer,**
  1. **ANSWER** call.
  2. **DIAL** intercom number for transfer location.
  3. **HANG UP, SELECT RELEASE, OR PRESS SPEAKER** button.

Call Transferring Summary			
Transfer Option	What are the sender's actions after answering original call?	How is the transferred call delivered to the receiver?	Best suited for
Screened Transfer	<ol style="list-style-type: none"> <li>1. Press <i>TRNS/CONF</i></li> <li>2. Dial extension</li> <li>3. Announce call</li> <li>4. Disconnect</li> </ol>	Normal intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer.	Normal transfers that require introduction.
Unscreened Transfer	<ol style="list-style-type: none"> <li>1. Press <i>TRNS/CONF</i></li> <li>2. Dial extension</li> <li>3. Disconnect</li> </ol>	Normal intercom ringing (two short bursts)	Expected transfers that need no introduction.
Hot Transfer	<ol style="list-style-type: none"> <li>1. Press <i>TRNS/CONF</i></li> <li>2. Dial extension</li> <li>3. Announce call</li> <li>4. Press <i>TRNS/CONF</i></li> <li>5. Disconnect</li> </ol>	Transfer introduction followed directly by the incoming call	Personnel who must receive speakerphone calls in a hands-free mode.
Quick Transfer (with intro)	<ol style="list-style-type: none"> <li>1. Dial extension</li> <li>2. Announce call</li> <li>3. Disconnect</li> </ol>	Intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer.	Normal transfers from attendants and operators who handle a large number of incoming calls which require transfer.
Quick Transfer (without intro)	<ol style="list-style-type: none"> <li>1. Dial extension</li> <li>2. Disconnect</li> </ol>	Normal intercom ringing (two short bursts)	Expected transfers from attendants and operators who handle a large number of incoming calls which require transfer.

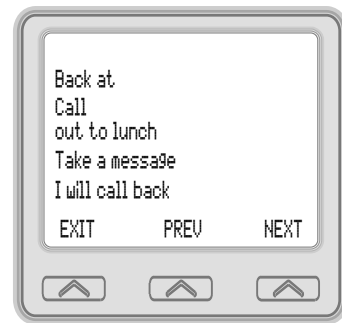
# 5

## Nonverbal Messaging

### LCD Message Delivery

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

- **To turn on a message from your telephone,**
  1. **SELECT** OPTIONS.
  2. **SELECT** Programming.
  3. **SELECT** NEXT.
  4. **SELECT** LCD MESSAGING.
  5. **SELECT** the message you would like to appear in a calling party's LCD by **SELECTING** the corresponding interactive button. In addition to the five options shown below, there are 25 more options available to be programmed.
    - **SELECT** **Back at** and enter the time you will be back to display "Back at xxxx" on the LCD display.  
For example: dial  for the time 01:45).
    - **SELECT** **Call** to and enter the extension number to call to display "Call and the extension number" on the LCD display.  
For example: DIAL   
 for the number 978-2200.



- **SELECT** out to lunch to display “out to lunch” on the LCD display.
- **SELECT** Take a message to display “Take a message” on the LCD display.
- **SELECT** I will be back to display “I will be back” on the LCD display.

6. **SELECT** EXIT.

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





1. **SELECT** CLEAR.

Dialing Code Table			
Character	Dialing Code	Character	Dialing Code
1	01	8	08
2	02	9	09
3	03	0	00
4	04	space	12
5	05	–	15
6	06	:	29
7	07		

LCD MESSAGE LIST	
(Write the attendant supplied messages here)	
Dial Code	Message
01	Back at (default message 1)
02	Call (default message 2)
03	Ask them to hold (default message 3)
04	Take a message (default message 4)
05	I will call back (default message 5)
06	
07	
08	
09	
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17	
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28	
29	
30	

## Message Waiting Light and Messaging

If the system installer designates your LCD speakerphone to have message-wait originate ability, you can turn on the message-waiting light of any other telephone.

- **To turn on the message-waiting light (and a broken dial tone, if installer programmed) at another station that is idle or busy,**
  1. **PRESS INTERCOM.**
  2. **DIAL**  .
  3. **DIAL** extension number **OR PRESS DSS/BLF** button of station to be alerted. The message-waiting light of called station will flash.
  
- **You can also turn on the message-waiting light and broken dial tone at another station when that station is busy,**
  1. **HEAR** the busy tone **AND REMAIN** on the line.
  2. **SELECT MESSAGE.**
  3. **HANG UP.**
  
- **To turn off the message waiting light at a busy or idle station,**
  1. **PRESS INTERCOM.**
  2. **DIAL**  .
  3. **DIAL** extension number **OR PRESS DSS/BLF** button 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,**
  1. **PRESS INTERCOM** once if off-hook, twice if on-hook.



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

1. **OBSERVE** flashing message waiting light and the LCD message indicating who called for you.
2. **SELECT CALL** to dial the messaging station automatically.
3. **SELECT CLEAR** to clear the message from your station.



Receiving a Message

## Response Message Delivery

By programming one or more RESPONSE MESSAGE buttons on your LCD speakerphone, you can respond with a variety of messages to many calling situations. A scrolling RESPONSE MESSAGE button allows the sender to select from several different messages which have been programmed by the system attendant. A fixed RESPONSE MESSAGE button sends the same message you previously select each time it is pressed. (See page 66 for instructions on programming a dedicated RESPONSE MESSAGE button.

- **To send an LCD message when you call and receive busy signal or no answer,**

1. While still on the call, **PRESS** the appropriate RESPONSE MESSAGE button to send a preselected message to the other telephone,
2. If a scrolling Response Messaging was programmed, continue to **PRESS RESPONSE MESSAGE button AND DIAL #** when your display shows the message you wish to send.

- **To send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD telephone,**

1. **HEAR** the SOHVA tone or voice announcement in your handset or headset.
2. **PRESS** the appropriate fixed RESPONSE MESSAGE button to send a preselected message to the calling telephone,
3. If a scrolling Response Messaging was programmed, continue to **PRESS RESPONSE MESSAGE button AND DIAL #** when your display shows the message you wish to send.

**Notes**



# 6

## Programming

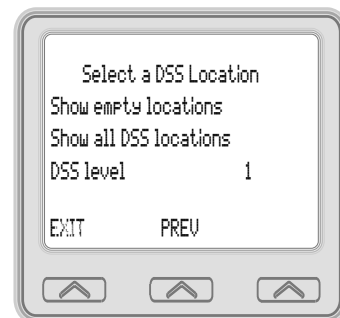
### DSS Numbers

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 number as a DSS number,*

**NOTE:** Storing DSS numbers at button locations will overwrite any previously stored numbers.

1. **SELECT** OPTIONS.
2. **SELECT** Programming.
3. **SELECT NEXT** until the **DSS** option appears.
4. **SELECT** DSS/BLF.
5. **PRESS** programmable button to choose **DSS/BLF** button location.
6. **DIAL** extension number.
7. **REPEAT** the previous steps, **OR SELECT EXIT**.
8. **PRESS SPEAKER** to end.



*Designating an Extension*

#### **CAUTION**

**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:**

1. **PRESS INTERCOM**
2. **PRESS** the interactive button to be reprogrammed
3. **DIAL**  ,  , or   (for buttons from left to right).

## Speed Dial Numbers

Speed 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:

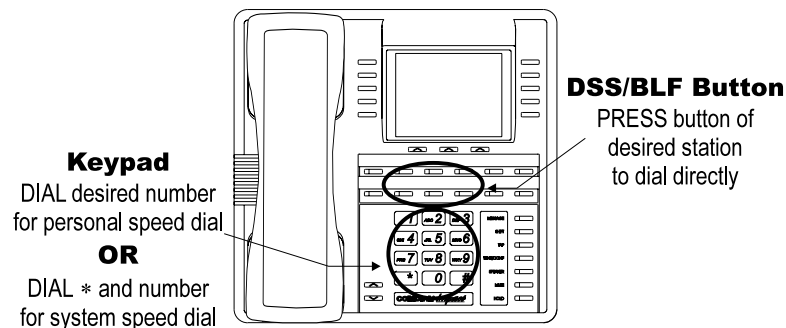
1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evening.

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

1. **SELECT OPTIONS.**
2. **SELECT Programming.**
3. **SELECT NEXT** until Speeddial option appears.
4. **SELECT Speeddial** to choose speed dial programming.
5. **PRESS** programmable button **OR** dial pad button (**0–9**) to choose storage location (remember, to access second level storage at a programmable button, press **SHIFT** first).

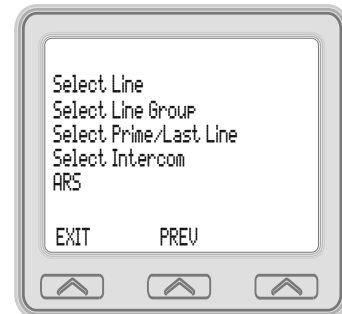


*Choosing a Button*



*Speed Dialing Options*

6. **SELECT EDIT.**
7. Make your speed dial route selection choice from the list on the LCD by pressing the appropriate button.
  - **PRESS** line button to select outside line,
  - **DIAL** 00 to select prime line or last line used.
  - **DIAL** 01 to 16 to select line group.
  - **PRESS INTERCOM** button or dial 8 to select intercom.



*Selecting Line or Intercom*

**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.

8. **DIAL** number (up to 16 digits long, include \* and # if needed).
9. **SELECT DONE** to store the number.
10. **REPEAT** previous steps until all numbers are stored, **OR SELECT EXIT**.
11. **PRESS SPEAKER** to end.



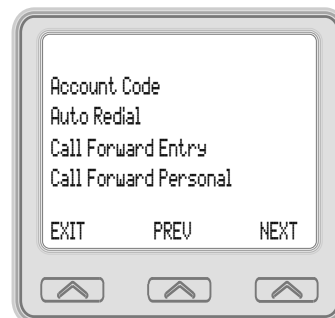
*Dialing a Speed Number*

## Feature Access Codes

In addition to the system features which may be programmed using the interactive buttons, 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. Access codes are listed in Appendix A, *Feature Access Codes* found on page 87.

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

1. **SELECT** OPTIONS
2. **SELECT** Programming.
3. **SELECT NEXT** until Feature Button option appears.
4. **SELECT** Feature Button.
5. **SELECT** the programmable button at which you wish to store the feature (remember, if there is anything else programmed at this button, the new programming will overwrite it). For help in selecting a button, **SELECT SHOW EMPTY LOCATIONS** to display unused feature buttons (green lights). To display all feature buttons (used and unused) (red lights), **SELECT SHOW ALL LOCATIONS**.
6. The speakerphone will now display a list of features which you can scroll through by **SELECTING NEXT**.
7. **SELECT** the feature you want to assign to the programmable button.
8. **REPEAT** previous steps until all numbers are stored.
9. **SELECT EXIT**.
10. **PRESS SPEAKER** to end.



- **To clear a feature button assignment,**

1. **REPEAT** the above procedure, but **SELECT EXIT** once you have selected the feature button.

As you program numbers, fill in the identification strips on your telephone as well as these tables.

Speed Dial Numbers, Features or DSS/BLF 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

## LCD Feature Buttons

You can create feature access buttons to make operation easier. To do this, use the interactive buttons to select the feature you want to store, and then store it on a programmable button (see the instructions on page 60).

- **Account Code** (ACCOUNT CODE)—allows you to enter an account code for call record purposes.
- **Auto Redial** (AUTO REDIAL)—allows you to redial the last dialed number.
- **Authorization Entry Code** (AUTHORIZATION ENTRY)—allows you the mobility to use your class of service features, prime line assignments, and exception numbers on any telephone in the system.
- **Auxiliary Pager** (APAGE)—selects external pager operation through the auxiliary jack.
- **Auxiliary Recorder** (ARECD)—selects tape recorder operation through the auxiliary jack.
- **Auxiliary Ringer** (ARING)—selects auxiliary ringer operation through the auxiliary jack.
- **Background Music** (MUSIC)—allows you to enable or disable background music; also allows you to choose from two preprogrammed music sources.
- **Call Forward All** (CALL FORWARD ALL)—allows you to forward all of your calls to another telephone.
- **Call Forward Outside System** (CFOS)—allows you to forward incoming or transferred calls to telephone numbers outside the system.
- **Call Forward Personal** (CALL FORWARD PERSONAL)—allows you to forward all of your prime line calls to another telephone.
- **Call Forward Ring No Answer All** (CALL FORWARD RNA ALL)—allows you to forward all calls that ring at your station but receive no answer after a preprogrammed number of rings.
- **Call Forward Ring No Answer Personal** (CALL FORWARD RNA PERSONAL)—allows you to forward all prime line calls that ring at your station but receive no answer after a preprogrammed number of rings.
- **Camp-On With Automatic Call Back** (CAMP)—allows you to camp on to a station. The system calls you back as soon as the called station becomes idle or occupied.
- **Camp-On (Call Waiting)** (CAMP)—when calling a busy station, this feature allows you to send a call waiting tone to the station and to wait on-line for a reply.
- **Clear Feature** (CLEAR)—clears a currently active or engaged feature.

- **Do Not Disturb (DND)**—prevents other telephones from ringing your telephone.
- **Executive Override (Executive Override)**—allows overriding a call or a Do Not Disturb condition at another telephone.
- **Group Listen (Group Listen)**—allows others to hear a conversation over the telephone speaker while you use the handset or headset; the distant party can hear only the conversation transmitted through the handset or headset microphone.
- **Headset (Headset)**—allows you to use the Headset.
- **Meet Me (Meet-Me)**—provides the capability for you to page with the instruction to meet you on line.
- **Message Wait (Message Wait)**—allows you to be notified that there is a message waiting.
- **Page Zone (Page Zone)**—provides one-button access to paging.
- **Park Orbit (Park Orbit)**—parks calls in preselected park orbit.
- **Pick-Up Direct (Pickup Direct)**—allows you to pick up a call ringing elsewhere in your system.
- **Pick-Up Group (Pickup Group)**—allows you to pick up a call ringing in your group.
- **Privacy Release (Privacy Release)**—allows other telephones which share a line appearance for current call to join.
- **Response Messaging (Response Messaging)**—allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD telephone.
- **Saved Number Redial (Saved Number Redial)**—redials the last number saved
- **Service Observe (Service Observe)**—allows you to monitor a conversation or activity at another telephone in an undetected manner.
- **Tracker Paging System (Tracker Access)**—allows you to enter tracker pager numbers, pickup a tracker page, and either enable and/or disable a pager number.
- **Voice-Announce Block (Voice Announce Block)**—blocks voice announcements.
- **Volume Save (Volume Save)**—allows the preset volume level to be saved.

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 on page 93.

- **To create a feature access button,**

1. **SELECT** OPTIONS.
2. **SELECT** Programming.
3. **SELECT NEXT** until the Feature Button option appears.
4. **SELECT** Feature Button.
5. **SELECT** the Feature Level interactive button to toggle between 1 and 2.
6. **SELECT** one of the three options.
  - Show Empty Locations - green lights
  - Show All Locations - red lights
  - Feature Level
7. **SELECT** the button you want to assign as a feature button.
8. **SELECT** the feature you want to assign to by **SELECTING** the corresponding interactive button. (**SELECT NEXT** to scroll through the list of available feature.
9. **REPEAT** steps 1 through 7 for other features.
10. **SELECT EXIT** to end programming.



*Selecting a Feature*

- **To clear a feature button assignment,**

1. **REPEAT** the above procedure, but **SELECT CLEAR** before selecting storage location button.



## Reminder Alert

You can set up to two reminder alerts to sound at your LCD so that you will remember important regular events or occasional events.

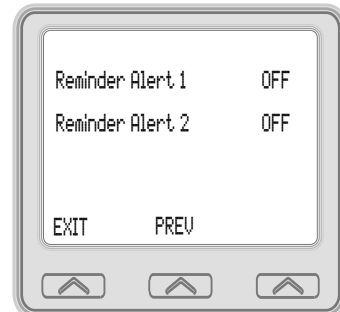
- **To set a reminder alert at your telephone,**

1. **SELECT** OPTIONS.
2. **SELECT** Programming.
3. **SELECT** NEXT until the Reminder Alert option appears.
4. **SELECT** Reminder Alert.
5. **SELECT** Reminder Alert 1 **OR** Reminder Alert 2 to select available alert designation; if you have already programmed an alert for 1, select 2 to set a second alert condition.
6. **DIAL** reminder time using the numbers on the dial pad (remember to add a zero [0] before single digit times: 01 for one o'clock, 02 for 2 o'clock, etc.)
7. Toggle interactive button between AM or PM.
8. **SELECT** Reminder Alert interactive button to select ON.
9. **SELECT** EXIT.

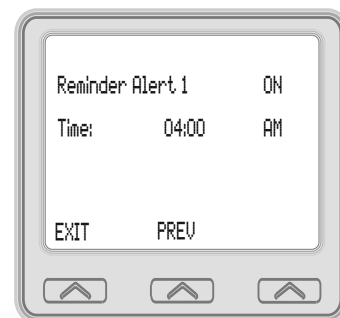
When an alert sounds at the set time, you hear four short tone bursts, which will continue until acted upon. If you are not at your station to hear the alert when it sounds, your telephone's ring tone changes to the alert tone for every incoming call until you respond to the alert.

- **To respond to an alert after it sounds, choose one of the following:**

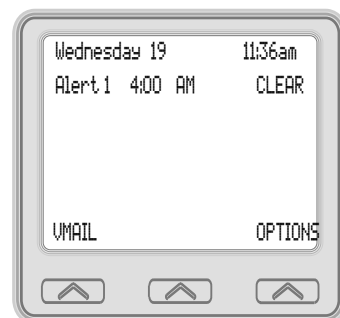
1. **SELECT** CLEAR to turn off the alert.
2. **SELECT** SET to reset the alert for the same time the following day.



*Setting an Alert*



*Setting the Alert Time*



*Respond to an Alert*

## Response Message Button

You may program a RESPONSE MESSAGE button, which allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD speakerphone, or to send an LCD message to another LCD speakerphone that you call and receive a busy signal or no answer.

- **To store a fixed RESPONSE MESSAGE button (delivers the same message each time it is pressed),**

1. **SELECT** OPTIONS.
2. **SELECT** Programming.
3. **SELECT** NEXT until the Feature Button option appears.
4. **SELECT** Feature Button.
5. **SELECT** the programmable button you wish to use as a response message button.
6. **SELECT** NEXT until the Response Message option appears.
7. **SELECT** Response Message.
8. **SELECT** from the list of displayed messages. **SELECT** NEXT to scroll through the list of messages. If you use the Back at or Call options add to them as follows:

- For Back at message, dial the code for the time numbers and colon from dialing codes table.

For example, dial   
for time 01:45.

- For the Call message, dial the code for telephone number where you can be reached.

For example, dial

for number 978-2200).

9. **REPEAT** steps 5 through 8 for other features, **OR SELECT** EXIT to end programming.

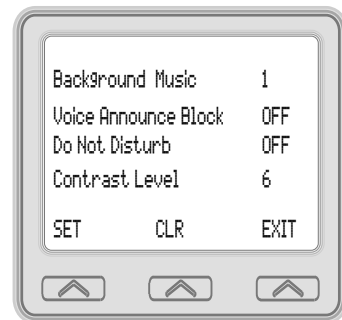
## 7

## Other Advanced Features

### 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** Programming.
  3. **SELECT** Background Music.
  4. **SELECT** Background Music interactive button and toggle between 1 or 2.
  5. **SELECT** EXIT .
  6. **ADJUST** music volume with the volume buttons.
  
- **To turn the music off,**
  1. **SELECT** OPTIONS.
  2. **SELECT** Programming.
  3. **SELECT** Background Music.
  4. **SELECT** Background Music interactive button and **SELECT** OFF.
  5. **SELECT** EXIT .



## Line Groups

Some systems have telephone lines arranged into line groups which may be accessed for outside calling instead of selecting an individual line button.

- **If your system has line groups, access them as follows:**

1. **PRESS INTERCOM.**
2. **DIAL** desired line group access code,

Line Group Access Codes		
Line Group	Default Code	Active Code*
1	<input type="text" value="9"/>	
2 through 11	<input type="text" value="8"/> <input type="text" value="0"/> through <input type="text" value="8"/> <input type="text" value="9"/>	
12 through 16	<input type="text" value="6"/> <input type="text" value="0"/> through <input type="text" value="6"/> <input type="text" value="4"/>	

\* If your system attendant has reassigned your line group access codes, write them here for future reference.

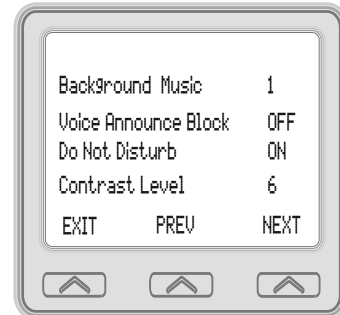
3. **LISTEN** for outside dial tone.
4. **DIAL** desired number.
5. **LIFT** handset to talk.

## 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** Programming.
3. **SELECT** Do Not Disturb.
4. **SELECT** Do Not Disturb interact button to toggle between ON and OFF.
5. **SELECT** EXIT.

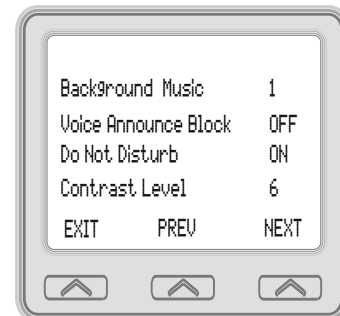


- **To disable the DND condition,**

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

- **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. **SELECT** OPTIONS.
3. **SELECT** Programming.
4. **SELECT** Do Not Disturb.
5. **SELECT** Do Not Disturb interact button. Ringing will stop, caller will hear the do not disturb tone, and your telephone will remain in DND until you disable the feature (described above).
6. **SELECT** EXIT.



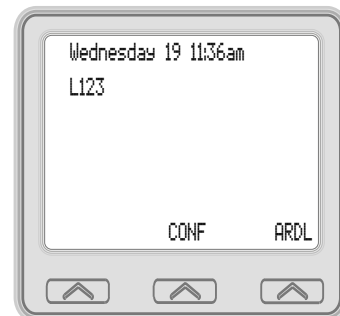
## Automatic Redial

If your station has the multiple automatic redial feature enabled, you can place up to ten numbers in your telephone's redial queue.

**NOTE:** The AUTOMATIC REDIAL button described in the following steps must be programmed by your system installer or attendant. Individual users DO NOT have access to programming of this feature.

- **To use the automatic redial feature to redial a busy or unanswered number,**

1. While on the call, **SELECT** Auto Redial **OR** **PRESS** the *AUTOMATIC REDIAL* button programmed by your installer.
2. The system repeatedly dials the number until you cancel the feature or the system has dialed the number a preprogrammed number of times (determined by your system installer).
3. The AUTOMATIC REDIAL light flashes between redials and turns on steady during redialing.
4. **IF** your installer has enabled answer supervision on your line, the system automatically cancels automatic redialing and turns the AUTOMATIC REDIAL light off.
5. **IF** answer supervision is **NOT** enabled, **SELECT** Auto Redial **OR** the programmed AUTOMATIC REDIAL button while on the call to cancel automatic redialing,
6. **IF** your system installer has enabled the redial multiple numbers feature, you can have up to ten numbers in your redial queue. To add numbers to your redial queue, **REPEAT** step 1 in the above procedure.



*Initiating Auto Redial*

- ***To scroll through numbers in your redial queue if your telephone is currently idle,***
  1. **SELECT** Auto Redial **OR** the programmed AUTOMATIC REDIAL button. The display shows the last number dialed.
  2. Choose one of the following:
    - **SELECT REMOVE** to remove the number from the redial queue.
    - **SELECT NEXT** to scroll to the next number in the queue.
    - **SELECT EXIT** to exit from the redial queue.
  
- ***To interrupt the redialing procedure so that you can scroll through numbers in your redial queue,***
  1. While your telephone is in the process of dialing a number, **SELECT** Auto Redial or the programmed AUTOMATIC REDIAL button twice. This treats the number as answered, cancels automatic redialing for that number, and puts the number back in the automatic redial queue. The display shows the last number dialed.
  2. **CHOOSE** from one of the following:
    - **SELECT REMOVE** to remove the number from the redial queue.
    - **SELECT NEXT** to scroll to the next number in the queue.
    - **SELECT EXIT** to exit from the redial queue.
  
- ***To cancel the automatic redial feature, choose one of the following:***
  1. **PERFORM** any user activity at the station (go on-hook, select the speaker button, etc.),
  2. **DIAL** **#** **7** **2** to delete all numbers from the redial queue,
  3. **SELECT** Auto Redial or the programmed AUTOMATIC REDIAL button while the number you wish to remove from the redial queue is ringing.

## 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 track a called party after receiving a ring—no answer,**

1. **MAKE** an intercom call to someone **AND RECEIVE** no answer.
2. **SELECT TRACK.**
3. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).
4. **PRESS SPEAKER** to end.



*Initiating a Tracker Page*

- **To track a called party without first calling them,**

1. **PRESS INTERCOM AND DIAL**  .
2. **DIAL** extension number **OR SELECT** the **LIST NAMES** interactive button. The LCD display shows several letters beside each interactive button. **SELECT** the interactive button next to the letter of the person's name whom you wish to call. The LCD display shows the first existing name to match to the letters you selected or shows a **No Name Match** message if the system cannot find a match.

**NOTE:** All the names starting with the letters you selected will appear, but they will not be in alphabetical order.

3. **SELECT NEXT** to display the subsequent names in the index until you reach the name you need.



4. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).
  5. **PRESS SPEAKER** to end.
- ***To use Tracker to transfer a call to a park orbit for retrieval and transmit the call's park orbit code and caller ID information (if available),***
    1. **ANSWER** call **AND SELECT** Transfer.
    2. **DIAL** extension number.
    3. If the called station does not answer or is busy, **SELECT TRACK**.
    4. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).
    5. **PRESS SPEAKER** button to end.

**NOTE:** Tracker parked calls will recall to your station after a preprogrammed time-out. You can either place the call into another Tracker page orbit or retrieve the call.

- ***To retrieve a call that you parked using the Tracker option,***
  1. **PRESS HOLD** button to scroll your held calls, (display shows **PAGE** and extension number of each parked call).
  2. **PRESS TAP** to retrieve the displayed parked call.
- ***If you receive a parked call message on your Tracker pager,***
  1. **GO** to any system station.
  2. **PRESS INTERCOM**.
  3. **DIAL** Tracker pager orbit code ( **#** **8** **0** **0** to **#** **8** **9** **9** ).
  4. **RETRIEVE** call.
- ***To enable or disable a Tracker pager at your station,***
  1. **PRESS INTERCOM**.
  2. **DIAL** **#** **0** **7** to enable, **OR DIAL** **#** **0** **6** to disable.
  3. **PRESS SPEAKER** to end.

## Auxiliary Jack

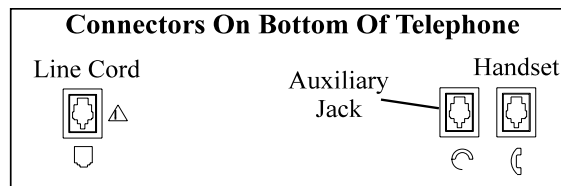
Your Impact SCS LCD speakerphone may be equipped with an auxiliary jack that provides an interface for a headset, a tape recorder, an external ringer or an external pager. If your LCD speakerphone is so equipped, you must program one of its programmable buttons to serve as an enable/disable button for each auxiliary device you plan to connect. The system will activate only the device that it identifies in the display, and will activate only one device at any time.

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 or with 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 recorder.
- 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 enable/disable buttons (at any blank programmable button location) as follows:**
  1. **SELECT** OPTIONS.
  2. **SELECT** Programming.
  3. **SELECT** NEXT until the Feature Button option appears.
  4. **SELECT** Feature Button.
  5. **PRESS** blank programmable button location to serve as enable/disable button for the feature you've selected.
  6. **SELECT** NEXT until desired auxiliary feature appears.
    - **APAGE** to choose pager
    - **ARECD** to choose recorder
    - **ARING** to choose external ringer
    - **Headset** to choose headset
  7. **RETURN** to previous steps to add another device, **OR SELECT SPEAKER** to quit.



*Programming Button*

- **To enable an auxiliary mode,**
  1. **SELECT** enable/disable button to enable mode. Light associated with button turns on and display denotes feature.
- **To disable an auxiliary mode,**
  1. **SELECT** enable/disable button. Light associated with button will turn off and display no longer denotes the feature.

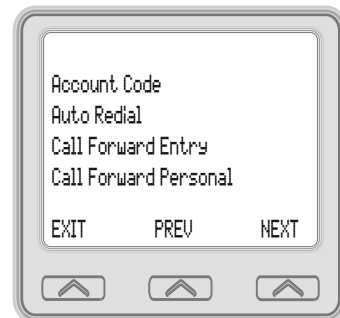
#### CAUTION

**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.**

## 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** **\*****0****4** (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.



*Account Code Entry*

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** **\*****0****4** **AND** account code, **OR PRESS** programmed ACCOUNT CODE button.
  4. **LISTEN** for dial tone **AND DIAL** number you are calling.

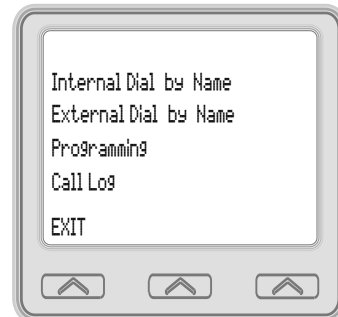
**NOTE:** See page 60 for instructions on programming a dedicated ACCOUNT CODE button.

## Dial By Name

The Dial By Name feature provides an index of names for you to search through. When you select a name in the index, the system will automatically dial that person's extension number.

- **To use Dial By Name,**

1. **SELECT OPTIONS** to enter the dial by name menu.
2. **SELECT** Internal Dial by Name interactive button for intercom calling, **OR SELECT** External Dial by Name for speed dial calling.
3. **SELECT ALL** to view all entries **OR SELECT** interactive button corresponding to the letters in the name you want to locate (for example, dial **ABC** for Comdial). There is no limit to the number of digits you can dial.
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.
5. **SELECT NEXT** to display the subsequent names in the index until you reach the name you need.
6. **SELECT** interactive button corresponding to the name you want to call.



*Selecting Dial By Name*



*Entering Search*

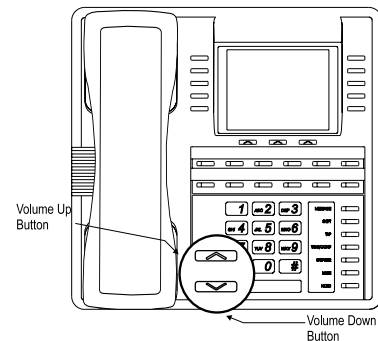
Alphanumeric Keypad		
1 QZ	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY

## Volume Control

### 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, background music, 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 8412S and 8412F  
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:*
  1. 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:*
  1. 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.

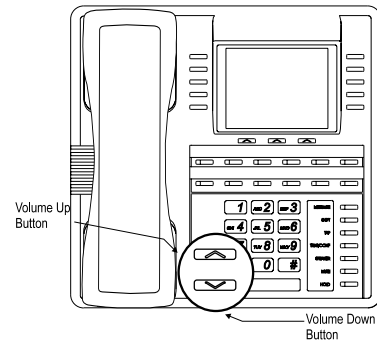
**NOTE:** When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your speakerphone's default volume, see the next section of this chapter.

- **There are eight headset loudness levels that you can set for the current call as follows:**

1. 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:**

1. 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.



*Impact SCS 8412S and 8412F  
Volume Buttons*

- **There are eight background music loudness levels. To set the level,**

1. While background music is on at your station, **PRESS VOLUME UP OR VOLUME DOWN** button once for each change in loudness you desire. This level remains set for background music until you change it again, even if you turn off the feature and then reactivate it.

## **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,**

1. **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,**

1. **PRESS MUTE** again (mute function and light turn off).

## Programmed Button Display

### **Button Functions Display (Button Query)**

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** Programming.
  3. **SELECT NEXT** until the Button Query option appears.
  4. **SELECT** Button Query.
  5. **PRESS** the button in question.
  6. **READ** the displayed information (display will hold for few seconds before the telephone returns to idle).



*Button Query*

### **Status Of Busy Lines and Stations (Busy DSS/BLF Button Inquiry)**

You can use this feature to identify the station that is busy on a line or the line on which a station is busy.

- **To identify the station that occupies a busy line,**
  1. **PRESS** DSS/BLF button for busy line.
  2. **READ** your display for intercom number of station that is busy on line.
- **To identify the line that a busy station occupies,**
  1. **PRESS** DSS/BLF button for busy station.
  2. **READ** your display for the busy station's line number.



## **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).

## 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.

- **To send a paging announcement,**
  1. **LIFT** handset.
  2. **PRESS INTERCOM.**
  3. **DIAL**  through  for zones 1–8.

<p><b>NOTE:</b> Zone 1 (code <input type="text" value="7"/><input type="text" value="0"/>) provides an all-call function in the default mode.</p>
---

4. **MAKE** announcement.
5. **REMAIN** on line if awaiting a reply (known as a Meet-Me page), **OR HANG UP** handset.

At times other telephone users may page you with instructions to meet them on line. This is known as a Meet-Me page. You can go to the nearest telephone, dial a code, and be in contact with the paging party.

- **To reply to a Meet-Me page,**
  1. **LIFT** handset of nearest telephone.
  2. **PRESS INTERCOM.**
  3. **DIAL** .
  4. **MEET** paging party on line.

## Viewing The Call Log

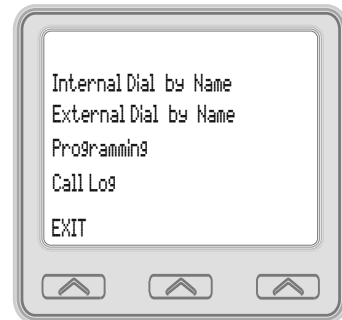
The Call Log feature allows you to view the last 10 outgoing calls made from your station. If you have caller ID, the LCD will also display incoming calls. Incoming calls are designated with an **I** next to the number and outgoing calls are designated with an **O**.

- **To view the call log,**

1. **SELECT** OPTIONS.
2. **SELECT** Call Log.

The LCD displays the last 10 phone numbers you dialed (or the numbers that called you, if you have caller ID). Incoming calls are designated with an **I** to the left of the number and outgoing calls are designated with an **O**.

3. To scroll through the lists of numbers, press the **NEXT** or **PREV** buttons.
4. To display the time of a call, press the corresponding button to the right of the LCD.
5. Press **EXIT** when you are done.



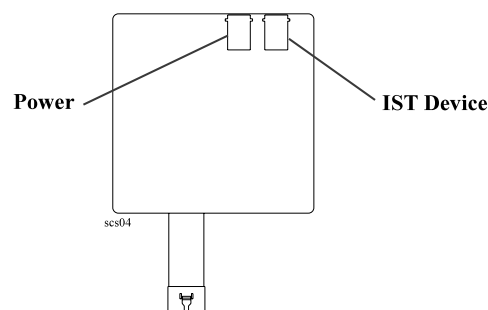
*Viewing the Call Log*

## IMIST Module

*Impact* SCS 8412F-\*\* and 8412S-\*\* 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. The functionality of the IMIST module depends on the type of system you are using:

- The IMIST module functions on a DXP system with the appropriate digital station board, but the IMIST module will not have its own extension number and will not function simultaneously with the speakerphone.
- On a DXP Plus system, the IMIST module functions simultaneously with the speakerphone and has its own extension number if your system has the appropriate digital station board and memory board. If your system does not have the optional enhanced memory board, the IMIST module will function like the one on the DXP system described above. Check with your system installer for complete details.
- On a FXS or FXT system, the speakerphone and IMIST module can function simultaneously and the IMIST module has its own extension number.

**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.

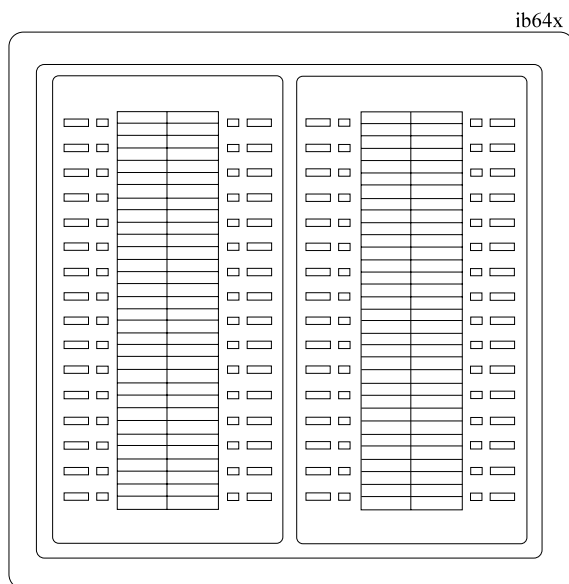


*IMIST Module*

## 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.

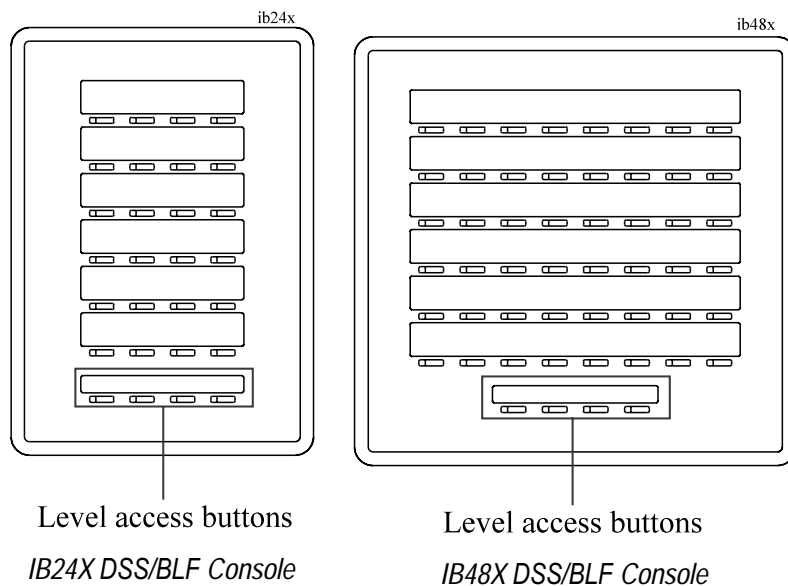
When the installer assigns a *DSS/BLF* console to a station port, the system recognizes it as such and automatically clears (blanks) the console buttons so that you can store numbers at the buttons as you need them.

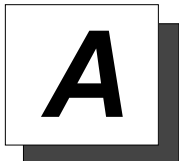


*IB64X DSS/BLF Console*

## 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 1, the next button activates level 2, etc. A light beside the appropriate button lights to indicate which level is currently active.





## 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 60 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 Code	INTERCOM + * 0 4 + account code	
All Call	INTERCOM + 7 0	
Attendant Calling	INTERCOM + 0	
Authorization Code	INTERCOM + # 0 8 + authorization code	
Automatic Callback and Call Waiting	INTERCOM + * 6	INTERCOM + # 6
Background Music	INTERCOM + 1 1 or 1 2	INTERCOM + # 1
Call Divert Station	INTERCOM + * 5 5 + extension number	
Call Forward, Personal	INTERCOM + * 5 1 + extension number	INTERCOM + # 5

Feature	Enable Code	Disable Code
Call Forward, Ring-No Answer, All Calls	INTERCOM + *54 + extension number	INTERCOM + #5
Call Forward, Ring-No Answer, Personal Calls	INTERCOM + *53 + extension number	INTERCOM + #5
Call Forward, All Calls	INTERCOM + *52 + extension number	INTERCOM + #5
Call Park, Orbit 910-990	INTERCOM + * + 910 to 999	
Call Park, Pickup	INTERCOM + # + 910 to 999	
Call Pickup, Directed	INTERCOM + *4 + extension number	
Call Pickup, Group	INTERCOM + #4	
Clear Major Alarm Ring	INTERCOM + #09	
DISA Access	Installer Assigned	
Do Not Disturb	INTERCOM + #01	INTERCOM + #01 (repeat)
Do Not Disturb Override	extension number + *03	
DSS/BLF Programming	INTERCOM + **3	



Feature	Enable Code	Disable Code
Executive Override	extension number + * 0 3	
Hold, Manual	HOLD	
Hold, Exclusive	HOLD + HOLD	
Hold, Directed	INTERCOM + * 9 0	
Hold, Directed Pickup	INTERCOM + # 9 0	
LCD Messaging	INTERCOM + * 0 2 + message	INTERCOM + # 0 2
Line Group 1	INTERCOM + 9	
Line Groups 2-11	INTERCOM + 8 0 to 8 9	
Line Groups 12-16	INTERCOM + 6 0 to 6 4	
Line Pick Up From Any Station, Zones 1-4	INTERCOM + 6 5 to 6 8	
Line Pick Up From Any Station, All Zones	INTERCOM + 6 9	
Meet-Me Answer Page	INTERCOM + 7 8	
Message Waiting	INTERCOM + * 3 + extension number	INTERCOM + # 3 + extension number
Message Wait Retrieval	# 0 0	

Feature	Enable Code	Disable Code
Operator Access	INTERCOM + <input type="text" value="0"/>	
Paging, All Call	INTERCOM + <input type="text" value="7"/> <input type="text" value="0"/>	
Paging, Zones 2-8	INTERCOM + <input type="text" value="7"/> <input type="text" value="1"/> to <input type="text" value="7"/> <input type="text" value="7"/>	
Paging, Meet-Me	INTERCOM + <input type="text" value="7"/> <input type="text" value="8"/>	
Park Orbit Retrieve	INTERCOM + <input type="text" value="#"/> + <input type="text" value="9"/> <input type="text" value="1"/> <input type="text" value="0"/> to <input type="text" value="9"/> <input type="text" value="9"/> <input type="text" value="9"/>	
Park Orbit Send	INTERCOM + <input type="text" value="*"/> + <input type="text" value="9"/> <input type="text" value="1"/> <input type="text" value="0"/> to <input type="text" value="9"/> <input type="text" value="9"/> <input type="text" value="9"/>	
Personal Ringing Tones	INTERCOM + <input type="text" value="*"/> <input type="text" value="*"/> <input type="text" value="4"/> + tone code ( <input type="text" value="1"/> to <input type="text" value="8"/> )	
Redial Last Dialed Number	<input type="text" value="#"/>	
Remote Station Disable	INTERCOM + <input type="text" value="*"/> <input type="text" value="0"/> <input type="text" value="5"/> + extension number	INTERCOM + <input type="text" value="#"/> <input type="text" value="0"/> <input type="text" value="5"/> + extension number
Response Message	INTERCOM + <input type="text" value="*"/> <input type="text" value="*"/> <input type="text" value="6"/> + button + <input type="text" value="0"/> <input type="text" value="1"/> to <input type="text" value="3"/> <input type="text" value="0"/>	
Service Observing	INTERCOM + <input type="text" value="#"/> <input type="text" value="0"/> <input type="text" value="3"/> + extension number	
Speed Dial, Station	Keypad <input type="text" value="1"/> , <input type="text" value="2"/> , <input type="text" value="3"/> , <input type="text" value="4"/> , <input type="text" value="5"/> , <input type="text" value="6"/> , <input type="text" value="7"/> , <input type="text" value="8"/> , <input type="text" value="9"/> , or <input type="text" value="0"/>	

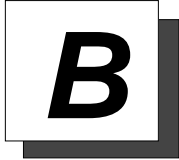
Feature	Enable Code	Disable Code
Speed Dial, System	*100 to *599	
Speed Dial, Programming	INTERCOM + **1	
Station Lock	INTERCOM + #04 + code	
Volume Save	INTERCOM + **7	
Voice-Announce Block	INTERCOM + *2	INTERCOM + #2

**NOTE:** The dialing codes provided in this quick reference guide are default values. Your system installer has the ability to renumber these codes.

The following table details several unique dialing codes that are only applicable to single line proprietary and industry-standard telephones.

Feature	Enable Code
<b>Pick Up Last Line</b>	*08
<b>Broker's Call</b>	*07
<b>Speed Dial Access Code</b>	*01
<b>Saved Number Redial</b>	*06
<b>Dial Saved Number</b>	*09
<b>TAP Dialing Code</b>	# #

## **Notes**



## Display Abbreviations

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

Abbreviation	Feature	Definition
ACCT	Account Codes	Stores a button that enables account code entry.
ALERT	Set Reminder	Sets two reminder alerts that will sound at your station at specified times.
ALL	All Calls Forward	Route all of your calls to a different station location.
ANS	Answer	Answers any call ringing at your station.
APAGE*	Auxiliary Pager	Stores a button that selects auxiliary paging speaker operation through the auxiliary jack.
ARECD*	Auxiliary Recorder	Stores a button that selects tape recorder operation through the auxiliary jack.
ARING*	Auxiliary Ringer	Stores a button that selects auxiliary ringer operation through the auxiliary jack.
ARDL	Automatic Redial	Redials a busy call once a minute for 10 minutes.
ERASE	Erase	While programming a speed dial number, erases an incorrect entry.
CALL	Call	Calls a station that turned on your message waiting light.

Abbreviation	Feature	Definition
CAMP	Camp On	Has system call you when busy station becomes idle. 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
CALLBK	I Will Call Back	Respond to a SOHVA call with a non-verbal message.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLR	Clear	Cancels a call forward condition.
CONF	Conference	Establishes a conference.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.
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/BLF	Direct Station Select	Stores a personal intercom number at a DSS/BLF button.
EXIT	Exit Selection	Ends a current programming session.
EXT	System Speed Dial By Name	Selects system speed dial numbers to access through the dial by name interface. (2 Line LCD)
FEAT	Feature	Presents several different features you can store at programmable buttons for later use.

Abbreviation	Feature	Definition
GPLSN	Group Listen	When chosen as a feature, stores a button that enables loud speaker broadcast of distant party's voice.
HDSET	Headset	When chosen as a feature, stores a button that enables headset operation.
HAVE HOLD	Ask Caller To Hold	Send a non-verbal response to a SOHVA caller so he or she will know to place the outside caller on hold.
INT	Internal Dial by Name	Selects speed dial intercom numbers to access through internal dial by name. (2 Line LCD)
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. When chosen as a feature, stores a button that enables the function.
NEXT	Next Display	Shows the next display.
NOANS	No Answer/Forward	Forwards calls that ring at your station but receive no answer.
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.
PAGE	Paging Zone	When chosen as a feature, stores a button that provides one-button access to paging.
PARK	Park Orbit	When chosen as a feature, stores a button that provides one-button parking of calls.

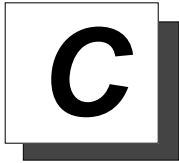
Abbreviation	Feature	Definition
PCKUP	Pick Up	When chosen as a feature, stores a button that allows you to pick up a call ringing elsewhere.
PERS	Personal	Route your personal intercom calls to a different station location.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
QUERY	Button Query	Displays program status of any button.
RECON	Reconnect	Reconnect you to a transferred call.
RING	Ring Tone	Select different ringing tones.
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 number for one-button calling.
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 Announcement	Sends a subdued off-hook voice announcement to another station.
SRC	Music Source	Selects which music source will supply background music.
TAKE MSG	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.



Abbreviation	Feature	Definition
VAE	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.

\*Available only on Impact SCS 8412FJ and 8412SJ models only.

## **Notes**



## 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 multi-line 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.

**DXP, DXP Plus, FXS and FXT**

Common Code Based Systems; DXP, DXP Plus, FXS and FXT Comdial Communication Systems so named because the programmed function codes of these systems are interchangeable.

**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  through ,  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.

**Ring Line Preference**

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

**Ring Tones, Personal**

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

**S****Saved Number Redialing**

Saving a last manually dialed number for later autodialing.



**Screened Call Transfer**

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

**Service Observing**

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.



## 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).

**NOTE:** The 8412F-\*\* speakerphone can function in the full-duplex or half-duplex mode. Both sets of guidelines are applicable to the 8412F-\*\*. The 8412S-\*\*, however, can only function in half-duplex mode.

### Full-Duplex Speakerphone Guidelines

The *Impact SCS* 8412F-\*\* speakerphone uses the latest full-duplex speakerphone technology. (Full-duplex technology enables both parties on a speakerphone call to speak simultaneously—half-duplex speakerphones carry only one person's voice at a time.) The 8412F-\*\* will operate in either full-duplex or half-duplex mode depending on the current line conditions. For example, satellite calls or calls with a delay involved may prevent the telephone from operating in full-duplex mode.

To operate in full-duplex mode, the telephone must perform a “speech training” test at the beginning of each call. 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 8412F-\*\* 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 8412F-\*\* 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.

To maximize the usefulness of your full-duplex speakerphone, take note of these following observations about full-duplex speakerphone operation.

- The full duplex operating mode requires a small amount of time to adapt to changes in echo; therefore, you should avoid making any movements in the vicinity—about a one-foot radius—of the speakerphone.
- There are certain echo limits beyond which the speakerphone cannot effect canceling. These limits are as follows: room echoes beyond 39 milliseconds (standard configuration) and line echoes beyond 24 milliseconds (standard configuration).
- The speakerphone may automatically reduce the volume in each direction when both you and the distant party talk at the same time (double-talk). This volume reduction is necessary to control the echoes at high volume levels. It is possible for surrounding conversations and other sounds to trigger double-talk even when you are not speaking. This condition may lower the loudspeaker volume at your speakerphone.
- You must adjust the loudness of your voice to match that of the distant party’s voice. This action is necessary to cause full-duplex operation to take place. Sustained double-talk or excessive echo may cause the speakerphone to drop back into half-duplex operation. This happens because the speakerphone’s echo cancel circuits cannot adapt during the double-talk situation.
- If both you and the distant party are using full-duplex speakerphones, the sensitivity to both echo path changes and volume reduction during double-talk is doubled from the sensitivity when just one full-duplex speakerphone is involved.

## Half-Duplex Speakerphone Guidelines

**NOTE:** The speakerphone user guidelines in this section do not apply to the Impact SCS 8412F-\*\* when it is operating in full-duplex mode. However, when the 8412F-\*\* is in half-duplex mode or in “speech training” mode, the following guidelines are applicable. These guidelines are also applicable to the 8412S-\*\* whenever it is in speakerphone mode.

- 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 in a clear 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 is in a noisy environment, you may have to lift your handset to ensure a clear conversation. 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.

## **Notes**



## Feature Networking Support

The table below shows all the features available on Set 15A. It identifies whether each feature is for a local stand-alone system or a system-to-system network. System-to-system networking connects several DXP, DXP Plus, FXS and FXT systems together in an arrangement that allows unified communications through the system. Also provided is information on which features Comdial provides remote networking support too.

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Abandoned Hold Release	Terminating	None	Across Network	
Account Code	Both	None	Across Network	Node/COS
Alarms			Local	Node
A-lead			Local	Node
Alternate Attendant	Terminating	Comdial	Local	Node
ANI (passed across the network but must be enabled per node)	Terminating	Comdial/QSIG	Local (display telephones)	Node
ANI DNIS (passed across the network but must be enabled per node)	Originating	Comdial/QSIG	Local (display telephones)	Node
ANS Detect	Originating	Comdial	Across Network	
ARS	Both	Comdial	Across Network	Node
ASR	N/A	None	Local	Node

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Attendant Programing	Both	Comdial	Local	Node
Authorization Code	Originating	None	Local	Node
Auto Hold	Terminating	None	Across Network	Node
Auto Pause	Terminating	None	Across Network	Node
Auto Redial	Originating	None	Across Network	Node
Aux Line			Across Network	Node
Aux Ring			Local	Node
Block Program			Across Network	Incoming DID Node
Button, Programable	Both	Comdial	Across Network (with limitations)	Node/Station
Call Costing	Originating	None	Across Network (with limitations)	Node/Station
Call Divert	Terminating	Comdial	Local	Node/Station
Call Forward Default Forward	Terminating	Comdial	Across Network	Node/Station
Call Forward All Immediate	Terminating	Comdial	Across Network	Node/Station
Call Forward All RNA	Terminating	Comdial	Across Network	Node/Station
Call Pickup Directed	Terminating	Comdial	Across Network	Node/Station
Call Pickup Group	Terminating	None	Local	Node/Station
Call Time	Originating	None	Across Network	Node/Station
Call Transfer	Both	Comdial	Across Network	Node/Station



Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Call Waiting Tone	Terminating	None	Local	Node/Station
Camp On	Terminating	None	Local	Node/Station
CFOS	Both	None	Local	Node/Station
Clock Set			Local	Node
Conference	Both	Comdial/QSIG	Across Network (with limitations)	Station
COS			Local	Node
Day Night Class of Service	Both	Comdial	Local	Node
Delay Hot Line	Terminating	None	Local	Node/Station
Dist Ring	Terminating	None	Local	Node/Station
Dial by Name	Originating	None	Local	Node/Station
Directed Station Hold	Both	None	Local	Node/Station
Disable Station			Local	Node/Station
Disconnect Notification	Both	None	Across Network	
DND/inhibit/override	Terminating	Comdial/QSIG	Local	Node
DNIS (passed across the Network but must be enabled per node)	Both	Comdial	Local (display phones)	Node
DSS/BLF	Both	Comdial	Across Network (with limitations)	Node/Station
DTMF Signaling	Both	None	Across Network	
Enhanced Night Mode	Terminating	None	Across Network	Node
Enhanced Ringing	Terminating	None	Across Network	Node

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Executive Override	Both	None		
Extended DTMF				
Feature Numbering			Local	Node
Group Listen	Terminating	None	Across Network	Node/Station
Hands Free	Both	None	Across Network	Node/Station
Hold	Terminating	Comdial/QSIG	Across Network	Node/Station
Hunt Group (can access Hunt group across Network but members must be local to each other)	Terminating	Comdial	Across Network	Node
Hunt List	Terminating	None	Local	Node/Station
Idle Line	Both	None	Local	Node
Incoming Call Routing	Both	Comdial	Across Network	Node
Intercom Numbering			Local	Node
Intercom Speed Dial Last Number Dialed	Originating	None	Across Network	Node/Station
LCD Contrast	Both	None	Local Station Only	Node/Station
LCD Messaging	Both	None	Local	Node
Line Group	Both	None	Local or Network Channels	Node
Line Monitoring	Both	Comdial	Local	Node
Line Names	Both	Comdial/QSIG	Across Network	Node

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Line Queue	Both	None		
Lock	Both	None	Local	Node/Station
Location Codes	Both	None	Local	Node
Mark	Both	None	Local	Node/Station
Message Deposit	Both	Comdial	Local	Node/Station
Message Waiting	Terminating	Comdial	Across Network	Node/Station
Music, Background	Both	None	Local	
Music, On Hold	Both	None	Local	
Mute	Both	None	Across Network	Node/Station
Operator/Network	Both	Comdial	Across Network	Hub
Operator/Node	Both	Comdial	Local	Node
Page	Both	None	Local	Node
Park Orbit	Terminating	None	Local	Node
Personal Ring Tone	Terminating	None	Local Station Only	Node/Station
Prime Line	Originating	None	Local	Node/Station
Privacy	Terminating	None	Local	Node/Station
Pulse Set On	Originating	None	Local	Node
Query (button)	Originating	None	Local	Node/Station
Queue	Terminating	Comdial	Local	Node/Station
Quick Transfer	Terminating	Comdial	Across Network (with limitations)	Node/COS
Recall Call Forward			Across Network (with limitations)	Node/Station
Recall Timing (Hunt Group)	Terminating	Comdial/QSIG	Across Network	Node
Record	Both	Comdial	Across Network	Node/Station

Feature Name	Type Originating/Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Response Message	Both	None	Local	
Ring Monitoring	Terminating	Comdial	Local	Node/Station
Serial Transfer	Terminating	Comdial/QSIG	Local	
Service Observe	Originating	None	Local	Node/Station
Shift for Speed Dials	Both	None	Across Network	Node/Station
Silent for Ringing	Both	None	Local	Node/Station
SLPS—Brokers Mode	Both	None	Local	
SLPS—Dial Saved Number	Originating	None	Across Network	
SLPS—Pick Up Last Line	Terminating	None	Across Network	
SLPS—Save Number	Originating	None	Across Network	
SLPS—TAP	Both	None	Across Network	
SMDA/SMDR	Both	Comdial	Across Network (with limitations)	Node
Softkey	Both	Comdial	Across Network (with limitations)	
SOHVA	Terminating	Comdial	Local	Node/Station
SOHVA Service Observe	Originating	None	Local	Node/Station
Dial	Originating	None	Across Network	Node/Station
System Speed Dial	Both	None	Across Network	Node

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Station Monitoring (DSS/BLF)	Both	Comdial	Across Network (with limitations)	Hub only
Station Names	Both	None	Across Network	Node/Station
Station State Query	Originating	Comdial	Across Network	Node/Station
Subdue Ringing	Terminating	Comdial	Local	Node/Station
System Manager Prog	Both	None	Local	
System Parameters	Both	None	Local	Node
TAFAS (line answer from any station)	Both	None	Local	Node/Station
Toll Restriction	Both	None	Across Network	Node/COS
Tracker	Both	Comdial	Local	
Transfer to Voice Mail	Both	Comdial	Across Network	Node/Station
Trunk to Trunk Transfer	Both	Comdial	Across Network	
Voice Announce Block	Terminating	Comdial	Across Network	Node/Station
Serial WP Integration			Across Network	Hub and VM
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