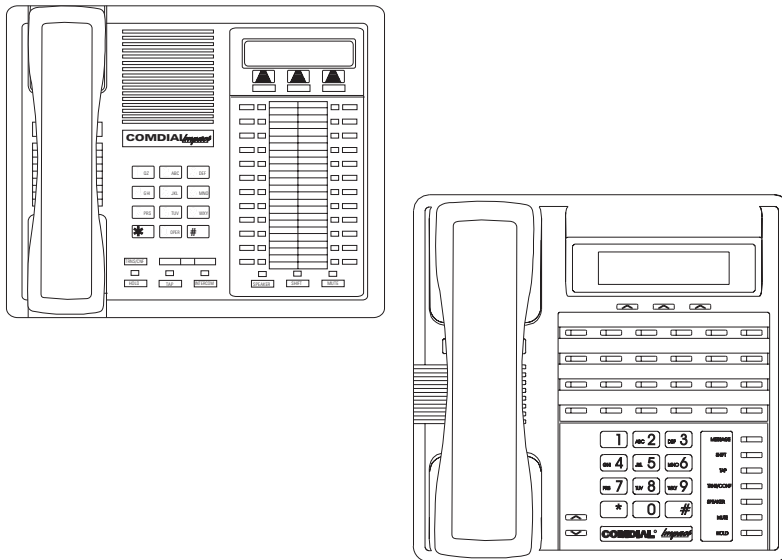


COMDIAL®

DSU and DSU II Series Digital Telephone Systems

Impact • *Impact*
SCS

LCD Speakerphone System Reference Manual



This reference manual applies to the following system and telephone models:

System Models:

- DSU systems with software 20A and later.
- DSU II systems with software 4A and later.

Telephone Models:

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

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



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

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

2/12/97

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1

Introducing The LCD Speakerphone

1.1 Using This Guide

Chapter One provides you with a general overview of your new speakerphone and its functions. The other ten chapters in this guide are clear and easy to follow.

The Chapters are numbered as follows:

Chapter Two: Programming The Attendant Features

Chapter Three: Answering Calls

Chapter Four: Making Calls

Chapter Five: Holding Calls

Chapter Six: Transferring Calls

Chapter Seven: Conferencing Calls

Chapter Eight: Using The Other Telephone Features

Chapter Nine: Using Non-Verbal Messaging

Chapter Ten: Programming Your Telephone

Chapter Eleven: Troubleshooting Your Telephone

For your convenience, a quick reference guide, a glossary, and an alphabetical index are included in the back of this user's guide.

***NOTE: Throughout this book, all references to fixed buttons are printed in upper case bold type, for example "Press the INTERCOM button."
All references to interactive buttons are printed in upper case bold italic type, for example "Press the OPTIONS button."***

1.2 Using Your Speakerphone

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 8324F-** speakerphone can function in the full-duplex or half-duplex mode. Both sets of guidelines (section 1.2.1 and section 1.2.2) are applicable to the 8324F-**.

The 8012S-**, 8024S-**, 8324S-**, and 8312S-** speakerphones only function in the half-duplex mode—only section 1.2.2, Speakerphone User Guidelines, apply to these telephones.

1.2.1 Using A Full-Duplex Speakerphone

The *Impact SCS 8324F-**** speakerphone uses the latest full-duplex speakerphone technology. (Full-duplex technology enables both parties on a speakerphone call to speak simultaneously—half-duplex speakerphones allow only one person to speak at a time.) The 8324F-*** will operate in either full-duplex or half-duplex mode depending on the current line conditions. For example, satellite calls or calls with a delay involved may prevent the telephone from operating in full-duplex mode.

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

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

When using a full-duplex telephone, you must be aware of these different situations and react accordingly when the far-end party does not respond. However, you will discover it is much easier to interrupt the far-end talker and have a more natural conversation than you can have with a half-duplex speakerphone.

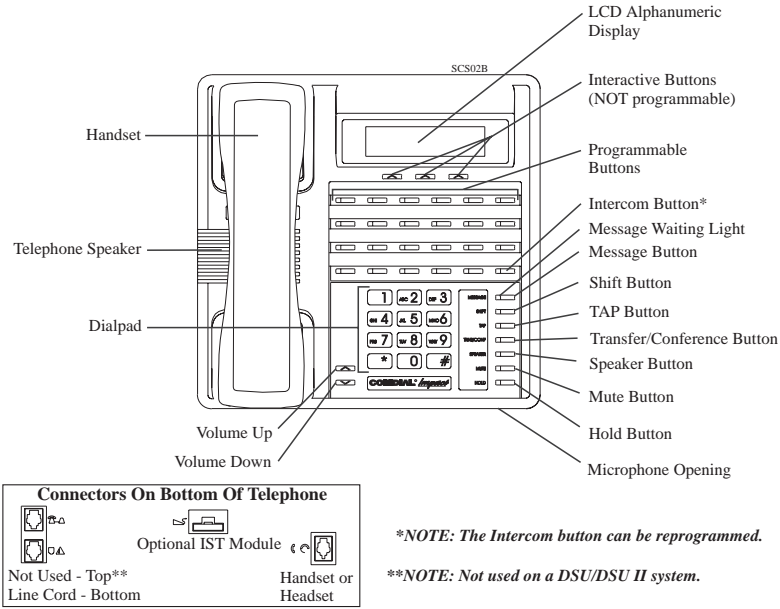
NOTE: Pressing any button (mute, hold, etc.) on the speakerphone while in full-duplex mode causes the system to perform the “speech training” test again. For example, if you press MUTE while in full-duplex mode, when you release the call from mute, the system will perform the entire “speech training”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

1.2.2 Speakerphone User Guidelines

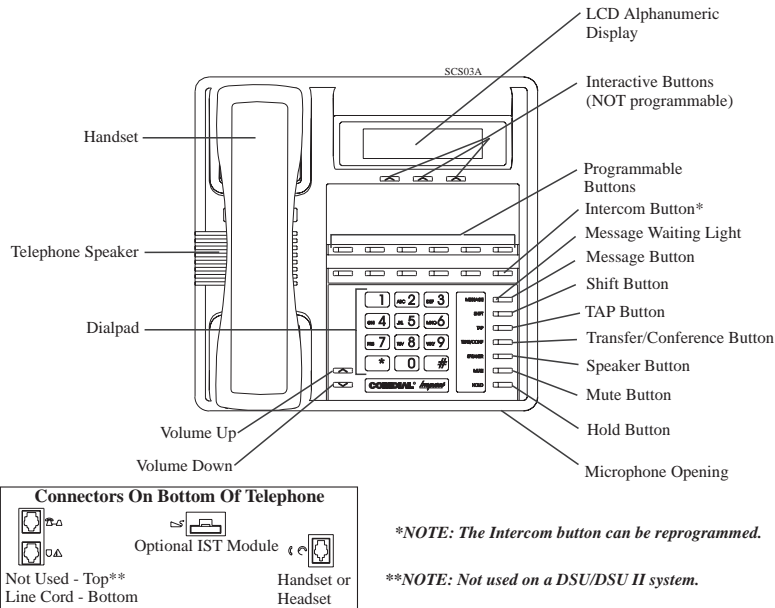
NOTE: The speakerphone user guidelines in this section that do not apply to the Impact SCS model 8324F-** when it is operating in full-duplex mode are so noted. However, when the 8324F-** is in half-duplex mode or in “speech training” mode, all of the following guidelines are applicable.

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party. Does not apply to model 8324F-** when in full duplex 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 with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.

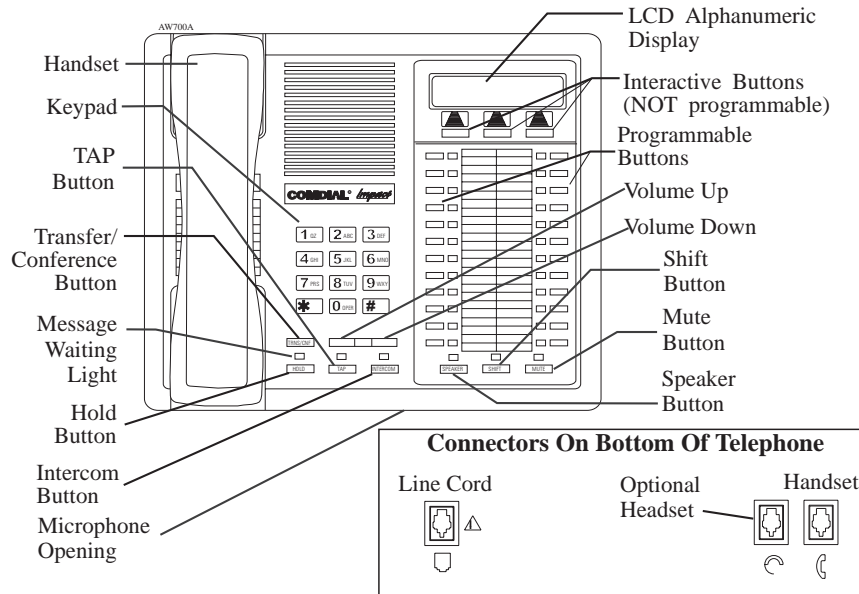
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.
 - **To manually place a call using your speakerphone,**
 1. Press the **INTERCOM** or line button.
 2. Dial the number.
 3. When party answers, speak toward the telephone.
 - **To automatically dial a number using your speakerphone,**
 1. Press the preprogrammed speed dial or DSS 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. To end a call with your speakerphone, press **SPEAKER**.



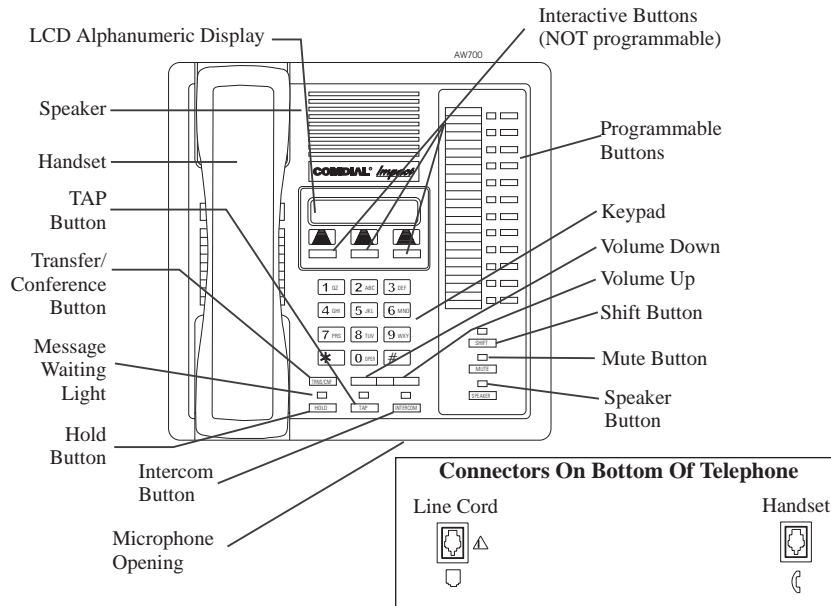
Impact SCS 8324F-** and 8324S-**



Impact SCS 8312S-**



Impact 8024S-**-LCD Speakerphone



Impact 8012S-**-LCD Speakerphone

1.3 Knowing The LCD Abbreviations

The following chart identifies the abbreviations that appear above your programmable buttons on the LCD screen.

| LCD Screen | Feature | Section |
|------------------------------------|------------------------------|-----------------|
| ADIAL | Automatic Dial | 9.1 |
| ALL | All | 7.5 |
| ANS | Answer | 6.1 |
| ARDL | Automatic Redial | 4.3 |
| BKSP | Back Space | 9.2 |
| BLOCK | Block | 7.2 |
| CAMP | Camp | 4.8, 4.9 |
| CFWD | Call Forward | 7.5 |
| CLBK | Call Back | 3.7 |
| CLEAR | Clear | 7.5 |
| CWAIT | Call Waiting | 4.9 |
| DARK | Dark (Contrast) | 7.1 |
| DISP | Display (Contrast) | 7.1 |
| DND | Do Not Disturb | 7.13 |
| DSS | Direct Station Select | 9.3 |
| EXIT | Exit | 9.5 |
| EXT | Speed Dial Calling | 4.12 |
| FEAT | Feature | 9.5 |
| FWD | Forward | 7.5 |
| G (followed by last number) | Group | 4.4 |
| HOLD | Hold | 5.1 |
| HVHLD | Have Hold | 3.7 |
| INT | Intercom Calling | 4.12 |
| L (followed by last number) | Line | 5.1 |
| Last No Saved | Last Number Saved | 4.3 |
| LIGHT | Light (Contrast) | 7.1 |
| MUSIC | Background Music | 7.17 |
| MSG | Message | 3.7 |
| NEXT | Next Display | 4.9 |

| LCD Screen | Feature | Section |
|-----------------------------|------------------------------------|---------|
| OVER | Override | 4.10 |
| P (followed by last number) | Port | 7.6 |
| PERS | Personal | 7.5 |
| PREV | Previous Display | 7.1 |
| RECALL | Recall | 5.5 |
| RECON | Reconnect | 6.1 |
| RING | Ring Tone | 7.15 |
| S (followed by last number) | Station | 5.1 |
| SAVE | Save Number | 4.3 |
| SDIAL | Speed Dial | 9.2 |
| SEND | Send Transfer | 6.1 |
| SET | Set | 7.5 |
| SOHVA | Subdued Off Hook Voice Announce | 4.11 |
| TIMER | Timer | 4.6 |
| TKMSG | Take Message | 3.7 |
| VAB | Voice Announce Block | 7.2 |
| Voice Ann. Block | Voice Announce Block | 7.2 |

1.4 Knowing Your Telephone's Functions

The LCD speakerphone provides many versatile features for your use. Refer to the following list for the features and their functions.

Alphanumeric Display (Liquid Crystal Display—LCD)

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

Auxiliary Jack (8024S only)

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

Hold Button

- Places a line on hold
- Stores pauses in number sequences during programming

Interactive Buttons

- 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
- Initiates many of the telephone's features

Message Waiting Light (HOLD button on 8024, 8012; dedicated MESSAGE button on 8324S, 8324F, 8312S)

- Indicates that a message awaits pick up

Microphone Opening

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

Mute Button

Keeps the person on the line from hearing your conversation

Programmable Buttons

- Allow you to store numbers for automatic dialing functions
- Allow you to store telephone extension numbers for Direct Station Selection (DSS)
- Indicate which lines are either in use or on hold (green light)

Speaker

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

Shift Button

- Allows access to autodial numbers programmed under DSS buttons

Speaker Button (SPEAKER)

- Turns your speaker on or off
- Disconnects a call when you are on a handsfree call
- Ends or cancels programming
- Activates group listen feature

TAP Button (must be preprogrammed for only one of the following functions)

- Recalls dial tone, or activates host system features
- Retrieves held calls or last call placed on hold

Transfer/Conference Button (TRANSFER/CONFERENCE)

- Transfers calls
- Sets up conference calls

Volume Control

- Regulates the volume of the ringer, the speaker, the handset, the headset, and of the group listen feature

1.5 Understanding What the Lights Mean

The lights on your telephone indicate the status of lines, features, and intercom.

Next to a Direct Station Select (DSS)/ Busy Lamp Field (BLF) button:

- Steady red = station is in use, or in Do Not Disturb.
- Flashing red = station is receiving a call or station is calling you.
- Fluttering red = station-to-station messaging has been set.

Next to a line button:

- Steady green = line is in use at your station.
- Steady red = line is in use at another station.
- Flashing red = a call is coming in on this line.
- Flashing orange = your line is ringing and will be answered when you take the telephone off hook.
- Winking green = line is on hold at your station.
- Winking red = line is on hold at another station.
- Fluttering green = line has recalled from hold at your station.
- Fluttering red = line has recalled from hold at another station

Next to a fixed feature or programmable feature button:

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

Next to an INTERCOM button:

- Steady red with a quick flash = you are using your intercom.
- Fluttering red = auto redial is in use, or system is in night mode (station 10 or 12).
- Winking red = an LCD message is set on your telephone for others to receive when calling.
- Flashing red = another station is calling you.

Above the HOLD button (models 8012S and 8024S):

- Flashing red = message awaits pick up.
- Fluttering red = automatic station relocation has been set.

Next to the MESSAGE button (models 8312S, 8324S, and 8324F)

- Flashing red = message awaits pick up.

Next to the SPEAKER button:

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

Next to the MUTE button:

- On steady = called party cannot hear your conversation.

Next to the SHIFT button:

- On steady = shift mode is activated to allow access to autodial numbers programmed under DSS buttons.

1.6 Understanding What the Rings Mean

- Two short rings = intercom call.
- Single longer ring = outside call.
- One short ring burst = voice announce.
- Three short ring bursts = ring back from a held call, callback from a queued call.

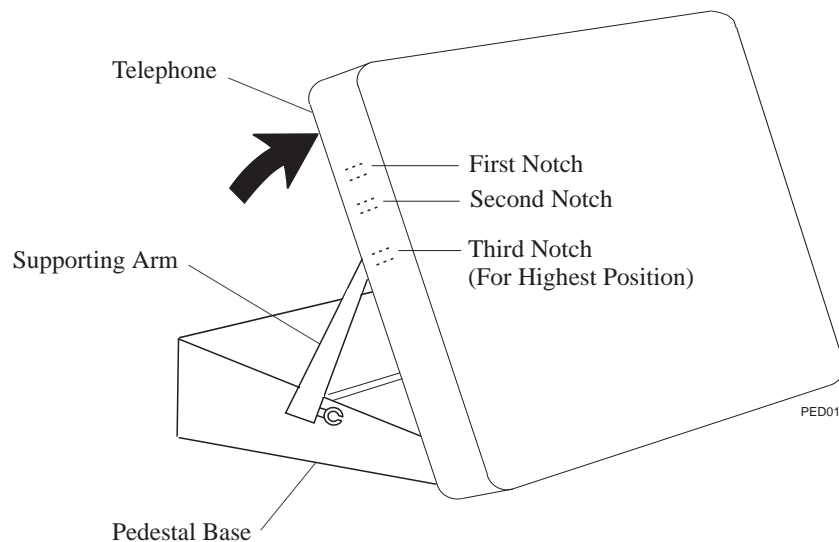
You can vary the ringing tone of your telephone, choosing from one of six different rings. This way, you can identify your ring even though you may not be close to your telephone.

Additionally, so you won't be disturbed when you're busy on a call and another call rings at your station, the ring volume is Subdued automatically.

1.7 Adjusting Your Telephone's Pedestal (Models 8312S, 8324S and 8324F only)

An adjustable pedestal is provided on your telephone to allow you to select the most comfortable viewing angle. When you receive your telephone, it will be in its lowest position — down flush against the pedestal. You can raise your telephone to one of three higher positions as follows:

1. Grasp the rear of the pedestal base firmly with one hand while lifting the rear portion of the telephone upward with your other hand.
2. While pivoting the telephone upward with one hand, pivot the telephone supporting arms upward with your other hand while feeling for the notches under the telephone. Notice that there are three sets of notches under the telephone corresponding to the three positions available.
3. When the telephone is at your desired height, find the closest pair of notches corresponding to that height, and engage the supporting arms with the notches. Press down slightly on the telephone until you feel the supporting arms snap into place.



2**Programming The Attendant Features****2.1 Using Chapter Two**

The main system operator, or attendant, should be familiar with all of the information contained in this chapter. It is user-friendly and designed with both the attendant and the station user's needs in mind. If you are the system attendant, you should closely study this chapter before you begin operating the system.

Within this chapter, you will find helpful information on programming all of the special features on your telephone that are unique to attendant station operation, and you will also find information on the LCD's and their meanings.

NOTE: If possible, read all of this chapter before you attempt to operate your telephone system.

2.2 Creating The LCD Response Messages

When you are busy or are away from your desk, you can set a message at your telephone that will be received by any LCD speakerphone within your system. Your system provides two default messages: “Back at . . .” and “Call . . .” In addition, you can add eight customized messages, or you can create up to ten messages if you choose not to use the two default messages.

NOTE: If you intend to create a response message to a voice announce, remember that this is also a message, and that it uses one of your message locations.

- **To store the LCD messages,**
 1. Write your messages on the chart on page 2-5 (each message can have up to 16 characters).
 2. Use the letter code table (on page 2-4) to assign a number to each letter.
 3. Write these numbers on the chart line beside the message letters.
 4. Press **INTERCOM**.
 5. Dial * # 0 5.
 6. Dial a message location number (**1-0**).
 7. Dial # to clear current message.
 8. Compose your messages by dialing the two-digit codes that relate to the letters. See the code table on page 2-4.
 9. Dial * to save message.
 10. Dial next location number, # to clear it, two-digit codes for the message, and * to save.
 11. Repeat previous step until all messages are stored.
 12. Press **SPEAKER** to end.

Example: Create the message "TAKE MESSAGE" and program it into message location number 3.

1. Press **INTERCOM**, dial * # 0 5.
2. Dial 3 #.
3. Dial **81, 21, 52, 32** **12** **61, 32, 73, 73, 21, 41, 32**
 T A K E space **M E S S A G E**
4. Dial *, and press **SPEAKER** to end.
5. When you are finished creating and programming messages, fill in the list on page 2-5 of this guide. Make a list of the stored messages and their location numbers, and give each station user a copy.

Letter Code Table

| Character | Code | Character | Code | Character | Code |
|-----------|------|-----------|------|-----------|------|
| A | 21 | a | 24 | SPACE | 12 |
| B | 22 | b | 25 | ; | 17 |
| C | 23 | c | 26 | / | 18 |
| D | 31 | d | 34 | “ | 19 |
| E | 32 | e | 35 | . | 27 |
| F | 33 | f | 36 | , | 28 |
| G | 41 | g | 44 | : | 29 |
| H | 42 | h | 45 | 1 | 01 |
| I | 43 | i | 46 | 2 | 02 |
| J | 51 | j | 54 | 3 | 03 |
| K | 52 | k | 55 | 4 | 04 |
| L | 53 | l | 56 | 5 | 05 |
| M | 61 | m | 64 | 6 | 06 |
| N | 62 | n | 65 | 7 | 07 |
| O | 63 | o | 66 | 8 | 08 |
| P | 71 | p | 74 | 9 | 09 |
| Q | 11 | q | 14 | 0 | 00 |
| R | 72 | r | 75 | | |
| S | 73 | s | 76 | | |
| T | 81 | t | 84 | | |
| U | 82 | u | 85 | | |
| V | 83 | v | 86 | | |
| W | 91 | w | 94 | | |
| X | 92 | x | 95 | | |
| Y | 93 | y | 96 | | |
| Z | 13 | z | 16 | | |

LCD Message List

| Location Code | Message | Letter Codes |
|---------------|---------|----------------|
| 1 | Back at | System Message |
| 2 | Call | System Message |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 0 | | |
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2.3 Direct Inward Station Dialing

The direct inward station dialing (DISD) feature allows an external party to call an intercom station directly without assistance from the attendant (over a line programmed for DISD). As the system attendant, you may instruct callers to make DISD calls when necessary.

You may give the caller a DISD line number and the extension number associated with the station he or she is trying to reach. Future calls from the caller to a specific party will not have to be serviced at the attendant's station, although a ring-no answer or busy condition at the called party's station will result in the system's handling the call in another manner (described below).

When a caller makes a DISD call from an outside line, he or she will initially hear ringing. The system will answer the call with a DISD continuous dial tone; the caller can then dial an extension number.

- If *called station is idle*, a tone is sounded and called station rings.
- If the *call is answered by another station user*, the caller can ask for transfer to desired station.
- If *ringing stops* and dial tone sounds again, the caller can dial another extension number.
- If *called station has call forward* feature set, forward station rings.
- If *called station is busy*, call is placed on hold and camped-on at busy station. If *camp-on is not answered* within a transfer recall timeout period, busy tone is given, followed by a DISD dial tone.

NOTE: *The system will return the caller to DISD dial tone two additional times and then drop the line.*

- If *called station is busy but is part of a hunt group*, DISD call is routed to idle station in hunt group, if available; otherwise, the call is camped-on at dialed station. Hunt group is followed when caller hears ringing but receives no answer.
- If an *invalid extension number is dialed*, an error tone is sounded before DISD dial tone is returned (caller can redial). If *mistake in dialing is made*, caller can dial * for new DISD dial tone.
- If *extension number dialing is not completed within the programmed dial time limit*, call is routed to DISD assist station if available; otherwise, the line is dropped.

NOTE: *See section 2.14 for DVA programming used with the DISD feature.*

2.4 Naming The System Telephones

If you have an LCD speakerphone, this feature lets you know who is calling you. You can assign either a personal name or a group name to each system telephone. This name can contain up to seven letters and will show up in the user's display and/or in the called party's display. Typical names could be SRVC, MKTG 1, K SMITH.

- **Name the system telephones as follows:**
 1. Use letter code table (page 2-9) to compose names for all telephones requiring them (the system accepts up to seven letters per name),
 2. Press **INTERCOM**,
 3. Dial * # **0 6**,
 4. Dial the station number of the telephone to be named (**10-57**),
 5. Dial # to clear current entry,
 6. Dial two-digit codes that correspond to letters in name,
 7. Dial * to continue entering station names (repeat above steps beginning with station selection **10-57**),
 8. Press **SPEAKER** to end,
 9. Record names on pages 2-10-2-11.

Letter Code Table

| Character | Code | Character | Code | Character | Code |
|-----------|------|-----------|------|-----------|------|
| A | 21 | a | 24 | SPACE | 12 |
| B | 22 | b | 25 | ; | 17 |
| C | 23 | c | 26 | / | 18 |
| D | 31 | d | 34 | “ | 19 |
| E | 32 | e | 35 | . | 27 |
| F | 33 | f | 36 | , | 28 |
| G | 41 | g | 44 | : | 29 |
| H | 42 | h | 45 | 1 | 01 |
| I | 43 | i | 46 | 2 | 02 |
| J | 51 | j | 54 | 3 | 03 |
| K | 52 | k | 55 | 4 | 04 |
| L | 53 | l | 56 | 5 | 05 |
| M | 61 | m | 64 | 6 | 06 |
| N | 62 | n | 65 | 7 | 07 |
| O | 63 | o | 66 | 8 | 08 |
| P | 71 | p | 74 | 9 | 09 |
| Q | 11 | q | 14 | 0 | 00 |
| R | 72 | r | 75 | | |
| S | 73 | s | 76 | | |
| T | 81 | t | 84 | | |
| U | 82 | u | 85 | | |
| V | 83 | v | 86 | | |
| W | 91 | w | 94 | | |
| X | 92 | x | 95 | | |
| Y | 93 | y | 96 | | |
| Z | 13 | z | 16 | | |

Station Names

Record telephone names here. Copy this sheet for more record space.

| Ext | Name | Ext | Name | Ext | Name |
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Station Names

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2.5 Setting The Music On Hold Feature

Music that is provided to outside lines while those lines are on hold can be enabled and disabled through the attendant's station:

- **To set the music on hold feature,**
 1. Press **INTERCOM**.
 2. Dial * # **0 4**.
 3. Press **L1** (top, left-hand programmable button) to alternate the feature on and off.
—OR—
— dial **1** to enable,
— dial **2** to disable,

NOTE: Associated light will turn on when music on hold is provided and turn off when the feature is disabled,

4. Press **SPEAKER** to end.

2.6 Setting The Night Transfer Of Ringing Mode

The day (or normal) ringing assignments of incoming lines can be transferred to a particular station or stations for off-hour or special purpose answering (such line/station ringing assignments are made through class of service programming). Additionally, stations can be arranged through class of service programming to answer any ringing outside line. The ability to answer a line from any station is also enabled through the night transfer of ringing mode.

- **To set the night transfer mode from the attendant's station,**

1. Press **INTERCOM**.
2. Dial * # **0 3**.
3. Press **L1** (top, left-hand programmable button) to alternate the feature between on and off.

—OR—

- dial **1** to enable,
- dial **2** to disable,

NOTE: Associated light will turn on when night transfer is active and will turn off when the feature is disabled.

4. Press **SPEAKER** to end.

2.7 Setting A Night Transfer Button

Because Night Transfer is a commonly used feature, you may wish to program a button to serve as the Night Transfer button.

- **To program a Night-Transfer Button,**
 1. Press **INTERCOM**.
 2. Dial * * 1.
 3. Press one of the programmable buttons.
 4. Press **INTERCOM**.
 5. Dial * # 0 3.
 6. Press **SPEAKER** to end.

To set the Night Transfer Of Ringing mode, simply press the Night-Transfer button you have programmed. To return ringing to the attendant's station, press the Night-Transfer button again.

***NOTE:** When the system is in night transfer mode, the intercom light at station 10 and station 12 will flutter with repetitive off periods.*

2.8 Setting The System Clock

You can program the system clock to maintain current date and time information. The time and date appear on the LCD speakerphone for display.

- **To set the system clock from the attendant's station,**
 1. Press **INTERCOM**.
 2. Dial * # 0 1.
 3. Dial two digits (**00-99**) for year.
 4. Dial two digits (**01-12**) for month.
 5. Dial two digits (**01-31**) for day.
 6. Dial two digits (**00-23**) for hour.
 7. Dial two digits (**00-59**) for minutes.
 8. Press **SPEAKER** to end.

2.9 Station Message Detail Accounting (SMDA) Printout

If your system is connected to a printer, you can command the system to print several different types of reports and to delete all stored SMDA records.

- **To print an SMDA report,**
 1. Press **INTERCOM**.
 2. Dial * # **0 7**.
 3. Choose report to be printed:
 - dial **1 #** for station report
 - dial **1**, port number, # for single station report
 - dial **2 #** for line report
 - dial **3 #** for SMDA department report
 - dial **4 #** for account code report
 - dial **5 #** for automatic reports
 - dial **6 #** to print all records
 - dial **7 #** to delete SMDA records
 - dial **0 #** for Departmental Call Distribution (DCD) report
 - dial **8** to obtain the number of free records remaining in the system (appears in LCD display)
 - dial **9** to abort printing
 4. Press **SPEAKER** to end.

2.10 Storing The System Speed Dial Numbers And Names

You can store up to 99 system speed dial numbers at your attendant telephone that every system user can access from his or her telephone. Typically, these are numbers that are frequently called by many different users and emergency numbers that you want readily available to everyone. Distribute a list of these stored numbers to the system users for their reference.

- **To program system speed dial numbers from the attendant's station,**
 1. Press **INTERCOM**.
 2. Dial * # **0 2**.
 3. Dial **01-99** to choose storage location.
 4. Dial # to clear current entry.
 5. Choose line that is to be used:
 - Dial **90** for no line assignment (system will choose last line used at calling station or prime line if one is assigned to calling station),
—OR—
 - dial **01-16** for lines 1-16,
—OR—
 - press **HOLD** then dial **17-24** for lines 17-24,
—OR—
 - dial **91-94** for line groups 1-4,
—OR—
 - press **INTERCOM** for intercom line.
 6. Dial the number to be stored (32 digits maximum), press **HOLD** to store pause (if required), and press **TAP** to store flash (if required).

7. Press **TRANSFER/CONFERENCE** to program a name. Enter digits from the Letter Code Table on page 2-9 to spell name (up to 16 characters allowed),
—OR—
— Press **TRANSFER/CONFERENCE** to leave name blank.
8. Press **TRANSFER/CONFERENCE** to save the number and name.
9. Repeat above steps (beginning with choice of storage location) to store all speed dial numbers.
10. Press **SPEAKER** to end.

System Speed Dial Numbers

(Record system speed dial here. Copy this sheet if you need more record space.)

| Loc | Number | Name | Loc | Number | Name |
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System Speed Dial Numbers

(Record system speed dial here. Copy this sheet if you need more record space.)

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2.11 System Alarm Reporting

Occasionally, the DSU system will fail to communicate with a particular station; it could be that the station has been disconnected from its station port or that the system printer is off line. When the system experiences these disruptions, an alarm signal will display at the attendant's station or any LCD speakerphone when enabled by class of service programming. In order to review the system alarms, the attendant can command the system to present alarm codes on the station display.

When this feature is provided, a flashing * appears on the first line of your telephone's LCD to indicate that new alarms are present. It is a good idea to write down which alarms are displayed so that you may report the nature of the alarms to your system installer.

- **To display alarm codes,**
 1. Press and hold * for 5 seconds. The following status reports will be displayed:
 - Station disconnected from station port for more than five minutes. Month, day, station port number, and station extension number are shown.
Display shows: "Mo/Da Pxx xxxx A"
 - Communications difficulty between a station and the common equipment. The number of parity errors, up to 256, and the affected station port are shown.
Display shows: " xxx PARITY Pxx "
 - Data printer off-line.
Display shows: "PRINTER OFF LINE"

You may press 0 to cancel the alarm report displays.

After the information has been shown on the display, the * disappears until another alarm occurs.

2.12 Transferring Calls To The Voice Mail System

As the attendant, you will not always have time to hand-write messages for all of the people in your group. Transferring some calls to a voice mail system provides an easy, efficient way for callers to record lengthy messages to be retrieved by individual station users later.

You can program your attendant's telephone so that you will be able to transfer calls to voice mail by pressing a single button (known as the **Transfer To Voice Mail** autodial button).

- **To program a Transfer To Voice Mail autodial button at your telephone,**
 1. Press **INTERCOM**.
 2. Dial * * **1**.
 3. Press programmable button for **Transfer To Voice Mail** autodial button location.
 4. Dial **6**.
 5. Dial extension number plus "2" of the voice mail station port.
 6. Press **SPEAKER** to end. (Label button location.)

- **To transfer calls to the voice mail system,**
 1. While on a call, press preprogrammed **Transfer To Voice Mail** autodial button.
 2. Dial extension number followed by "2" of party to receive voice mail message. The system will automatically dial into voice mail and direct the message to the appropriate voice mail location for later retrieval.

2.13 Transferring Recalls To A Secondary Attendant Telephone

The system installer can arrange for another telephone (station 12) to serve as a secondary attendant location. When this feature is enabled through programming, incoming calls ring at the regular (or prime) attendant's station, but recalls from unanswered transfers or timed hold recalls will ring at both attendant stations simultaneously. Neither the prime attendant nor the alternate attendant can program the feature directly; only the installer, through class of service programming, can enable or disable the alternate attendant.

2.14 Digital Voice Announcing (DVA)

Digital voice announcing (DVA) plays pre-recorded announcements and messages during an in-progress call. The DVA stores the pre-recorded messages in its memory for recall when needed. While the DVA is not an automatic attendant, it does provide custom-recorded automated voice prompts and dialing instructions to callers.

You can store the customized messages into the DVA device in one of two ways: by delivering them from the telephone handset at station 10 or 12 or by playing the contents of a professionally-supplied tape recording into the DVA memory. (See your system installer for tape recorder connection details.) The DVA provides up to four unique messages. The total available message time is two minutes, and you can divide this time as necessary among the four messages or use the entire two minutes for one message if needed. Because of the time constraints, it is a good practice to script your messages ahead of time so that you can read them aloud in a clear and concise manner as you store them in the DVA memory [see IMI66-107 (DSU) or IMI66-132 (DSU II) for more information].

In general, the voice prompt messages are of four categories illustrated in the following examples:

- **Day answer messages**

- For DCD callers—*"Welcome to Acme's sales department, all of our agents are busy. Please stay on the line and an agent will answer your call as soon as possible."*

- For DISD callers—*"Welcome to Acme Company. If you know your party's extension, dial it now; otherwise, stay on the line and an attendant will answer your call."*

- **Night answer messages**

- For DCD callers—*"Welcome to Acme's sales department. Our hours are eight to four-thirty Monday through Friday. Please call tomorrow during those hours."*

- For DISD callers—*"Welcome to Acme Company. Our hours are eight to four-thirty Monday through Friday. Please call tomorrow during those hours."*

- **Recall messages**

- For DCD callers—*"Please hold; an agent will be with you as soon as possible."*

- For DISD callers—*"The party you have called is not available. Please dial a new extension number."*

- For DISD callers to systems that have the Tracker paging system installed—*"The party you have called is not available. Please dial a new extension number or dial # plus your call-back number followed by another # to page your party."*

- **Drop message**
 - “Thanks for calling Acme, good bye.”
- **Storing DVA messages**
 1. Press **INTERCOM**, then dial * # **08**.
 2. Choose the message style.
 - Dial **1** for DISD message style.
 - Dial **2** for DCD message style.
 3. Select DVA station ports.
 4. Dial **10-57** or press **C10-C57** (LED On = Selected). Then press #.
 5. Press # to erase all four messages.
 6. Dial code for message type you wish to record.
 - Dial **5** to record day answer message.
 - Dial **6** to record night answer message.
 - Dial **7** to record recall message.
 - Dial **8** to record drop message.
 - Dial **9** to stop recording.
 7. Read the message aloud into the telephone handset mouthpiece. Note the length of time for the message. Remember, the maximum allowed time for messages is two minutes.
 - OR—
 - Start the audio tape recorder, and play the pre-recorded message.
 8. Press * and repeat steps 5-7 for each message.
 9. Dial code to listen to your recorded messages.
 - Dial **1** to play day answer message.
 - Dial **2** to play night answer message.
 - Dial **3** to play recall message.
 - Dial **4** to play drop message.
 - Dial **9** to stop playback.
 10. To erase all four messages, press #.
 11. To record or play messages for another DVA, press * and repeat steps 2-8. . . . *Continued on next page*

2.14 Digital Voice Announcing (DVA)—continued—

12. When finished, press **SPEAKER** to end.

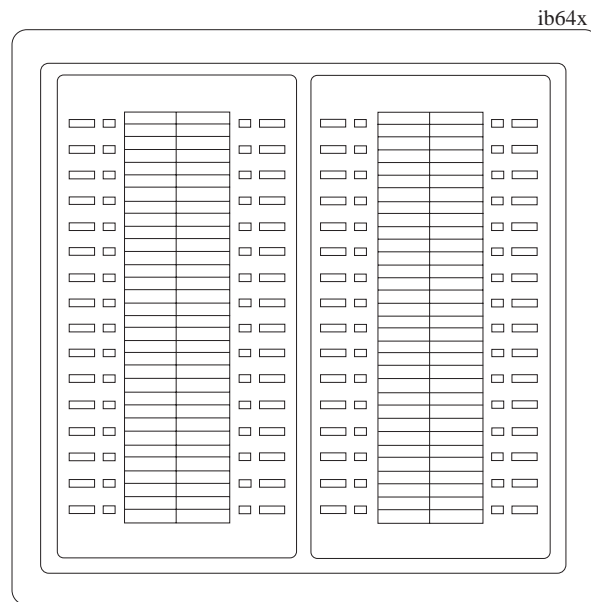
To change messages, repeat procedure and make different selection.

2.15 Operating Your Telephone With A DSS/BLF Console

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

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

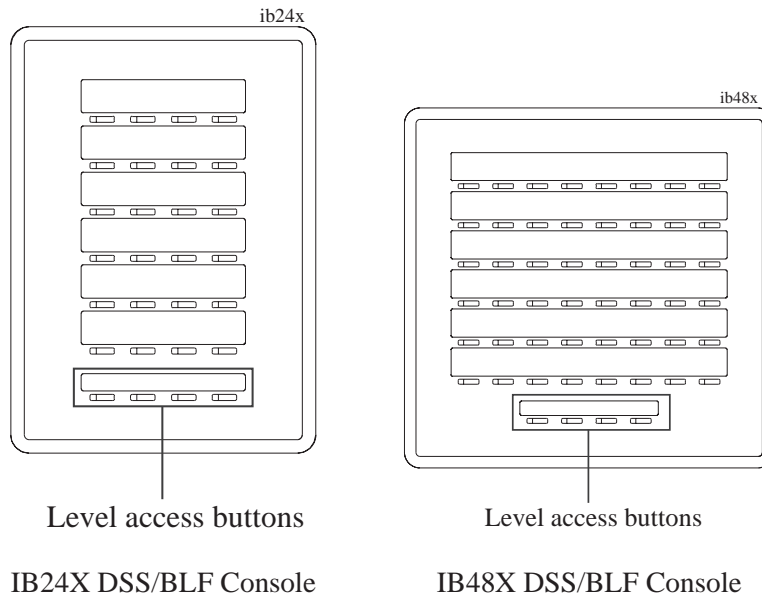
The DSS/BLF console will not operate in a bridged mode.



IB64X DSS/BLF Console

2.15.1 Accessing The Button Levels

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



3**Answering Calls****3.1 Answering Outside Calls**

A call that rings on an outside line sounds long single ring bursts and lights the line status light. The light flashes red for any ringing line or it flashes orange when your telephone has the ringing line preference feature.

- **When you hear outside ringing (long single ring bursts) and observe a flashing light, answer the call as follows:**
 1. Press button of ringing line if flashing light is red,
 2. Speak toward the telephone (lift handset if privacy is desired),
—OR—
lift handset if light is orange.

3.2 Answering Intercom Calls

An intercom call is one that is made from one system telephone to another. An intercom party can call you through your speaker instead of ringing your telephone or an intercom party can ring your telephone if they desire (intercom ringing sounds two short ring bursts). You can block voice calls. See the discussion titled 8.2, *Blocking Voice Announced Calls* for details if you wish to use this feature.

- **When you hear a short tone burst followed by a caller's voice,**
 1. Speak toward the telephone to answer. Lift handset if privacy is desired.
- **When you hear intercom ringing (two short ring bursts),**
 1. Press **INTERCOM** to talk. Lift handset if privacy is desired.

3.3 Answering Calls At Monitored Stations

Your system may provide a station monitoring feature, which allows you to monitor the status (idle, ringing, or busy) at other stations. If your telephone has this feature, a BLF light will flash whenever a DSS station is ringing. In this case, you can answer a call at a ringing DSS station by pressing the DSS button.

- **To answer a call at a monitored telephone,**
 1. Note flashing BLF light.
 2. Press **DSS** button.
 3. Speak toward telephone to answer call. Lift handset if privacy is desired.

***NOTE:** If you place the call on hold or if you transfer it to another telephone, the BLF light turns off. You can retrieve the call, if necessary, by pressing TAP.*

3.4 Answering Night Transferred Calls

The system attendant can take action that transfers incoming calls to a particular station or stations for off-hour ringing (See section titled *Using Your Telephone to Transfer Calls*). After the attendant has set up this feature, you can answer an outside call when it rings anywhere in the system.

- **When you hear ringing,**
 1. Press **INTERCOM**.
 2. Dial **8 0**.
 3. Speak toward telephone to answer call. Lift handset if privacy is desired.

3.5 Making A Call Pick-Up

Often, several telephones are arranged together in a user group by the system installer. If your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group. Also, you can answer a call that is ringing at any telephone in the system if you know the telephone's extension number.

- **To answer a call that is ringing within your group,**
 1. Press **INTERCOM**.
 2. Dial **# 4**.
 3. Speak toward telephone to answer call. Lift handset if you want privacy.

- **To answer a call that is ringing at any telephone in the system,**
 1. Press **INTERCOM**.
 2. Dial *** 4**.
 3. Dial extension number of ringing telephone.
 4. Speak toward telephone to answer call. Lift handset if you want privacy.

3.6 Responding To A Subdued Off-Hook Voice Announcement

Your installer can program your telephone to receive a Subdued Off-Hook Voice Announcement (SOHVA), a feature that allows an intercom caller to break into your call if you are using the handset. Using SOHVA, a caller makes an announcement through your handset receiver. If you are on a speakerphone call, you cannot receive a SOHVA call; however, you will hear a ring burst and can go off-hook to receive a SOHVA call.

The Subdued Off-Hook Voice Announcement consists of several short tone bursts and then a message that you hear in your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller.

- **You can respond to a SOHVA call in one of two ways:**
 - **Verbally:** Press and hold **MUTE** button down and reply by speaking into handset. Distant party cannot hear response. Release button to return to distant party.
 - **Non-verbally: (Response Messaging):** If the announcing station has an LCD speakerphone, press **MSG** (message) then press **HVHLD** (have them hold), **TKMSG** (take a message), or **CLBK** (I will call back) to send the appropriate message. Autodial buttons can be programmed to use any of the 10 attendant-programmable LCD messages.

The message appears in the display of the telephone making the SOHVA announcement and then that telephone is automatically disconnected from your telephone. (If the telephone to which you attempt to send a non-verbal message is not an LCD telephone, that station is immediately disconnected from the call.)

You can also block a SOHVA to your station by pressing **BLOCK** when the SOHVA is initiated. The SOHVA call is then disconnected.

4**Making Calls****4.1 Dialing Manually**

You can manually dial a number over a selected telephone line. Or, if your telephone was given a prime line or idle line preference feature when it was installed, it will automatically select a line for your use when you lift the handset.

- **To dial an outside number manually,**
 1. Press line button to select line (remember—selecting a line is not necessary if a prime line or idle line preference feature has been assigned to your telephone and if you lift the handset to begin the call).
 2. Listen for dial tone.
 3. Dial number.

4.2 Dialing Automatically

This feature provides one- or two-button autodialing using programmable buttons at which you have previously stored numbers. Two levels of number storage are available at each storage location, but you cannot put two autodial numbers at one location. You can use one or both levels as needed. Further, a line choice is usually stored as part of an autodial number so that line selection is automatic with autodialing. Actual button programming is discussed in Chapter Nine of this user's guide.

Speed dialing is autodialing using the keypad buttons. 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 are stored by the system attendant for everyone's use (system speed dial numbers).

- **To automatically dial an autodial number,**
 1. Press preprogrammed button (line selection is usually a part of the stored autodial or speed dial number),
—OR—
— press **SHIFT** then press preprogrammed button (to choose number stored as a second choice at that button).

- **To dial a personal speed dial number from an idle telephone,**
 1. Dial speed dial number (0-9).

- **To dial a system speed dial number from an idle telephone,**
 1. Press * and then dial system speed dial number (01 - 99).

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

4.3 Redialing

If the last number you have called is busy or is not answering, you have several options for redialing it. You can redial it once, initiate a repeated redialing of it, or save it for later redial using a preprogrammed saved number redial button. Refer to the procedures given in the programming section of this user's guide to preprogram a saved number redial button.

- **To redial the last dialed number one time,**
 1. Press **SPEAKER** (or hang up handset) to disconnect current ringing or busy tone.
 2. Press **#**.
 3. Listen for ringing or busy tone over the monitor speaker:
 - **Ring tone:** When party answers, pick up handset.
 - **Busy tone:** Press **SPEAKER** to disconnect.

- **To redial the number once a minute for 10 minutes,**
 1. Press **ARDL** button.

The number will be dialed once a minute for 10 minutes (INTERCOM light flashes). Listen for ringing or busy tone over the monitor speaker.

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

- **To cancel this automatic redial action (INTERCOM light turns off) with any of the following actions,**
 1. Lift and replace handset.
 - OR—
 - use the telephone for some other function.

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

- **To store one 16-digit number,**
 1. Dial the number you wish to store and press **SAVE**.
 2. To dial the stored number, press **HOLD** and then press the **SAVED NUMBER REDIAL** button that was preprogrammed for this purpose.

4.4 Using Line Groups

Some systems have telephone lines arranged into line groups that are made available at the telephone instead of individual lines. Your system administrator can tell you how your system is arranged. When line groups are available, you may access them for outside calling instead of pressing a line button to select a line for use.

- **To access a system line group,**
 1. Press **INTERCOM**.
 2. Dial desired line group access code:
 - 9** = line group 1
 - 81** = line group 2
 - 82** = line group 3
 - 83** = line group 4
 3. Listen for outside dial tone.
 4. Dial desired number.

4.5 Waiting For A Line (Queuing)

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line in the line group. When you share a line with another telephone and the line is busy, you can place your telephone in a queue to await the idle line.

- **To queue for a line group,**
 1. Press **INTERCOM**.
 2. Dial the line group access code (**9, 81, 82, 83**).
 3. Hear busy tone.
 4. Dial *** 8** and hang up.
 5. When line group is free, your telephone sounds several short ring bursts. When you hear this, lift the handset, listen for dial tone, and place call.
- **To cancel line group queuing,**
 1. Press **INTERCOM**, dial **# 8** and hang up.
- **To queue for a line that appears on your telephone,**
 1. Press **HOLD**.
 2. Press line button of busy line.
 3. Hear short tone.
 4. When the line is free, your telephone sounds five short ring bursts telling you that you can use your line. Lift handset to answer. If you no longer need the line, ignore the ring burst.

4.6 Displaying Call Cost /Timer

If the installer programs your LCD speakerphone to display call costing, you can press the **COST** button on display to show the cost of the current call. If your system has not been configured with call costing, the button will show up as **TIMER** and will display the running time of the current call.

- **To display the cost of current call (if your system is set for call costing),**
 1. After making call, press **COST** button (display will show cost of current call).
- **To display the running time of current call (if your system does not have call costing),**
 1. After making call, press **TIMER** button (display will show running time of current call).

NOTE: When telephone is idle, pressing the HOLD button will display call Time for the last call, and pressing the HOLD twice will display call cost for the last call.

4.7 Making Intercom Calls

You can dial an intercom call manually from the keypad or automatically using a direct station select (DSS) button that you have previously programmed. There are two methods for making an intercom call: one causes your voice to sound out at the called telephone and the other causes the called telephone to ring. Your system programmer can set the system to deliver either tone-first or voice-first calling, although all systems have tone-first as the default condition.

Keep in mind that whatever the system setting is, a called party can set a voice announce block condition at his or her telephone to prevent all voice announce calls.

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

- **To manually cause the other telephone to ring (tone calling),**
 1. Press **INTERCOM**.
 2. Dial extension number (called telephone will ring).
- **To tone call automatically,**
 1. Press DSS button (called telephone will ring).

(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 button again.)

- **To voice call manually,**
 1. Press **INTERCOM**.
 2. Dial extension number.
 3. Speak your announcement.
- **To voice call automatically,**
 1. Press DSS button.
 2. Speak your announcement.

4.8 Camping At Another Telephone And Waiting For An Automatic Callback

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

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

1. Make intercom call.
2. Press **CAMP**.
3. Your telephone immediately hangs up. When the telephone you called becomes idle, your telephone will ring with five short ring bursts. When you hear the ring bursts, press **INTERCOM**. The other telephone will start ringing.

If you do not press **INTERCOM** within the time limit, the callback is canceled at that time; however, you can cancel automatic callback at any time before your telephone sounds the ring bursts.

- **To cancel automatic ringback,**

1. Press **INTERCOM** and dial # **6**.

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

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

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

4.9 Camping At Another Telephone And Waiting For An Answer (Call Waiting)

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

- **To camp on when you hear a busy signal,**
 1. Press *NEXT*, then press *CWAIT*.
 2. Remain on line awaiting a reply.
 3. The called party will hear a short tone burst. They can either place their current call on hold or hang it up and then answer your call.

4.10 Overriding A Call

If the telephone you have called is busy, you can break into the conversation at that telephone if the installer-programmer has enabled the executive override feature at your telephone.

You can also override a Do Not Disturb condition at another telephone if the installer-programmer has enabled the DND override feature at your telephone.

- **To perform an executive override,**
 1. Make call and hear a busy signal.
 2. Press *NEXT*, then press *OVER* (several short tone bursts will be heard by all parties).
 3. Join in-progress call.
- **To override a Do Not Disturb condition at another station,**
 1. Press *OVER* to disable the **Do Not Disturb** condition at the called station.
 2. Speak your announcement (if in voice-first mode) or hear ring-back tone (if in tone-first mode).

4.11 Making A Subdued Off-Hook Voice Announcement (SOHVA)

You can make a voice announcement to another station that is off-hook and busy on a call (if the system is arranged to provide this feature). Your telephone provides a *SOHVA* button for your use. The system allows you to decide whether to deliver a SOHVA message or hang up when you hear an intercom busy tone.

- **Make a SOHVA announcement using the *SOHVA* button as follows:**
 1. Make intercom call and hear busy tone.
 2. Decide whether to interrupt or not.
 3. If you decide not to interrupt the called party, hang up.
—OR—
- **To interrupt, press *SOHVA* button and hear several quick tone bursts,**
 1. Make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has voice announce block enabled).
 2. Wait on line for reply (called telephone may send non-verbal reply to your display and then disconnect from your telephone).

NOTE: The caller cannot control how the announcement is received. This depends upon the equipment used and class-of-service programming.

4.12 Using Dial By Name

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

- **To use dial by name,**
 1. Press **OPTIONS** to enter the *dial by name* menu.
 2. From the dial by name menu, press the **INT** button for intercom calling,
—OR—
press **EXT** for system speed dial calling.
 3. Dial three digits for the first three letters of the name you want to locate (for example, dial 266 for Comdial):
 4. The display shows the first existing name match to the dialed digits or shows a *No Match* message if the system can not find a match. (If the display says *No Match*, press **PREV** or enter three new digits to select a new name.)
 5. Press **NEXT** to display the subsequent names in the list until you reach the name you need,
—OR—
press **ALL** to view the name list from the beginning.
 6. Press **DIAL** to call the displayed name.

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5

Holding Calls

You can place a call on hold and pick it back up a short time later. With a regular hold, you can pick up the held call or another user can pick it up at another telephone if that telephone shares the held call line with your telephone. With an exclusive hold condition, you must pick the held call up at your telephone as no other telephone has access to it.

You can also answer and place on hold a call that is on a line that does not appear at your telephone (a call that is parked or transferred to you, for instance). You can even place a call on hold at another telephone or on hold in the system so that anyone can answer it.

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

5.1 Holding A Call

- **To Place a call on hold,**
 1. Press **HOLD**.
- **To retrieve a held call,**
 1. Press line button of the held call (with flashing light).
- **To retrieve a call that you answered and placed on hold but for which you have no line appearance (for instance, a call that was transferred to you),**
 1. Press **TAP**.

5.2 Using Exclusive Hold

- **To place a call on exclusive hold,**
 1. Press **HOLD** twice.
- **To retrieve exclusive hold,**
 1. Press line button of held call (with flashing light)
—OR—
— press **TAP** (if station does not have line appearance).

5.3 Using Directed Hold

- **To place a call on hold at another telephone (directed hold),**
 1. While on line, press **INTERCOM**.
 2. Dial * **9 0**.
 3. Dial extension number of telephone to receive held call.
- **You can pick this call back up if you need to. To do this,**
 1. Dial * **4**.
 2. Dial extension number of that telephone.
 3. Service call as desired or press **SPEAKER** to hang up.
- **To pick up a call that was placed on hold at your telephone by a user at another telephone,**
 1. Press **INTERCOM** and dial # **9 0**.

5.4 Placing A Call In A Parking Orbit

- **To place a call on hold within the system where it can be answered at any telephone in the system (parking a call in orbit),**
 1. While on the call, press **INTERCOM ***.
 2. Dial code for park location (orbit) (**91-99** for orbit 1-9).
 3. Remember the code for later use or make it known to those who need to know in order to retrieve the call.
- **To retrieve a call that was placed on hold in the system (parked),**
 1. From any station, press **INTERCOM #**.
 2. Dial code for orbit 1-9 (**91-99**).

5.5 Handling Recalled Hold Calls

After a call has been on hold for the period of time (set by the installer of your system), the system will cause three short ring bursts to sound at your telephone and the flash rate of the line button becomes faster.

If the call is on exclusive hold, it will revert to manual hold after the hold recall time period. If the call is parked on hold, either at another phone or in orbit within the system, it will also revert to manual hold after the hold recall time period. When calls on exclusive hold or calls parked on hold revert to manual hold, you will hear three short ring bursts. Calls that revert to manual hold can be picked up from any phone in your line group.

- **If a line was placed on manual hold, exclusive hold, directed hold or park orbit and that line is recalling,**
 1. Press **HOLD** to place the call on hold at your station and restart HOLD timer
—OR—
press **ANS** to retrieve the call.

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6**Transferring Calls****6.1 Transferring Calls**

You can transfer calls from one station to another in one of two ways. If you first identify the caller to the party to receive the transfer, thus giving that user the opportunity to prepare for the call, you have made a screened transfer. If you transfer the call without first announcing it, you have made an unscreened transfer.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or take one of several options that may be available at your telephone. Also, if a transferred call is not answered after a certain length of time (as set by the system) it recalls to your telephone. Again, there are several options that you have available for servicing the returning call (see the following pages for more transferring information).

6.2 Transferring Calls – Screened

- **To screen and transfer a call to another telephone in the system,**
 1. Answer call.
 2. Press **TRANSFER/CONFERENCE** (call is automatically placed on hold).
 3. Dial extension number of telephone to receive transfer or press DSS button for that extension.
 4. When intercom party answers, announce call.
 5. Press **SPEAKER** to disconnect, or hang up. Intercom party then has the call.

- **If the intercom party is busy, take one of the following steps (if made available at your telephone by installer programming):**
 - press **RECON** to return to the call yourself,
 - press **SOHVA** to allow you to tell the intercom party that a call awaits,
 - press **CAMP** to camp-on to that station,
 - press **OVER** to allow you to join the intercom party's current conversation.

6.3 Transferring Calls – Unscreened

- **To transfer an unscreened call to another telephone in the system,**
 1. Answer call.
 2. Press **TRANSFER/CONFERENCE** (call is automatically placed on hold).
 3. Dial extension number of telephone to receive transfer or press DSS for that extension.
 4. Press **SPEAKER** to disconnect or hang up. Intercom party then has the call.

NOTE: Unscreened transfers camp-on at busy telephones and wait to be answered. Each call automatically rings the telephone as soon as it becomes idle.

- **If a transferred call is not answered and then returns to your telephone, you can take one of the following steps:**
 - press **SEND** to re-transfer the call,
 - press **HOLD** to place the call on hold at your telephone,
 - press **ANS** to return to the call.

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7

Conferencing Calls

7.1 Conferencing Telephones Together

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. For example, you can conference three outside lines and two intercom parties or four outside lines and one intercom party or five intercom parties—the combinations are up to you.

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.

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

- **To set up a conference call that includes both outside lines and intercom parties, outside lines alone, or intercom parties alone,**
 1. Make first call.
 2. Press **TRANSFER/CONFERENCE** (call is placed on hold automatically).
 3. Make next call.
 4. Press **TRANSFER/CONFERENCE** to establish conference.
 5. Repeat the last three procedures to add up to two more parties, establishing a 5-party conference (including yourself).
- **To continue conversation on remaining line after other outside lines have dropped out of conference,**
 1. Press the line button of the remaining party.

- **To retrieve a line from hold and bring that party back into the conference,**
 1. Press **TRANSFER/CONFERENCE**.
 2. Press line button.
 3. Press **TRANSFER/CONFERENCE**.

NOTE: If all the conference circuits are busy, you will not be able to add a party to the conference. The message "Conference Full" will appear in your display.

7.2 Making Unsupervised Conference Calls

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**
 1. Dial # and hang up (lines remain lighted/in use until one or both outside parties disconnect).
- **To rejoin an unsupervised conference between two outside lines,**
 1. Press one of the lighted buttons where conference is taking place.

NOTE: Conference volume levels are dependent upon the quality of the external lines.



Using The Other Telephone Features

Chapter 8 details the features that enhance the basic operation of your telephone. All of the features in this chapter are listed in alphabetical order for your convenience.

8.1 Adjusting The Display Contrast

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

- **To adjust the display contrast,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **DISP** appears.
 3. Press **DISP** (display reads “contrast level”).
 4. Press **LIGHT** or **DARK** to change contrast level accordingly (press button once for each degree of change desired).
 5. Press **SPEAKER** to save the last level and end.

8.2 Blocking Voice Announce Calls

You can prevent voice announcements from sounding over your telephone speaker. This feature also blocks subdued off-hook voice announcements as well.

- **To block voice-announced calls,**
 1. Press *OPTIONS*.
 2. Press *NEXT*.
 3. Press *VAB*.
 4. Press *ON*.
 5. Press *SPEAKER* to end.

- **To un-block voice-announced calls,**
 1. Press *OPTIONS*.
 2. Press *NEXT*.
 3. Press *VAB*.
 4. Press *OFF*.
 5. Press *SPEAKER* to end.

- **To block a SOHVA while you are on a call,**
 1. Press *BLOCK*.

8.3 Displaying The Functions Of Your Station's Buttons (Button Query)

You can use the interactive buttons on your LCD speakerphone to access the button query feature. With this feature, you can cause your station's display to show the function of each of its buttons.

- **To activate the button query feature,**
 1. Press *OPTIONS* until *QUERY* appears.
 2. Press *QUERY*.
 3. Press any button and read its function in your LCD speakerphone's display.

NOTE: Use the *SHIFT* to access autodial numbers that you have stored under *DSS* buttons.

4. Press *SPEAKER* to end.

8.4 Entering Account Codes

If your installer has arranged your system for account code entry to enhance the SMDA reports, you may be told to enter an account code before calling a number or after answering one. Code entry is either forced or voluntary. If the codes are forced, you must enter the account code to place a call; if the codes are voluntary, the call will still go through if you do not enter a code (pre-programmed Emergency numbers will automatically go through even with forced account codes).

NOTE: You can program a button on your telephone that will make the account code entry process quicker if you wish. Refer to the programming section of this user's guide for details.

- **To enter account code on an incoming call,**
 1. Press **INTERCOM**, then dial * **0 4** (call is automatically placed on hold),
—OR—
press preprogrammed **ACCOUNT CODE** button (call is *not* automatically placed on hold),
 2. Dial account code.

- **To enter account code on an outgoing call,**
 1. Press line button (the display will prompt for "Account Code" if programmed to do so).
 2. Press **INTERCOM**, then dial * **0 4** (call is automatically placed on hold),
—OR—
press preprogrammed **ACCOUNT CODE** button (call is *not* automatically placed on hold),
 3. Dial account code.
 4. Listen for dial tone and dial number you are calling.

NOTE: If you hear an error tone after you have dialed your account code, check the number for validity.

8.5 Forwarding Calls

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

NOTE: *You can program a special call forward button if you need quick access to the feature. See the programming section of this user's guide for details.*

- **To forward your calls,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **CFWD** appears.
 3. Press **CFWD**.
 4. Press **PERS** for prime line and intercom calls,
—OR—
press **ALL** for all calls.
 5. Press **SET** to enable call forwarding.
 6. Dial extension number of telephone to receive your forwarded calls.
 7. Press **SPEAKER** to end.

NOTE: *Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening.*

- **To cancel call forwarding,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **CFWD** appears.
 3. Press **CFWD**.
 4. Press **PERS** for prime line and intercom calls,
—OR—
press **ALL** for all calls.
 5. Press **CLEAR** to disable call forwarding.
 6. Press **SPEAKER** to end.

8.6 Activating The Call Forward Outside System (CFOS) Feature

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

- **To activate the CFOS feature,**
 1. Press **INTERCOM *07**.
 2. Press the speed dial button programmed with the target number,
—OR—
Press a line button,
—OR—
Dial **0** for the Prime line or last used line,
—OR—
Dial **1-4** Line Group number.
 3. Dial desired digits **0-9** (max 16 digits)
 4. Press **HOLD** for Pause or press **TAP** for Flash.
 5. Press **SPEAKER** to end.

- **To deactivate the CFOS feature,**
 1. Press **INTERCOM # 07**.

8.7 Identifying Your Telephone With Automatic Set Relocation

If your installer has equipped your system with automatic set relocation, you can move your telephone to another location and be given a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location. Respond to the prompt according to your need.

- **To maintain the extension number and programming features from the old location,**
 1. Connect the telephone line cord to the new jack.
 2. Note the flashing **HOLD** light and press the **HOLD** button while the light is still flashing (your telephone immediately assumes the features from the previous location),
—OR—
do nothing until the **HOLD** light stops flashing (your telephone automatically assumes the features from the previous location).

- **For your telephone to assume the extension number and programming features from the new location,**
 1. Connect the telephone line cord to the new jack.
 2. Note the flashing **HOLD** light and press the # button while the light is still flashing (your telephone immediately assumes the features from the new location).

8.8 Listening To A Call Over The Speaker (Group Listening)

You can turn on the telephone speaker while you have the telephone handset lifted if you wish. The distant party's voice then sounds over the telephone speaker as well as the handset; however, only your handset microphone is active.

- **To do this while on a call,**
 1. Press and hold **SPEAKER** for two seconds.
—OR—
press pre-programmed group listening button.
- **To cancel group listening,**
 1. Press and release **SPEAKER** to end.

8.9 Making A Call Non-Private

You can make a call non-private using a feature button that you have programmed. Actual button programming is discussed in a separate section of this user's guide. When a call is non-private, other telephones in the line group can join the call. Privacy returns when the call is completed.

- **To do this while on a call,**
 1. Press preprogrammed **PRIVACY** button.

8.10 Monitoring A Conversation Between Two Telephones (Service Observing)

If your telephone provides the installer-programmed service observing feature, you can monitor an on-going conversation at another telephone in an undetected manner. You can use this feature on-hook or off-hook. You may also make a SOHVA call to a station you are actively monitoring, enabling you to assist the station user while listening to the distant party. For this feature, the called station must be programmed to be “observable,” and your telephone must have a pre-programmed SOHVA button.

- **To monitor an in-progress call,**
 1. Press **INTERCOM**.
 2. Dial # **0 3**.
 3. Dial extension number of telephone to be monitored.
 4. Press **SPEAKER** to end monitoring.
- **To initiate a SOHVA while monitoring a call at another station,**
 1. Press pre-programmed **SOHVA** button.
 2. Make announcement (distant party will not hear the announcement; party receiving SOHVA can press **MUTE** button to respond to your call).

NOTE: The station you are observing may not allow a SOHVA call if it is in speakerphone mode. However, the voice announce block feature, if enabled at the monitored station, will not block a SOHVA from a monitoring station.

8.11 Muting Your Telephone

By using the **MUTE** button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, press the **MUTE** button. The **MUTE** button turns on when you press it and turns off when you press it again.

- **To mute your telephone,**
 1. Press and engage **MUTE** (MUTE light turns on).
- **To return to the distant party,**
 1. Press and disengage **MUTE** (MUTE light turns off).

8.12 Operating Your Telephone As A Departmental Station

If your telephone is within a departmental group of telephones, you can place your station in either an off-duty or a wrap-up mode.

The **off-duty mode** is when you leave your telephone for lunch or for an extended time period and want another department telephone to receive your calls.

The **wrap-up mode** is when you need time after a call to complete related paperwork and want another department telephone to receive your calls. To use the wrap-up mode, you must program a Do Not Disturb feature button (refer to the programming section of this user's guide for details).

- **To place your telephone in an off-duty mode,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **DND** appears.
 3. Press **DND**.
 4. Press **ON**.
 5. Press **SPEAKER** to end. Calls will ring at another departmental telephone.
- **To return to on-duty mode, repeat the above procedure but press *OFF* instead of *ON*.**

NOTE: When you are in the Do Not Disturb mode and a call comes in from another station, your INTERCOM light will flash and your LCD will display the station attempting the call. You may choose to pick up the call; when you hang up, your telephone returns to the Do Not Disturb mode until you turn it off.

- **To place station in wrap-up mode,**
 1. Press **HOLD**.
 2. Press **DND** feature button (preprogrammed). Calls will ring at another departmental telephone.
- **To return to on-duty mode, repeat the above procedure.**

8.13 Sending A Paging Announcement

There are several ways to make a public announcement to all or a portion of your location. Your system might be arranged with an external paging unit that you access by pressing a line button or by dialing a special code. This unit sounds the announcement over an external speaker unit.

Your system may provide an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds the announcement through the telephone speakers. All-call sounds the announcement through all telephones, while zone paging sounds it only through those telephones located in a specific area. Check with your system administrator to determine the type of paging that you should use and the method that you should use to access it.

NOTE: You can program a special all-call/zone paging button if you need it for quick access to the feature. See the programming section of this user's guide for details.

- **If your system provides an external paging unit,**
 1. Lift handset.
 2. Press **INTERCOM**, then dial extension number of station equipped and enabled for paging (see programming section of this user's guide),
 - OR—
 - press paging button assigned by the installer,
 - OR—
 - dial **INTERCOM 89** for special paging port.
 3. Make announcement.
 4. Hang up to end.

- **If your system provides all-call or zone paging,**
 1. Lift handset.
 2. Press **INTERCOM**.
 3. Dial **87** for all-call,
—OR—
dial **84, 85, or 86** for zone 1, 2, or 3.
 4. Make announcement.
 5. Stay on line if awaiting a reply (known as “meet-me” page),
—OR—
hang up to end.

NOTE: If you have programmed paging buttons, use them instead of the dialing codes shown above.

- **To make a reply to a “meet-me” page,**
 1. Lift handset of nearest telephone.
 2. Press **INTERCOM**.
 3. Dial **88**.
 4. Meet paging party on line.

8.14 Setting A Do Not Disturb At Your Telephone

This feature keeps calls from ringing at your telephone and makes it appear to be busy to intercom calls. If your telephone has this feature, you can enable it as needed.

Generally, this feature cannot be overridden by the caller. The caller hears two quick tone bursts every three seconds when he or she calls a telephone with this feature enabled. Some telephones, however, do have the ability to override a do not disturb condition set at another telephone.

NOTE: You can program a special do not disturb button if you need it for quick access to the feature. See the programming section of this user's guide for details.

- **To enable do not disturb, proceed as follows:**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **DND** appears.
 3. Press **DND**.
 4. Press **ON**.
 5. Press **SPEAKER** to end.
- **To disable the Do Not Disturb condition, repeat the above procedure, but press **OFF** instead of **ON**.**

NOTE: To override a Do Not Disturb condition at another telephone, refer to the discussion titled **Overriding Calls** for details.

8.15 Setting The Volume Control

Your telephone has a volume control switch. This is a multipurpose control that you can use to set the volume of the ringer, the speaker, the handset, the headset, and the group listening mode. Your LCD displays the new setting when you press the volume button.

NOTE: *Impact 8324S-**, 8324F-**, and 8312S-** telephones support the optional ICVOL-** handset. The ICVOL-** is an amplified handset with its own volume control, making it useful in noisy environments. For ordering information, contact your Comdial dealer.*

- **There are four *ringer* loudness levels (your installer may enable ringer off as well). Set them as follows:**

while your telephone is idle, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness (four different levels available) that you desire. The ringer sounds once for each change as an example of the current setting. Your final change in volume becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the above procedure).
- **There are eight *speaker* loudness levels. Set them for the current call as follows:**

while on a call, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness (eight different levels available) that you desire.
- **There are eight *handset* loudness levels on all telephone models. On the 8012S and 8024S models, the installer can program up to 13 different settings. Set them for the current call as follows:**

while on a call, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are eight *headset* loudness levels on all telephone models. On the 8012S and 8024S models, the installer can program up to 13 different settings. Set them for the current call as follows:**

while on a call, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are eight *group listening* loudness levels. Set them for the current call as follows:**

while on a call, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness (eight different levels available) that you desire.

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

- **Set the speaker, headset, handset, or group listening loudness for all future calls using the following steps:**
 1. Press **INTERCOM**.
 2. Choose speaker, headset, handset, or group listen mode to be affected.
 3. While in that mode, press **VOLUME UP** or **VOLUME DOWN** to adjust loudness.
 4. Dial * * **5** to hold the loudness at the last setting for all future calls (until it is changed again).
 5. Repeat this procedure in each mode until all default volume levels have been properly set.

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

8.16 Setting Your Personal Ringing Tones

You can choose one of six different ring tones for your telephone when it rings. 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. Press **OPTIONS**.
 2. Press **NEXT** until **RING** appears.
 3. Press **RING**.
 4. Press **UP** or **DOWN** to choose ring tone in display (a new tone will sound at each up or down press).
 5. Press **SPEAKER** to end. The next time your telephone rings, you will hear the new ring tone.

8.17 Switching The Dialing Mode Between Pulse And Tone

If your local telephone service is pulse (rotary dialing), your telephone is arranged to dial in this manner (when programmed to do so by the installer). If you need to send tones during a dialing sequence (e.g.; to send bank-by-phone tones, etc), you can convert to tone while dialing. The system will switch back to pulse dialing when you end your call. You can store a # as part of an automatic dialing number to effect pulse-to-tone switching where needed.

- **To convert to tone dialing at any time during dialing or while on an active call,**
 1. Press #.

8.18 Using Background Music

If background music is supplied by the telephone system, you can turn it on at your telephone speaker. Background music automatically turns off during calls and voice announcements.

- **To turn the music on,**
 1. Press **OPTIONS**.
 2. Press **NEXT**.
 3. Press **MUSIC**.
 4. Press **ON**.
 5. Press **SPEAKER** to end (the **SPEAKER** light turns on when background music is on).
 6. Adjust the loudness of the music with the speaker volume control.
- **To turn the music off,**
 1. Press **OPTIONS**.
 2. Press **NEXT**.
 3. Press **MUSIC**.
 4. Press **OFF**.
 5. Press **SPEAKER** to end (the **SPEAKER** light turns off when background music is off).

8.19 Using Toll Restriction Override

You can override one station's toll restriction assignment by dialing a programmed four-digit TRO code at another station prior to dialing your desired number. When you do this, the system replaces the toll restriction requirements of the station that you are using with those that match your home station. After entering a TRO code at another station, you will get your own prime line or idle line preference and its accompanying toll restriction assignment. You then have 15 seconds to dial an outgoing call. Once you have hung up from a call, you have 15 seconds to make another call without re-entering your TRO code. If you transfer a TRO call or place it on hold and pick it up at another station, the call belongs to the new station.

- **To use TRO at a station,**
 1. Press **INTERCOM**,
 2. Dial * * 6.
 3. Dial your station extension number.
 4. Dial your TRO code number (TRO code is not displayed— instead an * is shown).
 5. Within 15 second timeout period, dial desired outgoing line number.
 6. Hang up handset or press **SPEAKER** to end call. You will have 15 seconds in which you can make another call without re-entering your TRO code.

- **To clear the TRO code,**
 1. Press **INTERCOM**,
 2. Dial * * 6,
 3. Press **SPEAKER**.

8.20 Using The Optional Tracker Paging System

The optional Tracker paging system allows you to send and receive messages on Tracker Pagers assigned to station extension numbers.

The Tracker system will also park calls in orbit for retrieval by the paged party. The type of message that the system delivers (either alpha/numeric or numeric-only) is dependent upon the Tracker Pager model in use at the station.

If your station includes a Tracker Pager, you must enable it for your use. Further, it is a good practice to disable it when you do not wish to receive paged messages and when you leave your station at the end of your day.

- **To enable a Tracker Pager at your station,**
 1. Press **INTERCOM**.
 2. Dial * **06**.
 - **To disable a Tracker Pager at your station,**
 1. Press **INTERCOM**.
 2. Dial # **06**.
 - **To send a call back message to someone's Tracker Pager after receiving a ring—no answer,**
 1. Make an intercom call to someone and receive no answer.
 2. Press preprogrammed **TRACK** button (or dial #**01**).
 3. After your station returns to idle* hang up handset or press **SPEAKER** to end. The Pager—Tracker system will transmit your station extension number to called party's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)
- * If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.*

- **To send a call back message to someone's Tracker Pager without first calling them,**
 1. Press **INTERCOM**.
 2. Dial **#01**.
 3. Dial station extension number.
 4. Hang up handset or press **SPEAKER** to end. The Pager—Tracker system will transmit your station extension number to the caller's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)

 - **To park a call and have Pager—Tracker tell someone to retrieve the call,**
 1. Answer call and press **TRANSFER/CONFERENCE**.
 2. Dial Extension.
 3. Press **TRACK** (or dial **# 01**).
 4. Your display shows park orbit (91–99) and then returns to idle*.
 5. Hang up handset or press **SPEAKER** to end. The Pager—Tracker system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)

 - **To respond when your Tracker Pager displays park orbit dialing code,**
 1. From any system station, press **INTERCOM**.
 2. Dial displayed orbit code (**# 91–99**).
 3. Retrieve call.
- * *If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.*

8.21 Using The Auxiliary Jack

NOTE: Only the 8024S telephone has an auxiliary jack. On models 8312S and 8324, the optional headset plugs into the handset jack.

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

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

External power is required for the equipment (i.e. recorder, external ringer, or pager) used in the following modes:

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

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

NOTE: A recording device requires a special peripheral cord for connection. See your system installer for details.

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.

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.

- **Program the enable/disable buttons (at any blank programmable button location) as follows:**

1. Press **INTERCOM**.
2. Dial * * 1.
3. Press programmable button.
4. Dial a feature code
 - 94** = Headset Button,
 - 95** = External Ringer Button,
 - 96** = Tape Recorder Button,
 - 97** = External Pager Button.
5. Press **TRANSFER/CONFERENCE**.
6. Repeatedly press programmable button and dial separate codes repeatedly until all four buttons are programmed, if desired,
—OR—
press **SPEAKER** to end.

- **To use a feature button,**

1. Press desired button to enable mode.

When you press the button, the feature is enabled and you can use the corresponding auxiliary device. The display denotes the feature and shows it to be enabled. For example, when you press the **HEADSET** button, the display shows “Headset Enabled” and you can operate the telephone with a headset.

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

8.22 Understanding The DATA Button Light

The optional Data Interface Unit (DIU) provides connections for your standard multiline digital telephone and an Industry Standard Telephone (IST) device. The DIU enables you to switch between your multiline telephone and an IST device (an industry standard telephone, FAX machine, modem, cordless telephone, or answering machine).

When you have DIU (either local or remote) assigned to your multiline telephone, your telephone will have a preprogrammed DATA button labeled DATA by the system installer. The DATA LED will provide you with the following visual feedback on the operating status of the DIU.

| DATA LED | DIU STATUS |
|-----------------------|--|
| Off | Digital mode (multiline telephone selected) |
| On (green) | IST device selected but not active |
| On (red) | IST device busy |
| Flashing (red) | IST device ringing |

If the DIU has been removed or is inoperable, the DATA LED will be off. If this occurs, plug the multiline telephone into a digital station port.

- **To select the multiline telephone (DATA LED on or flashing),**
 1. Press the preprogrammed DATA button. If a call is in progress on the IST device, it will transfer to the multiline telephone if the multiline telephone is off hook or in speakerphone operation. If the multiline telephone is on hook, the call will be dropped.
- **To select the IST device (DATA LED off),**
 1. Press the preprogrammed DATA button. If a call is in progress on the multiline telephone, it will transfer to the IST device if that device is off hook. If the IST device is on hook, the call will be dropped. You can still receive visual messages via the LEDs and LCD on your multiline telephone, even though the voice path is routed to the IST device.

NOTE: If you transfer a line to your own multiline telephone then press the DATA button, the IST device will ring.

8.23 Using The IMIST Module

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

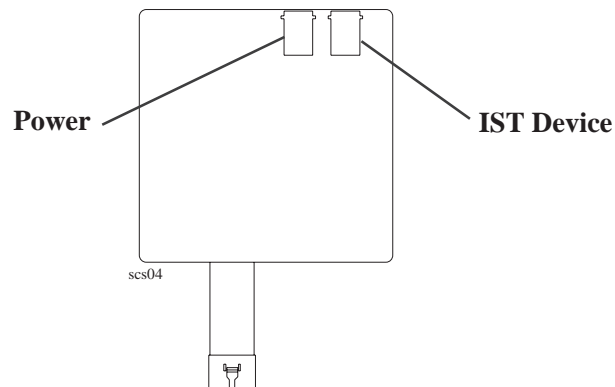
The functionality of the IMIST module is similar to the optional Data Interface Unit (see Section 8.22).

Functioning only on a DSU II system, the IMIST module does not have its own extension number and does not function simultaneously with the speakerphone.

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

If you have any other questions about IST devices, refer to GCA70-237, *Industry-Standard Telephone Station User's Guide*.

NOTE: The IMIST module has a separate power supply. The wall transformer is a UL and CSA approved Class 2 device operating from 120 Vac, 60 Hz, 16 watts and provides an output of 24 Vac at 450 mA. For replacement, order Comdial P/N DIU-PTR.



IMIST Module

8.24 Using The Caller ID Feature

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

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

Incoming call numbers are displayed in the upper half of the LCD. If caller's name is available, it is displayed in the lower half of the LCD.

If another call rings in while on a incoming call, the second caller's number flashes on the LCD for five seconds.

The system stores the last caller's number. Pressing the **HOLD** and then **SAVED NUMBER REDIAL** button causes the system to call back the last caller.

NOTE: If your system installer has not programmed a SAVED NUMBER REDIAL button, refer to section 10.4, Storing The Feature Buttons, for instructions on programming this button.

9

Using Non-Verbal Messaging

9.1 Message Waiting Light and Messaging

If your telephone is designated as a central message desk by the system or has message wait originate ability, you can turn on the message waiting light of any other telephone. This lets that telephone user know that you have a message for him.

You can also turn on the message waiting light at another station when that station is busy or ring not answered, using the LCD feature buttons.

- **To turn on the message waiting light at another telephone when that station is busy,**
 1. Hear the busy tone and remain on the line.
 2. Press *NEXT*.
 3. Press *MSG*.
 4. Hang up handset.

- **To turn on the message waiting light at another telephone when that station rings with no answer,**
 1. Press *MSG*.
 2. Hang up handset.

9.1 Message Waiting Light and Messaging—continued

- **To turn on the message waiting light at an idle telephone,**
 1. Press **MESSAGE**. (For models 8012S and 8024S, press **INTERCOM**, then dial * 3.)
 2. Dial extension number of station to be alerted. The message waiting light of called station will flash.
- **To turn off the message waiting light at a busy or idle station,**
 1. Press **MESSAGE**. (For models 8012S and 8024S, press **INTERCOM**, then dial # 3.)
 2. Dial extension number of station that was alerted. The message waiting light of called station will turn off.
- **To turn off the message waiting light during message-delivering conversation,**
 1. Press **INTERCOM**.
- **To receive a message at an alert**
 1. Observe flashing message waiting light.
 2. Press **MESSAGE**. (For models 8012S and 8024S, press **INTERCOM**, then **HOLD**.) Connection to the station that left message is automatic.

9.2 LCD Messaging

You can set system-supplied messages to be received or displayed by a calling LCD speakerphone. These messages give information on your telephone status. Get a list of the available messages from the attendant and write them on the blank listing chart on the next page.

- **To turn message on,**
 1. Press **INTERCOM**.
 2. Dial * **0 2**.
 3. Dial the desired number from your message list. The default messages of “Back At” and “Call” may be used:

 For default message 1, which is “Back At,” dial time in twelve-hour format using the # as a colon.

 For default message 2, which is “Call,” dial the telephone number of where you will be.
 4. Press **SPEAKER** to end message. Intercom light flashes steadily.
- **To turn off message and your intercom light,**
 1. Press **INTERCOM**.
 2. Dial # **0 2**.

LCD Message List

(Write Attendant-provided messages here)

| | |
|---|---------|
| 0 | |
| 1 | Back At |
| 2 | Call |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |

9.3 Assist Button Messaging

If you have preprogrammed an ASSIST button on your telephone, you can use it to send a message to your supervisor, asking for assistance while you are on a call. Your message shows in the supervisor's telephone display.

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

9.4 Station-To-Station Messaging

When you call another telephone and no one answers, you may leave a reminder that you have called. Do this by turning on the BLF light at the called telephone. To allow this to take place, your telephone must have previously been stored as a DSS/BLF button on the called telephone. If your telephone is not stored as a DSWS at the called telephone, your messaging call goes to the central message desk, if one is programmed. The central message desk (usually the system attendant) takes your message and turns on the message waiting light of the telephone that you originally called.

- **To turn on message light,**
 1. Make intercom call and receive no answer.
 2. Dial * 7 (BLF light at called station flutters).
- **To turn off message light,**
 1. Press **INTERCOM**.
 2. Dial # 7.
 3. Dial extension number of telephone. DSS/BLF light turns off.

- **If you are the recipient of a station-to-station message reminder (a BLF light is fluttering), answer it as follows:**
 1. Press DSS button associated with lighted BLF light.

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10**Programming
Your Telephone****10.1 Programming For Automatic Dialing**

- **Automatic dialing is a feature that lets you:**
 - dial lengthy numbers using one or two buttons,
 - store frequently used feature codes,
 - store intercom extension numbers of frequently called telephones.
- **You can store numbers for automatic dialing at the following locations:**
 - at any programmable button that is *not now assigned as a line button or other feature* by the system administrator or installer,
 - on a secondary level under a DSS button (however, you cannot store a number in place of a DSS stored there),
 - at the keypad numbers 0-9.

10.1 Programming For Automatic Dialing —continued—

The outside numbers and feature codes are commonly referred to as autodial numbers when they are stored at the programmable button locations; however, they are referred to as personal speed dial numbers when they are stored at the 10 keypad number locations. The intercom extension numbers are referred to as direct station selection (DSS) numbers. Plus, the light associated with the DSS button is referred to as the busy lamp field (BLF) light.

- **Before you begin programming, write down:**
 1. INTERCOM or outside line you will use to access the number.
 2. The telephone number, extension number, or feature code you are storing.

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

You can fill out the charts on the next page, if you wish, for a personal record of your stored numbers.

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

| Autodial Numbers | |
|-------------------------|-----------|
| 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) | |
|---|----------|
| 0 | 5 |
| 1 | 6 |
| 2 | 7 |
| 3 | 8 |
| 4 | 9 |

10.2 Storing Autodial And Speed Dial Numbers

- **To store an outside number or a feature code as an autodial or speed dial number, follow the display prompts and proceed as follows:**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **ADIAL** and **SDIAL** is displayed.
 3. Press **ADIAL** to choose autodial programming or **SDIAL** to choose speed dial programming.
 4. Press programmable button or keypad button to choose storage location.
 5. Press line button to dial out on or press **INTERCOM**,
—OR—
if your system provides line groups, dial **1, 2, 3,** or **4** for line group 1, 2, 3, or 4, or dial 0 to have the system automatically choose line for you.
 6. Dial any number (up to 16 digits long—include * and # if needed).

NOTE: *You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press **HOLD**, then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press **TAP** to store a hookflash, then continue dialing. Also, you may need to erase the typed digits appearing in your display to correct them. If you do, press **BKSP** once for each digit to be removed.*

7. Press **SAVE** to store number.
8. Press next location button and store next number.
9. Repeat previous step until all numbers are stored,
—OR—
press **SPEAKER** to end.

To store a system feature access code instead of an outside number, follow the above procedure except do not make a line selection before dialing the number. Instead, dial the access code for the feature after selecting the button location. For example, to program a group call pick up button, press the programmable button, press **INTERCOM**, dial # **4**, then press **SAVE**.

10.3 Storing A DSS Number

NOTE: *You cannot store more than one DSS number at a programmable button location; however, you can store a feature code or autodial number at a second level for a button location that already has a programmed DSS.*

- **To store an intercom extension number as a DSS number, proceed as follows:**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **DSS** appears.
 3. Press **DSS**.
 4. Press programmable button to choose location.
 5. Dial extension number.
 6. Press next location button and store next DSS number.
 7. Repeat the previous step until all DSS numbers are stored,
—OR—
press **SPEAKER** to end.

CAUTION

Do not attempt to program interactive buttons; doing so can cause features to be made unavailable. If interactive buttons are inadvertently programmed, you can retrieve their functions by pressing **INTERCOM * * 1**; then press the interactive button and dial 91, 92, or 93 (from left to right).

10.4 Storing The Feature Buttons

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

Account Code Button—allows you to enter an account code for call record purposes.

Automatic Call-Back (Camp On) Button—arranges the system to ring your and another's telephones as soon as their telephone becomes idle.

Call Forward Button—provides one-button forwarding of all of your calls to another telephone.

Call Park Orbit Button—places a call in a system hold for pick up.

Do Not Disturb Button—prevents other telephones from ringing your telephone.

Page Button—provides one-button access to paging.

Privacy Button—releases privacy for current call.

Saved Number Redial Button—redials saved last-dialed number.

Voice-Announce Block Button—blocks voice announcements.

- To create these feature access buttons proceed as follows:
 1. Press **OPTIONS**.
 2. Press **NEXT** until **FEAT** appears.
 3. Press **FEAT**.
 4. Press **NEXT** repeatedly until desired feature choice is displayed.
 5. Press one of the buttons below currently displayed selections to choose desired selection.
 6. Respond to any menu prompts associated with feature (such as all-call or zone 1 to 3 for PAGE or orbit 1 to 9 for PARK).
 7. Press programmable button for storage location.
 8. Press **PREV** or **NEXT** until next feature choice is displayed or until **EXIT** is displayed;
 9. Repeat last two steps until all feature buttons are programmed,
—OR—
press **EXIT** to end.

To clear a feature access button assignment, repeat the programming procedure but press **CLEAR** before pressing storage location button.

10.5 Storing The Special Purpose Feature Buttons

In addition to the feature buttons discussed on the previous page, there are six special purpose buttons that you can arrange as needed. These buttons provide the following features:

Assist Button—sends a message to an LCD speakerphone that lets user know, with a tone and a station message display, that you need assistance.

Automatic Redial Button—causes the system to automatically dial (every minute for 10 minutes) the last number that you dialed and ring the number for approximately 30 seconds.

Group Listen Button—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.

Response Message Button—makes a non-verbal response to a SOHVA call. The response appears in the display of the calling telephone.

Transfer/Conference Autodial Button—enables you to pre-select telephones to which calls are frequently transferred, allowing a single-key transfer of calls. This is most commonly used to transfer to a voice mail system.

Subdued Off-Hook Voice Announce (SOHVA) Button—allows you to deliver a SOHVA call. With this button you can decide, after hearing a busy signal, whether the called party should be interrupted in a SOHVA manner. If so, you can press the button and initiate a SOHVA call.

When you complete the programming of each feature, you can press **TRANSFER/CONFERENCE** and then press another programmable button location and dial the next feature button storage code to program another feature. After you have finished programming all of the features, press **SPEAKER** to end.

10.6 Response Message Programming

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

- **To assign a button for non-verbal response:**
 1. Press **INTERCOM * * 1**.
 2. Press the programmable button you want to use for message access.
 3. Dial **5**.
 4. Dial a message number (**0** through **9**).

NOTE: *The preprogrammed messages are created by the attendant.*

5. Press **SPEAKER** to end.

10.7 Automatic Redial Programming

- **To program a button on your telephone for redialing calls you make that are either busy or do not answer,**
 1. Press **INTERCOM * * 1**.
 2. Press programmable button.
 3. Press **#**.
 4. Press **SPEAKER** to end.

When you push this programmed button after having made a call that is busy or doesn't answer, the system will automatically dial the number every minute for 10 minutes and ring the number for approximately 30 seconds. To cancel auto-redial, simply lift and replace the handset.

NOTE: *When the party you are calling in the automatic redial mode answers, you must lift the handset to end the automatic redial mode and establish the conversation. At anytime thereafter, you may revert to the speakerphone mode, if your telephone is so equipped.*

10.8 Assist Button Programming

With this feature you can program an “assist” button on your telephone that will let you send a message to an LCD speakerphone. By pushing this button you can let a party at another station know, with a tone and a station message display, that you need assistance with a call.

Then, after receiving the tone and the display message, that person can join the call or monitor it through executive override or service observing.

To program an assist button,

1. Press **INTERCOM * * 1**.
2. Press programmable button you want as assist button.
3. Dial **7**.
4. Dial * to choose system-provided message. (System message = “ASSIST” plus name or extension number of station sending message. Name or extension is automatically added by system.)
—OR—
Dial **0 - 9** to choose preprogrammed message (see attendant for list of messages).
5. If one particular station must always receive message, dial extension number of that station; otherwise, press **SPEAKER** to end.

10.9 Transfer Button Programming

This program lets you set up a button to be used for transferring calls to voice mail.

To assign a “transfer to voice mail” button:

1. Press **INTERCOM * * 1**.
2. Press the programmable button you want to use.
3. Dial **6**.
4. Dial extension number.
5. Press **SPEAKER** to end.

10.10 Subdued Off-Hook Voice Announce (SOHVA) Button Programming

You can program a button at your station that may be pressed to enable the delivery of a SOHVA call. With this SOHVA enable button you can decide, after hearing a busy signal, whether the called party should be interrupted in a SOHVA manner. If so, you can press the button and complete the SOHVA call.

To program a SOHVA button,

1. Press **INTERCOM * * 1**.
2. Press desired programmable button.
3. Dial **8**.
4. Press **SPEAKER** to end programming.

10.11 Group Listening Button Programming

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

To program a group listening button,

1. Press **INTERCOM * * 1**.
2. Press programmable button.
3. Dial **98**.
4. Press **SPEAKER** to end.

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11

Troubleshooting Your Telephone

11.1 Using Your Troubleshooting Guide

Should your *Impact* or *Impact SCS* telephone fail to operate properly, or if you do not understand why it is operating in a certain manner, review the following Troubleshooting Guide for help.

| SYMPTOM | POSSIBLE CAUSE |
|--|--|
| INTERCOM light is flashing. | Your messaging is set. Dial INTERCOM , then # 0 2 and hang up. |
| MESSAGE light (models 8312S, 8324S) or HOLD light (models 8012S, 8024S) is flashing. | Another telephone has activated your message waiting light. Press MESSAGE (or INTERCOM and then HOLD) to retrieve message. This action will call the party who activated light. Once you have received message, party who activated light (while still talking to you) must press INTERCOM to turn off the light. |
| MUTE light is on. | MUTE is activated. To cancel, press MUTE. |
| SPEAKER light on steady. | Background music feature activated even though you may not have background music provided. Dial INTERCOM then #1 and hang up to cancel. |
| Error Tone (three steady tones) | May occur when incorrect buttons are pressed during autodial or speed dial programming. For example, if a button has a line assigned to it, it is not available as a programmable button and an error tone sounds if it is pressed during programming. |
| You can not receive a voice announce call. | Voice announce block has been activated. To cancel (if desired), dial INTERCOM then # 2 . |

This page remains blank intentionally.

Glossary

A

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.

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.

C

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

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

Call pickup: 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.

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

D

Data Interface Unit (DIU): This optional unit provides connections for your standard multiline digital telephone and 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.

Direct Inward Station Dialing (DISD): 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): Using one button to place intercom calls; 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.

Do not disturb: A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF): The tones made by your telephone when you dial.

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

E

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

Handsfree 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.

K

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

L

Last number redialing: Automatically dialing the last number dialed.

M

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.

P

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

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

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.

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.

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

S

Saved number redialing: Saving a last manually dialed number for later autodialing.

Subdued off-hook voice announce: A private announcement that can be made to a busy party which they hear through the receiver of their handset.

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).

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.

T

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

Tone call: A ringing intercom call.

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

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

V

Voice call: A verbal intercom call.

Voice announce blocking: 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.

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Appendix A

Quick Reference Guide

This quick reference guide provides you with a list of the feature dialing codes used on the *Impact* digital telephone system.

| Feature | To Turn On | To Turn Off |
|--|---|--|
| Account Code | Programmed Button, or INTERCOM * 04 | |
| Assist | Programmed Button | |
| Attendant | INTERCOM 0 | |
| Automatic Callback | INTERCOM Ext. * 6 | INTERCOM # 6 |
| Background Music | INTERCOM * 1 | INTERCOM # 1 |
| Call Forwarding: All Calls Personal Calls CFOS (DSU II) | INTERCOM * 5 INTERCOM * 05 INTERCOM * 07 | INTERCOM # 5 INTERCOM # 05 INTERCOM # 07 |
| Call Pickup: Directed Group | INTERCOM * 4 plus Ringing Ext. INTERCOM # 4 | INTERCOM |
| Call Park | INTERCOM * (91-99) | #91-99 to retrieve |
| Call Waiting | INTERCOM EXT. * 01 | Hang Up |
| Directed Hold | INTERCOM * 90, Ext. | INTERCOM # 90 |
| Executive Override | INTERCOM Ext. * 03 | |
| Hookflash Code | INTERCOM # 04 | |
| LCD Messaging | INTERCOM * 02, 0-9, SPKR | INTERCOM # 02 |

| Feature | To Turn On | To Turn Off |
|---|--|----------------------|
| Line Group 1 Line Group 2 Line Group 3 Line Group 4 | INTERCOM 9 INTERCOM 81 INTERCOM 82 INTERCOM 83 | |
| Line Group Queue | INTERCOM (grp. code) * 8 | INTERCOM # 8 |
| Message Waiting | INTERCOM * 3 Ext. | INTERCOM # 3 Ext. |
| Night Answer | INTERCOM 80 | |
| Paging Zone 1 Paging Zone 2 Paging Zone 3 Paging All-Call Paging Meet-Me Paging External Paging | INTERCOM 84 INTERCOM 85 INTERCOM 86 INTERCOM 87 INTERCOM 88 INTERCOM 89 | |
| Personal Ringing Tones | INTERCOM * * 4 + 1 (tone 1) INTERCOM * * 4 + 2 (tone 2) INTERCOM * * 4 + 3 (tone 3) INTERCOM * * 4 + 4 (tone 4) INTERCOM * * 4 + 5 (tone 5) INTERCOM * * 4 + 6 (tone 6) | |
| Response Messaging | Programmable Button | |
| Service Observe | INTERCOM # 03 | |
| SOHVA Originate | Programmable Button | |
| Station to Station Messaging | INTERCOM Ext. * 7 | INTERCOM # 7 |
| System Speed Dialing | * 01-99 | |
| Tracker Pager | INTERCOM* 06 | INTERCOM # 06 |
| Tracker Pager—Send Tracker Page | INTERCOM # 01 | |

| Feature | To Turn On | To Turn Off |
|---------------------------|-----------------------------------|--------------|
| Toll Restriction Override | INTERCOM **6 | |
| Voice Announce Block | Programmed Button or INTERCOM * 2 | INTERCOM # 2 |
| Volume Save | INTERCOM **5 | |

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NOTES

NOTES

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