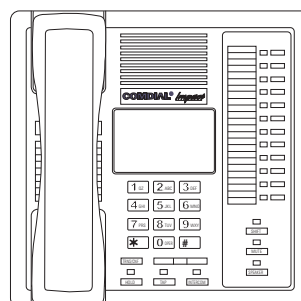
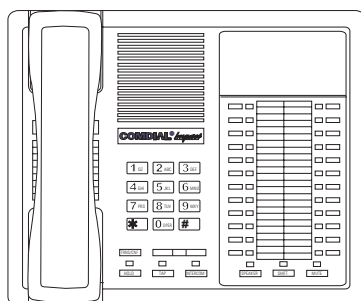
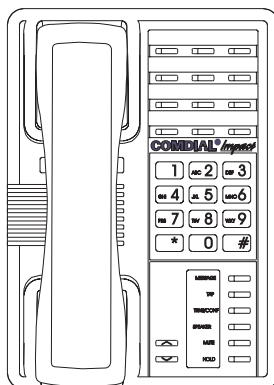


COMDIAL®

DSU and DSU II Series Digital Telephone Systems

Impact • *Impact*
SCS

Non-LCD Station User's Guide



This user's guide 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 SCS 8212S-** Rev. A and later.
- Impact SCS 8212N-** Rev. A and later.
- Impact 8124S-** Rev. A and later.
- Impact 8112S-** Rev. A and later.
- Impact 8112N-** Rev. A and later.

If you need more information, consult the *Speakerphone Reference Manual*.

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 Telephone****1.1 Using This Guide**

This user's guide describes your Comdial Impact telephone and tells you how to use it. The sections in this introductory chapter help you become familiar with your telephone's controls and indicators. The remaining sections are titled as follows:

- 1.2 Overview
- 1.3 Using Your Speakerphone
- 1.4 Knowing Your Telephone's Functions
- 1.5 Understanding What The Lights Mean
- 1.6 Understanding What The Rings Mean
- 1.7 Adjusting Your Telephone's Pedestal

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

- 2 Answering Calls**
- 3 Making Calls**
- 4 Placing Calls On Hold**
- 5 Transferring Calls**
- 6 Conferencing Calls**

The special-purpose features of the telephone are grouped into one chapter:

- 7 Using The Other Telephone Features**

Your telephone provides several non-verbal way to communicate using lights and indicators. The descriptions of these methods are provided in a separate chapter titled:

- 8 Sending And Receiving Non-Verbal Messages**

You can program many of the buttons on your telephone to enhance the unit's versatility and usability. These programming instructions are found in the following chapter:

9 Programming Your Telephone

Two DSS/BLF consoles are available for expanding a station's memory button capacity—a 24-button and a 48-button model. The operation of these consoles is covered in the following chapter:

10. Operating Your Telephone With A DSS/BLF Console

For your convenience, a troubleshooting chart is provided in the following chapter:

11 Troubleshooting Your Telephone

There is a quick reference chart listing the feature dialing codes in the following chapter:

Appendix A Quick Reference Guide

1.2 Overview

This user's guide covers five different telephone models. There are several differences as noted below.

- The 8112N and 8212N do not have speakerphone capability. Therefore, you must lift the handset to perform any telephone functions: making calls, answering calls, programming your telephone, etc.
- The 8112N and 8212N cannot receive voice announce calls.
- The 8112N and 8212N cannot use the Group Listen feature.
- The 8112N and 8212N cannot use the Background Music feature.
- The 8112N does not have any LEDs beside its programmable buttons and therefore does not provide any status indications for these buttons.
- The 8112N does not have a mute key.
- The 8112N and 8212N does not have a handset volume control.
- The IMIST device only works with the 8212S and 8212N telephones.
- The 8124S and 8112S telephones have a rocker switch style volume control instead of separate volume up and volume down buttons.
- Message waiting lights:
 - On the 8124S and 8112S, the message waiting light is above the HOLD button.
 - On the 8112N, the message waiting light is above the dialpad.
 - On the 8212S and 8212N there is a dedicated message button with an associated light beside it.
- Only the 8212S and 8212N support the ICVOL handset with independent volume control.
- 8212S and 8212N have adjustable pedestals.

1.3 Using Your Speakerphone

On the speakerphone-equipped models (8124S-**, 8112S-**, and 8212S-**) 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).

Your speakerphone's sound-activated switches allow either the microphone or the loudspeaker to be on at a given time. This means that sounds travel in only one direction at a particular moment.

- **To manually place a call using your speakerphone,**
 1. Press the line button or the **INTERCOM** button.
 2. Dial the number.
 3. When party answers, speak toward the telephone.

- **To autodial using your speakerphone,**
 1. Press the programmed button and talk when your party answers.

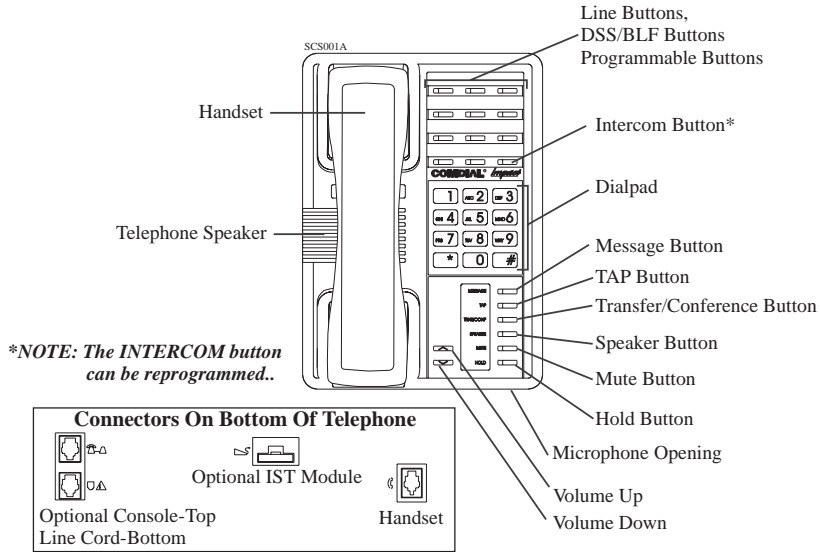
- **To answer a call with your speakerphone,**
 1. Press the line button with flashing red or orange light.
 2. Speak toward the telephone to answer the call.

- **To answer an intercom call with your speakerphone,**
 1. Press the **INTERCOM** button and speak toward the telephone after hearing two short rings,
—OR—
If your system is configured for voice-first calling, speak toward the telephone to answer the call after hearing the caller's voice.

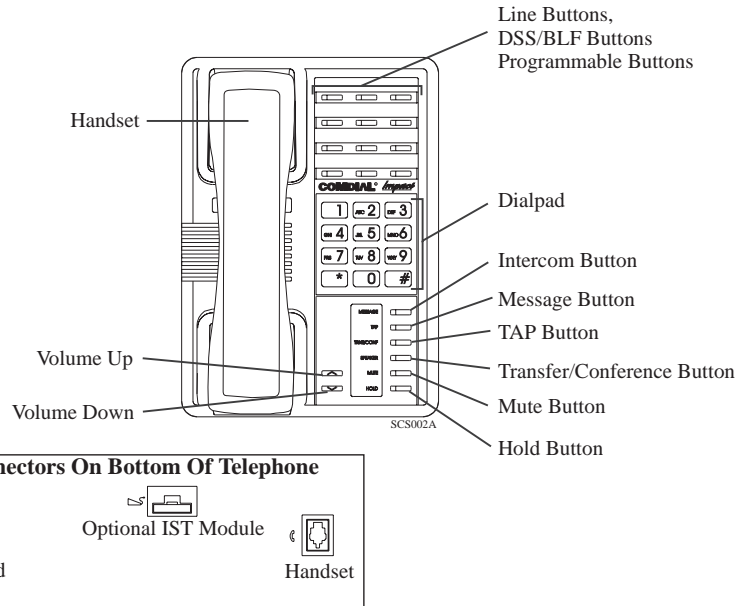
- **To end a call with your speakerphone,**
 1. Press **SPEAKER**.

Speakerphone User Guidelines

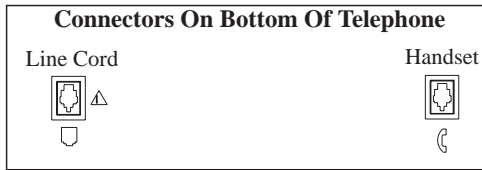
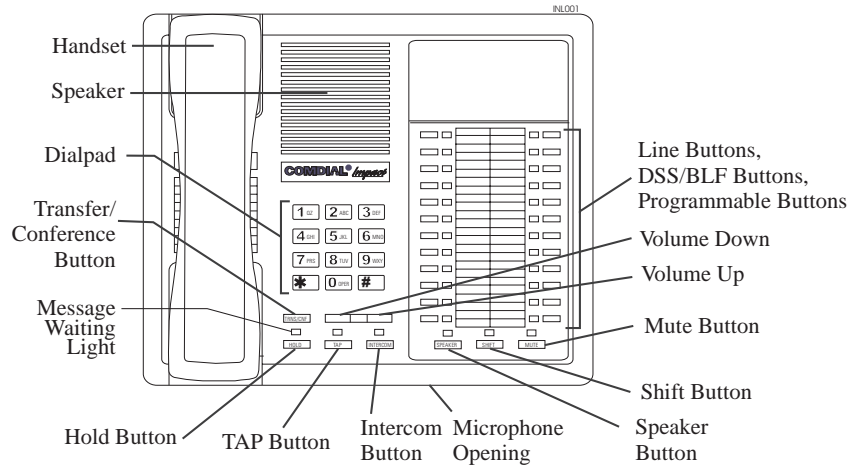
- Both parties cannot talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.



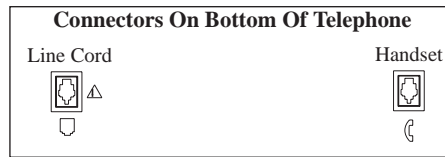
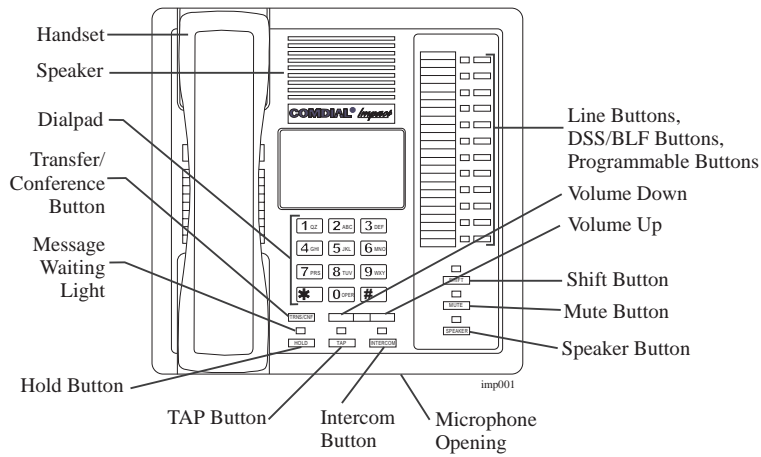
8212S Speakerphone



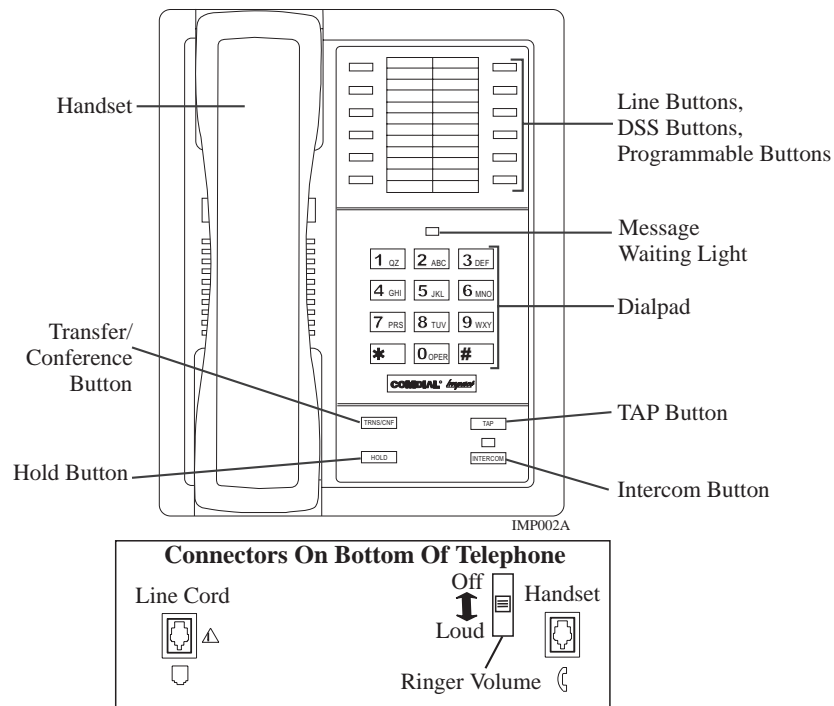
8212N Telephone



Impact 8124S Speakerphone



Impact 8112S Speakerphone



Impact 8112N Telephone

1.4 Knowing Your Telephone's Functions

Your telephone provides many versatile features for your use. These features are explained in terms of what they allow you to do. Refer to section 1.5, *Understanding What The Lights Mean*, for information about the lights associated with your telephone's buttons.

Hold Button

- Places a line or Intercom call on hold.
- Stores pauses in number sequences during programming.

Intercom Button

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

Message-Waiting Light

- Indicates that a message awaits pick up.

Microphone Opening

- Allows hands-free operation of speakerphone (not available on 8112N and 8212N).

Mute Button

- Keeps the person on the line from hearing your conversation (not available on 8112N).

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, ringing, or on hold.

Shift Button

- Allows access to autodial numbers programmed under DSS buttons.

Speaker (not available on 8112N and 8212N)

- Sounds distant party's voice.
- Sounds ringing and call-in-progress tones.
- Activates group listen feature.

Speaker Button (not available on 8112N and 8212N)

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

TAP Button

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

Transfer/Conference Button

- Transfers calls
- Sets up conference calls.

Volume Control

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

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).

Winking red = an LCD message is set on your telephone for others to receive when calling.

Flashing red = another station is calling you.

Next to the HOLD button:

Flashing red = message awaits pick up.

Fluttering red = automatic station relocation has been set.

Next to the MESSAGE button (8212S and 8212N only):

Flashing red = message awaits pickup.

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 second level autodial numbers programmed at DSS locations.

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.

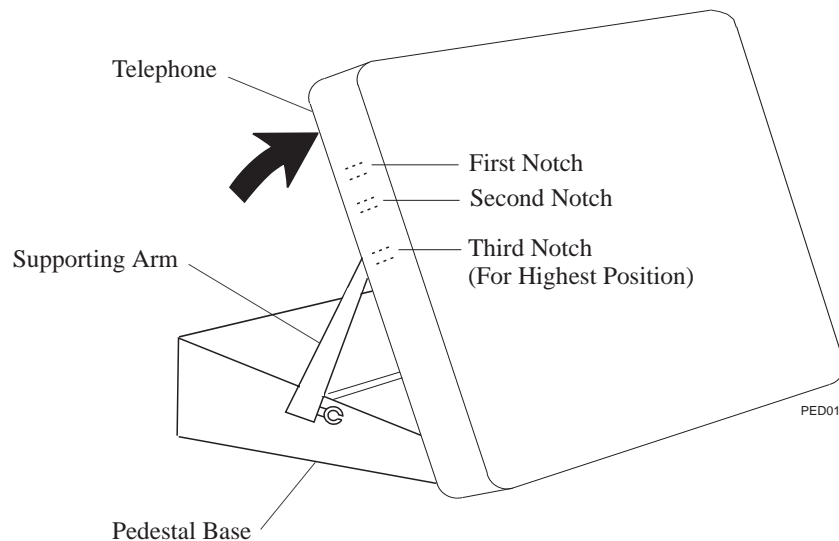
You can vary the ringing tone of your telephone, choosing from one of six different rings. This way, you can identify your ring even though you may not be close to your telephone.

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 8212S and 8212N 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

Answering Calls

2.1 Answering Calls

- **To answer a call that is ringing at your telephone,**
 1. If the light is flashing orange, lift handset.
—OR—
If the light is red, press the flashing line and lift handset.
- **To answer a call using the speakerphone,**
 1. Press flashing line or **INTERCOM** button after hearing ringing. If you hear the caller's voice, you can answer in the hands-free mode by speaking toward the telephone. This is possible when the installer has configured your system for voice-first versus tone-first intercom calling.
- **To answer a call that is ringing at any telephone in the system,**
 1. Press **INTERCOM** and dial * 4 plus extension number of ringing telephone.
 2. Speak toward telephone to answer call. Lift handset if you desire privacy.
- **To answer a call that is ringing at a telephone in your group,**
 1. Press **INTERCOM** and dial # 4 (ringing station must be programmed in your call pickup group).
 2. Speak toward telephone to answer call. Lift handset if you desire privacy.
- **To answer a call that is ringing the loud ringer or night transfer station,**
 1. Press **INTERCOM** and dial 80.
 2. Speak toward telephone to answer call. Lift handset for privacy.

2.2 Answering Subdued-Off Hook Voice Announcements (SOHVA) Calls

NOTE: Your telephone may be arranged to receive a subdued off-hook voice announcement (SOHVA). If it is, an intercom caller may break into your outside call and deliver a message to your telephone receiver for you to hear.

- **To answer a SOHVA**

1. While off-hook on an outside call, hear several quick tone bursts followed by an announcement delivered to your ear through the handset.

- **To respond verbally,**

1. Press and hold **MUTE**.
2. Speak into handset.

- **To respond non-verbally,**

1. Press pre-programmed button (see page 9-2 of this manual for further instructions on programming this function).

NOTE: Announcing station must have LCD speakerphone.

- **To Block SOHVA,**

1. Lift handset.
2. Press **INTERCOM** and dial * 2.
3. Turn **SOHVA** back on by lifting the handset, pressing **INTERCOM**, and dialing # 2.

3

Making Calls

3.1 Making Calls

NOTE: *If the installer has enabled your system with Specialized Route Access (SRA), the system returns a special intercom tone when you dial out (using INTERCOM 9, or a preprogrammed line group button). After this SRA tone, you have ten seconds to dial digits; otherwise, the telephone automatically returns to its idle state. Furthermore, you only have three seconds pause time between digits before the system automatically dials your call.*

- **To make a call,**

1. Lift handset, select line (unless your telephone selects it for you), or select intercom, and listen for dial tone,
2. Either dial number or press **HOLD** and then press autodial, use speed dial feature, use redial feature, or press Direct Station Select (DSS) if making an intercom call.

- **To dial autodial number,**

1. Press preprogrammed button. If button is programmed at the second level of a DSS button, press **SHIFT** before pressing autodial button.
2. When called party answers, lift handset.

- **To dial personal or system speed dial number,**

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.*

1. Dial desired code:
 - 1-0 = personal speed dial number,
 - *01 – *99 = system speed dial number,

If you select a line, press **HOLD** then dial code.

2. When called party answers, lift handset.

- **To redial the last number that you dialed at your telephone,**

1. Dial #.

If you select a line, press **HOLD** then dial #.

2. When called party answers, lift handset.

- **To access outside line using line group feature,**

1. Press **INTERCOM**, then dial line group access code:

9 = group 1,

81 = group 2,

82 = group 3,

83 = group 4.

2. Listen for outside dial tone.

3. Dial number.

4. When called party answers, lift handset.

- **To queue for a line group if all lines are busy,**

1. Press **INTERCOM** and dial line group access code (**9, 81, 82, or 83**).

2. Hear busy tone and dial * **8**.

3. Hang up and wait for queuing ring-back.

4. When called party answers, lift handset.

- **To answer queuing ring-back,**

1. Lift handset and hear dial tone for line.

- **To cancel queuing before it rings back at your telephone,**

1. Lift handset.

2. Press **INTERCOM** and dial # **8**.

3. Hang up handset.

- **If you are required to enter an account code when making outside calls,**
 1. Select line.
 2. Press **INTERCOM** and dial * 04.
 3. Dial your account, hear outside dial tone, and dial outside number.
 4. When called party answers, lift handset.
- **To use Toll Restriction Override at a station,**
 1. Press **INTERCOM**.
 2. Dial **6.
 3. Dial your station extension number.
 4. Dial your TRO code number.
 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 Toll Restriction Override code,**
 1. Press **INTERCOM**.
 2. Dial **6.
 3. Press **SPEAKER**.

3.2 Using Automatic Call-Back

- **To arrange for the system to call back when a busy station becomes idle or rings with no answer,**
 1. Make intercom call and hear busy signal or ring-back tone.
 2. Dial * 6.
 3. Hang up. (When called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).
- **To answer call-back ring,**
 1. Lift handset (called station will ring; call-back is canceled if you do not lift your handset).
- **To cancel automatic call-back,**
 1. Press **INTERCOM** and dial # 6.

3.3 Using Call Waiting

- **To activate call waiting,**
 1. Make intercom call and hear busy signal.
 2. Dial * 0 1 (called party hears tone).
 3. Wait on line for an answer.
- **To cancel call waiting,**
 1. Hang up handset.
- **To answer a call-waiting tone at your telephone,**
 1. Hear short tone burst in handset receiver.
 2. Complete present call, and hang up (waiting call will begin ringing).
 3. Lift handset to answer.

4

Placing Calls On Hold

4.1 Placing Calls On Hold

- **To place a call on hold,**
 1. Press **HOLD**.
 2. Hang up handset.
- **To return to call that is on hold,**
 1. Lift handset and press line button with flashing green light.
- **To place a call on exclusive hold,**
 1. Press **HOLD** twice and hang up handset.
- **To place a call on hold at another telephone,**
 1. While on line, press **INTERCOM** (system places call on hold).
 2. Dial * **9 0**, then dial extension number of telephone to receive held call.
 3. Hang up handset.
- **To answer a call at the extension receiving held call,**
 1. Lift handset.
 2. Press **INTERCOM** and dial # **90**.
- **To cancel directed call hold and retrieve the call,**
 1. Lift handset.
 2. Press **INTERCOM**, dial * **4**, then dial the extension number of the telephone to which you directed the call.
 3. Retrieve the call.

● **To park a call,**

1. When on a line, press **INTERCOM**.
2. Dial *, then dial park orbit access code (**91 - 99**)
(if chosen orbit is busy, dial alternative orbit number).
3. Hang up handset.
4. Use paging feature to announce call and park orbit access code if necessary.

NOTE: If call is not retrieved within a programmable time limit, it reverts to the parking station as a standard held call, and only one call can be placed in an orbit at a time.

● **To retrieve a parked call,**

1. Hear announcement.
2. Lift handset.
3. Press **INTERCOM** and dial #.
4. Dial park orbit access code (**91 - 99**).
5. Answer call.

5

Transferring Calls

5.1 Transferring Outside Calls

- **To announce a call before transferring it,**
 1. Answer outside call.
 2. Press **TRANSFER/CONFERENCE** (call is placed on hold).
 3. Dial station number.
 4. Upon answer, announce the call.
 5. Hang up the handset (call is transferred).
- **To transfer a call without first announcing it,**
 1. Answer outside call.
 2. Press **TRANSFER/CONFERENCE** (call is placed on hold).
 3. Dial station number.
 4. Hang up handset. Call will re-ring your telephone if it is not answered within a preprogrammed time.
- **If you hear a busy signal or receive no answer,**
 1. Press **TRANSFER/CONFERENCE** and return to outside call.

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6

Conferencing Calls

6.1 Conferencing Stations Together

- **To conference any combination of inside stations and outside lines,**
 1. Make first call.
 2. Press **TRANSFER/CONFERENCE**.
 3. Make next call and press **TRANSFER/CONFERENCE** to establish conference.
 4. Repeat the last two steps to add up to two more parties.

***NOTE:** When setting up a conference call with outside lines and inside stations, you must call the outside lines first. Use the line group access codes to place the outside lines in your conference.*

- **To drop outside lines from the conference,**
 1. First press **HOLD** to place all calls on hold (not doing this will result in a tone burst interrupting the remaining conferees).
 2. Once all calls are on hold, press the line that you wish to bring back to the conference.
 3. Use steps two and three to bring back each line from hold.

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7

Using The Other Telephone Features

7.1 Using the Recall/Flash Feature

- **If your system has been configured for flash,**
 1. Press **TAP** to generate a timed flash signal while on line.
- **If your system has been configured for recall,**
 1. Press **TAP** to disconnect as if you had hung up.

7.2 Making a Paging Announcement

- **To page through an external paging amplifier (if your system provides this feature),**
 1. Lift handset.
 2. Press paging line select button and dial page access code (see your attendant for code)—if paging is connected to a dedicated paging port, dial **INTERCOM 89**.
 3. Make announcement.
- **To page through system telephones (all-call and zone paging),**
 1. Lift handset.
 2. Press **INTERCOM** and dial all-call or zone number:
84, 85, or 86 = zones 1, 2, or 3
87 = all-call.
 3. Make announcement.
 4. Hang up handset or wait for an answer.

- **To answer telephone paging from any station,**
 1. Lift handset.
 2. Press **INTERCOM**, dial **88**, and meet paging party on line.
- **To enable or disable the Tracker pager at your station,**
 1. Press **INTERCOM**.
 2. Dial * **06** to enable, or #**06** to disable.
- **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. Dial #**01**.
 3. After your station returns to idle (if the Tracker paging system does not accept your action, you will hear an error tone), hang up the 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.)
- **To park a call and have Tracker Pager tell someone to retrieve the call.**
 1. Answer call and press **TRANSFER/CONFERENCE**.
 2. Dial extension number and hear ringback.
 3. Dial # **0 1**.
 4. Hang up handset or press **SPEAKER** to end. The Tracker paging 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.

7.3 Switching Between Pulse and Tone

- **To convert to tone while dialing—if the local telephone service is pulse (rotary),**
 1. Press # at point in dialing sequence where conversion to tone is required.

NOTE: Pulse/Tone switching can be programmed into memory keys by pressing # during number storage.

7.4 Forwarding Calls

- **To forward personal calls to another telephone,**
 1. Press **INTERCOM** and dial * **05**,
 2. Dial extension number of telephone to which calls are to be forwarded.
- **To cancel personal call forward,**
 1. Press **INTERCOM** and dial # **05**.
- **To forward all calls to another telephone,**
 1. Press **INTERCOM** and dial * **5**,
 2. Dial extension number of station to which calls are to be forwarded.
- **To cancel all-call forward,**
 1. Press **INTERCOM** and dial # **5**.

NOTE: For each personal call received during call forward, you will hear a ring reminder (short tone burst) to remind you that calls are being forwarded.

7.5 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** (maximum 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**.

7.6 Engaging Automatic Set Relocation

NOTE: If this feature has been enabled by your system programmer, the message-waiting light will flash for several seconds when you connect your telephone to another location. This means that the system is waiting to automatically relocate your extension number and other programmed features to the new location.

If you do not want your telephone to have its old programming after relocation, reject the automatic relocation.

- **To accept automatic relocation,**
 1. Do nothing and wait for the light to turn off on its own, or press the **HOLD** button to immediately accept the relocation (light immediately turns off).
- **To reject the automatic relocation,**
 1. Press the # button while the message waiting light is flashing.

7.7 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 a 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.*

7.8 Using The IMIST Module

Impact SCS 8212S-** and 8212N-** speakerphones equipped with the optional IMIST module can support an IST device (modem, FAX machine, industry-standard telephone, etc.) in addition to the speakerphone. Depending on system programming, the IST device may be used to make outgoing calls and receive incoming calls.

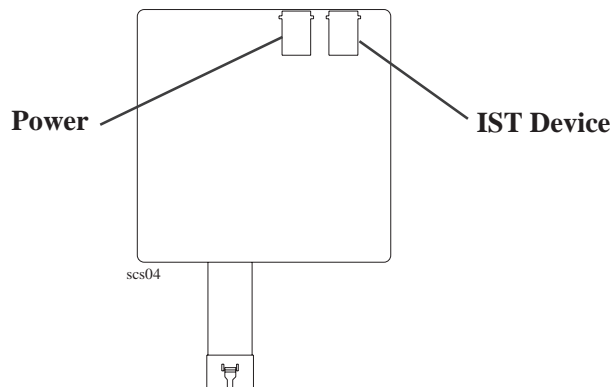
The functionality of the IMIST module is similar to the optional Data Interface Unit (see Section 7.7).

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

7.9 Background Music

If supplied by your main system, music can be set to play through your telephone speaker.

- **To turn music ON,**
 1. Press **INTERCOM * 1** (speaker light will turn on).
 2. Adjust loudness of music with speaker volume control.
- **To turn music OFF,**
 1. Press **INTERCOM # 1** (speaker light will turn off).

***NOTE:** Background music automatically turns off during calls and returns after a call is completed.*

7.10 Using The Dynamic Line Button Feature

Certain idle buttons on your telephone (these are usually the first two or three buttons) can be arranged by the installer as dynamic line buttons. This feature allows the system to temporarily assign a line to your station that you would normally not have. You will have line appearance whenever a call appears at one of these locations.

- **To answer a call appearing at a dynamic line button,**
 1. Press the flashing button and lift handset.

8

Sending And Receiving Non-Verbal Messages

8.1 Lighting The Message Light

If the system installer designates your speakerphone as a central message desk or programs it to have message-wait originate ability, you can turn on the message-waiting light of any other telephone. This light lets that telephone user know that you have a message for him or her.

The message-waiting light is located in different places on the various model telephones. On the 8124S and 8112S telephones, the message waiting light is located above the HOLD button. On the 8112N telephone, the message waiting light is located above the dial pad. The 8212S and 8212N telephones have a dedicated message waiting button and light, labeled MESSAGE. For more information on button locations, see Chapter 1.

If your telephone receives a message and has a Directed Station Select DSS button that is programmed to call the station that left the message, the light next to that station's DSS button on your telephone will flash.

- **To receive a message at an alerted station,**
 1. Observe flashing HOLD or MESSAGE light.
 2. Press **INTERCOM**, then **HOLD**; or **MESSAGE** (connection to station that left message is automatic).
- **To turn on the message waiting light at another station,**
 1. Press **INTERCOM * 3**, or **MESSAGE**.
 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 another station,**
 1. Press **INTERCOM # 3**, or **MESSAGE**.
 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**.

NOTE: *Any station, if programmed with “Message Wait Originate,” can have this messaging capability.*

8.2 Sending Messages To LCD Speakerphones

NOTE: You can set system-supplied messages to be displayed by calling an LCD speakerphone.

- **To turn LCD messaging on,**
 1. Press **INTERCOM**.
 2. Dial * **0 2**.
 3. Choose message code number (0-9).
 4. Press **SPEAKER**.

8.3 Station-To-Station Messaging

- **To activate station-to-station messaging (station must have BLF appearance at called station),**
 1. Make intercom call and hear ring-back tone.
 2. Dial * **7**; your station's BLF light turns on at called station.
 3. Hang up handset.
- **To cancel station-to-station messaging,**
 1. Press **INTERCOM** and dial # **7**.
 2. Dial extension number of station where you left the call-back indication.
 3. Press **SPEAKER**.

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9**Programming
Your Telephone****9.1 Programming Your Telephone****• To store autodial numbers,**

1. Press **INTERCOM** and dial * * 1.
2. Press programmable button.
3. Press line button, or dial **1, 2, 3,** or **4,** to select line groups **1-4,** or dial **0** for system to select line.
4. Dial number to be stored (16 digits maximum).
To store hookflash in an autodial sequence, press **TAP**; press **HOLD** to store pause (only if needed).
5. Press **TRANSFER/CONFERENCE**, then press next programmable button, and dial another number to be stored.
6. Repeat previous step until finished then press **SPEAKER**.

NOTE: *You can store an autodial number at a second level at a DSS button if you wish.*

• To store extension numbers at DSS buttons,

1. Press **INTERCOM** and dial * * 3.
2. Press programmable button.
3. Dial extension number.
4. Press next programmable button and dial another extension number.
5. Repeat previous step until finished then press **SPEAKER**.

- **To store personal speed dial numbers,**

1. Press **INTERCOM** and dial * * **2**.
2. Dial memory location (**1-0**).
3. Press line button, or dial **1, 2, 3,** or **4** to select line groups 1-4
—OR—
dial **0** for system to select line.
4. Dial number to be stored (16 digits maximum). Press **TAP** to store hookflash and press **HOLD** to store pause (if needed).
5. Press **TRANSFER/CONFERENCE**, dial next location, select line, and dial another number to be stored.
6. Repeat previous step until finished, then press **SPEAKER**.

- **To store special purpose feature buttons,**

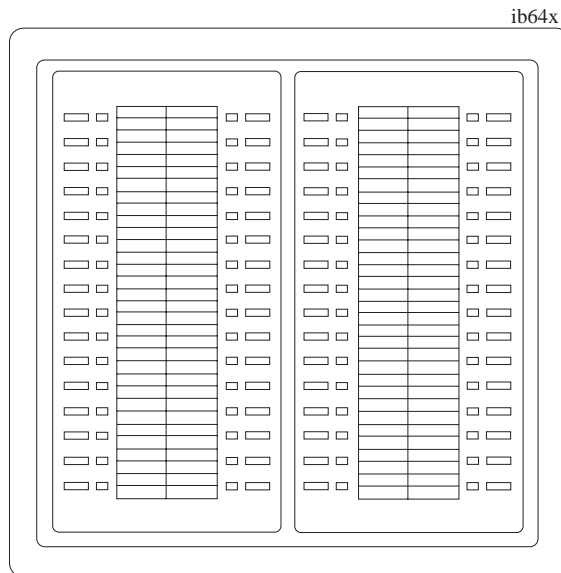
1. Press **INTERCOM** and dial * * **1**.
2. Press programmable button.
3. Dial feature code:
 - 5** = response messaging button (then dial **0-9** for message)
 - 6** = transfer to voice mail button (then dial extension number)
 - 7** = assist button (then dial **0-9** or * for message)
 - 8** = subdued off-hook voice announce button
 - 98** = group listen button
 - #** = auto redial button
4. Press **TRANSFER/CONFERENCE** then next programmable button and dial another feature code.
5. Repeat step 3 until finished, then press **SPEAKER**.

NOTE: *The Federal Communications Commission (FCC) requires that when programming emergency numbers and making test calls to emergency numbers you do the following: (1) Remain on the line and briefly explain to the dispatcher the reason for the call; (2) always make such a test call during the off-peak hours, such as early morning or late evening.*

10***Operating Your Telephone
With A DSS/BLF Console*****10.1 *Operating Your Telephone
With A DSS/BLF Console***

The IB24X, IB48X, and IB64X consoles have additional buttons and status lights that extend the memory button capability of a companion telephone. You can program the buttons for automatic dialing (speed dial) or direct station selection (DSS) with busy lamp field (BLF) using instructions provided in chapter 9, *Programming Your Telephone*.

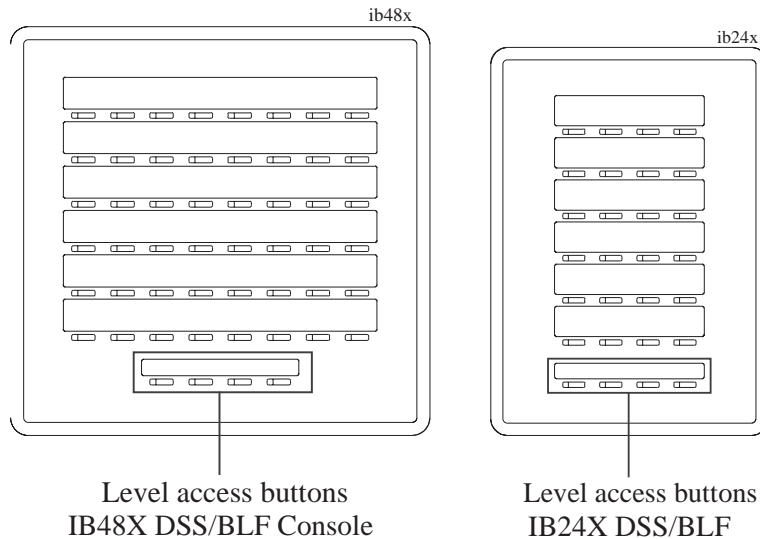
When the installer assigns a DSS/BLF console to a station port, the system recognizes it as such and automatically assigns DSS buttons.



IB64X DSS/BLF Console

10.1.1 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 1, the next button activates level 2, etc. 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



11

Troubleshooting Your Telephone

Should your *Impact* telephone fail to operate properly, or if you do not understand why it is operating in a certain manner, review the following list of symptoms and causes for help.

SYMPTOM	POSSIBLE CAUSE
INTERCOM light is flashing.	Your messaging is set. Dial INTERCOM , then # 0 2 and hang up.
HOLD or MESSAGE light is flashing.	Another telephone has activated your message waiting light. (See section 8.1.) Press INTERCOM and then press HOLD or MESSAGE 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 .

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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, SPEAKER	INTERCOM # 02
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.

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

NOTES

NOTES

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